



INSTALLING AND UPDATING RHCCEngine

This article will walk you thru the process of installing the RHCCEngine: the RedHorse CRM Constant Contact Sync Engine. It will also walk you thru the process of updating an existing installation.

Prerequisites

RHCCEngine is compatible with the Standard version of RedHorse CRM version 6.0 and Complete edition version 6.2 and higher.

Choosing an Installation Location

RHCCEngine is a Windows Service. It can be run on any Windows workstation (XP Pro or higher) or server operating system (Server 2003 or higher) given the correct permissions to run.

It is not necessary to have RHCCEngine installed on the machine where RedHorse CRM is running. It is only necessary to have access to the path (local physical drive or network) where RedHorse CRM is installed.

RHCCEngine can be installed on the server where RedHorse CRM is installed, but if high volume is expected, better performance might be achieved by installing on a dedicated machine.

Step 1: Run the Installer

Browse to the folder on the server where RedHorse CRM is installed. Do not attempt to run from a mapped drive, as the installer will not be able to start a service in windows to a mapped drive.

Run the file ccsetup.exe file that is located in the RedHorse CRM folder. When running on a workstation operating system, it may be necessary to log into the machine as Administrator or select "Run as Administrator" to have proper permissions for installing a service.

Step 2: Set Service Permissions

RHCCEngine is initially set to log on as the Local System Account. If this account does not have sufficient permissions to start services, this must be changed before you can start the service. In Windows, go to Start, Administrative Tools, Services. Locate RHCCEngine and double click to open the Properties window. Use the Logon tab to set the proper logon for the service.

Step 3: Start CManager

When RHCCEngine is installed, a shortcut to CManager.exe is put into the Startup folder in Windows. When logging into Windows, this tray application will start automatically. To run this application manually, it can be launched from the Start menu. It may be necessary to select to "Run as Administrator" when starting CManager. This application must have sufficient permissions to start and stop services.

Step 4: Start the RHCCEngine Service

To start the RHCCEngine service, choose Start when editing the service in Windows Services, or right click the tray application CManager and choose Start.

Updating to a New Version of RHCCEngine

New versions of RHCCEngine are distributed with updates to RedHorse CRM, though all updates to RedHorse CRM might not include a new version of ccsetup.exe. After installing an update to RedHorse CRM, a new version of ccsetup.exe may be found in the folder where RedHorse CRM is installed. Updating to a new version of RHCCEngine follows the same process outlined above, where you will run the same ccsetup.exe that is used for a new installation. You will be reminded by the installer to exit the CManager tray application prior to installing. You may restart this again manually after the installation completes.

Please contact support if you experience any issues during the installation process.

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