Response Manager Desktop System (RM v6) Requirements and Installation

Operating System

Response Manager Desktop System (RM) can be installed on all versions of **Windows XP**, **Windows Vista**, **Windows 7, and Windows 8** for both 32 bit and 64 bit versions. It can also be installed on any virtual machine running any of the operating systems listed above.

Installation Packages

RM Desktop can be installed utilizing one of the following installer packages (It is important to note that the XXX below is a placeholder that refers the RM version number and will be reflected like 610 which is referencing version 6.1.0):

- RM_VXXX_ update.exe
- RM_VXXX_Full_32.exe
- RM_VXXX_Full_64.exe

The RM_VXXX_auto_update.exe should be used to upgrade an existing installation from 6.0.4 and above. If you have 6.0.3 or below, Response Manager requires a complete uninstall before installing the latest version. For example, if the existing version on the target computer is 6.1.1, use the installer RM_V612_update.exe to upgrade to version 6.1.2.

The RM_VXXX_ Full_32.exe should be used to install Response Manager on a 32-bit system that currently does not have Response Manager. To determine if the system is 32-bit or 64-bit, click Start → Right-click on Computer → click Properties. The resulting window shows "System Type" under the System section where it states if the system is 32-bit or 64-bit.

The RM_VXXX_ Full_64.exe should be used to install Response Manager on a 64-bit system that currently does not have Response Manager. To determine if the system is 32-bit or 64-bit, click Start → Right-click on Computer → click Properties. The resulting window shows "System Type" under the System section where it states if the system is 32-bit or 64-bit.

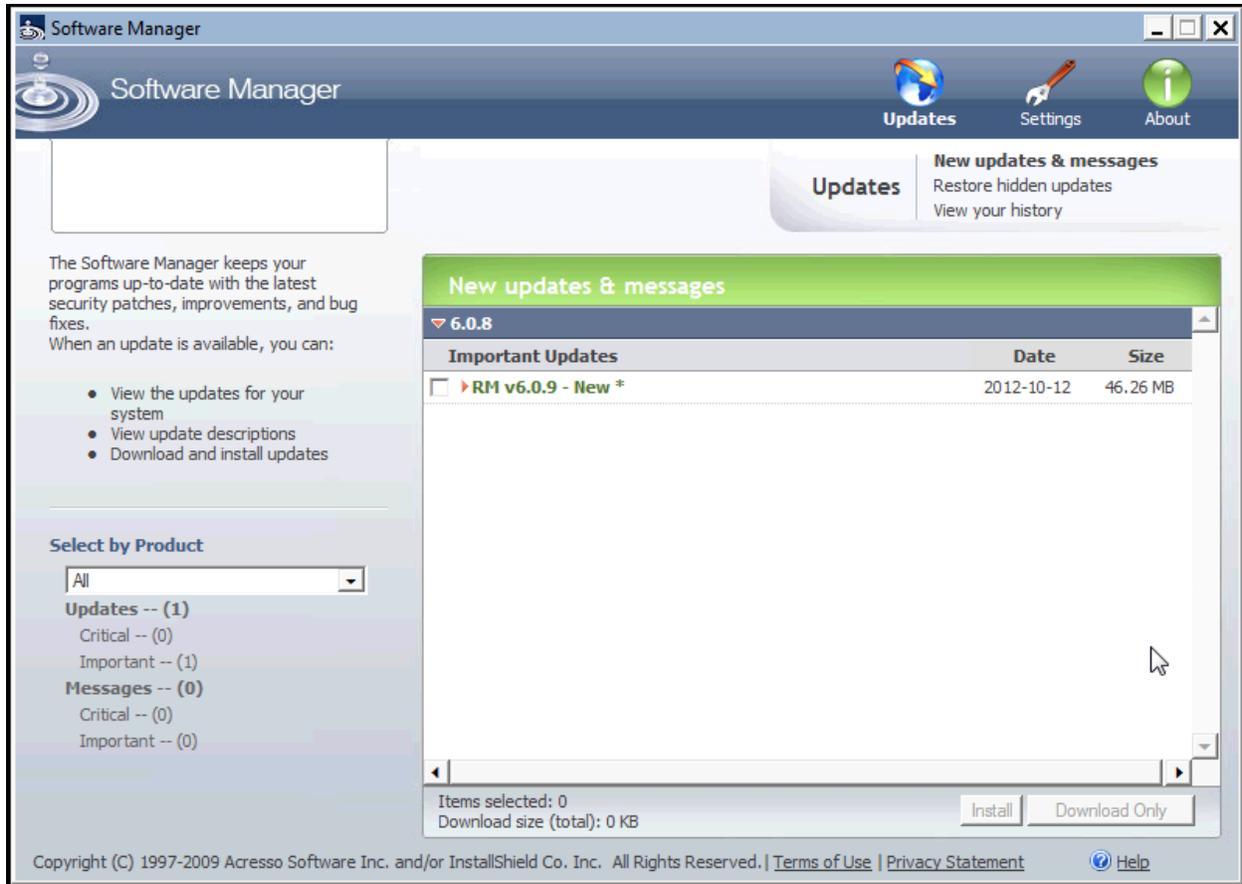Below is a screenshot of a 64-bit system.

Auto-Updates

Response Manager also utilizes FlexNet auto-update technology. This involves installing an application on the target machine that automatically checks for updates from the update server when the application is opened. If an update has been posted, It will be listed in the "New updates & messages" section (screenshot below). The system tray will also show an update is available. Installing Response Manager updates requires that the user's group policy allow them to run installations and updates.

This software installs to "C:\ProgramData\FLEXnet" directory.

Response Manager Web Download Location

All install packages can be downloaded from the Response Manager Web Version under the General →
Downloads section.

Visit here http://eparesponsemanager.net/rm/download/download.aspx

Response Manager FTP Site

All install packages can be downloaded from the Response Manager FTP site. The FTP details are below.

URL: ftp://eparesponsemanager.net
Username: rminstall
Password: Waterfall8

Supporting Software

1. **SQL EXPRESS 2008 R2**
   The local Database engine works as the client data store and subscription engine for RM desktop
   application. SQL authentication is the default, but Windows authentication can be used.
2. **SQL Server Reporting Services 2008**
   SQL reporting library for displaying RM data in report format
3. **Microsoft.NET Framework 4.0**
   Windows Core Framework the application uses

Application

1. **epaRM.exe** (main application)
2. **RM2Tier.exe** (synchronization module)

Data Synchronization

The main application **epaRM.exe** invokes the synchronization module (**RM2Tier.exe**), which initiates the
merge replication process between the server (publisher) database and the local database. The process
uses SQL authentication to initiate the synchronization process, therefore not requiring the Windows
user to have rights to the SQL instance. The synchronization progress and status is displayed in the
synchronization form. Functionality for starting the synchronization process from the command line is
enabled; this enables auto/silent synchronization capability that is used for scheduled synchronizations.

Application Folder Structure

1. **Main Application Folder**
   C:\Program Files (x86)\EPA\Response Manager   (64 bit)

C:\Program Files\EPA\Response Manager   (32 bit)
This folder contains all the application related dlls(3nd party controls, gps customized controls), exe, config files, and other support files for Google Earth export, Photo report export, etc.

2. **RM output folder**
    C:\RM_Output
    Store all user exports (spreadsheet, photos, documents, and logs)

3. **RM template folder**
    C:\RM_Templates
    Stores data templates for data import functionality within Response Manager

The main application folder is created during the install process (using InstallShield). The "RM_Output" and "RM_Templates" folders are created by the application itself executing certain user requests (export data, report creation, etc).