ATS8600
Installation Guide

Version: ATS8600 2018

Contents

1   Installation procedure

The ATS8600 information system is installed on a server. During the installation, installations for the ATS8600 client application are created as well.

The entire ATS8600 installation consists of the following actions:
1. .NET Framework installation
2. MS SQL database server installation
3. ATS8600 Server installation
4. Client stations installation, default login data: **support/support**

2   Prior to installation

Prior to installation please read this installation manual. For the actual installation process you will need:

- The installation medium with the ATS8600 system.
- The Installation medium provided with the operating system installed on the computer that will serve as the ATS8600 server.

The following information should be collected beforehand:

- HW address of the server network card
- Server IP address

To install the application you need two system accounts:

- Installer - the system account under which the application/ATS8600 server is installed. This account must have local administrator rights for the computer as well as the dbcreator or preferably sysadmin right for the database server. If the ATS8600 server is located in a domain, the Installer account must be added to the Administrators group on the computer.
- C4Service - a system account under which services ensuring the correct operation of the application will be running. This account does not need to have administrator rights for the computer, but it must have the right to run services on the server (Run Service). This account must have an account in the database (Security -> Logins) and does not need any other rights for the database server. The account must be included in the "Log on as a service" list under Domain/Local Security Policies. The account must not be set to require a password change after the next sign-in. This account must have access to the database server with the "public" role. In case of a standard installation this user is created automatically with all necessary rights.

If necessary, consult the network administrator about your company security policy for creating user accounts.

To ensure the installation is completed successfully, ports 80 and 443 on the server cannot be used by any other application. After the installation is completed port 80 will be used to install the client application. Port 443 is used as a standard secure communication port between the ATS8600 server and ATS8600 client.

Installation should always be performed on an up-to-date operating system.

Approximate installation duration:

- .NET framework: 5 minutes
- SQL server: 15 minutes
- ATS8600 server: 5 minutes
- ATS8600 client: 2 minutes

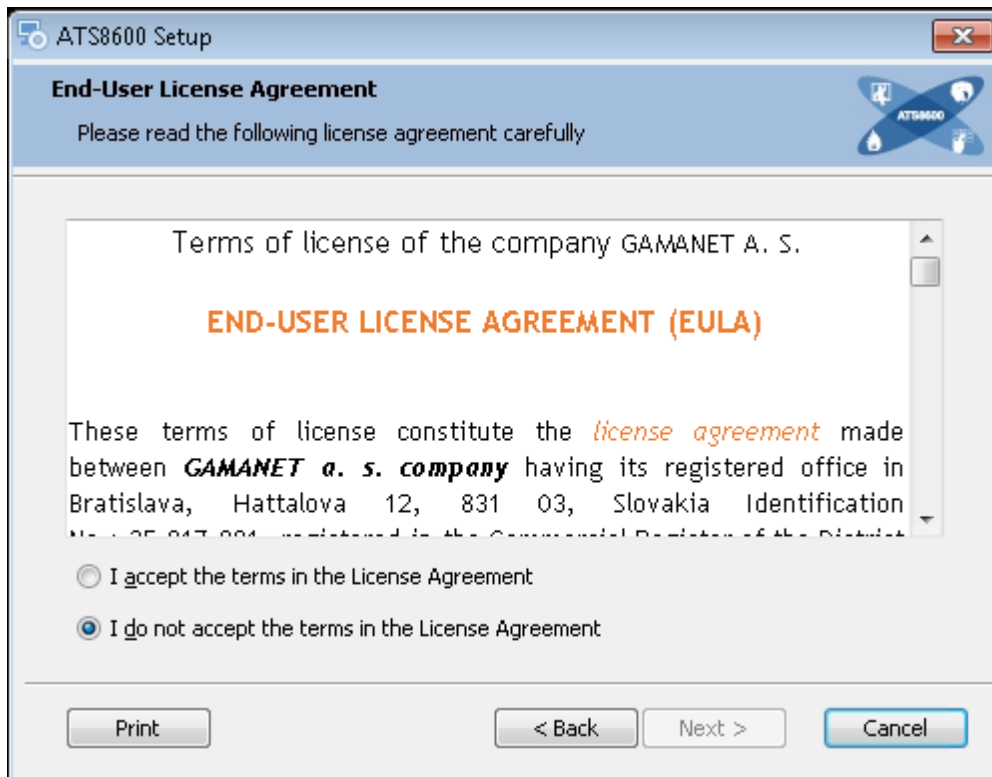# 3   ATS8600 Server Installation

This chapter describes the ATS8600 server installation when the ATS8600 server is located in a workgroup or a domain (the ATS8600 server can also function as a domain controller).

1. To start installation, double click ServerSetup.exe. The installer will check the availability of prerequisites in the computer. If a prerequisite is missing, the prerequisite installation will start prior to the ATS8600 installation.

2. After a successful prerequisites check (or their installation) an installation wizard appears for the ATS8600 installation. In the ATS8600 installation window, click Next to continue.
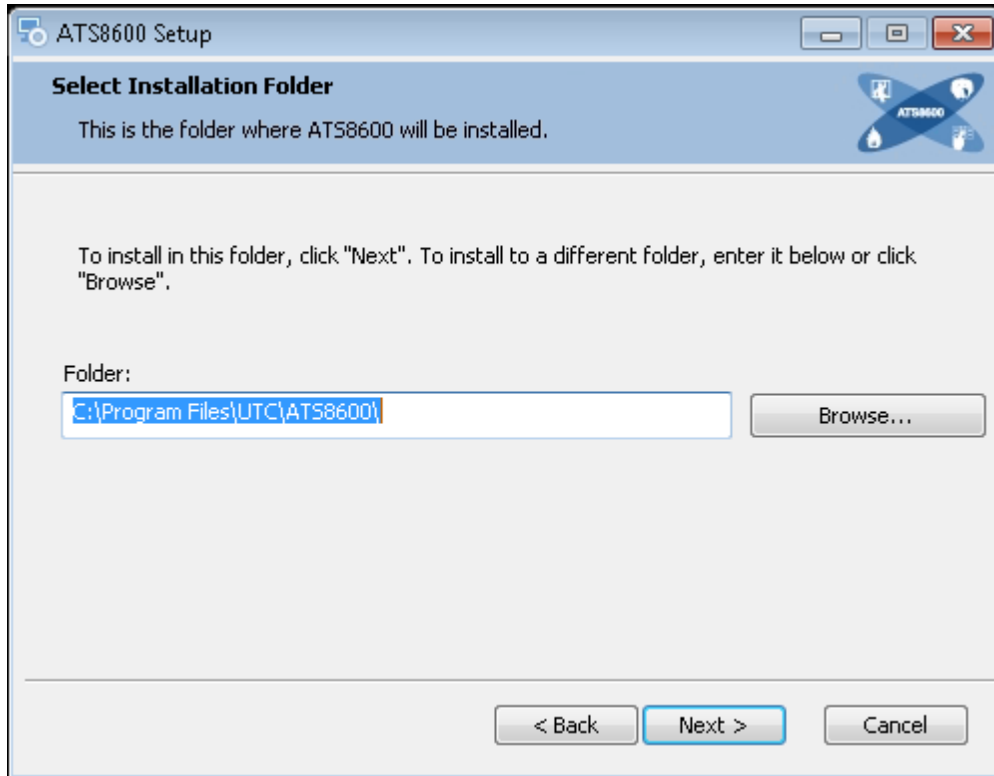

Figure 1 - Installer start screen

3. If you agree with the license terms in the License Agreement, accept them. Click to select **I accept the terms in the License Agreement** and click Next to continue.
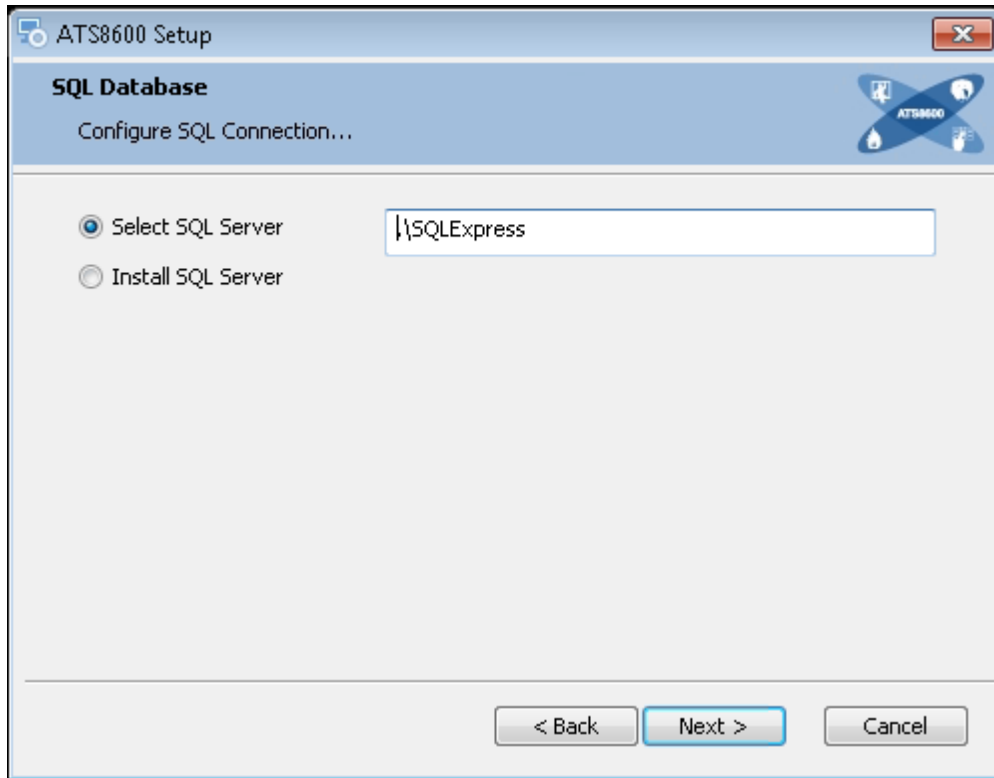

Figure 2 - End User License Agreement

4. Select the folder you want to install the application to. If you install this version on a computer with a previous version of ATS8600 2015, the path must be different from the installation folder of ATS8600 2015.

Figure 3 - Specify the installation folder

5. Enter the name of the server with the installed SQL database and click Next to automatically verify the availability of the database server. If the database is available, the wizard continues on the next page. Otherwise you must edit the database server connection or install a new instance of the database server on the local computer using a wizard.

Figure 4 - SQL database path

The default value for this field is the address of the locally installed SQL Express version of the MS SQL server. The address is lpc:.\SQLEXPRESS, where lpc: designates a connection type, . designates a local computer and \SQLEXPRESS designates an instance.

If you need to install a new instance of the SQL server on the local computer, select Install SQL Server and click Next. MS SQL Express database server installation will start automatically and once the database server has been installed successfully you will be redirected to the next page of the installer.

Note:
In case of MS SQL Standard edition, enter the default instance name as lpc:.\ without specifying the instance name.
When using Windows Vista, the SQL server must be installed separately, not as part of the ATS8600 installation.

6. In the next window, enter installation data:
   - Installation is the name of the installation
   - HW address is the MAC address of the network card of the computer where the installation is running. We recommend to select the address of the network adapter that is usually active on the computer (e.g. local network), because the ATS8600 licence is bound to this MAC address.

During the installation you must select a user under which ATS8600 server services will be running. You can usually keep the default setting of Create new user when the installer automatically creates a user with the necessary rights.
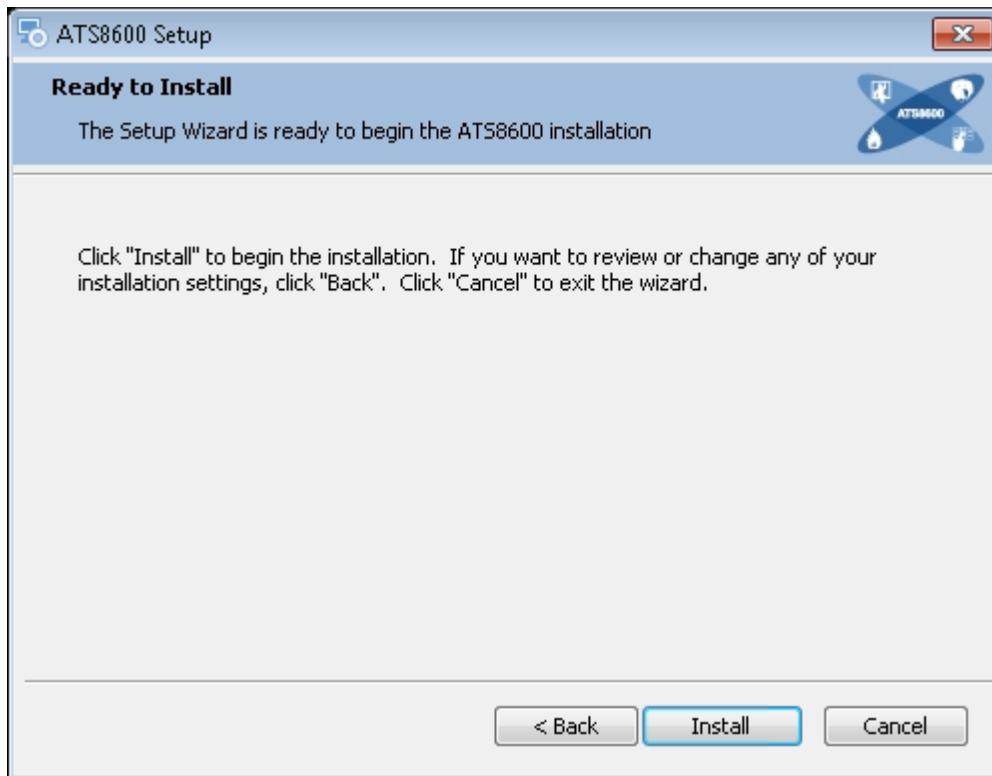
If you need to specify a user manually created beforehand, select Select existing user and enter the user name and password of the user. If it is a domain user, enter the user name as DOMAIN \UserName. If you enter a non-existing user or a user with an invalid password, the wizard will prompt you to correct the data.

Enter the correct data and click Next to continue.

Figure 5 - Installation settings

7. In the next window, click Install.

Figure 6 - Ready for installation

8. Click Finish to confirm the installation is completed.

At the end of the installation, client components will also be automatically installed to the ATS8600 server. If you want to start the client application after the installation is finished, check Launch ATS8600 Client.
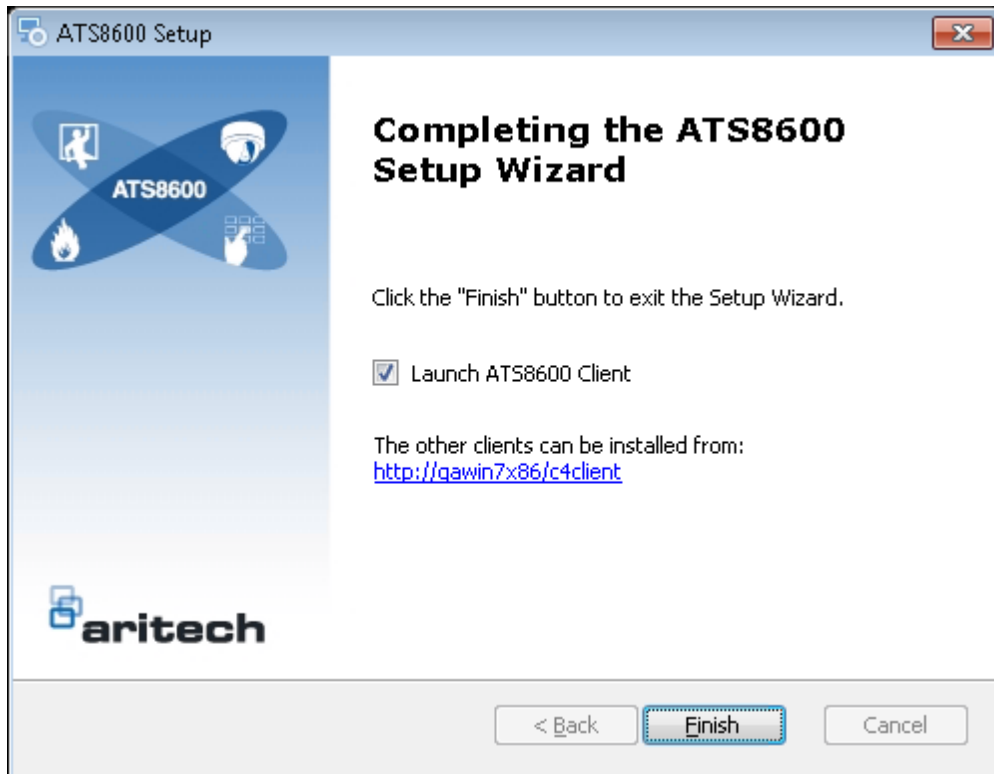

Figure 7 - The installation completed successfully

3.1 Installation of the server with a remote database

When installing the ATS8600 server in an environment where the database server runs on a remote computer, the following conditions should be considered:

- the database server and the ATS8600 server must be in the same domain
- the database server must be configured to enable remote connection (for the setup process see https://msdn.microsoft.com/en-us/library/ms191294(v=sql.120).aspx)
- the Installer domain account must exist with local administrator rights for the ATS8600 server and the sysadmin right for the database server
- the C4Service domain account must exist with the right to run services on the ATS8600 server and public access to the database server.

When these requirements are met, the ATS8600 server installation can be launched. Follow these steps during the installation:

1. When selecting the database connection, enter the path to the remote database server, e.g. tcp:192.168.1.200,1433 - where tcp: determines the connection protocol, which is followed by the IP address and the communication port separated by a comma.

2. When defining a service account, enter the C4Service account name in the Domain \AccountName format

<u>Warning:</u>
The specific steps and the prerequisites must also be met when the system is upgraded to a new version in the future.
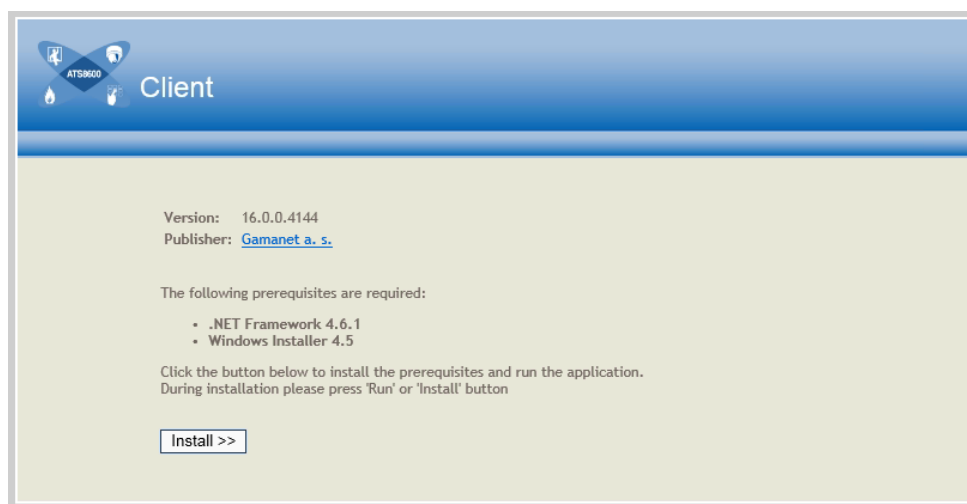
4   Client stations installation

On the computer where the client application of the ATS8600 system will be installed, it is first necessary to install Microsoft .NET Framework based on the technical specifications of ATS8600 (requires administrator rights).

Then it is possible to install the ATS8600 client under the account of a normal user.

1. Open a compatible internet browser (Internet Explorer, Microsoft Edge).
2. Enter the address you received during the server installation into the address bar. The address format is

   http://xxx.xxx.xxx.xxx/c4client/

   where xxx.xxx.xxx.xxx is the IP address of the ATS8600 server.

Figure 8 - Client installation page

Tip:
Instead of the server IP address, you can enter the server name as http://SERVER_NAME/ c4client/
In this case it is necessary to enter the DNS server address in the client station network settings.

3. A window appears in which the ATS8600 Client can be installed.
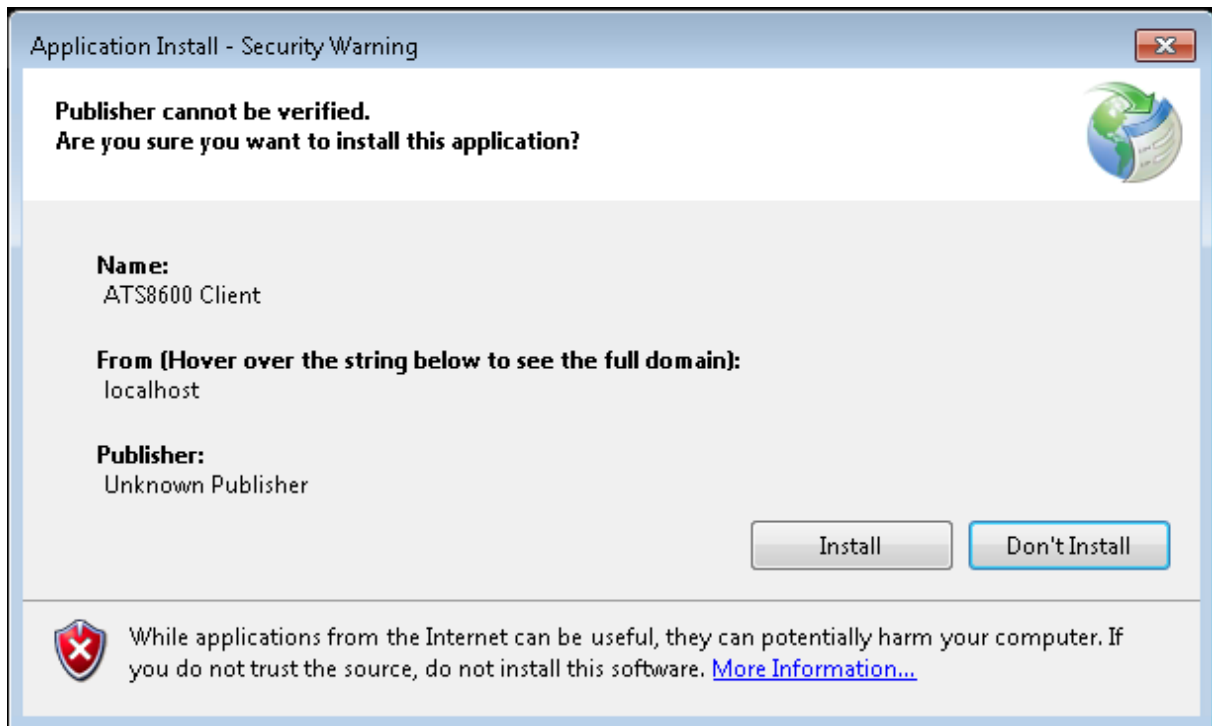4. Click Install to continue with the custom installation.

Note:
If nothing happens, try the following steps:
  a. Check whether the server is accessible from the client computer.
  b. Check whether the user of the client computer has access to the server (the user's permissions may have been denied).

5. If the following window appears, accept other conditions by checking the "I have read and accept the license terms" box, and click Install to start the installation of the package. If multiple windows with terms to accept appear, accept them by checking the appropriate boxes and install the package by clicking ***Install***.

Warning:
Administrator rights are required to install system components.

6. After a successful system component installation, a window with the option to launch the ATS8600 client installation will appear. Click ***Install*** to start the installation.

Figure 9 - Start client installation

<u>Note:</u>
If Internet Explorer is not the default browser, an error message will appear stating that the system cannot launch c4client.application. In that case, you need to manually start Internet Explorer, enter the http://xxx.xxx.xxx.xxx/c4client/c4client.application address and continue with the client installation according to the manual.

7. The components of ATS8600 Client are installed.

8. After a successful installation, a login window appears. Enter your standard login name and password into the respective fields. The system contains one standard predefined account with the following login name/password:

<div align="center">

!   support/support   !

</div>

<u>Warning:</u>
For security reasons, after the first sign-in of the "support" user the user should change their password.

5   System upgrade

Prior to system upgrade we recommend to back up the ATS8600 database using SQL Management Studio.
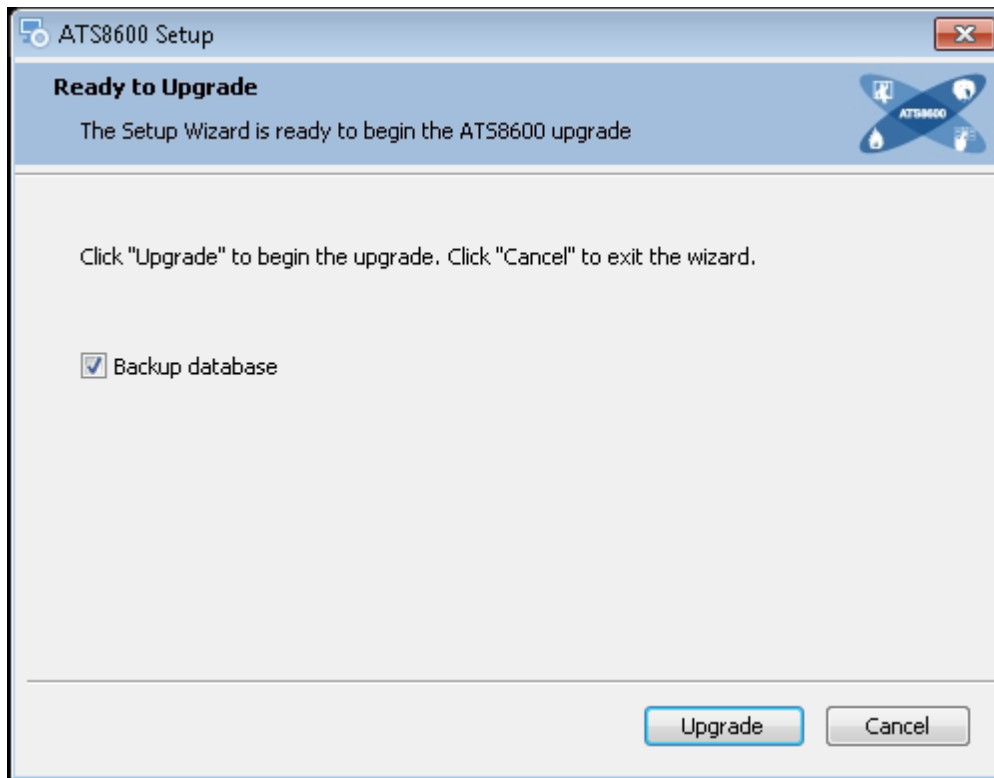
The ATS8600 server upgrade is possible when the ATS8600 system is already installed on the computer and a newer version is available to which you want to upgrade the system.

1. Run the installer of the new ATS8600 version by double-clicking ServerSetup.exe. In the first window click Next.

Figure 10 - Launch upgrade

2. After starting the upgrade, a window appears asking whether you want to back up the database. If you did not create the backup in the previous steps, be sure to create it now. When the backup is completed, check the result. To start the application upgrade click Upgrade
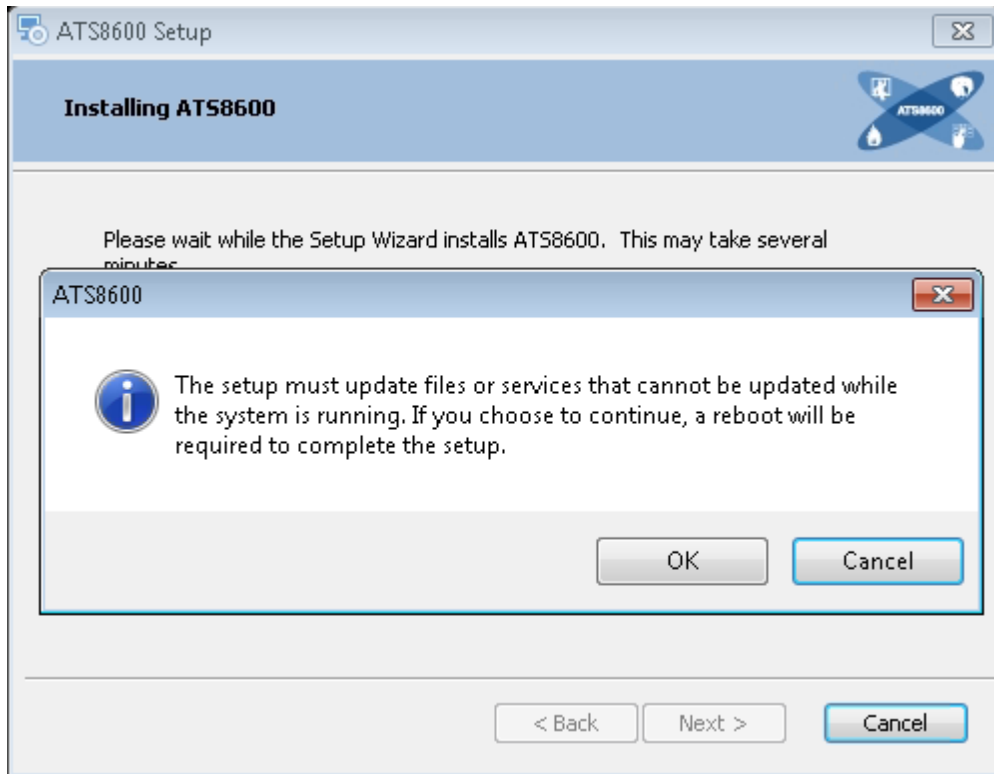

Figure 11 - Database backup

3. The system upgrade will start. The duration of this process depends on the amount of data in the database as well as on the computer performance.
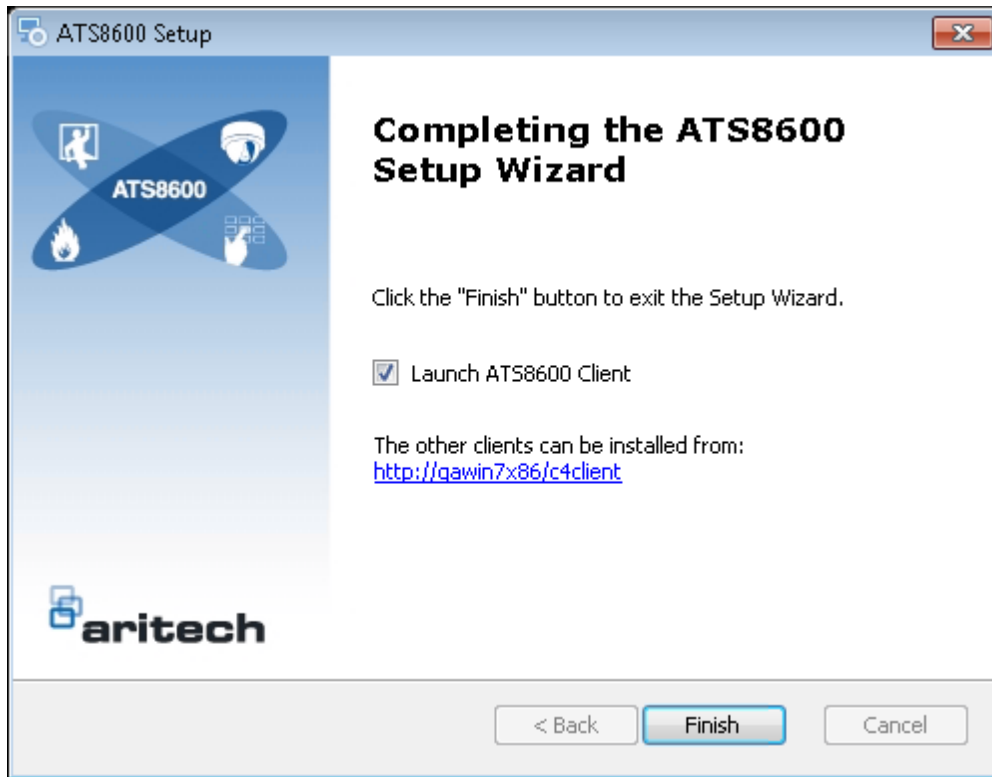
4. If a message appears during the upgrade indicating that certain files requiring restart must be overwritten, click OK to confirm the message.

Figure 12 - Confirm the message requiring restart after the upgrade

5. To finish a successful system upgrade click Finish. If the Launch ATS8600 Client box is checked, the ATS8600 client application is started automatically.

Figure 13 - Successful system upgrade

Note:
If the client application is already installed on the computer, no further installation is required. After launching the client application, the system automatically checks for new updates on the server. If found, they are downloaded to the client computer.

Note:
Server upgrade does not update drivers that are installed on the server. After a successful server upgrade, we recommend to update drivers using the ATS8600 client.
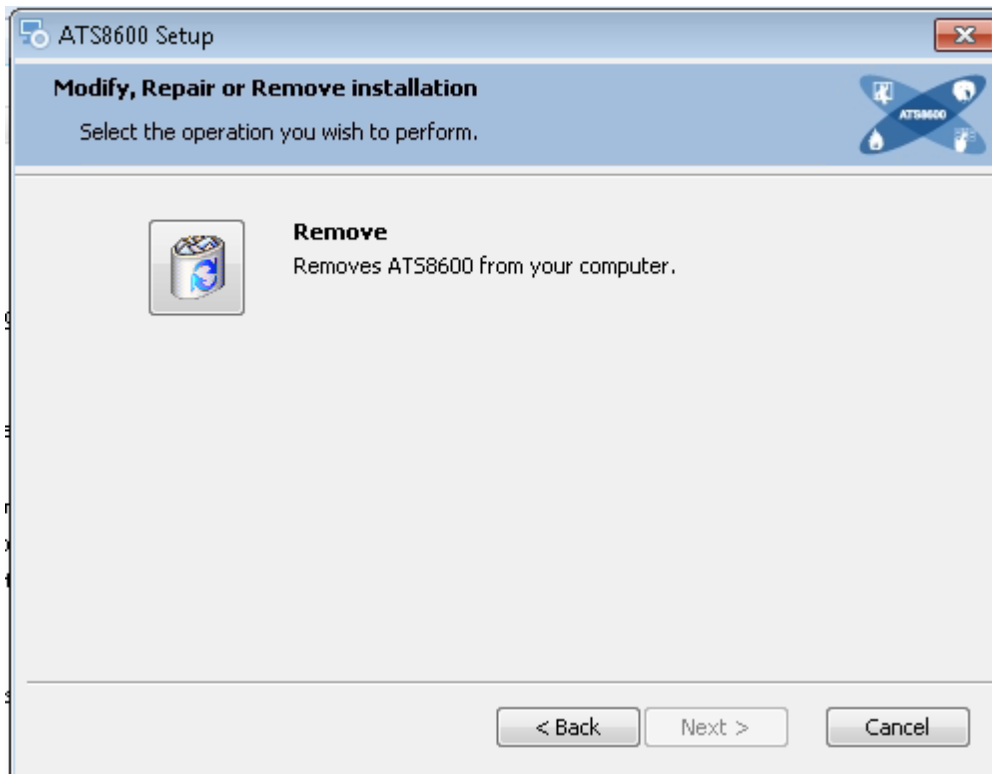
Tip:
After a successful system upgrade, we recommended to backup the database again.
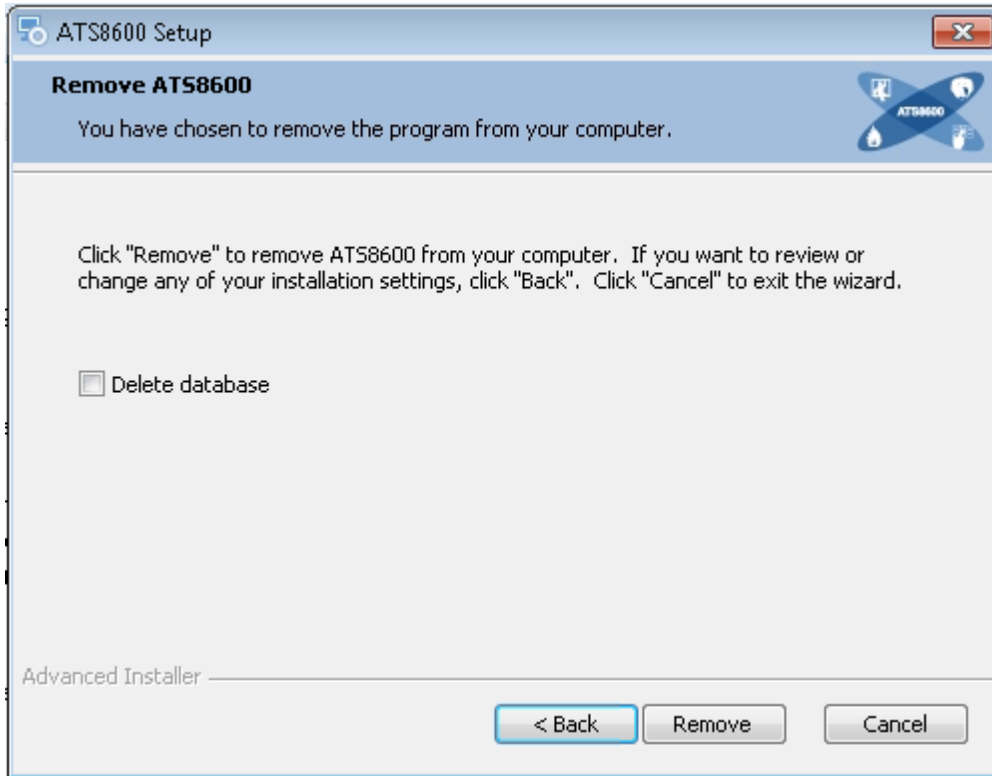
6 Uninstalling the application

Prior to uninstalling the application we recommend to back up the ATS8600 database using SQL Management Studio.

1. To uninstall the application, double-click ServerSetup.exe of the same version as installed on the computer or access the Programs and Features tab in the Control Panel, click the row for ATS8600 and select Uninstall/Change.

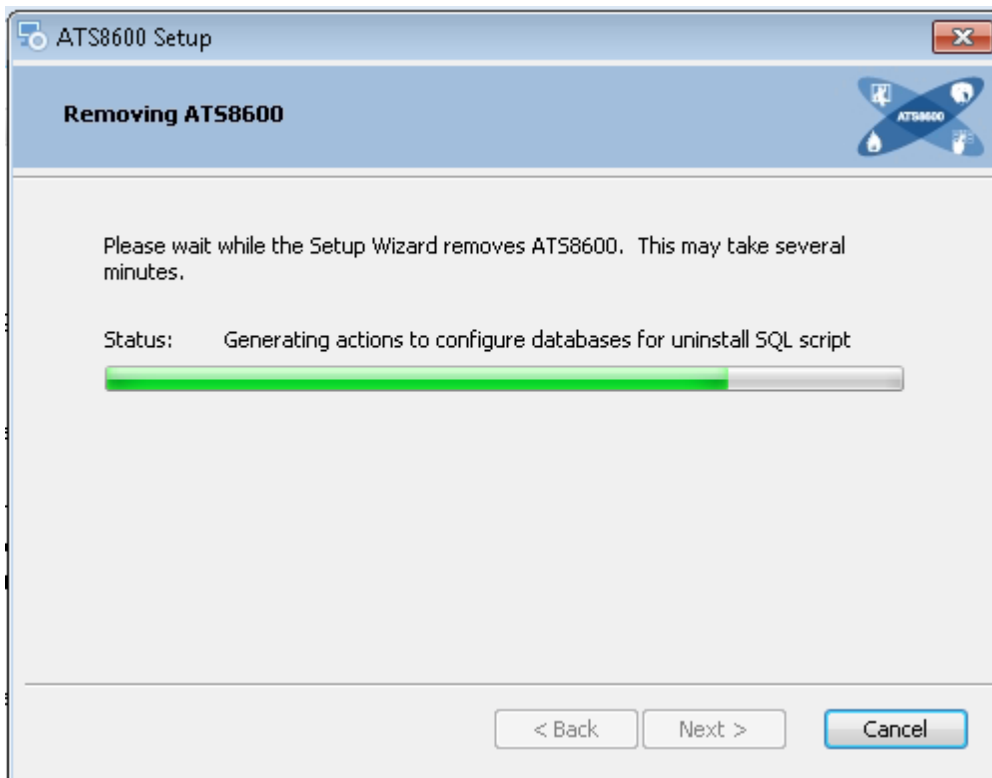2. To remove the application click the Remove icon.

Figure 14 - Remove application

3. If you also want to delete the database, check Delete database. Deleting the database is irreversible and all customer data will be lost. To start uninstalling the application click Remove.
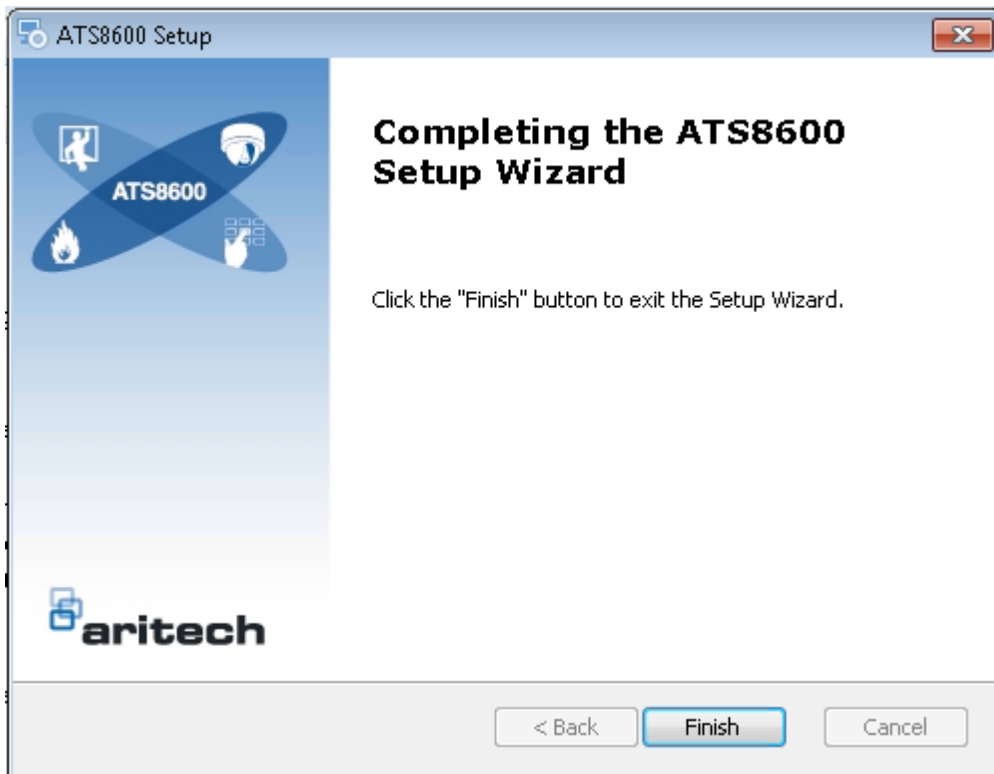

Figure 15 - Delete database

4. System uninstallation will start.

Figure 16 - Application removal progress

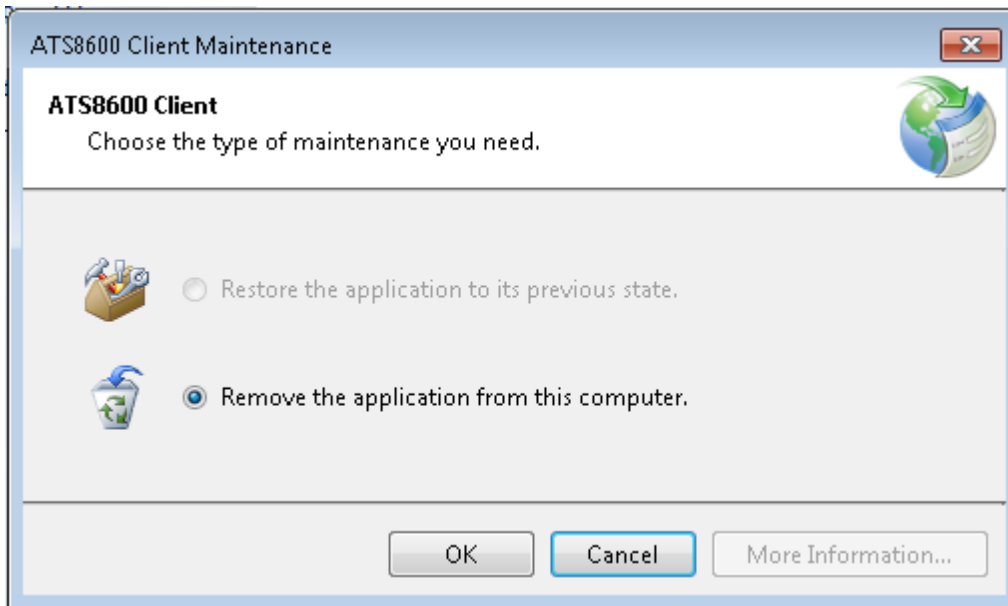5. To finish removing the application click Finish.

Figure 17 - Finish uninstallation

When the server parts of the application are successfully deleted you must also delete the ATS8600 client by following these steps:

1. Launch **appwiz.cpl**.
2. From the list of installed applications select the row with the ATS8600 client and click Uninstall.

3. Confirm the removal of the ATS8600 client by clicking OK.

Figure 18 - Remove the client application

Note:
The ATS8600 client application must be uninstalled for each client workplace.
The ATS8600 client application on the computer with the ATS8600 server is uninstalled automatically when the server is uninstalled.