



PIGCHAMP CARE 3000

PigCHAMP Knowledge Software

Enterprise Edition Installation Guide

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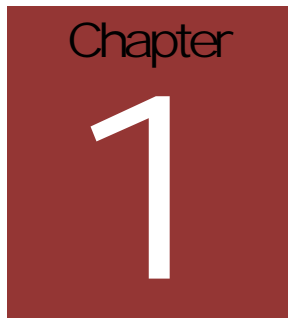
Enterprise Edition Installation Guide

MAY 2009 EDITION

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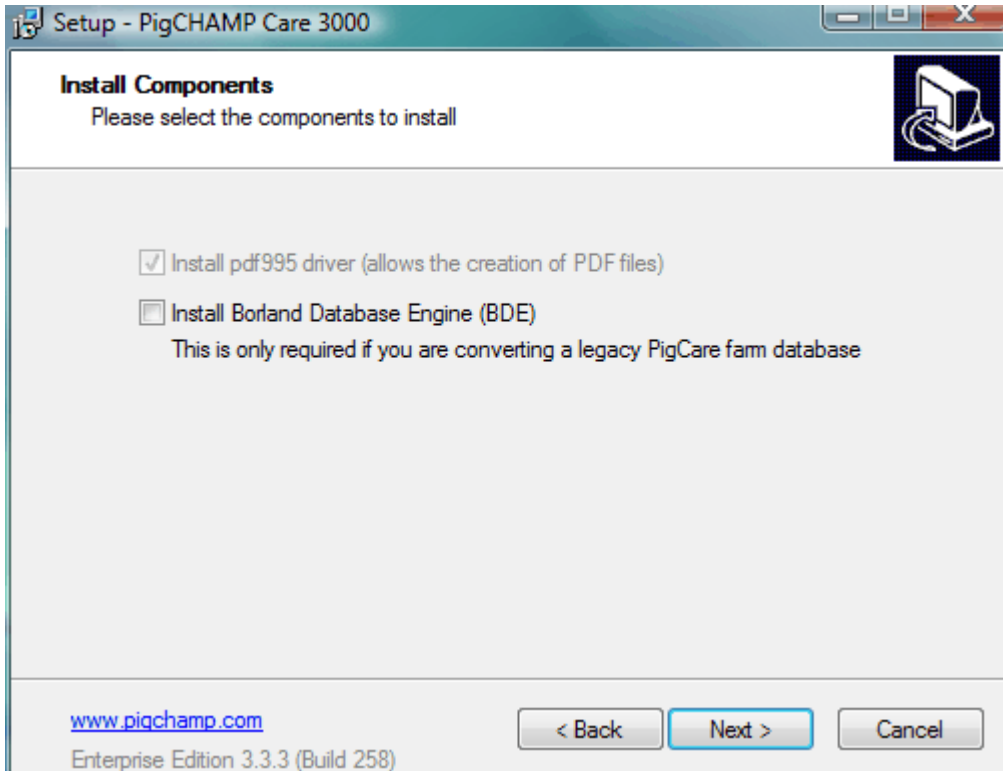
Enterprise Server Installation

Warning

The computer that the database server is on needs to have a static IP address.

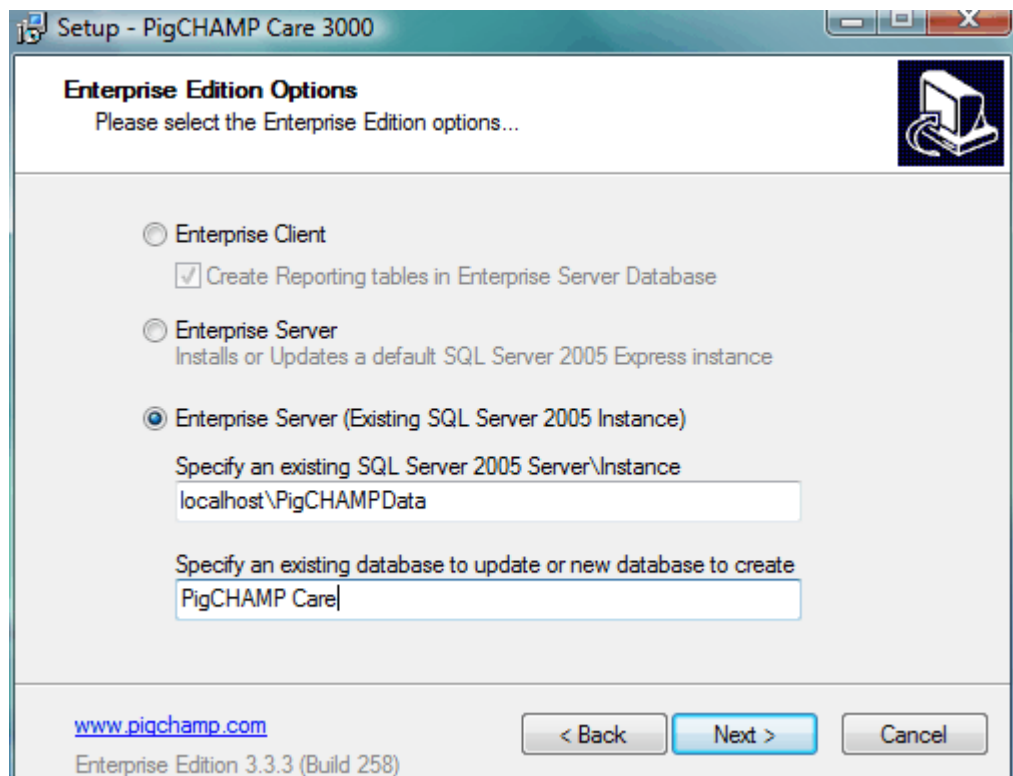
Enterprise server is installed on only one computer per license. This one computer stores the database and shares it with enterprise clients. PigCHAMP Care 3000 uses SQL Server 2005 as its database.

During the installation, you have the option to install the Borland Database Engine (BDE). This is only necessary if you are planning to convert PigCHAMP 2.8 data files to Care 3000 on this computer. If you are not planning to perform PigCHAMP 2.8 data conversion, you may choose not to install BDE.



You have the option during installation to either use an existing installation of SQL Server 2005 or to have the setup install it for you. If you choose to let the setup install SQL Server it will install SQL Server 2005 Express Edition with an instance of PigCHAMP Data and database PigCHAMP Care.

If you choose to use an existing instance, fill out the data for the bottom option. You can choose to install the database files on a different computer than the computer running the Care 3000 application or they can reside on the same computer. On the server\instance line, the server name will be the name or IP of the computer where the database files reside. If you are installing the database on the local computer, you can use localhost for the computer name. In order to use a default unnamed instance, the server\instance line will just contain the server (localhost, IP or computer name of the database server).



A service called PigCHAMP Licensing Management Service (PCLMS) will be installed on the computer where the setup file is being run. PCLMS is an interface program that allows Care 3000 clients to communicate with the server database. PCLMS can be relocated to any computer on the network or run on the local application computer. If PCLMS needs to be moved to another computer, call PigCHAMP Technical Support for assistance.

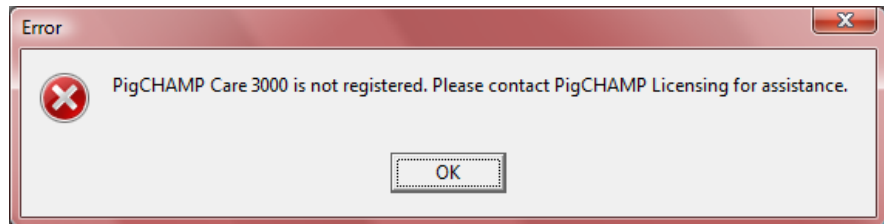
Post Installation

Once the installation is complete there are a few steps you will need to do before the server can accept clients.

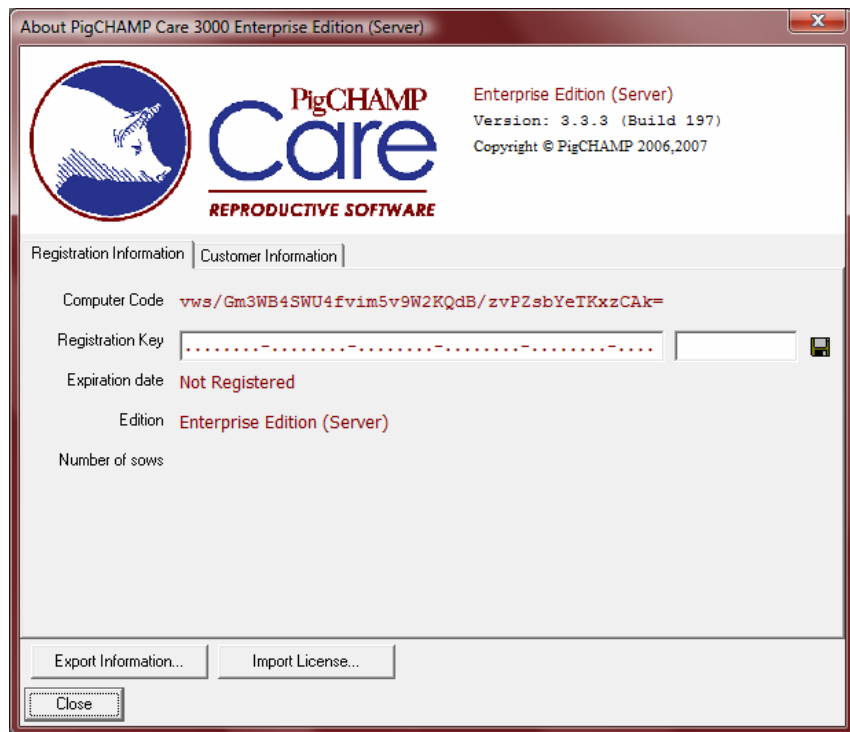
Obtain a License

In order to register the software you will need to get a license from PigCHAMP. If you already have a valid license file then skip to the “Import a License” section.

- Open PigCHAMP Care 3000 by either double-clicking on the icon on your desktop, or by navigating to **Start > All Programs > PigCHAMP Care 3000 > PigCHAMP Care 3000** (you may have “Program Files” in place of “All Programs”)
- When the applications starts up you will see the following dialogue.



- Click the OK button and you will be presented will the following screen.



- Click on the “Customer Information” tab and fill out the information on that page. Sections with a * are required.
- Click on the “Export License” button and save the registration file to a location you can remember.
- Send an e-mail to care3000@pigchamp.com with the registration file attached in order to obtain a valid license for your server.

Import a License

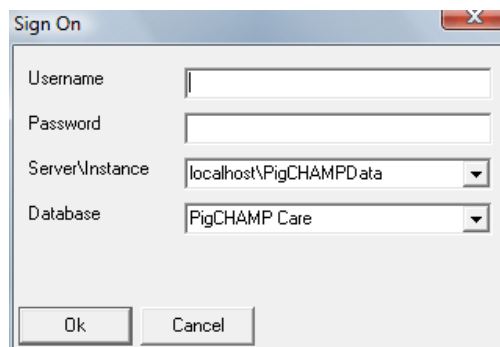
Once you obtain a valid license you will need to import the file on the server.

- If you have not already done so, open PigCHAMP Care 3000 from either the desktop shortcut, or by navigating to **Start > All Programs > PigCHAMP Care 3000 > PigCHAMP Care 3000** (you may have “Program Files” in place of “All Programs”)
- Click on the “Import License” button and navigate to the registration file you received from PigCHAMP, and then click Open.
- You should now see a dialog box stating that the application has been registered successfully. If you see an error indicating the license is not valid please contact PigCHAMP for assistance.

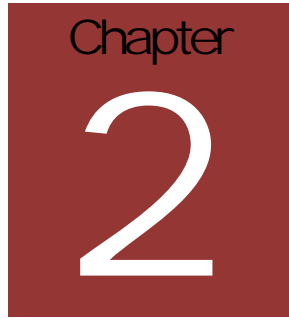
Now that your server is registered it is ready for use. You can simply run the application on the server, or you can install one or more Enterprise Clients.

Logging in from the server

After you have licensed the application you will be prompted with a Sign On dialogue when you startup the application. This screen is where you specify login credentials for the application. The login dialogue is pictured below.



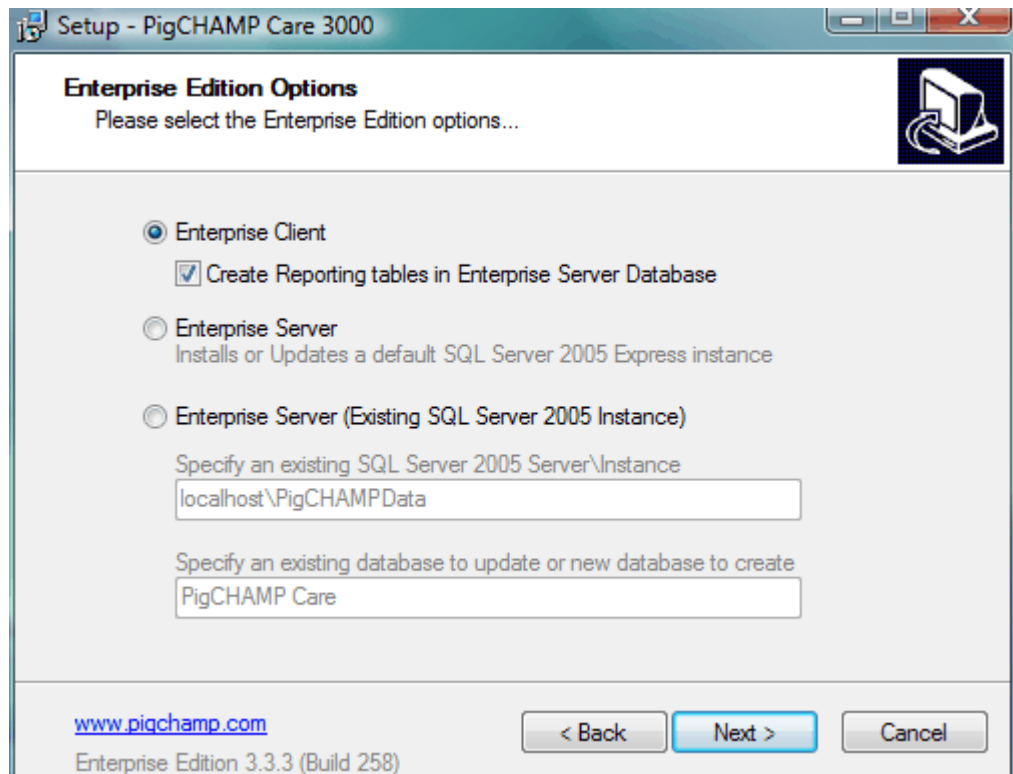
The default username is SYSADMIN, and the default password is SYSADMIN. This password is case sensitive. If you didn't specify an existing SQL Server installation then use localhost\PigCHAMPData for the server\instance and PigCHAMP Care for the database. If you cannot log in, see the Troubleshooting section of this document.



Enterprise Client Installation

Warning
Enterprise client and enterprise server cannot be installed on the same computer.

Enterprise client may be installed on multiple computers. Each computer will connect to a single enterprise server database to access shared farm data stored on the database server. No data is actually stored on the enterprise client computer. When you are given the option during installation to choose between client and server you should choose client. During installation, a local instance of SQL Server 2005 Express, SQL Server Native Client and the Borland database engine will be installed along with PigCHAMP Care 3000 to run reports. If you check the box labeled “Create Reporting tables in Enterprise Server Database”, only SQL Server Native Client will be installed on the client computer. This is for use with Citrix installations, when SQL Express 2005 is not wanted on the client computer, or it is preferred to run reports on the server computer.

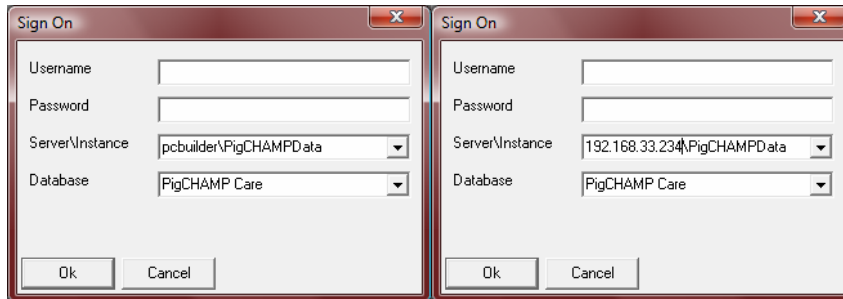


Post Installation

Once the installation is complete there are a few steps you will need to do in order to connect to the enterprise server

Specifying the Server

When you first start a client program you will need to specify login credentials and the server that you will log in to. The server can be specified as either a hostname or IP Address, as shown below. For a default unnamed instance, use only the server name (no instance).



If you do not have a username and password contact your server administrator.

If you already know the IP address or hostname of your server type it in the box and click Connect. If you are unsure how to obtain this information read the next section.

Obtaining the IP Address of the Server

If you are not sure how to obtain the IP address of the server continue reading. **The below instructions must be done on the server, not on a client.**

- Click **Start > Run** and type **cmd** in the box next to Open, and then click Ok.
- In the window that came up type **ipconfig** and press enter.
- You should see output similar to the screenshot below. Write down the number and period sequence next to **IP Address**. In the example below that would be 192.168.33.234.

```
Ethernet adapter Wireless Network Connection:
Connection-specific DNS Suffix . : farms.net
IP Address. . . . . : 192.168.33.234
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.33.1
```

- Now go to the client computer and enter in IP address\Instance Name into the textbox, then press Connect. (ex: 192.168.33.234\PigCHAMPData)

If you are experiencing any issues at this point please refer to the troubleshooting section for possible solutions, or contact PigCHAMP Technical Support for assistance.

Client Capabilities

Care 3000 version 3.4.3 build 260 and higher have some client capabilities not previously allowed in earlier versions of the program. Specifically, a client computer can now be used to export and import pcf files as well as perform backup and restore functions. To be able to use these features, a shared folder must be set up first. More information and complete setup documentation can be found on the PigCHAMP website at www.pigchamp.com under **Support** in the **Online FAQ Database** (#503 and #518).

Troubleshooting

If you are having any issues with the installation this section will do its best to help you resolve them. In the event that your issues are still not resolved after reading this chapter please contact PigCHAMP Technical Support and we will be happy to assist you.

Error logging on to server

If you followed the server installation instructions but continue receive the “Invalid Connection String Attribute” error when trying to log on to Care 3000 from the server, it could mean that the database instance is not started or SQL Browser is not started.

Determining if database/browser is started

To determine if the database instance is started:

- Click **Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager**
 - Click on **SQL Server 2005 Services** on the left hand pane. The right pane will show you what services are running.
 - The instance used for Care 3000 must be running as well as SQL Browser. The default named instance for Care 3000 is PigCHAMPData, though this may be designated during installation if using a previously installed instance of SQL Server.
 - If PigCHAMPDATA (or correct instance) is not running, start it by right-clicking on the instance name and choosing Start.
 - If the instance will not start, you may have to change the logon account by right-clicking on the instance name, choosing **Properties > Log On** tab and changing the logon account to **Built-in Account: Local System**.
 - If SQL Browser is not running, right-click on it and select Start.
-

- If it states that you cannot start it since it is disabled, you must enable it by right-clicking on SQL Browser, choose **Properties > Service** tab. Change the **Start Mode** dropdown to **Automatic**.
 - If you do not want to enable SQL Browser, you cannot use the name of the instance to identify the database location. Contact PigCHAMP Technical Support for further information if you want to run Care 3000 Enterprise without enabling SQL Browser.

Client will not connect to the server

If you followed the client installation instructions but continue to get a dialog indicating it cannot connect to the server there may be a firewall enabled on the server that is causing the issue. The error “Invalid Connection String Attribute” means the Care 3000 application cannot connect to the SQL database.

Determining if windows firewall is enabled

First we need to determine if there is a firewall enabled on the server. The following instructions will help you determine if the Windows Firewall is enabled, and how to fix it. There are many other possible firewall applications that you may have, so if you find that the windows firewall is disabled but you are still not able to connect please contact PigCHAMP. **The below instructions must be done on the server, not on a client.**

- Click **Start > Control Panel**, then double click on **Network Connections** (you may have to go to “Settings” before “Control Panel”)
- In the window that opens you should see something similar to the picture below. Notice the yellow padlock in the upper right corner of the icon, as well as the word **Firewalled**.



- If you do not see either the text or the padlock on the connections in your connections window then your windows firewall is not enabled. If you do see them then continue reading.
-

Modifying the Windows Firewall

If you found that the windows firewall is enabled you have two options to allow the PigCHAMP Care clients to connect to your server. You can disable the firewall, which will disable the protection it provides for your computer as well, or you can tell the firewall to let the PigCHAMP Care clients go past it.

Disabling the Windows Firewall

1. Right-click on the connection your computer uses in the connections window that was opened in the previous section, (This is most likely labeled “Local Area Connection”) in the menu that pops up click on Properties.
2. A dialog box should have appeared with General, Authentication and Advanced tabs. Click on the Advanced tab.
3. In the “Windows Firewall” section of this tab click on the Settings... button.
4. You should now see a Windows Firewall dialog box, and the General tab should be selected. Click on the button next to the red shield with a white x in it. The button should get filled in Green, indicating it is selected.
5. Click Ok, then Ok again. The connections in the connections window should now be missing the word Firewallled and the yellow padlock icon. Your firewall is now disabled.

Opening the Firewall for Enterprise Clients

1. Our first step will be determining what port number your SQL Server Express installation assigned the PigCHAMP Care 3000 database.
 - a. Click **Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager** (you may have “Program Files” in place of “All Programs”)
 - b. On the left side of the window that pops up click on the plus symbol next to “SQL Server 2005 Network Configuration”, then click on “Protocols for PIGCHAMPDATA”.
 - c. Now double click on “TCP/IP” on the right side of the window.
 - d. In the dialog that pops up click on the “IP Addresses” tab.
 - e. In the IPAll section write down the number in the “TCP Dynamic Ports” box.
-

2. Now that we have the port used by SQL Server we can open it up in the firewall.
 - a. Follow steps one through three of the “Disabling the Windows Firewall” section. You should end with the Windows Firewall dialog.
 - b. Click on the “Exceptions” tab.
 - c. Click on the “Add Port” button.
 - i. In the Name box enter “SQL Server Browser”
 - ii. In the Port Number box enter 1434.
 - iii. Click on the button next to UDP and then click OK.
 - d. Click on the “Add Port” button again.
 - i. In the Name box enter “SQL Server PIGCHAMPDATA”
 - ii. In the Port Number box enter the port number that you wrote down from step one.
 - iii. Verify that the TCP button is checked and then click OK.
 - e. Click on the “Add Port” button again.
 - i. In the Name box enter “PigCHAMP Licensing Service”
 - ii. In the Port Number box enter 6000.
 - iii. Verify that the TCP button is checked and then click OK.

Your firewall should now allow the clients to pass through it in order to connect to your PigCHAMP Care 3000 database. Go to a client machine and attempt to connect to the server. If you are still having issues please contact PigCHAMP for assistance.

Unable to connect to service

When PigCHAMP Care was installed on the server a service named PCLMS, which stands for PigCHAMP Licensing Management Service, was installed as well. When the client first starts, it will look for PCLMS on the database server. If PCLMS was not installed on the database server, a pop up will appear asking where to locate PCLMS. Type in the IP address and port where PCLMS was installed. The port will be 6000 unless manually changed in the installation process. If you followed the client installation instructions but still cannot connect to PCLMS, there are a few possible causes.

Firewall is blocking the service port

Determine if the Windows Firewall is enabled, and open it up if needed.

1. Follow the instructions in the “Determining if windows firewall is enabled” section in the “Client will not connect to server” section of this chapter.
2. If the Windows Firewall is enabled then follow step 2 of the “Opening the Firewall for Enterprise Clients” section. If you have not already opened your firewall for SQL Server make sure you also follow step c and d.
3. If you have different firewall software then please consult the manual on how to open up ports.

PigCHAMP Licensing Service is not started on server

On installation the service should automatically start itself, and it will be setup to start automatically if you reboot your computer. If for some reason it has trouble starting you can either try rebooting the server so it starts automatically, or you can follow the steps below to manually start the service.

Restart the service using the Services management console

1. Verify the windows user you are logged in as has Administrator rights.
 2. Click **Start > Control Panel**, or **Start > Settings > Control Panel**.
 - a. If you have an option titled “Performance and Maintenance” click on that. Otherwise skip to step b.
 - b. Double-click on “Administrative Tools”.
 - c. Double-click on Services.
 3. On the left side of the Services window that opened up is your list of available services for your computer. Scroll down until you see PCLMS and left-click on it to highlight it.
 4. Now right-click on it to view the context menu for the service.
 - a. If Start is bold then click on it to start the service.
 - b. If Start is grayed out the click on Restart to restart the service.
 - c. If the service will not start, change the logon service by right-clicking PCLMS, choosing **Properties > Log On** tab. Fill in radio button in front of **Local System Account** (you do not need to check the “Allow service to interact with desktop” box). Click on Apply and then OK. Start the PCLMS service as described above.
-

Clients connect to the server but reports are blank

If the client computer connect to the server and see all data, but all reports come up as a gray screen with Page 9999 or 9999 displayed, this indicates that the local copy of SQL Express 2005 used for report processing on the client computer is not installed or is not operating correctly.

This can be due to a variety of reasons. A few potential reasons for this are:

1. Client computer is running 64-bit OS trying to install 32-bit SQL Express
2. Antivirus on client is preventing installation of SQL Express
3. Copy of SQL already exists on client computer, preventing creation of new database to support Care 3000.
4. Database instance on client computer not started (see section above how to start database).

To remedy this, you can troubleshoot potential reasons why SQL Express 2005 is not installing on the client computer.

As a workaround or fix, install the Care 3000 client application again, choosing to check the box for “Create reporting tables in Enterprise Server Database” under the client installation option. This will bypass the local copy of SQL Express 2005 on the client computer, causing the reports to work correctly.

If you fix the problem with installing SQL Express 2005 on the client computer, you may run the installation program at a later time, uncheck the box, and run the reports with the local client copy of SQL Express 2005.
