

# Advanced installation of CoCon

**Application Note** 

# Application note: Advanced installation of CoCon

Summary:

- **1.** Installation of the CoCon database
- 2. Manual installation of the CoCon database
- 3. Deleting an SQL instance
- 4. Error upon updating the CPU5500 with CoCon

## **1.** Installation of the CoCon database

Before starting, please make sure you install the program as administrator. This is necessary to be able to properly install the database. The database is an SQL server database. When you encounter the following screen choose "Use recommended settings for the database setup (Default)".

Server Set Up	×
Room server database setup	
Currently no working database was detected for this room server. The room server needs a database to store its data. Choose one of the options below to setup a database.	
Use recommended settings for the database setup (Default)	
Manually choose setup the database (Advanced)	
Back	

This will automatically install the Microsoft SQL server database and the wizard will do the necessary configurations. Then follow the rest of the install procedure described in the manual to finish the setup of CoCon.

As the installation of a database (even one from Microsoft), is sometimes seen as suspicious by Windows itself, there are some problems that can be encountered. If so, please follow the steps described in this document.

- If the setup shows an error like shown below, click "OK" and stop the setup by stopping the process. This can be done by doing right click on the task bar and click "Start Task Manager".

Ser	rver Set Up
Roc	om server database setup automatic setup
This Tele By c • A • N	wizard has not found a compatible database instance on this computer, one will be setup with the following name: vic clicking 'Next' the following actions will be performed by this wizard: A new database instance will be installed on this computer. ( <b>This may take some time</b> !) Vew database with data tables will be created.
	Errors occured during the listed actions, please use advanced settings to select a database.

Toolbars	Þ				
Cascade windows Show windows stacked Show windows side by s Show the desktop	e				
Start Task Manager					
<ul> <li>Lock the taskbar</li> <li>Properties</li> </ul>	NL	· P• [	i iz (	) 🍀	11:52 11/01/2013

- Then the Task Manager shows up. Click on the tab "Processes", look for "CoCos.exe" and click "End Process". This will stop the CoCon installer.

	Windows Task Ma	anager							X
Fi	ile Options View	/ Help							
	Applications Process	es Services	Perform	nance Netv	vorking	Users			
	Image Name	User Name	CPU	M	emory (F	Private V	Vorking Set)	Description	•
	chrome.exe	KMA	00				125.468 K	Google Chr	
	chrome.exe	KMA	00				53.608 K	Google Chr	
	chrome.exe	KMA	00				92.976 K	Google Chr	
	chrome.exe	KMA	00				44.008 K	Google Chr	
	chrome.exe	KMA	00				51.412 K	Google Chr	
	CoCoS.exe	KMA	00				64.984 K	CoCoS	
	CodeMeterCC.exe	KMA	00				2.844 K	CodeMeter	-
	conhost.exe	KMA	00				840 K	Console W	i
	csrss.exe		00				6.632 K		
	DFEPApplication	KMA	00				1.880 K	Dell Featur	
	Dropbox.exe	KMA	00				43.488 K	Dropbox	
	dwm.exe	KMA	02				36.180 K	Desktop W	i
	explorer.exe	KMA	26				47.668 K	Windows E	
	GoogleUpdate.exe	KMA	00				380 K	Google Inst	t
	hidfind.exe	KMA	00				868 K	Alps Pointin	1 <sub>+</sub>
	•	1/8.8.8	00	III			1 240 14	L	
	Show processe	s from all use	ers					End Proces	is
Processes: 114 CPU Usage: 30% Physical Memory: 72%									

- Then start the CoCon Room Server again. (Make sure you start as administrator, so right click, "Run as administrator"). When you encounter this screen, please follow the following steps.

👔 Server Set Up	×
Room server database setup	
Currently no working database was detected for this room server.	
The room server needs a database to store its data. Choose one of the options below to setup a database.	I
Use recommended settings for the database setup (Default)	
Manually choose setup the database (Advanced)	
	I
	I
	I
Back	Next

Click "Manually choose to setup the database (advanced)".

TLV-TCS-KMA\SQLEXPRESS2	*
Windows Authentication	
SQL Server Authentication	
Login:	
Password:	
me unic, picose oc pouch	
s	Vindows Authentication     SQL Server Authentication     Login:     Password:     stance on this computer.     install new instance     install new instance     install new instance

- If a database was already installed in on the PC or in the network, it will be shown in the drop-down menu "Database Server: ". Then you can choose to logon using Windows Authentication. This means that it is enough to be logged on to the pc, to be able to access the SQL database. If you've previously installed a database manually and you've added a password, you need to choose SQL Server Authentication and enter that username and password.

- If no database instance appears in the dropdown menu, you need to install a new database by clicking "Install new instance". Then automatically the necessary directories and files are copied. This may take a while.

Installing a new sql 2008 server instance	Extracting Files	×
	Extracting File x86\setup\sql_en Tc Directory: c:\17bb50b28e00	gine_ccre_inst_msi\pfiles\sqlserv 61720c252905df579ec6

# 2. Manual installation of the CoCon database

If for one reason or the other, the database cannot be installed automatically with the CoCon wizard, you can install it manually using the following steps. **Possible reason for install problems can be cause by:** 

- Anti-virus software blocks the folder and blocks the installation of the database.

- The computer name and the name of the user are the same. You have to change this otherwise you won't be able to install the Microsoft SQL database. Even manually this won't work. If this was the case, change the user name and try to install it again by using the wizard.

- Go to the CoCon installation folder by doing right click on the CoCon Room Server icon and selecting "Open file location".



Open the file "SQLEXPR32\_x86\_ENU.exe".

CoCor	ı			Application Note
9	PublishSubscribe.dll	4/01/2013 16:51	Application extens	121 KB
٢	RibbonControlsLibrary.dll	4/01/2013 16:43	Application extens	341 KB
٢	rs232.dll	4/01/2013 16:51	Application extens	32 KB
٢	ServerShared.dll	4/01/2013 16:51	Application extens	50 KB
	SQLEXPR32_x86_ENU.exe	4/01/2013 16:43	Application	59.567 KB
٢	SystemManager.dll	4/01/2013 16:51	Application extens	32 KB
٢	tccp.dll	4/01/2013 16:51	Application extens	40 KB
(2)	TCS2500Plugin.dll	4/01/2013 16:51	Application extens	74 KB

You will see this:

1	4/01/2013 16:51	Application extens	Ļ
l	Extracting Files	X	I
	Extracting File: To Directory:	1033_enu_lp\x86\setup\sql2008support\pfiles\sqlse c:(6905e45adc51923d9463	

- After some minutes the Microsoft SQL database wizard will open. Please select "New installation or add features to an existing installation."



Then choose "New installation or add shared features" and click "Next>".



Select "I accept the license terms" and hit "Next>"

1 SQL Server 2008 R2 Setup	
License Terms	
To install SQL Server 2008 R2, you must accept the M	licrosoft Software License Terms.
Setup Support Rules Installation Type	MICROSOFT SOFTWARE LICENSE TERMS
License Terms	MICROSOFT SQL SERVER 2008 R2
Feature Selection	EXPRESS
Installation Rules	These license terms are an agreement
Instance Configuration	between Microsoft Corporation (or based on
Disk Space Requirements	where you live, one of its affiliates) and you. $\bullet$
Server Configuration	
Database Engine Configuration	Copy Print
Error Reporting	I accept the license terms.
Installation Configuration Rules	Send feature usage data to Microsoft. Feature
Installation Progress	usage data includes information about your hardw
Complete	See the Microsoft SQL Server 2008 R2 Privacy Statement for more information.
	< Back Next > Cancel Help

Then click "Select all" and click "Next>"

1 SQL Server 2008 R2 Setup	
Feature Selection Select the Express features to install.	
Setup Support Rules Installation Type License Terms Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Features:       Description:         Instance Features       Instance Features         Database Enc       Server features are instance-aware and have their own registry hives. They support multiple instances on a computer.         Shared Features       SQL Client Cc         Redistributable Features       Image: Select All         Select All       Unselect All         Shared feature direct       Image: Shared feature direct
	< Back Next > Cancel Help

- Then type the name of the database instance you want to create. This is by default "SQLExpress". You can change this into the name you prefer. Then click "Next>"

SQL Server 2008 R2 Setup			
Instance Configuration Specify the name and instance ID for the instance of installation path.	SQL Server. Instance ID be	comes part of the	
Setup Support Rules	Default instance		
Installation Type	Named instance:	SOLExpress	
License Terms	-	- <b>Ch</b>	
Feature Selection			
Installation Rules	Instance ID:	SQLExpress	
Instance Configuration	Instance root directory:	C:\Program Files\Microsof	
Disk Space Requirements			
Server Configuration			
Database Engine Configuration	SQL Server directory:	C:\Program Files\Microsoft	
Error Reporting		SQL Server\MSSOL10 50.SOLExpre	
Installation Configuration Rules		SS	
Installation Progress	Installed instances		
Complete	Installed Installees.		
	Instance Instance Fe	atures Edition Version	
	< Back Next >	Cancel Help	

- Click "Next>" on the Disk Space Requirements. Then you get to the Server Configuration. Make sure that next to the Service "SQL Server Database Engine" the Account Name is "NT AUTHORITY\NETWORK SERVICE". This is selectable in the drop down menu. The Startup Type needs to be "Automatic". For the "SQL Server Browser", you can leave the Account Name on default meaning "NT AUTHORITY\LOCALSERVICE" but make sure the Startup Type is also "Automatic". After these settings are made please click "Next>".

SQL Server 2008 R2 Setup Server Configuration Specify the service accounts and collation configuratio	ın.			
Setup Support Rules Installation Type License Terms Feature Selection Installation Rules Instance Configuration Disk Space Requirements <b>Server Configuration</b> Database Engine Configuration Error Reporting Installation Configuration Rules Installation Progress Complete	Service Accounts Collation Microsoft recommends that yo Service SQL Server Database Engine SQL Server Browser	u use a separate account fo Account Name ANETWORK SERVICE • INT AUTHORITYLOCA Use the same ac	Password	ver service. Startup Type Automatic QL Server services
		< Back Next >	Cance	Help

- Under "Database Engine Configuration" choose "Mixed mode" and enter the password "televic". Confirm the password again with "televic". Then click "Next>".

T SQL Server 2008 R2 Setup				
Database Engine Configuration Specify Database Engine authentication security mode, administrators and data directories.				
Setup Support Rules Installation Type License Terms Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration <b>Database Engine Configuration</b> Error Reporting Installation Configuration Rules Installation Progress Complete	User Instances       FILESTREAM         Account Provisioning       Data Directories         Specify the authentication mode and administrators for the Database Engine.         Authentication Mode         Windows authentication mode         Windows authentication mode         Mixed Mode (SQL Server authentication and Windows authentication)         Specify the password for the SQL Server system administrator (sa) account.         Enter password:         Confirm password:			
	< Back Next > Cancel Help			

- Then again click "Next>".

TSQL Server 2008 R2 Setup	
Error Reporting Help Microsoft improve SQL Server features and serv	ices.
Setup Support Rules Installation Type License Terms Feature Selection Installation Rules Instance Configuration Disk Space Requirements	Specify the information that you would like to automatically send to Microsoft to improve future releases of SQL Server. These settings are optional. Microsoft treats this information as confidential. Microsoft may provide updates through Microsoft Update to modify feature usage data. These updates might be downloaded and installed on your machine automatically, depending on your Automatic Update settings.
Server Configuration Database Engine Configuration <b>Error Reporting</b> Installation Configuration Rules Installation Progress Complete	See the Microsoft SQL Server 2008 R2 Privacy Statement for more information. Read more about Microsoft Update and Automatic Update.
	< Back Next > Cancel Help

- Now the installation will start and if installed successfully the following screen will appear. Click close to finish the installation.

1 SQL Server 2008 R2 Setup	
Complete Your SQL Server 2008 R2 installation complet	ed successfully.
Setup Support Rules Installation Type License Terms Feature Selection Installation Rules Instance Configuration Disk Space Requirements Server Configuration Database Engine Configuration Error Reporting Installation Configuration Rules Installation Progress <b>Complete</b>	Summary log file has been saved to the following location: C\Program Files\Microsoft SQL Server\100\Setup Bootstrap\Log\20130110 160201\Summary TLV-TCS- KMA 20130110 160201.btt Information about the Setup operation or possible next steps: Vour SQL Server 2008 R2 installation completed successfully. Supplemental Information: The following notes apply to this release of SQL Server only.
	Close Help

- Now you should be able to run the CoCon installation Room Server again and choose to set up the database in the default manner. The software will recognize this database and will configure it correctly.

# 3. Deleting an SQL instance

If you previously installed other instances of SQL you don't want to use anymore, you cannot delete them simply in CoCon. To uninstall a SQL instance please follow the following steps.

- Open the Control Panel of your Pc.



- Then open "Programs and features". If you don't see the list with the small icons, but you see the Category view, please click "Category" and then choose "Small icons". This way you will see the list with the small icons. There you will be able to click "Programs and features".

Control Parlet + Mil Control	of Panel Berns	• • • • swaren Control Pariet	00	N. 00000044		(and here
Adjust your computer's settings		View by: Small icons -	Adjust	ntrol Panel > your computer's settings	• * *	Search Control Panel
Action Center  Action Center  Action Center  Action Center  Content  Conte	<ul> <li>Administrative Tools</li> <li>Administrative Tools</li> <li>Backup and Restore</li> <li>Condential Manager</li> <li>Dell Toolphal</li> <li>Dell Toolphal</li> <li>Dell' Toolphal</li> <li>Devices and Printers</li> <li>Face Fall Data Potection</li> <li>IDT Audio Control Panel</li> <li>Intell' PROSet/Wireless Tools</li> <li>Java</li> <li>Mail</li> <li>Notification Area Icons</li> <li>Phone and Modem</li> <li>Recereyit</li> <li>Sound</li> <li>Sure</li> <li>Query Counts</li> <li>Windows Defender</li> <li>Windows Mobility Center</li> </ul>	<ul> <li>Adobe Gamma</li> <li>Broadcom Control Suite 4</li> <li>Date and Time</li> <li>Dell Client System Update</li> <li>Debl Client System Update</li> <li>Deblog Starket</li> <li>Indexing Options</li> <li>Index Options</li> <li>Index Options</li> <li>Index Options</li></ul>	* * *	System and Security Review your computer's status Back up your computer Find and fix problems Network and Internet Choose homeyoup and sharing options Hardware and Sound View devices and printers Add a device Connect to a projector Adjust commonly used mobility settings Programs Uninstal a program Get programs	User Accounts     Change account       Change destop back     Appearance and Change destop back       Change the theme change destop back     Change destop back       Change the theme change destop back     Change the theme change destop back       Construction     Cock, Language       Change the type destop back     Change the type destop       Cock, Language     Change the type destop back       Cock, Language     Cock, Language       Cock, Language     Cock, Language	e Category Large Lons d Personalization kground ion e, and Region r other input methods t settings ay

- Then you see the following screen appearing. Look for "Microsoft SQL Server 2008 R2" and click "Uninstall/Change".



- Then choose "Remove". This action will run some scripts.



- Then the following appears, just click OK.



- A list of all installed SQL instances will appear. In the drop-down menu you can choose which instance you want to remove. Here SQLEXPRESSZETA will be removed. Once your selection is made, click "Next>". You can only remove 1 SQL instance at the time. Please repeat the procedure to uninstall another instance.

Remove SQL Server 2008 R2	
Select Instance Specify the instance of SQL Server to modify.	
Select Instance Select Features Removal Rules Ready to Remove	Select the instance of SQL Server to remove. To remove Management Tools and shared features only, select "Remove shared features only" and then click next. Instance to remove features from:
Complete	Installed instances: Instance Name Instance Name
	TELEVIC         M         SQ         Ex         SQLEXPRESSZETA           SW6000         M         SQ         Ex.         SQLEXPRESS3           SQLEXPRESS2         M         SQ         Ex.         SQLEXPRESS3           SQLEXPRESSE         M         SQ         Ex.         < <remove features="" only="" shared="">&gt;           SQLEXPRESSBETA         M         SQ         Ex         10.50.1600.1           SQLEXPRESSGAM         M         SQ         Ex         10.50.1600.1           SQLEXPRESSDELT         M         SQ         Ex         10.50.1600.1           SQLEXPRESSZETA         M         SQ         Ex         10.50.1600.1</remove>
	< Back Next > Cancel Help

Then click "Select all" and hit "Next>".

Remove SQL Server 2008 R2	
Select Features The SQL Server features on this computer checkbox next to the feature name.	r are shown below. To remove a feature, select the
Select Instance Select Features Removal Rules Ready to Remove Removal Progress Complete	Features:     Description:       SQLEXPRESSZETA     Database Engine       Shared Features     SQL Client Conne       Redistributable Feature     Image: Solution of the state of the stat
	< Back Next > Cancel Help

#### - Click "Next>".



Then click "Remove". The removal procedure can take a while depending on your CPU power.

P Remove SQL Server 2008 R2	
Ready to Remove Verify the SQL Server 2008 R2 features to be removed	
Select Instance Select Features Removal Rules <b>Ready to Remove</b> Removal Progress Complete	Ready to remove SQL Server 2008 R2:
	C:\Program Files\Microsoft SQL Server\100\Setup Bootst < Back Remove Cancel Help

After the removal the following screen should be shown. Click "Close" to finish.

Remove SQL Server 2008 R2	
Complete Your SQL Server 2008 R2 removal completed success	fully.
Select Instance Select Features Removal Rules Ready to Remove Removal Progress <b>Complete</b>	Summary log file has been saved to the following location: C\Program Files\Microsoft SQL Server\100\Setup Bootstrap\Log\20130111 084835\Summary TLV-TCS- KMA 20130111 084835.txt Information about the Setup operation or possible next steps: ✓ Your SQL Server 2008 R2 removal completed successfully.
	Close Help

- If more database instances need to be remove, please follow again the same procedure until the unused instances are removed.

# 4. Error upon updating the CPU5500 with CoCon

After installation of the database the IP address and port must be filled in to make a connection with the CPU. If the CE5532.exe file does not have the desired version, CoCon will ask to confirm the update. Normally CoCon then updates the file to the correct version. If an error message is shown that the update cannot be completed or the messages keeps on reappearing please check the following.

- If the CE5532.exe file on the CPU5500 is quite an old version e.g. 0.04.xx, then you first need to change the communication port. This can be done in the screen where you enter the IP address of the CPU. You need to change it from 5001 to 5011. Then after the update has been done, change it back to 5011. That's because older CPU's communicated on that port but now this has been changed to the 5011 multicast port.

🗊 Server Set Up				X
Conference system setup	)			
Choose the conference system	you want to connect to:			
Conference system type:	CPU5500			•
Connection parameters:	IP:	10.0.41.207		
	Port:	5011		
	Write Badge Option:	Full badge	•	
	Voting Option:	5 Buttons	•	
	Other:	Name	Description	Value
		WCAP+ IP Address 1	The IP Address of the first WCAP+	
		WCAP+ IP Address 2	The IP Address of the second WCAP+	÷
		WCAP+ IP Address	The IP Address of the third WCAP+	
		WCAP+ IP Address 4	The IP Address of the fourth WCAP+	
		WCAP+ IP Address 5	The IP Address of the fifth WCAP+	
	Test Connection	]		
	Click this button to test	" t the connection with th	e selected plugin. If a plugin of the typ	e you
	selected is currently co	nnected to a Central Un	it, this plugin will be disconnected.	
	Note that the test migh	at tako a fow minutos to	complete	
	If the test takes too lon	ig. click "Cancel" and co	nsult the log files for possible faults.	
			5	
			Back	Inish

- If this wasn't the case then your computer blocks the FTP connection to the CPU. There are 2 possible causes for this. Either the Windows firewall and Defender disturb the connection or an anti-virus scanner. Please deactivate your anti-virus scanner and try again. If this is not the solution, also disable the Windows Firewall and the Defender. This can be done in the Control panel under "Windows Defender" and "Windows Firewall".

- K C & S E 1	L-T- BB S T MED	
Control Panel > All Control	← ← Search Control Panel	
Adjust your computer's settings		View by: Small icons 💌
🌾 Action Center	🏤 Administrative Tools	📕 Adobe Gamma
🔜 AutoPlay	😻 Backup and Restore	Image: Stread Control Suite 4
🛃 Color Management	Credential Manager	💣 Date and Time
💓 Default Programs	🐌 Dell Battery Information	📥 Dell Client System Update
🖮 Dell Keyboard Hotkey Settings	Dell Touchpad	🚭 Desktop Gadgets
Device Manager	and Printers	💐 Display
🚱 Ease of Access Center	📕 Flash Player	🕼 Folder Options
👢 Fonts	Free Fall Data Protection	🗿 Getting Started
🖏 HomeGroup	🗾 IDT Audio Control Panel	lndexing Options
Ntel(R) Graphics and Media	Intel® PROSet/Wireless Tools	Intel® Rapid Storage Technology
😪 Internet Options	🔬 Java	🗢 Keyboard
Location and Other Sensors	🐌 Mail	Mouse
💐 Network and Sharing Center	Real Construction Area Icons	Performance Information and Tools
Sersonalization	Phone and Modem	Power Options
Programs and Features	🦧 Recovery	🔗 Region and Language
lead to the second seco	Sound	Speech Recognition
🖲 Sync Center	🍓 System	📃 Taskbar and Start Menu
🖪 Troubleshooting	& User Accounts	🕰 Windows Anytime Upgrade
Windows CardSpace	💐 Windows Defender	📽 Windows Firewall
Windows Live Language Setting	툏 Windows Mobility Center	🥙 Windows Update

#### Disabling of the Windows Firewall



- If all these things are disabled, then please try again to connect with the CPU and do the update. If this does not succeed, try to do the update manually via FTP. (username: tlv – password: tlvTCS).