

# Dualog Full Installation Guide ver 1.1





# Dualog Installation Guide

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# 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

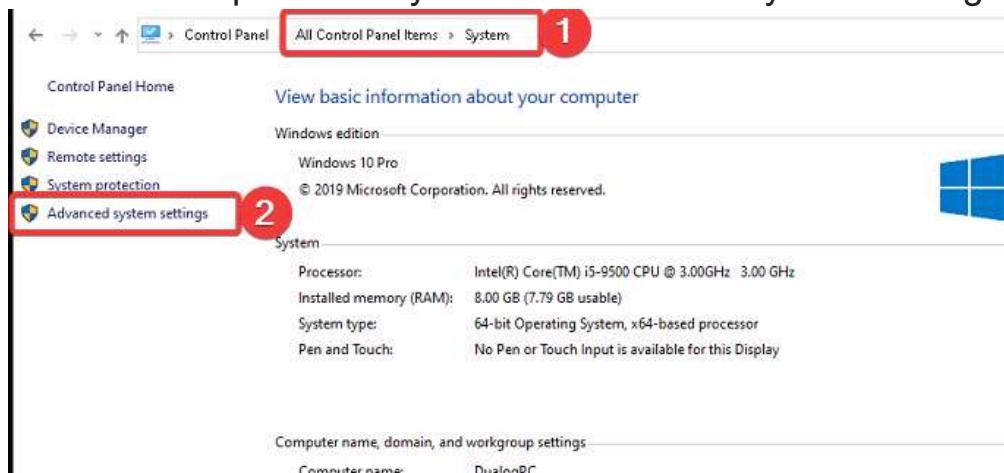
1. Kindly download the full installer named :  
[https://downloads.dualog.com/ConnectionSuite/5.06/5.06.004/setup\\_x64\\_5.06.004.exe](https://downloads.dualog.com/ConnectionSuite/5.06/5.06.004/setup_x64_5.06.004.exe)
2. Download **vessel startpack for Ver 5.06** that correspond to the full installer that you downloaded from Dualog Apps portal

### Clean up of failed Dualog Connection Suite

Go to add/remove program and uninstall the following program

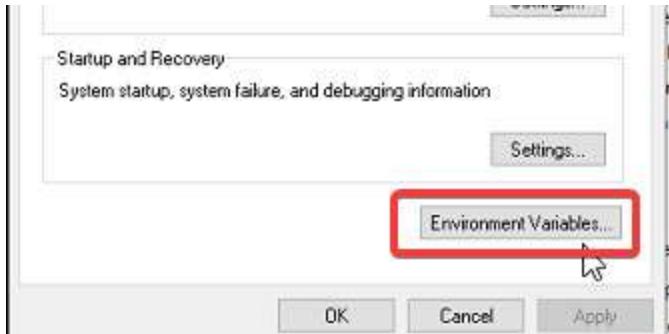
- Oracle Database
- Dualog Connection Suite

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



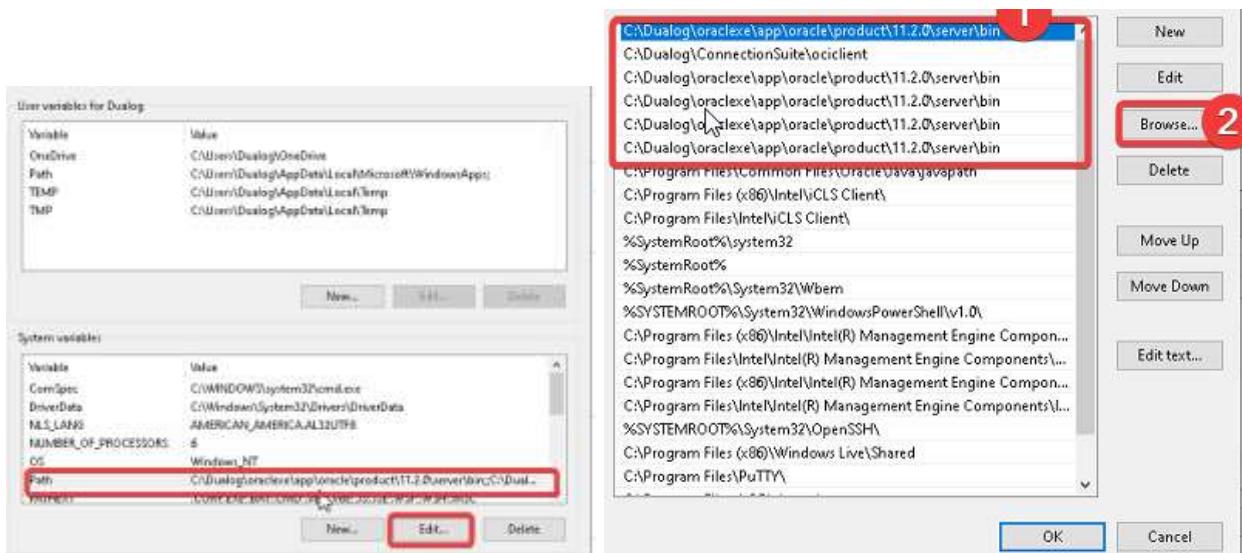


## 2. Click on Environment Variable



### Under Environment 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



# DIALOG Installation Guide

The screenshot shows the Windows Registry Editor interface. The left pane displays a tree structure of registry keys under 'Computer'. The 'ODBC' key under 'Software' is highlighted with a red arrow and the text 'Rename to ODBC\_OLD' overlaid. Other visible keys include 'ASIO', 'Clients', 'Creative Tech', 'DefaultUserEnvironment', 'Dell', 'DELLTechHub', 'dotnet', 'DUALOG', 'DGS', 'DuaCorePro', 'ESET', 'fctlog', 'Fortinet', 'Google', 'Intel', 'JavaSoft', 'Kronos', 'Macromedia', 'Microsoft', 'Mozilla', 'MozillaPlugins', 'Nuance', 'OEM', 'OpenSSH', and 'ORACLE'.

Do the same to Computer → HKEY\_LOCAL\_MACHINE → SOFTWARE →  
WOW6432Node → ODBC



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.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F60.tmp\iso690.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F62.tmp\iso690nmerical.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F64.tmp\gosttitle.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F65.tmp\sist02.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F77.tmp\gostname.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F78.tmp\gb.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F78.tmp\turabian.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F7D.tmp\mlaseventheditionofficeline.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F7E.tmp\APASixthEditionOfficeOnline.xls
Deleted file - C:\Users\darren\AppData\Local\Temp\TCD8F8F.tmp\harvardanglia2008officeonline.xls
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.
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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: _
```

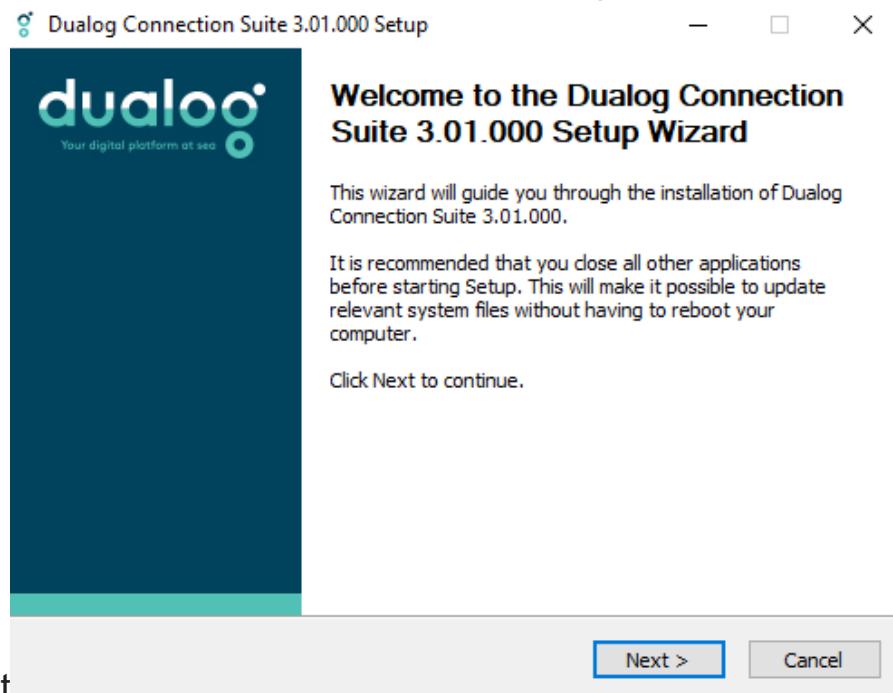


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## Installation of Dualog Connection Suite

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

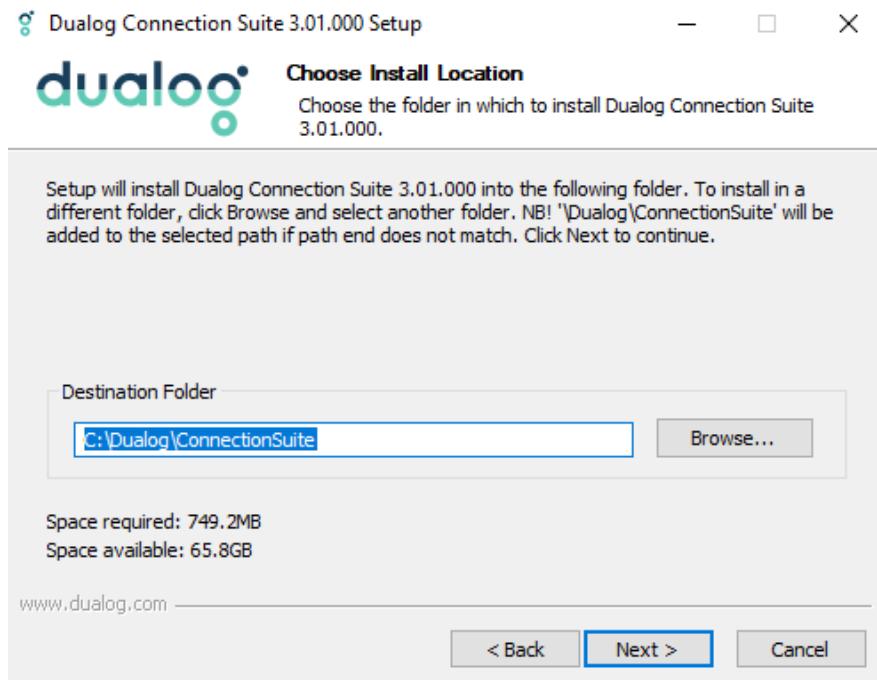


the agreement

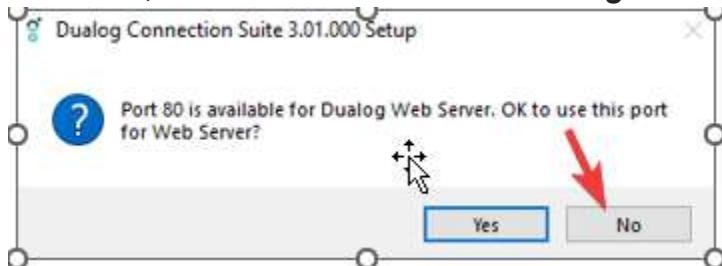


## Dualog Installation Guide

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



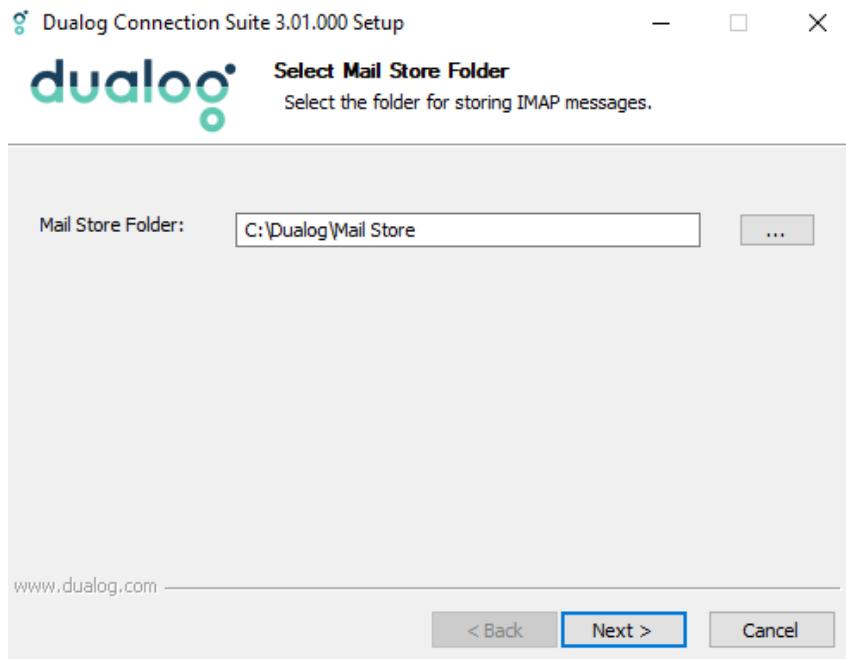
2. Click "Next" > A popup window will appear and prompt that Port 80 is available for Dualog Web Server > Click "Yes" (*In the unlikely event that port 80 is occupied by something else, choose port 444 and click on OK, then in the following window click on "Next".*)



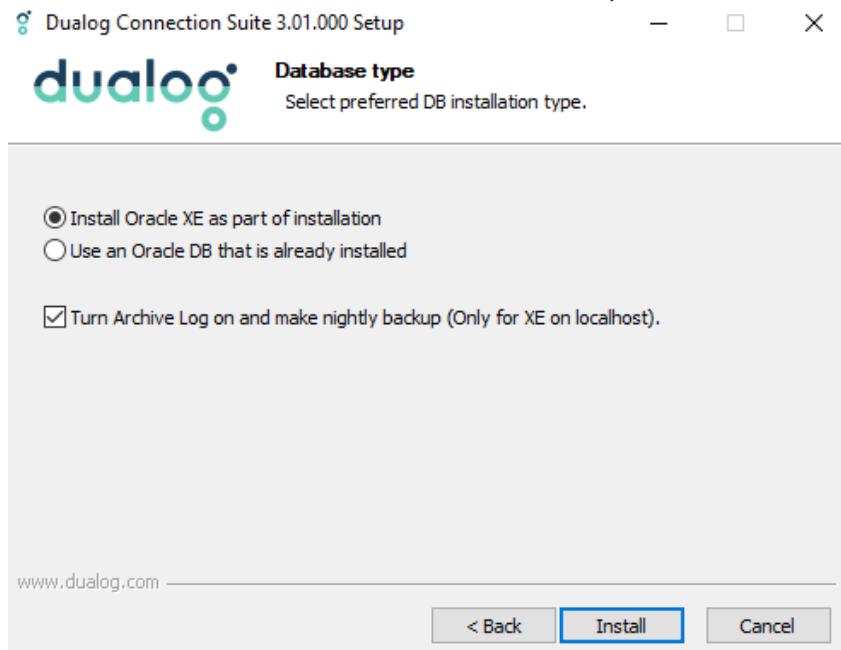


## Dualog Installation Guide

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



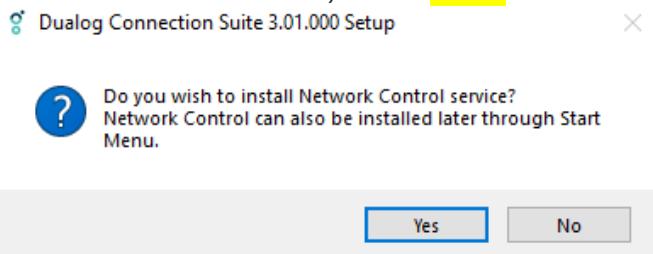
4. You will be now prompted to choose if you want to install Oracle XE as a part of the installation. (*Make sure that the Archive Log checkbox is ticked and click on the Install button.*)



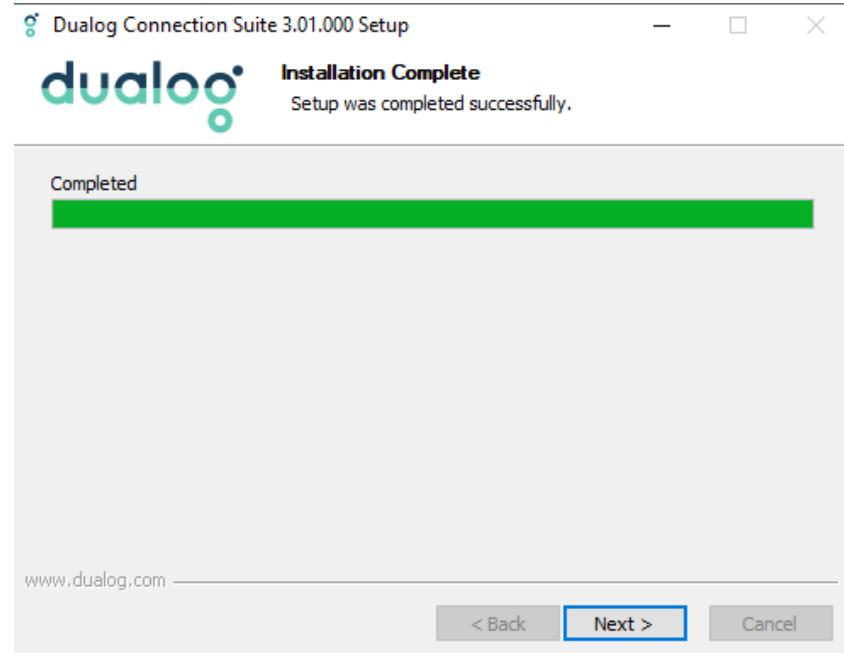


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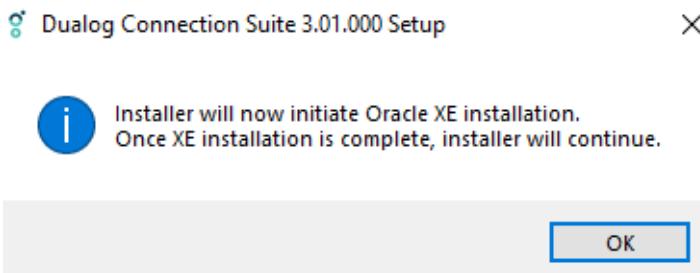
5. After the installation, click "No" for Network Control



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 X

### Welcome to the InstallShield Wizard for Oracle Database 11g Express Edition

The InstallShield® Wizard will install Oracle Database 11g Express Edition on your computer. To continue, click **Next**.

**ORACLE®**  
DATABASE  
EXPRESS EDITION

Back Next Cancel

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 X

### Choose Destination Location

Select folder where setup will install files.

**ORACLE®**  
DATABASE  
EXPRESS EDITION

Setup will install Oracle Database 11g Express Edition in the following folder.

To install to this folder, click **Next**. To install to a different folder, click **Browse** and select another folder.

Oracle Database 11g Express Edition 631124 K

Destination Folder  
C:\Dualog\oraclexe\

**Browse...**

Space Required on C: 631124 K

Space Available on C: 67261152 K

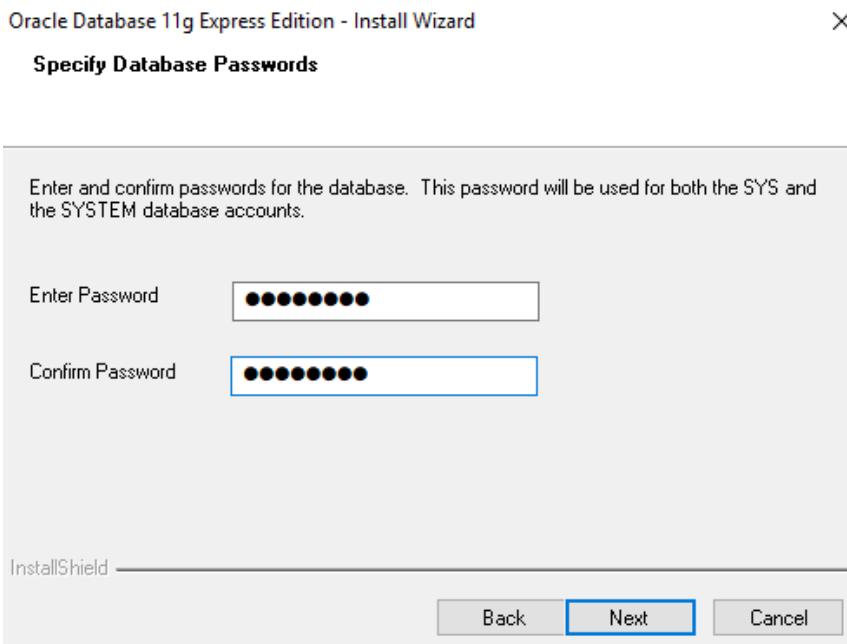
InstallShield

Back Next Cancel

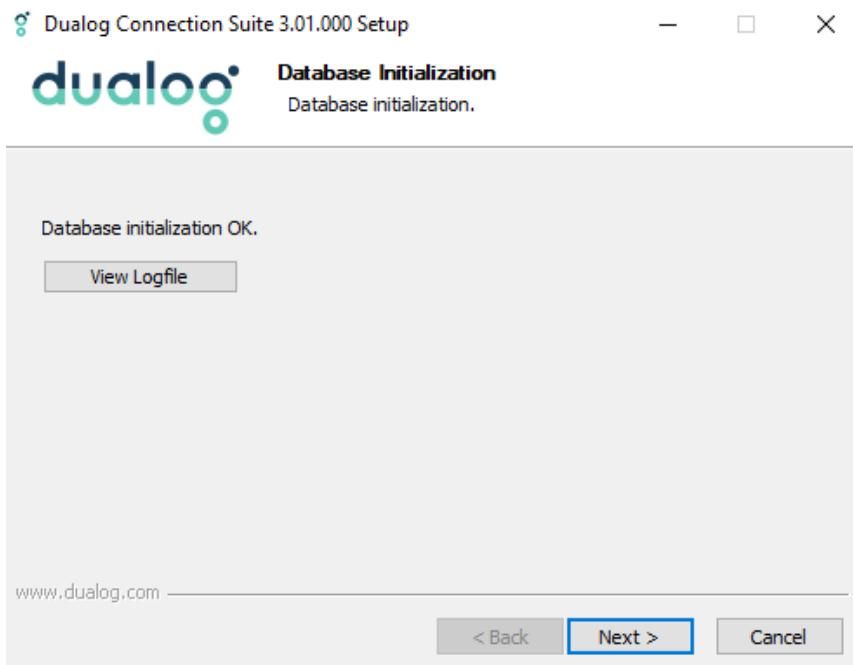


## Dualog Installation Guide

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



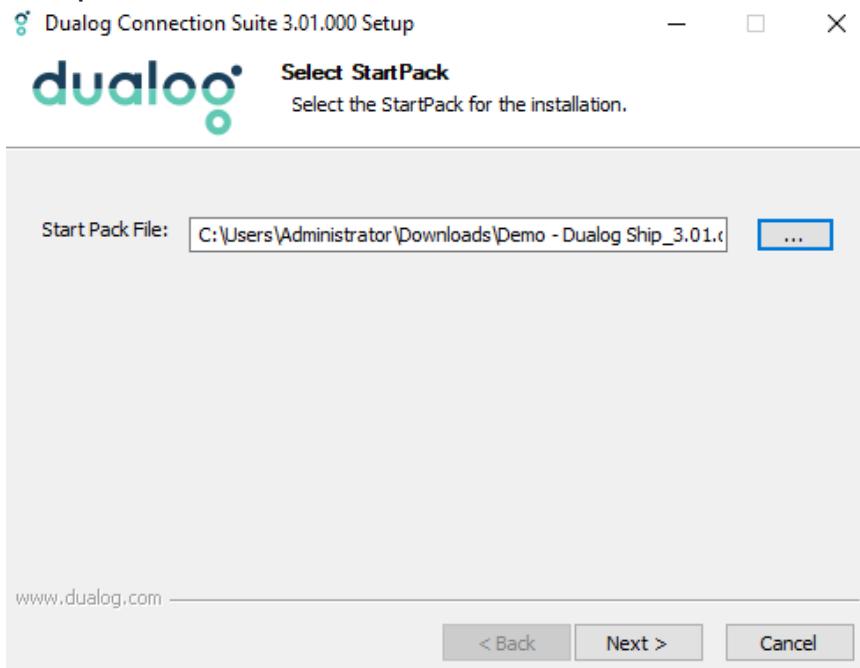
6. After installation, the installer will configure and initialize the database. When you see the “Database Initialization OK” window, click on “Next”.





## Dualog 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.



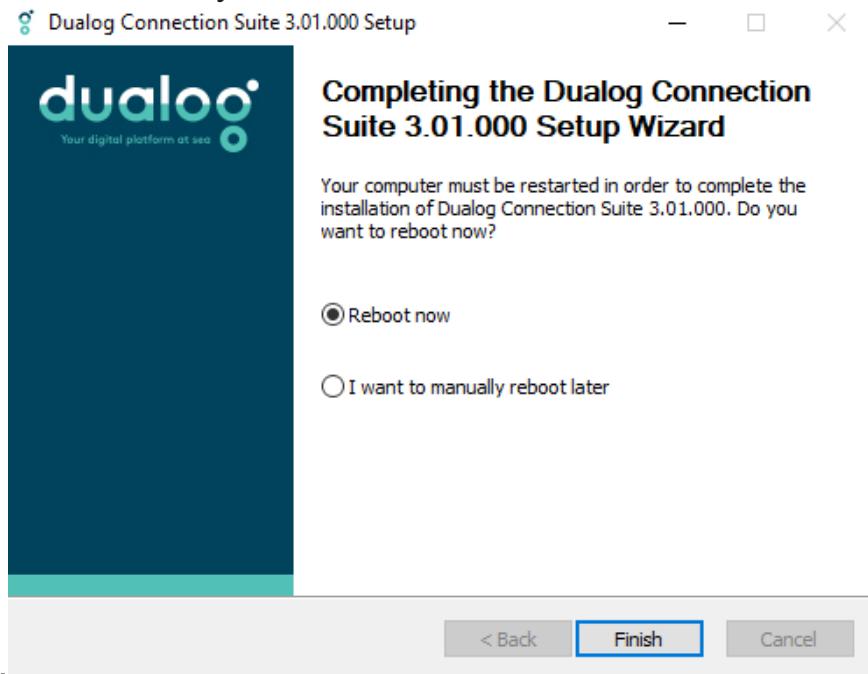
8. The installer will proceed to insert Start Pack and finalize the setup, which may take a few minutes.

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!!!!**



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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.