



# **Installation Guide**

## **iRise® Studio and iRise® Reader**

iRise 8.11

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# Table of Contents

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<b>Installation Preparation.....</b>	<b>5</b>
Components of iRise 8.11 .....	5
iRise Studio.....	5
iRise Reader.....	5
iRise Definition Center.....	5
System Requirements .....	6
Studio Client Requirements.....	6
Reader Client Requirements.....	8
Downloading the Installer.....	9
Obtaining a License Key.....	9
<b>Installing iRise Studio and iRise Reader.....</b>	<b>10</b>
Installation Overview .....	10
Before You Install .....	10
Running the Installation.....	10
Previous Installations.....	10
Follow the Installer Steps .....	11
Install the License Key .....	14
Uninstalling iRise Studio and iRise Reader .....	14
<b>Troubleshooting.....</b>	<b>15</b>
Resolving Issues.....	15
Memory Issues.....	15
iRise Studio Data Location.....	16
<b>Appendix.....</b>	<b>17</b>
Enabling SSL for the iRise Studio Client .....	17
<b>Contact Us .....</b>	<b>19</b>



# Installation Preparation

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## Components of iRise 8.11

iRise 8.11 is the latest generation of the award-winning iRise application simulation platform. iRise makes creating interactive, functionally rich simulations even faster and broadens the ways in which business and development stakeholders work together to quickly agree on what to build.

iRise has the following components:

### iRise Studio

The iRise Studio client allows users to produce a robust, detailed application simulation and its associated requirements document. Studio can connect to Definition Center using standard http or https protocols, or can function in offline mode.

### iRise Reader

The iRise Reader client allows users to review the interactive simulation and its associated requirements in a browser. The iRise Reader may be used to review projects on Definition Center. Projects exported to Interactive Document files (iDocs) can also be reviewed in Reader if you download the free iRise Reader software<sup>1</sup>.

### iRise Definition Center

iRise Definition Center allows users to share and collaborate on projects. Users can create, store and review projects simultaneously on a server that is accessible to all users. iRise Definition Center is installed separately.

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<sup>1</sup> iRise Reader only needs to be installed to review iDocs. If reviewing projects on a Definition Center, then you do not need to install iRise Reader.

## System Requirements

There are two client-side components installed as part of iRise suite: iRise Studio® client and iRise® Reader. Please review the relevant sections below to make sure the client machine meets the minimum requirements.<sup>2</sup>

### Studio Client Requirements

iRise Studio allows you to create simulations and annotate them with requirements.

#### iRise Studio Hardware Requirements

Hardware requirements for running the iRise Studio client depend on the usage patterns of the user. In general, the iRise Studio client will run faster with (in this order of effectiveness beyond the Minimum Requirements):

- System RAM (up to 1.5GB of available physical memory can be utilized)
- Number of CPU's - iRise software is multi-threaded and will utilize multiple CPU's
- Faster CPU's
- Faster hard drive speed

Item	Minimum Requirement
CPU	1 GHz Pentium® IV (or equivalent)
System RAM	512MB (1GB recommended) 4GB for Mac® running virtual windows (32 bit)
Hard Drive	500MB (1GB recommended)
Network Interface Card	100MB/Second Ethernet

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<sup>2</sup> iRise Studio will not connect to iRise Definition Center unless both are running the same major-minor version, e.g. 8.11.x. Contact your iRise administrator to determine whether your Definition Center has been upgraded.

## iRise Studio Software Requirements

Item	Minimum Requirement
Web Browser	Microsoft® Internet Explorer v7.0 Microsoft® Internet Explorer v8.0 Microsoft® Internet Explorer v9.0 Mozilla® Firefox v3.5 Apple® Safari v4 (Windows) Apple® Safari v5 (Mac) Google® Chrome v8 (Windows) Google® Chrome v10 (Mac)
Operating Systems	Microsoft® Windows 8 Microsoft® Windows 7* Microsoft® Vista* SP2 Microsoft® XP* SP3 Microsoft® Windows Server 2012* Microsoft® Windows Server 2008* R2 Microsoft® Windows Server 2003* SP2 Mac-Windows emulator® using Windows OS (VMware Fusion or Parallels Desktop) Mac OS X 10.7 (Lion) Mac OS X 10.8 (Mountain Lion) *iRise Studio is a 32 bit application but will run on 64 bit
Network Protocol	Microsoft® TCP/IP

## Reader Client Requirements

Installing iRise Reader allows you to open and review iDocs.

### iRise Reader Client Hardware Requirements

Item	Minimum Requirement
CPU	1 GHz Pentium® IV (or equivalent)
System RAM	512MB 2GB for Mac® running virtual Windows® (32 bit)
Hard Drive	200MB (300 MB recommended)
Network Interface Card	100MB/Second Ethernet

### iRise Reader Client Software Requirements

Item	Minimum Requirement
Browser	Microsoft® Internet Explorer v7.0 Microsoft® Internet Explorer v8.0 Microsoft® Internet Explorer v9.0 Mozilla® Firefox v3.5 Apple® Safari v4 (Windows) Apple® Safari v5 (Mac) Google® Chrome v8 (Windows) Google® Chrome v10 (Mac)
Operating Systems	Microsoft® Windows 8 Microsoft® Windows 7 Microsoft® Vista SP2 Microsoft® XP SP3 Microsoft® Windows Server 2012 Microsoft® Windows Server 2008 R2 Microsoft® Windows Server 2003 SP2 MAC-Windows emulator® using Windows OS (VMware Fusion or Parallels Desktop) Mac OS X 10.7 (Lion) Mac OS X 10.8 (Mountain Lion)
Network Protocol	Microsoft® TCP/IP



## Downloading the Installer

iRise Studio and iRise Reader share a single installer. The installer is available for download on the iRise secure customer site:

<https://irise.subscribenet.com>

**Note:** iRise® will provide you with a username and password to log in to the secure customer site.

The installer is a self-extracting executable that can be run directly from the secure customer site. The executable can also be saved to a local drive.

**Note:** The iRise Reader can also be downloaded separately by those users who want to view iDoc files. Please go to <http://www.irise.com> for more details.

## Obtaining a License Key

To run iRise Studio, you need a valid Studio license key. If you already have a valid license for iRise 5 or iRise 6, then you need not download a new license for iRise 8.11. If you do need a license, they are available for download on the protected customer site at the following Internet address: <https://irise.subscribenet.com>

**Note:** iRise® will provide you a customer-specific username and password for login to the URL.

To download the Studio license key:

- 1 Go to: <http://irise.subscribenet.com> and log in.
- 2 Select the **Click here to download a License Key** link to the right of the appropriate iRise product in the Product List.
- 3 Follow the onscreen instructions to download the license.

To generate the License Key, you must enter the physical MAC Address of the client machine.

The physical address of the server computer can be identified by typing **ipconfig/all** from a command prompt. If the client machine has multiple physical addresses, include them all.

**Note:** Always follow the instructions above to download a license key. Clicking the **License Keys** menu option on the Product Download page can prevent you from accessing the full set of entitlements available to you for that product.

# Installing iRise Studio and iRise Reader

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## Installation Overview

iRise Studio and iRise Reader clients share an installer. The iRise Reader is automatically installed with iRise Studio and it is a required component.

## Before You Install

Before you install iRise Studio, verify the following:

- 1 There is at least 300MB of hard disk space is available to temporarily extract and then install the selected components to the following directory:

*C:\Documents and Settings\machinename\Local Settings\Temp*

**If 300MB is not available in the above destination, you must either;**

- Free up disk space ; OR
  - Reset the Windows Temp System Environment variable to a destination that has at least 300MB hard disk space available.
- 2 You have sufficient Windows permissions to install new software on the client computer.
  - 3 You have full access (read and write) to the installation directory (default c:\Program Files\iRise) to run iRise Studio or iRise Reader.

Please contact your local system administrator to verify your Windows permissions allow you to add new software to the client computer and run the software after it is installed.

**Note to McAfee VirusScan users:** Do not disable McAfee VirusScan to perform the installation or you may encounter installation issues.

## Running the Installation

### Previous Installations

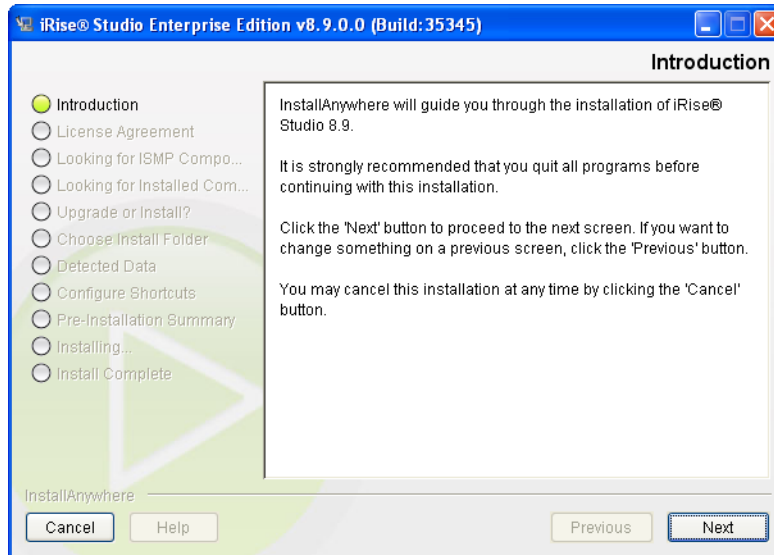
iRise 8.11 cannot be installed in parallel to previous installations. When you start iRise 8.11 for the first time, Studio will automatically convert your private projects to iRise 8.11 format. This will cause a onetime delay the first time you start iRise Studio. When you open an iDoc created with a version prior to iRise 8.11, the iDoc will be converted to iRise 8.11 format. Save a backup of the iDoc before you open it in Reader to avoid this.

## Follow the Installer Steps

To install iRise Studio and iRise Reader:

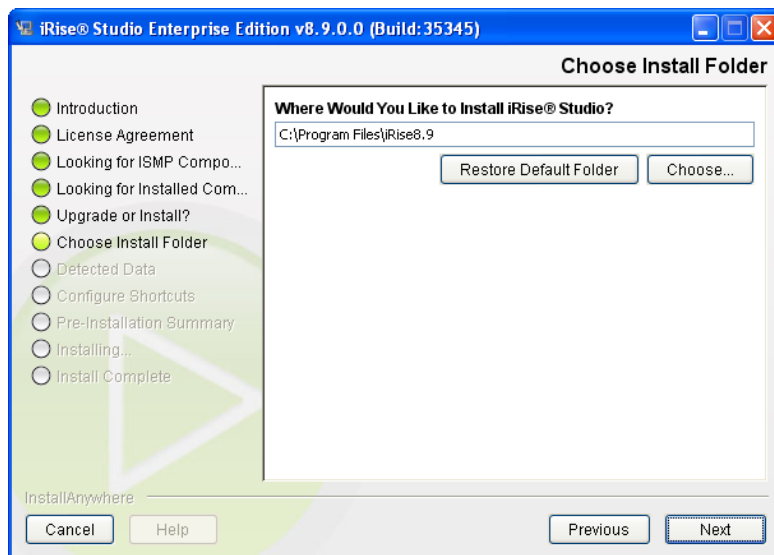
- 1 Launch the installer executable by double-clicking the file you downloaded. The executable will automatically extract the Installer to a temporary directory on the client machine.
- 2 The InstallShield Installer Wizard launches. Follow the InstallShield installation screens.

**Screen 1:** This is the Introduction Screen. Click **Next** to start the installation.



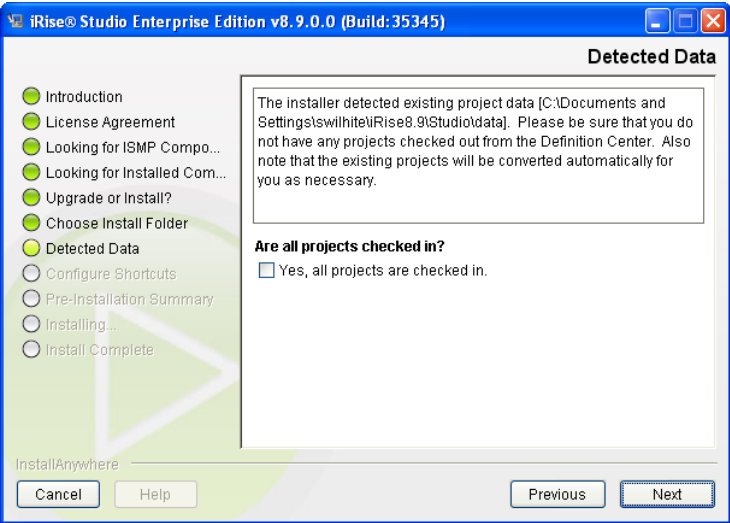
**Screen 1: Introduction Screen**

**Screen 2:** Select the install destination directory for the software, then click **Next**.



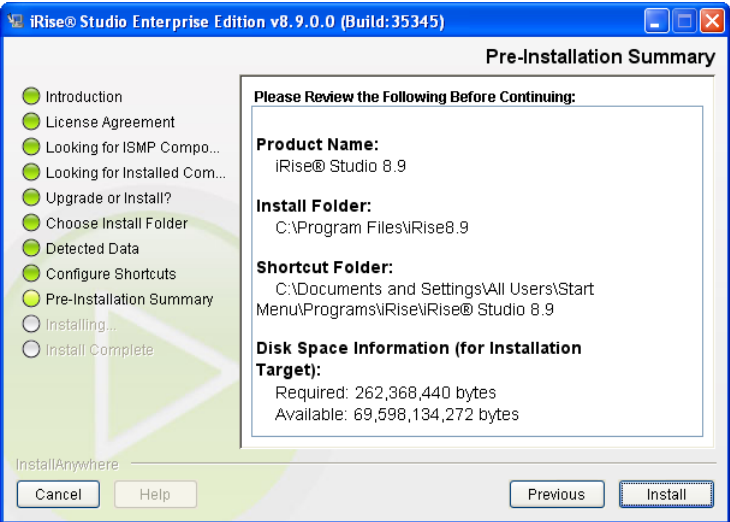
**Screen 2: Choose Install Folder**

**Screen 3:** If you have data from previous Studio installations (i.e., local or private projects), then all projects that you have checked out from the Definition Center must be checked back into the Definition Center before continuing. If this is the case, cancel the installation and check the projects back into the Definition Center. If you do not have any projects checked out, then click **Next**.



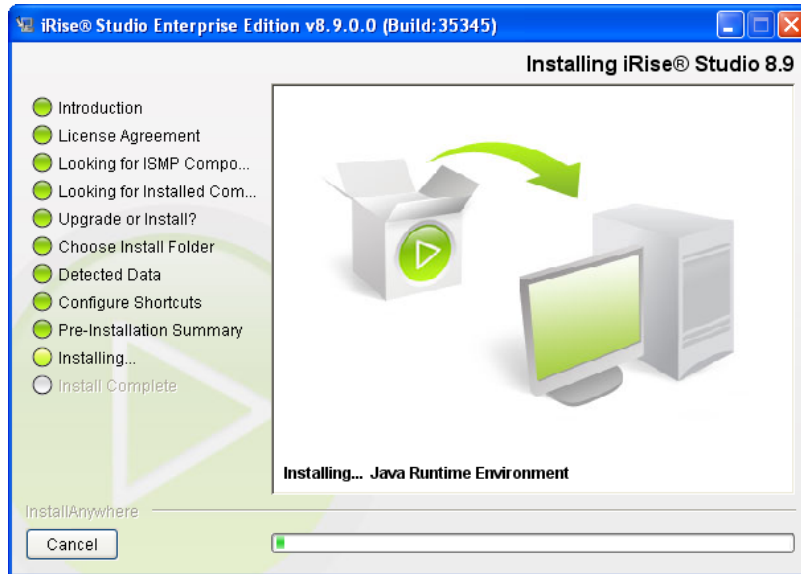
**Screen 3: Detected Data**

**Screen 4:** This screen summarizes the details of the installation that is about to take place. Click **Next**.

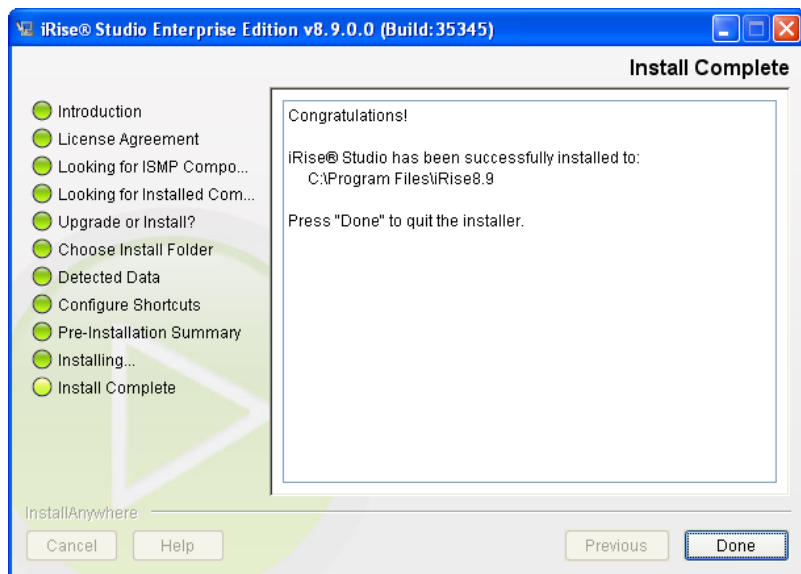


**Screen 4: Pre-Installation Summary**

**Screens 5-6:** When the installation is complete. Click **Done** and continue with license download instructions.



**Screen 5: Installing ...**



**Screen 6: Install Complete**

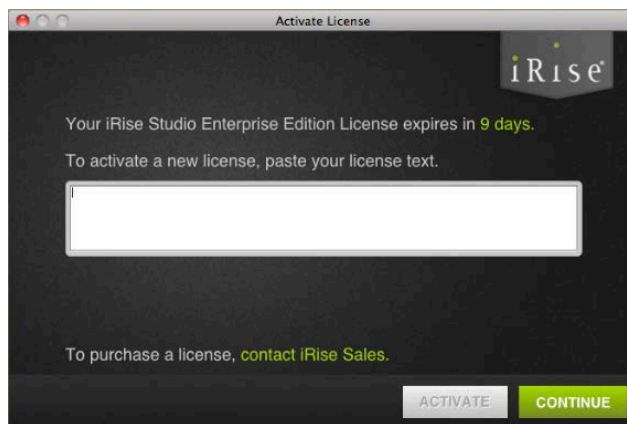
## Install the License Key

A license key is required to use iRise Studio. If you have not already downloaded your license key, refer to the “Obtaining a License Key” section earlier in this document for instructions on doing so.

After acquiring the license key, there are two alternative methods of installing it:

- 1 Copy and paste the complete license text into the **Activate License** dialog. Open the `irise.license` file in a text editor (e.g., Notepad) to copy the license text. The Activate License dialog pops up on Studio launch if your current license will expire in 14 days or less; otherwise, you can open the dialog from the Studio help menu.

If Studio accepts the license key, the Activate button in the Activate License dialog will become active so you can complete the license installation and restart Studio.



- 2 Save the `irise.license` file in the installation location. The default location is `c:\Program Files\iRise\Studio`.

## Uninstalling iRise Studio and iRise Reader

To uninstall iRise Studio:

- 1 From the Windows Control Panel, select Add or Remove Programs.
- 2 Locate iRise Studio on the list of programs, and then click the Change/Remove button. The iRise Studio Uninstaller Screen appears.
- 3 Follow the onscreen steps.

**Note:** You will have the option of uninstalling iRise Reader when you uninstall iRise Studio.

# Troubleshooting

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## Resolving Issues

The following section addresses common issues that may arise during either the installation or usage of the iRise product suite. If you continue to encounter problems after reviewing the recommendations in this section, please refer to the **Contact Us** section at the end of this document for information about contacting iRise Customer Support. The **iRise Support Knowledgebase** is also an excellent source of technical information for troubleshooting installation or configuration issues.

## Memory Issues

Performance and stability of the iRise Studio client may be affected by available memory in the client machine.

The following memory-related issues may arise if the minimum System Requirements for memory are not met in the client machine:

- If the client machine RAM is completely utilized, iRise Studio will begin to use Virtual Memory (the swap file). Application performance could be greatly impaired as a result.
- If both the RAM and the Virtual Memory approaching the maximum size, iRise Studio may become unstable.

**Note:** To ensure optimal performance if iRise Studio and the iRise Definition Center are running on the same machine, the machine must meet the *total minimum System Requirements for both components*.

If the recommended System Requirements have been met and memory resource issues persist, please contact **iRise Customer Support**.

To make more memory available on the client:

- 1 Close all other applications that are running.
- 2 Use the Windows Task Manager to close background applications and services .

## iRise Studio Data Location

The iRise Studio stores data for “private” projects on your computer.

If iRise Studio 8.11 is the first version of iRise Studio to be installed on your computer (i.e., you are not upgrading to 8.11), then by default your data will be stored at C:\Users\[username]\iRise\Studio\data on Windows Vista/7 machines and C:\Documents and Settings\[username]\iRise\Studio\Data on Windows XP machines.

If you are upgrading to 8.11, and you have Windows XP installed, the data will stay in its current location (default C:\Program Files\iRise\Studio\data).

If you are upgrading from a version prior to 7.2 on a Windows Vista machine, then iRise Studio will prompt you to copy the data from C:\Program Files\iRise\Studio\data to C:\Users\[username]\iRise\Studio\Data when you start iRise Studio for the first time.



## Enabling SSL for the iRise Studio Client

There are two scenarios for using certificates to enable SSL communication:

**Scenario I:** Using a digital certificate that uses a trusted certificate authority (CA) as the root certificate authority, such as VeriSign. No further steps are needed.

**Scenario II:** Using a digital certificate that uses a non-trusted CA, such as Microsoft® Certificate server, as the root certificate authority. For example, a digital certificate could be generated from your organization's local certificate server. A locally-generated root certificate would then need to be present in the CACERTS file of the iRise Studio client. CACERTS is a file used to keep the root certificates of signing authorities. There are two options to ensure the root certificate is present in this CACERTS file:

**First option:** If you already have a CACERTS file with the root certificate present, you can make a copy and save it on for the iRise Studio client. The following steps describe how to do this:

- a. Locate an existing CACERTS file that has the internal root CA server added to it. This could be from the server as described above, in Enabling HTTPS.
- b. Copy this CACERTS file to the ...\_jvm\lib\security folder of the iRise Studio client. The default location of the CACERTS file for iRise Studio is C:\Program Files\iRise\Studio\\_jvm\lib\security.

**Second option:** add a root certificate authority manually using the steps below.

1. **Get a root certificate**

If you have not already done so, you will need to get a root certificate from the non-trusted CA. For example, if you have an internal certificate server, such as Microsoft® Certificate server, then you would download the root certificate and save it to C:\Program Files\iRise\Studio\\_jvm\lib\security. For the purposes of the following steps, the root certificate will be referred to as rootcert.cer. We recommend that you save the file as rootcert.cer.

2. **Import the root certificate into CACERTS**

- a. Open a command-line prompt (Start | Run... | cmd) and change the drive letter to C: (or the drive location of the iRise Studio client, if not the C: drive).

- b. Change directory to the ...\_jvm\lib\security folder of the iRise Studio client:  
`>cd "\Program Files\iRise\Studio\_jvm\lib\security"`
- c. Ensure that the CA root certificate is present in this directory. For example, if you named it rootcert.cer:  
`>dir rootcert.cer`  
If it says "File Not Found" then go back to step 1 and save the rootcert.cer file in the appropriate location (i.e., C:\Program Files\iRise\Studio\\_jvm\lib\security).
- d. Ensure that the CACERTS file is also present in this directory:  
`>dir CACERTS`  
If it says "File Not Found" then you probably have to copy another CACERTS from another location.
- e. A Java utility called keytool.exe allows you to import root certificates into the CACERTS file. If the Java bin directory is in your path, you can run keytool.exe from any path location open in the command-prompt. However, since there could be different Java installations on your machine from various applications, we recommend that you run keytool.exe exactly as indicated here:  
  
`> C:\Program Files\iRise\Studio\_jvm\lib\security\keytool -import -file rootcert.cer -alias rootCA -keystore cacerts`  
  
You should include the full path of keytool.exe as shown above, but be sure the path corresponds to your iRise Studio installation.  
  
Note that **rootCA** is the name of the root certificate server from which rootcert.cer was downloaded. This is the fully qualified name of the CA Root server or the internal machine name in the domain.
- f. When prompted to do so, enter the password to the CACERTS keystore (default is changeit)
- g. Answer **yes** when prompted on the command line.

If you indicated that SSL would be used during installation, then the iRise Studio client is now ready to be used with SSL.

## Contact Us

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iRise Customer Support is open Monday through Friday (except for holidays).

**Toll Free:** (866) 361-3900

**E-mail:** [support@irise.com](mailto:support@irise.com)

**Internet:** <http://www.irise.com/support>

iRise Customer Support may redirect inquiries regarding Professional Services, Training, or Sales questions.