

# IM5995 Hanwell EMS

# **Installation Guide**

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# **Document History**

### Document Number: IM5995

Issue No.	Issue Date	Changes	Ву
1	11 July 2018	First Issue	I Ralls
2	15 August 2018	Updates to reflect changes to interface	l Ralls
3	1 November 2018	Addition of information on creating a CFG file.	l Ralls
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# IMPORTANT

You must read Sections 1 and 3 before proceeding with the installation process.

Failure to comply with the instructions in these Sections may cause problems.

The procedures outlined in this manual apply to all operating Systems that EMS can be installed on and operate with.

The style of controls displayed during this process depends on both target operating System type, and the target machine configuration; as such the style of controls shown on your machine may vary from those shown in this manual.

Where a unique procedure needs to be performed for a specific operating System, this is identified in the procedure's description.



# 1 SQL

EMS uses Microsoft SQL and is shipped in two variants:

- **W900A** is distributed with an SQL Express 2014 (with tools) Bootstrapper, which will install SQL and Microsoft SQL Server Management Studio on the EMS Server.
- **W900B** is distributed without SQL and is intended for installation where the customer wishes to use an existing SQL instance.

# **Note:** EMS **ONLY** supports versions of Microsoft SQL from 2012 onwards.

During **W900A** installation, the System Administrator password is set to **P3nd13H0us3**. This is done solely to provide a password without user interaction; EMS does not use the System Administrator account.

Restoring an SQL database requires all other connections to the database to be closed. If doing this from SSMS or similar, run the MS Services MMC (Microsoft Management Console) and make sure that Apache and all of the EMS services are stopped first; also, close any open SSMS edit windows connected to the database being restored.

# **1.1 Existing Microsoft SQL Instance**

If there is an existing Microsoft SQL Server, on the target Server or LAN, that you wish to use for EMS, then the following conditions must be met:

- EMS W900B must be used.
- The existing Microsoft SQL Server must be a version from 2012 onwards.
- SQL Instance must be set to SQL login and Windows Authentication mode.
- The installing Windows login should be a member of the **sys admin** role and must have full **Administrator** privileges on the SQL Instance.
- SQL Server Browser service must be running during EMS install and EMS Config Utility operation.
- SQL Server Management Studio (SSMS) must be installed.



# 2 Installation

# 2.1 EMS Server Components

When installing the EMS Server, the install will check for and install the following software:

- .Net framework 4
- .Net Framework 3.5, 3.5.1 or 4.5
- MS SQL 2014 Express
- EMS Data Service includes various components and EMS web files.







Figure 1 above shows a possible multi-site installation; it assumes that the customer has an inter-site VPN in place.

In this scenario, the Installing Engineer would install the following components:

- Server: EMS Server Components, SR2 Service, CR2 USB Service.
- Workstation A: SR2 Service.
- Workstation B: CR2 USB Service.

The **EMS Remote Management Tools** will also need to be installed on an EMS Administrator's workstation or the EMS Server

The Host machine will need a network connection to the EMS Server and at least one spare USB port.



When installing distributed Hardware Services, the EMS IP Address / hostname must be set during installation of the Hardware Service. This must match the address of the EMS Server where the Data Service is installed.

**Note:** For this System, at least one SR2 Service and one CR2 USB Service will need to have non-default Service names set during installation; the non-default Service name would then need to be added to the *Hardware Service* dialog box, when creating the new System from the EMS Config Utility.

The Customer is responsible for installing browsers on the **Computers** and **Laptop**, and for configuring **Firewalls** to enable the SQL connection from the EMS Management Tool to the EMS Server, inter-site communications and external HTTP access to the Server for the **Laptop**.

# 2.2 TCP/IP Ports and Addresses

- If the Customer wishes to connect to remote SR2 or CR3 units where no intranet is in place, then the Customer must ensure that all Firewalls are configured to allow connections between the remote networks over the requisite TCP/IP Ports.
- For completeness, Table 1 below lists all default **Hanwell** Service Port Numbers; not all are included with EMS.
- There are no IANA registered Port Numbers for EMS; instead, it uses unassigned Port Numbers.

# **Reference:** <u>https://www.iana.org/assignments/service-names-port-numbers</u>

- If a conflict arises on the host machine, EMS TCP/IP Ports can be configured during installation.
  - For the majority of Systems, the Default Ports will suffice.
- Where Port Numbers need to be changed, care should be taken to avoid well known and assigned Port Numbers; consult the IANA website and do not use Port Numbers below 1024.
  - If Port Numbers are altered, make a note of any changes and then modify the matching service data during database configuration.
  - Where Hardware Services are installed on distributed machines, Port Numbers can be shared amongst the distributed machines.
- The EMS IP Address / Hostname and Port Number can be set during installation of the Hardware Services.
- This must match the address of the **EMS Server** and the **Data Service Port No.** set for the Hardware Services during initial System Configuration.

- The Hardware Service Command Listening Ports will be automatically updated by the Data Service when each Hardware Service initially makes contact; therefore, these can be altered without manually updating the database.
- The Debug Ports are solely used by the **Service Debug Viewer** for **Hanwell** maintenance purposes; therefore, again, these can be altered without modifying the database.
- Debug Port Numbers are altered by editing the Hardware Services setup.xml file, found in the service's Common Application Data Folder.

Service	Data	Command	Debug
EMSSR2Service	n/a	10992	11002
EMSDataService	10991(DB set)	n/a	11004
EMS WCF Connection	8083	n/a	n/a
EMSArchiveService	8082	8082	11010
EMSCR2USBService	n/a	10996	11007
Hanwell SMS Module	10997(DB set)	n/a	n/a

Table 1

 The System will also require Port 1433, or a Customer Specified Instance Port Number, for a W900B/W906B installation for connection to the Microsoft SQL Server and Port 1434 for an SQL Client Install. Port 80 (http) is required for the Apache Server.

**Note:** EMS **ONLY** supports versions of Microsoft SQL from 2012 onwards.

- These Ports are all IANA registered Port Numbers and should be available.
- If using iSense or a CR3 GPRS, EMS will connect to the **Hanwell** Remote Data Service to collect data on Port 8081.
- For Firewall rules purposes, the SQL Ports require TCP and UDP, all other Ports are TCP.
- The Customer MUST enable inbound connections for the above Ports on any Server firewall prior to installation. If using iSense or CR3 GSM (CR2GPRS), the Customer MUST also enable outbound connections on Port 8081 on Server and corporate firewall(s) prior to installation.
- EMS WCF Connection is local to the EMS Server.



# 2.3 Computer Specification

Hanwell recommends the computer specifications below as a *minimum* to run EMS.

#### Windows 2008 R2 or 2012 R2 Server, Windows Server 2016, Windows Server 2019

Processor		2.5GHz or faster
Ram		8GB
Hard Drive:	Physical Machine	x2 250GB set up as RAID
Hard Drive:	Virtual Machine	70GB
Media		DVD-ROM drive
USB		USB ports minimum 2 spare
Network		1GB Ethernet network port

**Note:** The Host machine must **NOT** be configured as a Web Server (IIS), if the Web Server Role is enabled on the target Server, remove the Role before installation. instructions on how to configure this setting can be found in Section 2.4.

**EMS W900A** or **W906A** must NOT be installed on a Domain Controller. SQL Server security restrictions mean that the installation will usually fail.

EMS can NOT be installed, if the operating System GUI has been uninstalled.

#### Windows 7 Professional/Enterprise\*, Windows 10 Pro/Enterprise – Very Small Installations

\*Not recommended due to End of Life Status

Very small installations would typically consist of up to 25 sensors, one Site, up to two SR2s, and up to five users with LAN-only browser access. EMS for such a Site may be installed on a dedicated Windows 7 Service Pack1 or later machine, with the specification below. The operating System must be a Professional or Enterprise variant.

Processor	2.5GHz or faster
Ram	2GB (32-bit) 4GB (64-bit)
Hard Drive	250GB
Media	DVD-ROM drive
USB	USB ports minimum 2 spare
Network	1GB Ethernet network port



Note: Ensure that the host machine for EMS has all the latest Windows updates before installing the EMS software.
 Failure to meet minimum computer specification may result in poor performance and incorrect operation.

The Customer should provide a backup System, with Microsoft SQL integration, appropriate to their data protection requirements. The **Hanwell** Group strongly recommends the use of an appropriately rated uninterrupted power source, with automatic shutdown technology.

# 2.4 Internet Information Services (IIS) Web Server Configuration

The instructions below describe how to turn off the IIS (Internet Information Services) on a Windows 7 machine and Windows Servers.

### 2.4.1 For Windows 7 and Windows 10

- 1. Navigate to the **Control Panel**.
- 2. Select **Programs and Features**.
- 3. Navigate to the left-hand pane and select Turn Windows Features on or off.
- 4. Then uncheck Internet Information Services and Internet Information Services Hostable Web Core. See Figure 2 below:



Figure 2



### 2.4.2 For Windows Server 2008, 2008 R2, Sever 2012 R2 and Server 2016

- 1. Open **Windows Server Manager** from the **Start** menu.
- 2. Click **Roles** in the tree on the left.
- 3. Click **Remove roles** on the right (if Web Server (IIS) is installed).
  - > The **Remove Roles Wizard** is displayed. See Figure 3 below.
- 4. Uncheck **Web Service (IIS)**.
- 5. Click **Remove Dependant Features**.
- 6. Click the **Next** > button.
- 7. Click **Remove**.
- **Note:** A System Restart may be required after this process has completed.

Remove Roles Wizard		×
Remove Server	Roles	
Before You Begin Server Roles Confirmation Progress Results	To remove one or more installed roles from this server, clear their characteristic in the services <ul> <li>Active Directory Certificate Services</li> <li>Active Directory Domain Services</li> <li>Active Directory Federation Services (Not Installed)</li> <li>Active Directory Lightweight Directory Services</li> <li>Active Directory Rights Management Services (Not Installed)</li> <li>Active Directory Rights Management Services (Not Installed)</li> <li>Active Directory Rights Management Services (Not Installed)</li> <li>Application Server</li> <li>DHCP Server</li> <li>Flie Services</li> <li>Hyper-V (Not Installed)</li> <li>Network Policy and Access Services</li> <li>Print and Document Services</li> <li>Print and Document Services</li> <li>Windows Deployment Services</li> <li>Windows Server Update Services (Not Installed)</li> </ul> More about server roles	eck boxes. Description: <u>Web Server (IIS</u> ) provides a reliable, manageable, and scalable Web application infrastructure.

Figure 3



# 2.5 Windows Server 2008, 2008R2, Server 2012R2 Prerequisites

The Installer includes bootstrappers for the Microsoft .Net Framework (3.5 and 4.5) and will install automatically, where required, during the install process.

However, on machines running Windows Server 2008 or Server 2012 onwards, you must enable the .Net Framework manually on the Server, prior to EMS installation.

### 2.5.1 Checking if .Net 3.5.1 is enabled

The procedure below describes how to **check** if .Net 3.5.1 is enabled on the Server:

#### 1. Start the **Server Manager**.

This can be started from either the **Administrative Tools** window, or the **Taskbar**.

### Server 2008 / 2008R2

Within the Server Manager interface:

- i. Click **Features**.
  - \* This will display all installed features in the right-hand pane.

#### Server 2012

- i. From the Dashboard, select **Local Server**.
- ii. Scroll down to **Rolls and Features** section.
- 2. Verify that **Net Framework 3.5.1** is listed.

The instructions below describe how to enable the .Net Framework if it is not listed as stated above.

#### 2.5.2 Enabling .Net Framework 3.5.1

1. Start the Server Manager.

This can be started from either the **Administrative Tools** window, or the **Taskbar**.

#### Server 2008/2008R2

Within the Server Manager Interface:

- i. Select Add Features.
  - \* This will display a list of possible features.

#### Server 2012

- i. From the Dashboard select **Add roles and features**.
- ii. On the Add Roles and Features Wizard, select Server Selection.
- iii. Make sure that the Local Server is selected.
- iv. Select Features.



- 2. In the Select Features Interface, click on Expand .Net Framework 3.5.1 Features.
  - Once expanded you will see two tick boxes, one for .Net Framework 3.5.1 and the second for WCF Activation.
- 3. Check the box next to .**Net Framework 3.5.1**.
- 4. Click **Next**.

If you do not expand **.Net Framework 3.5.1 Features** and check it, you will get a pop-up titled **Add Features Wizard** as shown in Figure 4 below.

If this happens:

- i. Click **Cancel**.
- ii. Expand .Net Framework 3.5.1 Features.
- iii. Check .Net Framework 3.5.1 tick box below it.

Add Features Wizard			X
Select Feature	5		
Features Confirmation Progress Results	Select one or more features to install o Features: .NET Framework 3.5.1 Featur .NET Framework 3.5.1 .NET Framework 3.5.1 .NET Framework 3.5.1 .NCF Activation .Non-HTTP Activation	n this server.	Description: <u>Microsoft .NET Framework 3.5.1</u> combines the power of the .NET Framework 2.0 APIs with new technologies for building applications that offer appealing user interfaces, protect your customers' personal
Add Features W	izard role services and features red tures? annot install .NET Framework 3.5.1 Features u ed.	quired for .NET Fran	■ A mess and features are also
Role	Services: Veb Server (IIS) Web Server Application Development Security Indows Process Activation Service Process Model .NET Environment Configuration APIs	Description: Web Server (IIS) p manageable, and s infrastructure.	rovides a reliable. calable Web application
		Add Required Role	e Services Cancel

Figure 4

You cannot install .NET Framework 3.5.1 Features unless the required Role Services and Features are also installed.

#### In the Confirm Installation Selections interface:

- 1. Review the selections
- 2. Click Install.
- 3. Allow the installation process to complete and then click **Close**.

Where **Hanwell** is supplying a pre-built System, this can be done using the Server Manager's **Microsoft Management Console**.

# **3 EMS W900B Preparation**

# 3.1 User Credentials

If W900B is to operate a Microsoft SQL Server running on a separate machine, EMS will require **Windows Network Login Credentials** to operate. The login username and password will be required at various stages during the installation process.

**Note:** EMS **ONLY** supports versions of Microsoft SQL from 2012 onwards.

- The login used for EMS **MUST** have password set to never expire.
- This login MUST NOT be the login used to install EMS.
   Using the same login will cause database creation to fail and would, in any case, result in a worse security situation post install, as the EMS services would be left running as Administrator on the local System and as an SQL Administrator on the SQL Server.

Customers should **not** add this EMS System login to their SQL Server. The login will be added automatically during EMS installation.

• Allowing the installation to add the EMS Service logins to the SQL Server gives the best security situation, because the service login will only be granted access to the databases created for EMS, with the minimum roles required to operate the System.

**Hanwell** recommends that Customers create a Network User login specifically for the EMS System.

# 3.2 W900B SQL LAN Connection

Various EMS services and tools will need connectivity to the Microsoft SQL Server. The Customer **MUST** ensure connectivity to the SQL Server from the EMS Server machine. This may include the necessity to create Firewall rules to allow TCP and UDP access on either **Port 1433** or a Customer Specified Instance Port Number to the SQL Server (**Port 1434** for Client Install).

# 3.3 Potential Installation Issues

Some anti-virus programs may detect a false positive on the EMS Installer. If this happens, you should disable your antivirus program during the installation process.

If installation of the EMS Server Components is interrupted or fails for any reason, you should perform a complete removal of the EMS Server Components before attempting a reinstallation, following the procedure described in **Section 18 EMS Server Removal** to completely remove any existing EMS Server Components.



# 4 Upgrades

# 4.1 Preparation

**Hanwell** recommends that customers back up all their data, prior to any major maintenance task, such as a System Upgrade.

- If new columns and/or tables need to be added to the database, then the Install will detect that the System is being upgraded and add the required objects.
- **Note:** Unless specifically instructed to do so by **Hanwell, DO NOT** uninstall EMS components prior to an upgrade. Doing so may result in incorrect operation after the System has been upgraded.

# 4.2 Upgrading

To upgrade an EMS Server installation, run the latest version of the EMS Installer on the existing Host machine.

- Do **NOT** attempt to upgrade an **EMS W900A** System with **EMS W900B**, or vice versa.
- Do NOT attempt to upgrade an EMS W900 System with EMS W906, or vice versa.

The upgrade process is largely the same as the primary System installation, except for as follows:

# 4.2.1 SQL Express/.Net Framework

Where these are already installed, the Install will detect this and quietly move on to the next installation step.

# 4.2.2 Same Version Components

Where a component with the same version is already installed, the Install will detect this and either: give the User the option to keep or repair the current installation or show an error that the component cannot be installed; this is normal and should be ignored.

Unless you believe the current version of a component to be damaged, it is recommended that you keep the current version.

# 4.2.3 Service Shutdown

During Upgrade, the installer will need to stop EMS Services that are running, in order to upgrade the executable code. In these cases, you will be presented with dialog boxes similar to the ones shown in Figure 5 and Figure 6 overleaf:

# Hanwell EMS

# Installation Manual



e updated by this setup. You can let
e updated by this setup. You can let r reboot the machine later.
n.
1.

Figure 5





• Keep the default selections and click OK to continue.

# 4.2.4 Settings

The Install will read your current settings and use these values to populate the initial values of the User entry fields.



# **5** Connecting to a CR2 USB or AWO4 Device

# 5.1 Windows 7 and Windows 10 - USB Suspend Disable Procedure

If you wish to connect a CR2 USB or AW04 device via USB, then **USB Suspend** must be disabled in **Advanced Power Settings** on all machines that the CR2 USB(s) or AW04 are connected to.

**Note:** This procedure is not applicable to Server Operating Systems.

To disable **USB Suspend**:

- 1. Select Start > Control Panel.
  - > The **Windows Control Pane**l is displayed.
- 2. Select View by: Small icons (or Large icons).
- 2. Select **Power Options**.
- 3. Select Change Plan Settings (for either power plan).
- 4. Select Change Advanced Power settings.
- 5. The windows **Power Options** dialog box is displayed. See Figure 7 below:



Figure 7

- 6. Click the + sign next to **USB settings**.
- 7. Click the + sign next to **USB selective suspend setting.**
- 8. Select Enabled.
- 9. Select **Disabled** from the pull-down menu.
- 10. Click **OK**.

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# 6 Hanwell EMS Installation Procedure

You must follow each of the following installation steps carefully and ensure that you fully understand what you are changing if making a change during the installation. An incorrect change could potentially render EMS non-functional.

# 6.1 EMS Installation Procedure - Beginning the Installation of Hanwell EMS (W900A and W900B)

- 1. Insert the EMS DVD and click **Run Installation**.
- 2. Double-click on the **Run Install.exe** icon.
  - If User Account Control is enabled, the User Account Control window will be displayed. See Figure 8 below.

0		User Account Co	ntrol
٢	Do you want unknown puł	to allow the follow plisher to make ch	ving program from an anges to this computer?
	Program name: Publisher: File origin:	Install.exe <b>Unknown</b> Network drive	
🛛 s	how <u>d</u> etails		Yes No
		Chang	e when these notifications appear

#### Figure 8

If User Account Control is not enabled, this step will be skipped and the EMS Install window will be displayed.

**Note:** The **Install.exe** file which comes with the latest EMS installer (V1.0.12) may be quarantined/deleted by Windows Defender or other anti-virus software.

If this happens, restore the EMS **Install.exe** file from the Windows Defender (or other anti-virus software) Quarantine list.

• See here for details on restoring files quarantined by Windows Defender:

https://docs.microsoft.com/en-us/windows/security/threat-protection/microsoftdefender-antivirus/restore-quarantined-files-microsoft-defender-antivirus

- 3. If the User Account Control window is displayed, click Yes.
  - If .NET Framework 4.7.2 is not installed, the following window will be displayed.
     See Figure 9 overleaf:

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Figure 9

- a) Click on **OK**.
  - A series of windows will be displayed as files are extracted, followed by the .NET logo and .NET Framework 4.7.2 Setup window. See Figure 10 and Figure 11 below:



Figure 10



Figure 11



- b) In the .NET Framework 4.7.2 Setup window, tick the I have read and accept the license terms box.
- c) In the .NET Framework 4.7.2 Setup window, click Install.
  - \* A **.NET Framework Setup** window is displayed with bars illustrating the progression of the .NET Framework 4.7.2 installation.
- \* When the .NET Framework 4.7.2 installation is complete, the following window will be displayed. See Figure 12:

G Microsoft .NET Framework	
Installation Is Complete	
.NET Framework 4.7.2 has been installed.	
Check for more recent versions on <u>Windows Update</u> .	
	Finish

- d) Click on **Finish** in the displayed window.
- \* The **EMS Installer** window is displayed. See Figure 13 overleaf:





- 4. If this is the EMS Server, tick **Install EMS Server Components**. See Figure 13 above.
- If you wish to Synchronise sensors from this machine, tick the Install EMS Remote Management Tools box.
  - The EMS Remote Management Tools must be installed on a machine on the EMS Server LAN, with any necessary Firewall changes made to allow SQL access to the EMS Server.
  - There must be a HTTP (Port 80), connection enabled between the Remote Management Tools and the EMS Server.
  - Refer to Document IM6000 EMS Remote Management Tool Manual for further details.
- 6. If SR2s will be controlled from this machine, tick the **Install SR2 Service** box.
  - Any necessary Firewall changes must be made to allow data and command port connections between the SR2 Service and the EMS Server.
- 7. If you are installing Selsium, a Hanwell ARB Module or a Hanwell SMS Module, you will need to tick the Install IceSpy Base Utility box to install the IceSpy Base Utility on either the EMS Server or another machine on the LAN.See Figure 13 above.
  - > Refer to Document **IM5994 IceSpyBaseUtility Manual** for further details.
- If you wish to use the EMS Mobile Application, tick the Install EMS Mobile Application Service box to enable a link between the Mobile App's interface, the EMS functionality and your data. See <u>http://www.help.emsprocloud.com/Mobile/</u>
- 9. To enable EMS Backup and Archive functionality, tick the **Install EMS Backup/Archive Tool** box.



# 6.2 EMS Installation Procedure - Installing EMS Server Components

Click **Next** on the **EMS Installer** dialog. See Figure 13 above.

#### Either:

The install will progress to upgrading from a previously installed Synergy or Notion System. Go to **Section 6.3**.

Or:

The install will progress to the EMS Installation Setup. Go to Section 6.4.

# 6.3 Upgrade from Synergy/Notion to EMS

If an existing install of **Synergy** or **Notion** is detected at this point, the Installation will proceed to upgrade the existing System to EMS.

• The Upgrade process should be automated and require no user interaction unless an issue is encountered.

The Upgrade process goes through the following steps to upgrade the System to EMS, displaying a series of windows informing the User of the progress of the Upgrade.

#### Phase 1

1. If Synergy or Notion installs are detected, the following windows, including the Upgrade Dialog window are displayed. See Figure 14 and Figure 15 below:





EMS Pre Install Upgrade	<u>_0×</u>
Checking for installations of Synergy and Notion. Installation of Notion detected.	

#### Figure 15 - Upgrade Dialog Window

- 2. The Upgrade Tool detects whether **Synergy** or **Notion** is installed.
  - If Notion is detected, the Upgrade Tool will try to detect the NotionOPCServer. If this is detected, the upgrade is aborted as NotionOPCServer is not supported.
- 3. The Upgrade Tool modifies all setup files to EMS and copies them to their appropriate EMS location.
- 4. Old Archive files are moved to EMS. See Figure 16 below:



Figure 16

5. The Database is backed up.

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# Phase 2

If Phase 1 completes without errors, the Upgrade Tool will continue onto the following stages:

1. The detected, existing, installed software is uninstalled. See Figure 17 below:



#### Figure 17

- 2. Any remaining files and folders from the existing installed software are deleted.
- 3. Deprecated Users are deleted, preventing them from accessing the Database.
- 4. The Database is updated using the Tool's Upgrade Script.
- 5. The version of **Install** is updated in the Database.
- 6. The Database is renamed **EMS**.

Once all of the above completes, the **upgrade exe** will tell the user that it has completed without errors and automatically close after 10 seconds. See Figure 18 overleaf:

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- Once the **.exe** has closed, the EMS installation will continue as normal. See Section 6.4 below.
- The Log File for the Upgrade Tool can be found at: C\Program Data\EmsLog\log.txt
- **Note 1:** Figures 12, 13 and 14 are shown as examples only. The appearance of the Windows for your version of Windows Server may be slightly different.



**Note 2:** If the Upgrade process fails at any point, the following message window will be displayed. See Figure 19 below:

Failed	X
Pre Install Upgrade Failed. Retry?	
<u>Y</u> es <u>N</u> o	



**Note:** Refer to **Section 9.6 Create .CFG File** for action to be taken when such an upgrade installation has completed.

# 6.4 EMS Installation Setup

# 6.4.1 EMS Installation Setup for an EMS W900A installation

For details on EMS Installation Setup for an EMS W900B Installation, refer to Section
 6.4.2 EMS Installation Setup for an EMS W900B installation on page 34.

The **Microsoft ODBC Driver 11 for SQL Server Licence** window is displayed. See Figure 20 below:







- 1. Read the Licence Agreement and tick the 'I accept the terms in the licence agreement' box.
- 2. Click Next.
  - The SQL Server 2014 Express licence agreement window is displayed. See Figure 21 below.

8	EMS Setup	x
For the following o	components:	
SQL Server 20	)14 Express	
Please read the for of the agreement.	ollowing license agreement. Press the page down key to see the	rest
MICROSOFT S	SOFTWARE LICENSE TERMS	^
MICROSOFT S	SQL SERVER 2014 EXPRESS	
These license Corporation (c you. Please re which includes	terms are an agreement between Microsoft or based on where you live, one of its affiliates) and ad them. They apply to the software named above, s the media on which you received it, if any. The	~
View EUL	A for printing	
Do you accept	the terms of the pending License Agreement?	
If you choose Dor agreement.	nt Accept, install will close. To install you must accept this	
[	Accept Don't Accept	

- 3. Read the Licence Agreement and click **Accept**. See Figure 21 above.
  - > The **EMS Setup** window is displayed. See Figure 22 below:

Setup	x
The following components will be installed on your machine:	
Visual C++ 2012 Runtime Libraries (x86) Visual C++ 2017 Runtime Libraries (x86)	
Do you wish to install these components?	
If you choose Cancel, setup will exit.	
Install Cancel	



- 4. Click on **Install** to continue.
  - > The following windows are displayed. See Figure 23 and Figure 24 below:

	8	EMS Setup		x
	2	Installing Visual C++ 2012 Runtime Libraries (x86)		
			<u>C</u> ancel	
		Figure 23		
ť	Microso	oft Visual C++ 2012 Redistributable (x86) - 11	-	x
١	×	Microsoft Visual C++ 2012 Redistributable (x86) - 11.0.6	1030	)
	MICRO	SOFT SOFTWARE LICENSE TERMS		^
1	MICRO	SOFT VISUAL C++ 2012 RUNTIME LIBRAI	RIES	
ł	These lice based on	where you live, one of its affiliates) and you. Please re	ad them	or · ↓
C	l <u>a</u> gree t	o the license terms and conditions		
		Install	<u>C</u> lo	ose

Figure 24

- 5. Check the 'I agree to the license terms and conditions' box and then click on Install.
  - > The following window is displayed as the Setup progresses. See Figure 25 below:







When the Setup has completed, the following window is displayed. See Figure 26 below:



Figure 26

- 6. Click on **Close**.
  - > The following window is displayed. See Figure 27 below:





- 7. Check the 'I agree to the license terms and conditions' box and then click on Install.
  - > The following window is displayed as the Setup progresses. See Figure 28 below:







When the Setup has completed, the following window is displayed. See Figure 29Figure 26 below:



Figure 29

- 8. Click on **Close**.
  - If SQL Express is to be installed, the EMS Server Setup window will be displayed with a Progress Bar showing the progress of the SQL Server 2014 installation. See Figure 30 below:

8	EMS Setup	×
2	Installing SQL Server 2014 Express	
•	Cancel	



**Note:** SQL installation will take several minutes.

# 6.4.1.1 EMS W900A Installation on a Windows 10 or Later System

At this point, during the **Microsoft SQL Express 2014** install, if installing EMS on a Windows 10 System or later, the **Windows Features** window may be displayed. See Figure 31 below:



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		×	
$\leftarrow$	👿 Windows Features		
	An app on your PC needs the following Windows feature:		
	.NET Framework 3.5 (includes .NET 2.0 and 3.0)		
	Pownload and install this feature		
	Windows will get the files that it needs from Windows Update and complete the installation.		
	$\rightarrow$ Skip this installation		
	Your apps might not work correctly without this feature.		
	Tell me more about this feature		
	Can	cel	



If the Windows Features window is displayed:

#### 1. Select **Download and install this feature**.

- **Note:** Downloading .NET Framework 3.5 is internet access speed dependant and can take several minutes.
- Once .NET Framework 3.5 installation has completed, the Windows Features window will display as shown in Figure 32 below:





- 2. Click Close.
  - The SQL Server 2014 Express installation continues and the following windows are displayed. See Figure 33 and Figure 34 below:

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Sems 9	Setup	
•	Installing SQL Server 2014 Express	
	Cancel	

Figure 34

- **Note:** The installation of Microsoft .NET and SQL components could take up to 20 minutes to install, please be patient.
- The EMS W900A Setup Welcome to the EMS W900A Setup Wizard window is displayed. See Figure 35 below:





3. Proceed to Section 6.5.1 Installing the EMS Server for an EMS W900A Installation on page 39.



# 6.4.2 EMS Installation Setup for an EMS W900B installation

The **Microsoft ODBC Driver 11 for SQL Server Licence** window is displayed. See Figure 36 below:

Microsoft ODBC Driver 11 for SQL Server Licence	x	
MICROSOFT SOFTWARE LICENSE TERMS	-	
MICROSOFT ODBC DRIVER FOR MICROSOFT SQL SERVER 2014	=	
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft		
updates,		
supplements,		
Internet-based services, and		
support services		
for this software, unless other terms accompany those items. If so, those terms apply.		
BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE.		
If you comply with these license terms, you have the rights below.		
<ol> <li>INSTALLATION AND USE RIGHTS. You may install and use any number of copies of the software on your devices to design, develop and test your programs.</li> </ol>		
2. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.	~	
I accept the terms in the licence agreement Next Cancel		

- 1. Read the Licence Agreement and tick the '**I accept the terms in the licence agreement**' box.
- 2. Click on Next.
  - After a short delay, the EMS Setup window may be displayed. See Figure 37 below:
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8	EMS Setup X
Т	he following components will be installed on your machine:
	Aisual C++ 2012 Runtime Libraries (x86) Aisual C++ 2017 Runtime Libraries (x86)
D	o you wish to install these components?
ŀf	you choose Cancel, setup will exit.
	Install <u>C</u> ancel

Figure 37

## 3. Click Install.

After a short delay, the Microsoft Visual C++ 2017 Redistributable (x86) window may appear, see Figure 38 below:





- 4. Read the Licence Agreement and tick the 'I agree to the licence terms and conditions' box.
- 5. Click on **Install** to continue.
  - > The following windows are displayed. See Figure 39 and Figure 40 below:









- 6. Check the 'I agree to the license terms and conditions' box and then click on Install.
  - > The following window is displayed as the Setup progresses. See Figure 41 below:





When the Setup has completed, the following window is displayed. See Figure 42 below:





- 7. Click on **Close**.
  - > The following window is displayed. See Figure 43 below:



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🖡 Microsc	ft Visual C++ 2017 Redistributable (x86) - 14	x
×	Microsoft Visual C++ 2017 Redistributable (x86) - 14.11.2532	25
MICROSOFT SOFTWARE LICENSE TERMS		
1		
MICROSO REDISTRI	FT VISUAL STUDIO 2017 TOOLS, ADD-ONs and C++ BUTABLE	
MICROSO REDISTRI These lice	FT VISUAL STUDIO 2017 TOOLS, ADD-ONs and C++ BUTABLE nse terms are an agreement between Microsoft Corporation (r	or 🗸
MICROSO REDISTRI These lice	FT VISUAL STUDIO 2017 TOOLS, ADD-ONS and C++ BUTABLE nse terms are an agreement between Microsoft Corporation ( where you live, one of its affiliates) and you. They apply to the o the license terms and conditions	or 👻

#### Figure 43

- 8. Check the 'I agree to the license terms and conditions' box and then click on Install.
  - > The following window is displayed as the Setup progresses. See Figure 44 below:



#### Figure 44

When the Setup has completed, the following window is displayed. See Figure 45Figure 26 below:





9. Click on Close.



If SQL Express is to be installed, the EMS Server Setup window will be displayed with a Progress Bar showing the progress of the SQL Server 2014 installation. See Figure 46 below:

-	EMS Setup	x
2	Installing SQL Server 2014 Express	
	<u>C</u> ancel	





The EMS Server B Setup - Welcome to the EMS Server Setup Wizard window will be displayed. See Figure 47 below:





10. Proceed to Section 6.5.2 Installing the EMS Server for an EMS W900B Installation on page 41.



## 6.5 EMS Installation Procedure - Installing the EMS Server

## 6.5.1 Installing the EMS Server for an EMS W900A Installation

 In the displayed EMS W900A Setup - Welcome to the EMS W900A Setup Wizard window, click on Next. See Figure 48 below:



Figure 48

The EMS W900A Setup – End User License Agreement window is displayed. See Figure 49 below:

BMS W900A Setup	
End-User License Agreement	$\mathbf{O}$
Please read the following license agreement carefully	00
EMS System End User License Agreement	
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS System you are deemed to have read and accepted all the terms of this Licence and you and your employees will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	5
I accept the terms in the License Agreement	
Print Back Next	Cancel

Figure 49



- 2. In the displayed window:
  - i. Tick the **I accept the terms in the License Agreeme**nt box.
    - \* The **Next** button becomes active.
  - ii. Click on **Next**.
- The EMS W900A Setup Ready to Install EMS W900A window is displayed. See
   Figure 50 below:

👹 EMS W900A Setup	
Ready to install EMS W900A	
Click Install to begin the installation. Click Back to review or change any ol installation settings. Click Cancel to exit the wizard.	f your
Back Install	Cancel

Figure 50

- 3. In the displayed window, click on **Install**.
- 4. The **EMS W900A Setup Installing EMS W900A** window is displayed. See Figure 51 below:

😸 EMS W900A Setup	
Installing EMS W900A	8
Please wait while the Setup Wizard installs EMS \	V900A.
Status: Validating install	
	Back Next Cancel

Figure 51



When the EMS Server Installation is complete, the EMS Setup - EMS Database Information window is displayed, populated with a series of default settings as part of the EMS W900A Server Instance Installation. See Figure 52 below.

EMS Setup	
EMS Database Information Please enter your EMS SQL Ser	ver details.
SQL Server name: CE763	SQL Instance name: SQLEXPRESS
Database name: EMS	
WCF Port Number	Archive Service
WCF Port Number	Port Number
	<u>N</u> ext <u>C</u> ancel

Figure 52

- 6.5.2 Installing the EMS Server for an EMS W900B Installation
- From the displayed EMS Server Setup Welcome to the EMS Server B Setup Wizard window, click on Next. See Figure 53 below:





 In the displayed EMS Server B Setup – End-User Licence Agreement window, read the Licence terms and check the I accept the terms in the Licence Agreement box. See Figure 54 below:

😸 EMS W900B Setup 📃 📼	
End-User License Agreement	
Please read the following license agreement carefully	20
EMS System End User License Agreement	Â
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS System you are deemed to have read and accepted all the terms of this Licence and you and your employees will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	Ŧ
I accept the terms in the License Agreement	
Print Back Next	Cancel

Figure 54

- 3. Click on Next.
- In the displayed EMS Server B Setup Service Account window, enter the User Name and Password you have previously set up for the EMS System to use. See Figure 55 below:

岗 EMS W900B Setup	- • ×
Service Account Enter service account details.	
Enter the Windows user credentials, for the EMS System user. If this is the SQL Server machine, you may select the 'Use Local Service Acco	ounts' checkbox.
User Name (Example: domain\user):	
IMC Password:	
Check Credentials Check Credentials to continue.	
<u>B</u> ack <u>N</u> ext	Cancel

Figure 55



- If EMS is being installed on the SQL Server machine, you may select Use Local Service Accounts by checking the box and going to directly to Step 6 below, missing out Step 5.
- 5. Click **Check Credentials**.
- 6. Click Next.
  - The EMS Server B Setup Destination Folder window is displayed. See Figure 56 below:

😸 EMS W900B Setup	- • •
Destination Folder	
Click Next to install to the default folder or click Change to choose another.	00
Install EMS W900B to:	
C:\Program Files (x86)\Hanwell Solutions Ltd\	
Change	
<u>B</u> ack <u>Next</u>	Cancel

- > If required, the installation folder can now be changed as follows:
  - a) Click on **Change...** in the **EMS Server B Setup Destination Folder** window. See Figure 56 above.
    - A folder browser dialog is displayed, allowing the Destination Folder's address to be changed or a new folder selected by clicking on the Browse button.
  - b) Enter the new Destination Folder's address.
- 7. Click Next.
  - > The following window will be displayed. See Figure 57 below:



😸 EMS W900B Setup	- • <b>-</b>
Ready to install EMS W900B	
Click Install to begin the installation. Click Back to review or change any of installation settings. Click Cancel to exit the wizard.	your
<u>B</u> ack Install	Cancel

Figure 57

- 8. Click on Install.
  - The EMS Server B Setup Installing EMS Server B window will be displayed as the EMS Server is installed. See Figure 58 below:

📸 EMS W900B Setup	- • -
Installing EMS W900B	<b>%</b>
Please wait while the Setup Wizard installs EMS W900B.	
Status:	
<u>B</u> ack <u>N</u> ext	Cancel

Once the installation is complete, the **EMS Setup – EMS Database Information** window be displayed, populated with a series of default settings as part of the **EMS W900B Server Instance Installation**. See Figure 59 below:

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EMS Setup	_ • •
EMSD at abase Information Please enteryour EMS SQL Se	rver details.
SQL Server name: CE763	SQL Instance name: SQLEXPRESS
Database name: EMS	Use Port Number
WCF Port Number	Archive Service
WCF Port Number	Port Number
	<u>N</u> ext <u>C</u> ancel



The next stage (outlined in Section 6.6 EMS Installation Procedure - Installing the EMS Server Instance on page 45) will proceed with installing the EMS Server Instance.

## 6.6 EMS Installation Procedure - Installing the EMS Server Instance

## 6.6.1 Installing the EMS Server Instance - EMS W900A Installation

 For details on Installing the EMS Server Instance for an EMS W900B Installation, refer to Section 6.6.2 Installing the EMS Server Instance - EMS W900B Installation on page 49.

For an **EMS W900A** installation, the **EMS Setup – EMS Database Information** window is displayed, populated with a series of default settings. See Figure 60 below:



EMS Setup	
EMS Database Information Please enter your EMS SQL Se	erver details.
SQL Server name: CE763	SQL Instance name: SQLEXPRESS
Database name: EMS	Use Port Number
WCF Port Number	Archive Service
WCF Port Number	Port Number
	<u>N</u> ext <u>C</u> ancel



- When installing to a machine with **NO EXISTING** Microsoft SQL Express installation, leave the settings, shown in Figure 60 above, at their default values.
- When installing on a machine with AN EXISTING Microsoft SQL Express installation, the SQL Server name: and SQL Instance name: fields, shown in Figure 60 above, must be set to the existing Microsoft SQL Express Server Name and Instance Name.
  - These Names can be obtained from your System Administrator or from the connection information shown in Microsoft SQL Server Management Studio (SSMS).
  - The connection information is displayed in the format [Server name]\[Instance name].
  - For help with using SSMS, please use the Help and tutorial provided with SSMS.
- If Port **8081** is unavailable for the WCF service, enter the Port Number required for this installation into the **WCF Port Number** field.
- 1. Once completed click **Next.** See Figure 60 above.
  - The EMS Setup EMS Location Information window is displayed. See Figure 61 below:

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EMS Setup	
EMS Location Information Please select your required location setting.	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Location setting: English (United Kingdom)	<b>•</b>
,	_
Neut	Cancel
<u>N</u> ext	<u><u>C</u>ancel</u>

Figure 61

2. Select your location from within the **Location setting:** drop-down list.

Caution: Ensure that your Location is set correctly, otherwise date and times sent in SMS and Email messages may be incorrectly formatted.

- 3. Click **Next**.
  - The EMS Server A Setup Installing EMS W900A window is displayed showing a status bar illustrating the progress of the Setup. See Figure 62 below:

EMS W900	IA Setup		
Installin	g EMS W900A		~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Please wa	t while the Setup Wizard	installs EMS W900A	
Status:	Updating component	registration	
		Back Next	Cancel

### Figure 62

When the Setup has completed, the EMS Server A Setup - Completed the EMS
 Server A Setup Wizard window is displayed. See Figure 63 below:





4. Click **Finish**.

## Either:

> The following window is displayed. See Figure 69:





Click on **Yes** to reboot your System and complete the installation of the EMS Server Instance for W900A.

Or:

- If you ticked the boxes for any of the following Services/Tools in the EMS Installer window (see Figure 13):
  - \* Install SR2 Service
  - \* Install EMS Mobile Application Service
  - \* Install IceSpy Base Utility
  - \* Install EMS Remote Management Tools
  - \* Install EMS Backup/ Archive Tool

They will now be installed as outlined in **Section 6.7 EMS Installation Procedure – Continued**.



## 6.6.2 Installing the EMS Server Instance - EMS W900B Installation

For an EMS W900B installation, the **EMS Setup – EMS Database Information** window will now be displayed. See Figure 65 below:

EMS Setup	- • •
EMS Database Information Please enter your EMS SQL Set	rver details.
SQL Server name: CE763	SQL Instance name: SQLEXPRESS
Database name: EMS	Use Port Number
WCF Port Number	Archive Service
WCF Port Number	Port Number
	<u>N</u> ext <u>C</u> ancel



1. Enter the required **SQL Server name** and, if necessary to identify a particular SQL Server Instance:

### Either:

Enter the required **SQL Instance Name**.

Or:

Tick the Use **Port Number** box and set the required **Port Number**, for the Microsoft SQL Server Instance that EMS will be using, in the numeric control box by using the up and down arrows. See Figure 65 above.

Note: EMS ONLY supports versions of Microsoft SQL from 2012 onwards.

 If Port 8081 is unavailable for the WCF Service, either enter the Port Number required for this installation into the WCF Port Number field or select the required number by clicking on the field's up and down arrows.

**Note:** If you do not know these SQL Server details, ask your System Administrator or IT Support Provider.

- 3. Click Next.
  - The EMS Setup EMS Location Information window is displayed. See Figure 66 below:



EMS Setup	- • •
EMS Location Information	<b>6</b>
Please select your required location setting.	
Location setting:	
English (United Kingdom)	<b>_</b>
<u>N</u> ext	<u>C</u> ancel

4. Select your location from within the **Location setting:** drop-down list

**Note:** Ensure that your Location is set correctly, otherwise date and times sent in SMS and Email messages may be incorrectly formatted.

- 5. Click Next.
  - The EMS Server B Setup Installing EMS W900B window is displayed. See Figure 67:

岃 EMS W900B Setup	- • •
Installing EMS W900B	8
Please wait while the Setup Wizard installs EMS W900B.	
Status: Updating component registration	
<u>B</u> ack <u>N</u> ext	Cancel

#### Figure 67

- 6. Click on **Next**.
  - The EMS Server Setup Completed the EMS Server B Setup Wizard window is displayed, signifying that the EMS Server's installation is now complete. See Figure 68 below:





Figure 68

7. Click **Finish**.

## Either:

> The following window is displayed. See Figure 69 below:



#### Figure 69

Click on **Yes** to reboot your System and complete the installation of the EMS Server Instance for W900B.

### Or:

- If you ticked the boxes for any of the following Services/Tools in the EMS Installer window (see Figure 13):
  - \* Install SR2 Service
  - \* Install EMS Mobile Application Service
  - \* Install IceSpy Base Utility
  - \* Install EMS Remote Management Tools
  - \* Install EMS Backup/ Archive Tool

They will now be installed as outlined in **Section 6.7 EMS Installation Procedure – Continued**.



## 6.7 EMS Installation Procedure – Continued

## 6.7.1 Installing EMS SR2 Service

If **Install SR2 Service** has been selected on the **EMS Installer** dialog box (see Figure 13), the next stage will begin the installation of the **EMS SR2 Server**.

- This is necessary to allow Smart Receiver (SR) devices to communicate with the EMS Server locally or remotely.
- 1. Click **Next** in the displayed window.
  - > This will install the **EMS SR2 Service**. See Figure 70:





2. Read the **End User Licence Agreement**. See Figure 71 below:

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BMSSR2Service Setup	
End-User License Agreement	$\mathbf{O}$
Please read the following license agreement carefully	00
EMS SR2 Service End User License Agreement	<b>^</b>
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS SR2 Service system you are deemed to have read and accepted all the terms of this Licence and you and your employees will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	
$\square$ I accept the terms in the License Agreement	
Print Back Next	Cancel

Figure 71

- 3. Tick the I accept the terms in the Licence Agreement box.
- 4. Click Next.
  - The EMSSR2Service Setup Destination Folder window is displayed. See Figure 72 below:

😸 EMSSR2Service Setup	
Destination Folder	$\bigcirc$
Click Next to install to the default folder or click Change to choose another.	00
Install EMSSR2Service to:	
C:\Program Files (x86)\Hanwell Solutions Ltd\EMSSR2Service\	
Change	
Back Next	Cancel

Figure 72

5. Click **Change...** to navigate to a Destination folder for the **EMSSR2 Service** or simply click **Next** to save to the Default Location (recommended).



- **Note:** Unless absolutely necessary, it is recommended leaving the pre-set default location for the installation of the **EMS SR2 Service**. See Figure 72 above.
- 6. Click **Next**.
  - The EMSSR2Service Ready to install EMSSR2Service window is displayed. See Figure 73 below:

😸 EMSSR2Service Setup	
Ready to install EMSSR2Service	
Click Install to begin the installation. Click Back to review or change any ol installation settings. Click Cancel to exit the wizard.	- your
Back Install	Cancel



- 7. Click **Install** to begin the installation of the **EMS SR2 Service**.
  - The EMSSR2Service Setup Installing EMSSR2Service window is displayed followed by the EMS Setup – Address and Port Information window. See Figure 74 and Figure 75 below:

😸 EMSSR2Service Setup	
Installing EMSSR2Service	8
Please wait while the Setup Wizard installs EMSSR2Service.	
Status:	
<u>B</u> ack <u>N</u> ext	Cancel



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🖁 EMS Setup	
Address and Port Information Please enter your EMS Address and Port; and Service Listening Port.	
EMS: IP Address / Hostname: Iocalhost Port No.: 10991	
Service Unique Name (3 to 80 characters): EMSSR2Service	
Next	Cancel



8. Fill out the window's fields paying particular attention to the following:

## EMS: IP Address/Hostname

- When installing Distributed Hardware Services, the EMS IP Address / Hostname must be set during installation of the Hardware Service. This must match the address of the EMS Server where the Data Service is installed.
- For this system, at least one SR2 Service will need to have non-default Service names set during installation; the non-default Service name would then need to be added to the Hardware Service Details window, when creating the new system from the EMSConfig Utility.

### EMS: Port Number:

### Service Commands: Listening Port No:

- Unless absolutely necessary, it is recommended leaving the pre-set allocated Listening Port Number and Port Number at their default settings, as shown in Figure 75 above.
- However, if the customer already has a different program using the same Port Numbers, then these can be changed at this stage to your IT Department's specification.
  - \* Refer to the **Allocated Ports** table (See Table 1 on page 9) and ensure that no other Ports are currently in use by another program on the host machine.

## Service Unique Name (3 to 80 characters)

If installing the SR2 Service on multiple machines, ensure that each service has a different Service Name entered in the **Service Unique Name (3 to 80 characters):** text field.



- Keep a list of the Service Names used, as each unique Service Name needs to be added to the list of Hardware Service names in the Config Utility.
- For single SR2 Service installations, the default Service Unique Name is recommended. See 45 above.
- 9. Once the fields have been filled in with either default names, addresses and numbers or User Defined values, click **Next**.
- The EMSSR2Service Setup Completed the EMSSR2Service Setup Wizard window is displayed. See Figure 76:

😸 EMSSR2Service Setup	
<b>&amp;Hanwell</b> EMS	Completed the EMSSR2Service Setup Wizard Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel



- 10. Click **Finish** to complete the installation of the **EMS SR2 Service**.
- If you didn't tick any additional boxes in the EMS Installer window (see Figure 13), namely:
  - > Install EMS Mobile Application Service
  - Install IceSpy Base Utility
  - > Install EMS Remote Management Tools
  - > Install EMS Backup/ Archive Tool

The following window is displayed. See Figure 77 below:





Figure 77

- Click on Yes to reboot your System and complete the installation of the EMS Server Instance for W900A.
- If you ticked **Install EMS Mobile Application Service** in the **EMS Installer** window (see Figure 13), the **EMS.Mobile.App.DataService Setup Welcome to the EMS.Mobile.App.DataService Setup Wizard** window is displayed. See Figure 78:

📸 EMS.MobileApp.DataService	Setup 🗖 🗖 🖾
<b>☆Hanwell</b> EMS	Welcome to the EMS.MobileApp.DataService Setup Wizard The Setup Wizard will install EMS.MobileApp.DataService on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel



## 6.7.2 Installing the EMS Mobile Application Service

- Click on Next in the displayed EMS.Mobile.App.DataService Setup Welcome to the EMS.Mobile.App.DataService Setup Wizard window. See Figure 78 above.
- The EMS.Mobile.App.DataService Setup End-User Licence Agreement window is displayed. See Figure 79:

岃 EMS.MobileApp.DataService Setup	- • •
End-User License Agreement	$\mathbf{O}$
Please read the following license agreement carefully	00
EMS Mobile Application Service End User License Agreement	Â
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS Mobile Application Service you are deemed to have read an accepted all the terms of this Licence and you and your employe will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	d es
I accept the terms in the License Agreement	
Print Back Next	Cancel



- 3. Tick the I accept the terms in the Licence Agreement box.
  - > The **Next** button is activated.
- 4. Click Next.
  - The EMS.Mobile.App.DataService Setup Service Account window is displayed. See Figure 80 below:

🗒 EMS.MobileApp.DataService Setup	- • •
Service Account	
Enter service account details.	00
Check the Windows user credentials, for the EMS Data Service user enters If a password is required please enter it. If you do not know the password for this account and a password is requir please contact your IT department or the person responsible for the origin EMS installation. Please do not contact Hanwell support as they will not be able to supply this information. Service User Name:	ed below. ed, al
Password:	
Check Credentials Check Credentials to continue.	
<u>B</u> ack <u>N</u> ext	Cancel

Figure 80

5. Enter the required Service Account details for the EMS Data Service User, including a password if necessary.



- 6. Click on **Next**.
  - The EMS.Mobile.App.DataService Setup Destination Folder window is displayed. See Figure 81 below:

👑 EMS.MobileApp.DataService Setup	
Destination Folder Click Next to install to the default folder or click Change to choose another.	<u></u>
Install EMS.MobileApp.DataService to:	
C:\Program Files (x86)\Hanwell Solutions Ltd\	
Change	
Back Next	Cancel

- 7. Click **Change...** to navigate to a Destination folder for the **EMS Mobile App Data Service** or simply click **Next** to save to the Default Location (recommended).
  - **Note:** Unless absolutely necessary, it is recommended leaving the pre-set default location for the installation of the **EMS Mobile App Data Service**. See Figure 81 above.
- 8. Click Next.
  - The EMS.Mobile.App.DataService Setup Ready to install EMS.MobileApp.DataService window is displayed. See Figure 82 below:



BMS.MobileApp.DataService Setup	
Ready to install EMS.MobileApp.DataService	
Click Install to begin the installation. Click Back to review or change any installation settings. Click Cancel to exit the wizard.	of your
Back Install	Cancel

- 9. Click Install to begin the installation of the EMS Mobile App Data Service.
  - The EMS.Mobile.App.DataService Setup Installing EMS.Mobile.App.DataService window is displayed followed by the EMS Setup – Address and Port Information window. See Figure 83 and Figure 84:

😸 EMS.MobileApp.DataService Setup	
Installing EMS.MobileApp.DataService	
Please wait while the Setup Wizard installs EMS.MobileApp.DataService.	
Status:	
<u>B</u> ack <u>N</u> ext	Cancel



≻



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EMS Mobile Application Service	Setup 🗖 🗖 🖾
EMSD at abase Information Please enter your EMS SQL Se	rver details.
SQL Server name: CE763 Database name: EMS	SQL Instance name: SQLEXPRESS Use Port Number:
	Next Cancel



- When installing to a machine with NO EXISTING Microsoft SQL Express installation, leave the settings, shown in Figure 84 above, at their default values.
- When installing on a machine with AN EXISTING Microsoft SQL Express installation, the SQL Server name: and SQL Instance name: fields, shown in Figure 84 above, must be set to the existing Microsoft SQL Express Server Name and Instance Name.

Note: EMS ONLY supports versions of Microsoft SQL from 2012 onwards

- 10. Click on **Next**.
  - The EMS.Mobile.App.DataService Setup Completed the EMS.MobileApp.DataService.Setup Wizard window is displayed. See Figure 85 below:



😸 EMS.MobileApp.DataService	Setup 🗖 🗖 🖾
&Hanwell EMS	Completed the EMS.MobileApp.DataService Setup Wizard Click the Finish button to exit the Setup Wizard.
	Back Finish Cancel

- 11. Click **Finish** to complete the installation of the **EMS Mobile App Data Service**.
- If you didn't tick any additional boxes in the EMS Installer window (see Figure 13), namely:
  - Install IceSpy Base Utility
  - Install EMS Remote Management Tools
  - Install EMS Backup/ Archive Tool

The following window is displayed. See Figure 77 below:



#### Figure 86

Click on **Yes** to reboot your System and complete the installation of the EMS Server Instance for W900A.

 If you ticked Install EMS Remote Management Tools in the EMS Installer window (see Figure 13), the EmsRemoteManagementTools Setup window is displayed. See Figure 87:





Figure 87

## 6.7.3 Installing the IceSpy Base Utility

- Click Next in the displayed IceSpyBaseUtility Setup Welcome to the IceSpyBaseUtility Setup Wizard window. See Error! Reference source not found. above.
  - The IceSpyBaseUtility Setup End-User Licence Agreement window is displayed. See Figure 88 below:

😸 IceSpyBaseUtility Setup	
End-User License Agreement	$\mathbf{O}$
Please read the following license agreement carefully	00
HANWELL System End User License Agreement	
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the Hanwell System you are deemed to have read and accepted all the terms of this Licence and you and your employee will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	s T
I accept the terms in the License Agreement	
Print Back Next	Cancel

Figure 88



- 2. Read the Hanwell EULA and check the **I accept the terms in the Licence Agreement** box.
  - The IceSpyBaseUtility Setup Destination Folder window is displayed. See Figure 89 below:

🛃 IceSpyBaseUtility Setup 📃 📼 🔳	۲.
Destination Folder	
Install IceSpyBaseUtility to:	
C:\Program Files (x86)\Hanwell Solutions Ltd\IceSpyBaseUtility\	
Change	
Back Next Cancel	]

Figure 89

- 3. Click **Change...** to navigate to a Destination folder for the **IceSpy Base Utility** or simply click **Next** to save to the Default Location (recommended).
  - **Note:** Unless necessary, it is recommended leaving the pre-set default location for the installation of the **IceSpy Base Utility**.
- 4. Once the location of the **IceSpy Base Utility** has been entered or the default location selected, click **Next**.
  - The IceSpyBaseUtility Setup Ready to install IceSpyBaseUtility window is displayed. See Figure 90:

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😸 IceSpyBaseUtility Setup	
Ready to install IceSpyBaseUtility	
Click Install to begin the installation. Click Back to review or change any of installation settings. Click Cancel to exit the wizard.	your
<u>B</u> ack <u>I</u> nstall	Cancel

Figure 90

## 5. Click on **Install**.

The IceSpyBaseUtility Setup – Completed the IceSpyBaseUtility Setup Wizard window is displayed. See Figure 91 below:



Figure 91



## 6. Click on **Finish**.

- If you didn't tick any additional boxes in the EMS Installer window (see Figure 13) namely:
  - \* Install EMS Remote Management Tools

## \* Install EMS Backup/ Archive Tool

The following window is displayed. See Figure 92 below:





Click on **Yes** to reboot your System and complete the installation of the EMS Server Instance for W900A.

If you ticked Install EMS Remote Management Tools in the EMS Installer window (see Figure 13), the EmsRemoteManagementTools Setup – Welcome to the EMSRemoteManagementTools Setup Wizard window is displayed. See Figure 93 below:



Figure 93



## 6.7.4 Installing EMS Remote Management Tools

The **Remote Management Tools** provide connectivity tools to Synchronise, Calibrate and Merge sensors and setup SR2s on a network remote from the EMS Sensor.

- The Remote Management Tools require HTTP: Port 80 access to the EMS Server.
- If the Customer wishes to use the **Remote Management Tools**, the Customer must ensure that Firewalls are configured to allow HTTP: **Port 80** access from the Remote Network to the EMS Server.
- 1. In the EmsRemoteManagementTools Setup window, click Next.
  - The EMSRemoteManagementTools Setup End-User Licence Agreement window is displayed and the process of installing the EMS Remote Management Tools commences. See Figure 94 below:

😸 EmsRemoteManagementTools Setup 📃 📼	) 🗙
End-User License Agreement	0
Please read the following license agreement carefully	20
EMS Remote Management Tools End User License Agreement	
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS Remote Management Tools system you are deemed to have read and accepted all the terms of this Licence and you and your employees	
will be bound by the terms of this Licence. If you do not wish to	-
<b>1</b> accept the terms in the License Agreement	
Print Back Next Can	cel

Figure 94

- 2. Read the Licence Agreement, then tick the **I accept the terms in the Licence** Agreement box.
- 3. Click **Next**.
  - The EMSRemoteManagementTools Setup Destination Folder window is displayed. See Figure 95:



😸 EmsRemoteManagementTools Setup 📃 📼	×
Destination Folder	0
Click Next to install to the default folder or click Change to choose another.	90
Install EmsRemoteManagementTools to:	
C:\Program Files (x86)\Hanwell Solutions Ltd\EmsRemoteManagementTools\	
Change	
Back Next Cance	;

- Click Change... to navigate to a Destination folder for the Remote Management
   Tools Service or simply click Next to save to the Default Location (recommended).
  - **Note:** Unless necessary, it is recommended leaving the pre-set default location for the installation of the **EMS Remote Management Tools** Service.
- 4. Once the location of the **EMS Remote Management Tools** has been entered or the default location selected, click **Next**.
  - The EMSRemoteManagementTools Setup Ready to install EMSRemoteManagementTools window is displayed. See Figure 96 below:



Figure 96



- 5. Click Install.
  - > The Windows Security window is displayed. See Figure 97 below:



Figure 97

- **Note:** An **EMS RemoteManagementTools Setup** window may appear as this window is displayed.
- 6. Click on **Install**.
  - The EMS Remote Management Tools installation will now run to completion, displaying the EMSRemoteManagementTools Setup – Completed the EMSRemoteManagementTools Setup Wizard window when the installation of the EMS Remote Management Tools is complete. See Figure 98 below:





## 7. Click on **Finish**.

If you didn't tick any additional boxes in the EMS Installer window (see Figure 13) namely:

## \* Install EMS Backup/ Archive Tool

The following window is displayed. See Figure 99 below:





Click on **Yes** to reboot your System and complete the installation of the EMS Server Instance for W900A.

 If you ticked Install EMS Backup Archive Tool in the EMS Installer window (see Figure 13), the EMSBackupArchive Tool Setup window is displayed. See Figure 100 below:



### Figure 100

## 6.7.5 Installing the EMS Backup Archive Tool

1. In the displayed **EMSBackupArchive Tool Setup** window, click on **Next**.


The EMSBackupArchiveTool Setup – End-User Licence Agreement window is displayed. See Figure 101 below:

😸 EMSBackupArchiveTool Setup 📃	
End-User License Agreement	
Please read the following license agreement carefully	20
EMS System End User License Agreement	<b>^</b>
THE SOFTWARE LICENCE	
By installing upon your computer the Software supplied with the EMS System you are deemed to have read and accepted all the terms of this Licence and you and your employees will be bound by the terms of this Licence. If you do not wish to accept the terms return the Software in its package unopened to	Ŧ
I accept the terms in the License Agreement	
Print Back Next	Cancel

Figure 101

- 2. Read the Licence Agreement, then tick the **I accept the terms in the Licence** Agreement box.
- 3. Click **Next**.
  - The EMSBackupArchiveTool Setup Destination Folder window is displayed. See Figure 102 below:

😸 EMSBackupArchiveTool Setup 📃 🗉 🖾
Destination Folder Click Next to install to the default folder or click Change to choose another.
Install EMSBackupArchiveTool to:
C:\Program Files (x86)\Hanwell Solutions Ltd\EMSBackupArchiveTool\ Change
Back Next Cancel

Figure 102



- Click Change... to navigate to a Destination folder for the EMS Backup Archive
   Tool or simply click Next to save to the Default Location (recommended).
  - **Note:** Unless necessary, it is recommended leaving the pre-set default location for the installation of the **EMS Backup Archive Tool**.
- 4. Once the location of the **EMS Backup Archive Tool** has been entered or the default location selected, click **Next**.
  - The EMSBackupArchiveTool Setup Ready to install EMSBackupArchiveTool window is displayed. See Figure 103 below:

😸 EMSBackupArchiveTool Setup	- • •
Ready to install EMSBackupArchiveTool	<b>%</b>
Click Install to begin the installation. Click Back to review or change any ol installation settings. Click Cancel to exit the wizard.	f your
<u>B</u> ack Install	Cancel



- 5. Click on **Install**.
  - The EMSBackupArchiveTool Setup Completed the EMSBackupArchiveTool Setup Wizard window is displayed. when the installation of the EMS Backup Archive Tool is complete. See Figure 104:





Figure 104

- 6. Click on **Finish**.
  - > The following window is displayed. See Figure 105 below:





- 7. Select **Yes** to the reboot request.
  - > Your System is rebooted and the EMS installation completes.



## 7 Additional System Configuration

# 7.1.1 Server 2008, 2008R2, 2012R2 and 2016 - Disabling Internet Explorer Enhanced Security Configuration

Some features of EMS will not work correctly if Internet Explorer Enhanced Security Configuration is left **ON**. It is therefore advisable to turn this **OFF** prior to using EMS as follows:

1. Start **Server Manager** from within Windows Server 2008, 2012 or 2016.

Server Manager can be launched from either:

- The Command Line (2008/2012).
- The Taskbar (2008/2012).
- The Start Screen (2008/2012).
- By using PowerShell (In Windows Server 2012).
- 2. From the displayed **Server Manager Dashboard** See Figure 106 below (Windows Server 2012):
  - i. Select Local Server
  - ii. Click on **Configure this local server**

<b>b</b>	Se	erver Manager 📃 🗖 🗙
🕑 🕘 🕌 애 Dashb	oard	🛛 🅄   🏲 Manage Tools View Help
Dashboard	WELCOME TO S	ERVER MANAGER
<ul> <li>Local Server</li> <li>All Servers</li> <li>File and Storage Services </li> </ul>		1 Configure this local server
	QUICK STAKT	<ul><li>2 Add roles and features</li><li>3 Add other servers to manage</li></ul>
	WHAT'S NEW	4 Create a server group
	LEARN MORE	Hide
	ROLES AND SER	RVER GROUPS

#### Figure 106

A window similar to that shown in Figure 107 below is displayed (Windows 2008 shown):

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Income (MINSD2, Ma	Courses Management (Mathematical Materia)		
s	Server Manager (W2X6R2-X64)		
tures positics figuration	Get an overview of the stat	us of this server, perform top management tasks, and add or remov	e server roles and features.
	Server Summary		Server Summary Help
	Computer Information		1 Change System Properties
	Full Computer Name:	W2K3R2 0:64	Wew Network Connections
	Workgroup:	INC	Configure Server Manager Remote
	Local Area Connection:	Assigned by DHCP	managemenk
	Remote Desktop:	Enabled	
	Server Manager Remote Management:	Disabled	
	Product ID:	\$5041-507-7212097-04722 (Activated)	
	R Do not show me this console a	it logon	
	Security Information		P Go to Windows Firewal
	Windows Firewall:	Public: On	Configure Updates
	Windows Updates:	Install updates automatically using Microsoft Update	Run Security Configuration Wizard
	Last checked for updates:	Today at 1:38 PM	To Configure IE ESC
	Last installed undates:	10/2/2014 3:10 PM	

Figure 107

- 3. In the displayed Server Manager window, select **Configure IE ESC**. See Figure 107 above.
  - The Internet Explorer Enhanced Security Configuration dialog box is displayed. See Figure 108 below.

🎇 Internet Explorer Enhanced Security Configuration	×
Internet Explorer Enhanced Security Configuration (IE ESC) reduces the exposure of your server to potential attacks from Web-based content. Internet Explorer Enhanced Security Configuration is enabled by default for Administrators and Users groups.	
<u>A</u> dministrators:	
On (Recommended)	
😵 C off	
<u>U</u> sers:	
On (Recommended)	
😵 🖲 Off	
More about Internet Explorer Enhanced Security Configuration	
OK Cance	

Figure 108



- 4. Select the **Off** option buttons under both **Administrators:** and **Users:**
- 5. Click **OK**.

#### 7.2 Service Reinstall

If a Service has to be re-installed:

- 1. Uninstall the Service using **Windows Control Panel** > **Uninstall Programs**.
- 2. Run **Install.exe** from the DVD.
- 3. Follow your Operating System's Installation Instructions from **Section 6**, page 19 onwards.



## 8 Firewall Configuration

After installing the EMS Server Components, any installed software Firewall needs to be configured to allow connection to the Apache Server.

The Customer must add a rule to allow incoming HTTP connections on Port 80. Rule needs to apply to all networks that the Customer intends to allow browser access from.

If the EMS Server has a local Firewall, then this may need configuring to allow internal connections for the WCF Service, on either the default Port – 8081 or the Port Number selected by the Customer for WCF Service use on install.

In addition, the Firewall may need to be configured to allow MS SQL connections, the default connections are **TCP Port 1433**, and **UDP Port 1434**.

If using **EMS W900B** to connect to an SQL Server on a separate machine on the LAN; then any Firewall on the SQL Server machine will also need to be configured to allow the incoming SQL connections.

If the Customer wishes to connect to remote SR2 or CR2 USB units where no intranet is in place, then the Customer must ensure that all Firewalls are configured to allow connections between the remote networks over the requisite TCP/IP ports.

Customers can use the information in Table 1 on page 9 to assist with this process.

Use of CR3GPRS and/or iSense sensors requires an outgoing connection from the EMS Server on **Port 8081 TCP**.



## **9 New Database Configuration**

Follow this Section if this is a new installation of EMS and you <u>are not</u> Importing RadioLog data into the EMS database.

 If you wish to import RadioLog data, see Section 10.1 RadioLog Data Import on page 94.

After the EMS installation is completed and the Server has been rebooted, use the **EMS Configuration Utility (EMSConfig)** to create and initialise the EMS Database.

Note: To run EMSConfig, the User must be an Administrator on the Local machine.

Also, if configuring an EMS **W900B** install; either the User's Windows login must map to a **sys admin** role on the SQL Server or the User must able to login to an SQL account with the **sys admin** role on the target SQL Server.

#### 9.1 **Pre-Configuration Operations**

1. To access the **EMSConfiguration Utility**, navigate to:

#### Windows Start menu > All Programs > Hanwell Instruments Ltd > EMSConfig

If the host machine has User Account Control enabled, the User Account Control window will be displayed. See Figure 109 below:

•		User Account Control	
0	Do you want to allow the following program from an unknown publisher to make changes to this computer?		
	Program name: Publisher: File origin:	EMSConfig.exe <b>Unknown</b> Hard drive on this computer	
⊗ s	how <u>d</u> etails	Yes No	
Change when these notifications appear			

#### Figure 109

- 2. Click on Yes.
  - The EMS Services window is displayed, stating that services will be stopped while EMSConfig is running. See Figure 110:

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- If the host machine does not have User Account Control enabled, the User Account Control window will not be displayed and the procedure will go straight to the EMS Services window which states that EMS Services will be stopped whilst EMSConfig is running. See Figure 110 above.
- 3. Click **Yes**.
  - Another message will be shown stating that it can take up to a minute for the active services to be stopped.
- 4. Click **OK**.
  - > The **EMSConfiguration Ver: x.x.x.x** window is displayed. See Figure 111 below:





- 5. Click **OK**.
  - The EMS Data Service window is displayed telling you NOT to attempt to start any of the EMS services whilst EMSConfig is running. See Figure 112 below:



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#### Figure 112

- 6. Click **OK**.
  - A series of windows will be displayed as the EMSConfiguration Utility searches for SQL Servers; this may take some time. An example is shown in Figure 113 below:

Config	x
Searching for SQL Servers, please wait.	



**Note:** You may find that EMS services will be stopped during the period that the **EMSConfiguration Utility** is open.

Do not try to restart any services during this period; all services will restart themselves once the **EMSConfiguration Utility** is closed.

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#### WARNING DATABASE COLLATION

EMS Database Collation is set to Latin1\_General\_CI\_AS

#### DO NOT change this setting.

Database Collation provides sort, case, and accent rules for text operations on database tables.

Database Collation **DOES NOT** affect the ability of Users to enter local text characters in text fields. Users can use characters from their own local language with

**Latin1\_General\_CI\_AS** Collation set since they do not have direct access to SQL table columns and, therefore, Database Collation does not affect their ability to use EMS with local character sets.

However, Database Collation **DOES** affect the results of queries run on the Database by the EMS software and changing the Database Collation **WILL** prevent correct operation of the EMS system.

#### 9.2 New Database Configuration - EMS W900A

**EMS W900A** must use an SQL Server on the Local machine which should appear at the top of the **SQL Server:** drop-down list. See Figure 114 below:

😚 EMS Conf	iguration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im	ath: c.engineering\[	)ocuments			
SQL Server: WIN-QFK1Q	0AUORJ\SQL	▼ Search	New Da	tabase	RL8 to XML RL8 Import Setup
EMS	une.	<ul> <li>Connect</li> </ul>	HW Se	rvices	RL8 Import Data
(Database i	names are case	sensitive)			RL8 Import Audit
					Exit





**Note:** The **Search** button adjacent to the **SQL Server:** drop down list can be used to search for SQL instances on the network, with a suitable database then being selected from the **Database Name:** drop-down list.

However, the default selections displayed in the **SQL Server:** and **Database Name:** drop-down lists should be correct for such an install and the Customer should only have to click on **Connect**.

#### 9.3 New Database Configuration - EMS W900B

**EMS W900B** can use an SQL Server on either the Local machine or another machine on the LAN.

#### Note: EMS ONLY supports versions of Microsoft SQL from 2012 onwards

The SQL Search function will only work if SMO components have been installed as part of an SQL Server or **SQL Server Manager Studio** installation on the Local machine.

If SQL Servers are shown in the **SQL Server:** drop-down list, continue at **Section 9.3.2EMS W900B** - SQL Servers Shown, on page 85.

• A typical SQL Server is shown in Figure 114 above.

#### 9.3.1 EMS W900B - No SQL Servers Shown

If no Servers are shown in the SQL Server: drop-down list. See Figure 114 above.

1. Select the **Manual Connection** menu item from the **Database** menu. See Figure 115 below:

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😵 EMS Cont	figuration				
Database	EMS Tools	Import / Export	Archive	Licence	Help
New [	Database				
Happe	ell Maintenan	ce 🕨 📃 👘			
Manu	al Connection	>			
SQL Server:			New Dat	abase	RL8 to XML
CE763\SQL	EXPRESS.	✓ Search	Sensor h		BL8 Import Setup
Database Na	ame:				
EMS		<ul> <li>Connect</li> </ul>	HW Ser	vices	RL8 Import Data
(Database i	names are case	sensitive)			RL8 Import Audit
					Exit

#### Figure 115

This will display the Manual Connection and SQL Administrator Account dialog boxes. See Figure 116 and Figure 117 below:

Manual Connect Please enter the requir	tion 📃 🗖	
Server:	CE763	
Instance:	SQLEXPRESS	
Port Number 🔲	1433	
Login Details	Cancel	Accept

#### Figure 116



😵 SQL Administrato	r Account	- • •
Please enter SQL Admir user.	nistrator Login details; leave blank to authenticate	as current windows
Username:		]
Password: Confirm password:		
	Windows Account	Accept

#### Figure 117

2. In the **Manual Connection** dialog, enter the required SQL Server machine name and, if required:

#### Either:

Enter an SQL Server Instance name into the Instance: field.

Or:

Tick the **Port Number** box and enter a Port Number, either directly or by advancing the displayed number up or down using the box's arrows.

- 3. In the **SQL Administrator Account** dialog box, tick the **Windows Account** box to use a Windows Integrated Login.
  - Generally, this is all that is required however, if necessary, an SQL Username and Password can be entered into the appropriate text fields.
- 4. Click Accept in the SQL Administrator Account dialog box to return to the Manual Connection dialog box.
- 5. Click **Accept** on the **Manual Connection** dialog box to continue.
  - > The **Config Utility** application will now test the SQL connection details.
  - If the test is successful, Figure 118 below will be displayed:







- 6. Click **OK**.
  - If the test is successful, continue at Section 9.4 Creating a New Database on page 87.
  - > If the test is unsuccessful, Figure 119 below will be displayed:



#### Figure 119

#### In this instance:

\* Check your connection and login details and retry.

If you are sure that your connection and login details are correct, but the process still fails:

- \* Check all associated Firewall settings.
- \* Check that the SQL Server is configured to accept remote connections.
- \* Check that a connection can be routed from the EMS Server to the SQL Server.

If you are unsure how to do this, ask your System Administrator or IT support provider for assistance. Please do **NOT** ask **Hanwell** for assistance until you have established that an SQL connection can be made from the EMS Server to the SQL Server.

#### 9.3.2 EMS W900B - SQL Servers Shown

If the required SQL Servers are shown, select the required SQL Server instance from the dropdown list.

#### **Note:** EMS **ONLY** supports versions of Microsoft SQL from 2012 onwards

See Figure 120:



😵 EMS Conf	iguration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im	ath: c.engineering\E	ocuments			
SQL Server: CE763\SQL CE763\SQL	EXPRESS EXPRESS	Search	New Da	tabase	RL8 to XML RL8 Import Setup
EMS		▼ Connect	HW Se	rvices	RL8 Import Data
(Database r	names are case	sensitive)			RL8 Import Audit
					Exit



- If the required SQL Server is not shown:
  - The Search button adjacent to the SQL Server: drop down list can be used to search for SQL instances on the network, with a suitable database then being selected from the Database Name: drop-down list.
  - Check Firewall settings on the local and SQL Server machines and make sure that the SQL Server Browser service is running on the SQL Server.

#### 9.3.3 W900B Remote SQL Server

If connecting to an SQL Server on another machine on the LAN, the **SQL Administrator Account** login dialog box may appear. See Figure 121 below:

😵 SQL Administrato	- • •							
Please enter SQL Administrator Login details; leave blank to authenticate as current windows user.								
Username: Password: Confirm password:								
	Windows Account	Accept						





- If the Users Windows login maps to a Sys Admin role on the SQL Server:
  - i. Leave the **Username:** and **Password:** boxes blank.
  - ii. Select the **Windows Login** checkbox.
  - iii. Click Accept to continue.
- If the Users Windows login **DOES NOT** map to a Sys Admin role on the SQL Server:
  - i. Enter the **Username** and **Password** for the required SQL Sys Admin account.
  - ii. Make sure the **Windows Login** checkbox is de-selected.
  - iii. Click **Accept** to continue.

#### 9.4 Creating a New Database

- 1. Click **New Database** on the main dialog box. Figure 120 above.
  - > The **Company Details** window is displayed. See Figure 122 below:

😵 Company Detai	ls 🗖 🗖 💌
Company Name	
Site Name	
Location	
Address	
post / Zip Code	
Time Zone	(UTC+00:00) Dublin, Edinburgh, Lisbon, L 💌
	Accept

#### Figure 122

- 2. Complete the **Company Details** form.
  - Set the Time Zone to the time zone of the Site.
  - > The default value displayed will be the time zone used by the host PC.
  - It is important that this is set correctly, as dates in the database are stored using GMT.

**Note:** Users entering address data should adhere to local Data Protection requirements and regulations.

- 3. Click Accept.
  - > The Hanwell Listen Port window is displayed. See Figure 123:



Hanwell Listen Port 📃 📼 💌
Data Service Port
Set the port to listen for Hanwell devices on, (default 10997); if you change from the default value, you MUST configure your Hanwell devices to use the new port 10997
Accept



 The Port Number of the port used to listen for Hanwell devices - Selsium Receivers, Hanwell ARB Modules and Hanwell SMS Modules needs to be entered; the Default Port Number is 10997.

If the default Port Number is unavailable, enter the required Port Number, remembering that you **must** configure all **Hanwell** base type devices to use the Port Number set here.

5. Click Accept.

If the EMS database has been created successfully, the **New Database** window will be displayed. See Figure 124 below:





- 6. Click **OK**.
- 7. In the **EMS Configuration Ver x.x.x.x** window (see Figure 120 above), click on the **Sensor Models** button.
  - > This will import the entire range of **Hanwell** sensor types into the database.

Once this process is complete, the message shown below in Figure 125 will be displayed stating that the **Sensor Model** tables have been created successfully.







Figure 125

- 8. Click **OK**.
- 9. In the EMS Configuration Ver x.x.x.x window (see Figure 120 above), click on the HW Services button.
  - The Hardware Service window is displayed showing default Hardware Services. See Figure 126 below:

😚 Hardware Service		
Service Name	Accept Legacy	
EMSSR2Service EMSCR2USBService	True True	
Add New Service		Close



- > To add further Hardware Services:
  - a) Click on the **Add New Service** button.
    - \* The **Add Hardware Service** window is displayed. See Figure 127 below:

🖳 Add Hardware Service	
Service Name	
Accept Legacy	
	Add





- b) Enter the name of the required Hardware Service into the **Service Name** field.
  - \* Tick the **Accept Legacy** box if you are adding a Legacy Hardware Service.
- c) Click on the **Add** button.
  - \* The following window is displayed if the new Hardware Service was added successfully. See Figure 128:



#### Figure 128

- d) Click on **OK**.
  - \* The new Hardware Service is displayed in the **Hardware Services** window (see Figure 126 above).
- 10. If/when all required Hardware Services are shown in the **Hardware Services** window (see Figure 126 above), click on **Close**.
  - This will import the Hardware Services to the database, allowing for certain types of hardware to be functional within EMS.
- Select Reports Folder from the EMS Tools menu entry in the EMS Configuration Ver x.x.x.x window. See Figure 129:

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😚 EMS Conf	igura	tion				- • ×
Database	EM:	STools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im SQL Server: CE763\SQL	<	Sensor HW Ser Create Report: GPRS G	Models vices FG File Folder		se (	RL8 to XML
Database Na EMS		Images Active	Directory Authentic	ation	els (	RL8 Import Setup
(Database r		MKT Er	nable/Disable			RL8 Import Audit
					]	Exit

#### Figure 129

- The Reports Folder window is displayed stating that the permissions will need to be changed (automatically) to enable the services to write to this location. See Figure 130 below.
  - \* The **Reports Folder** is where EMS stores copies of the Scheduled Reports which EMS Users can set up and run.



Figure 130

#### 12. Click **OK**.

13. The next step in the procedure is to decide on a location that generated reports will be saved on the host network.

#### Either:

Select an existing location from the list displayed in the displayed **Browse For Folder** window. See Figure 131:



Browse For Folder
Do not select a network folder, or a folder under 'Users'.
<ul> <li>Computer</li> <li>Windows (C:)</li> <li>HP_RECOVERY (D:)</li> <li>HP_TOOLS (E:)</li> <li>MC (\\VM006) (I:)</li> <li>priority (\\vm010) (P:)</li> <li>Temp (\\VM006) (T:)</li> <li>DVD RW Drive (V:)</li> </ul>
Make New Folder OK Cancel



Or:

- i. Select a location from the list displayed in the **Browse For Folder** window.
- ii. Click on the Make New Folder button to create a new folder.
- iii. Enter a name for the new folder in the highlighted box.
- 14. Once the location has been decided and selected, click **OK**.

#### 9.5 Counter Signatures (W901 Only)

With **W906 Validated EMS** installed, and a **W901** Licence applied to it, you will have **Counter Signatures** applied to your system.

You have the ability to turn **ON** or **OFF** the **Counter Signatures** using the **EMSConfig** utility.

By default, the **Counter Signatures** are turned **OFF**, but if you would like to turn them **ON**, follow the instructions below:

- While in EMSConfig, select W901 Counter Signatures from the EMS Tools menu.
- Once selected, you will be asked to confirm that you would like to turn them **ON**.
- To turn **Counter Signatures** back **OFF**, you can follow the same steps.

#### 9.6 Create .CFG File

Once an upgrade installation from Synergy or NotionPro has completed, a CFG file **MUST** be created as follows:



- Navigate to: Windows Start menu > All Programs > Hanwell Instruments Ltd > EMSConfig to access the EMSConfiguration Utility (EMSConfig).
  - See Section 9.1 Pre-Configuration Operations for full details on accessing EMSConfig.
- 2. From the displayed **EMS Configuration Ver. X.x.x.x** window, select **EMS Tools** from the main menu entry.
- 3. Select **Create CFG File** from the displayed drop-down list. See Figure 132 below:

😵 EMS Conf	igura	tion				
Database	EM3	S Tools	Import / Export	Archive	Licence	e Help
Root Data pa C:\Users\im	C	Sensor HW Sei Create	Models <del>vices</del> CFG File			
SQL Server: CE763\SQL Database Na EMS		Report: GPRS G Images Active	Folder UID Directory Authentic	ation	se Hs	RL8 to XML RL8 Import Setup
(Database r		MKT Er	nable/Disable			RL8 Import Audit
					]	Exit

Figure 132



## **10 RadioLog**

#### 10.1 RadioLog Data Import

#### **10.1.1 Pre-Conversion and Import**

This section describes a step by step guide for customers currently running **RadioLog** and who wish to Import the data in to the **EMS** database.

#### 10.1.1.2 Initial Information

- When importing RadioLog data to an existing EMS installation or importing two or more RadioLog Systems to a single EMS System, back up the EMS database prior to each import.
- Import each **RadioLog** System to its own Site or Sub-Site.
- Use the same Site for every Control Device associated with each RadioLog import.
- Imported RadioLog **Grids** become **Zones** in EMS.

There are 5 stages to importing RadioLog data, which must be completed in order:

- Obtaining the required set of RadioLog data files
- Data Conversion
- Setup Import
- Data Import
- Audit Import

Where Data Import is not required, Setup can be imported and used as the Base Starting Point for an EMS System.

It is possible to import the RadioLog setup, check the System is up and running and then go back and import the RadioLog data at a later date.

**Note:** Importing a large RadioLog installation with a lot of data takes considerable time; be prepared for the import to run for several hours.

At the start of the Data Import, if the System has sensor names containing invalid file name characters, you will be asked to confirm import file names.

During RadioLog import, only the Admin User will be given access to the imported Data and Setup.

#### 10.1.1.3 Log File Warnings

Importing an established RadioLog installation will produce Log File warnings. This is due to various RadioLog settings and data files becoming 'orphaned' as changes are made and Sensors changed over the life of the RadioLog System.

**Note:** The Log file should be checked after an Import to make sure that all warnings can be referenced to deviations from the current state of the imported System.

#### 10.1.1.4 SMS Group Import

Because SMS Active Days and Times are set for each SMS Alert Group in EMS, imported RadioLog SMS Groups will have SMS Active Days and Times set to match one of the Group's recipient configurations from the RadioLog Address Book.

The Customer will need to check and reconfigure SMS Alert Active Days and Times to your specific requirements, post import.

#### 10.1.1.5 Preparing RadioLog Data

When importing data from an existing RadioLog System you **MUST** ensure that each Net ID has at least one active SR2 Device set in RadioLog, see Figure 133 overleaf.

The **Active** checkbox as indicated in red will need to be checked as active in RadioLog, as per the statement above, before importing the RadioLog data to the EMS database.

If there are no SR2 devices active in RadioLog then, when importing to EMS, the **net.def** file will not match the Sensor IDs and hence no Zones or Sensors will be seen when logging in to EMS.

**Note:** RadioLog does not differentiate between **Hanwell Radio** type sensors and **iSense** sensors and, as a result, **iSense sensors cannot be imported from RadioLog to EMS**.

You MUST remove any iSense sensors from RadioLog prior to the import process. In most cases, any existing iSense sensors used with RadioLog will need new SIM cards supplied by **Hanwell** and need to be reconfigured by **Hanwell** prior to use with EMS.



PC Cor	figuration					23
×	? 🗸					
Rec	Description	IP Address	Port No	Net ID	Active	Debug
1	Example Site One	192.168.1.100	3010 🜩	0 🔶	$\overline{\mathbf{v}}$	
2	Example Site Two	192.168.1.101	3011 🜲	0	$\overline{\mathbf{e}}$	
3	Example Site Three	192.168.1.102	3012 🜲	0	$\overline{\mathbf{e}}$	
4			3013 🜲	0		
5			3014 🜲	0		
6			3015 🜲	0		
7			3016 🜲	0		
8			3017 🜲	0		
9			3018 🜲	0		
10			3019 🜲	0		
11			3020 🜲	0		
12			3021 🜲	0		
13			3022 🜲	0		
14			3023 🜲	0		
15			3024 🚖	0		
16			3025 🚖	0 🔶		

#### Figure 133

#### 10.1.2 Obtaining the RadioLog Data File Set

RadioLog data must be converted to XML with the *RL8 to XML* utility before it can be imported to EMS. To do this, follow the instructions below:

- All files described below are found in the RadioLog Local folder located at:
   C:\RadioLog8\Local
- 1. Create a folder on the host machine and name this **Data conversion**. To avoid confusion later in the process, this folder can be created on the desktop.
- 2. Navigate to the RadioLog directory: C:\RadioLog8 and copy the following files:
  - Hanind.ini file within the RadioLog directory
  - > **net.def** file within the RadioLog directory
  - > All the data files ending with (\*.rl8) within the RadioLog directory
  - All the text (\*.txt) files within the RadioLog directory.
  - The most recent layout (\*.ly8) file from the RadioLog local folder to the Root Data path. Do not copy any other files from this location.
- 3. Then copy all the log files (\*.log) from the Audit folder (C:\RadioLog8\local\Audit) to the Data Conversion folder.

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**Note:** No other files except for those mentioned above should be in the **Data Conversion** folder.

#### 10.1.3 RadioLog Data Conversion Instructions

#### 10.1.3.6 EMS Config

To run EMS Config, open the EMS Configuration tools.

Notes: The User must be an Administrator on the Local machine.

Also, if configuring an EMS W900B install:

Either:

The User's Windows login must map to a **Sys Admin** role on the SQL Server.

Or:

The user must able to login to an **SQL account** with the **Sys Admin** role on the target SQL Server.

#### 10.1.3.7 EMS W900A

An **EMS W900A** installation must use an SQL Server on the Local machine and this should appear at the top of the list. See Figure 134 below:

😵 EMS Conf	iguration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im	ath: c.engineering\[	)ocuments			
SQL Server: CE763\SQL CE763\SQL	EXPRESS EXPRESS	Search	New Da	tabase	RL8 to XML RL8 Import Setup
EMS		▼ Connect	HW Se	rvices	RL8 Import Data
(Database r	names are case	sensitive)			RL8 Import Audit
					Exit

Figure 134



#### 10.1.3.8 EMS W900B

An **EMS W900B** installation can use an SQL Server on either the Local machine or another machine on the LAN.

Note: EMS ONLY supports versions of Microsoft SQL from 2012 onwards.

• The **SQL Search** function will only work if **SMO Components** have been installed as part of an **SQL Server** or **SQL Server Manager Studio** installation on the Local machine.

If SQL Servers are shown, continue at **Section 10.1.3.10 SQL Servers Shown**, on page 100 below.

#### 10.1.3.9 EMS W900B No SQL Servers Shown

If no SQL Servers are shown in the SQL Server: drop down list:

1. Select **Manual Connection** from the Database menu. See Figure 135 below:

😚 EMS Conf	figuration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
New I	Database				
Нары	ell Maintenan	ce 🕨 📃			
Manu	al Connection	2			
SQL Server:	EVERECC		New Dat	tabase	RL8 to XML
Database Na	ame:	▼ Search	Sensor N	1odels	RL8 Import Setup
EMS		▼ Connect	HW Se	vices	RL8 Import Data
(Database r	names are case	sensitive)			RL8 Import Audit
					Exit

#### Figure 135

> This will display the **Manual Connection** dialog box. See Figure 136:

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😵 Manual Connecti	on		
Please enter the require	ed SQL conne	ction details.	
Server:			
Instance:			
Port Number 🔲	1433	* *	
Login Details		Cancel	Accept

Figure 136

In the Manual Connection dialog box, see Figure 136 above, enter the required SQL
 Server machine name and SQL Server Instance name into the appropriate text fields.

Note: EMS ONLY supports versions of Microsoft SQL from 2012 onwards.

 Click the Login Details button to display the SQL Administrator Account dialog box. See Figure 137 below:

😵 SQL Administrato	r Account	- • •
Please enter SQL Admir user.	nistrator Login details; leave blank to authenticate	as current windows
Username: Password:		
Confirm password:		
	Windows Account	Accept



- Generally, the Windows Account box should be ticked to use a Windows Integrated Login. However, if necessary, an SQL Username and Password can be entered in the appropriate text fields.
- 4. Click **Accept** to return to the **Manual Connection** dialog box.
- 5. Click **Accept** on the **Manual Connection** dialog box to continue.
  - > The **Config Utility** application will now test the SQL connection details.

If the test is <u>successful</u>, the **Manual Connection** window shown in Figure 138 below will be shown and you should continue at **Section 10.1.3.12 Convert RadioLog Data**, on page 102.





#### Figure 138

If the test is <u>unsuccessful</u>, the **Manual Connection** window shown in Figure 139 below will be displayed and you should check your connection and login details and retry.

	Manual Connection
Â	SQL connection failure; please check connection details and user credentials; and try again.
	ОК

Figure 139

- If you are sure that your connection and login details are correct and yet, the process still fails:
  - > Check all associated Firewall settings.
  - Check that the SQL Server is configured to accept remote connections.
  - Check that a connection can be routed from the EMS Server to the SQL Server.

If you are unsure how to do this, ask your System Administrator or IT support provider for assistance. Please do **NOT** ask **Hanwell** for assistance until you have established that an SQL connection can be made from the EMS Server to the SQL Server.

#### 10.1.3.10 SQL Servers Shown

If SQL Servers are shown in the **SQL Server:** drop down list:

Select the required SQL Server instance from the drop-down list. See Figure 140 below.

#### **Note:** EMS **ONLY** supports versions of Microsoft SQL from 2012 onwards.

If the required SQL Server is not shown:

The Search button adjacent to the SQL Server: drop down list can be used to search for SQL instances on the network, with a suitable database then being selected from the Database Name: drop-down list.



Check Firewall settings on the local and SQL Server machines and make sure that the SQL Server Browser service is running on the SQL Server.

😵 EMS Conf	iguration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa	ath:				
C:\Users\im	c.engineering\E	ocuments			
SQL Server:			New Da	tabase	RL8 to XML
WIN-QFK1G	IOAUORJ\SQLE		Sensor N	Aodels	RL8 Import Setup
EMS			HW Se	rvices	RL8 Import Data
(Database r	names are case	sensitive)			RL8 Import Audit
					Exit

Figure 140

#### 10.1.3.11 W900B Remote SQL Server

If connecting to an SQL Server on another machine on the LAN, the **SQL Administrator** login dialog box may be shown. See Figure 141 below:

😵 SQL Administrator Account		- • •
Please enter SQL Administrator Login details; leave blank to authenticate as current windows user.		
Username: Password: Confirm password:		
	Windows Account	Accept

Figure 141

• If the User's Windows login maps to a **Sys Admin** role on the SQL Server, leave the text boxes blank, select the **Windows Login** checkbox and click **Accept** to continue.



• If the User's Windows login **does NOT** map to a **Sys Admin** role on the SQL Server, enter the **Username** and **Password** for the required SQL Sys Admin account, make sure the **Windows Login** checkbox is deselected and click **Accept** to continue.

#### 10.1.3.12 Convert RadioLog Data

 Edit the Root Data path: field and point this to the newly created folder Data Conversion see Figure 142 below.

😵 EMS Conf	iguration				- • •
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im	ath: c.engineering\E	ocuments			
SQL Server:			New Dal	tabase	RL8 to XML
Database N	ame:	▼ Search	Sensor N	lodels	RL8 Import Setup
EMS		<ul> <li>Connect</li> </ul>	HW Sei	rvices	RL8 Import Data
(Database r	names are case	sensitive)			RL8 Import Audit
					Exit

#### Figure 142

2. Click the **RL8 to XML** button. The RadioLog8 to EMS Vx.xx window is displayed. See Figure 143 below:

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🕼 RadioLog8 to Synergy Export V1.10	(	- • •
Source folder:	[ Convert Data	
C:\ C:\ Users	Convert Audit(Log) Files	
imc.engineering Documents	Convert Layout	
C SQL Server Management Studio	Convert Address Book	
	<b>I</b> Close	
🖃 c: [windows ]		
SourceFolder is: C:\Users\imc.engineering	\Documents\	

#### Figure 143

- Select Convert Data, the tool will now begin to convert the files from RadioLog to EMS format.
- 4. Once data conversion is complete select **Convert Audit (Log) Files**.
- 5. Once Audit log file conversion is complete, select **Convert Layout**.
- Once Layout conversion is complete, if importing Email and SMS data select Convert Address Book.
  - **Note:** If a Plan View was used in RadioLog to give a graphical view of displayed data, you will need to edit Line 13 in the *Layout.xml* file to remove any characters between the <Bitmap> and </Bitmap> tags. See example in Figure 144 below:

12 <Columns>6</Columns> 13 <Bitmap>XD2SOHXNXD2SOH NUUNUUNUUNUU (gANUUNUUNUU)</Bitmap> 14 <MSAlarmChannel>0</MSAlarmChannel>

#### Figure 144

#### 10.1.4 Importing Converted RadioLog Setup and Data

There are three steps to fully importing converted RadioLog data into EMS:

- Setup Import
- Data Import
- Audit Import

The Setup must be imported before Data import and the Data must be imported before Audit data import.



As each step completes you can choose to continue to the next step; you can stop and come back to the import later or you can choose not to complete the following steps and leave the System in its current state. However; each preceding step **MUST** have been completed before moving on to the next.

Thus, if **RadioLog Setup Import** has been completed, you may click the **RL8 Import Data** button and proceed to the **RadioLog Data Import** step and, if **RadioLog Data Import** has been completed, you may click **RL8 Audit Import** and proceed to the **RadioLog Audit Import** step.

#### 10.1.4.13 RadioLog Setup Import

If you are importing RadioLog data as part of an EMS installation, start at <u>Create a New</u> <u>Database</u> below, otherwise proceed to <u>RadioLog Import Process</u> below.

#### Create a New Database

- 1. Click **New Database** in the displayed window. See Figure 142 above.
  - > This creates a new EMS database on the SQL Server.
  - > The **Company Details** window is displayed. See Figure 145 below:

😚 Company Detail	s 🗖 🗖 💌
Company Name	
Site Name	
Location	
Address	
post / Zip Code	
Time Zone	(UTC+00:00) Dublin, Edinburgh, Lisbon, L 💌
	Accept

#### Figure 145

- 7. Enter the details into the relevant fields in the window. See Figure 145 above.
  - Company Name and Site Name are required entries.
  - Time Zone Select the Site's Time Zone. The value displayed by default will be the Time Zone used by the host PC. It is important that this is set correctly, as dates in the Database are stored using GMT.
- 8. Click **Accept** to accept your entries.
  - > The **Hanwell Listen Port** window is displayed. See Figure 146 below:

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Hanwell Listen Port 📃 📼 💌
Data Service Port
Set the port to listen for Hanwell devices on, (default 10997); if you change from the default value, you MUST configure your Hanwell devices to use the new port 10997
Accept



9. Click **Accept** to either accept the default Port Number or enter another.

#### **RadioLog Import Process**

 Click the RL8 Import Setup button on the EMS Configuration Ver: x.x.x.x window to start the RadioLog Import process. See Figure 147 below:

😵 EMS Configuration		- • •
Database EMS Tools	Import / Export Archive Licence	e Help
Root Data path: C:\Users\imc.engineering\E SQL Server: CE763\SQLEXPRESS Database Name: EMS (Database names are case	RL 8 to XML RL 8 Import Setup RL 8 Import Data RL 8 Import Audit Search Sensor Models Connect HW Services sensitive)	RL8 to XML RL8 Import Setup RL8 Import Data RL8 Import Audit
		Exit

Figure 147

> The **Select Control Device** dialog box is displayed. See Figure 148 below:



Select Co	ontrol Device	
Device:	SR2 💌	
	UnKnown	
Enter CR2	CR2IP CR2GPRS CR2USB	
	Cancel	Accept

#### Figure 148

- 2. Select the Control Device type used by the original RadioLog installation.
  - > If the RadioLog data only has iSense sensors, select **Unknown**.
  - > If the previous RadioLog System used an SR2 for collecting data, select **SR2**.
  - If the System used a variant of the CR2 then select the appropriate CR2 variant.
- 3. Click **Accept** see Figure 148 above.
  - A message will appear to confirm that the Sensor Model table has been created successfully in the database. See Figure 149 below.



Figure 149

- 4. Click OK
  - The Hardware Service window is displayed showing default Hardware Services. See Figure 126 below:
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😚 Hardware Service		
Service Name	Accept Legacy	
EMSSR2Service EMSCR2USBService	True True	
Add New Service		Close

#### Figure 150

The Hardware Service, installed on this or another PC, manages data collection for the SR Group. The software will take a guess at the Hardware Service, based on the previously selected Control Device type.

However, it is the responsibility of the operator to ensure that the selected service is of the correct Control Device type and is the Hardware Service installed on the required target PC.

 For most reasonably simple installations, the displayed default Hardware Services will suffice. For complex Systems, consult the EMS documentation for more information.

#### To add further Hardware Services:

- i. Click on the **Add New Service** button.
  - \* The **Add Hardware Service** window is displayed. See Figure 127 below:

Add

#### Figure 151

- ii. Enter the name of the required Hardware Service into the **Service Name** field.
  - \* Tick the **Accept Legacy** box if you are adding a Legacy Hardware Service.
- iii. Click on the **Add** button.



\* The following window is displayed if the new Hardware Service was added successfully. See Figure 128:

Add Hardware Servic	e 💌
(i) Hardware	Services updated successfully.
	ОК



- iv. Click on **OK**.
  - \* The new Hardware Service is displayed in the **Hardware Services** window (see Figure 126 above).
- 5. Click on **Close** in the **Hardware Services** window.
  - The New SR Group dialog box will be displayed for each RadioLog Net ID, see Figure 153:

New SR Group		_ 🗆 🗙
Please select an SR Group fo	or the RadioLog Net ID: 0	
SR Group Enter name: Pendle SR2	Site Name Pendle House	Create
Group Interval (Sec's):	Hardware Service SynergySR2Service Create	Accept Cancel

#### Figure 153

You will now need to create an **SR Group** for the first RadioLog Net ID in the import data and create or assign an **SR Group** to each subsequent RadioLog Net ID encountered during the import.

Note: Import each RadioLog System to its own Site, use the same Site for every Control Device associated with each RadioLog import.
 In EMS, there is no difference between a Site and a sub-Site, so you can use a sub-Site for your RadioLog import, if you so wish.

#### To assign the Net ID to a new SR Group:

- 1. In the **New SR Group** window (see Figure 153 above), enter a unique name into the **Enter name:** field.
- 2. Set the Group Interval in the Group Interval (Sec's) field.
  - This is the time in seconds that the Hardware Service will leave between polling Control devices - e.g. SR2, CR2 - for sensor data updates.
     As a guide we would recommend this to be **90** Seconds.
- 3. Select the required Site name from the **Site Name** drop down list.
- 4. Select the required Hardware Service from the Hardware Service drop down list.
- 5. Click **Accept**.

#### To assign the Net ID to an existing SR Group:

- In the New SR Group window (see Figure 153 above), select the required Group from the Enter name: drop down list.
- 2. Select the required Site name from the Site Name drop down list.
- 3. Select the required Hardware Service from the Hardware Service drop down list.
- 4. Click Accept.
- 5. The **RL8 Import** window will be displayed. See Figure 154:





- 6. Click on OK.
  - Once the service has been accepted, a message will be displayed advising that a copy of the Sensor List map has been saved.
- 7. Make a note of the file name for future use reference and click **OK**.
  - > The **Import Site** dialog box will be displayed. See Figure 155 below:



<u>X</u>
d RadioLog data.
Accept

Figure 155

- 8. From the **Site:** drop down list, select the Site to import the RadioLog data to.
  - Choose the Site you selected in the New SR Group dialog box (see Figure 153 above).

A default Zone, **Zone1**, is added when the EMS database is created. If no sensors have been added to the Zone, it can safely be deleted during the RadioLog import.

- This is a clean-up task and it has no impact on the System operation. See Figure 156 below.
- 9. Click **Yes** to delete the default Zone 1 or **No** to keep the default Zone 1.





> The **Import SMS** window is displayed. See Figure 157 below:



#### Figure 157

- If importing contacts, select Yes to import the Email Contacts as External Contacts.
   Otherwise, select No to create EMS Users with logins from the imported Email Contacts.
  - > A similar message will be displayed later for any SMS contacts.



If importing Email contacts, the **SMTP Account** window will be displayed, see Figure 158 below:

SMTP Account		_ 🗆 🗵
Please enter the SMTP	Login details.	
Usemame:	1	
Password:		_
Confirm password:		_
	Mindows Account	Accept



- 11. Enter the SMTP account details to use with the imported SMTP Server connection in their respective fields in the **SMTP Account** window.
  - A window will be displayed showing the result of the Setup Import; the result can be:
    - \* Successful with no warnings.
    - \* Successful with warnings.
    - \* Failed with errors.

It is normal for a **RadioLog Setup Import** to produce warnings, these usually relate to previously deleted RadioLog files and missing RadioLog contact information. See Figure 159:



#### Figure 159

If the **RadioLog Setup** import is successful, a window will be displayed asking if wish to import the RadioLog data; at this point, you may:

- Import the Data now.
- Wait and import the Data later
- Not import the existing RadioLog data at all.
- 12. To continue importing the Data click **Yes** and go to **Section 10.1.4.14 RadioLog Data Import** below, otherwise click **No**.



#### 10.1.4.14 RadioLog Data Import

 Click on RL8 Import Data button on the EMS Configuration Ver: x.x.x.x window. See Figure 160 below:

😚 EMS Conf	iguration				
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\imo	ith: :.engineering\D	RL8 to XML RL8 Import RL8 Import I	Setup Data		
SQL Server:		RL8 Import /	Audit	base	RL8 to XML
Database Na	=XPRESS me:	▼ Search	Sensor Mo	odels	RL8 Import Setup
EMS		▼ Connect	HW Servi	ices	RL8 Import Data
(Database n	iames are case	sensitive)			RL8 Import Audit
					Exit

#### Figure 160

> The **Open Sensor List** window is displayed. See Figure 161:

😵 Open Sensor List						×
Computer	r ► Windows (C:) ► ProgramData ► Hanwell	▶ EMSConfig ▶	<b>- 4</b> ∳ 5	Search EMSConfig		Q
Organize 👻 New folde	r					0
☆ Favorites	Name	Date modified	Туре	Size		
🧮 Desktop	<b>]</b> 1.0.8.0	05/12/2019 10:55	File folder			
〕 Downloads	퉬 1.0.9.0	17/04/2019 15:08	File folder			
🕮 Recent Places	퉬 1.0.10.0	05/12/2019 11:59	File folder			
<ul> <li>☐ Libraries</li> <li>☐ Documents</li> <li>J Music</li> <li>☐ Pictures</li> <li>☐ Videos</li> <li>☐ Videos</li> <li>☑ Windows (C:)</li> <li>☑ HP_RECOVERY (I</li> <li>☑ HP_TOOLS (E:)</li> <li>☑ IMC (\\VM006) (I ~</li> </ul>						
File <u>n</u> a	ame:		▼ Se	ensor List (*.SZSL) Open 🛛 🗸	Cancel	• 





- 2. Select the **Sensor List** file you saved when importing the RadioLog Setup.
- 3. Click **Open** to continue.

#### The Data Import Process

• The **Select RL8 Import Date Range** window will be displayed. See Figure 162 below:

Select RL8 In	port Da	te Ran	ge	×
Enter date and time import; dates and tir applicable include of	s, for the nes select lay light si	start and ted are k aving.	l end of the RadioLog o ocal to the import site, a	lata and if
Import All Da	ta			
Start Date:	23	May	2015 16:03:14	•
End Date:	23	May	2016 16:03:14	•
			Accept Cano	el

Figure 162

#### 1. Either:

Import all RadioLog data by checking the **Import All Data** checkbox.

Or:

Set a **Start** and **End** date for the data import by selecting dates from the **Start Date:** and **End Date:** drop down lists.

- 2. Click **Accept** to continue.
  - The RadioLog Sensor Data will now be imported; progress being indicated on the EMS Configuration window's Progress bar. See Figure 163 below:

Importing Data file: SENSOR_11315.XML	Fxit

#### Figure 163

**Note:** RadioLog data import uses considerable System resources and the Server may become slow and unresponsive during import, this is normal; **Hanwell** strongly recommends that Users **DO NOT** attempt to use machines carrying out a RadioLog data import for any other purpose during the Import.

Once the Data Import has completed, a window will be displayed showing the result of the Data Import.



The result can be:

- Successful with no warnings.
- Successful with warnings
- Failed with errors.

It is normal for a **RadioLog Data Import** to produce warnings, these usually relate to previously deleted RadioLog data files, and indeterminable RadioLog time stamps due to daylight saving. See Figure 164 below:

RL8 Impo	rt Data	x
	Warnings were generated during the RadioLog data Import; see Log file for details.	
	ОК	

#### Figure 164

If the Data Import was successful, a window will be displayed asking if wish to import the RadioLog Audit data.

At this point, you may:

- Import the Audit now.
- Wait and import the Audit later.
- Not import the existing RadioLog Audit at all.

To continue importing the Audit click **Yes** otherwise click **No**.

#### 10.1.4.15 RadioLog Audit Import

- 1. Click on **RL8 Import Audit** on the main dialog.
  - > The **Open Sensor List** window is displayed. See Figure 165 below:

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😵 Open Sensor List	▶ Windows (C:) ▶ ProgramData ▶ Hanwell	► EMSConfig ►	<b></b> Se	arch EMSConfig	<b>×</b>
Organize   New folder	r	-		!≡ ▼ [	
<ul> <li>★ Favorites</li> <li>■ Desktop</li> <li>▶ Downloads</li> <li>&gt; Recent Places</li> </ul>	Name           Name           10.8.0           10.9.0           10.10.0           MyRadioLog.SZSL	Date modified 05/12/2019 10:55 17/04/2019 15:08 05/12/2019 11:59	Type File folder File folder File folder	Size	
Libraries     Documents     Music     Pictures     Videos     Windows (C:)     HP_RECOVERY ((     HP_TOOLS (E:)     MUSAN MUSA					
File <u>n</u> a	me: MyRadioLog.SZSL		▼ Sen	sor List (*.SZSL) <u>O</u> pen <b> </b> ▼ Cai	► ncel

#### Figure 165

- 2. Select the sensor list file you saved when importing the RadioLog Setup.
- 3. Click **Open** to continue.

#### **The Audit Import Process**

The **Import Audit Data** window may be displayed showing that there are Audit entries outside of the valid data range; this is normal where only a partial set of data has been imported or RadioLog data has previously been archived. See Figure 166 below:





#### 10.1.5 iSense Sensors

If the Import includes a Control Device and iSense sensors, the iSense sensors will need to have their ID Numbers set to zero using a browser. This will need to be done once logged in to the EMS interface.

Refer to the EMS Online Manual for details on editing sensors:

http://www.help.emsprocloud.com/index.html?edit-sensors.html



# **11 Reports Folder**

The **Reports Folder** is where EMS will store copies of the Scheduled Reports, set-up and run by your users.

#### To set up a Reports Folder:

1. Within the **EMS Configuration Tool**, select **EMS Tools** from the main menu entry and then select **Reports Folder** from the displayed drop-down list. See Figure 167 below:

😚 EMS Conf	iguration				
Database	EMS Tools	Import / Export	Archive	Licence	e Help
Root Data pa C:\Users\im SQL Server: CE763\SQL Database Na EMS	Sensor HW Ser Create Report: GPRS G Images Active	Models Vices Folder UD Directory Authentic	ation	se • sis	RL8 to XML RL8 Import Setup
(Database r	MKT Er	able/Disable		:5	RL8 Import Data
					Exit

#### Figure 167

> The **Reports Folder** information window is displayed. See Figure 168 below.



Figure 168

- 2. Click **OK** to continue.
- 3. Either:

Select the required folder from the displayed folder browser dialog box.

Or:

Select Make New Folder and name this as required.

4. Click **OK** to accept.

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# **12** Licensing

EMS Feature and User Licences are activated using the EMS Config Utility's **Licence Menu Options**. Customers are strongly advised to keep copies of all Licence IDs and associated Passwords, purchased for their EMS System.

**Note:** Activating the licence for the Validated variant of EMS will require a different procedure to be followed. See **Section** Error! Reference source not found. Error! Reference source not found. for details of this procedure.

#### **12.1** Online Activation (Basic Procedure)

The easiest and safest way to activate licences is online. **Hanwell** recommends this method if possible.

**Note:** To activate a Licence online, the EMS Server needs access to the internet.

#### Activating a Licence:

- 1. Open the **EMS Configuration** tool.
- 2. Select **Licence** from the main menu and then select **Activate Online** from the displayed drop-down list. See Figure 169.

😚 EMS Confi	iguration			
Database Root Data pa C:\Users\imp	EMS Tools th:	Import / Export	Archive	Licence Help Activate Online Activate Manually
SQL Server: CE763\SQLE Database Na EMS (Database n	EXPRESS me: names are case	<ul> <li>Search</li> <li>Connect</li> <li>sensitive)</li> </ul>	New Dat Sensor M HW Ser	todels RL8 Import Setup RL8 Import Data RL8 Import Audit
				Exit

#### Figure 169

> After a few seconds, the **Activate Online** dialog box will be shown. See Figure 170:



A	ctivate Online		
	Please use the Licens connection is required License ID and Passy firewalls you may have	ID and Password given to you to activate. An Internet If you encounter an error, please double-check that the rd are correct, and temporarily disable any personal nstalled.	
	Licence ID		
	Password		
	Installation Name:	(Optional - e.g.: "My Laptop")	
		Activate Cancel	

#### Figure 170

- 3. Enter the required Licence ID and Password
- 4. Click Activate.
  - After a few seconds you will see a message stating that the Licence has been activated.

#### **12.2 Manual Activation**

Where necessary, Manual Licence Activation is possible.

- 1. Open the **EMSConfiguration** tool.
- 2. Select **Licence** from the main menu and then select **Activate Manually** from displayed drop down list. See Figure 171:

😚 EMS Config	guration			
Database	EMS Tools	Import / Export	Archive Licen	:e Help
Root Data pat C:\Users\imc.	h: .engineering			Activate Online Activate Manually Deactivate Online
SQL Server: CE 763\SQLE Database Nan EMS (Database na	XPRESS ne: ames are case	<ul> <li>Search</li> <li>Connect</li> <li>sensitive)</li> </ul>	New Database Sensor Models HW Services	RL8 Import Data RL8 Import Audit
				Exit



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After a few seconds, the Activate Manually window will be displayed. See Figure 172:

ctivate Manu	Jally				
Step 1: Ente Licence ID Password	er your activation informat	on and click G	enerate Request: -		
Step 2: Cop Activation R	y the activation request a lequest:	nd paste it into	the activation web	page:	*
Or copy url	to a browser:		Сору	Open Activation	veb Page
https://sec Step 3: Cop	ure.softwarekey.com/sol y the Activation Code fro	)/customers/M n the web page	anualRequest.aspx e, paste it below, ar	nd click Activate:	
Activation L	.ode				*
				Paste	Activate



- 3. Enter the required **License ID** and **Password**.
- 4. Click Generate Request.
  - > The **Activation Request** text will be displayed. See Figure 173:



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Activate Manually
Step 1: Enter your activation information and click Generate Request:         Licence ID       3546463         Password       •••••••         Generate Request
Step 2: Copy the activation request and paste it into the activation web page: Activation Request:
ActivateInstallationLicenseFile> <encryptionkeyid>a2ef0356-934e-4edc-8e22- ebb0fdb32c98</encryptionkeyid> <encryptedd <br="" ata="" id="PrivateD ata">Type="http://www.w3.org/2001/04/xmlenc#Element" xmlns="http://www.w3.org/2001/04/xmlenc#Element" 25jYU7Jue&gt;Z8/BvsI139arUAeqqvIRyRp9hlutNHM4IPiBuHt/3jkafSh2wbr8Liud90ScuIG4Qf8KIjtk0U4 U13rPPsMo/hTG5xgEquUYpiDpEuRgIle/X9+C4u0EuzunZabaqILI21TI9W0fMe3jRn8scgLA0NMwz 0Gf2ucUIL4Ly9Zcm90Z7EU79IsIjEwDLLP44nq +Hjd3xFWGNdhXFJMUps/zXAeIE4LgT7/5omsiEp25Y1WB4CH +qU8wir0jpp69orpo8+HIV2bfgl5Xwqu4WCwGC0CEt0+gHBn+r4JBBV +tfrK2wxJs3Z/Px72N00Bdg0jlj9tbyE0nrHjijaIaG0W/8d0ob424dCwu4wU4p85tNNcAD0HjeH64z4W</encryptedd>
Copy Open Activation Web Page
Ur copy unito a browser:
Step 3: Copy the Activation Code from the web page, paste it below, and click Activate:
Activation Lode
Paste Activate

#### Figure 173

- 5. Copy this text to a text file and transfer it to a machine with internet access.
- 6. Open a browser and navigate to:

https://secure.softwarekey.com/solo/customers/Manualrequest.aspx

and

#### Either:

Copy the request text into the textbox.

Or:

Upload it to the Server.

- 7. Click **Submit**.
  - The Server will generate and present an XML licence text; copy this licence to a text file.



- 8. Return to the EMS Server and paste the licence text into the textbox, provided at the bottom of the **Activate Manually** dialog box.
- 9. Click on the **Activate** button.
- 10. If the licence is activated successfully, an **Activation Successful** window will be displayed. See Figure 174 below:

Activate Manually	
Step 1: Enter your activation information and click Generate Request:	
Licence ID 3546463	
Password	
Generate Request	
Step 2: Copy the activation request and paste it into the activation web page	ge:
Activation Request:	
<activateinstallationlicensefile><encryptionkeyid>a2ef0356-934e-4edc-8 ebb0fdb32c98</encryptionkeyid><encryptionkeyid>ata1d="PrivateData"</encryptionkeyid></activateinstallationlicensefile>	3e22-
Type="http://www.w3.org/2001/04/xmlenc#Element"	
xmlns="http://www.w3.org/2001/04/xmlenc#">< CinherData>< Cinherd/alu 25YU7.lueX78/Bysl139arU	ie>EXWndUSQvCnqy49lFu 8Liud90SculG40f8Xlitk0U4
U13rPPsMo/nTG5xgEquUY	VOfMe3jRn8scgLAONMwz
UGf2ucUIL4Ly9Zcm90Z7EU +Hid3xFWGNdbXPJMUpsVz	
+qU8wir0jpp69orpo8+HM2b Activation Successful!	
	4p85tNNcADUHjeH64z4W
	Open Activation Web Page
Or copy url to a browser: OK	
https://secure.softwarekeu	
Step 3: Copy the Activation Code from the web page, paste it below, and o	click Activate:
Activation Lode	0-00
<activateinstallationlicensefile><encryptionkeyid>a2er030b-934e-4edc-teb0fdb32c98</encryptionkeyid><encrypteddata1d="privatedata"< p=""></encrypteddata1d="privatedata"<></activateinstallationlicensefile>	5e22-
Type="http://www.w3.org/2001/04/xmlenc#Element"	os EMU/odUSOuCoou/IQEu
25/YU7JueXZ8/Bvs1139arUAeqqvIRyRp9hlutNHM4IPiBuHt/3jkafSh2wbr8	BLiud90SculG4Qf8X1jtk0U4
U13rPPsMo/nTG5xgEquUYpiDpEuRglle/X9+C4u0EuzunZabaqlLl21Tl9v OGf2ucUIL4Ly9Zcm90Z7EU79lsljEwDLLP44nq	VOfMe3jRn8scgLAONMwz
+Hjd3xFWGNdhXPJMUpsVzXAelE4LgT7V5omsiEp25Y1WB4CH	
+tfrK2wxJs3Z/Px72N00Bdg0jlj9tbyE0nrHijjalaG0W/8d0ob424dCwu4wU	4p85tNNcAD0HjeH64z4W
ſ	Paste Activate

Figure 174



#### **12.3** Online Licence Deactivation

EMS licences can be deactivated to assist in migrating EMS to a new Server.

**Note:** Most EMS licence types are limited to **five** deactivations; some licence types cannot be deactivated.

#### To Deactivate an EMS Licence

- 1. Open the **EMSConfiguration** tool.
- 2. Select **Licence** from the main menu and then select **Deactivate Online** from displayed drop down list.
  - > The **Deactivate Licence** window is displayed. See Figure 175 below:

Deactivate Licence	×
Licence Type	
W901 or W904 Licence	
	Accept
Licence ID	Cancel



- If you wish to deactivate an EMS Variant licence e.g. W704:
  - a) Click on the lower radio button.
  - b) Click Accept.
- If you wish to deactivate an Additional Users or OEM licence e.g. W702 or W715:
  - a) Click on the Additional Users/OEM Licence radio button. See Figure 176 below:

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Deactivate Licence	- • ×
Licence Type	
Additional Users / OEM Licence	
O W901 or W904 Licence	
	Accept
	Approximation of the state of t



- b) Enter the **Licence ID** in the text box.
- c) Click **Accept**.
  - \* A warning dialog will be displayed:
    - Click **Yes** to deactivate the EMS Variant Licence.
    - Click **No** to cancel the operation.
- Deactivation may take a few seconds; when complete, a Deactivate Licence message will be displayed. See Figure 177 below:

Deactivate Li	cence 💌
Licence has been deact	ivated successfully.
	ОК



#### **12.4** Counter Signatures (W901 Only)

With **W906 Validated EMS** installed, and a **W901** Licence applied to it, you will have **Counter Signatures** applied to your System.

- You have the ability to turn **ON** or **OFF** the **Counter Signatures** using the **EMSConfig** utility.
- By default, the **Counter Signatures** are turned **OFF**, but if you would like to turn them **ON**, follow the instructions below:

To turn Counter Signatures **ON**, use the **EMSConfig** Utility:

1. Open the **EMSConfiguration Tool**.



- > The **EMSConfiguration Ver: X.X.X.X** window is displayed.
- 2. From the **EMS Tools** drop-down menu, select **Counter Signature Enable/Disable**. See Figure 178:

Sensor Models           Root Data pt           HW Services           C/Users/an           Create CFG File           SQL Server:           vm06C872D           GPRS GUID           Database Na           Images           EMS           Active Directory Authentication           MICL Enable/Disable           RLB Import Audit	Root Data pt     Sensor Models       Root Data pt     HW Services       C/LileenVin     Create CFG File       SQL Server:     Reports Folder       vm06C872D     GPRS GUID       Database Ne     Images       EMS     Active Directory Authentication       (Database r     MKT Enable/Disable       Counter Signature Enable/Disable     RL8 Import Audt	Database	EMS Tools	Import / Export	Archive	L	icenc	e Help
SQL Server: Reports Folder e RL8 to XML vm06C872D GPRS GUID e RL8 to XML Database Na Images e RL8 import Setup EMS Active Directory Authentication s RL8 import Data (Database r MICL Enable/Disable RL8 import Audit	SQL Server:         Reports Folder         ##         RL8 to XML           vm05C872D         GPRS GUID         ##         RL8 to XML           Database Na         Images         ##         RL8 import Setup           EMS         Active Directory Authentication         #         RL8 import Data           (Database n         MKT Enable/Disable         RL8 import Audit	Root Data pe C:\Users\m	Sensor HW Se Create	Models vices CFG File				
Database Na Images , 4s RLB Import Setup EMS Active Directory Authentication s RLB Import Data (Database n MKT Enable/Disable RLB Import Audt	Detabase Na Images , la FLB import Setup EMS Active Directory Authentication s FLB import Data (Database r MKT Enable/Disable Counter Signature Enable/Disable	SQL Server: vm06C872D	Reports GPRS G	s Folder iUID			80	RLS to XML
EMS Active Directory Authentication s RLB Import Data (Databaser MICT Enable/Disable RLB Import Audit	EMS Active Directory Authentication s RLB Import Data (Database r MKT Enabler Disable RLB Import Audit Counter Signature Enable/Disable	Database Na	Images				da	RL8 Import Setup
(Database r MKT Enable/Disable RLB Import Audit	(Database r MKT Enable/Disable RLB Import Audt	EMS	Active	Directory Authenti	cation		5	RL8 Import Data
		(Database r	Counte	<del>sable/Disable</del> r Signature Enable	/Disable	>		RLS Import Audit

#### Figure 178

- Once selected, you will be asked to confirm that you would like to turn Counter Signatures ON.
- > To turn the Counter Signatures back **OFF**, you can follow the same steps.

# **13 Adding Company Details**

You can add your Company Logo and/or Company Name to:

#### Either

The EMS website header via the EMS web interface.

• The Company Logo will appear next to the EMS logo in the website's header.

#### Or

Any generated Reports via the EMS Config Utility.

#### 13.1 Adding Company Details to the EMS Website

 Select Sites from the SYSTEM ADMIN list in the System drop down menu. See Figure 179 below:



Figure 179



#### > The **View Sites** window is displayed. See Figure 180 below:

SITES <b>v</b>			Home / View Sites
		View Sites	
Site Name	Activate Alarms	Actions	
Hanwell Solutions	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	
Notion large System testing	-	[Edit][View Sub Sites][Delete][Add Sub Site]	
test111	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	
test324535	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	
TEST 101	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	
lan Test 18-9-2019	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	
Test 30-10-19	<b>*</b>	[Edit][View Sub Sites][Delete][Add Sub Site]	

#### Figure 180

2. Select **Company Details** from **SITES** drop down menu. See Figure 181 below:



#### Figure 181

3. The **Company Details** window is displayed from where you can enter the required Company Name and/or Company Logo. See Figure 182 below:

ires	•		Home / View Sites / Company Details
		Company Details	
Company Name:		The IMC Group Ltd.	
Company Logo:		Browse No file selected.	
Update Reset			



#### > To Add a Company Logo to the EMS website:

Click **Browse...** adjacent to the **Company Logo:** entry to navigate to the required logo image and click **Open**.

**Notes:** The **Browse...** button varies from browser to browser; in some browsers it might say **Choose File**.

For best results, use an image that scales well to 46mm wide by 12mm high.

Company Reports Logos will only appear on Scheduled PDF Reports; Company Reports Logos will not appear in CSV Reports or Browser Reports.

#### > To Add a Company Name to the EMS website:

Enter the required name into the **Company Name:** field.

- 4. Click on the **Update** button to add the Company Logo and Company Name to the EMS website.
  - If the Company Details have been successfully added, the following window will be displayed:

SITES	•	Home / View Sites / Company Details
		Company Details
Record sa	aved successfully.	
Company Name:		ACME Themometers
Company Logo:		Browse No file selected.
Update Re:	set	

#### Figure 183

Clicking on the **Reset** button will display the following message window:



- Click on **Yes** to delete any added **Company Details**.
- Click on **No** to cancel the **Reset**.



#### 13.2 Adding Company Logo to Generated Reports

To add your Company's logo to generated reports:

- 1. Open the EMSConfig Utility.
  - > The **EMS Configuration Ver: x.x.x.x** window: is displayed. See Figure 184 below:

😚 EMS Conf	iguration				
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data pa C:\Users\im	ath: c.engineering				
SQL Server: CE763\SQL Database Na EMS (Database n	EXPRESS ame: names are case	Search     Connect     sensitive)	New Dal	tabase	RL8 to XML RL8 Import Setup RL8 Import Data RL8 Import Audit
					Exit

#### Figure 184

- 2. Click on **Connect** to connect to the required database.
- 3. Select **EMS Tools** in the main **EMSConfig** Utility menu bar.
- 4. Select **Images** in the drop-menu.
- 5. Select **Load Reports** from the displayed menu. See Figure 185:

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😚 EMS Conf	iguration				
Database	EMS Tools	Import / Export	Archive	Lice	ence Help
Root Data pa C:\Users\im	Sensor HW Se Create Report	Models wices CFG File s Folder			
CE763\SQL	GPRS G	iUID		se	BL8 to XML
Database Na	Images			•	Load Reports Logo
EMS	Active	Directory Authentic	ation		Selsium Printout Frame
(Database r	MKT Enable/Disable			RL8 Import Audit	
					Exit

#### Figure 185

- 😚 Open × 🕞 🕞 🗢 Libraries 🕨 Documents 🕨 ▼ Search Documents Q New folder ? Organize 🔻 -----**Documents** library 🔆 Favorites Arrange by: Folder -Includes: 2 locations 🧾 Desktop \rm Downloads Name Date modified Type Size 🖳 Recent Places 08/09/2015 06:31 File folder 퉬 hp. applications. package. appdata 퉬 hp.system.package.metadata 08/09/2015 06:31 File folder 🥽 Libraries 鷆 ionCube 13/04/2017 10:38 File folder Documents 퉬 SoftwareKey 05/04/2017 10:25 File folder 🌙 Music File folder 퉬 SQL Server Management Studio 05/12/2019 10:45 📔 Pictures 📔 Visual Studio 2010 05/04/2017 16:31 File folder 📑 Videos 👰 Computer 🏭 Windows (C:) 👝 HP\_RECOVERY ([ 👝 HP\_TOOLS (E:) 🙀 IMC (\\VM006) (I 🗸 File name: Image (BMP GIF JPG PNG TIF) 🔫 -Open Cancel
- > The **Open** window is displayed. See Figure 186 below:

#### Figure 186

6. Navigate to the required logo/graphic file and



#### Either:

- i. Click on its icon to highlight it.
- ii. Click on **Open**.

#### Or:

Double click on the logo/graphics file's icon.

The Reports Logo window is displayed showing a representation of how the logo will be displayed on any generated reports. See Figure 187 below:

Reports Logo	- • 🔀
Your Company Logo This is approximately how your logo Scheduled Reports; to continue us click Accept, otherwise click Cance	will look on ing the new logo el.
Accept	Cancel



- 7. If the displayed logo is acceptable, click on **Accept**.
  - Click on **Cancel** to return to the **Open** window and select another logo/graphic file.



# **14 Log Files**

#### 14.1 Viewing Log Files

To view log files of activity generated during installation of EMS and any associated data import:

- 1. Open the **EMSConfiguration Tool**.
  - > The **EMSConfiguration Ver: X.X.X.X** window is displayed.
- 8. From the **Help** drop-down menu, select **View Log File**. See Figure 188 below:

😵 EMS Configuration		
Database EMSTools Im Root Data path:	port / Export Archive	Licence Help View Log File Clear Log
C:\Users\imc.engineering		About
SQL Server: CE763\SQLEXPRESS ▼ Database Name: EMS ▼ (Database names are case sens	Search Sensor M Connect HW Se sitive)	tabase RL8 to XML Models RL8 Import Setup rvices RL8 Import Data RL8 Import Audit
		Exit

#### Figure 188

The View Log file window is displayed showing a full list of log entries. See Figure 189:



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😵 View Log File	- • ×
17/04/2019 15:24:08 Error: Cannot find Ensight service Setup.xml file. 17/04/2019 15:24:33 : New database created.	
U5/12/2019 10:55:17 : EMSC:\Users\imc.engineering\AppData\Loca\Temp\TempUpgradeScript.sql 05/12/2019 12:01:16 : EMSC:\Users\imc.engineering\AppData\Loca\Temp\Temp\TempUpgradeScript.sql 05/12/2019 14:57:09 : Emp_Crumshimc.include.uncing.chim.cml	
24/01/2020 11:15:15: New database created	
24/01/2020 13:26:11 Error: Cannot find folder: C:\Users\imc.engineering\Documents\Audit 24/01/2020 13:28:22 Error: Cannot find folder: C:\Users\imc.engineering\Documents\Audit	
24/01/2020 13:28:36 Error: Cannot find folder: C:\Users\imc.engineering\Audit 24/01/2020 13:58:09 : Import Data cancelled by user.	
24/01/2020 14:00:15:1mport Data cancelled by user. 24/01/2020 14:16:22: Import Data cancelled by user. 24/01/2020 14:52:06 Error: Canont find Fasinda service: Setun xml file.	
	Close

#### Figure 189

> To close the **View Log file** window, click on **Close**.

**Note:** It may be necessary to expand the **View Log file** window horizontally to display the **Close** button

#### 14.2 Clearing Log Files

To clear log files of activity generated during installation of EMS and any associated data import:

- 1. Open the **EMSConfiguration Tool**.
  - > The **EMSConfiguration Ver: X.X.X.X** window is displayed.
- 2. From the **Help** drop-down menu, select **Clear Log**. See Figure 190 below:

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😚 EMS Con	figuration				
Database	EMS Tools	Import / Export	Archive	Licence	Help
Root Data p C:\Users\im	ath: nc.engineering				View Log File Clear Log About
SQL Server: CE763\SQL Database N EMS (Database	EXPRESS ame: names are case	<ul> <li>Search</li> <li>Connect</li> <li>sensitive)</li> </ul>	New Da Sensor M HW Se	tabase	RL8 to XML RL8 Import Setup RL8 Import Data RL8 Import Audit
					Exit

#### Figure 190

> The **Clear Log** warning window is displayed. See Figure 191 below:



Figure 191

3. Click on **Yes** to clear the Log file or **No** to cancel clearing the Log file.



# **15** Database – Hanwell Maintenance

The menu items shown in this sub menu provide functions and tools for database maintenance operations. These functions should only be used by, or on instruction from, **Hanwell** Support personnel.

#### 15.1 Upgrade

This function will upgrade the database to the latest version provided by the Database Upgrade script. It is provided for emergency recovery purposes only and should, generally, not be required.



# **16 Connection Test**

After Installation and Configuration, test the connection to EMS with a web browser:

Open a browser window and enter the name or IP address of the machine followed by **/EMS** into the address bar.

#### For example:

• If this was installed on a Server and you were also working from the Server, the address you will need to place in the web browser would be:

#### http://Localhost/EMS

• If you were performing this from a Client, the address would be:

#### http://<hostname>/EMS

If this does not work on a remote machine, try on the EMS host machine to test if a Firewall is blocking access.

#### **16.1 Default Administrator User**

User Name: Admin User

#### Password: Admin

You are now ready to configure EMS for daily use, see the EMS Online User Guide for further instructions:

http://www.help.emsprocloud.com



# **17** Upgrading an Installed EMS System

#### **17.1** Preparation

**Hanwell** recommends that customers back up all their data, prior to any major maintenance task, such as a System Upgrade.

• If new columns and/or tables need to be added to the database, then the Install will detect that the System is being upgraded and add the required objects.

# Caution: Unless specifically instructed to do so by Hanwell, <u>DO NOT</u> uninstall EMS components prior to an upgrade. Doing so may result in incorrect operation after the System has been upgraded.

#### 17.2 Upgrading

To upgrade an EMS Server installation, run the latest version of the EMS Installer on the existing Host machine.

- Do **NOT** attempt to upgrade an **EMS W900A** System with **EMS W900B**, or vice versa.
- Do **NOT** attempt to upgrade an **EMS W900** System with **EMS W906**, or vice versa.

The upgrade process is largely the same as the primary System installation, except for as follows:

#### 17.2.1 SQL Express/.Net Framework

Where these are already installed, the Install will detect this and quietly move on to the next installation step.

#### **17.2.2 Same Version Components**

Where a component with the same version is already installed, the Install will detect this and either give the User the option to keep or repair the current installation or show an error that the component cannot be installed; this is normal and should be ignored.

Unless you believe the current version of a component to be damaged, it is recommended that you keep the current version.

#### 17.2.3 Service Shutdown

During Upgrade, the Installer will need to stop EMS Services that are running, in order to upgrade the executable code. In these cases, you will be presented with dialog boxes similar to the ones shown in Figure 192 and Figure 193 below:

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EWSServersetup	
Files in Use	
Some files that need to be updated are currently	y in use.
The following applications are using files that nee Setup Wizard close them and attempt to restart	ed to be updated by this setup. You can let them or reboot the machine later.
EMSDataService	
C Close the applications and attempt to secta	et them
Close the applications and attempt to resta	rt them.

#### Figure 192

🔂 EMSS	erver Setup	×
1	The setup must update files or services that cannot updated while the system is running. If you choose continue, a reboot will be required to complete the setup.	be to
	OK Cancel	

#### Figure 193

• Keep the default selections and click **OK** to continue.

#### 17.2.4 Settings

The Install will read your current settings and use these values to populate the initial values of the User entry fields.



## **18 EMS Server Removal**

It may, on occasion (such as when moving from one variant of EMS to another) be necessary to do a complete removal of the EMS Server components.

**Note:** You must be logged in as an **Administrator** on the Local System to carry out this process.

#### **18.1 Uninstall EMS all Operating Systems**

#### To Uninstall EMS on any Operating System:

- 1. Open the **Control Panel**
- 2. Click on

Either:

**Programs and Features** 

Or:

#### Uninstall a program

> The option displayed will depend on your computer setup.

The **Uninstall or change a program** window will be displayed.

- 3. Select EMSServer
- 4. Click Uninstall.
  - If the Programs and Features window is displayed, see Figure 194 below, click Yes to continue.



#### Figure 194

> If the **User Account Control** window is displayed, see Figure 195 below, click **Yes**.

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#### Figure 195

> If the **EMSServer** information dialog box is displayed, see Figure 196 below:

EMS Server A X
The setup must update files or services that cannot be updated while the system is running. If you choose to continue, a reboot will be required to complete the setup.
OK



- 5. Click **OK**.
  - If a Command Prompt is displayed with a fatal error message, see Figure 197 below, click in the Command Prompt (C:/) and press Enter.
     This may happen more than once.



#### Figure 197

• A series of **EMSServer** dialog boxes will be displayed; until the uninstall operation has completed when the **Programs and Features** window will be displayed.

**Note:** The operation to remove the **EMSServer** program can take several minutes.



## **19 Contact Hanwell Solutions**

#### **UK Customers:**

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Email: <u>sales@hanwell.com</u> Web: <u>www.hanwell.com</u>

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#### EU & Overseas Customers:

Please contact your local Hanwell Distributor.

A list of distributors is available at: <u>www.hanwell.com/global-distributors</u>

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