MAXPRO-Net

Crosspoint Matrix Video Switching System

Software Installation/Troubleshooting Manual

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

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Contact person:	Position/title:
Mailing Address:	
Phone	Facsimile

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I agree to abide by the terms and conditions as detailed in the software license agreement.

Please Sign/date and return to Honeywell Video Systems

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.



- 3. Select a language for the installation program.
- 4. Click **OK**. The Question dialog appears.

Questio	n		×
?	Installation will happen in Englis	h language.	Do you want to continue?
	<u>Y</u> es	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 🛛 🔀
٩	To Change the installation language, please change the regional settings on you machine for that language.
	ок

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 \rightarrow Settings \rightarrow Control Panel.
- 10. Double-click **Regional and Language Options**. The Regional and Language Options dialog appears.

gional Options	Languages Advanced
Standards and	d formats
This option al dates, and tin	ffects how some programs format numbers, currencies, ne.
Select an iter	n to match its preferences, or click Customize to choose nats:
German (Ger	rmany) 🗸 Customize
Samples	
Number:	123 456 789 00
Currency:	123,456,789,00 €
Time:	12:08:27
Short date:	28.03.2006
Long date:	Dienstag, 28. März 2006
Location	
To help servi weather sele	ces provide you with local information, such as news and ct your present location:
modulor, colo	

- 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.

Regional Options	Languages	Advanced		
Language for n	on-Unicode pr	ograms	3	
This system se and dialogs in programs, but i	tting enables r their native lar t does apply to	non-Unicode nguage. It do b all users of	programs to displates not affect Unic this computer.	ay menus ode
<u>S</u> elect a langu programs you (age to match I want to use:	t <mark>he language</mark>	version of the nor	n-Unicode
German (Gern	hany)			~
Code page con	version tables IAC - Roman)			~
☑ 10001 (M	IAC - Japanes	e)		
10002 (M	IAC - Fradition	ial Chinese B	lig5)	
10003 (M	AC - Arabic)			
🗹 10005 (M	IAC - Hebrew)			~
Default user ac	count settings			
Apply all se user profile	ttings to the c	urrent user a	ccount and to the	<u>d</u> efault

- 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.

MAXPRO-Net - InstallShield Wiz	ard		X
Select Features Select the features setup will install.			
	Select the features you want to MAXPRO-Net Server SetMax Configurator MaxMon Client tools (version 5.2)	install, and deselect the features y	ou do not want to install. O K 3236 K O K
	Destination Folder C:\Program Files\Honeywell\ Space Required on C: Space Available on C:	MAXPRO-Net\ 5908 K 6384512 K	B <u>r</u> owse Disk <u>S</u> pace
InstallShield	< <u>B</u> ack	<u>N</u> ext >	Cancel

- 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.

MAXPRO-Net - InstallShield W	izar d	X
Choose Destination Location Select folder where setup will insta	l files.	
	Specify MSDE folder path: (e.g.)	
	C:\Maxpronet Installation Files\MSDE\en	
		B <u>r</u> owse
Install Shield	< <u>B</u> ack <u>N</u> ext >	Cancel

- 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.

MAXPRO-Net - InstallShield	Wizard	×
Database Server Login Database server requires login o	credentials to continue.	
	Specify a SQL Login ID and Password.	
	Login ID: <a href="mailto:keeneeleeseelee</th> <th></th>	
Install Shield	Cancel	

- 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.

Microsoft SQL Server Desktop Engine
Please wait while Windows configures Microsoft SQL Server Desktop Engine
Time remaining: 9 seconds
Cancel

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.

Instance(s) on this server:	IE10DTXPUZDXJ
Disa <u>b</u> led protocols:	Enabled protocols:
Named Pipes TCP/IP Multiprotocol NWLink IPX/SPX AppleTalk Banyan Vines	Enable >> << Disable
Force protocol engryption Enable <u>W</u> inSock proxy WinSock proxy address: WinSock proxy port	Properties

- 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.

Questio	n	
?	Installation will happen in Eng	plish language. Do you want to continue?
	Yes	No

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:

- <u>Using Setup.exe</u> (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.



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

MAXPRO-Net - InstallShield Wiza	d ———				x
Welcome					
Modify, repair, or remove the progr	am.				
	Welcome to the current installati Modify Repair Repair Repair R R R R R R R R R R R R R R R R R R R	: MAXPRD-Net Setu on. Click one of the o elect new program fe ieinstall all program fe	Maintenance program. Th ptions below. atures to add or select cum atures installed by the previ	s program lets you modify the ently installed features to remove. ous setup.	
InstallShield		< <u>B</u> ack	<u>N</u> ext >	Cancel	

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

MAXPRO-Net - InstallShield Wizard	I.	
Do you want to completely remove the sel	lected application and	all of its features?

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



- 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 <u>http://www.honeywellvideo.com/support/downloads/downloads_matrix.html</u> 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.

👜 WinZip	- MAXPR	O-Net8_No	MSDE.zip				
File Actio	ins Option	ns Help					
	6	(2
New	Open	Favorites	Add	Extract	View	Install	Wizard
Name							
itle.mp	n+						
AINPUT	r.xdr+						
BLOBTA	ABLE.xdr+						
COUTP	UT.xdr+						
DEDVC	R.xdr+						
ERROR	LOG.xdr+						
ETHER	NET.×dr+						

4. Click on Extract.

Extract		×
Extract to:	Folders/drives:	Extract
D:\	Desktop D	Cancel
Selected files All files		Help
O Files:	E B Compact Disc [E:]	
Overwrite existing files	🚊 👮 general on 'bi09ntfp00	
Skip older files	🕀 📴 My Network Places 🗸	New Folder
Use folder names		INEW Folder

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 networkshared 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: 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.

3.2 STEPS TO UPGRADE VERSIONS 5.X OR 6.X TO VERSION 8.X, CONTINUED

- 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.

ces
Contraction of the second second
ue

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 SETMAX NOT CONNECTING TO DB, CONTINUED

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:

IE10-VIDEOLAB3
Enabled pr <u>o</u> tocols:
nable >> Named Pipes TCP/IP
< Disable
Properties



4.1 SETMAX NOT CONNECTING TO DB, CONTINUED

4.1.3 Check for Database Connectivity

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

MICROSOFT SQL Server	ISN Configuration		
Select a diverter me of Access of Access of Excel boot For of OB soft Excel to cont For Pro- to cont Para Cosoft Tex Soft Excel to cont Access to to to to to to to to to to to to to	This wizard will help you create connect to SQL Server. What name do you want to use Name: MaxData How do you want to describe th Description: MaxData	an ODBC data source that to refer to the data source abase he data source? abase DSN	t you can use to
	Which SQL Server do you war <u>S</u> erver: (local)	it to connect to?	•

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

Microsoft SQL Server	DSN Configuration	X
Selact a driver to	How should SQL Server verify	the authenticity of the login ID?
off dates for a construction of the constructi	 With Windows NT auth With <u>SQL</u> Server auther entered by the user. 	entication using the network login ID. Intication using a login ID and password
Past Ober Past Past Microsoft Tex SUL Serve	To change the network library click Client Configuration.	used to communicate with SQL Server, Clien <u>t</u> Configuration
	Connect to SQL Server to additional configuration opt	obtain default settings for the tions.
	Password:	
	< <u>B</u> ack <u>N</u> ex	kt > Cancel Help

4.1.3 CHECK FOR DATABASE CONNECTIVITY, CONTINUED

oll dBase I	T Attach database filename:
in croselt FoxPri Protection Para Protection Para Protection Texe Sub-Servi	 Greate temporary stored procedures for prepared SQL statements and drop the stored procedures: Duly when you disconnect. When you disconnect and as appropriate while you are connected. Use ANSI quoted identifiers.
	 Use ANSI nulls, paddings and warnings. Use the failover SQL Server if the primary SQL Server is not available.

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

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

Microsoft SQL Server	DSN Configuration
Selact a diriver nor me oll db ase T oll db ase T oll db ase T is off Excel N crosoft ForPut or out ODB osoft Para Microsoft Terr Spit Servy	 Change the language of SQL Server system messages to: English Use strong encryption for data Perform translation for character data Use regional settings when outputting currency, numbers, dates and times. Save long running queries to the log file:
Ha	C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\QU Bjowse
	Long query time (milliseconds): 30000
<u> </u>	Log ODBC driver statistics to the log file:
	C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\ST Browse
	< Back Finish Cancel Help

4.1.3 CHECK FOR DATABASE CONNECTIVITY, CONTINUED

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:

Server ODBC Data Source Test	
est Results	
Microsoft SQL Server ODBC Driver Version 03.85.1025 Running connectivity tests Attempting connection Connection established Verifying option settings	~
TESTS COMPLETED SUCCESSFULLY!	

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

Services						
<u>File Action View</u>	Help					
← → 📧 😭	🕅 🖽 😰 🕨 🔳 🛛	•				
Services (Local)	Name A	Description	Status	Startup Type	Log On As	<u>~</u>
	DCOM Server Proce	Provides la	Started	Automatic	Local System	
	DHCP Client	Manages n	Started	Automatic	Local System	
	Distributed Link Tra	Maintains li	Started	Automatic	Local System	
	Distributed Transac	Coordinate		Manual	Network S	
	DNS Client	Resolves a	Started	Automatic	Network S	
	Error Reporting Ser	Allows erro	Started	Automatic	Local System	
	Event Log	Enables ev	Started	Automatic	Local System	
	Fast User Switching	Provides m		Manual	Local System	
	GhostStartService	Backgroun	Started	Automatic	Local System	
	Help and Support	Enables He	Started	Automatic	Local System	
	HTTP SSL	This servic		Manual	Local System	
	Human Interface D	Enables ge		Disabled	Local System	
	MAPI CD-Burning C	Manages C		Manual	Local System	
	indexing Service	Indexes co		Manual	Local System	
	🖓 Intel Local Schedule		Started	Automatic	Local System	
	intel PDS		Started	Automatic	Local System	
	Intel QIP Client Ser		Started	Automatic	Local System	
	Intel Remote Contr	The remot	Started	Automatic	Local System	
	🖏 Intel Targeted Multi		Started	Automatic	Local System	
	IPSEC Services	Manages I	Started	Automatic	Local System	
	LANDesk(R) Manag	Provides m	Started	Automatic	Local System	
	Logical Disk Manager	Detects an	Started	Automatic	Local System	
	Logical Disk Manage	Configures		Manual	Local System	
	MaxDbService	MaxDbSer	Started	Automatic	.\MAXPRO	
	MaxLicenseManager	LicenseMa	Started	Automatic	.\MAXPRO	
	MaxServer 🖓	MaxServer	Started	Automatic	.\MAXPRO	
	McAfee Framework	Shared co	Started	Automatic	Local System	
	Messenger	Transmits		Disabled	Local System	
	Burner - aunor - Lada	·····		MI	1	
	\ Extended \ Standard ,	/				
A CONTRACTOR OF						

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.

aeneral Log On	Recovery Dependencie	es
Log on as:		
<u>○ L</u> ocal System a	account	
Allo <u>w</u> servic	e to interact with desktop:	
<u>■</u> <u>This account</u>	.\MAXPRO-Net	Browse
Password:	•••••	•••
Confirm passw	ord:	•••
You can enable of	r disable this service for th	e hardware profiles listed below:
You can enable of Hardware Profile	r disable this service for th e	e hardware profiles listed below:
You can enable of Hardware Profile Profile 1	r disable this service for th e	e hardware profiles listed below: Service Enabled
You can enable o Hardware Profile Profile 1	r disable this service for th	e hardware profiles listed below: Service Enabled

- 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

Setmax f	or MAXPRO-Net
8	License expired!! Reason : 'AUTHORIZATION NOT PRESENT'. Please contact your License Manager to obtain a new License.

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.

license Status		
License Type :	Expired	
ite Code and Site Key		
Site Code :		Save Site Key
10.00 Car		Chur

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>

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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