

Installation Guide for the application on the server

December 2015

(GUIDE 2)

Lucid CoPS version 6.05-N and later

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Lucid Research Limited

www.lucid-research.com

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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*".

Lucid CoPS Network - CD Startup Menu – 🗆				
COPS Sof	tware De	ployment Menu		
STEP 1 - Installing SQL Server 2008		SQL Server Native Client ADO Drivers		
Install Microsoft * SQL Server 2008 R2 Express Edition	0	Install 32 bit SQL Server Native Client 10.0		
SQL Server 2008 R2 installation guide		Install 64 bit SQL Server Native Client 10.0		
STEP 2 - Install CoPS on server Install CoPS application on your server Image: Software installation (Guide 2) STEP 3 - Install CoPS clients	2	Install the Lucid CoPS software onto this computer (which should be either a server or a suitable workstation acting as the file server). You should install the application only on the server and NOT on each clients/workstation.		
Install the CoPS thin client software	@			
Client installation (Guide 3)		Back		

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. 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.

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 N	ame: ROADRUNNER\LUCIDSQL			
ODBC D	river: SQL Server Native Client 10.0			
Authentica	tion: Windows Authentication			
SA Passv	vord:			
	Install Cancel			

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.datfile created. Database installation completed with errors. Click Finish to exit or Back to change settings.	Back Finish

Ç

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: nnnn-nnnA-AAnnnn 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:



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**

Create New Data Source		×
	Select a driver for which you want to set up a dat Name Microsoft Text Driver (*.bt; *.csv) Microsoft Text-Treiber (*.bt; *.csv) Microsoft Visual FoxPro Driver Microsoft Visual FoxPro-Treiber SQL Native Client SQL Server SQL Server III	a source.
	< Back Finish	Cancel

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

			_	
Create a New Data Source	e to SQL Server			
No. of the second s	This wizard will help you create an ODBC data source that you can use to connect to SQL Server.			
SQL Server 2005	What name do you w	vant to use to refer to the data source?		
	Name:	TEST		
	How do you want to	describe the data source?		
	Description: Test connection only			
	Which SQL Server d	o you want to connect to?		
	Server:	ROADRUNNER\LUCIDSQL -		
	Finish	Next > Cancel Help	J	

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

	How should SQL Serv	ver verify the authenticity of the login ID?		
Microsoft [®] SQL Server 2005	With Integrated Windows authentication.			
	With SQL Server authentication using a login ID and password entered by the user.			
	Connect to SQL S additional configur	erver to obtain default settings for the ation options.		
	Login ID:	LucidUser]	
	Password:	•••••]	

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

Create a New Data Cours	
Create a New Data Sour	ce to SQL Server
Microsoft [.] SQL Server 2005	Change the default database to:
	Attach database filename:
	Use ANSI quoted identifiers.
	Use ANSI nulls, paddings and warnings.
	< Back Next > Cancel Help

6. At the next screen select Finish.

	Change the language of SQL Server system messages to:
SQL Server 2005	English
	Use strong encryption for data
	Perform translation for character data Use regional settings when outputting currency, numbers, dates and times.
	Save long running queries to the log file:
	C:\Users\RIK~1.LUC\AppData\Local\Temp\QUEF Browse
	Long query time (milliseconds): 30000
	Log ODBC driver statistics to the log file:
	C:\Users\RIK~1.LUC\AppData\Local\Temp\STAT. Browse
	< Back Finish Cancel Help

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.

ODBC Microsoft SQL Server Setup	×
A new ODBC data source will be created with the following configuration:	
Microsoft SQL Server Native Client Version 10.50.1600	*
Data Source Name: test Data Source Description: Server: ROADRUNNER\LUCIDSQL Use Integrated Security: No Database: (Default) Language: (Default) Data Encryption: No Trust Server Cettflicate: No Multiple Active Result Sets((MARS): No Translate Character Data: Yes Log Long Running Queries: No Log Driver Statistics: No Use Regional Settings: No Use ANSI Quoted Identifiers: Yes Use ANSI Null, Paddings and Warnings: Yes	
	*
Test Data Source OK Cano	cel

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

			- • •			
😋 🔾 🗢 🕌 « Program Files 🔸 LucidResearch 🔸 LASS 8-11 🔸	Data 👻 🐓	Search	Q			
🖣 Organize 🔻 🏢 Views 👻 🙆 Burn 🕐						
Favorite Links	Name	Date modified	Туре			
 Documents Pictures Music More >> 	Unspecified (3) Unspecified (3) Lucid.mdf Lucid_log.ldf Server_config_2.dat	25/11/2011 12:14 25/11/2011 12:14 30/11/2011 16:43	SQL Server Databa SQL Server Databa DAT File			
Folders 🗸						
📃 Desktop 🗘	•		- F			
3 items						

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**.

Microsoft SQL Server Manage	ement Studio
File Edit View Debug T	Tools Window Community Help ; 🔄 🎯 🔤 👳
Object Explorer	→ ‡ ×
Connect 🕶 📑 📑 🛒 🜌	<u>s</u>
 RODOWIN764\LUCID (S Databases System Databas RKDB SourceAnywher Security Server Objects Replication Management 	OI Server 10 50 7500 + cs) Connect Disconnect Register New Query Activity Monitor Start Stop Pause Resume Restart Policies Facets Start PowerShell Reports Refresh Properties

Server Properties - FRODOW	IN764\LUCID
Select a page	Script 👻 💽 Help
Processors Security	Default index fill factor:
Connections Catabase Settings Advanced	0 Sackup and restore
Permissions	Specify how long SQL Server will wait for a new tape.
	○ <u>W</u> ait indefinitely
	Try for 0 🔄 minute(\$)
	Default <u>b</u> ackup media retention (in days):
	Compress backup
Connection	Recovery
Server: FRODOWIN764\LUCID	Recovery interval (minutes):
Connection:	Database default locations
sa	Data: c:\Program Files\Microsoft SQL Server\MSSQL10_50.LUCID\MSSQL\DAT
Progress	203. C. Orogram nies Uniciosoft 3dE Server UNS3dE TO_50.EUCID UNS3dE UAT
Ready	Onfigured values
	OK Cancel

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

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:

			- • •
G → Wicrosoft SQL Server → MSSQL.1 → MSSQL → D	ata 🕨 👻 🗲	Search	Q
🆣 Organize 🔻 🏢 Views 👻 🙆 Burn		_	0
Favorite Links	Name	Date modified	Туре
Favorite Links Documents Pictures Music More > Folders Computer Computer SC CompChecker Development Documents and Settings hp InstallShield 2010 Projects InstallShield Express Projects InstallShield Express Projects InstallShield Express Projects InstallShield Express Projects InstallShield SQL Server 80 90	Name Unspecified (26) istorage TD4779E8-2B08-4D74-A462-0E19F 46B9C559-CF3B-4938-A0A3-E737 21794271-EDFA-4987-88E2-17A79 3277966-89AF-47D8-933C-A9D7 3B3C9B2C4-D92B-4F11-A93B-37E3 3B39D47EB-A931-4C20-9E3E-48A6 3B357E82C-950E-4CDC-9820-D07B 3B357E82C-950E-4CDC-9820-D07B 3B956601F-C4C1-4F1F-9653-CB3C 3B57E2EA5-D27A-4809-B8C3-135A CF15DA7A-ECDC-44E6-BDF0-7F0 4DE6EE24E-3D41-404F-9CE4-066E3 5C6560F0C-3BF9-4499-B241-717D8 5Lucid_log.LDF 7 master.mdf 7 mastlog.ldf 7 memory_booster_log2.ldf 7 model.mdf 7 model.mdf 7 model.mdf 7 msdblog.ldf 7 msdblog.ldf	Date modified 17/10/2011 13:02 19/03/2009 09:07 22/06/2009 15:04 19/03/2009 09:07 18/07/2008 10:12 23/06/2009 16:22 22/07/2008 08:50 25/06/2009 08:00 12/02/2009 09:00 23/06/2008 19:31 25/06/2010 16:05 15/10/2009 09:00 23/11/2011 12:02 23/11/2011 12:05 23/11/2011 12:05	Type File Folder Security Certificate Security Certificate SQL Server Databa SQL Server Databa
100 v	٠ III.		•
26 items			

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

Microsoft SQL Se	rver Management Studio
<u>F</u> ile <u>E</u> dit <u>V</u> iew	<u>D</u> ebug <u>T</u> ools <u>W</u> indow <u>C</u> ommunity <u>H</u> elp
🕴 🔔 <u>N</u> ew Query 🛛) 🕒 🗁 🗔 🖂 🗠 🧝
Object Explorer	→ ‡ ×
Connect 🕶 📑 📑	
😑 🐻 FRODOWIN7	64\LUCID (SQL Server 10.50.2500 - sa)
□ □ Datat □ ■ Sy	New Database
🗉 🕕 😥 🕀	Attach
🕀 📑 Sc	Restore Database
⊞ Secur Erve	Restore Files and Filegroups
🕀 🧰 Replic	Start PowerShell
	Reports
	Refresh

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

间 Attach Databases							- 0 X
Select a page General	Script 🔻 📑 Help						
	Databases to attach:						
	MDF File Location	Data	base	Attach As	Owner	Status	Message
					<u>\</u> dd		Remove
	Database de <u>t</u> ails:						
0	Original File Name	File Type	Current File	e Path	M	essage	
Connection							
Server: FRODOWIN764\LUCID							
Connection: sa							
Mew connection properties							
Progress							
Ready				Add	<u>D</u> atalog		Remove
					0	K	Cancel

Choose the database called Lucid.mdf



🧻 Attach Databases							- 0 x
Select a page	Corint 🗶 🖪 Halo						
General	2 Scribr + 🕅 Helb						
	Databases to attach:						
	MDF File Location		Database	Attach As	Owner	Status	Message
	C:\Program Files\I	Mi 🛄	Lucid	Lucid	sa		
	"Lucid" database details Original File Name	s: File Type	e Current F	File Path	<u>A</u> dd		gemove
Connection		Data	C:\Pma	ram Files\Micn	· .	leadyc	
Connection		Log	C:\Prog	ram Files\Micn			
Server: ROADRUNNER\LUCIDSQL	Lucid_log.LDI	Log	C. Wildy				
Connection: sa							
View connection properties							
Progress				Add	Catalog		amova
Ready				Add	<u>C</u> atalog		lemove
					0	к	Cancel

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.