
Engineer's Data Model (EDM) Installation Guide

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Landmark Digital and Consulting Solutions
2107 CityWest Blvd, Building 2, Houston, Texas 77042-3051, USA
P.O. Box 42806, Houston, Texas 77242, USA
Phone: 713-839-2000
Fax: 713-839-2401
Web: www.lgc.com

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[Installdir]\Documentation\ThirdParty.pdf

Contents

About This Manual	1
Overview.....	1
How To Use This Manual	2
Platform Notes	2
What's in this Manual	2
Quick Start—The Installation Process In a Nutshell	4
Installation Procedures	5
System Requirements and Software Download.....	5
Download Software From Landmark Software Manager.....	5
Read the Hardware/Software Requirements.....	5
Prerequisites.....	6
Overview of the Complete EDT Installation (Workflow)	7
Third-Party Components Installation	8
FLEXnet Publisher for USB Bitlocks Installation	10
EDM Database and Tools Installation	11
Install Behavior with SQL Server 2005 Express	11
Upgrading the EDM Database	11
Windows Security Warning	11
EDM Installation Workflow	11
EDM Installation Procedures.....	12
SQL Server Utility	17
Uninstall Procedures	18
Complete Uninstall of All EDM-Related Components	18
EDM 5000.1 Uninstall.....	19
The Modify Option	19
The Repair Option	20
The Remove Option	20
SQL Server 2005 Express Uninstall	22
EDM 5000.0.0 Uninstall.....	23
EDM 5000.0.0-related Third-Party Component Uninstalls	23
EDM 2003.21 Uninstall.....	24
EDM 2003.21-related Third-Party Component Uninstalls	24
MSDE Uninstall.....	25
Uninstall EDM Releases Older Than 2003.21.....	26

Understanding Engineer's Data Model	27
The Engineer's Desktop EDM Installation.....	27
Engineer's Data Model	27
EDM Administration	27
SQL Server 2005 Administration	28
Drilling Data Migration	28
Database Upgrade Utilities	29
Troubleshooting.....	30
Basic Troubleshooting	30
EDM Database is not installed when using the Modify option in the EDM installation	30
Problem	30
Workaround	30
SQL Plus Not Found Error	30
Problem	30
Solution	31
Missing Font Error	31
Problem	31
Solution	31
Appendix A: Microsoft SQL Server 2005 Express (Release 5000.1).....	32
Viewing Microsoft SQL Server 2005 Express Database Contents (5000.1.0 Release)	33
Using Microsoft Access	33
Using Microsoft SQL Server Management Studio Express	36
Using the EDM SQL Server Utility.....	38
Backing Up the EDM Microsoft SQL Server 2005 Express Database (5000.1.0 Release)	40
Restoring the EDM Microsoft SQL Server 2005 Express Database (5000.1.0 Release)...	42
Installing Additional or Replacing EDM Microsoft SQL Server 2005 Express Databases (5000.1 Release)	44
Microsoft SQL Server 2005 and SQL Server 2005 Express Installation Issues	46
SQL Server 2005 or SQL Server 2005 Express Selection of Ports When MSDE Exists	46
Appendix B: Installation Flow Chart.....	47
Appendix C: Useful and Related Documents	51
Release Notes.....	51
Manuals.....	52
Planning the EDT Installation	52
EDT Third-Party Components Installation Guide	52
EDM Installation Guide	52
EDT Drilling Installation Guide	53
EDM Drilling Database Guide	53
EDM Drilling Data Migration Guide	53
EDT on Citrix	54

Online Help	55
How to use Online Help	55
Using Microsoft HTML Help	55
Using WebHelp	55
Appendix D: Landmark Support	56
Contacting Support	56
Index	61

About This Manual

ATTENTION: Run the installation procedures in the following order:

- **Third-party components**
- **EDM**
- **Drilling applications**

Run the Third-party Components installation first. When it completes, run the EDM installation. After it completes, install Drilling applications.

For an outline of various installation scenarios, see the *Planning the EDT Installation* guide available in \EDT\Docs\EDT_PlanningInstall.pdf. For complete installation details, see the following online guides, which can be found in the EDT_Documentation.ZIP file downloaded with the software:

EDT Third-Party Components Installation Guide (EDT_ThirdParty_Install.pdf), *EDM Installation Guide* (EDM_Install.pdf), and *EDT Drilling Installation Guide* (EDT_Drilling_Install.pdf).

To get going quickly, refer to “Quick Start—The Installation Process In a Nutshell” on page 4.

Overview

The information in this manual is applicable to the Engineer’s Data Model (EDM) applications and tools. It is designed for system administrators or others who are responsible for installing EDM applications on the user’s machine.

An overview of possible installation scenarios is provided in *Planning the EDT Installation* (EDT_PlanningInstall.pdf). For detailed installation instructions, refer to the three installation guides provided with the download of this release in EDT_Documentation.ZIP: *EDT Third-Party Components Installation Guide*, *EDM Installation Guide*, and the *EDT Drilling Installation Guide*.

All pertinent installation and database documentation is available in EDT_Documentation.ZIP. After installation, these PDFs are available in the \Documentation folder.

How To Use This Manual

Before you use the procedures in this manual, certain third-party applications should be installed. The installation of third-party applications is covered in detail in the accompanying manual *EDT Third-Party Components Installation Guide* (EDT_ThirdParty_Install.pdf).

This manual contains information and procedures for installing the Engineer's Data Model (EDM). This manual does NOT include information on upgrading from other versions of EDM, nor does it include migration of data. If you are unsure if this manual will suit your purposes, or to access information on the Engineer's Desktop applications, upgrades, and data migration, please see the accompanying manual *Planning the EDT Installation* (EDT_Planning_Install.pdf).

Once the EDM installation has been completed, the EDT Drilling & Completions applications can be installed using the procedures outlined in the *EDT Drilling Installation Guide* (EDT_Drilling_Install.pdf).

Platform Notes

For detailed information on certified and supported platforms and other system requirements, see the accompanying document *Engineer's Desktop 5000.1 Drilling Summary Level Release Notes* (EDT_SummaryReleaseNotes.pdf).

What's in this Manual

This manual contains the following chapters:

“Quick Start—The Installation Process In a Nutshell” on page 4 - gets you started quickly.

“Installation Procedures” on page 5 - reviews the requirements for the installation, prerequisites for the installation, procedures for the installation, and the details of the installation.

“Uninstall Procedures” on page 18 - outlines the procedures for uninstalling the EDM database and database tools and Microsoft SQL Server 2005 Express. Each of these applications are installed by the 5000.1 installation. EDM 2003.x and MSDE uninstall procedures are also included.

“Understanding Engineer’s Data Model” on page 27 - contains descriptions of the Drilling and Completions applications available for installation.

“Troubleshooting” on page 30 - contains information to help the user or administrator solve problems that may occur with the EDM installation and database.

“Appendix A: Microsoft SQL Server 2005 Express (Release 5000.1)” on page 32 - details procedures for viewing, backing up, and restoring the EDM database.

“Appendix B: Installation Flow Chart” on page 47 - contains a flow diagram of the Engineer’s Desktop Implementation plan.

“Appendix C: Useful and Related Documents” on page 51 - contains a brief description of Landmark documents related to the EDT Drilling and Completions applications. These documents can be used to expand your knowledge of the Engineer’s Desktop as a whole.

“Appendix D: Landmark Support” on page 56 contains contact information for Landmark Technical Assistance Centers and District Support Offices around the world.

Quick Start—The Installation Process In a Nutshell

Installation sequence of events is **VERY IMPORTANT**, and **MUST** be done in the following order.

1. *First*, uninstall your existing LAM *before* installing the 5000.1 release. There is new FlexLM licensing for the 5000.0.0 and higher releases. 5000 LAM *will not* co-exist on the same machine with existing 2003 LAM.
2. *Next*, run the Third-Party installation.
If you do not install this first, errors will occur. Reboot.
3. *Next*, run the EDM installation. Reboot. (EDM *must* be installed before Drilling and Completions applications, or certain services, such as Reporting, will not register correctly.)
4. *Finally*, run the Drilling and Completions installation.

If you have an existing EDM database, it must be upgraded to the 2003.14 or greater version before you can upgrade to 5000.1 (in any application, click **Help** > **About** and check the version number, if you are not sure.) The new Multi-Version Database Upgrade Utility (EDMPatchDB.exe) will upgrade your 2003.14 or higher database to 5000.1. If your database vintage is pre-2003.5, you must migrate the data using the Data Migration utility.

Note: Manuals in PDF format that contain details of these procedures are located in the EDT_Documentation.ZIP file included with the software download from Landmark Software Manager.

Details of the EDM installation follow in later sections, but this is the mandatory sequence of events.

Installation Procedures

This section describes the installation procedure for the Engineer's Desktop 5000.1 EDM Database, database tools, and Microsoft SQL Server 2005 Express.

Documents described in this chapter are also available in PDF format when each of these installations is run. Once an installation has been completed, the PDF is accessible in the <installdir>\Landmark\EDT_5000.1\Documentation folder.

System Requirements and Software Download

Hardware and software requirements are outlined in the *Engineer's Desktop 5000.1 Drilling Summary Level Release Notes* (EDT_Drilling_SummaryReleaseNotes.pdf), which is included with the software download for Release 5000.1. After installation, the PDF is accessible in the <installdir>\Documentation folder.

Download Software From Landmark Software Manager

Starting with Release 5000.0, all Landmark software is available on a server for customers to download, using the Landmark Software Manager. See the Landmark Software Manager online Help for details.

Read the Hardware/Software Requirements

Refer to the 'System Requirements' section of *Engineer's Desktop 5000.1 Drilling Summary Level Release Notes* and read the requirements before starting the installation.

Prerequisites

The Engineer's Desktop 5000.1 requires the completion of certain steps prior to running the EDM installation. The following checklist outlines these pre-requisites.

1. Upgrade the Operating System, if necessary. For Windows XP and Windows Server 2003, Service Pack 2 must be installed.
2. Before installing products, install Adobe Acrobat Reader™ to read the available documentation.
3. If you are using Oracle, install Oracle and Oracle patches.

EDM on Oracle

For information on installing EDM on Oracle, refer to the *EDM Drilling Database Guide* (EDM_Drilling_Database.pdf).

4. Uninstall any previous versions of EDM using the procedures in the EDM Drilling Database Guide or “EDM 2003.21 Uninstall” on page 23.
5. Uninstall any existing LAM older than 5000. LAM 2003 will not co-exist on the same machine with LAM 5000.
6. Install the Third-Party Components. Without the Third-Party Components, Drilling & Completions applications will not run.
7. Install the Engineer's Desktop EDM 5000.1 prior to running the Drilling & Completions installation.
8. Migrate or update existing databases. See the accompanying document *EDM Drilling Database Guide* (EDM_Drilling_Database.pdf), *EDM Drilling Data Migration Guide* (EDM_Drilling_DataMigration.pdf), and *Planning the EDT Installation* (EDT_PlanningInstall.pdf).
9. Obtain licensing or bitlock from Landmark.

Overview of the Complete EDT Installation (Workflow)

This section outlines what you will be doing to install **EDT Third-Party Components**, **EDM**, and **Drilling & Completions** software:

1. **Uninstall LAM 2003**; if it is currently installed, use Add/Remove Programs).
2. **Log in**: Log in using the PC's local administrator account.

Important Installation Notes!

The person completing the installation **MUST** be logged in with local administrator privileges; otherwise, programs fail to install properly.

In addition, when installing from a network location, the administrator **MUST** have permission to access the network source location. This allows the installation to restart after a reboot (i.e., to install the Microsoft Visual J# 2.0 Redistribution package and Microsoft SQL Server 2005 Express).

ALL open programs should be closed before starting the installation, including the Windows Office Toolbar.

Windows Vista only: If you are installing on Windows Vista, you must log in using the true Administrator account (a user account with administrator privileges will not work).

Note that this 'super' Administrator account is only needed to *install* EDT 5000.1. Run EDT 5000.1 using your normal user account.

By default Microsoft disables the Administrator account, but you can enable it, using the Computer Management section of Vista's Administrative Tools Control Panel. Refer to the Microsoft online help for details.

3. **Install Third-Party Components**: Launch the Third-Party installation by navigating to \ThirdParty and double-clicking on **Setup.exe**. See "EDT Third-Party Components Installation Guide" (EDT_ThirdParty_Install.pdf) for instructions to install the third-party applications.
 - **Reboot**. A reboot of the machine is not required if EDM is installed immediately following this EDT installation. However, Landmark strongly recommends that the system be rebooted prior to running any applications or tools. Some

Landmark applications, tools, and services may not work properly until the system has been rebooted.

4. **Install EDM:** Launch the EDM installation by navigating to \EDM and double-clicking **Setup.exe**.
 - Reboot. A reboot of the machine is not required if the Drilling & Completions software is installed immediately following the EDM installation. However, Landmark strongly recommends that the system be rebooted prior to running any applications or tools. Some Landmark applications, tools, and services may not work properly until the system has been rebooted.
5. **Install Drilling and Completions:** Launch the Drilling and Completions installation by navigating to \Drilling and double-clicking on **Setup.exe**.
 - Refer to the *EDT Drilling Installation Guide* (EDT_Drilling_Install.pdf) for details.
 - Reboot prior to running any applications or tools. Some Landmark applications, tools, and services may not work properly until the system is rebooted.
6. **Obtain licensing or bitlock:** See the *LAM Guide, Linux, Solaris, and Windows* document for details on obtaining a license.
7. **Upgrade Database:** If you have an existing EDM database, upgrade it to 5000.1 by running EDMPatchDB.exe located in the \EDM\Updates folder (refer to the *EDM Drilling Database Guide* (EDM_Drilling_Database.pdf) for details).

Verify that the Engineer's Desktop EDM 5000.1 database is available.

8. Log in to the database and start using the applications.

Third-Party Components Installation

A number of third-party applications must be installed prior to installing EDM or the Drilling & Completions applications. If Third-Party Components have not been installed, the Engineer's Desktop 5000.1 installation stops. Failure to install these applications prior to running the EDM Database and applications causes problems when using the database, applications, and tools.

The Third-Party installation is available on the Landmark Software Manager.

See “Third-Party Applications and Why They Are Needed” in EDT_Drilling_SummaryReleaseNotes.pdf for detailed descriptions of each of the third-party applications.

See “*EDT Third-Party Components Installation Guide*” (EDT_ThirdParty_Install.pdf) for instructions on installing the third-party applications.

FLEXnet Publisher for USB Bitlocks Installation

If you are using a FLEXlm dongle (bitlock), you must install FLEXnet Publisher 11.4 for USB bitlocks on the standalone or client machine.

Bitlocks and OpenWorks

Bitlocks are not supported by OpenWorks. Clients who want to connect to OpenWorks must use regular network licenses, and not USB bitlocks.

Therefore, clients using OpenWire, EDM to OpenWorks, and COMPASS Live Link must use Network licenses.

IMPORTANT! If you are using a FLEXnet Publisher 5000 dongle (bitlock), you must install 5000 LAM (FLEXnet Publisher 11.4) on the standalone/client machine.

To install FLEXnet Publisher 11.4 for USB bitlocks:

1. Go to your installed **\LAM\FLEXID** folder, and run **FLEXidInstaller.exe** to install the bitlock drivers.
2. In the *Welcome to the InstallShield Wizard for Macrovision FLEXid Drivers* screen, click **Next**.
3. In the *Select Features* screen, select **FLEXid 9**, and click **Next**.
4. In the *Ready to Install the Program* screen, click **Install**.
5. In the *InstallShield Wizard Complete* screen, click **Yes** to restart your computer, then click **Finish**.
6. To request a bitlock license, insert your USB bitlock dongle into a USB port on your system, and run **Start > Programs > LAM 5000 > lmtools**.
7. Select the **System Settings** tab and provide the value you see in the FLEXID field.

EDM Database and Tools Installation

Install Behavior with SQL Server 2005 Express

Microsoft SQL Server 2005 Express is the standalone database provided with the Engineer's Desktop 5000.1 release. SQL Server 2005 Express is a technology that provides local data storage that is compatible with Microsoft SQL Server 2005. It is designed and optimized for use on smaller computer systems, including a single-user computer or small workgroup server.

There are no known installation issues impacting PCs with SQL Server 2005 Express installed.

Upgrading the EDM Database

This installation is NOT an upgrade from a previous version of the Engineer's Data Model. The EDM Installation is meant for new users of the Engineer's Data Model. For information on upgrading the Engineer's Data Model, or migrating data to the 5000.1 version of EDM, see *Planning the EDT Installation* (EDT_PlanningInstall.pdf).

Windows Security Warning

A security warning may appear when trying to install software on Windows XP SP2, Windows Server 2003 SP2, and Windows Vista machines:

Security Warning: Do you want to run this software?

Click **Run** to proceed with the EDM installation.

EDM Installation Workflow

The following section describes the step-by-step procedure for installing the Engineer's Data Model and database tools on a Windows XP system. A flowchart version of this installation is available in "Appendix B: Installation Flow Chart" on page 47.

EDM Installation Procedures

This section describes the step-by-step procedure for installing the EDM applications and tools on Windows XP, Windows Server 2003, and Windows Vista systems.

Co-existing Versions Note

EDT 5000.1 can co-exist with previous versions of EDT on the same machine. However, LAM 5000 will not co-exist with previous versions of LAM (FLEXlm license) on the same machine. Previous versions of LAM must be uninstalled if you intend to run LAM 5000 locally.

To run EDT 5000.1 and a previous version of the EDT applications on the same machine, you must point one or both versions of EDT to a LAM server located on a remote machine, since only one version of LAM can run locally. Place the license in a directory pointed to by the environment variable LM_LICENSE_FILE. When using this environment variable to point to LAM servers on different machines, make sure that the 2003 LAM server is listed first.

Important Database Upgrade Note

If you have an existing EDM database 2003.14 or higher, it must be upgraded to 5000.1. The new Multi-Version Database Upgrade Utility will upgrade your 2003.14 or higher database to 5000.1. If your database version is earlier than 2003.14, refer to the *EDM Drilling Database Guide* for instructions. Once the database has been upgraded to 5000.1, you can no longer access it using the earlier versions of the applications.

Refer to the 'Installation' section of the *Engineer's Desktop Release 5000.1 Drilling Summary Level Release Notes* for details.

Important Installation Notes!

The person completing the installation MUST be logged in with local administrator privileges; otherwise programs will fail to install properly.

For Windows Vista, the installation must be run using the Microsoft Administrator account (local user account with administrator privileges is not sufficient). In addition, when installing from a network location the administrator MUST have permission to access the network source location. This allows the installation to restart after a reboot (i.e., to install Microsoft J# .NET Redistribution package and SQL Server 2005 Express).

ALL open programs should be closed prior to the commencement of the installation, including the Windows Office Toolbar.

Network Location Installation NOT Supported

Installing *TO* a network location is *NOT* supported by Landmark for the 5000.1 release. This type of installation must be performed from the machine the installation is taking place on. Placing the installation in a network directory may cause errors during the install. Windows long file names may truncate to the 8.3 format due to path length limitations (256 characters) in the Operating System. This may result in the installation not finding the files.

1. Log in using the PC's local administrator account.
2. Download the EDM installation files from the Landmark Software Manager.
3. Navigate to the \EDM folder and double-click **Setup.exe**.

Windows Installer Flashing

If you see Windows Installer windows appearing multiple times, you **MUST** let them finish. Do not cancel these windows. Windows Installer is repairing your registry, which might have been corrupted by previous installations.

The InstallShield Wizard opens and displays the *Landmark Engineer's Desktop 5000.1 (EDM)* window.

4. Click **Next**.

The *Landmark Third-Party Components Warning* window opens.

5. If third-party components have not yet been installed, click **Cancel** to exit setup and run the Third-Party Components installation. Otherwise, click **Next**.

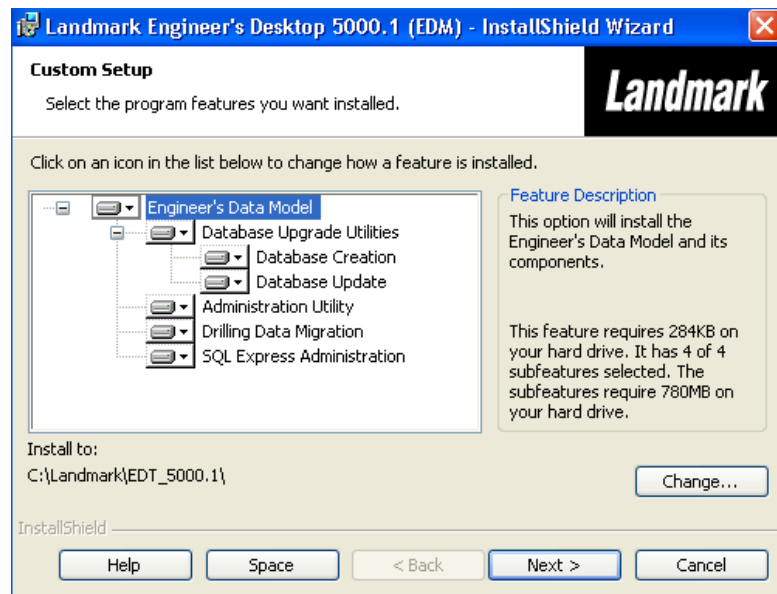
The *Customer Information* window opens.

6. Enter the **User Name** and **Company Name** and select an install option:
 - **Anyone who uses this computer** - This option places Desktop Shortcuts and Start Menu items under the All Users folder in Documents and Settings.


- **Only for me** - This option places Desktop Shortcuts and Start Menu items under the current users folder in the Windows user profile.




7. Click **Next**.

The *Custom Setup* window opens.



8. By default, all of the Engineer's Data Model features will be installed: Database Upgrade Utilities (Database Creation and Database Update), the Administration Utility, Drilling Data Migration, and SQL Express Administration.

To change the default, select the dropdown () for each application and choose one of the following options:

-  - adds the currently selected component to the installation
-  - adds the currently selected component and its child components
-  - removes the component from the installation

9. In the Install to area, use the default location or click Change... to navigate to a different folder where EDM is to be installed. UNC and Network Mapped Drives are NOT supported as Destination Folder locations.
10. Click **Space** to see the disk space available and disk space required for the components selected.
 - The Space Required on 'drive' informs the installer about the amount of disk space that will be used by Setup for the

selections made. Changing the selections affects the amount of disk space required.

- The Space Available on 'drive' lets the installer know the amount of disk space that is available on the system. This is a good indicator of whether the drive can accommodate the selected applications or database tools.
- Click **OK**.

11. Click **Next**.

The *Desktop Icons* window opens.

12. Click **Yes** to place shortcuts on the desktop. If **No** is selected, you must then create your own desktop shortcuts or use the Windows Start menu to launch the EDM applications.

13. Click **Next**.

The *Ready to Install the Program* window opens.

14. Click **Install** to install. If necessary, use the **Back** button to make changes to settings in any of the Setup windows.

The installation starts to copy files to the appropriate destinations. The Setup Status window displays the progress of files copied.

When all the selected EDM components have been installed, the *InstallShield Wizard Completed* window opens.

15. Click **Finish** to complete the installation.

16. When the Restart window opens, click **Yes** to restart the computer, or select **No** and restart the computer manually at a later time.

Rebooting

A reboot of the machine prior to running the Drilling & Completions installation is not required. Landmark strongly recommends that the system be rebooted prior to running any applications or tools. Some Landmark applications, tools, and services may not work properly until the system has been rebooted.

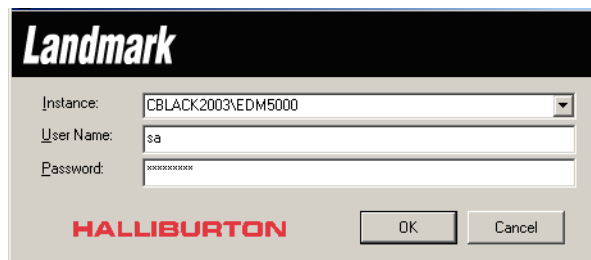
SQL Server Utility

The SQL Server Utility installs automatically after rebooting.

- A command window and an Microsoft SQL Server 2005 Setup window open while the utility installs.
- Two prerequisite components are installed:
 - Microsoft SQL Native Client
 - Microsoft SQL Server Setup Support Files (English)
- Next, a number of components are installed:
 - Microsoft SQL Server 2005
 - Microsoft SQL Server Management Studio Express
 - Microsoft SQL Server VSS Writer
 - MSXML 6.0 Parser

The command window and the Microsoft SQL Server 2005 Setup window close automatically when the SQL Server Utility installation is complete.

If you have multiple versions of SQL Server Utility running on the same machine, you will be prompted to log in to each instance.



The *Landmark EDM SQL Server Utility* window opens.

See “Installing Additional or Replacing EDM Microsoft SQL Server 2005 Express Databases (5000.1 Release)” on page 44. Use these steps to create an empty EDM ODBC data source.

Uninstall Procedures

This section describes the procedures to uninstall EDM 5000.1 and EDM 2003.21, Microsoft SQL Server 2005 Express, and Microsoft SQL Server Desktop Engine (MSDE).

Complete Uninstall of All EDM-Related Components

To completely remove all EDM 5000.1-related components, use the Windows Add/Remove Programs utility to remove the applications in the following:

- LAM 5000.0.0
- Landmark Engineer's Desktop 5000.1 (Third-Party Components)
- Landmark Engineer's Desktop 5000.1 (EDM)
- SQL Server 2005, consisting of the following components:
 - Microsoft SQL Server 2005
 - Microsoft SQL Server Management Studio Express
 - Microsoft SQL Server Setup Support Files (English)
 - Microsoft SQL Native Client
 - Microsoft SQL Server VSS Writer
 - MSXML 6.0 Parser
- Microsoft .NET Framework 2.0
- Microsoft Visual J# 2.0 Redistributable Package

EDM 5000.1 Uninstall

There are three options when uninstalling the Engineer's Desktop.

- **Modify** adds new components or removes selected components.
- **Repair** reinstalls all previously installed components.
- **Remove** removes all installed EDM components.

The Modify Option

1. From the Windows Add/Remove Programs window, select **Landmark Engineer's Desktop 5000.1 (EDM)** and click the **Change** button.

The *Welcome* window opens.

2. Select the **Modify** option and click **Next**.

The *Select Features* window opens.

3. Select the component(s) to install and deselect the component(s) to uninstall and click **Next**.

A dialog opens confirming the products to be installed and removed.

4. Click **OK** to proceed with the changes, or click **Cancel** to cancel the operation and alter your choices.

Setup now installs selected components and removes deselected components.

The *Setup Status* window opens.

The *InstallShield Wizard Complete* window opens.

5. Select “*Yes, I want to restart my computer now*” to reboot and complete the installation. Select “*No, I will restart my computer later*” to reboot at a later time.

Note: Landmark strongly recommends rebooting.

6. Click **Finish**.

The Repair Option

1. From the Windows Add/Remove Programs window, select **Landmark Engineer's Desktop 5000.1 (EDM)** and click the **Change** button.

The *Welcome* window opens.

2. Select the **Repair** option and click **Next**.

The *Setup Status* window opens.

Any repairs to Engineer's Desktop applications and components are made at this time. This option replaces files and executables that would have been copied during the original install.

The *InstallShield Wizard Complete* window opens.

3. Select “*Yes, I want to restart my computer now*” to reboot and complete the installation. Select “*No, I will restart my computer later*” to reboot at a later time.

Note: Landmark strongly recommends rebooting.

4. Click **Finish**.

The Remove Option

When EDM components are uninstalled, Landmark strongly recommends running a Repair on the Drilling & Completions installation.

1. From the Windows Add/Remove Programs window, select **Landmark Engineer's Desktop 5000.1 (EDM)** and click the **Remove** button.

The *Welcome* window opens.

2. Select the **Remove** option and click **Next**.

The *Confirm Uninstall* dialog box opens.

3. Click **Cancel** to return to the Setup Welcome window.

or

Click **OK** to continue with the Uninstall.

The uninstall begins the removal of files. The *Setup Status* window displays the percentage of files removed.

The *InstallShield Wizard Complete* window opens.

4. Select “*Yes, I want to restart my computer now*” to reboot and complete the installation. Select “*No, I will restart my computer later*” to reboot at a later time.

Note: Landmark strongly recommends rebooting.

5. Click **Finish**.

SQL Server 2005 Express Uninstall

Use the procedure in this section to uninstall the SQL Server 2005 Express standalone database.

1. From the Windows Add/Remove Programs window, select **Microsoft SQL Server 2005** and click the **Remove** button.

The *Add/Remove Programs* dialog box opens.

2. Click **Yes**.

The *Microsoft SQL Server 2005* dialog opens and begins removing the software.

3. Repeat Steps 1 and 2 to remove:

- Microsoft SQL Server Management Studio Express
- Microsoft SQL Server Setup Support Files (English)
- Microsoft SQL Native Client
- Microsoft SQL Server VSS Writer
- MSXML 6.0 Parser

4. Close the Add/Remove Programs window.

EDM 5000.0.0 Uninstall

Use the procedure in this section to uninstall EDM 5000.0.0.

1. From the Windows Add/Remove Programs window, select **Landmark EDM Engineering 5000.0 (EDM)** and click the **Remove** button.

The *Welcome* window opens.

2. Select the **Remove** option and click **Next**.

The *Confirm Uninstall* dialog box opens.

3. Click **Cancel** to return to the Setup Welcome window.

or

Click **OK** to continue with the Uninstall.

The uninstall begins the removal of files. The *Setup Status* window displays the percentage of files removed.

The *InstallShield Wizard Complete* window opens.

4. Select “*Yes, I want to restart my computer now*” to reboot and complete the installation.
5. Click **Finish**.

EDM 5000.0.0-related Third-Party Component Uninstalls

Use the Windows Add/Remove Programs utility to remove the following applications:

- Microsoft .NET Framework 2.0
- Microsoft Visual J# .NET 2.0 Redistribution Package

EDM 2003.21 Uninstall

Use the procedure in this section to uninstall EDM 2003.21.

1. From the Windows Add/Remove Programs window, select **Landmark EDM Engineering 2003.21 (EDM)** and click the **Remove** button.

The *Welcome* window opens.

2. Select the **Remove** option and click **Next**.

The *Confirm Uninstall* dialog box opens.

3. Click **Cancel** to return to the Setup Welcome window.

or

Click **OK** to continue with the Uninstall.

The uninstall begins the removal of files. The *Setup Status* window displays the percentage of files removed.

The *InstallShield Wizard Complete* window opens.

4. Select “*Yes, I want to restart my computer now*” to reboot and complete the installation.
5. Click **Finish**.

EDM 2003.21-related Third-Party Component Uninstalls

Use the Windows Add/Remove Programs utility to remove the following applications:

- Microsoft .NET Framework 1.1
- Microsoft Visual J# .NET Redistribution Package 1.1
- Landmark LAM 2003

MSDE Uninstall

Use the procedure in this section to uninstall an MDSE standalone database.

Stopping the SQL Service Manager

Prior to uninstalling MSDE, stop and exit the SQL Service Manager located in the Windows System Tray. If this service is not stopped and exited prior to the uninstall, errors may occur.

1. Right-click the SQL Service Manager icon in the Windows System Tray and select **Stop**.
2. Click **Yes** when prompted.
3. Right-click the SQL Service Manager icon in the Windows System Tray and select **Exit**.
4. From the *Windows Add/Remove Programs* window, select **Microsoft SQL Server Desktop Engine** and click the **Remove** button.

The *Add/Remove Programs* dialog box opens.

5. Click **Yes**.

The *Microsoft SQL Sever Desktop Engine* dialog opens and begins removing MSDE.

Microsoft SQL Server Desktop Engine is no longer present on the system. The MSDE Database files are not removed by this uninstall. These files (. MDF and .LDF) are located in the Landmark installation folder.

Uninstall EDM Releases Older Than 2003.21

Contact Landmark Support.

Understanding Engineer's Data Model

The Engineer's Desktop EDM Installation

The Engineer's Desktop is deployed from the Landmark Software Manager.

Engineer's Data Model

EDM (Engineer's Data Model) is Landmark's newest integrated database product. Engineer's Desktop Release 5000.1 enables the migration of legacy data from COMPASS, WELLPLAN, and DIMS applications into the new common database. CasingSeat and StressCheck can directly import legacy data files. Common data from each legacy database can be merged into one set of shared business objects, preventing future duplication of information.

The EDM database allows for centralization of Drilling application data sets and enables naturally integrated engineering workflows. For this release, integrated workflows are available between Drilling applications only.

EDM Administration

The EDM Administration Utility is used to configure and implement database settings from a single location for all the applications. This prevents future duplication of information. The following operations can be performed using the EDM Administration Utility:

- Create and customize EDM Output Reports (Note: You must purchase EDT Report Manager to enable EDM Output Reports.), System Settings, and Unit Management Sets
- Create and customize OpenWells Data Entry Forms, Preview Panes, Shortcut Bars, OpenWells Carryovers, and Status Colors
- Configure EDM Security

- Import and Export source files and EDM Administration Utility configurations
- Generate EDM Schema for output reports
- Administrators can set password expiration on user passwords
- Configure Definitive Survey Locking

SQL Server 2005 Administration

Use the SQL Server Utility to perform the following functions:

- Install SQL Server 2005 Express, if it is not present on the local machine
- Create a blank copy of the EDM database
- Attach an EDM database file to SQL Server 2005 Express
- Create three default users for new SQL Server 2005 Express databases:
 - username: EDM, password: Landmark1 (Default application user)
 - username: EDM_SA, password: Landmark1 (Administration only)
 - username: EDMADMIN, password: Landmark1

Drilling Data Migration

The migration of pre-2003.5 COMPASS and WELLPLAN legacy data to EDM is a three-step process using the Data Migration Toolkit provided with the Engineer's Desktop 5000.1 release. Legacy DIMS data can also be migrated using this utility. Tubular casing design data from StressCheck and CasingSeat applications cannot be migrated using this process. After installing EDM, CasingSeat and StressCheck, users may import legacy data sets in either .SCK , .PDI, or .XML format from previous versions directly into EDM using the **File > Import** menu within the applications. To accomplish the migration of data from pre-2003.5 databases to EDM, the following tools are used:

- Drilling Field Mapping Tool
- Drilling Data Migration Tool
- EDM Data Merging Tool

This data migration process is critical to ensure integrity of the EDM data set created. Further information of the Data Migration process is

available in the *EDT Drilling Data Migration Guide* (EDM_Drilling_DataMigration.pdf) shipped with the EDM Release.

After the data migration, the first time that COMPASS is launched, it re-calculates definitive surveys for new data based on the survey program and survey station data.

If you install WELLPLAN, the “WELLPLAN 2000 wfw Migration” utility is also installed. This utility allows you to migrate .wfw transfer files from WELLPLAN 2000 into EDM.

Database Upgrade Utilities

Database Creation

Creation of the Engineer’s Data Model (EDM) in a SQL Server or Oracle environment can be accomplished using the Database Creation utility. This utility runs scripts, which can be edited by the EDM Administrator to create a brand new EDM schema in the SQL Server or Oracle environment.

Database Upgrade

SQL Server or Oracle versions of Release 2003.14 or greater of the Engineer’s Data Model (EDM) can be upgraded to Release 5000.1 using the Multi-Version Database Upgrade Utility (EDMPatchDB.exe). This utility runs scripts that upgrade the old database tables and create new database tables while keeping the integrity of the existing data.

Troubleshooting

Basic Troubleshooting

EDM Database is not installed when using the Modify option in the EDM installation

Problem

When using the Modify option to add an Engineer's Data Model, SQL Server 2005 Express does not launch to install the database and connect the ODBC drivers.

Workaround

Launch the SQL Server 2005 utility manually to add the new SQL Server 2005 Database. The SQL Server 2005 utility can be launched from the following location: <installation folder>\EDM\SQL Server Utility\SSUtils.exe. For information on adding a new database, see "Installing Additional or Replacing EDM Microsoft SQL Server 2005 Express Databases (5000.1 Release)" on page 44.

SQL Plus Not Found Error

Problem

While running DBUPDATE.EXE to update an Oracle server, an EDM database error occurs because the SQL Plus utility cannot be found. The message appears as follows:

```
The SQL Plus utility was not found under the  
specified Oracle Directory, please check ODBC setup  
for this source.
```

This error occurs when multiple installations of Oracle exist.

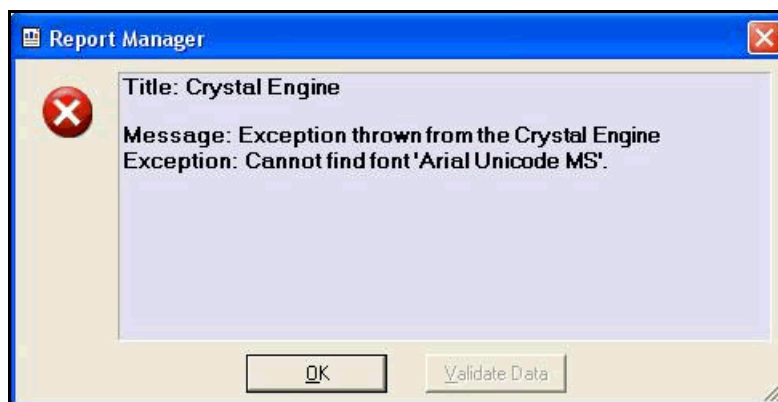
Solution

To solve this problem, verify the correct Oracle Home is selected using the “Home Selector” tool provided by Oracle. The path defined as Oracle Home should have sqlplus.exe located within it. If sqlplus.exe is located under a different folder, copy it to the Oracle Home location.

Missing Font Error

Problem

When generating Output Reports that have been customized in a pre-5000.1 version, the following error may occur:



This error occurs when Microsoft Office is not installed.

Solution

Solve this problem by changing the font used in the Landmark Output Report .RPT file from 'Arial Unicode MS 8' font to 'Arial 8.5' font.

This error may still occur for Output Reports created or customized in a pre-5000.1 version of EDM. To correct this, install Microsoft Office on the machine where the Reports are being generated or change the font used in the .RPT file to 'Arial 8.5.'

Appendix A: Microsoft SQL Server 2005 Express (Release 5000.1)

Overview

This section details the procedure for viewing, backing up, and restoring the Microsoft SQL Server 2005 Express EDM database.

Microsoft SQL Server 2005 Express is Microsoft's replacement for MSDE, the middle-tier database engine used by Landmark for Engineer's Desktop standalone implementations.

Microsoft SQL Server 2005 Express is intended to run as a background service on the PC, and administers itself. Microsoft SQL Server 2005 Express is also fully compatible with Microsoft SQL Server 2005.

Viewing Microsoft SQL Server 2005 Express Database Contents (5000.1.0 Release)

In previous versions of Landmark Drilling Data Management Well operations reporting (DIMS) software, the System Administrator had the ability to view and manipulate the database tables using Microsoft Access 2000 or later. Microsoft SQL Server 2005 Express has no user interface that can both view *and* manipulate the database tables.

Procedures are available that use Microsoft Access or Microsoft SQL Server Management Studio Express to view and allow manipulation of the SQL Server 2005 Express database contents.

Using Microsoft Access

This section outlines the procedure for viewing the SQL Server 2005 Express database tables through Microsoft Access. The steps to accomplish it are:

1. Open Microsoft Access 2000.

<p>Note:</p>

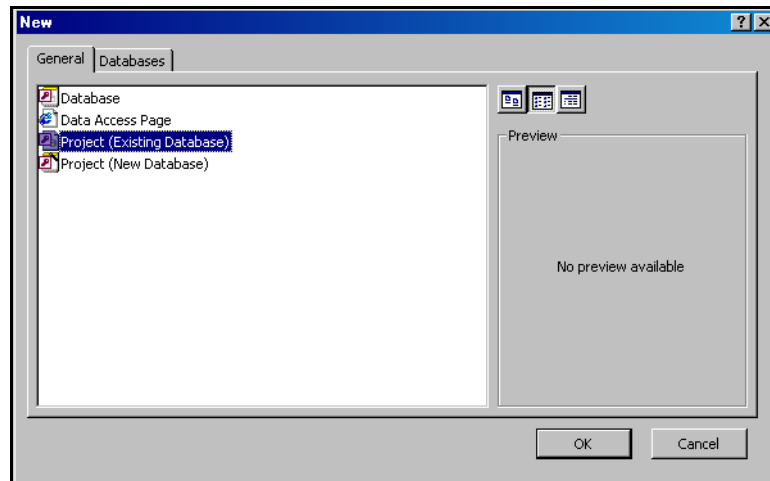
<p>This procedure only works with Microsoft Access 2000 or later.</p>

2. Follow the menu path:

File > New

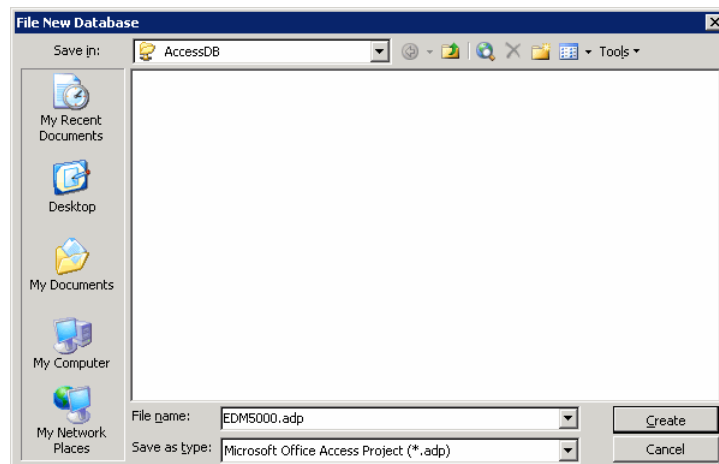
The *New* dialog box appears.

In Microsoft Access 2003, there are links in a panel located on the right side of the main screen.



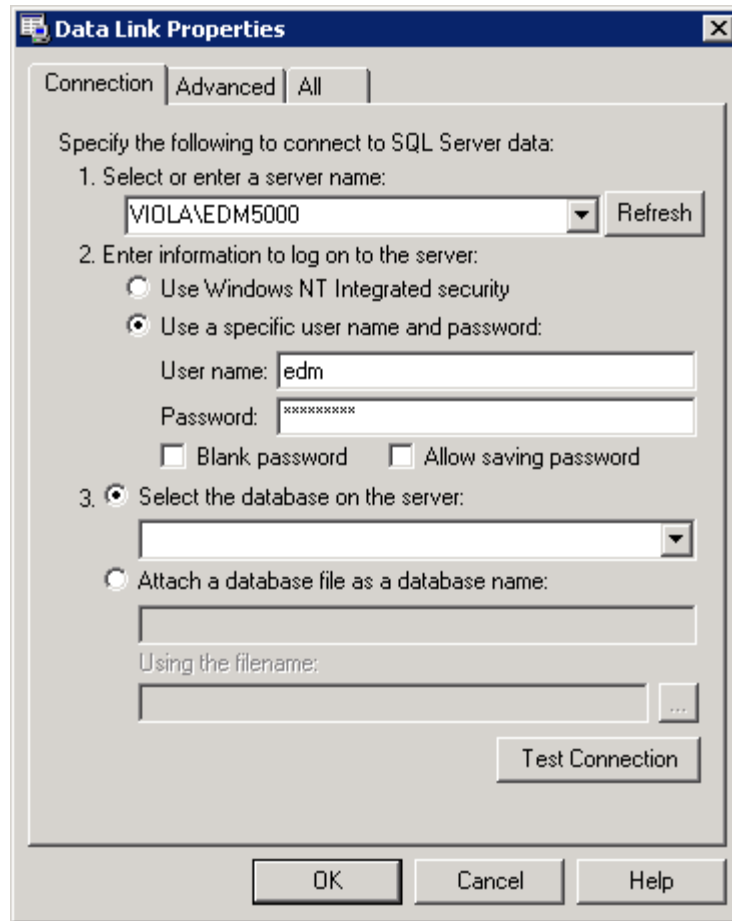
3. In the **General** tab, select **Project (Existing database)**. (For Access 2003, select the **Project using existing data...** link from the right panel.)

The *File New Database* dialog displays.



4. Navigate to the location where the new Microsoft Access project (.ADP) file will be stored and specify a name for the project file in the **File name** field (for example, C:\Landmark\EDT_5000.1\EDM\SQL Server Utility\DB\EDM ADP)
5. Click **Create**.

The *Data Link Properties* dialog box appears.



6. Select the Server name from the list of active SQL Server 2005 and SQL Server 2005 Express databases, or enter the Server name in the **Select or enter server name** field. An example of the Server name is <Machine Name>\edm.
7. In the **Enter information to log on to the server** area, select the **Use a specific user name and password** option button.
8. Enter the user name and password in the fields provided.

Default Account

The default account user name for the EDM database is 'edm.' The default account password is 'Landmark1.'

9. Select the **Select the database on the server** option button.

10. Use the dropdown listbox to select the database name from the list of active SQL Server 2005 and SQL Server 2005 Express databases, or enter the database name in the **Select the database on the server** field.
11. Select **EDMDB**.
12. Click the **Test Connection** button.

A dialog box appears with the message, *"Test connection succeeded."* If this message does not appear, review the procedure and try again. If it is still unsuccessful, contact your systems administrator or Landmark Support.

13. Click **OK**.

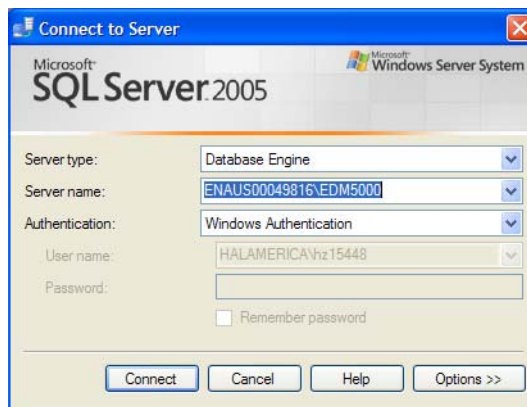
Access now works against SQL Server 2005 Express exactly as though it was an Access (Jet) database. All the tables are visible, and the database contents can now be manipulated.

Using Microsoft SQL Server Management Studio Express

This section outlines the procedure for using SQL Server Management Studio Express to view database tables. The steps are as follows:

1. Click **Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express**.

The **Connect to Server** dialog box appears.



2. In the **Connect to Server** dialog box, verify the default settings. And, then click **Connect**.

To connect, the Server name box must contain the name of the computer where SQL Server is installed. If the Database Engine is a named instance, the Server name box should also contain the instance name in the following format:

<computer_name>\<instance_name>.

3. Using the Toolbar, explore your choices to connect to various servers and view the contents of the databases.

For additional information about SQL Server Management Studio Express, visit the microsoft.com site.

Using the EDM SQL Server Utility

The Landmark EDM SQL Server Utility performs the following functions:

- Installs a SQL Server 2005 Express database server, if one is not present on the local machine
- Copies a blank EDM database file (edm.mdf)
- Attaches the EDM database file to the SQL Server 2005 Express database
- Creates the user:

username: *edm*, **password:** *Landmark1*,

- Creates the default administrator account:

username: *sa*, **password:** *Landmark1*,

- Creates default EDM Data Source Name (DSN) for ODBC (EDM 5000.1.0 Single User Db).

Using the Default Account

The default administrator account (i.e., 'sa') should NOT be used to enter data or run applications besides SSUtils and when configuring security in the EDM Administration Utility.

1. To create an SQL Server 2005 Express database if one has not been created before, run the SQL Server Utility installed with the Engineer's Desktop 5000.1.0 release. This utility is found in the Windows Start menu as follows:

Start > Programs > Landmark Engineer's Desktop 5000.1 > Tools > SQL Server Utility

Note

If an MSDE database is currently installed, see "Installing Additional or Replacing EDM Microsoft SQL Server 2005 Express Databases (5000.1 Release)" on page 44 for instructions on installing additional databases.

2. From the Landmark EDM SQL Server Utility window, use the default path for the SQL Server 2005 Express Directory or click the ... button to browse to the location where the SQL Server 2005 Express Server will be installed. The default location is <install directory>\EDM\Databases.
3. Use the default path for the Database Directory or click the ... button to browse to the location where SQL Server 2005 Express database will be stored. The default location is <install directory>\EDM\Databases.
4. Enter a Database Name in the appropriate field.
5. Click **OK**.

When the message “*Database <database name> attached. Users and DSN created.*” appears in the status window, a new instance of the EDM database creation is complete

Note: Rebooting the PC is not necessary.

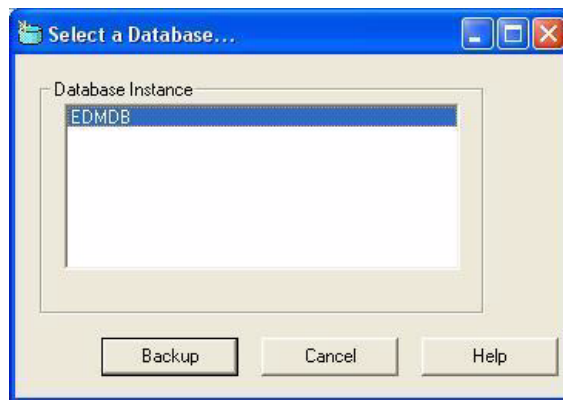
Backing Up the EDM Microsoft SQL Server 2005 Express Database (5000.1.0 Release)

To back up the EDM database from within the SQL Server Utility:

1. Follow the menu path:

Tools > Backup Database

The *Select a Database...* window appears.



2. Select the database to be backed up in the **Database Instance** area.
3. Click the **Backup** button.
4. Navigate to the location where the backup of the database will be stored.
5. Enter a **File name** for the backed up database.
6. Click **Save** to save a backup of the database.
- or
7. Click **Cancel** to return to the main window.

A message appears stating, “*SQL Server Backup File was not specified.*”

8. Click **OK**.

Backup Permissions

Special permissions are required to back up a database. Permissions can be added to a user profile in the EDM Administration utility. Ensure that default EDM users have permissions.

9. Click **Cancel** to return to the main window.
10. Click **Exit** to exit the SQL Server Utility and close the window.

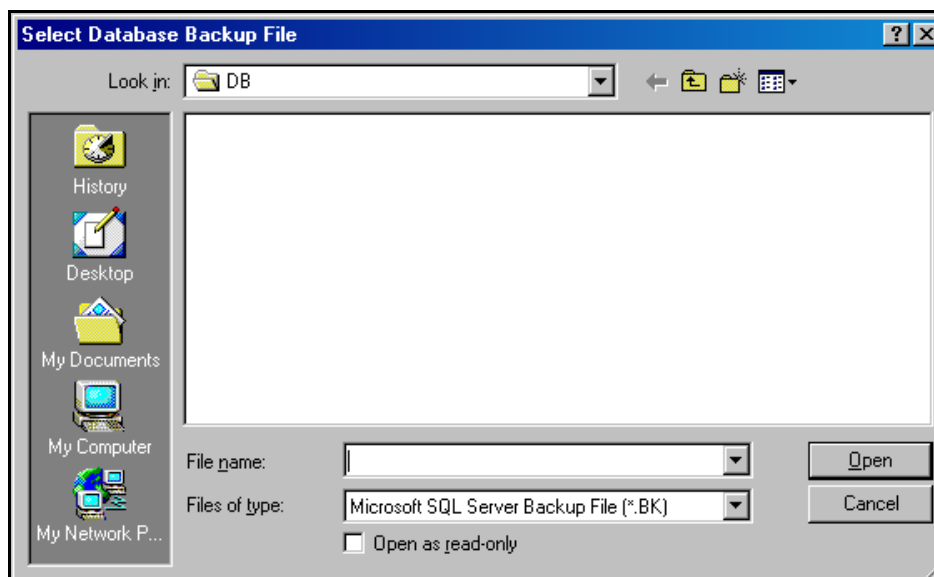
Restoring the EDM Microsoft SQL Server 2005 Express Database (5000.1.0 Release)

To restore the EDM database from within the SQL Server Utility:

1. Follow the menu path:

Tools > Restore Database

The *Select a Database Backup File* window appears.



2. Browse to the database file that will be used to restore the EDM database.
3. Select the database to be restored and click **Open**.

Applications Running Against SQL Server 2005 Express

The restoration of a database impacts all users/applications, as the database being used is replaced by a backup copy. Ensure that no applications are running against the SQL Server 2005 Express instance.

The Restore from Backup window appears.

4. Select a database in the Select a backup to Restore... area.

5. Click **OK** to return to the SQL Server Utility window. The database is restored and the database files that were replaced are renamed with a _00x suffix.

or

6. Click **Cancel** to return to the main window.

A message appears stating, “*SQL Server Backup File was not specified.*”

7. Click **OK**.
8. Click **Exit** to exit the SQL Server Utility and close the window.

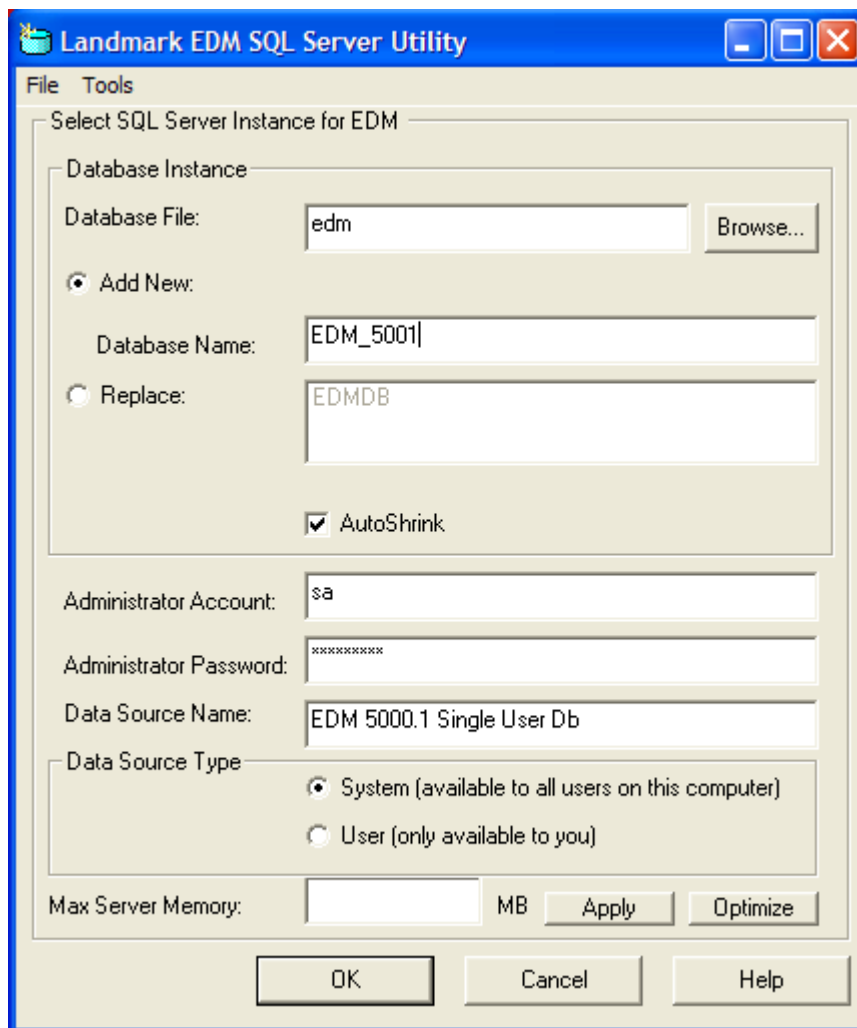
Installing Additional or Replacing EDM Microsoft SQL Server 2005 Express Databases (5000.1 Release)

The SQL Server 2005 Express Administration utility attaches the database files (.MDF and .LDF) to SQL Server 2005 and creates an ODBC connection to the database.

From the Windows Start menu launch the SQL Server Utility.

Start > Programs > Landmark Engineer's Desktop 5000.1 > Tools > SQL Server Utility

The *Landmark EDM SQL Server Utility* window appears.



1. Click the **Browse** button to navigate to the location of the database files (e.g., edm_5001.mdf)
2. To add a new database, select the **Add New** option and enter the name of the new database instance in the field provided.

Alternatively, to replace the SQL Server 2005 Express database, select the **Replace** option and select the database to be replaced from the list provided. A clean EDM database overwrites the existing EDM database.

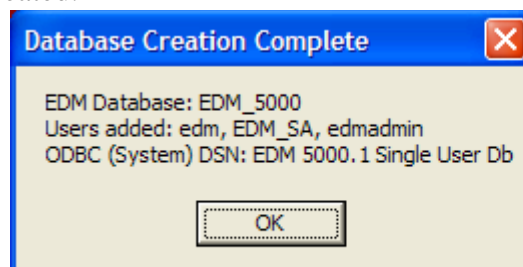
3. Activate the **AutoShrink** checkbox to enable the autoshrink setting. This setting reduces the database file size by removing unused space periodically. There is no requirement to manually compact the database.
4. If the default administrator account (sa) created when SQL Server 2005 Express is initially installed has been removed, enter the appropriate **Administrator Account** name and **Administrator Password**.
5. Enter the new **Data Source Name**.

Overwriting ODBC Connections

Verify that the **Data Source Name** does not currently exist. Selecting an existing Data Source Name overwrites the ODBC connection to the current database.

6. Enter the Maximum Server Memory.
7. Click **OK**.

A message appears when the new instance of the EDM database has been created.



8. Click **OK**.

Microsoft SQL Server 2005 and SQL Server 2005 Express Installation Issues

SQL Server 2005 or SQL Server 2005 Express Selection of Ports When MSDE Exists

The EDM 5000.1 installation automatically detaches the EDM 2003.14 or greater instance from MSDE and attaches it to the SQL Server 2005 or SQL Server 2005 Express. MSDE uses port 1433 as the default, which is also the default port used by SQL Server 2005 and SQL Server 2005 Express. Since MSDE is already using port 1433, the SQL Server installation randomly chooses another port.

External users of the EDM 5000.1 SQL Server database need to know the port to connect. To determine which port is being used by SQL Server 2005 or SQL Server 2005 Express:

1. Select **Start > Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager**.
2. From the hierarchical tree in the left panel, navigate to and select **SQL Server 2005 Network Configuration > Protocols for <Instance Name>**
3. From the right panel, double-click the **TCP/IP** protocol name.

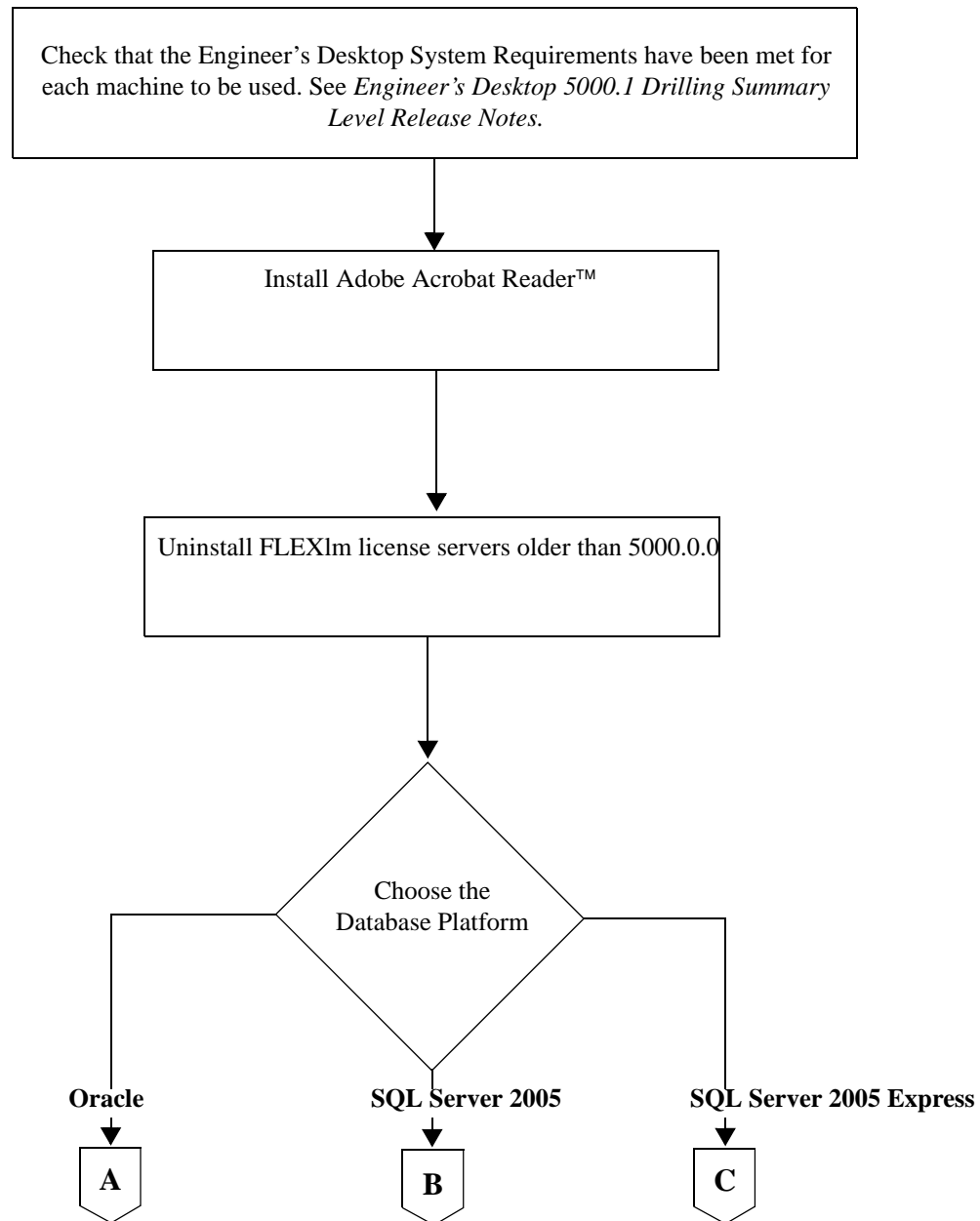
The TCP/IP Properties dialog displays.

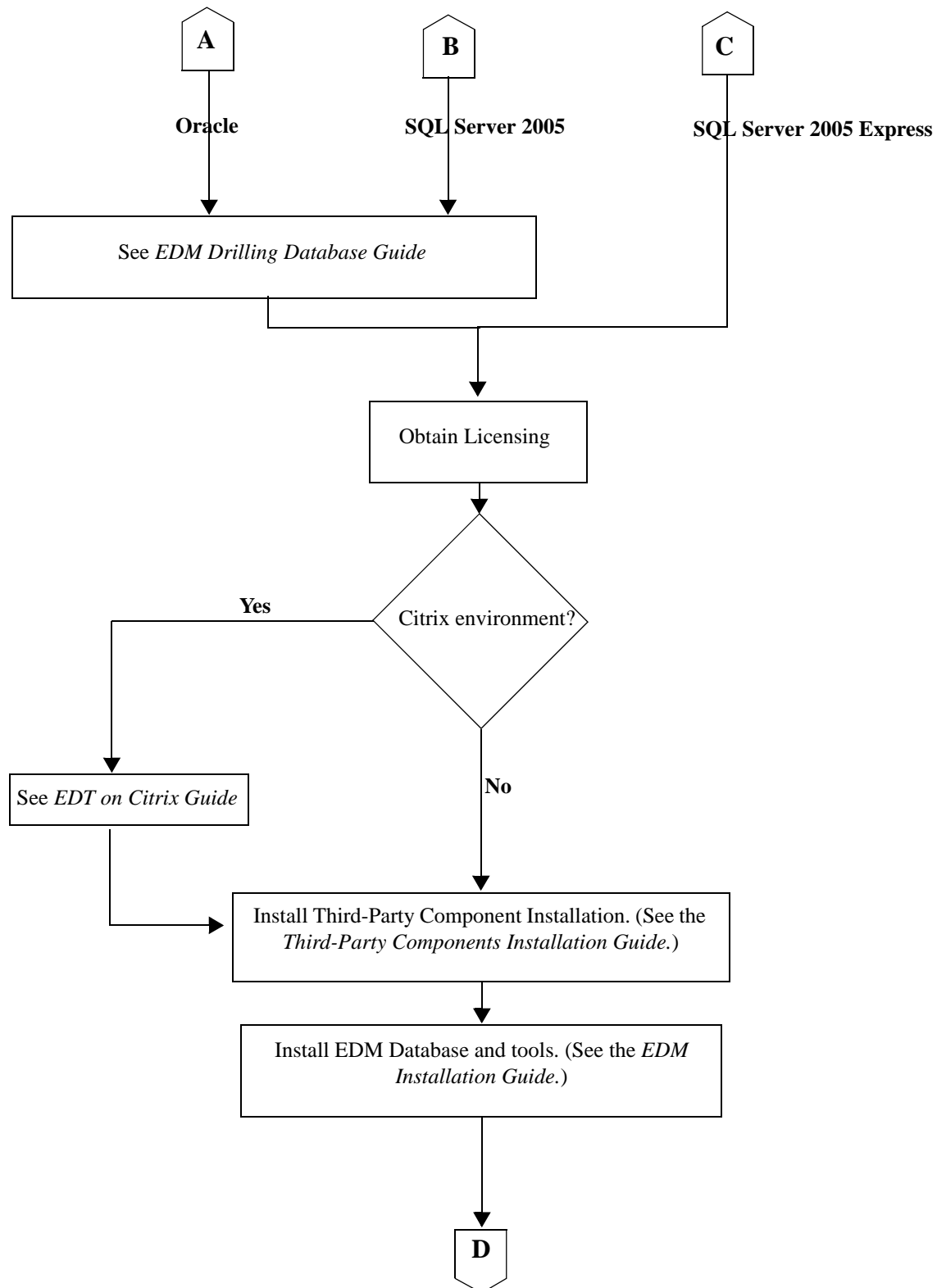
4. Select the **IP Addresses** tab.

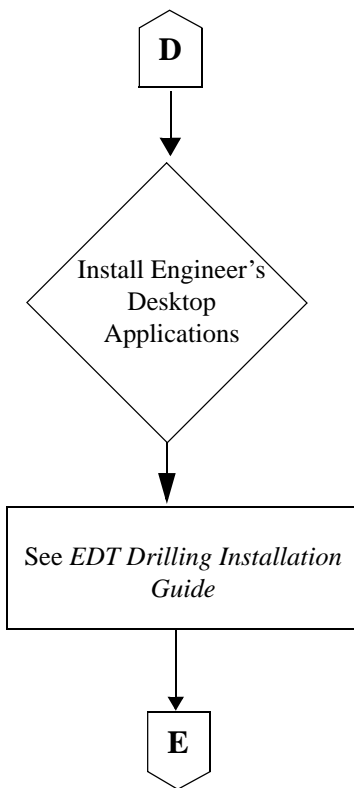
The port used by SQL Server 2005 or SQL Server 2005 Express is listed as the TCP Dynamic Ports.o

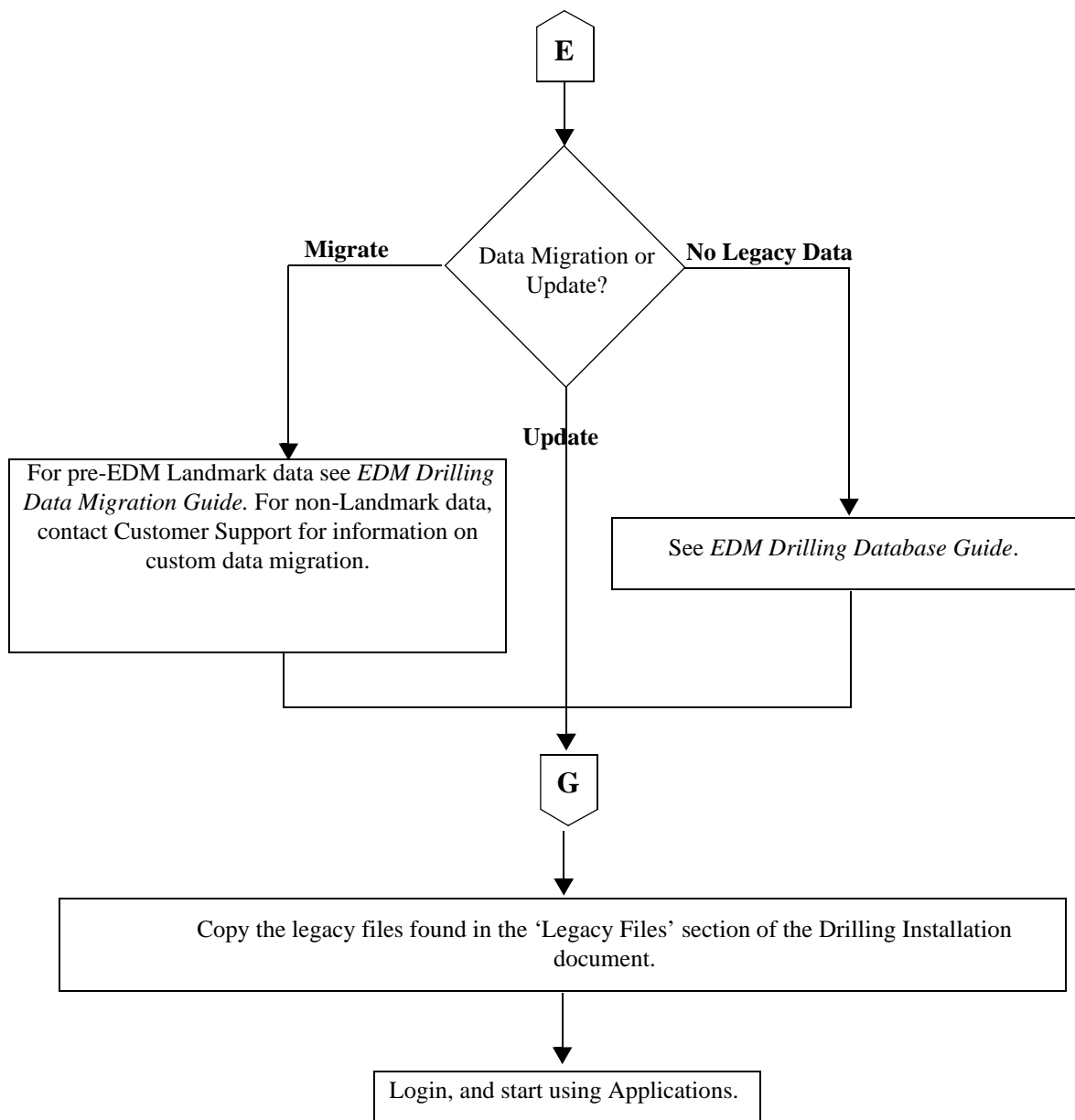
Appendix B: Installation Flow Chart

This section describe the implementation process for installing the Engineer's Desktop database and suite of applications. Where applicable related documents are referenced. The location of each related document can be found in "Appendix C: Useful and Related Documents" on page 51.









Appendix C: Useful and Related Documents

Release Notes

Landmark's Release Notes are an integral part of each release. These documents outline important installation information such as hardware and operating system requirements, installation pre-requisites, product dependencies, and licensing. Release Notes also include a summary of enhancements and new functionality for the products. In addition to lists containing fixed and known problems, information on contacting Landmark Support is included.

Release 5000.1 contains three separate installations, each with its own Release Notes document. These documents are:

- *EDM Release Notes*
- *EDT Drilling Summary Level Release Notes*
- *5000.0.0 Release Notes*
- In addition, Release Notes are available for the following Drilling & Completions applications: OpenWells, PROFILE, Data Analyzer, WELLPLAN, COMPASS, Well Cost, Real-Time View, StressCheck, and CasingSeat. These documents can be found in the Window's Start menu once the Drilling & Completions installation has been completed (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > Release Notes).

Manuals

Landmark manuals are available with each release of the Engineer's Desktop. The main function of these manuals is to help clients deploy the Engineer's Desktop with ease, and to answer questions that may arise during its deployment. Manuals are available in .PDF format on the Landmark Software Manager (LSM), and accessible through the Windows Start menu once the installations have been completed. This section describes each of the manuals available with Release 5000.1.

Planning the EDT Installation

The *Planning the EDT Installation* manual explains the different installation procedures for implementing the Engineer's Desktop 5000.1 based on client needs. This manual also details where to find information on upgrading previous versions of EDM, migrating data from pre-EDM applications, and using the applications.

This document is available in .PDF format (EDT_PlanningInstall.pdf) when each of the installations is run. Once an installation has been completed, it is accessible through the Windows Start Menu (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDT Third-Party Components Installation Guide

The *EDT Third-Party Components Installation Guide* contains information on and procedures for the installation of the Third-Party applications.

This document is available in .PDF format (EDT_ThirdParty_Install.pdf) when the installation is run. Once an installation has been completed, it is accessible through the Windows Start Menu (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDM Installation Guide

The *EDM Installation Guide* contains information on and procedures for the installation of the Third-Party applications and the Engineer's Data Model (EDM) on a SQL Server 2005 Express (MSDE

replacement) platform. This guide also offers a Troubleshooting section.

This document is available in .PDF format (EDM_Install.pdf) when the installation is run. Once an installation has been completed, it is accessible through the Windows Start Menu (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDT Drilling Installation Guide

The *EDT Drilling Installation Guide* contains information and procedures for installing the Engineer's Desktop 5000.1 Drilling & Completions applications. In addition, this guide includes a Getting Started chapter to familiarize clients with the basics of the Drilling & Completions applications.

This document is available in .PDF format (EDT_Drilling_Install.pdf) when the installation is run. Once an installation has been completed, it is accessible through the Windows Start Menu (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDM Drilling Database Guide

The *EDM Drilling Database Guide* contains information on database creation on an Oracle or SQL Server 2005 or SQL Server 2005 Express environment, as well as information on how to upgrade previous versions of the EDM database to version 5000.1. This manual is meant for Drilling & Completions users of the EDM database only.

This document is available in .PDF format (EDM_Drilling_Database.pdf), and can be accessed from the Windows Start Menu once the Drilling & Completions installation has been completed (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDM Drilling Data Migration Guide

The *EDM Drilling Data Migration Guide* explains the process of migrating pre-EDM versions of DIMS, COMPASS, and WELLPLAN data to the EDM platform. This manual takes the user through the process of preparing the data for migration, and the three steps involved

in migrating the data. The migration of StressCheck and CasingSeat data is also briefly covered in this manual.

This document is available in .PDF format (EDM_Drilling_DataMigration.pdf) and can be accessed from the Windows Start Menu once the Drilling & Completions installation has been completed (e.g., Start > Programs > Landmark Engineer's Desktop 5000.1 > Documentation > User Guides).

EDT on Citrix

The *EDT on Citrix* guide outlines procedures for installing the Engineer's Desktop in a Citrix environment. This document is available in .PDF format (EDT_Citrix.pdf) on the Landmark Software Manager. It is also installed with the EDT 5000.1 release and placed in the \Documentation folder.

Online Help

How to use Online Help

The Engineer's Desktop uses two types of online Help for each application. Most online Help formats are shipped using Microsoft HTML Help. Online Help can be accessed from the applications menubar or by using the F1 key to access context-sensitive help.

Using Microsoft HTML Help

Microsoft HTML Help is an online Help system that is based on the HTML (Hypertext Markup Language) format. HTML Help is comprised of a single .CHM file. This file launches the tri-pane HTML Help Viewer. The three panes are as follows:

- The toolbar pane is used to navigate back and forward through topics, print topics, and Show/Hide the HTML topics.
- The navigational pane is used to navigate a Table of Contents (Contents tab), a list of key words (Index tab), and online glossary items (Glossary tab).
- The topics pane is used to display the various topics in HTML format.

Using WebHelp

WebHelp is also an online Help system that is based on the HTML (Hypertext Markup Language) format. WebHelp also contains a similar tri-pane layout to HTML Help, but it is an uncompiled help system. This uncompiled Help system supports a variety of browsers and platforms. WebHelp features include a table of contents, an index, a glossary, and full-text search. WebHelp is compatible with most browsers.

Refer to “Online Help Viewing Problems Due to Microsoft Security Updates” section in the *EDT Drilling Summary Level Release Notes* for accessing online help.

Appendix D: Landmark Support

Contacting Support

Landmark operates Technical Assistance Centers (TACs) in Houston, Texas, Leatherhead, England, and Perth, Australia. Additional support is provided through district support offices around the world. If problems cannot be resolved at the district level, an escalation team is called to resolve incidents quickly.

Support information is always available on the Landmark Graphics Support internet page located at: <http://www.lgc.com/customersupport>.

Technical Assistance Centers

North America

7:30 am - 5:30 pm Central Standard Time
Monday - Friday, excluding holidays

1-713-839-2200 (Houston, TX, USA)

Toll Free 1-877-435-7542

(1-877-HELP-LGC)

Fax: 713-839-2168 (Houston, TX)

Fax: 512-292-2200, 2220 (Austin, TX)

Fax: 907-275-2655 (Anchorage, AK)

Fax: 303-796-0807 (Denver, CO)

Fax: 403-262-1929 (Calgary, Canada)

Email: support@lgc.com

Latin America

(Spanish, Portuguese, English)

7:00 am - 5:00 pm Central Standard Time

Local normal business hours

1-713-839-3405 (Houston, TX, USA)

Fax: 713-839-3646

Email: soporte@lgc.com

Toll Free from:

Argentina: 0800-800-5263

Brazil: 0800-891-0837

Chile: 800-201-898

Colombia: 01800-915-4743

Mexico: 001-888-438-1296

Peru: 0800-51634

Trinidad: 1-888-438-1296

Venezuela: 0-800-526-3627

Toll Free from local area:

Ecuador (Quito) (02)226-1908

Europe, Africa, Middle East

8:00 am - 5:30 pm Local Time

Monday - Friday, excluding holidays

44-1372-868686 (Leatherhead, UK)

Fax: 44-1372-868601 (Leatherhead, UK)

Fax: 44-1224-723260 (Aberdeen, UK)

Email: eame_helpdesk@lgc.com**Asia, Pacific**

8:00 am - 5:00 pm Local Time

Monday-Friday, excluding holidays

61-8-9481-4488 (Perth, Australia)**Toll-free 1-800-448-488**

Fax: 61-8-9481-1580

Email: apsupport@lgc.com

Toll-Free from:

China: 10-800-6100-253

Indonesia: 001-803-61284

Japan: 00531-61-0021

Malaysia 1800-803-687

New Zealand 0800-400-555

Philippines 1800-1611-0207

South Korea 00308-61-0046

Taiwan 00801-61-1350

Thailand 001-800-611-2784

Toll Free from local area:

Vietnam: 84-8-9191901

District Support Offices**Republic de Angola (Luanda)**

8:00 am - 5:00 pm Local Time

Monday - Friday, excluding holidays

1-817-493-5900

Fax: 1-817-493-560

Email: eame_helpdesk@lgc.com**Argentina (Buenos Aires)**

9:00 am - 6:00 pm

Local normal business hours

54-11-4312-8411**Toll Free 0800-800-5263**

Fax: 54-11-4311-9566

Email: soporte@lgc.com**Australia (Perth)**

8:00 am - 5:00 pm Local Time

Monday - Friday, excluding holidays

61-8-9481-4488**Toll Free 1800-448-488**

Fax: 61-8-9481-1580

Email: apsupport@lgc.com**Brazil (Rio de Janeiro)**

8:00 am - 5:30 pm

Local normal business hours

55-21-3974-4000 or**Toll Free 0800-891-0837**

Fax: 55-21-3974-4002

Email: soporte@lgc.com**Brunei (Bandar Seri Bagawan)**

8:30 am - 5:30 pm Local Time

Monday - Friday, excluding holidays

67-3-233-5319Email: apsupport@lgc.com

Canada (Calgary)

7:30 am - 5:30 pm Mountain Time
Monday-Friday, excluding holidays

Toll Free 1-877-435-7542
(1-877-HELP-LGC)

Fax: 403-262-1929 (Calgary, Canada)
Fax: 713-830-2168 (Houston, TX)
Email: support@lgc.com

Chile (TAO TAC, Houston, Texas)

Local normal business hours

Toll Free 1-800-201-898

Fax: 1-713-839-3646
Email: soporte@lgc.com

Colombia (Bogota)

8:00 am - 5:00 pm
Local normal business hours

57-1-326-4000-57-1-326-6710

Toll Free 01800-915-4743

Fax: 57-1-326-6717
Email: soporte@lgc.com

Ecuador (Quito)

8:00 am - 5:00 pm
Local normal business hours

59-32-226-1844 (ext 146)

Toll Free from Quito (02)226-1908

Fax: 59-32-226-2590
Email: soporte@lgc.com

Egypt (Cairo)

9:30 am - 7:30 pm Local Time
Local Business Days, excluding holidays

20-2-517-3095

(ask for Landmark Technical Support)

Fax: 20-2-353-2608
Email: eame_helpdesk@lgc.com

India (New Delhi)

9:00 am - 5:30 pm Local Time
Local Business Days, excluding holidays

91-11-622-1885

(c/o Samit Enterprises)

Fax: 91-11-647-9246
Email:

Indonesia (Jakarta)

7:30 am - 4:30 pm Local Time
Monday - Friday, excluding holidays

62-21-3003-9039 or

Toll Free 011-803-61284

Fax: 62-21-3003-9088
Email: apsupport@lgc.com

Malaysia (Kuala Lumpur)

8:30 am - 5:30 pm Local Time
Monday - Friday, excluding holidays

603-2164-1121 or

Toll Free 1800-803-687

Fax: 603-2164-1135
Email: apsupport@lgc.com

Mexico (Reynosa)

8:00 am - 6:00 pm
Local normal business hours

52-555-208-3533

52-555-208-3868

Toll Free 001-888-438-1296

Local Office Fax: 52-555-514-7646
Support Fax: 1-713-839-3646
Email: soporte@lgc.com

New Zealand (New Plymouth)

8:00 am - 5:00 pm Local Time

Monday - Friday, excluding holidays

61-6-755-2318**Toll Free 0800-400-555**

Fax: 64-6-755-2407

Email: apsupport@lgc.com**Nigeria (Lagos)**

8:00 am - 5:00 pm Local Time

Monday - Friday, excluding holidays

234-1-262-0765**(ask for Landmark Technical Support)**

Fax: 234-1-262-0769

Email: eame_helpdesk@lgc.com**People's Republic of China (Beijing)**

9:00 am - 5:30 pm Local Time

Monday - Friday, excluding holidays

86-10-8486-4501**Toll Free 10-800-6100-253**

Other Phone: 10-800-810-0209

Fac: 86-10-8486-4819

Email bjsupport@lgc.comor apsupport@lgc.com**Peru (Lima)**

Local normal business hours

Toll Free 0800-51634

Fax: 1-713-830-3646

Email: soporte@lgc.com**Russia (Moscow)**

7:00 am - 5:00 pm Local Time

Local Business Days, excluding holidays

7-095-755-8300**(ask for Landmark Technical Support)**

Fax: 7-095-755-8301

Email: eame_helpdesk@lgc.com**Taiwan**

8:30 am - 5:30 pm Local Time

Monday-Friday, excluding holidays

Toll Free 00801-61-1350Email: apsupport@lgc.com**Thailand (Bangkok)**

8:00 am - 5:00pm Local Time

Monday - Friday, excluding holidays

66-2-278-8100**Toll Free 001-800-611-2784**

Fax: 66-2-278-8199

Email: apsupport@lgc.com**Trinidad & Tobago (TAO TAC, Houston, TX)**

7:00 am - 5:00 pm Central Standard Time

(Houston, TX)

Local normal business hours

Toll Free: 1-888-438-1296

Fax: 1-713-839-3646

Email: soporte@lgc.com**United Arab Emirates (Dubai)**

7:00 am - 5:00 pm Local Time

Local Business Days, excluding holidays

+971-4-3313142**(ask for Landmark Technical Support)**

Fax: +971-4-3315837

Email: gulf_support@lgc.com

Venezuela (Caracas)

8:00 am - 5:00 pm

Local normal business hours

58-212-953-0774**Toll Free 0-800-526-3627**

Fax: 58-212-952-3845

Email: soporte@lgc.com**Vietnam (Ho Chi Minh City)**

8:00 am - 5:00 pm Local Time

Monday - Friday, excluding holidays

84-8-910-1901**Toll Free 84-8-9191901**

Fax: 84-8-910-1902

Email: apsupport@lgc.com

Helpful internet links are shown below.

Name	Website Address
Landmark Graphics home page	http://www.lgc.com
Landmark Graphics FTP Site	ftp://ftp.lgc.com
Oracle home page	http://www.oracle.com
FLEXlm license management software home page	http://www.macrovision.com/products/legacy_products/flexlm/index.shtml
Microsoft SQL Server home page	http://www.microsoft.com/sql/default.asp
Adobe Acrobat Reader	http://www.adobe.com

Index

A

About this Manual 1

B

bitlock 8

bitlocks

not supported by OpenWorks 10

D

Database

migration 6

upgrade 6

Database Creation 29

Database Upgrade 29

Database Upgrade Utilities 29

Documents 51

EDM Drilling Data Migration Guide 53

EDM Drilling Database Guide 53

EDM Installation Guide 52

EDT Drilling Installation Guide 53

EDT on Citrix 54

Drilling Data Migration 28

E

EDM Administration 27

EDM Installation Procedure 12

EDT Report Manager 27

Engineer's Data Model 27

Engineer's Desktop 27

F

FLEXlm 6, 10

I

install 12

flowchart 47

modify 19

remove 19, 20

repair 19, 20

Third-Party Components 6, 8

Installation Flow Chart 47

L

Landmark Support 56

license 8

and OpenWorks 10

M

Manuals 52

migration 6

Modify Option 19

MSDE Uninstall 25

O

Online Help 55

Oracle 6

P

Platform Notes 2

Pre-requisites 6

R

Rebooting 16

Release Notes 51

Remove Option 19, 20

Repair Option 19, 20

requirements 5

S

SP2 11

SQL Server 2005 11

SQL Server 2005 Administration 17, 28

SQL Server 2005 Uninstall 22

SQL Server Utility 17

T

Third-Party Components 6, 8

Troubleshooting 30

U

Uninstall 18

Database Tools 5

- Modify installation 19
- Modify Option 19
- MSDE 25
- Procedures 18
- Remove installation 19, 20
- Remove Option 20
- Repair installation 19, 20
- Repair Option 20
- SQL Server 2005 22
- Upgrade 11
- upgrade 6

W

- Website Addresses 60
- Windows XP SP2 11

X

- XP SP2 11