Acclaim Solaria Service
7.30 Release Notes

ENHANCEMENTS

- New fields were added to the **Email Information** section of the Service Settings window. You can now enter the **Server Port** number separate from the **Email Server** name. In addition, you can specify the **From Email** address so that emails look like they are coming from a different email address and will be used for any replies.

INSTRUCTIONS

The Acclaim Solaria Service application allows you to run the following types of services in the background as a Windows service without having to have Solaria open on the computer.

1. ServiceLink Auto Fetch (includes fetching of Zoom recordings from Zoom)
2. Assess finance charges to overdue invoices automatically
3. Salesforce change report and revenue updates

These can be configured on a computer that has Solaria installed on it (for licensing purposes). The service application needs to be installed separately then configured using the Workstation Settings window of Solaria as described below. Only ONE computer should be running this service application per Solaria database.

INSTALLATION INSTRUCTIONS

Make sure the versions of Solaria and the Service application you are installing/running are compatible. They must be on the same major version but could be different build numbers. Current compatible versions can be found on our website.

1. Run Solaria on the workstation to ensure it is registered.
2. Set up a separate user in Solaria (that can be inactive) to use with the Service tool to show who tasks were completed by.
3. Close Solaria.
4. Install the Solaria Service application. When prompted for the destination, be sure to install it to the system32 folder: C:\Windows\System32\config\systemprofile\AppData\local\Acclaim Legal Solutions\Acclaim Solaria

    Note: The folder names after "\AppData\local\" must match your Solaria installation folders in C:\Program Files. We suggest using the default installation folders for both applications.
5. If you are running in a terminal server environment, you must give full access to the above folder to one user who will do the next instructions in Solaria.
6. Open Solaria and go to **Settings ▶ Workstation Settings**. If you have successfully installed the service application, it will show a **Windows Service** section:

1. Click here to activate the service application as a Windows service: [Activate Service]   2. Configure the service: [Service Settings]   3. Start/Stop the service: [Services Control Panel]

7. Turn OFF **Run ServiceLink Auto-Fetch on This Workstation** if you have it turned on.

8. Click on **Activate Service**. This will copy a file from your own local AppData folder to the system profile's local AppData folder. It will then install the service application as a Windows service. A message will display letting you know if there were any errors that occurred or if it was successful. The other buttons will become enabled if this was successful. These also show enabled when you open the window from now on.

Windows Service

1. Click here to activate the service application as a Windows service: [Deactivate Service]   2. Configure the service: [Service Settings]   3. Start/Stop the service: [Services Control Panel]

9. Click on **Service Settings**. This will open a window where you can configure the information required by the services and to check off which services you want to run using the checkboxes in the **Services** section.

Acclaim Solaria Service Settings

NOTE: The Windows Service must be restarted in the Control Panel after changes are made.

Log On Information
- Solaria Login Name [ ]
- Password [ ]
- Host Name [ ]
- SQL Server Database [ ]

Email Information
- Email Server [ ]   Server Port [ ]
- Email Username [ ]
- Email Password [ ]
- From Email [ ]
- Email Security Type (●) Not Secure   ( ) Secure (SSL)   ( ) Secure (STARTTLS)
- Email Service Messages To: [ ]
- [Send Test Email]

Services
- Run Every [0] Minutes
- ☐ **ServiceLink Fetch (Each Run)**
  - Record API Calls ☐ (For debugging only)
- ☐ **Assess Finance Charges (Once per Day)**
  - (●) Once per invoice when > 30 days after due date
  - ( ) Every 30 days per invoice
    - ☐ Wait to charge 30 days AFTER due date
 - ☐ Set "Re-Sent On" Date on Invoices to Current Date

[Cancel] [OK]

If you integrated with Salesforce, you will see additional services to run along with a button to enter additional settings just for Salesforce.

☑ **Salesforce Changes Report (Once per Day)**
☑ **Salesforce Revenue Update (First of Each Month)**   [Salesforce Settings]

[Cancel] [OK]

10. Click on **OK** to save the changes.
11. Click on the **Services Control Panel** button to open the Windows Services control panel.
    a. Select the service named "Acclaim Solaria Service".
    b. Click on the green arrow **Start Service** button to start the service.
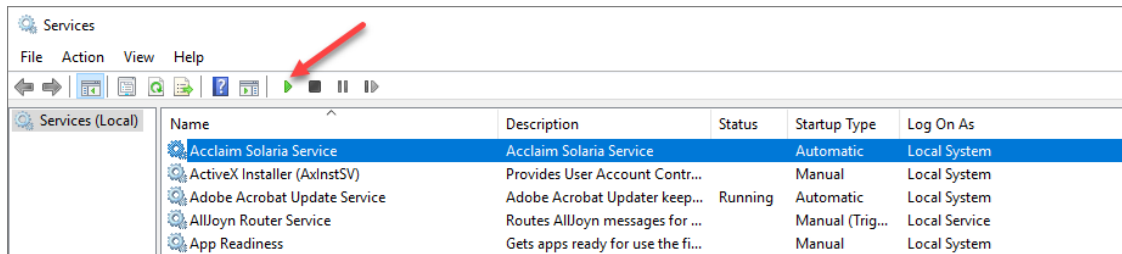
   c. You should receive an email message to the **Email Service Messages To** email address letting you know that the service is started and running every X minutes. (If you do not receive an email, check the logs mentioned below for more information.)

12. If the service ever needs to be stopped, click on the black square **Stop Service** button in the Services Control Panel.

Note: You will need to stop and restart the service when making any changes to the **Service Settings**.

LOGS

In Solaria, if you have access to the Edit Log, you also have access to the Service Log. Go to **Settings ▶ Service Log** to see the processes that have run. These logs are kept for 14 days and then deleted.

You can also view the text files found in the C:\Windows\system32\config\systemprofile\AppData\local\Acclaim Solaria\startup\Logs folder. Files are named "SolariaService_[Date].txt" as it creates one file per day. View these files to see any errors that may have occurred in running the services and to see basic information on when it runs. Old files can be manually deleted as desired.

ERRORS

Any errors that have occurred will be saved to the Service Log in Solaria and/or log files mentioned above. If possible, it will also email any errors to the **Email Service Messages To** email address in the settings.

SOLARIA UPGRADES

Whenever you install a new version of Solaria, stop the Windows service before upgrading the first workstation as it will update the database. You may need to upgrade the service application as well.

SOLARIA SERVICE APPLICATION UPGRADES

Whenever you install a new version of the Solaria Service application, you must STOP the service first or it will not install correctly.

SOLARIA SERVICE REMOVAL

If you want to remove the service from a workstation, do the following:

1. Open the Workstation Settings in Solaria.
2. Click on **Deactivate Service**. A couple of prompts will display and then it will remove the service from the Windows Services control panel.
3. Uninstall the service application from the Programs and Files control panel.