

## PSES/PSNCDM Installation and SQL Issues

**Note: it is the responsibility of the technician to ensure that the customer's SQL database has been backed up and a backup strategy is in place, before making any changes to a SQL database**

Make sure that the all the pre-requisites for PSES/PSNCDM install have been met and the installation procedure has been followed in the correct sequence.

### Minimum requirements

|                  |  |
|------------------|--|
| Operating system | Microsoft Windows 2000 Server/Advanced Server Service Pack 4 or later<br>Microsoft Windows Server 2003 Standard Edition Service Pack 1 or later*<br>Microsoft Windows 2000 Professional Service Pack 4 or later<br>Microsoft Windows XP Professional Service Pack 2 or later*<br>Microsoft Windows Vista Business or Enterprise edition* |
| Hardware         | CPU: 2 GHz or higher<br>Memory: 512 MB or more<br>Hard disk drive: 500 MB or more (for installation)   |
| Software         | Microsoft .NET Framework 2.0 or later<br>Microsoft Internet Information Service 5.0 or later<br>Microsoft SQL Server 2005 Express, Standard or Enterprise edition<br>Microsoft SQL Server 2000 Standard or Enterprise edition  |

\* An exception must be added with Windows Firewall.

Refer to the PSNCDM and PSES User's Guide manuals for detailed installation instructions

Before beginning the installation, check for the following:

- IIS (Internet Information Services) is installed.
- Windows is logged on to with Administrator privileges.
- With Windows Vista, "IIS Metabase and IIS6 configuration compatibility" is enabled. To enable perform the following:  
"Control Panel" – "Programs and Features" – "Turn Windows features on or off" – "Internet Information Services" – "Web Management Tools" – "IIS6 Management Compatibility" – "IIS Metabase and IIS6 configuration compatibility"

The description below also applies to the installation of any PSES add-on applications.



**Note**

*Before installing the utility, be sure to log on with Administrator privileges.*

*PageScope Net Care Device Manager uses Internet Information Services (IIS). Before starting the installation, IIS must be installed.*

*Using Microsoft SQL Server, PageScope Net Care Device Manager can manage data from devices and usage counters.*

*The free version of Microsoft SQL Server 2005 Express Edition can be downloaded using the installation file for PageScope Net Care Device Manager. However, the handling capacity is limited to 4 GB of data.*

*Depending on the combinations of PageScope applications, the size of the data handled in the database may become extremely large. If a large amount of data is expected to be handled, use Microsoft SQL Server 2005, which is available for purchase.*

*Select "Mixed Mode (Windows Authentication and SQL Server Authentication)" as the authentication mode for Microsoft SQL Server. It cannot be used with "Windows Authentication Mode".*

*If the server is reinstalled, start up Admin Console and check the settings on the Connection Setting tab.*

The following settings are required in Windows Firewall on WinXP/Vista/2003 for PSES to Function.

<Excepted program>

C:\Program Files\KONICA MINOLTA\PageScope Enterprise Suite\bin\Release\PSESCoreScheduler.exe

<Port Number>

8085 (Common)

50002 (Authentication Manager only)

<Other settings>

Change the settings on the Advanced tab as follows.

Select the [Local Area Connection] check box.

- Click the [Settings] button and select the [Web Server (HTTP)] check box on the Services tab.
- If SSL is enabled, select the [Secure Web Server (HTTPS)] check box. (For Windows Vista)Change the settings on the advanced tab as follows:
- Select the "Local Area Connection" check box. Change the settings on the Exceptions tab as described below.

Select the [World Wide Web Service (HTTP)] check box. If SSL is enabled, select the [Secure Web Server (HTTPS)] check box.

When installed on Windows 2003 Server, enable the Web service extension ASP.NET.

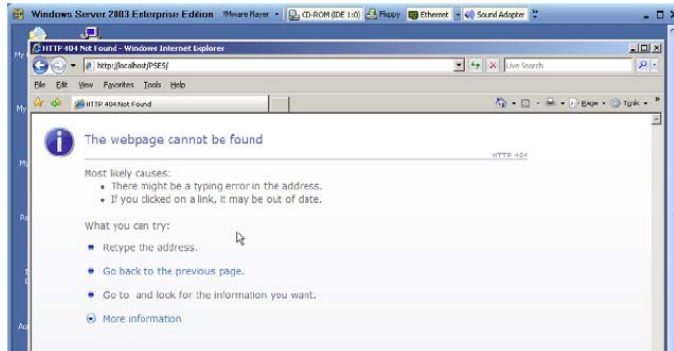
– In "Control Panel", open "Administrative Tools", and then start up "Internet Information Services (IIS) Manager". Click "Local Computer", then "Web Service Extensions" in the console tree, and then enable "ASP.NET".

– When installed on any operating system other than Windows Server2003, this step is not necessary.

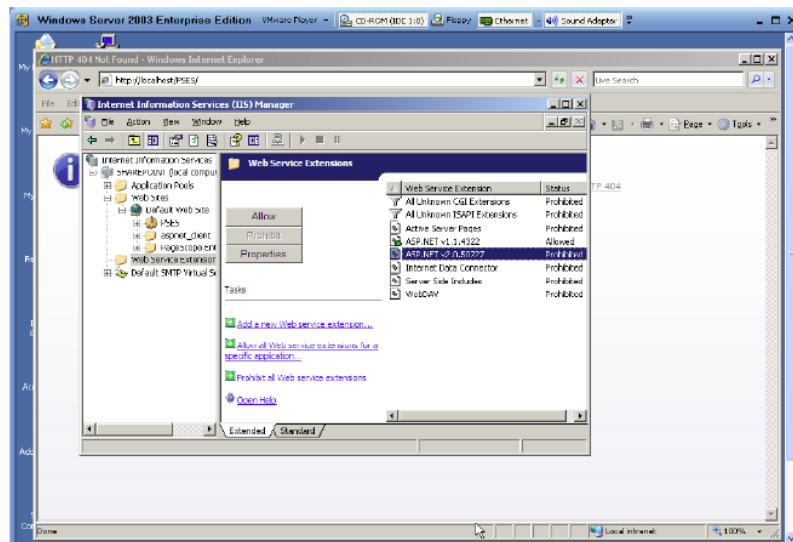
Additionally the following setting related to ASP.net may need to be configured or the following issue may occur:

After installing Microsoft SQL Server Express for PageScope Enterprise Suite and PageScope Net Care Device Manager, when you type <http://localhost/pses> and perform a search you get the following error:

The webpage cannot be found (see screenshot below)



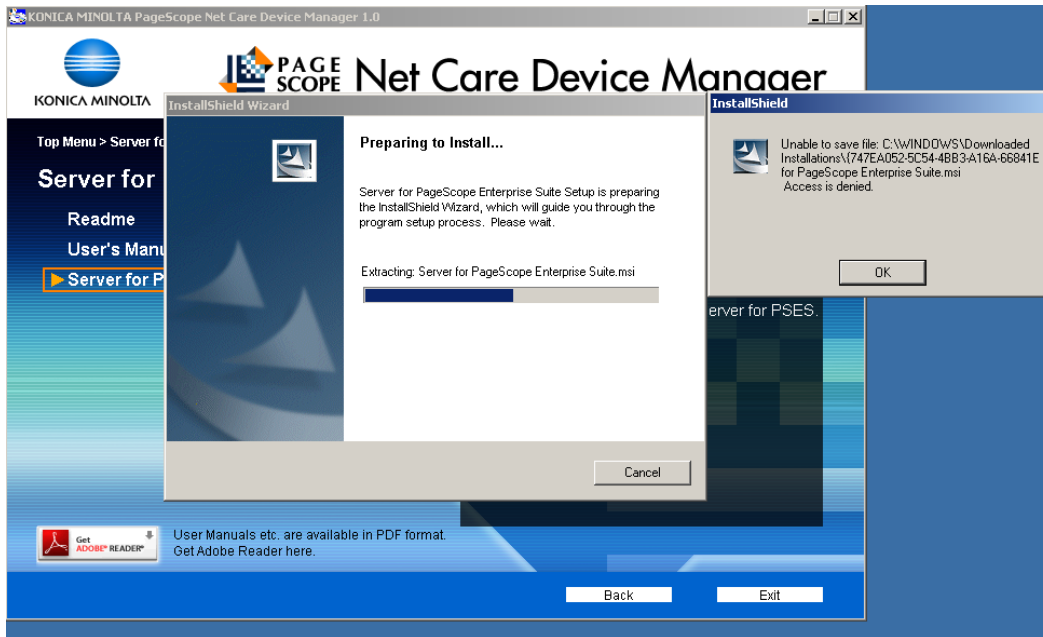
This error is caused by an undefined patch which prohibits use of the ASP.net extension.



To correct this issue go to Programs > Admin Tools > IIS manager > Web service extensions > select the ASP.NET 2.0.50727 extension and click Allow button.

## PSES/PSNCDM install

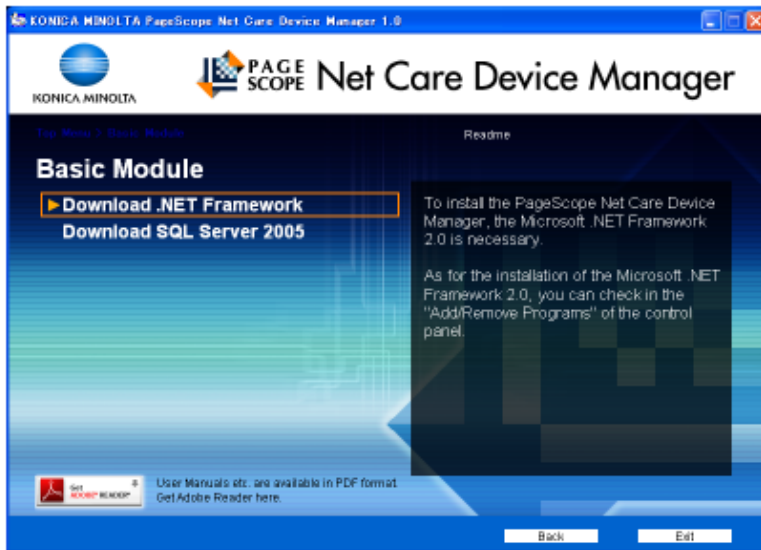
If not logged into the PC with Admin privileges, the following error may occur:



On the main page, click [Basic Module].



On the Basic Module page, click [Download .NET Framework 2.0] download Microsoft .NET Framework 2.0.

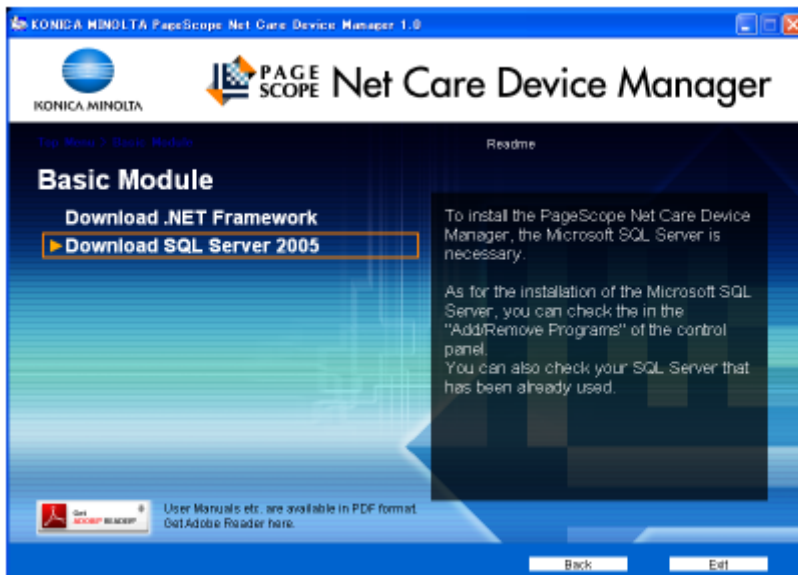


If Microsoft.NET Framework 2.0 or greater is already installed, this step is not necessary.

On the Basic Module page, click [Download SQL Server 2005] link to download Microsoft SQL Server 2005 Express from the Microsoft site.

Note: If installing a chargeable add-on PSES application these modules will be included in the installer. However, if a supported version of Microsoft SQL Server will be utilized, this step is not necessary.

\*If installing the PSES Sales Demo Tool, install the SQL 2005 Express database provided with the installer.



**Note: The free SQL Server 2005 Express Edition database capacity is limited to 4 GB.**

Depending on the number of devices to be managed, the number of registered users and the management period, the size of the data handled in the database may become extremely large. If a large amount of data is expected to be handled, use the Standard or Enterprise version of Microsoft SQL. More robust hardware may also be necessary depending on the configuration.



| File Name:       | File Size |
|------------------|-----------|
| SQLEXPRESS.EXE   | 55.4 MB   |
| SQLEXPRESS32.EXE | 36.5 MB   |

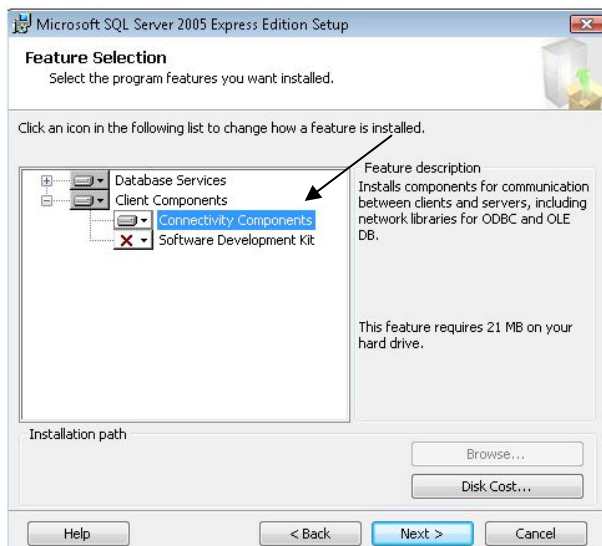
**Note:** SQLEXPRESS32.EXE is a smaller package that can be used to install SQL Server Express on 32-bit operating systems only. The larger SQLEXPRESS.EXE package supports installing onto both 32-bit and 64-bit (WOW install) operating systems. There is no other difference between these packages.

Start the SQL Server 2005 installer, and install according to the instructions in the wizard. The installation may fail with the warning message:

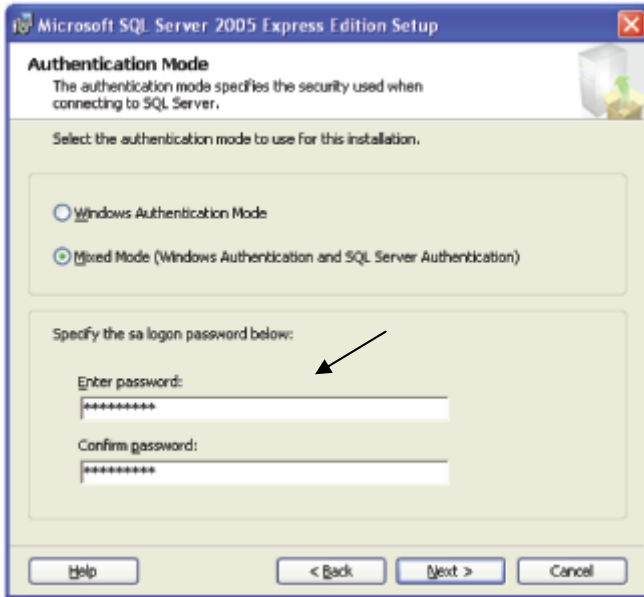
"An installation package for the product Microsoft SQL Server Native Client cannot be found"

In this case, uninstall Microsoft SQL Native Client through "Add or Remove Programs", reboot, and then re-install Microsoft SQL Server 2005.

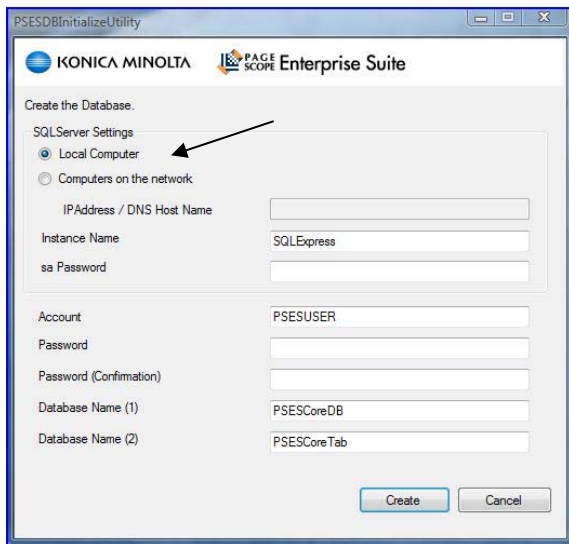
In order to troubleshoot the SQL connection, it is advised to also install the Client Components – Connectivity Components. (This feature can also be installed individually, by running the SQL installer again). This will install the SQL Server Config Manager which can be accessed through the Windows Start menu or an mmc console.



The SQL 2005 DB, whether installed locally or remotely, **must use “Mixed Mode”** Authentication. If connecting to an existing SQL database, the “sa” password of that SQL Server must be entered.



When connecting to a SQL DB that on the same computer that PSES is installed on, select “Local Computer” and provide the SQL Instance Name and “sa” password. For a new SQL install the “sa” password would have been specified during the SQL install.



**\*Additionally, before performing the PSES install, especially when connecting to an existing SQL database on another computer, you may want to first verify if a successful connection can be performed through SQL Management Studio (A free Microsoft utility). This procedure is described later in this document.**

To connect to a SQL 2005 DB on another computer, you must know the IP Address/DNS Name of the computer, the Instance name and the existing “sa” password. Additionally, provide a password for the PSESUSER (If this user already exists, you will need to specify another user name).



After the PSES core has been installed, proceed to the install of PSNCMDM. You must also provide the “sa” password of the SQL Server 2005 being connected to during the install of each PSES module.

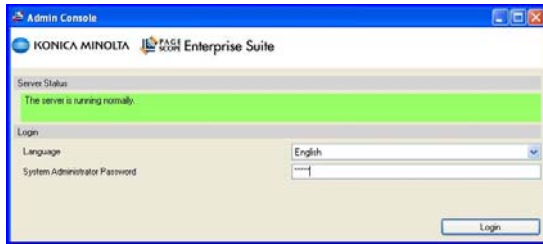




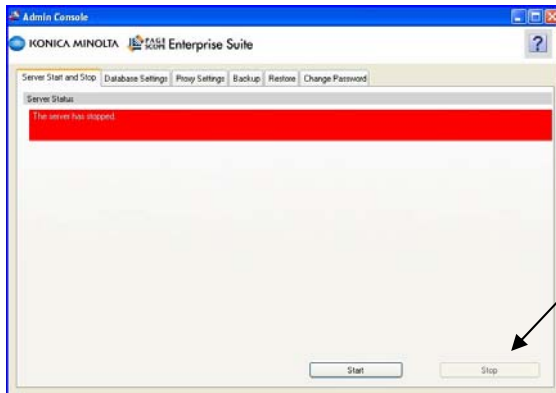
After the install, make sure the PSES and SQL services are started.

|   |                |         |              |
|---|----------------|---------|--------------|
| IMAPI CD-Burning COM Service                      | Manages C...   | Manual  | Local System |
| Indexing Service                                  | Indexes co...  | Manual  | Local System |
| IPSEC Services                                    | Manages I...   | Started | Automatic    |
| KONICA MINOLTA PageScope Enterprise Suite Service |                | Started | Automatic    |
| SQL Server (SQLPSESCORE)                          | Provides st... | Started | Automatic    |

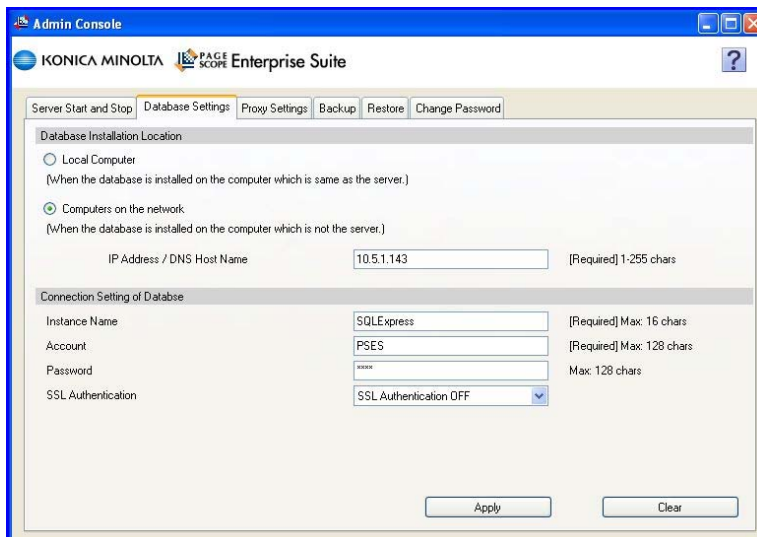
If the install is successful, you will be able to log into and verify the settings in the PSES Admin console. The default Admin password is "Admin" (which can be changed through this console). This is the same password used to login to the PSES web application as System Administrator.



To be able to modify the DB settings, proxy settings or perform backup or restore, the DB must first be stopped.



Database settings.

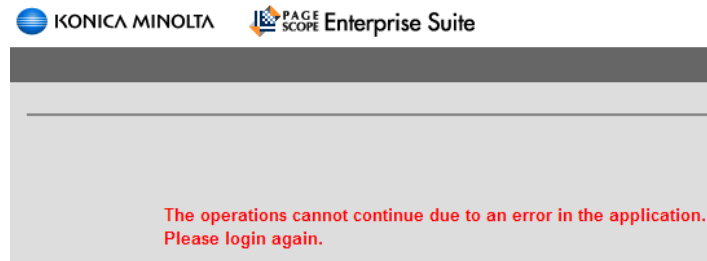


## SQL Errors

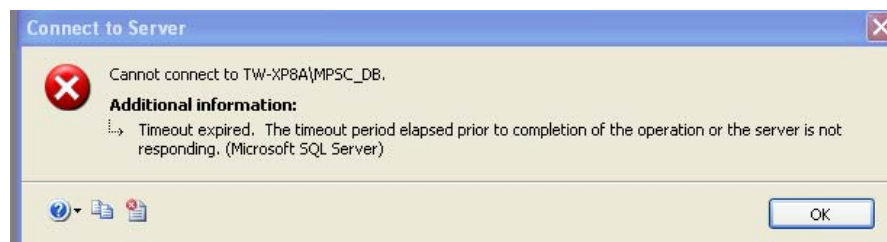
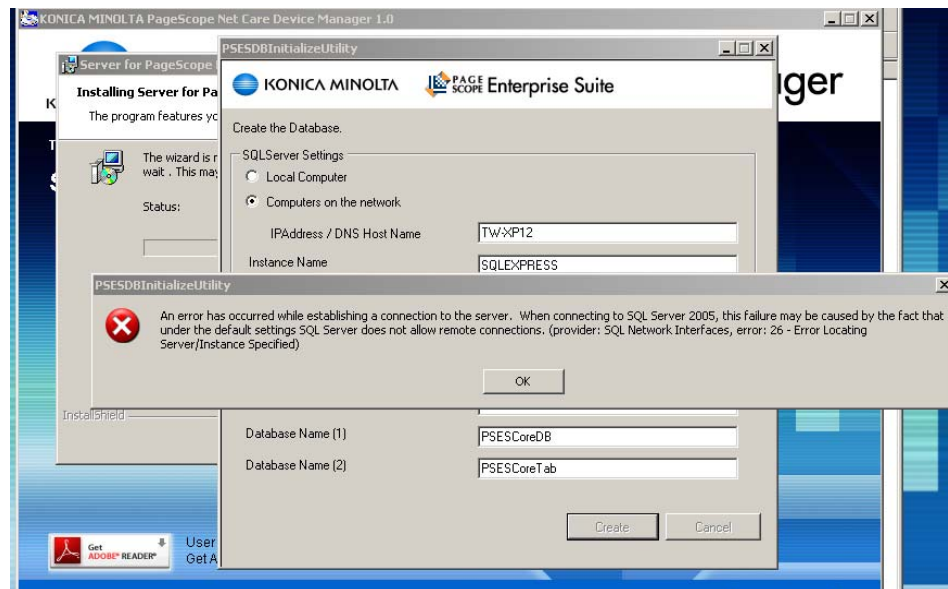
The following errors can occur due to local or remote SQL database configuration

An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server)

The error below can occur if the SQL DB is not started



The errors below can occur if the SQL DB being connected to has not been configured to allow remote connections



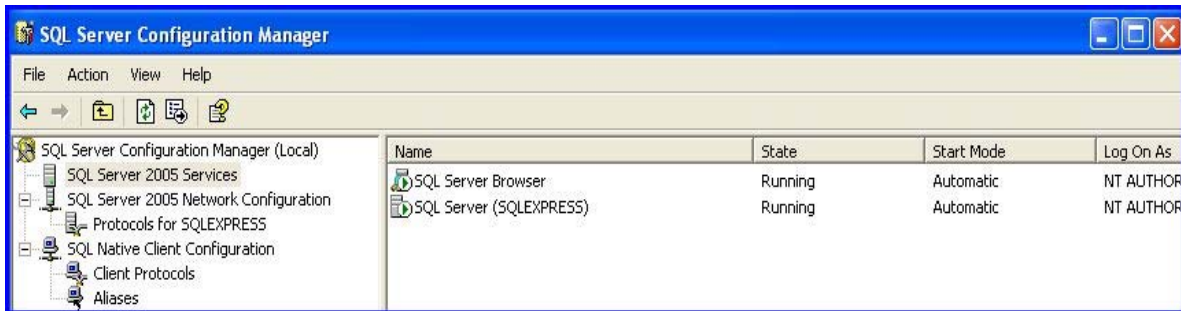
**Note: It is possible to have multiple SQL instances on the same computer.**

An issue can occur, if a SQL instance already exists on the same computer where PSES is being installed. Then during the PSES install, another SQL DB instance is being installed to be used with PSES.

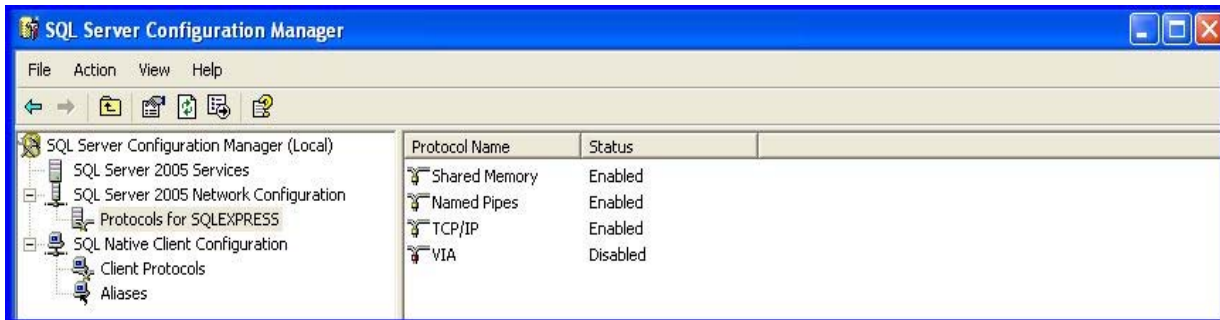
During the install of PSES, you may see the first SQL instance displayed. However, this may not be the PSES SQL DB instance. If you default and install, a SQL initialization error will occur because the correct PSES DB is not being connected with. This issue may also prevent a complete un-installation.

If a SQL instance already exists on the computer where PSES is being installed, verify through SQL Server Config Manager the SQL instance name of the SQL DB being used for PSES.

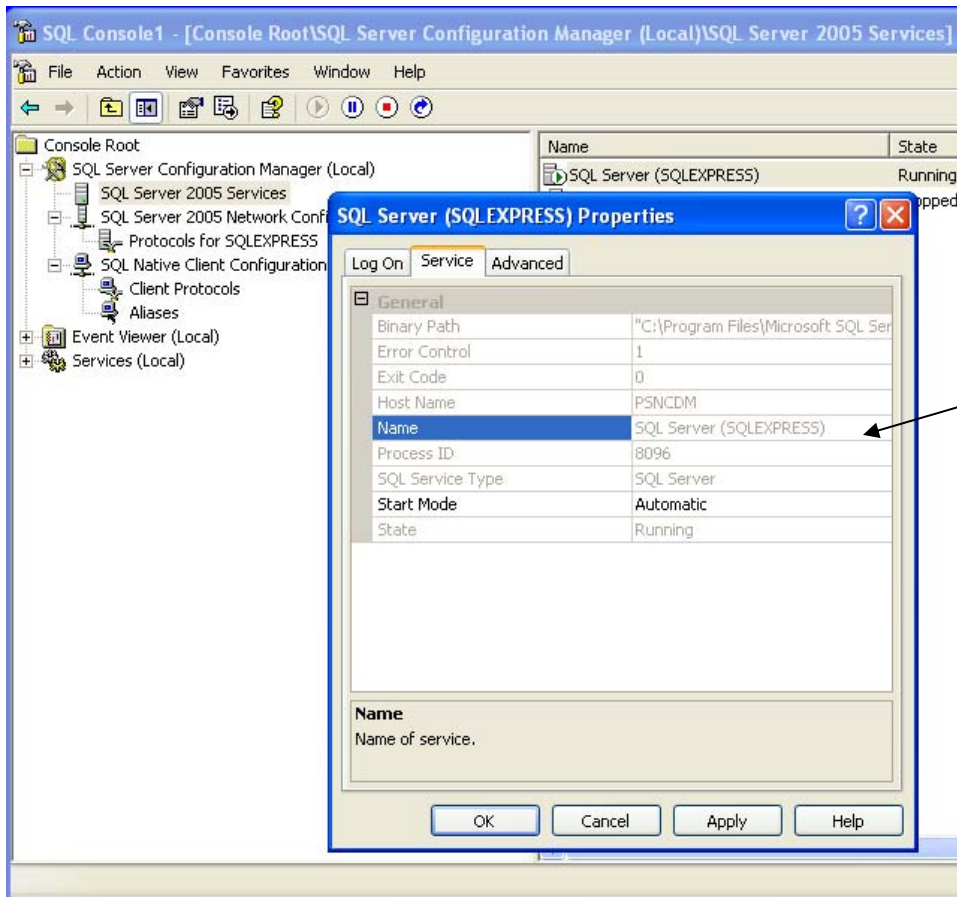
If an error occurs when connecting to the local or remote SQL 2005 DB, check the DB settings through the SQL Server Config Manager on the computer that the SQL DB is installed on. (Many of these settings are disabled by default)



Make sure the following protocols are enabled and verify which SQL ports are being used. (You may need to configure Firewall exceptions based on these settings)

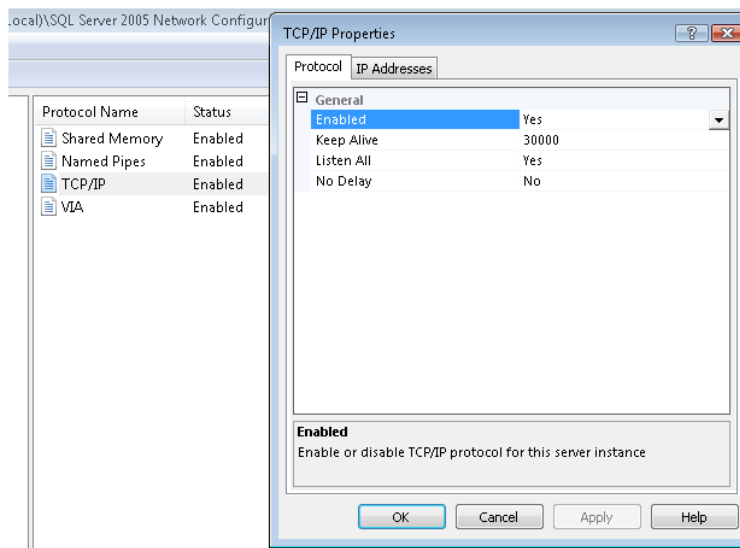


Verify the SQL instance name

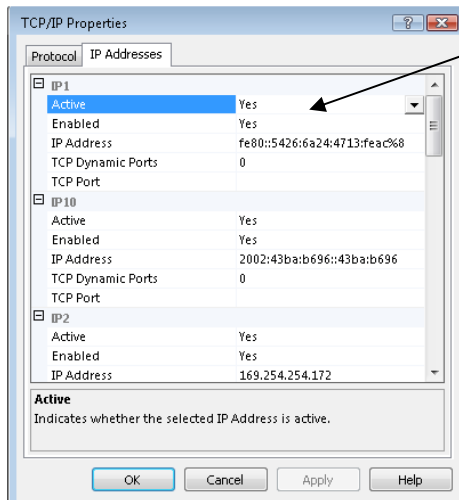
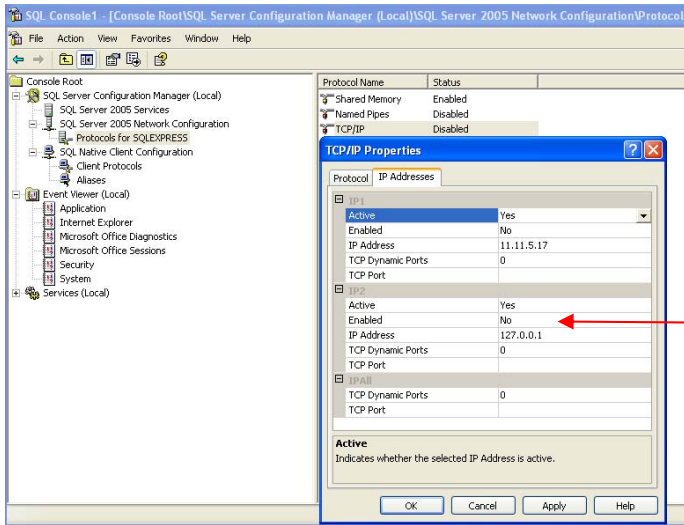


Right click on TCP/IP and select Properties

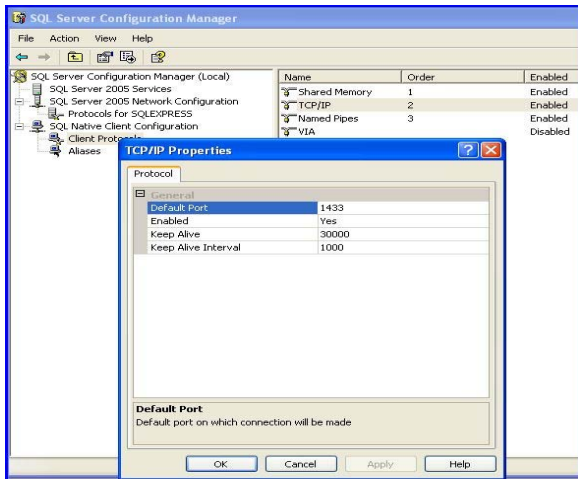
Make sure the Protocol is enabled.



Make sure the TCP/IP Addresses being connected to are both set to “Active” *and* “Enabled”



In order to make a SQL connection from another computer, the SQL TCP/IP Client Protocol should be enabled. Also, note what port the connection is taking place on.



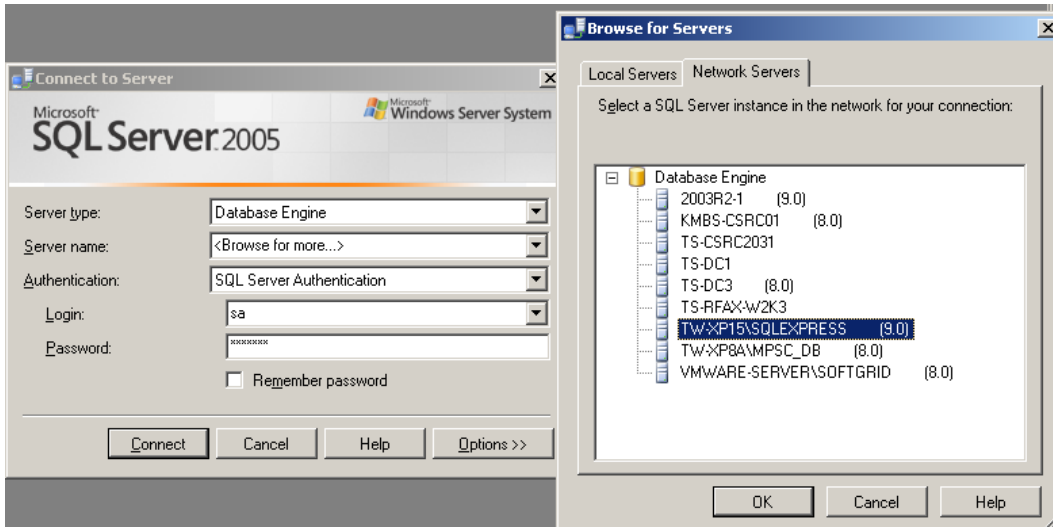
If the install still fails you may need to install the free Microsoft SQL Management Studio to further troubleshoot.

If attempting to connect to a remote SQL database, install this utility on the computer where PSES/PSNCDM is installed and test connecting to the remote SQL DB.

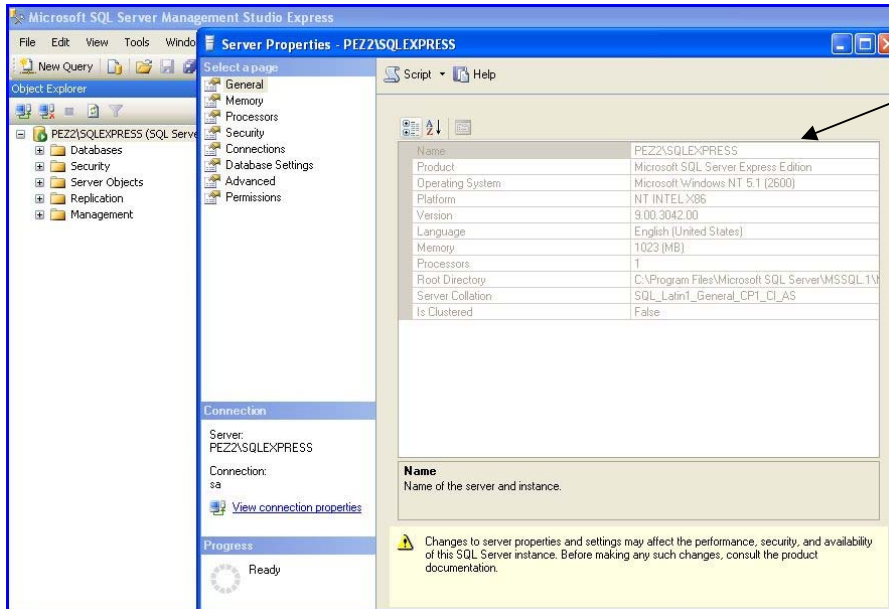
If you **cannot** connect locally or remotely through SQL Management Studio, then you **will not** be able to connect to the SQL DB during the PSES/PSNCDM install



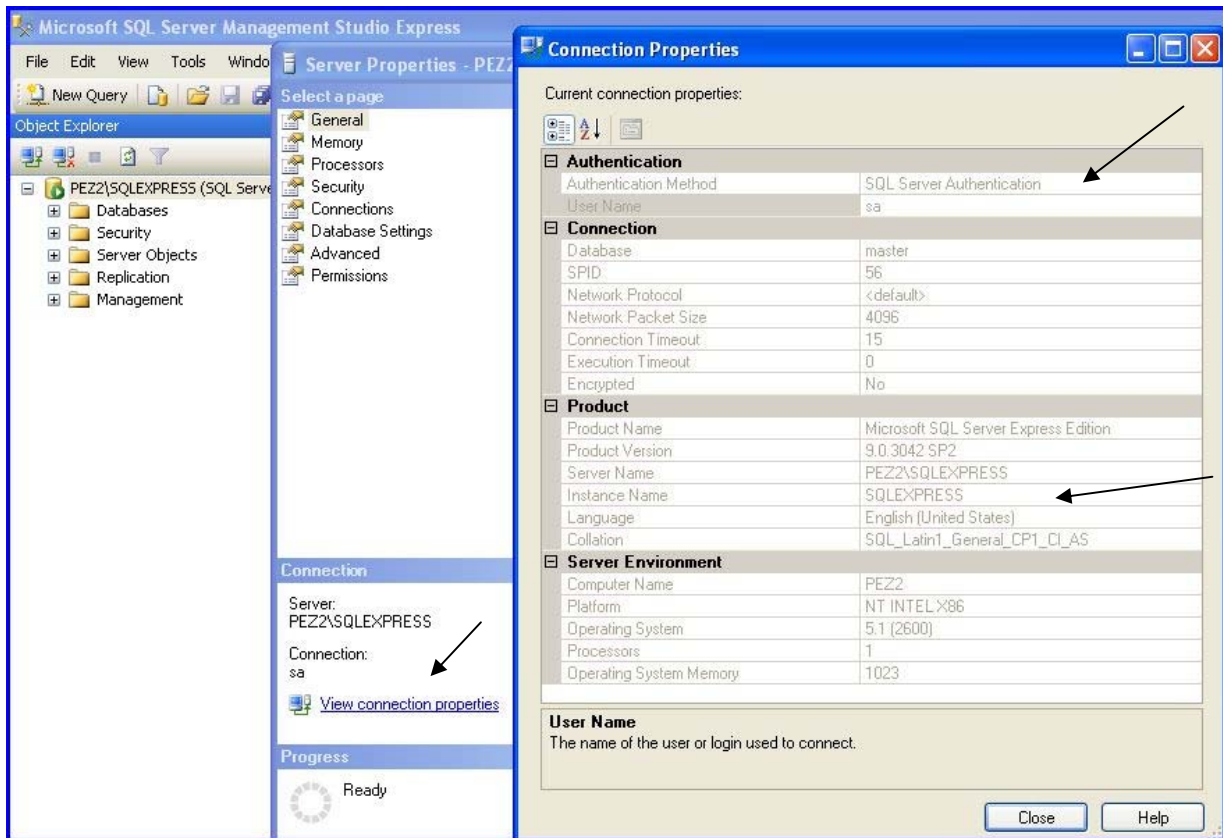
SQL Management Studio can be used to browse and connect to SQL installations on the network,



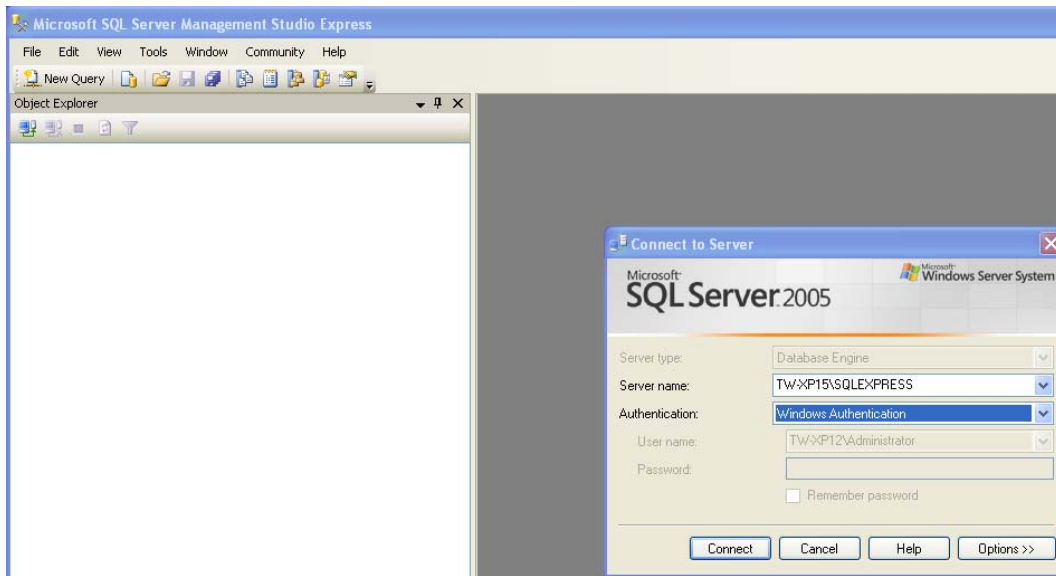
This utility can provide important information, including SQL “Instance Name” and ports utilized.



The following information is displayed if you click on “View Connection Properties”

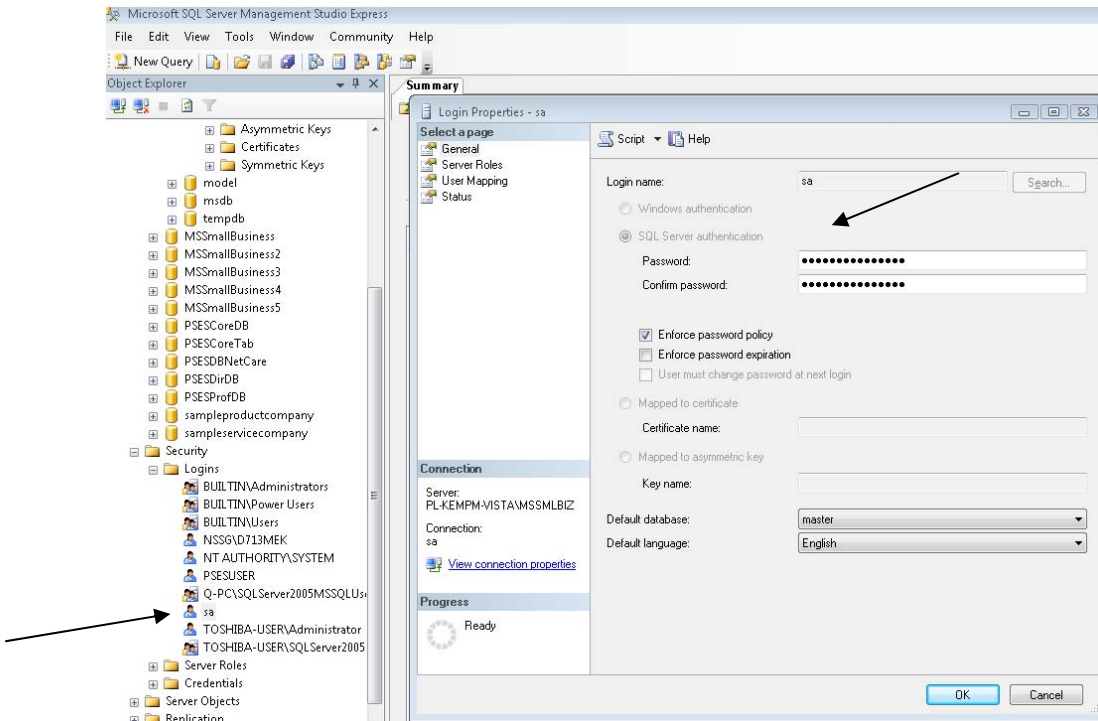


If the “sa” user is not configured to log in through “SQL Server” Authentication, *which is required for PSES*, it is possible to change the “sa” user to use “SQL Server” Authentication. This can be done by first logging in to the SQL Server through “Windows Authentication”.



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The “sa” user could be modified to login through “SQL Server authentication” and a “sa” password could then be created. This “sa” password would then need to be provided during the install of PSES.

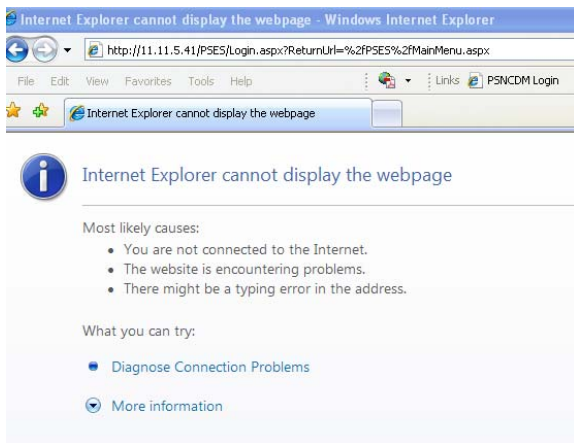




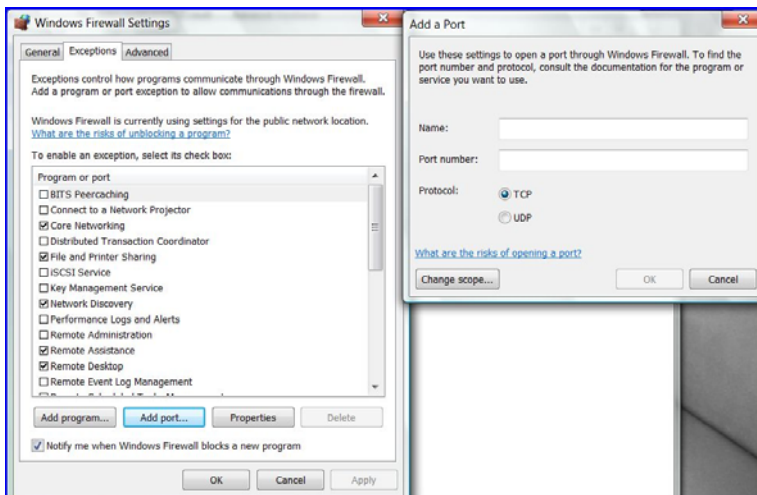
After performing this step, you can then test to see if logging as “sa” using “SQL Server authentication” will be successful.



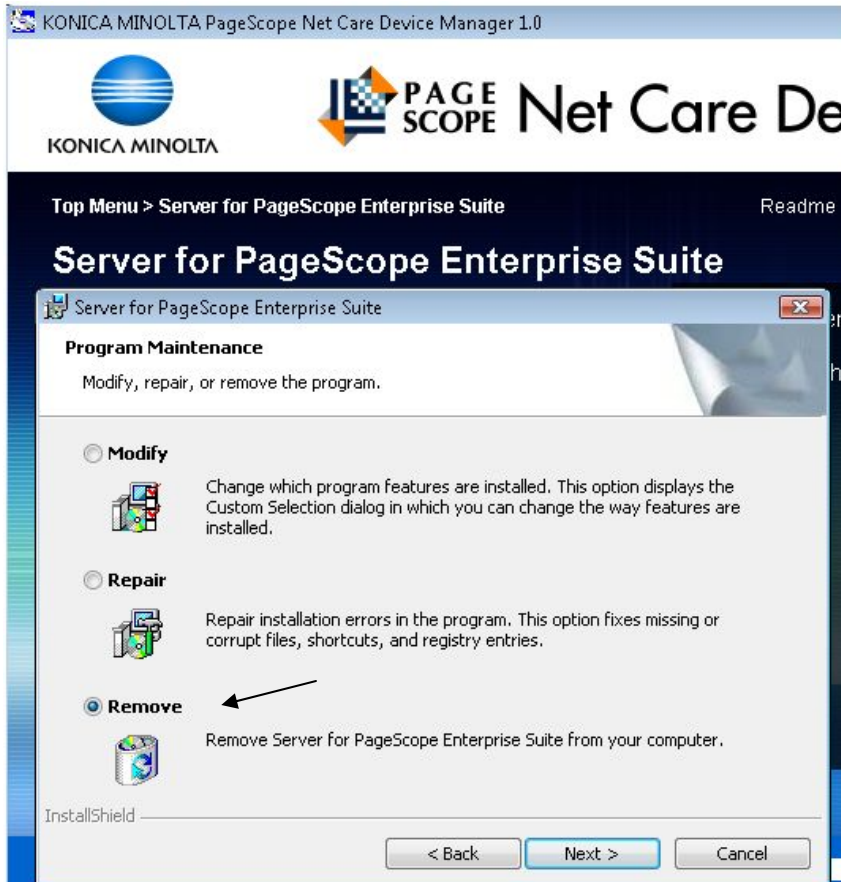
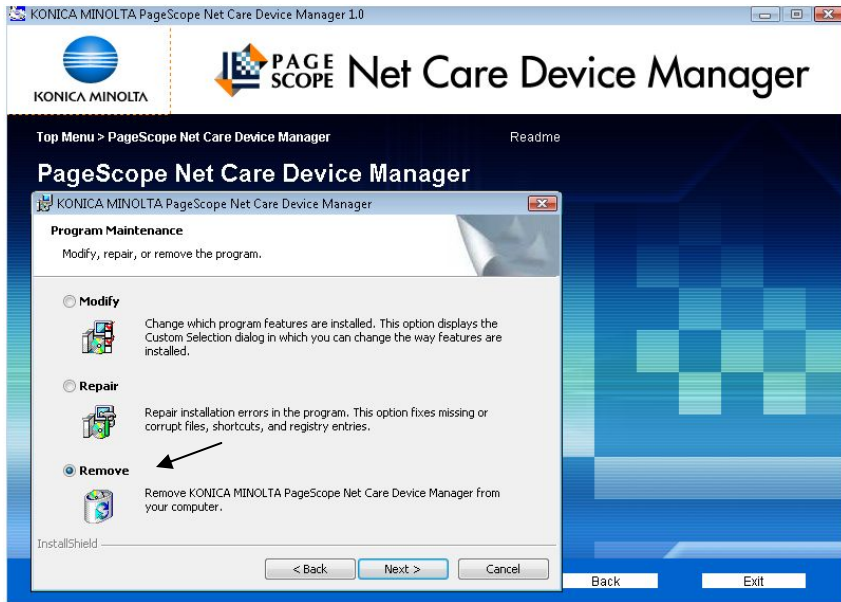
The following error can occur if attempting to access the PSES server from a remote computer, due to Firewall settings on the remote or local computer.



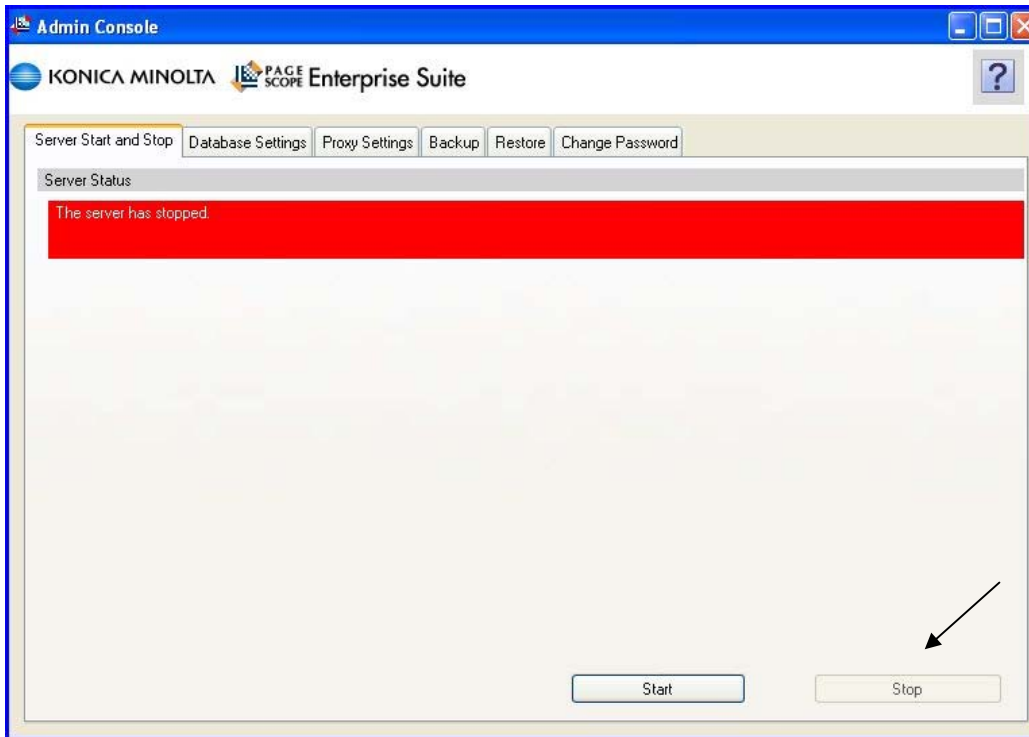
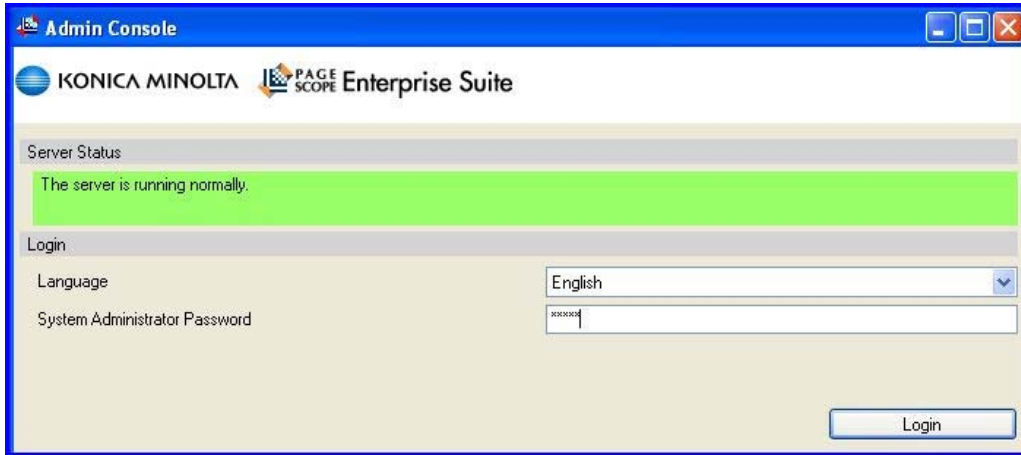
It may be necessary to set Firewall Exceptions



If a PSES or PSNCDM install has failed, even if the SQL connection problem has been resolved, the best practice is to uninstall through the installer. PSES components should be uninstalled in the reverse order that they were installed. The PSES base should be uninstalled *after* the other components.



Additionally, the PSES DB can be backed up through the PSES Admin Console (which must first be stopped to perform the operation)



Admin Console

KONICA MINOLTA PAGE SCOPE Enterprise Suite

Server Start and Stop Database Settings Proxy Settings Backup Restore Change Password

Backup Settings

Save Directory

C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup\ [Required] Max: 246 chars

File Name  yyyyymmdd.Bak [Required] Max: 244 chars

Backup Interval

No Backup

Monthly

Weekly

Daily

Please check that SQL Server has write permission to the folder specified on the Save Directory.

Admin Console

KONICA MINOLTA PAGE SCOPE Enterprise Suite

Server Start and Stop Database Settings Proxy Settings Backup Restore Change Password

Restoration Setting

Backup File

[Required] Max: 259 chars