



**Installation Guide for
the application on the server**

December 2015

(GUIDE 2)

Lucid CoPS version 6.05-N and later

Copyright © 2015, Lucid Innovations Limited. All Rights Reserved

Lucid Research Limited

www.lucid-research.com

Contents

1. PRE-INSTALLATION NOTES	3
2. INSTALLING LUCID CoPS APPLICATION SOFTWARE ON THE SERVER.....	4
3. INSTALLING THE DATABASE (SERVER)	6
4. REGISTERING LUCID COPS.....	8
5 .TROUBLESHOOTING	9
5.1 DATABASE CONNECTIVITY PROBLEMS.....	9
5.2 FIREWALLS.....	14
6. APPENDIX – MOVING THE DATABASE	15
OVERVIEW OF CIRCUMSTANCES.....	15

1. Pre-installation notes

At this stage of the installation process for COPS for Networks, it is assumed that you already have an instance of Microsoft SQL Server available to host the database used by CoPS. This database will henceforth be called *the Lucid database*.

CoPS and its database will be on different computers?

If your SQL Server is on a different machine it is advised that you physically move the *Lucid* database from this server (application) to the other server (SQL Server). This is because SQL Server does not attach databases from different machines; for security reasons it doesn't work with networked drives, preferring local fixed hard drives.

At the end of this Guide you will find an Appendix which tells you how to move the *Lucid* database from the server where the application is installed to the server where SQL Server (which will host the *Lucid* database) is installed.

REMINDER

Lucid CoPS for Networks was designed as a thin client application, therefore the main software should be installed once only, onto a server, preferably the same one where the SQL Server database engine is.

Multiple workstations (clients) will run the application using a shortcut to the main executable file on a share on the server.

You need to create both the shortcut and the share.

There are either one or two small software installs required on each client, missing these out will result in problems running the CoPS software. Please see the next guide (GUIDE 3) which tells you how to set up each client machine to run Lucid CoPS.

NOTE

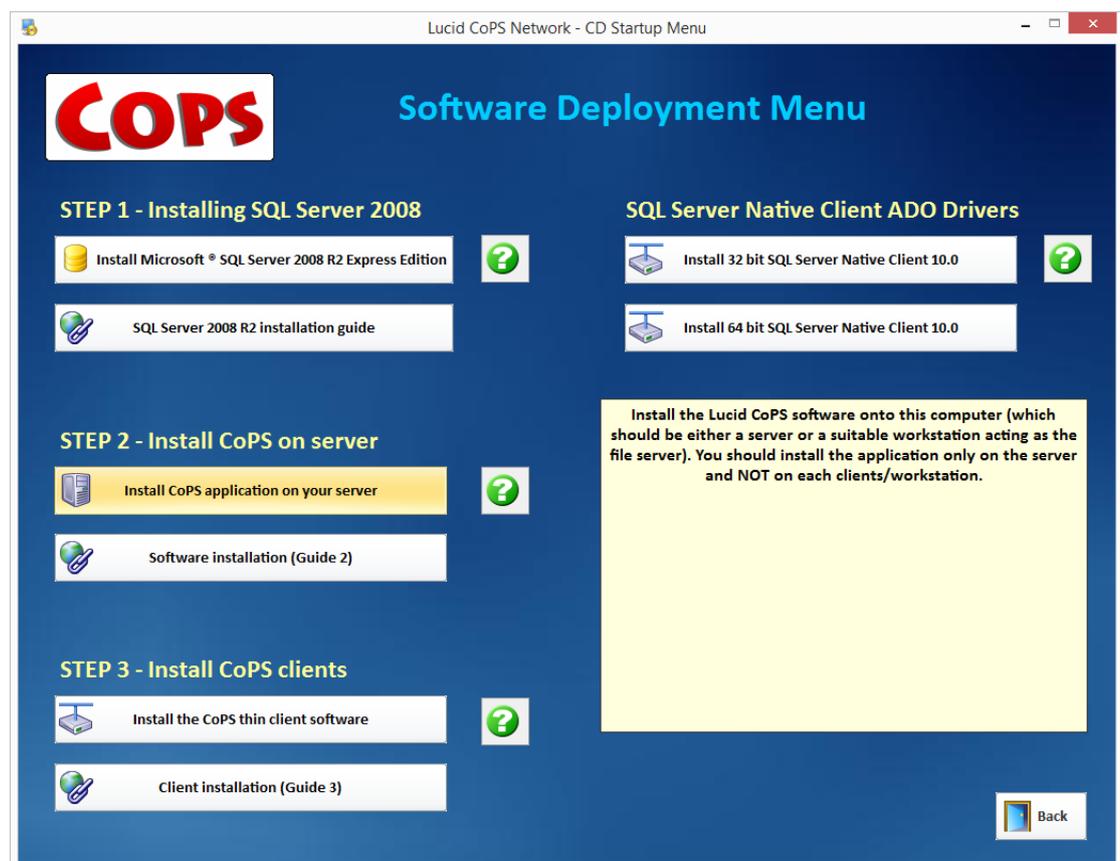
The main reports and administration application for Lucid CoPS has the filename:

CoPSAv605.exe

2. Installing Lucid CoPS application software on the server

1. Before you set up a Test or Administration Station you should log on to the server with the Administrator account.

2. From the CD Start-up Menu screen select the option Software Deployment Menu, and on this menu (see below), in STEP 2, select "**Install CoPS application on your server**".



3. Simply follow the installation instructions in the setup program which is launched.

You will be asked where you wish to install the application.

A default path (on the C: drive) is shown, but you have the option to change this.

Installation Guide for the Lucid CoPS application on the server

4. Once the installation has finished, please launch the Reports and Administration application with the filename below:

CoPSAv605.exe

This application automatically runs the *Database Installer Tool* which activates the SQL database called **Lucid** used by Lucid CoPS.

This step is covered in the next section of the guide.

3. Installing the database (server)

NOTE: Before you can proceed with installing the database please ensure you have already installed the SQL Server database engine with its *SQL Server Management Studio Express* tool) and configured it for use (see GUIDE 1).

If you intend to host the LUCID COPS software and the SQL Server on different computers, please STOP NOW and read the Appendix at the end of this guide first.

If the CoPS software and the SQL Server are on the same computer carry on below:

Begin by launching the CoPS Administration module: **CoPSAv605.exe**

The file will be found in the *Lucid CoPS Network* folder, which you chose during installation (see Chapter 2).

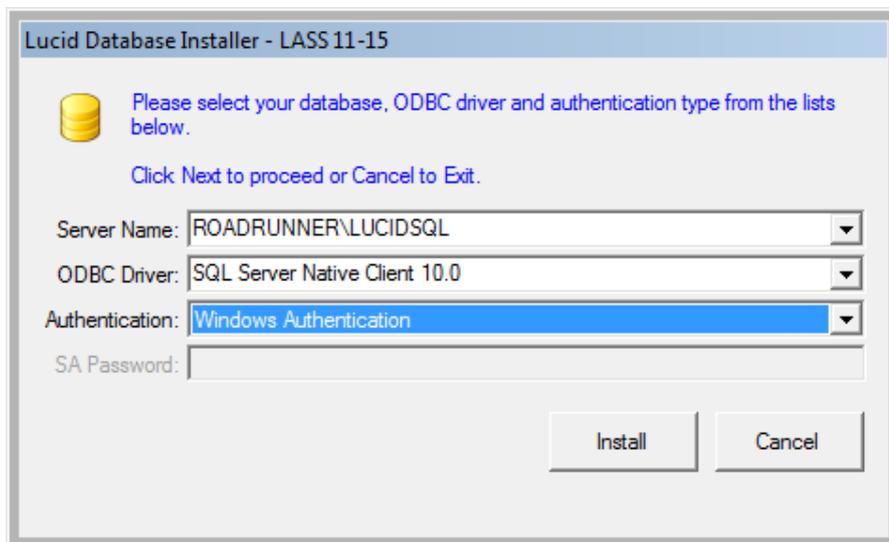
After launching the executable you should be presented with the *Lucid Database Installer* (below).

You need to choose the SQL Server Name (including instance name after the backslash if appropriate) and the ODBC driver.

If using SQL Server 2012 or 2014 choose the driver: *SQL Server Native Client 11.0*

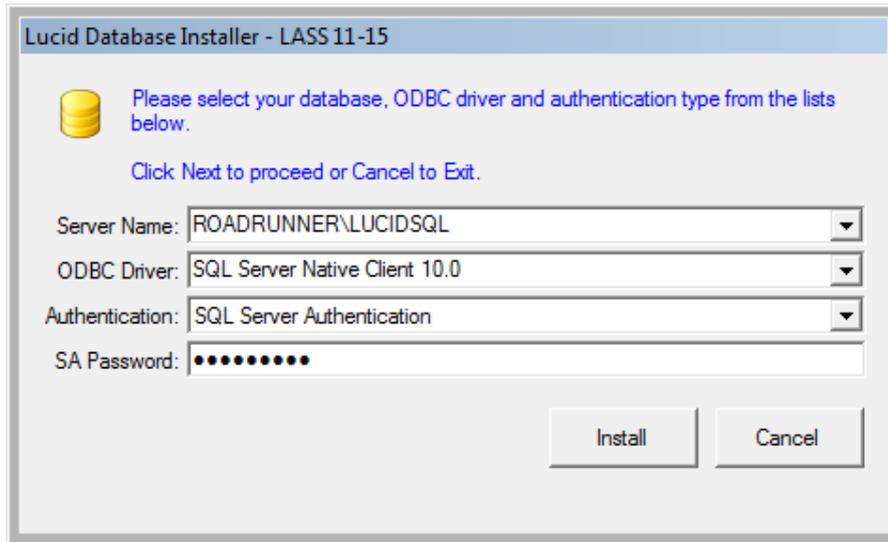
If using SQL Server 2008 choose the driver: *SQL Server Native Client 10.0*

If you wish to use *Windows Authentication* for SQL Server, choose that option.



Installation Guide for the Lucid CoPS application on the server

If using SQL Server (Mixed Mode) Authentication please have the 'sa' administrator account password available as you will need to enter it. Then click **Install** to proceed.



Lucid Database Installer - LASS 11-15

 Please select your database, ODBC driver and authentication type from the lists below.

Click Next to proceed or Cancel to Exit.

Server Name: ROADRUNNER\LUCIDSQL

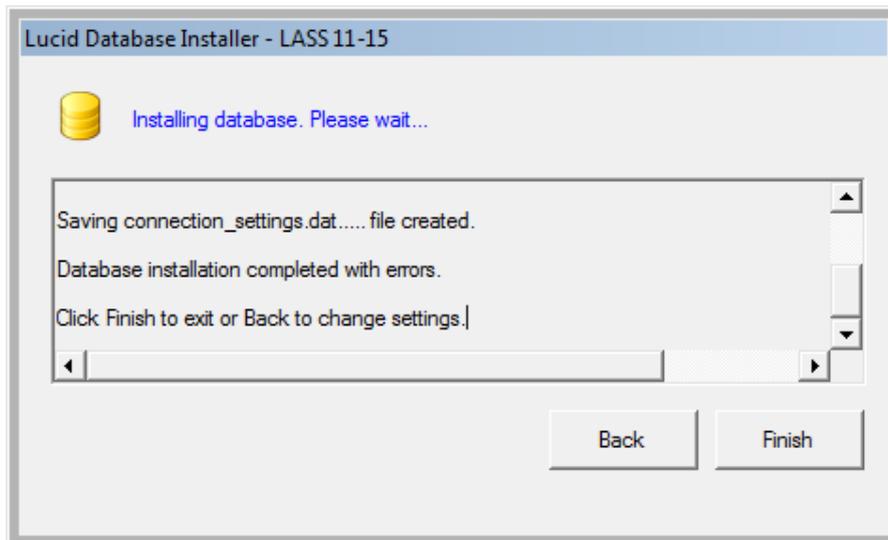
ODBC Driver: SQL Server Native Client 10.0

Authentication: SQL Server Authentication

SA Password: ●●●●●●●●

Install Cancel

Any feedback during installation will be shown in the text window. If the database has been installed already, the tool will detect this and leave it alone, simply creating the connection string file if necessary. Click **Finish** and then re-launch the CoPS administration module.



Lucid Database Installer - LASS 11-15

 Installing database. Please wait...

Saving connection_settings.dat..... file created.

Database installation completed with errors.

Click Finish to exit or Back to change settings.

Back Finish



If you think you may have incorrectly configured the *Database Installer Tool*, for instance, you get long error messages when running the CoPS administration module, you can start again by manually deleting the file **server_configuration.dat** which will be found in the folder called **\Data** off the application folder. This file contains an encrypted connection string used by the software to connect to the Lucid database. Finally, run the CoPS Admin application again to relaunch the database installer.

4. Registering Lucid CoPS

Having completed the steps in the previous chapter to attach the database, you can now register the software through the CoPS administration module.

There are three fields to fill in:

Name: This can be simply Administrator or Senco or any other name or title.

Institution: This name will appear on reports, so please ensure it is accurate.

Serial number: This will take the form: **nnnnn-nnnnA-AAnnnnn**

where A is a capital letter A-Z and n is a number 0-9.

Please note that the two dashes must be included.

If registration is successful you will be taken to the Login panel where you can enter the administrator's password.



The default administrator's password is usually printed on the software CD face. In case you obtain the software through a download, the default password is:

lucid

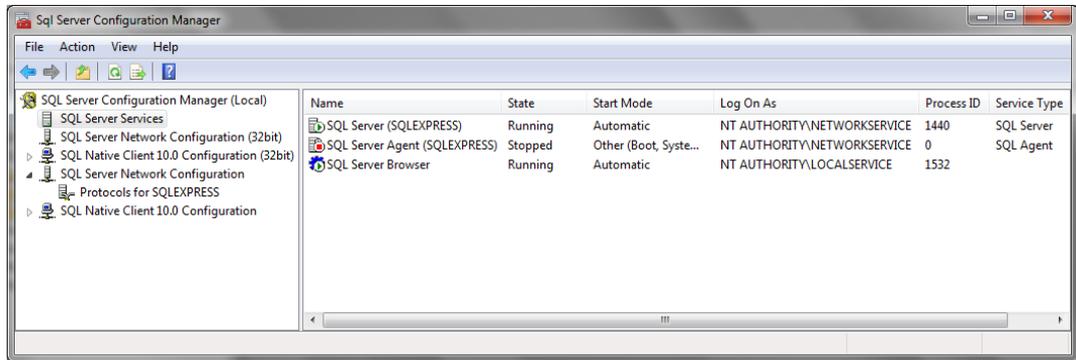
5 .Troubleshooting

5.1 Database connectivity problems

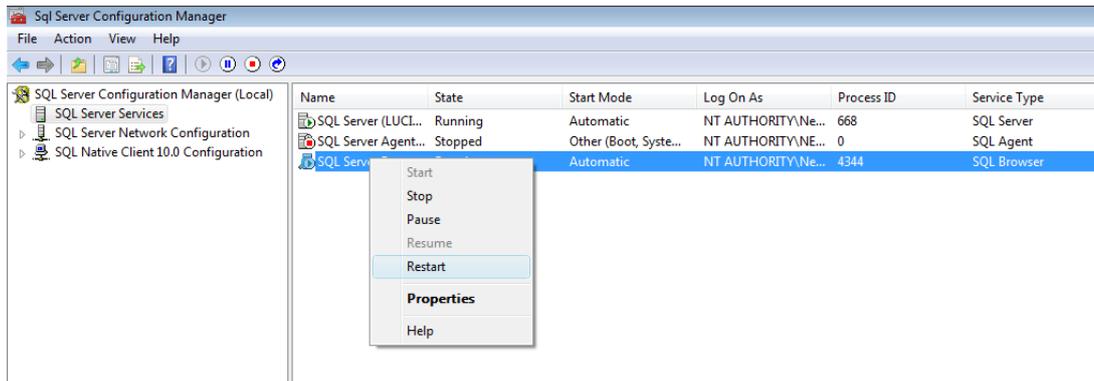
There are several kinds of issues you may encounter if your Lucid application is not able to connect to the Lucid database.

Here are some things to check:

1. Try restarting the SQL Browser Service using SQL Server Configuration Manager.

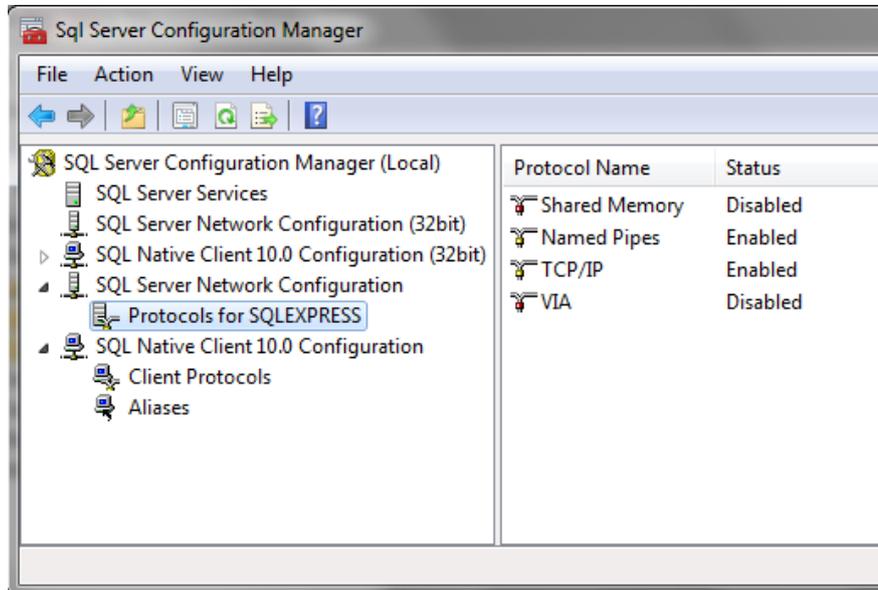


Right mouse click over the service and choose restart from the menu. (see example below).



2. Add additional protocols

SQL Server 2008 R2



As an example, you may decide to enable 'Named Pipes' if this was previously disabled. [Normally you wouldn't need *Shared Memory* or *VIA*.]

3. Try manually adding a System DSN

If you cannot manually link to the database from a suitable workstation it suggests a problem with a firewall or with one or both SQL Server services not running. Here's how to attempt to create a System DSN manually.

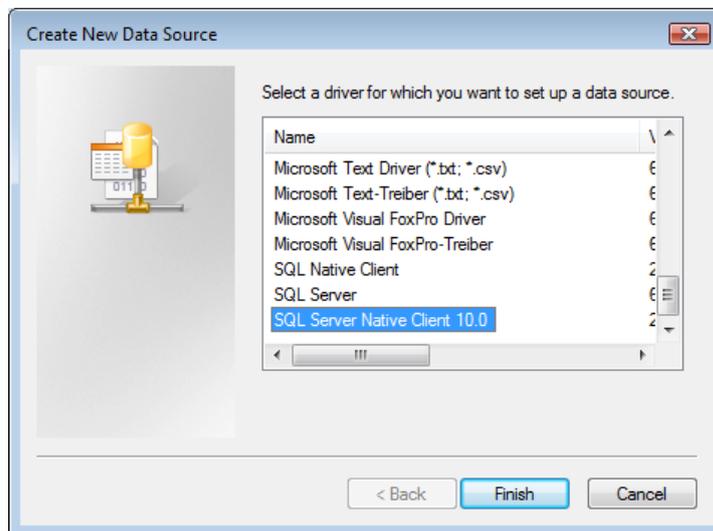
Windows 7 and 8

Control Panel > do a search for ODBC

1. Select *System DSN* and then **Add**
2. Choose the most suitable ADO driver

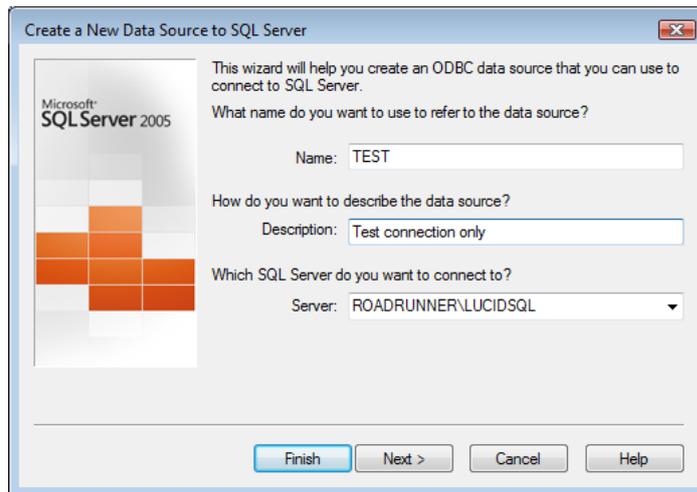
*For SQL Server 2008 this will be **SQL Server Native client 10.0***

*For SQL Server 2012 and 2014 this will be **SQL Server Native client 11.0***



Installation Guide for the Lucid CoPS application on the server

3. Give the DSN a name, a description if you wish and then choose the Server\Instance.

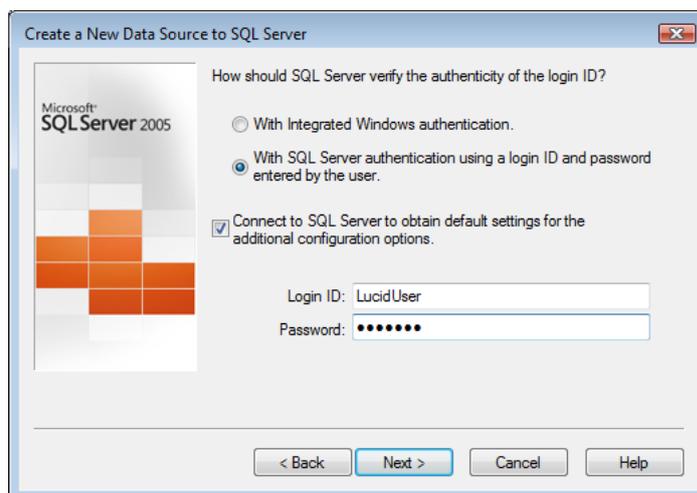


4. Choose the radio button for *SQL Server authentication* and then enter the Login ID and password.

By default:

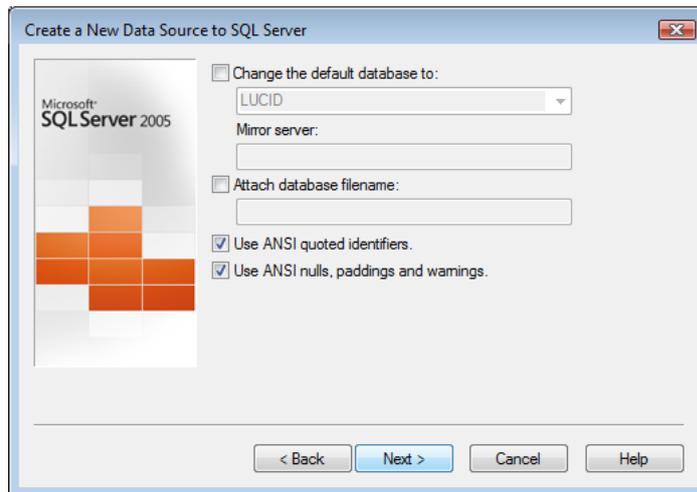
The Login ID is **LucidUser**

The Password is **ZX_123_abZ**

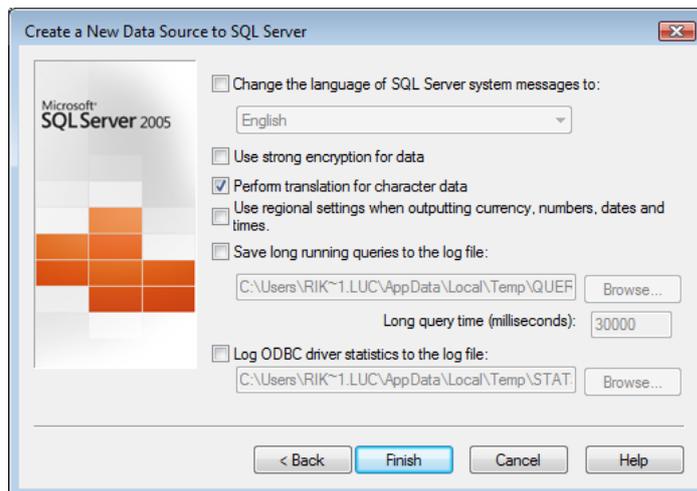


Installation Guide for the Lucid CoPS application on the server

5. Move on and ensure default database is 'Lucid'

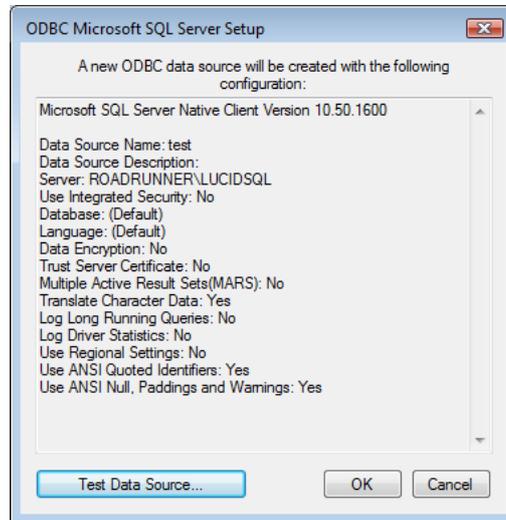


6. At the next screen select Finish.



Installation Guide for the Lucid CoPS application on the server

7. You should finally see the Test Data Source screen which should give a 'Test Successful' message upon clicking on the large button if the SQL database is visible to the network and the Login is working.



5.2 Firewalls

Please check for firewalls on the client machines and server.

Check for ports being blocked by the firewall or a router (e.g. TCP Port 1433).

See the link below:

<http://technet.microsoft.com/en-us/library/cc646023.aspx>

6. Appendix – moving the database

Overview of circumstances

You are assumed to have installed Lucid CoPS for Networks onto a different server to the one which hosts SQL Server. The *Lucid* database will therefore be hosted on a different computer hosting SQL Server.

Here are the steps you'll need to take after you have installed Lucid CoPS and the SQL Server, but before you run the Lucid CoPS Admin Module for the first time.

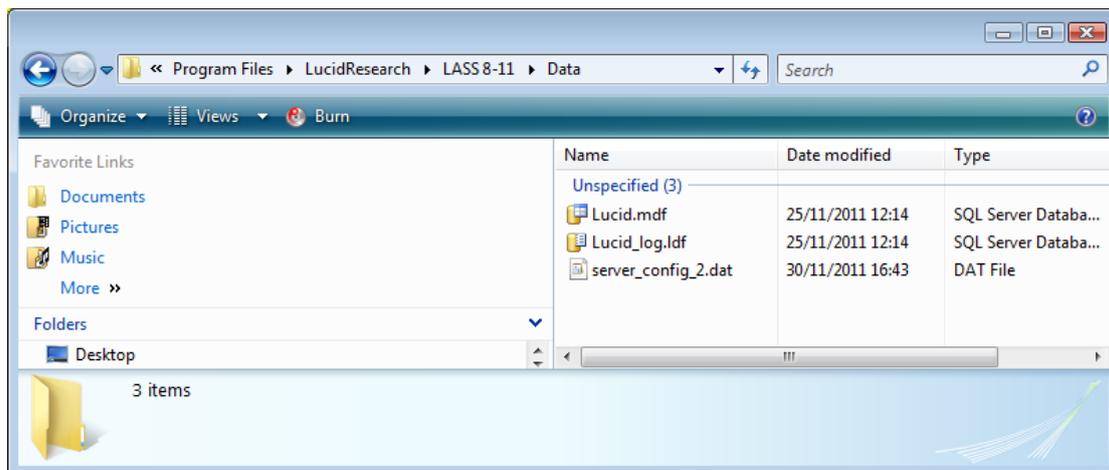
1) Locate the folder where database files reside.

The two files which make up the database are called `Lucid.mdf` and `Lucid_log.ldf`.

(Note: SQL databases consist of both .MDF and .LDF files, which must exist in the same folder).

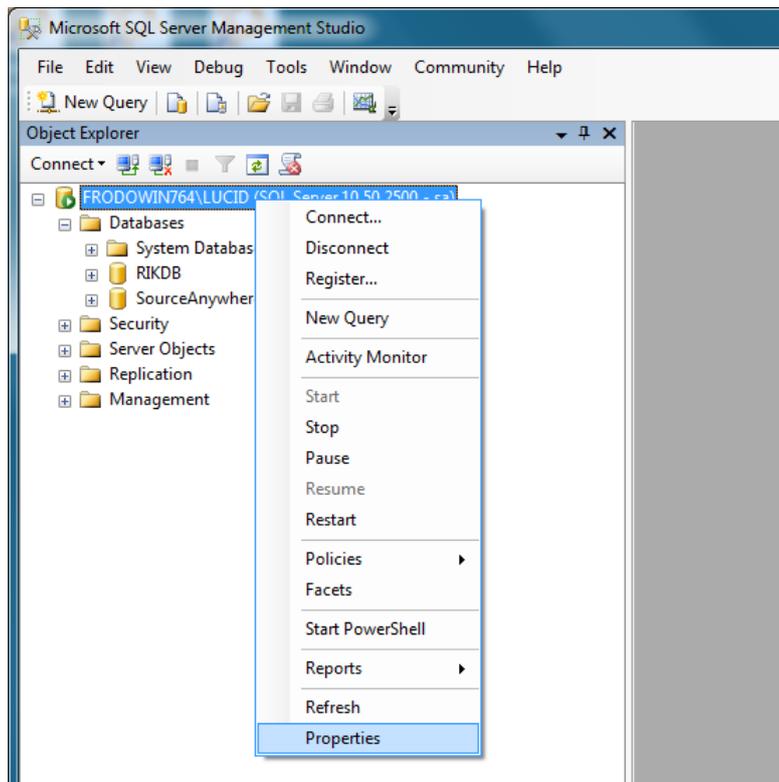
In the worked example below (which was written for a different Lucid product, but applies equally to *Lucid CoPS for Networks*), the folder where the database files are found is:

C:\Program Files\LucidResearch\LUCID COPS 8-11\data



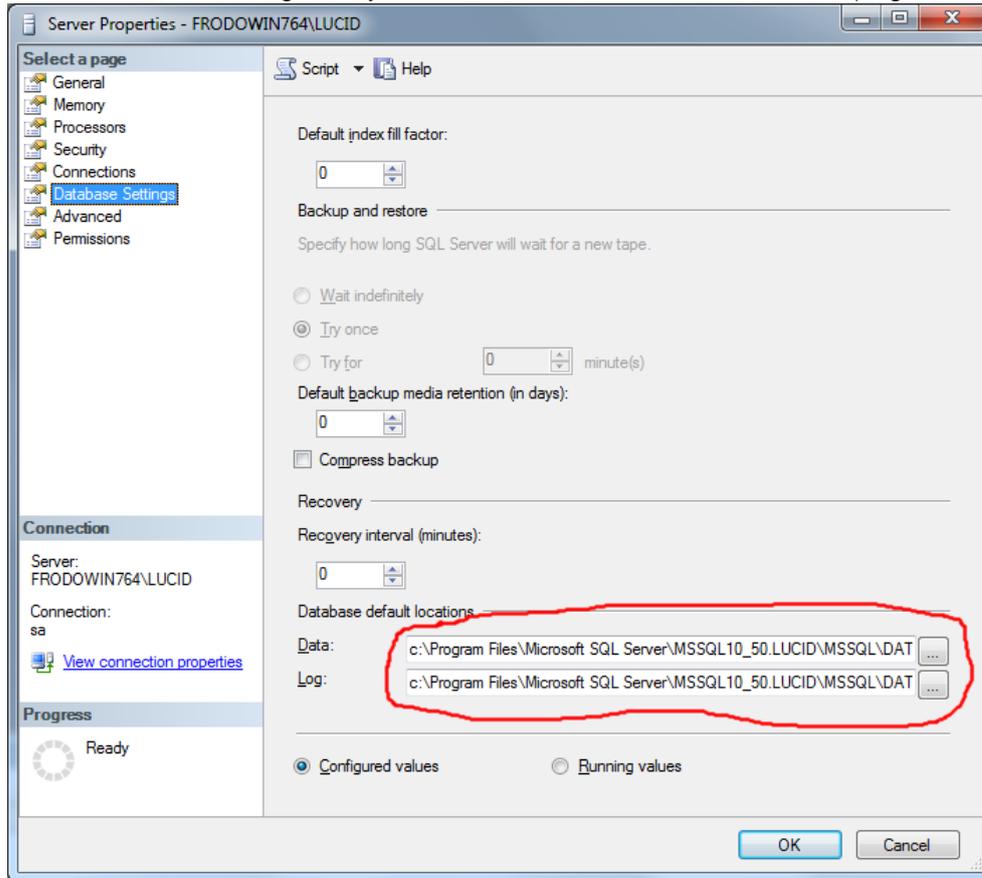
Installation Guide for the Lucid CoPS application on the server

Find out where databases normally live on your SQL Server instance. Do this by launching SQL Server Management Studio Express, on the root of the Object Explorer right mouse click and select **Properties**.



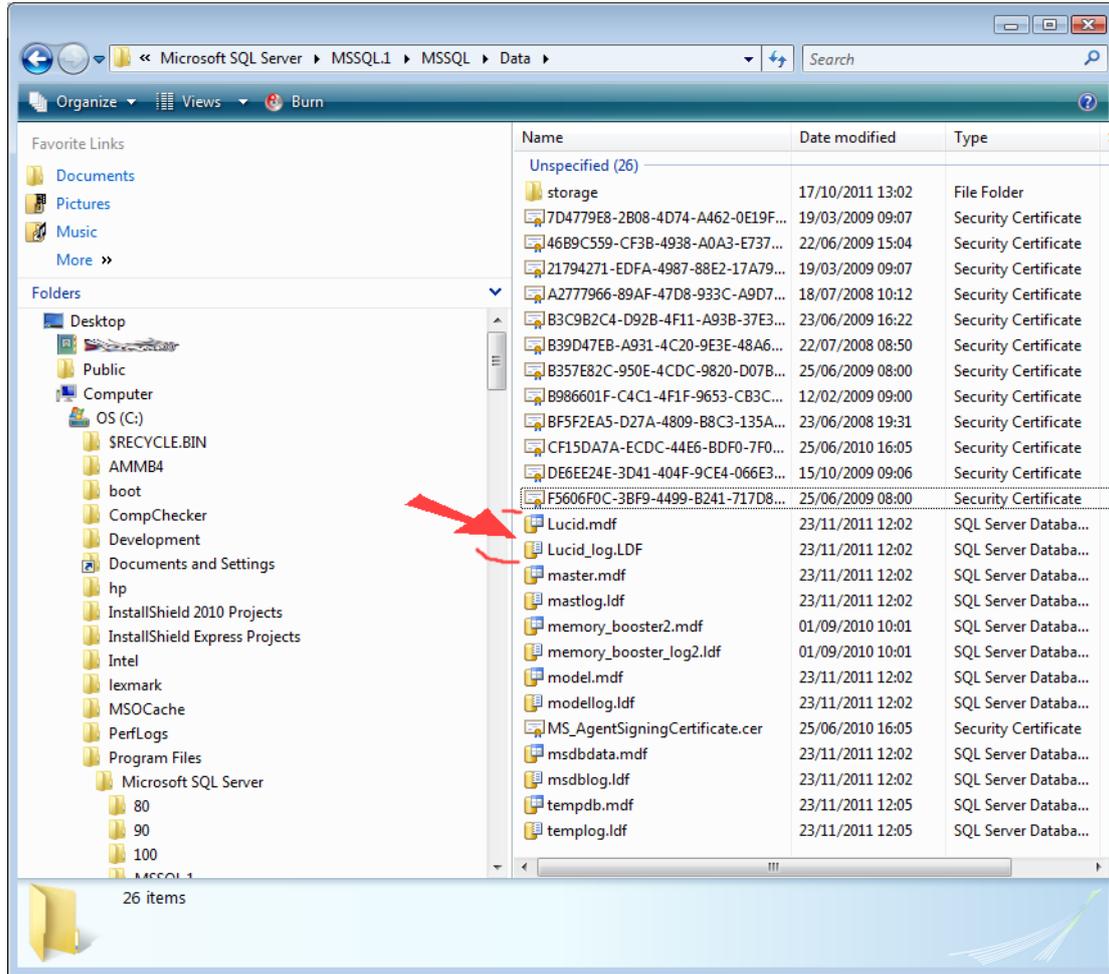
Installation Guide for the Lucid CoPS application on the server

Select Database Settings and you will see Database Default Locations (ringed in red below):



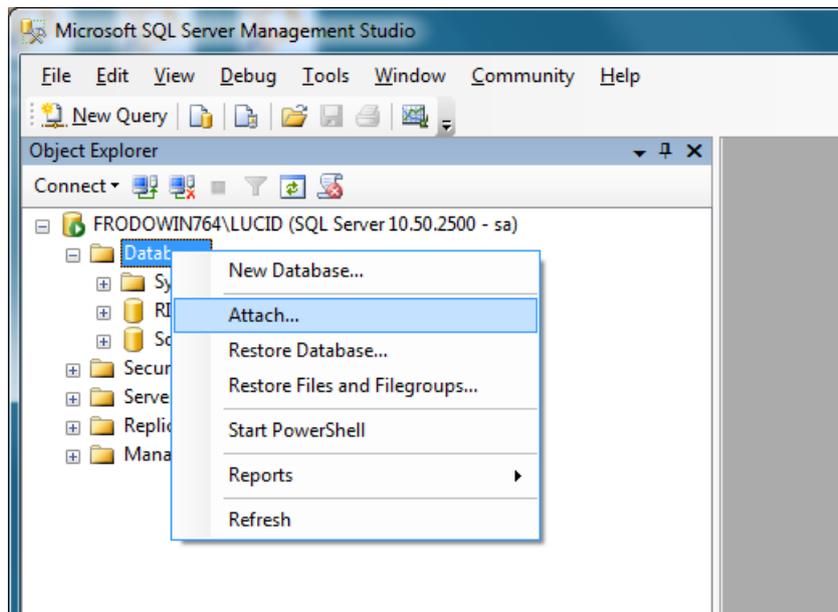
Installation Guide for the Lucid CoPS application on the server

At this point, copy and paste the two database files into the folder you found in the last step. The files show up in the picture below:

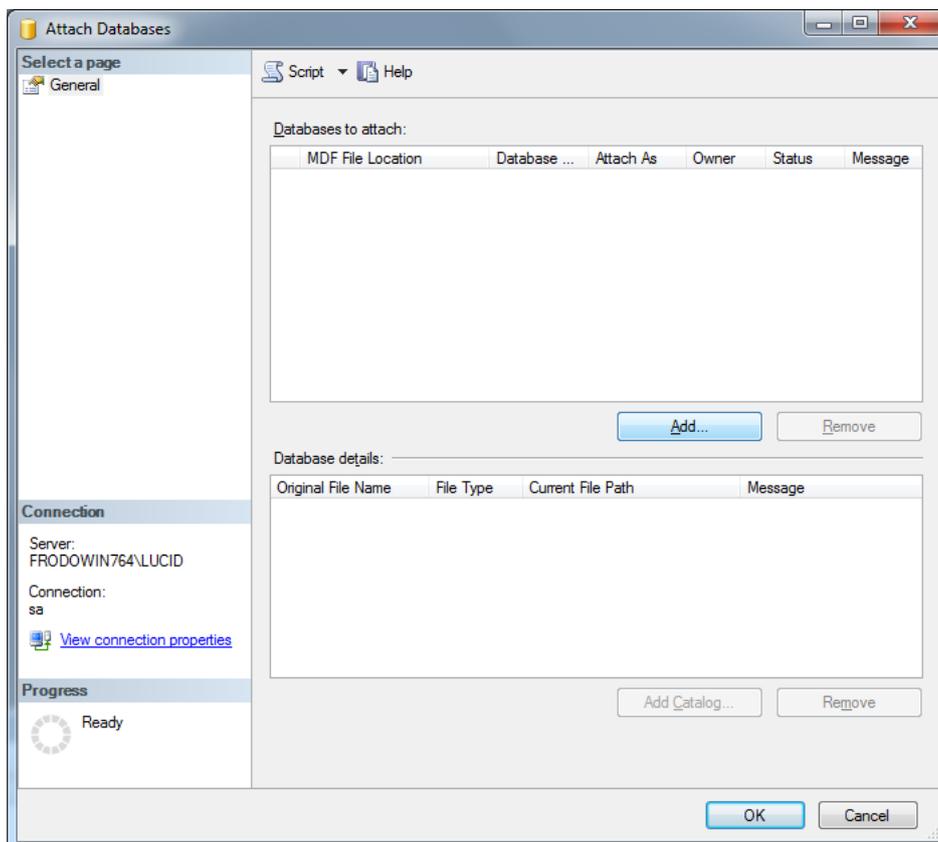


Installation Guide for the Lucid CoPS application on the server

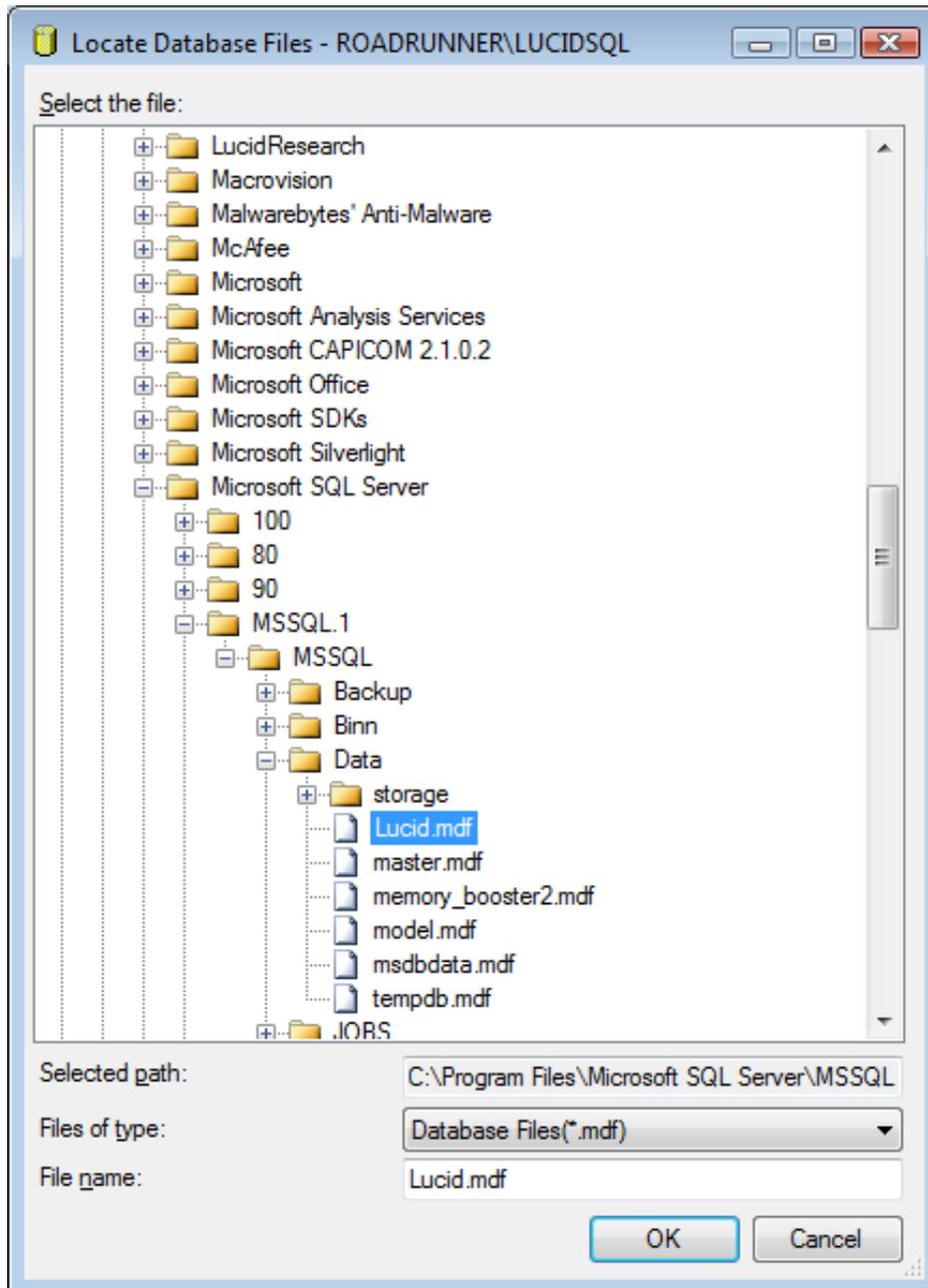
In Management Studio go to the Object Explorer panel and right mouse click over **Databases**.
Select **Attach**.



You will see the *Add Database* window and then select **Add**.

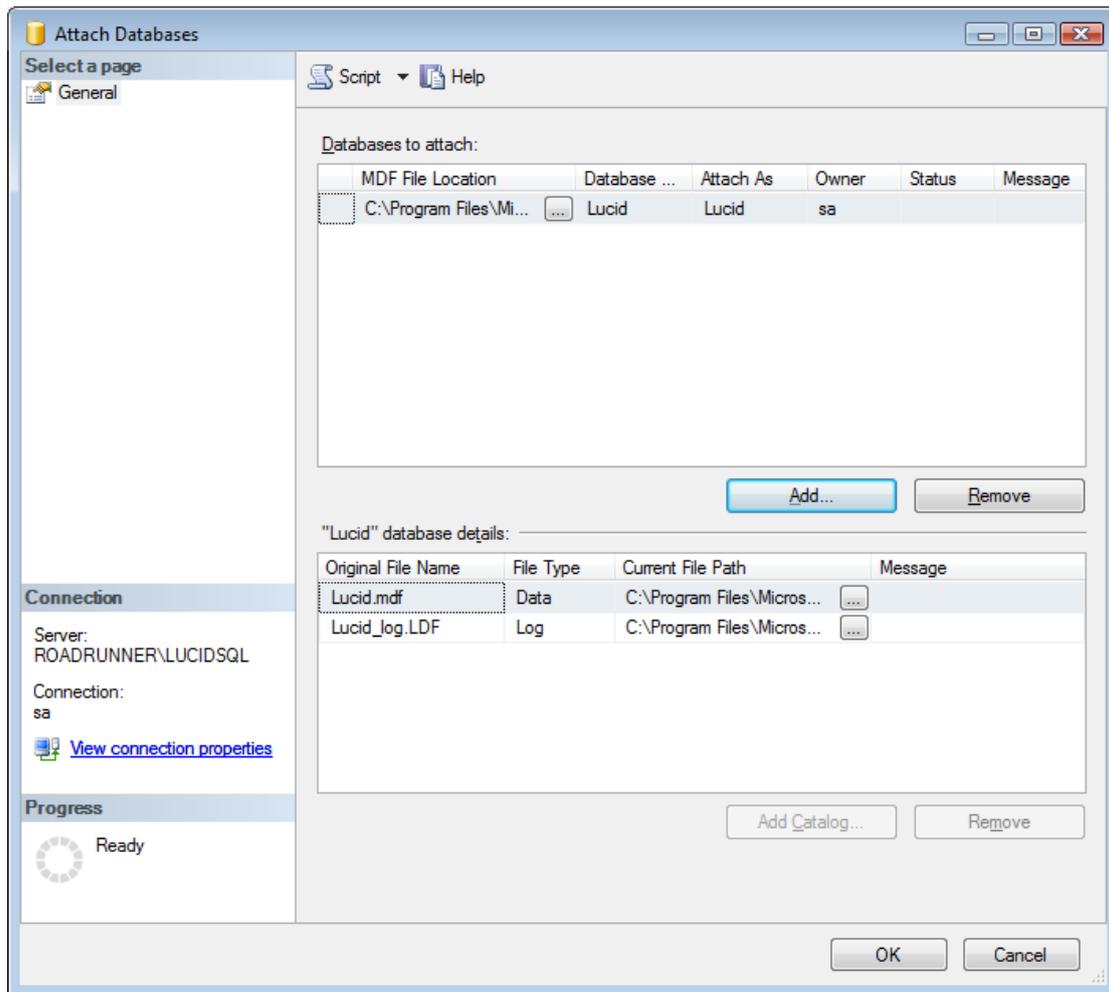


Choose the database called **Lucid.mdf**



Installation Guide for the Lucid CoPS application on the server

At the next screen where the two files appear in the lower panel, select **Add**



At this point we can return to:

Chapter 3. Installing the database (server) earlier in this Guide.