



IQCare Installation Guide

Last updated: Feb 2009

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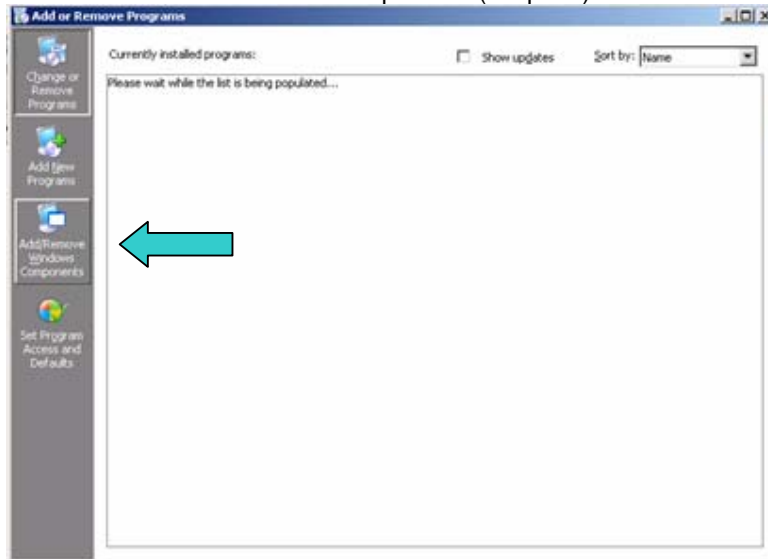
IQCare installation, a step by step guide (fresh install)

Please note that this document assumes you don't have any of the products installed, so while this is concise in its instructions, it may not suit everyone's setup and a certain level of technical knowledge is required.

Step 1: Install IIS if it is not installed:

Go to Control Panel and double click Add/Remove programs.

Click Add/Remove Windows Components (left pane)



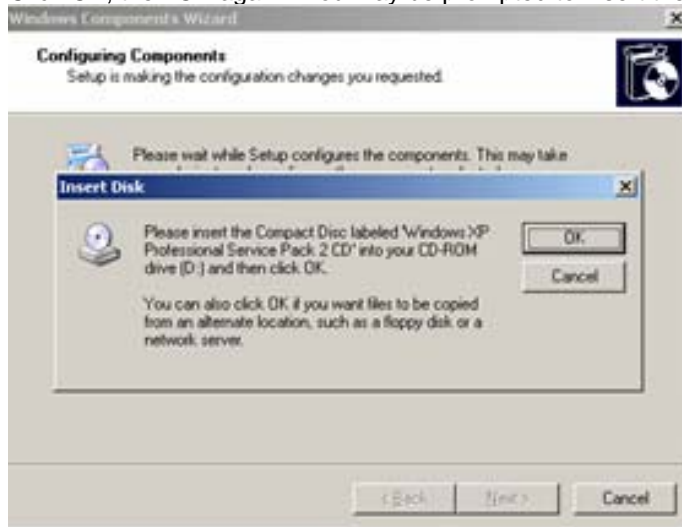
Ensure IIS has a check mark next to it.

Click the details button to remove the SMTP service from the IIS installation (it can be a security risk).

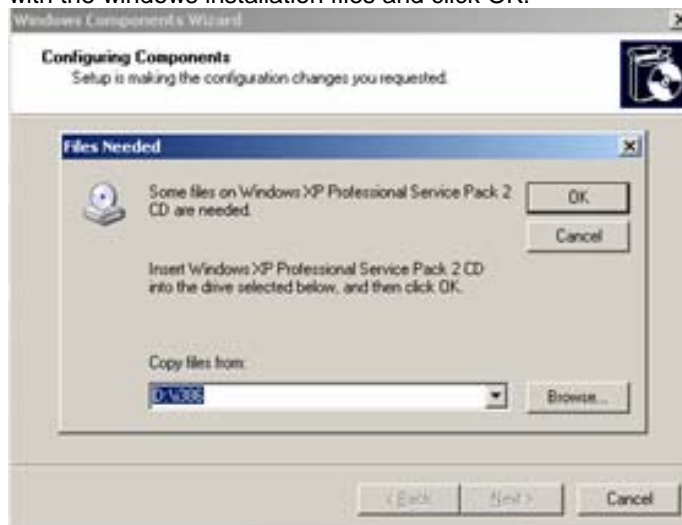




Click OK, then OK again. You may be prompted to insert the Windows XP installation CD.



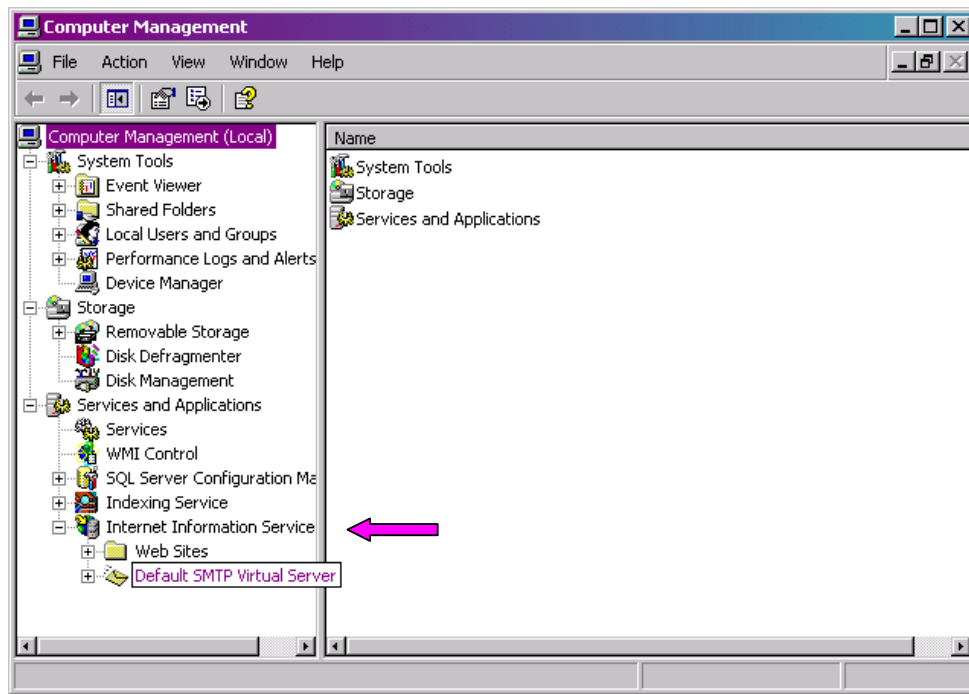
If you have the installation in another location, use the browse function to find the i386 folder with the windows installation files and click OK.



If your firewall asks at any point during this installation whether you want to allow access or authorize any program or service, choose yes. If you have the option, choose "always allow" access to the internet. The screenshots in this guide are from Symantec firewall.



Check to make sure that IIS has been installed properly. Right click on my computer, manage. Click services and make sure that IIS is visible along with the default website.

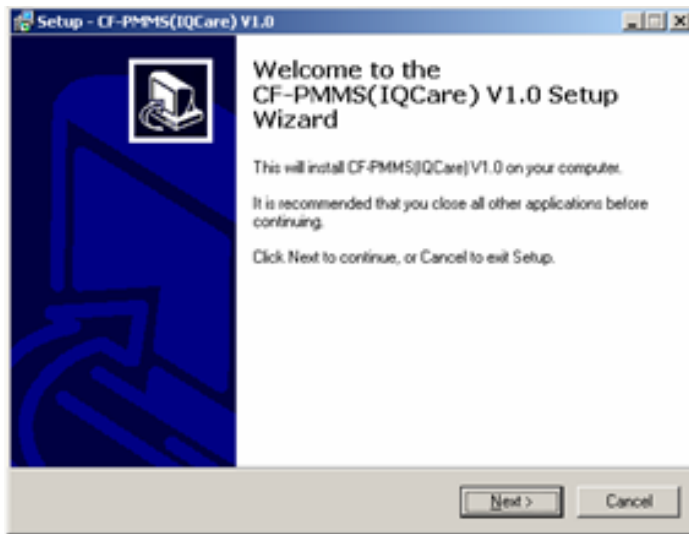


Step 2: Install IQCare, the application

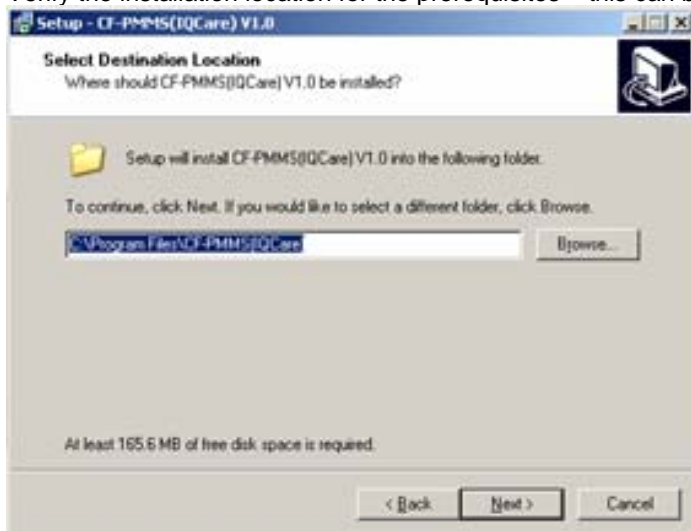
Locate and run the IQCare_Setup.exe file to install IQCare.

The following programs / prerequisites are installed during this process (among other things):

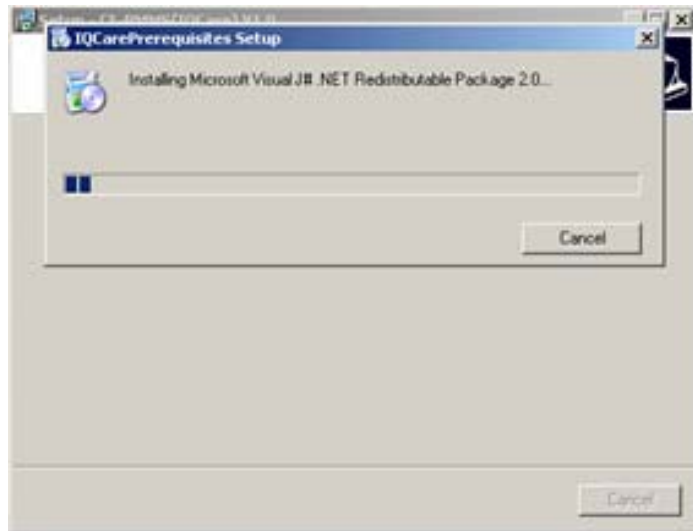
- 1) MSXML parser
- 2) Crystal reports redistributable
- 3) Microsoft SQL server 2005 express edition
- 4) Microsoft SQL server 2005 management studio express
- 5) Microsoft Office 2003 Primary Interop Assemblies
- 6) Microsoft visual J# 2.0 redistributable package
- 7) Microsoft .Net Framework 2.0



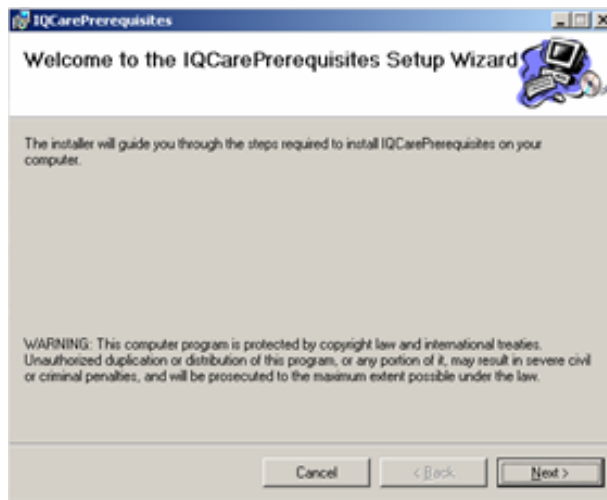
Verify the installation location for the prerequisites – this can be left as is on most systems.



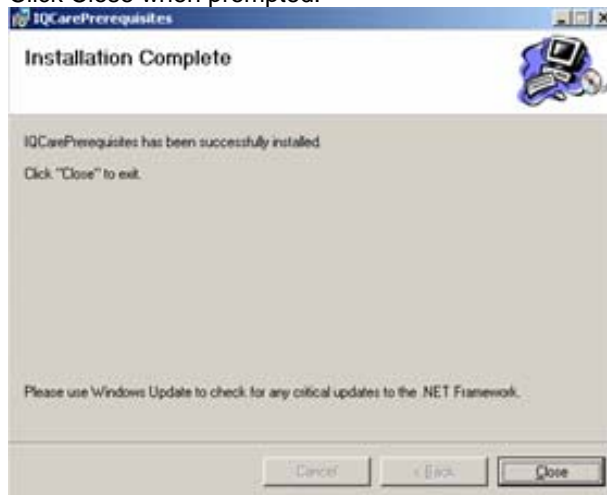
Accept any license agreements you may encounter along the way. Visual J# will be installed first.



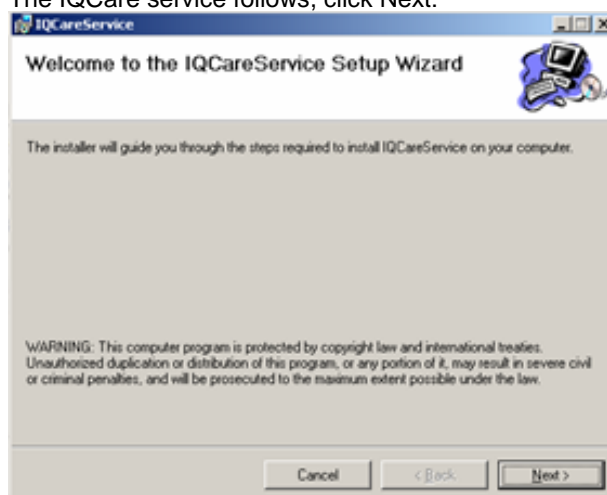
IQCare prerequisites will be next – Click Next, then next again.



Click Close when prompted.

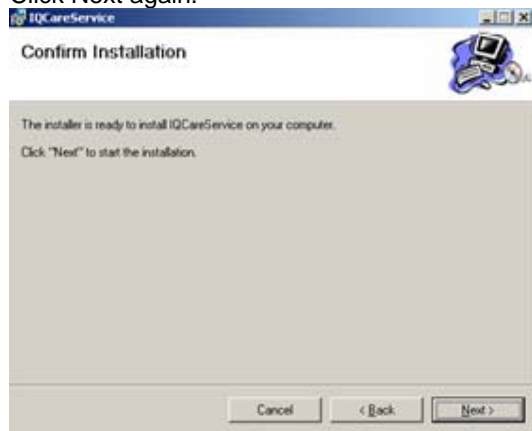


The IQCare service follows, click Next:





Click Next again.



If prompted by the firewall, allow access – always allow:



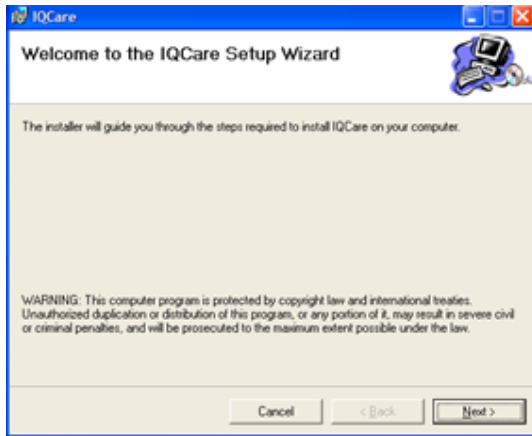
Click Close to finish.

MS Visual Studio report viewer is next.

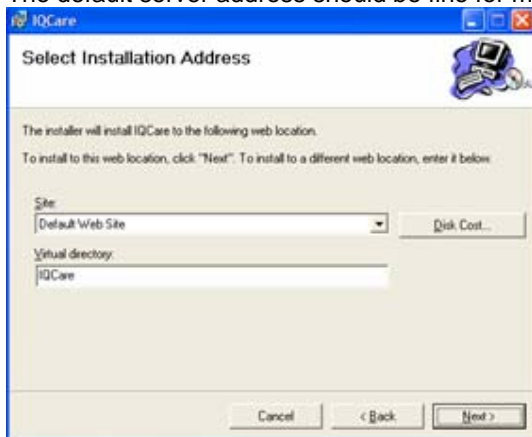




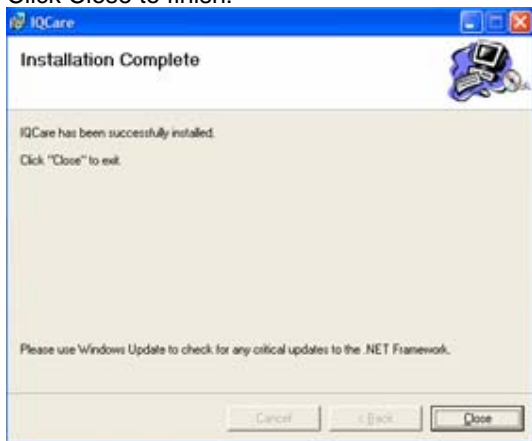
IQCare application setup follows, click Next:



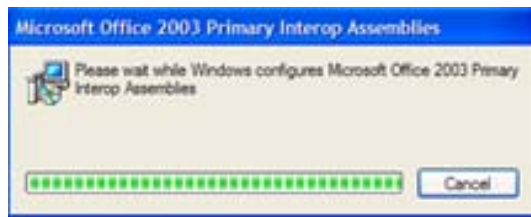
The default server address should be fine for most installations, click Next:



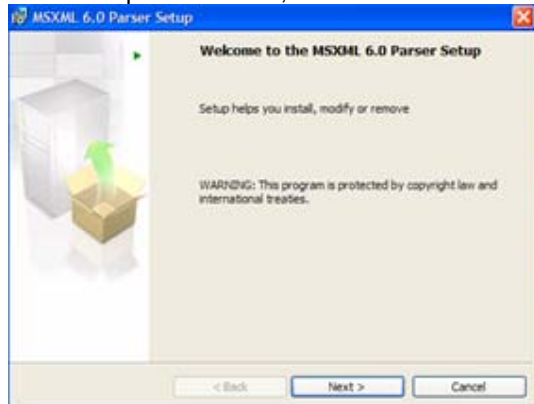
Click Close to finish:



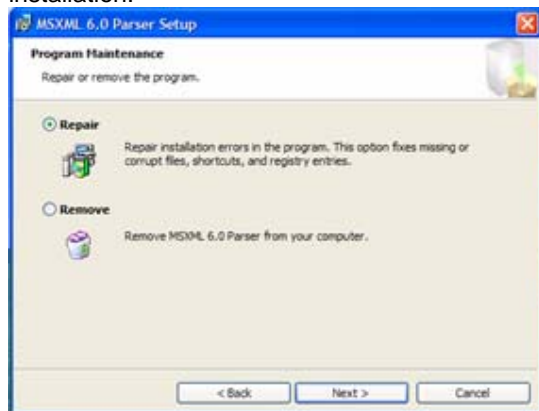
Microsoft primary interop assemblies follows, click Next to start it's installation:



MSXML 6 parser follows, click Next to start:



Note that if any of these products are already installed, you will be asked whether you want to repair the installation or remove it, either choose repair, or simply cancel that part of the installation:



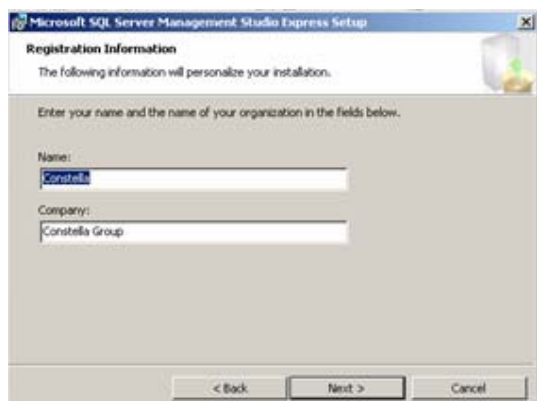
MS SQL Server management studio express will follow, click next:



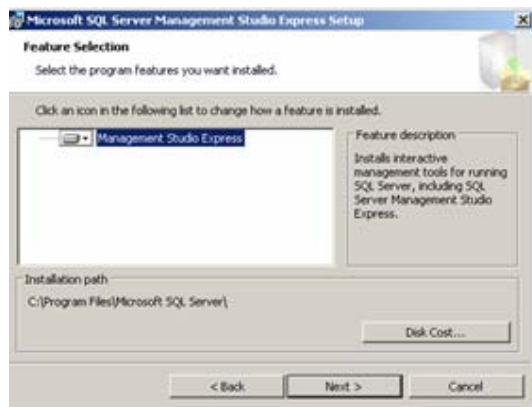
Accept the license agreement, then Next:



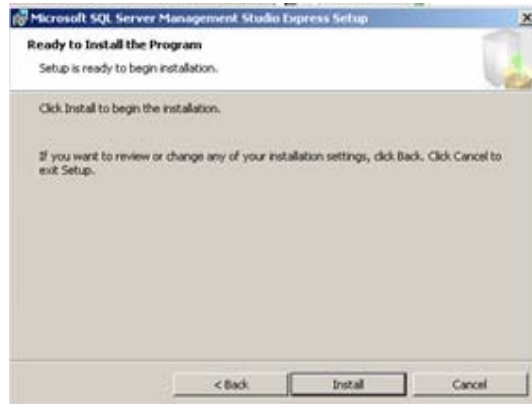
Click Next at the registration information screen to begin installation:



Next again:



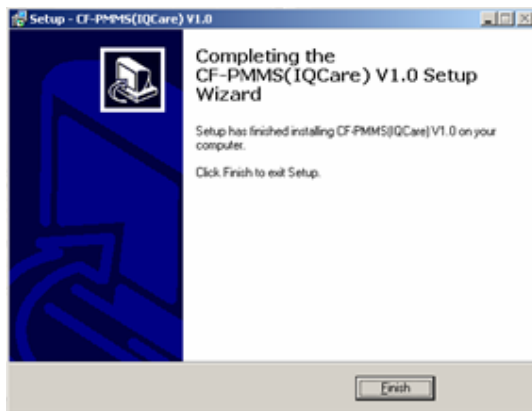
Click Install:



Click Finish when done:

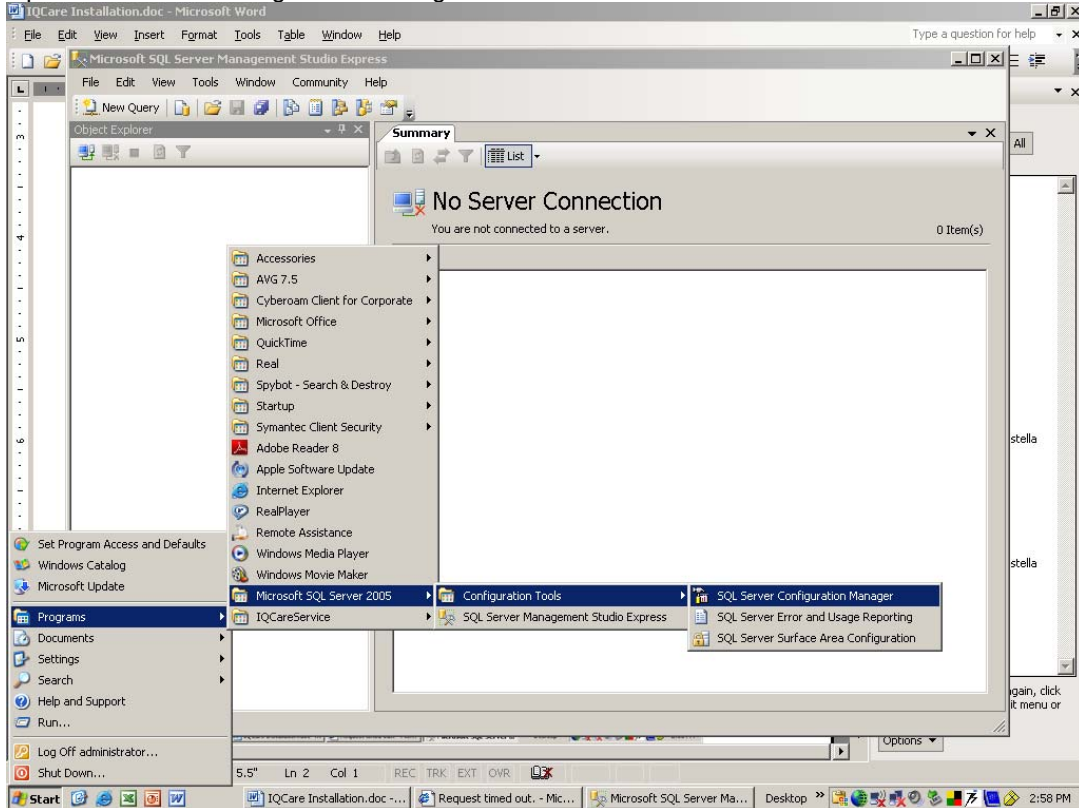


Click Finish to complete the installation:

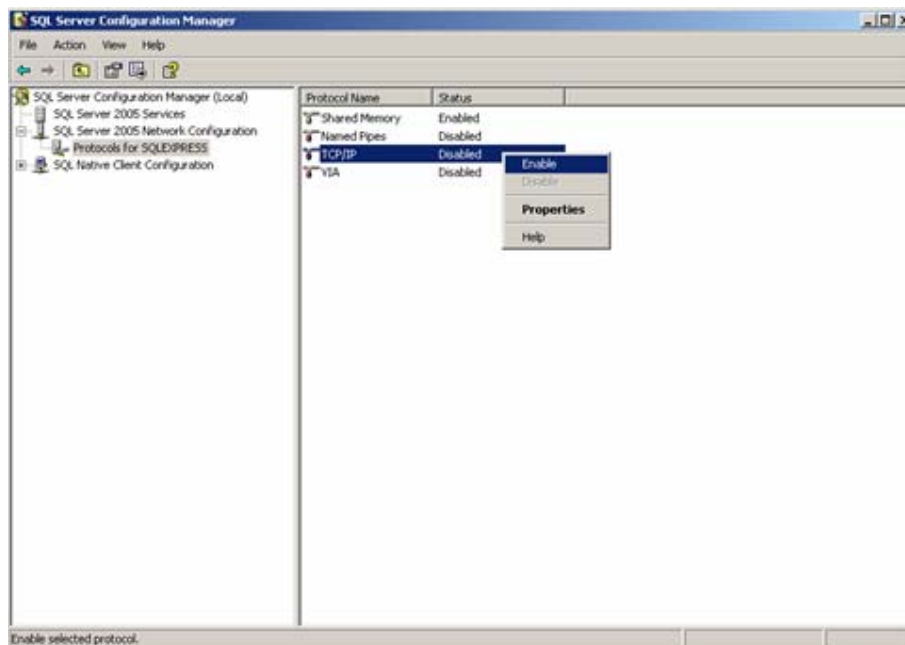


Step 3: Configuring services

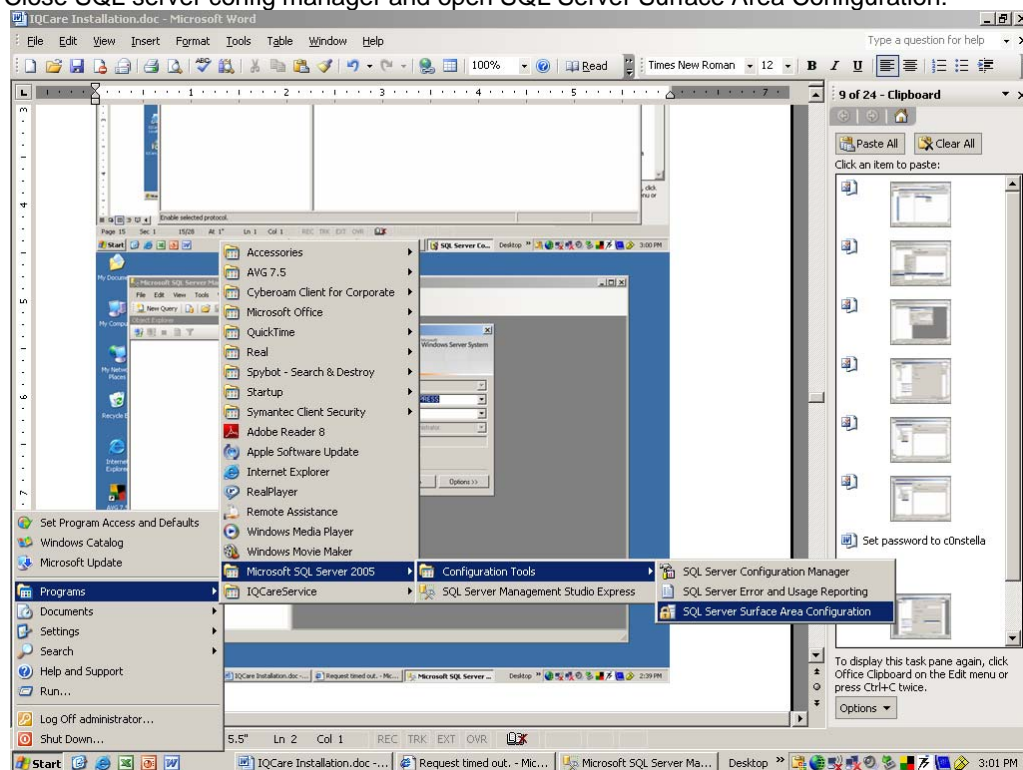
Open SQL Server Configuration manager:



Enable TCP/IP **and** Named Pipes protocols for SQL server express under Network Configuration:



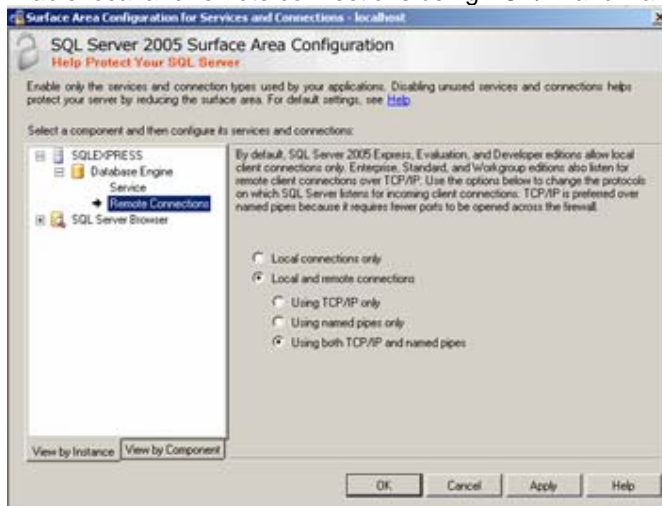
Close SQL server config manager and open SQL Server Surface Area Configuration:



First go to Surface Area Configuration for Services and Connections:



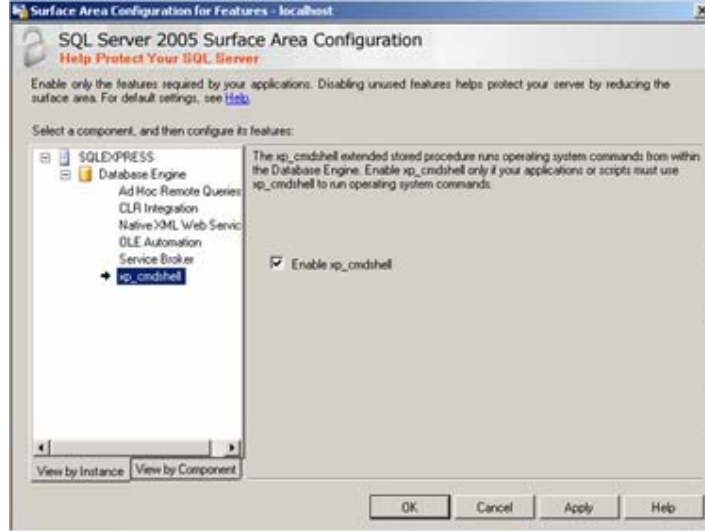
Enable local and remote connections using TCP/IP and Named Pipes:



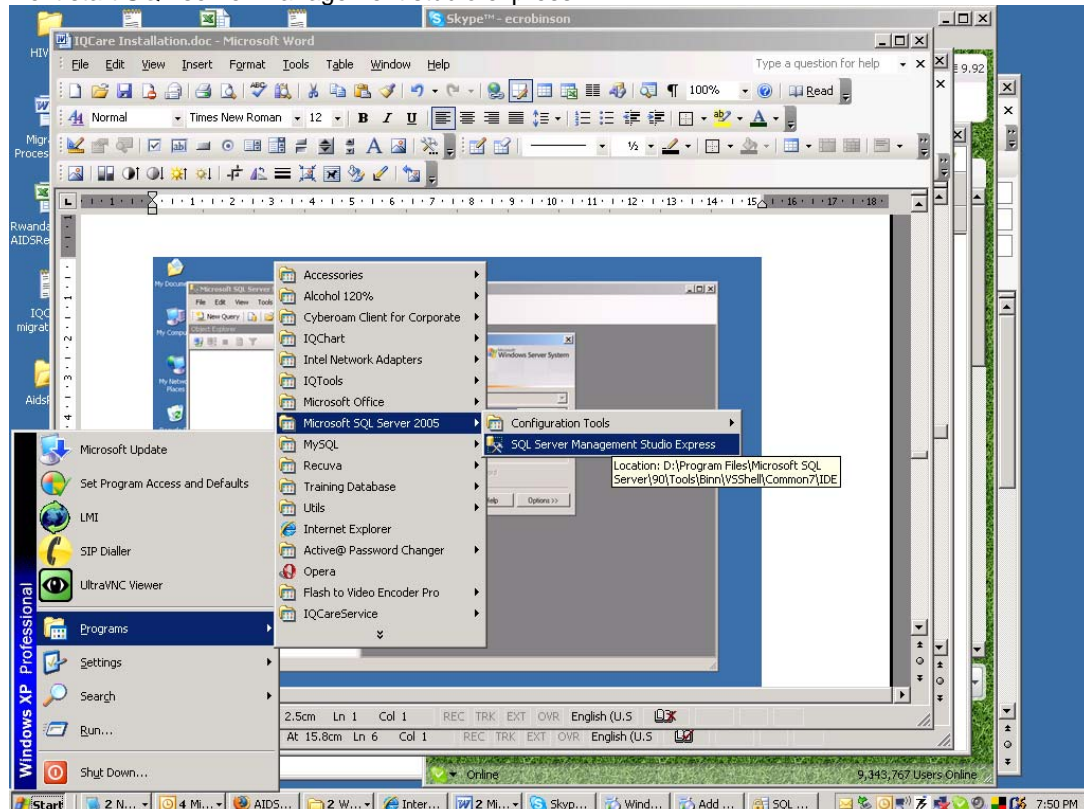
Then click OK and go to SQL server surface area configuration for Features:



Enable XP Command Shell for Sql Express Features (Surface Area Configuration):



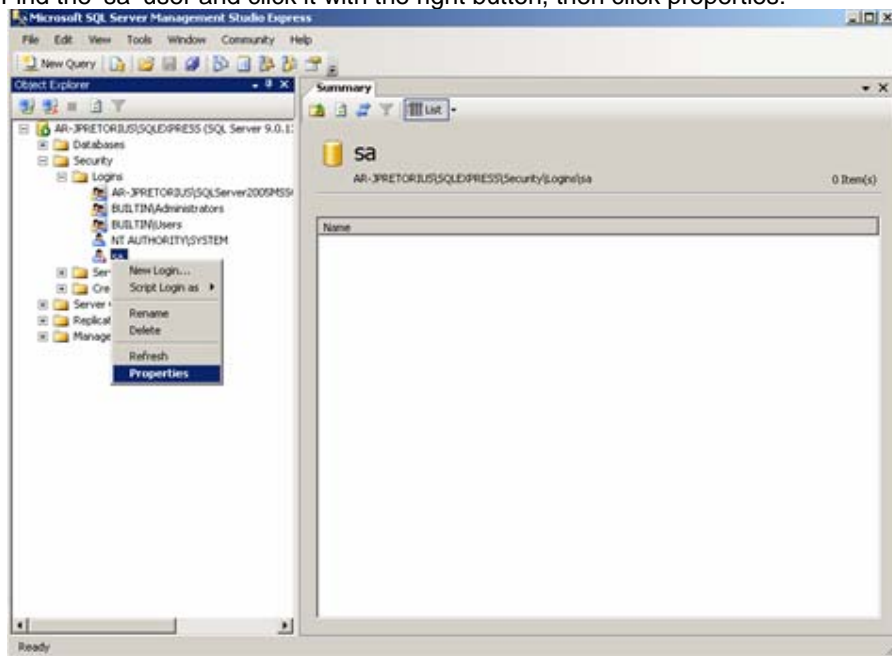
You may need to confirm that a restart of the SQL server is required – click OK.
Click OK and exit SQL server Surface Area Configuration.
Next start SQL server management studio express:



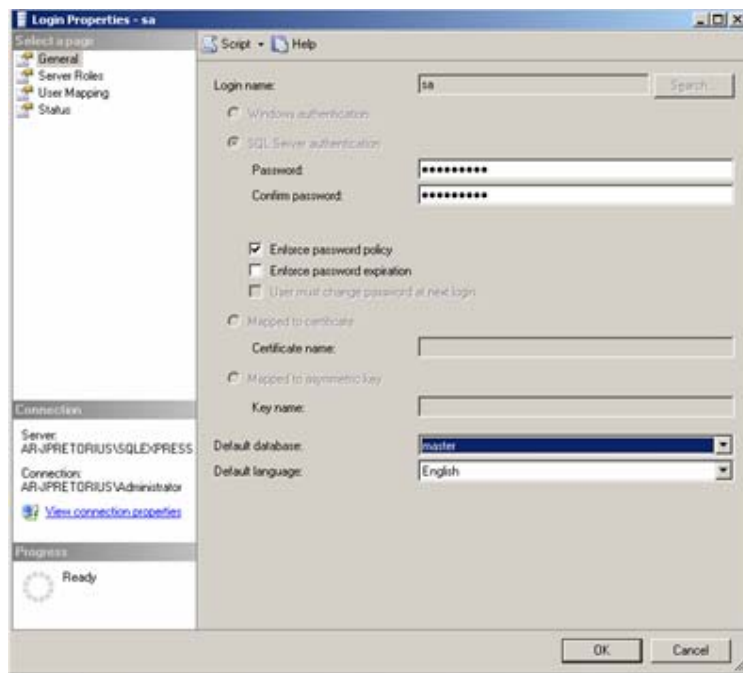
Log in using the default credentials (nothing needs to change – Windows Authentication should be selected).



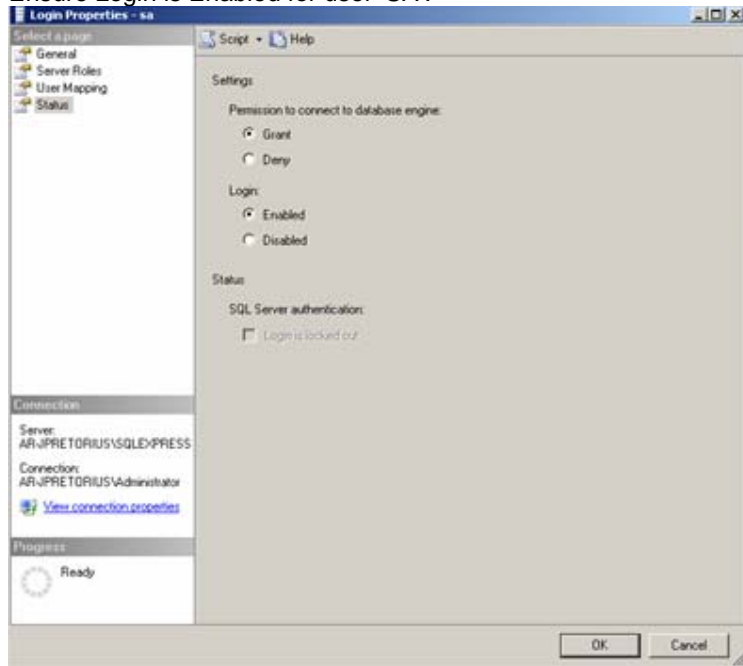
Find the 'sa' user and click it with the right button, then click properties:



Set user 'SA' password to 'c0nstella':

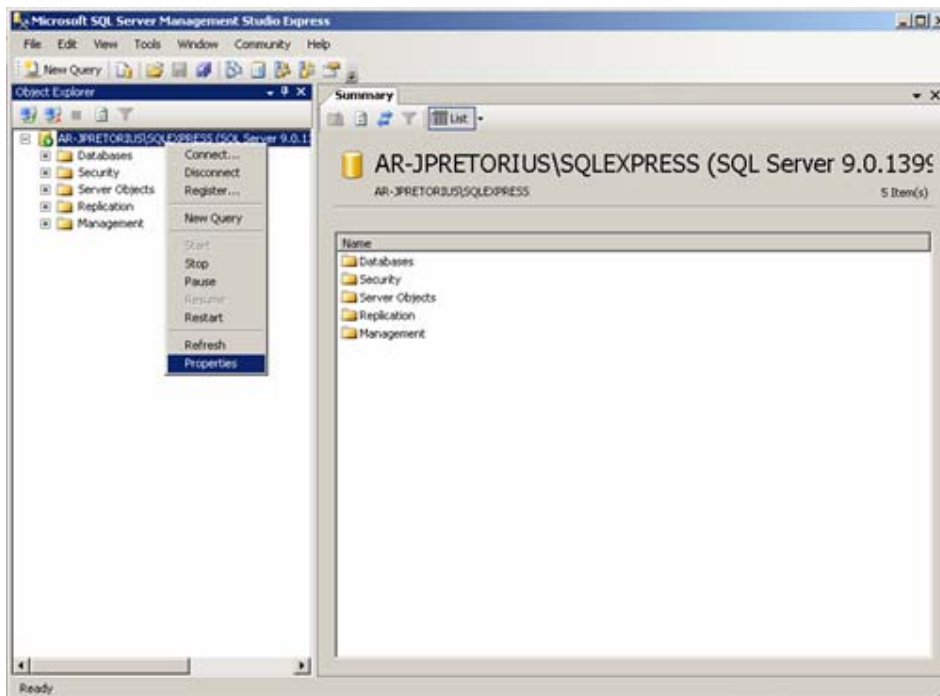


Ensure Login is Enabled for user 'SA':

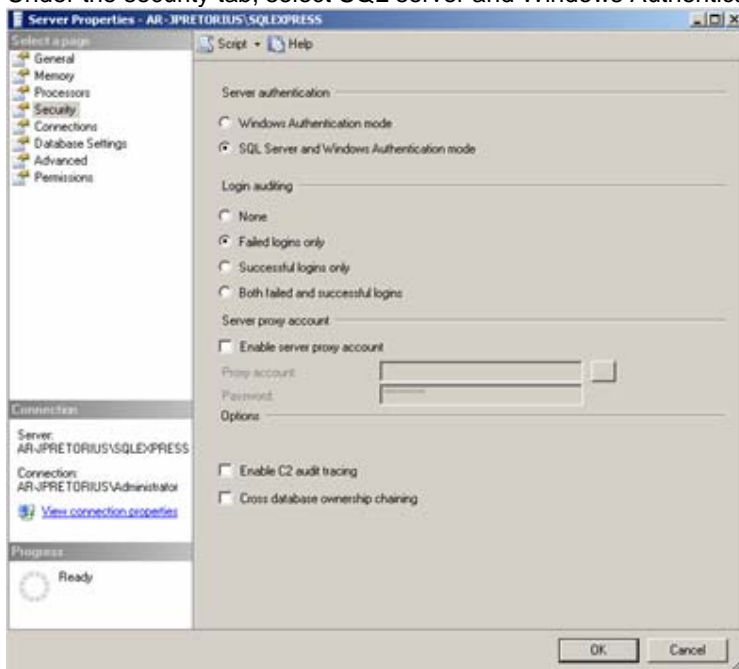


Click OK

Click the server object with the right mouse button and go to properties:

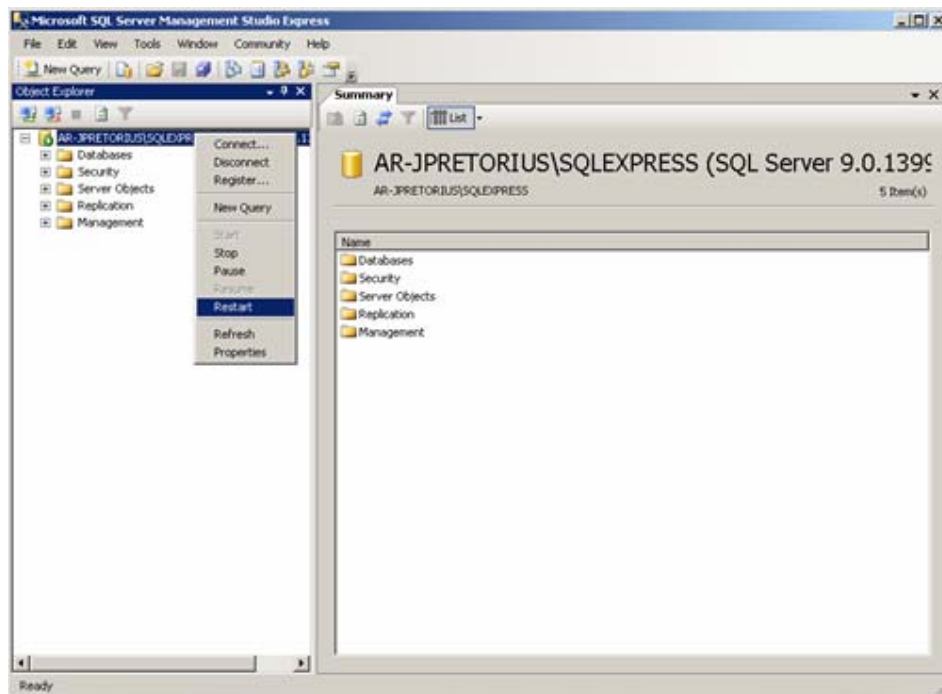


Under the security tab, select SQL server and Windows Authentication mode.



Click OK.

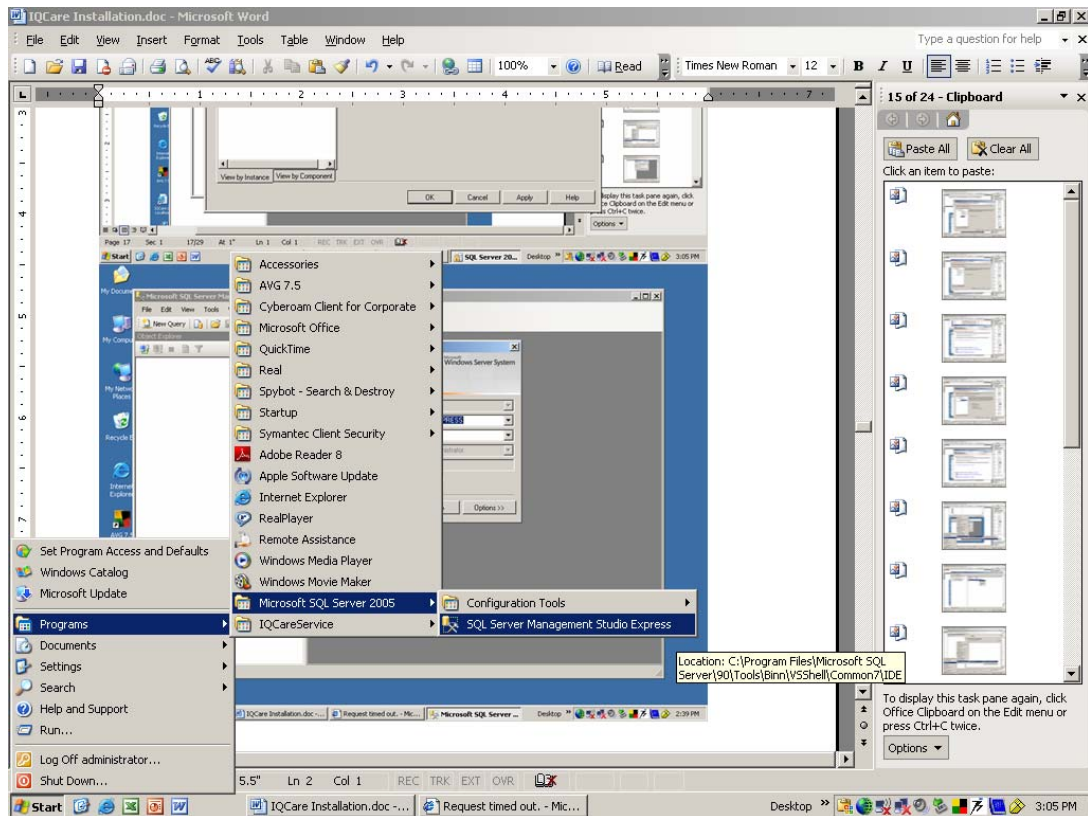
Restart the SQL server by clicking the server object with the right button then "Restart".



If the firewall requests input, make sure that you allow the sqlserver.exe process to accept connections as before:



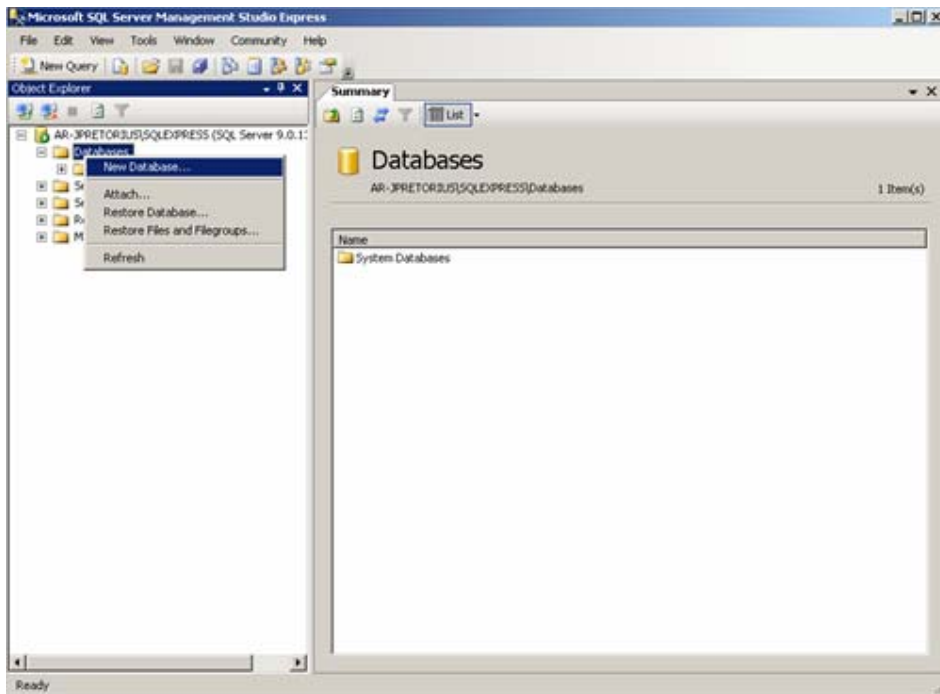
Exit SQL Server Management Studio Express and go back in again.



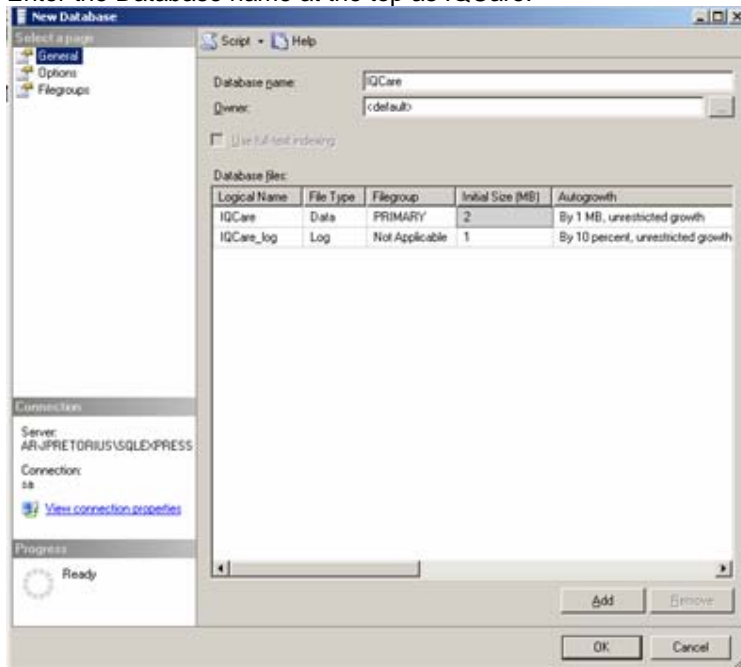
This time, login using the new 'sa' user with password c0nstella using SQL server authentication.



Create a new blank database by clicking the databases folder with the right button and selecting "New Database":

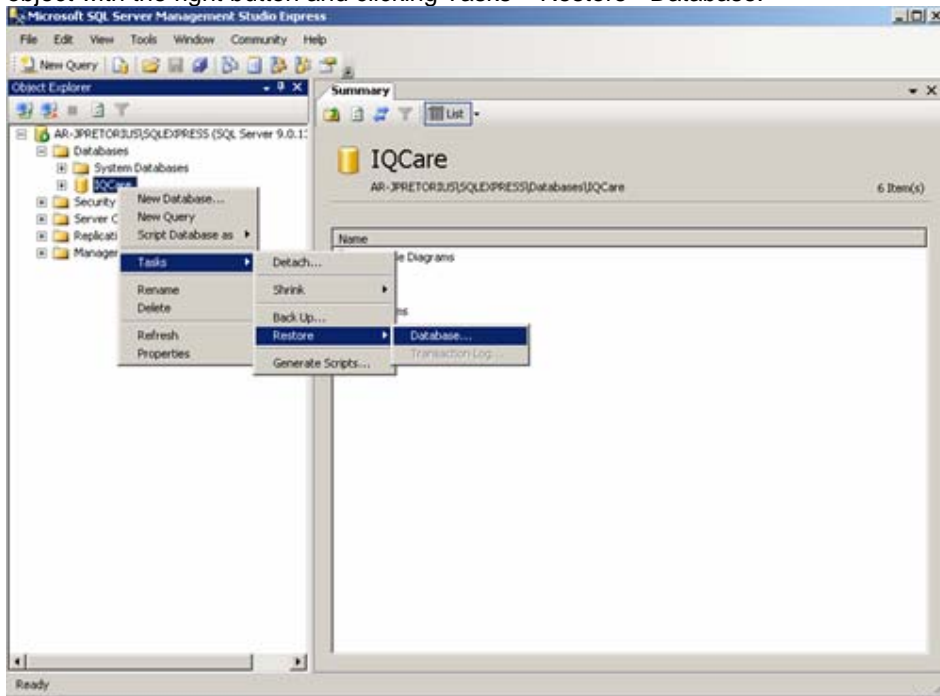


Enter the Database name at the top as IQCare.

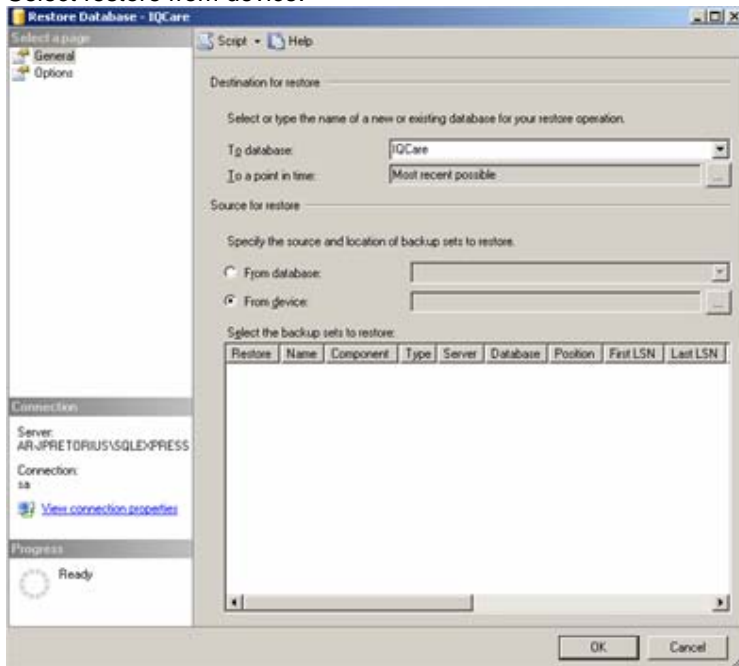


Before going to next step (restore database), you will need to put the IQCare database in some folder. Create a folder under C named IQCare Databases (C:/IQCare Databases) and copy the IQCare database into this folder.

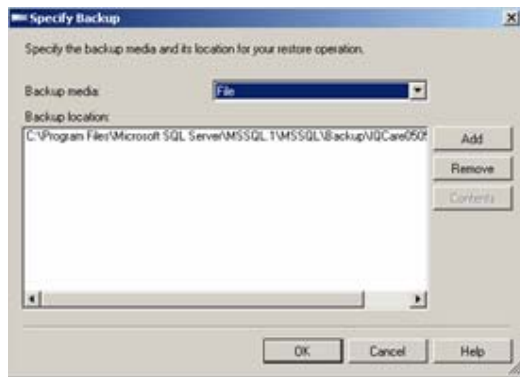
Restore a backup (either an existing db or a blank template) by clicking the IQCare database object with the right button and clicking Tasks – Restore - Database:



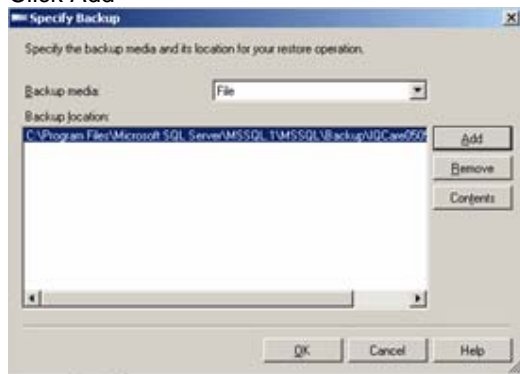
Select restore from device:



Click Browse (... - to the right of "From Device"):



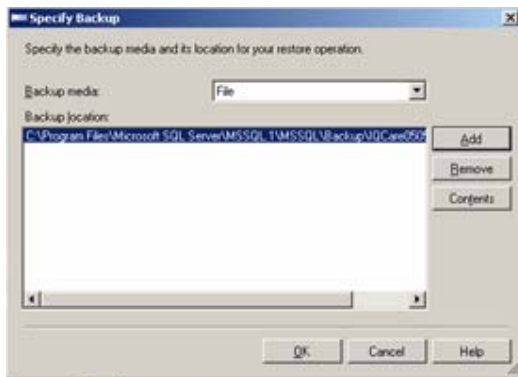
Click Add



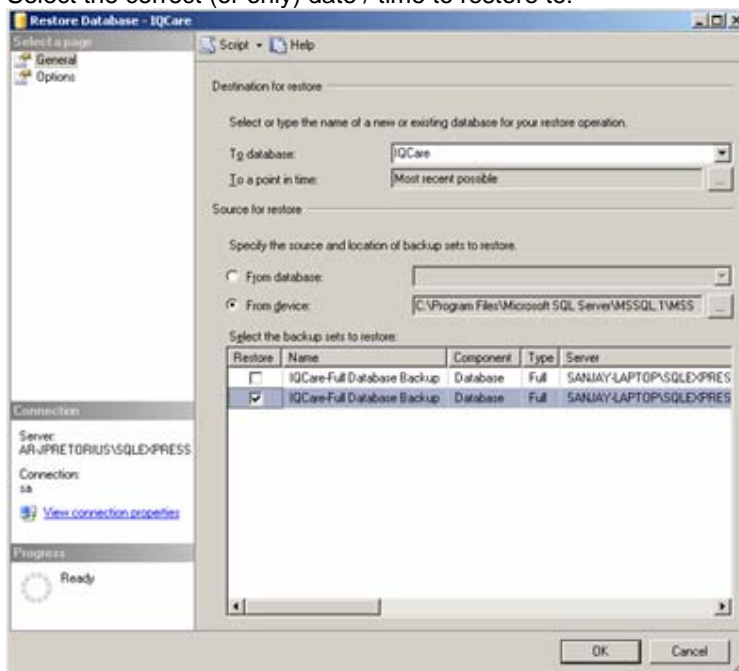
Select the backup file to be restored and click OK (note that the backup file cannot be browsed if it is on the desktop or My Documents folder, it should be elsewhere on the c: drive or other location):



Click OK again:



Select the correct (or only) date / time to restore to:



Under Options, select “Overwrite the existing database” and ensure the “Restore as” path is correct for this computer:

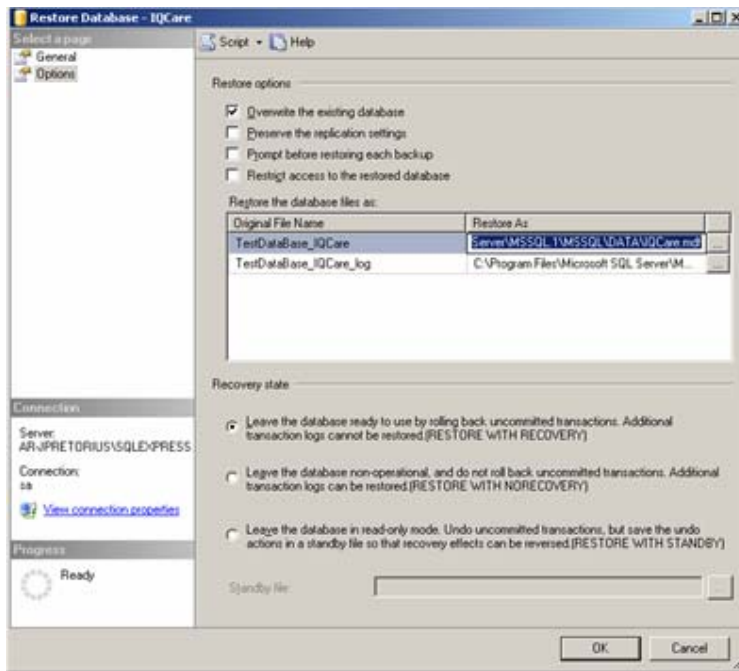
It should read like this:

TestDatabase_IQCare –

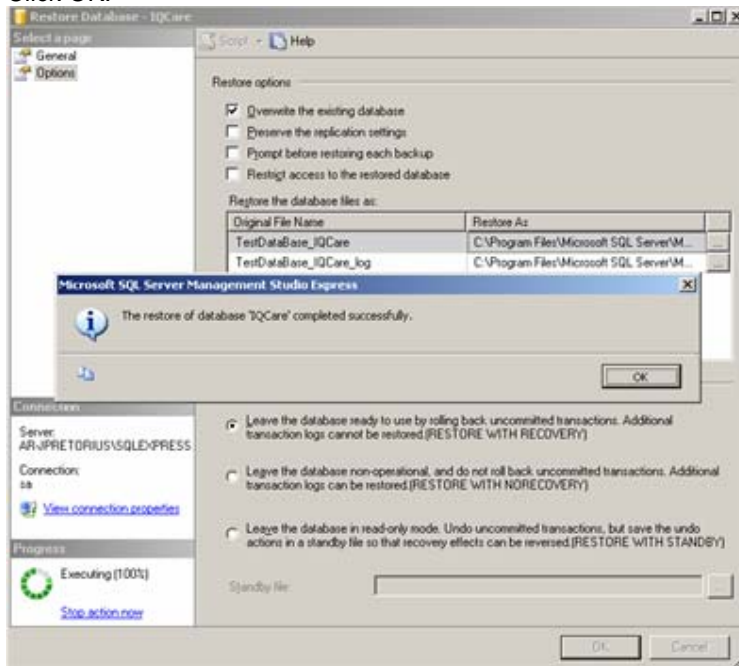
C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\DATA\IQCare.mdf

TestDatabase_IQCare_log –

C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\DATA\IQCare_Log.ldf



Click OK:



If all goes well, then you should be able to at this point restart the PC and start IQCare by opening Internet Explorer and entering:

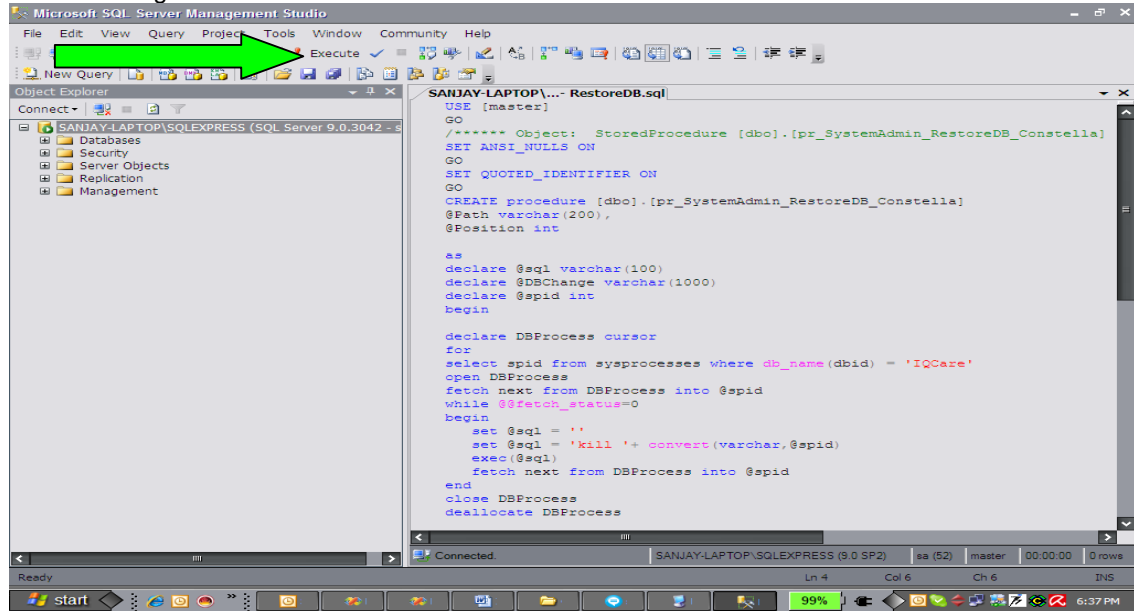
<http://localhost/iqcare/frmlogin.aspx>

in the browser's address bar.



System Restore Process

Open the RestoreDB.sql file attached with your release files in TSQL window from SQL Server Management Studio and Press “Execute ” Button

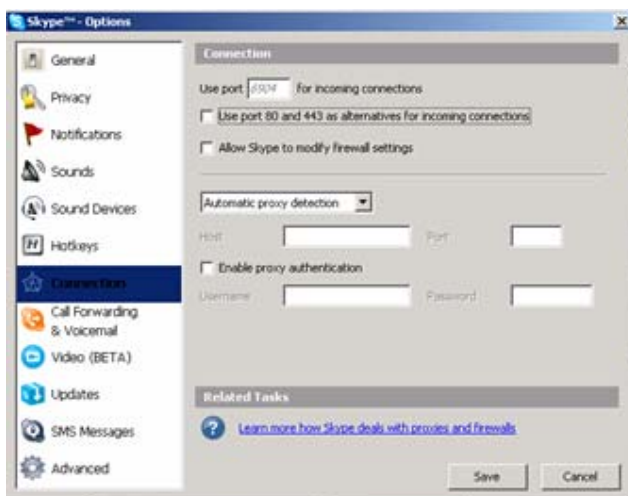


Trouble Shooting

If you have Skype installed, check that Port 80 (reserved for IIS) is not being used for Skype. Start Skype and in the main window, click Tools and Options:

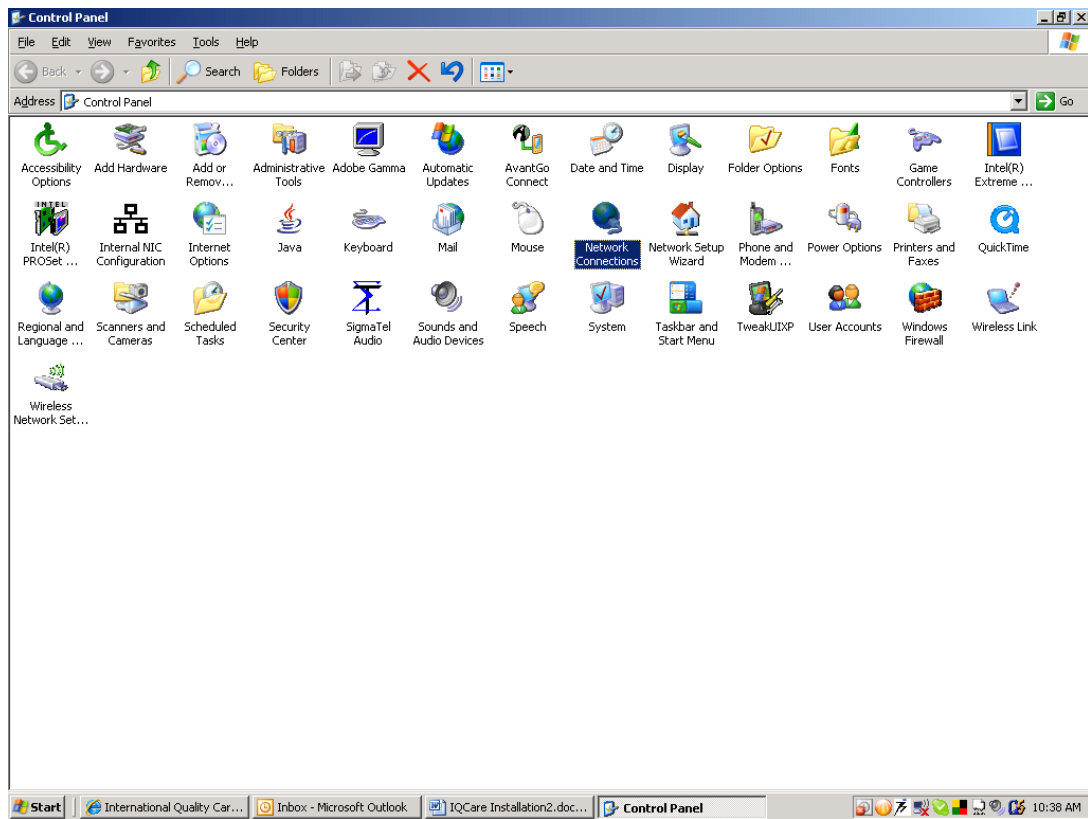


Click the Connections tab and ensure that the “Use port 80 and 443 as alternatives for incoming connections” is *not* checked. Click Save.

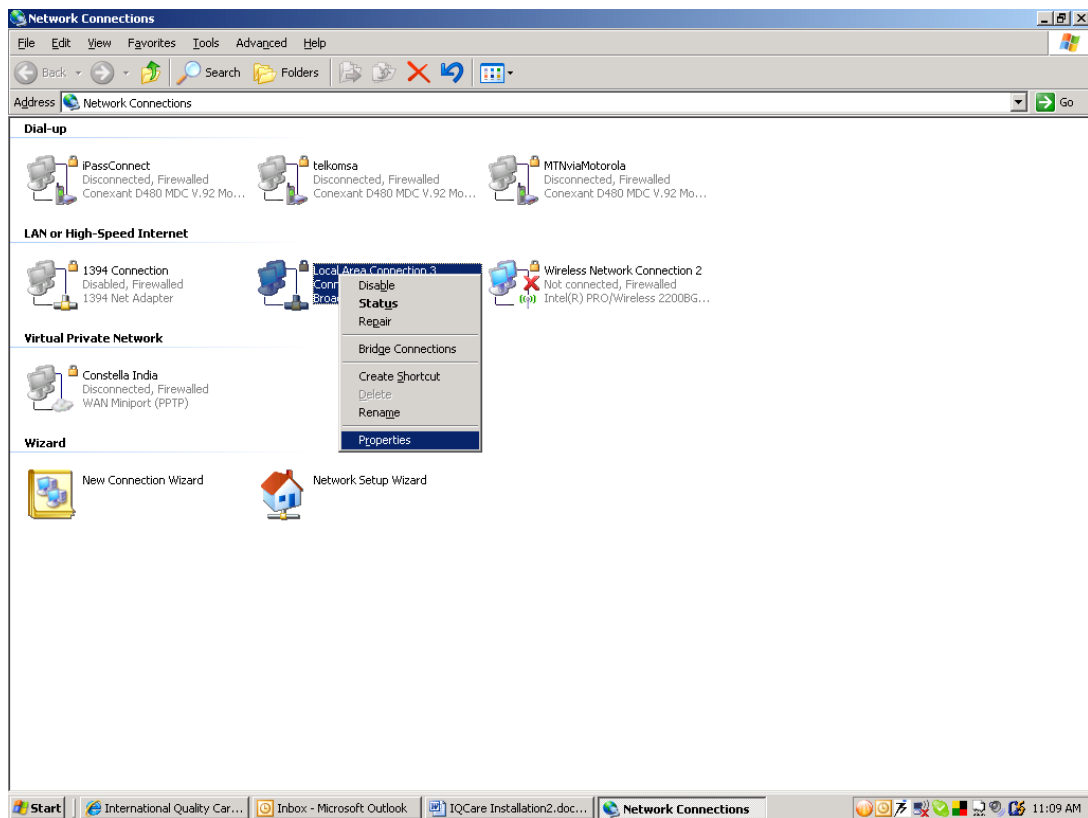


Check that your firewall is blocking port 80 (IIS www service). This procedure depends on the firewall being used, every firewall configuration is different. Below are the steps for the built in Windows XP firewall:

In the control panel, double click the network connections applet:



Find any network connection and click with the right mouse button then click properties:



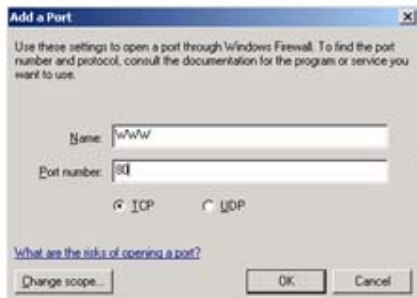
On the advanced tab, click settings (windows firewall):



In the Windows Firewall settings screen, click the exceptions tab:



Add port 80 to the list of exceptions: Click Add port.
Enter anything descriptive for the name and 80 as the port number with TCP as the protocol type. Click OK.

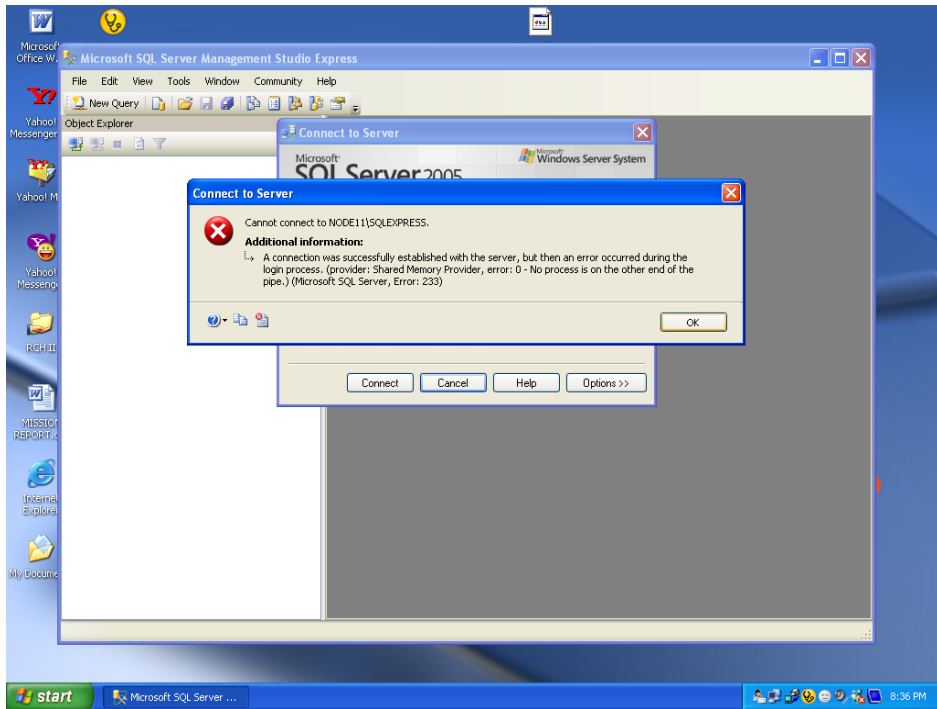


Click OK and OK again to save the changes. If you get an error stating the port is already added, just exit the firewall configuration as this step is not necessary.

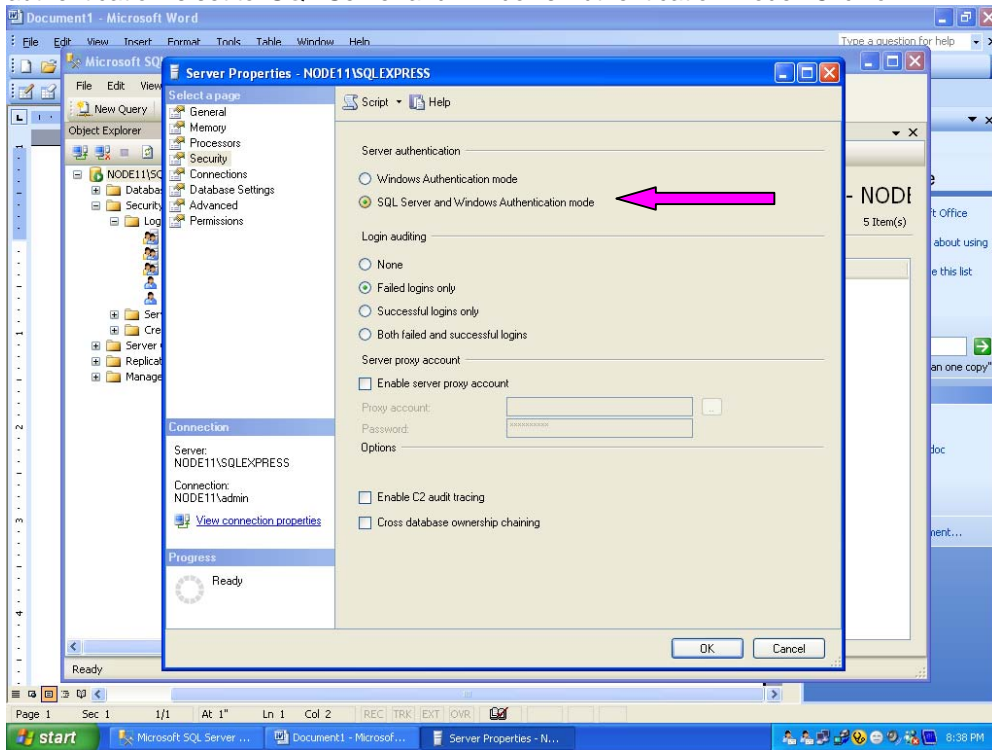
Consult other firewall documentation to allow connections on port 80, also known as the http port or www service port.

Problems logging on with SQL Server Authentication and user SA

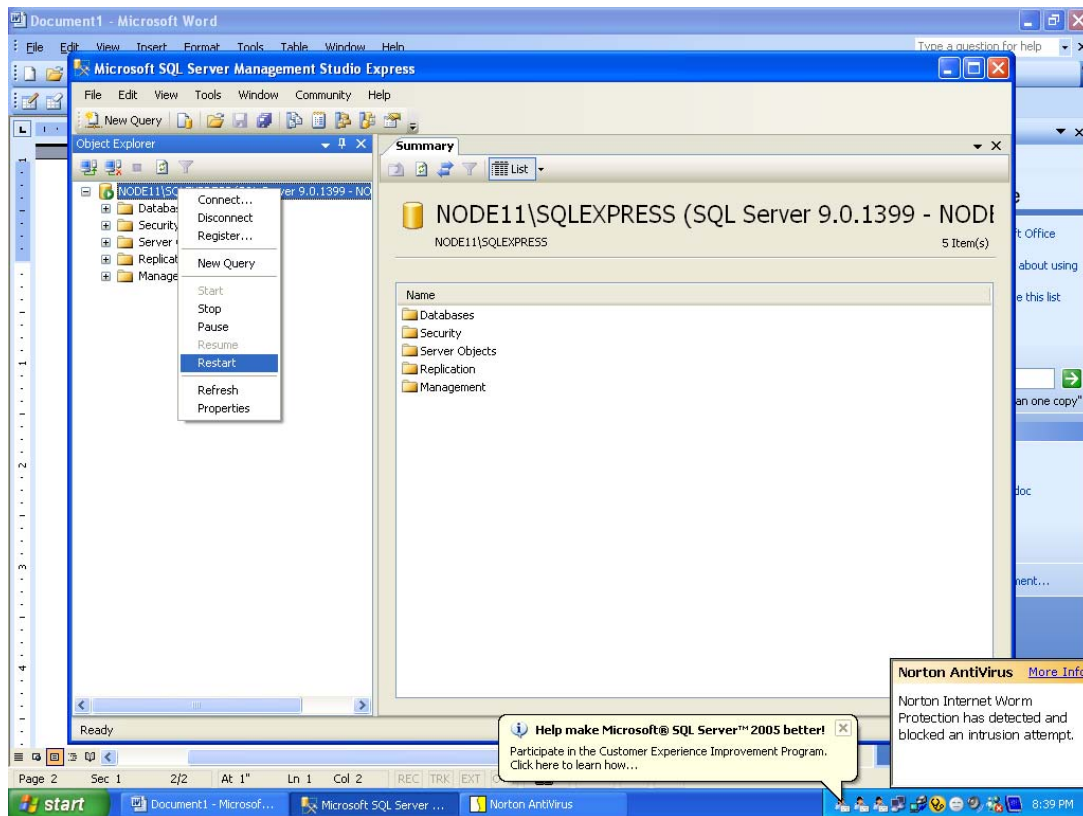
If you do not have rights to login in as sa under SQL Server Authentication – as below.



Then log on with Windows Authentication and right click on the server name and click properties. Then select security from the left hand pane and make sure that server authentication is set to 'SQL Server and Windows Authentication mode'. Click ok.



Then restart your server – right click the server and say restart. Then disconnect and log in with SQL Server Authentication and username sa.



Web Configure Error *(this shouldn't typically happen)*

If you get the login screen for IQCare and can login – but then get a message reading something like, “cannot find the AIDSRelief/sourcebase/xml” – you will need to replace the web.config file. Go to C:/inetpub/wwwroot/iqcare/web.config. Open it using notepad. Overwrite the web.config file with the following:

```
<?xml version="1.0"?>
<!--
```

Note: As an alternative to hand editing this file you can use the web admin tool to configure settings for your application. Use the Website->Asp.Net Configuration option in Visual Studio.

A full list of settings and comments can be found in machine.config.comments usually located in \Windows\Microsoft.Net\Framework\v2.x\Config

```
-->
```

```
<configuration>
```

```
  <configSections>
```

```
    <section name="IQCareParameters"
```

```
    type="System.Configuration.NameValueFileSectionHandler, System, Version=1.0.3300.0, Culture=neutral, PublicKeyToken=b77a5c561934e089"/>
```

```
  </configSections>
```

```
  <appSettings>
```

```
    <add key="ServerLocation" value="http://localhost:8001/BusinessProcess.soap" />
```

```
    <add key="HttpChannel" value="8001" />
```

```
    <add key="MessageRepository"
```

```
    value="..\..\..\inetpub\wwwroot\IQCare\IQCareMessage.xml" />
```

```
    <add key="SessionTimeout" value="480"/>
```

```
    <add key="CrystallImageCleaner-AutoStart" value="true" />
```



```
<add key="CrystallImageCleaner-Sleep" value="60000" />
<add key="CrystallImageCleaner-Age" value="120000" />
</appSettings>
  <system.runtime.remoting>
    <application>
      <channels>
        <channel ref="http" port="8001"/>
        <clientProviders>
          <formatter ref="soap"/>
        </clientProviders>
        <serverProviders>
          <formatter ref="soap" typeFilterLevel="Full"/>
        </serverProviders>
      </channels>
    </application>
    <customErrors mode="off"/>
  </system.runtime.remoting>
  <connectionStrings/>
  <system.web>
    <hostingEnvironment idleTimeout="480" />
    <!--
    Set compilation debug="true" to insert debugging
    symbols into the compiled page. Because this
    affects performance, set this value to true only
    during development.
    -->
    <compilation debug="true">
  <assemblies>
    <add assembly="System.Windows.Forms, Version=2.0.0.0, Culture=neutral,
    PublicKeyToken=B77A5C561934E089" />
    <add assembly="System.Runtime.Remoting, Version=2.0.0.0, Culture=neutral,
    PublicKeyToken=B77A5C561934E089" />
    <add assembly="CrystalDecisions.CrystalReports.Engine, Version=10.2.3600.0,
    Culture=neutral, PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.ReportSource, Version=10.2.3600.0, Culture=neutral,
    PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.Shared, Version=10.2.3600.0, Culture=neutral,
    PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.Web, Version=10.2.3600.0, Culture=neutral,
    PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.ReportAppServer.ClientDoc, Version=10.2.3600.0,
    Culture=neutral, PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.Enterprise.Framework, Version=10.2.3600.0,
    Culture=neutral, PublicKeyToken=692fba5521e1304" />
    <add assembly="CrystalDecisions.Enterprise.InfoStore, Version=10.2.3600.0,
    Culture=neutral, PublicKeyToken=692fba5521e1304" />
    <add assembly="System.Security, Version=2.0.0.0, Culture=neutral,
    PublicKeyToken=B03F5F7F11D50A3A" />
    <add assembly="Microsoft.SqlServer.Smo, Version=9.0.242.0, Culture=neutral,
    PublicKeyToken=89845DCD8080CC91" />
    <add assembly="Microsoft.VisualBasic, Version=8.0.0.0, Culture=neutral,
    PublicKeyToken=B03F5F7F11D50A3A" />
  </assemblies>
</compilation>
  <!--
  The <authentication> section enables configuration
  of the security authentication mode used by
  ASP.NET to identify an incoming user.
```

-->

<!--

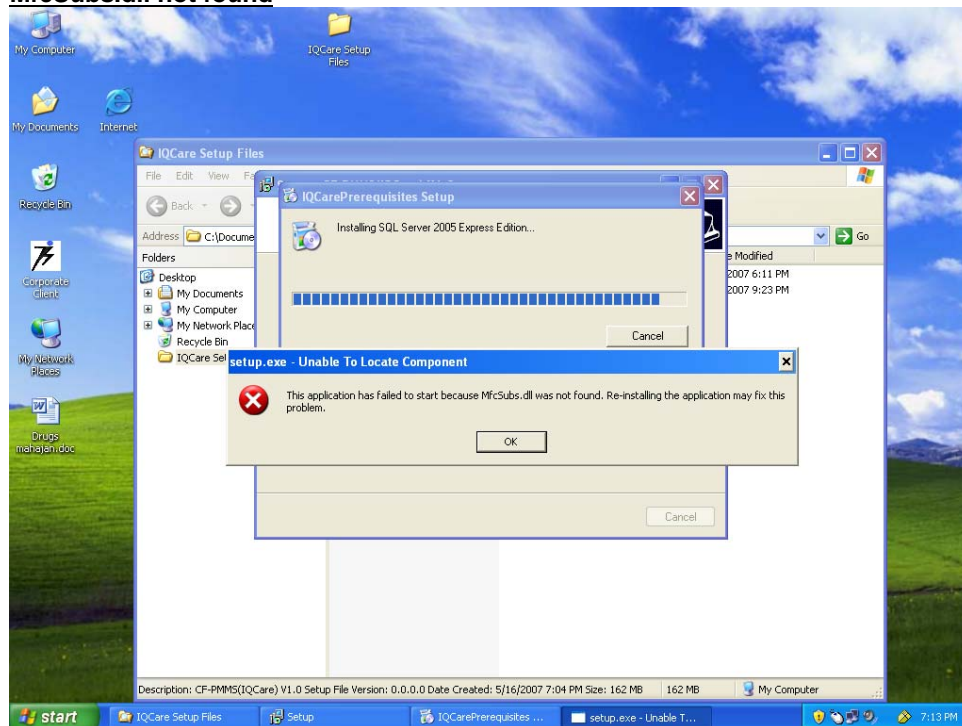
The <customErrors> section enables configuration of what to do if/when an unhandled error occurs during the execution of a request. Specifically, it enables developers to configure html error pages to be displayed in place of a error stack trace.

```
<customErrors mode="RemoteOnly" defaultRedirect="GenericErrorPage.htm">
  <error statusCode="403" redirect="NoAccess.htm" />
  <error statusCode="404" redirect="FileNotFound.htm" />
</customErrors>
```

-->

```
<httpHandlers><add verb="GET" path="CrystallImageHandler.aspx"
type="CrystalDecisions.Web.CrystallImageHandler, CrystalDecisions.Web,
Version=10.2.3600.0, Culture=neutral,
PublicKeyToken=692fbea5521e1304"/></httpHandlers></system.web>
</configuration>
```

MfcSubs.dll not found



Problem:

IQCare software cannot find MFcSUBS.dll

Resolution:

IQCare software needs MFC42.dll which contains MFcSUBS.dll

Find copy of MFC42.dll from another computer

Copy MFC42.dll file

MFC42.DLL



972 KB (995,383 bytes)

Monday, November 02, 1998, 4:45:20 PM

to C:\WINDOWS\system

Reboot computer