



Rapid Start
Installation Guide
Version 9.8.1

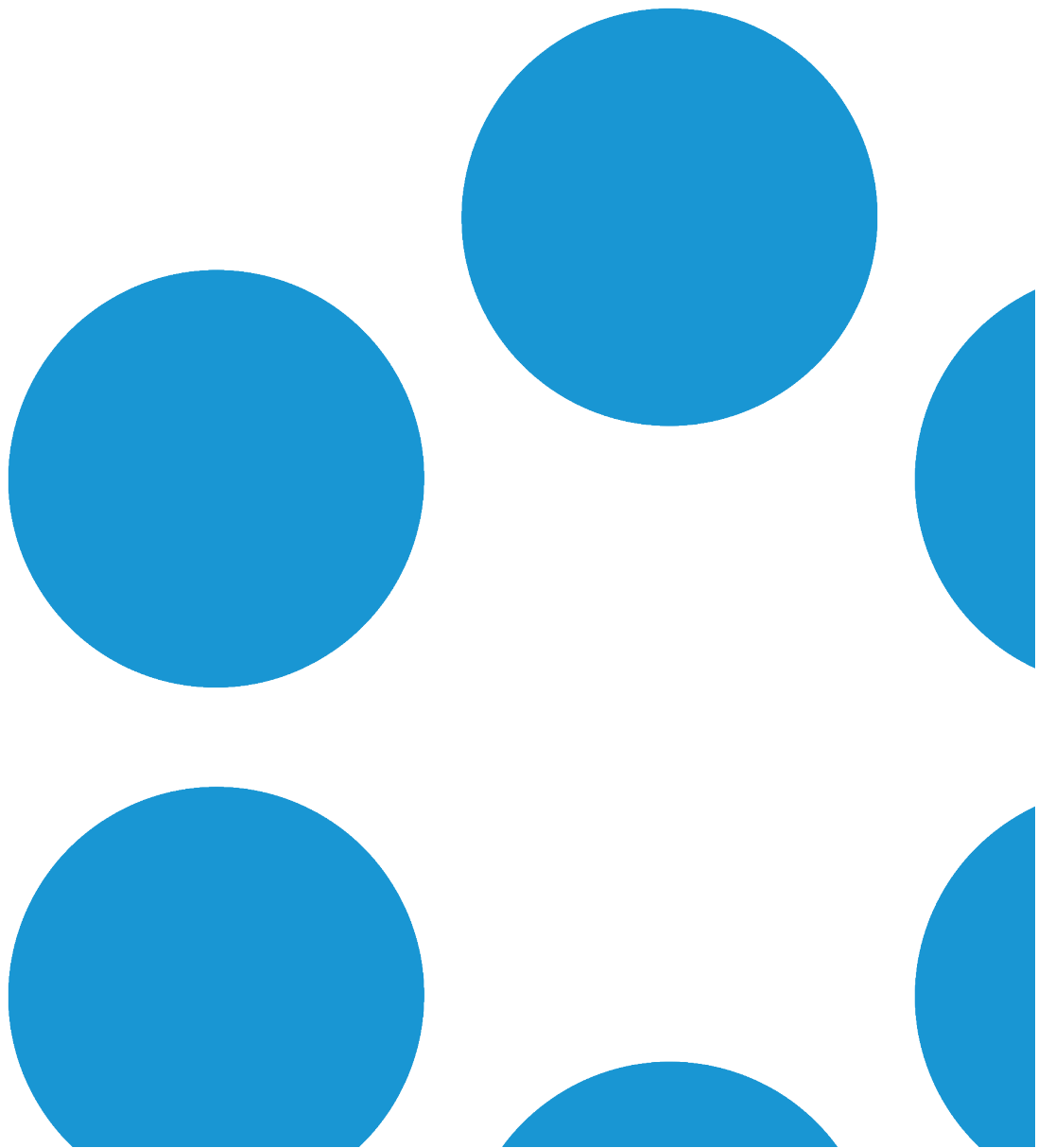




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Rapid Start Installation Guide Document Version History

Version No	Date updated	Notes	Author/Reviewer
2.0	16/06/2016	Initial Draft	D Ball
3.0	10/03/2017	Added Password information	



Implementation Process

Rapid Start is a one-time implementation, post Go-Live for a customer, the standard vFire Core Upgrade process should be followed to bring the vFire Core software to the latest version.

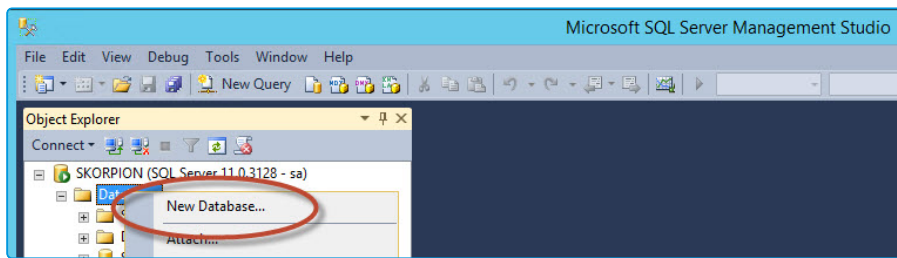
For new implementations of Rapid Start:

1. Restore the Rapid Start Database to the Customer's MS SQL Server.
2. Install vFire Core to the Web Server(s) using the same software version as the Rapid Start Database.
3. During the Installation Process on the first Web Server, Connect it to the Rapid Start Database
4. You do not need to Upgrade the Database at this point.
5. Retrieve the Main Admin Account Password to Login to the vFire Core Application and enable the Analyst Accounts.
6. In the Server Console, update the vFire Core license key with the customer's license key.

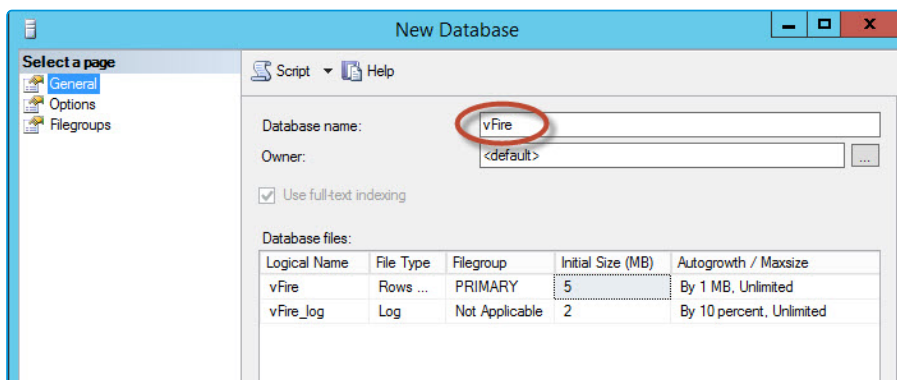


Restoring the Rapid Start Database

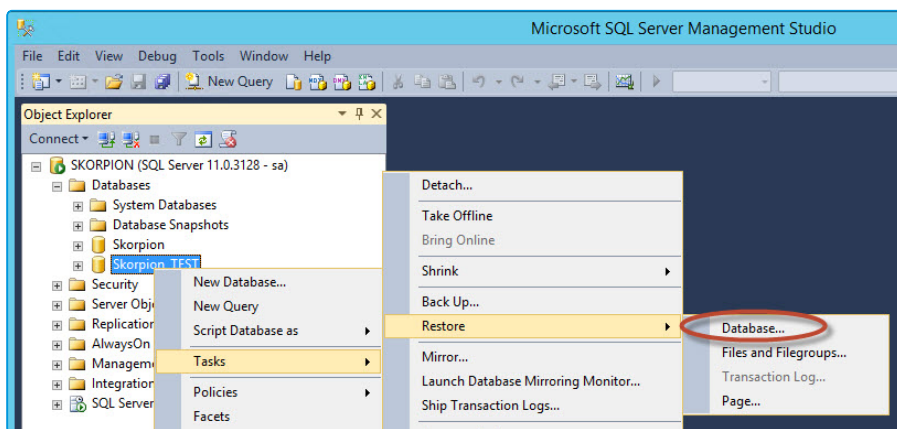
1. Download the Rapid Start Database zip file from [SharePoint](#).
2. Extract the MS SQL Server bak file from the zip folder.
3. Copy the bak file into the MS SQL Server backup folder.
4. From within MS SQL Server Management Studio, Create a **new** database.



5. Give the **New** Database an appropriate name.

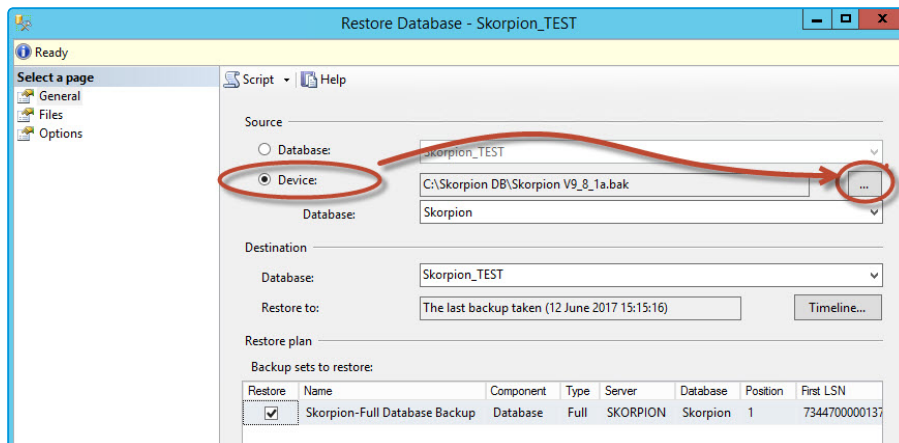


6. Right click on the database, click **Tasks > Restore > Database**.

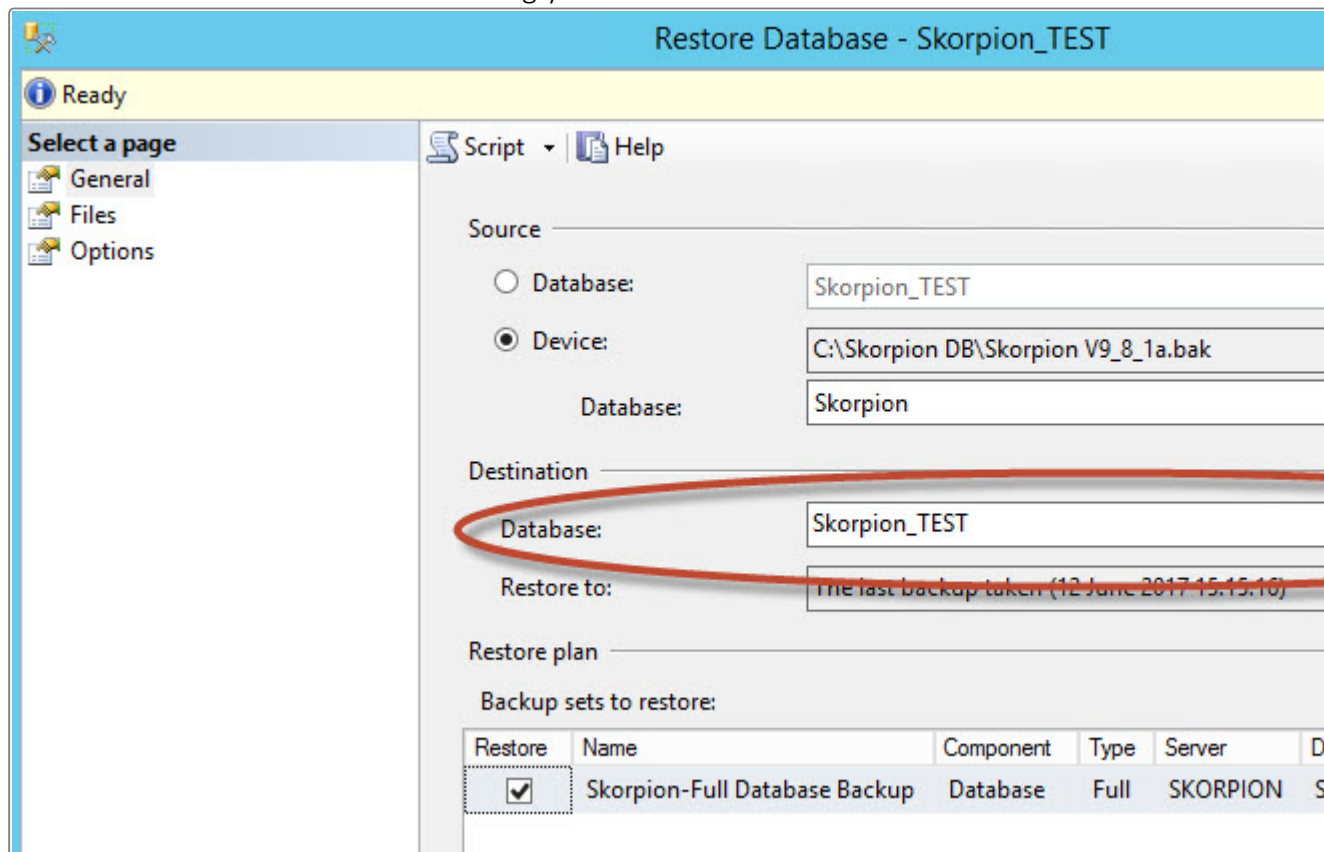




7. For **Source** select **Device**, then browse to the Rapid Start bak file.



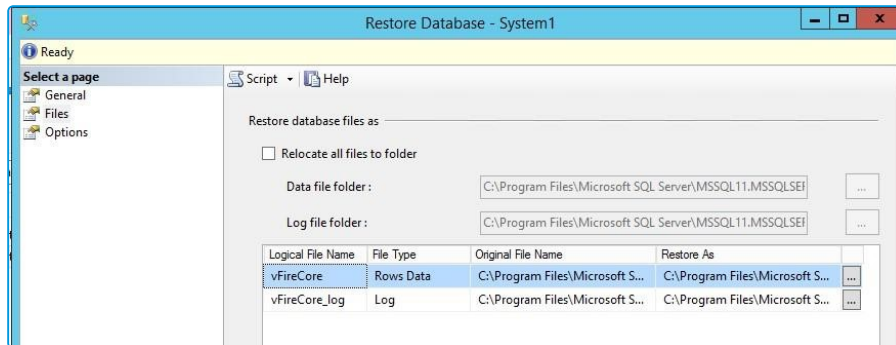
8. Set the **Destination Database** accordingly.



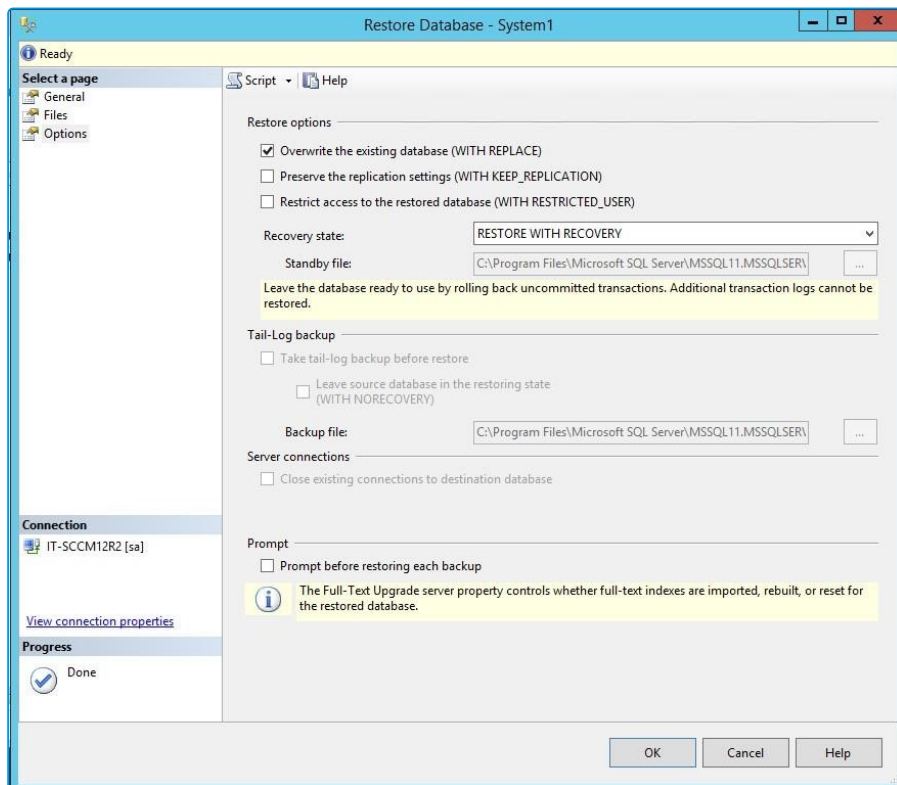
9. Click **Files** (left hand menu).



10. Select the correct 'Restore As' file for the MDF and LOG for the restoring database.



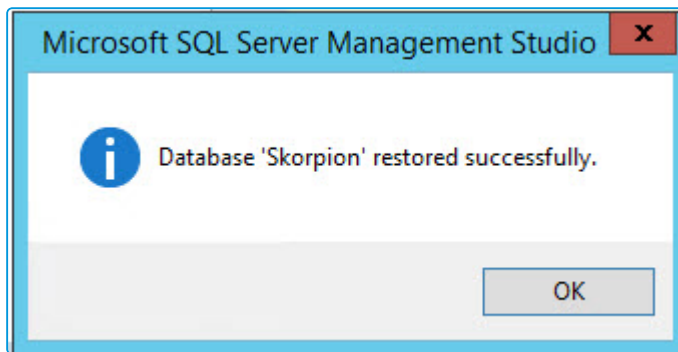
11. Click on **Options** (left hand menu).
12. Click on checkbox to **Overwrite the existing database (WITH REPLACE)**.



13. Click **OK**.



14. MS SQL Server Management Studio will confirm the Database Restore Task has been successful.



15. If the Task cannot be completed successfully and errors are reported, please consult or resolve in conjunction with the Customer's SQL DBA.



Install and connect vFire Core to Rapid Start

Before you start

- Ensure the version of vFire Core installed correlates to the version of the Rapid Start Data as per the standard [Installing and Upgrading vFire](#) instructions.
- Ensure that the server meets the documented [prerequisites](#)
- Ensure that you have the required [Licensing](#)

Rapid Start will only ship with a temporary license key and this should be updated at the earliest opportunity with the Customer's licence key.



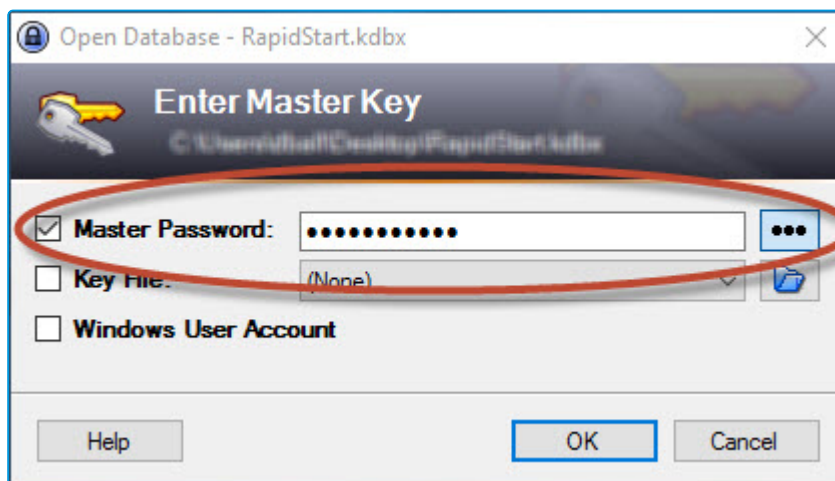
http://www.alemba.help/help/content/topics/server%20console/sc%20creating%20a%20system.htm#License_Properties



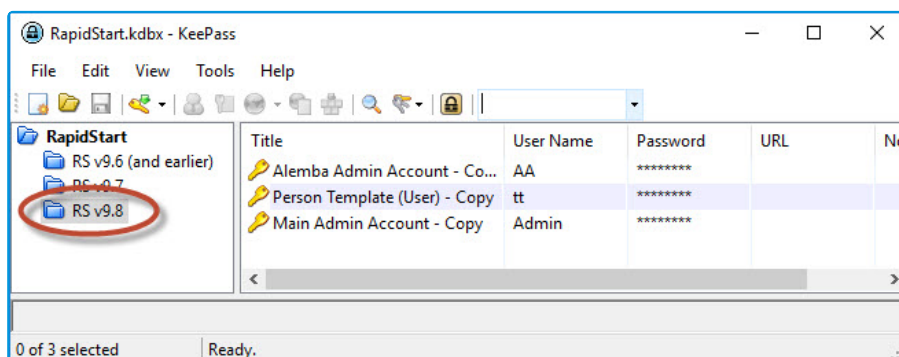
vFire Core Admin Password

To enhance the Rapid Start security model, each Rapid Start version will be shipped with a different Admin Account password. The Passwords will be stored in a KeePass Password Database. Anyone installing the Rapid Start database will need to get the Admin Account before they are able to log in to the vFire Core application.

1. The Rapid Start KeePass Database is called **RapidStart.kdbx** and can be opened - **Rapid Start Password (Internal Use Only)**
2. The KeePass Software is available to download from **Alemba Software Repository (Internal Use Only)**.
3. Once downloaded you will be able to open the Rapid Start Password database from the location above.
4. You will then be prompted to enter the **Master Password**

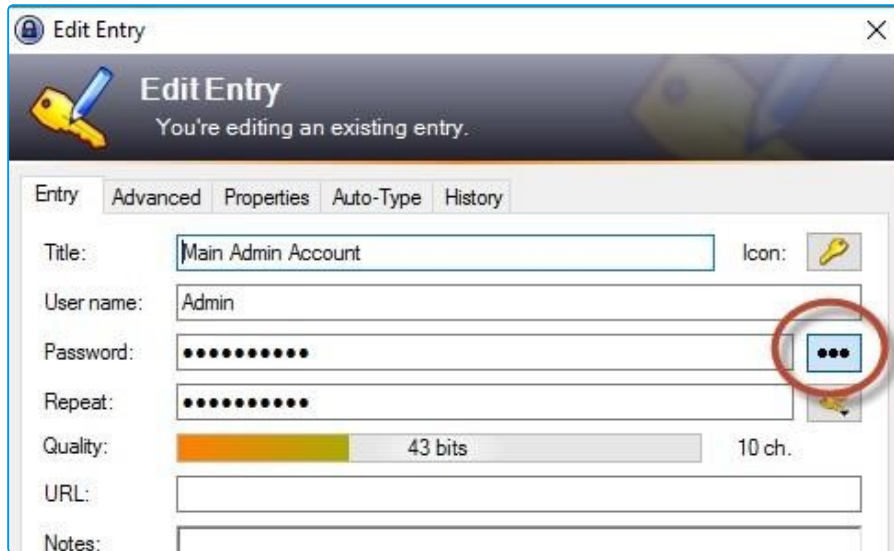


5. Once KeePass has opened, navigate to the password in the correct folder for the version of Rapid Start you are installing.

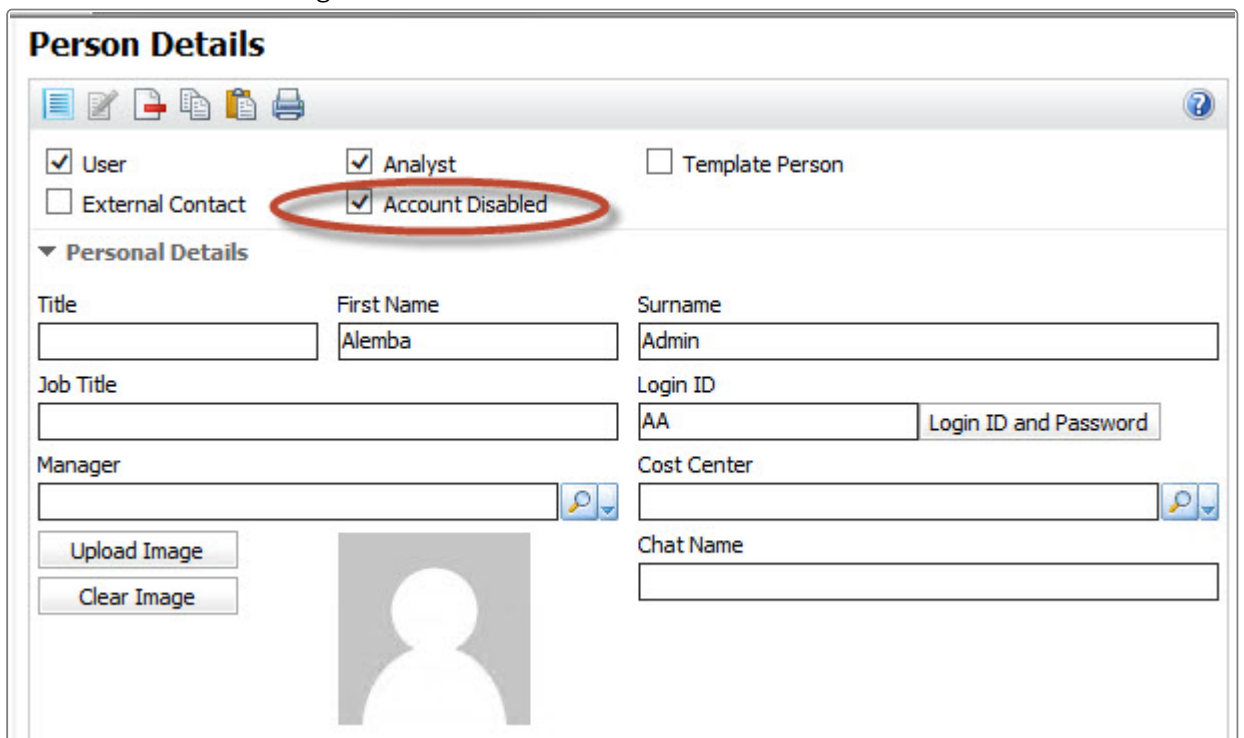




6. Open the **Main Admin Account** entry and press the button with '3 dots' next to the Password field to see the Admin Password.



7. All Rapid Start shipped Analyst and User accounts will be disabled by default and will need to be enabled using the Admin Account.





Troubleshooting

If you are unsure which version of Rapid Start has been installed, the **SkorpionVersion** parameter in the **SU_SYS_PARAMETERS** table:

select * from dbo.SU_SYS_PARAMETERS

PARAMETER	STATUS	NUMBER_STATUS	COLUMN_DATE	REF	PARTITION	TEXT_PARAM	CONFIG_PORT_GUID
80	MOMDatabase	0	NULL	84	0	NULL	409F86C7-CCC8-4FD5-87A2-2D77B2F31E4B
81	MOMUserID	0	NULL	85	0	NULL	817E3669-5670-4513-8DD0-C9E1B4218F23
82	MOMPassword	0	NULL	86	0	NULL	ED59C01E-0C99-4409-A1B4-EC1D044F8B4F
83	MOMSettings	402653696	NULL	87	0	NULL	FBEE36A9-AB70-4DFB-9A65-57D18C7F204E
84	LocalSystemID	NULL	NULL	88	0	00D5C8D4-B...	5EC1F5AE-6EB5-4B29-932C-89956B688B32
85	EvtMgmtSettings	896	NULL	89	0	NULL	2EBC9F1-891D-4EBC-8AF4-0AFB9FE32B8B
86	EvtMgmtNoRetr...	3	NULL	90	0	NULL	99E0FEFD-7C73-4C7D-ACCA-0132979E3B1B
87	EvtMgmtRetryM...	30	NULL	91	0	NULL	D1D84915-F726-4DF1-8737-F995D8E029A9
88	EvtMgmtNotify...	0	NULL	92	0	NULL	D5EC2F03-5867-4804-B306-1D1361C0E166
89	EvtMgmtNotify...	1	NULL	93	0	NULL	FF357458-DA46-4A67-A54F-1235842CCE1B
90	QueryTraceAut...	1	NULL	94	0	NULL	2F48A983-05AC-4337-822D-FF737BC2A52F
91	AuditSearchLimit	500	NULL	95	0	NULL	1F943E4D-D4A2-413E-9E01-5F8390785BDA
92	SystemTextFor...	2	NULL	97	0	NULL	DC569896-6024-4463-A3F6-D69E5EACFA10
93	QuickApp Timeout	10	NULL	99	0	NULL	77BD500C-567E-4F02-AD04-94A4B5A69B6B
94	Change Start	0	1992-01-01 08:00:00.000	100	0	NULL	FFBC7691-DAA3-440A-B131-559FCA58BACC
95	Change Finish	0	1992-01-01 18:00:00.000	101	0	NULL	FB3EF887-C186-4BDD-877E-81CA34534361
96	Change No Hours	10	1900-01-01 00:00:00.000	102	0	NULL	FD5CF1C6-64A0-4974-97D3-CA0F00273596
97	Change No Days	5	1900-01-01 00:00:00.000	103	0	NULL	578F4F56-069F-4410-8911-E131F46E9E8C
98	FedCMDB Admi...	10000	NULL	104	0	NULL	10AE3A1E-ED58-4D01-9D84-EB424BF87B5A
99	Outstanding Wi...	3	NULL	105	0	NULL	EF87F7BF-8407-4E69-A3EA-B423647E033C
100	Search Window...	2	NULL	106	0	NULL	24D01830-6214-4BAD-A519-4F29C0ED6434
101	MaxBulk Update...	1000	NULL	107	0	NULL	A578C281-9DB2-4098-8832-60B55FE93256
102	OutstandingWo...	500	NULL	110	0	NULL	D07C55DB-BFDD-4DAE-958C-9A98C710D487
103	MonitorStartOf...	2	NULL	111	0	NULL	2558EBB8-38F1-4F2B-AEF6-8A7EBD0A10C2
104	TruncateEmailT...	NULL	NULL	112	0	--Do not writ...	BB704E49-B0CE-46FD-A9E3-DA9FBC47880B
105	PortalMajorIncid...	5	NULL	113	0	NULL	24CE07AC-07A2-419E-8434-F453AC6C9C55
106	PortalAddMeMI...	5	NULL	114	0	NULL	71424A51-8D3D-4BCA-AC3A-35EBBEE1AEAA
107	ServOrderMast...	0	NULL	150	0	NULL	CBF76AAA-7B5E-484B-AB84-8ADF205922B3
108	MMA CATALOG	N	0	151	0	NULL	E38A49BE-2790-4E28-A203-C216C81F83B4
109	ForgotPassword...	NULL	NULL	152	0	Forgot Passw...	D33E48D0-3D8E-48DB-A636-A9517BFA6920
110	CRM001	436240915	NULL	10...	0	NULL	D42E19F2-B1AC-4316-B582-E6C2949F4AA3
111	CRM002	103874560	NULL	10...	0	NULL	56EF58C5-EF58-410D-956F-964D2E2C03B2
112	Request Target...	7	NULL	10...	0	NULL	49038A25-FB95-46ED-B267-04C3022E957A
113	Task Target Days	7	NULL	10...	0	NULL	7423DBE9-F82C-4419-80A6-9E2DC1307165
114	Max Object Size	100	NULL	10...	0	NULL	1C6EB753-4EC2-40D2-BF91-F6DA8CC664DC
115	CRM003	1344	NULL	10...	0	NULL	3A505F9A-C7A2-40F7-9454-005562AE0775
116	CRM004	0	NULL	10...	0	NULL	FBE196BB-F19F-4396-A9B9-E8B703DFB41F
117	CRM005	4718592	NULL	10...	0	NULL	704590BC-4690-49B9-B58A-044809019976
118	PreCreateRequ...	3	NULL	10...	0	NULL	1D18B05A-8BF2-4217-AAD9-70C1EAF0A684
119	SkorpionVersion	NULL	NULL	50...	0	1.5	4EE2D1DF-9A72-4C98-9D22-5BCA95AFEE83



Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit www.alemba.com.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at www.alemba.help/help.



You may need to register to access some of these details.

Technical Support

For technical support, please visit: www.alemba.com and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.



Glossary

A

ADM

Application Discovery Manager. It provides an external reporting database which is designed for reporting purposes.

Analyst

A member of IT or other department who has an analyst permissions enabling them to access (log in to) the vFire Core application.

Approval

A type of task that must be signed off electronically by the appropriate person before it can be completed

Authorization

Authorization is the process by which tasks and approvals are released for action. Authorization is given by the request manager

B

base screen set

Certain screen sets are used as templates for custom screen sets. If the custom screen set is not altered, this is the screen set that is used to define the fields and settings used.

C

CMDB

Configuration Management Database. The repository of CMDB items including configuration items, services, service actions, service bundles, software products, inventory items and structures as well as other entity types in the system such as people, organizations, locations and contracts.

CMDB Item Type

CMDB items can be categorized into types. The system then stores settings based on those types.

Configuration Item (CI)

(also referred to as: CI, config item) An asset or piece of equipment, stored in the CMDB, such as printer, desktop and server. Configuration Items include Software



Product, Inventory, Structure, and Package.

Connector

Connectors act as an interface between the vFire Core Integration Platform capabilities and any particular third-party vendor application. Each application requires its own connector to provide a common interface.

CTI

Computer Telephony Integration, a technology that connects computer systems to phone networks

Custom Call Profiles

Custom Call Profiles are types of call extensions, that is, additional fields used by officers to record non-standard information on the Call Details window

F

Federated CMDB

Federated Configuration Management Database - database populated from third party sources

Forward Internally

To forward something internally is the process or action of passing a call, request or task to another analyst within the organization. A request is usually passed internally to another handling analyst when the forwarding analyst is not able to complete the request. Note that a request can only be owned by one analyst at any time.

G

Group

A Group in vFire Core is a team of analysts with a specific area of responsibilities, such as Networking or Hardware. vFire Core distinguishes between IPK (Incident/Problem/Known Error) and workflow groups.

I

IMAP

Internet Message Access Protocol

ITIL

Information Technology Infrastructure Library - documentation which describes best practise methodology for IT Service Management



J

Jurisdiction

A defined group of cost centers and organizations

K

KCS

Knowledge Centric Support

Knowledge Bank

The vFire Core Knowledge Bank is the repository for all the knowledge that is collected in the system. There are seven system defined types of knowledge entries that can be stored in the Knowledge Bank: • Abstracts • Calls (vFire Core) • Directory Entries • External Websites. • FAQs • KCS articles • Known issues

Knowledge Management

The collection, organization, and distribution of knowledge. In this context, knowledge refers to useful and relevant units of information that have been accumulated through learning and experience.

KPI

Key Performance Indicator - a measure of performance commonly used to help an organization define and evaluate how successful it is in making progress towards its long term organizational goals

L

Licence Corral

Licence corrals allow subgroups of licenses to be established, which will guarantee that a number of concurrent licenses will be reserved for members in that subgroup.

Location

Locations can refer to the different departments or branches within an organization and/or the location of a particular user or Configuration Item. They can be specific (for example, Level 3, 100 Miller St) or they can be general (for example Miller St, Sales, or Accounts).



M

MAPI

Messaging Application Programming Interface

MMA

Mail Message Access - the ability to access a call record through a URL at the bottom of an email sent by vFire Core

N

NCM

Network Configuration Manager

O

OLA

Operation Level Agreement These are agreements between internal departments of a service provider. OLAs are applicable to calls, tasks, and approvals.

P

Package

Packages enable items within the CMDB to be grouped. In particular, they can be used to point to a collection of software licenses or patches used, for example, to upgrade the security in a department.

Person

The generic name for both users and analysts in the vFire Core database

POP3

Post Office Protocol 3

Portal

vFire Self Service - the web-based vFire Core interface used by users, analysts and external contact representatives

Portal submission form*

A portal submission form is used for logging requests and calls through vFire Self Service.



Q

Quick Launch application

A shortcut used to launch third party applications directly from within calls, requests or tasks within vFire Core. These can be managed by the System Administrator in Admin>System Administration>Quick Launch(within the System group in the Explorer pane).

R

Request

An order for change. Analysts with the appropriate security rights can allocate new requests for completion. Requests can be logged for any workflow process used by the organization.

Request Action Type

A brief description of the activity the history item is recording, such as Email Sent or Letter Attached. Request action types can be system or analyst defined.

Request Co-ordinator

This is the person who manages requests which they have logged. The request coordinator also has the authority to access and update the requests owned by other analysts.

Request Custom Profile

Fields that you can define to allow analysts to add more organization-specific information

Request Manager

A request manager has full responsibility over a request. They can update, change and monitor the request, and will receive any escalations for delayed tasks and approvals. This security is set in the Requests tab of the Workflow Management Security Role.

Request Type

The request type indicates the nature of the request being logged, and is used for reporting purposes.

Requestor

The user logging a request, or analyst raising one on their behalf.

RFC

A formal proposal for a change to be made. An RFC includes details of the proposed change and may be recorded on paper or electronically.



S

SACM

Service Asset and Configuration Management - a core process for effective IT service management

SAM

Service Assurance Manager. An organization uses Service Assurance Manager (SAM) to discover resources in its organization's networks and monitor its day-to-day operation.

SCCM

System Center Configuration Manager

SCOM

System Center Operations Manager

Screen Set

A standard set of screens for each entity type in vFire Core.

Security Profile

A method of controlling analysts' access to objects, actions and solutions, notes, emails, letters, CMDB items and timesheet entries for different entities in vFire Core. Security profiles are given access to these items. Analysts are then assigned appropriate security profiles in their Person Details.

Self Service Portal

See vFire Self Service

Service

The core services provided by an IT department such as Email, Network, Internet, or Printing. A Service can comprise many Service Actions and/or Bundles.

Service Action

The actions relating to a particular aspect of the Service being offered by the organization. A Service Action is always a component of a Service. For example, for the Email service, you might add Service Actions for Create Email Account, and Backup Email Data.

Service Bundle

A group of service actions from multiple services in your Service Portfolio. Service bundles are designed to meet more complex business requests made by users.



Service Catalog

The Service Catalog consists of the services currently available to users to order.

Service Desk Form

Analysts can use Service Desk forms to record additional information about an entity.

Service Portfolio

Organizations define their IPK and Workflow Management operations in terms of a set of services designed to support one or more business process. This set of services is known as the Service Portfolio. Examples of the services included in the Service Portfolio include Email, Application Support, and Information Backup.

SLA

Service Level Agreement. Agreements between a service provider and its customers who use those services. SLAs are applicable to both calls and requests; however, not to component workflow.

SLM

Service Level Management

SMS

Microsoft System Management Server

SMTP

Simple Mail Transfer Protocol

Software Product

Software Product and Inventory. A CMDB entity used to manage your software licenses and bulk inventory items which you do not wish to track individually (these entities are described in detail within the section on Managing Your Assets)

SSL

Secure Socket Layer

Stakeholder

A person, organization, other analyst or group with an interest in a call, request, task, agreement, CMDB item or location. The stakeholder may not be the originator of the call, request, or task, but may be related to it or a configuration item involved, and need to be kept informed of developments.

Stored Procedures

Programs precompiled by Alemba that can be used to configure your system



Structure

Structures enable items within the CMDB to be grouped together for easier searching and referencing. A structure is a special type of CMDB entity. It does not represent an actual piece of hardware, software or documentation, but it used to point to a collection of related CMDB items. Structures can also be used to refer to physical locations such as server rooms, or conceptual groups such as printers.

Subscriber

Users or organizations who may request services through vFire Self Service

Synonym

A word that has the same or similar meaning as another word, for example, “intelligent” and “smart” are synonyms.

System Source

Whenever a call, request or task is logged, vFire Core makes a record of how it came into the system, such as through vFire Self Service or an API transaction. This information is the System Source.

T

Task

A task is an activity that can be performed within a workflow. Tasks can be created within a request and forwarded to other analysts for completion or deferred until required. When all the tasks in a request are completed, the request can be closed.

Task Assignee

The analyst or group to which a task is assigned

Task Custom Profile

Fields that you can define in the Designer to allow analysts to add more organization-specific information.

Task phase

Task phases represent the various stages of a task at a given point in time. The task phase can be set on the Task Details window.

Task priority

Task priorities can be selected from the Priority list on the Task Details window to indicate how urgent the task is. They are defined in the Workflow Management section of the System Administration menu.



Template

A pre-built call details window with predefined field values

Thresholds

Thresholds define the points at which an agreement should start escalation events, and the point at which an agreement is breached. Thresholds are based on matrices, which are defined by your administrator.

Transaction

A transaction is an action you can perform on a Software Product or Inventory CMDB item, such as a new order or new purchase, allocation, or reservation of a quantity of licenses or inventory items.

U

UC

Underpinning Contract. An agreement between a service provider and the external contact who provide additional services or support to the service provider. UCs are applicable to calls, tasks, and approvals.

User

A person or contact requiring support or end recipient of any services that are requested. A user may be internal IT staff, other company staff or an external client.

V

vFire Core

The application-based interface, used by analysts

vFire Self Service

The portal by which end users log and track calls and requests, and order from the service catalog.

W

WCF

Windows Communication Foundation. WCF allows services to be defined abstractly and published physically over a wide variety of channels, and extensive tailoring of this behavior by updating the appropriate .NET configuration files.



Workflow Process

The workflow process is an ITIL process used by the organization in their everyday operations. Examples of workflow processes include Workflow Management, Availability Management and Release Management.

Workflow Template

The workflow template is a predefined request structure that already includes the necessary tasks and approvals to create a request. Workflow templates can be used for those requests that occur regularly, with little or no change to the basic details.

WSRP Portal

Sharepoint portal