Acclaim Solaria Service 8.10 Release Notes

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
2. Fetching of Zoom recordings from Zoom, Cameo or Stenexus Meetings
3. Assess finance charges to overdue invoices automatically

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 where you download the Service application.

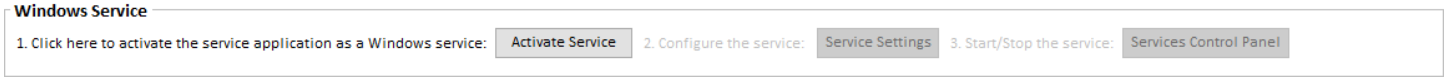
INSTALL THE APPLICATION

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

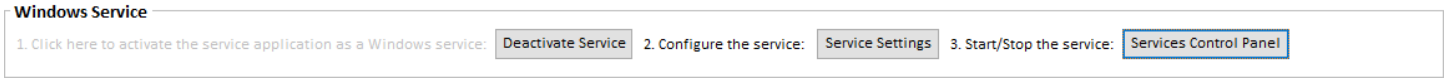
   Note: The folder names after "\AppData\local\" must match your Solaria installation folders in C:\Program Files. We suggest using the default installation folders for both applications.
5. If you are running in a terminal server environment, you must give full access to the above folder to one user who will do the next instructions in Solaria.

ENTER SETTINGS

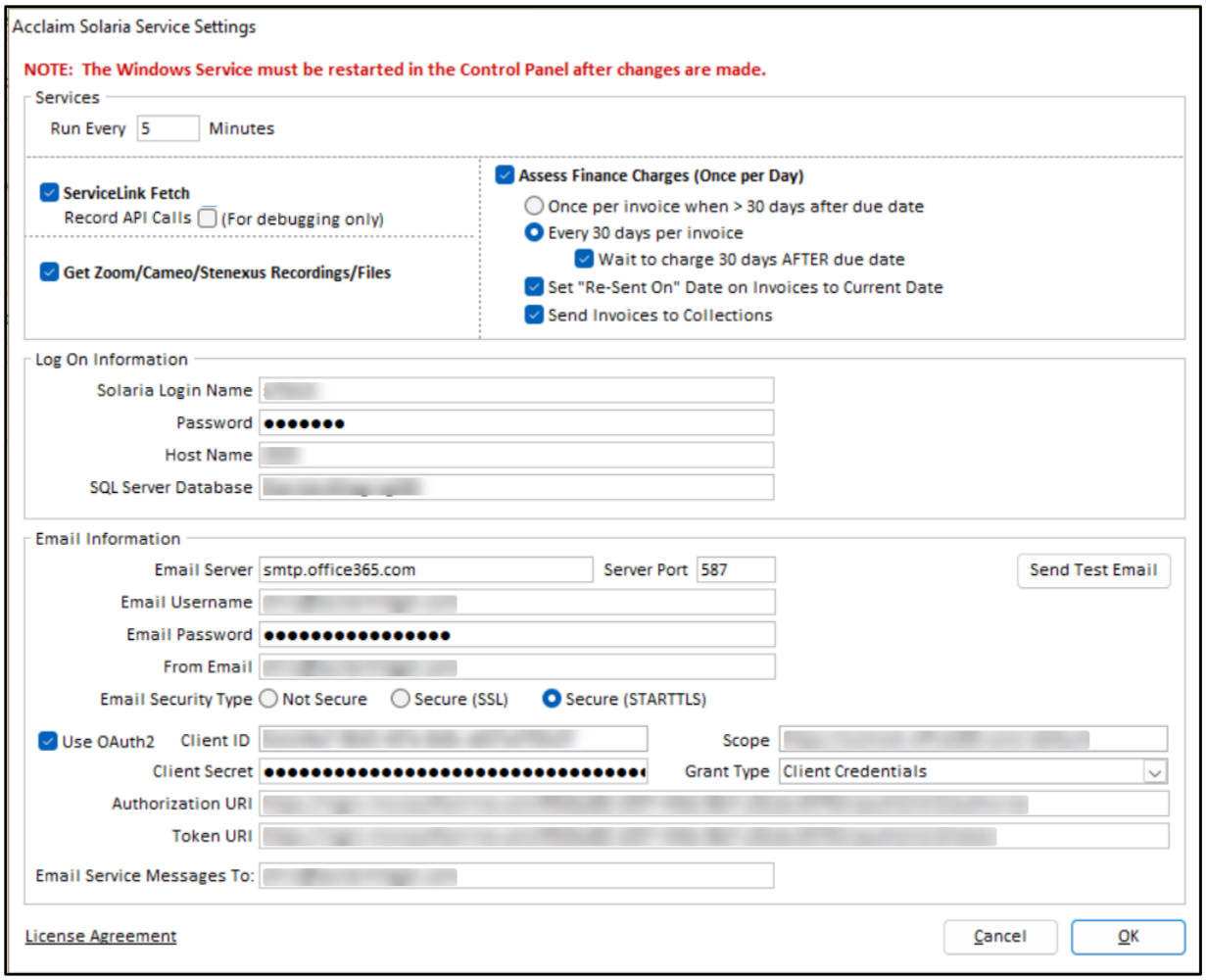
1. Open Solaria and go to **Settings ▶ Workstation Settings**. If you have successfully installed the service application, it will show a **Windows Service** section:



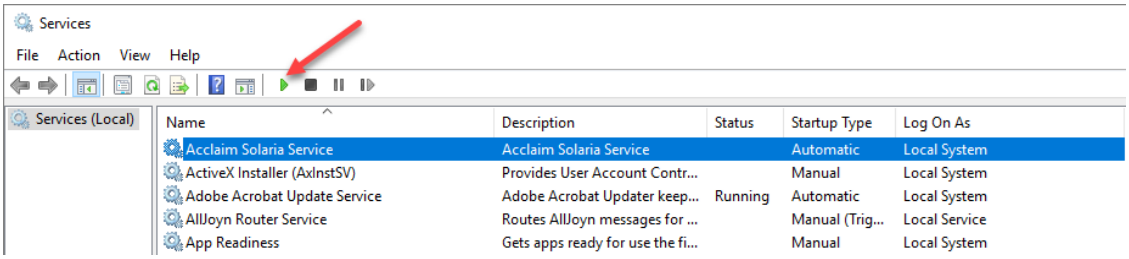
2. Turn OFF **Run ServiceLink Auto-Fetch on This Workstation** if you have it turned on.
3. Click on **Activate Service**. This will copy a file from your own local AppData folder to the system profile's local AppData folder. It will then install the service application as a Windows service. A message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



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



5. Click on **OK** to save the changes.
6. 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 was started and will be running every X minutes. (If you do not receive an email, check the logs mentioned below for more information.)
7. 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 will 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.