

Dualog Full Installation Guide ver 1.1





Contents

Document Revision History2

Introduction.....3

Download Installer.....3

Installation of Dualog Connection Suite8



Dualog Installation Guide

Document Revision History

| Ver. | Details | Date | Review / Update | Approved |
|------|---------|-----------|-----------------|----------|
| 1.0 | • | 18/4/2025 | Darren Ho | |
| 1.1 | • | 10/6/2025 | Darren Ho | |
| | • | | | |
| | • | | | |



Introduction

While scripted installation may fail due to PC Windows environment, there might be a need to install Dualog Connection Suite via the full installer. As documented are instructions to clean up Dualog connection suite and install Dualog connection suite as fresh installation.

Download Installer : IMPORTANT NOTICE

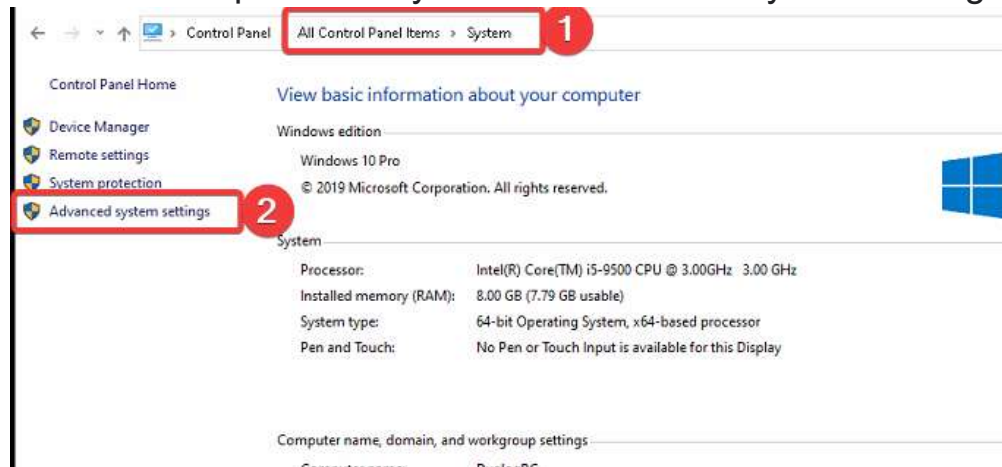
1. Kindly download the full installer named : https://downloads.dualog.com/ConnectionSuite/5.06/5.06.004/setup_x64_5.06.004.exe
2. Download **vessel startpack for Ver 5.06** that correspond to the full installer that you downloaded from Dualog Apps portal

Clean up of failed Dualog Connection Suite

Go to add/remove program and uninstall the following program

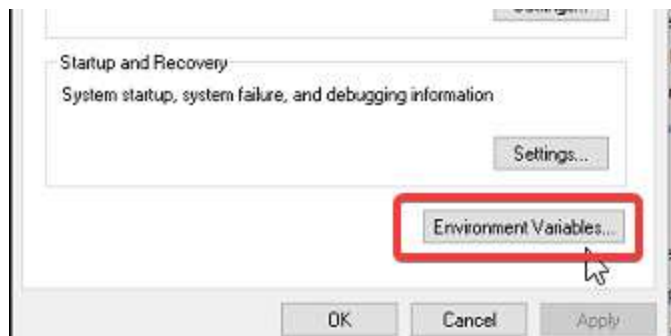
- Oracle Database
- Dualog Connection Suite

1. Go to control panel → System → Advanced system setting



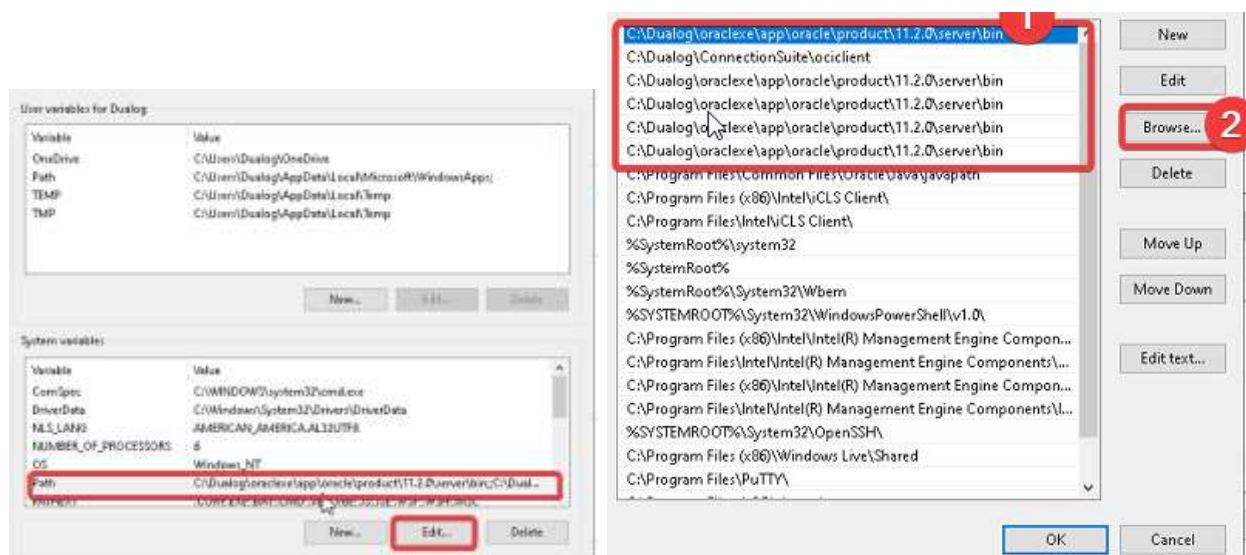


2. Click on Environment Variable



Under Enviroment Variables

Click on Path and remove any path related to Dualog



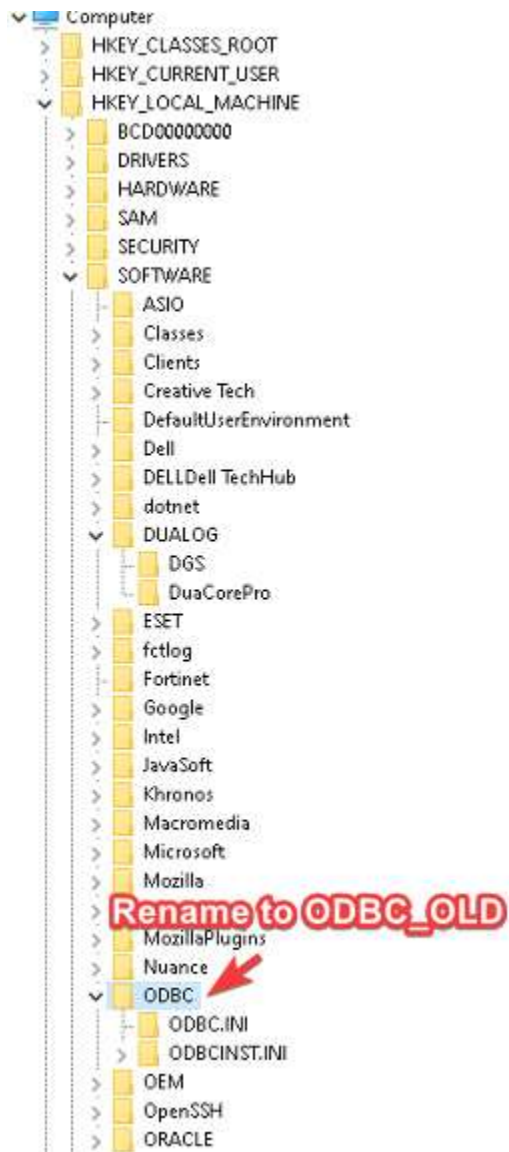
Go to **regedit** and check on the follow registry

Computer → HKEY_LOCAL_MACHINE → SOFTWARE → ODBC

Rename the folder from ODBC to ODBC_OLD



Dualog Installation Guide



Do the same to Computer → HKEY_LOCAL_MACHINE → SOFTWARE → WOW6432Node → ODBC



Dualog Installation Guide

Rename the folder from ODBC to ODBC_OLD





Dualog Installation Guide

You will need to perform manual cleanup of Dualog Connection Suite. You can use the cleanup script : **Remove_CS_OracleV2.1.bat**.

Run as administrator , the bat remove will remove Dualog connection Suite, then enter **2** to bypass Oracle , then enter **1** to restart the pc

```
C:\WINDOWS\System32\cmd.exe
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F5D.tmp\chicago.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F60.tmp\iso690.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F62.tmp\iso690numerical.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F64.tmp\gosttitle.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F65.tmp\sist02.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F77.tmp\gostname.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F78.tmp\gb.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F7B.tmp\turabian.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F7D.tmp\mlaseventheditionofficeonline.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F7E.tmp\APASixthEditionOfficeOnline.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F8F.tmp\harvardanglia2008officeonline.xml
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8FA0.tmp\Text Sidebar (Annual Report Red and Bla
Could Not Find C:\Users\Public\Desktop\Dualog Connection Suite.URL
ERROR: The system was unable to find the specified registry key or value.
ERROR: The system was unable to find the specified registry key or value.
ERROR: The system was unable to find the specified registry key or value.
ERROR: The system was unable to find the specified registry key or value.
ERROR: The system was unable to find the specified registry key or value.
ERROR: The system was unable to find the specified registry key or value.
*****
DCS has been removed.
If you are wanting to reinstall DCS, then Oracle must also be removed first.
WARNING: Other programs on your PC may depend on Oracle and may stop working if Oracle is removed.
*****
1: Remove Oracle
2: Do not remove Oracle
Enter value: _
```

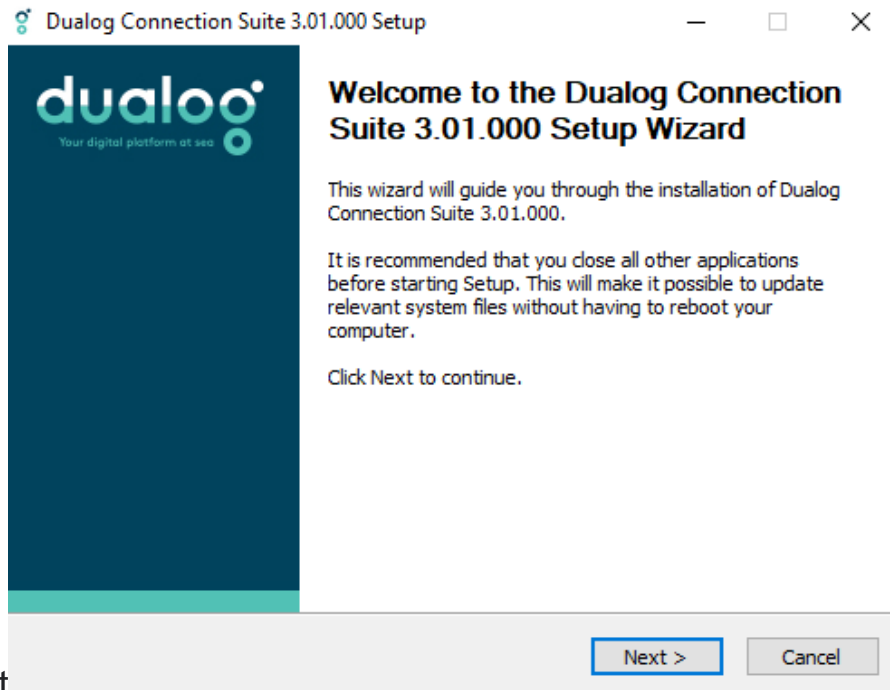


Dualog Installation Guide

Installation of Dualog Connection Suite

1. Login to the **administrator Windows account : aeship**
2. Run the full installer of Dualog Connection Suite : **setup_x64_5.06.004.exe**

Click “Next” to proceed with the setup wizard > Agree to the terms of

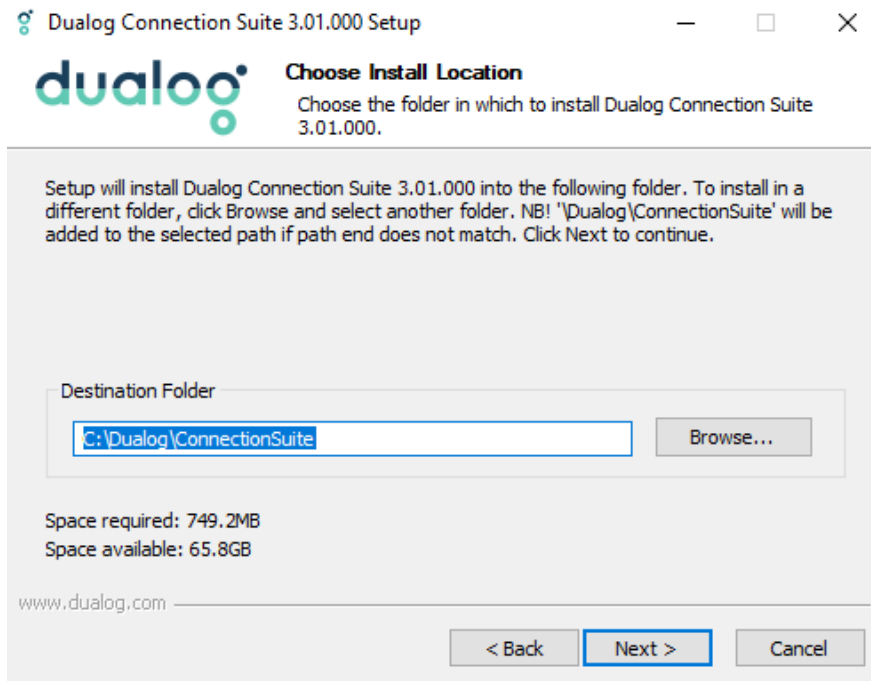


the agreement



Dualog Installation Guide

1. Browse and select the destination folder that the Dualog Connection Suite should be installed.



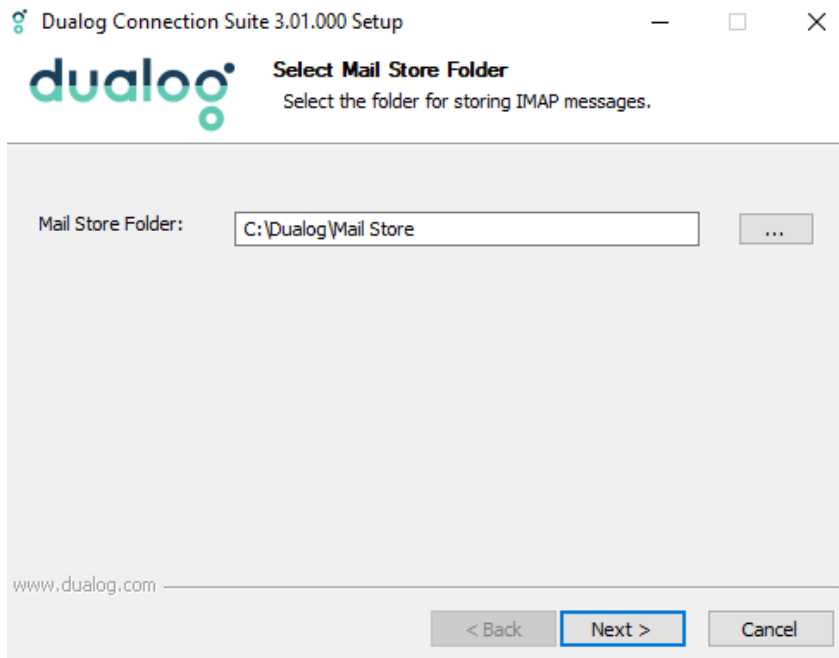
2. Click "Next" > A popup window will appear and prompt that Port 80 is available for Dualog Web Server > Click "Yes" (*In the unlikely event that port 80 is occupied by something else, choose port 444 and click on OK, then in the following window click on "Next".*)



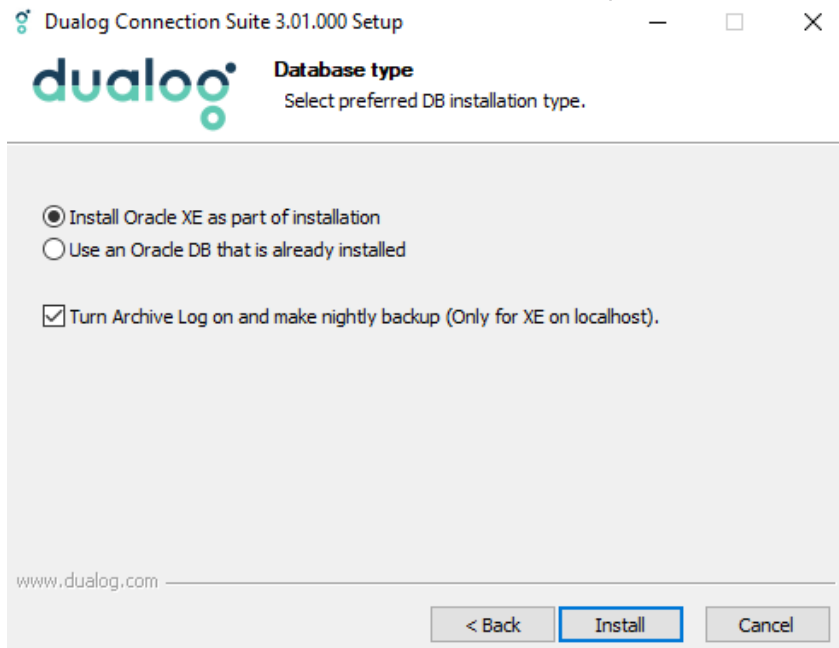


Dialog Installation Guide

3. Browse and select the local directory that the MailStore folder should be installed > Click "Next"



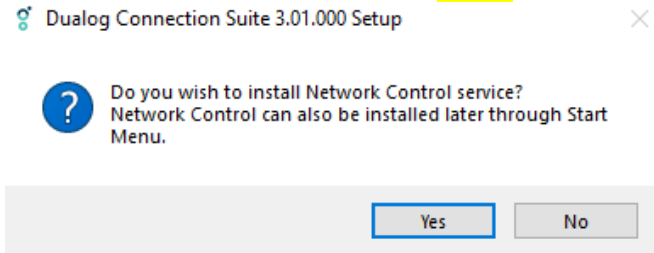
4. You will be now prompted to choose if you want to install Oracle XE as a part of the installation. (*Make sure that the Archive Log checkbox is ticked and click on the Install button.*)



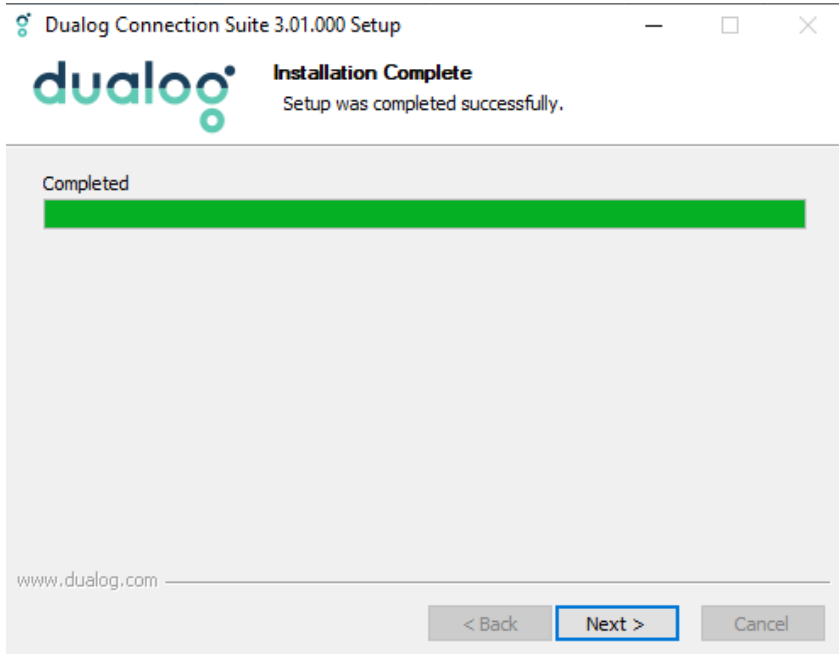


Dualog Installation Guide

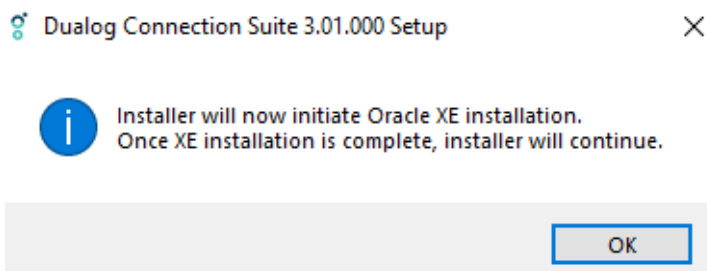
5. After the installation, click **"No"** for Network Control



6. Upon completion, click on "Next" and "OK" to initiate the Oracle XE



installation.





Dualog Installation Guide

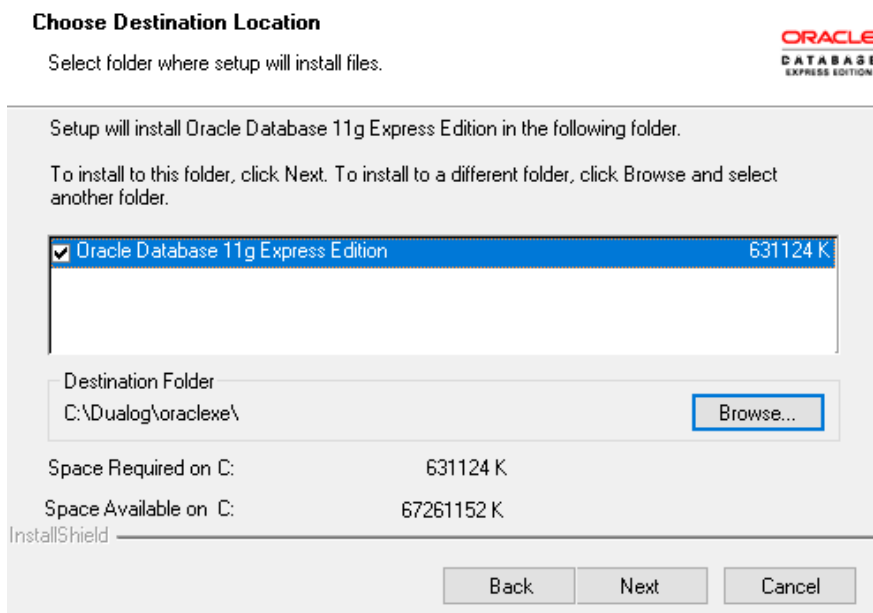
1. On the InstallShield Wizard for Oracle Database 11g Express Edition welcome window, click Next.

Oracle Database 11g Express Edition - Install Wizard



2. Click on "I accept the terms in the license agreement" and click on "Next".
3. Browse and select the destination folder where Oracle 11g will be installed > Click "Next".

Oracle Database 11g Express Edition - Install Wizard





Dualog Installation Guide

- When prompted to enter and confirm a password for the database, please enter any desired password.
- Enter the password: **oracle**, click “Next” and "Install" to proceed with the installation.

Oracle Database 11g Express Edition - Install Wizard



Specify Database Passwords

Enter and confirm passwords for the database. This password will be used for both the SYS and the SYSTEM database accounts.

Enter Password

Confirm Password

InstallShield

Back Next Cancel

- After installation, the installer will configure and initialize the database. When you see the “Database Initialization OK” window, click on “Next”.

Dualog Connection Suite 3.01.000 Setup



Database Initialization

Database initialization.

Database initialization OK.

View Logfile

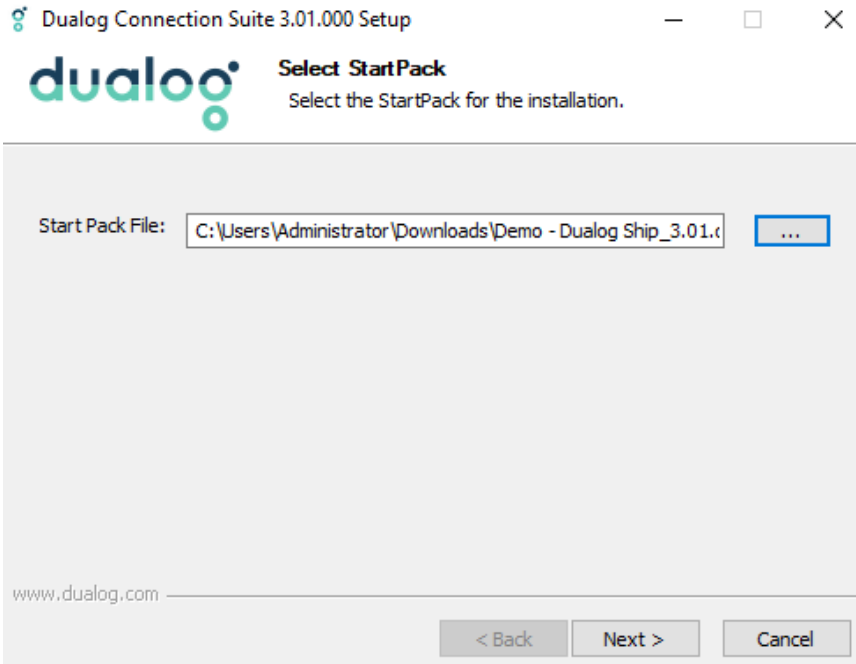
www.dualog.com

< Back Next > Cancel



Dialog Installation Guide

7. You are now requested to insert the StartPack file. Click on the “...” button, navigate to where the Vessel StartPack file is located on your computer and click on Next.

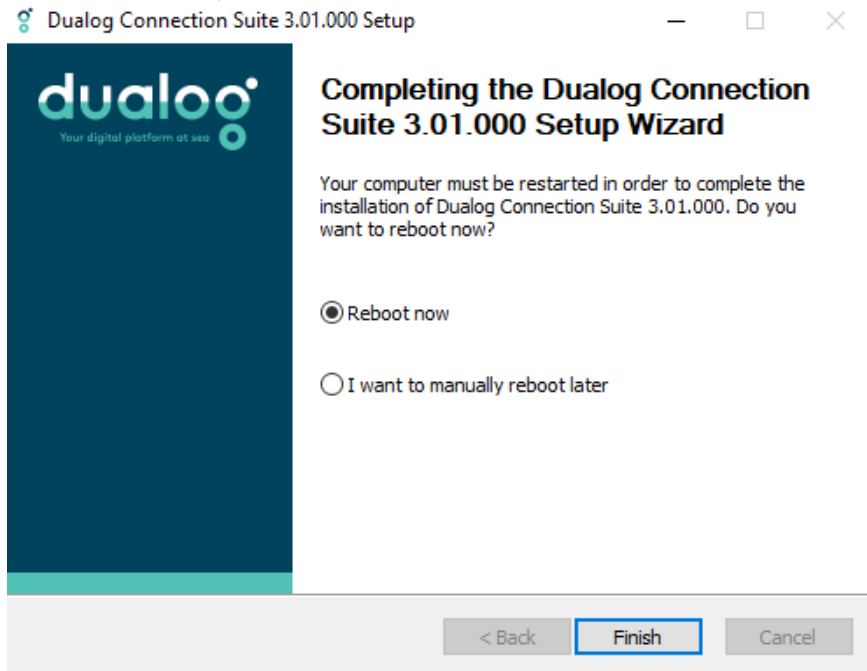


8. The installer will proceed to insert Start Pack and finalize the setup, which may take a few minutes.
9. You may be prompted to allow the Apache service through the Windows Firewall. Select all options (Private networks and Public networks) and click on the “Allow access” button. Complete the installation. **IMPORTANT!!!!**



Dualog Installation Guide

10. You will be asked if you want to reboot the PC now. Click on



"Reboot Now".

11. Open directory at C:\Dualog\installers
12. Run **OracleSetHttp.bat** (wait ~3 mins for window to close) to change Oracle Port
13. Run **Foldercreation.bat** (wait ~3 mins for window to close), then press **enter** in the black windows to create predefined email folders for all stationary business accounts
14. Restart the PC
15. Login to Dualog webmail with vessel accounts to verify all predefined email folders are created.