


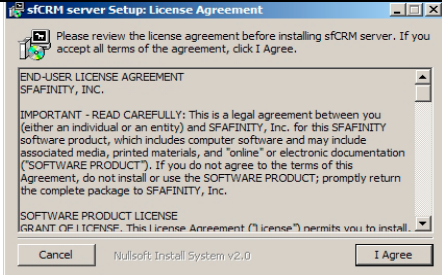
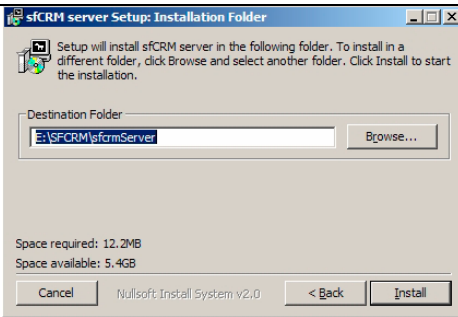
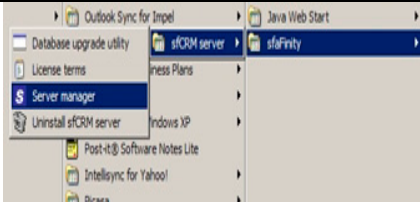

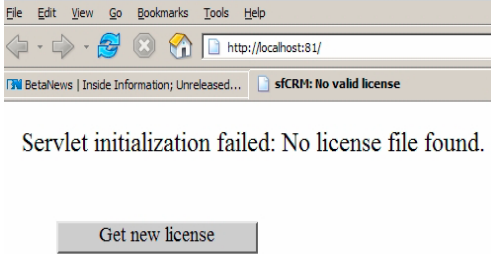
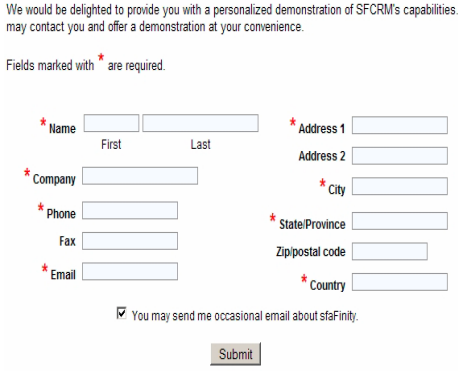

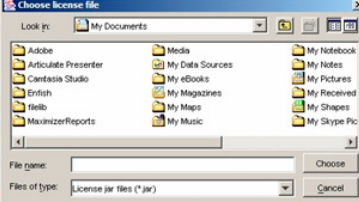


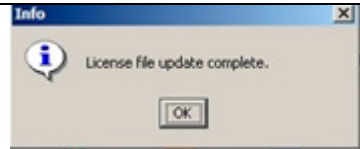


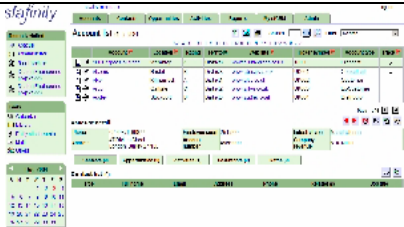
SFCRM Installation for Windows/Linux

Step	Description	Screenshot
1	PC Specifications: The minimum spec of the system that you should have is a P3/P4/AMD 1+ Ghz system with a minimum of 512MB RAM and 20MB free space on your hard drive. Windows NT 4.x, Windows 2000/Pro, Windows XP Home/Pro and Windows 2003 are the supported OS platforms	
2	You must have Java SE ver 1.4.x installed on the Windows workstation/server/laptop that you are using. To get Java, download it from the Java website as follows: http://java.sun.com/j2se/1.4.2/download.html	
3	Download the Sun J2SE Java Runtime Environment (JRE) Windows Offline Installation, Multi-language (j2re-1_4_2_06-windows-i586-p.exe, 14.96 MB) that comes up after you accept the license terms.	
4	Install the Java J2SE ver 1.4.x on your hard drive. This will take a few minutes and finally the Java installation complete message appears. (2+ Minutes s with a broadband connection)	
5	You are now all set to install SFCRM – locate the zip file: sfcrm_pcpro_Eval.zip file (from the PCPRO DVD/CD or our website) and unzip it to a suitable directory on your hard drive	
6	You will see one file – sfcrmInstall-pcpro.exe	
7	Double Click on sfcrmInstall-pcpro.exe. You will see the license agreement, read it before you accept the agreement.	
8	You will be prompted to check if you want to install on the default directory – or else, you can specify your own.	
9	After a few seconds, the program will finish and you will exit the install routine.	

SFCRM Installation for Windows/Linux

Step	Description	Screenshot
10	You should now see the SFAFINITY group in the Start – Program Menu.	
11	Execute the SFCRM Server Manager by clicking on the link	
12	SFCRM is a server application and as such requires the complete server resources including memory of at least 512MB. For optimum performance, please close all other apps on the PC/Server.	
13	You should see the Server Manager in the Task Bar below in Blue. This indicates that the Server has installed successfully.	
14	Open your IE/FireFox/Mozilla/Opera browser and type in http://localhost:81 and you should get the following message on the browser	
15	To get the license, first ensure that you are connected to the Internet. Click on “Get New License” and you will be presented with the registration form at the SFAFINITY website. If you cannot connect the PC on which you have installed SFCRM to the Internet, please go to any other PC that has an Internet connection and type in: http://sfafinity.com/get_sfcrm_license.html Fill in “PCPRO-05” (or other referral code that you have received) in the referral code field. Fill in the rest of form with the other required details including your email address and within a few minutes, you will get an email with the license file attached. Save this file in a suitable directory.	
16	Right-click on the Server icon – and first “Stop” the server. The blue color of the Server manager will turn to red.	
17	Now, right click again and click on Upgrade license. You will have to select the directory where you have unzipped the file (from your email) and select the (license file) appLicense.jar file and select OK to proceed.	

SFCRM Installation for Windows/Linux

Step	Description	Screenshot
18	Once this is done, you will get a message – License file upgrade complete	
20	Right Click on the Red Server Icon once again and “Start” the Server – the color of the Server manager will turn blue	
21	Open your IE/FireFox/Mozilla/Opera browser and type in http://localhost:81 and you should get the opening screen	
22	Type in user name: eval-admin and password: eval-admin	
23	You will now get the application opening screens. The server application is now fully installed.	
24	Total Time to install	10 to 15 Minutes

SFCRM Installation for Windows/Linux

SFCRM Installation on Linux Server

Installation Files

1. Make sure that you have the two install files:
 - sfcrm-v0.91b041031-linux.bin : This is the entire build including the SQL Server, Web Server, SFCRM App Server. The numbers after "v" indicate the version # and will change as the build version changes. This file will be provided to you in a URL either based on request for evaluation or provided on CD when you purchase SFCRM.
 - appLicense.jar : This is your license file and is specific to your server and site. This cannot be applied to any other build. This file will be provided to you in a URL either based on request for evaluation or provided on CD when you purchase SFCRM.
2. You also need the Java installation file. We provide the IBM Java SDK build on our server. This can be downloaded from our website at the following URL:
<http://www.sfafinity.com/public/demoDownloads/IBMJava2-SDK-141.tgz>

Java Installation on your Linux/MacOSX server

1. Create a directory for Java by logging in console admin mode. The instructions are : su root ; password = your root password.
2. Use the following command: mkdir /usr/local/java
3. cd /usr/local/java
4. tar -zxvf /home/user/IBMJava2-SDK-141.tgz (/home/user/ is the subdirectory where you have copied or downloaded the IBM Java file. You can substitute /home/user for any other directory where IBM Java is located).
5. The above sequence will install IBM Java on the /usr/local/java directory.

Procedure to install SFCRM on the Linux/MacOSX server

1. Execute the command: cd /home/user/ - (This is the directory where you have copied or downloaded the sfcrm_v0.91b40621-linuxPackage . You can substitute /home/user for any other directory where sfcrm_v0.91b40621-linuxPackage is located).
2. sh sfcrm_v0.91b40621-linuxPackage - This will run the sfcrm install script and provide the SFCRM license acceptance page. Type Yes to accept the license. The script will continue and then ask for you for the location of the Java file. You have to type in : /usr/local/java/IBM-141Java2/java or wherever java is located. This will complete the installation of sfcrm on the server and you will get the console prompt.
3. To install the license file, execute the following command :
4. cp /home/user/appLicense.jar /home/sfcrm/app/stdlib/appLicense.jar
5. The license file (appLicense.jar) is located on the /home/user subdirectory. You can substitute /home/user for any other directory where appLicense.jar is located.

Procedure to start the application for the first time

1. Execute the command: /etc/rc.d/init.d/sfcrmServer start . This will start SFCRM. This is also started as default whenever the system boots up. In future, SFCRM will auto-loads whenever the server is booted up.
2. To stop SFCRM at any time execute the following command:
/etc/rc.d/init.d/sfcrmServer stop



SFCRM Installation for Windows/Linux

Suggested Configuration

- **Hardware:** PC with 1GB RAM, any AMD Athlon-XP/Intel-P4 CPU with 2Ghz or greater, mirrored drives (20GB), RAID V for mission critical apps suggested. This configuration will support 50 ~ 100 users.
- **Operating System:** Linux, BSD Unix, Windows 2000, MACOSx
- **Database:** SFCRM ships with McKoi. Any other SQL '92 compliant database such as MS-SQL Server, Oracle, Sybase, PostGres-SQL, DB2 can be used
- **Software Stack:** None required except Java. SFCRM ships with web server, sql server and app server