Contents

- **Quick Installation FAQ**
- **Operation FAQ**
- **Manual Extensions**
- **Manual Uninstall**

Quick Installation FAQ

Upgrades to version 6.2 are not supported! The software has to be re-installed.
Backup existing data first! <u>Un-install any previous version of CS and all software for Microsoft SQL Server 2008</u>. Afterwards the new version of the CS software can be installed and backups or settings restored.

Domain administrator accounts do not work for installation

To install the software a **local user** with **administrator rights** is necessary. Do not use the build in administrator account either.

Run the installer with ADMIN rights elevation!!!

Create a local admin account

For this purpose a script is available (version 3). It is available through
Hightail: https://www.hightail.com/download/elNLRm8zcHZ5UkZ1a3NUQw

You need admin rights for this scrip. Run it with administration rights.

Username and password will be displayed and need to written down. The Password doesn't
expire. Tested on Windows 7
Log in with the Account; then restart your system before installation.

Important environment configurations:

- Disable all energy saving functions like automatic shutdown, energy saving modes and hard drive spin down.
- Set *CS Config* software link to run as administrator. Without the elevated rights, *CS Config* is not allowed to restart *Readscan*.

- Adjust the access rights for the network shares *DataTempCS* and *DataTempCSConfig. A*ny remote workstation accessing, needs to have read and write access. By default access rights are somewhat limited and should be reduced further according to each's plant IT policies.
- For remote configuration access with *CS Config*, the SQL server needs to be given permission to receive connections from remote computers.
- If OPC is to be used, the *OPC Core Components* driver has to be installed. It can be found in the *Others* folder included in the installation package.

Situations where the "Save image on alarm" feature is not desired

In any situation which is likely to produce alarms at extraordinary rates, the feature should be disabled. This avoids redundant images, bloating the database size.

Alarm zone trigger limitation

Each pyrometer is only capable of triggering a single alarm zone. E.g. if a 30cm pyrometer zone is overlapping two alarm zones, only one will trigger. To avoid any problems ensure each pyrometer is aligned with a single alarm zone only.

The configured scanner data format applies to all scanners and database backups

The data format (256p/512p/1024p and 1byte/2byte) must not be mixed. The same resolution is used for every scanner connected and all database backups loaded into the system.

Operation FAQ

Deneb cannot connect remotely

This is caused by a faulty configuration on the remoting system.

The solution is to delete the local *DataTempCS* folder stored under the *public user profile->documents folder*. Try to connect with *Readscan* afterwards.

Note: On windows XP system running the Icon.exe is still necessary.

3D View crashes or fails to show thermal image

3D view requires OpenGL. Either your remote desktop connection does not support OpenGL. Then you need to change the remoting system. Use the CS software build in remoting system.
In any other case your graphics adapter doesn't support OpenGL although this is highly unlikely. Install an up-to-date driver for the systems graphics adapter.

Big dataset backup files require recommended system specifications

When old backup images over a given size (~500MB) are used, the minimum system requirements of the hardware do not provide sufficient processing power.
It is still possible to use bigger files than 500MB, given the hardware is sufficiently fast. For this at least an Intel i5 or i7 series or comparable CPU should be used. Also a fast hard drive or SSD is recommended.

Historical and daily reports won't work from remote machines

This limitation is due to access rights policies. If the feature needs to be available remotely, configure the SQL Server to accept remote connections.

Manual Extensions

THR Subsystem

The Version 6.2 features a new data management system. For this a single new setting is available in CS *Config* -> Historic Management.
The settings influences the size of backup files generated. The default size is recommended for minimum system requirements hardware. Depending on the frequency of backups generated the size needs to be adjusted.
The recommended size strongly depends on the system specs and the amount of data generated. As a rule of thumb set the size equal to: 100 * Number of Scanners * (15 / short term image interval)

For full data backup, all files in the backup data folder have to be copied.
We recommended a redundant storage for the *Readscan* server.

Historical Review – short term or long term

Due to system limitation the review can only be performed from a single workstation at a time. For another user to access the data, the previous user has to be inactive for 5 minutes.

The configured scanner data format applies to all scanners and database backups

The data format (256p/512p/1024p and 1byte/2byte) must not be mixed. The same resolution is used for every scanner connected and all database backups loaded into the system.

How to uninstall manually CS System?

Very rarely happens, due erroneously updating, the system remains in a state where is not possible update, neither uninstall, it. The best way to solve this abnormal situation is follow the next steps:

1. Detect the important paths of our installation:
    a. Folders with executables and configurations.
    b. Windows registry entries.
    c. Desktop and start menu
2. Create a backup of the important data:
    a. Configuration files.
    b. Databases.
3. Uninstall system manually:
    a. SQL Server.
    b. Data information and .exe files.
    c. Configuration information already saved previously.
    d. Registry information.
    e. Direct access in desktop and start menu
4. Delete shared folders:
    a. Folder with executables.
    b. Folder with configuration.
5. Install system again:
    a. Using the typical installer.
6. Recover the important data:
    a. Configuration files.
    b. Databases.

In order to complete correctly all the previous steps, below is described each one in detail.

Detect the important paths of our installation:

Firstly, it's necessary to identify the important folders:
- Installation main path: it contains .exe files.
- Configuration path: it contains .ini files and BACKUP folder.
- Desktop and start menu.

These folders are placed in different locations in function of Windows version:
- Windows 7 (64 bits):
    o Installation main path:
        ▪ C:\Program Files (x86)\Raytek\DataTempCS\
    o Configuration path:
        ▪ C:\Users\Public\Documents\DataTempCS\
- Windows 7 (32 bits):

- o Installation main path:
    - C:\Program Files\Raytek\DataTempCS\
  - o Configuration path:
    - C:\Users\Public\Documents\DataTempCS\
- Other Windows:
  - o Installation main path and configuration path are the same:
    - C:\Program Files\Rayetk\DataTempCS\

Inside <u>Windows registry</u>, we will use the next paths, also in function of Windows version:

- Windows 7 (64 bits):
  - o HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Raytek\DataTempCS
- Windows 7 (32 bits) and Other Windows:
  - o HKEY_LOCAL_MACHINE\SOFTWARE\Raytek\DataTempCS

Create a backup of important data:

- Firstly, we will do a backup of the database.
  - o Execute DBCheck and enter in the desired profile.
  - o Go to main menu and select "Main" → "Backup files".
  - o Create a backup of the data base.

- Secondly, we will copy configurations already saved in .ini files.
  - o Execute Windows explorer and go to the configuration path.
  - o Copy all .ini files to BACKUP folder placed in the same folder.

Uninstall system manually:

- Firstly, we will uninstall all components of SQL Server.
  - o Go to Windows "Control Panel" → "Add and remove programs".
  - o Uninstall all items beginning with "Microsoft SQL Server".

- Secondly, we will delete data information and .exe files.
  - o Execute Windows explorer and go to the installation main path:
    - Save file CSR.dll, that is your installation license, in BACKUP folder.
    - You can delete completely all contained files and folders.

- Thirdly, we will delete data configuration information saved previously.
  - o Execute Windows explorer and go to the configuration path:
    - Take care don't delete folder BACKUP!
    - Delete all .ini files and the rest of folders.

- In next step, we will delete Windows registry information.
  - o Execute "regedit.exe".
  - o Delete completely the next paths, if they exist:
    - ▪ HKEY_LOCAL_MACHINE\SOFTWARE\Raytek\DataTempCS
    - ▪ HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Raytek\DataTempCS

- And finally, we will delete direct access in desktop and start menu:
  - o Select in desktop all icons related to CS System and delete them.
  - o Do the same with all icons related to CS System appearing in start menu.

Delete shared folders:

- Execute Windows explorer and go to the installation main path:
  - o From "Properties" showed in the context menu of installation main path, modify it properties in order to unshare the folder.
- Do the same with the configuration path.

Install system again

To do this step, run the CS System installer normally, and follow the showed instructions.

If there are problems with SQL Server when CS System installer tries to install it automatically, then try unchecking "Try to install SQL Server automatically".

When installing again the system, the BACKUP folder with backup copy and .ini files will be maintained. So, after finish the new installation we will recover them.

Recover the important data:

- Firstly, we will recover the configuration files:
  - o Execute Windows explorer and go to the BACKUP folder.
  - o Move all .ini files contained inside the BACKUP to the configuration folder, that should be the same that BACKUP's parent folder.
- Secondly, we will recover the backup of the database:
  - o Execute DBCheck and enter in the desired profile.
  - o Go to main menu and select "Main" → "backup files".
  - o Recover the desired backup of the data base.

Once in that point, all system, data and configuration has been reinstalled completely:
- o The system has been completely removed and resinstalled again.
- o Database information and configuration files have been recovered.

Permissions on shared folders

In some cases, is needed to execute some CS System application from a station computer, that means CS System is installed in one specified computer (we will name it the server), but the application is executed in other computer (we will name it the station). In these cases, the normal is executing Icons.exe in order to generate the required direct access to the programs in the station.

An important thing in these cases is the permissions of user who executes the CS System program in the station. In order all works fine, this user must have permissions to read and write the shared folders placed in the server.

These folders are placed in different locations in function of Windows version used in the server:
- Windows 7 (64 bits):
  - o Installation main path:
    - ▪ C:\Program Files (x86)\Raytek\DataTempCS\
    - ▪ Shared with name DataTempCS
  - o Configuration path:
    - ▪ C:\Users\Public\Documents\DataTempCS\
    - ▪ Shared with name DataTempCS_Config
- Windows 7 (32 bits):
  - o Installation main path:
    - ▪ C:\Program Files\Raytek\DataTempCS\
    - ▪ Shared with name DataTempCS
  - o Configuration path:
    - ▪ C:\Users\Public\Documents\DataTempCS\
    - ▪ Shared with name DataTempCS_Config
- Other Windows:
  - o Installation main path and configuration path are the same:
    - ▪ C:\Program Files\Rayetk\DataTempCS\
    - ▪ Shared with name DataTempCS

Enabling Remote Access to the Database

This is the recommended approach for Windows 7. Open the Firewall configurations and create a new rule for incoming connections. There create a new rule. Select program as the rule type and allow the following application:

%ProgramFiles%\Microsoft SQL Server\MSSQL10_50.RAYTEK\MSSQL\Binn\sqlservr.exe

Allow this configuration for the correct network type. Usually domain, but select all three if unsure. Finally give the Rule a name and confirm. This should fix access issues from remote computers for CS *Config* and *DBCheck*.

Alternative approach for enabling remote access: Required opened ports

This is the preferred way for Windows XP. When executing *Config.exe*, or *DBCheck.exe* remotely, they have to be able to access to the database. Obviously, in these cases, database isn't in the station (computer where program is executed), and the connection with the database could create problems if all is not well configured.

In order to minimize and solve these problems, check in the server (computer where is installed CS System) the different points explained below:

- Port of SQL Server:
    - o Execute Start Menu →Microsoft SQL Sevre 2008 → COnfiguration Tools → SQL Server Configuration Manager → SQL Sevrver Network Configuration -> Protocols for Raytek.
    - o "Named Pipes" should be Enabled → use right click on item to show context menu and click Enabled option.
    - o "TCP/IP" shoud be Enabled:
        - ▪ Inside Properties, the second Tab (IP Addresses), the last option (group IPAll, item TCP Port) must be 1433.
        - ▪ Use right click on "TCP/IP" item to show context menu and click Enabled option.
    - o Select SQL Services in left main menu.
    - o Select SQL Server (RAYTEK) and right click to show context menu. Click on "Restart".
- Open Windows Firewall and make sure port 1433 is opened.