

## Server Loading Instructions For ProHelp™ EPM, Release 5.00

*This application note describes the steps necessary to install the ProHelp™ EPM, Release 5.00, software on the system server. This application note is written for extremely advanced users only.*

### 1. Preliminary Steps

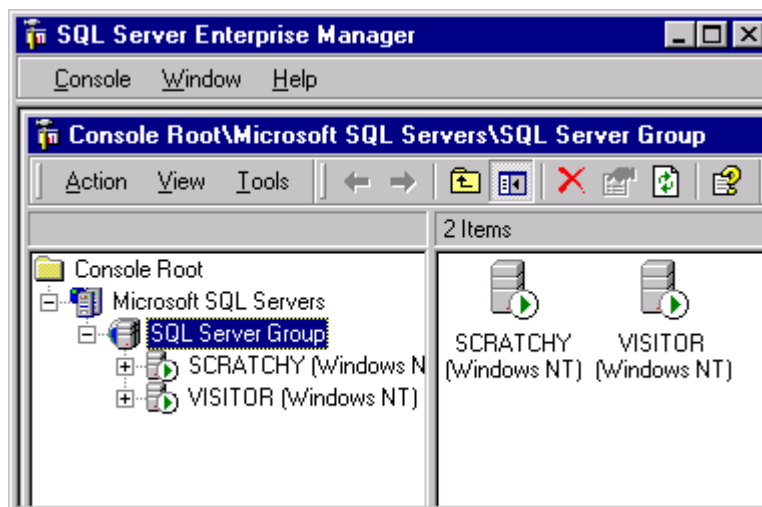
Before installing the ProHelp™ EPM server software, it is necessary to do the following:

- Install and configure Microsoft Windows NT.
- Install and configure Microsoft SQL Server.

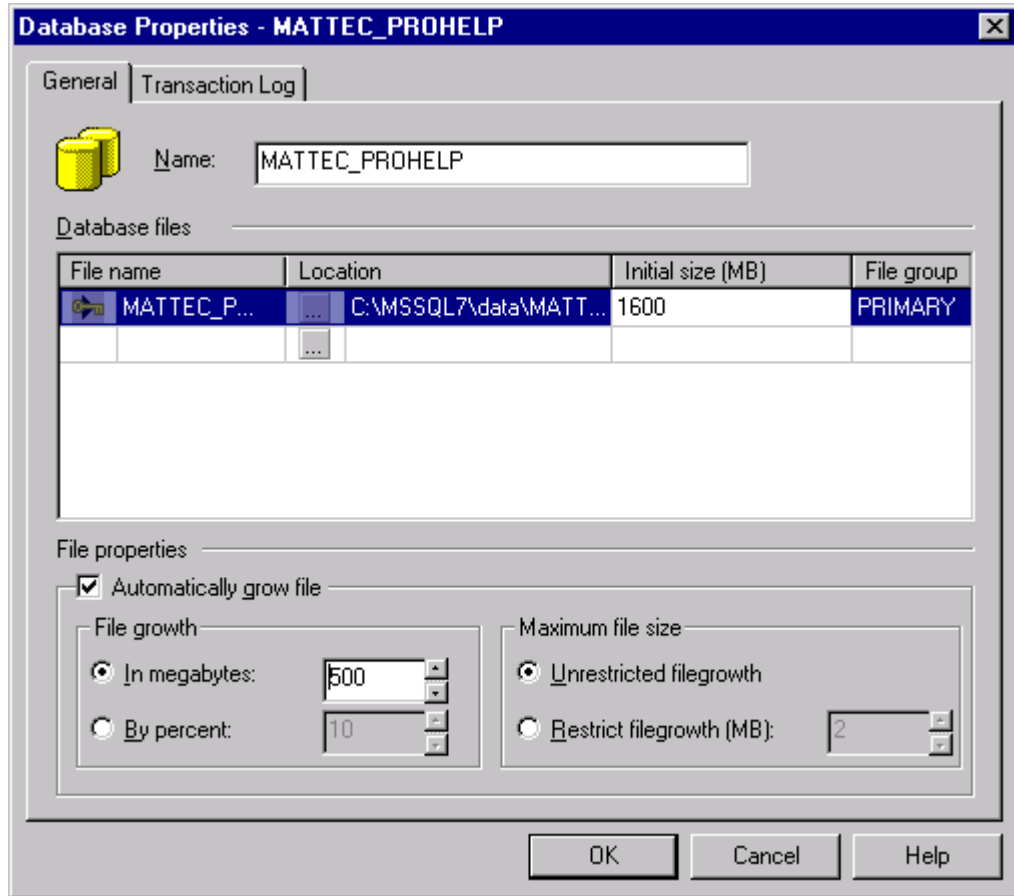
### 2. Configure the Database

Before installing the ProHelp™ EPM server software, it is necessary to configure the database. To do this, follow these steps:

- Reboot the computer and log in as **Administrator**.
- Execute the **SQL Server Enterprise Manager**. To do this, click on the **Start Menu**, select **Programs**, select **Microsoft SQL Server 7.0**, and select **Enterprise Manager**.
- Navigate to the appropriate server name as shown below.

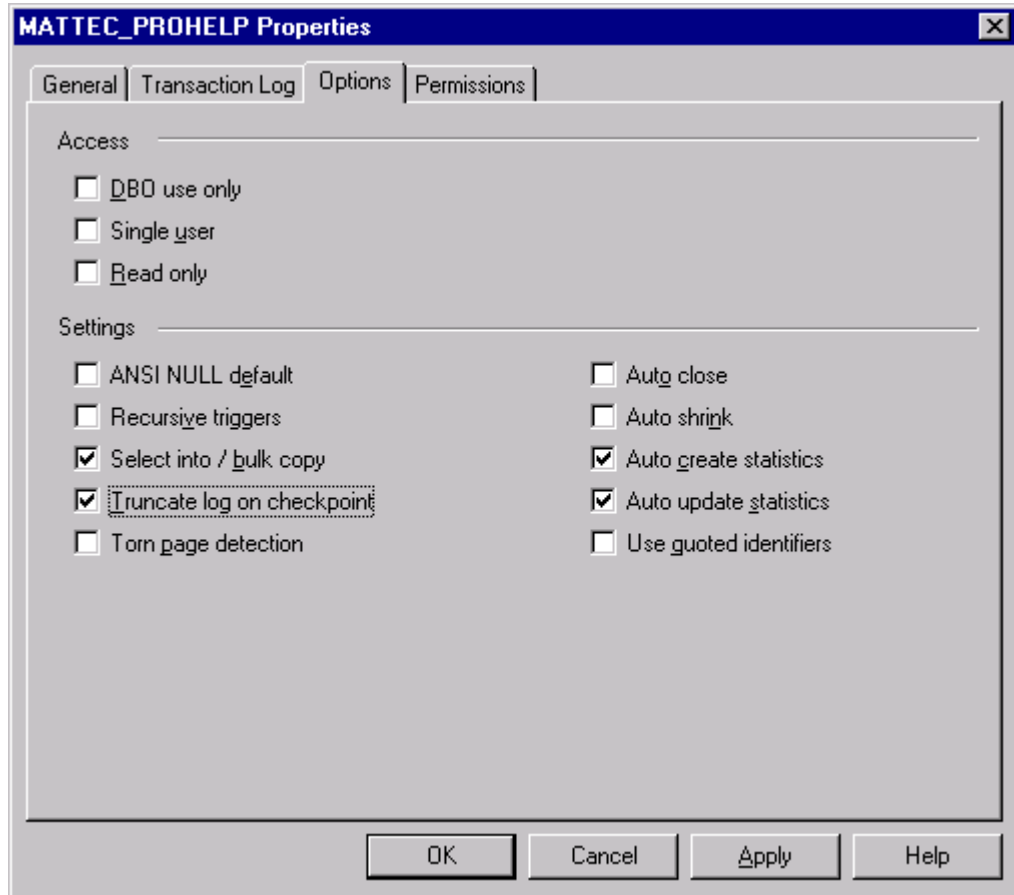


- Right click on **Databases** and select **New Database**.
- Name the database **MATTEC\_PROHELP** and configure it as described below:
  - A) Set the **Initial size** to **1600**.
  - B) Set the **File growth** to **In megabytes** and set to **500**.
  - C) Place a checkmark by **Automatically grow file**.
  - D) Place a checkmark by **Unrestricted filegrowth**.



- Select the **Transaction Log** tab. Set the **Initial size** to **200**.
- Press **OK** to save your changes.

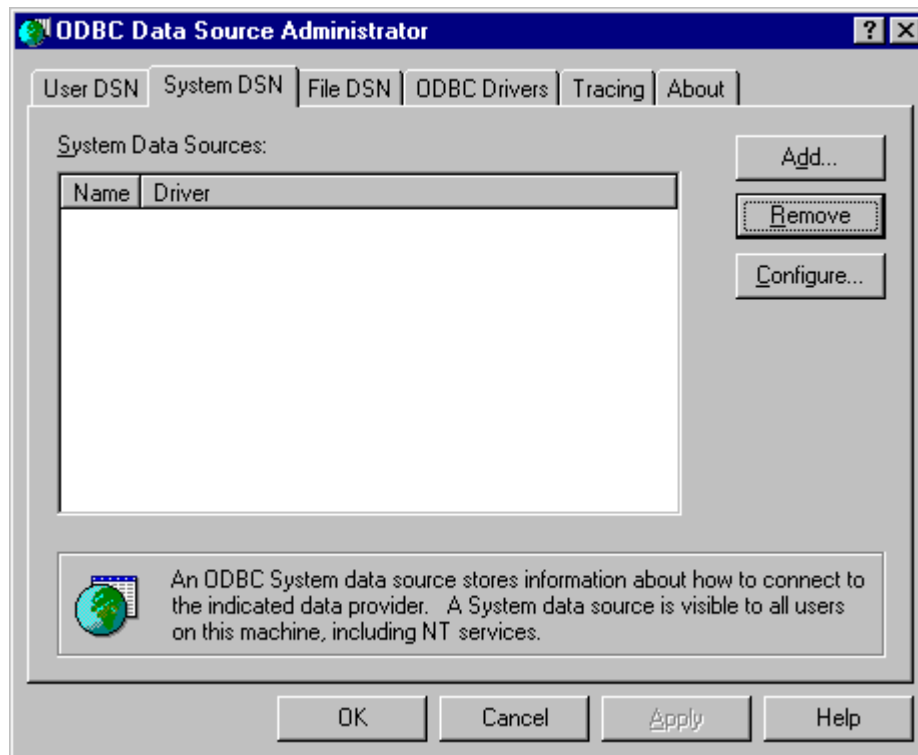
- Right click on the **MATTEC\_PROHELP** database and select **Properties**. Click the **options** tab and specify the options as shown below.



### 3. Create an ODBC Data Source

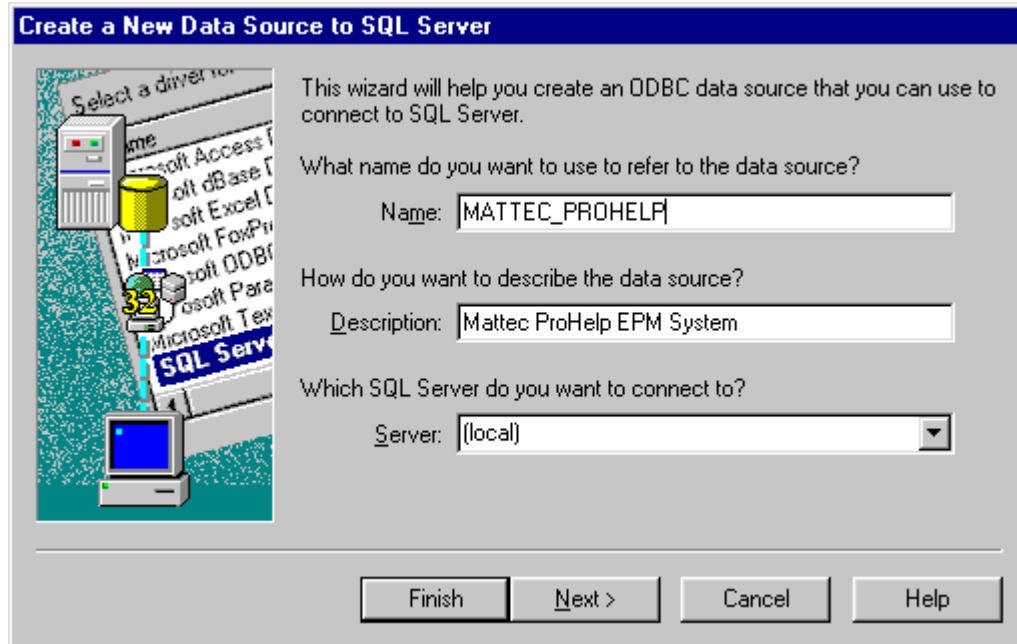
It is necessary to create an ODBC Data Source on the server. To do this, follow these steps:

- Log in to the computer as **Administrator**.
- Click on the **start Menu**, select **settings**, and select **Control Panel**.
- In the **Control Panel** window, double-click on the **ODBC Data Sources** icon. The **ODBC Data Source Administrator** window will be displayed.

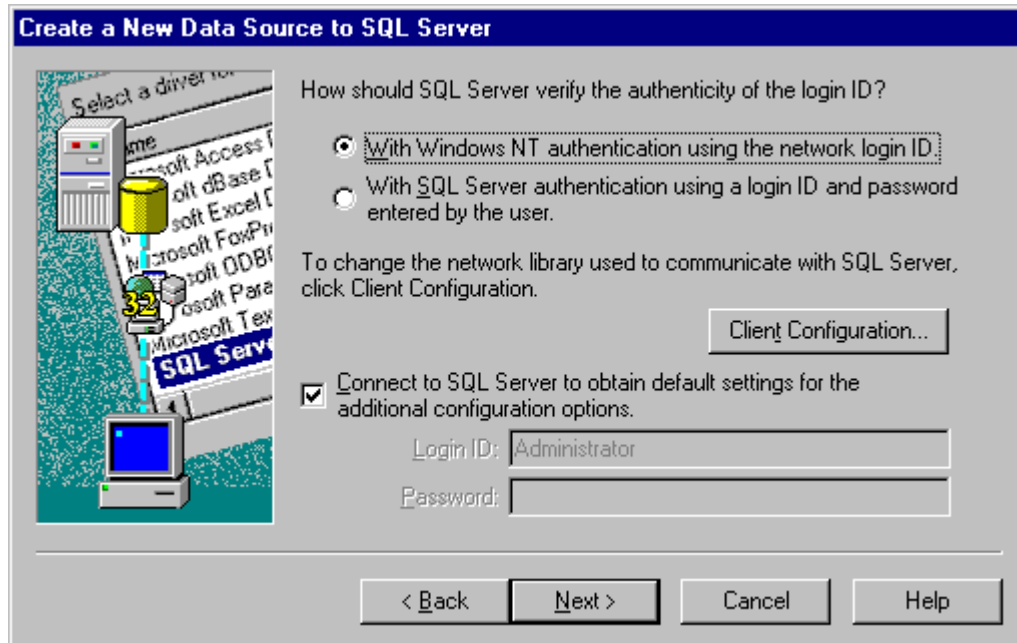


- In the **ODBC Data Source Administrator** window, select the **System DSN** tab. Press the **Add** button.
- When prompted to **select a driver for which you want to set up a data source**, select **SQL server**. Press **Finish**.

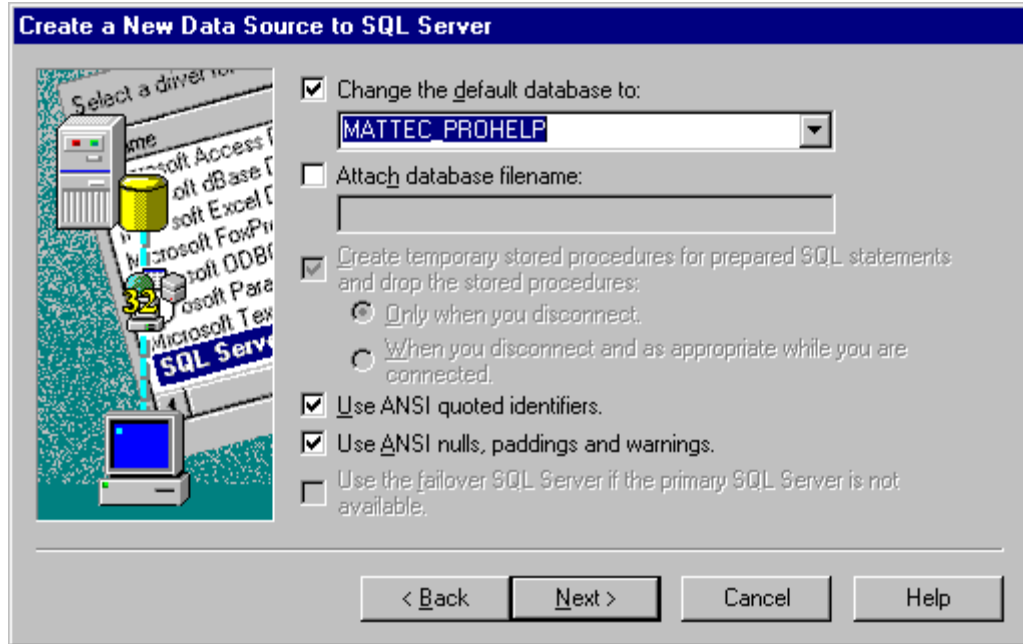
- When prompted, specify `MATTEC_PROHELP` as the **Data Source Name**. Enter an appropriate **Description**, and select `(local)` as the **server**. Press **NEXT**.



- Specify authentication options as shown below. Press **next**.



- Change the default database to **MATTEC\_PROHELP**, as shown below. Press **Next**.



- Proceed through the remaining screens accepting the default values until finished.

## 4. Install the Server Software

To install the ProHelp™ EPM Server software, follow these steps:

- Insert the ProHelp™ EPM Installation CD. The setup program will execute automatically.
- Answer the questions asked by the Installation Wizard as appropriate.
- The server software will be installed. When the installation is finished, select to reboot the computer and log in as **Administrator**.
- Grant database access to all Windows NT Domain users as desired, as described in Section 5.
- Using **Explorer**, navigate to the **C:\Program Files\Mattec\ProHelp** directory. Right-click on the directory, select **sharing**, and specify **Shared as: ProHelp**.
- Create the system name. To do this, execute the program **C:\Program Files\Mattec\ProHelp\Bin\Util\SysNamesEdit.exe**. Configure the system as described below, then press **Close**.

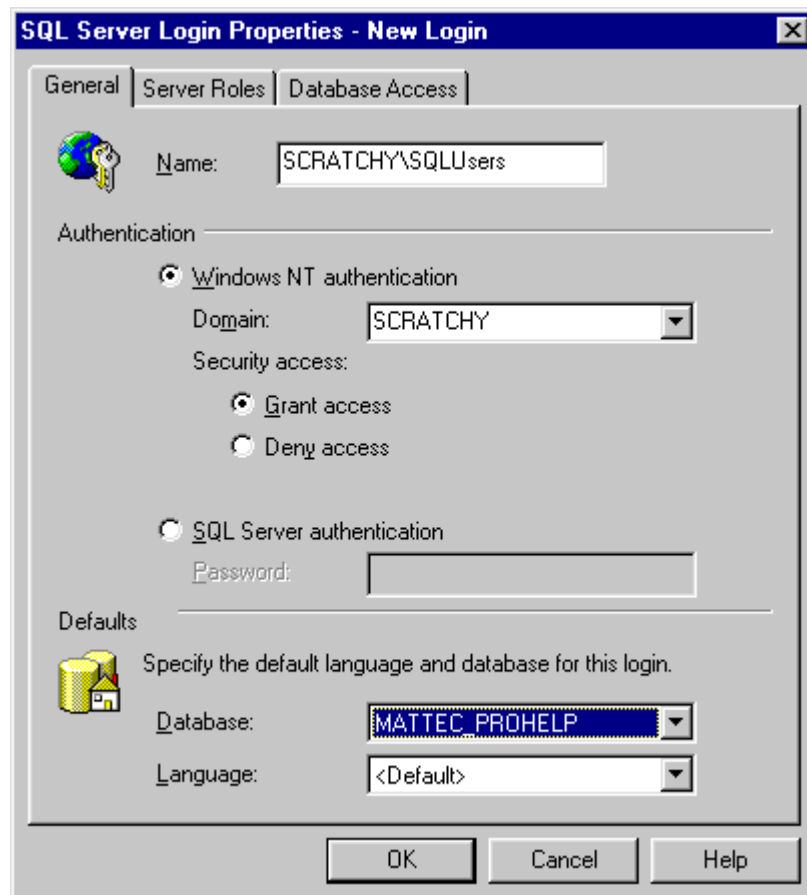
Field	Value
System Number	1
System Description	ProHelp EPM or enter an appropriate description as desired.
Server Name	Enter <i>SERVERNAME</i> , where <i>SERVERNAME</i> the name of the ProHelp™ EPM Server.
Database Name	<b>MATTEC_PROHELP</b>
DB Root Directory	\\ <i>SERVERNAME</i> \ProHelp\Sys, where \\ <i>SERVERNAME</i> is the name of the ProHelp™ EPM Server.

- Copy the **options** file that has been provided by MATTEC into the **C:\Program Files\Mattec\ProHelp\Sys\AuxData** directory.
- Run **Edit Facilities**, click the **site** menu, then select **system Configuration**. Ensure that you press the **save** button in order to populate the database.

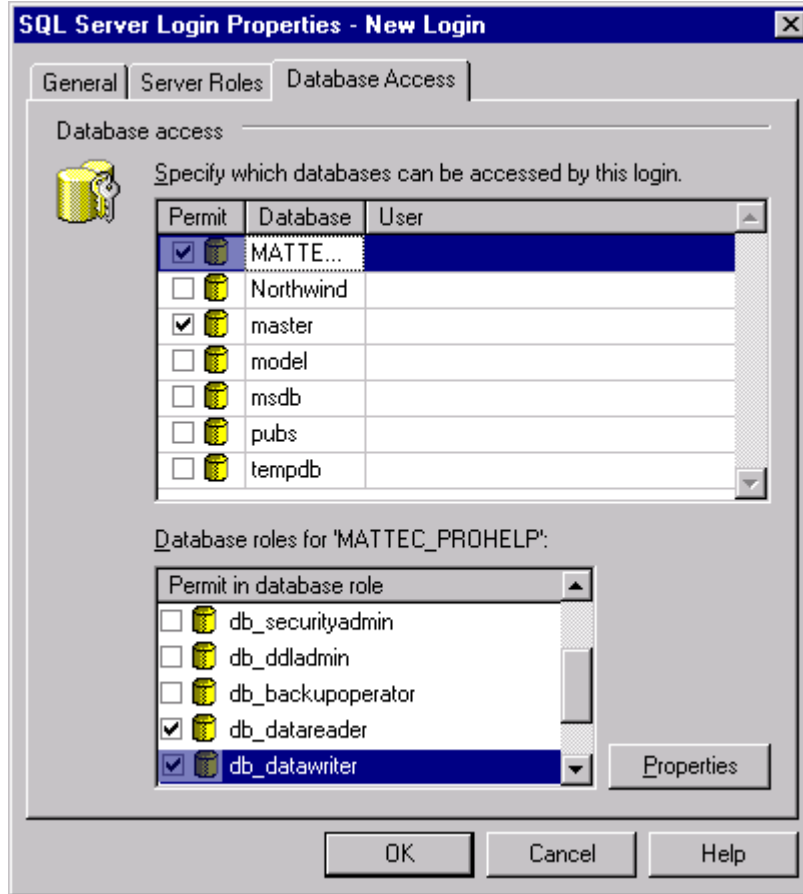
## 5. Grant Database Access to Windows NT Domain Users

To grant database access to Windows NT Domain users, follow these steps:

- Log in to the computer and log in as **Administrator**.
- Execute the **SQL Server Enterprise Manager**. To do this, click on the **Start Menu**, select **Programs**, select **Microsoft SQL Server 7.0**, and select **Enterprise Manager**.
- Navigate to the appropriate server in the **SQL Server Group**.
- Select the **security** folder and press **Logins**.
- Right click in the white area and select **New Login**.
- Grant access to the **MATTEC\_PROHELP** database for all Windows NT Domain Groups as desired.
- Ensure that you grant access to the user **SQLUsers** for the database **MATTEC\_PROHELP**.



- Select the Database Access tab.



- Set database access for each Windows NT Domain Group as described below:

Database	Permit
MATTEC_PROHELP	db_owner (select this for administrative groups)
MATTEC_PROHELP	db_dataread
MATTEC_PROHELP	db_datawriter
master	db_datareader
master	db_datawriter

## 6. Configure the Mattec MIU Service

Before your system will start automatically after a reboot, it is necessary to configure the **Mattec MIU Service**. To do this, follow these steps:

- Log in to the computer as **Administrator**.
- Execute the **Services Administrator**. To do this, click on the **Start Menu**, select **Settings**, and select **Control Panel**. In the **Control Panel** window, double-click on the **Services** icon.
- Double click on the **Mattec MIU Service**.
- Set the service to **Automatic**.
- Place a checkmark by **This Account**.
- Press the ... button to display a user list.
- Select the user **mattecadm** and press **OK**.
- Enter the user's password in the **Password** and **Confirm Password** fields.
- Press **OK** to save your changes.
- Press **Close** to exit the **Services Administrator**.

## 7. Configure the Event Viewer

It is desirable to configure the Event Viewer. To do this, follow these steps:

- Log in to the computer as **Administrator**.
- Execute the Event Viewer. To do this, click on the **Start Menu**, select **Programs**, select **Administrative Tools (Common)**, and select **Event Viewer**.
- Click on the **Log** menu and select **Log Settings**.
- Select to change setting for **system** and check **Overwrite Events as Needed**.
- Select to change setting for **security** and check **Overwrite Events as Needed**.
- Select to change setting for **Application** and check **Overwrite Events as Needed**.
- Press **OK** to save your changes.
- Click on the **Log** menu and select **Exit** to exit the **Event Viewer**.

## 8. Configure the IMAC Poller Service (OPTIONAL)

IMAC customers must manually configure Registry settings for the IMAC Poller Service. This step is not required for customers who use MIUs.

Exercise extreme caution when modifying the Registry. A mistake could cause your system to function improperly.

To configure the Registry for the IMAC Poller Service, follow these steps:

- Click on the **Start Menu** and select **Run**.
- In the **Run** menu, specify **C:\WINNT\SYSTEM32\REGEDT32** and press **OK**.
- Select the **HKEY\_LOCAL\_MACHINE** window.
- Navigate to **System**.
- Navigate to **CurrentControlSet**.
- Navigate to **Services**.
- Navigate to **LanmanServer**.
- Navigate to **Parameters**.
- Double click on **NullSessionShares** in the right half of the window.
- Press the **End** key to jump to the end of the file.
- Enter **C:\Program Files\Mattec\ProHelp**. This represents the directory where the ProHelp™ EPM software was installed. Substitute your actual installation directory.
- Press **OK** to save your changes.
- Click on the **Registry** menu and select **Exit**.

## 9. Removing the IMAC Poller Service (OPTIONAL)

You should never need to remove the IMAC Poller Service. This could cause your system to function improperly. However, if you'd like to remove the IMAC Poller Service, follow these steps:

- Open an MS DOS window.
- Enter **CD \Program Files\Mattec\ProHelp\Poller** and press **Enter**.
- Enter **INSTSRV POLLERSERVICE REMOVE** and press **Enter**. The IMAC Poller Service will be removed.
- Close the MS DOS window.