

Ascent360's "Raptor" Windows Service can collect data from any database system located on a Windows network. Prior to downloading and installing the Raptor Service, please review the technical specifications outlined in [Ascent360 Raptor Service - Technical Specifications, Communications Protocol, and Auto-Update](#).

In this article:

- [Download Instructions](#)
- [Installation Instructions](#)
- [Final Configuration](#)

## Download Instructions

- Navigate to <https://webupload.ascent360.com>
- Username: Provided by Ascent360
- Password: Provided by Ascent360
- Locate the Credentials and Setup files and select them.
- Click the download button and select a location on your device.

Don't see any install files? Reach out to Ascent360 Support so we can stage the files for you.



**Note:** Check to see if you have .NET 4.8 installed on your machine. You can do this by going to this directory:

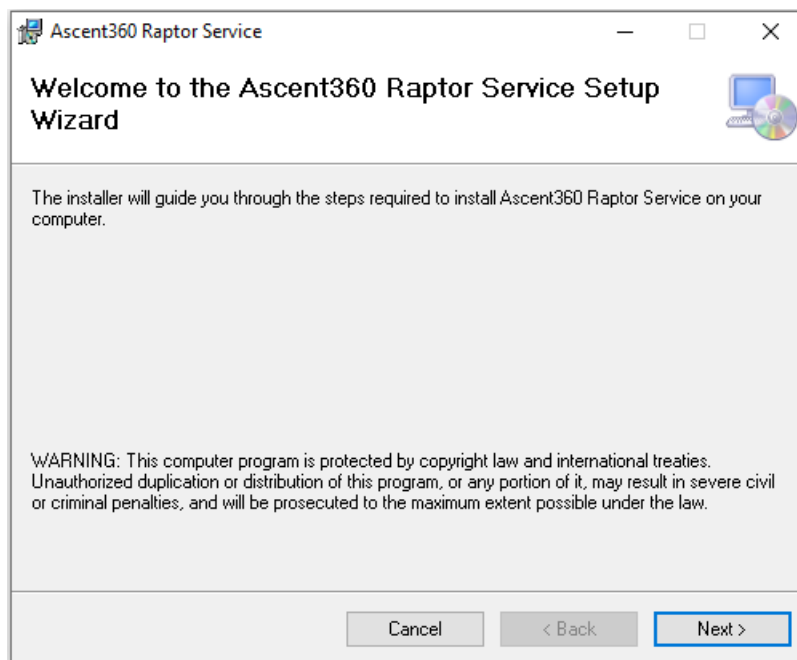
C:\Windows\Microsoft.NET\Framework.

If a directory like v4.8xxx, exists, .NET 4.8 is already installed on your machine. If not, please install by clicking on the dotNetFx40\_Full\_x86\_x64.exe inside the DotNetFX40 folder.

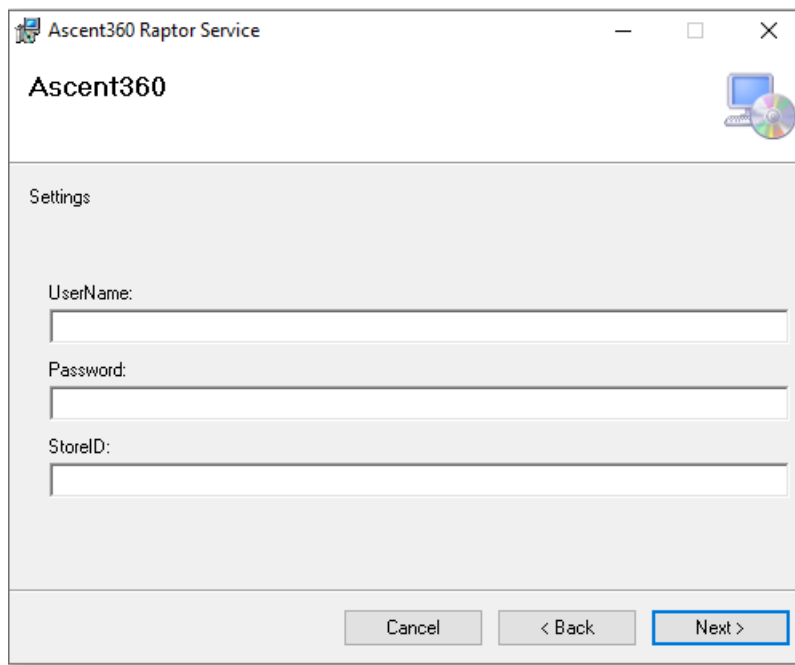
## Installation Instructions

Open the .txt Credentials file.

Run the Setup installer.



Input the Username, Password, and StoreID provided in the credentials file by Ascent360.

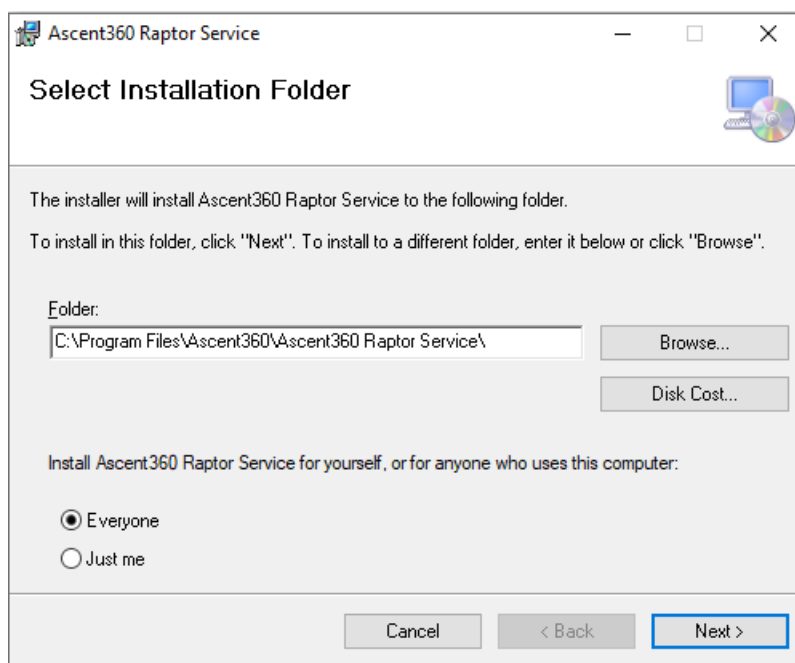


The image shows a Windows installer window titled "Ascent360 Raptor Service". The window has a standard Windows XP-style title bar with minimize, maximize, and close buttons. Below the title bar, the text "Ascent360" is displayed in a large font. To the right of the text is a small icon of a computer monitor and a CD. Below this, the word "Settings" is written in a smaller font. The main area of the window contains three text input fields, each with a label to its left: "UserName:", "Password:", and "StoreID:". Each field is empty. At the bottom of the window, there are three buttons: "Cancel", "< Back", and "Next >". The "Next >" button is highlighted with a blue border.

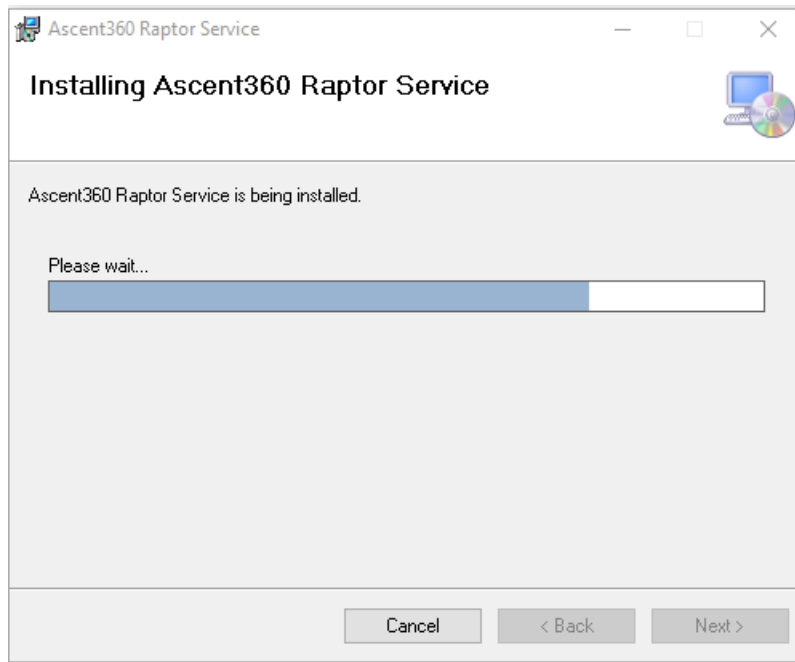
Confirm install location. Change the radio selection from **Just Me** to **Everyone**.

**Note:** If you are completing multiple service installations on the same server, you will need to change the location for each installation so the second installation doesn't overwrite the first.

A suggested change here would be to add - StoreID (using the store Id for the installation as given to you by Ascent360) to the end of the directory name "Ascent360 Raptor Service".



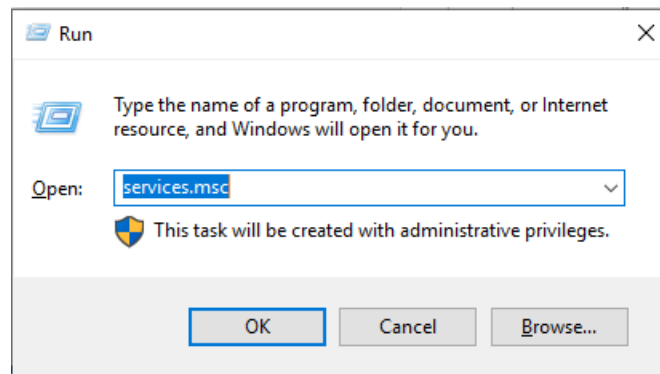
The image shows a Windows installer window titled "Ascent360 Raptor Service". The window has a standard Windows XP-style title bar with minimize, maximize, and close buttons. Below the title bar, the text "Select Installation Folder" is displayed in a large font. To the right of the text is a small icon of a computer monitor and a CD. Below this, the text "The installer will install Ascent360 Raptor Service to the following folder." is displayed. Below that, the text "To install in this folder, click 'Next'. To install to a different folder, enter it below or click 'Browse'." is displayed. Below this text is a text input field labeled "Folder:" containing the path "C:\Program Files\Ascent360\Ascent360 Raptor Service\". To the right of the input field are two buttons: "Browse..." and "Disk Cost...". Below the input field and buttons, the text "Install Ascent360 Raptor Service for yourself, or for anyone who uses this computer:" is displayed. Below this text are two radio buttons: "Everyone" (which is selected) and "Just me". At the bottom of the window, there are three buttons: "Cancel", "< Back", and "Next >". The "Next >" button is highlighted with a blue border.



*The Raptor Service is now installed. Now we need to make sure that the service is running and set to Auto Start.*

## Final Configuration

Open the Services window. Open the RUN command with the Windows + R keys, then type "services.msc", then OK.



Right click the 'Ascent Raptor Service - [StoreId]' and click **RUN**

Services (Local)					
Ascent.Raptor.Service					
Start the service					
Name	Description	Status	Startup Type	Log On As	
ActiveX Installer (AxInstSV)	Provides User Account Control validation for the installation of ActiveX controls from the Internet an...		Manual	Local System	
Alloyn Router Service	Routes Alloyn messages for the local Alloyn clients. If this service is stopped the Alloyn clients that...		Manual (Trigger Start)	Local Service	
Alps HID Monitor Service	Monitor HID device for Alps	Running	Automatic	Local System	
App Readiness	Gets apps ready for use the first time a user signs in to this PC and when adding new apps.		Manual	Local System	
Application Host Helper Service	Provides administrative services for IIS, for example configuration history and Application Pool acco...	Running	Automatic	Local System	
Application Identity	Determines and verifies the identity of an application. Disabling this service will prevent ApplLocker f...		Manual (Trigger Start)	Local Service	
Application Information	Facilitates the running of interactive applications with additional administrative privileges. If this ser...	Running	Manual (Trigger Start)	Local System	
Application Layer Gateway Service	Provides support for 3rd party protocol plug-ins for Internet Connection Sharing		Manual	Local Service	
Application Management	Processes installation, removal, and enumeration requests for software deployed through Group Poli...		Manual	Local System	
AppX Deployment Service (AppXSVC)	Provides infrastructure support for deploying Store applications. This service is started on demand a...	Running	Manual	Local System	
Ascent.Raptor.Service			Manual	Local System	
ASP.NET State Service	Provides support for out-of-process session states for ASP.NET. If this service is stopped, out-of-pro...		Manual	Network Service	
AssignedAccessManager Service	AssignedAccessManager Service supports kiosk experience in Windows.		Manual (Trigger Start)	Local System	
Auto Time Zone Updater	Automatically sets the system time zone.		Disabled	Local Service	
AVCTP service	This is Audio Video Control Transport Protocol service	Running	Manual (Trigger Start)	Local Service	
Background Intelligent Transfer Service	Transfers files in the background using idle network bandwidth. If the service is disabled, then any a...	Running	Automatic (Delayed Start)	Local System	
Background Tasks Infrastructure Service	Windows infrastructure service that controls which background tasks can run on the system.	Running	Automatic	Local System	
Base Filtering Engine	The Base Filtering Engine (BFE) is a service that manages firewall and Internet Protocol security (Ipe...	Running	Automatic	Local Service	
BitLocker Drive Encryption Service	BDESVC hosts the BitLocker Drive Encryption service. BitLocker Drive Encryption provides secure star...		Manual (Trigger Start)	Local System	
Block Level Backup Engine Service	The WBENGINE service is used by Windows Backup to perform backup and recovery operations. If t...		Manual	Local System	
Bluetooth Audio Gateway Service	Service supporting the audio gateway role of the Bluetooth-Handsfree Profile.		Manual (Trigger Start)	Local Service	

Right click and click **Properties**.

Change Startup Type to **AUTOMATIC (Delayed Start)**. This helps ensure that Ascent360 maintains communication with the machine after a restart.