

Advanced installation of CoCon

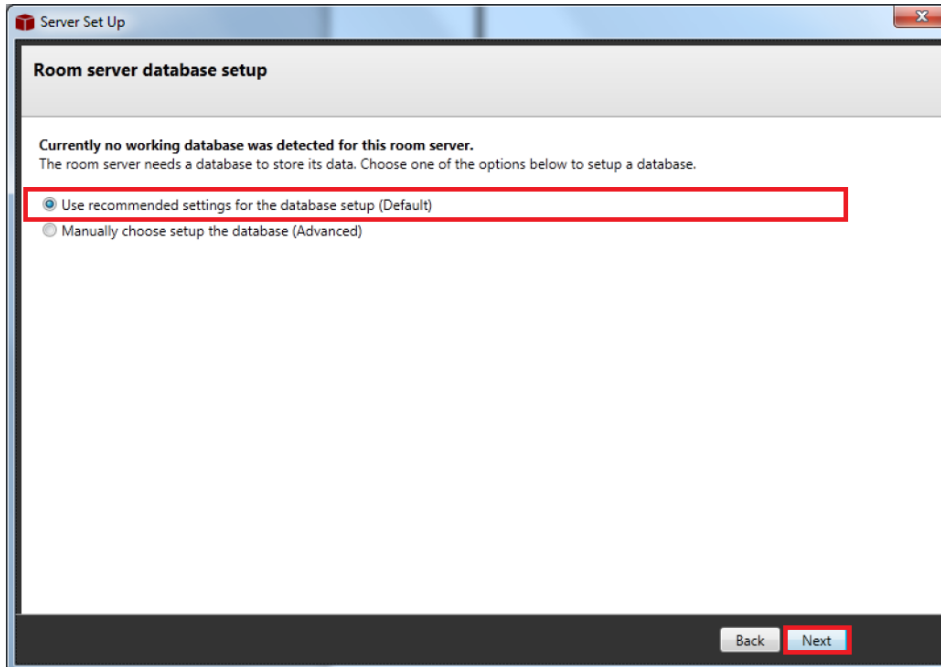
Application note: Advanced installation of CoCon

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

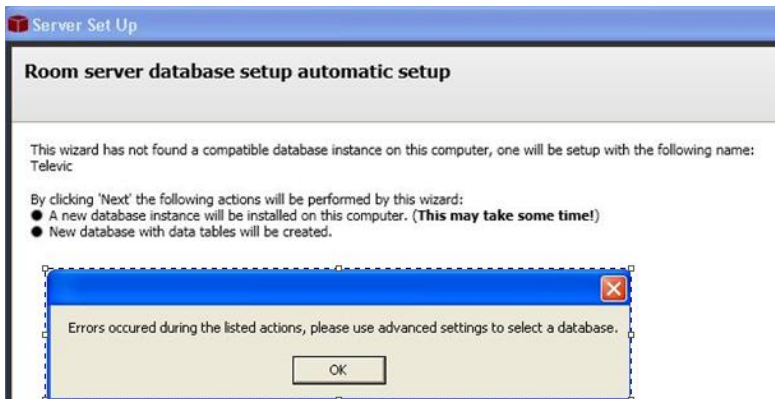
Before starting, please make sure you install the program as administrator. This is necessary to be able to properly install the database. The database is an SQL server database. When you encounter the following screen choose “Use recommended settings for the database setup (Default)”.

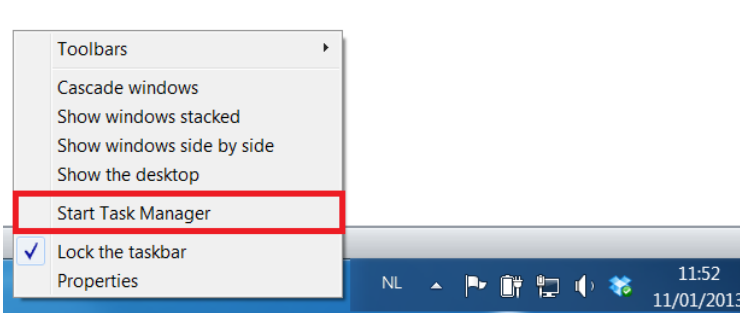


This will automatically install the Microsoft SQL server database and the wizard will do the necessary configurations. Then follow the rest of the install procedure described in the manual to finish the setup of CoCon.

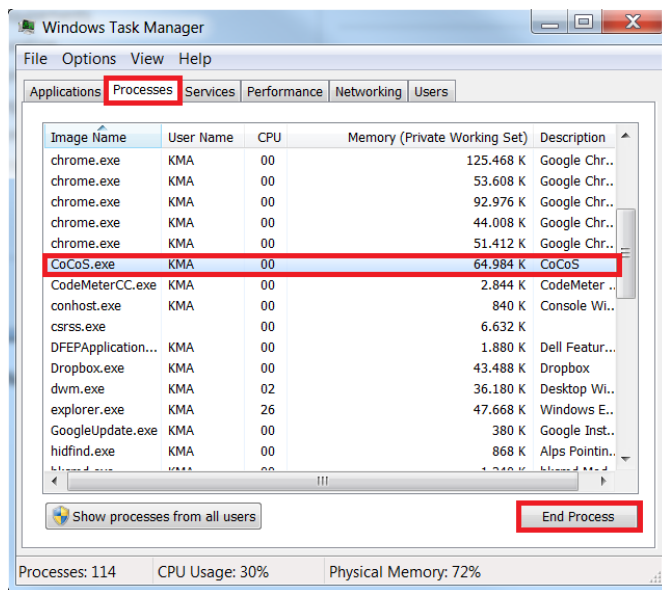
As the installation of a database (even one from Microsoft), is sometimes seen as suspicious by Windows itself, there are some problems that can be encountered. If so, please follow the steps described in this document.

- 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”.

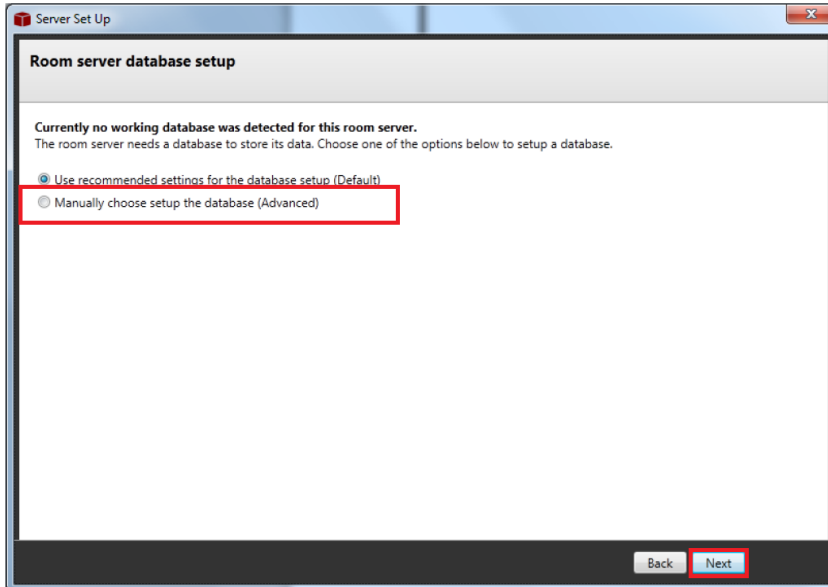




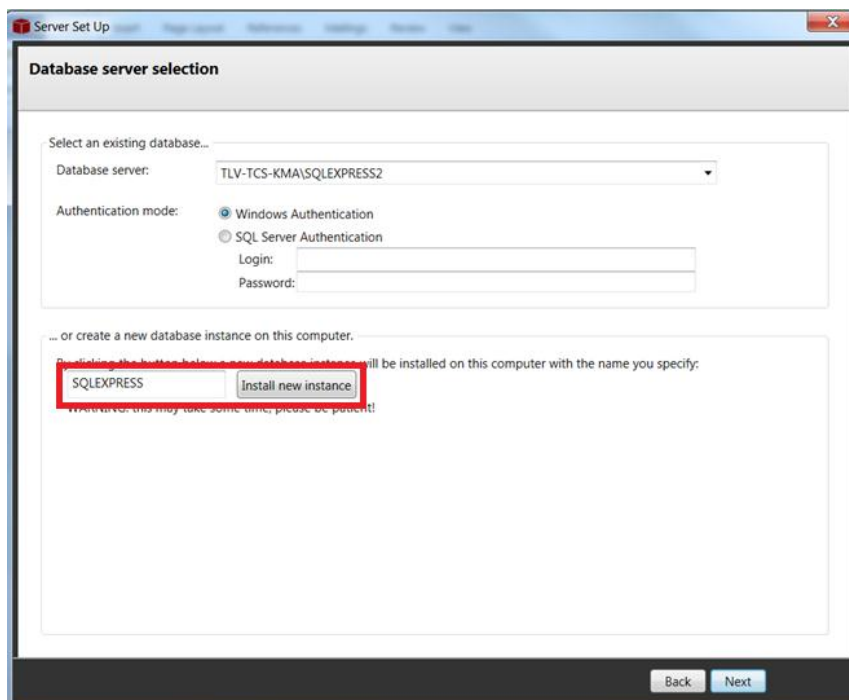
- Then the Task Manager shows up. Click on the tab "Processes", look for "CoCos.exe" and click "End Process". This will stop the CoCon installer.



- 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.

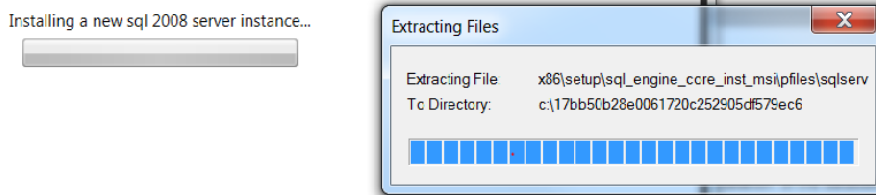


- Click “Manually choose to setup the database (advanced)”.



- 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.

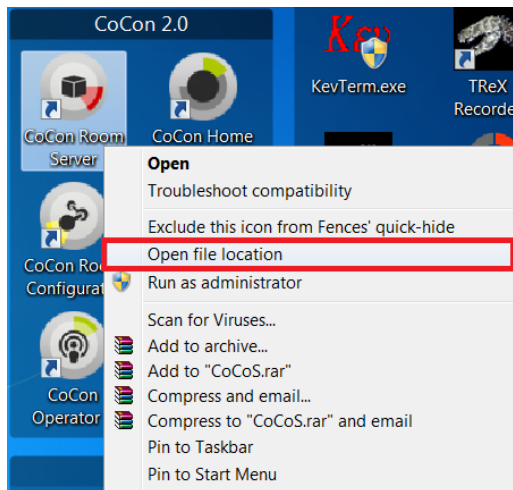
- If no database instance appears in the dropdown menu, you need to install a new database by clicking “Install new instance”. Then automatically the necessary directories and files are copied. This may take a while.











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:**

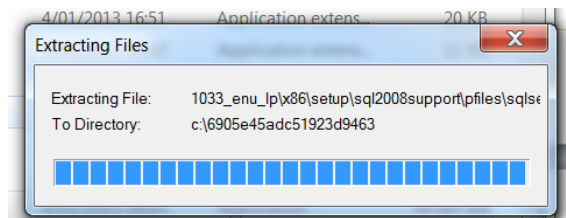
- Anti-virus software blocks the folder and blocks the installation of the database.
- The computer name and the name of the user are the same. You have to change this otherwise you won't be able to install the Microsoft SQL database. Even manually this won't work. If this was the case, change the user 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”.



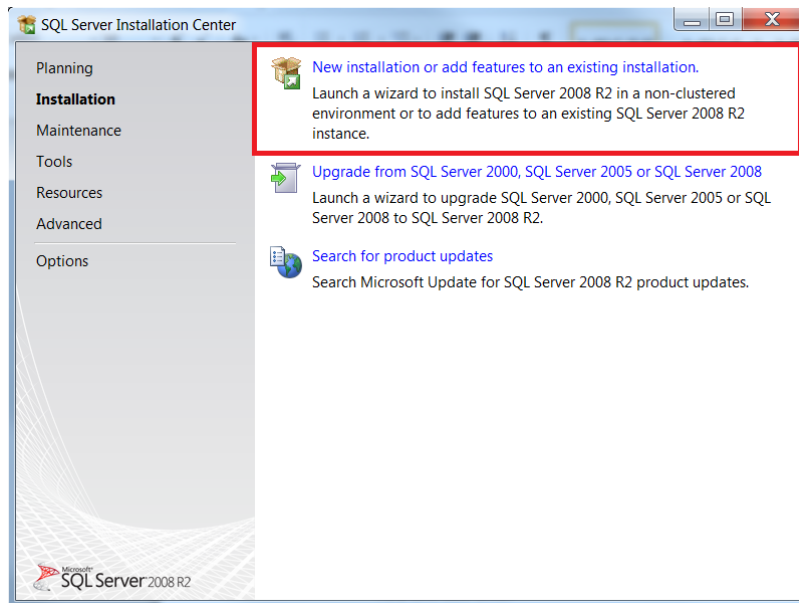
- Open the file “SQLEXP32_x86_ENU.exe”.

 PublishSubscribe.dll	4/01/2013 16:51	Application extens...	121 KB
 RibbonControlsLibrary.dll	4/01/2013 16:43	Application extens...	341 KB
 rs232.dll	4/01/2013 16:51	Application extens...	32 KB
 ServerShared.dll	4/01/2013 16:51	Application extens...	50 KB
 SQLEXP32_x86_ENU.exe	4/01/2013 16:43	Application	59.567 KB
 SystemManager.dll	4/01/2013 16:51	Application extens...	32 KB
 tccp.dll	4/01/2013 16:51	Application extens...	40 KB
 TCS2500Plugin.dll	4/01/2013 16:51	Application extens...	74 KB

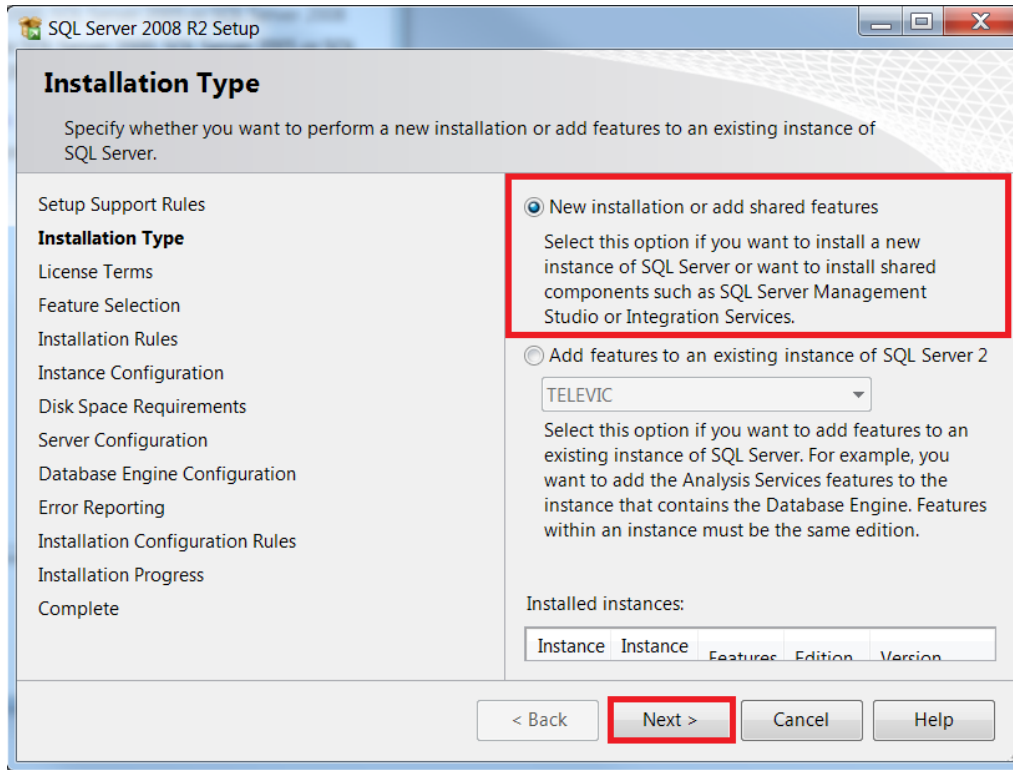
- You will see this:



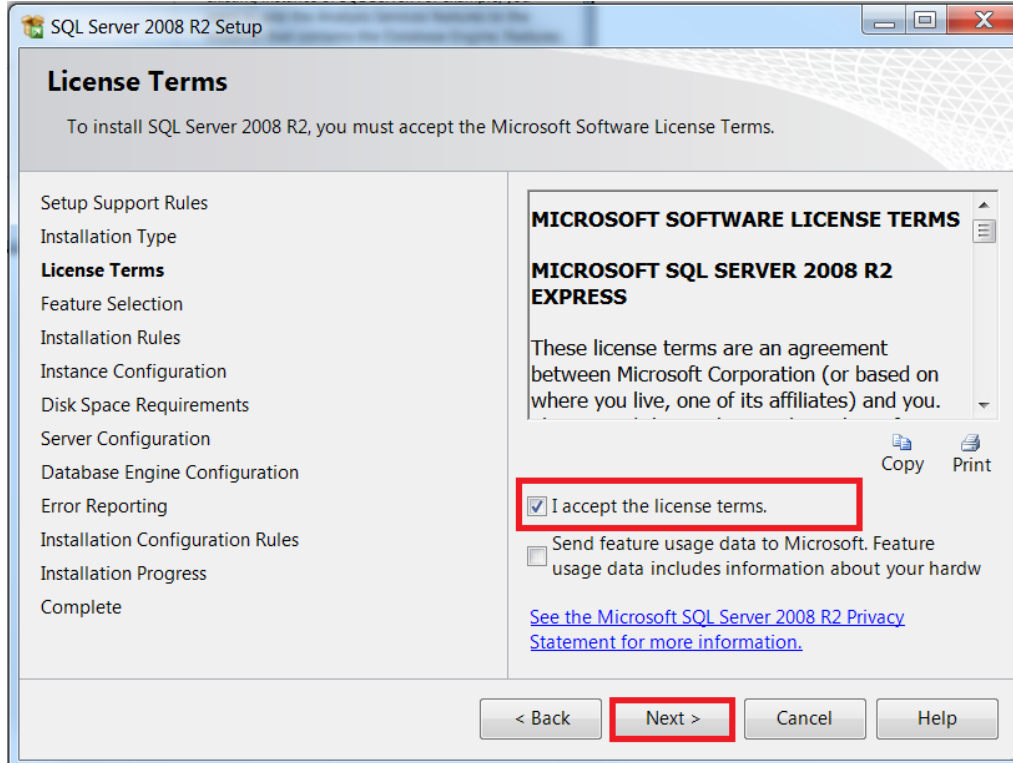
- After some minutes the Microsoft SQL database wizard will open. Please select “New installation or add features to an existing installation.”



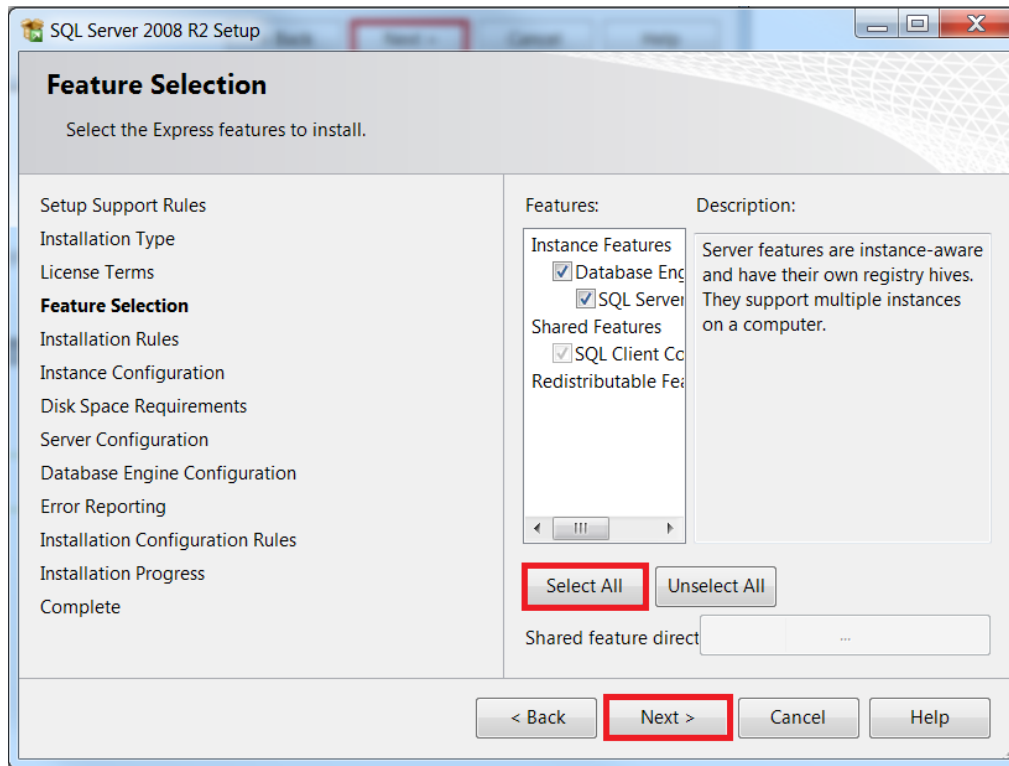
- Then choose “New installation or add shared features” and click “Next>”.



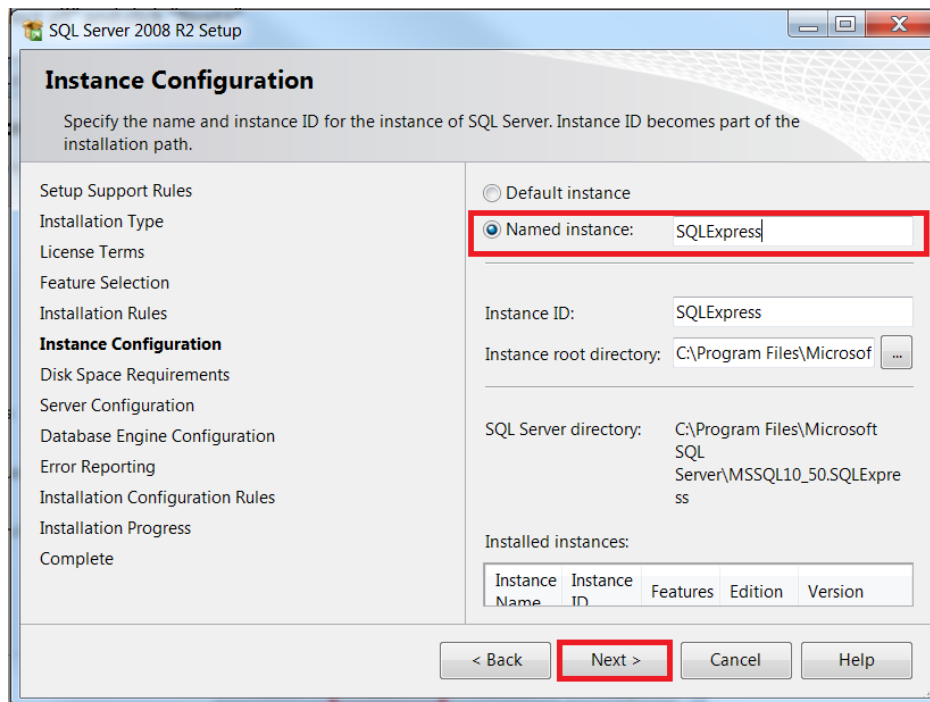
- Select "I accept the license terms" and hit "Next>"



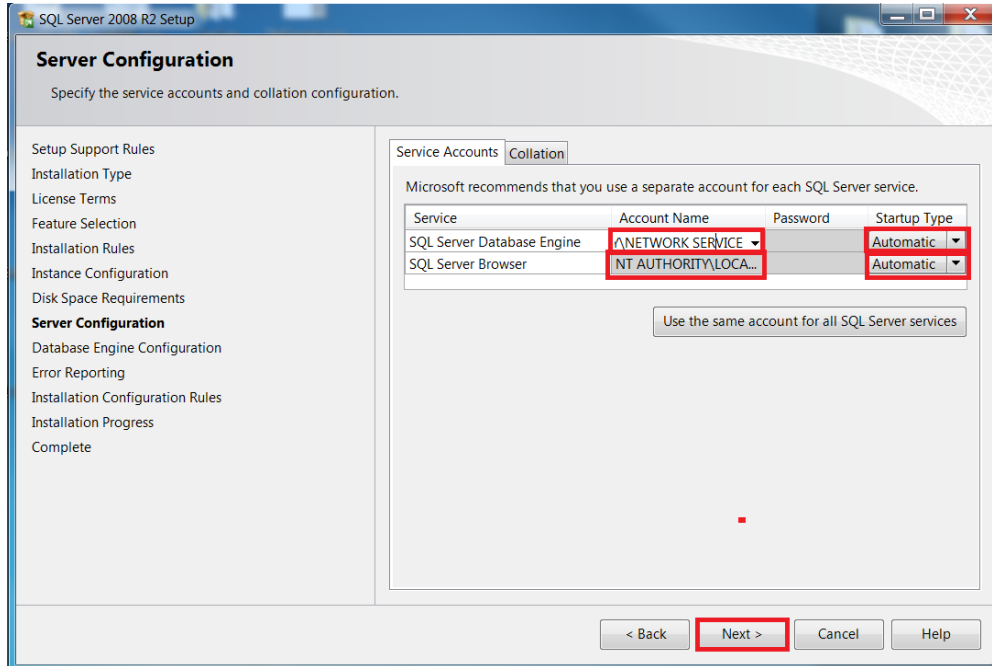
- Then click “Select all” and click “Next>”



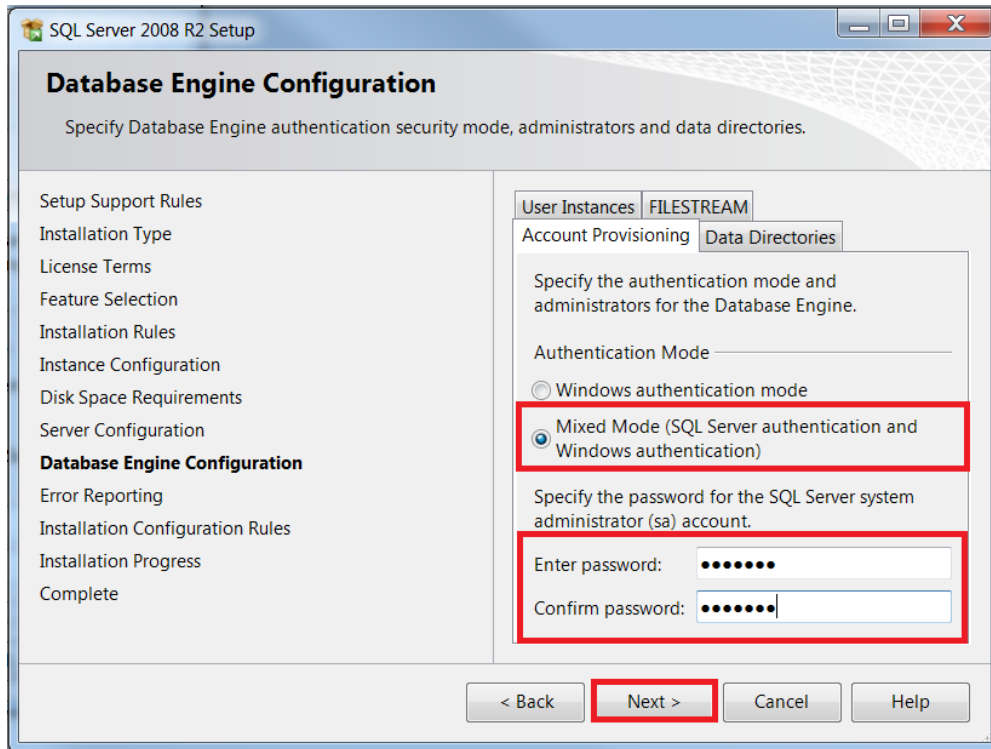
- Then type the name of the database instance you want to create. This is by default “SQLExpress”. You can change this into the name you prefer. Then click “Next>”



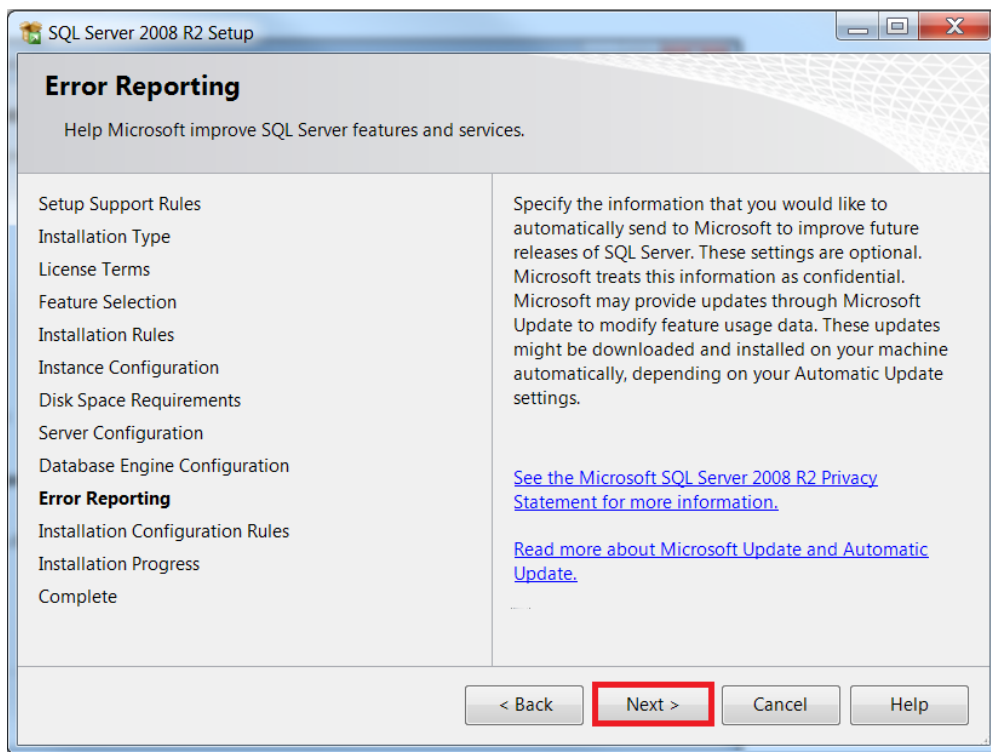
- Click “Next>” on the Disk Space Requirements. Then you get to the Server Configuration. Make sure that next to the Service “SQL Server Database Engine” the Account Name is “NT AUTHORITY\NETWORK SERVICE”. This is selectable in the drop down menu. The Startup Type needs to be “Automatic”. For the “SQL 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>”.



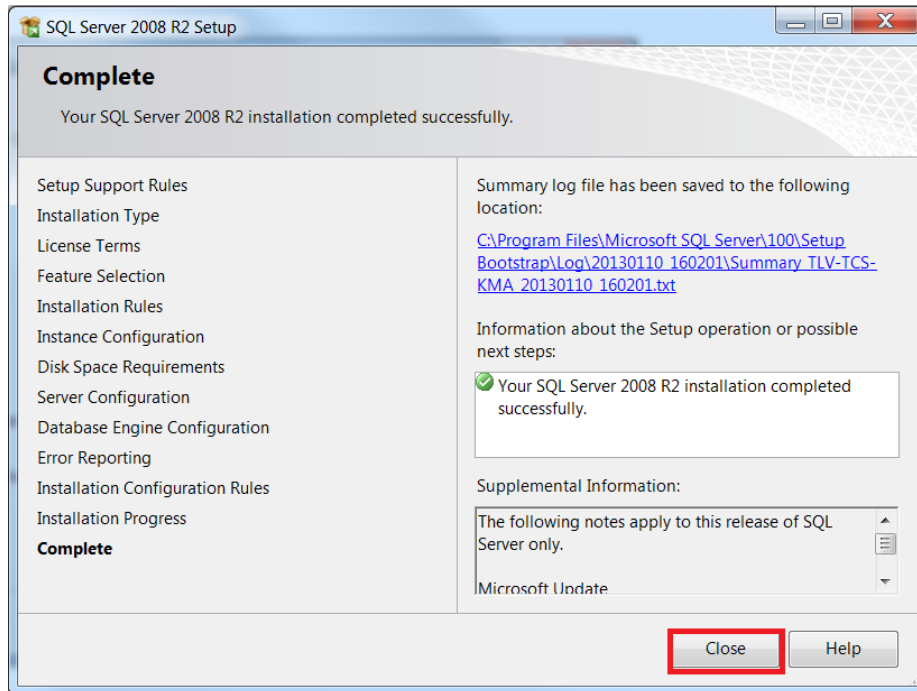
- Under “Database Engine Configuration” choose “Mixed mode” and enter the password “televic”. Confirm the password again with “televic”. Then click “Next>”.



- Then again click "Next>".



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

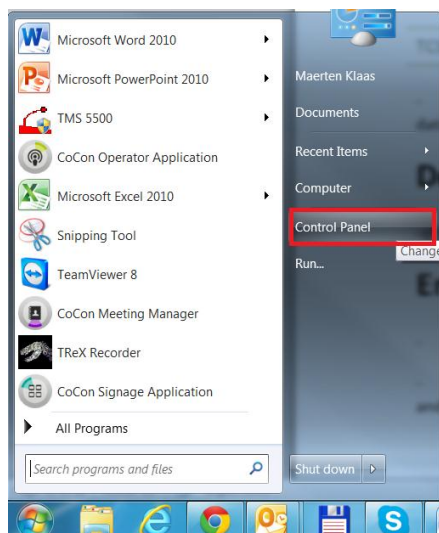


- Now you should be able to run the CoCon installation Room Server again and choose to set up the database in the default manner. The software will recognize this database and will configure it correctly.

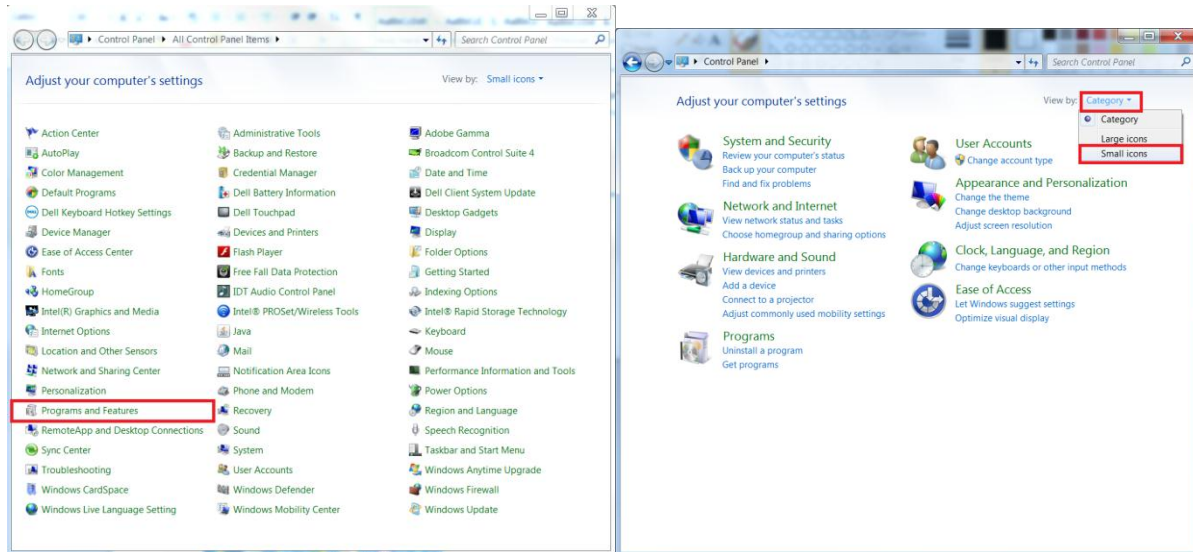
3. Deleting an SQL instance

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.

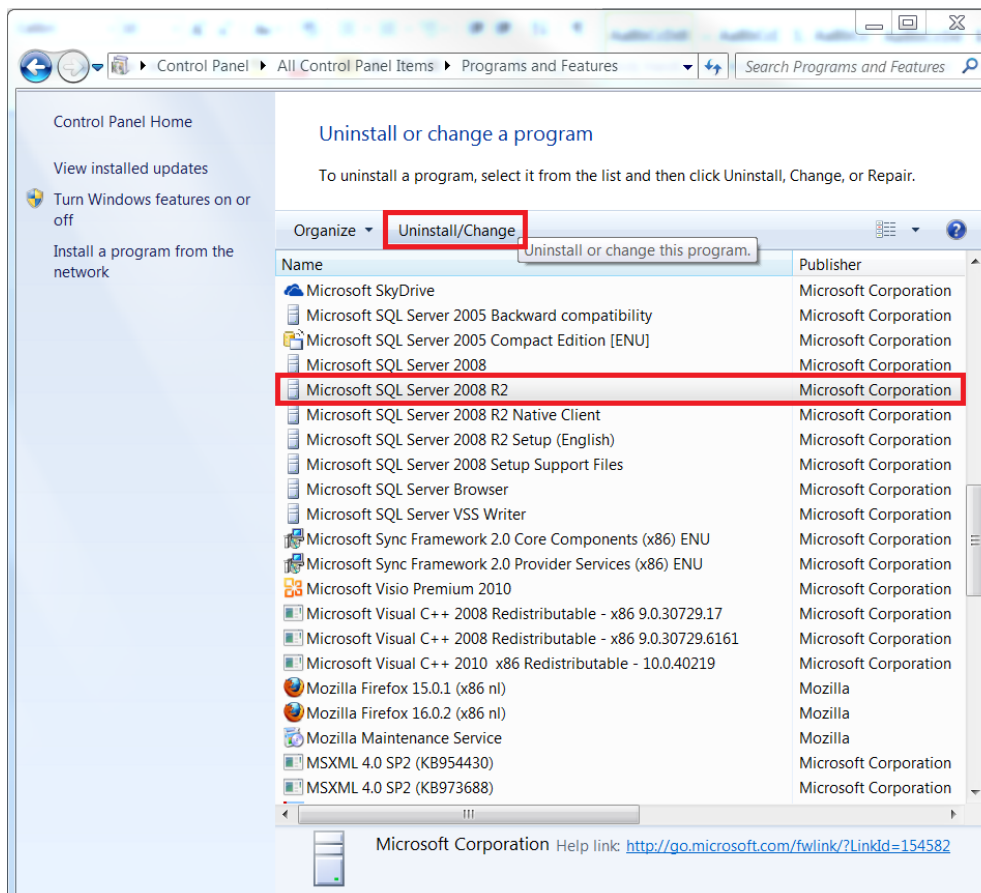
- Open the Control Panel of your Pc.



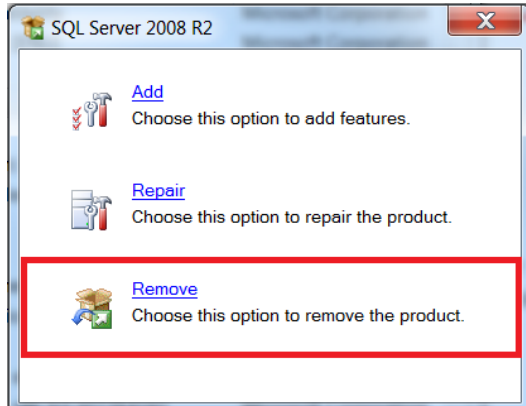
- Then open “Programs and features”. If you don’t see the list with the small icons, but you see the Category view, please click “Category” and then choose “Small icons”. This way you will see the list with the small icons. There you will be able to click “Programs and features”.



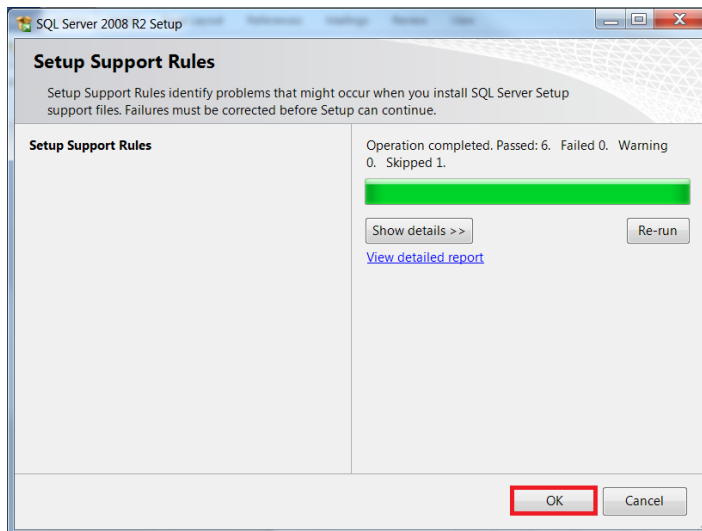
- Then you see the following screen appearing. Look for “Microsoft SQL Server 2008 R2” and click “Uninstall/Change”.



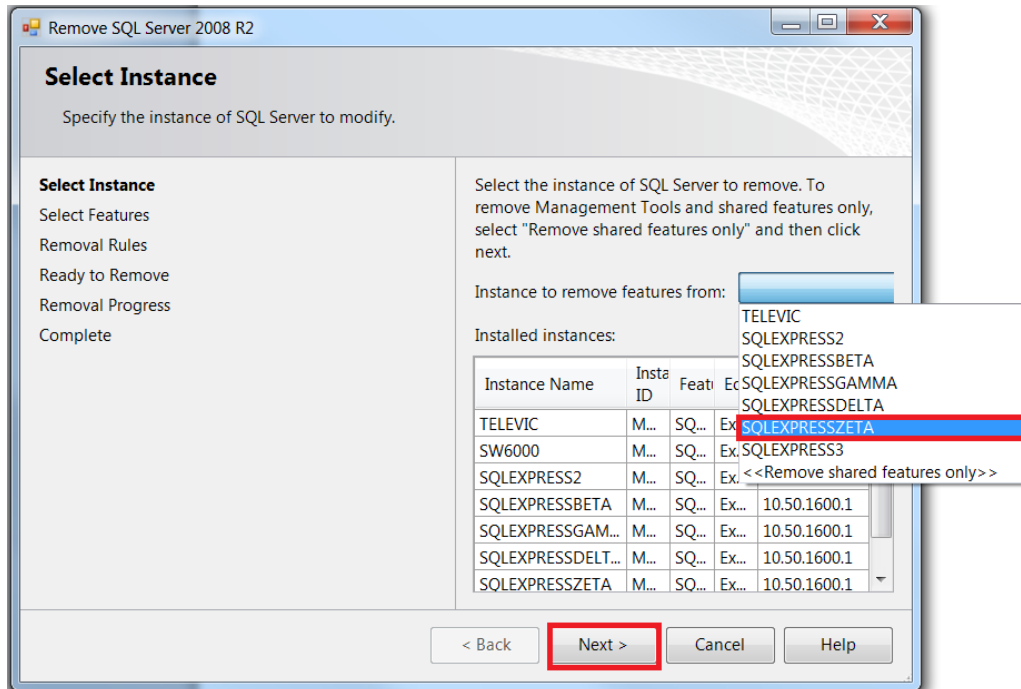
- Then choose "Remove". This action will run some scripts.



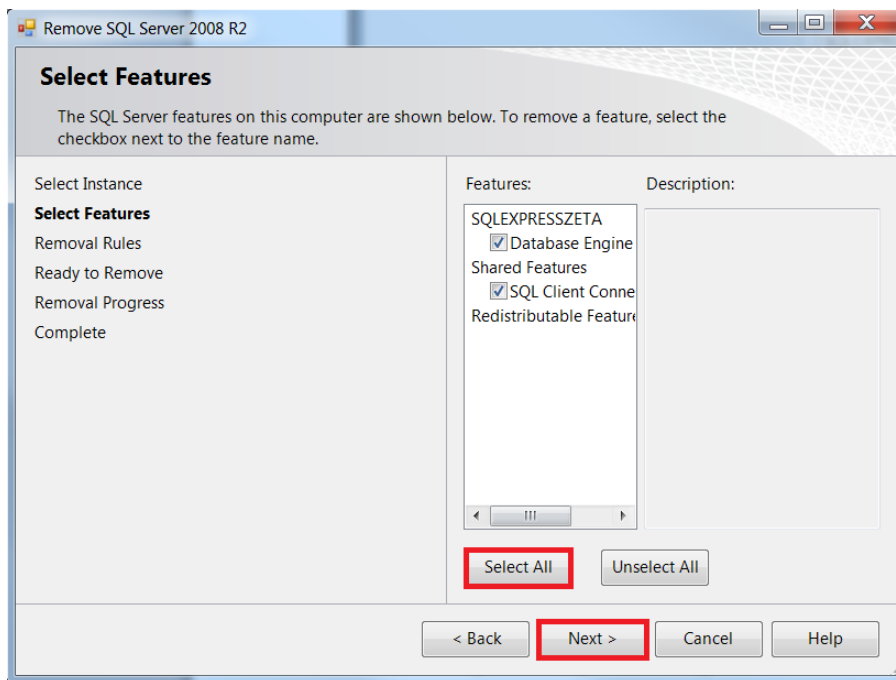
- Then the following appears, just click OK.



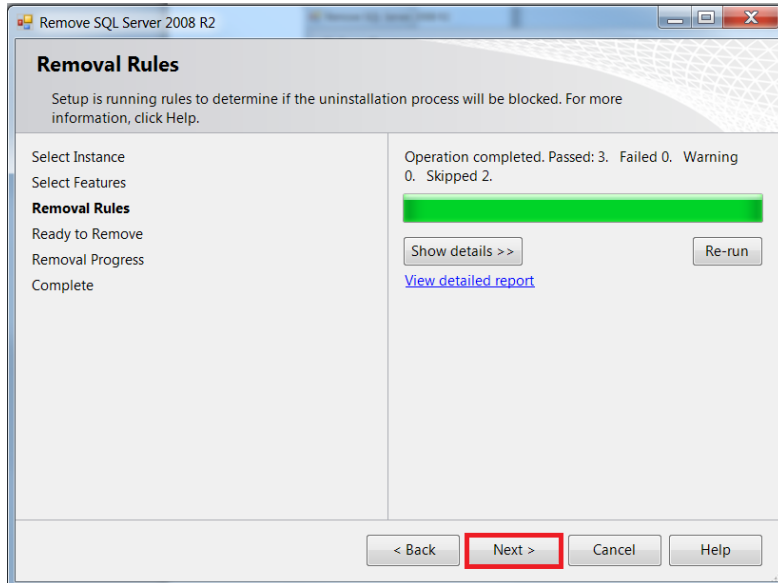
- A list of all installed SQL instances will appear. In the drop-down menu you can choose which instance you want to remove. Here SQLEXPRESSZETA will be removed. Once your selection is made, click "Next>". You can only remove 1 SQL instance at the time. Please repeat the procedure to uninstall another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



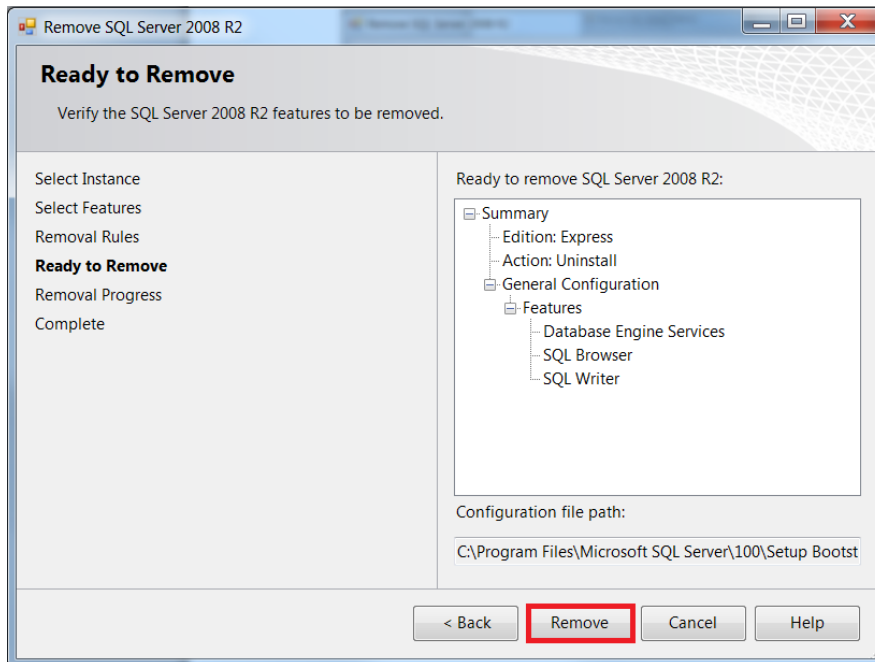
- Then click "Select all" and hit "Next>".



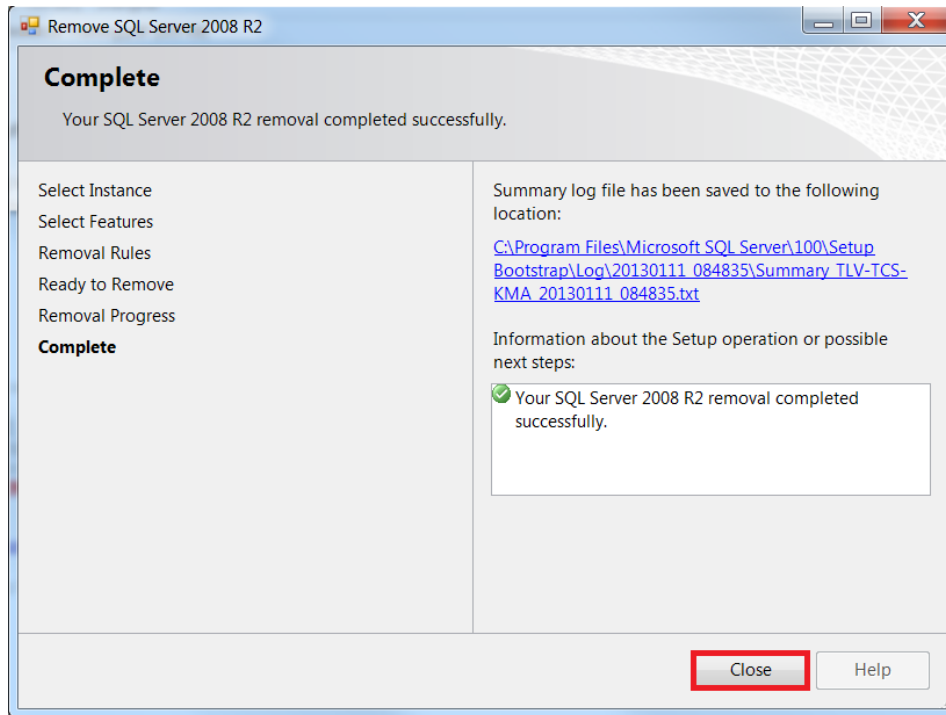
- Click "Next>".



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



- After the removal the following screen should be shown. Click “Close” to finish.

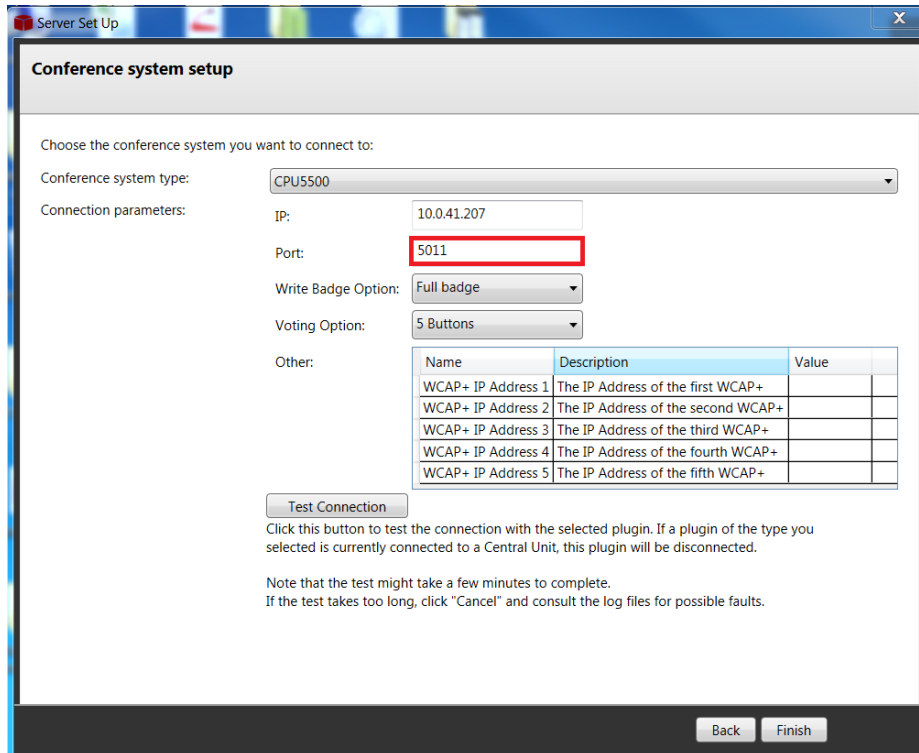


- If more database instances need to be remove, please follow again the same procedure until the unused instances are removed.

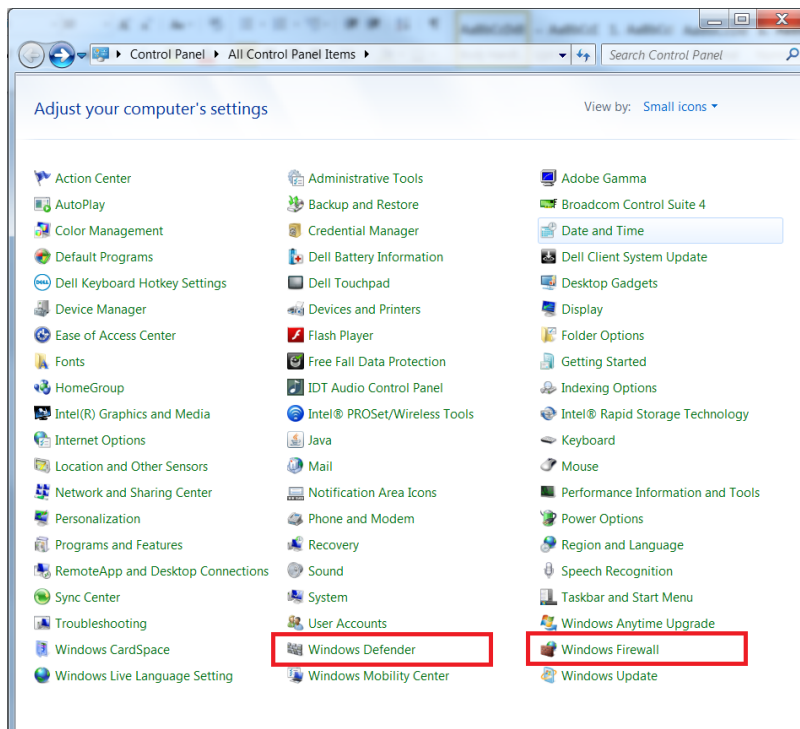
4. Error upon updating the CPU5500 with CoCon

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.

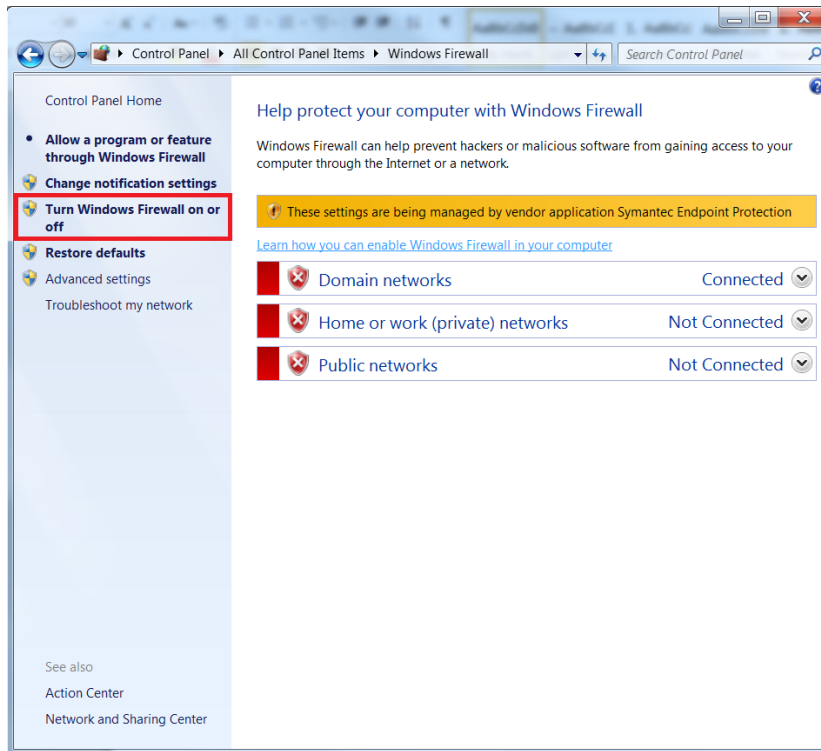
- If the CE5532.exe file on the CPU5500 is quite an old version e.g. 0.04.xx, then you first need to change the communication port. This can be done in the screen where you enter the IP address of the CPU. You need to change it from 5001 to 5011. Then after the update has been done, change it back to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



- 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".



- 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).