Installation Guide

Enterprise Edition 26.3

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Installation

This section provides instructions for installing, upgrading, and uninstalling the Agility application. It is recommended that you read the following information before installing this product. Refer to the correct section for your specific installation instructions.

Overview

Installing Agility consists of 3 steps:

1. **Verify the server meets the minimum System Requirements:** see the System Requirements section for a complete list of requirements for both server and client machines.
2. **Install Agility:** see the Installing Agility section below for specific steps.
3. **Verify the installation:** see the Verify Installation section below for specific steps.

For information about upgrading your Agility system and other ongoing maintenance, see the Ongoing Maintenance section.

Need Installation Help?
View the Agility Getting Started Guides to see more detailed walkthroughs and search for common questions.

Step 1. System Requirements

See the full System Requirements section for detailed requirements. Agility installation requires a windows server complete with IIS, SQL Server and .Net.

Special Considerations - the following settings are required:

- Microsoft SQL Server security authentication must be set to "**SQLServer and Windows**".
- The application requires Agility client browsers to **accept cookies**.
- Ensure that IIS is allowing .net 4.0 to serve content. With IIS7, you need to go into **ISAPI & CGI restrictions** at the server level and ensure the **ASP.NET v4.0** is set to **'Allowed'**.

Step 2. Installing Agility

A. Basic Install

To install a new Agility system and create a fresh new database, please follow these steps:

- Run the VersionOne setup .EXE program.
- Follow the instructions in the setup program. See Agility Core Installation for a detailed walkthrough of the steps.
- Select OK once the installation has completed.
- If you have a Customer License (.lic) file, copy it into the webserver (ApplicationName)\bin directory and remove the Trial license file. A new license file is required for each new annual release (e.g., 21.x vs. 22.x), but not required for upgrades within a given annual level (e.g., 21.2 vs 21.3).

B. Other options for Installation

i. Moving Servers

To install Agility using an existing database transferred from another system, please follow these steps:

- Restore the database on the new system from a complete database backup obtained from the previous system. Refer to SQL Server's Enterprise Manager Documentation for details.
- Run the VersionOne setup .EXE program.
- Select Install a New Instance to create your new system.
- Name your new application.
- Follow the prompts to reach the database selection page
- Select Attach to Existing Database and select the database you restored.
- Select OK once the upgrade has completed.
- If you have a Customer License (.lic) file, copy it into the webserver (ApplicationName)\bin directory and remove the Trial license file. A new license file is required for each new annual release (e.g., 21.x vs. 22.x), but not required for upgrades within a given annual level (e.g., 21.2 to 21.3).
- Enter your SMTP server password.
- **Note: Do not use SQL Server's 'Copy Database…' or other DTS-based db replication tasks, as they may not accurately replicate all database structures. In order to ensure the integrity of the database, you must use a full Backup ('Backup type: Full') and Restore.**

ii. Use Pre-defined SQL User for Installation

Agility will create a new database and database user upon installation by default. See the Agility support knowledge base for details on installing the application using a predefined database and user. Search the knowledge base for "Existing SQLServer User".

iii. Installing Local Help files

Help refers to online content by default. If your installation is in a location where users will not be able to access the online help, you can install a local copy of help instead. Contact Digital.ai support for the help content. Then unzip the help file and install it under the /help directory on your web server, e.g. /inetpub/Agility/help/14.0/.

Note: You will need to update your local copy of help each time you update to a new quarterly release.

Step 3. Verify Installation

To access the Agility system:

- Open a supported web browser and enter the appropriate URL for your web server and application - http://servername/application, i.e., http://devserver/Agility (or https://deveserver/Agility if SSL is enabled on your web server).
- Enter **admin/admin** for the username and password and follow the application setup procedures in the Administration section.
- Verify the license installation by viewing the About page in Agility and clicking on the License Details link.

Help Location

Online help is served from our on-demand environment to best serve all customers with the most recent updates for each release. If you have an on-premise installation that does not have access to the online help files, please contact Digital.ai support to obtain local files for your use.

Local help files must be installed on your web server under the Help directory. For example, if your installation is called 'Agility', your Scrum help files would be here:

\wwwroot\Agility\help\26.3\Ultimate\Scrum

Other Resources

Need more help? See the Agility Community Site for additional information, including:

- Online Quick Start Checklists for steps to get up and running quickly.
- Access to free Product Webinars.
- Answers to many common questions in the support Knowledge Base.

System Requirements

The operating configuration for Digital.ai Agility depends primarily on the number of concurrent users and the volume of information being managed by the system. The specifications below outline the minimum system requirements recommended to successfully run the complete Digital.ai Agility system (web server, database server, operating system, and so on).

Server

Operating System	Windows Server 2012, 2016, 2019 (32 or 64 bit), 2022
Web/Application Server	Internet Information Server (IIS) 7, 7.5, 8.0, 10.0 with ASP.Net installed
Framework	Supported - .NET 4.8.0, or later (Core Application) Supported - .NET 4.6.2, or later (Data Mart and Analytics)
Database	Microsoft SQLServer 2012, 2014, 2016, 2017, 2019 with Full Text Search component
Processor	Dual Core 2 GHz
Memory	16 GB RAM

** Warning: SQL Server Express is not a supported alternative to SQL Server.*

Web Client

Browser	Chrome (preferred) Microsoft Edge Mozilla Firefox Safari We support the current and 1 prior version of Google Chrome, Mozilla Firefox, and Apple Safari. We do not support Internet Explorer version 11 beginning Digital.ai Agility version 21.3.
Operating System	Recommended: Currently-supported versions of Microsoft Windows, Apple macOS, and Linux.
Processor	2 GHz
Memory	4 GB RAM

Digital.ai Agility assumes full-screen browser use on a minimum 1024x768 display with 16-bit and above color depth. Product Owner-specific data may require higher screen resolutions (i.e., 1280x1024) to view all table columns at once on certain pages. JavaScript should be enabled.

Digital.ai Agility allows user customization of some display pages to increase the flexibility of meeting specific needs. It is important to note that extreme customization settings may affect the response time of a particular page. Through customization, each user can balance their own data display needs with their response time requirements. Customizable items that can reduce the overall size of a page and speed its display include the number of editable columns, the number of columns displayed, the number of rows displayed and the number of selections per dropdown.

Connectivity

A high-speed Internet connection such as cable modem, DSL, or T1 line is recommended.

Ongoing Maintenance

Ongoing Maintenance and Backups

1. Microsoft SQL Server should be set to Update Statistics automatically (the default setting). This improves ongoing performance of the system as the database grows over time.
2. Regular full database backups of the system should be performed. This activity can be scheduled using Microsoft SQL Server's Enterprise Manager. A full database backup is required to restore the system should a hardware failure occur. To restore a system from a backup, follow the directions under the Installing Agility Using an Existing Database section above.
3. Digital.ai also recommends that you back up any localization files you've created for quicker system recovery.

Also see the article on Database Configuration and Maintenance for more detailed recommendations to help optimize performance in on-premise systems.

Upgrading Agility

If you need to upgrade the Agility application and database, please follow these steps:

- Run the VersionOne setup .EXE program.
- Select Upgrade to upgrade the application and database.
- Select the appropriate instance to upgrade.
- Select OK once the upgrade has completed.
- A new license file is required for each annual Release. If you have a new Customer License (.lic) file, remove the existing license file from the webserver (ApplicationName)\bin directory and copy in the new one.

Contact Digital.ai if upgrading from Release 5 (shown as V1.5 in the build information) for additional steps.

Uninstalling Agility

If you need to uninstall the Agility application, please follow these steps:

- Run the VersionOne setup .EXE program.
- Select Uninstall to remove the application and associated database.
- Follow the instructions in the setup program.
- Select OK once the uninstall has completed.

Moving Servers

To install Agility using an existing database transferred from another system, please follow these steps:

- Restore the database on the new system from a complete database backup obtained from the previous system. Refer to SQL Server's Enterprise Manager Documentation for details.
- Run the VersionOne setup .EXE program.
- Select Install a New Instance to create your new system.
- Name your new application.
- Follow the prompts to reach the database selection page
- Select Attach to Existing Database and select the database you restored.
- Select OK once the upgrade has completed.

- If you have a Customer License (.lic) file, copy it into the webserver (ApplicationName)\bin directory and remove the Trial license file.
- Verify the installation.
- If you configured SMTP you will need to reenter your SMTP server password.
- **Note: Do not use SQL Server's 'Copy Database…' or other DTS-based db replication tasks, as they may not accurately replicate all database structures. In order to ensure the integrity of the database, you must use a full Backup ('Backup type: Full') and Restore.**