ICS-SQL Server Installation Guide & FAQ

NOTICE

SQL Server is a Microsoft product. All parties downloading it to their PCs should follow their organization process and policy. Your IT department should be involved in case of firewall or other issues. Download times may vary depending on your PC and network connection.

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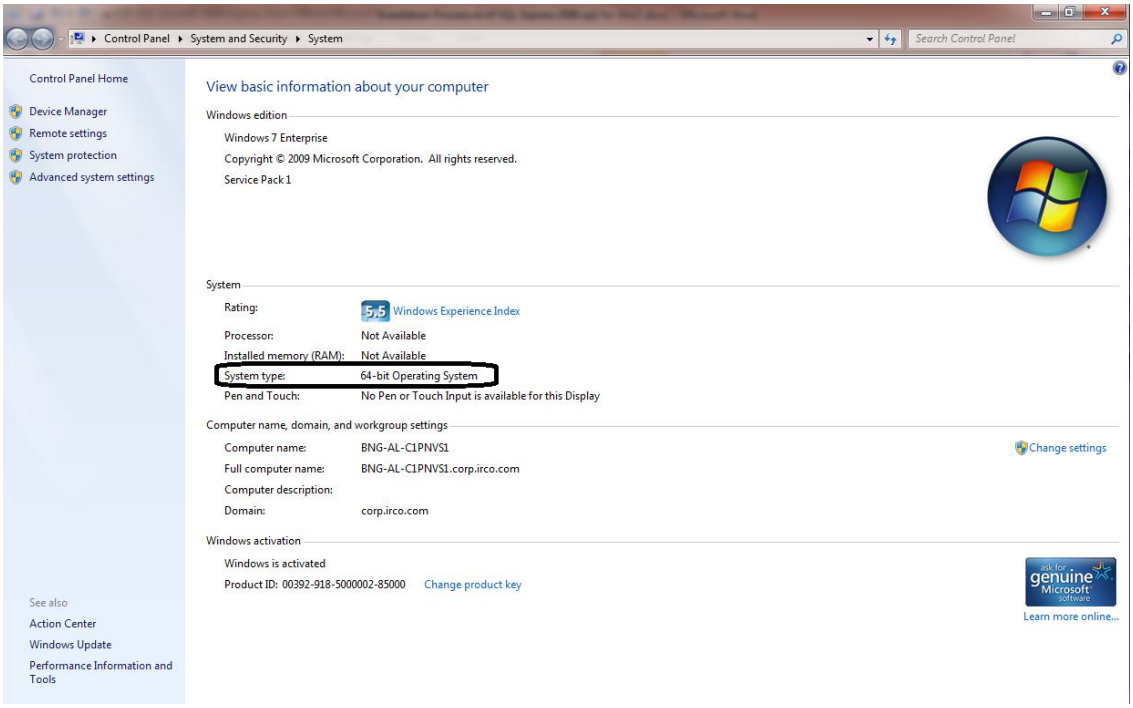
SQL Express 2008 Installer

Installation file for SQL Express 2008 (English version) is distributed with the USB Package which contains installer for both 32bit and 64bit Operating Systems.

- For 32bit – **SQLEXPR32_x86_ENU.exe**
- For 64bit – **SQLEXPR_x64_ENU.exe**

If you need to install SQL Server for other languages, use Microsoft's website to download.

Note: Operating system information can be found using the following steps :
Right click on computer/mycomputer from start menu. click on properties option which will bring up computer informations as shown below. The screen shot below shows information about 64 bit OS

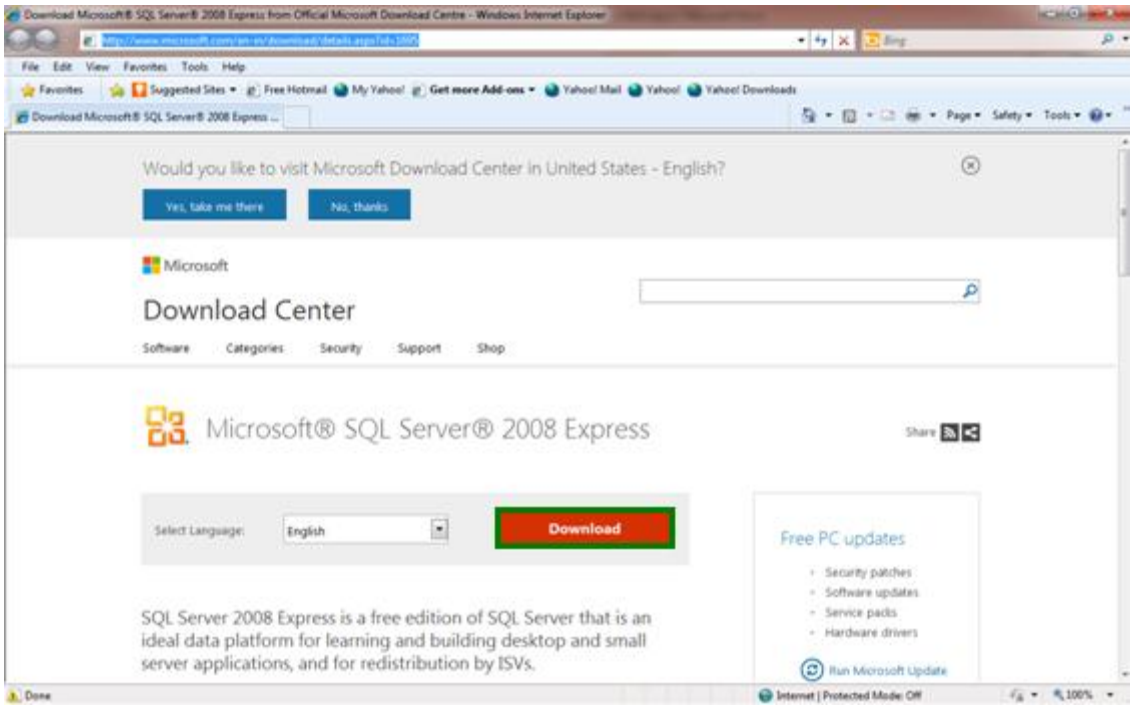


Refer to the section below for downloading procedure if required.

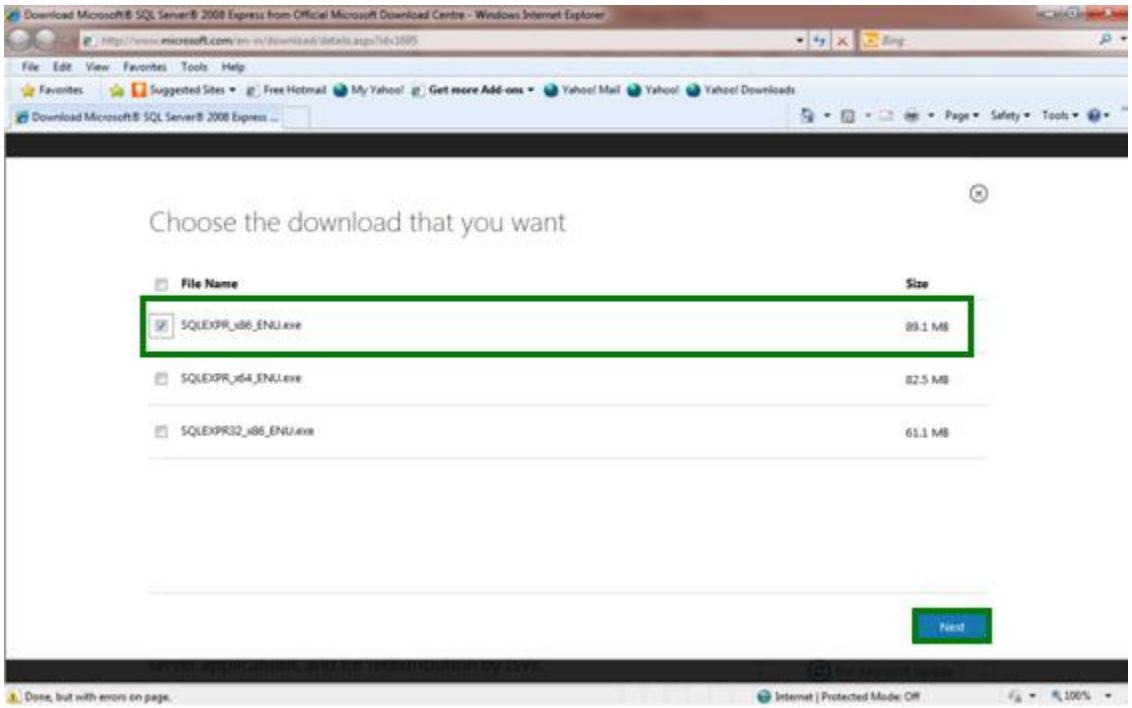
1. Open the link mentioned below in your browser

   http://www.microsoft.com/en-in/download/details.aspx?id=1695

   Note: This link may change time to time. Please check in Google if unable to see the webpage mentioned below


Would you like to visit Microsoft Download Center in United States - English?
Yes, take me there
No, thanks
Microsoft
Download Center
Software
Categories
Security
Support
Shop
Microsoft® SQL Server® 2008 Express
Share
Select Language:
English
Download
Free PC updates
Security patches
Software updates
Service packs
Hardware drivers
Run Microsoft Update
SQL Server 2008 Express is a free edition of SQL Server that is an ideal data platform for learning and building desktop and small server applications, and for redistribution by ISVs.

2. Click on download button in step 1 which will bring up the screen below



Select the appropriate .exe

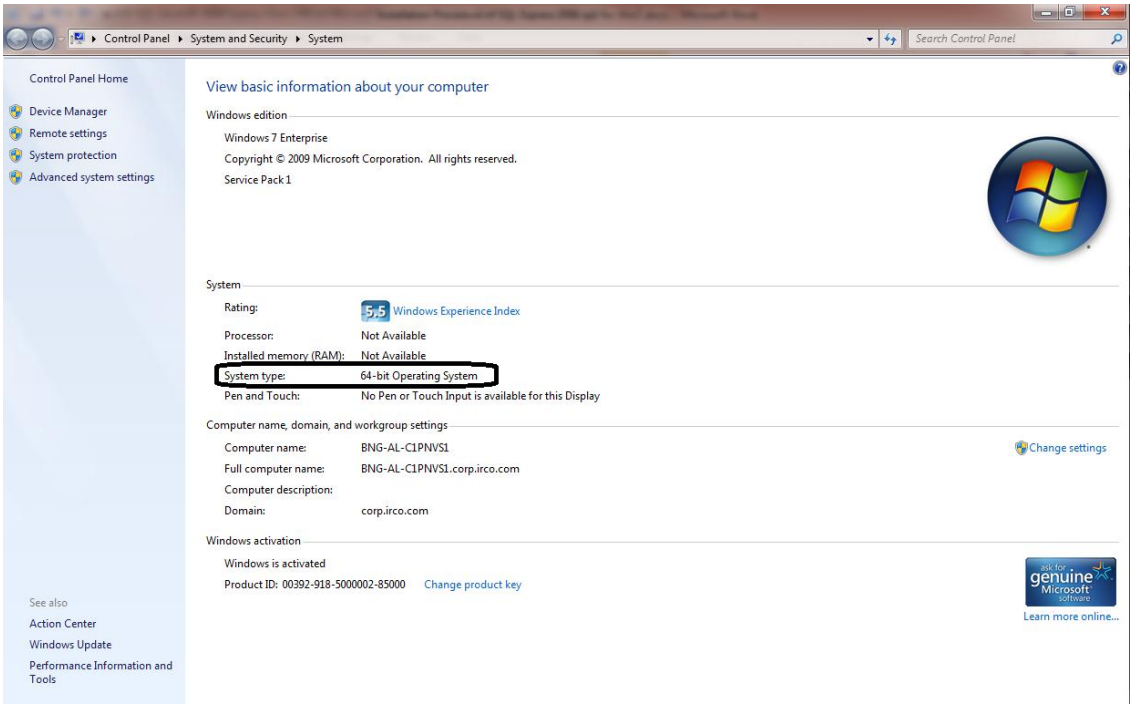
SQLEXPR32_x86_ENU.exe - This contains 32bit binaries only. If installing on a 32bit operating system, use this package.

SQLEXPR_x86_ENU.exe - This contains the same binaries as the 32bit only package plus some x64 binaries so that SQL Express can be installed in a WoW environment. Use this package for installing SQL Server 2008 Express 32bit on a 64bit operating system.

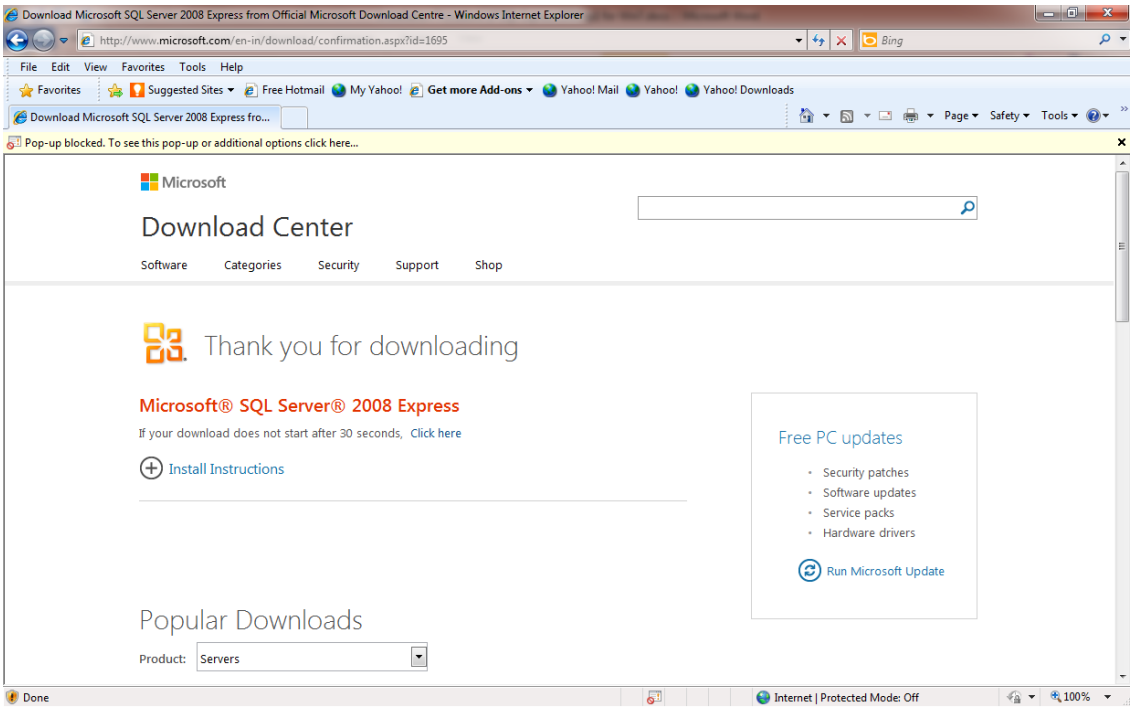
SQLEXPR_x64_ENU.exe - x64 package for native x64 SQL Server Express on a 64bit operating system.

Note: Operating system information can be found using the following steps.

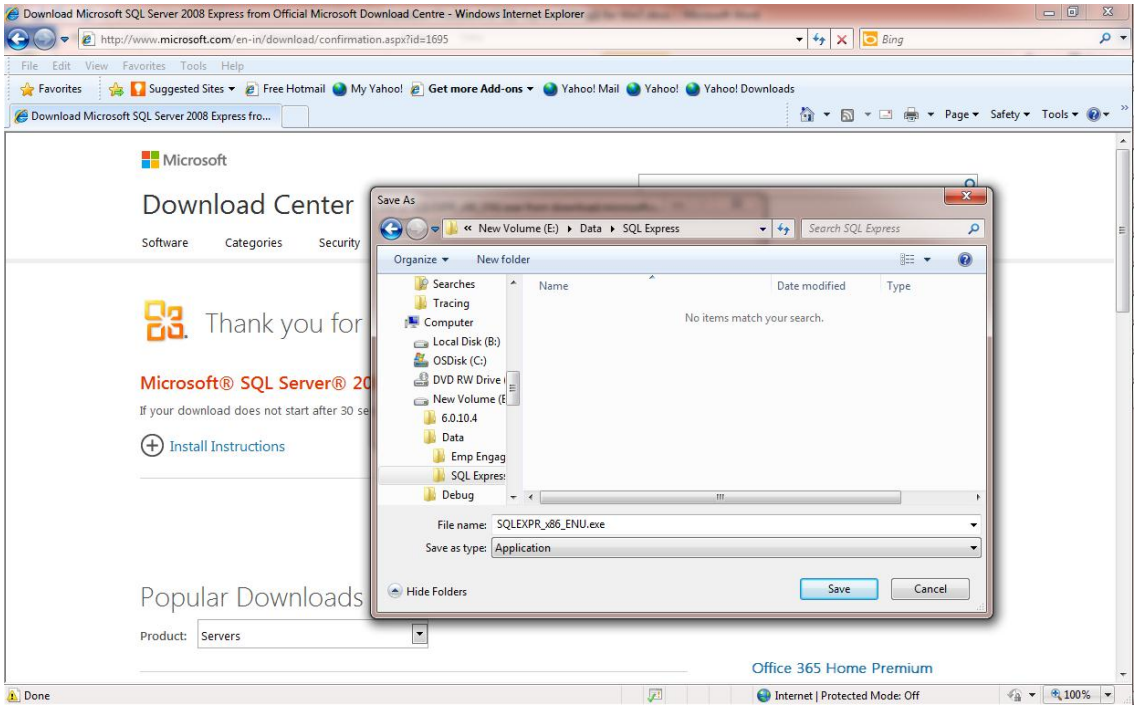
Right click on computer/My computer from start menu click on properties option which will bring up computer informations as shown below. The screen shot below shows information about 64 bit OS



3. Click on ‘Next’ button of step2 which will bring up the screen below

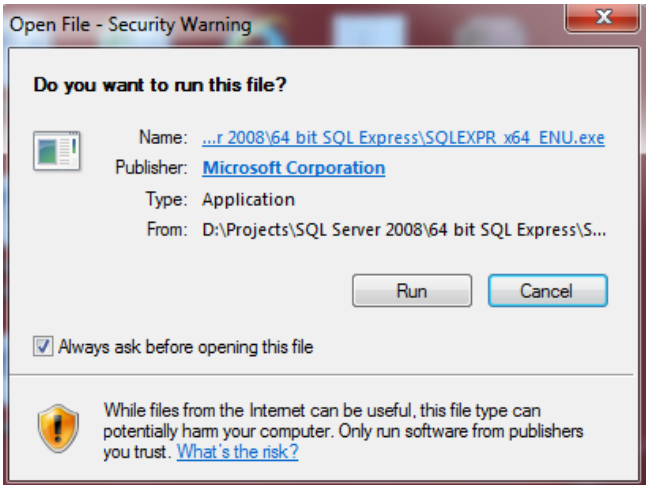


4. This prompts for save option which will allow user to save the installer in specified path

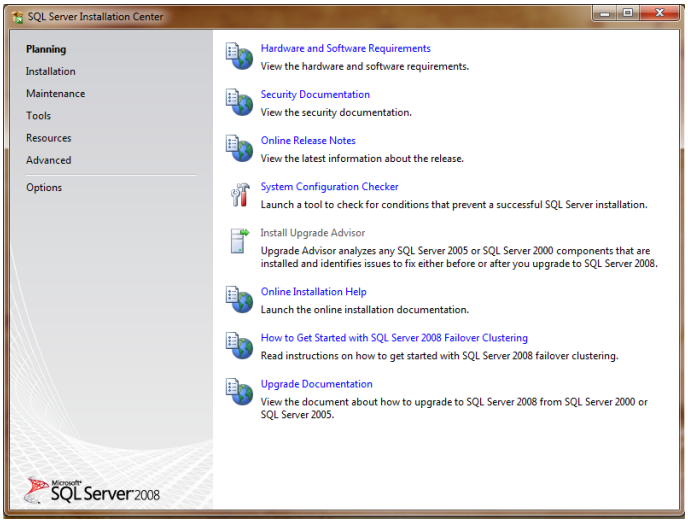

Download Microsoft SQL Server 2008 Express from Official Microsoft Download Centre - Windows Internet Explorer
http://www.microsoft.com/en-in/download/confirmation.aspx?id=1695
Microsoft
Download Center
Software
Categories
Security
Thank you for
Microsoft® SQL Server® 20
If your download does not start after 30 se
Install Instructions
Popular Downloads
Product:
Servers
Office 365 Home Premium
Save As
New Volume (E:) ▸ Data ▸ SQL Express
Search SQL Express
Organize
New folder
Searches
Tracing
Computer
Local Disk (B:)
OSDisk (C:)
DVD RW Drive
New Volume (E
6.0.10.4
Data
Emp Engag
SQL Express
Debug
Name
Date modified
Type
No items match your search.
File name:
SQLEXPR_x86_ENU.exe
Save as type:
Application
Hide Folders
Save
Cancel
Done
Internet | Protected Mode: Off
100%

SQL EXPRESS installation steps:

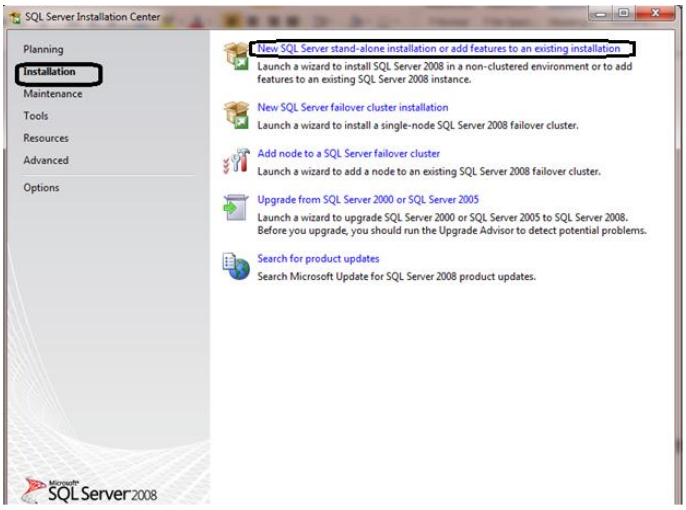
1. Double click on the EXE file, which is downloaded using the steps mentioned above, will bring the screen below



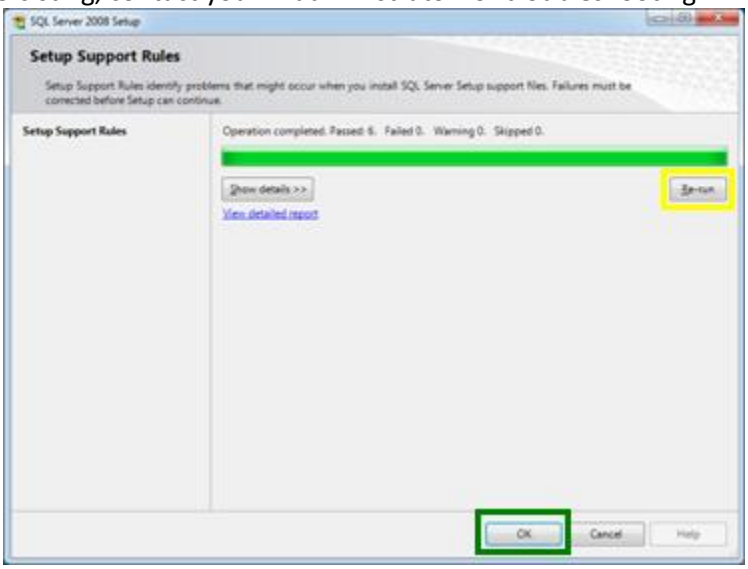
2. Click on **Run** will extract the necessary binaries and the following screen pops up. This will take few seconds.



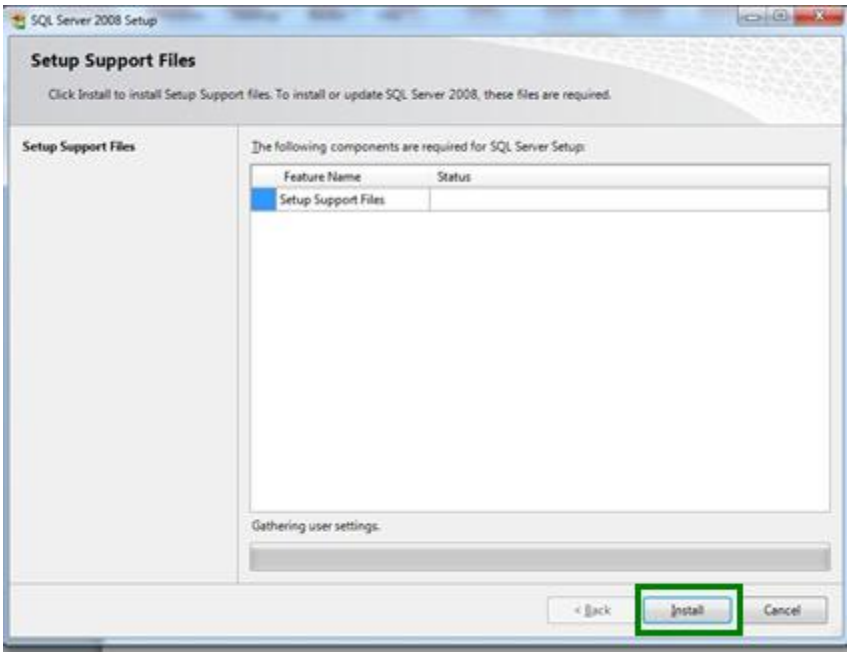
3. Make sure to select **"Installation"** option from the left side pane and Click on **"New SQL Server stand-alone installation or add features to an existing installation"**.



4. It will then run a rule check. Make sure there are no failures and then click OK button. If there are any issues, try re-running rule check by clicking on “Re-run” button. If the issues are still persisting, contact your IT administrator for troubleshooting

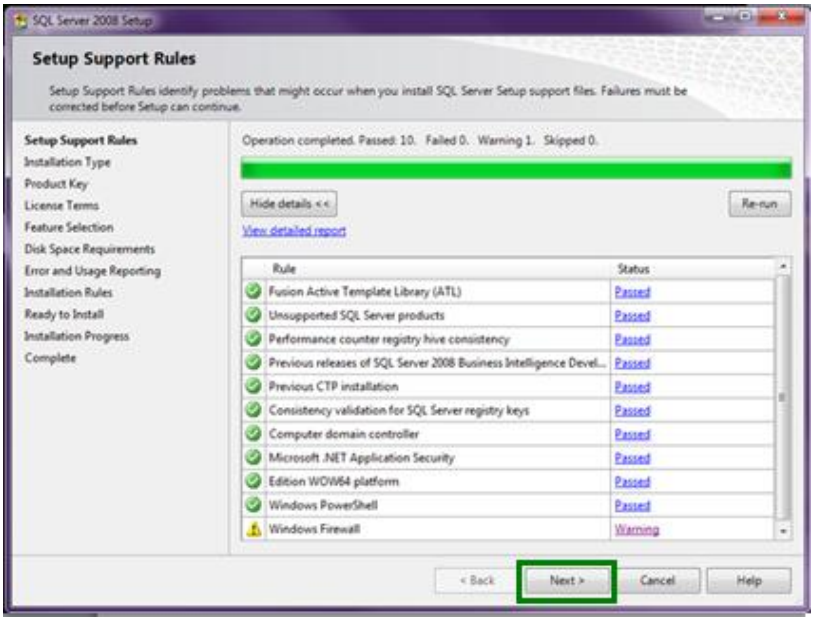


5. Click **Install** button.

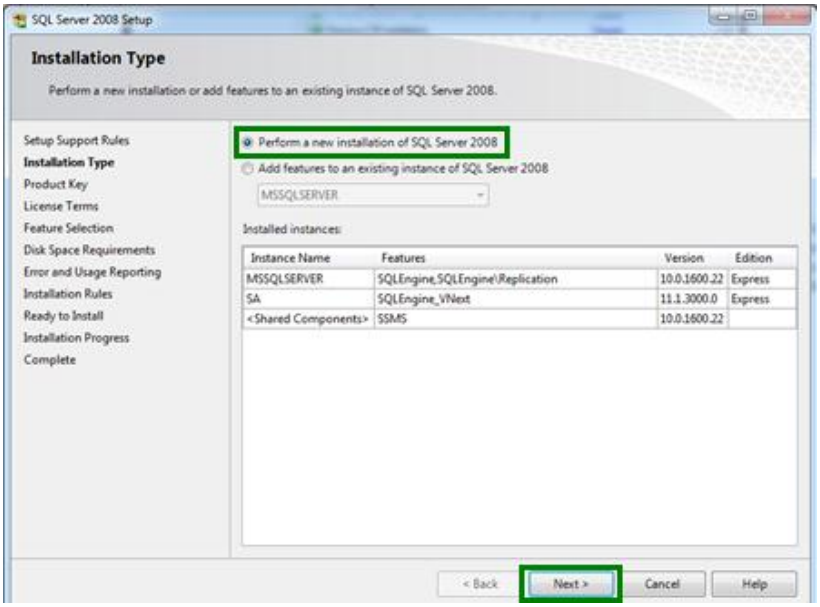


6. Another rule check. You'll probably end up with a Windows Firewall warning this time. If user is accessing the SQL server expression in the same machine ignore this warning. If user wants to enable remote access to SQL Server expression configure the firewall later.
   Below is the detail steps for configuring the firewall setting.
   - In Control Panel, open **Network Connections**, right-click the active connection, and then click **Properties**.
   - Click the **Advanced** tab, and then click **Windows Firewall Settings**.
   - In the **Windows Firewall** dialog box, on the **Exceptions** tab, click **Add Program**.
   - Click **Browse**, and navigate to the instance of SQL Server that you want to access through the firewall, and then click **Open**. By default, SQL Server is **at C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\Binn\Sqlservr.exe**.
   - To close the Windows firewall program, click **OK** twice.

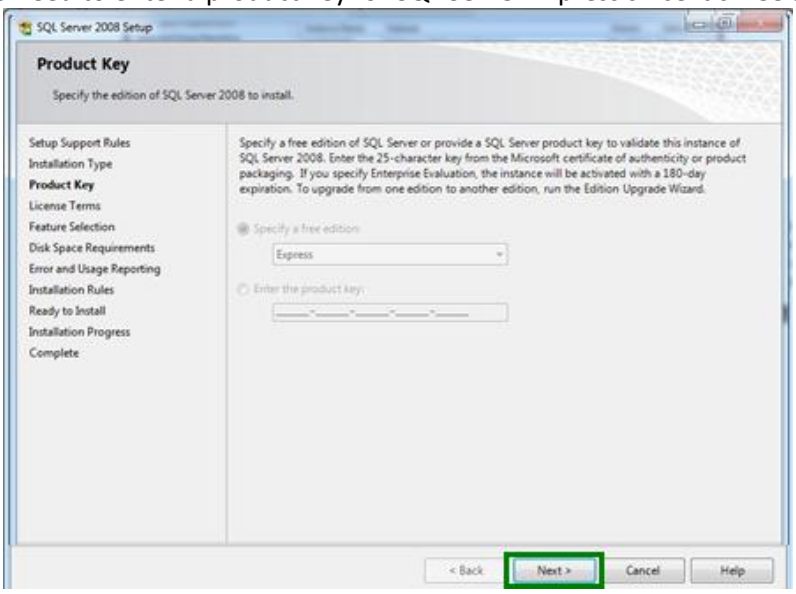
   Click **NEXT** to continue with installation



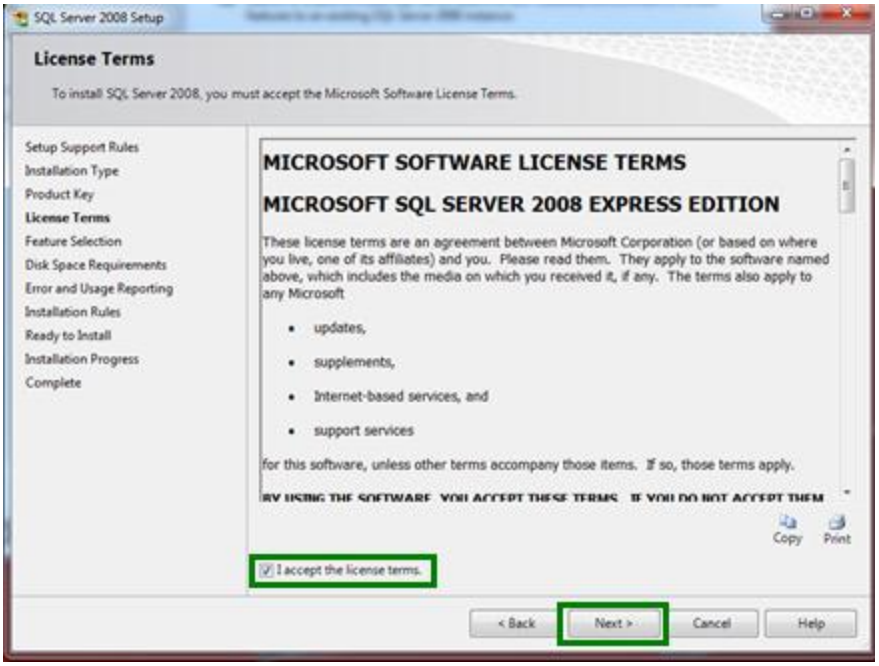
7. Select **“Perfrom a new installation of SQL Server 2008”** NOT “Add features to an existing instance of SQL server 2008”. Click **NEXT.**



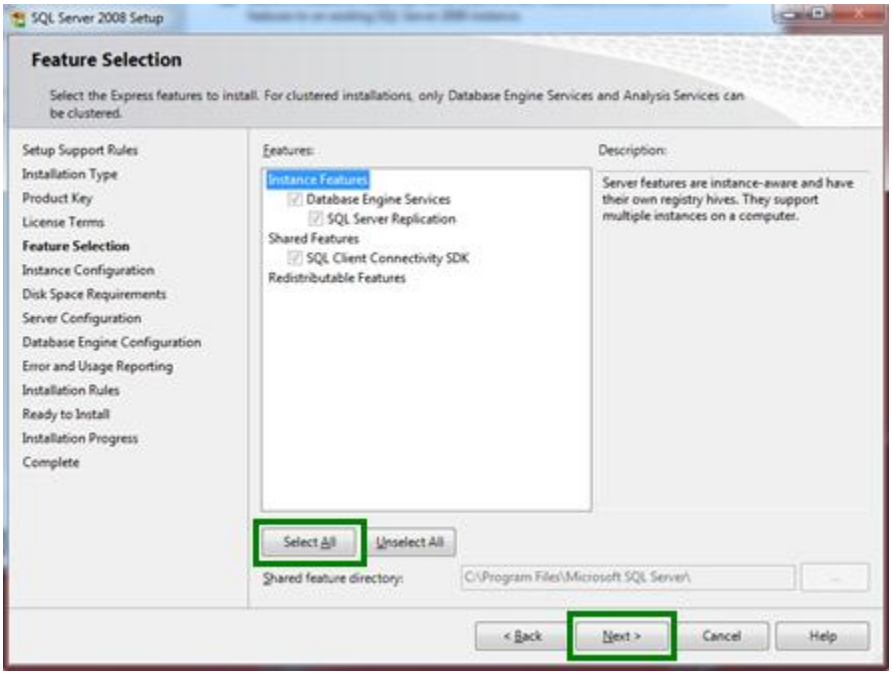
8. No need to enter a product key for SQL Server Express since it’s free so just click **Next.**



9. Accept the License Terms and click **Next.**

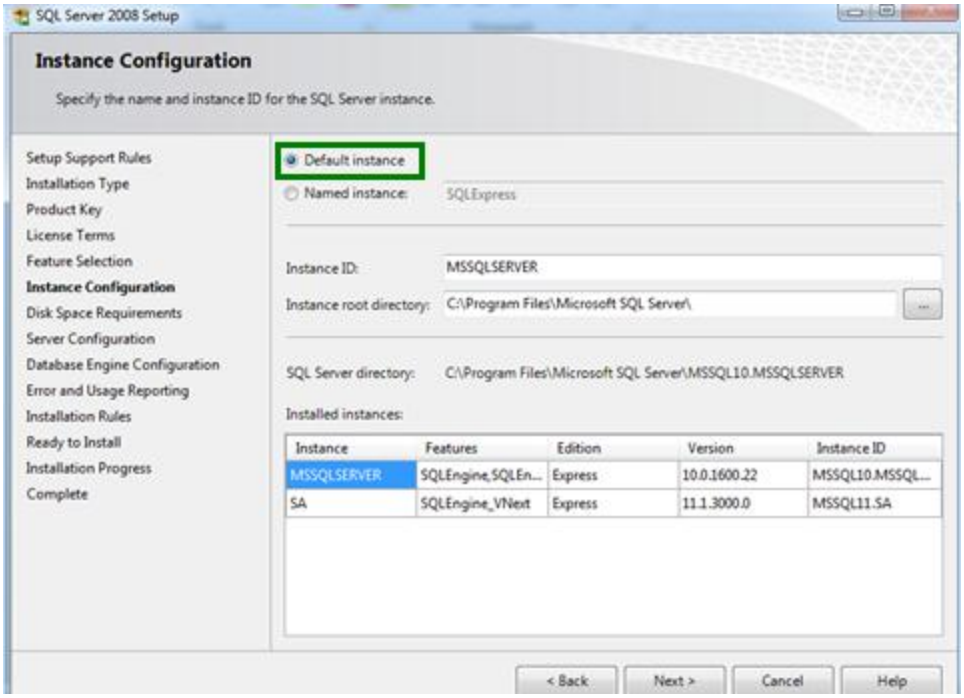


10. Click on “Select All” and then click **Next button.**



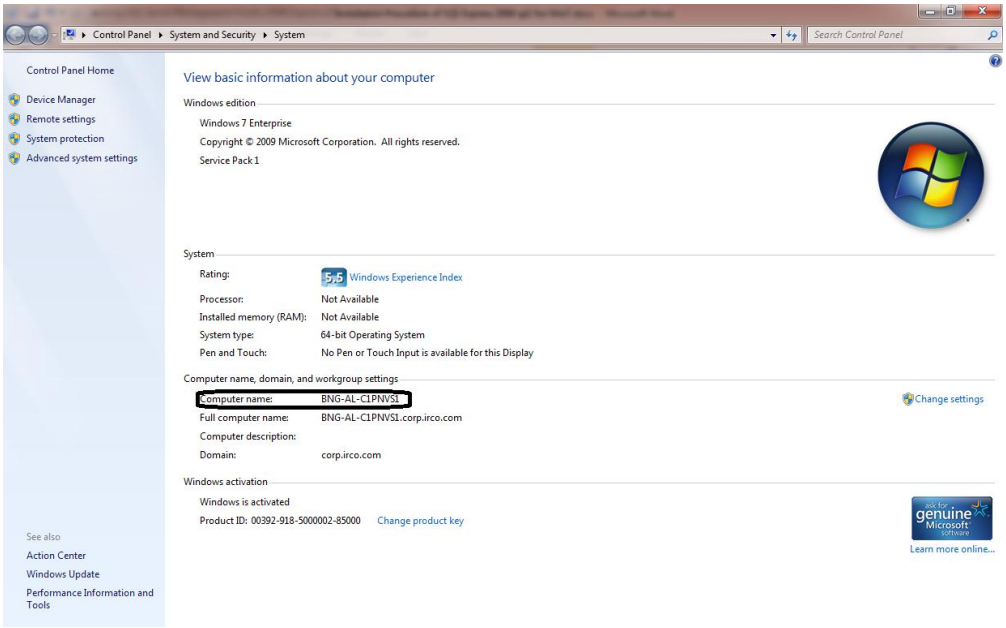
11. Instance Configuration wizard provides an option to select the default instance or named instance server.

    In case of “Default Instance” selection, the installer shall consider the computer name as the SQL server instance name.

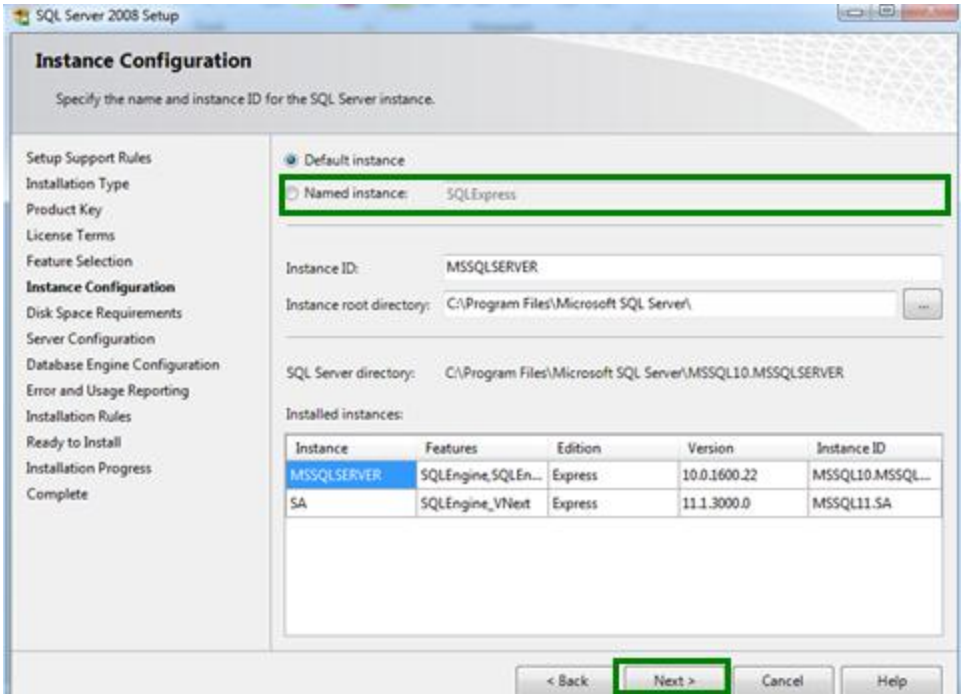


The computer name can be viewed from below mentioned steps

- From Start menu go to computer or my computer.
- Right click and go to properties option which will bring up the page below.
- Refer the highlighted section for computer name.



In case of "Named Instance" selection, user shall provide the instance name. Now the instance name for named instance SQL server shall be "Computer Name\Name Instance" as shown below "BNG-ALC1PNVS1\SQLExpress"



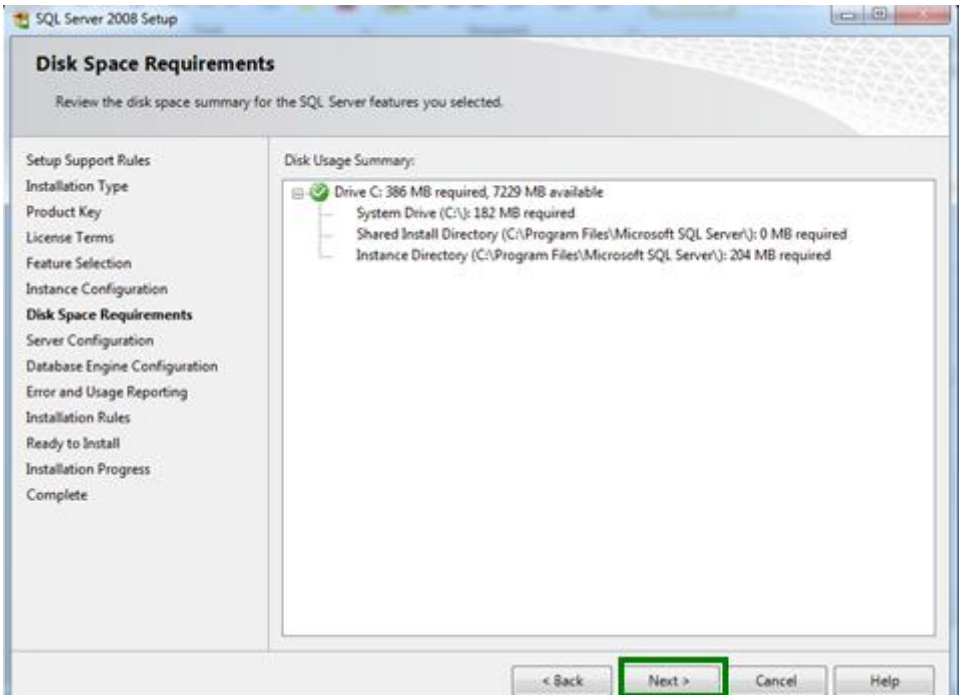
The difference between the default instance and the named instance that you connect just by specifying the server name (eg, MYSERVER) for default instance, whereas a named instance will require an instance name as well (eg, MYSERVER\SQL2008).

If you're only going to install one version of SQL Server on this machine, go with a default. If you're planning on multiple instances on this machine, it's up to you whether you want one named and one default, or both named.

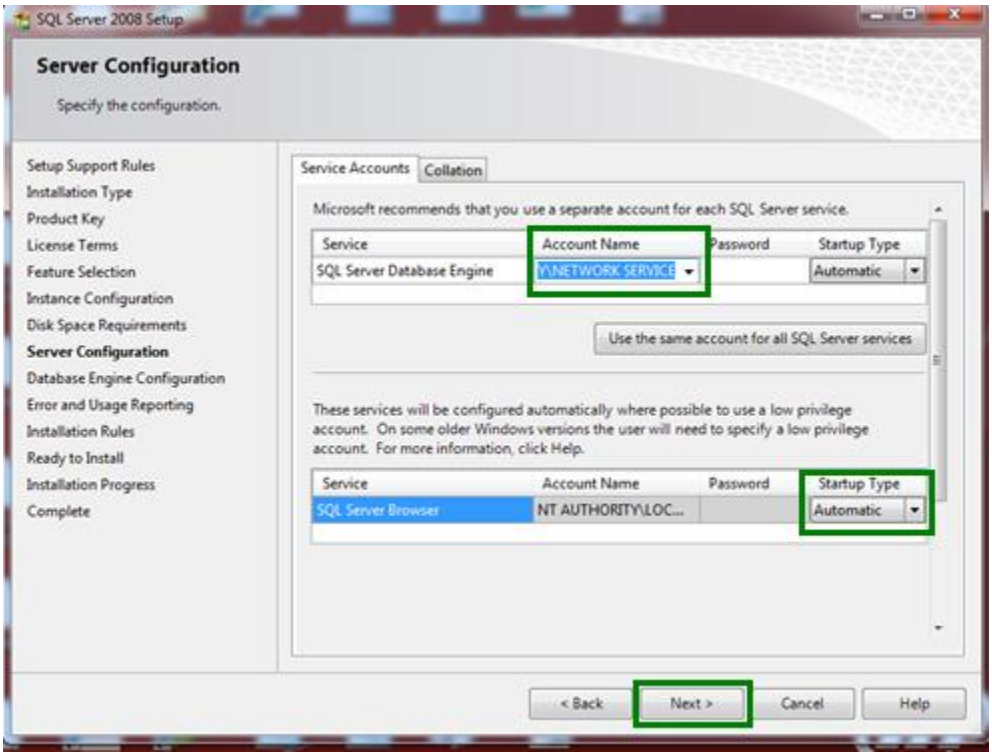
Note: During ICS software installation, user shall need to select\Enter the SQL server name for creating the ICS database in SQL server software. Select the “Computer Name” if the user has select Default Instance as SQL server instance. if the user has select Named Instance as SQL server instance, then select\Enter the “Computer Name\Named Instance” name for creating the ICS database in SQL server software.

Select the appropriate SQL server instance and Click on Next button

12. “Disk Space Requirements” wizard show the space required and available. Click **Next button.**



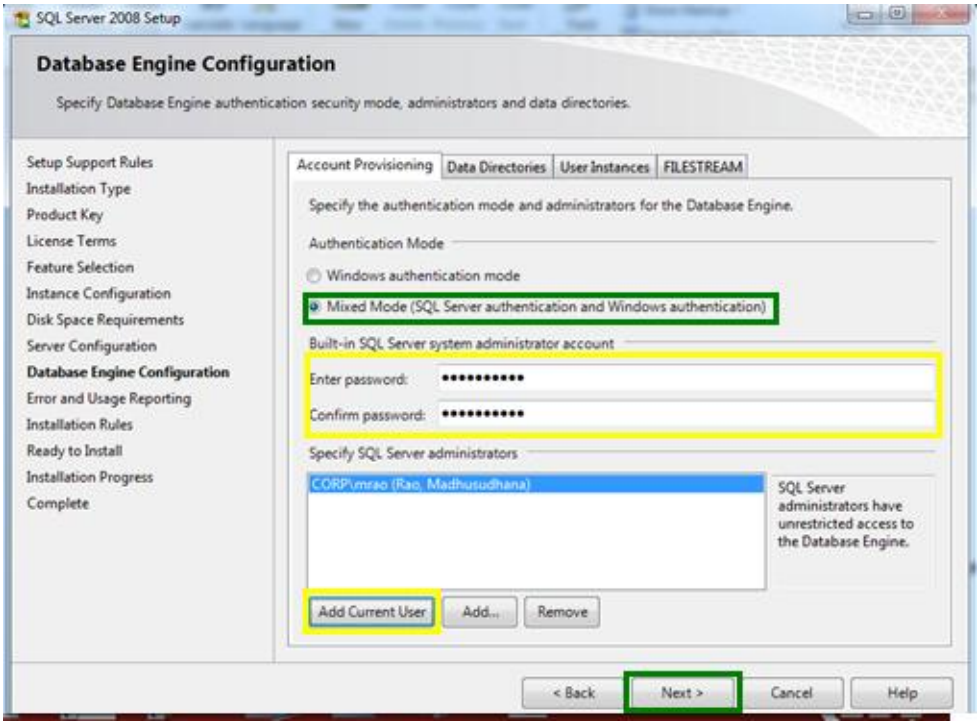
13. "Server Configuration" wizard allows the user to configure the Service Accounts.
    - Select the account name from the dropdown list for SQL Server Database Engine as **NT AUTHORITY\NETWORK SERVICE** which is the 1st choice of dropdown under Account Name and the startup type to Automatic.
    - For "**SQL Server Browser**" Set "**Startup Type**" to automatic, if not set.
    - Click Next **button.**



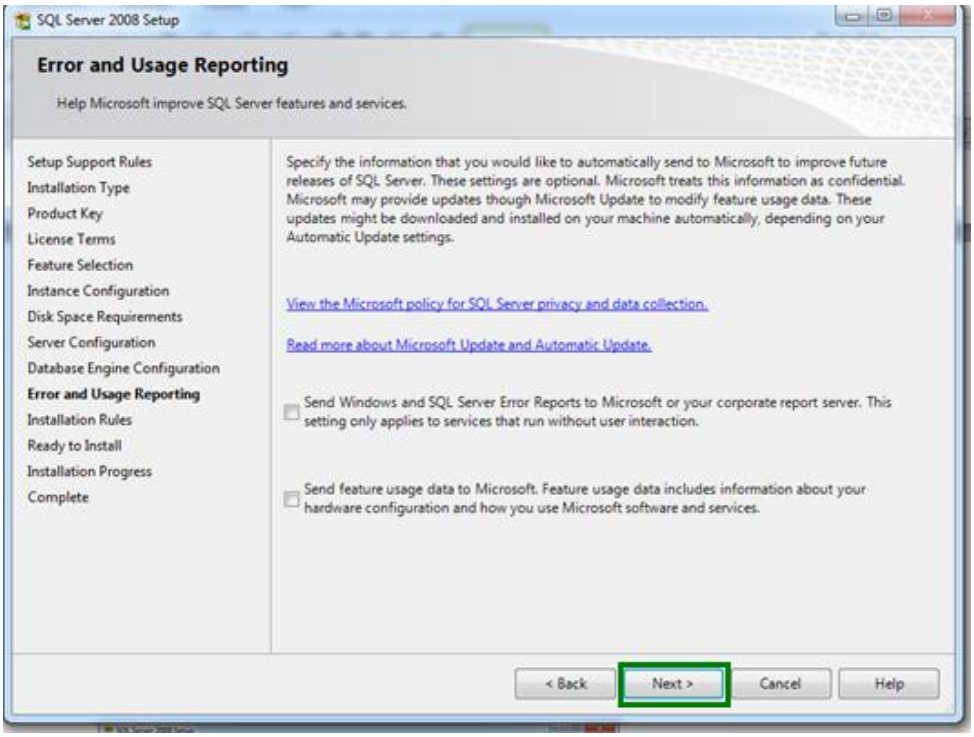
14. "Database Engine Configuration" wizard allows the user to configure the authentication mode.

- For mixed mode user has to create new password for the root account (username “sa” default). This username “sa” and password shall be used to access database engine for “SQL Server Authentication.
  Note: This Username and password shall be used during the ICS software installation to create\connect to the ICS database.

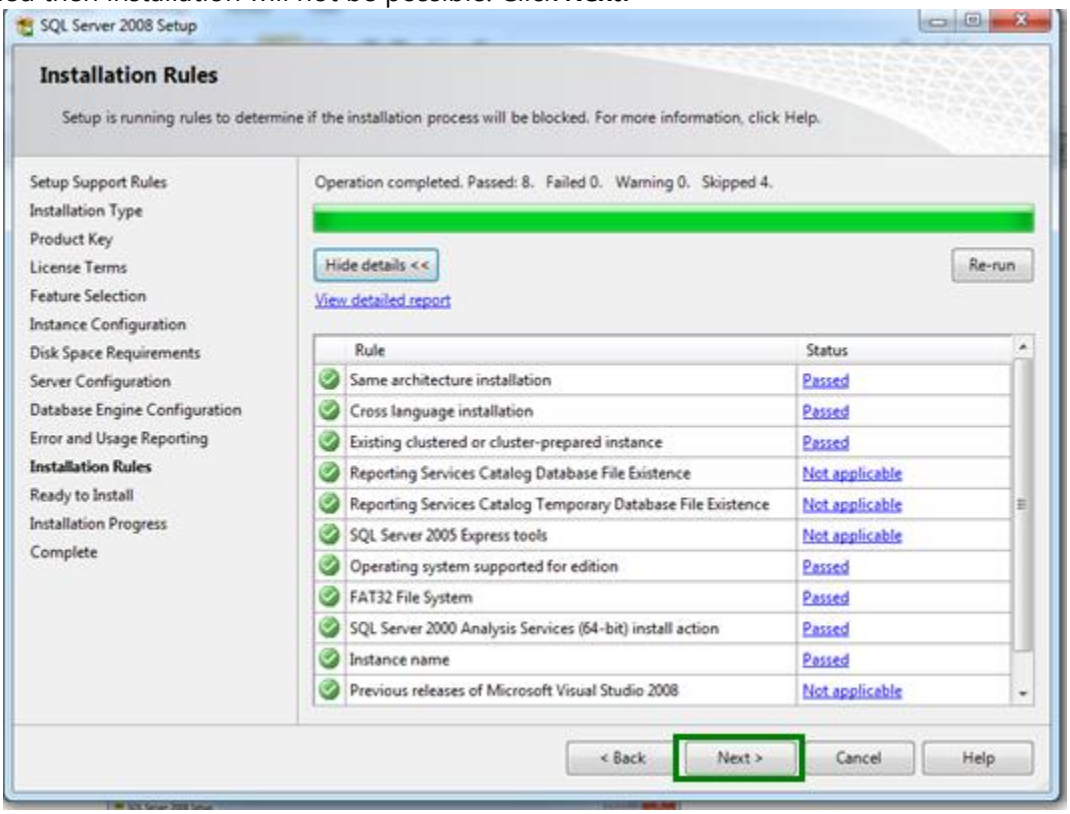
- For mixed mode user has to add current user, by clicking on “**Add Current User**”, by which the current user will also be able to access database engine as Windows Authentication.



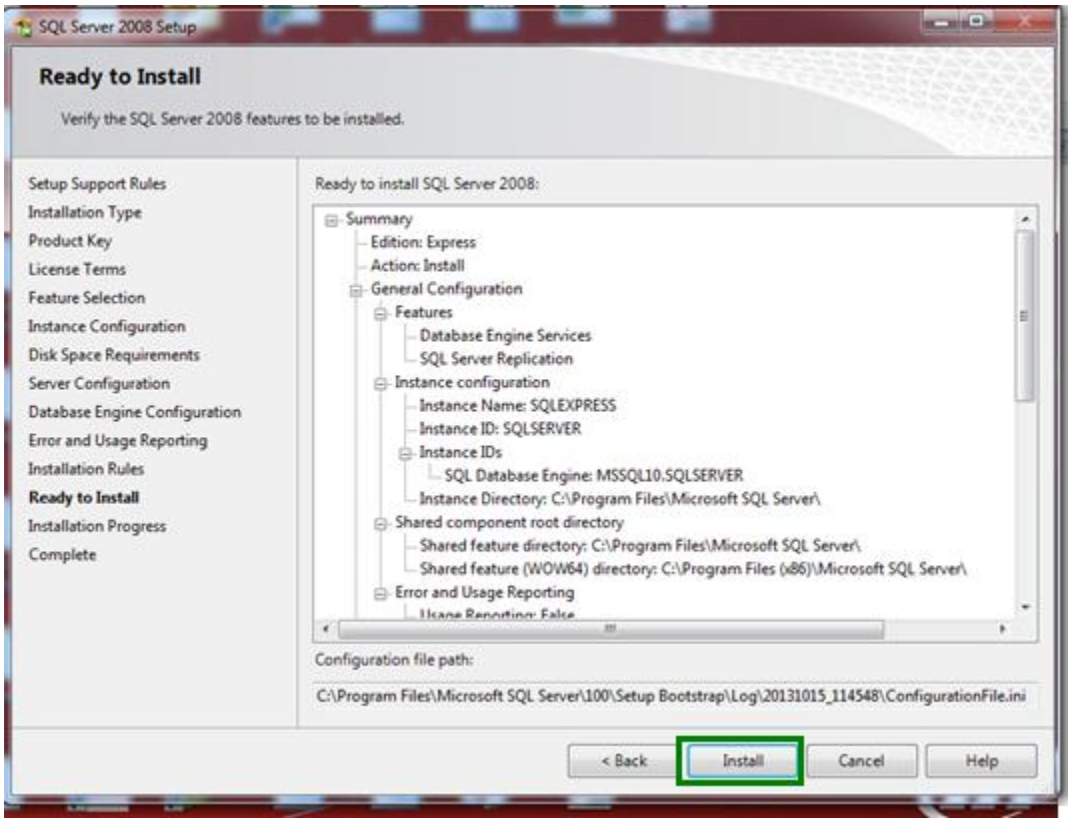
Click on Next button



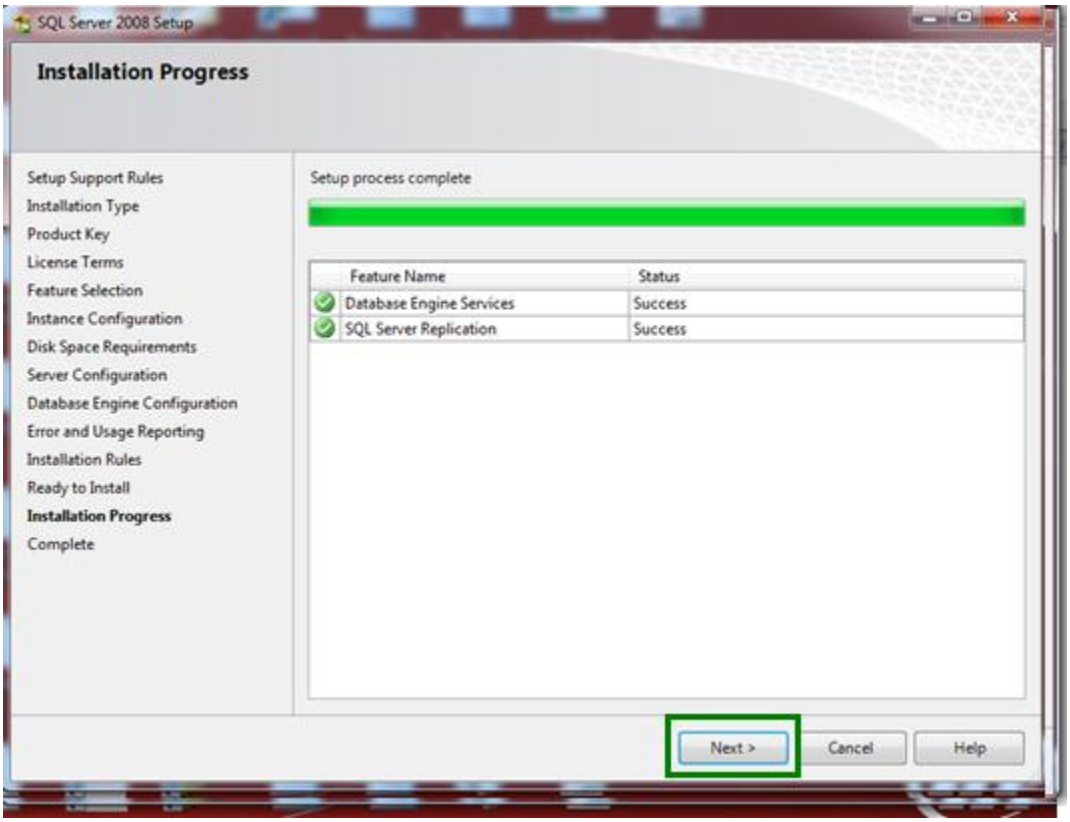
15. Now again every operation must be passed or skipped. If there is any operation with status failed then installation will not be possible. Click **Next.**



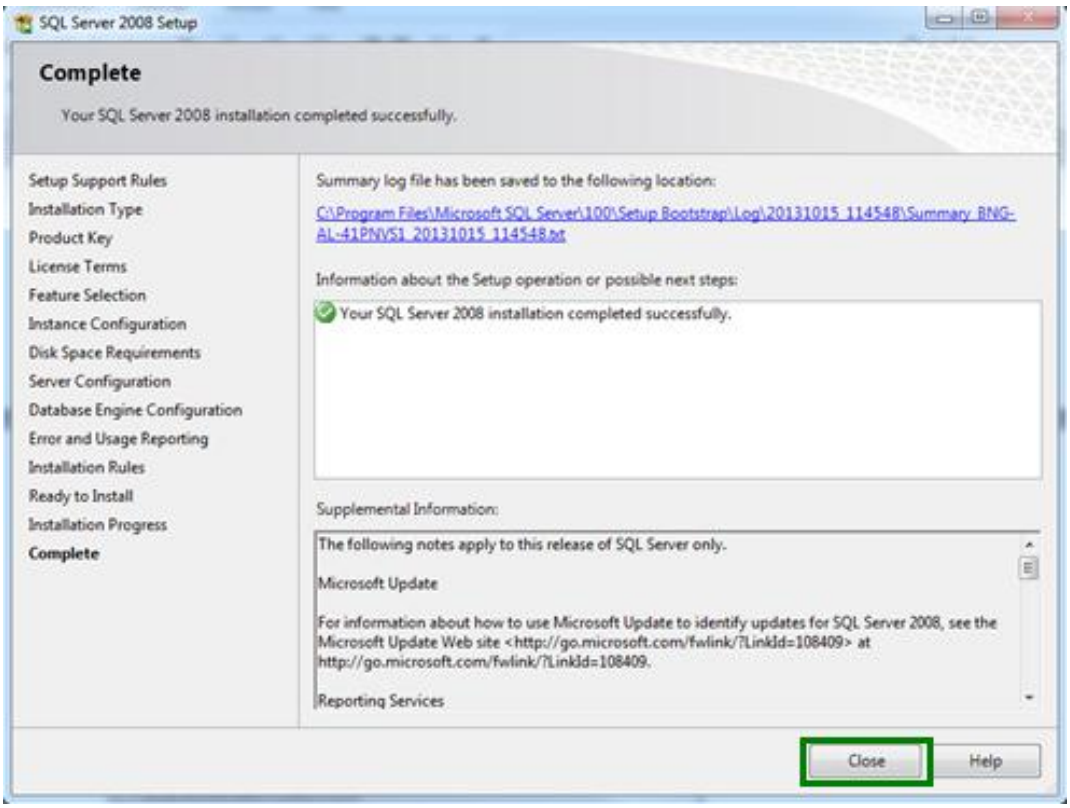
16. Now finally it is going to start the installation. Click **Install.**



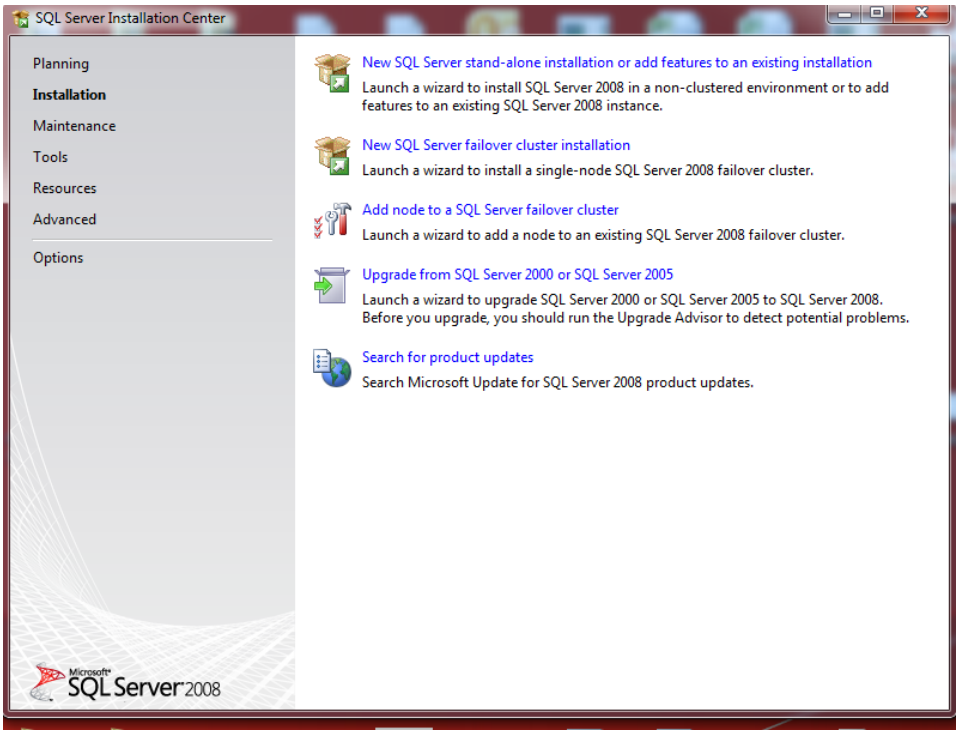
17. Now wait till installation is complete. Setup is complete. Click **Next**



18. Now **Close** this window



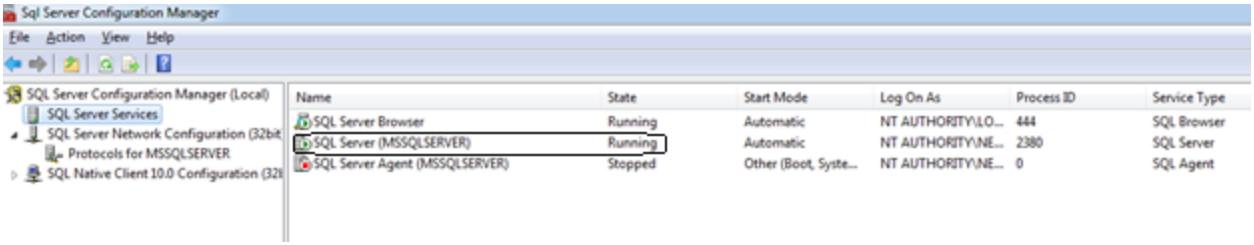
19. At last Exit this window



Configuring SQL Server

1) **SQL Server should be up and running.**

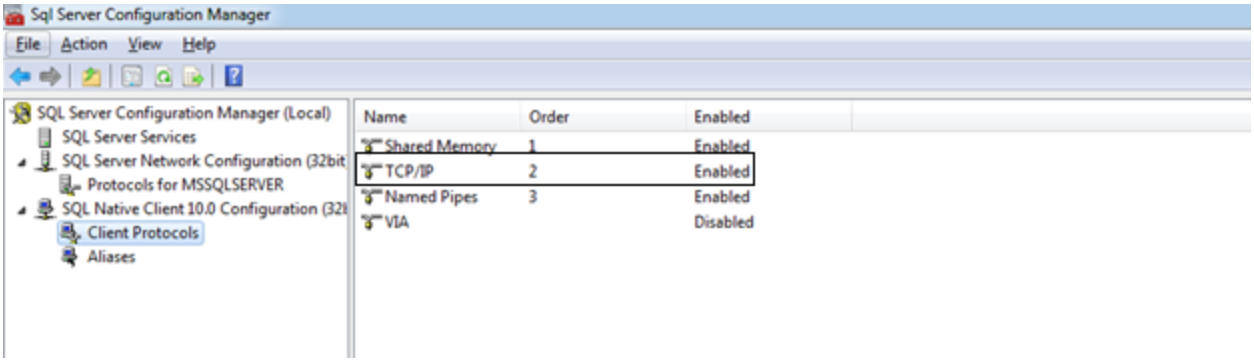
Go to All Programs >> Microsoft SQL Server 2008 >> Configuration Tools >> SQL Server Configuration Manager this will open SQL Server Configuration Manager SQL Server Services click on SQL Server Services and check if SQL Server service status is “Running”.



2) Enable TCP/IP in SQL Server Configuration

When two or more SQL Servers are connected across network they do all communication using TCP/IP. The default port of SQL Server installation is 1433. This port can be changed through SQL Server Configuration Manager. TCP/IP should be enabled for SQL Server to be connected.

Go to All Programs >> Microsoft SQL Server 2008 >> Configuration Tools >> SQL Server Configuration Manager >> Select TCP/IP. Right Click on TCP/IP >> Click on Enable



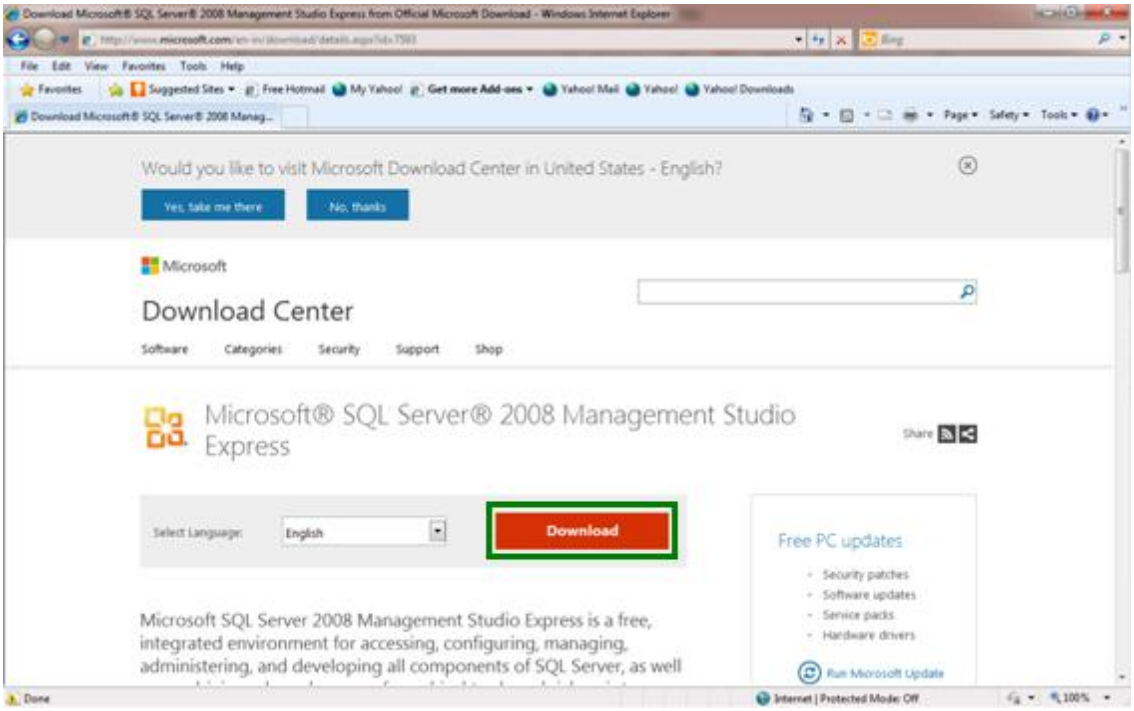
Downloading Server Management Studio

Server management studio provides ways to manage the databases

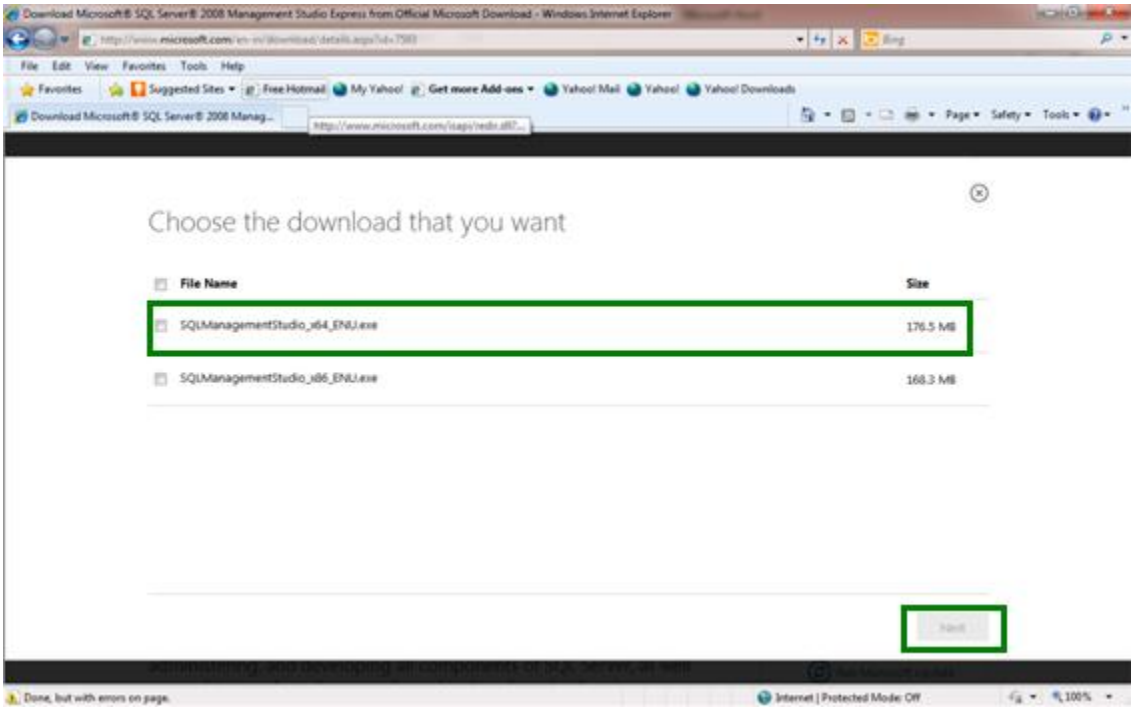
Use the link below to download Management studio 2008

http://www.microsoft.com/en-in/download/details.aspx?id=7593

1. Clicking on link above will bring up the page mentioned below



2. Click on Download button to start download



SQLManagementStudio_x86_ENU.exe - Select this option if want to install management studio on 32 bit OS

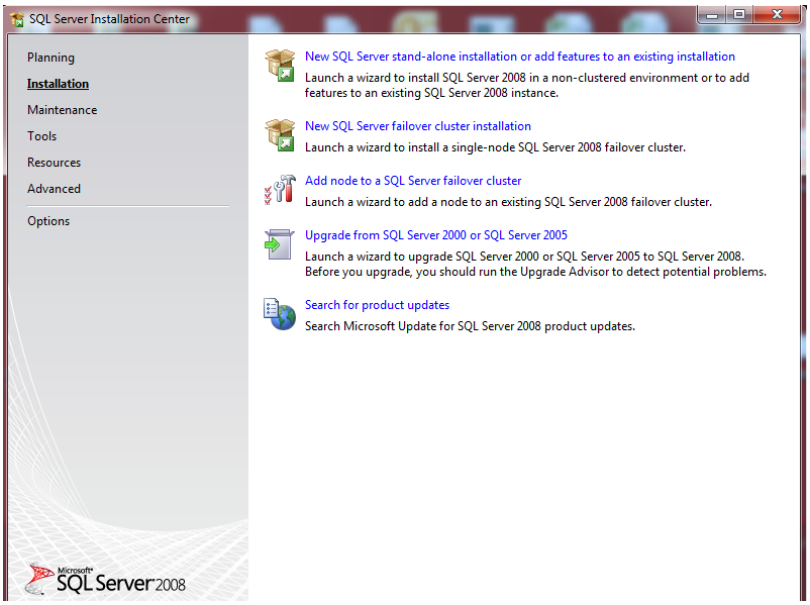
SQLManagementStudio_x64_ENU.exe - Select this option if you want to install management studio on 64 bit machine

Server Management Studio installation steps:

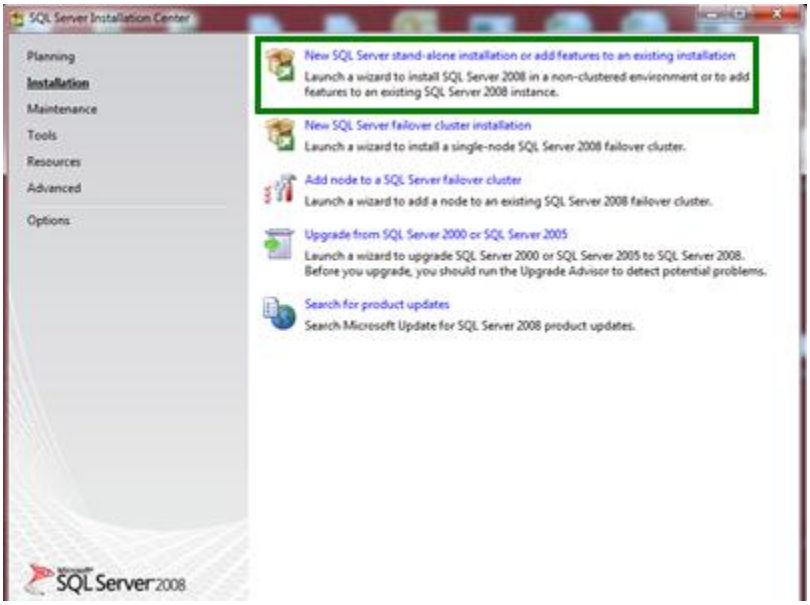
This installation in not required, however, if you need service support from Ingersoll Rand at a later date, Server Management Studio will need to be installed in order for Ingersoll Rand to see your data. This installation should take less than 30 minutes to install assuming your PC has no firewalls or limitations for the size of the program.

1. User should log in as an administrator of the machine then right-click on the exe, which is downloaded using the steps mentioned above. On Windows 7 user gest the compatibility warning. Click past it for now to continue with the install. Later user need to apply SQL 2008 Service Pack.

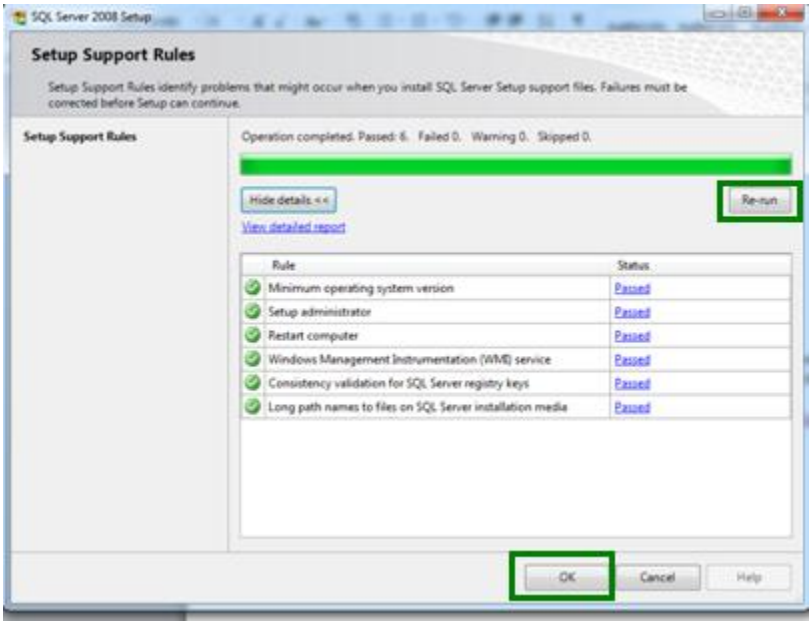
2. You should now see the “SQL Server Installation Center” window. Select the “Installation” tab.



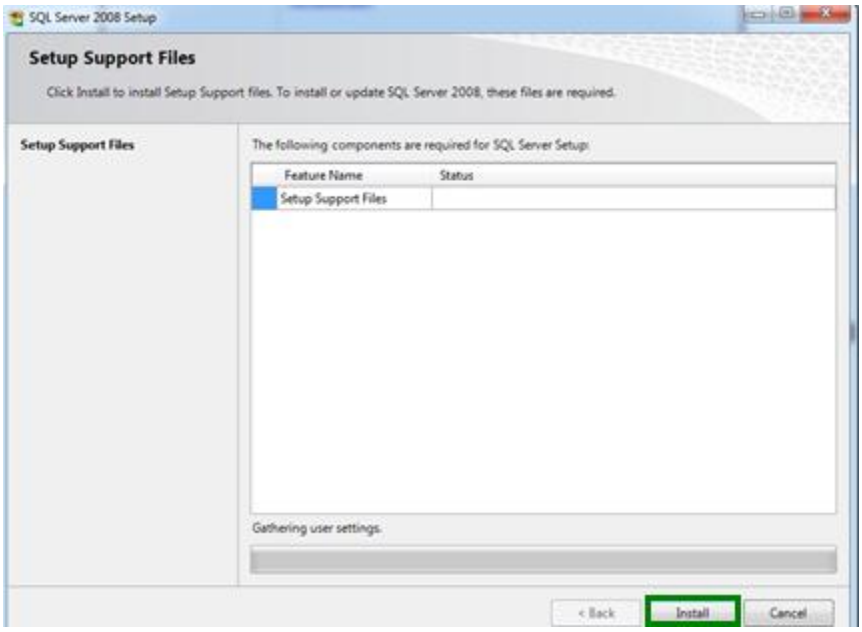
3. Select “New SQL Server stand-alone installation or add features to an existing installation”.



It will then run a rule check. Make sure there are no failures and then click OK. If there are any issues, try re-running rule check by clicking on “Re-run” button. If the issues are still persisting, contact your IT administrator for troubleshooting

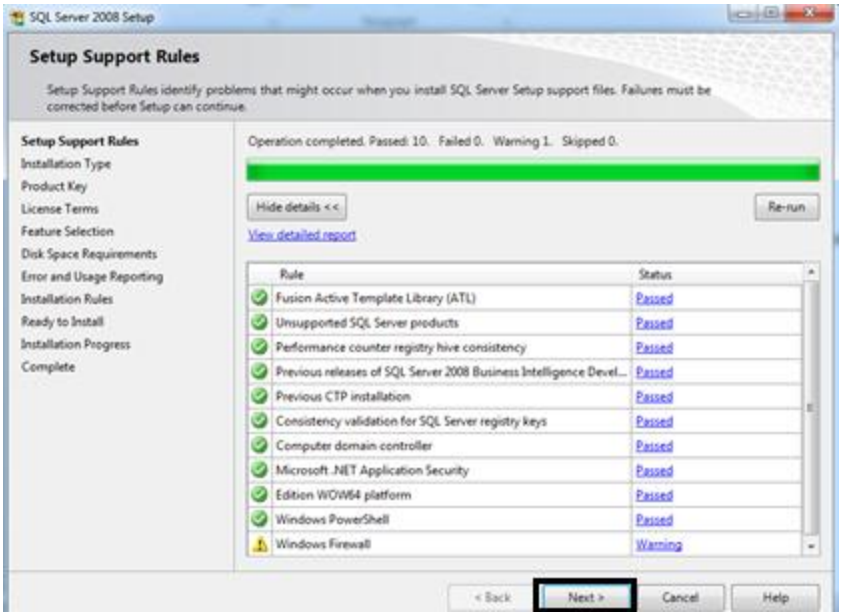


4. Click the **Install** button.

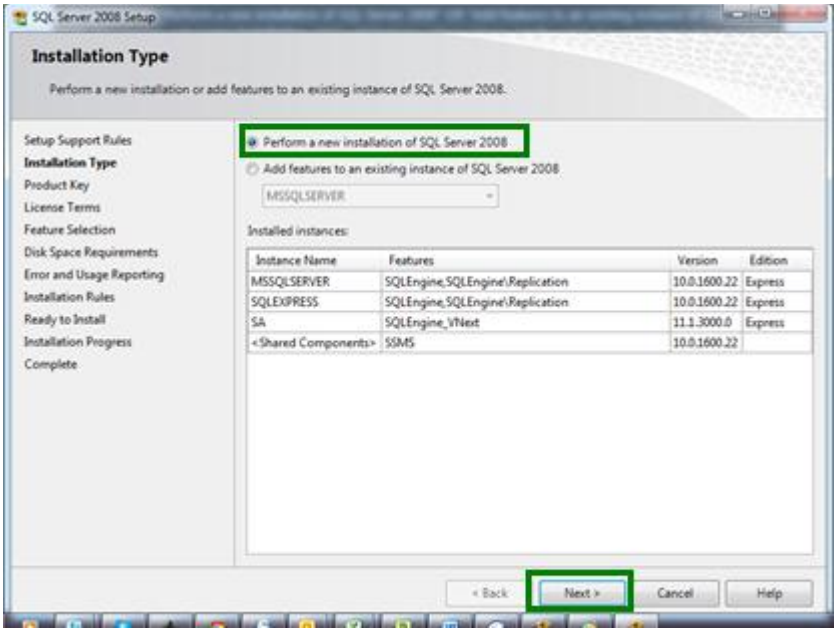


5. Another rule check. Again every operation must be passed or skipped. If there is any operation with status failed then installation will not be possible. Click **Next** .

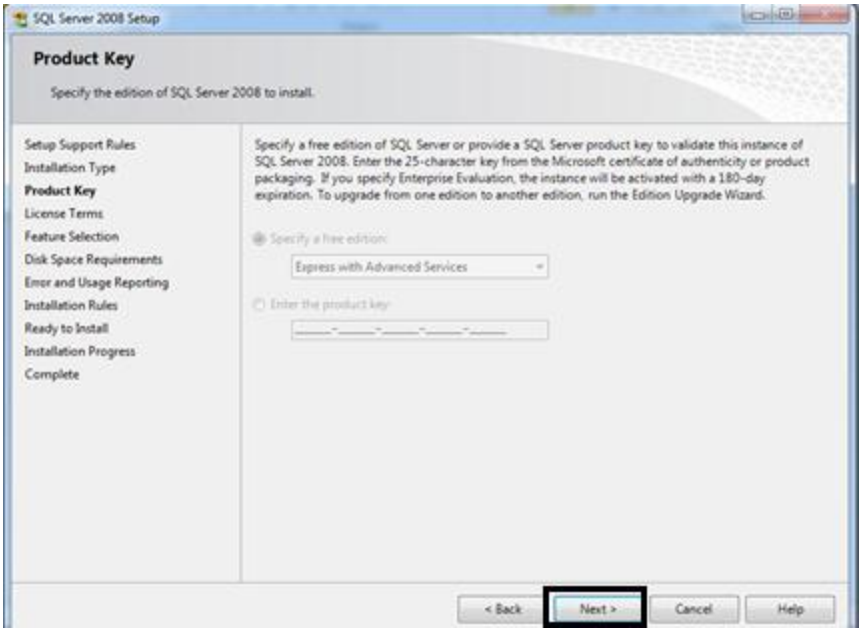
   Note: If there are any issues, try re-running rule check by clicking on “Re-run” button. If the issues are still persisting, contact your IT administrator for troubleshooting



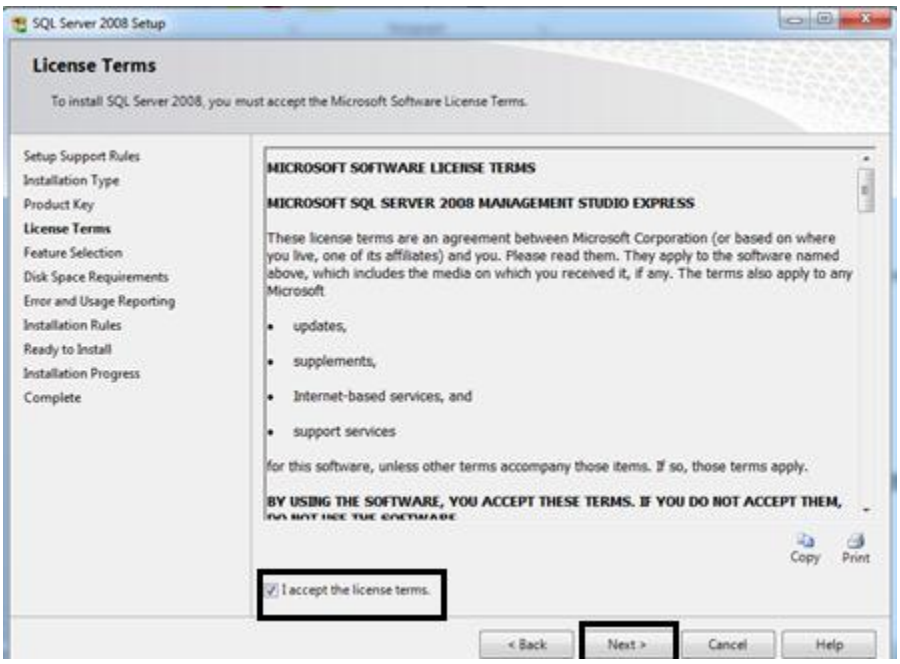
6. Select “Perform a new installation of SQL Server 2008” NOT “Add features to an existing instance of SQL Server 2008”. Click **Next**.



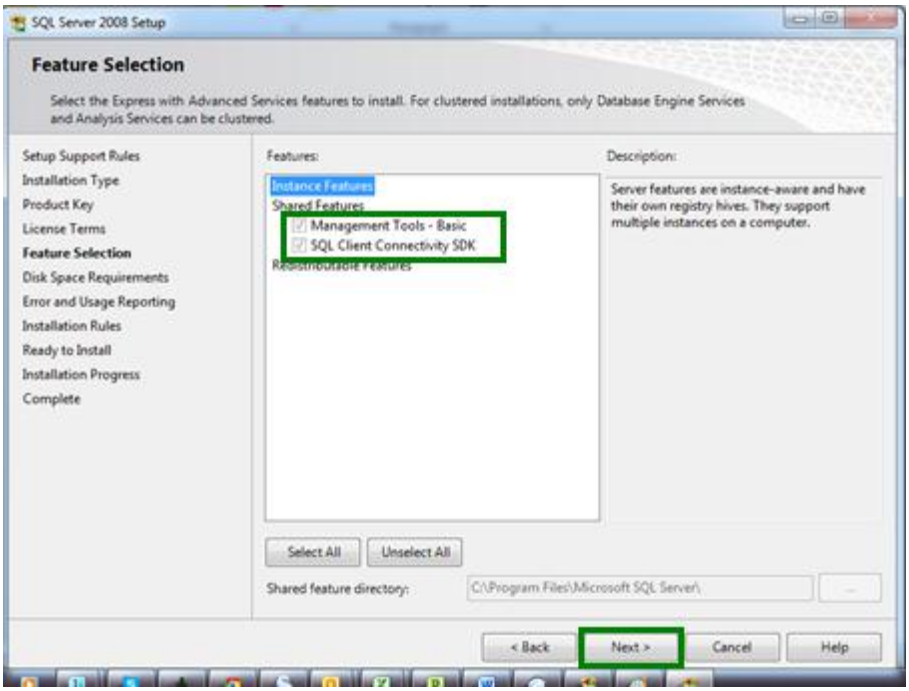
7. Next is the Product Key window. No need enter a product key for SQL Server Express since it’s free so just click **Next.**



8. Accept the License Terms and click **Next**.

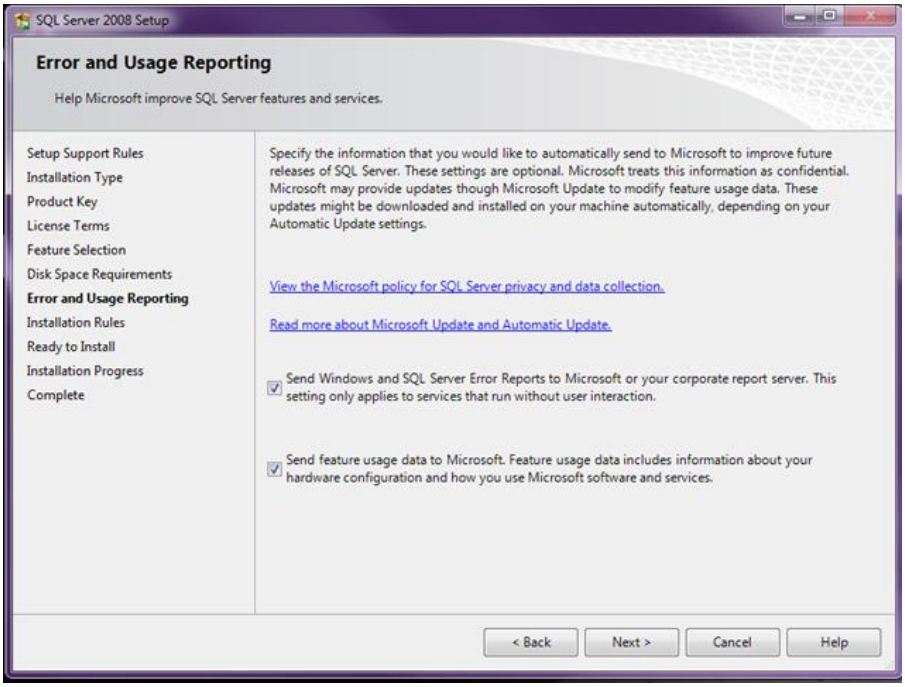


9. Check off “Management Tools – Basic”, “SQL Client Connectivity” and then click **Next**

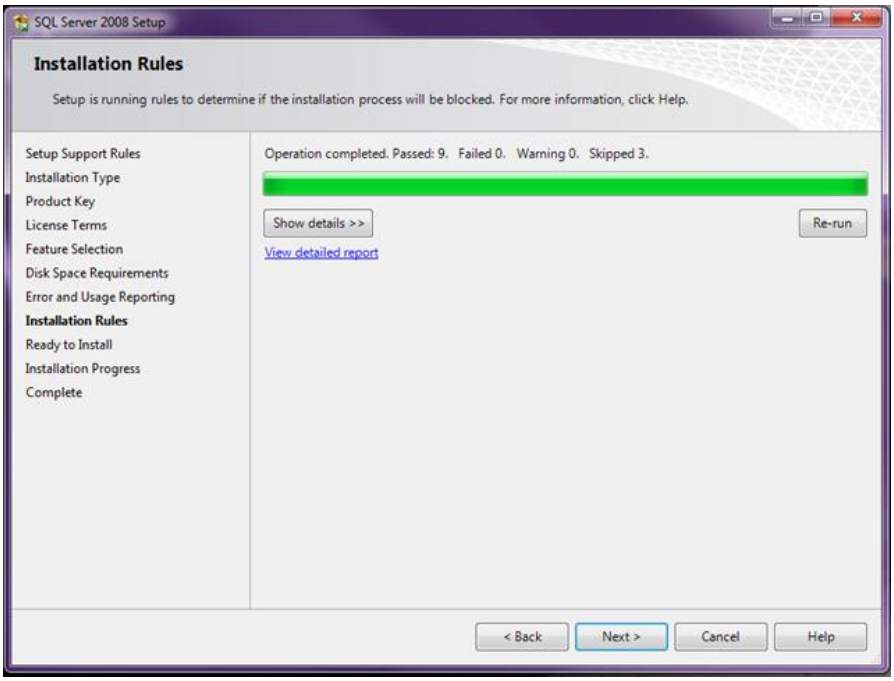


10. Verify the necessary disk space requirements and click **Next**.

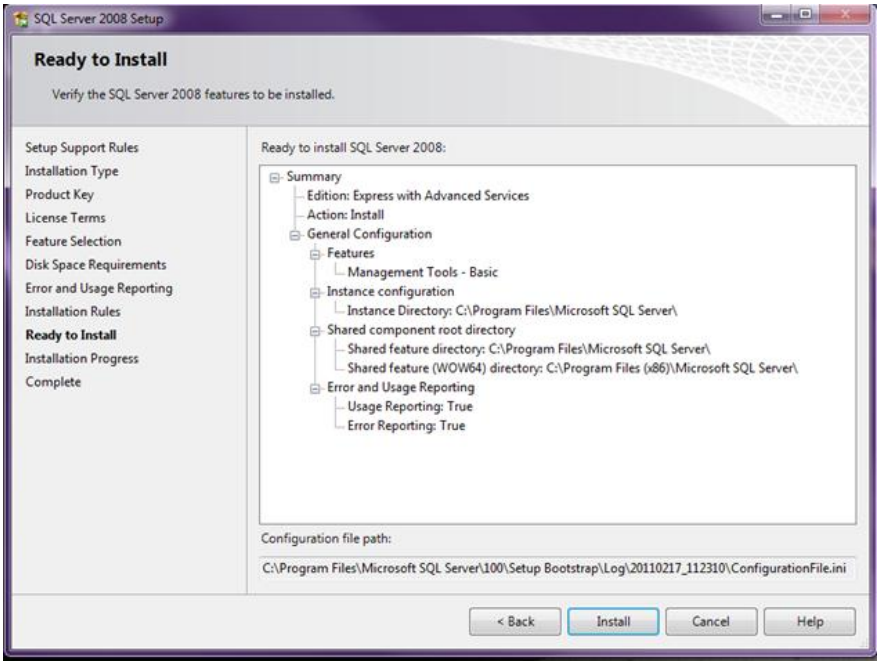
11. Help Microsoft improve SQL Server features and services by selecting to send usage and error reports to them (or not). Click **Next.**



12. Another quick rule check runs. Click **Next**.

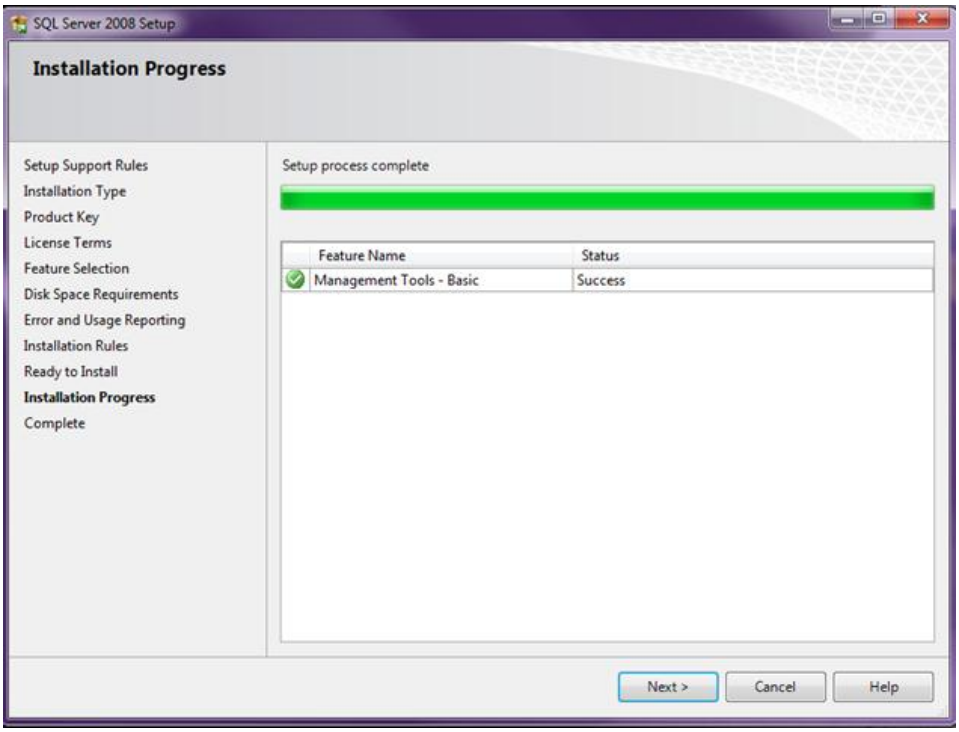


13. Now we are ready for installation. Click the **Install** button.

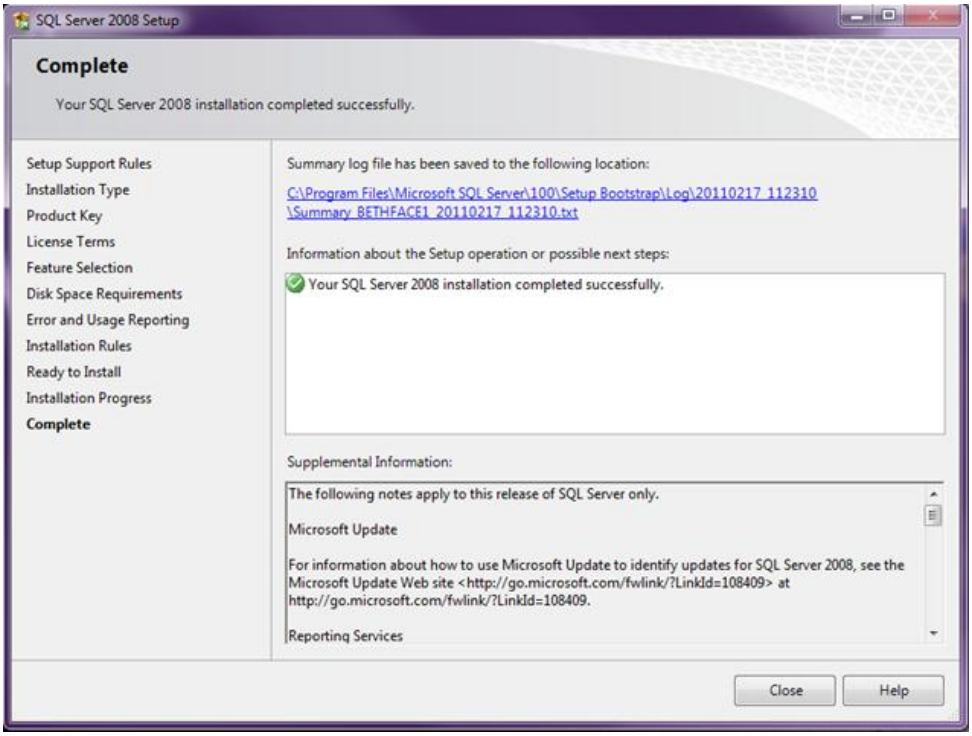


The install will kick off and will take about 5 to 10 minutes to complete.

14. Once the installation completes, click the Next button *again*.



15. Complete! Click the Close button and now all is set.



16. Now user should able to see it in under Programs under Microsoft SQL Server 2008. Make sure to run as an administrator for access to all the features.

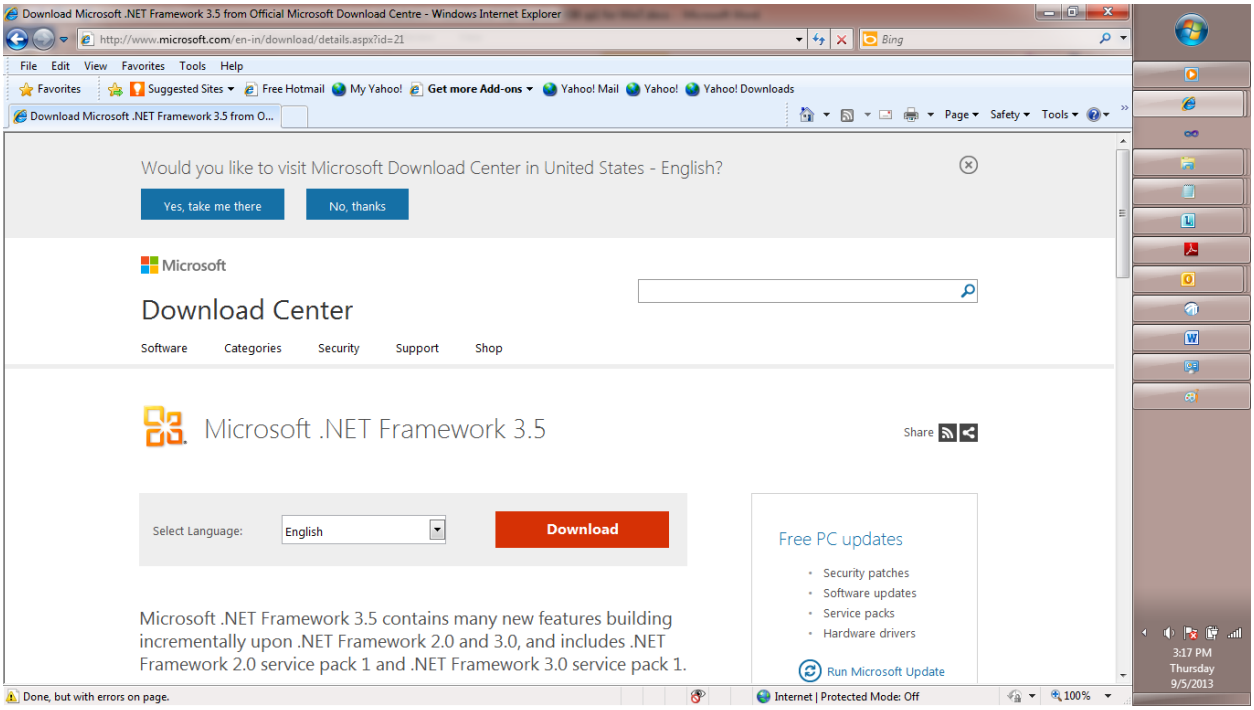
ICS Installation:

Refer section 2.5 of user manual for ICS installation

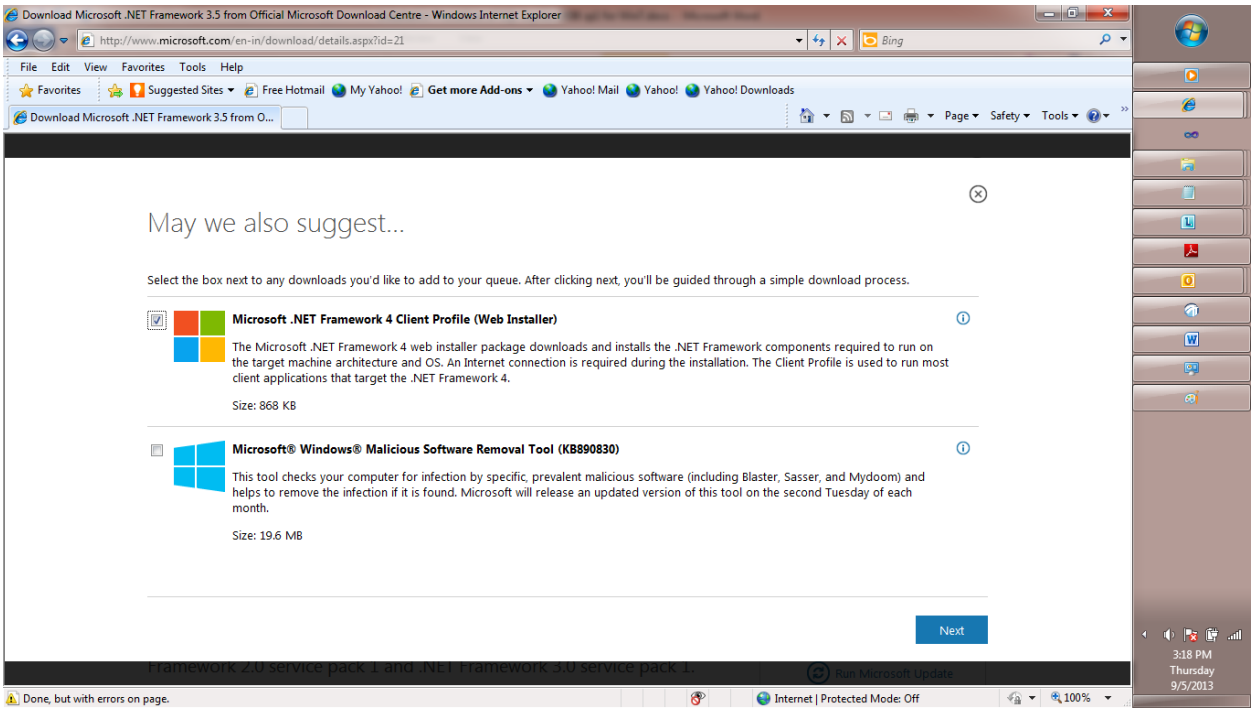
.NET Framework Installation

It is required that .NET 3.5 or later framework to be installed for SQL express and ICS to work normally. Seek help from your IT department to use the link below to download and install the framework.

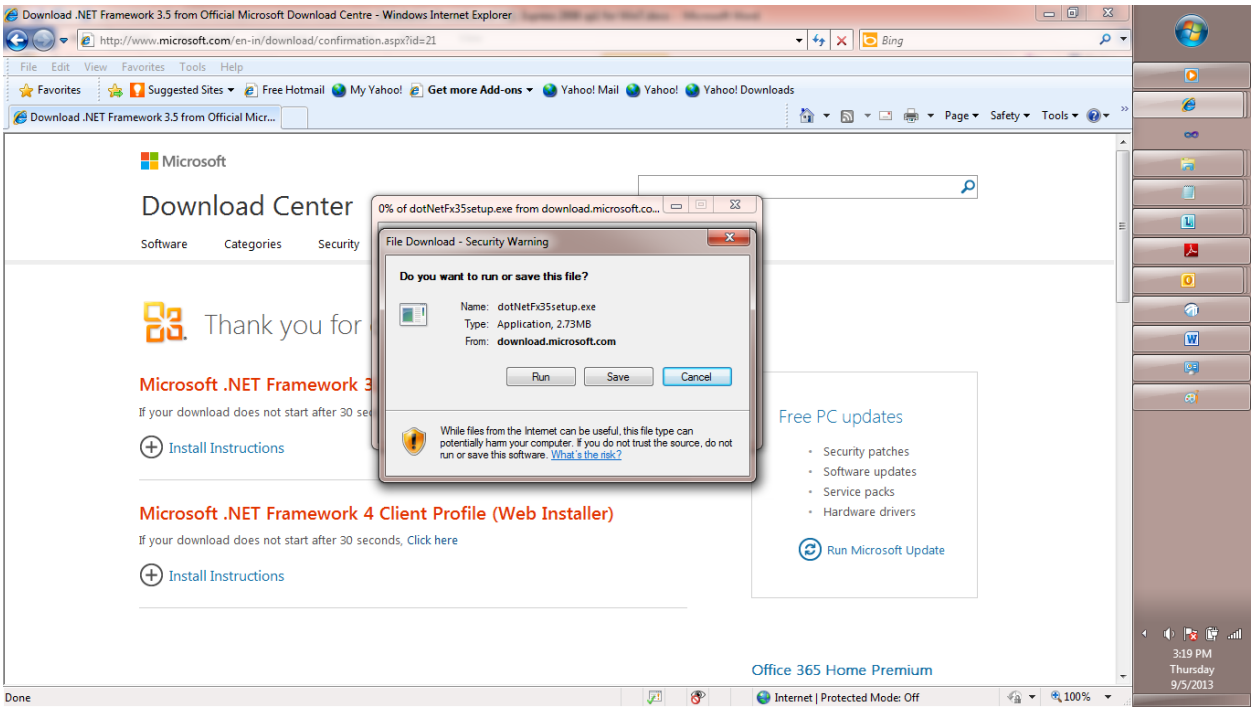
http://www.microsoft.com/en-in/download/details.aspx?id=21



Ckick on download button to proceed with the download which will bring up the screen below



Select the option as shown in the page above and click ‘Next’ button



Click on run button to install the framework, proceed with the default options to install the .NET framework.

Frequently Asked Questions

1. *What should I do before installing new version of ICS and SQL Server?*
   Have your internal IT department help you with the necessary hardware, network, internet connectivity and database server interface requirements. Because ICS uses advance Microsoft components, it is imperative for your local IT to ensure that software components and patches from Microsoft are up-to-date and are kept up-to-date. Failure to do so will result in loss of data, improper operation and sluggish system performance.

2. *Will my existing ICS License or license file work after upgrade?*
   All existing and future users of QX tools & PCM need to use the 30-days trial version of license file after installing ICS. Use the sub-menu **ICS → Upgrade License** to select the license file. Usually, the installer places this file in a sub-folder within:

   C:\Program Files (x86)\Ingersoll Rand\ICS

   You must request for a permanent license file, otherwise, the software will stop working after 30 days. Indicate the # of ICDMs and PCMs that will be connected to ICS when requesting license.
   Note: The 30 day trial license provides the connectivity of Max 500 ICDMs and 10 PCMs.

3. *What happened to my MS Access databases that I used to see in previous versions of ICS?*
   The new version of ICS require only SQL Server. In the past every PC that had ICS used to store data within that PC. All data can now be centralized to a single common SQL Server database residing on a shared computer/server. This allows users to log from any computer that has ICS using their own unique credentials and settings. Although the initial installation of SQL Server is more time consuming as compared to MS Access but day-to-day management of data and ICS is better. It also allows customer IT department to backup data stored in a central location.

4. *What is the minimum hardware requirement of my PC where I want to install ICS?*
   Microsoft suggests using a computer with processor that has greater than 1GHz speed and greater than 1 GB RAM. Note that this is the bare minimum but in order to ensure fast operation over time due to data archiving and accumulation, it is highly recommended to use 2GHz processor, 8GB RAM and 500 GB disk space.

5. *What if I get a message that says **Pending Reboot** or similar?*
   This is most likely due to remnants of a previous software installation (not necessarily ICS). Consult your local IT department for help.

6. *After installing ICS & SQL Server, my ICS screen is greyed out and I cannot navigate or make any changes!*
   You need to log out using **File → Log Off** and then log in with necessary credentials.

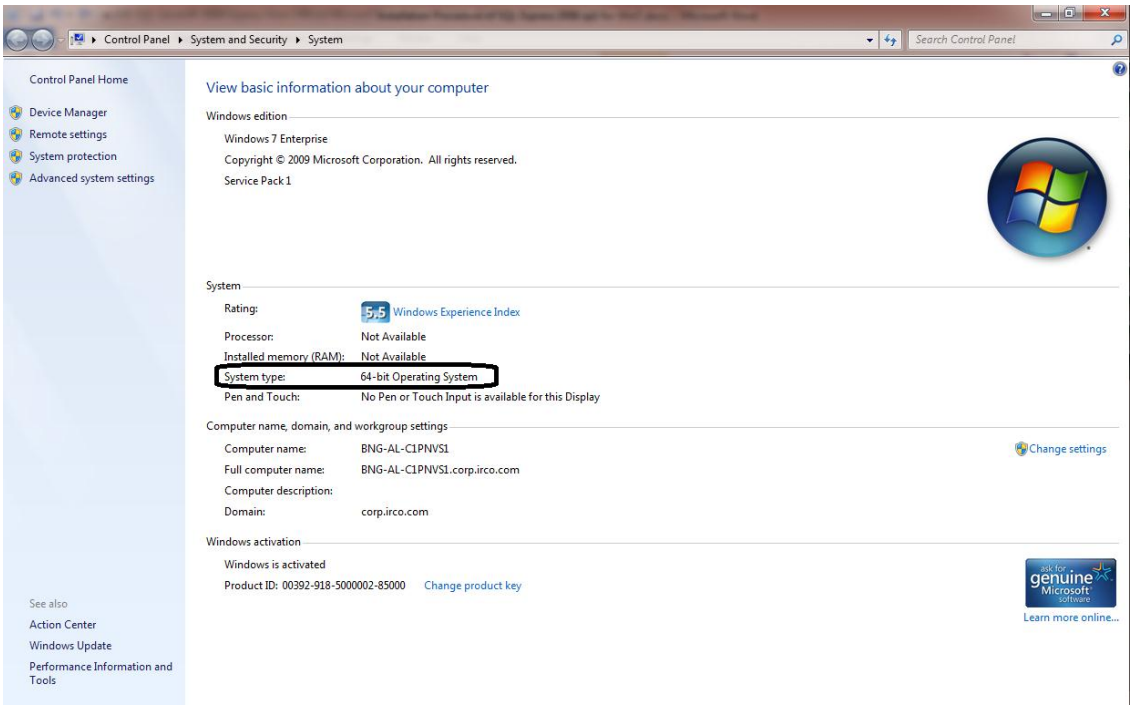
7. *Downloading SQL Server is taking too long or is hanging!*
   Ensure connectivity to internet. File size is close to 100MB so you need a fast connection.

8. *While installing SQL Express 2008 what if updating of windows installer is asked?*
   Get the latest windows installer from the internet and install it and continue installing SQL Server Express 2008. The latest windows installer can be found at following location.
   http://www.microsoft.com/en-in/download/details.aspx?id=8483

9. *What if I am not able to connect the database remotely from other machine?*
   Follow steps said in **Enable TCP/IP in SQL Server Configuration** section of SQL installation above.

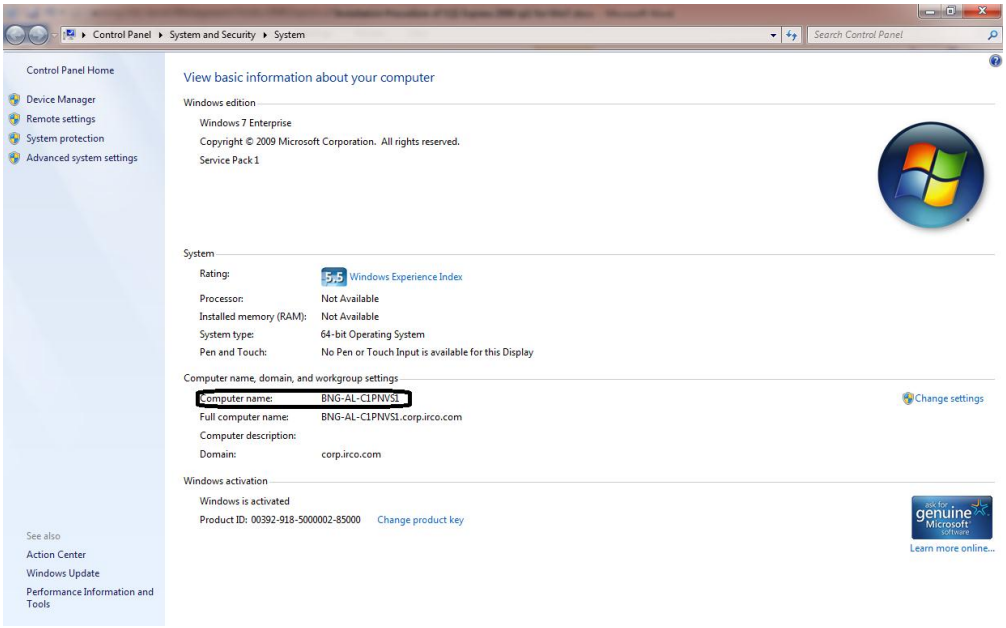
10. *What if ICS database files are not created in database? Or DSN not created for the current user?*
    Follow steps said in **Enable TCP/IP in SQL Server Configuration** section of SQL installation above. Uninstall ICS, then reinstall for the databases to be created

11. *How to check the Operating system information?*
    Right click on computer/mycomputer from strat menu click on properties option which will bring up computer informations as shown below. The screen shot below shows information about 64 bit OS



12. *How to find out computer name*

    From Start menu go to computer or my computer. Right click and go to properties option which will bring up the page below. Refer the highlighted section for computer name. Use the computer name for default instance installation. For named instance use ‘Machine name\Instance name’. Instance name defaults to SQLExpress so server is ‘Machine Name\SQLExpress’.



13. *All Screens are greyed out when I install and launch ICS for the first time.*
    ICS launches with ***default*** user credentials for the first time. This is in par with the design. For ICS use, user has to log off and login with the necessary credentials.

14. *How can I configure Windows Firewall to allow SQL Server Access*

    - In Control Panel, open **Network Connections**, right-click the active connection, and then click **Properties**.
    - Click the **Advanced** tab, and then click **Windows Firewall Settings**.
    - In the **Windows Firewall** dialog box, on the **Exceptions** tab, click **Add Program**.
    - Click **Browse**, and navigate to the instance of SQL Server that you want to access through the firewall, and then click **Open**. By default, SQL Server is **at C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\Binn\Sqlservr.exe**.
    - To close the Windows firewall program, click **OK** twice.

15. *I am getting "Object reference not set to an instance of an object." Error while installing SQL Server 2008.*

On a computer that is running Windows XP, you have Microsoft SQL Server 2000 installed. When you try to install Microsoft SQL Server 2008 or Microsoft SQL Server 2008 Service Pack 1 (SP1), you receive the following error message:
“Object reference not set to an instance of an object.”

Resolution:
Method 1:
Reinstall the client components of SQL Server 2000, and then install SQL Server 2008 or SQL Server 2008 SP1.

Method 2:

1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following registry key:
3. HKEY_LOCAL_MACHINE\SOFTWARE\ Microsoft\Microsoft SQL Server\80\Tools\ClientSetup\CurrentVersion
4. On the Edit menu, point to New, and then click String Value.
5. Type CurrentVersion, and then press ENTER.
6. Double-click CurrentVersion, type 8.00.0194 in the Value data box, and then click OK.
7. On the Edit menu, point to New, and then click DWORD Value.
8. Type Language, and then press ENTER.
9. Double-click Language, type 1300 in the Value data box, and then click OK.
10. Exit Registry Editor.

16. *My ICS is not discovering the PCM, even though PCM's are present in the network.*
    Customers running PCM/QX must use a new license file or ICS will not connect with the PCM/tools. The new license is available in "Others" folder of the ICS installed directory.