



## hunter® Installation Guide

**This document refers exclusively to  
versions from 19.xx onwards**

**[An updated and current version of this  
Installation Guide is always available here](#)**

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## PREREQUISITES FOR USING HUNTER ON WORKSTATIONS

### HARDWARE SPECIFICATIONS FOR WORKSTATIONS

- Processor: at least 2 GHz CPU
- RAM: at least 2 GB RAM
- Graphic: colour depth: 24 Bit  
resolution:  
minimum: 1024x768 (limited usability)  
optimum: 1280x1024 or higher

It is recommended to operate with 96DPI, all other settings might lead to presentation problems.

- At least 5 GB free space on the C:drive (hard drive)

### SUPPORTED OPERATION SYSTEMS OF THE WORKSTATION

- Windows Vista, (32/64bit)
- Windows 7, (32/64bit)
- Windows 8, 8.1 (32/64bit)
- Windows 10 (32bit)
- Windows Server 2003, (32/64bit) (terminal server)
- Windows Server 2008, (32/64bit) (terminal server)
- Windows Server 2012, (32/64bit) (terminal server)
- Windows Server 20126, (32/64bit) (terminal server)
- Any operation system not listed here will not be supported in general
- The following operation systems are explicitly not supported resp. are not tested with this software anymore: Windows 95, Windows 98, Windows ME, Windows NT, Windows 2000, Windows XP

### .NET FRAMEWORK

.NET Framework 3.5 is due to be installed on all workstations, which shall run hunter. Installation of .NET Framework 4.5.2 on its own will be not sufficient.

## TERMINAL SERVER

The hunter® software has been developed for Windows OS platforms. As hunter® is a Windows application it can also be deployed and run on Microsoft terminal server platforms. But hunter® has not been tested by the producer running explicitly on a Microsoft terminal server platform. Therefore we cannot give a general approval for all versions of Microsoft terminal server platforms. The customer himself is obliged to test hunter® on the foreseen platform upfront.

In case of using hunter® via a weak or instable internet connection (i.e. mobile internet, WLAN etc.) it might be helpful to implement a Microsoft terminal server, since this allows resuming disrupted connections (see also chapter: "Local Network, WLAN").

## HARDWARE SPECIFICATIONS OF THE TERMINAL SERVER

- Processor: required capacity is depending on the number of active users and on the number of additional applications (i.e. Outlook, MS Word etc.) in use in parallel
- RAM: 500MB for each active user + 3 GB for the OS. Number and required capacity of other applications running in parallel need to be taken into account.
- Graphic: colour depth 24 bit with a resolution of 1024x768  
using higher DPI requires a minimum resolution of 1280x1024
- min. 5 GB available free space on the hard drive (C:drive)

## CITRIX

The hunter® software has been developed for Windows OS platforms. As hunter® is a Windows application it can also be deployed and run on Citrix platforms. But hunter® has not been tested by the producer running explicitly on platforms and versions of Citrix solution. Therefore we cannot give a general approval for all versions of Citrix platforms. The customer himself is obliged to test hunter® on the foreseen Citrix platform upfront.

The actual hunter® version is running on Citrix without problems, and we expect that future versions will also be able to run on Citrix. If contrary to expectations problems should occur, we will work on solving the problems and offer support based on the maintenance contract.

Though we cannot guarantee for hunter® being able to run on Citrix, because some of the used components are currently not certified for Citrix.

## SUPPORTED VERSIONS OF MICROSOFT OFFICE

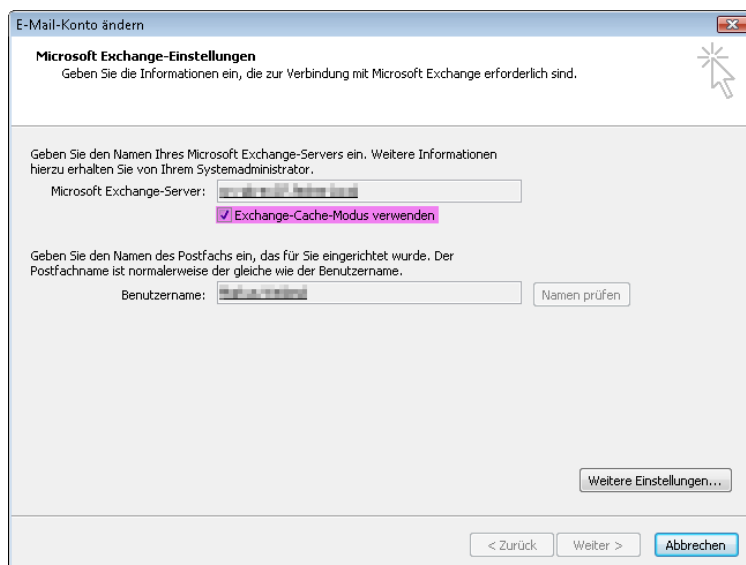
Microsoft Word is needed to produce serial letters.

Microsoft Excel is needed to export data out of hunter®.

- Office 2007
- Office 2010 (only 32bit)
- Office 2013 (only 32bit)
- Office 2016 (only 32bit)
- The following versions of Microsoft Office are explicitly not supported resp. are not tested with this software anymore:  
Office 95, Office 97, Office 2000, Office 2002/XP Office 2003

## PREREQUISITES FOR HUNTEROFFICE

hunterOFFICE is the interface between hunter® und Microsoft Office. To ensure a smooth performance the “Exchange-Cache-Mode” should be active (Mail account settings)



Microsoft Exchange Server limits the number of open objects in parallel during a session. Usage of hunterOFFICE might exceed this limit. Microsoft offers a setting to suspend the limitation, but this requires that the Exchange Server offers sufficient memory and it is not operating at full capacity during regular operations.

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\MSExchangeIS\ParametersSystem  
Value: Disable Session Limit

<http://technet.microsoft.com/en-us/library/dd159906.aspx>

## SUPPORTED E-MAIL/CALENDAR SYSTEMS

Microsoft Outlook or Lotus Notes is needed to send e-mails and to synchronize dates and contacts. The following systems are supported:

- Outlook 2007
- Outlook 2010 (only 32bit)
- Outlook 2013 (only 32bit)
- Outlook 2016 (only 32bit)
- The following e-mail/calendar systems are explicitly not supported resp. are not tested anymore:  
Outlook Express is not supported as e-mail system nor to attach e-mails at hunter<sup>®</sup>.  
Outlook 2003

## INTERNET EXPLORER

To display the hunter<sup>®</sup> help and summary screens the Internet Explorer 11.0 or higher is required. This doesn't need to be the standard browser, but needs to be completely installed and configured for operation.

The browser needs unrestricted access to the hunter<sup>®</sup> server, potentially it will be necessary to enter the hunter<sup>®</sup> server as trusted server into the browser, proxy or firewall settings.

## LOCAL NETWORK, WLAN

The hunter<sup>®</sup> server and the attached workstations within a single office should be connected by a hardwired network with at least 100mbit/sec capacity. The usage of a local WLAN is strongly disadvised.

A typical characteristic of WLAN is the occurrence of occasional disruptions even under good connectivity conditions. This effect may occur several times over the day depending on the manufacturer of the WLAN router and/or the WLAN interface of the workstation. Disruption of connectivity causes the loss of connection between hunter<sup>®</sup> and the data base server, even if hunter<sup>®</sup> is not active at this time.

Compared with i.e. MS Outlook, where loss of connectivity has no consequences, it is not possible for hunter<sup>®</sup> (resp. Oracle DB) to re-establish the connection automatically, because crucial connection and authorisation information has been lost with the disruption.

MS Outlook uses a local data file and requires data connection only for download/upload operations. Oracle on the other hand requires a permanent client server connection and is not able to re-establish a session after interruption.

Hints for users with devices using WLAN or LAN-cards:

When using workstations offering both interfaces (WLAN and LAN-card) it is necessary to ensure that only one interface is active at the same time, because otherwise it might effect in network outages, instability or potential crashes of hunter<sup>®</sup>. You will find more technical notes with:

<http://en.wikipedia.org/wiki/Routing>

[http://en.wikipedia.org/wiki/Metrics\\_\(networking\)](http://en.wikipedia.org/wiki/Metrics_(networking))

## FLOW OF A HUNTER® INSTALLATION

### NAME CONTACT PERSON

A responsible and competent IT service support is a crucial pre-requisite for a successful installation on site resp. at the home office. Appoint the qualified IT support team member, who will be responsible for all questions regarding the installation and who does have the knowledge about functions and characteristics of your IT infrastructure.

This person in charge needs a sufficient budget of time to answer upcoming questions regarding the installation and to control data storage and backup procedures.

### INSTALLATION PREPARATION MEETING

The further installation procedure will be adjusted with the appointed contact of the customer:

- Select proper configuration options
- Foreseen high level time frame
- Individual specifics and boundary conditions

### PURCHASE AND INSTALLATION OF THE HUNTER® SERVER

For customers with maximum three workplaces it is an option to install the hunter® server on a virtual server (VMware client) based on an existing Windows server. This will not require additional physical server capacity.

For customers with more than three workplaces an additional physical server (hardware) is required. There are three options for purchasing this hardware:

- The hunter® server will be bought by the customer IT support and directly delivered to fecher. The complete installation will be performed by fecher, thereafter the server will be shifted to the customer and be taken in operation together with the IT support.
- The server will be bought by fecher, pre-installed and delivered to the customer.
- For single place installations the hunter® server will be installed on a VMware client (virtual machine) of an existing workstation

**To prepare and perform the server installation the following technical data need to be known:**

- Computer name (host name)
- Internet Domain Name
- Windows Domain Name
- IP Address
- Subnet mask
- Default Gateway
- DNS Server (primary + secondary)



## INTEGRATION OF THE SERVER INTO THE CUSTOMER NETWORK

Supported by fecher the customer IT support integrates the server into the customer network and configures the remote maintenance function.

## CONFIGURATION OF THE REMOTE MAINTENANCE FUNCTION

**If it is not possible to get connected to the customer's office when necessary, maintenance services cannot be carried out!**

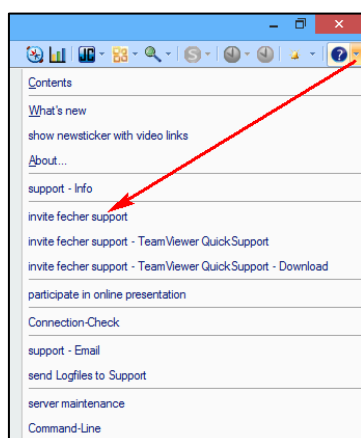
### REMOTE SUPPORT VIA SECURED INTERNET CONNECTION

The remote maintenance of the hunter® server is operated via a conventional internet access, a configuration of port-forwarding or specific IP addresses is not necessary. The hunter® server only needs full access to the internet (NAT, masquerading).

In case your security policy postulates a limitation of internet access, the hunter® server needs to be configured to reach IP address 80.66.7.38 only.

### REMOTE SUPPORT DIRECTLY ON THE WORKSTATION

In case a problem requires direct access of the support team to the workstation of a user, it is possible that the user invites the supporter by clicking the "invite fecher support" function in the help menu:



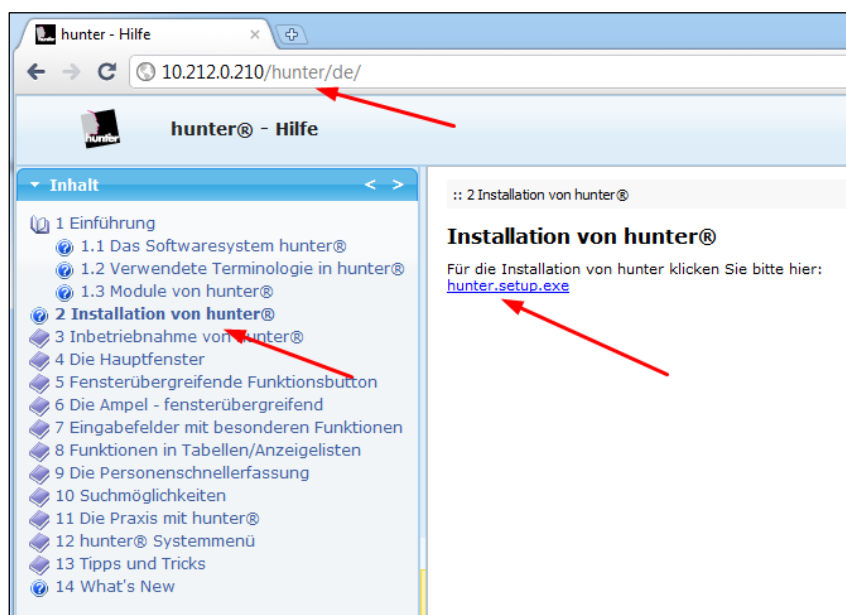
**This technology cannot be applied for terminal servers. In case of a required support task here we need access to the terminal server with the right to observe the user session.**

**As far as an access to the workstation is not enabled (firewall etc.), remote user support will not be possible.**

## INSTALLATION ON WORKSTATIONS

The hunter® installer is provided with the hunter® help documentation, which you can access with the link:

<http://<IP-address-of-hunter-server>/hunter>



This installation needs to be performed by the IT support on all workstations in the local network and on all remote / home office PCs. The installation program is self-explanatory and installs some required links and the update function to enable automated installation of future versions.

All hunter® modules will be installed with the first access of hunter®.

Future updates will be provided on the hunter® server by fecher and automatically installed on the workstation with the next restart of hunter®.

## CONFIGURATION OF THE BACKUP

### REGULAR HUNTER® SERVER

The hunter® server offers no own backup drive for tapes etc., because this could be monitored in an insufficient matter only and because fecher can't take responsibility for the data backup due to the geographic distance.

The hunter® server provides all data to be backed up in the hunter share every working day at 11:00 pm. Depending on the size of the data base this procedure can take several hours. After completion you will find an encrypted and compressed extract of the hunter® data base in the following directory: \\<IP-address-of-hunter-server>\hunter\oracle\dump with the actual calendar date.

**Thereafter the entire share <IP-address-of-hunter-server>\hunter needs to be copied to a permanent storage medium (hard drive, tape etc.) on daily basis**

For hunter® servers, which are permanently online, any backup software may perform this transport to another server automatically.

If your backup software is not able to backup external/shared servers for technical or license related reasons, the content of the Windows share needs to be copied to the backup server before starting the backup.

### VIRTUAL HUNTER® SERVER (SINGLE PLACE INSTALLATION)

For virtual servers (single place installations), which are not online at 11:00 pm, the provision of the data to be saved needs to be started manually. This is possible using the administration menu of the VMware console.

Log in to the VMware console with the user name "admin" and password "database", then the server administration menu will be displayed, choose action item "A5":

```
-----
Server Administration Menu                                <0> ... exit
-----
Basic Administration -----
<A1> ... shutdown and stop server    <A4> ... change server date and time
<A2> ... shutdown and restart server <A5> ... run daily jobs
<A3> ... restart Oracle Listener     <A6> ... show system messages
-----
Network Administration -----
<B1> ... change network configuration (IP Address, ...)
<B2> ... change customer identification
-----
Remote Maintenance Administration -----
<D1> ... reinitialize Maintenance
<D2> ... show active users
<D3> ... initiate Maintenance - INET
-----
Database Export -----
<E1> ... export database to CSV files (password needed)
-----
your choice: a5

-----
run daily jobs
-----
this might take a couple of hours, do you really want to start [y/N] ?y
```

Depending on the size of the data base this procedure will take some minutes, thereafter the entire share <IP-address-of-hunter-server>\hunter can be copied to any external storage medium.

## VARIANTS OF CONFIGURATION

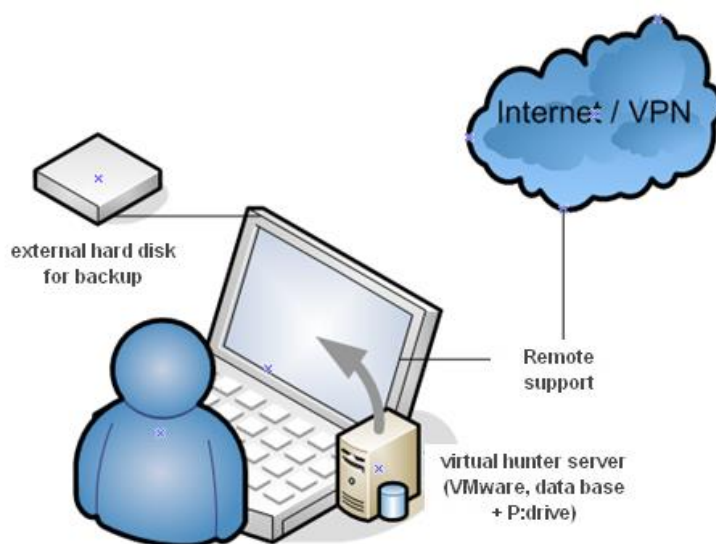
### SINGLE PLACE INSTALLATION ON VIRTUAL SERVER (VMWARE)

Applying a single place installation the hunter® server runs in a virtualized mode on a VMware server. Therefore this requires a higher available capacity of the workstation/notebook. Minimum requirements are:

- quad-core processor with at least 2.0 GHz
- 3GB RAM
- 50GB available free space on the hard drive

This installation variant offers the advantage, that the user has the availability of the complete hunter® server with the entire functionality, but does not need a separate physical server.

To install updates and to enable remote support access the workstation needs to be connected to the internet.



Single place installation on workstation

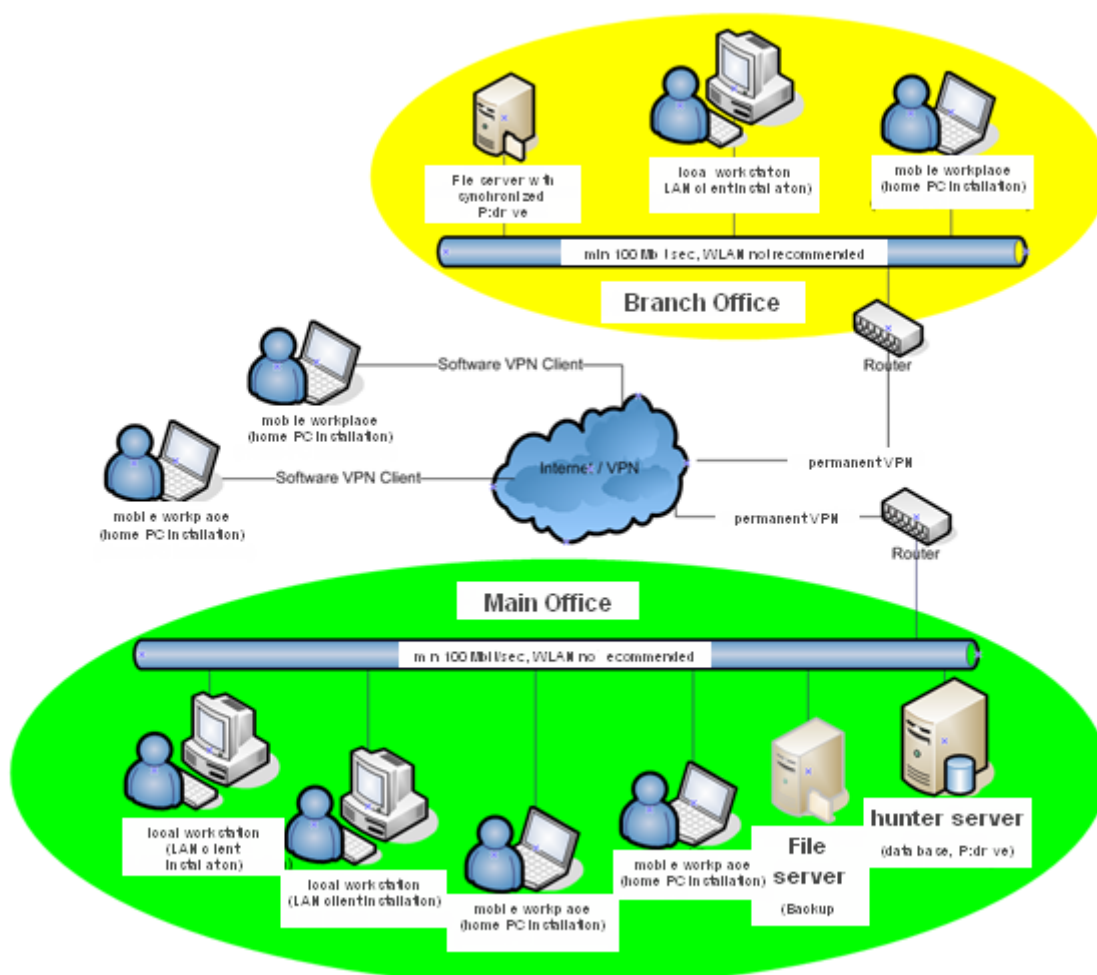
## HUNTER® SERVER INTEGRATED IN LOCAL NETWORK

This is the most usually configuration of a hunter® installation. In this case the hunter® server is integrated in the local network of the customer. All data are held on this server (incl. attachments, software distribution etc.).

As an option further branch offices or home workstations may have access to this central server via VPN.

In case that several workstations of a single branch office need to be connected with hunter® via VPN it might be a fortune to install a file server in this location to synchronize attachments and installation software overnight.

This will ease import of updates and accelerate start of hunter® as well as access to attachments.

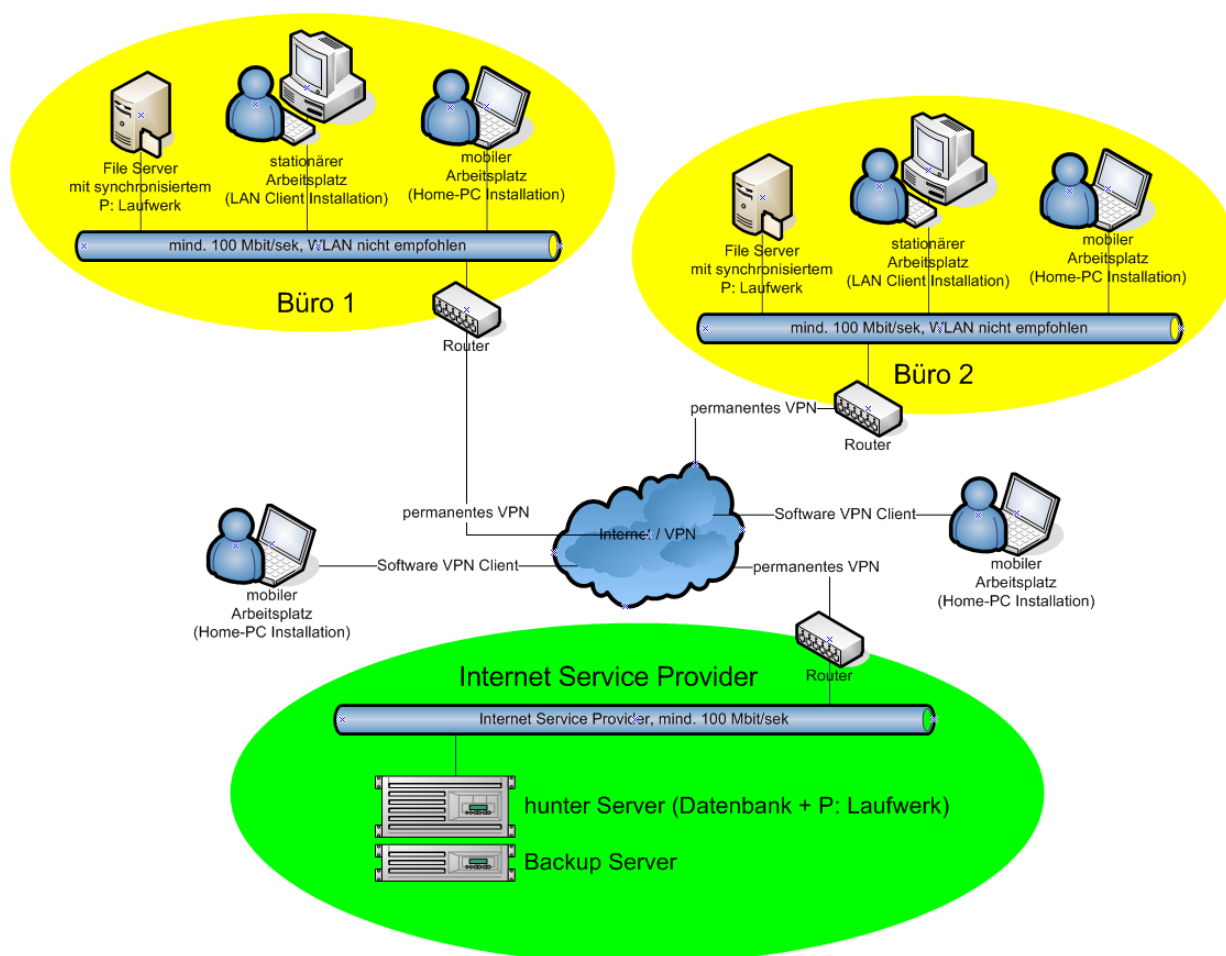


## HUNTER® SERVER LOCATED AT INTERNET SERVICE PROVIDER (ISP)

With this configuration several offices at different locations are connected with a central hunter® server via VPN, which is located in the data centre of an internet service provider.

In case that several workstations of a single branch office need to be connected with hunter® via VPN it might be a fortune to install a file server in each office to synchronize attachments and installation software overnight.

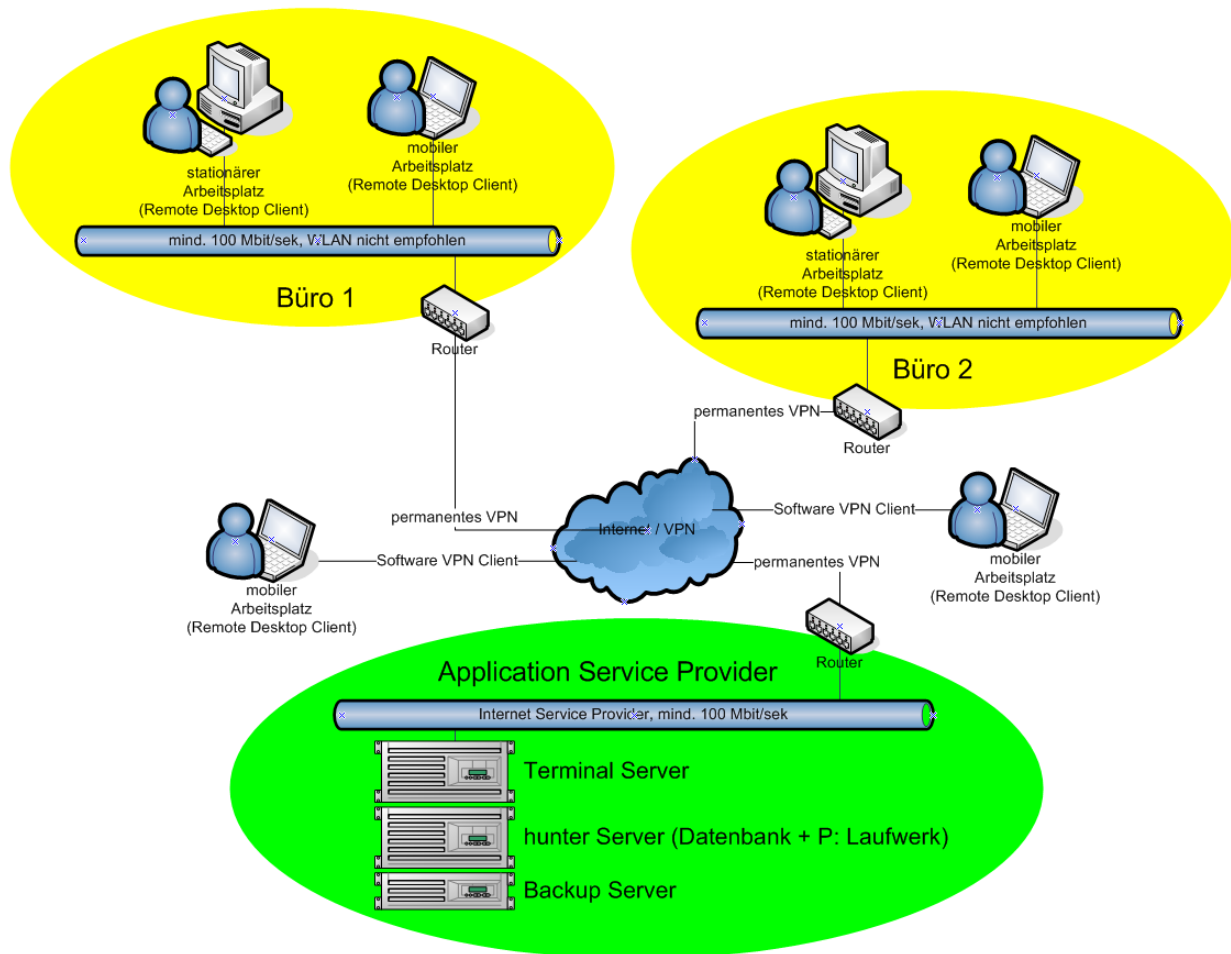
This will ease import of updates and accelerate start of hunter® as well as access to attachments.



## HUNTER® SERVER LOCATED AT APPLICATION SERVICE PROVIDER (ASP)

In this configuration the users are linked with an application server (terminal server), which provides the frontend of the entire workstation or of single applications.

**!!! With this installation it will not be possible to use the TAPI functionality of hunter® !!!**



## PREREQUISITES FOR FILE SERVERS IN BRANCH OFFICES

Installation of a file server is only required as far as the data base server is not located in the same office (LAN), i.e. for branch offices or for the ISP variant.

In combined WAN/ISP networks each office / location requires a file server. It is not required to run a dedicated file server for hunter<sup>®</sup> operations in each office, any existing file server could also be used instead.

On the file server the local IT support creates a directory d:\fecher\hunter. This directory will be released with the share name **<hunter>**.

Required overall space for the **<hunter>** directory on the file server is at least 20 GB.

This share needs to be connected permanently with the P:drive on each workstation (see workplace installation).

To enable synchronization a user named "hunter" (without password) needs to be created, who has full access to the hunter<sup>®</sup> share.

The hunter<sup>®</sup> server requires permanent access to all related file servers, which are integrated in the WAN. This is a pre-condition for synchronizing the hunter<sup>®</sup> share of all file servers with the central hunter<sup>®</sup> server overnight.

This ensures that all users in all offices have access to identical serial letters and attachments.

All offices need to take care for the daily backup of the <hunter> directory.



## PREREQUISITES FOR USE OF THE INTERNET CONNECTION FOR BRANCH OFFICES AND ISP/ASP INSTALLATIONS

- **Bandwidth:**

To assure good performance the following capacity is required **per active hunter® user**:

- **At least 256 Kbit/sec upstream+ 256 Kbit/sec downstream and**
- **a maximum roundtrip-time of 50 msec.**

The resulting required bandwidth has to be reserved for hunter® operations and must not be shared with other applications. So it needs to be prohibited to compromise the hunter® operations by a major download started with the Internet Explorer.

- Operation of hunter® requires a stable and permanent connectivity.

**Variation of connection between the hunter® client and the hunter® server (i.e. short disruptions, lost packages, capacity overload etc.) will potentially cause problems with hunter® operations.**

- All workstations in a single office need to be configured to use a private IP address of the same IP subnet.
- A router needs to transform the internal private IP addresses to official IP addresses (SNAT)
- In case that the internet connection will be interrupted (i.e. time out of the router) all connections to the hunter® server will be disrupted also.
- If the masquerading timeout of the router is set to low, the connection to the hunter® server will be lost in case of using hunter® not continuously (i.e. lunch break).
- The router needs a fixed connection with the internet and needs to own a fixed official IP address (no dynamic IP address, DHCP)
- The overall data traffic volume will vary extremely in this kind of configurations and therefore it is hard to get a realistic evaluation. In consequence you need take care to avoid charges on extra volumes when contracting the network provider (focus on flat rate agreements).
- Take also care to avoid extra charging of online time.
- Basically only offerings for business network connection should be taken into account, because any cheap offers for private usage will not guarantee stable connection and meeting the above mentioned requirements.

## IMPORTANT NOTICE

### INFORMATION ABOUT THE HUNTER® SHARE

The hunter® share is accessible with: <\\<IP-address-of-hunter-server>\hunter>

Important: the entire content of hunter® needs to be backed up each day.

#### **Content of the hunter® share:**

- /install  
ca. 300 MB  
Installation routines for workplace installations
- /hunter  
min 15 GB, even more depending on count and size of attachments  
hunter attachments are placed here
- /oracle      ca. 300 MB up to 5 GB  
files of the Oracle data base to be backed up are placed here

## INFORMATION ABOUT TAPI/TELEPHONY

### GENERAL

With the hunter® dialer it is possible to initiate a call over your phone and to register incoming calls and to search for the caller in hunter®.

It does not matter which format is used for the entries of the phone numbers. All formats will be adjusted before handover to the telephone system. During search for phone numbers of inbound calls the format will also be adjusted to identify the related person/company in hunter®.

### PREREQUISITES

To activate the hunter® dialer for registration of incoming calls and initiation of outgoing calls it is necessary to have a TAPI driver installed on your workstation. It does not matter, whether the phone is connected directly with your computer or the computer is connected with a telephone server. hunter® cannot guarantee for flawless operation due to many different versions of TAPI drivers. The TAP driver needs to be installed on your workstation and will not be delivered as part of hunter®.

### SKYPE

As an alternative to a conventional phone system you can also use Skype. You will find more details in the hunter® user configuration manual.

### POTENTIAL PROBLEMS CAUSED BY INCOMPATIBLE TELEPHONE SYSTEMS

Depending on how far the manufacturer of the phone system adheres the official TAPI problems might occur during the interaction and procedures with the TAPI module of hunter®. This can be tested during a 30-day test period of the TAPI module.

Please sign and send back per fax or e-mail [support.hunter@fecher.eu](mailto:support.hunter@fecher.eu):

fecher GmbH  
Lindenstrasse 20  
8302 Kloten  
Schweiz

Per Fax: +49 (6074) 80577-99

Sender:

Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Street: \_\_\_\_\_

Postcode, Place: \_\_\_\_\_

Country: \_\_\_\_\_

Confirmation of reading the hunter® Installation Guide

Herewith we confirm, that we have taken full notice of the prerequisites for installation and operation of hunter®, and that we take care about the realisation of these prerequisites in our company in case of purchasing hunter®.

Date and place: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_