

Server Loading Instructions For ProHelp® EPM, Release 5.10

This application note describes the steps necessary to install the ProHelp® EPM, Release 5.10, software on the system server. This application note is written for extremely advanced users only.

1. Preliminary Steps

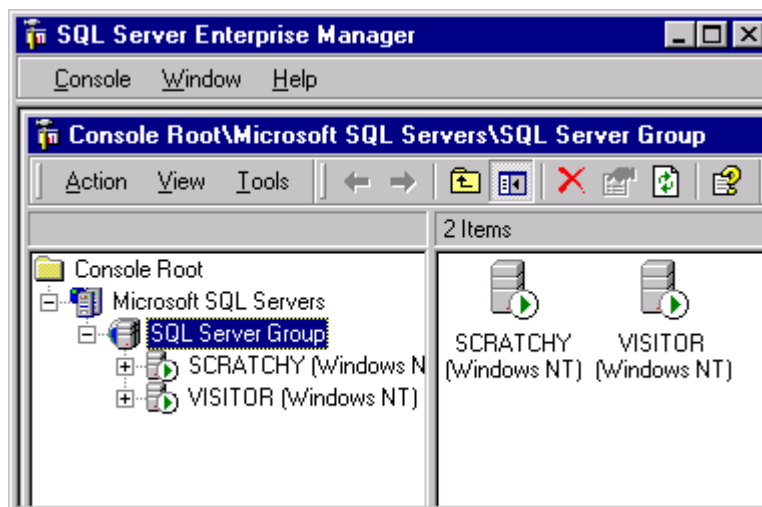
Before installing the ProHelp® EPM server software, it is necessary to do the following:

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

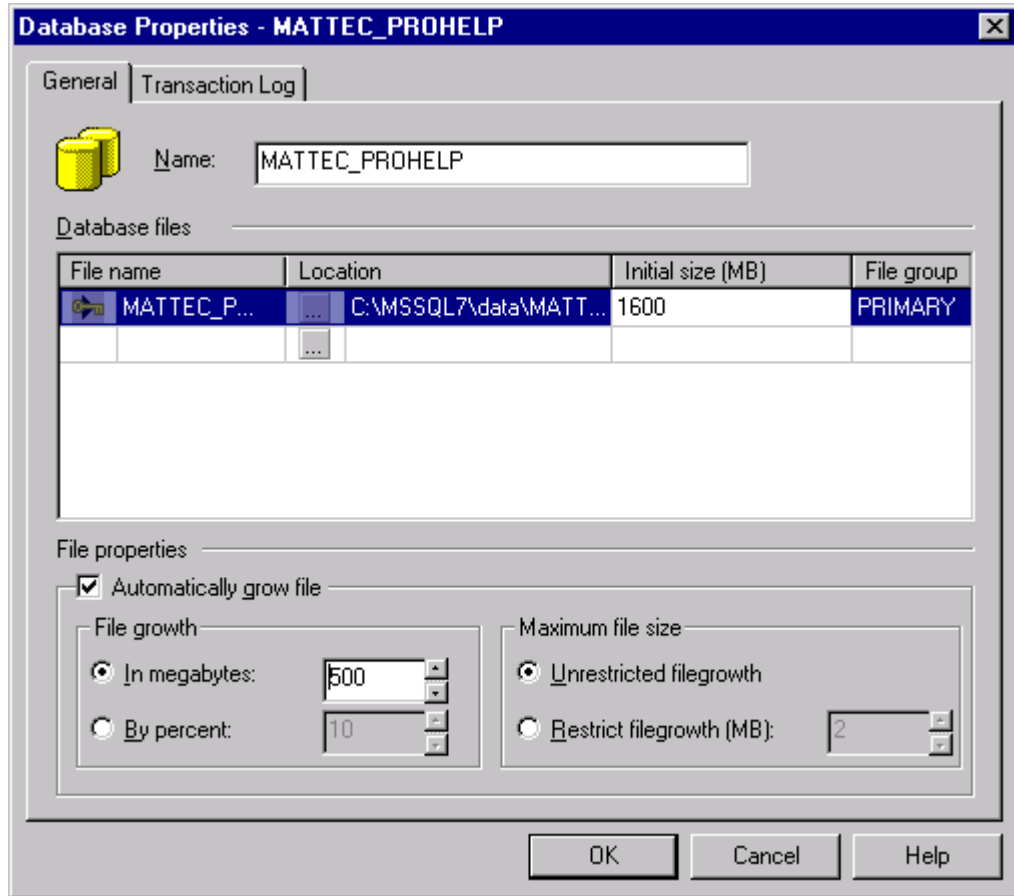
2. Configure the Database

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.

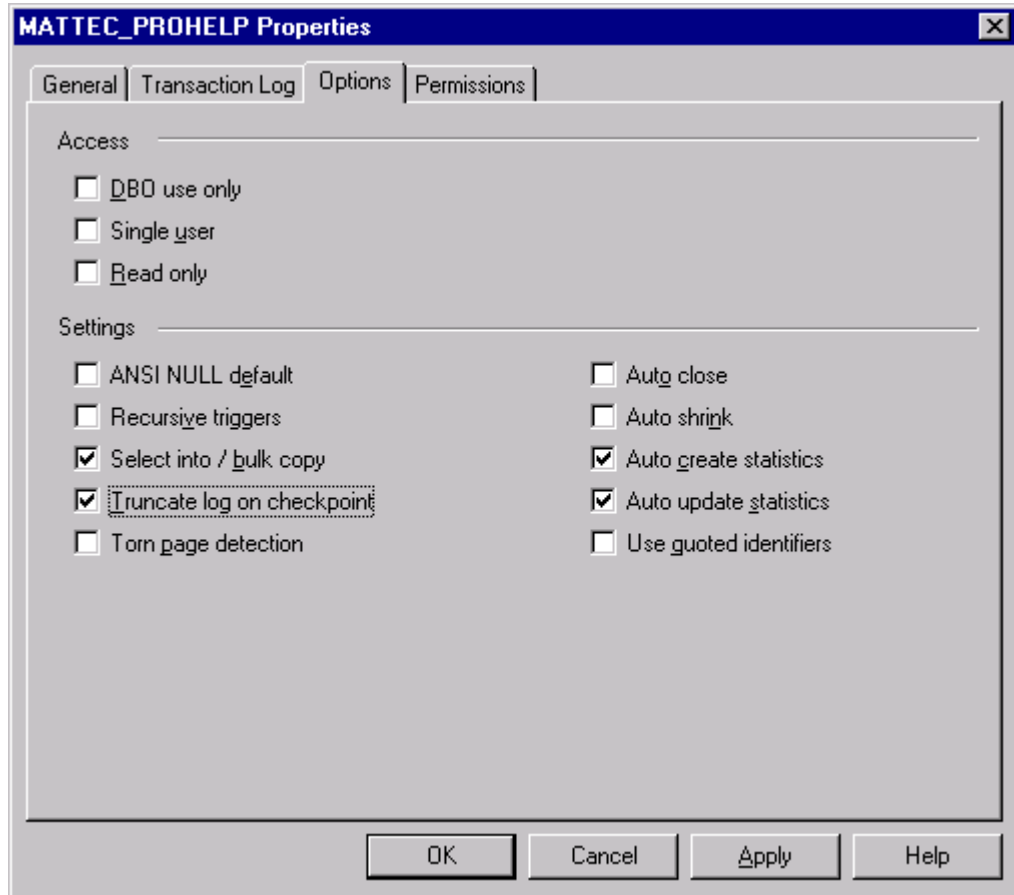


- Right click on **Databases** and select **New Database**.
- Name the database **MATTEC_PROHELP** and configure it as described below:
 - A) Set the **Initial size** to **1600**.
 - B) Set the **File growth** to **In megabytes** and set to **500**.
 - C) Place a checkmark by **Automatically grow file**.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



- Select the **Transaction Log** tab. Set the **Initial size** to **200**.
- Press **OK** to save your changes. It may take several minutes for the database to be created.

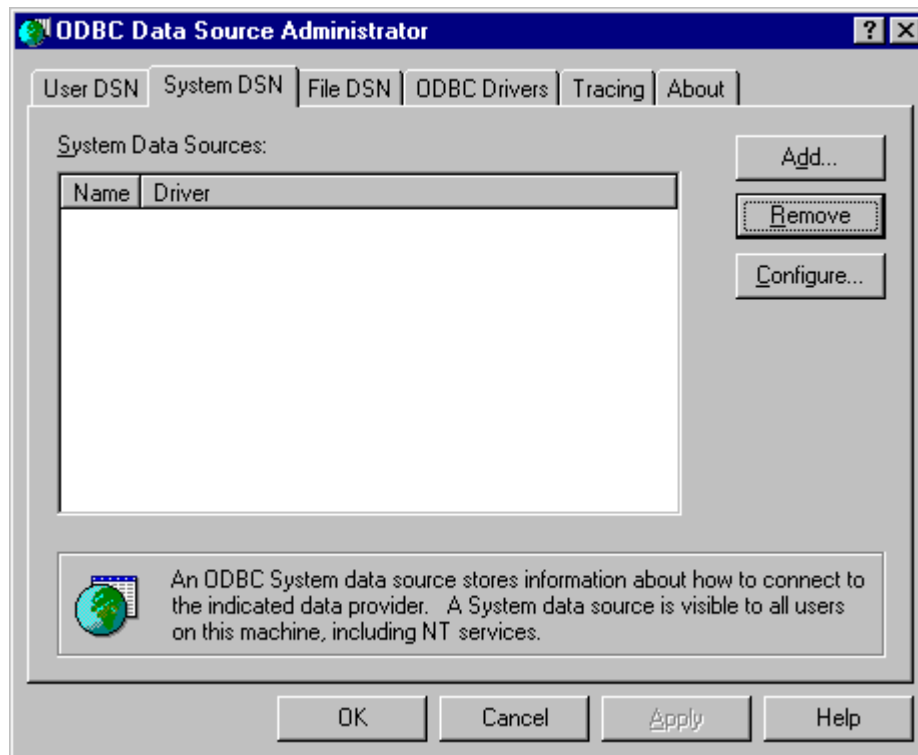
- Right click on the **MATTEC_PROHELP** database and select **Properties**. Click the **options** tab and specify the options as shown below.



3. Create an ODBC Data Source

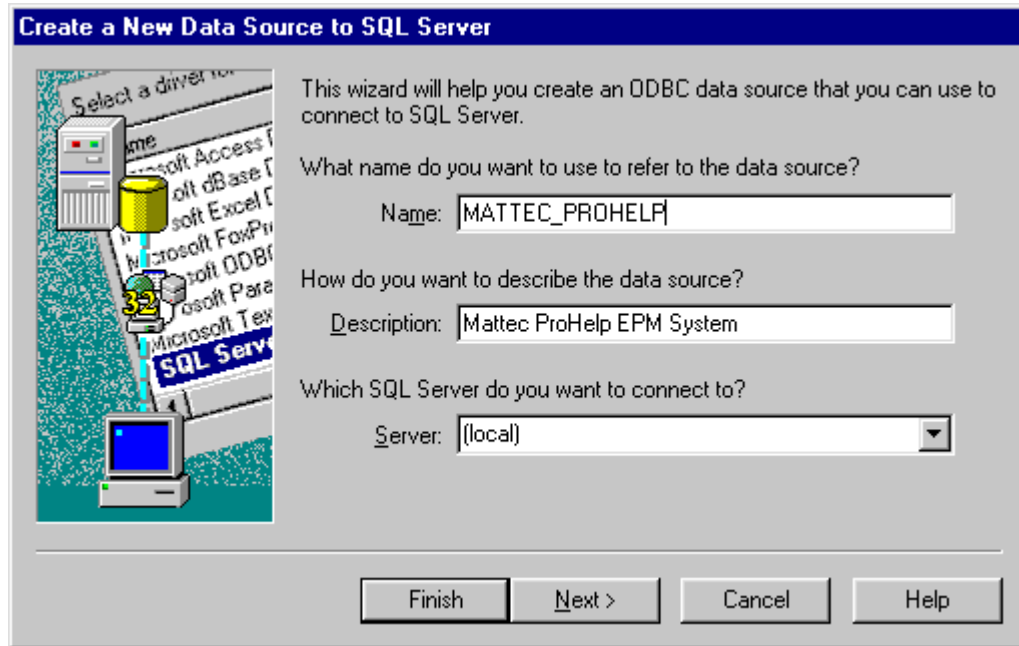
It is necessary to create an ODBC Data Source on the server that has the same name as the database that was created in Step 2. To do this, follow these steps:

- 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.

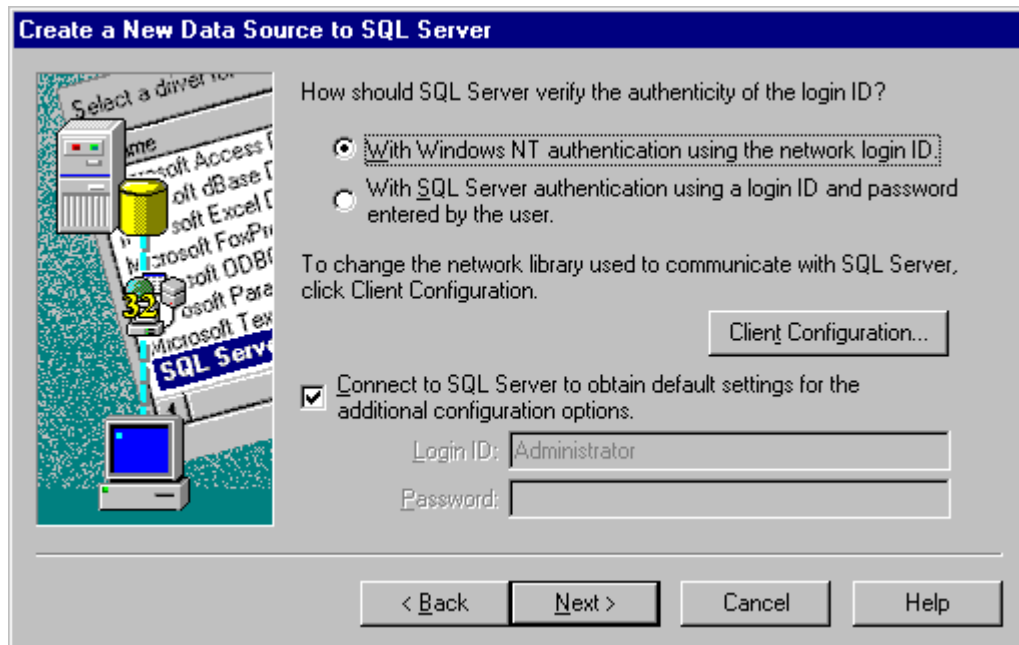


- In the **ODBC Data Source Administrator** window, select the **System DSN** tab. Press the **Add** button.
- When prompted to **select a driver for which you want to set up a data source**, select **SQL server**. Press **Finish**.

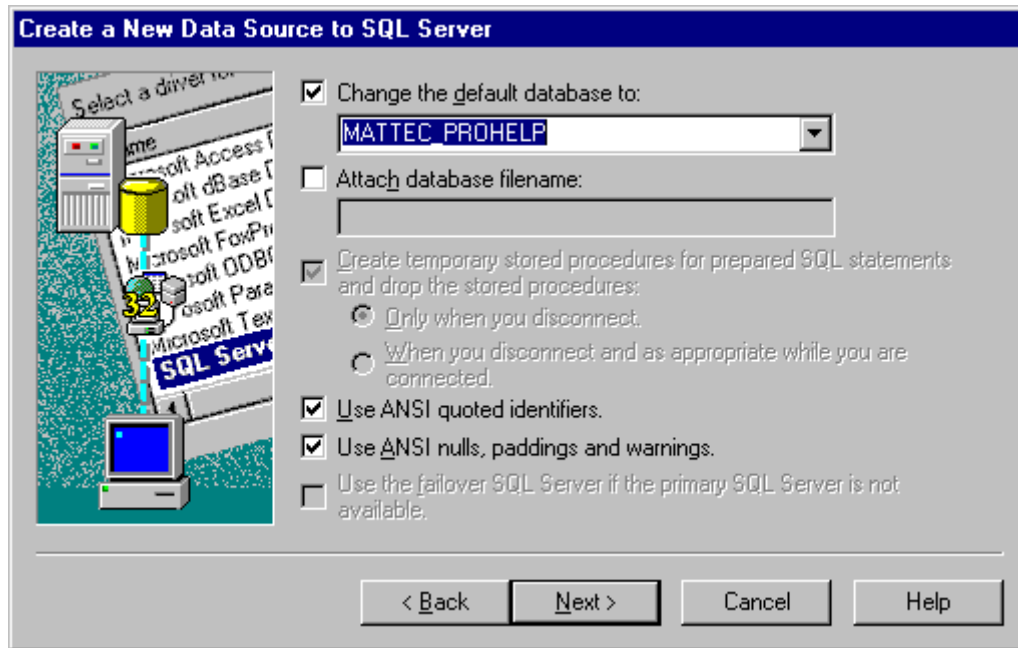
- When prompted, specify **MATTEC_PROHELP** as the **Data Source Name**. This must be the name of the database that was created in Step 2. Enter an appropriate **Description**, and select **(local)** as the **server**. Press **NEXT**.



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



- If you modify the **Client Configuration**, you must ensure that **Network Libraries** is set to **Named Pipes**. This is the default.
- Change the default database to **MATTEC_PROHELP**, as shown below. Press **Next**.



- Proceed through the remaining screens accepting the default values until finished. Ensure that you **Test Data Source** and that the test is successful before exiting.

4. Install the Server Software

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

- Insert the ProHelp® EPM Installation CD. Manually execute `..\Server\Setup.exe` from the CD.
- 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**.

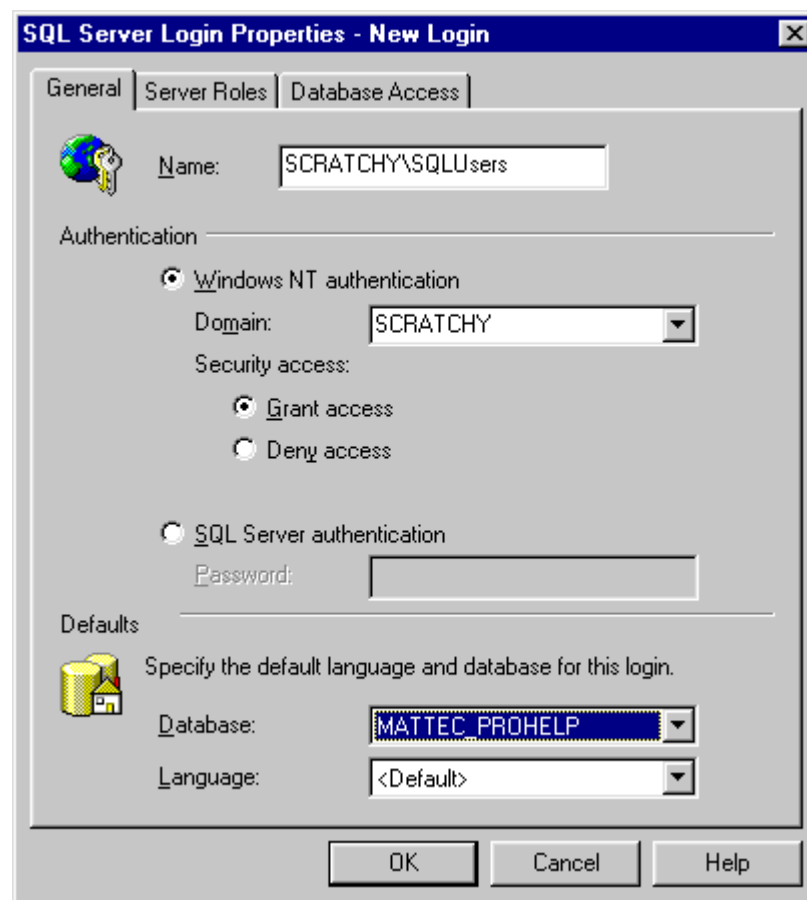
Field	Value
System Number	1
System Description	ProHelp EPM or enter an appropriate description as desired.
Server Name	Enter <i>SERVERNAME</i> , where <i>SERVERNAME</i> the name of the ProHelp® EPM Server.
Database Name	MATTEC_PROHELP
DB Root Directory	\\ <i>SERVERNAME</i> \ProHelp\Sys, where \\ <i>SERVERNAME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

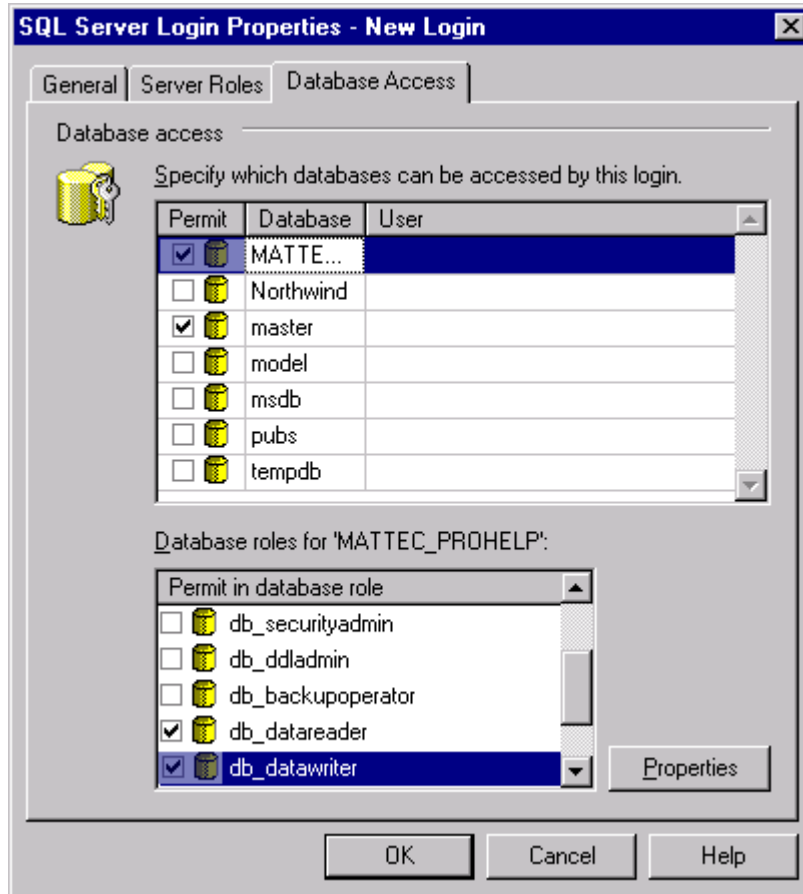
5. Grant Database Access to Windows NT Domain Users

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**. Add a login for the group **SQLUsers** and all Windows NT Domain groups as desired.



- Select the Database Access tab.



- Set database access for the `SQLUsers` group as described below:

Database	Permit
<code>MATTEC_PROHELP</code>	<code>public</code>
<code>MATTEC_PROHELP</code>	<code>db_owner</code> (select this for administrative groups)
<code>MATTEC_PROHELP</code>	<code>db_dataread</code>
<code>MATTEC_PROHELP</code>	<code>db_datawriter</code>
<code>master</code>	<code>public</code>
<code>master</code>	<code>db_datareader</code>
<code>master</code>	<code>db_datawriter</code>

Set database access for other Windows NT Domain groups as required. Contact your System Administrator or refer to the Microsoft Windows NT documentation that came with your ProHelp® EPM system for additional information.

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**.
- For simple systems that aren't using Windows NT Domain Security, select to logon as the **system Account**.
- For advanced systems that use Windows NT Domain Security, place a checkmark by **This Account**. Press the ... button to display a user list. Select a Windows NT Domain User that has Administrative privileges on the domain.

Note that if this user's password changes in the future, corresponding changes must be made here or the **Mattec MIU Service** will be unable to start when the system is rebooted.

For additional information, contact your System Administrator or refer to the Windows NT documentation that came with your ProHelp® EPM system.

- 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.