Benchmark

Installation Guide

CATALIS™

ADVANCING GOVERNMENT. ENGAGING CITIZENS.

3025 Windward Plaza, Ste 200 | Alpharetta, Georgia 30005 | p 1.800.280.5281
www.catalisgov.com

Contact Information

If you require further assistance, please contact Catalis.

Catalis

3025 Windward Plaza, Ste 200

Alpharetta, Georgia 30005

Toll Free: 1.800.280.5281

Office: 407.321.7434

www.catalisgov.com



All Benchmark™ software, trade names, Documentation manuals, report libraries, and any other material are Copyright 2007-2024 by Catalis, ALL RIGHTS RESERVED. Any use of materials in this manual, including reproduction, modification, distribution or republication, without the prior written consent of Catalis, is strictly prohibited.

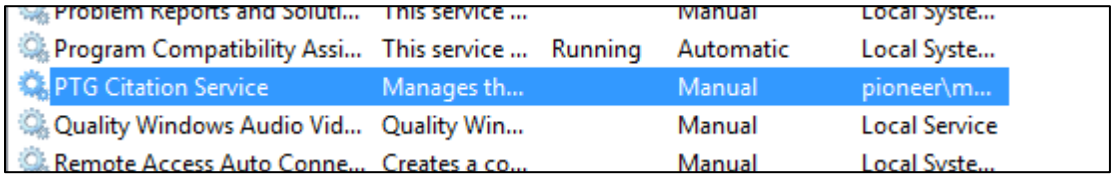
All the following are service marks of Catalis, or its affiliates and are protected by inclusion herein; Benchmark™.

Revision History

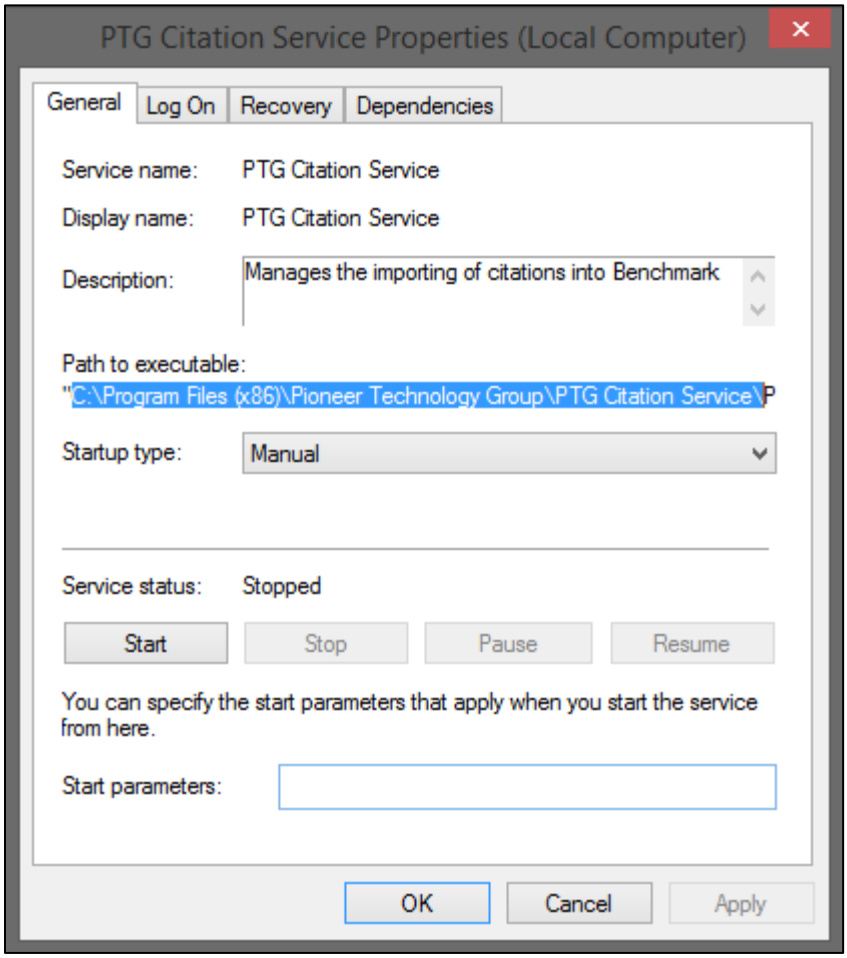
Name	Date	Description	Version
Max Gomez	7/28/14	Document Created	1.0
Kyle Wilson	6/13/2019	General Revisions	1.1

How to Install

1) Open the services page and verify if PTG Citation Service has been installed previously. If it hasn't, skip to step 6.

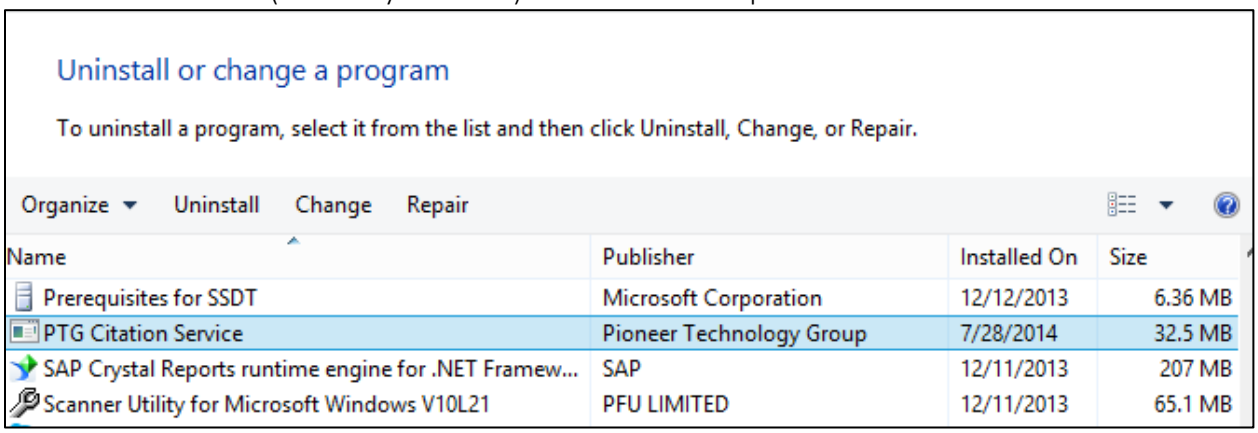


2) If PTG Citation Service has been installed, right-click it and select properties. Copy the location to where the service has been installed.



3) Open the directory where the Citation Service was installed.

4) Uninstall the service (if already installed) from the control panel.



5) Verify that the location that it was previously installed is empty.

6) Update the Database Schema for the target database

   a. Open the 1_SQLUpdateScripts folder and find the Update Client Table Schema SQL file

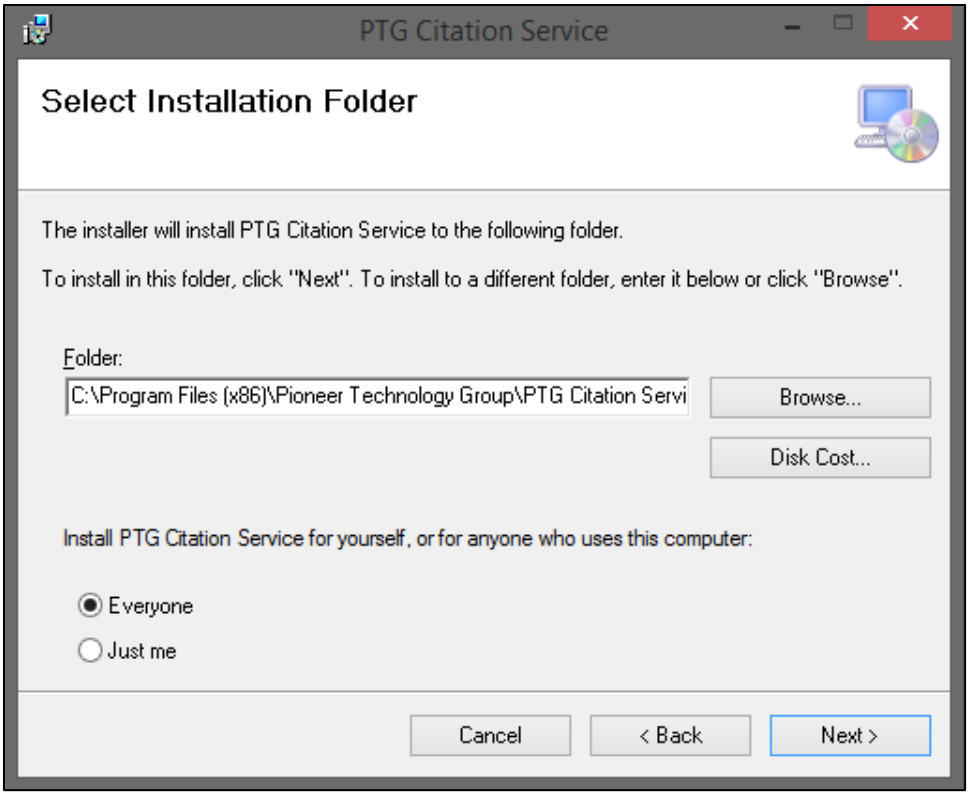
   b. Run the script against the target database. If any errors occur, please contact Catalis Support for assistance.

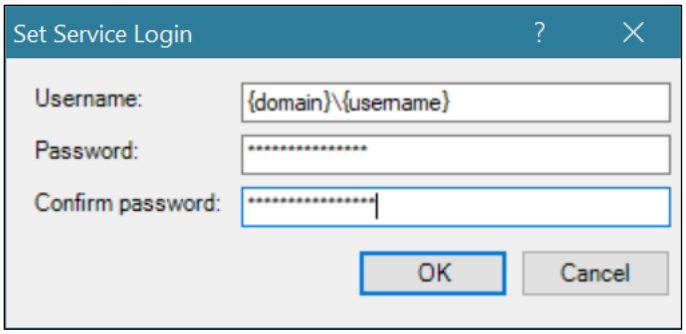
7) Use the downloaded files (setup.exe) to install the service. Make sure to run as administrator.

   a. Make sure to enable for everyone

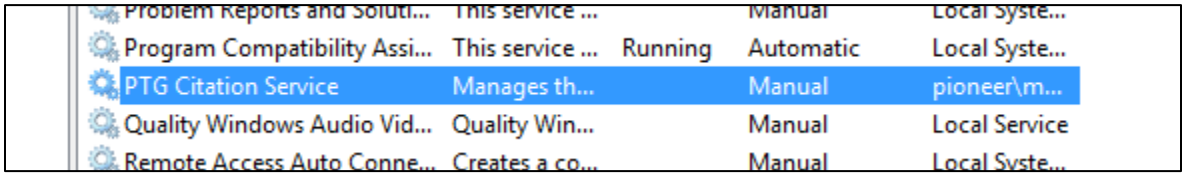


   b. Enter credentials for an admin user that the service can use.

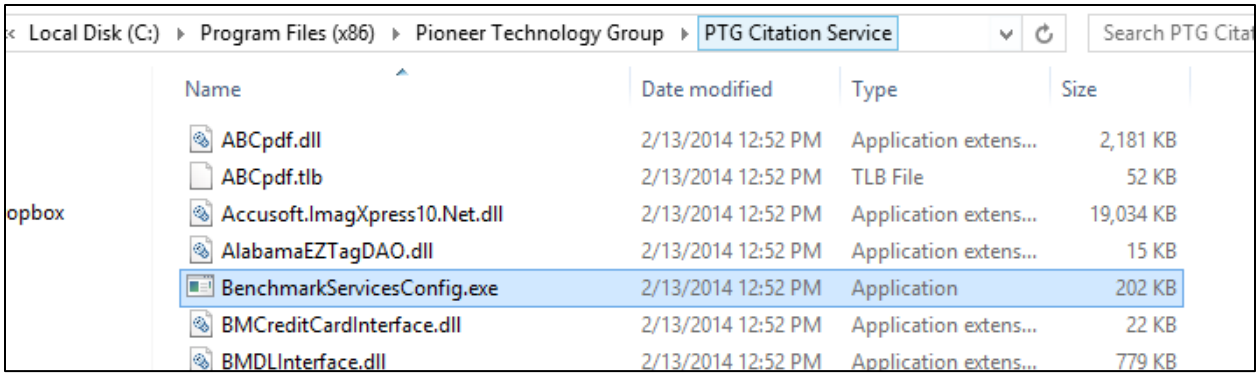




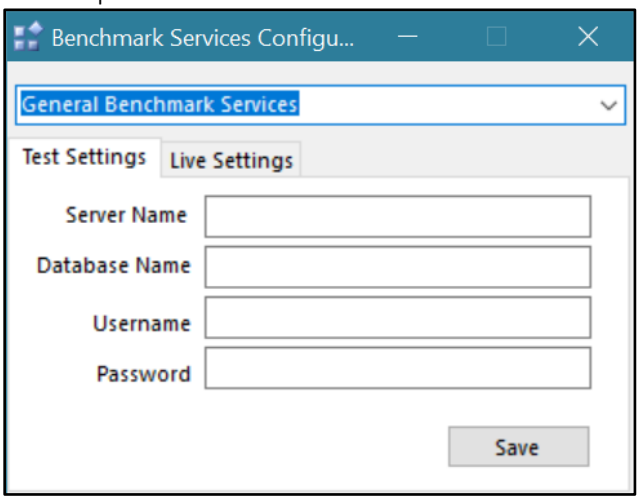
8) Refresh the services window to make sure it has been installed properly.



9) In the install directory, right-click BenchmarkServicesConfig.exe and run as administrator.

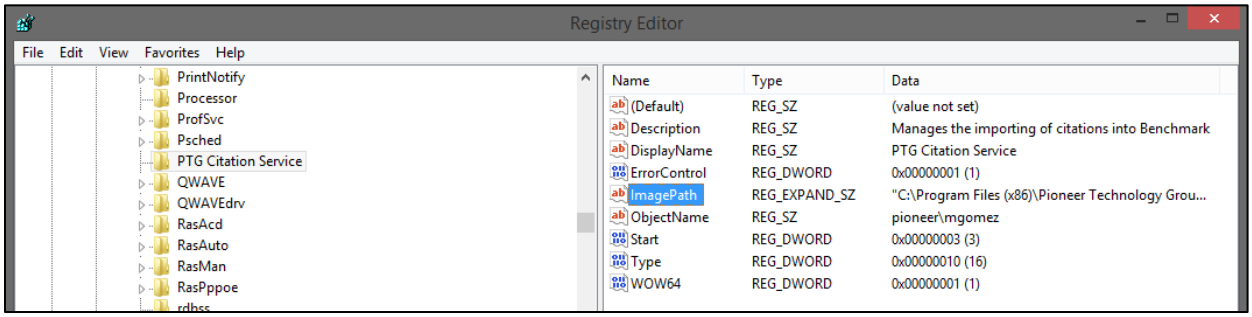


10) Point to the live and test databases. Select the “General Benchmark Services” option from the drop down.



11) Open the registry editor (windows key > regedit.exe).

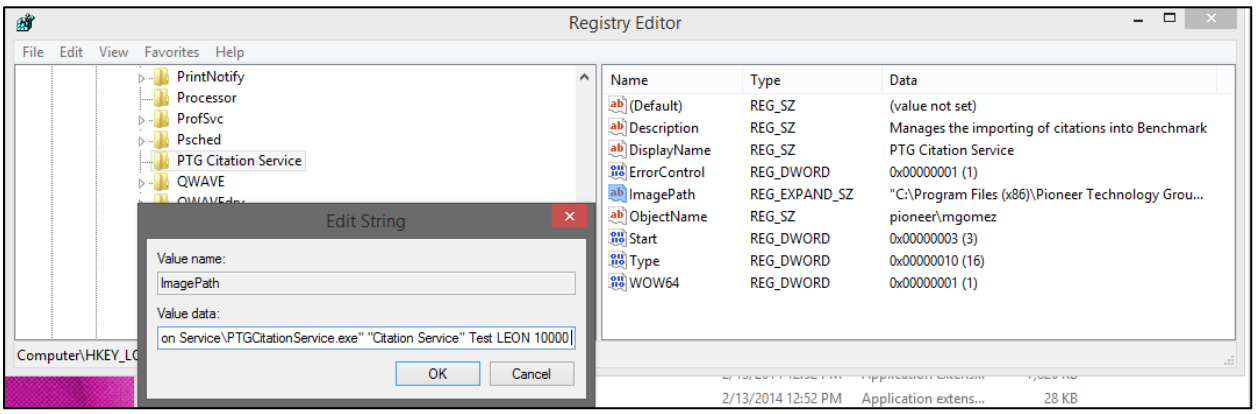
12) Navigate to HKEY_LOCAL_MACHINE > system > current control set > services > PTG Citation Services.

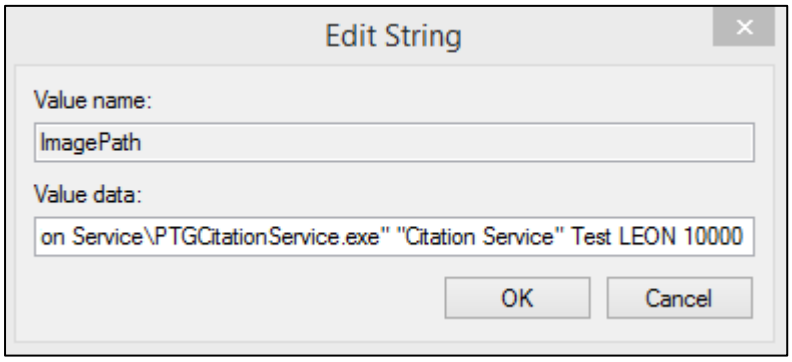


13) Alter the image path. Append to the end of the string “Citation Service” [TEST/LIVE] [CountyName] [PollingIntervalSet].

An example is as follows. "Citation Service" Test LEON:

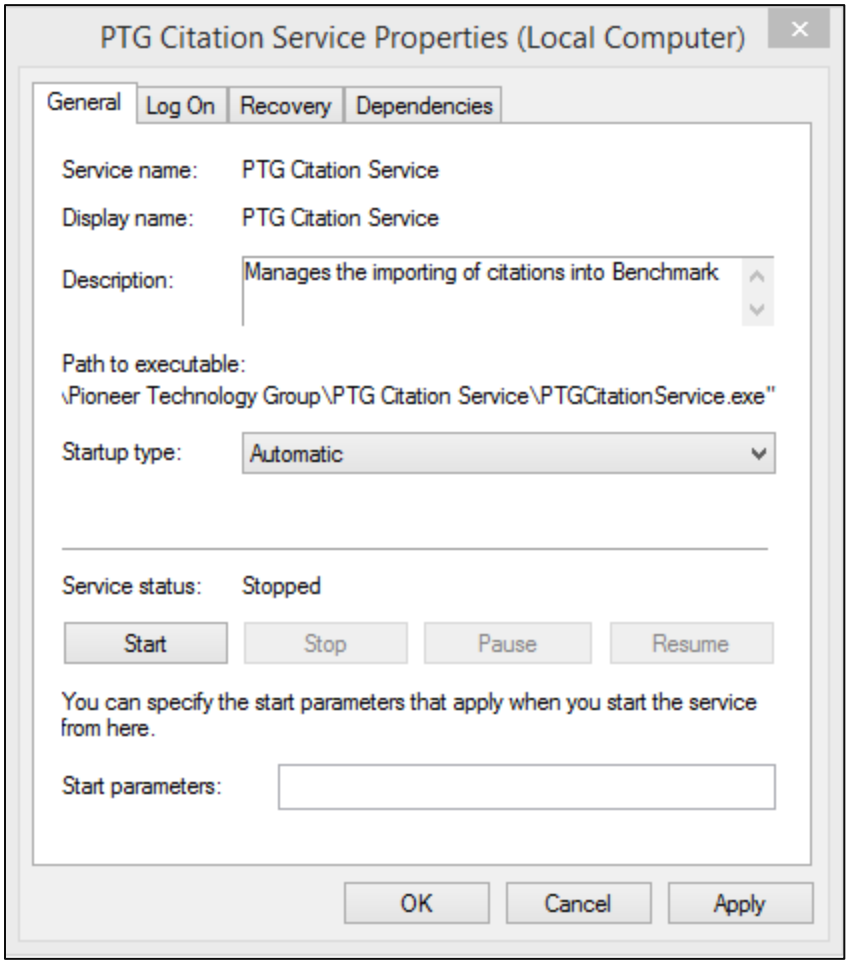
- [Test] can be “Test” or “Live” depending on the desired functionality.
- [LEON] will be the CountyName – If there are spaces, there will need to be quotes around the name.
- [10000] is the polling interval set. This is currently a 10 second value, if set to 0 or left blank, the code will default to 10 seconds.





NOTE: Make sure to keep a space between each parameter including a space between quotes as shown in the example above.

14) Back in the services window, right-click PTG Citation Service click Properties and change "Startup type" to automatic.



15) In the Recovery tab, enable restart service for each of the failure options.

