M.A.C. SOLUTIONS

PROCESSVUE

ProcessVue Extended Upgrade guide

Abstract

The following is a guide for you to use when upgrading your ProcessVue Software to a new version

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1. Overview

This document will guide you through the steps needed to upgrade your ProcessVue system. Before starting the upgrade, it is important you read the following information:

IMPORTANT – Windows XP / Server 2003 is not supported by the latest version of ProcessVue as .NET Framework 4.5 is required.

- You can only perform an upgrade of the ProcessVue software to the latest version if your license allows you to do so. Before you perform an upgrade, please check your current license expiry date is still in within the maintenance contract. If you have any doubts or require any further information, please contact the ProcessVue team.
- If you are upgrading from a system that is 3 years old or older, please contact the ProcessVue team for more information.
- As the ProcessVue services will be temporarily switched off whilst performing an upgrade, you will encounter a loss of data until the services are back up and running. This guide has been designed to be the most efficient way to upgrade your ProcessVue software.

IMPORTANT – Make sure that you have the ProcessVue Computer User's login credentials at hand before upgrading. This will be the Windows User account used to install ProcessVue and run the ProcessVue services.

This document will go through the steps to find these credentials if you do not know them.

IMPORTANT – Make sure that you have the SQL Servers sa account credentials as this will be required when you are upgrading the Web Applications.

- Make sure you have the latest installation files (32 bit / 64 bit) depending on the Operating System you have.
- Existing configuration data will be preserved but it is always recommended that you take a backup of the configuration files before performing an upgrade.

This document will explain the process of taking a backup of the configuration files and where they are located in your system.

- The upgrade should not affect the Database, but it is always recommended that you take a backup before performing an upgrade.

This document will explain the steps of backing up your SQL Database.

NOTE-

- Once the system has been upgraded, the list of new features will be detailed within the help files or a document can be provided to you by a member of the ProcessVue team.
- If new licenses are required for the software, they must be placed for the Data Collector, Data Archiver, and the Data Analyser* services. Licenses must also be placed for the SOE Web Application* and the Analyser Web Application*. *This document will go through the steps of installing the ProcessVue licenses.*

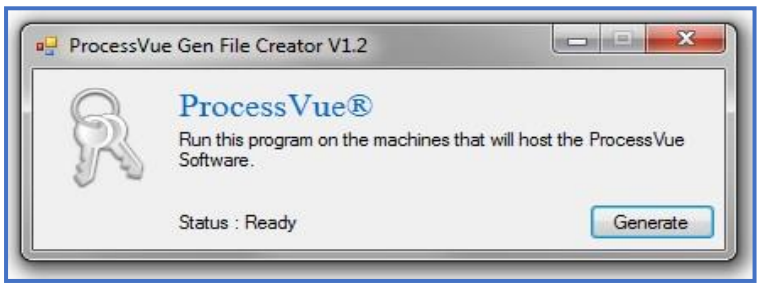
*Only available on selected packages

1.1 Installing the ProcessVue licenses

NOTE – If your current licenses still have active maintenance and have not expired, this section can be skipped.

The ProcessVue Gen File Creator is the application used to generate the license request file. Once you have generated this file, you will need to send it to the ProcessVue team so they can generate your licenses.

1. Go to the Gen File Creator application – Select Windows Start > ProcessVue > Gen File Creator
2. When the application has loaded, select the Generate button.



3. Save the Gen File to the local drive
4. Send across the Gen File to your ProcessVue contact, either via email or FTP.
5. Once you have received your ProcessVue.lic file, you will need to copy them in the following locations replacing the current license:
    a. C:\Program Files\MAC Solutions UK\ProcessVue Data Archiver
    b. C:\Program Files\MAC Solutions UK\ProcessVue Data Collector
    c. C:\ProgramFiles\MAC Solutions UK\Data Analyser *
    d. C:\inetpub\wwwroot\ProcessVue\SOE\bin *
    e. C:\inetput\wwwroot\ProcessVue\Analyser\bin*

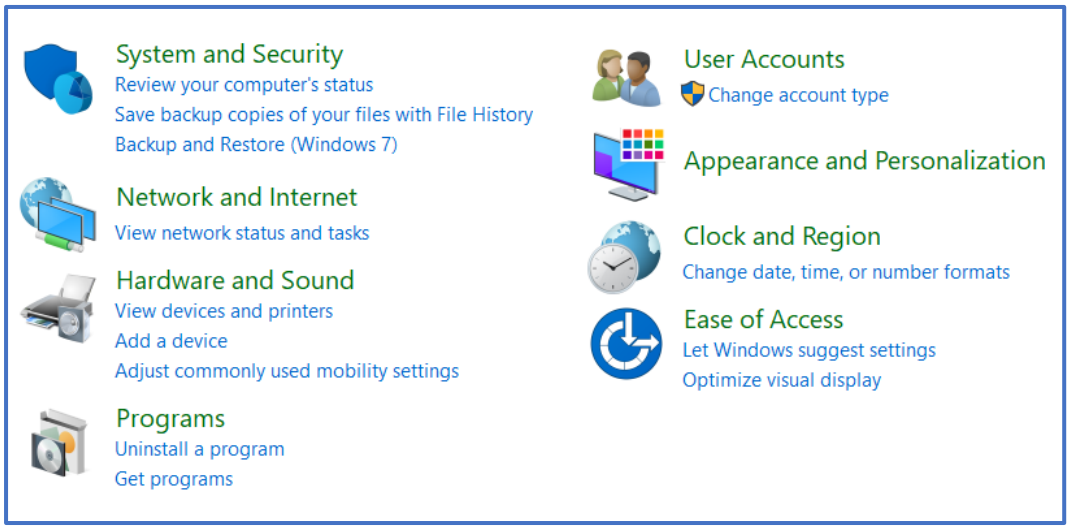
*Available on selected packages

After carrying out these steps, the licensing procedure will be complete.

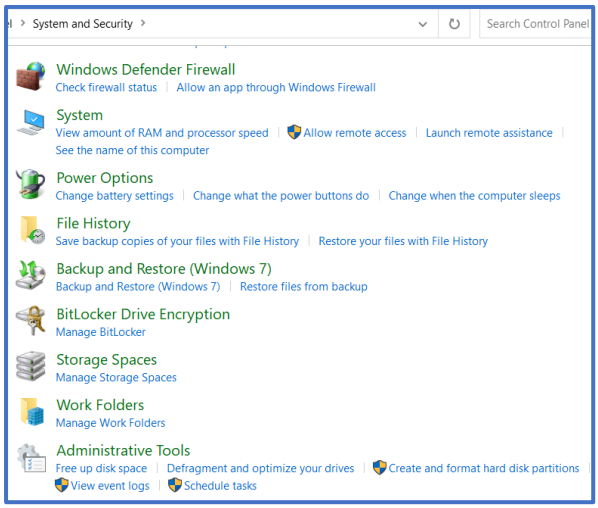
1.2 Finding your ProcessVue Windows User Account

To find the Windows User Account that is used to run the ProcessVue services:

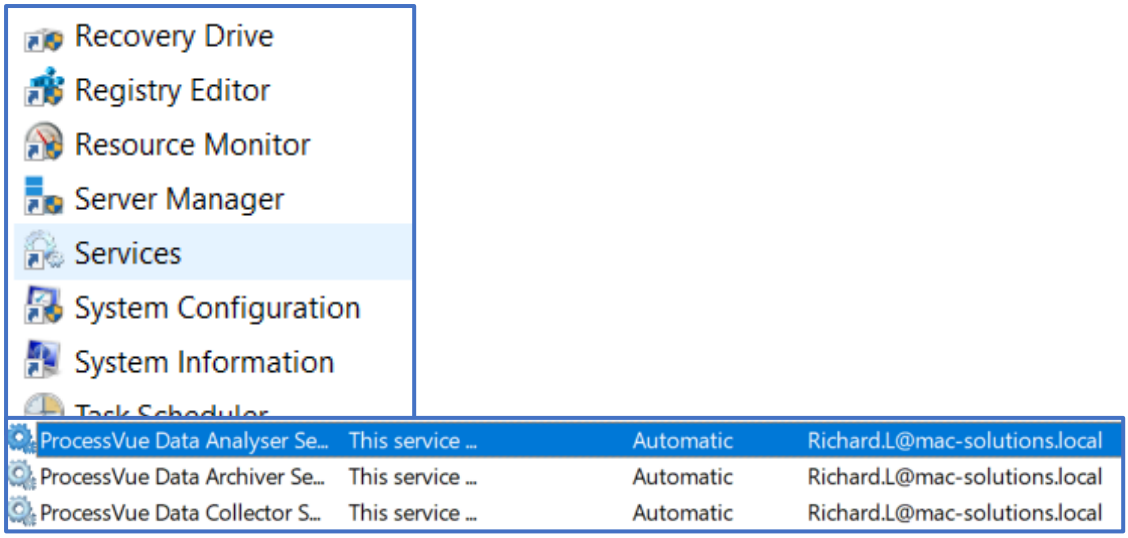
1. Select Windows Start > Control Panel
2. Select System and Security



3. Select Administrative Tools



4. Double click on Services



5. Scroll-down to the ProcessVue Services

NOTE- Analyser will only be present if you have the Analyser package

6. In the Log on As column, it will have the account that is used to run the services

IMPORTANT – Please take note of the User Account used to run the Service, you will also need to know the Password. This is due to the Service account resetting to Local Host after the latest Software has been installed.

NOTE – the default password on hardware systems provided by M.A.C. Solutions is pvadmin1234#

PLEASE DO NOT PROCEED FURTHER IN THE DOCUMENTATION UNTIL YOU KNOW THE SERVICE ACCOUNT USERNAME AND PASSWORD!

1.3 Taking a copy of the Configuration Files

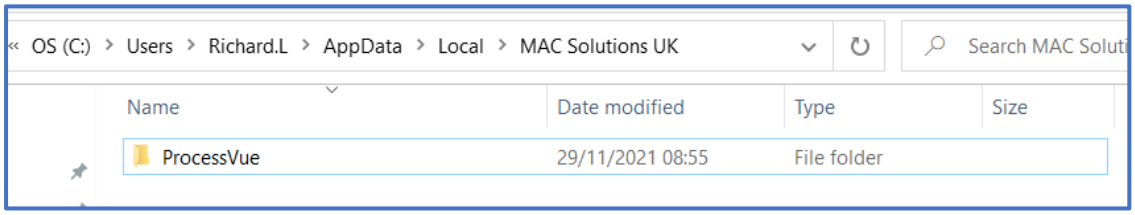
The folder containing the configuration files can be found in the following location:

C:\Users\[Computer User]\AppData\Local\MAC Solutions UK

NOTE - Computer User is the Windows User Account used to run ProcessVue as found above in the previous section.

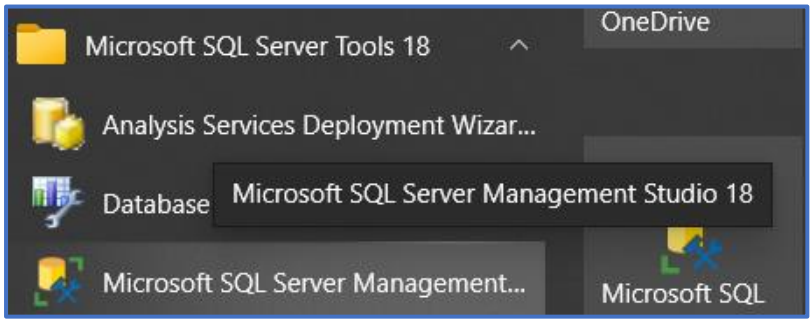
For machines provided by M.A.C. Solutions, the default computer user will be pvadmin

The folder containing all the configuration files for the ProcessVue Data Collector, Data Archiver, and Data Analyser is called ProcessVue. Take a copy of this folder and store it somewhere safe.

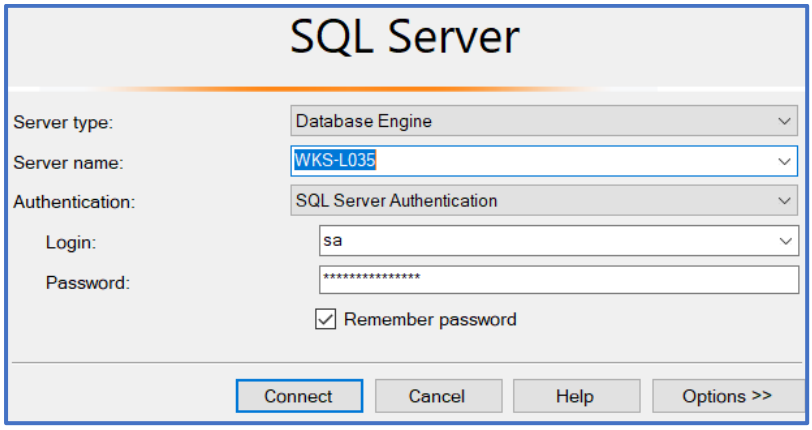


1.4 Taking a backup of the ProcessVue Database

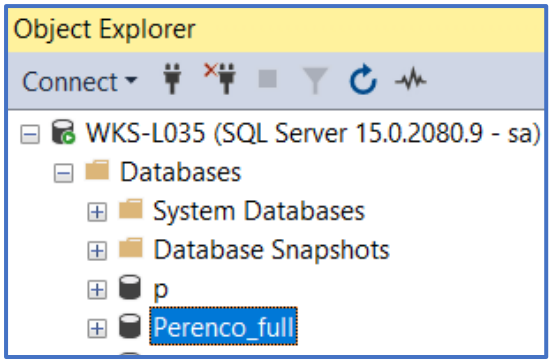
1. Start SQL Management Studio – Windows Start > Microsoft Server Tools 18 > Microsoft SQL Server Management Studio



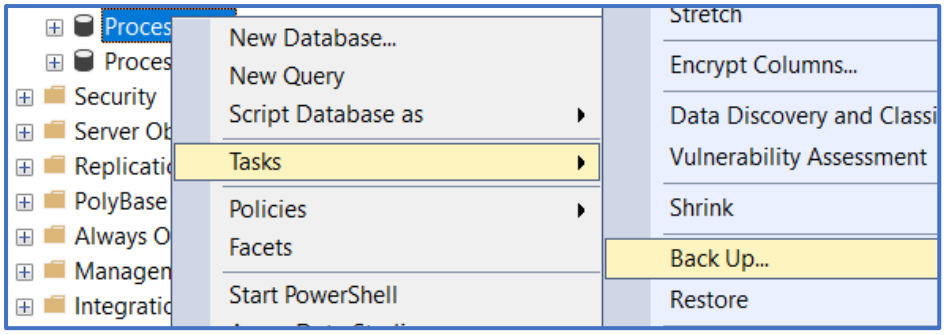
2. Login to your SQL account using the sa account. You will need the Password used at installation. *If the system was provided by M.A.C. Solutions, the default Password will be pvadmin1234#*.



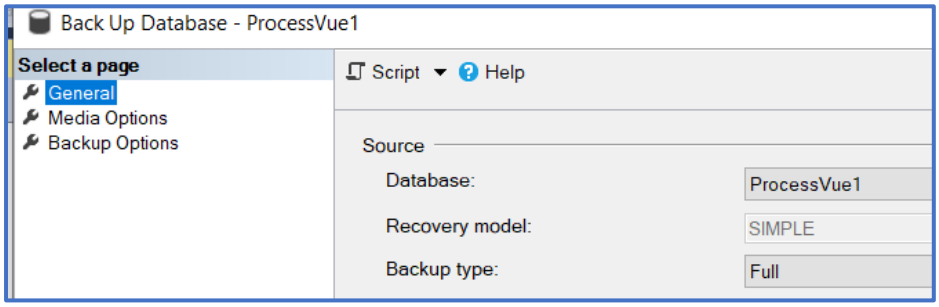
3. Once you have Connected to your SQL instance, use the Object Explorer to navigate to the ProcessVue Database.



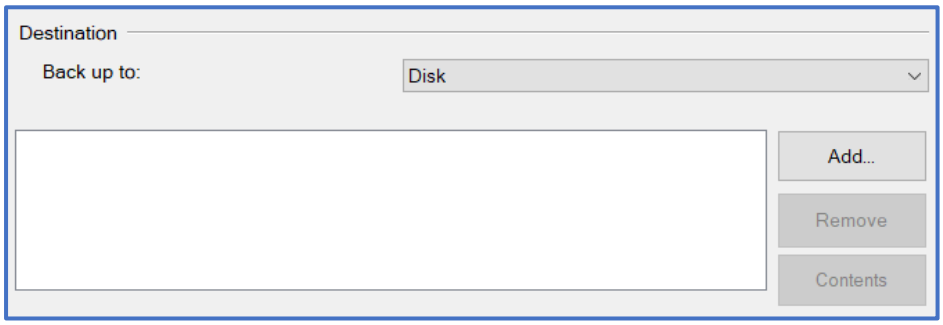
4. Once you have navigated to the ProcessVue Database, right-click on it and select Tasks > Backup from the menu.



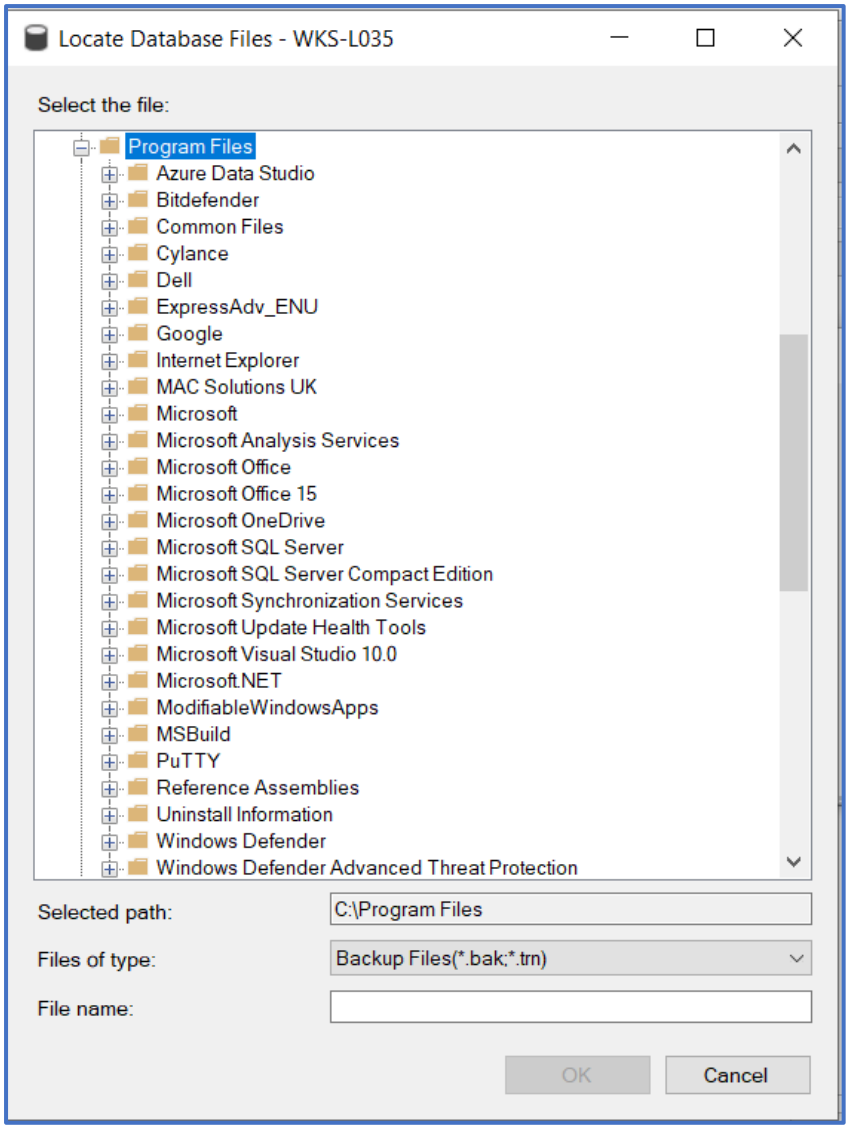
5. From the backup window configuration, ensure that the backup type is set to full.



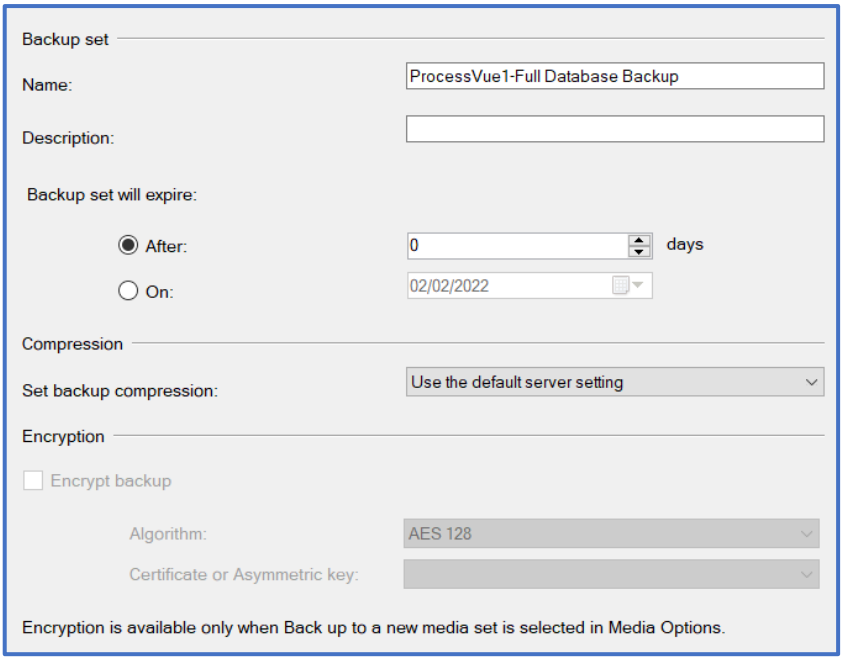
6. Under the destination section, click the add button to select a location and file name where the backup will be saved.



7. Browse to a suitable location and enter a filename for the backup.



8. Click OK to accept the location and filename.
9. Give the backup an appropriate name and description and configure any other settings you wish.



10. Click the OK button on the backup configuration window to initiate the backup.
11. The backup progress will be visible in the lower left-hand corner of the backup configuration window.

Once complete, the Database backup will be stored in the file location you set in the previous steps.

2. Drop Analysers Asset Tables and Binary Images

Note: Data Analyser is only available on selected packages.

This step is only applicable for the ProcessVue Analyser package.

This step is required as when new features are added to the Analyser Service, the tables' structure will need updating; therefore, the current tables will need to be dropped for the new structure to be implemented.

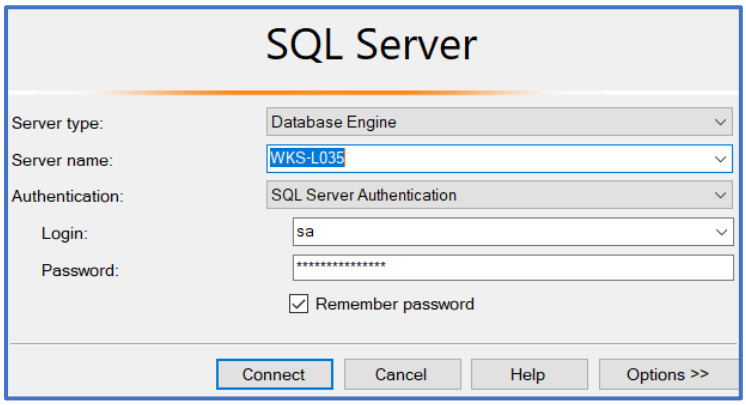
As for the binary images, they need to be deleted as they contain snapshots of the memory taken when Analyser shuts down. The snapshots contain data classes which needs changing for the new features to be implements.

2.1 Drop Analyser Asset Tables

Please ensure that you have access to the Drop Asset Tables.sql query before starting this step. This file should be available as part of the installation files. If you cannot find the file, please contact your ProcessVue representative.

1. Open SQL Server Management Studio from the Windows Start menu.

2. When prompted, login to your Server with the Administrator account details (sa account).



3. Open the Drop Asset Tables.sql query by dragging the script into the blue query window, ensuring the tab becomes populated with the script.

```
Drop Asset Tables_L...35.master (sa (55))
USE ProcessVue

DECLARE @EndConnector int, @ConnectorNo int,@StartConnectorNo int

SET @CollectorNo = 1;-- This is the starting Collector ID
SET @EndCollectorNo = 1;--This is the end collector count;
SET @StartConnectorNo = 1;-- This is the starting Connector ID
SET @EndConnector =32;  -- This is the end connector count;

WHILE (@CollectorNo <= @EndCollectorNo)
BEGIN
    SET @ConnectorNo = @StartConnectorNo;
    WHILE (@connectorNo <=@EndConnector)
    BEGIN

        SET @TableConCol = 'Col'+convert(nvarchar(10),@CollectorN

        SET @SQL_Asset = 'IF  EXISTS (SELECT * FROM sys.objects W

        SET @SQL_Data = 'IF  EXISTS (SELECT * FROM sys.objects WH

        SET @SQL_Tracker = 'IF  EXISTS (SELECT * FROM sys.objects
```

4. Click Execute to run the script.

5. Once complete, you will see a message that states the procedure has successfully been completed.

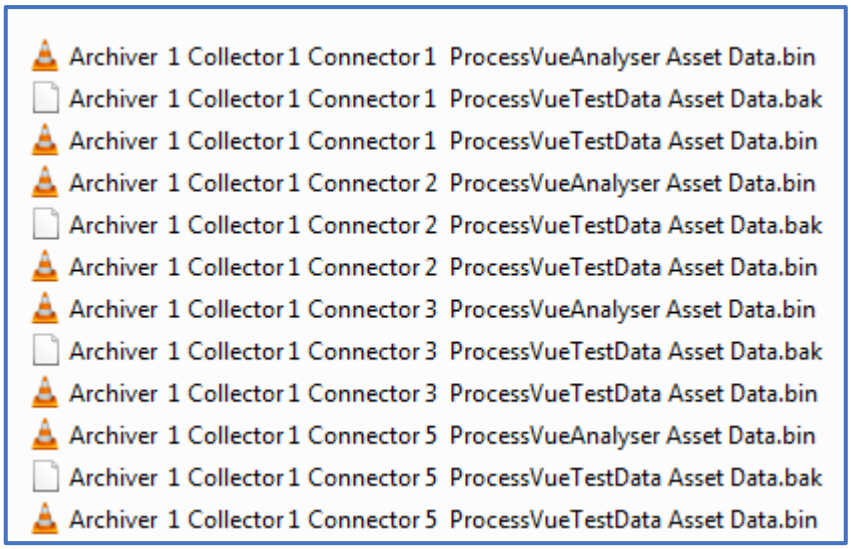
```
Messages
Commands completed successfully.

Completion time: 2022-02-04T10:08:19.9586388+00:00
```

2.2 Binary Images

1. Go to the binary images location:

C:\Users\[COMPUTER USER]\AppData\Local\MAC Solutions UK\ProcessVue\Data Analyser\Asset Binaries

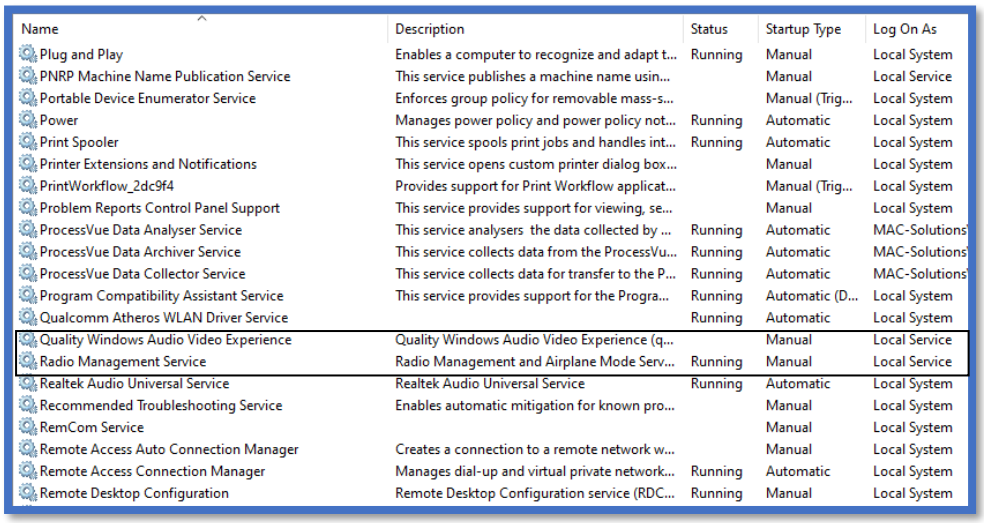
2. In the folder you will find the .bin and .bak files, e.g.



3. Delete the entire content of the 'Asset Binaries' folder.
4. This step is now complete.

3. Stopping the Data Archiver and Analyser Services

1. From the Services Window, find the ProcessVue Data Archiver and ProcessVue Data Analyser Services*.
2. Right click on the ProcessVue Data Analyser and then select stop. Repeat this for the ProcessVue Data Archiver. When stopped the status column will show nothing.

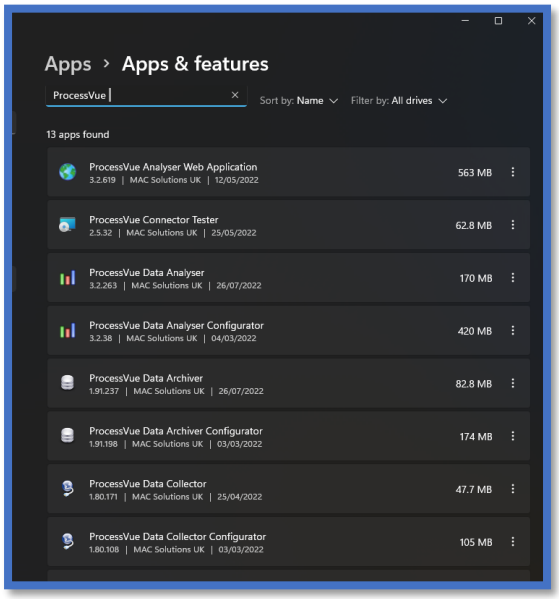


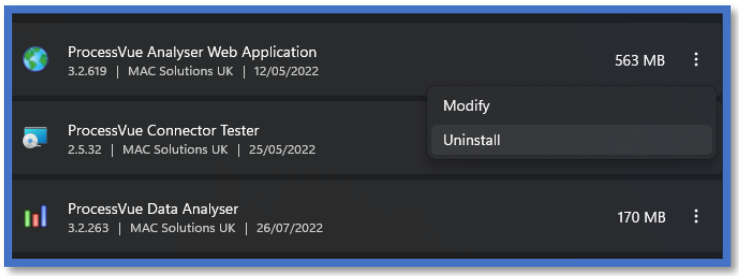
Name	Description	Status	Startup Type	Log On As
Plug and Play	Enables a computer to recognize and adapt t...	Running	Manual	Local System
PNRP Machine Name Publication Service	This service publishes a machine name usin...		Manual	Local Service
Portable Device Enumerator Service	Enforces group policy for removable mass-s...		Manual (Trig...	Local System
Power	Manages power policy and power policy not...	Running	Automatic	Local System
Print Spooler	This service spools print jobs and handles int...	Running	Automatic	Local System
Printer Extensions and Notifications	This service opens custom printer dialog box...		Manual	Local System
PrintWorkflow_2dc9f4	Provides support for Print Workflow applicat...		Manual (Trig...	Local System
Problem Reports Control Panel Support	This service provides support for viewing, se...		Manual	Local System
ProcessVue Data Analyser Service	This service analysers the data collected by ...	Running	Automatic	MAC-Solutions'
ProcessVue Data Archiver Service	This service collects data from the ProcessVu...	Running	Automatic	MAC-Solutions'
ProcessVue Data Collector Service	This service collects data for transfer to the P...	Running	Automatic	MAC-Solutions'
Program Compatibility Assistant Service	This service provides support for the Progra...	Running	Automatic (D...	Local System
Qualcomm Atheros WLAN Driver Service		Running	Automatic	Local System
Quality Windows Audio Video Experience	Quality Windows Audio Video Experience (q...		Manual	Local Service
Radio Management Service	Radio Management and Airplane Mode Serv...	Running	Manual	Local Service
Realtek Audio Universal Service	Realtek Audio Universal Service	Running	Automatic	Local System
Recommended Troubleshooting Service	Enables automatic mitigation for known pro...		Manual	Local System
RemCom Service			Manual	Local System
Remote Access Auto Connection Manager	Creates a connection to a remote network w...		Manual	Local System
Remote Access Connection Manager	Manages dial-up and virtual private network...	Running	Automatic	Local System
Remote Desktop Configuration	Remote Desktop Configuration service (RDC...	Running	Manual	Local System

4. Removing Old Versions

1. Once the licence has been saved, use windows search to open the add or remove programs in the control panel.

2. Search for the program that you will be removing, or search for ProcessVue.





3. Click on the three dots belonging to the software that you wish to remove, and click uninstall.

IMPORTANT: At this stage of the upgrade, all ProcessVue components will needed to be uninstalled except for the 'ProcessVue Data Collector'.
Uninstall the following components:

- ProcessVue Data Archiver
- ProcessVue Data Archiver Configurator
- ProcessVue Data Analyser *
- ProcessVue Data Analyser Configurator *
- ProcessVue SOE Web Application *
- ProcessVue Analyser Web Application *

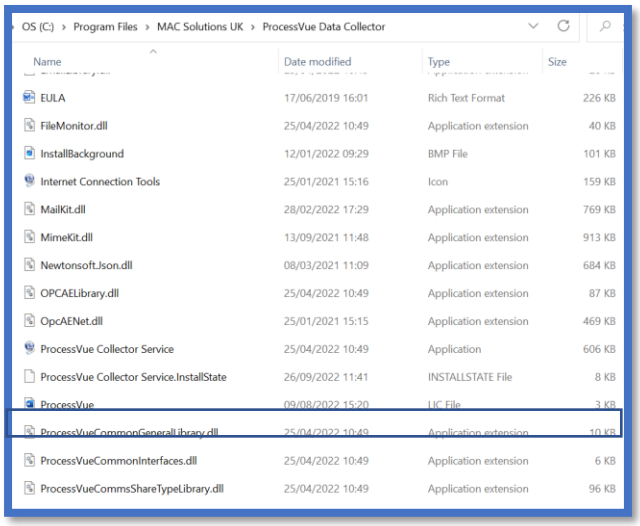
* Available on selected packages

Copying ProcessVue.lic file for Upgrading

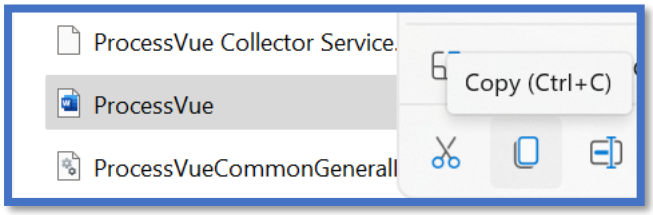
The user will need to copy their previous license file to the new and upgraded version of the Collector Configurator. This is not needed for users with new licenses.

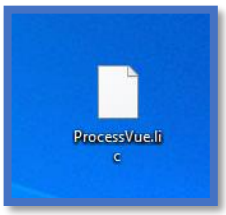
1. Locate the License file within the File Explorer - C: Program Files > MAC Solutions UK > ProcessVue Data Collector.

2. The License File should be named 'ProcessVue' and be a 'LIC File'.



3. Right click on the license file and press 'Copy' or save it to the desktop for later usage.





License File Default Locations

C:\Program Files\MAC Solutions UK\ProcessVue Data Archiver
C:\Program Files\MAC Solutions UK\ProcessVue Data Collector
C:\Program Files\MAC Solutions UK\ProcessVue Data Analyser (available on selected packages)
C:\inetpub\wwwroot\ProcessVue\Analyser\bin (available on selected packages)
C:\inetpub\wwwroot\ProcessVue\SOE\bin (available on selected packages)

This Section Shows How To Upgrade the ProcessVue Data Collector

NOTE-

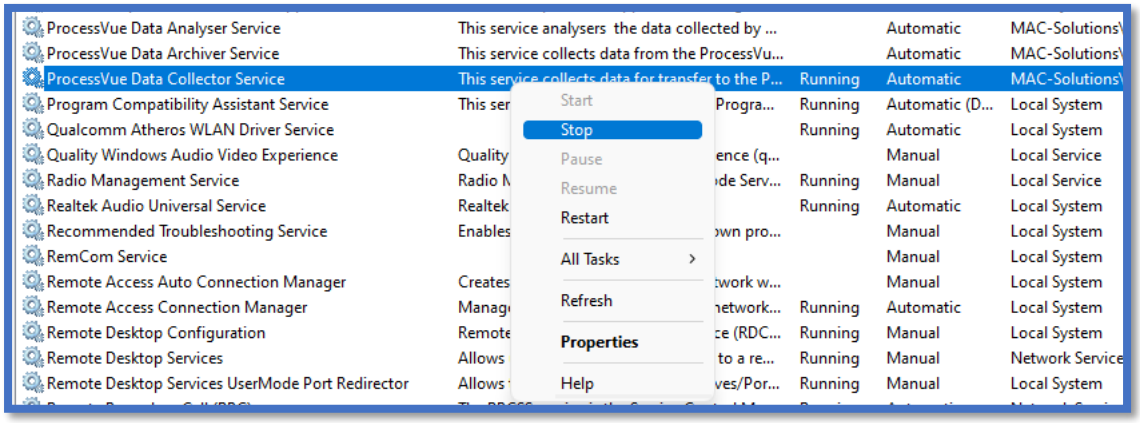
- Within this section of the guide it requires the user to Uninstall the ProcessVue Data Collector. Therefore the user will NOT be able to gain any data/tags as the collector service will become Offline. The user will only start to receive data/tags once the Data Collector is back Online after the installation process is complete.

5. Stopping the ProcessVue Data Collector Service

1. Navigate to the Services window and Locate the ProcessVue Data Collector service.

2. Right Click on the ProcessVue Data Collector and click 'Stop'. This will stop the Data Collector from running.

3. Ensure the Data Collector service has stopped before moving onto the next step.



6. Copying ProcessVue.lic file

Copy license into correct file location as stated previously in the document. (See page 16 for details)

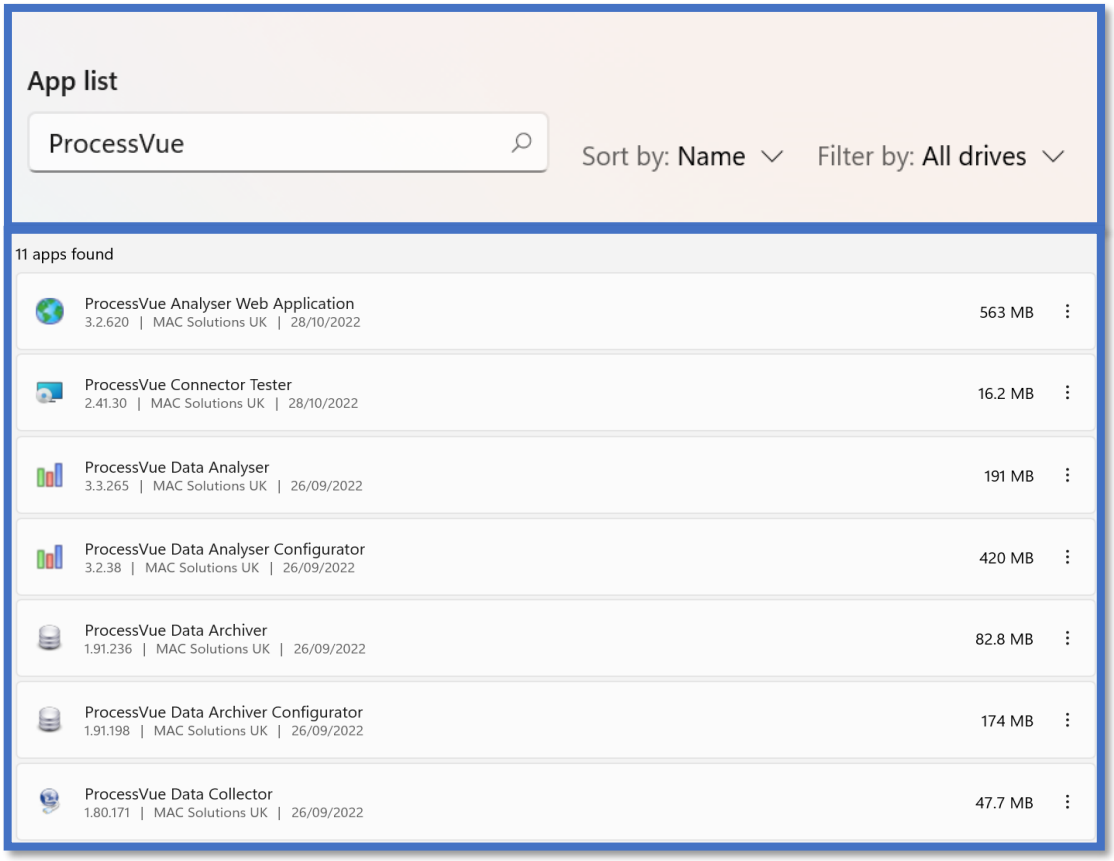
C: Program Files > MAC Solutions UK > ProcessVue Data Collector

7. Uninstalling the ProcessVue Data Collector

Uninstalling the ProcessVue Data Collector will allow the user to install the Upgraded version of the Data Collector.

1. Using Windows Search, type in ‘Add or Remove Programs’. This area allows you to uninstall the Data Collector.

2. When ‘Add or Remove Programs’ opens, within the Search bar enter ‘ProcessVue’ this should show all the ProcessVue products installed on the device.



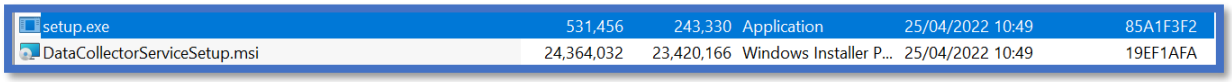
3. Locate the ProcessVue Data Collector, Click the 3 dots on the right hand side of the Data Collector, then Click 'Uninstall'.

8. Running the Setup.exe file

The setup.exe file allows for the *Setup/Installation wizard* to occur and for the user to start setting up new ProcessVue Data Collector.

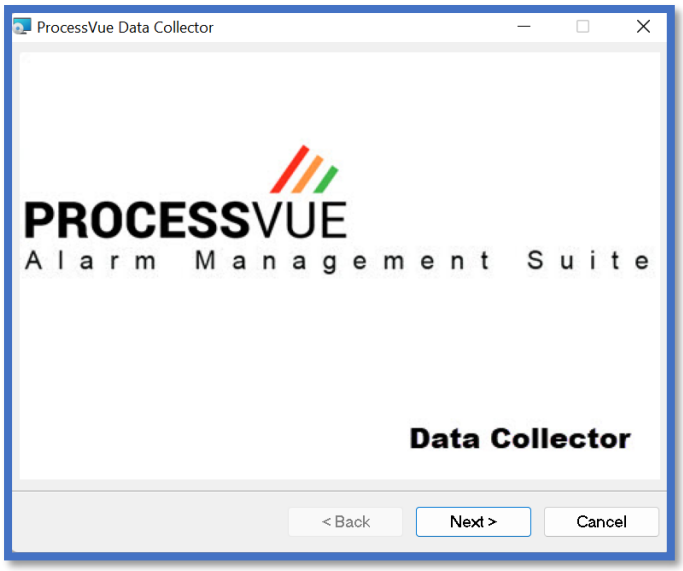
NOTE - Ensure the version of the ProcessVue Data Collector File is the new version that the user wants to upgrade and NOT the old version that was previously uninstalled.

1. Locate the Setup.exe file, this will be located in the file given to you by the ProcessVue team which has the new version of the Data Collector.

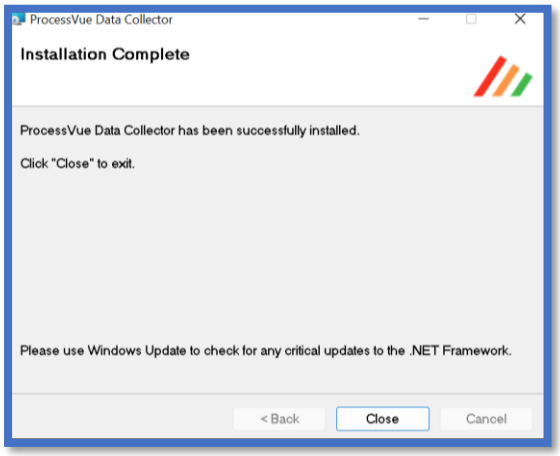


setup.exe	531,456	243,330	Application	25/04/2022 10:49	85A1F3F2
DataCollectorServiceSetup.msi	24,364,032	23,420,166	Windows Installer P...	25/04/2022 10:49	19EF1AFA

2. When pressed this will initiate the wizard, this should bring the user to this page.



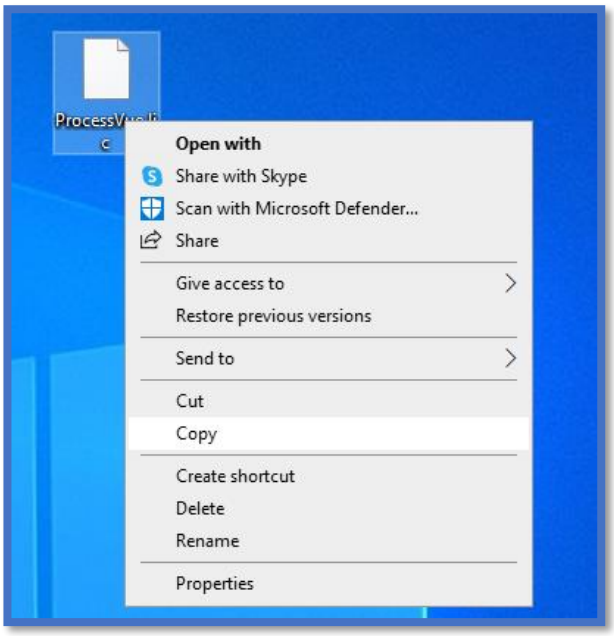
3. Follow through the Installation Wizard, If the installation is a success the user should be greeted with this screen. Following on from this click 'Close'.



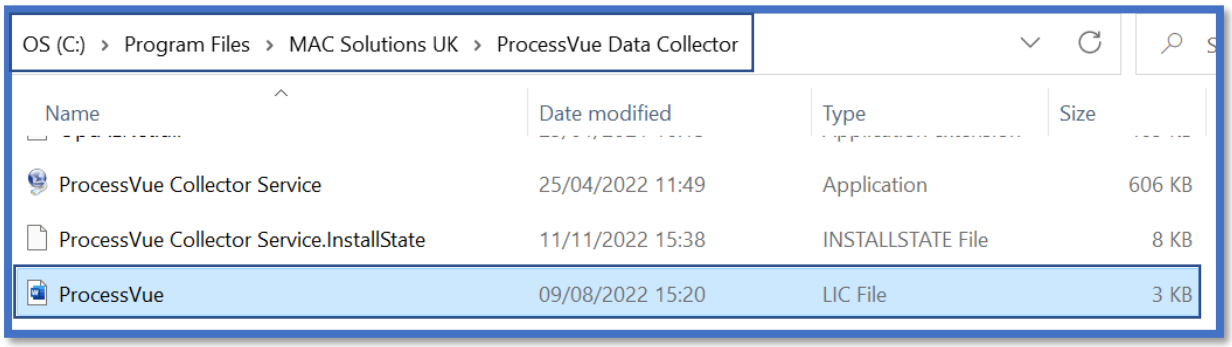
9. Pasting the ProcessVue.lic file to the Correct Location.

NOTE- If the user Copied the file previously rather than placing it on the desktop proceed to Step 2.

1. Locate the License file on the desktop, right-click on it and Copy the license file.



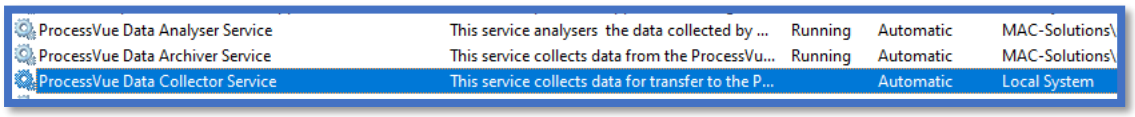
2. Now we will locate the correct area to paste the license into, the correct file path is C: Program Files > MAC Solutions UK > ProcessVue Data Collector. Once located paste the license into the area, this can be done by either pressing CTRL + V or Right clicking in the folder and pressing Paste.



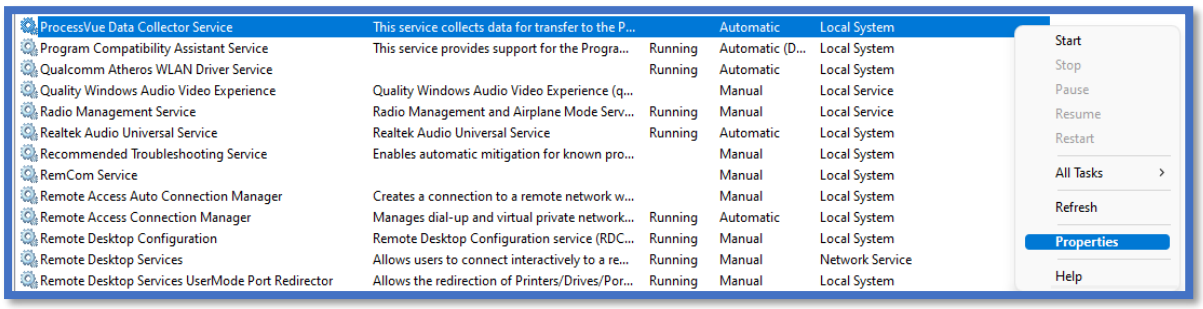
10. Logging into the ProcessVue Data Collector

NOTE – The Account details used in this section will be the same account details used in the previous version of the Data Collector we just uninstalled, and should be the same account as any other ProcessVue Software.

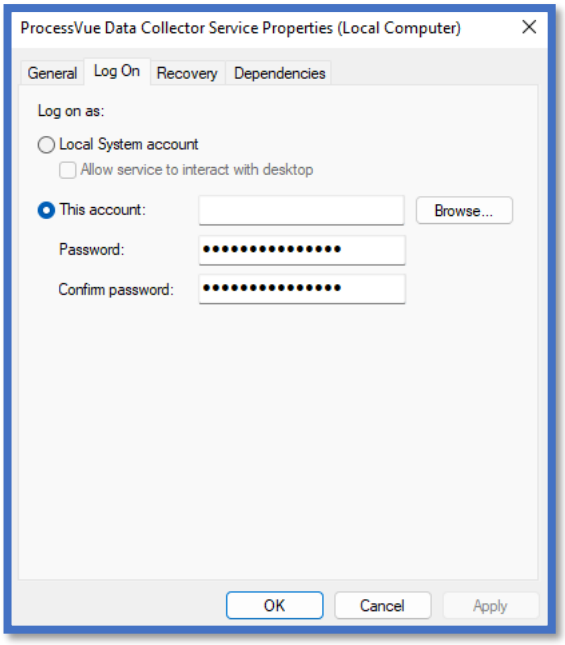
1. Go to 'Services' through the Windows start menu, when loaded scroll down until you reach ProcessVue Data Collector service.



2. At the moment the user will see that the ProcessVue Data Collector Service is currently logged in as 'Local System'. Changing this IS necessary, to do this right – click on the service and go to Properties.



3. Go to the 'Log On' tab within Properties and choose the 'This account' option.

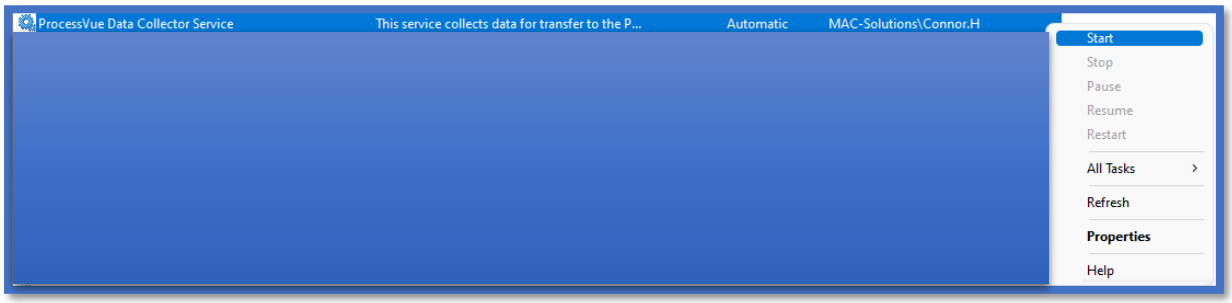


4. Type the correct account details into the shown areas (the details used in the previous Data Collector). Once inputted Click 'Apply' and then 'OK'.

5. Following on from this the 'ProcessVue Data Collector Service' should now show the correct User in the 'Logged On As' Column rather than showing 'Local System'.

11. Restarting the ProcessVue Data Collector.

1. Locate the ProcessVue Data Collector service within 'Services' and Right-Click on the service.



2. Click 'Start', this will start the service.

NOTE- IF any issues have occurred in this process the service WONT start. IF so please read back over the guide and see if an issue has occurred.

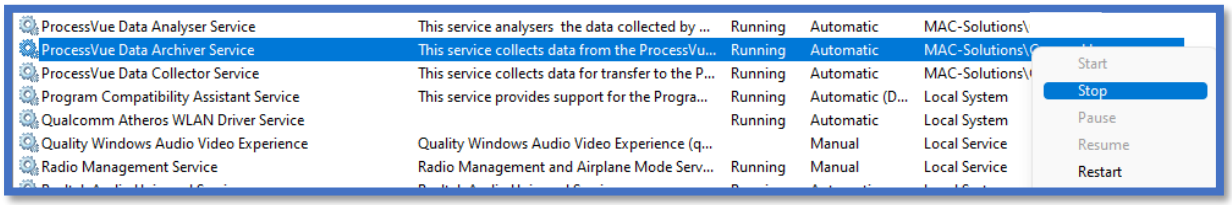
This Section Shows How To Upgrade the ProcessVue Archiver

12. Stop the ProcessVue Data Archiver Service

1. Navigate to the Services window and Locate the ProcessVue Data Archiver service.

2. Right Click on the ProcessVue Data Archiver Service and click 'Stop'. This will stop the Data Archiver from running.

3. Ensure the Data Archiver service has stopped before moving onto the next step.



13. Copying ProcessVue.lic file to the Desktop

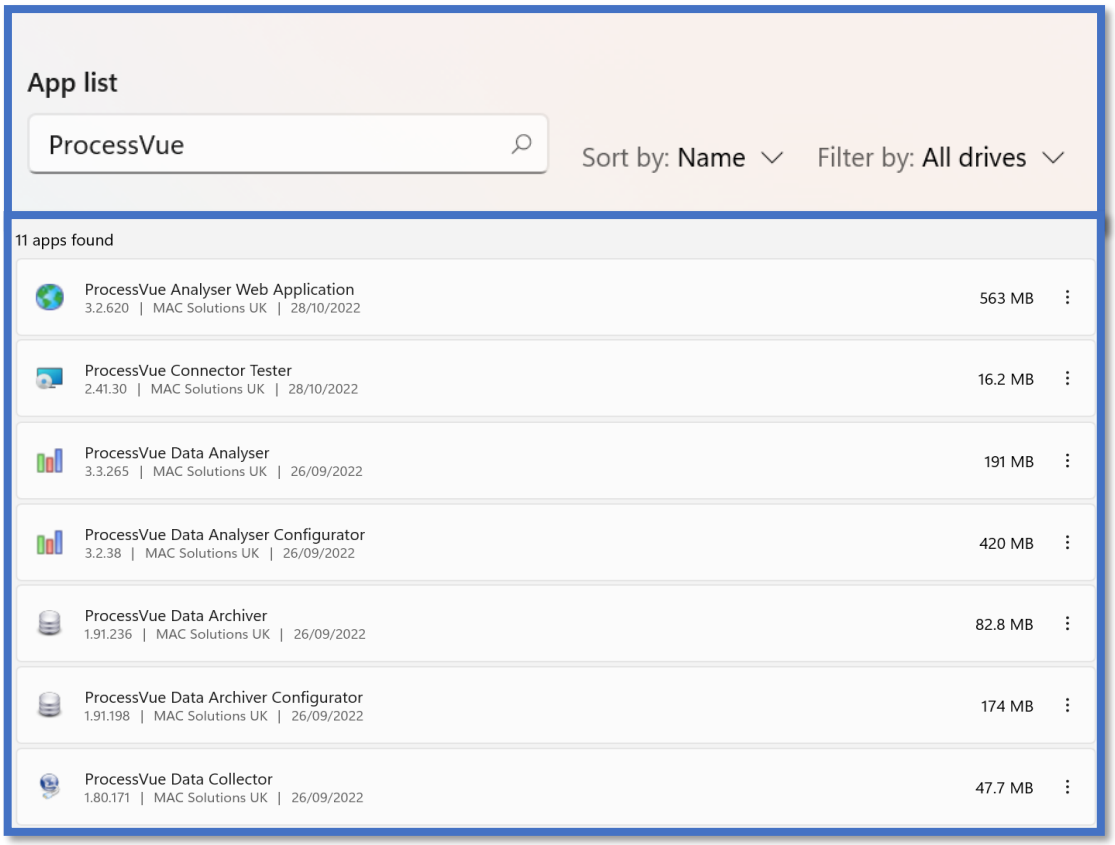
Copy license to the Desktop, as shown previously in the Document. You will need this after installing the software. (See page 16 for details).

14. Uninstalling the ProcessVue Data Archiver

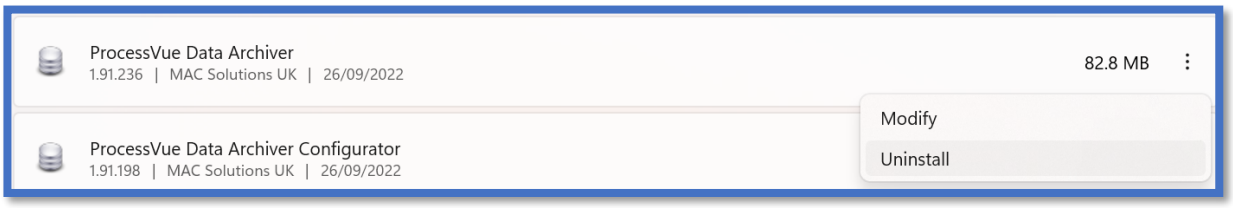
Uninstalling the ProcessVue Data Archiver will allow the user to install the Upgraded version of the Data Archiver.

1. Using Windows Search, type in 'Add or Remove Programs'. This area allows you to uninstall the Data Archiver.

2.When 'Add or Remove Programs' opens, within the Search bar enter 'ProcessVue' this should show all the ProcessVue products installed on the device.



3. Locate the ProcessVue Data Archiver, Click the 3 dots on the right hand side of the Data Archiver, then Click 'Uninstall'.

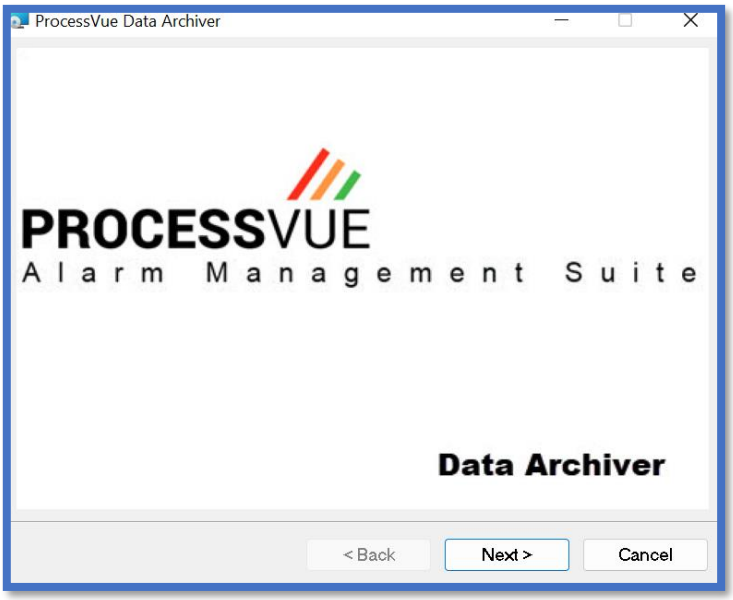


15. Running the Setup.exe file

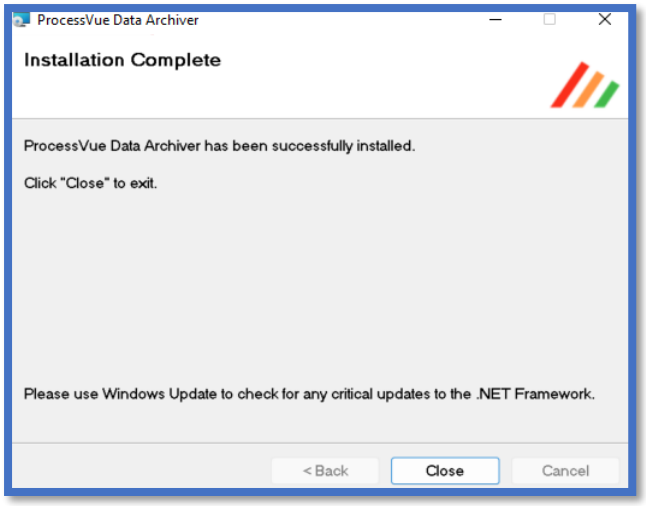
The setup.exe file allows for the *Setup/Installation wizard* to occur and for the user to start setting up new ProcessVue Data Archiver.

1. Locate the Setup.exe file, this will be located in the file given to you by the ProcessVue team which has the new version of the Data Archiver.

2. When pressed this will initiate the wizard, this should bring the user to this page.

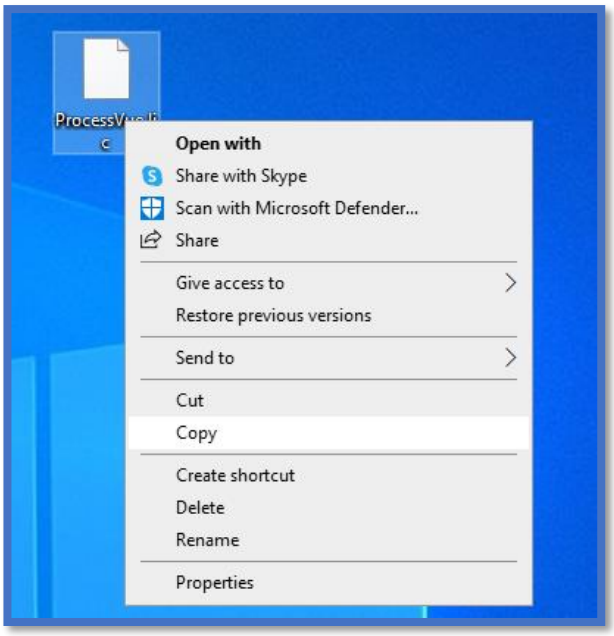


3. Follow through the Installation Wizard, If the installation is a success the user should be greeted with this screen. Following on from this click 'Close'.

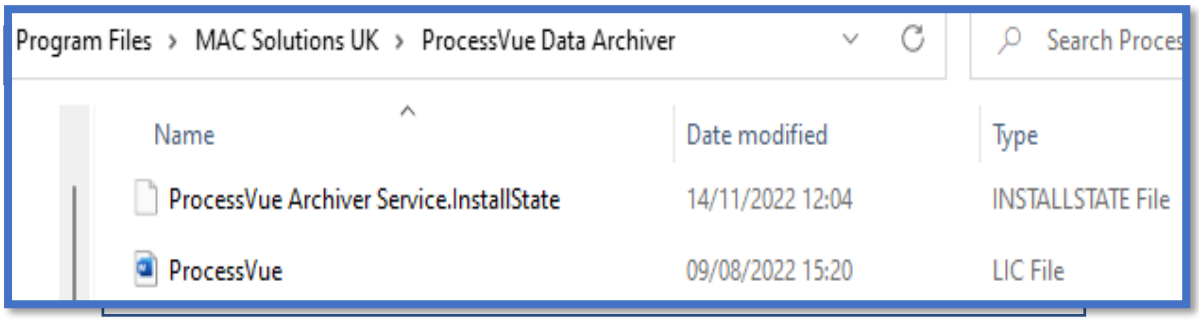


16. Pasting the ProcessVue.lic file to the Correct Location.

1. Locate the License file on the desktop, right-click on it and Copy the license file.



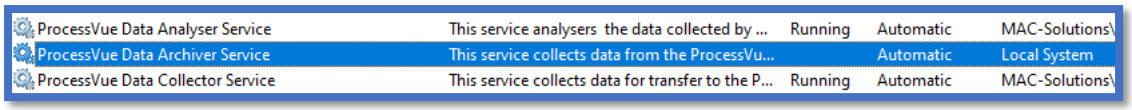
2. Now we will locate the correct area to paste the license into, the correct file path is C: Program Files > MAC Solutions UK > ProcessVue Data Archiver. Once located paste the license into the area, this can be done by either pressing CTRL + V <u>or</u> Right clicking in the folder and pressing Paste.



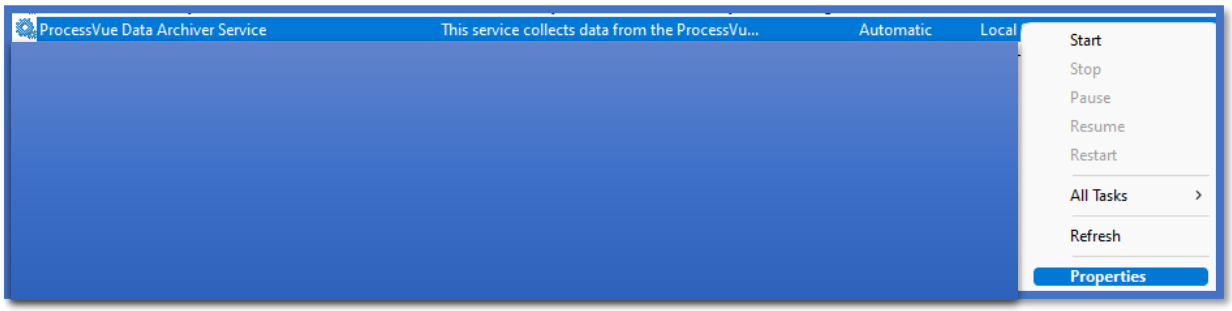
17. Logging into the ProcessVue Data Archiver

NOTE – The Account details used in this section will be the same account details used in the previous version of the Data Archiver we just uninstalled, and should be the same account as any other ProcessVue Software.

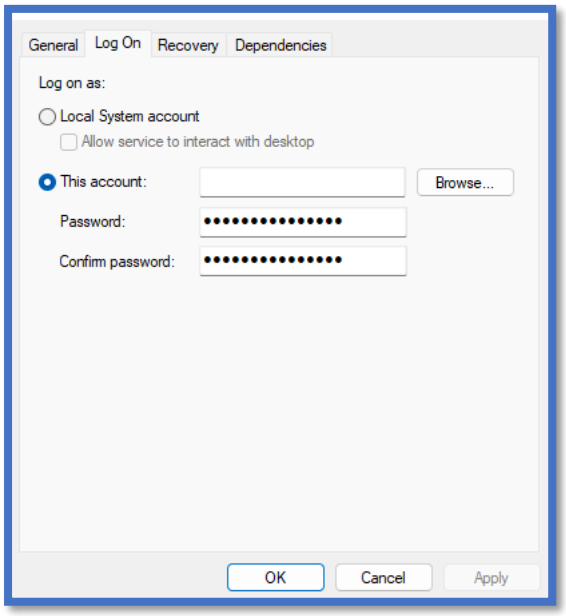
1. Go to 'Services' through the Windows start menu, when loaded scroll down until you reach ProcessVue Data Archiver Service.



2. At the moment the user will see that the ProcessVue Data Collector Service is currently logged in as 'Local System'. Changing this IS necessary, to do this right – click on the service and go to Properties.



3. Go to the 'Log On' tab within Properties and choose the 'This account' option.

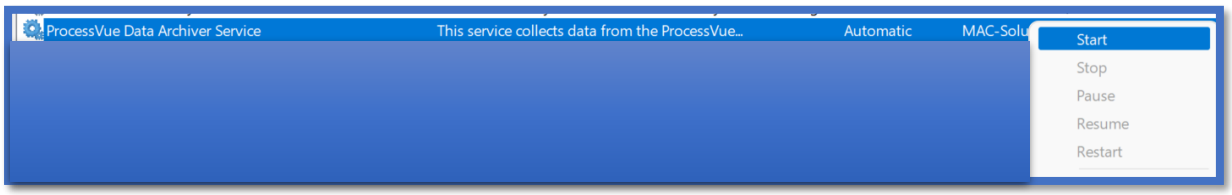


4. Type the correct account details into the shown areas (the details used in the previous Data Archiver). Once inputted Click 'Apply' and then 'OK'.

5. Following on from this the 'ProcessVue Data Archiver Service' should now show the correct User in the 'Logged On As' Column rather than showing 'Local System'.

18. Restarting the ProcessVue Data Archiver .

1. Locate the ProcessVue Data Archiver service within 'Services' and Right-Click on the service.



2. Click 'Start', this will start the service.

NOTE- IF any issues have occurred in this process the service WONT start. IF so please read back over the guide and see if an issue has occurred.

This Section Shows How To Upgrade the ProcessVue Analyser

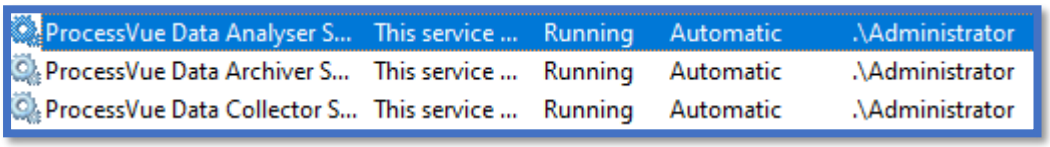
19. Dropping Asset Tables & Saving Binary Images

Please refer back to Drop Analysers Asset Tables and Binary Images for guidance on how to save binary images and how to drop asset tables. This MUST be complete before moving onto the next step.

20. Stopping the ProcessVue Data Analyser Service

1. First of all its important the user stops the service before commencing with the upgrade, this is done by going onto 'Services'.

2. Locate the ProcessVue Data Analyser Service.



ProcessVue Data Analyser S...	This service ...	Running	Automatic	.\Administrator
ProcessVue Data Archiver S...	This service ...	Running	Automatic	.\Administrator
ProcessVue Data Collector S...	This service ...	Running	Automatic	.\Administrator

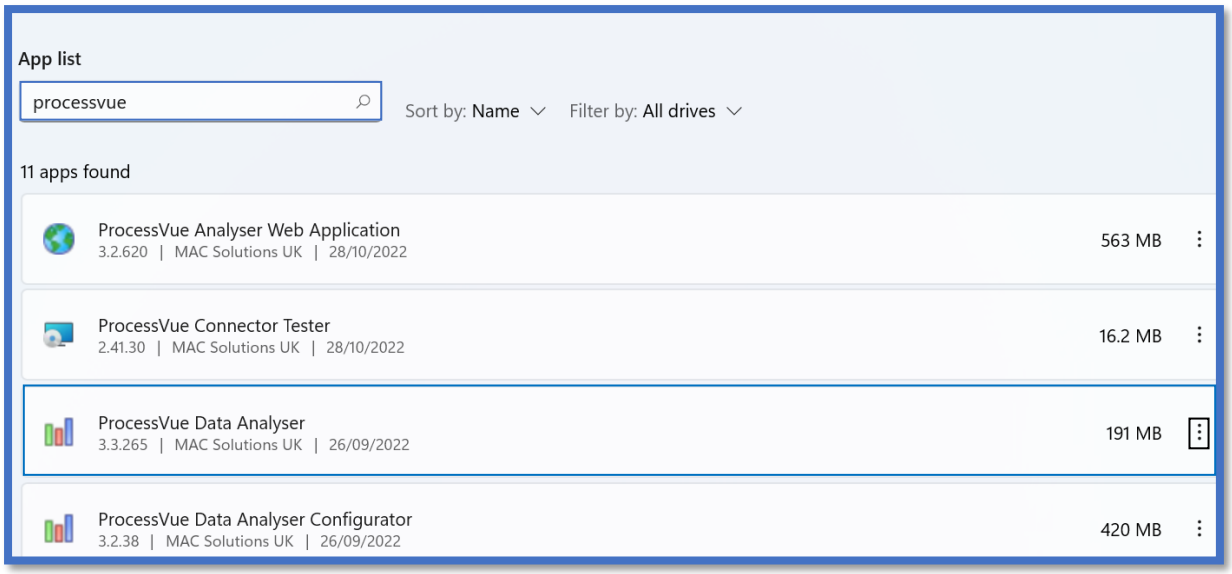
3. Right Click on the ProcessVue Data Analyser Service and click 'Stop'. This will stop the service from running. It's important the Service has stopped successfully before moving onto the next stage of the guide.

21. Copying ProcessVue.lic file to the Desktop

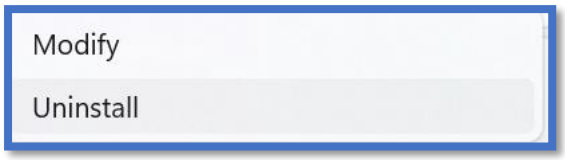
Copy license to the Desktop, as shown previously in the Document. You will need this after installing the software. (See page 16 for details).

22. Uninstalling the ProcessVue Data Analyser

1. Using Windows Search load up 'Add or Remove Programs'. When on add or remove programmes use the search bar to search 'ProcessVue', this will bring all of the ProcessVue products installed on the device.

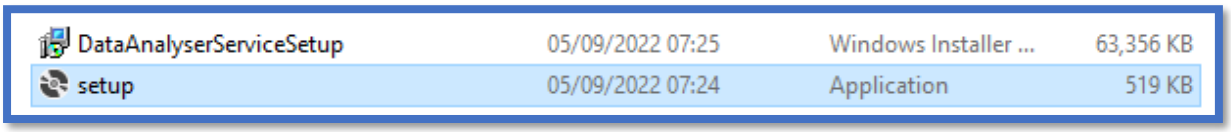


2. When the ProcessVue Data Analyser is located, click on the 3 dots on the right hand side and the option to 'Uninstall' should appear.



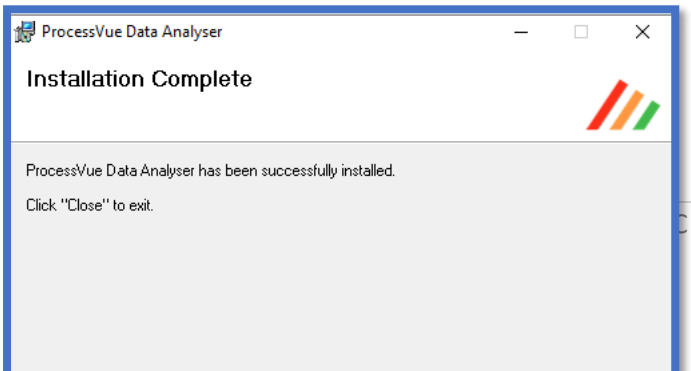
23. Running the Setup.exe File

1. Locate the Setup.exe file, this will be located in the file given to you by the ProcessVue team which has the new version of the Data Analyser.



2. Next, initiate the setup wizard. This is done by double clicking on 'setup'.

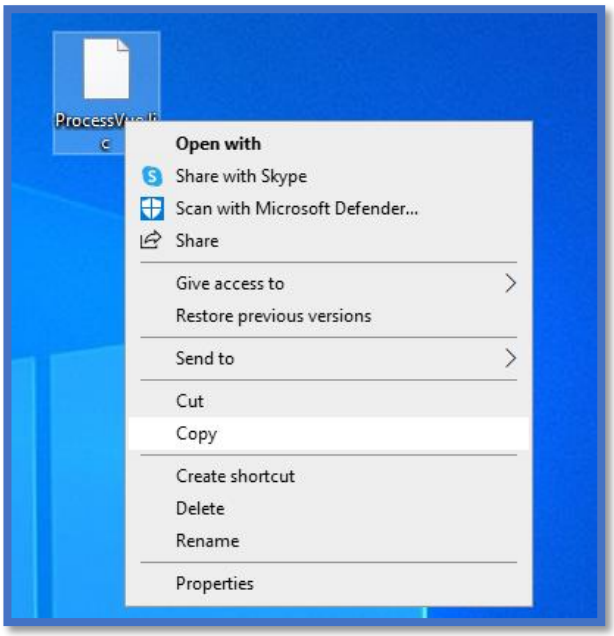
3. Once initiated the user should be greeted with the start of the Setup Wizard for the installation of the upgraded Data Analyser. Carry on through the setup wizard until complete, once complete the user should be greeted with this screen. If so click 'Close'.



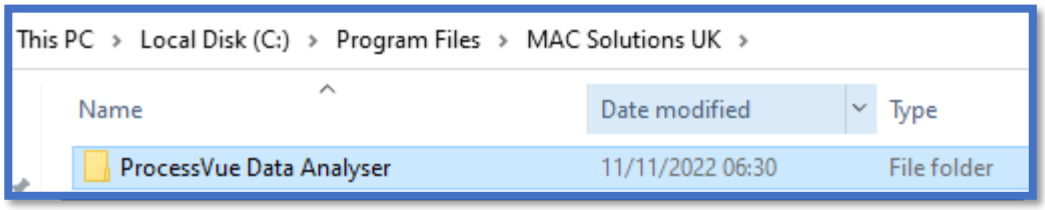
NOTE – Ensure ProcessVue Data Analyser is installed successfully before moving on to the next step.

24. Pasting the ProcessVue.lic file to the Correct Location

1. Locate the License file on the desktop, right-click on it and Copy the license file.



2. Now we will locate the correct area to paste the license into, the correct file path is C: Program Files > MAC Solutions UK > ProcessVue Data Analyser. Once located paste the license into the area, this can be done by either pressing CTRL + V <u>or</u> Right clicking in the folder and pressing Paste.

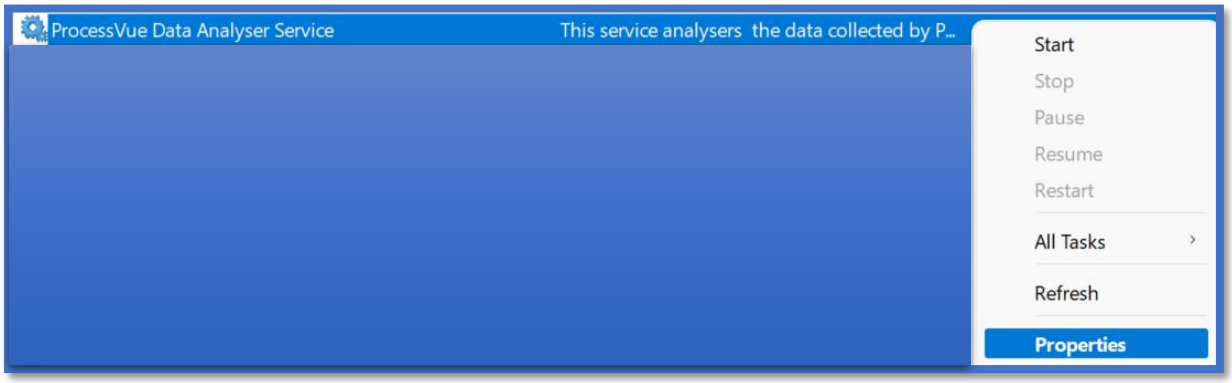


25. Logging into the ProcessVue Data Analyser

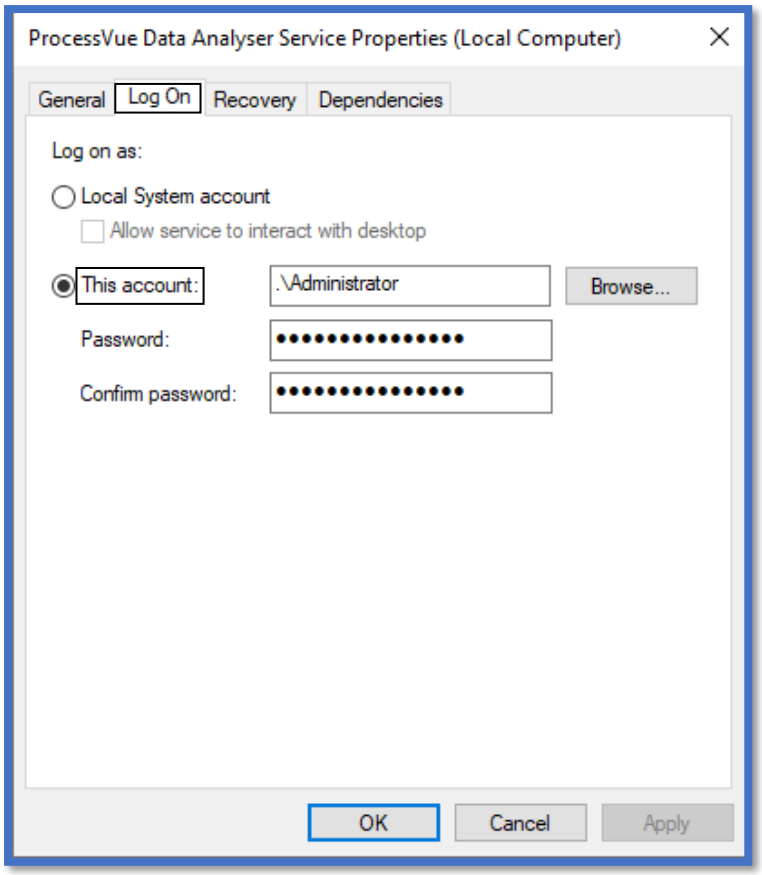
NOTE – The Account details used in this section will be the same account details used in the previous version of the Data Analyser we just uninstalled, and should be the same account as any other ProcessVue Software.

1. Go to 'Services' through the Windows start menu, when loaded scroll down until you reach ProcessVue Data Analyser Service.

2. At the moment the user will see that the ProcessVue Data Analyser Service is currently logged in as 'Local System'. Changing this IS necessary, to do this right – click on the service and go to Properties.



3. When the user Is on 'properties', they should locate the log on tab and then click on 'This Account'. This is the area that allows the users to input the correct account details for the ProcessVue software.

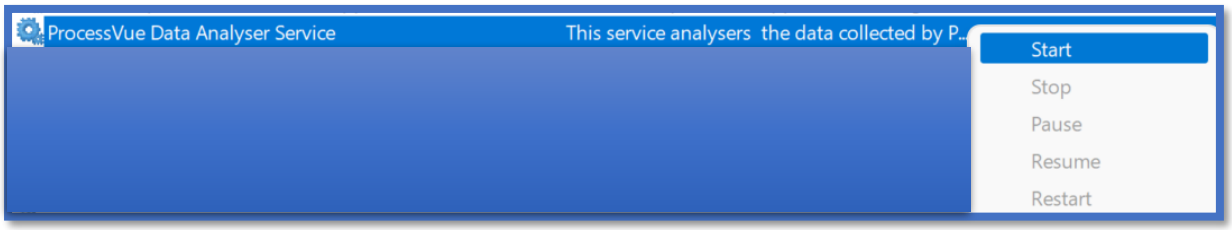


4. Type the correct account details into the shown areas (the details used in the previous Data Analyser). Once inputted Click 'Apply' and then 'OK'.

5. Following on from this the 'ProcessVue Data Analyser Service' should now show the correct User in the 'Logged On As' Column rather than showing 'Local System'.

26. Restarting the ProcessVue Data Analyser Service.

1. Locate the ProcessVue Data Archiver service within 'Services' and Right-Click on the service.



2. Click 'Start', this will start the service.

NOTE- IF any issues have occurred in this process the service WONT start. IF so please read back over the guide and see if an issue has occurred.

This Section Shows How To Upgrade the ProcessVue Analyser/SOE Web Application (*Only available on selected packages)

NOTE – Its important that the user knows their SQL database details before proceeding!

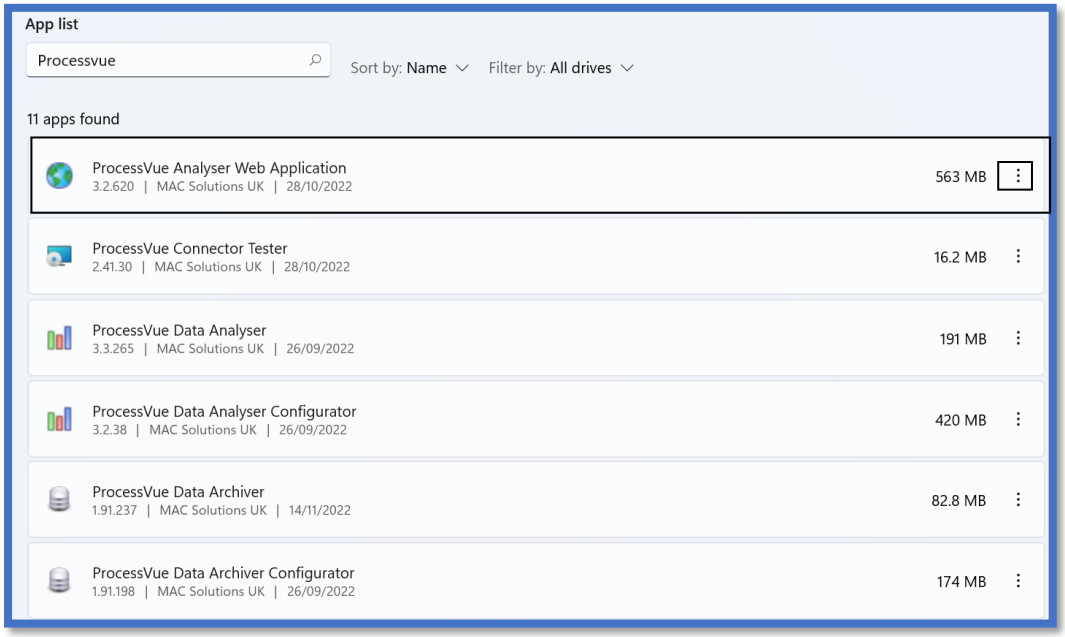
27. Copying ProcessVue.lic file to the Desktop

Copy license to the Desktop, as shown previously in the Document. You will need this after installing the Web Application. (See page 16 for details)

28. Uninstalling Analyser Web Application

1. Using Windows Search type in 'Add or Remove Programs'

2. Once the user is In Add or Remove Programs, using the search bar type in 'ProcessVue'. This will bring up all of the ProcessVue software that Is installed on the device.



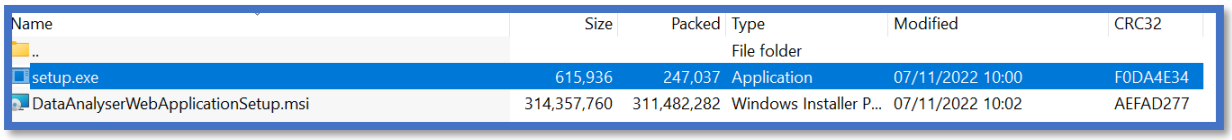
3. Locate the Application called 'ProcessVue Analyser Web Application', this is the application the user will need to uninstall for the upgrade.

4. Once found, click on the 3 dots on the right hand side of the application (As shown on the example above) this will bring up a popup that will allow the user to uninstall the application.

5. Uninstall the Application.

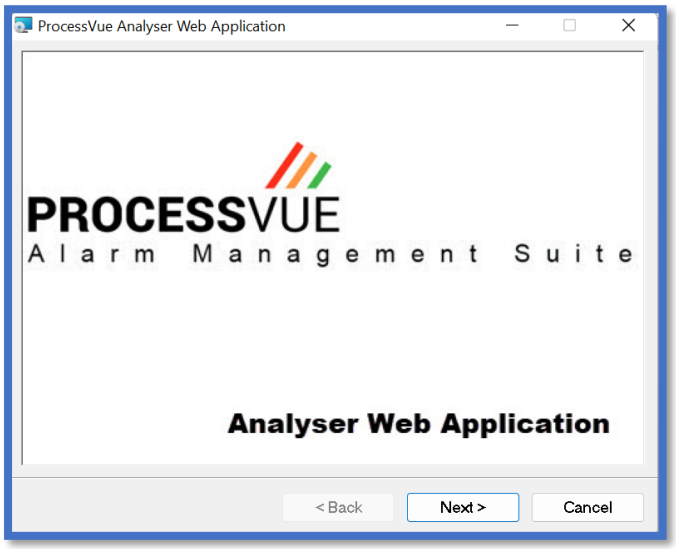
29. Run the Setup.exe File

1. Locate the Setup.exe file, this will be located in the file given to you by the ProcessVue team which has the new version of the ProcessVue Analyser Web Application.

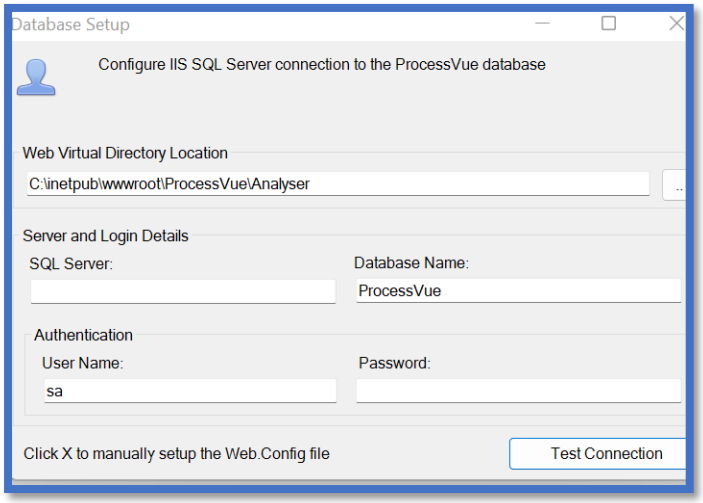


Name	Size	Packed	Type	Modified	CRC32
..			File folder		
setup.exe	615,936	247,037	Application	07/11/2022 10:00	F0DA4E34
DataAnalyserWebApplicationSetup.msi	314,357,760	311,482,282	Windows Installer P...	07/11/2022 10:02	AEFAD277

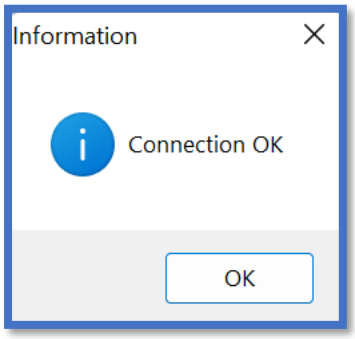
2. Initiate the Setup wizard, this can be done by double clicking on 'setup.exe'.



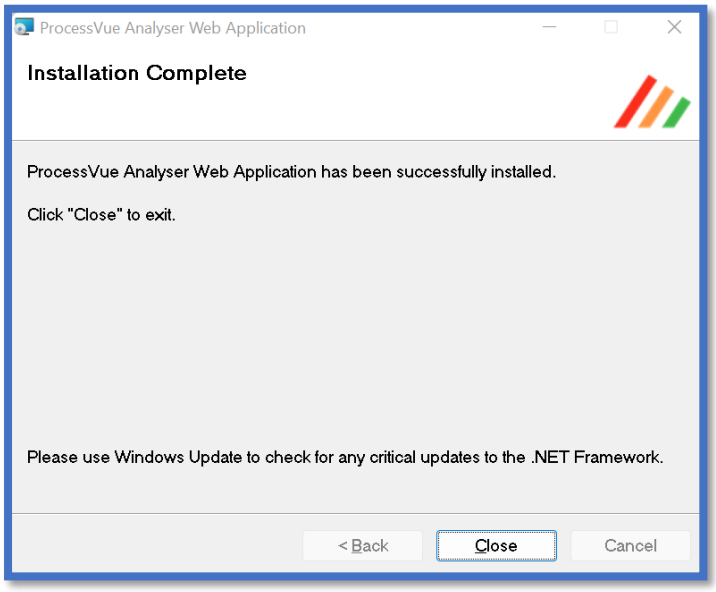
3. Once greeted with this screen, follow through the Installation Wizard. Near the end of the installation Wizard the user will NEED to fill in the Database Setup. This includes the user's SQL details.



4. Fill in the Database Setup and press 'Test Connection'. If the connection to the SQL Database is successful the user will have the 'Connection OK' popup appear.



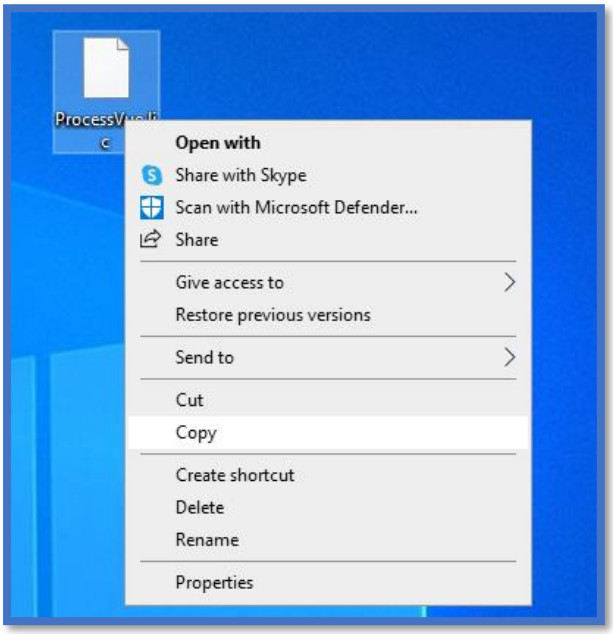
5. Click 'OK' on the popup, and the installation of the ProcessVue Analyser Web Application should finish installing. Once finished the user will be greeted with this on the installation Wizard.



6. Click 'Close'.

30. Add ProcessVue.lic To Correct Location

1. Copy the License file off of the desktop.

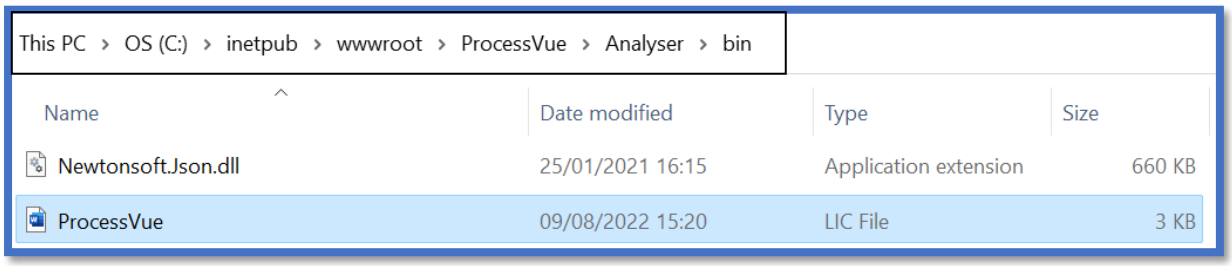


2. Locate the file area –

Analyser: C: inetpub > wwwroot > ProcessVue > Analyser > bin.

SOE: C: inetpub > wwwroot > ProcessVue > SOE > bin

Once found paste the license into the bin folder. (This can be done by either right clicking in the folder and pressing 'Paste' OR pressing CTRL+V to paste the license in the folder).

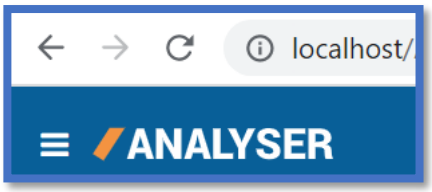


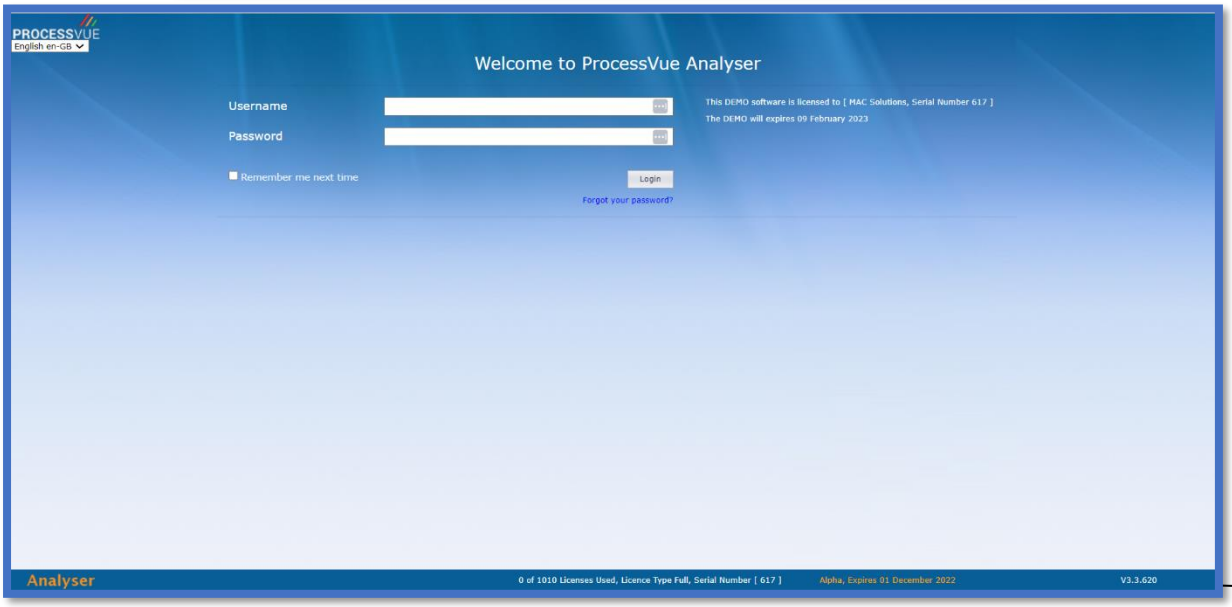
31. Refreshing the ProcessVue Website/Web page*

1. Once the license has been put into the correct location, go onto the Analyser Web App by using the link below:

http://localhost/Analyser/Default.aspx

2. Hard refresh the page, this is done by pressing the refresh button in the top left corner of the screen.



OR the user can press CTRL+ F5 to refresh the page. Refreshing the page allows the new version of the web application to show rather than the old version we previously uninstalled.

NOTE – To check that the Analyser Web Application has successfully been upgraded, check at the bottom of the web application to see what version is currently in use. (The user will need to know what version number the upgraded web application is). Examples of this are shown below: