# *MAXPRO-Net*

## Crosspoint Matrix Video Switching System

# Software Installation/Troubleshooting Manual

| ISSUE | DATE | REVISIONS |
|:---:|:---:|:---|
| A | March 2005 | Initial Release (PCN 1980) |
| B | March 2006 | Updated licensing section and MAXPRO-Net Installation Section |
| C | October 2006 | Added section for upgrading to V8.0 from V5.x, 6.x, and 7.x |

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|---|

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_____        _____
Signature                                                              Date

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**Notes:**

# CHAPTER 1:
# INTRODUCTION

## 1.1    OVERVIEW

This section describes the steps that you need to perform while installing MAXPRO-Net.

> ⚠ **CAUTION:**  To install the MAXPRO-Net software, you will need to log on to the system as a user who has administrative privileges.

## 1.2    PREREQUISITES

It is necessary that you remove any previous version of 'SetMax for windows' (Max1000) before installing MAXPRO-Net and ensure that your system login is with the administrative privileges.

## 1.3    SYSTEM REQUIREMENTS

This section provides the information pertaining to hardware and software requirements for the MAXPRO-Net installation and functioning.

### 1.3.1    Hardware Requirements

| Component | Description |
|---|---|
| Server Module | Processor Speed: Pentium IV, 3GHz |
| | Memory: 1024 MB |
| | Hard Disk Space: 20 GB |
| | Monitor: 256-color VGA |
| Client | Processor Speed: Pentium IV, 3GHz |
| | Memory: 512 MB |
| | Hard Disk Space: 10 MB |
| | Monitor: 256-color VGA |
| Local Area Network (LAN) | Ethernet or Fault Tolerant Ethernet (FTE) |

### 1.3.2 Software Requirements

| Software | Description |
| --- | --- |
| Server Module | Microsoft Windows 2003 with latest update. |
| | Internet Explorer 5.5 or higher |
| Client | Microsoft Windows XP with Service Pack 2 or Windows 2000 Professional with Service Pack 4. |
| | Internet Explorer 5.5 or higher |

## 1.4 INSTALLING MAXPRO-NET

Perform the following steps to install MAXPRO-Net:



**CAUTION:** You must be logged onto the Windows operating system with administrative privileges.

1. Download the MAXPRO-Net software package to your computer.

2. Select and double-click the **Setup.exe** from the MAXPRO-Net Folder to start the installation. The Choose Setup Language dialog appears.

**Choose Setup Language**

Select the language for this installation from the choices below.

English (United States)

OK          Cancel

3.   Select a language for the installation program.

4.   Click **OK**. The Question dialog appears.

**Question**

Installation will happen in English language. Do you want to continue?

Yes          No

5.   Click **Yes** to proceed with the installation. If you click **Yes**, skip steps 6 to 19 and proceed onto step 20 to continue with the installation. Click **No**, if you want to stop the installation and change the installation program language.

6.   If you click **No** in the Question dialog the MAXPRO-Net InstallShield Wizard dialog appears.

**MAXPRO-Net - InstallShield Wizard**

To Change the installation language, please change the regional settings on you machine for that language.

OK

7.   Click **OK**. The InstallShield Wizard Complete screen appears.
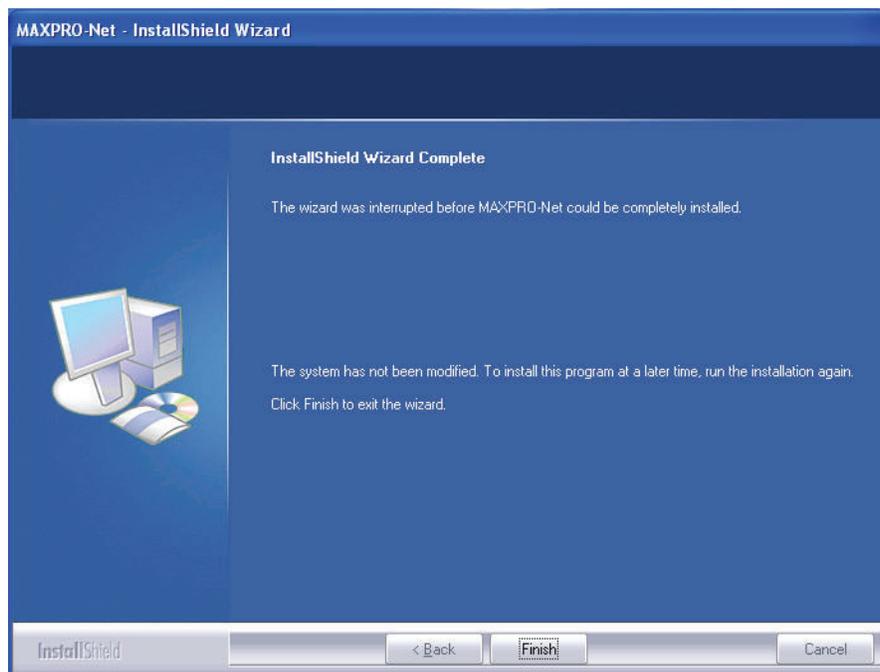
8.  Click **Finish** and then change the operating system language.

**Changing the operating system language**

9.  Choose **Start → Settings → Control Panel**.

10. Double-click **Regional and Language Options**. The Regional and Language Options dialog appears.
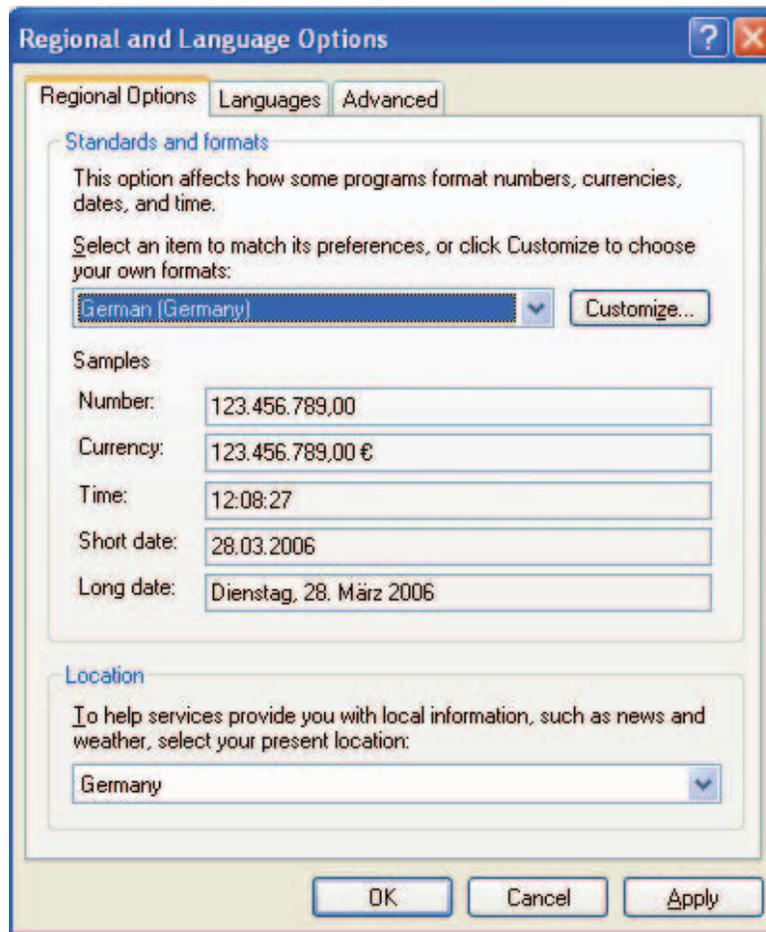
11. In the **Select an item to match its preferences, or click Customize to choose your own formats:** box, select a language for the operating system.

12. Under **Location**, select the location where the MAXPRO-Net is being installed.

13. Click **Apply**.

14. Click **Advanced** tab. The Advanced Settings for Regional and Language Options appears.
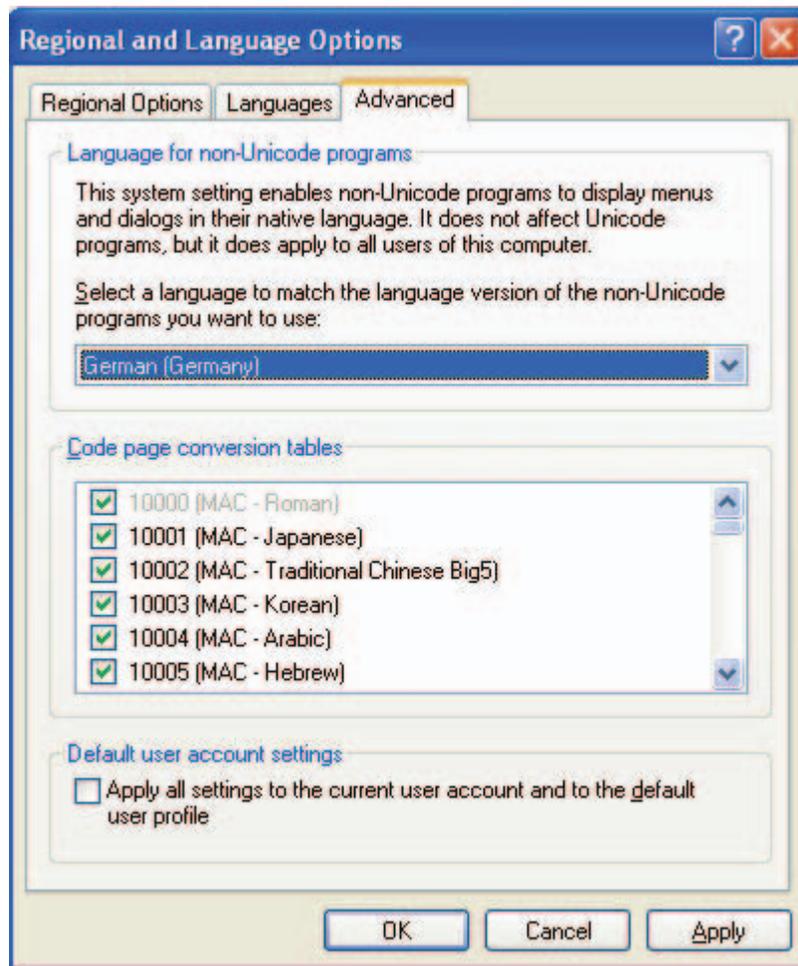
15. In the **Select a language to match the language version of the non-Unicode programs you want to use:** box, select a language for the non-Unicode programs.

16. Under **Code page conversion tables**, select all the items.

17. Click **Apply**.

18. Click **OK**.

19. Select and double-click the **Setup.exe**, in the MAXPRO-Net Folder to re-start the installation. Refer steps 2 to 4 in this section.

20. If you click **Yes** in the Question dialog, the Welcome screen appears.
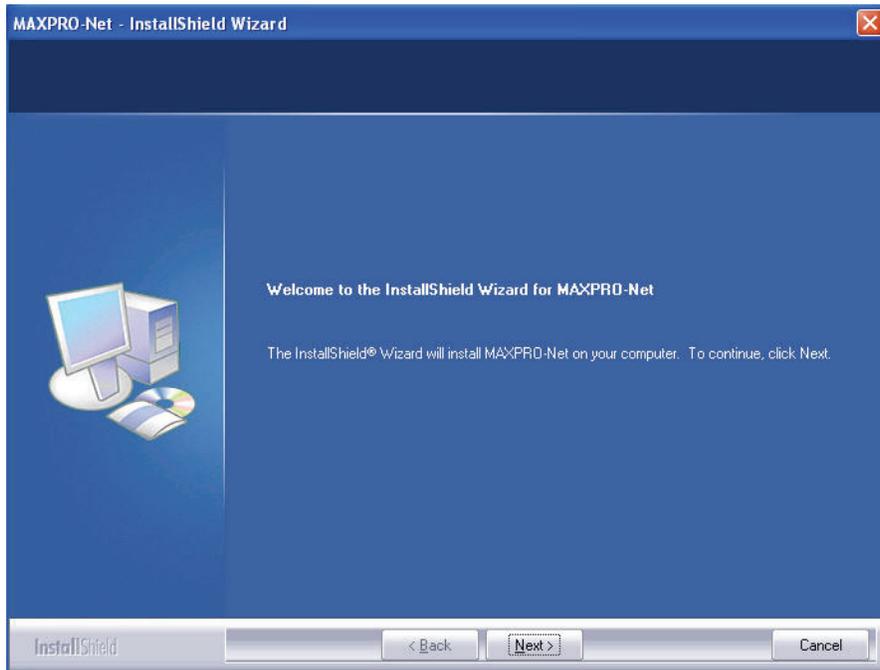


21. Click **Next**. The Select Features screen appears.
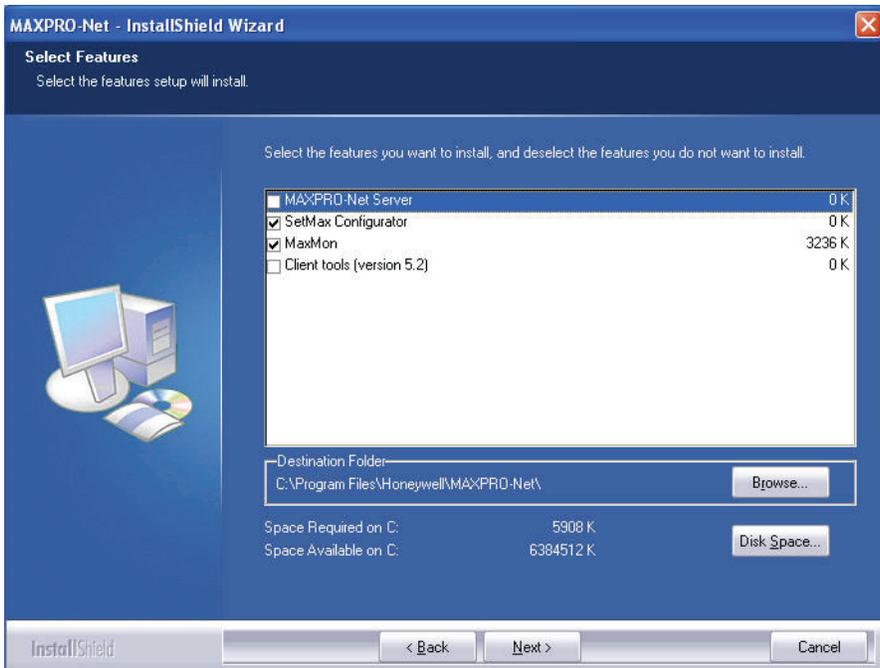


22. Select the features to install.

**Note:** If MAXPRO-Net Server is selected, the setup installs Microsoft SQL Server Desktop Engine on your computer.

23. Click **Browse**. The Choose Folder dialog appears.

24. Select a folder where the features are to be installed.

25. Click **OK** to close the Choose Folder dialog.

26. Click **Next** on the Select Features screen. If you have selected MAXPRO-Net Server on the Select Features screen, the Choose Destination Location screen appears.
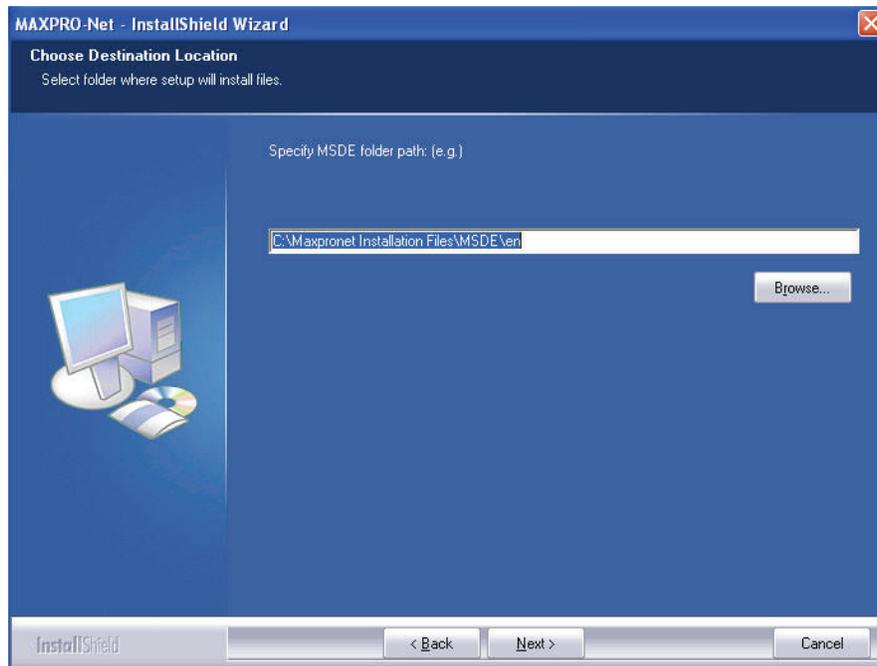


27. Click **Browse**. The Choose Folder dialog appears.

28. Select a folder where Microsoft SQL Desktop Engine is to be installed.

29. Click **OK** to close the Choose Folder dialog.

30. Click **Next** on the Choose Destination Location screen. The Database Server Login screen appears.
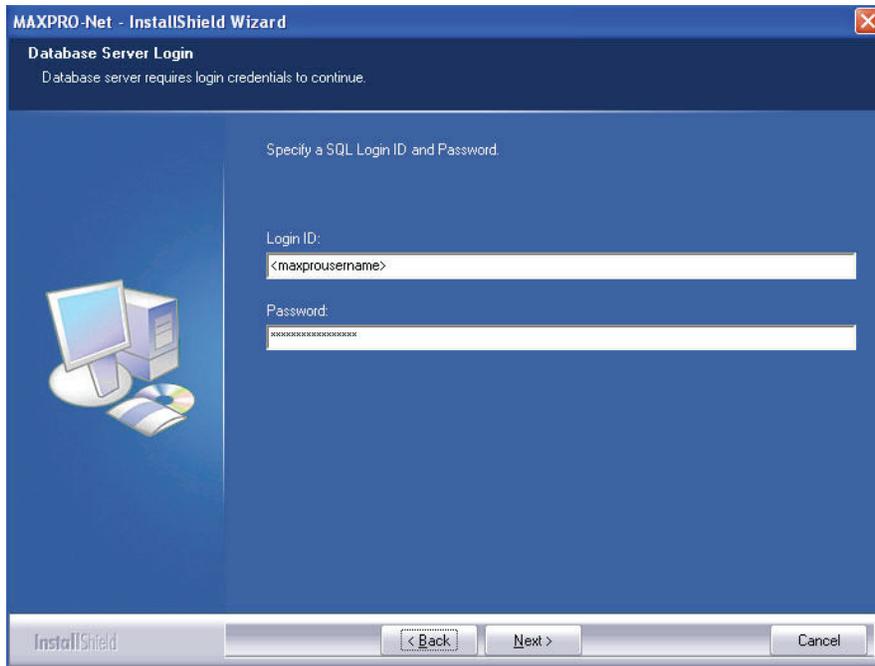
31. In the **Login ID** box, type the SQL User Login ID.

32. In the **Password** box, type the SQL User Password.

33. Click **Next**. The User Information screen appears.
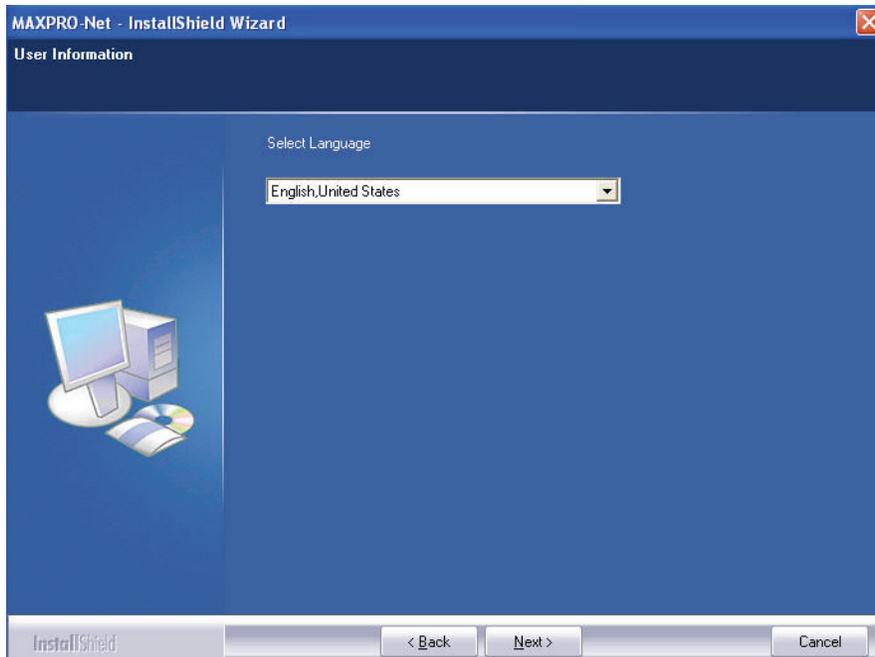
34. In the **Select Language** box, select the language to be used for MAXPRO-Net.

**Note:** Refer to MAXPRO-Net Translation Editor User Manual.pdf (Revision 1.0), having the part number 900.0675, if you want to add support for other languages in MAXPRO-Net.

35. Click **Next**. The Start Copying Files screen appears.
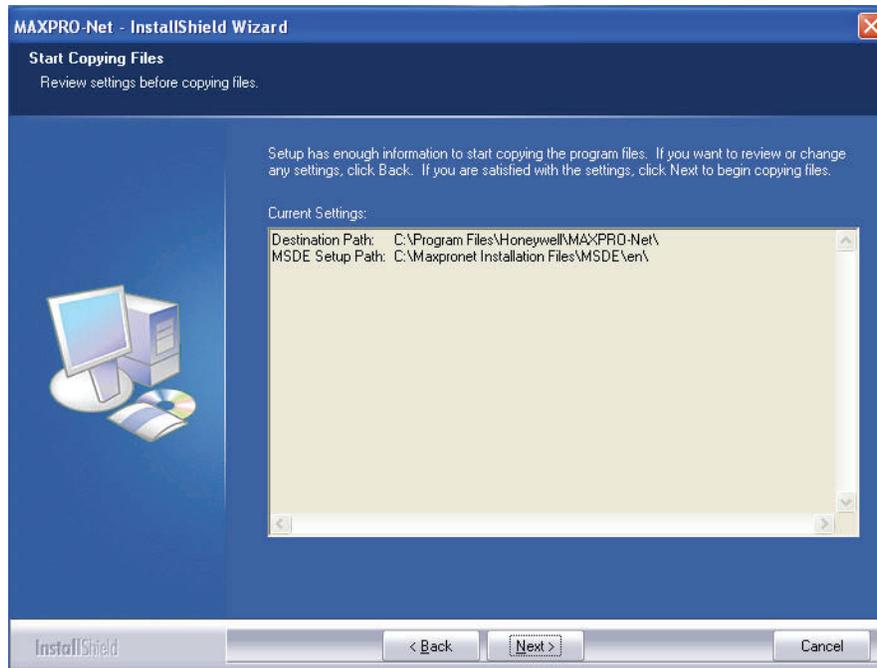


36. Click **Next**. The Microsoft SQL Server Desktop Engine installation dialog appears.
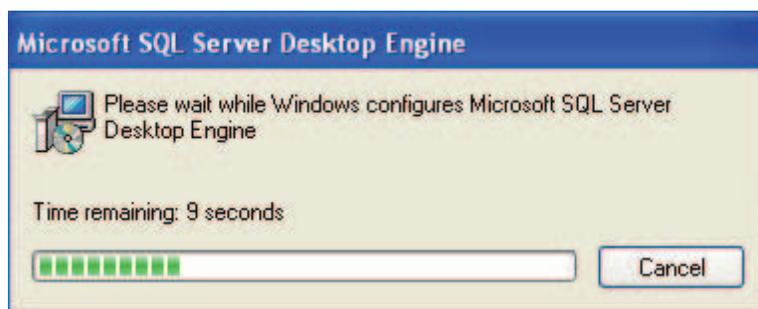


**Note:** The computer restarts after Microsoft SQL Sever Desktop Engine is installed.

The SQL Server Network Utility screen appears after the Microsoft SQL Server Desktop Engine installation is completed.

## 1.4   INSTALLING MAXPRO-NET, CONTINUED
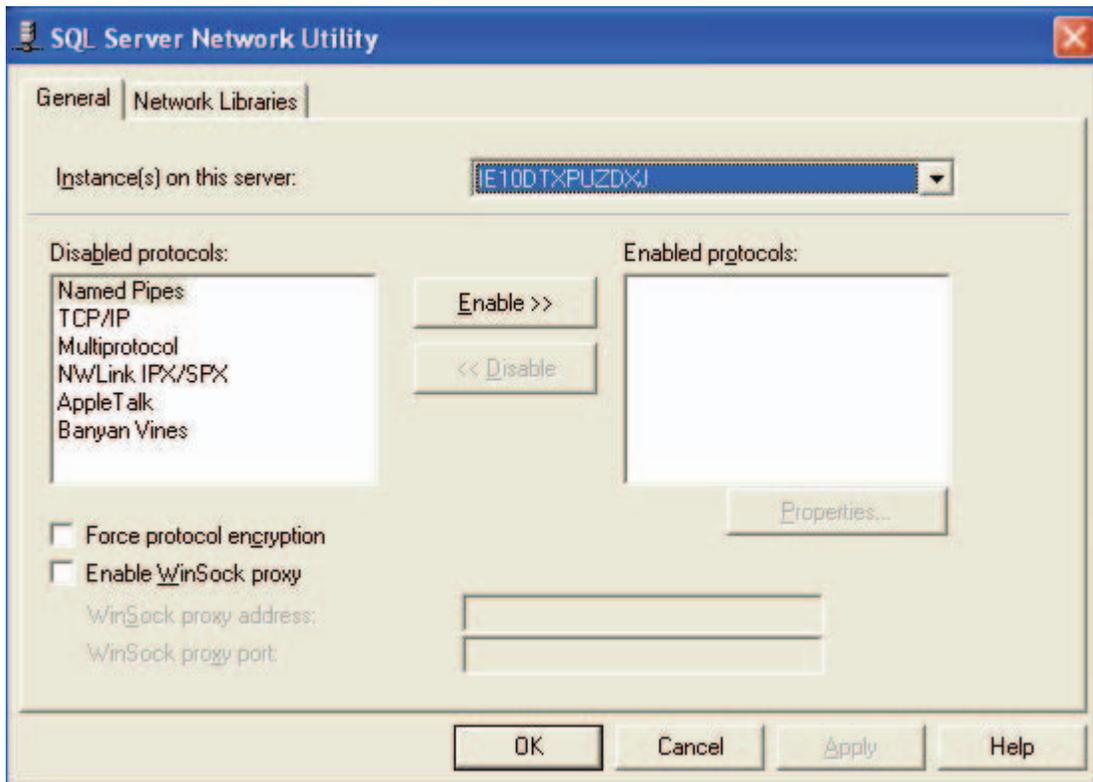


37. In the **Disabled protocols** box:

   a. Select **Named Pipes** and click **Enable**.

   b. Select **TCP/IP** and click **Enable**.

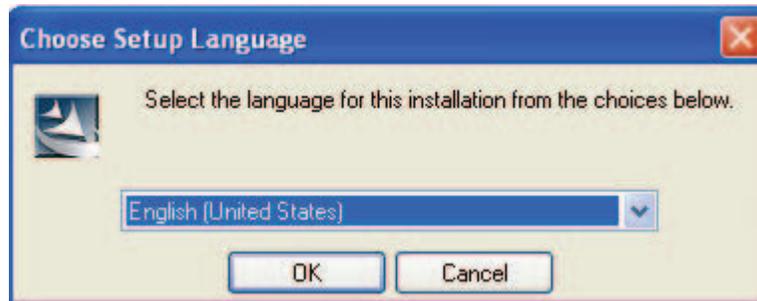38. Click **OK** to close the SQL Server Network Utility screen. The SQL Server Network Utility dialog appears.



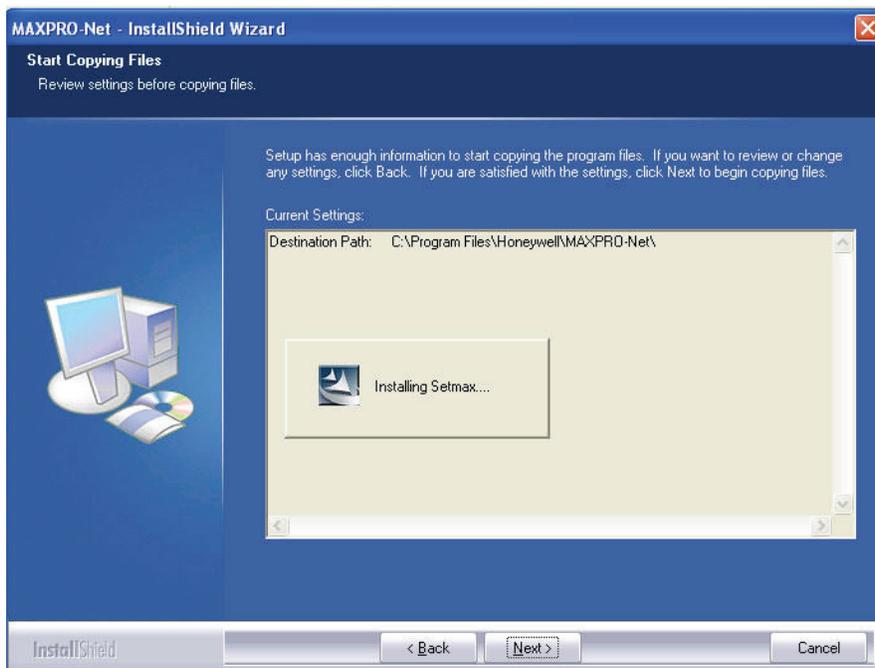39. Click **OK**. The computer restarts and the Choose Setup Language dialog appears.

40. Select a language for the installation program.

41. Click **OK**. The Question dialog appears.



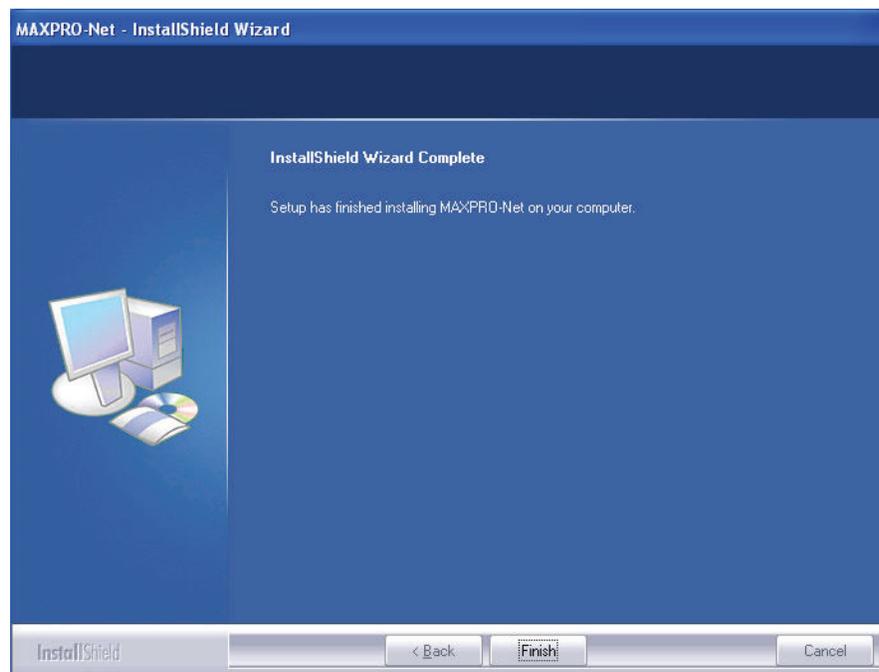42. Click **Yes**. The Start Copying Files screen appears.



The Install Shield Wizard Complete screen appears after the installation is completed.

43. Click **Finish** to complete the installation.

**Notes:**

# CHAPTER 2:
# UNINSTALLING MAXPRO-NET

## 2.1 OVERVIEW

MAXPRO-Net can be removed in two ways as follows:

- Using Setup.exe (Recommended)
- Using Control Panel

**CAUTION:** Before removing the software, backup your existing configuration details using Export option in SetMax either on a CD or save it to a different folder, outside the MAXPRO-Net folder.

## 2.2 Uninstalling MAXPRO-Net

### 2.2.1 Uninstalling MAXPRO-Net Using Setup.exe [Recommended]

To uninstall MAXPRO-Net using the Setup.exe, perform the following steps:

1. Run **Setup.exe** from the MAXPRO-Net Folder. The Choose Setup Language dialog appears.
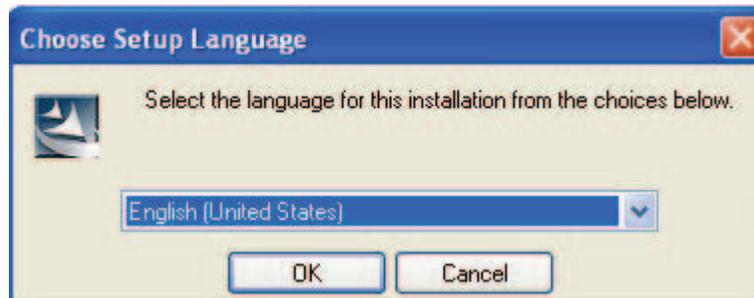
2. Select a language for the uninstallation program.

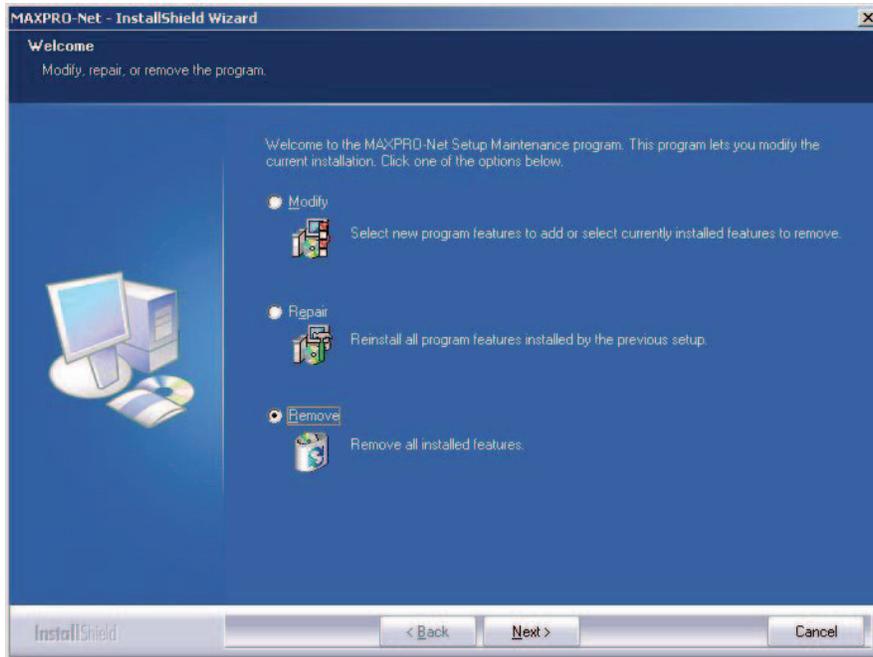3. Click **OK**. The Question dialog appears.

## 2.2   UNINSTALLING MAXPRO-NET, CONTINUED

4.   Click **Yes**. The Welcome screen appears.



5.   Click **Remove**. The MAXPRO-Net – InstallSheild Wizard dialog appears.
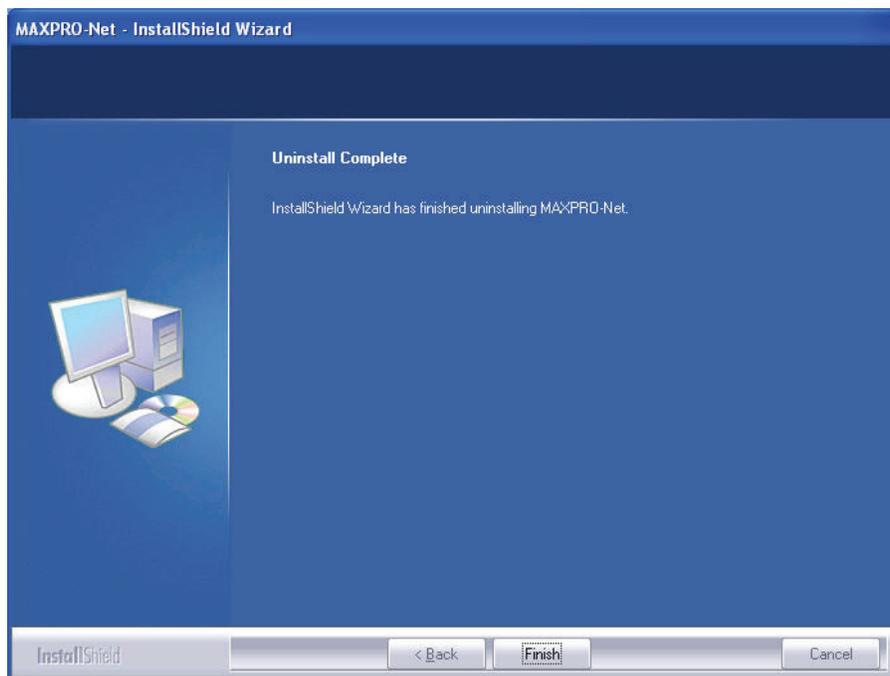


6.   Click **Yes**. The Setup Status screen appears indicating the uninstallation status. After the uninstallation is complete, the Uninstall Complete screen appears.

## 2.2 UNINSTALLING MAXPRO-NET, CONTINUED



7. Click **Finish** to complete the uninstallation.

8. Ensure the Setmax Icon was removed from the desktop. If not removed, delete it.

9. Refer to paragraph 2.2.2 to ensure Setmax for MAXPRO-Net, Maxmon, and MAXPRO-Net components are not in the list of installed programs.

   **Caution:** Do no uninstall MSDE.

### 2.2.2   Uninstalling MAXPRO-Net Using Control Panel

To uninstall MAXPRO-Net through Control Panel, perform the following steps:

1.   Click **Start → Settings → Control Panel → Add**/**Remove Programs**.

2.   In the *Add*/*Remove Programs* dialog, select the MAXPRO-Net program that you want to uninstall.

3.   Click **Remove**.

4.   Click **OK** to confirm the removal of the selected application.

5.   In the *Add*/*Remove Programs* dialog, select SetMax program.

6.   Click **Remove**.

7.   Click **OK** to confirm the removal of the selected application.

# CHAPTER 3:
# UPGRADING MAXPRO-Net

## 3.1    DOWNLOADING THE UPGRADE

The latest MAXPRO-Net software can be obtained from the Honeywell Video website.

1.  Type
    http://www.honeywellvideo.com/support/downloads/downloads_matrix.html
    in the Internet Explorer address bar.

2.  Locate MAXPRO-Net V8.0 Upgrade and download the zip file.

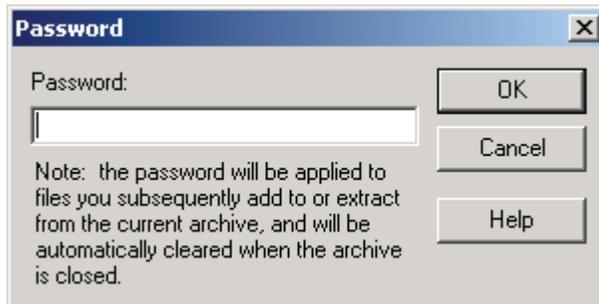3.  Double click on the file MAXPRO-Net8_NoMSDE.zip to open the file and WinZip.
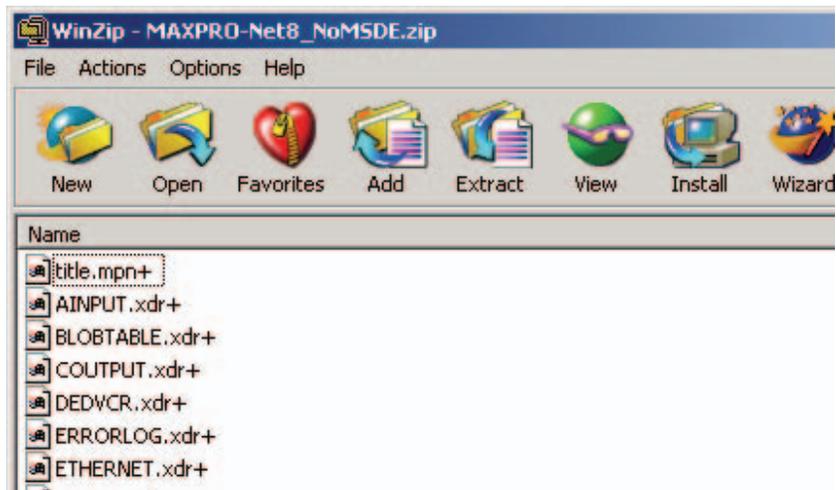


4.  Click on Extract.
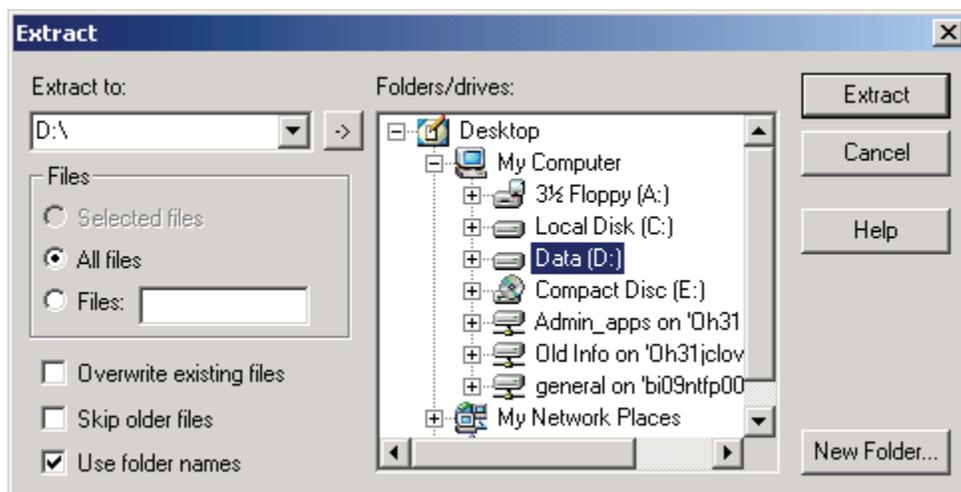


a.  In the Extract to: field, select a drive on your PC. For example, C:\ or D:\.

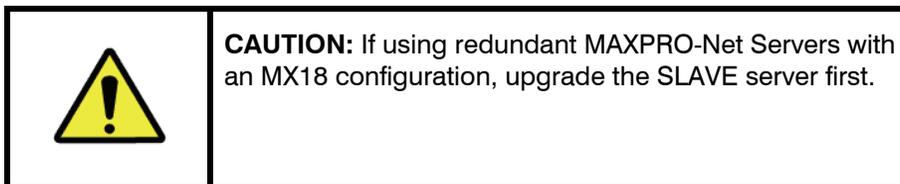b. Click the check box Use folder names.

c. Click on Extract.



d. Enter the password MAXPRO-Net8.0. The password is also located in the zip.txt file.

5. You may need the original installer package/CD for the version currently running on your server. If the CD is not available, you can download earlier versions of the software from their respective folders on Honeywell's website. Follow the instructions in steps 1 through 5. The password to unzip the files is located in the zip.txt file. For example, the password to unzip Version 7.x is MAXPRO-Net7.0.

## 3.2 STEPS TO UPGRADE VERSION 7.x TO 8.x

> **CAUTION:** If using redundant MAXPRO-Net Servers with an MX18 configuration, upgrade the SLAVE server first.

1. Export the MAXPRO-Net (MPN) files of the current configuration to a removable disk drive or a network-shared folder. This step is only necessary for the first server upgrade. When upgrading the second server, skip this step.

2. Uninstall v7 by running the setup.exe file from the version 7 CD or from the downloaded file on the ftp site. Refer to paragraph 2.2, Uninstalling MAXPRO-Net.

3. Run the V8.0Setup.exe file (extracted from the V8 downloaded zip file).

4. Reboot the server.

5. Open Maxmon to verify licensed status.

6. Open Setmax to verify licensed status.

7. Import previously exported MAXPRO-Net configuration from removable drive or network-shared folder.

## 3.2   STEPS TO UPGRADE VERSION 7.X TO 8.X, CONTINUED

8.  Click on Yes to COLDBOOT.

9.  If upgrading redundant servers, allow the slave system to run for an hour or more with the MX18 selector on master before upgrading the master or flipping the MX18 switches to SLAVE. This allows the CPUs to get synched with the current video selections. Using this process, the users do not notice any change in system operation.

10. Repeat steps 2 – 8 for Master server.


## 3.2   STEPS TO UPGRADE VERSIONS 5.x or 6.x to VERSION 8.x

| ⚠ | **CAUTION:** Upgrading from Version 5.x or 6.x to Version 8.x voids the license. After installing Version 8.0, you must contact Honeywell technical support for a new license via telephone at 1-800-796-2288 (North America) or via email at MAXPRONETREGI@HONEYWELL.COM. |
|---|---|

| ⚠ | **CAUTION:** If using redundant MAXPRO-Net Servers with an MX18 configuration, upgrade the SLAVE server first. |
|---|---|

1.  Export the .MAX files of the current configuration to a removable disk drive or network-shared folder. This step is only necessary for the first server upgrade. When upgrading the second server, skip this step.

2.  Uninstall the current version of MAXPRO-Net from the original CD or from the downloaded version from the ftp site. Refer to paragraph 2.2, Uninstalling MAXPRO-Net. **Caution: Do not uninstall MSDE.**

3.  Run the V8.0Setup.exe file (extracted from the V8 downloaded zip file).

4.  Reboot the server.

5.  Open Setmax and verify licensed status. Click on Help, then Licenses. Write down the code. You will need this code for relicensing your software.

6.  Contact Honeywell at 1-800-796-2288. Follow the prompts for licensing products.

7.  Import the MAX files you exported in step 1.

8.  If upgrading redundant servers, allow the slave system to run for an hour or more with the MX18 selector on MASTER before upgrading the master or flipping the MX18 switches to SLAVE. This allows the CPUs to get synched with the current video selections. Using this process, the users do not notice any change in system operation.

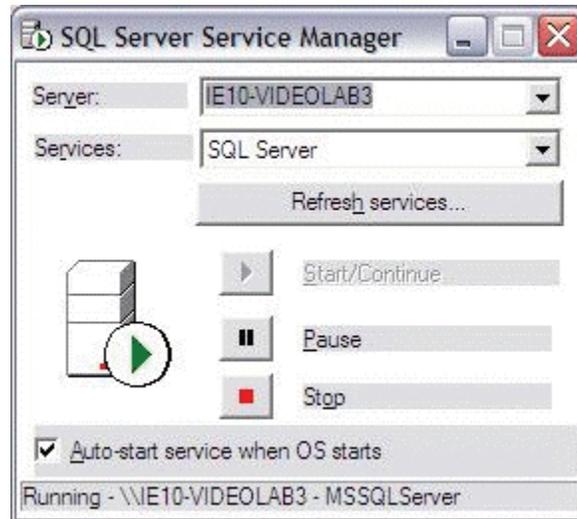9.  Repeat steps 2 − 8 for Master server.

# CHAPTER 4:
# TROUBLESHOOTING

## 4.1 SETMAX NOT CONNECTING TO DB

### 4.1.1 Check for SQL Server to be started

1. Ensure that the SQL service is running. Check the SQL icon on the taskbar.



2. If the SQL Taskbar icon is not visible, please select the SQL start utility from "C:\Program Files\Microsoft SQL Server\80\Tools\Binn\sqlmangr.exe."
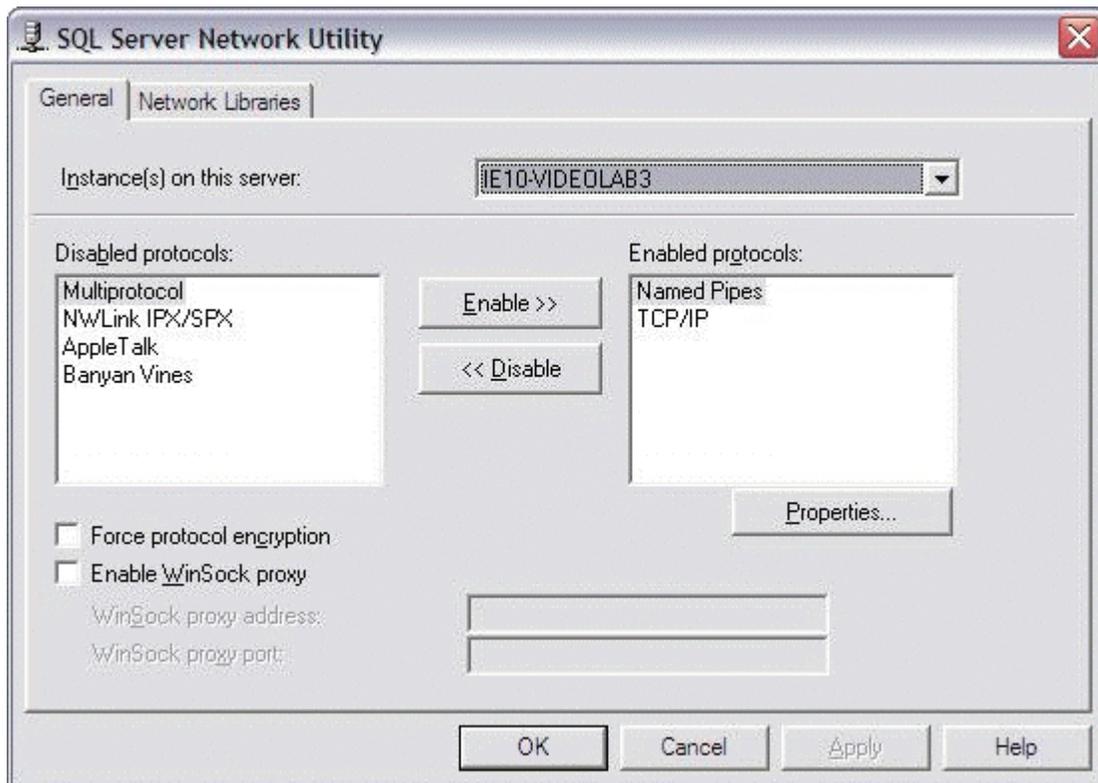
### 4.1.2 Check if TCP is enabled for SQL Server

1. From the **Start** menu, select **Run** and type **svrnetcn**. Check if the TCP is enabled, as shown in the following dialog:



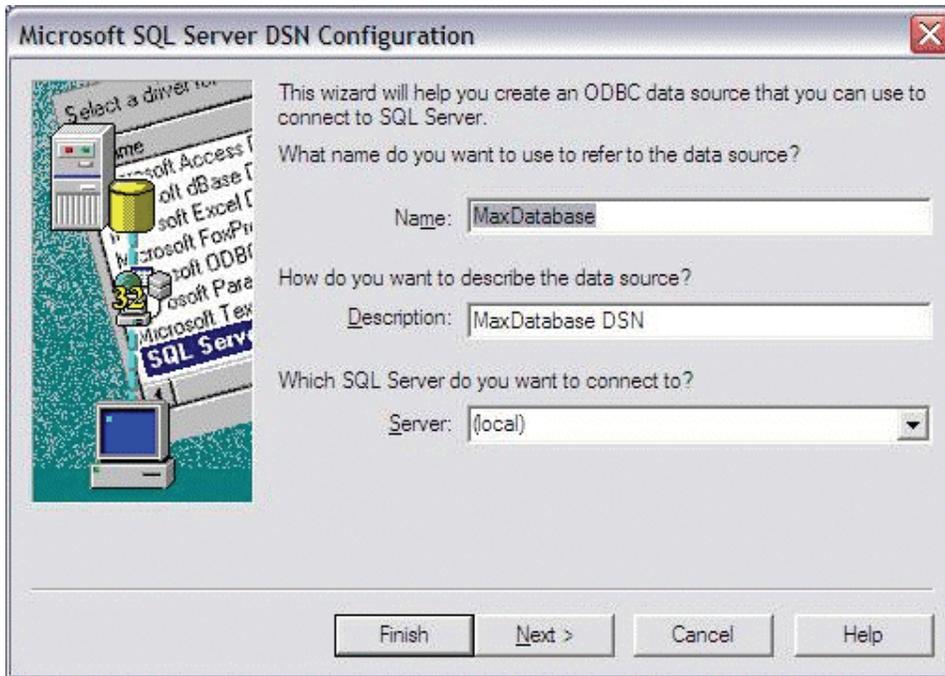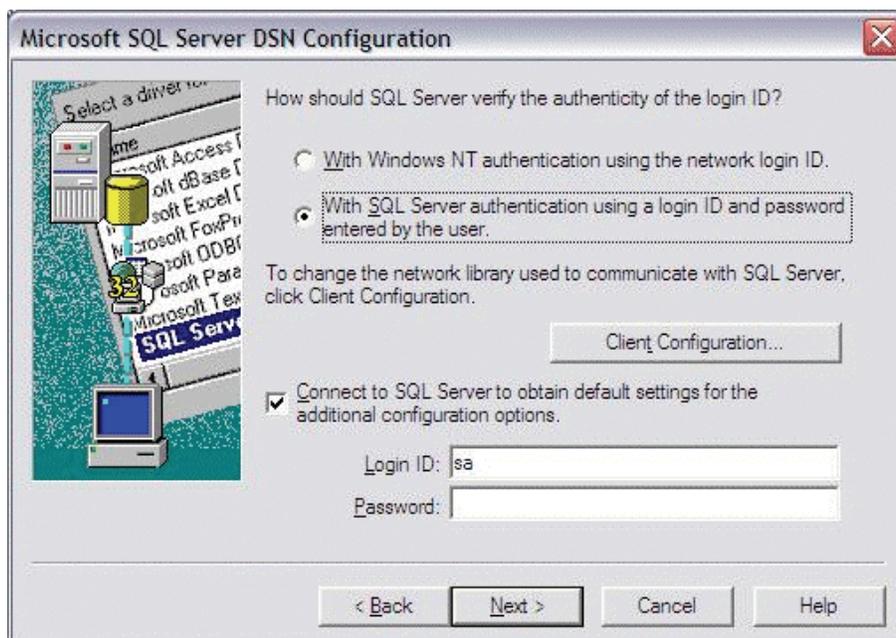| | NOTE: Please ensure both TCP, Named Pipes is selected. |
| --- | --- |

### 4.1.3   Check for Database Connectivity

1.  Select **Control Panel** -> **Administrative Tools** -> **DataSource(ODBC)**. On DataSource(ODBC) dialog, select the System DSN tab and double click on MaxDatabase entry.
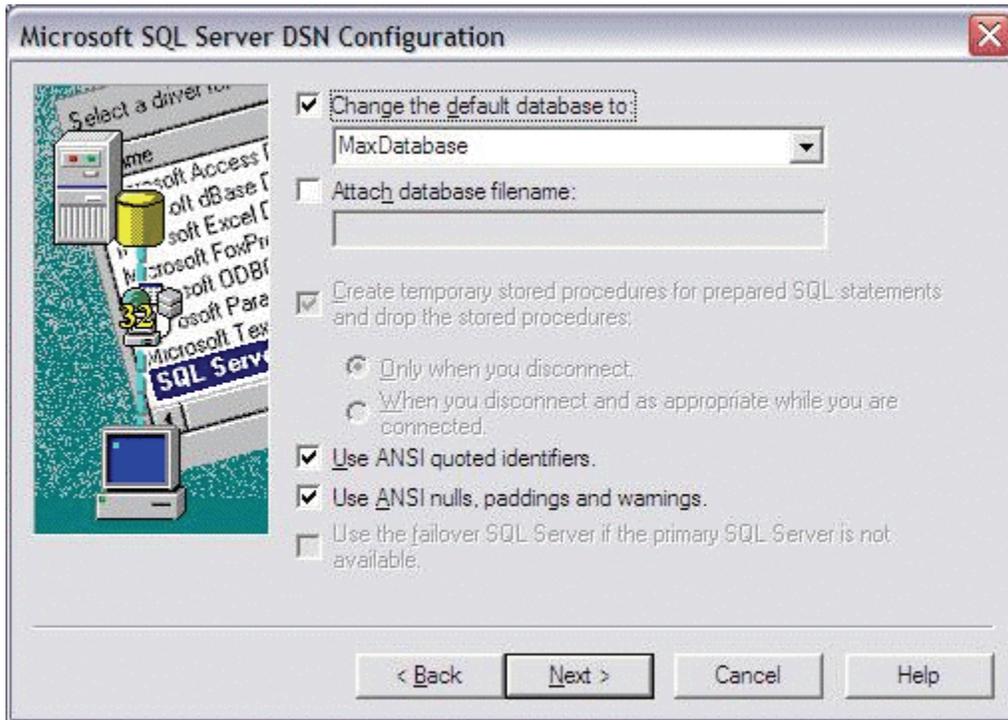


2.  Click the **Next** button. The following dialog appears:

3.  Click the **Next** button. The following dialog appears:



4.  Click the **Next** button. The following dialog appears:

**If Error dialog "The database Entered is not valid" pops up.**

**Please follow these steps:**

1.  Uninstall MSDE Engine from Control Panel, Add/Remove Programs - "Microsoft SQL Desktop Engine."

2.  Restart the PC.

> ⚠️ **CAUTION:** If PC is not restarted after MSDE was uninstalled, the MSDE engine might not function properly.

Use the following procedure if you have installed MAXPRO-Net without rebooting PC after reinstallation of MSDE:

a.  Uninstall MSDE as in Step-1.

b.  Delete the "Microsoft SQL Server" folder in "c:\Program Files\".

c.  **Restart PC**; Redo the MAXPRO-Net installation procedure.

5.  Click the **Finish** button. The following dialog appears:

```
SQL Server ODBC Data Source Test                    [X]

 Test Results
┌─────────────────────────────────────────────┐
│ Microsoft SQL Server ODBC Driver Version 03.85.1025  ▲│
│                                                │
│ Running connectivity tests...                  │
│                                                │
│ Attempting connection                          │
│ Connection established                         │
│ Verifying option settings                      │
│ Disconnecting from server                      │
│                                                │
│ TESTS COMPLETED SUCCESSFULLY!                  │
│                                                │
│                                              ▼│
└─────────────────────────────────────────────┘

                    [    OK    ]
```

### 4.1.4 Check for Max Services Running

To verify all services of Max is operational, go to **Control Panel**->**Administrative Tools** -> **Services**. And look for the follow the following services to be enabled.
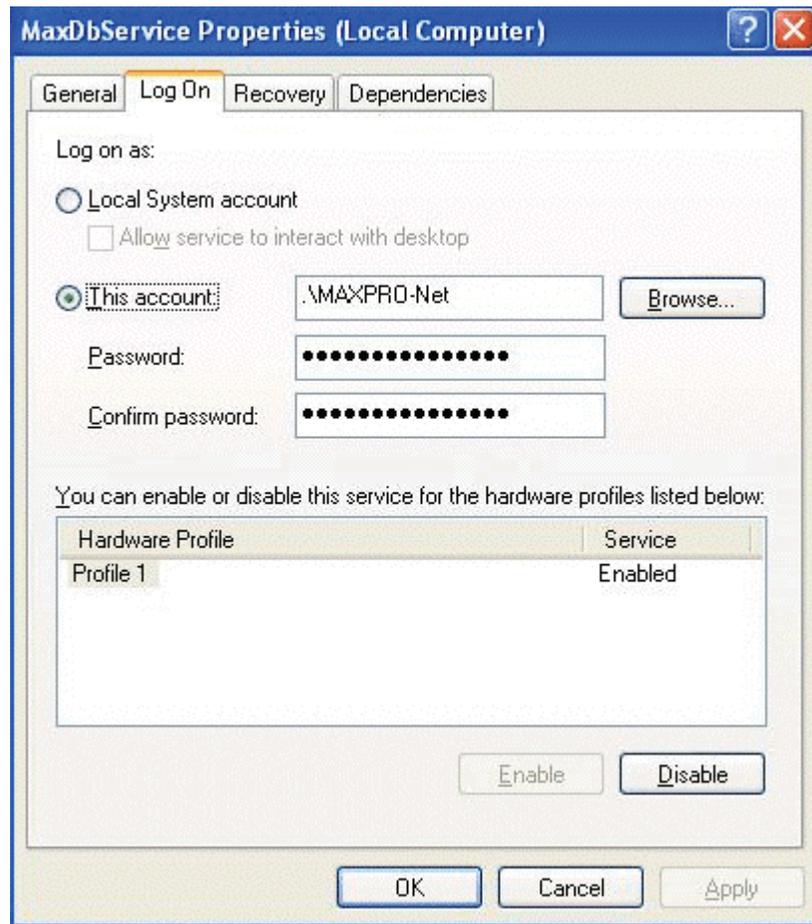
1. MaxDBService

2. MaxServer

3. MaxLicenseManager

4. MSSQLSERVER
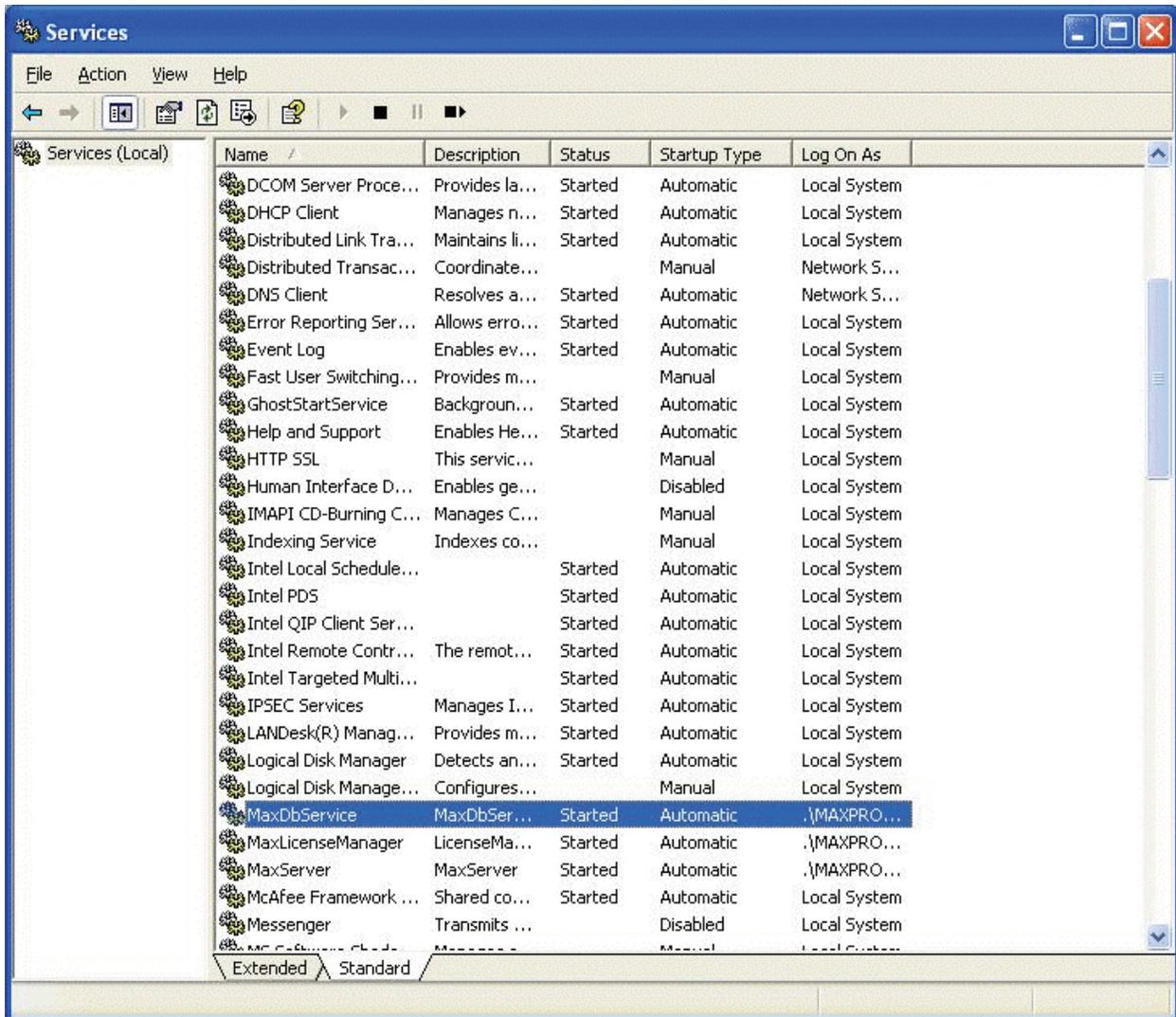
### 4.1.5   Set Service Rights with Admin User Privileges

If still SetMax does not connect, set the service rights with an Admin user privileges as follows:

1. Select **Control Panel**->**Administrative Tools**->**Services**. Double-click on MaxDBService. The following dialog appears.



2. Select the Logon tab and then select This Account radio button.

3. Type in the Windows User name with Admin privileges (By default the user name is MAXPRO**-Net**, Password: **maxpronet**).

   **Important**: This step has been performed on MaxDBService, MaxServer, MaxLicenseManager, and MSSQLSERVER services.

### 4.1.5 Set Service Rights with Admin User Privileges, Continued

4. Restart the service using the right click menu.
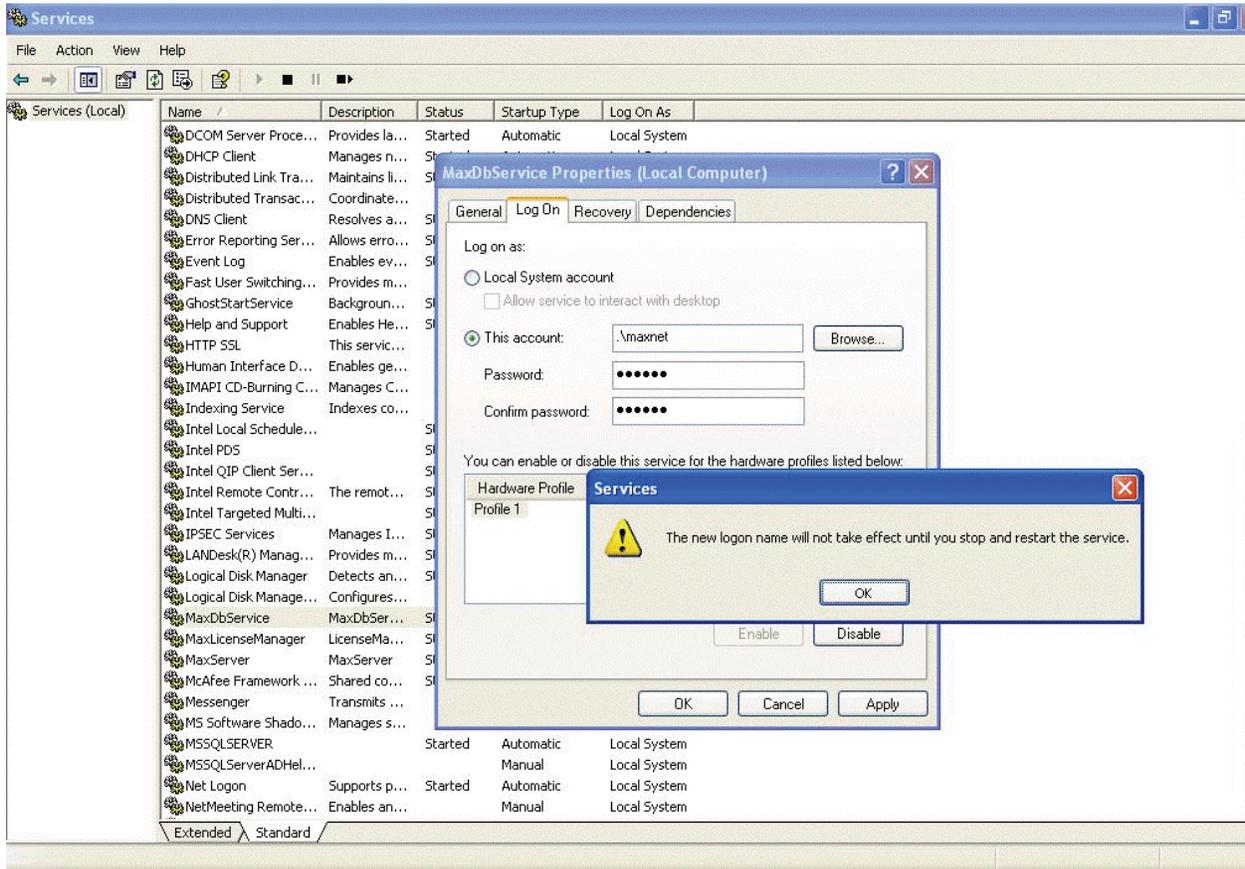


## 4.2 ERROR DURING IMPORT IN SETMAX CONFIGURATOR

If the message box **"error reading database"** pops up during import of .max files:

Reason: This error might occur if MAXPRO-Net was installed but the PC was *not* rebooted.

**Resolution:** `Reboot PC for normal operation.`

## 4.3 LICENSE ERROR DURING STARTUP OF SETMAX CONFIGURATOR

Setmax Configurator pops up License Error for various reasons. You might have to Obtain License Key to resume operation of the MAXPRO-Net Server.

Following are commonly observed License related errors during startup of Setmax Configurator:

### 4.3.1 License Expired: AUTHORIZATION_NOT_PRESENT



Reason 1: MAXPRO-Net is installed in a different folder than it was previously installed.

**Resolution:** 1. Uninstall and install MAXPRO-Net in the previously installed folder.
2. Obtain new license from your Licensing issuing authority.

Reason 2: The MAXPRO-Net install folder is deleted manually after uninstall.

**Resolution:** Obtain new license from your Licensing issuing authority.

### 4.3.2 License Expired: PROGRAM MOVED OR SITEKEY BAD PASSWORD

Reason 1: MAXPRO-Net install folder is moved manually to a different folder.

**Resolution:** Obtain new license from your Licensing issuing authority.

Reason 2: After MAXPRO-Net was installed, Windows OS was re-installed with 'Retain File System' Option.

**Resolution:** Follow the steps below,
1. Uninstall MAXPRO-Net.
2. Delete the MAXPRO-Net folder in install directory.
(eg: C:\Program Files\Honeywell\)
3. Re-Install MAXPRO-Net as per the recommended installation procedure.
4. If this problem persists, obtain new license from your Licensing issuing authority.

### 4.3.3 License Expired: (No Reason Specified)



Reason: This error is observed if unspecified error happens in the MAXPRO-Net License manager.
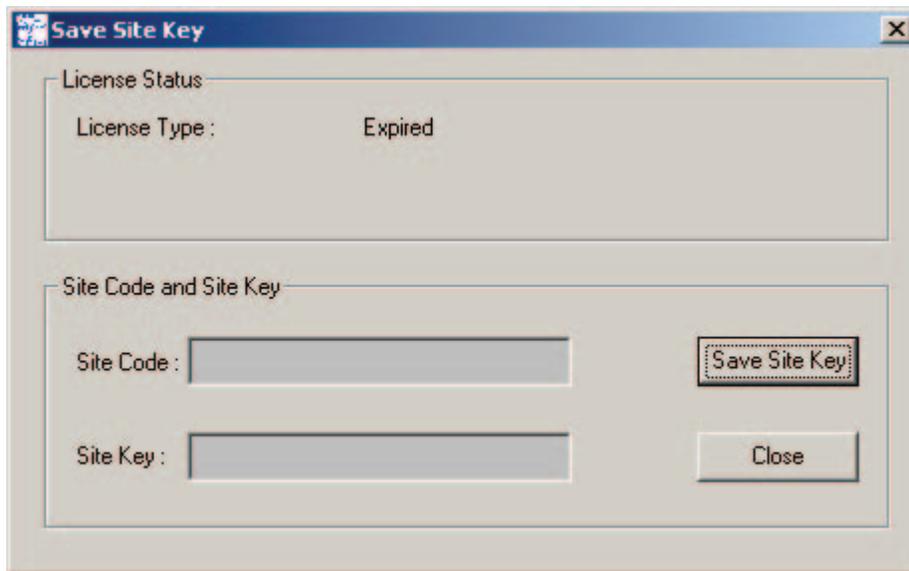
**Resolution:** Obtain new license from your Licensing issuing authority.

## 4.4 SITE CODE IS EMPTY IN LICENSE TAB OF SETMAX CONFIGURATOR

In specific instances, the Setmax Configurator fails to display site code in the License Dialog as in the figure below.



Reason: This error is observed if MAXPRO-Net installed folder is tampered manually.

**Resolution:** To obtain new license from your Licensing issuing authority, the Site code can be copied from the LicenseManager.log File in the installed directory,
Eg: C:\Program Files\Honeywell\MAXPRO-Net\MaxNet\LicenseManager.log

> **NOTE:** Scroll to the **end** of the LicenseManager.Log file copy the site code from the line with the following format.
>
> <Date> The New Site Code Generated is - <*COPY THIS SITE CODE*>

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## 4.5 *WRONG SITE KEY* ERROR DURING *SAVE SITE KEY OPERATION* IN SETMAX CONFIGURATOR

Reason 1: Site key that is entered is **Space Sensitive**.

**Resolution:** Please enter Site Code with spaces as in the key generated for you. If you have received an email version of site key, Copy-Paste the Site key to the License dialog of the Setmax Configurator and Select 'Save Site Key' Button.

Reason 2: Site key generated is not for your site.
> The Key generation report will contain the Site Code for which site key has been generated. Please compare the Site code in Setmax License Dialog and the one in the Key generation Report.

**Resolution:** Please request re-issue of Site key from your License issuing Authority, if there is mismatch in Site Code you had sent.

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