



RiT Enterprise Solutions Installation Guide PV4E V6.0 Updated September 2009

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P-LET™	SitePro™
Provisioning	SiteWiz™
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PV PowerMax	SMART CLASSix™
PVMax Expander	SMART Giga™
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PVMax Local Scanner	SMARTen™
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Chapter 1: Introduction

This user guide provides you with complete instructions on how to install the following modules:

- **PV4E**
 - A comprehensive and efficient intelligent infrastructure management solution that can automate and simplify both the planning and day-to-day management of networks and their associated passive and active equipment
- **Extended Driver Pack**
 - This section is relevant only if you have purchased the extended Driver Pack. The Extended Switch Driver Pack provides expanded switch information support for switches
- **CAD**
 - The CAD Module enables visual representation of the PV4E locations and inventory items on 2-D maps
- **PV360 Dashboard**
 - PV360 Dashboard provides a centralized depot for defining real-time alerts and centrally monitoring events across a company's physical network infrastructure
- **SitePro**
 - SitePro is a hand held device that gives the technician detailed information about tasks that need to be performed in the communication room or datacenter in real time. Using SitePro, the technician is able to perform the patch process guided by the details sent from the PV4E or SiteWiz applications

Also contained in this user guide are the pre-requisites and requirements together with all other essential information you will require to install these modules efficiently.

For full and detailed information about PV4E, please refer to the *PV4E User Manual*.

How to use this Document

This document is based on machines using Windows 2003 / 2008 server and SQL 2005 / 2008 editions.

It is recommended that you check off each step of the installation using the installation check list, found at the end of this Installation Guide.

The checklist contains a complete list of installation items required to perform a successful and complete installation of the PV4E system.

Chapter 2 – PV4E Installation

This chapter explains how to install the PV4E software.

To install PV4E, the user must have administrator privileges to run the PV4E installation.

SQL users must have DBO privileges.

System Requirements

PV4E software must be installed on the computer that serves as a dedicated server (Deployment Server).

Depending on the function of the workstation, there are different hardware and software requirements, as well as different installation procedures.

Minimum Requirements

The minimal software requirements have been modified to allow running the PV4E on a Windows 2003 server or Windows 2008 server.

Following are the minimum Hardware and Software requirements for the PV4E Server and Client Stations.

Included in this section are the requirements for:

- Deployment Server Requirements
- Client Requirements

Deployment Server Requirements

Note:

*The PV4E CAD application does not support SQL 2005 SP1 Express Edition.
(should be recheck)*

The requirements for the deployment server are:

Group	Component	Minimum Requirement
Hardware	Pentium IV	Running at 2.4GHz or greater (for large installations, the computer configuration should be determined separately)
	RAM	2GB
	Hard Disk space	2 GB (additional 30GB is recommended for logging purposes)
Software	Operating System	Windows 2003 Server R2 SP2, Windows 2003 server SP2 and Windows 2008
	Microsoft Internet Explorer	6.0 SP1, IE 7, IE8
	DB	MS SQL 2005 Standard/Enterprise (basic, SP2 and SP3) MS SQL 2008 – all versions (SP1)
	IIS 5 or 6	Prerequisites: FTP Server, SMTP Services
	MSMQ	Version 2.0 or 3.0 or higher

Note:

If MSMQ and IIS are not installed on your computer, please do it now. Installation can be done through the "Windows Components" option in the Computer Settings/ Control Panel/ Add or Remove Programs.

Client Requirements

The requirements for a client are:

Group	Component	Minimum Requirements
Hardware	P-III 900 MHz	Running at 900MHz (P-IV recommended).
	RAM	512MB
Software	Operating System	Microsoft Windows 2003 , Windows XP or Windows Vista
	Internet Explorer	6.0 SP1 , IE 7 or IE8 with ActiveX, Cookie and Java Script support

License Registration

After you have purchased the PV4E system, you will receive a software certificate for the software from RiT Technologies. You must then go to our website: <http://www.rittech.com> and register. You will find registration in the *support section* of the website. After registration you will receive a License File via email. Open the file and save on your computer. This file is needed during the installation setup.

Pre-requisites

SQL Server

Note : Starting from PV4E 6.0, , SQL 2000 will no longer be supported.

You must install MSSQL Server 2005 Standard Edition or MSSQL Server 2008 to run PV4E. The following explains the procedure for installing SQL.

The system requirement for installing MSSQL Server 2005 editions or MSSQL Server 2008 editions can be read at the Microsoft website:

<http://www.microsoft.com/sql/prodinfo/sysreqs/default.msp>

Install SQL Server 2005 Enterprise Edition

See the installation process description in the Appendix.

Service Packs for SQL

Installing SP2 and SP3 for SQL 2005.

Install SQL Server 2008

See the installation process description in the Appendix.

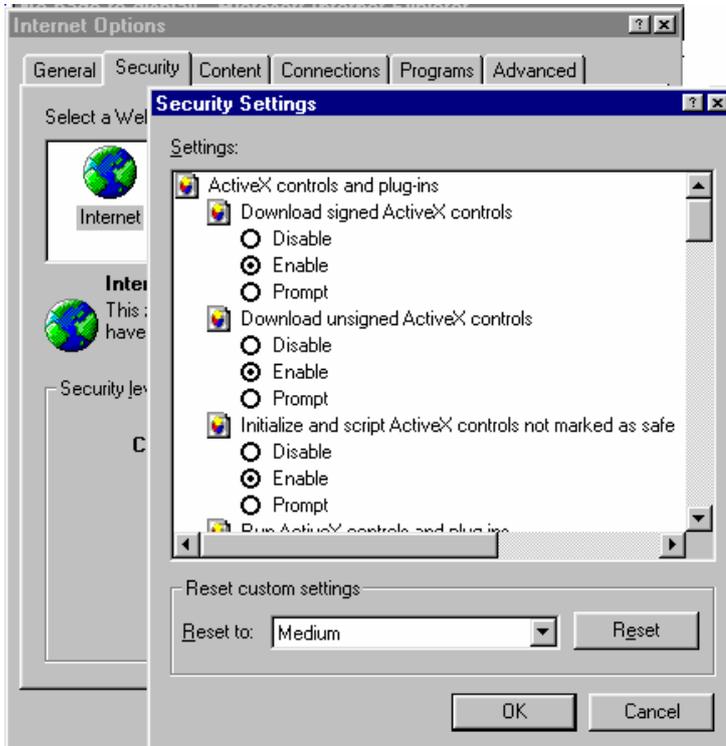
SQL Configuration

From the computer where the SQL Server 2005 is installed, do the following:

1. Open the *SQL Server Surface Area Configuration*.
2. From the Start menu: **Start > Programs > Configuration Tools > SQL Server Surface Area Configuration**
3. Click **Surface Area Configuration for Services and Connections**
4. Select **View by Instance tab**
5. Expand the relevant SQL Server instance
6. Expand the Database Engine branch
7. Select the **Remote Connections branch**
8. Select **Local and remote connections** on the right-hand side pane
9. Select **Using both TCP/IP and named pipes**
10. Click **OK**
11. Stop and Start the SQL Server service

Changing the Web Security Settings

1. Open the Internet Explorer
2. Select > **Tools/Internet Options/Security/Internet/Custom level**
3. Check the radio buttons for **ActiveX controls and plug-ins to enable**



4. Click **OK**
5. Select > *Local Internet/Custom levels* - Check the radio buttons for ActiveX controls and plug-ins to **enable**
6. Click **OK**
7. Click **Apply**

Checking Services Required for Installation

During the installation process, you will be required to add the following Windows components. See next section for Server installation instructions.

Indexing Service

Message Queuing Services

Internet Information Services (IIS)

File Transfer Protocol (FTP) Server

SMTP Service

Windows 2008 Server

Installing IIS 7 (with IIS 6 Management Compatibility + FTP server)

Open the "Server Manager" window (right click on Computer – >Manage)
Choose "Roles" and click on "Add Roles" hyper link.

Make sure that all the required features are checked as in the following images:

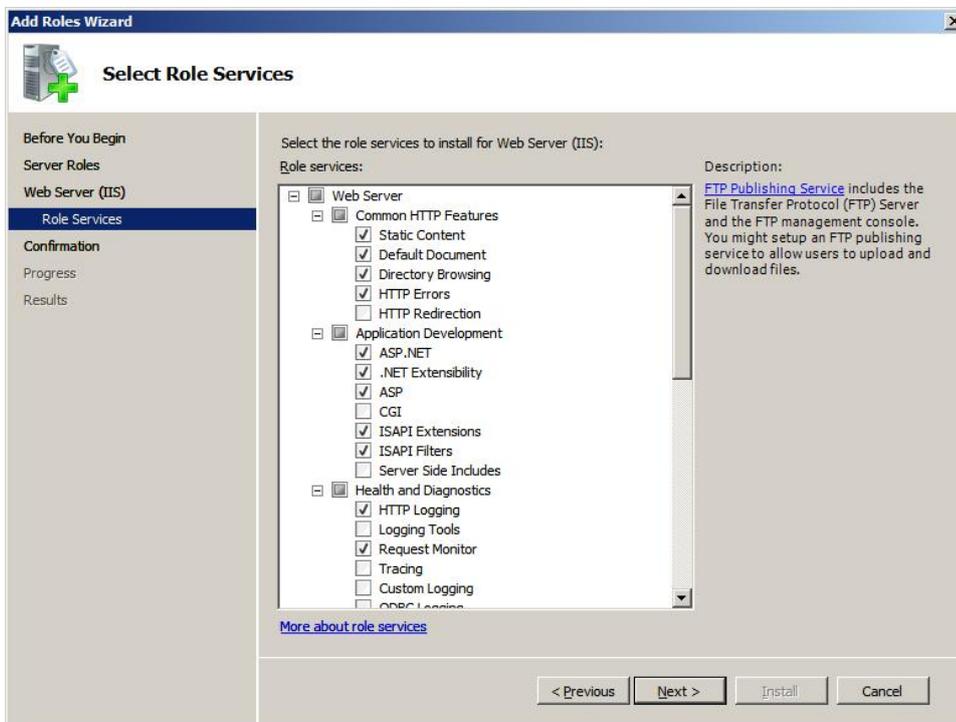


Figure 1: Select Role services

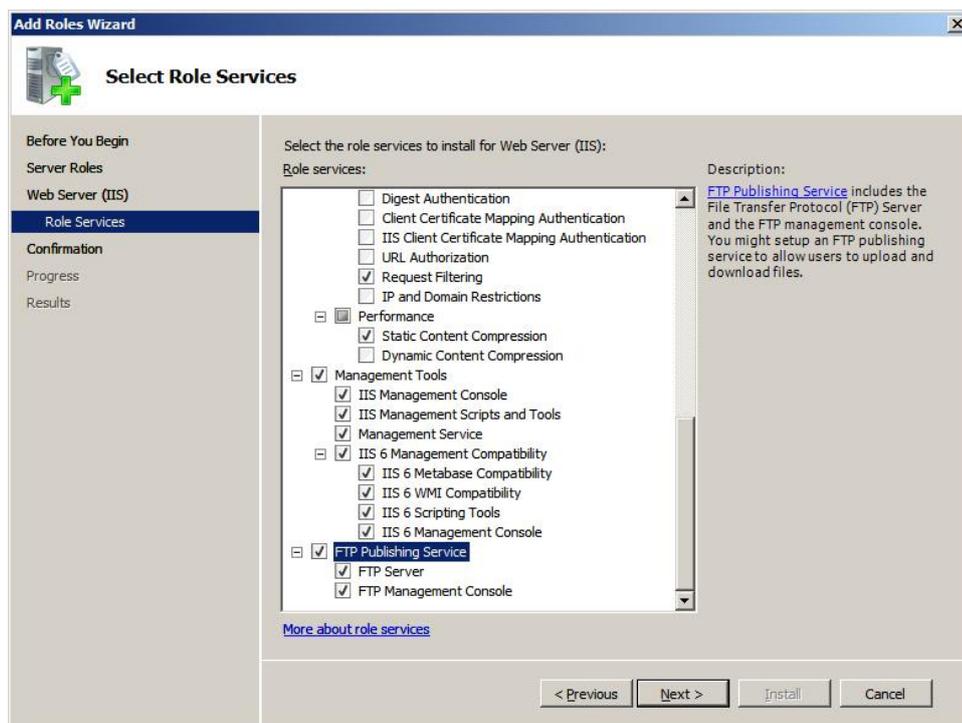


Figure 2: Select Role services - continue

If some of the features are not checked, checked them and click next to install them.

Installing MSMQ and SMTP

Open the "Server Manager" window (right click on Computer – >Manage)
Choose "Features" and click on "Add Features" hyper link.

Make sure that all the required features are checked as in the following image:

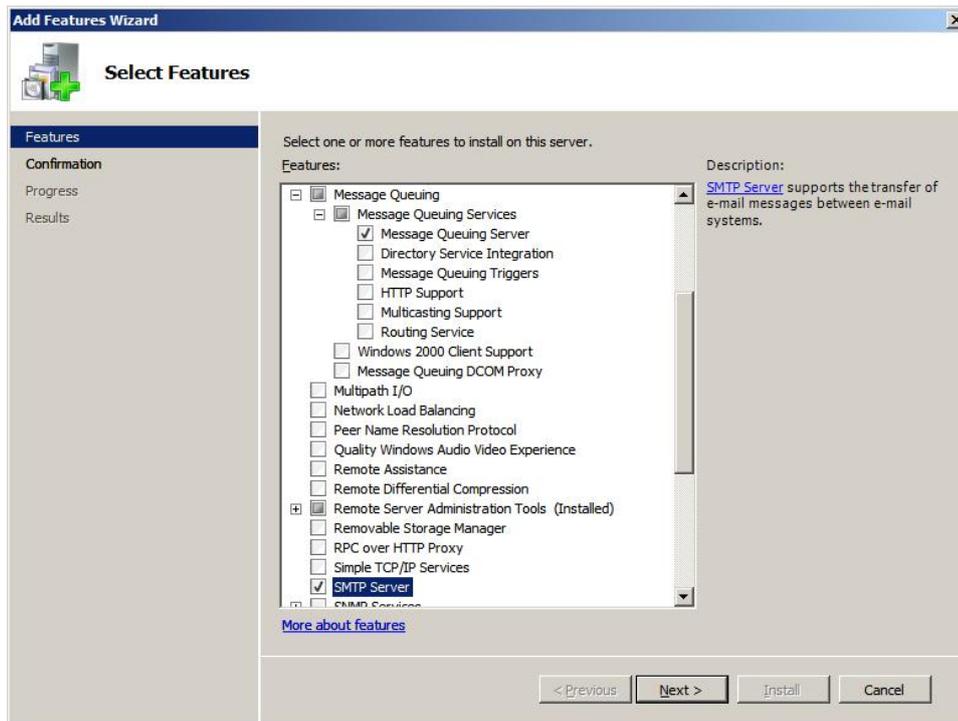


Figure 3: Select Features

If the features "Message Queuing Server" and/or "SMTP Server" are not checked, checked them and click next to install them.

Make sure FTP server is running

After installation of IIS, we need to make sure that the FTP service "Startup Type" is set to "Automatic" and that the server is running.

At "Server Manager" window click on "Configuration" to expand, then click on "Services". Search for the service "FTP Publishing Services".

Make sure that its Startup type is set to "Automatic" and its status is "Started".

Remote SQL Installation

Configuring for Remote SQL Server

You need to make configuration changes if the PV4E and SQL servers are located on separate machines. The instructions in this section relate specifically to Windows Server 2003. The instructions may vary for other Windows versions.

The instructions depend on whether an Active Directory is available in the network.

- Both the PV4E and SQL servers require registration for working as part of the Active Directory configured on the network. Refer to your IT Manager for details on the *Active Directory*.

- If no Active Directory is available, see *Remote Connection when Active Directory is Unavailable*.

Note:

It is highly recommended that you perform the respective tasks in close coordination with the IT Manager.

Remote Connection using Active Directory

The instructions are the same for the two machines that contain the PV4E application and the SQL Server. This section assumes that there is an active directory available on the network.

To set up the remote connection when the active directory is available

1. From the Windows Start menu, select Administrative Tools > Component Services.

The Component Services window appears.

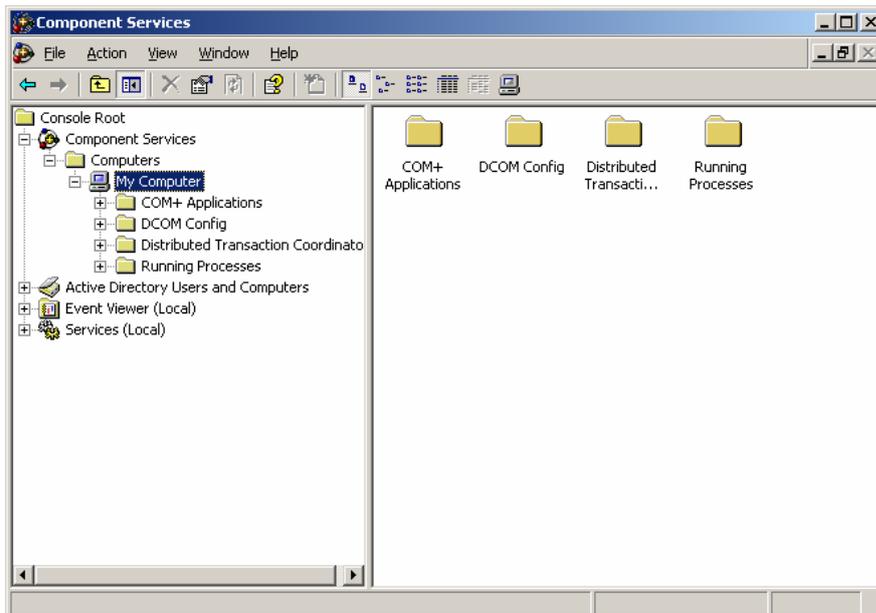


Figure 1 - Component Services Window

2. Right-click *My Computer* and select **Properties**.
My Computer Properties dialog appears.

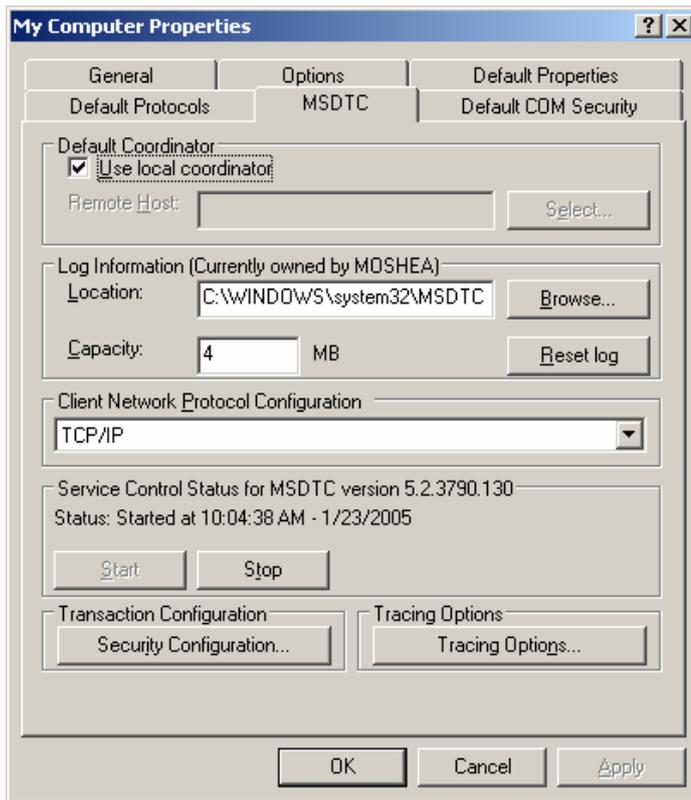


Figure 2 - My Computer Properties Dialog

3. Click the MSDTC tab.
4. Click the Security Configuration button.

The *Security Configuration* dialog appears:

(Please note that the *Security Configuration* screens for Win 2003 Server SP1 and Win 2003 Server SP2 are different. Please see *Figures 3 and 4* on page 20.

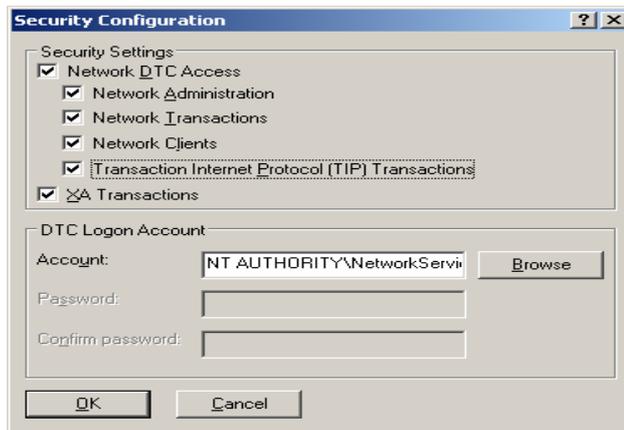


Figure 3 - Security Configuration dialog

5. Check all the options in the Security Settings area.
6. Click **OK** in both dialogs and close the Component Services window.

Security Configuration Screens for Win 2003 Server SP1 and Win 2003 Server SP2.

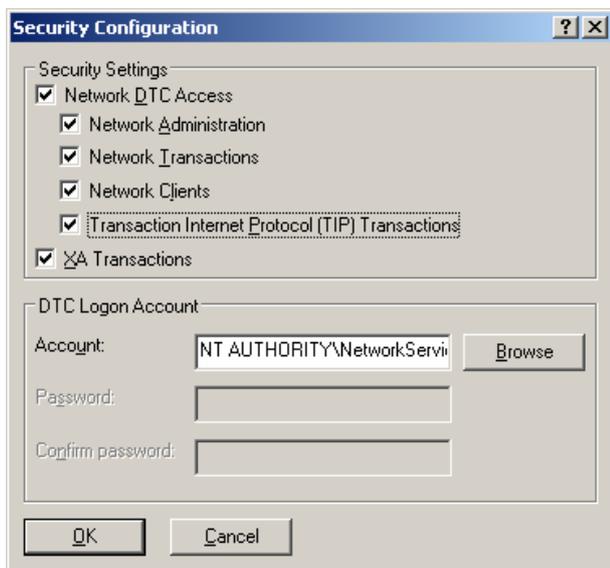


Figure 4 - Security Configuration dialog for Win 2003 Server SP1

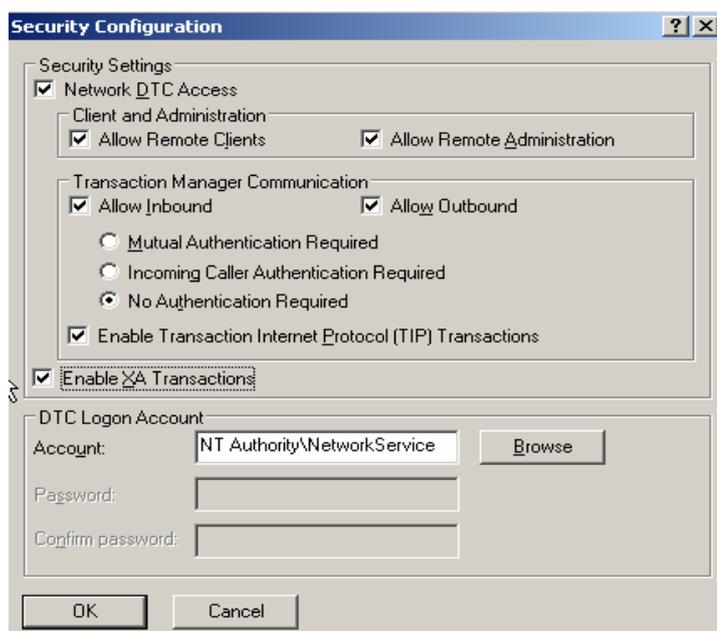


Figure 5 - Security Configuration dialog for Win 2003 Server SP2

Remote Connection when Active Directory is Unavailable

If an Active Directory is not available in the network, perform the following configuration change only on the machine containing the SQL Server.

Note:

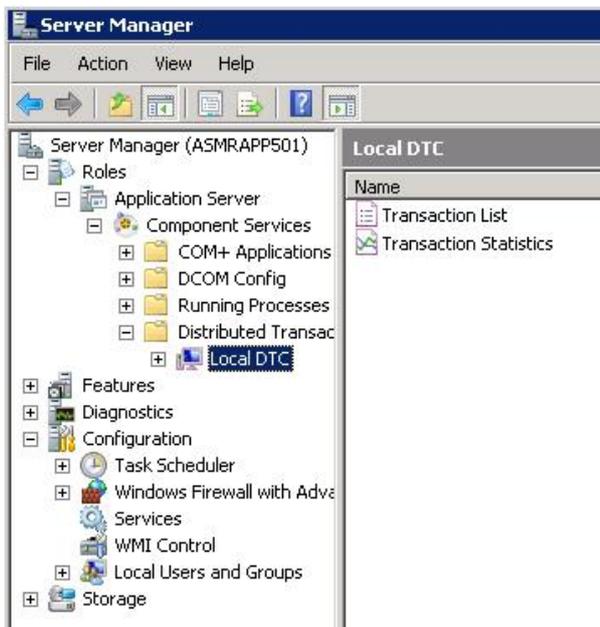
You are highly recommended to perform this in close coordination with the IT Manager.

To enable remote connection to the SQL Server when Active Directory is Unavailable

1. Open the Registry Editor.
2. Disable the security for MSDTC by adding a DWORD registry value. This value is called TurnOffRpcSecurity at HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSDTC
3. Set the value of TurnOffRpcSecurity = 1.
4. Restart the MSDTC service restart for the change to take effect.

How to configure DTC on Windows 2008

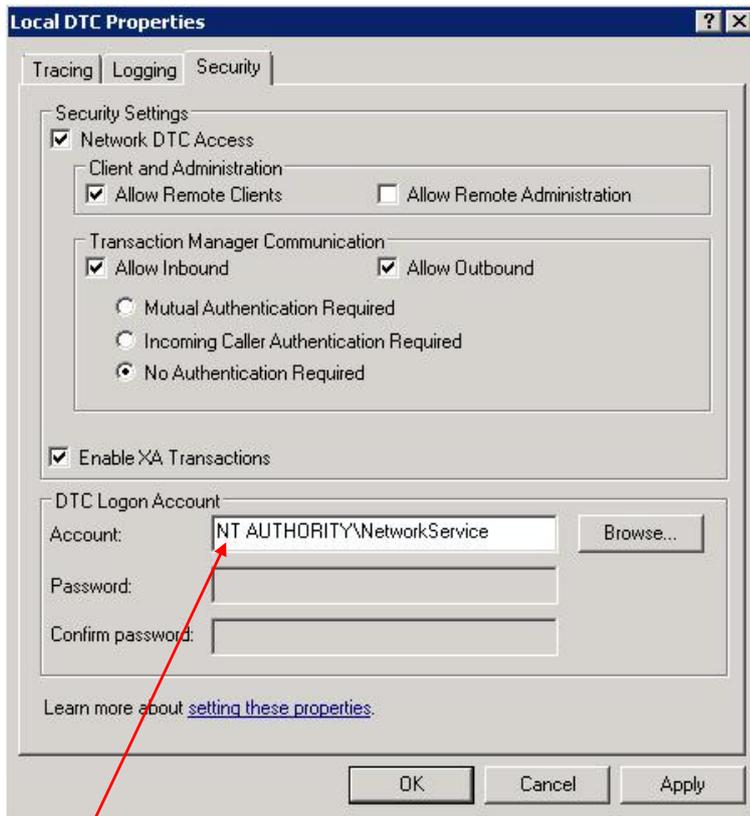
If you click the plus sign next to Roles in the right hand menu you can navigate down to Roles > Application Server > Component Services > Distributed Transaction Coordinator > Local DTC.



Check which ever boxes you need to in order to get the DTC setup to match the other servers in your environment. Be sure to enable “Allow Remote Clients” or client machines won’t be able to access the DTC on this machine.

If remotely enabling the DTC from another machine is required you’ll need to check the “Allow Remote Administration”.

Note : Once DTC is setup the remote administration isn’t probably that important so it can be left unchecked and simply RDP into the server if it needs to be worked on. The screen will look something like this.



In Account field enter local computer user with administrator rights with a correct password.

When you click OK DTC will prompt you to restart it. Click yes (unless you want to schedule the restart for another time) and DTC will restart. You can see the DTC events in the log by selecting the “Application Server” option from the menu on the left. You are going to want the most recent event to look something like this.

Installing PV4E

To install upgrades, please go to: [Installing PV4E Upgrades](#)

The following instructions refer to the installation of PV4E as a first time installation. If you have a previous version of PV4E installed, refer to the section [Upgrading PV4E Software](#) in this document.

You only need to install PV4E on the server.

PV4E is installed onto the server by running the setup program on the installation CD received from RiT. The setup program prompts you to enter the required fields and automatically installs the application.

Note:

You need to enter your License number that you should already have obtained from RiT. Please have it available.

PV4E Installation

To install PV4E

1. Insert the PV4E Installation CD into the CD Rom disk drive.

The following *PatchView for the Enterprise Installation* Window opens. The screen is divided into two parts. The first is *Installation* the second *Documentation*. At this point, you can install PV4E only or PV4E and accompanying documentation.



Figure 6 - PatchView for the Enterprise Installation window

To install PV4E only: Click **OK** on the left-hand side of the screen, under *Installation*.

To install the documentation: Under *Documentation* on the right-hand side, click **OK** next to User Manual PVMax. The manual is in PDF format, therefore you will need a PDF reader installed on your computer. Release Notes are not available with this installation.

The system prepares the InstallShield Wizard.

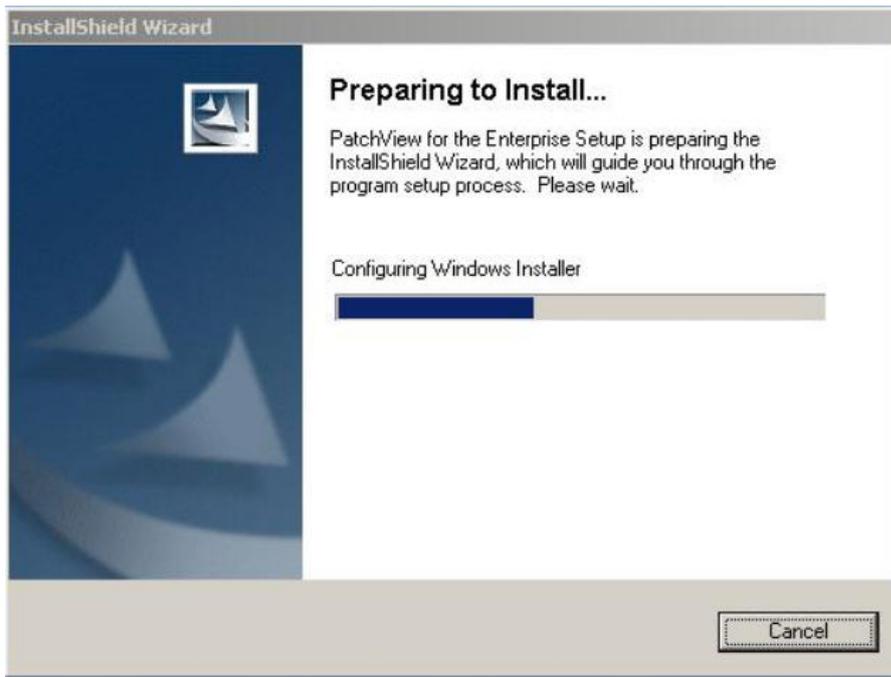


Figure 7 - InstallShield Wizard

The PatchView for the Enterprise 6.0 Setup box opens.

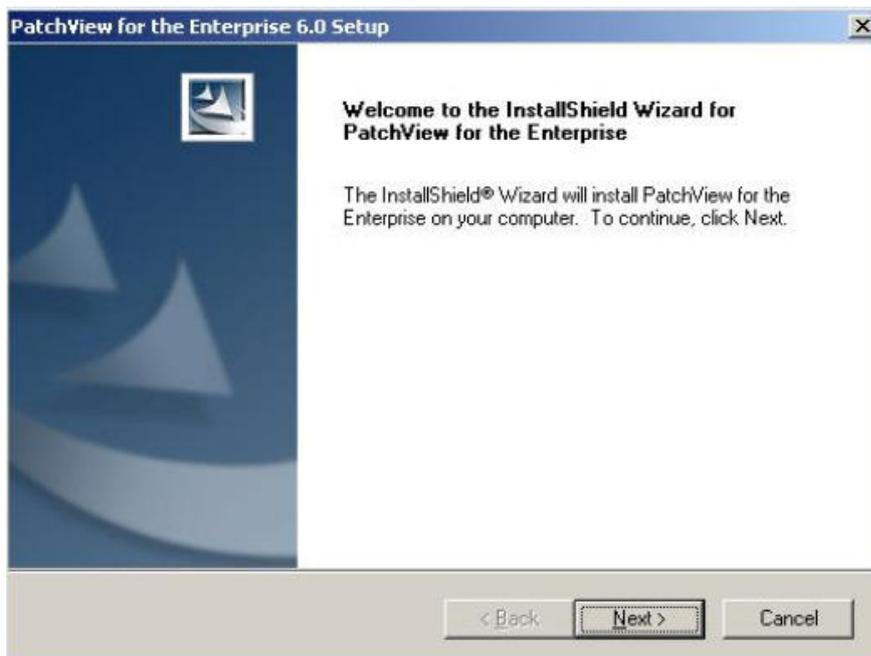
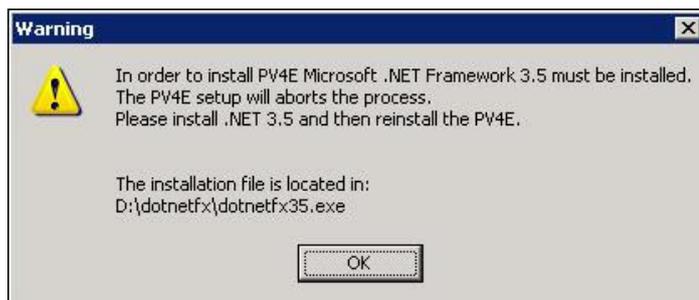


Figure 8 - InstallShield Wizard window

2. If .NET elements are not installed on the server, a window opens warning that .NET elements must be installed.



3. Click OK.
4. Install .NET 3.5 as described in Appendix
5. Start the PV4E installing process from the beginning.

If the *Active Server Pages* on your machine is set to 'prohibited' the following message is received.



6. To allow the PV4E installation to continue click **Yes**. This allows the required parameters to be set. Click **No** to abort installation.

The *PatchView for the Enterprise Setup - License Agreement* dialog box opens.



Figure 9 - PatchView for the Enterprise Setup - License Agreement dialog box

7. Please read the agreement carefully.
8. Click **Yes** to continue.

The User Information dialog box opens.

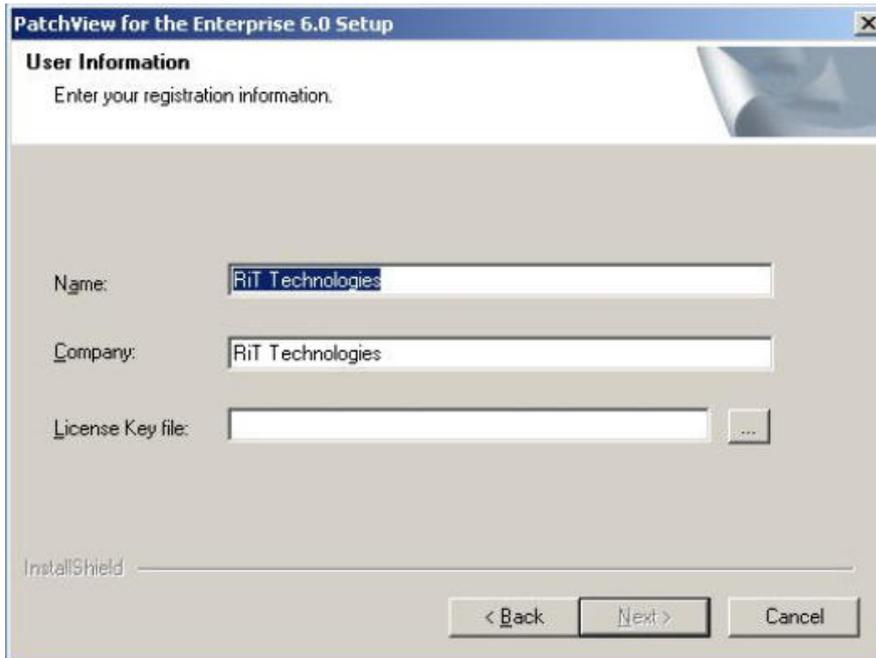
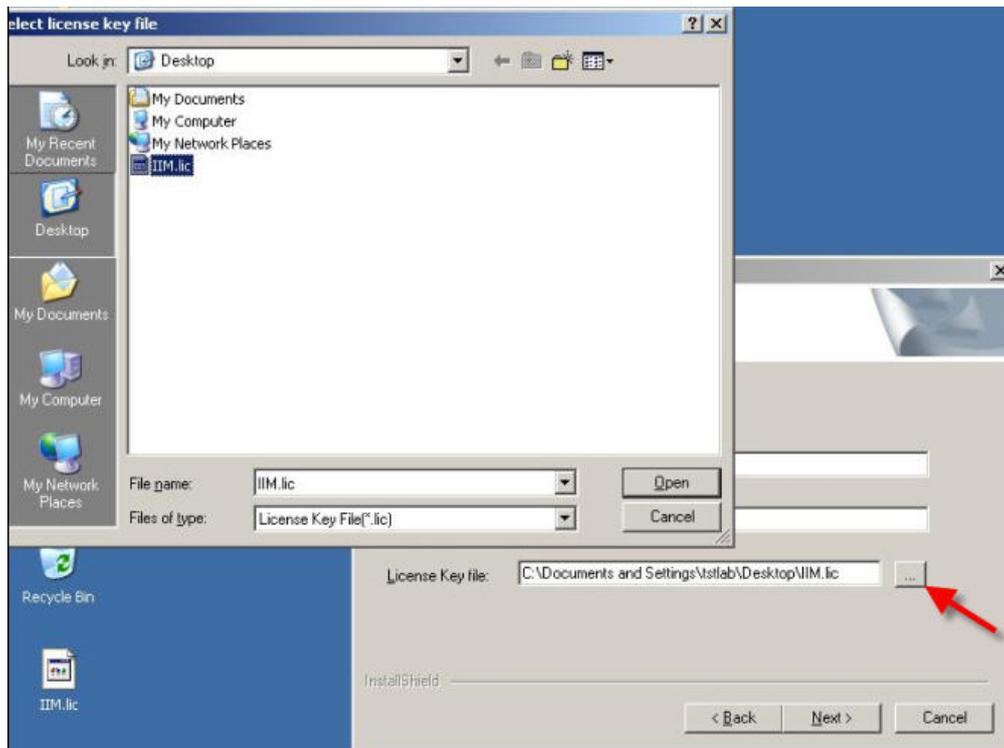


Figure 10 - User Information dialog box

9. Enter the *Name* and *Company* details. The *License Key file* is supplied with the software. To locate, click the *ellipsis* button  to locate the License Key file. The following Select License Key file screen opens. Select file and click **Open**. The *License Key file* appears in the License Key file field. Click **Next**.



Note:

*The **Next** button is enabled after a License Key file is entered.*

The Select Features dialog box opens.

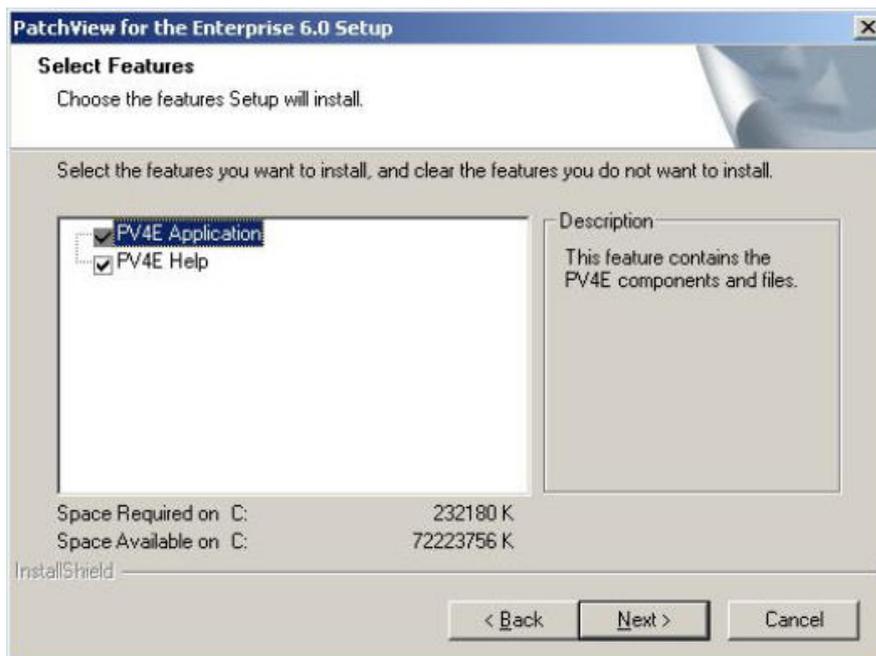


Figure 11 - Select Features dialog box

The PV4E CD includes the following components:

PV4E Application

PV4E Help

These checkboxes are selected by default.

If SQL is installed at a different location (remote server) then the database can be installed on the remote server.

The database is automatically installed. There is no checkbox for the database.

10. Click **Next** to continue.

The PV4E *Edit Data* dialog box opens.

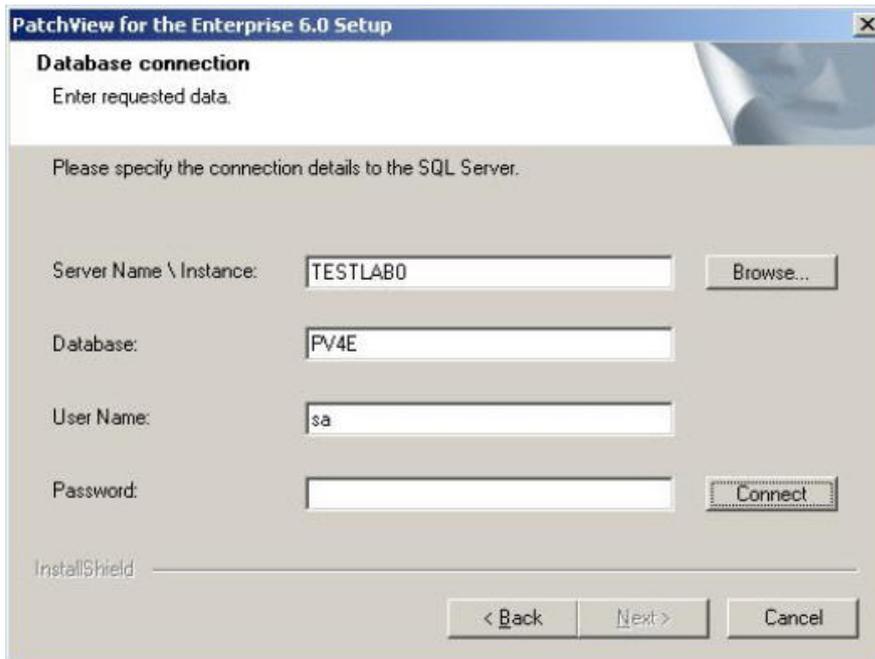


Figure 12 – Edit Datan dialog box

11. Enter the connection path to the SQL server in the above fields and press the “Connect” button.



12. Click **Next** to continue.

The *Application Account* dialog box opens.

13. Check the radio button to select either Interactive User or This user (current user)



Figure 13 – Application Account dialog

14. Click **Next** to continue.

The *Choose Destination* dialog box opens.

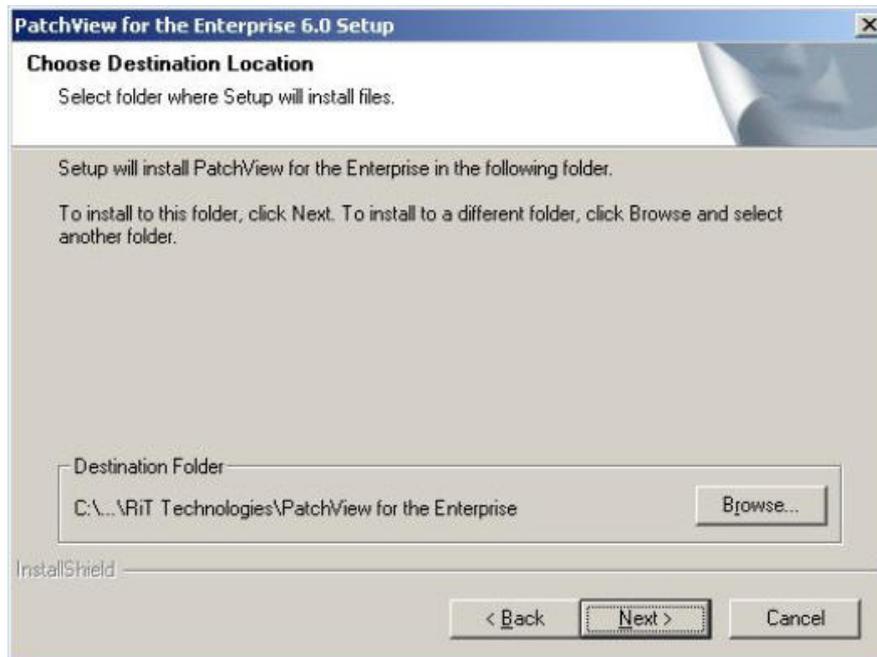


Figure 14 – Choose Destination Location dialog box

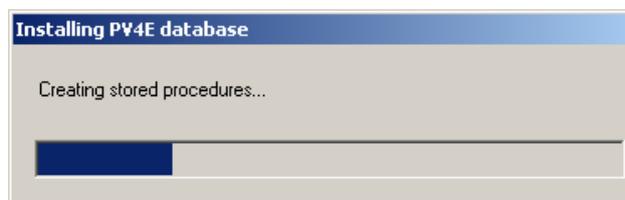
15. If you want to install PV4E in another location, click **Browse** and select the location, click **OK**. Click **Next** to continue.

The following box appears.

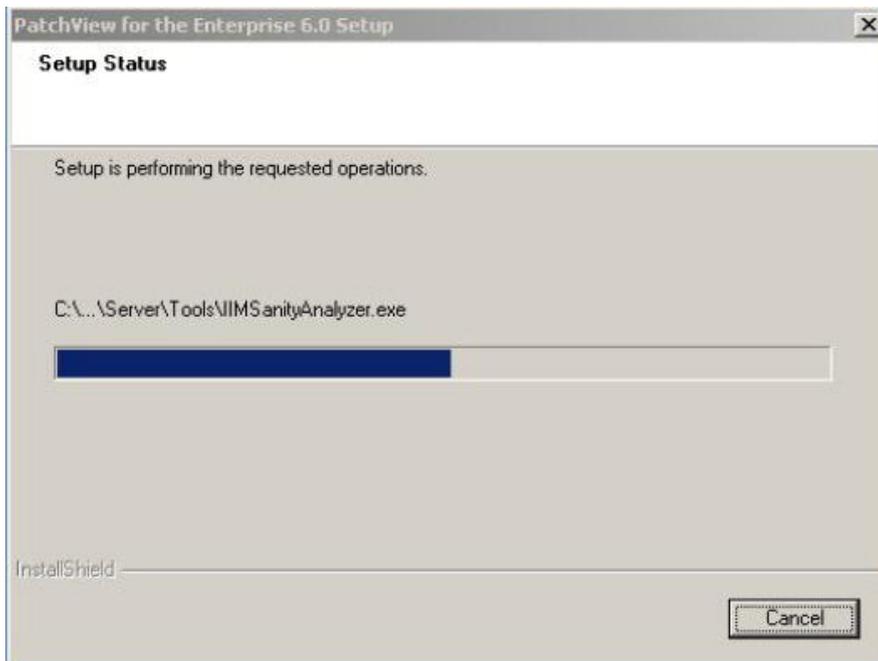


This is to temporarily stop the Internet Information Services (IIS) while this part of the PV4E installation takes place.

The following box appears



The following *Setup Status* dialog box appears



PV4E starts the installation. A series of indicator status screens opens. The Setup Status dialog box opens giving the current status of the installation.



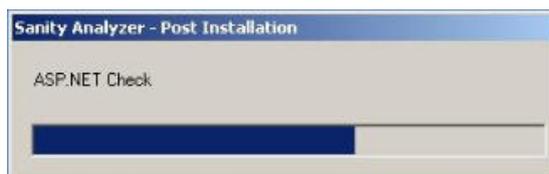
The *InstallShield Wizard Complete* dialog box opens:



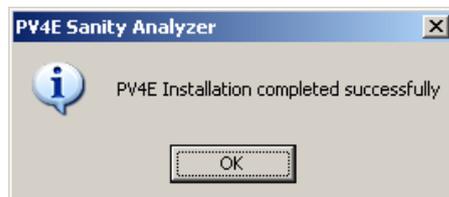
Figure 15 - PV4E InstallShield Wizard Complete dialog box

16. It is recommended to select **Reboot**. Click **Finish** to complete the installation. You should reboot the system immediately after installation.

17. The Verifying PV4E installation dialog box appears:



Finally, the PV4E Sanity Analyzer dialog box opens:



The *Sanity Analyzer* process checks that all components were installed properly.

Leave the CD in the CD Rom disk drive. Sometimes after the reboot, further installation tasks are performed automatically after the Windows login.

The RiT icon for PV4E Server appears in the Status Bar of your desktop.

Upgrading PV4E Software

You must have a previous version of PV4E to perform the upgrade procedure. Install PV4E upgrades only on the PV4E Server.

The upgrade procedure uninstalls the existing version before installing the new version.

Note:

There is no license number for PV4E V6.0 upgrade. A license file is used instead and is supplied with the software.

Installing PV4E Upgrades

Note:

While the contents of the database are not modified during the upgrade process, you should backup the PV4E database before running the upgrade. In addition, you should also backup any non-PatchView data in this directory before upgrade.

1. Insert the PV4E Installation CD into the CD Rom disk drive. The PatchView for the Enterprise Installation Window opens.

The following *PatchView for the Enterprise Installation Window* opens. The screen is divided into two parts. The first is *Installation* the second *Documentation*. At this point, you can install PV4E only or PV4E and accompanying documentation.



Figure 16 - PatchView for the Enterprise Installation window

To install PV4E only: Click **OK** on the *Installation* side of the screen.

To install the documentation: Under *Documentation* on the right-hand side Click **OK** next to the documents you want to install.

The system prepares the InstallShield Wizard.

The *Upgrade InstallShield Wizard* dialog box opens.

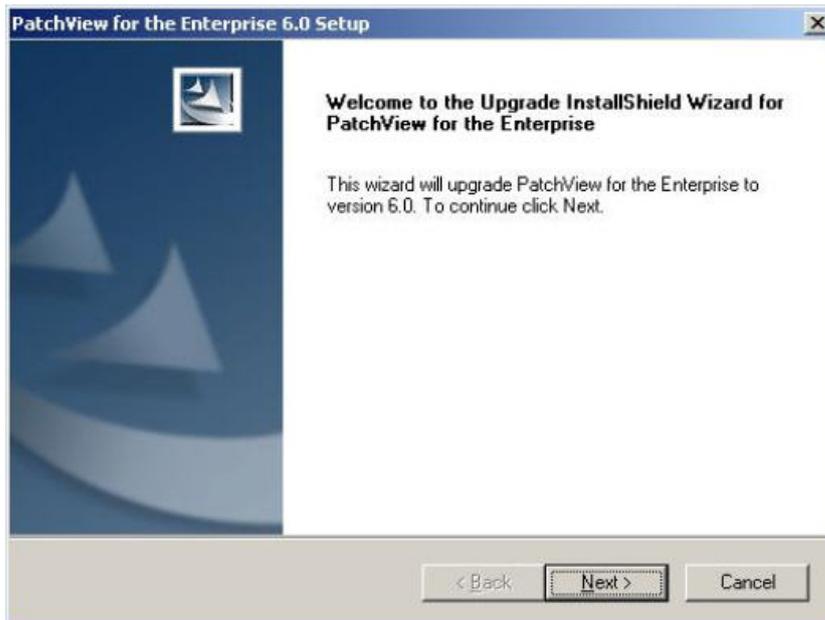
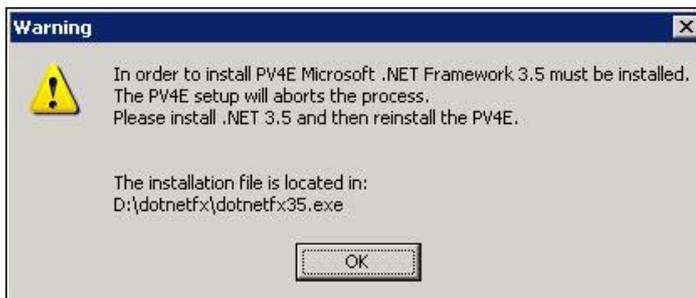


Figure 17 – InstallShield Wizard window

2. Click **Next** to continue.
3. If .NET elements are not installed on the server, a window opens warning that .NET elements must be installed.



4. Click OK.
5. Install .NET 3.5 as described in Appendix
6. The *License Agreement* dialog box opens.

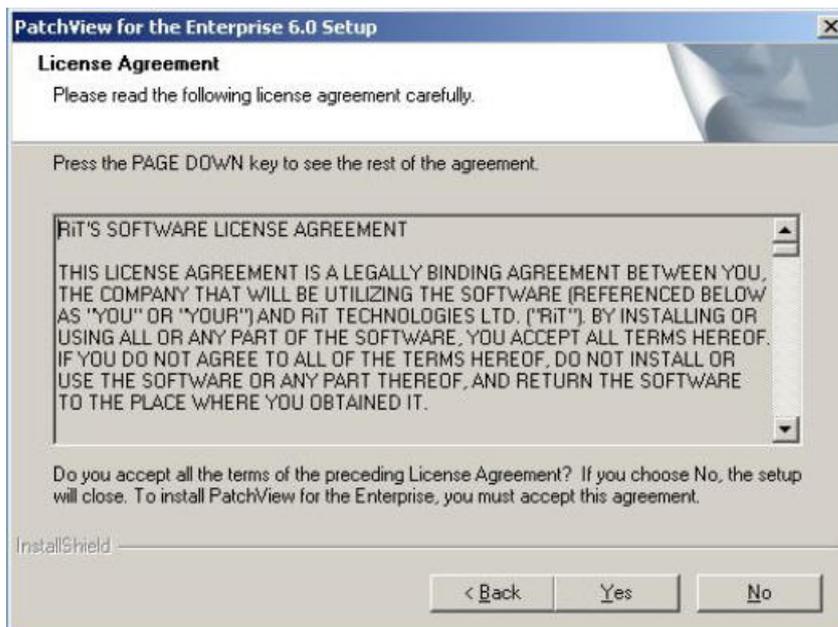


Figure 18 – License Agreement dialog box

7. Please read the agreement carefully. Click **Yes** to continue.
The *User Information* dialog box opens.

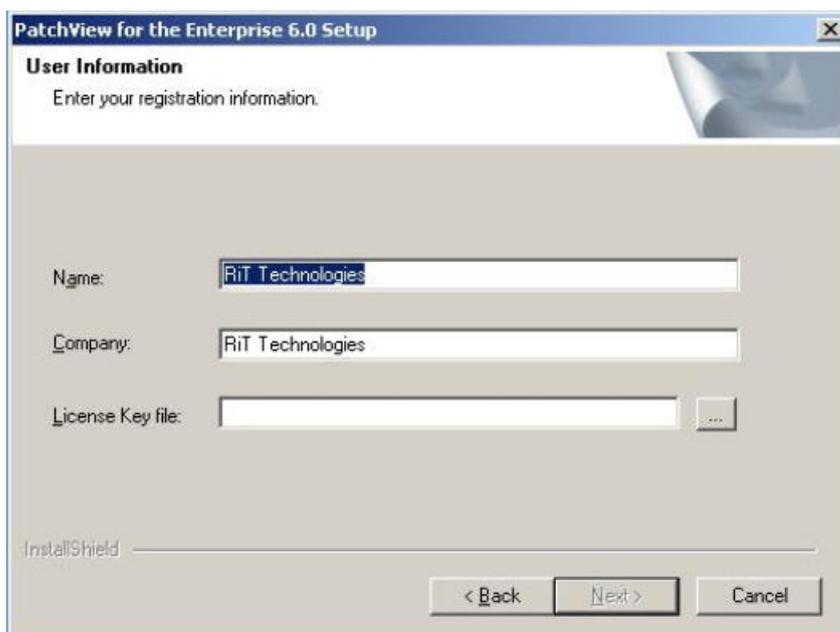
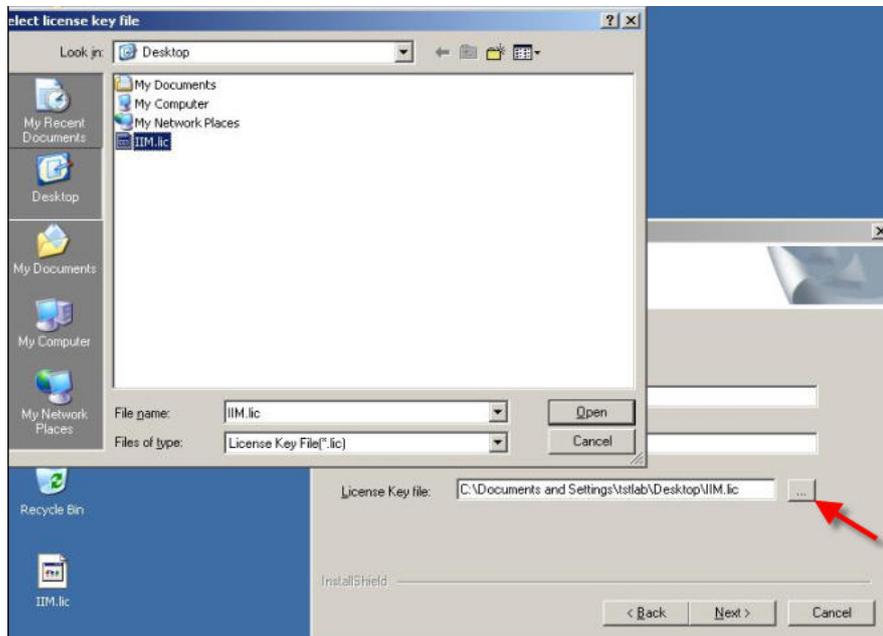


Figure 19 - User Information dialog box

8. Enter the Name and Company. The License Key file is supplied with the software. To locate, click the ellipsis button  to locate the License Key file. The following *Select License Key file* screen opens. Select file and click **Open**. The License Key file appears in the License Key file field. Click **Next**.



Note:

The **Next** button is enabled after a License Key file is entered.

9. Click **Next** to continue.
The *Application Account* dialog box opens.
10. Check the radio button to select either *Interactive User* or *This user* (current user). The following screen shows that the *Interactive User* has been selected.



Figure 20 – Application Account dialog – Interactive User

The following screen shows that *This user* has been selected.



Figure 21 – Application Account dialog – This user

11. Click **Next** to continue.

The *Setup Information* dialog box opens.

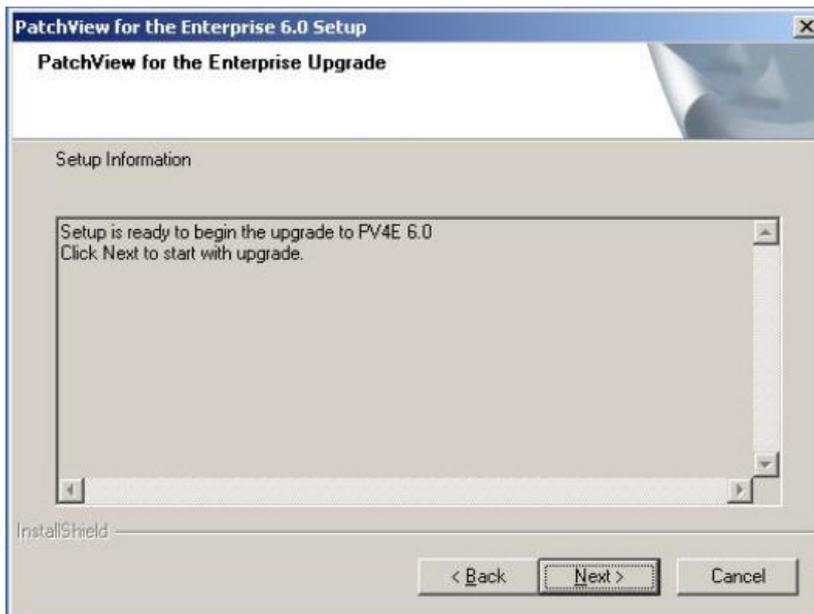
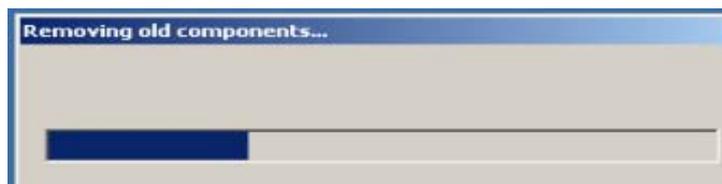
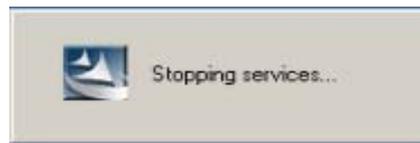


Figure 22 - PV4E Upgrade dialog box

12. Click **Next** to continue.

Several setup bars appear in succession, see the following: .



13. Once completed, and immediately after, the following *Setup Status* dialog box opens.

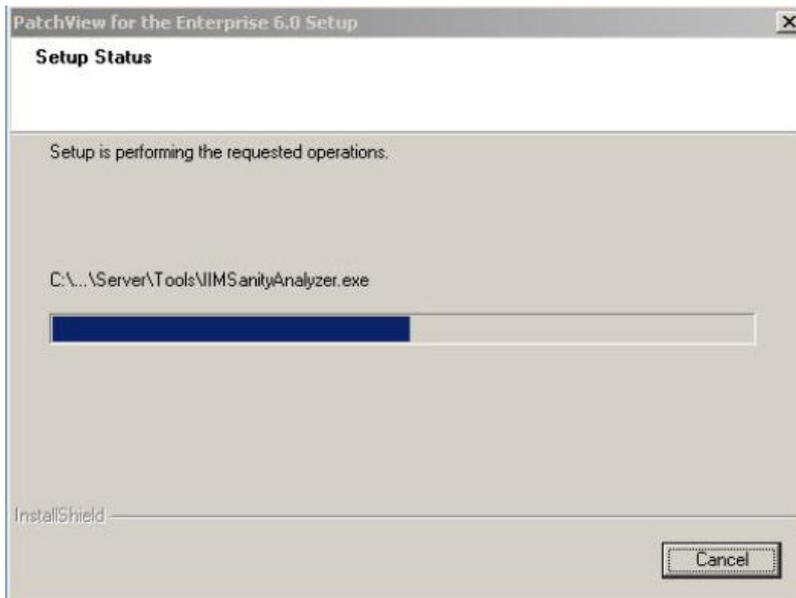


Figure 23 - *Setup Status dialog box*

14. The *Registering components* progress window appears.

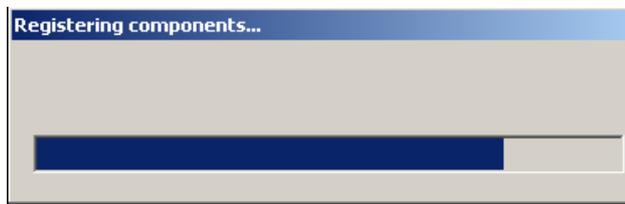
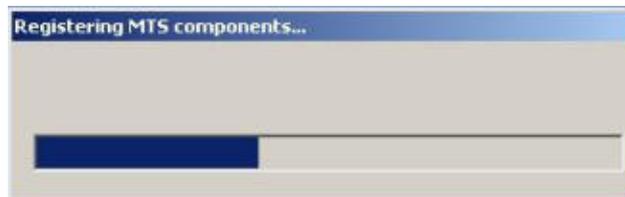


Figure 24 - *Registering components dialog box*

15. Once completed, and immediately after, a *Registering MTS components* progress window appears.



16. When completed the *InstallShield Wizard* opens. Click **Yes, I want to restart my computer now**. This step is recommended. Click **Finish**.



Figure 25 - *InstallShield Wizard dialog box*

17. After you have restarted your computer, the following dialog box appears:



The following PV4E Sanity Analyzer dialog box appears. This checks that the service is up and the PV4E installation completed successfully.

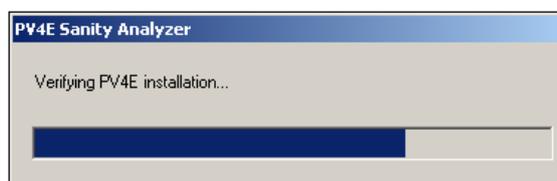
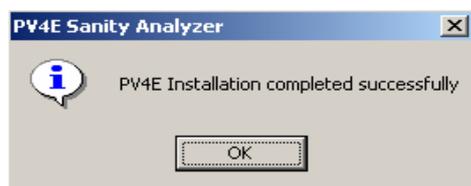


Figure 26 - *PV4E Sanity Analyzer dialog box*

The following PV4E Sanity Analyzer dialog box appears. This checks that the service is up and the PV4E installation completed successfully. Finally the following *PV4E Installation completed successfully* dialog box appears:



Note: In case the PV4E version 5 has an installed driver pack, the upgrade process will require to uninstall the driver pack. There will be necessary to install this driver pack again after the PV4E upgrading.

Software Upgrade for Windows Vista

The following section explains what action to take should you encounter any problems when performing the software upgrade for Windows Vista.

Problem

When pressing the **Download** button in the *Software Download* window, the progress bar turns red indicating that the operation has failed.

Cause

The cause can be attributed to either of the following reasons:

- FTP Service is not running
- No sufficient permissions on the *BootLoader* folder

Fix

> Run the FTP Service:

1. In Windows Vista, open the *Computer Management* window.
2. Open the *IIS 6.0 Manager* and click *FTP Sites*.
3. Check that the FTP Service is running, if not, start it.

> Add Permission to *BootLoader*:

1. Go to the *RiT Technologies\PatchView for the Enterprise* folder, located under the *Programs Files* folder.
2. Right click the *BootLoader* folder and select *Properties*.
3. Choose the *Security* tab.
4. Click **Add** and select the *Internet User Account* (IUSR_<ComputerName>) with Full Control permission.

Try the Software Download operation again to make sure the problem has been solved.

Additional Software

Online help files are supplied together with the PV4E application.

You can also refer to the latest Service Pack released by RiT Technologies Ltd. (need to confirm if the online help are within the PV4E

Installation Verification

Sanity Analyzer

To activate the sanity analyzer run the following file:

C:\Program Files\RiT Technologies\PatchView for the Enterprise\Server\Tools\PV4ESanityAnalyzer.exe

Once activated, the sanity analyzer performs several tests. On completion, you are prompted to view the report results. Select **Yes** to continue.

Verify that all is OK. If you encounter any problems that you cannot solve, please contact RiT customer support.

When you have completed the sanity analyzer report, please email the sanity analyzer report to RiT customer support.

The PV4E Sanity Analyzer is used to validate the PV4E installation by performing simple checks.

Level	Check	Category
Warning	Checks that the Regional Settings are correct	Regional Settings
Error	Checks that the PV4E registry is valid	Registry
Error	Checks that the database exists	Database
Error	Checks that the MSMQs are created	MSMQ
Error	Checks that all COM+ components are installed	COM+
Error	Checks if the ASP is allowed on the machine	IIS ASP Web Extension
Warning	Checks if the ASP.NET is allowed on the machine	IIS ASP.NET Web Extension
Warning	Checks if the machine can run ASP.NET	ASP.NET
Error	Checks the binaries were copied correctly	CRC
Error	Checks that all PV4E's processes are running	Processes
Error	Validates the license file	License

Troubleshooting

Symptoms

When you try to login you receive an error message that *the page cannot be displayed*, with the following technical information:

Error Type:

Active Server Pages, ASP 0115 (0x80004005)

A trappable error (E06D7363) occurred in an external object. The script cannot continue running.

/pv4e/main/pv4e.asp

Page:

GET /pv4e/main/pv4e.asp

Cause

The COM+ (MTS) components of PV4E run, by default, in the context of the interactive user. The interactive user is the user which is currently logged on to Windows directly. A user that is logged on through Terminal Services is not an interactive user. A user that uses NetMeeting, PCAnywhere, etc. is an

interactive user. If Windows is in a state of log off then there is no interactive user and the PV4E will fail to work from a remote Internet Explorer.

Solution

The following workaround can be applied by any user:

1. On the PV4E Server machine, Open the *Control Panel*
2. Open the *Administrative Tools*
3. Open *Component Services*
4. Go to *Computers\My Computer\COM+ Applications\PV4E*
5. Right click and select **Properties**
6. Go to the *Identity* tab
7. Select **This user**
8. Fill in a username and password of a valid Windows' user that has administrator privileges.
9. Apply the same to *Computers\My Computer\COM+ Applications\PV4E.Server* if it exists

Symptoms

The installation of PV4E runs smoothly, but when you try to login into the PV4E application an *Invalid Password* message is received.

Another symptom, which happens only if part of this solution is applied, is that you login and view items, but cannot add/edit them. Each time you try to add/edit an item the PV4E generates a message box that the system is busy.

Cause

The windows built-in anonymous user is not allowed to access the *cmsserv.exe*. And/or the BL user is not allowed to access the *cmsserv.exe*.

Workaround

The workaround can be applied by any user and applies to Windows XP professional edition only. Windows XP home edition is not supported.

Do the following steps on the PV4E Server machine after the PV4E installation. (The instructions applies to Windows 2003 Server with SP1 and to Windows XP with SP2)

1. Open the *Control Panel*
2. Open the *Administrative Tools*
3. Open *Component Services*
4. Go to *Computers\My Computer\DCOM Config\CmsServ*
5. Right click **Properties**
6. Go to the *Security* tab
7. On the Launch and Activation Permissions click **Edit...**
8. Click **Add...**

9. Click **Advanced...**
10. Click **Locations...**
11. Select the local computer name (not a domain name) and click **OK**
12. Click **Find Now**
13. After the search completes select the user whose name begins with IUSR_ and ends with the machine name.
For example if the machine name is MyMachine then the user name is **IUSR_MYMACHINE**
14. Click **OK**
15. Click **OK**
16. A new entry will appear in the Group or user names list: Internet Guest Account. Select.
17. In the Permission list below check all of the actions to enable the user local and remote launch and activation.
18. Repeat on steps 8 to 12
19. Find **your user name** and select
20. Repeat steps 14 to 18 for your user name
21. Click **OK**
22. Click **OK**
23. Repeat steps 8 to 12
24. Find the **Network Service** and select
25. Repeat steps 14 to 18 on Network Service account
26. Click **OK**
27. Click **OK**
28. There is no need to restart the machine

Running PV4E

When PV4E has been successfully installed you can log into the application via your browser.

PV4E Settings

To login/open PV4E

1. Open the Internet Browser and type the path into the Address window.
If you are working on the computer where PV4E server is installed, type:
http://local computer name/pv4e If you are working from a client, type:
http://host name/pv4e.
2. Press **Enter**, the PV4E login window opens.

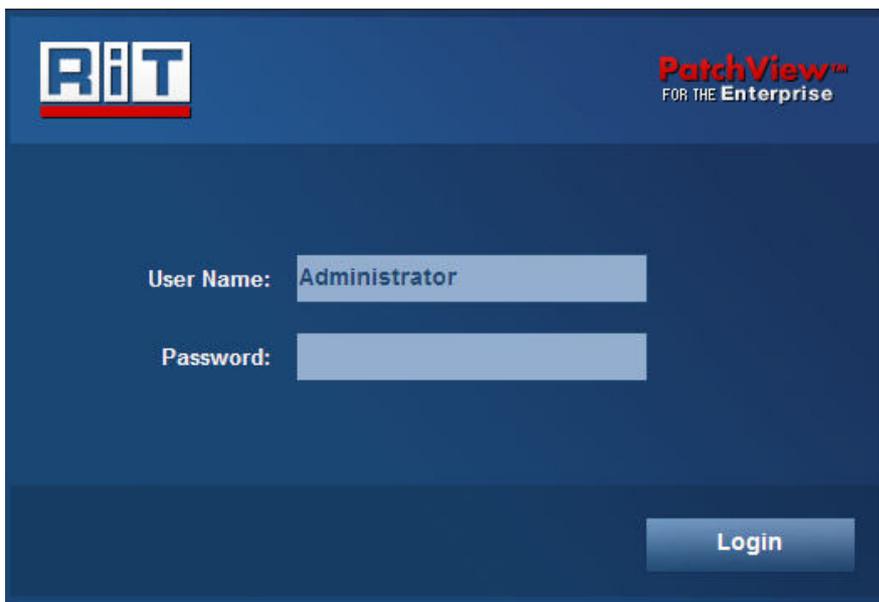


Figure 27 - PV4E Login window

3. Type in your User Name and Password.
The default settings are below and are case-sensitive. We strongly recommend that you change these settings as soon as possible:

User Name = Administrator

Password = [blank]

4. Click **Login**.

When launching PV4E for the first time, a RiT Security Warning message appears.



Figure 28 - RiT Security Warning message

5. Click **Yes** to continue.
PatchView for the Enterprise opens.

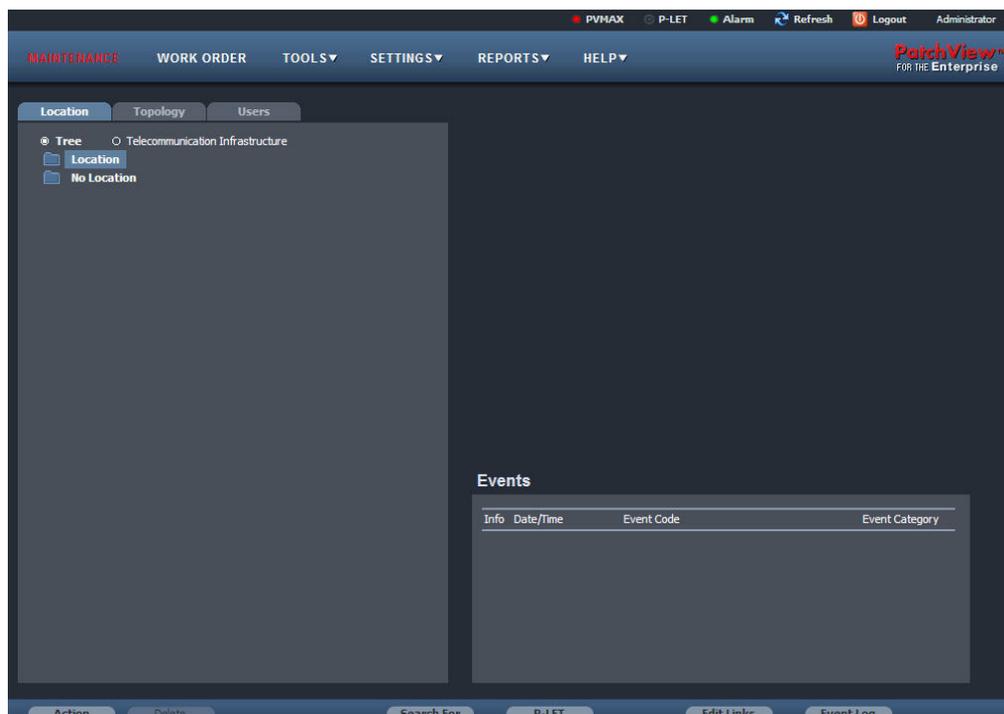


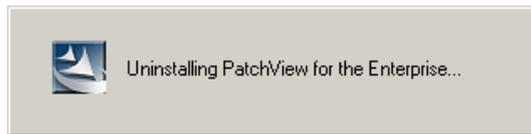
Figure 29 - PV4E Opening Screen

The default is set to open in the *Maintenance* window as it is here that most of the activity in PV4E occurs. When this window opens for the first time after installation, there is no information pane, as this only appears after an item is added or defined within the database.

Uninstalling PV4E

1. From the *Start* menu, select > **Settings** > **Control Panel**.
2. Select **Add/Remove Programs**.
3. Locate PV4E from the list of programs and click **Remove**. The following Uninstall sequence is activated:





After the above *InstallShield Wizard*, closes, the following *InstallShield Wizard Complete* box opens: Click **Finish** to uninstall PV4E.



Figure 30 –InstallShield Wizard Complete dialog box

Chapter 3 – Extended Driver Pack

Installing Extended Driver Pack

This section is relevant only if you have purchased the extended Driver Pack.

Note:

Before installation stop the PV4E server.

The Extended Switch DriverPack provides expanded switch information support for switches.

A list of supported switches can be found at our website:

<http://www.rittech.com/content.asp?id=403&mode=1>

This section describes how to install the Extended Switch DriverPack.

1. Go to: Insert the Extended Switch DriverPack Installation CD into the CD Rom disk drive.
2. Open the CD Rom drive on your computer.
3. Run .exe file to install driver pack.
4. The system prepares the InstallShield Wizard.

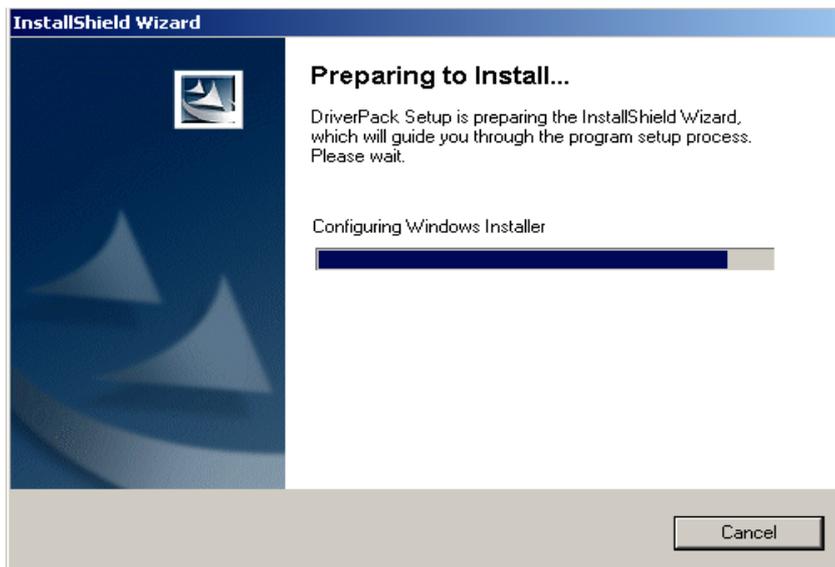


Figure 31 - Preparing the InstallShield Wizard

5. The InstallShield Wizard dialog box opens. Click **Next** to continue.

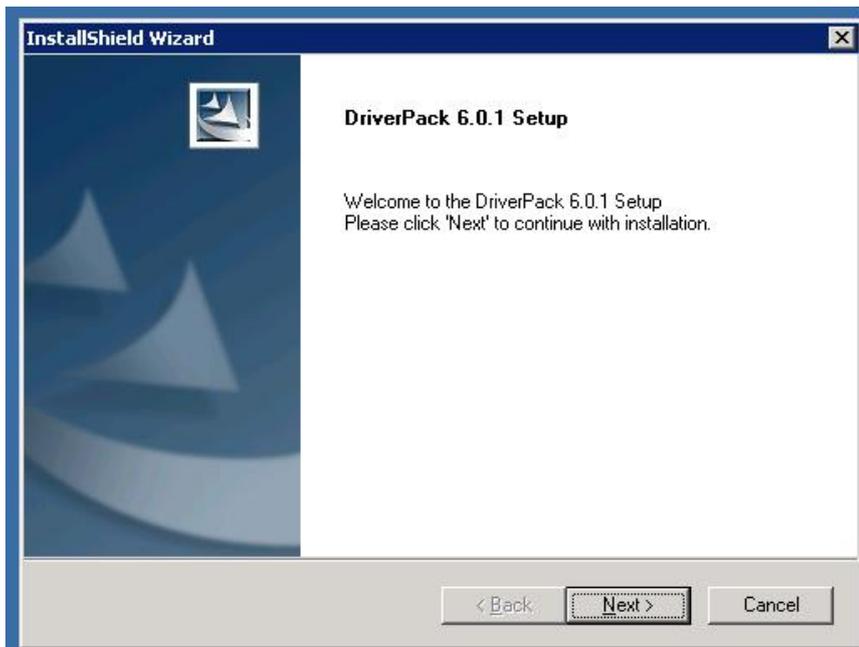


Figure 32 - InstallShield Wizard window

Comment: This image will not be relevant in released version

6. The Setup status dialog box opens. A series of indicator status screens show the current status of the installation.

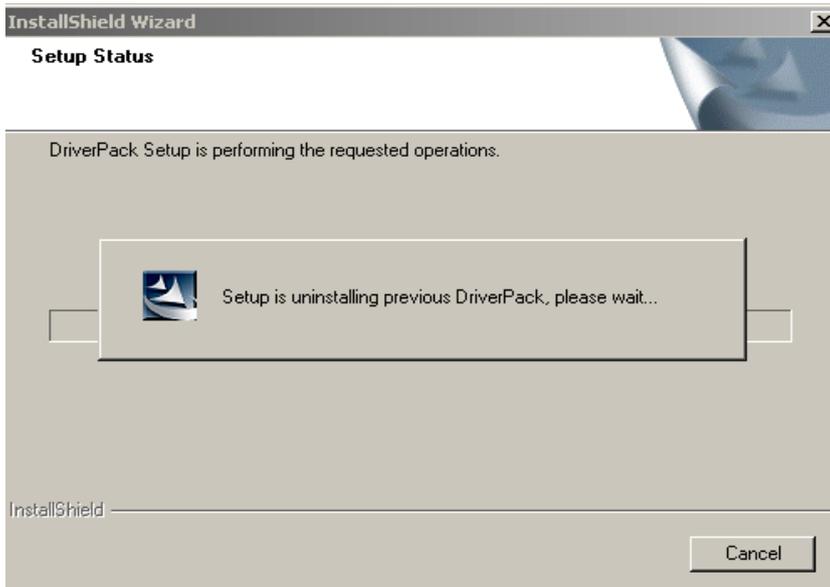


Figure 33 - Setup Status dialog

7. The InstallShield Wizard Complete dialog box opens. Click **Finish** to complete installation.

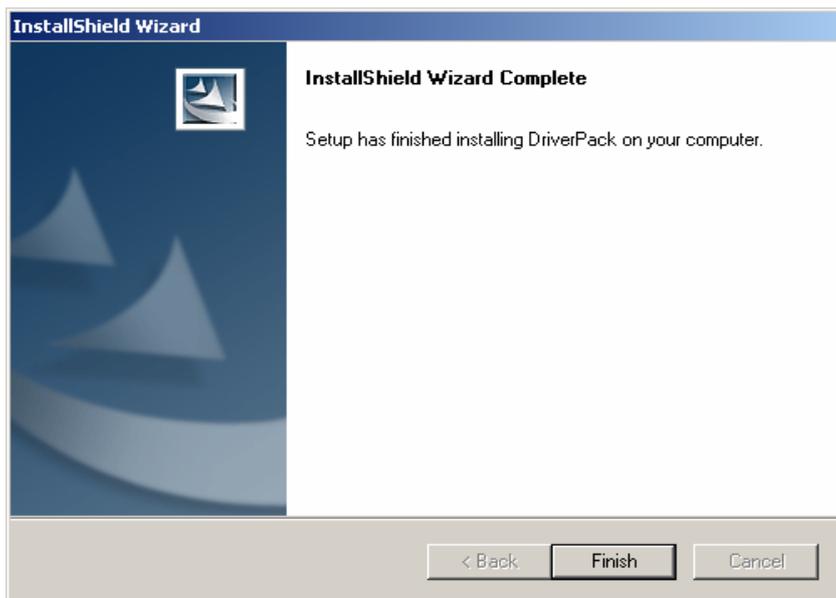


Figure 34 - PV4E InstallShield Wizard Complete dialog

Chapter 4 – CAD Module

Note: The CAD module is not supported in windows server 2008 and windows Vista

This chapter includes the following sections:

- License Registration
- System Requirements
- MapGuide Server Version
- Installing the PV4E CAD Module
- MapGuide Configuration
- Activating the Active X Component

Note:

For all procedures contained in this chapter, you must be logged into the PV4E Server with administrative privileges.

License Registration

Prior to installation of the *PV4E CAD Module*, please register your software copy and obtain a valid license key.

Please refer to the *License Registration* document that is included in this package.

System Requirements

Note:

The PV4E CAD application does not support SQL 2005 SP1 Express Edition.

The System Requirements for the installation of CAD are identical to the requirements for the installation of PV4E.

CAD must be installed on the PV4E Server.

MapGuide Server Version

The MapGuide Server versions that support this PV4E module are AutoCAD 2000, 2000i, and 2002.

Uninstalling Previous MapGuide Components

If you presently have MapGuide 6.0 or lower installed on your machine, you must follow the uninstall procedure before installing the new version. You need to uninstall the toolkit and the Server.

Uninstalling the MapGuide Toolkit

You need to uninstall a previous version of the *MapGuide Toolkit* before installing the latest version.

To uninstall a previous version of the MapGuide Toolkit

1. From the Windows Start menu, select **Control Panel > Add/Remove Programs**.

The *Add/Remove Programs* window appears.

2. Click **Autodesk MapGuide(R) SDF Component Toolkit 6**. The title may be different for previous versions.

3. Click **Change/Modify**.

The *Autodesk MapGuide(R) SDF Component Toolkit Release 6 Setup – Welcome* dialog appears.

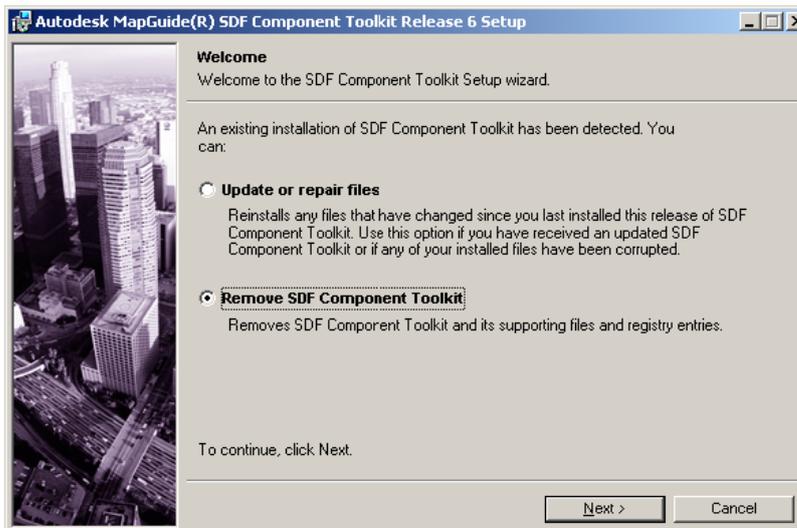


Figure 35- Setup – Welcome Dialog Box

4. Select **Remove SDF Component Toolkit** and click **Next**.

The *Confirm Removal* dialog appears.



Figure 36- Setup – Confirm Removal Dialog Box

5. Click **Next**.

The *Removal Complete* dialog appears.

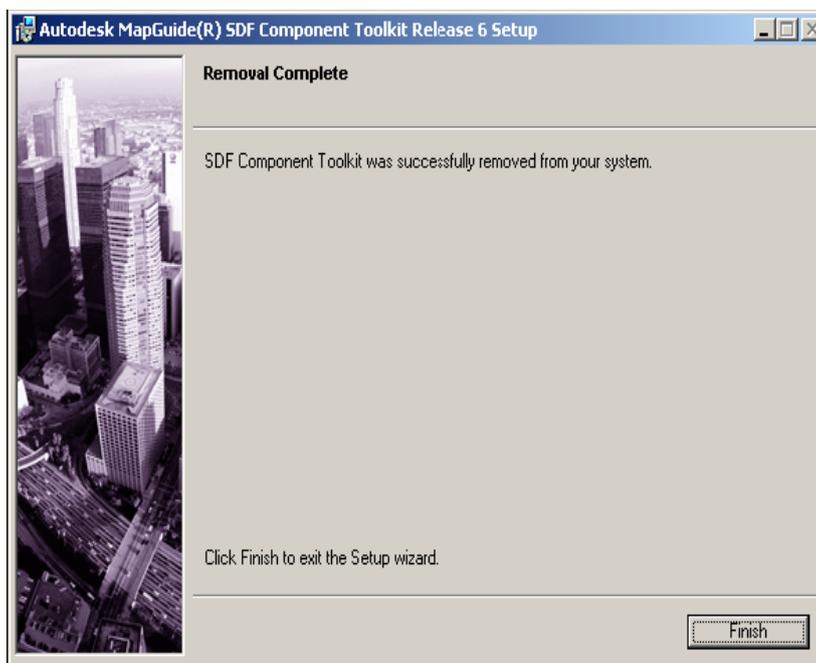


Figure 37 - Setup – Removal Complete Dialog Box

6. Click **Finish**.

Uninstalling the MapGuide Server

You need to uninstall a previous version of the MapGuide Server before installing the latest version.

To uninstall a previous version of the MapGuide Server

1. From the Windows Start menu, select Control Panel > Add/Remove Programs.

The *Add/Remove Programs* window appears.

2. Click **Autodesk MapGuide(R) Server Release 6**. The title may be different for previous versions.
3. Click **Change/Modify**.

The *Autodesk MapGuide(R) Server Release 6 Setup - Welcome* dialog appears.

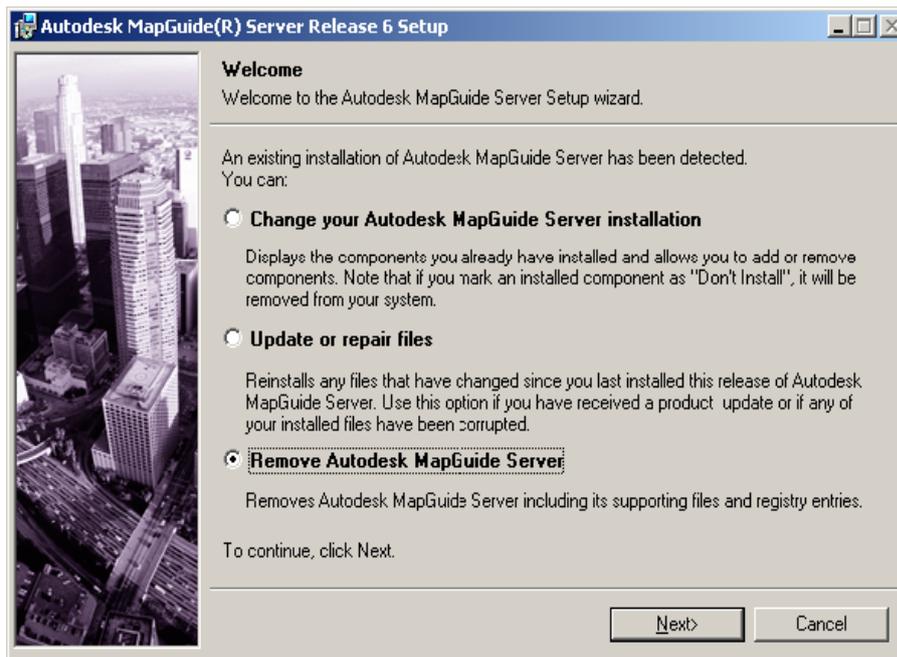


Figure 38- Autodesk MapGuide(R) Server Release Dialog Box

4. Select Remove Autodesk MapGuide Server and click **Next**.



Figure 39- Remove Autodesk MapGuide Server Dialog Box

5. Click **Next**.

The *Confirm Removal* dialog appears.

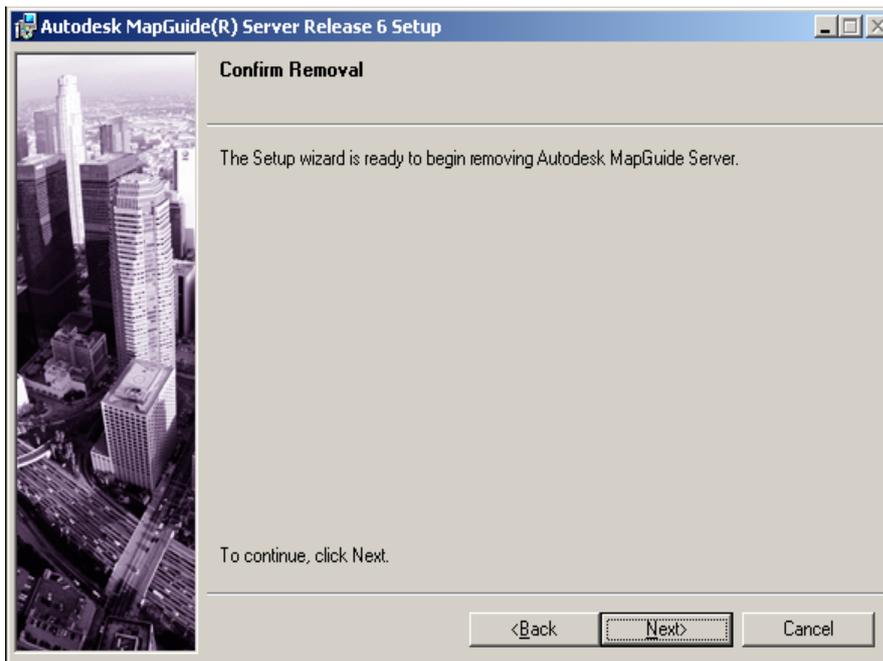


Figure 40- Confirm Removal Dialog Box

6. Click **Next**.

The *Removal Complete* dialog appears.

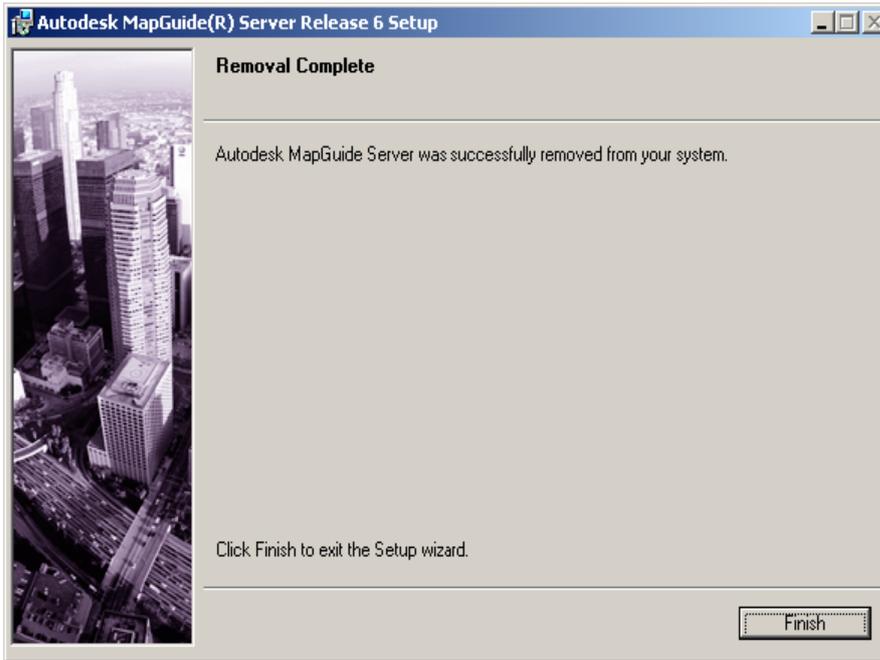
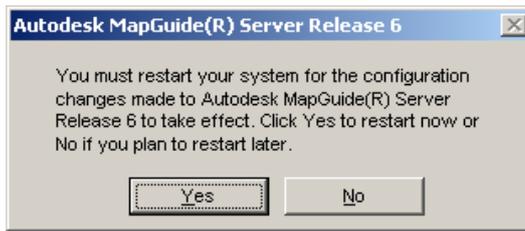


Figure 41- Removal Complete Dialog Box

7. Click **Finish**.

A message appears informing that you should restart your machine.



8. Click **Yes**.

The machine restarts.

Uninstalling a Previous Version of PV4E CAD Module

You need to uninstall the previous version of the PV4E CAD Module before installing the latest version.

To uninstall a previous version of the MapGuide Server

1. From the Windows **Start** menu, select **Control Panel > Add/Remove Programs**.

The *Add/Remove Programs* window appears.

2. Click **PV4E CAD Integration Module**.
3. Click **Change/Modify**.

A dialog box appears and prompts you to proceed with the installation procedure.

4. Click **Yes**.

The uninstall process begins.

The *PatchView for the Enterprise - CAD Module Setup* dialog appears requesting that you restart the computer.

5. Click the **Yes** option and click **Finish**.

Installing the MapGuide Components

You must install the MapGuide Components - Server and SDF Components Toolkit before installing the PV4E CAD Module.

Installing the MapGuide Server

There are two procedures when installing the MapGuide Server:

- Install MDAC 2.8 if it is not already installed. These are the Microsoft Data Access Components
- Install the MapGuide Server
- Install the SDF Toolkit

To install MDAC 2.8

1. Insert the Autodesk MapGuide CD into your CD-ROM drive. The Installation Utility screen appears. You can ignore this window for now.
2. Using *File Explorer*, go to the root directory on the CD.
3. Open the **MDAC 2.8 directory**.
4. Double click **MDAC_TYP.exe**.

The *installation wizard* opens.

5. Continue with wizard until the Microsoft Data Access Components 2.8 Setup – End User License Agreement dialog appears.

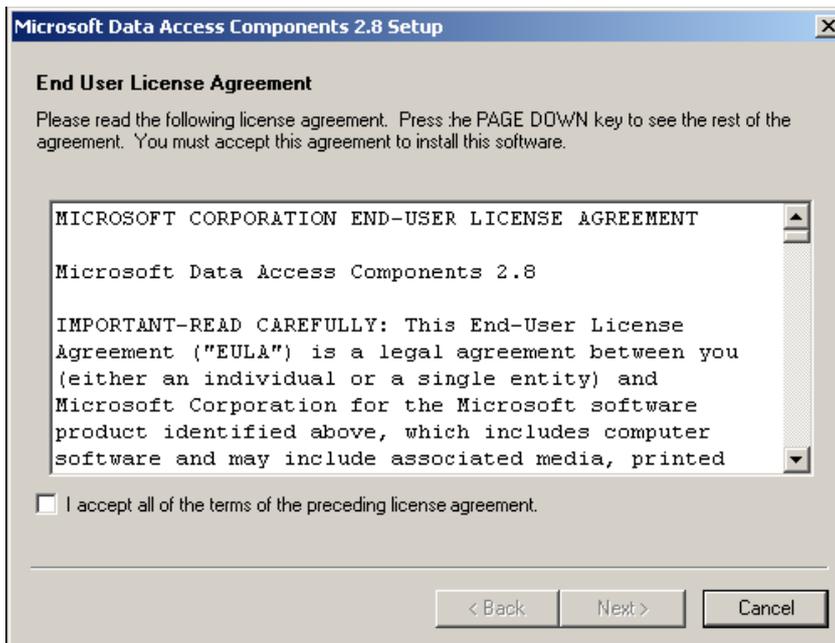


Figure 42- End User License Agreement Dialog Box

6. Select the **I Accept** checkbox and click **Next**.
7. Continue with the wizard while it checks for disk space until the Microsoft *Data Access Components 2.8 Setup - Installing the Software* dialog appears.

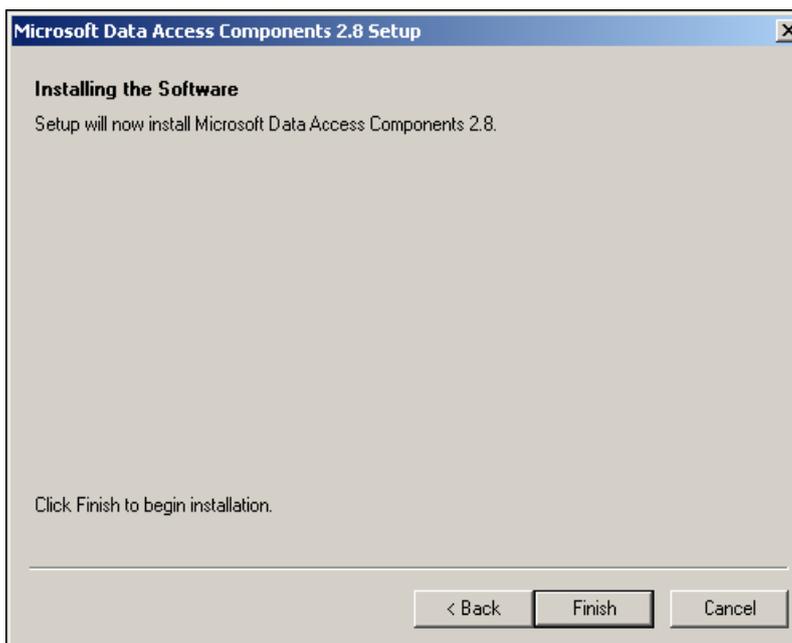


Figure 43- Installing the Software Dialog Box

8. Click **Finish**.

The installation starts.

On completion of the installation process, the *Microsoft Data Access Components 2.8 Setup - Restarting the System* dialog appears.

9. Ensure **Let setup restart the system now** is selected.

10. Click **Finish**.

The system reboots.

To install the MapGuide Server

1. Insert the *Autodesk MapGuide* CD into your CD-ROM drive (if you did not do so for the previous section).

The *Installation Utility* screen appears.

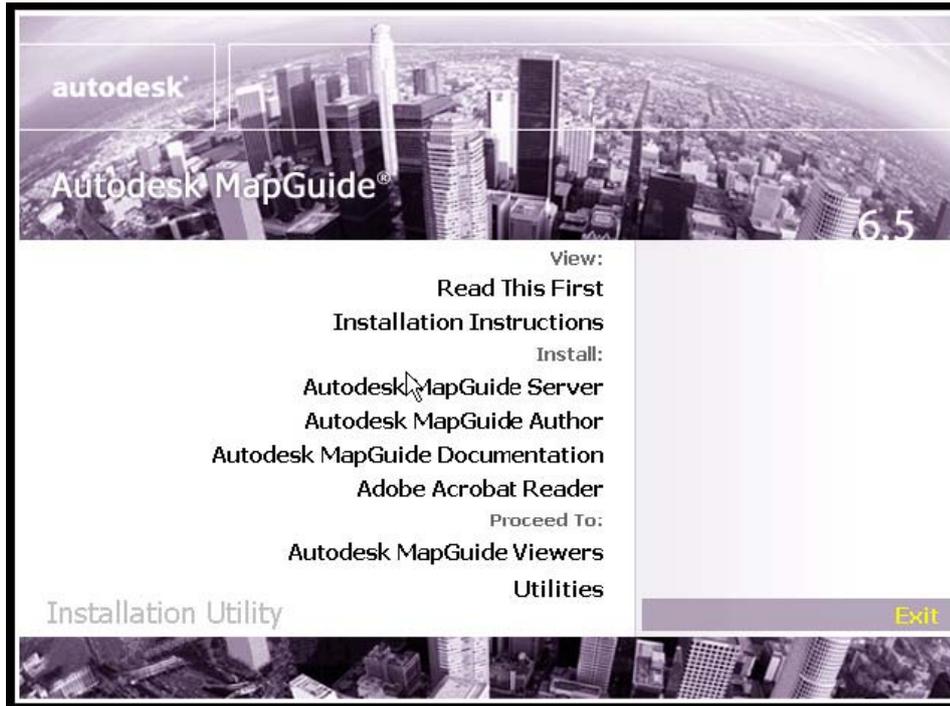


Figure 44- Installation Utility Dialog Box

2. Click **Autodesk MapGuide Server**.

The *Autodesk MapGuide(R) Server Release 6.5 Setup - Welcome* dialog appears.

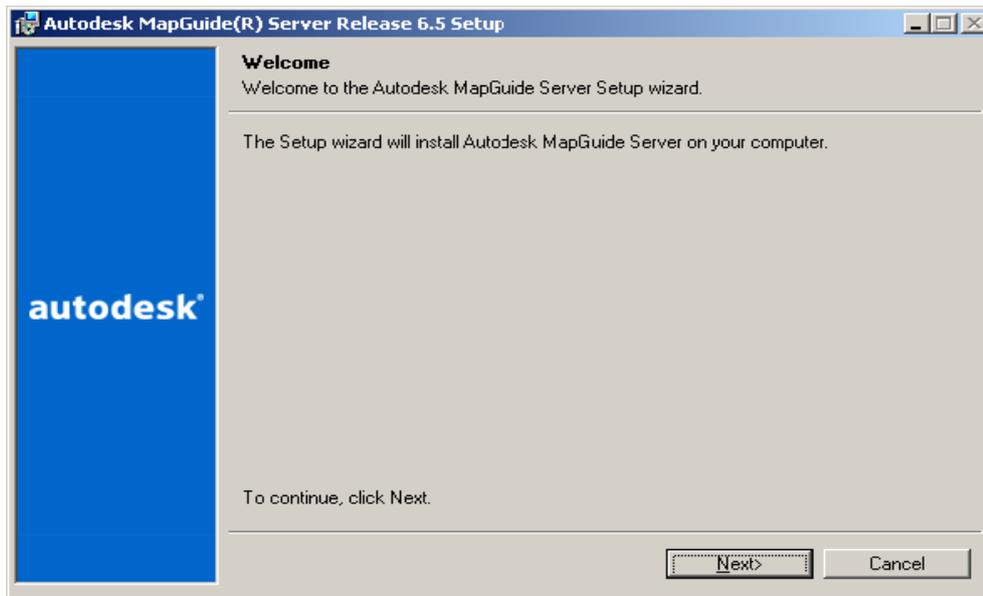


Figure 45- Autodesk MapGuide(R) Server Release Setup Dialog Box

3. Click **Next**.

The *End User License Agreement* dialog appears.

4. Select *I Accept* checkbox and click **Next**.

The *Register Autodesk MapGuide Server* dialog appears.

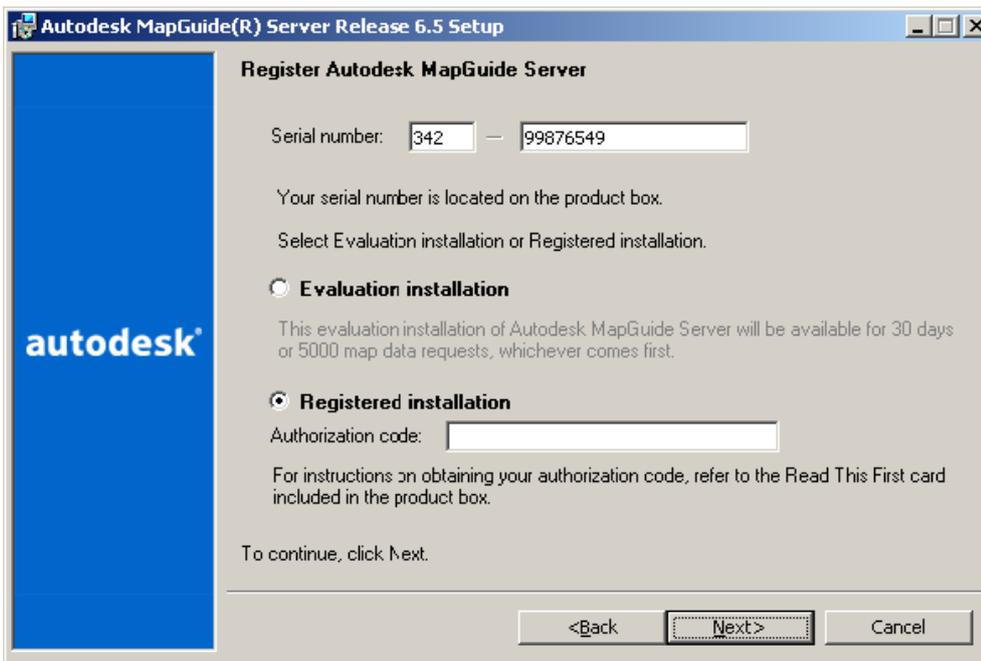


Figure 46- Register Autodesk MapGuide(R) Dialog Box

5. In the dialog box:
Enter the **serial number**.
Ensure the *Registered Installation* option is selected.
Enter the *Authorization Code*.
6. Click **Next**.
The *Select Installation Type* dialog appears.

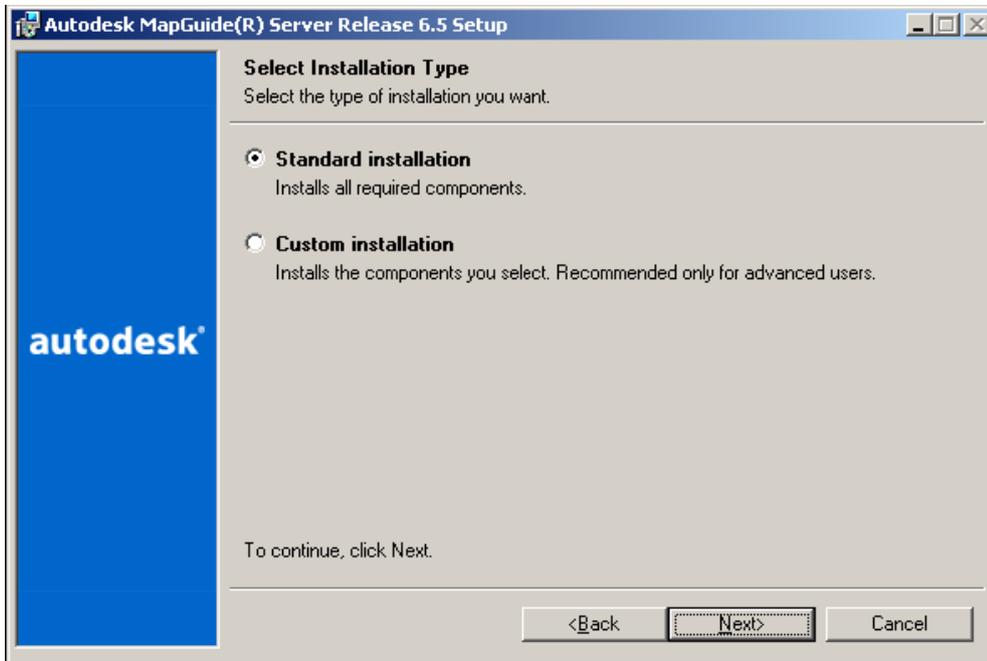


Figure 47- Installation Type Dialog Box

7. Ensure Standard installation is selected and click **Next**.
The *Select Installation Directory* dialog appears.

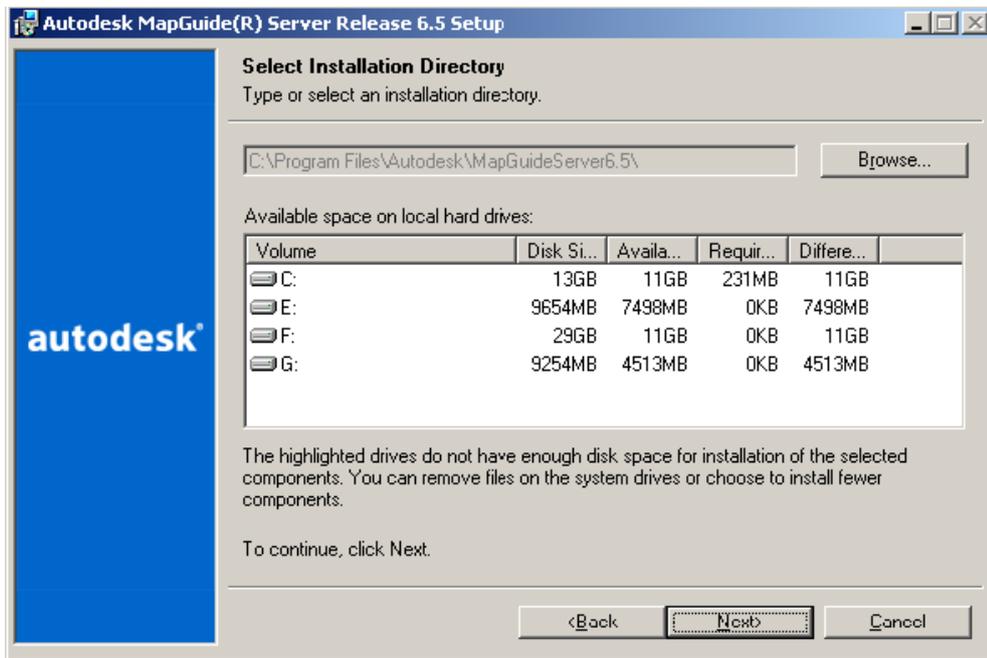


Figure 48- Select Installation Dialog Box

8. Click **Next**.

The *Configure Autodesk MapGuide Server Settings* dialog appears.

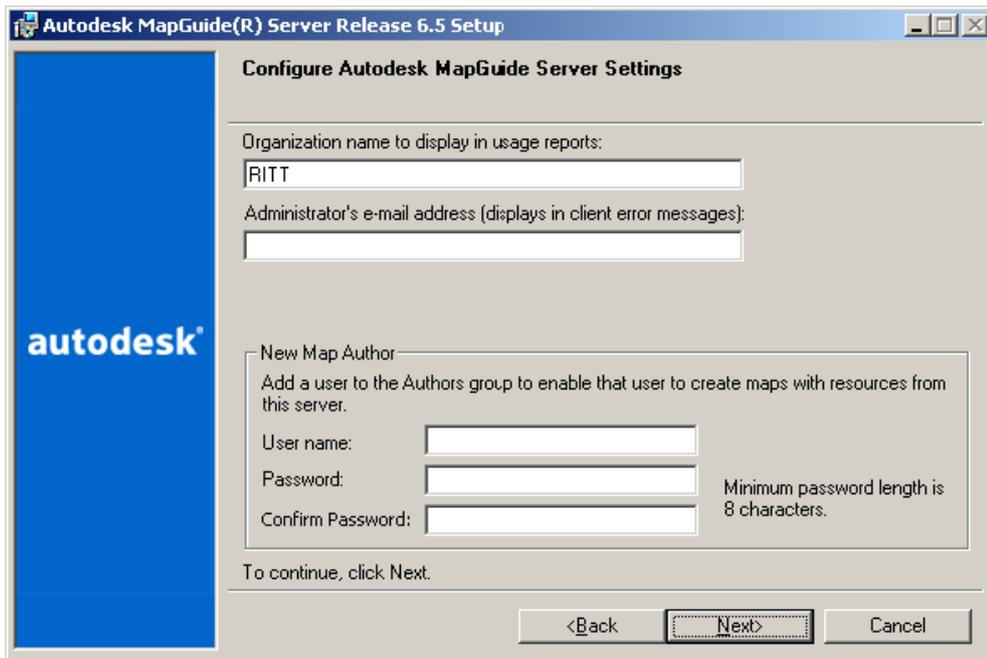


Figure 49- Autodesk MapGuide Server Dialog Box

9. Click **Next**.

The *Notes for Configuring Autodesk MapGuide Server Service* dialog appears.

10. Click **Next**.

The *Oracle Client Not Detected* dialog appears.

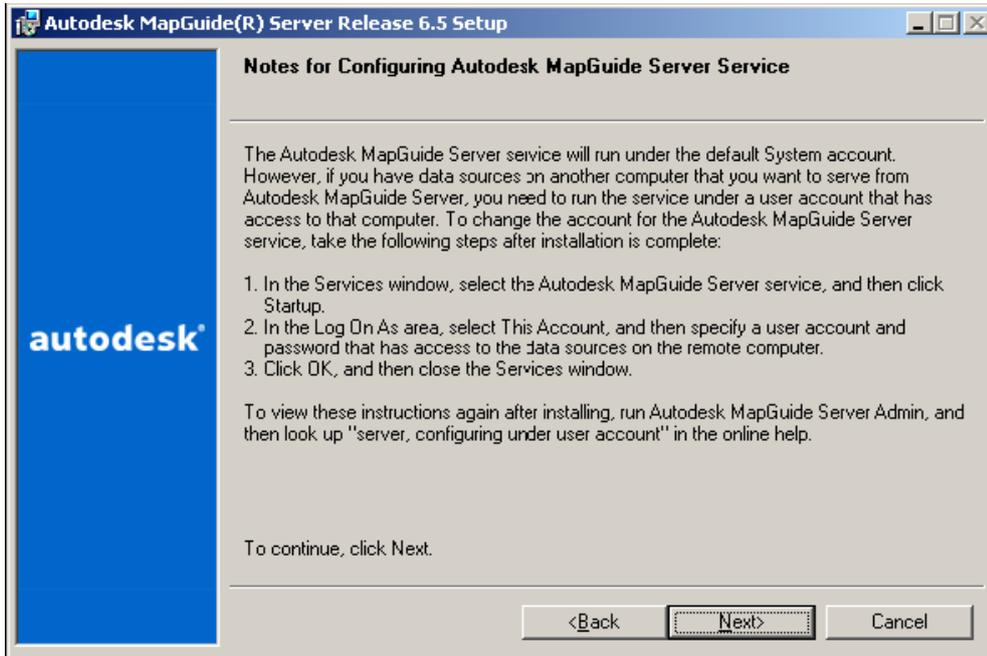


Figure 50- Oracle Client Not Detected Dialog Box

11. Click **Next**.

The *Confirm Installation* dialog appears.

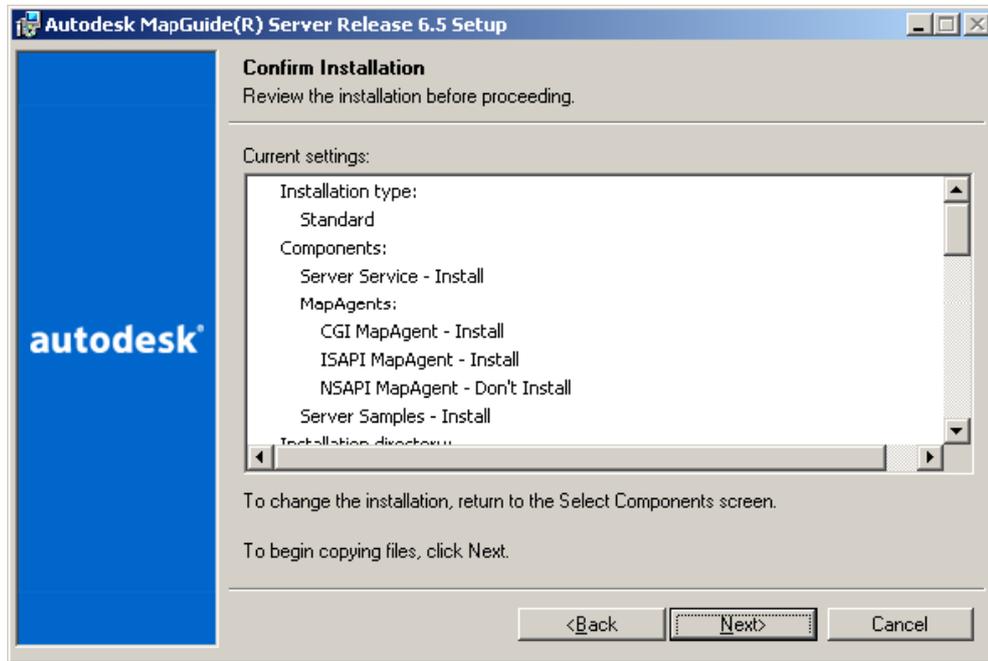


Figure 51- Confirm Installation Dialog Box

12. Click **Next**.

The installation process starts. A progress dialog appears.

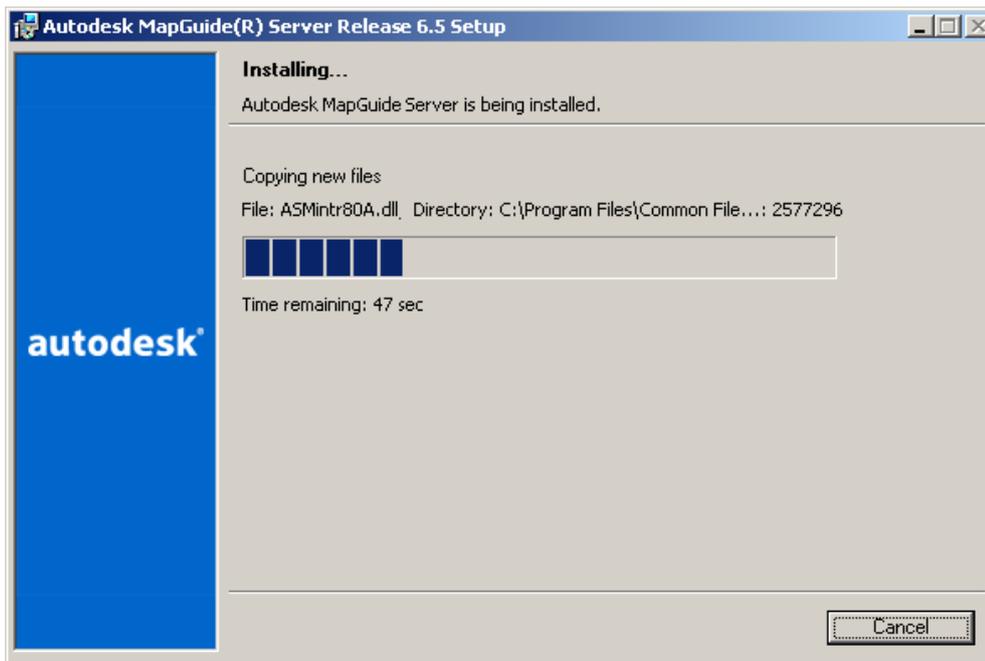
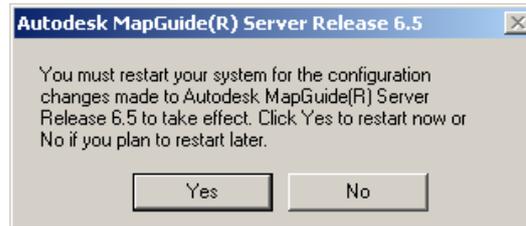


Figure 52- Installation Process Dialog Box

On completion of the installation process, the Setup Complete dialog appears.

13. Click **Finish**.

The *restart message* appears.



14. Click **Yes**.

The computer reboots.

Installing the MapGuide SDF

1. Using the Installation Utility, select Utilities.

The *Installation Utility* screen appears.

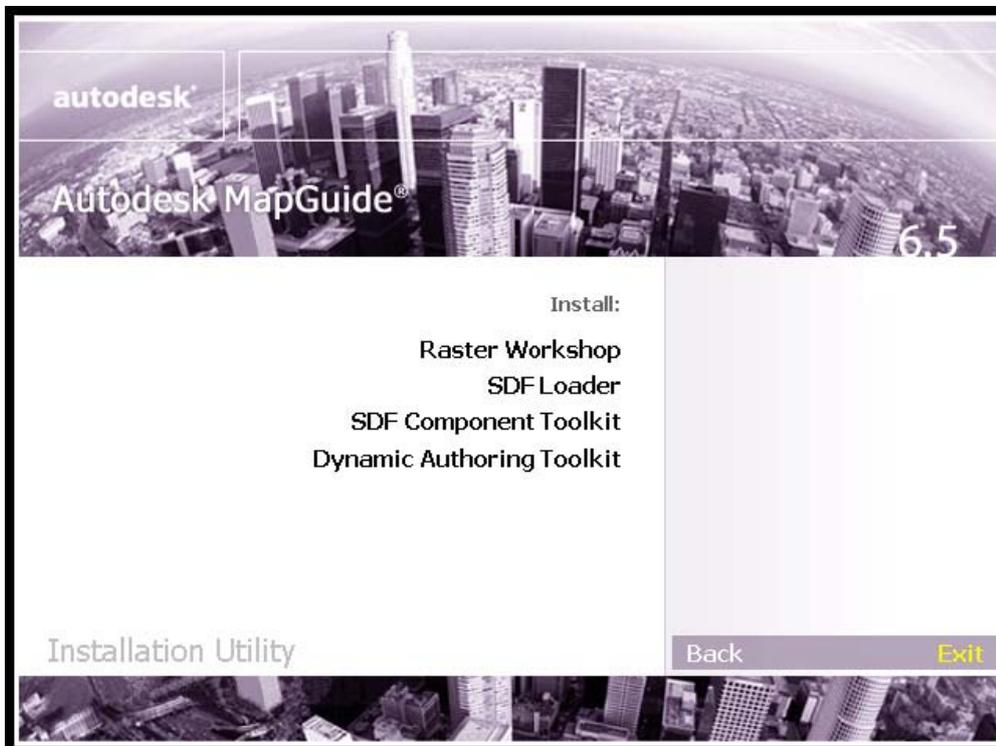


Figure 53-Installation Utility Screen Dialog Box

2. Click **SDF Component Toolkit**.

The *Autodesk MapGuide(R) SDF Component Toolkit Release 6.5 Setup – Welcome* dialog appears.

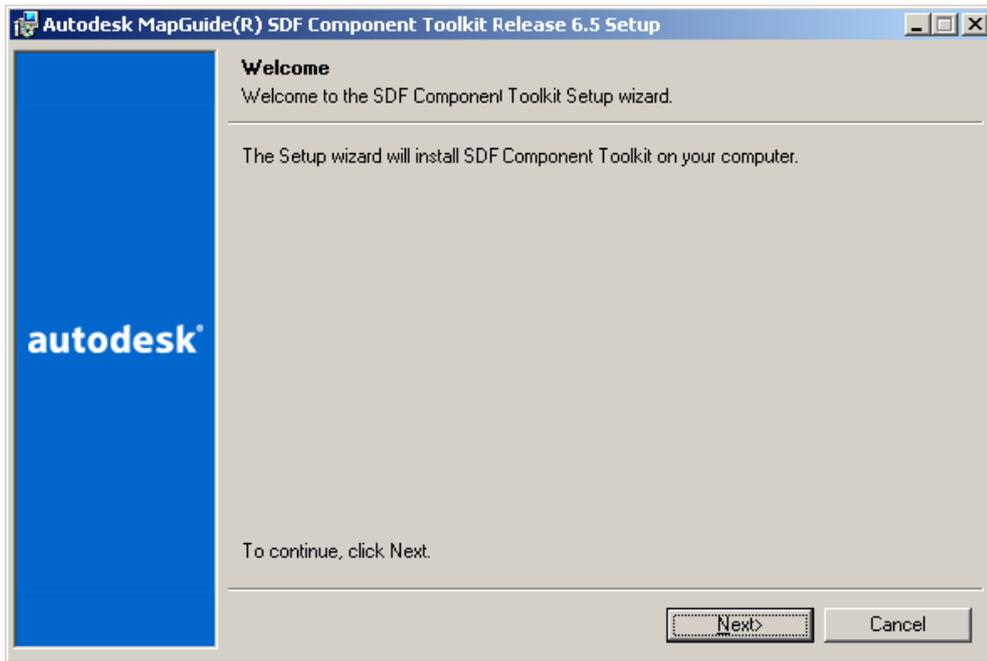


Figure 54- Autodesk MapGuide(R) SDF Component Toolkit Release Dialog Box

3. Click **Next**.

The *Select Installation Directory* dialog appears.

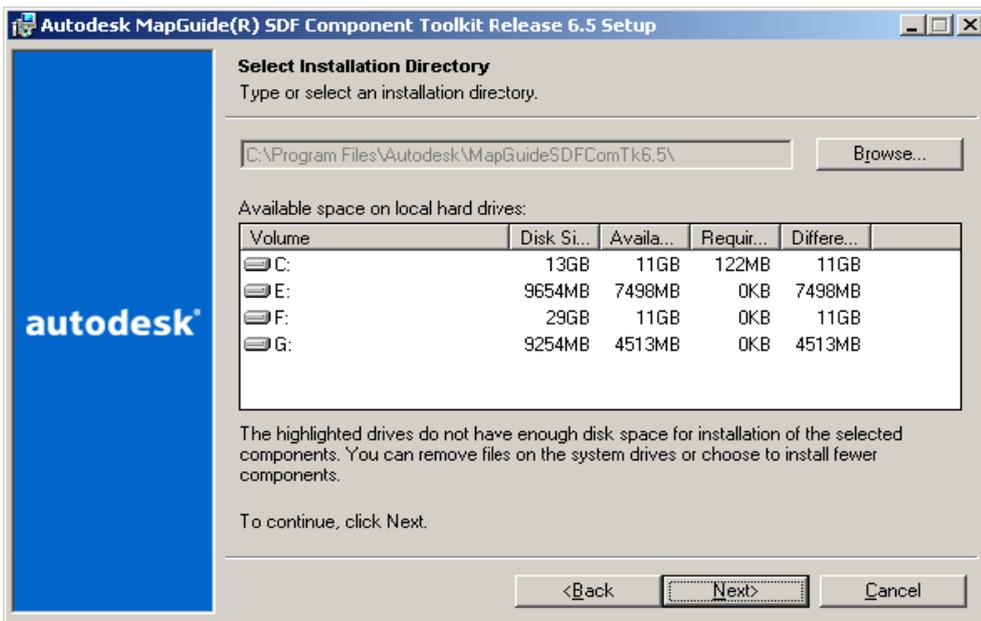


Figure 55- Select Installation Dialog Box

4. Click **Next**.

The *CSMap Files Detected* dialog appears.

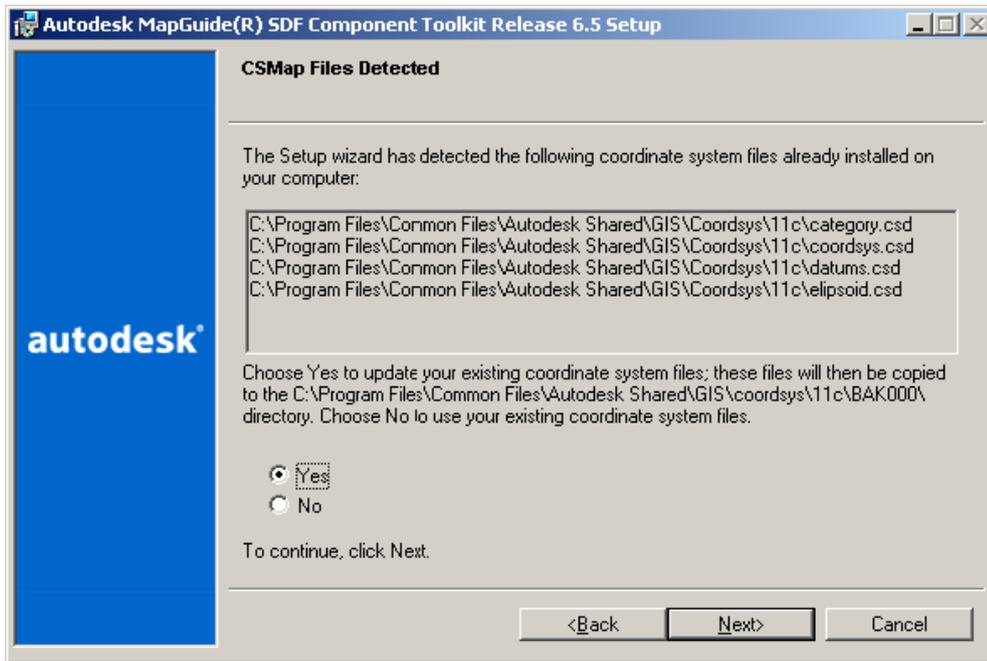


Figure 56- CSMap Files Detected Dialog Box

5. Ensure Yes is selected and click **Next**.

The Setup *Complete* dialog appears.



Figure 57-Setup Complete Dialog Box

6. Click **Finish**.

After the installation process completes, the *Installation Utility* main screen reappears.

7. Click **Exit**.

Installing the PV4E CAD Module

The PV4E CAD Module installation is a simple process when all hardware and software requirements are met. The intuitive Setup Wizard guides the system administrator through the steps necessary to install the software product.

Tip: The Serial Number, CD Key and Authorization Code are required during the installation process. Please refer to the Registration Document included in this package. This tip only refers to when you are installing the CAD Module on MapGuide 6.0.

To start the installation

1. Log into the server with Administrator privileges.
2. Insert the PV4E CAD Module CD-ROM into your CD-ROM drive.

Click on Setup.exe file to initiate the installation.

3. The Preparing to *Install InstallShield Wizard* dialog box opens.

When the InstallShield Wizard is installed, the *CAD Module Setup – Welcome* dialog opens.

Comment: CAD 6.0 missing autorun.
For installation requires to execute Setup.exe file from installation CD

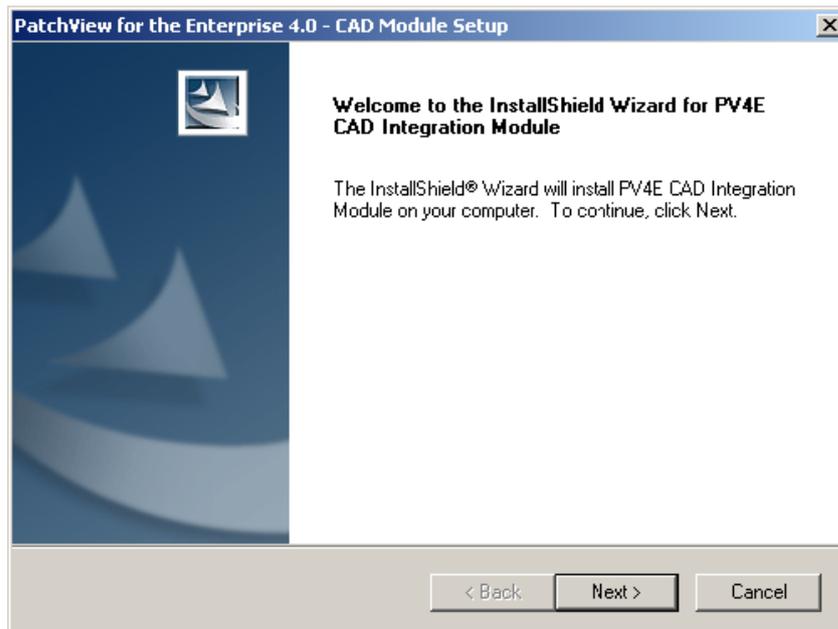
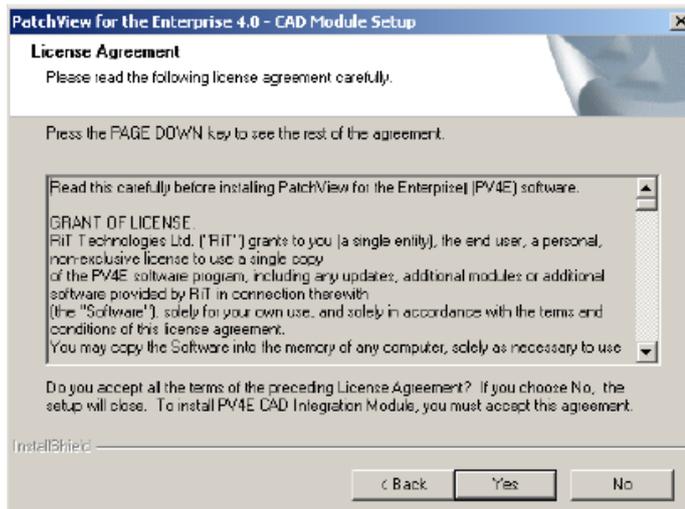


Figure 58- PV4E CAD Module Setup Dialog Box

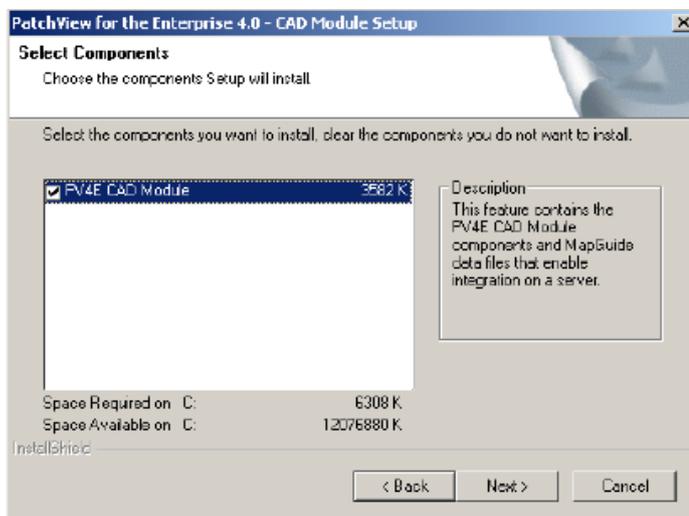
4. Click **Next**.

The *License Agreement* dialog opens.



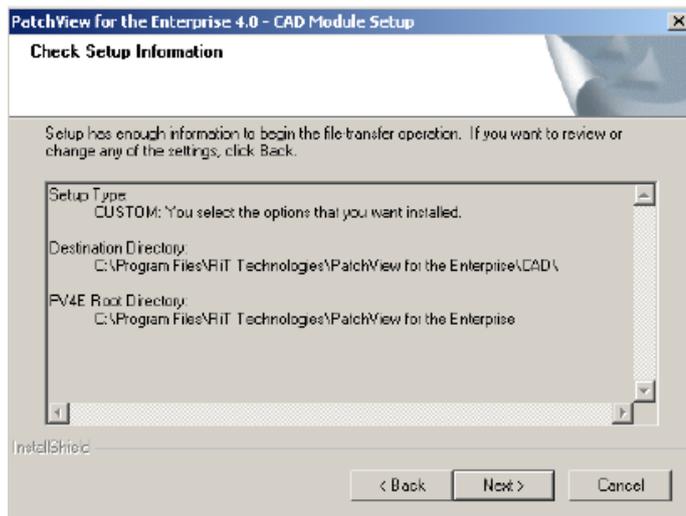
5. Click **Yes** to continue.

The *Select Components* dialog opens.



6. Click **Next**.

The *Check Setup Information* dialog appears.



7. Click **Next**.

The setup process continues. A progress window opens showing the progress of the installation.

On completion of the installation, the *Installation Wizard Complete* dialog appears.

8. Click **Finish** and the computer restarts.

Leave the CD-ROM in the computer until the reboot process has completed after logging into Windows.

Note:

For CAD to work, the Active X Components must have the correct settings.

MapGuide Configuration

After completing the PV4E CAD Module installation you need to configure the MapGuide application.

To configure MapGuide

1. From the Windows **Start** menu, select **Programs > MapGuide Release 6.5 > Autodesk MapGuide Server Admin**.

The *Autodesk MapGuide Server Admin* window opens.

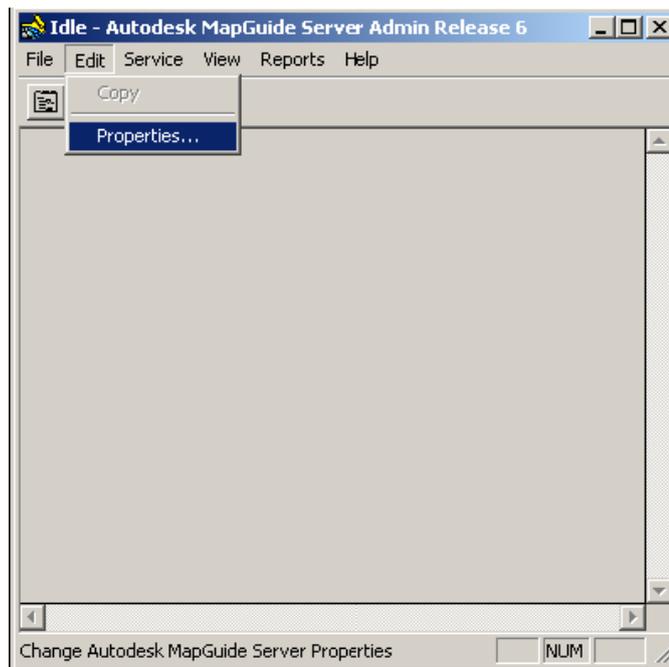


Figure 59- Autodesk MapGuide Server Admin Dialog Box

2. From the **Edit** menu, select **Properties**.
The *Properties* dialog opens.

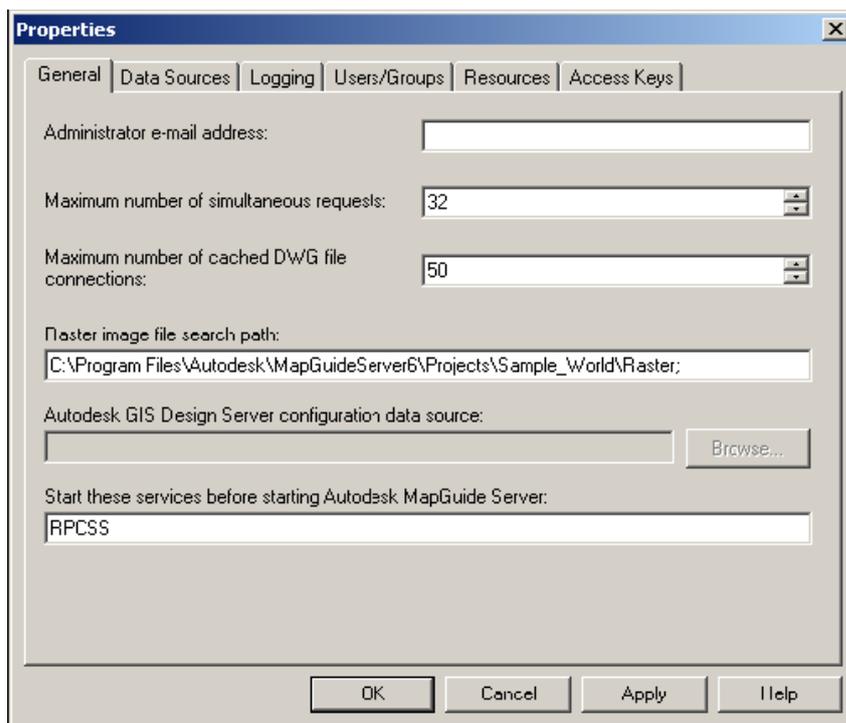


Figure 60- Properties Dialog Box

3. Enter the value 32 into the **Maximum number of simultaneous requests** field.
4. Enter the value 50 into the **Maximum number of cached DWG file connections** field.
5. Click **Apply**.
6. Click **OK**.

Activating the Active X Component

To activate the Active X Component

1. Right-click on the *Internet Explorer* icon on the computer desktop.
2. Select and click **Properties** from the drop-down menu.
The *Internet Properties* dialog opens.
3. Click the *Security* tab.
The *Security Tab* Window opens.

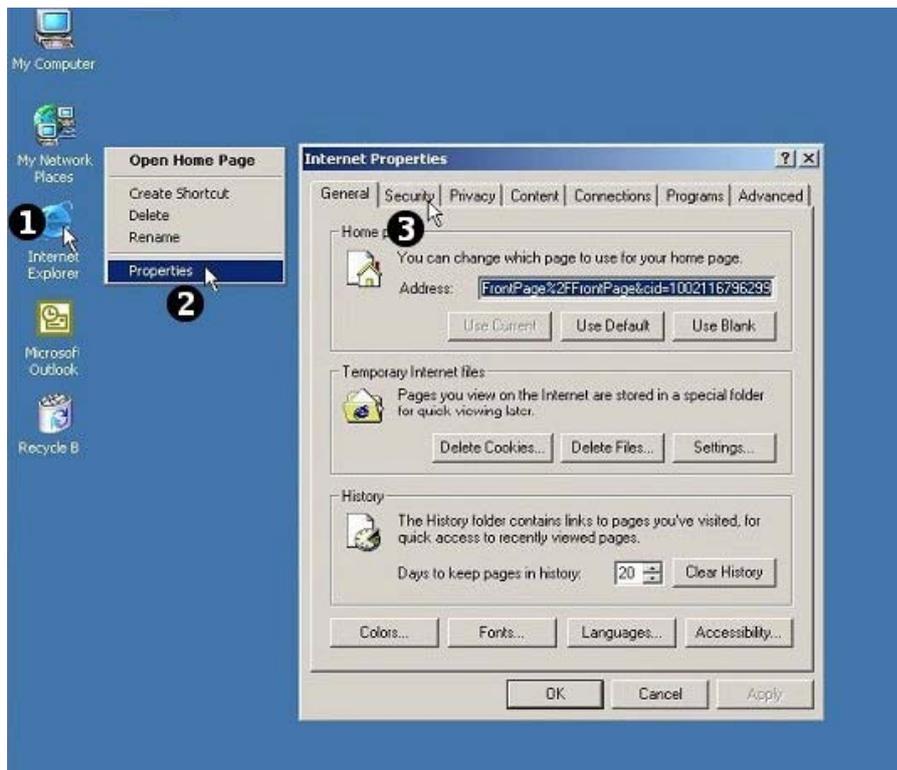


Figure 61- Security Tab Dialog Box

4. Select the **Internet** icon.
5. Click the **Custom Level** button.
The *Security Settings* dialog opens.

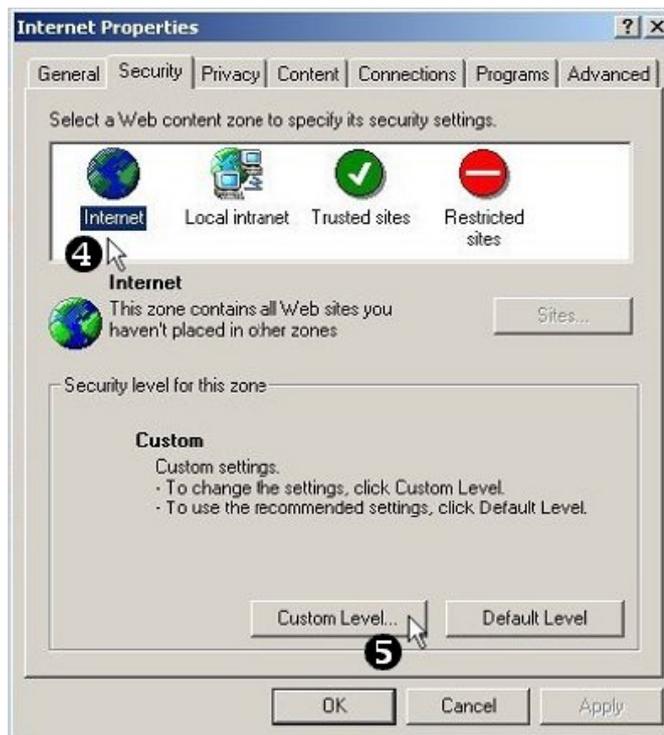
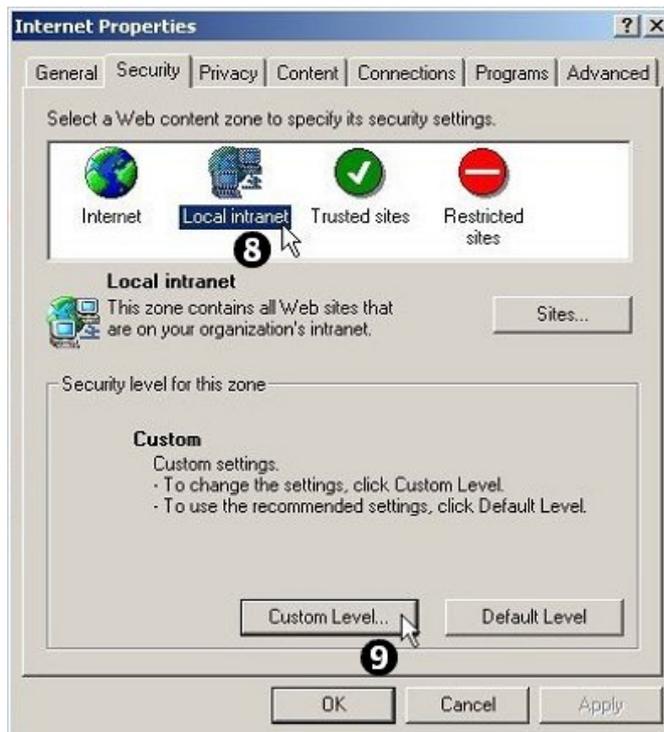


Figure 62- Security Settings Dialog Box

6. In the *ActiveX controls and plug-ins* section click the Prompt radio buttons.
7. Click the **OK** button.
The *Security Settings* dialog closes.



8. In the *Internet Properties* dialog, select **Local Intranet**.
9. Click **Custom Level**.
The *Security Settings* dialog opens.
10. In the *ActiveX controls and plug-ins* section click **Prompt** radio buttons.
11. Click **OK**.
The *Security Settings* dialog closes.
12. Click **OK** to close the *Internet Properties* dialog to complete the process.
13. Reboot the system.

Changing DCOM User Privileges

1. Open the *Control Panel*
2. Open the *Administrative Tools*
3. Open *Component Services*
4. Go to *Computers\My Computer\DCOM Config\autodesk_mapguide_server*
5. Right-click and select **Properties**
6. Go to the *Security tab*
7. On the Launch and Activation Permissions click **Edit...**
8. Click **Add...**
9. Click **Advanced...**

10. Click **Locations...**
11. Choose the local computer name (not a domain name) and click **OK**
12. Click **Find Now**
13. After the search completes choose the user that its name begins with IUSR_ and ends with the machine name.
For example if the machine name is MyMachine then the user name is **IUSR_MYMACHINE**
14. Click **OK**
15. Click **OK**
16. A new entry will appear in the Group or user names list: Internet Guest Account - select
18. In the Permission list below check all of the actions to enable the user local and remote launch and activation.
19. Repeat steps 8 to 12
20. But find **your user name** and choose it
21. Repeat on steps 14 to 18 on your user name
22. Click **OK**
23. Click **OK**
24. Repeat steps 8 to 12
25. This time find the **Network Service** account and choose it
26. Repeat steps 14 to 18 on Network Service account
27. Click **OK**
28. Click **OK**
29. You do not have to reboot your machine

Chapter 5 – PV360 Dashboard Installation

Installation of PV4E V6.0 includes installation of Dashboard on the server side.

Client Side

Changing the Web Security Settings

Please see [Changing the Web Security Settings \(To View ActiveX Controls\)](#) page 17.

PV360 Dashboard Configuration Instructions

Note:

The following configuration is for the client side

Before you can begin configuring the Dashboard functionality you must take several preliminary steps, as follows:

Select the Internet Information Services (IIS). This can be found under: **Start > Settings > Control Panel > Administrative Tools**.

The following IIS screens opens: Perform the following steps:

1. Select >local computer > Web Sites > PV4E.

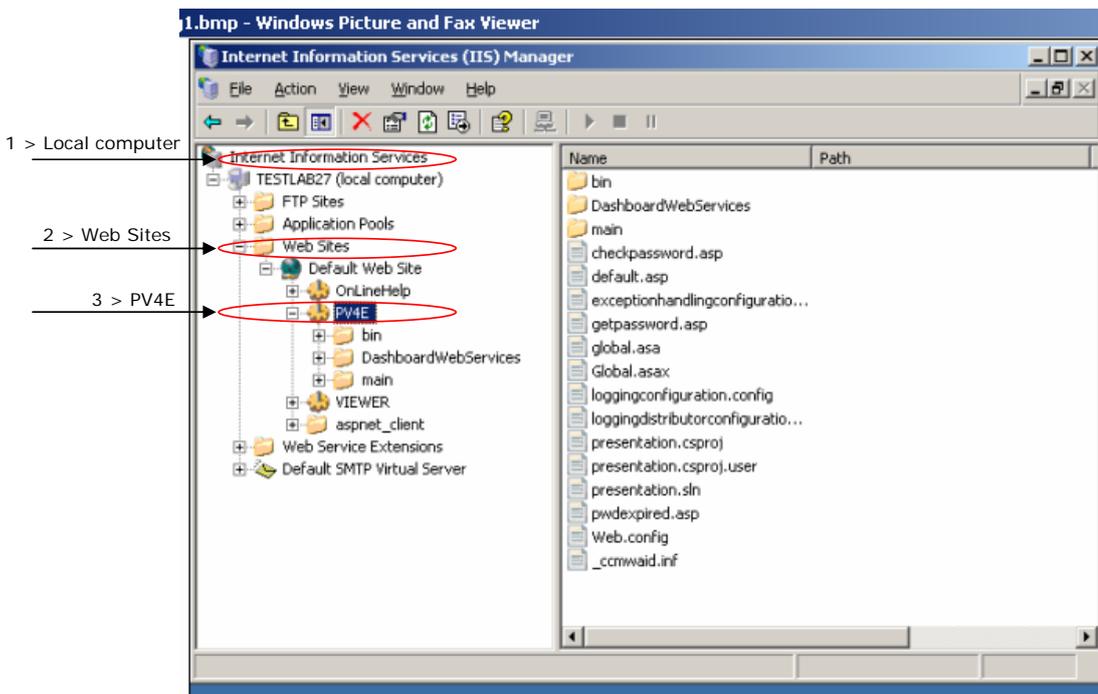


Figure 63 - IIS Manager

2. Stand on **PV4E** and right-click.

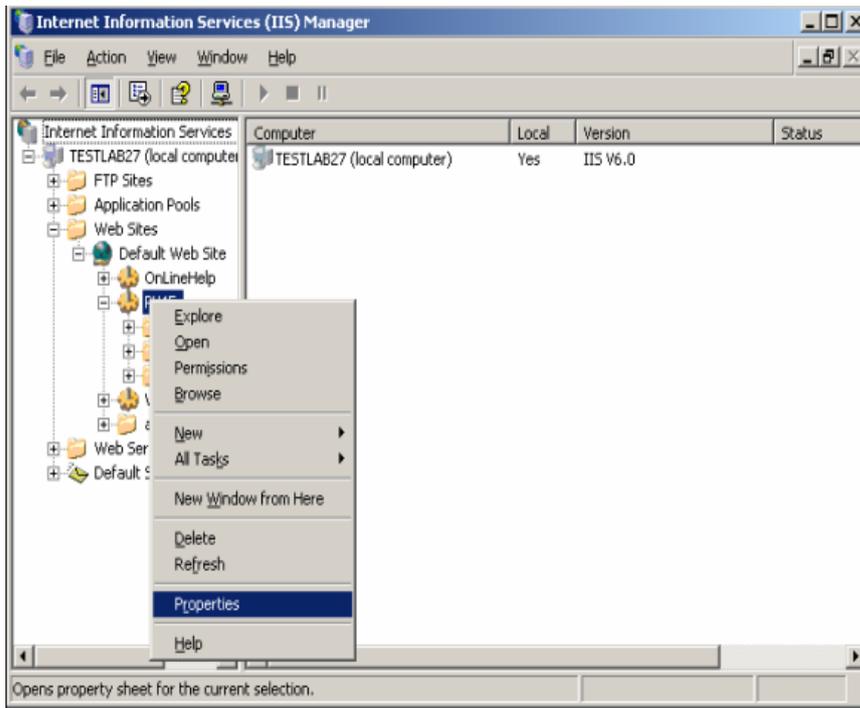


Figure 64 - IIS Manager

- From the context menu, right-click > **Properties**. The following *PV4E Properties* dialog box opens:

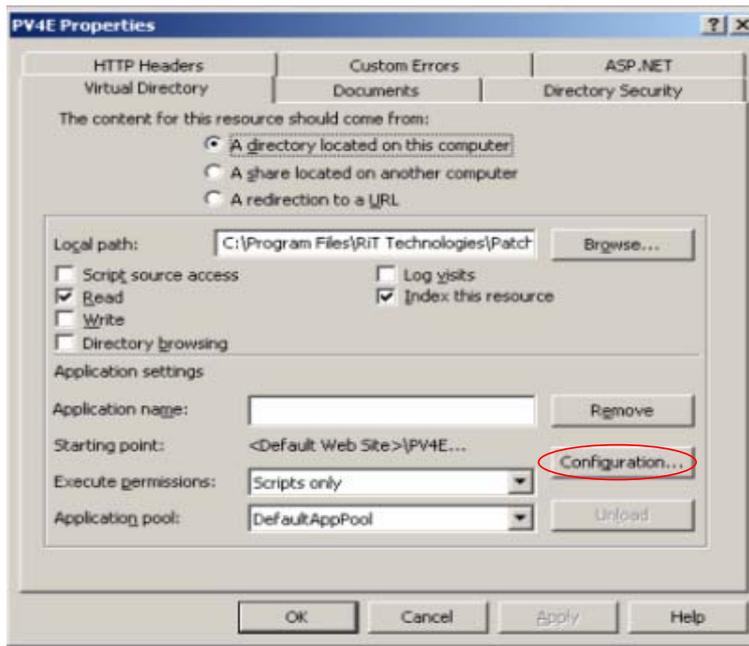


Figure 65 - PV4E Properties Window

4. Click **Configuration**. The following *Application Configuration* box opens:

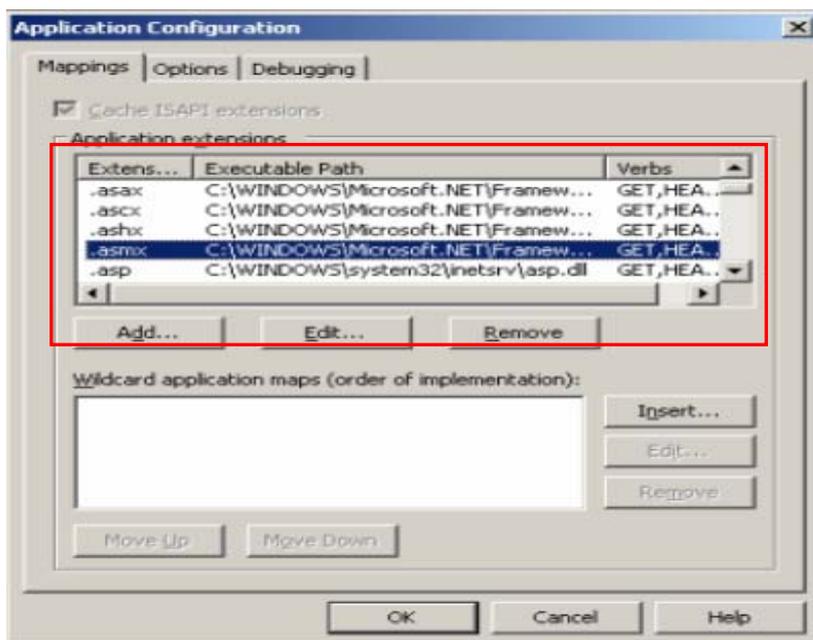


Figure 66 - Application Configuration Screen

5. Look for a file with an '.asmx' extension from the *Application extensions* field box and double click. The following *Add/Edit Application Extension Mapping* screen opens:

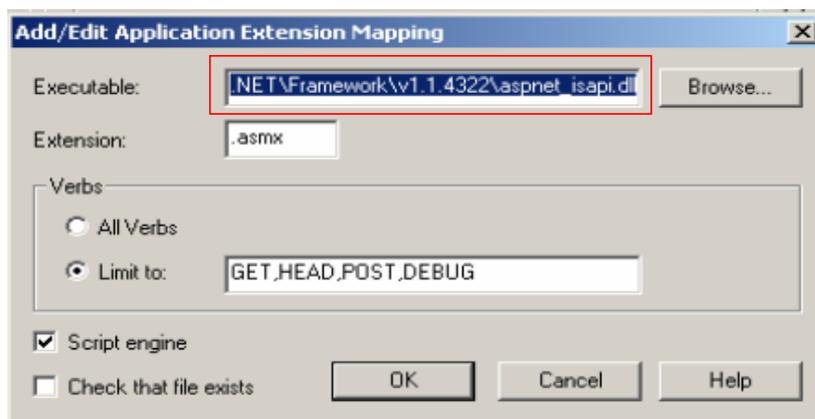


Figure 67 - Add/Edit Application Extension Mapping

6. If in the *Executable* field, the version is V1.1.4322, Click **OK**. If the version is not V1.1.4322, click **Browse**. The following screen opens:

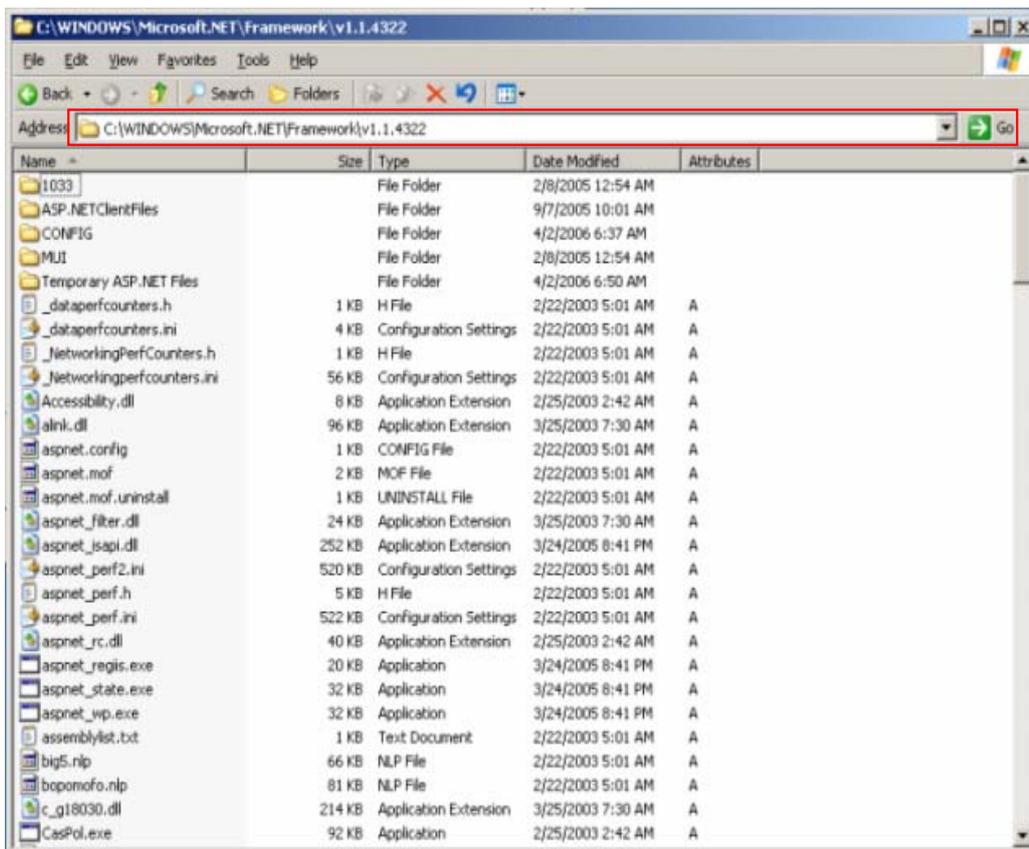


Figure 68 - Windows Framework Screen

7. Search for folder: `c:\WINDOWS\Microsoft.Net\Framework\v1.1.4322`. Select the text from the address line and copy. Paste into the Executable line of the *Add/Edit Application Extension Mapping* screen.
8. Click **OK** to close all open windows.

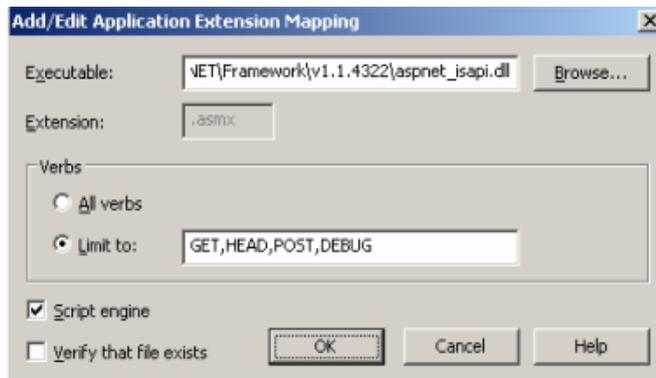


Figure 69 - Add/Edit Application Extension Mapping screen

Dashboard Installation and Server Impact Information

1. The Dashboard installation modifies the ConfigFile.config file and installs in the GAC version 4.0 of the following files:
 - Microsoft.ApplicationBlocks.Cache.dll
 - Microsoft.ApplicationBlocks.ExceptionManagement.dll
 - Microsoft.ApplicationBlocks.ExceptionManagement.Interfaces.dll
2. SQL database - the installation adds the new Service Pack, tables, and a view to the database
3. The Dashboard server communicates with the client using Web Services
4. Server impact - beyond the installation on the server and client no additional impact is expected, not on the devices nor on the network.

For WinXP

ASP.Net will work for computers loaded with Win XP and will not require any change in configuration/setting.

.asmx files

If after selecting **.asmx**, from *c:\WINDOWS\Microsoft.Net\Framework\v1.1.4322\aspnet_isapi.dll* the **OK** button is disabled, you will need to configure the extension by clicking the 'Executable' command field. This step will enable the **OK** button.

Installation

1. Insert the Dashboard installation CD into the CD Rom disk drive.
The *PV360 Dashboard Client Components Setup Wizard* Window opens.

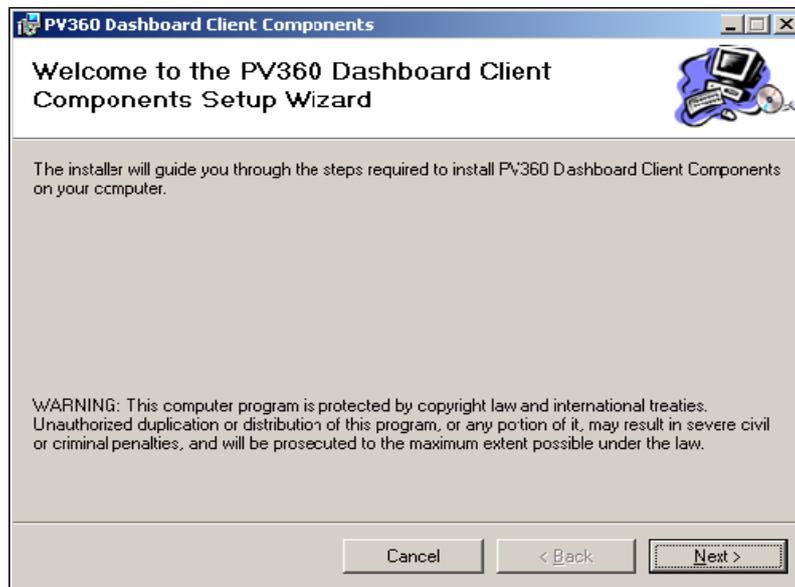


Figure 70 – Dashboard Client Components Setup Wizard dialog box

2. Click **Next**.
The *Select Installation Folder* Window opens.

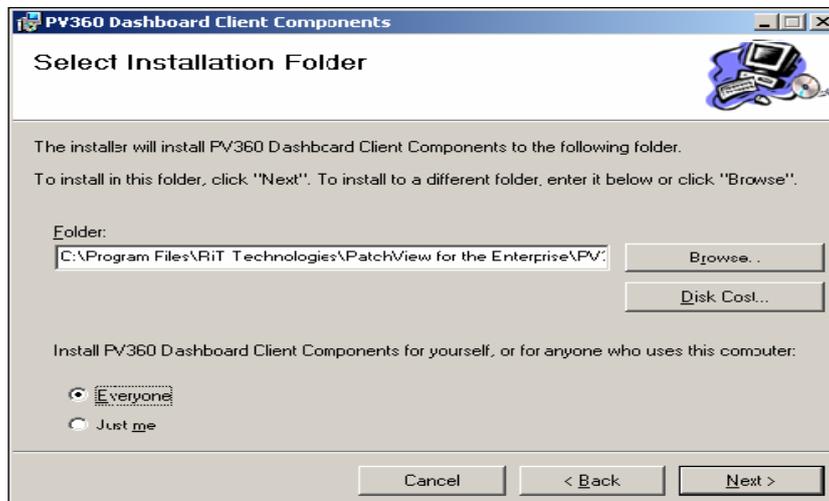


Figure 71 – Select Installation Folder dialog box

3. If you want to install Dashboard in another location, click **Browse** and select the location. click **OK**. Select the relevant radio button to install Dashboard to everyone who uses the machine, or just you. Click **Next** to continue.

The *Confirm Installation* dialog box opens

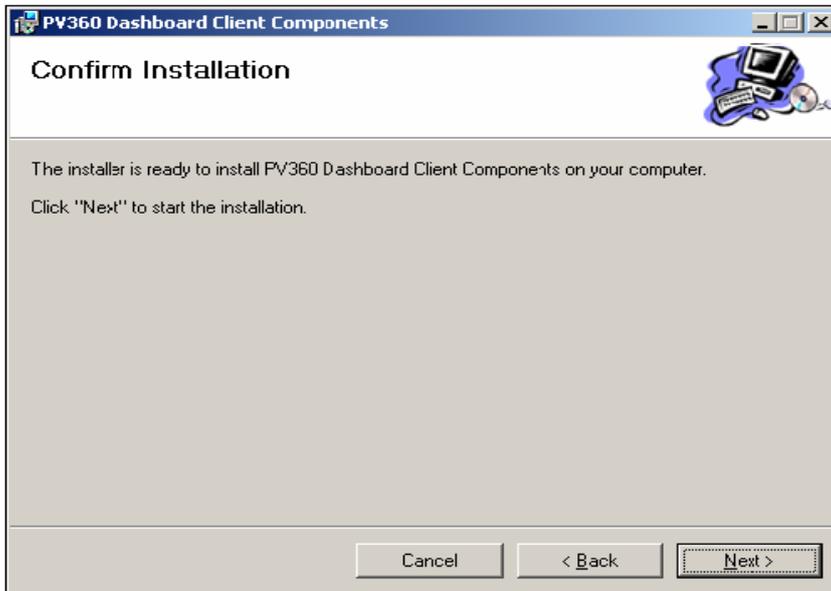


Figure 72 – Confirm Installation dialog box

4. Click **Back** to go back to the previous step or click **Next** to start the installation.

The *Installing PV360 Dashboard Client Components* dialog box opens.

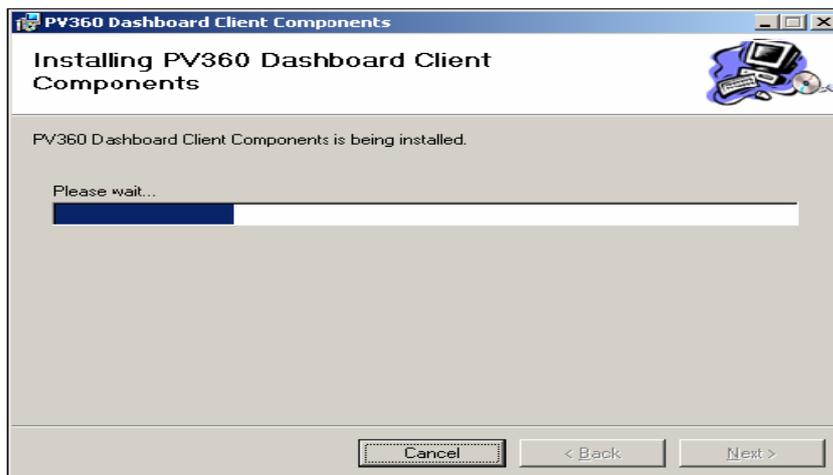


Figure 73 – Installing PV360 Dashboard Client Components dialog box

Once completed, and immediately after, the *Installation Complete* dialog box appears.

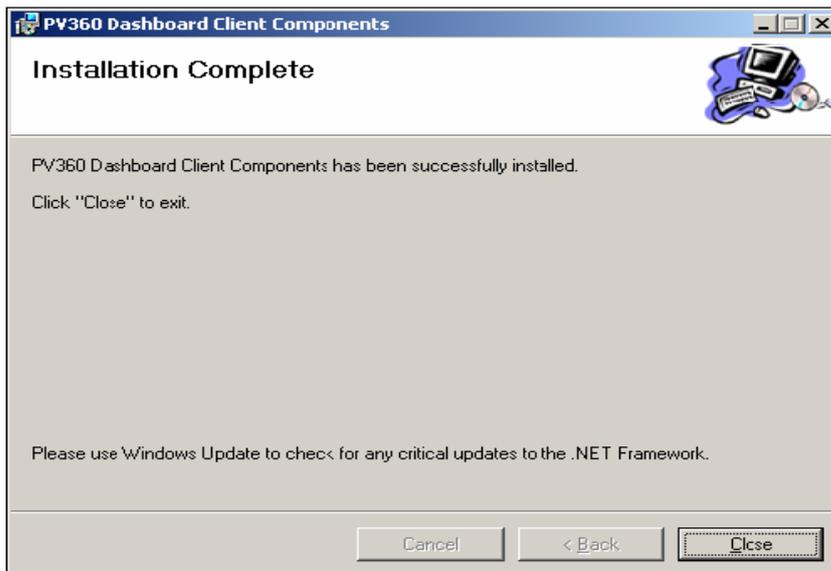
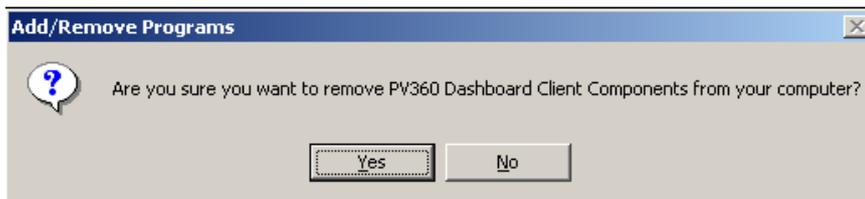


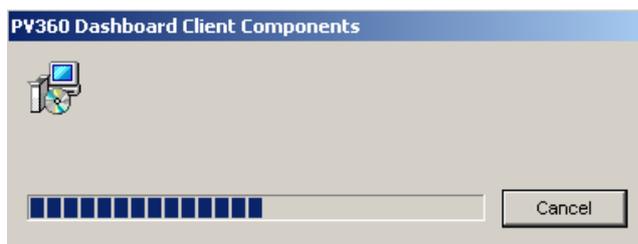
Figure 74 – Installing Complete dialog box

Uninstalling Dashboard

1. From the *Start* menu, select > **Settings** > **Control Panel**.
2. Select **Add/Remove Programs**.
3. Locate PV360 Dashboard from the list of programs and click **Remove**.
The following Uninstall sequence is activated:



4. Click **Yes** to remove PV360 Dashboard or **No** to cancel.



Dashboard has been removed from your computer.

Chapter 6 – SitePro Installation

The SitePro application is installed on your PDA via your computer using the .cab file supplied by RiT Technologies.

Once SitePro is loaded on to your PDA you will be able to receive a list of tasks that are assigned to you. One Work Order can be made up of several tasks, and each one can be assigned to a different technician.

SitePro requires PV4E version 5.0 and up.

Requirements

Operating System: Windows Mobile 2005 for PocketPC

Screen: QVGA Portrait (240X320)

Add-ons: Microsoft .NET Compact Framework 2.0 sp1

SitePro Installation and Configuration

To install SitePro on your PDA you must synchronize your PDA with your PC.

You will need the Microsoft .NET Compact Framework 2.0 application. This application is available as a freeware application and can be downloaded from the Microsoft site.

Once you have installed the .NET Compact Framework application, do the following:

1. Search for the .cab file on your PC (**SitePro_X_X_X.cab**).
2. When you have located the .cab file, copy it from your PC to the PDA. The .cab location is dependent on the PDA type. The .cab file is activated from the PDA after it has been copied.

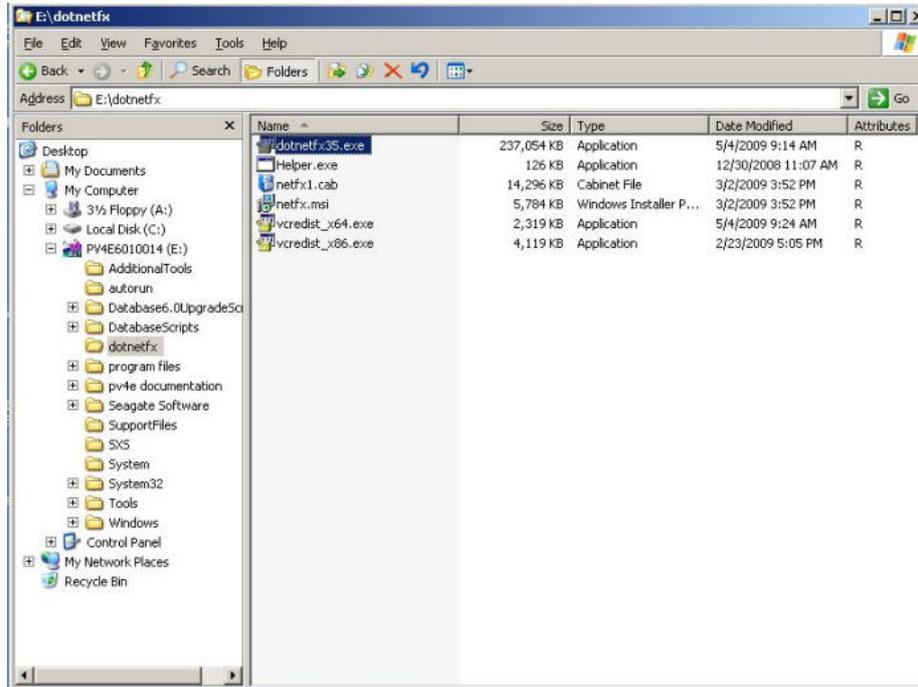
To enter the SitePro application you must enter a valid name and password set by your administrator.

Appendix.

The following Appendix explains how to Install .Net 3.5, SQL Server 2005 Enterprise Edition, SQL Server 2008, and Remote SQL Server.

Install Microsoft .NET 3.5

1. To install .NET 3.5 open the PV4E installation disk and go to the folder **dotnetfx**.
2. Open this folder and run file **dontenfx.exe**.



3. The process of installing is started.

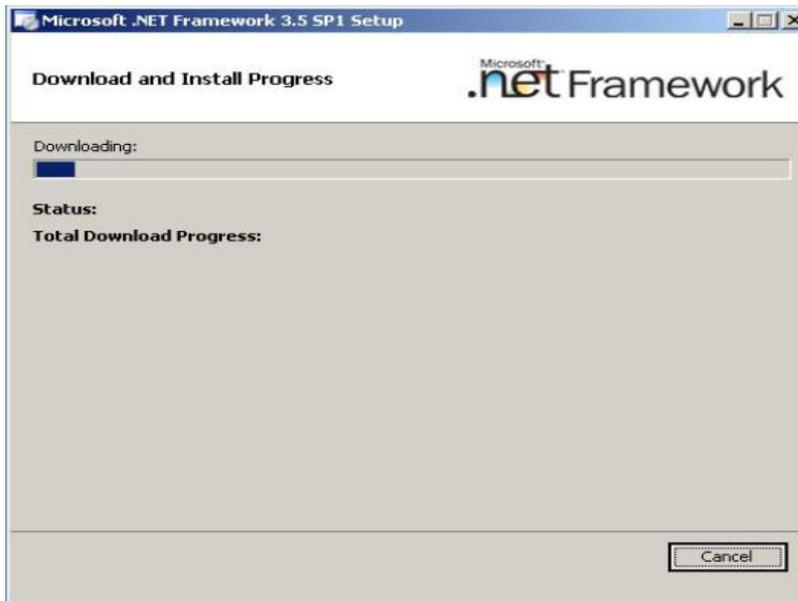


4. License Agreement dialog box opens.

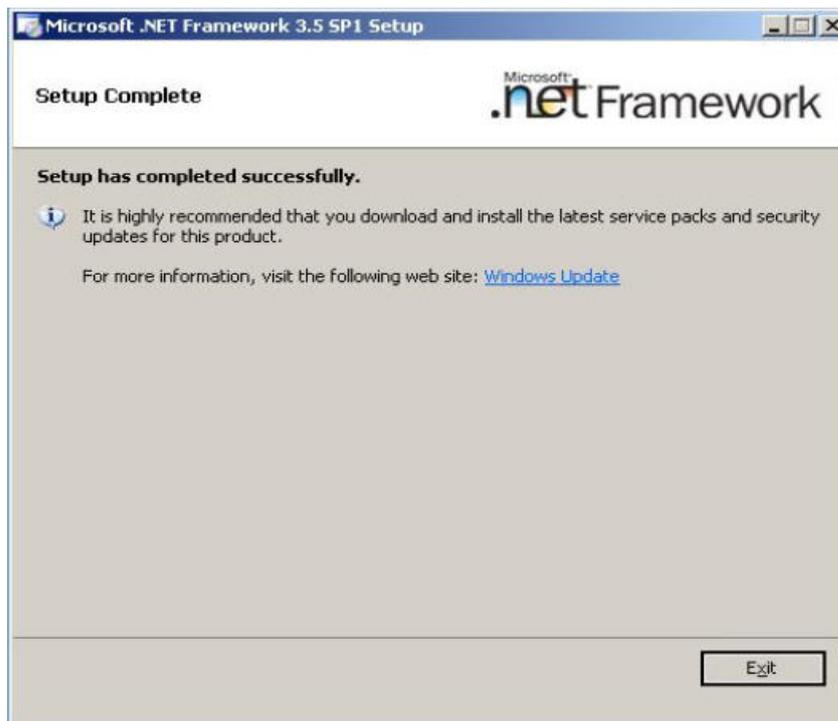


5. Check the ACCEPT radio button and click **Install**.

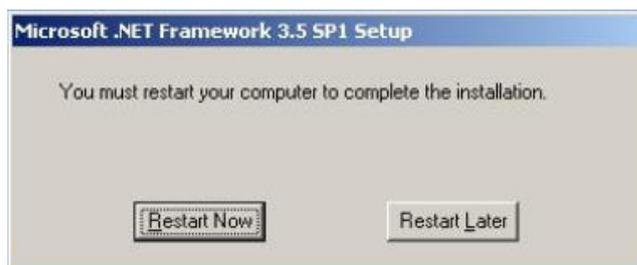
The installing process will start and may take a few minutes.



6. After the installation process is completed click **Exit**.



Restart computer dialog window is opened.



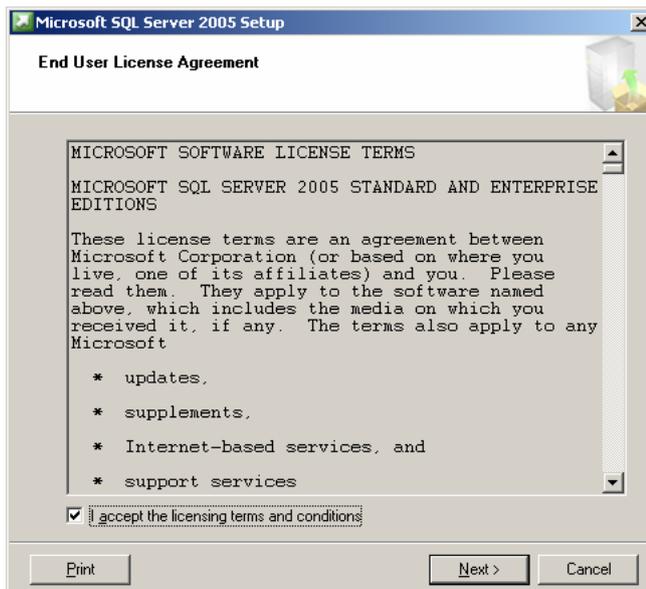
7. Click **Restart Now**.

Install SQL Server 2005 Enterprise Edition

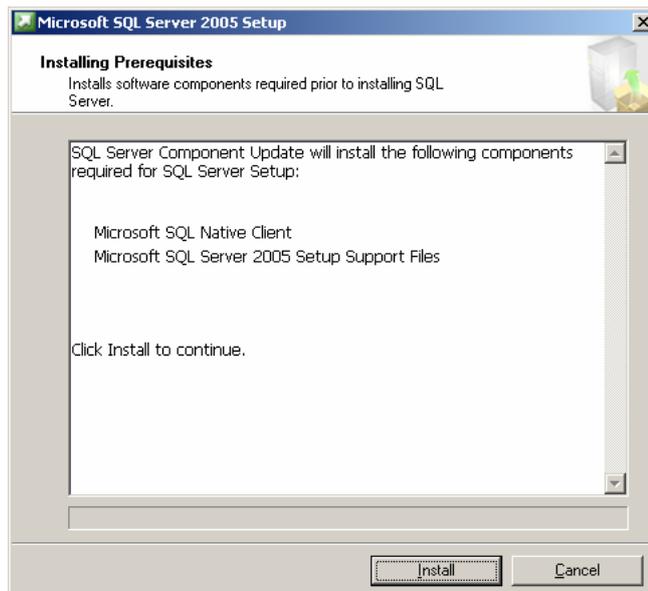
1. Install MDAC 2.8 (for Windows 2000 Editions only).
2. Install latest windows updates.
3. Start the SQL Standard installation.
4. Select the *Server components...* link in the *Install* Section



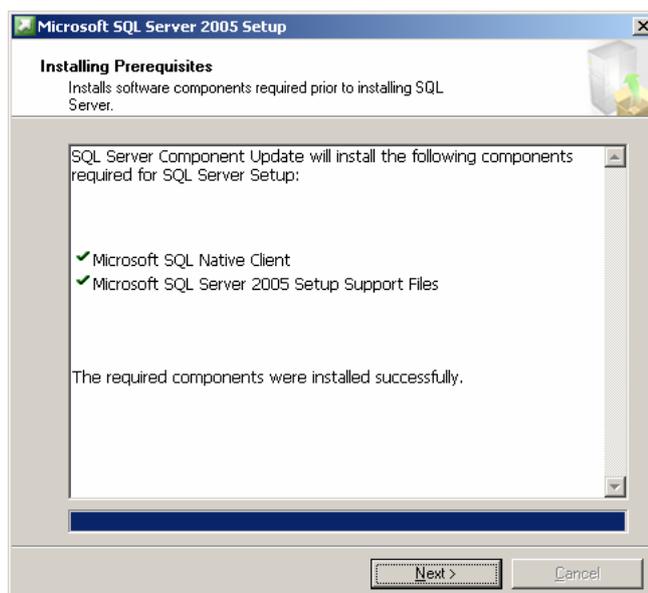
5. Select the *License Agreement* checkbox and click **Next**.



6. Click **Install**.



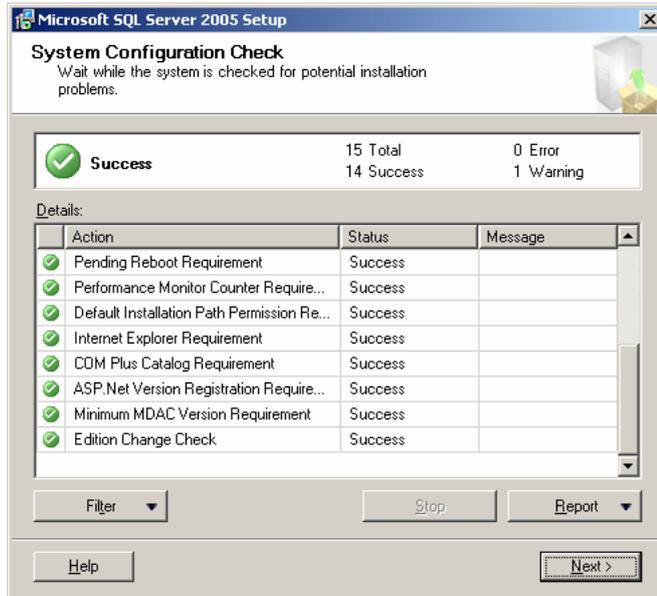
7. Click **Next**.



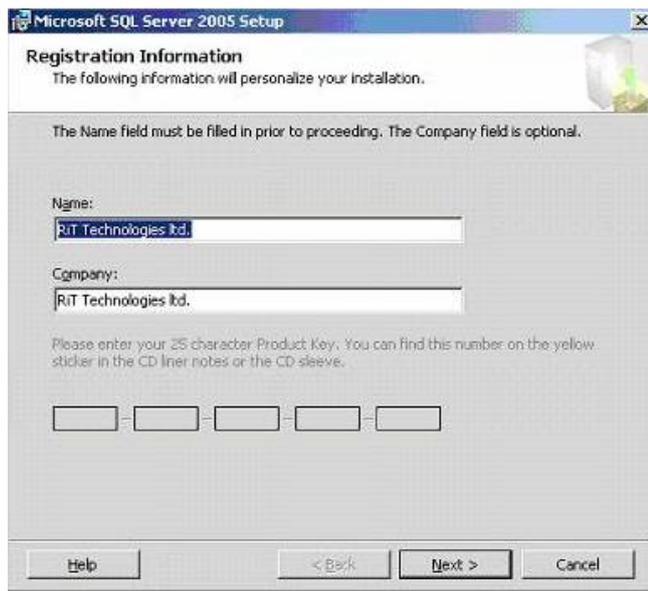
8. Click **Next**.



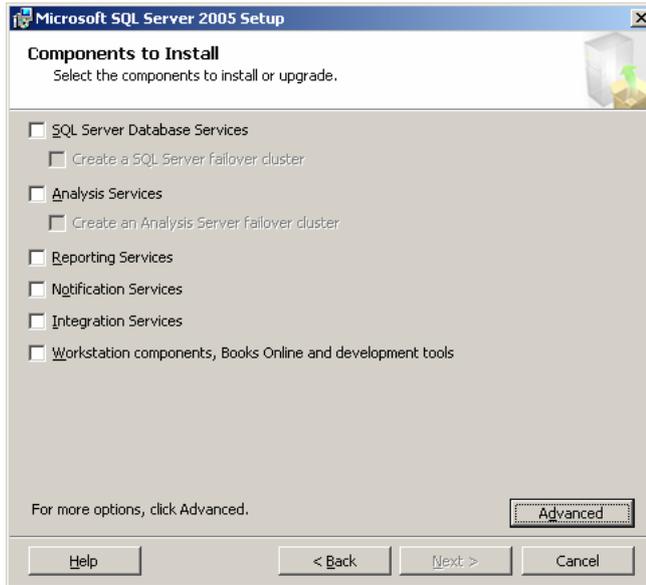
9. Verify there are no errors and click **Next**.



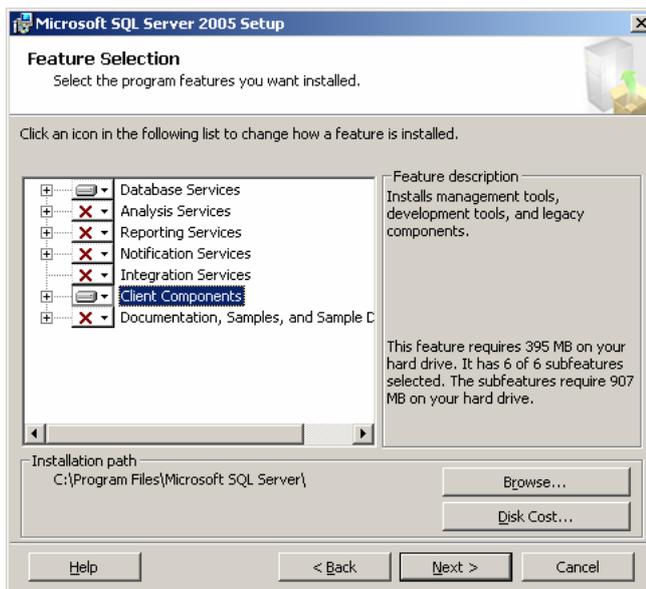
10. Insert Name and Company information and click **Next**



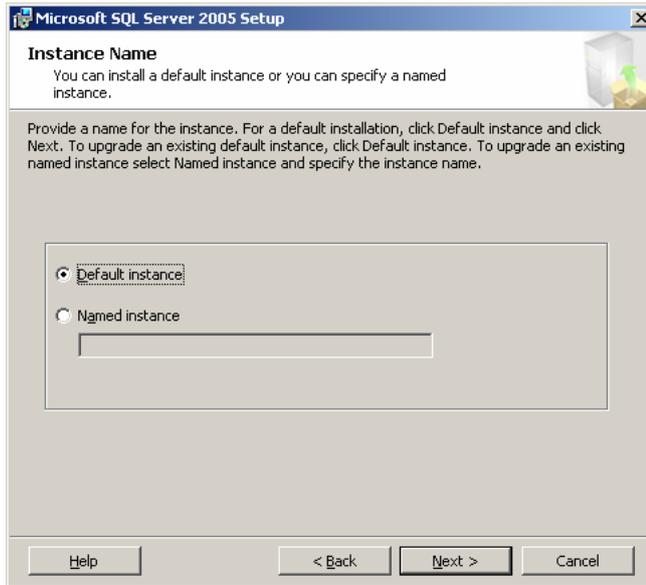
11. Click **Advanced**



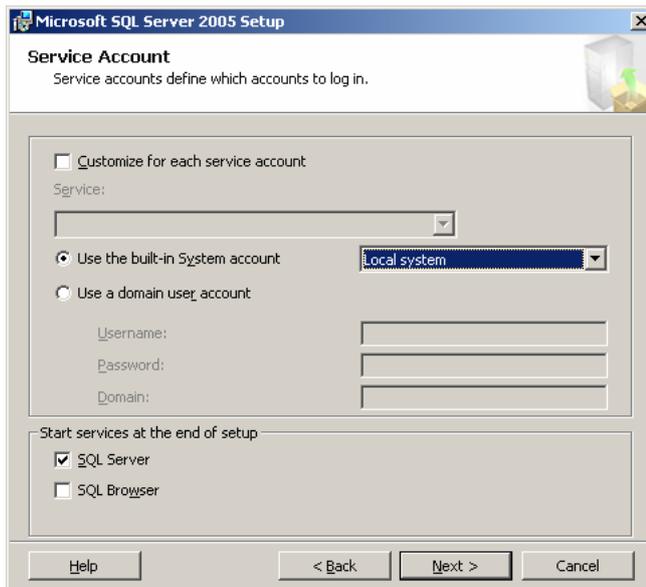
12. Select the Entire *Database Services* and *Client Components* features and click **Next**.



13. Select *Default Instance* radio button and click **Next**.



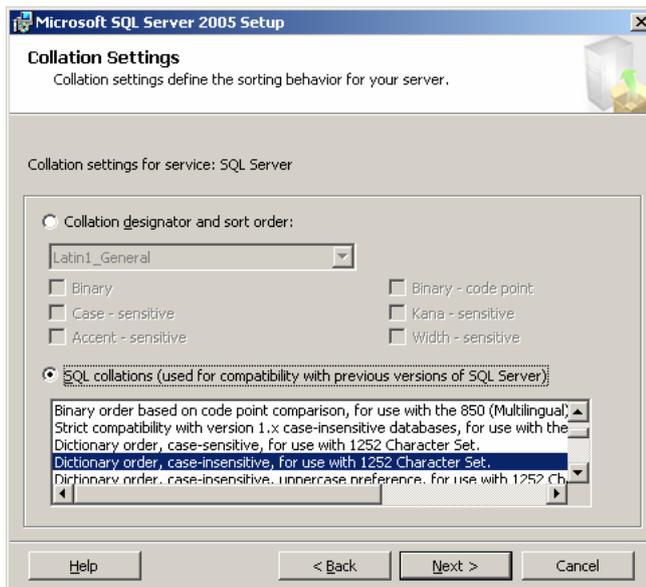
14. Select the *use the built-in system account* option and select *Local System* for the account and click **Next**.



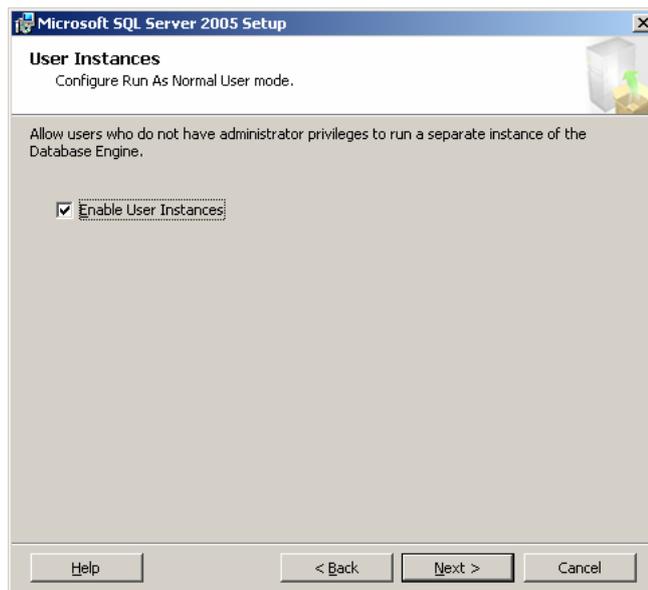
15. Select the *Mixed Mode* authentication option, enter a password to the database and click **Next**.



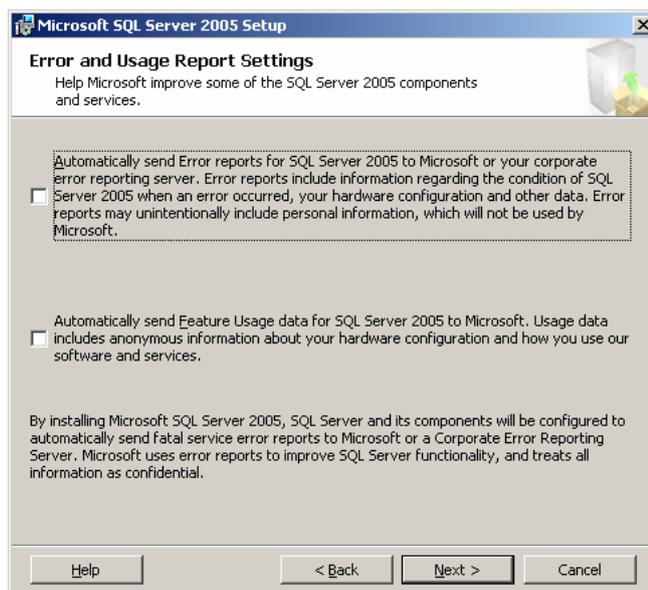
16. Leave the default collation selection as is and click **Next**.



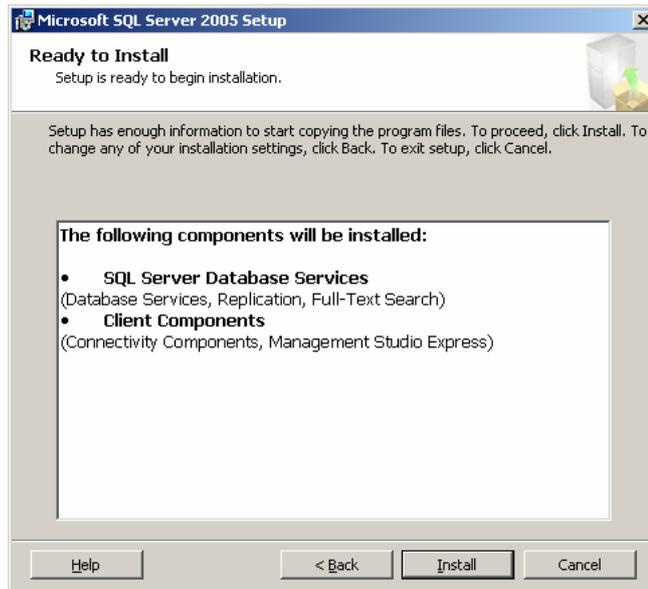
17. Select the *Enable User Interface* and click **Next**.



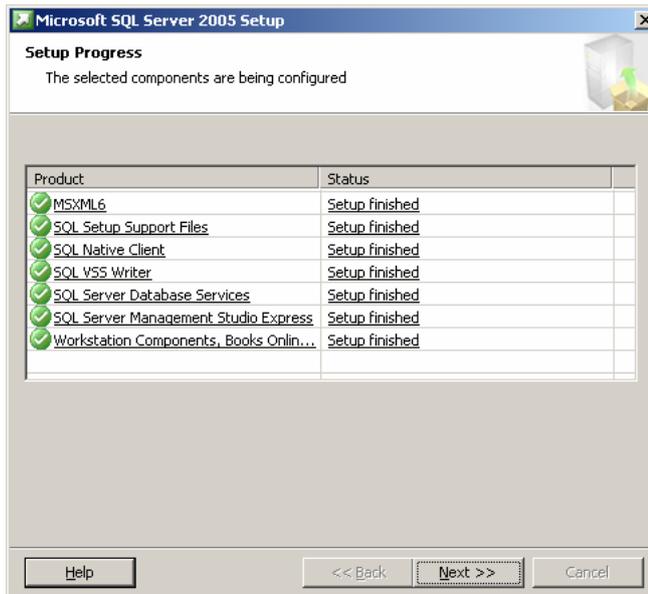
18. Remove the selection from both check boxes (if selected) and click **Next**.



19. Click **Install**.



20. Verify that all products were installed and click **Next**.



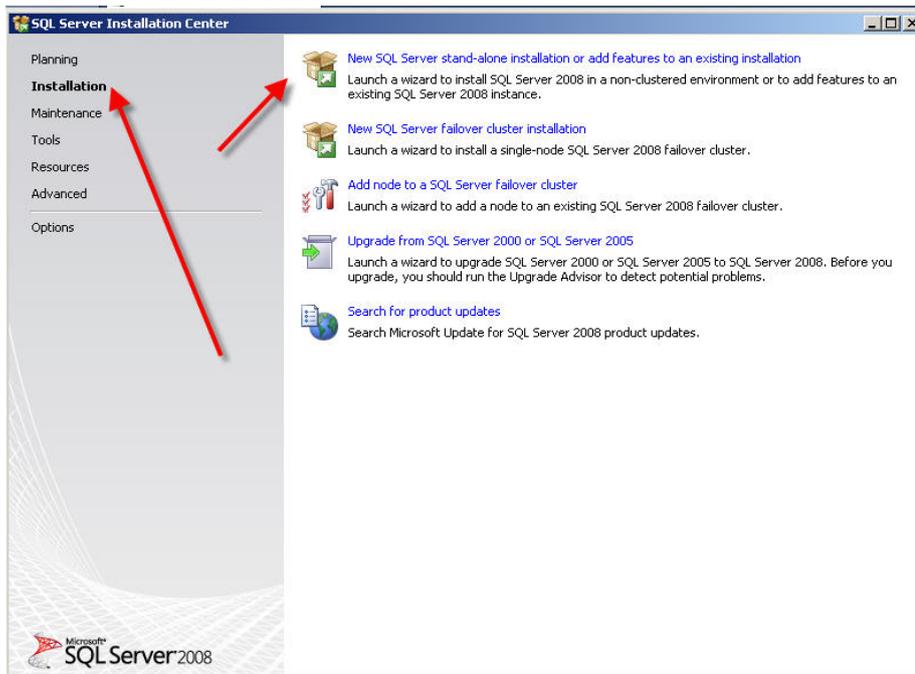
21. Click **Finish** and reboot the machine.



22. After the machine reboots install the relevant Service Pack as describe in the Service Pack section.
23. After installing the Service Pack you can configure the SQL Server.

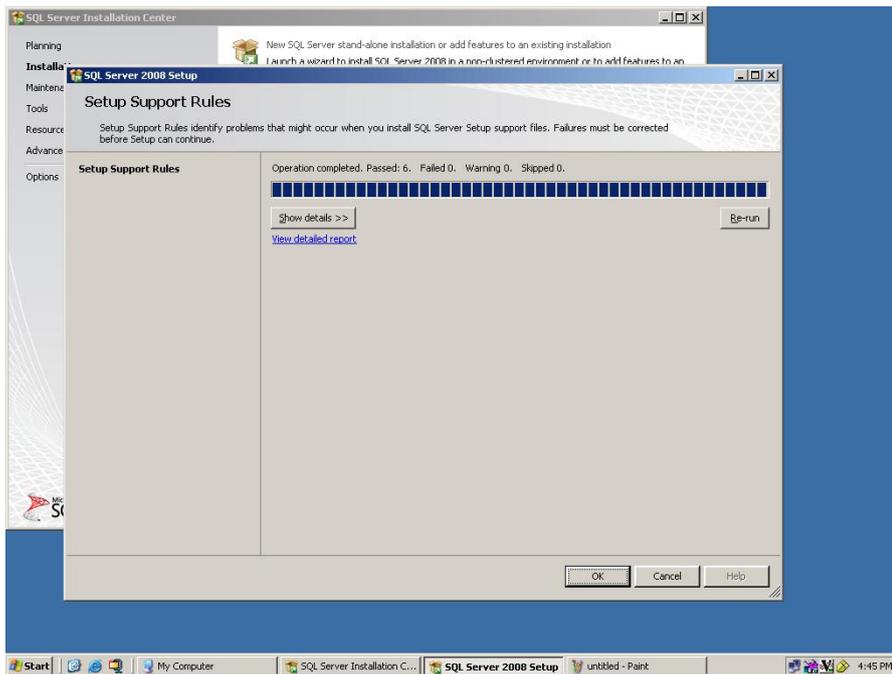
Installation of SQL Server 2008

1. SP2 for the Windows 2003 must be installed.
 2. Start the SQL Standard installation
- SQL Server Installation Center window will** open



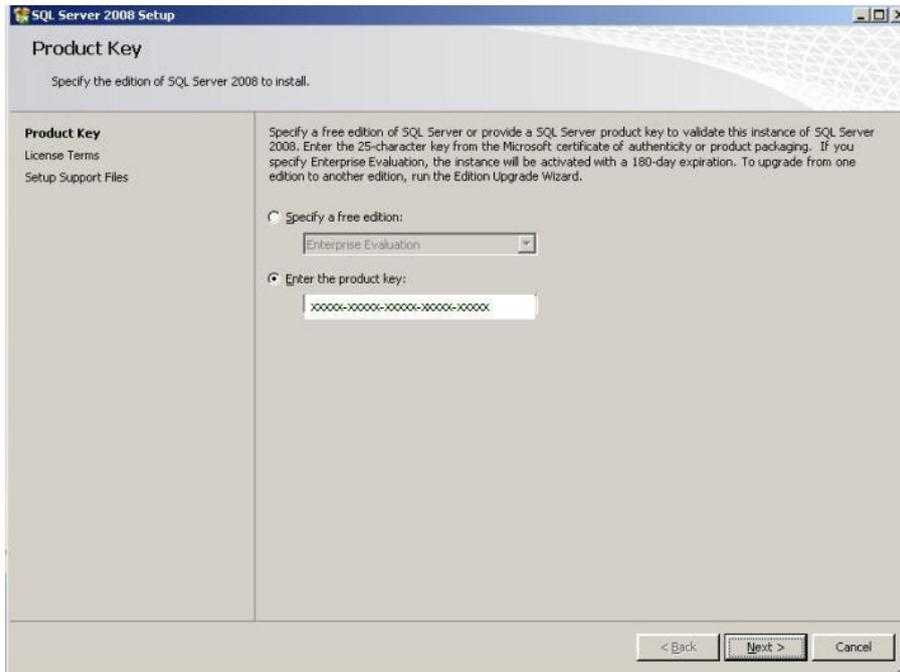
3. Select **Installation** on the left part of the window
4. Click on “**New SQL server stand-alone installation...**”

SQL Server 2008 Setup dialog opens



It checks all the supported rules

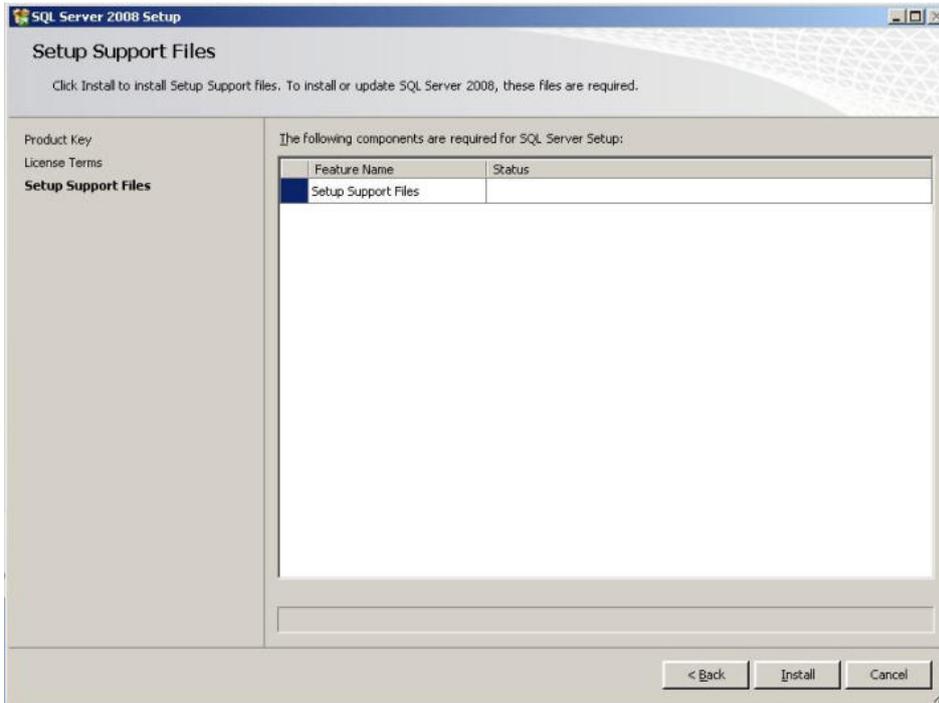
5. Click **OK**.
6. Enter the product key to the appropriate field.



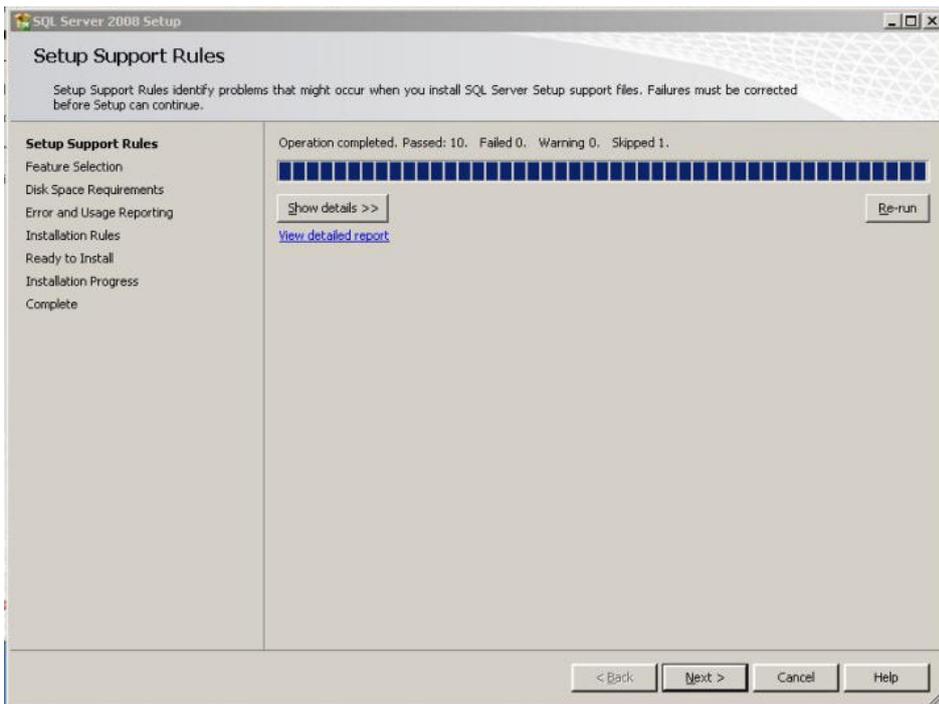
7. Click **Next**.



8. Accept the agreement and click **Next**.

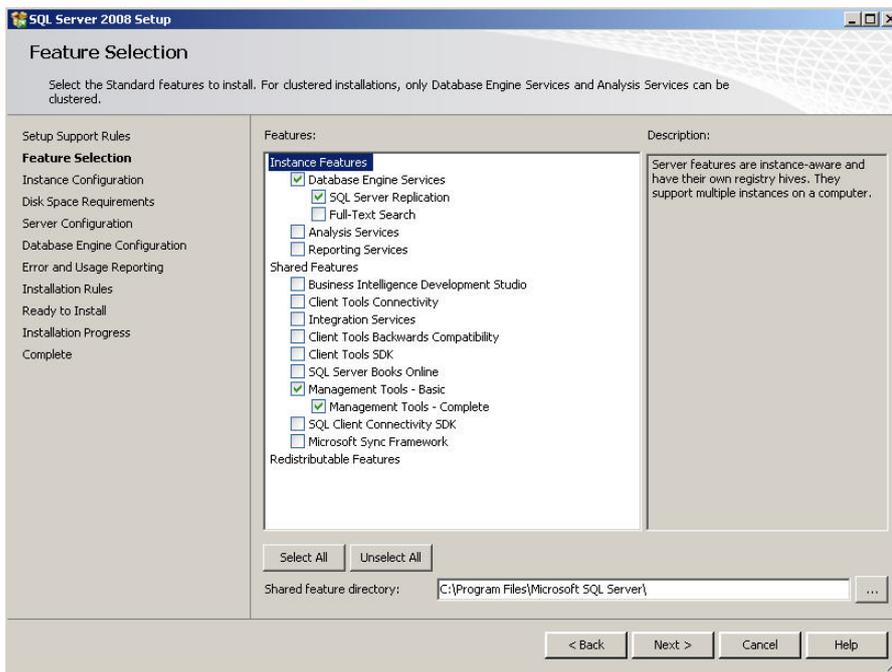


9. Click **Install**.

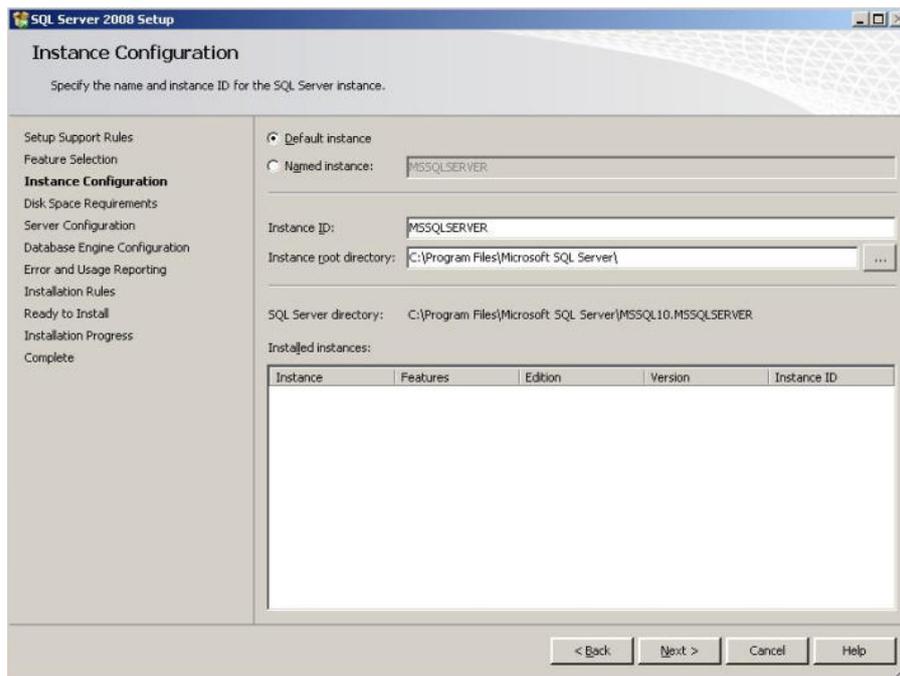


10. Click **Next**.

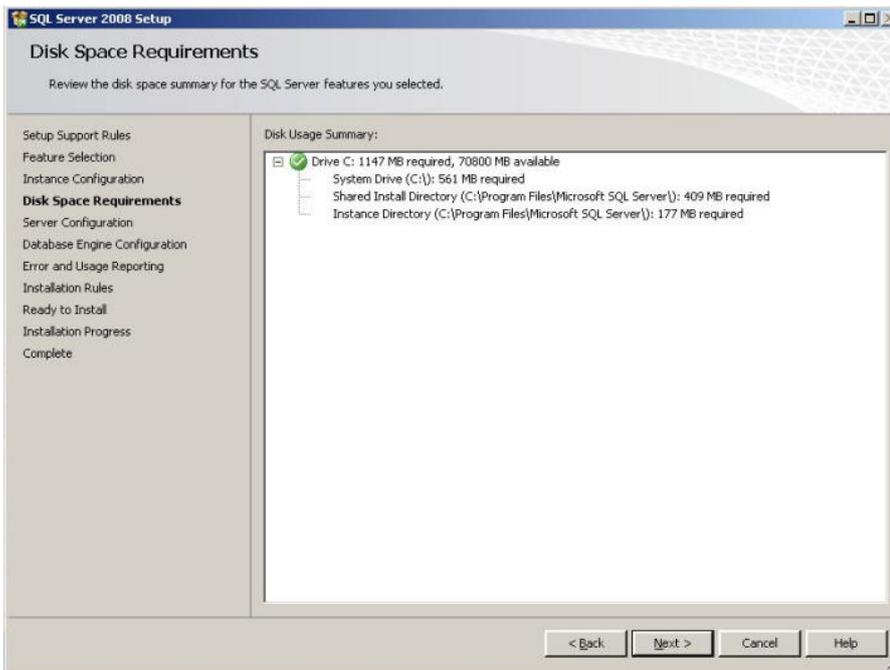
11. In **Feature Selection** dialog select the checkboxes as appears on the following screenshot



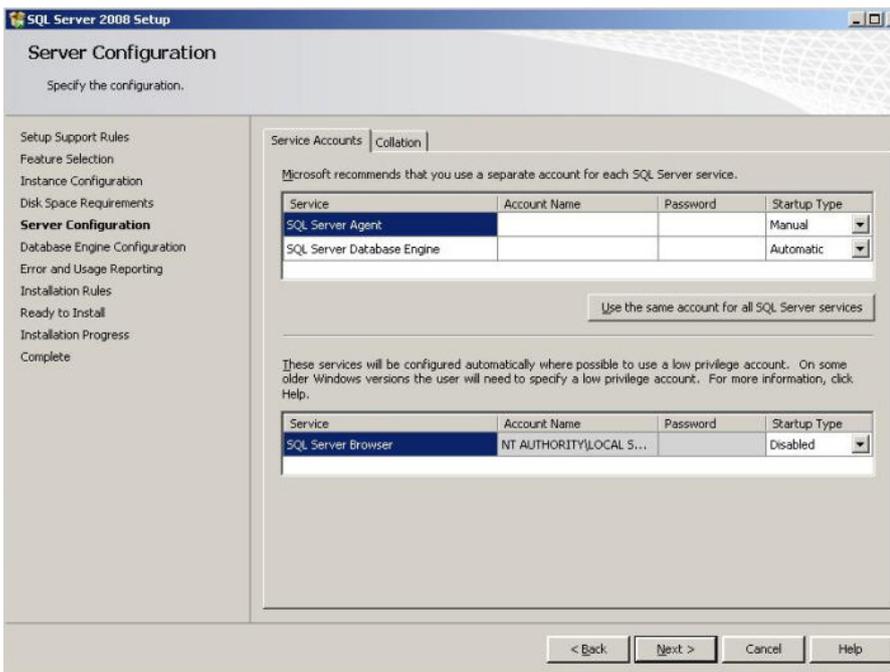
12. Click **Next**.



13. Click **Next**.

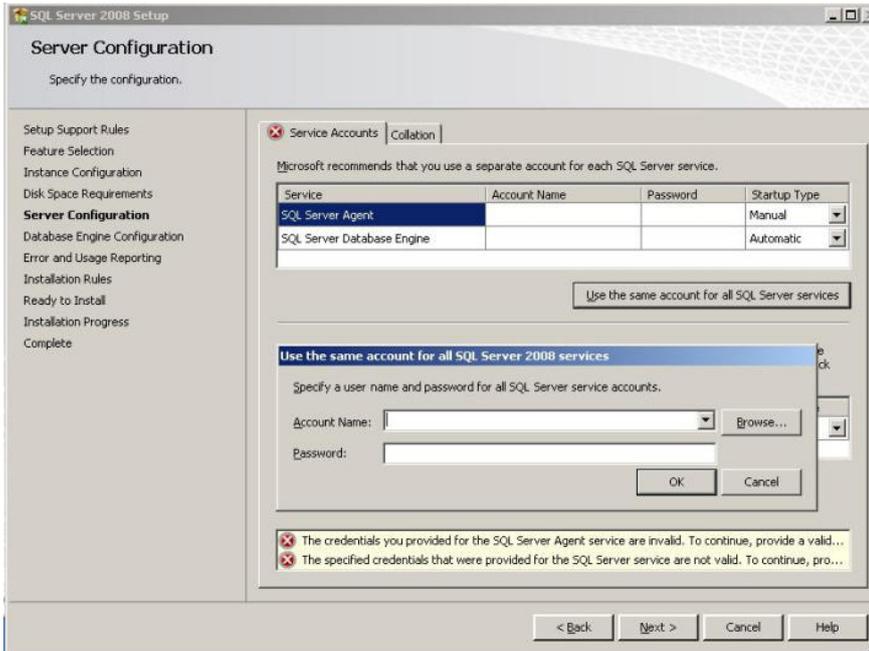


14. Click **Next**.



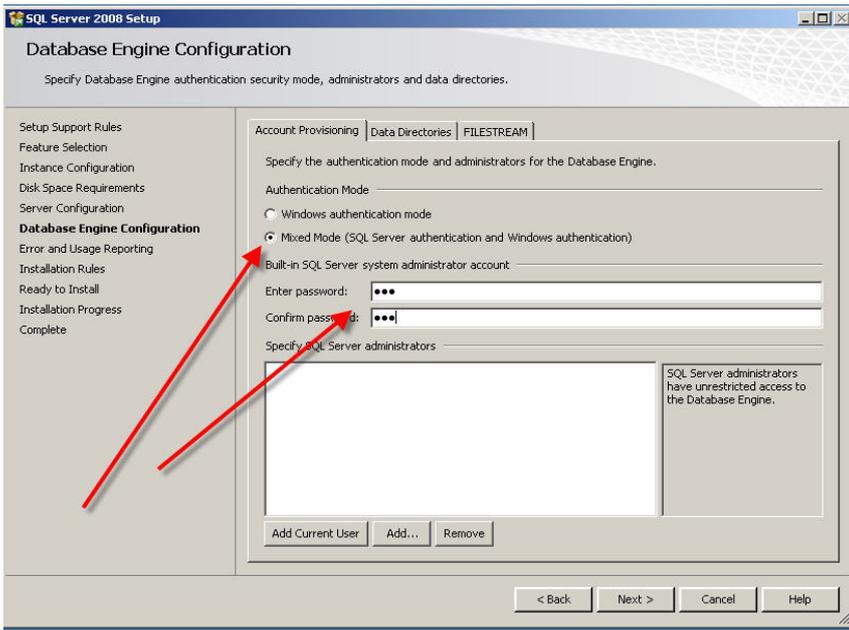
15. Click "Use the same account..."

16. In the open dialog window enter the name and the password of the user account.

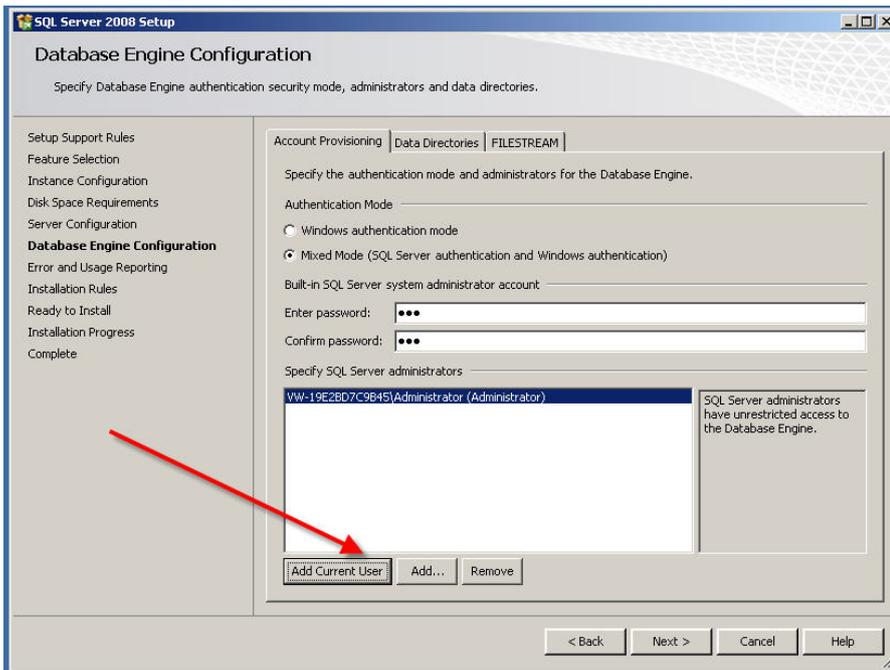


17. Click **Next**.

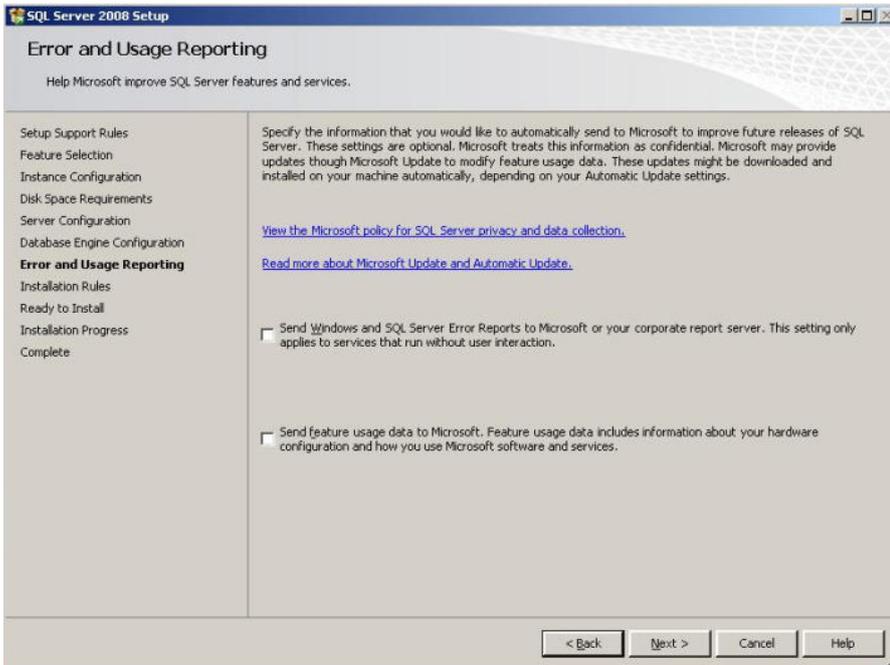
18. In the opened dialog window - **Database Engine Configuration** select the Mixed Mode option and enter the password



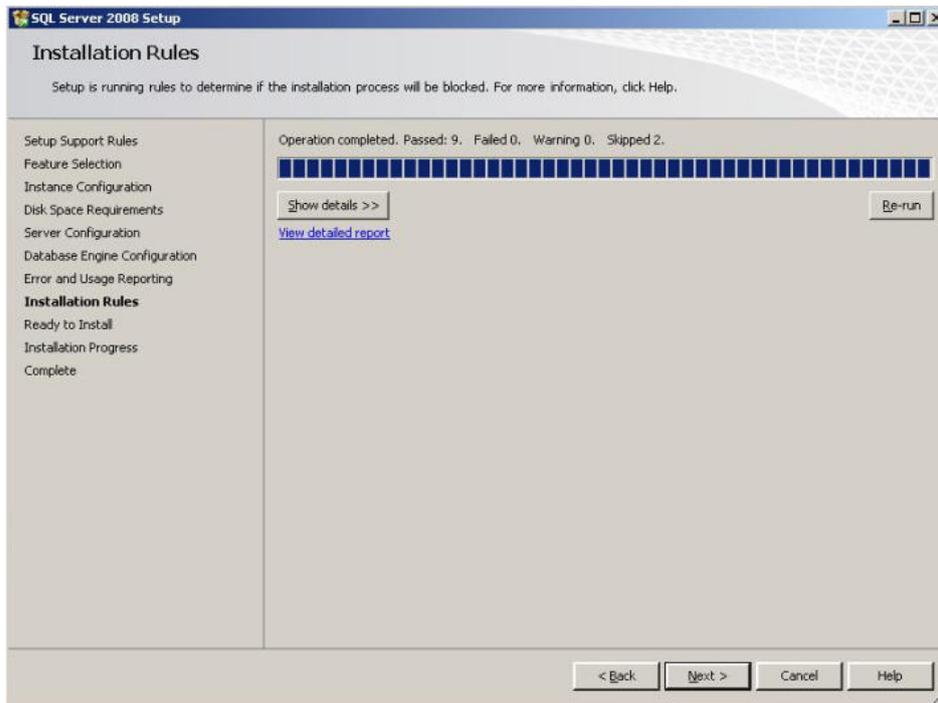
19. Click Add Current User



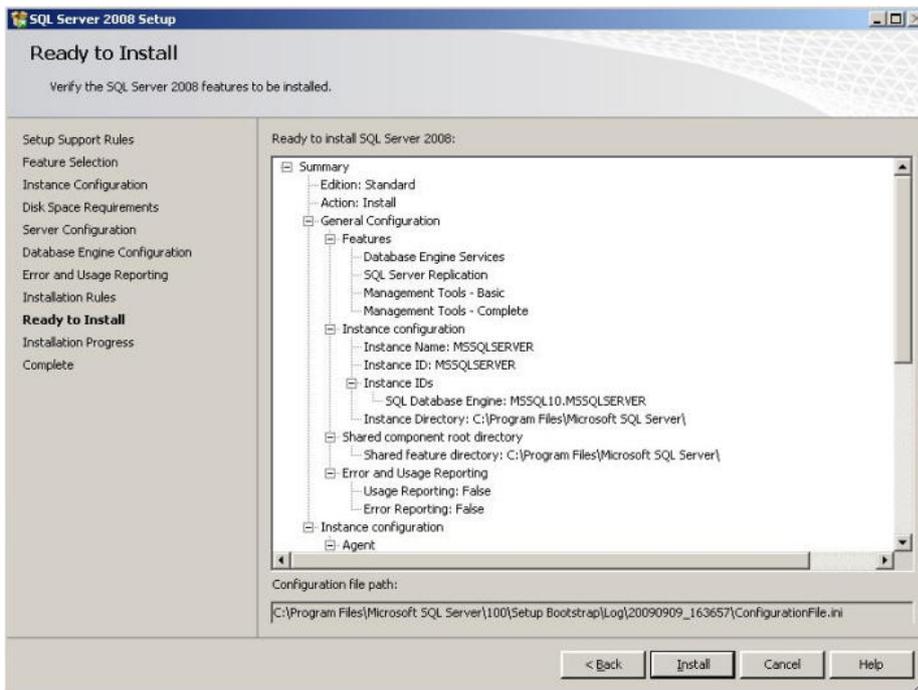
19. Click **Next**.



20. Click **Next**.

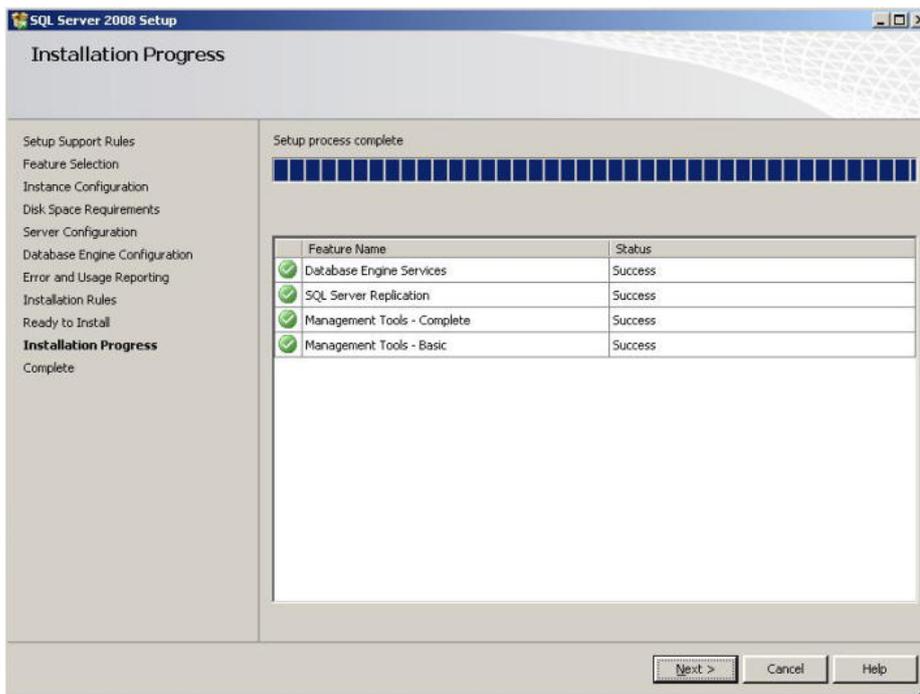
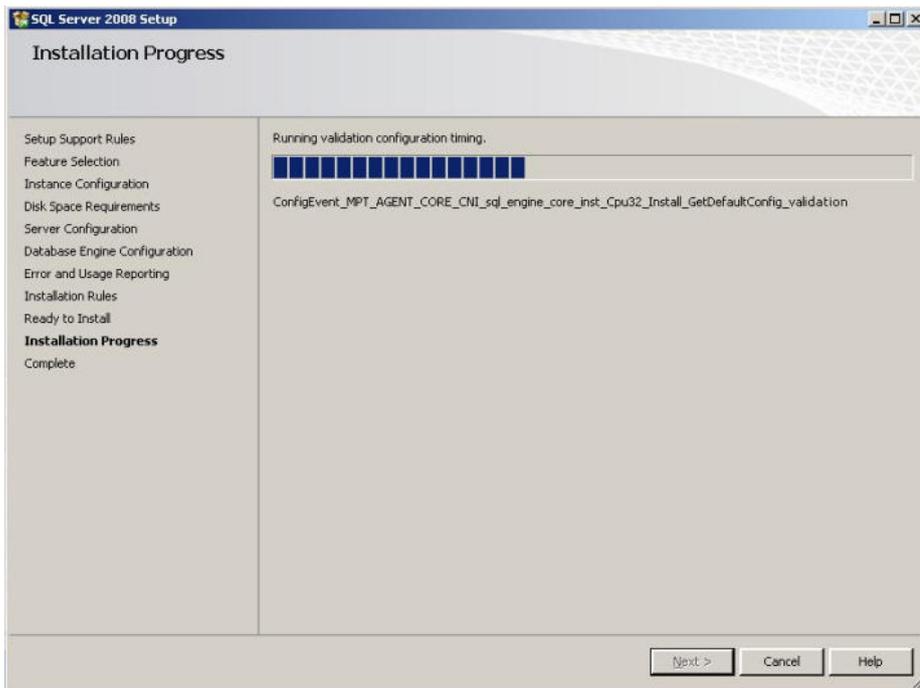


21. Click **Next**.

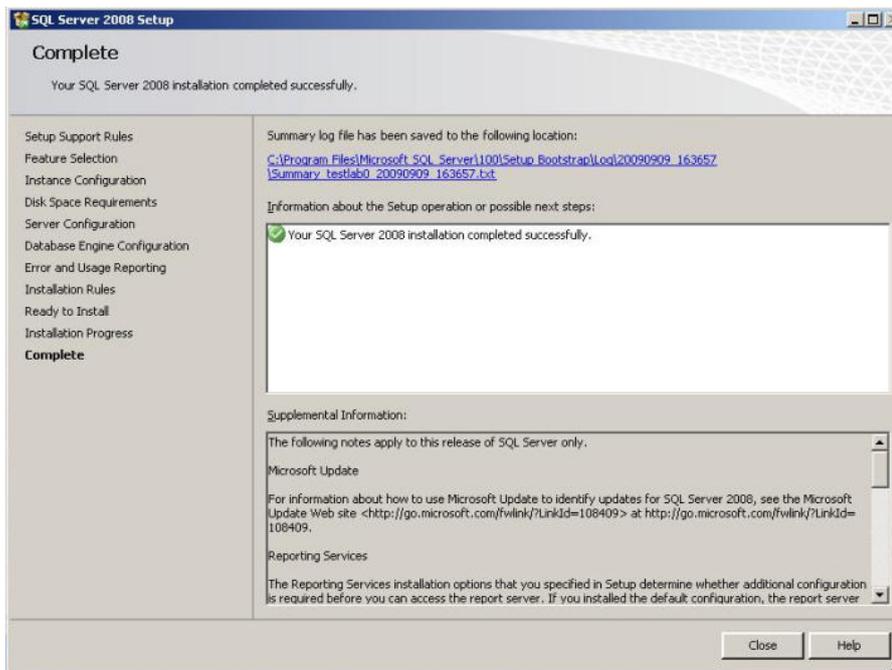


22. Click **Install**.

23. Wait for several minutes until the installing process is finished.

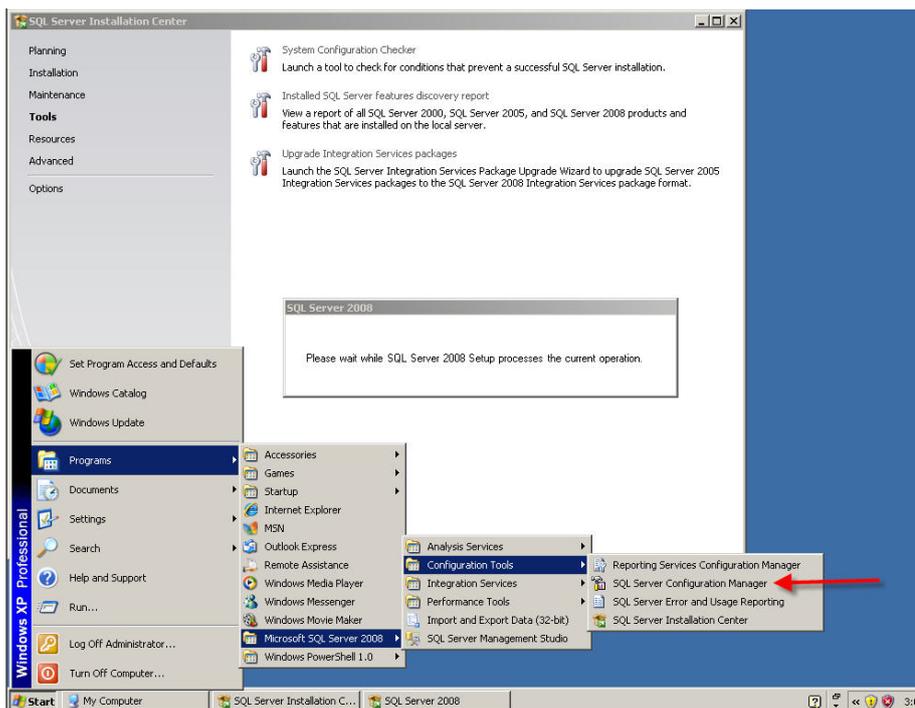


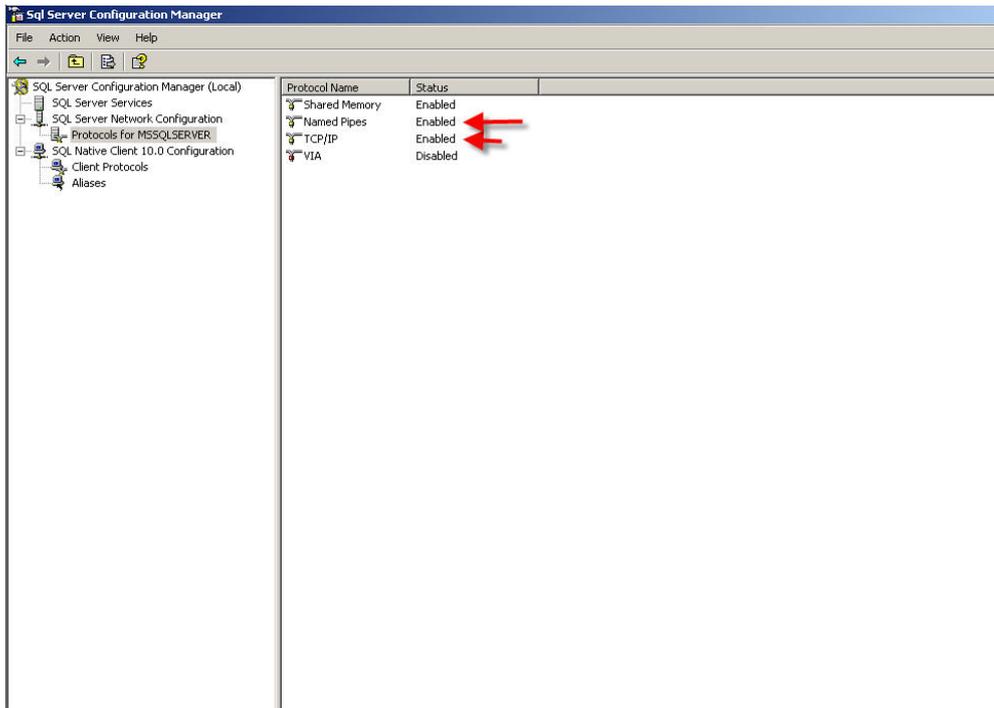
24. Click **Next**.



25. Click **Close**.

26. After the installation of the SQL Server 2008 enable the **Named Pipes** and **TCP/IP** protocols via **SQL Server Configuration Manager**.

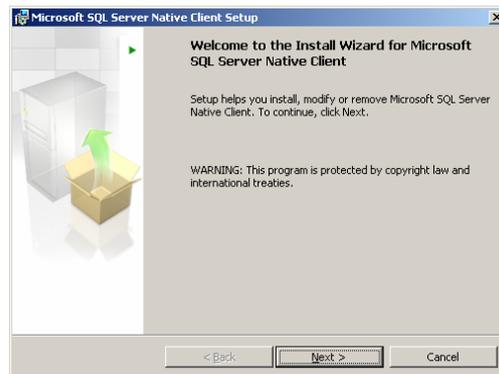




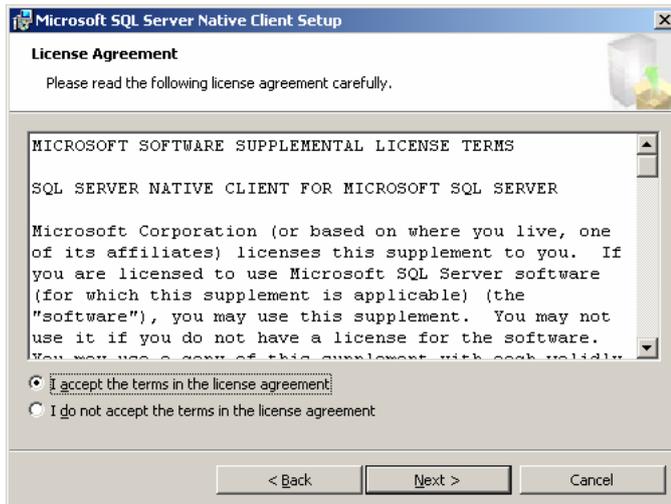
PV4E Issues

During a remote installation of PV4E Server (PV4E Server on machine A and SQL Server on Machine B), the SQL Server will install a client application in the PV4E server:

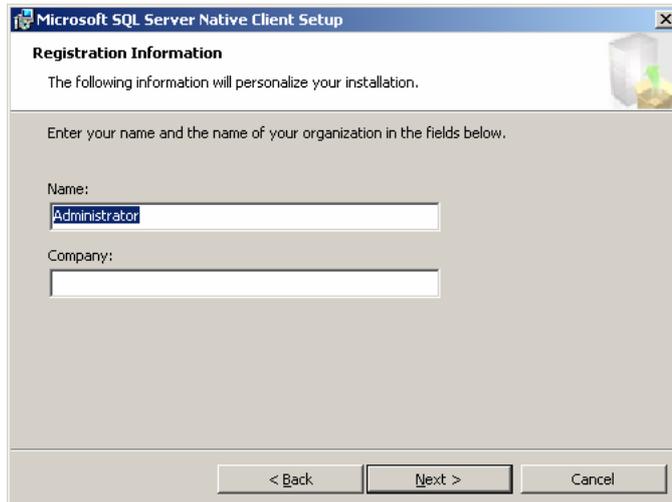
1. Click **Next**.



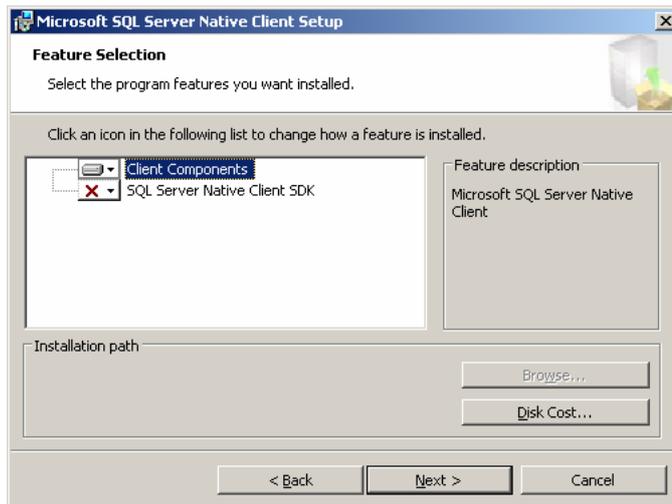
2. Accept the license agreement and click **Next**.



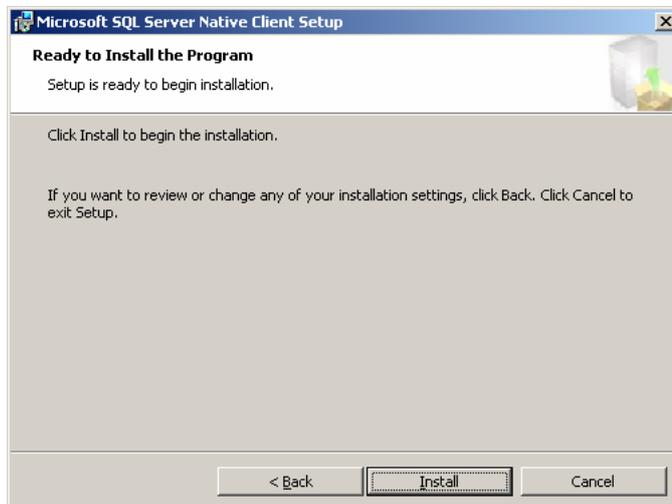
3. Insert Name & Company info and click **Next**.



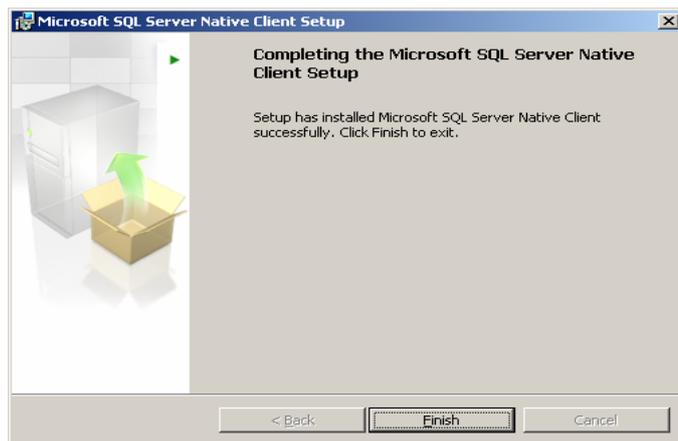
4. Select the entire *Client Components* features and click **Next**.



5. Click **Install**.



6. Click **Finish**.



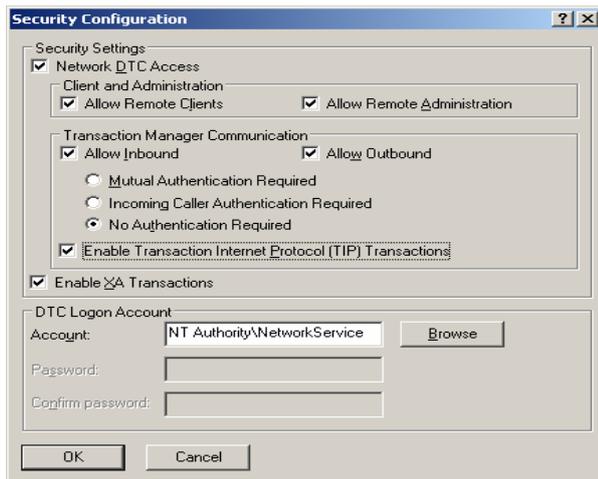
7. After installing the SQL Client Components, the PV4E installation will continue as normal.

Configuring MSDTC

After the PV4E installation is completed, the MSDTC (only for windows XP, 2003 and above) setting must be configured in order to work in remote configuration.

The MSDTC Settings should be set in the PV4E Server and the SQL as follow:

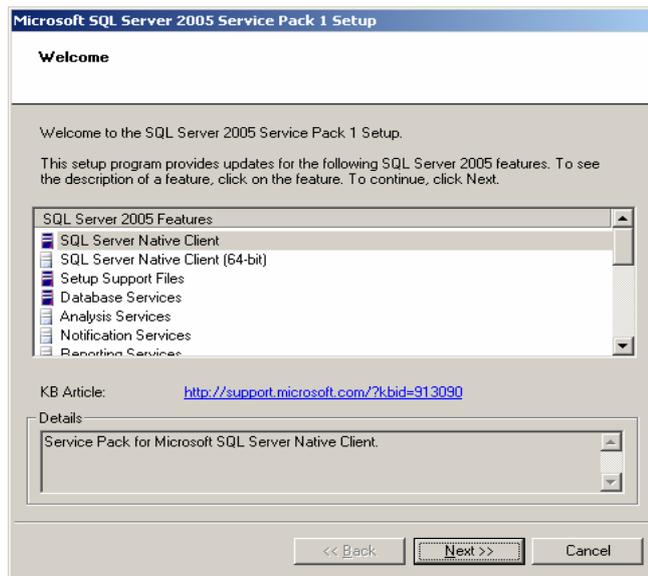
1. Go to Start → Run and insert the following
C:\WINDOWS\system32\Com\comexp.msc
2. After the Component Services window is displayed go to Component Services → Computers → My Computer
3. Right click *My Computer* and select **Properties**.
4. Select the **MSDTC** tab
5. Press the *Security Configuration*
6. Set the Security as follows:



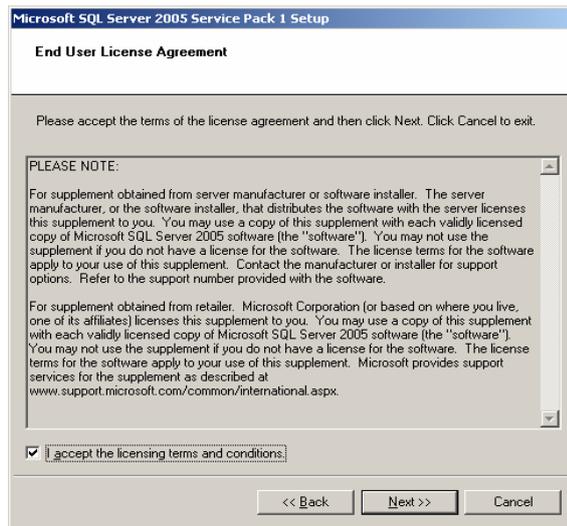
7. Click **OK** to save your settings and reboot the server
8. After applying the settings for both servers (PV4E & SQL) you are ready to work in remote configuration.

SQL Server 2005 Service Pack 1 Installation

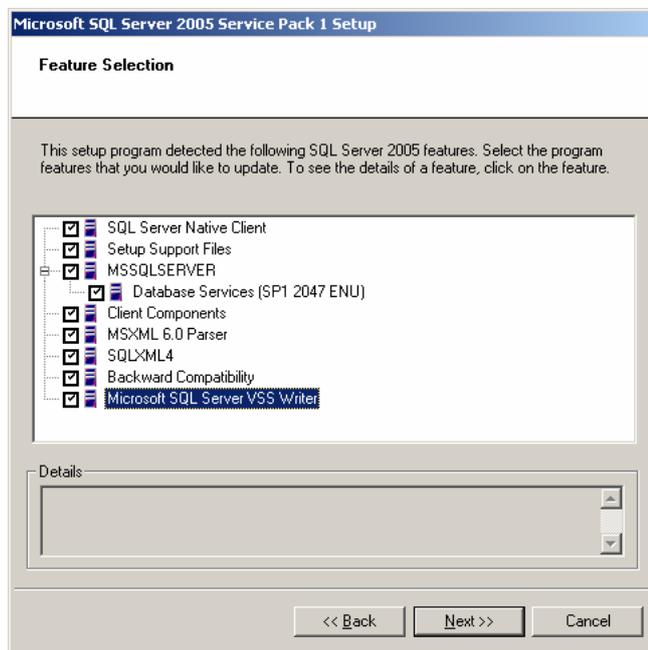
1. Run the installation package to start the installation
2. Click **Next**.



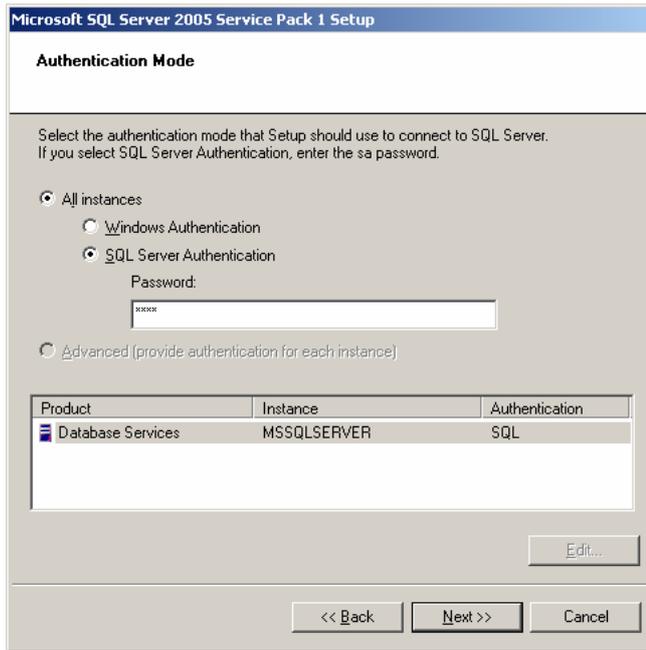
3. Accept the License Agreement by selecting the check box and click **Next**.



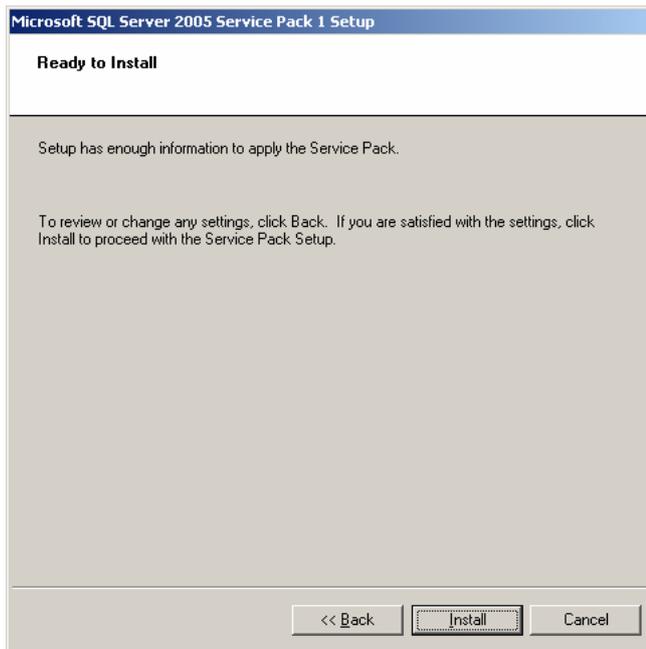
4. Leave all default selections and click **Next**.



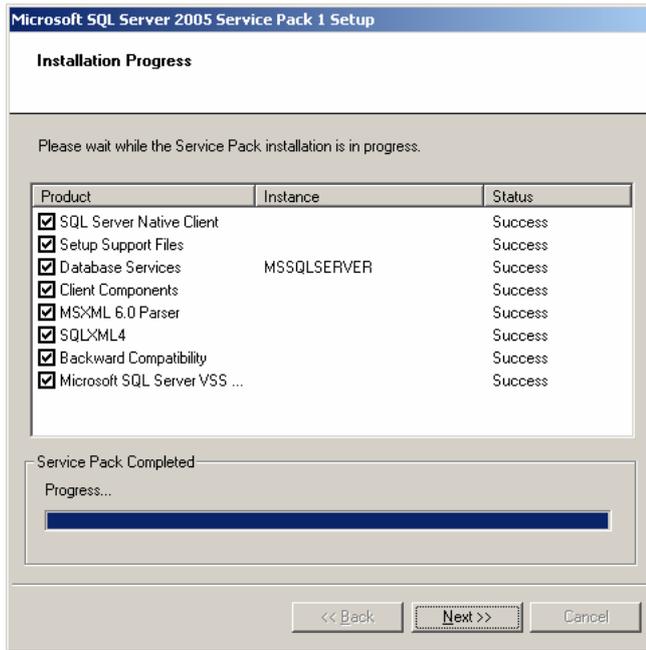
5. Insert valid authentication info and click **Next**.



6. Click **Install**.



7. Leave all default selections and click **Next**.



8. Verify that all products were installed and click **Finish**.

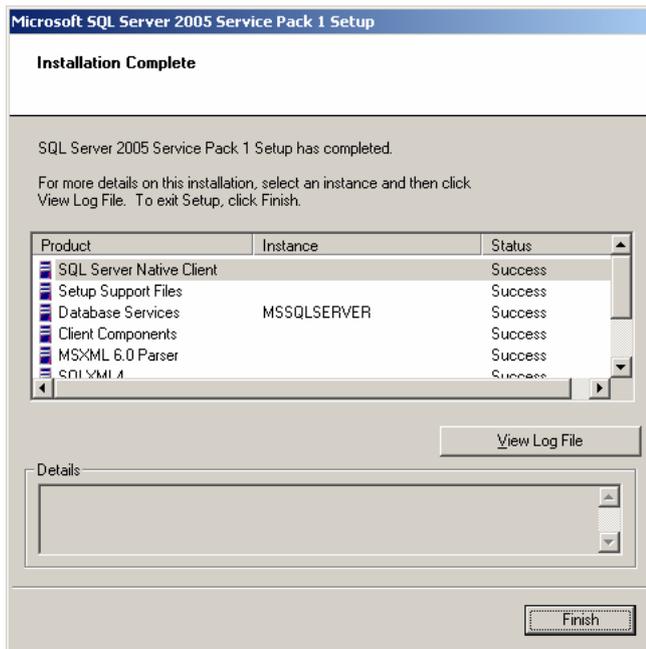


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Installation Checklist

Item	Completed (✓)
Pre-requisites	
SQL Server 2005 Standard Edition	<input type="checkbox"/>
Service Pack for SQL	<input type="checkbox"/>
SQL Configuration	<input type="checkbox"/>
Change Web Security Settings	<input type="checkbox"/>
Check Services required for Installation	<input type="checkbox"/>
PV4E	
License Registration number	<input type="checkbox"/>
PV4E Installation	<input type="checkbox"/>
SP or Hotfix as needed	<input type="checkbox"/>
Installation verification	
Sanity Analyzer	<input type="checkbox"/>
Running PV4E	<input type="checkbox"/>