

# PRE-INSTALLATION CHECKLIST

## PRE-INSTALL STEPS

Thank you for purchasing the onsite version of Maintenance Connection. To expedite your install, and make the process easier, we have put together a list of items that need to be accomplished before an install can take place. Should you have any questions about this list, please contact your Account Manager and we will gladly assist you.

- 1) Please download the Maintenance Connection installation file. A download link or install CD will be provided by your Account Manager.

This file will need to be on the Web Server to install the application. Please note that it includes database files that will need to be copied to the SQL Server if the SQL Server resides on a different machine.

- 2) Please ensure that IIS is installed on the Web Server. IIS can be installed on XP Professional, Windows 2000 Server, and Windows 2003 Server. If installing on a 2003 Server edition, Active Server Pages must be allowed.

Web Applications are generally not supported on Domain Controllers, and may cause some aspects of the software to not function properly.

- 3) Microsoft SQL Server 2000 or 2005 is required to run the Maintenance Connection Software. Please note that the 2005 SQL Server Express edition does not include the SQL Server Agent and as such, certain features will not function properly in Maintenance Connection. If you currently do not have Microsoft SQL server, the free MSDE 2000 version is available for download from the links provided or your install CD will contain it. If you are using the MSDE 2000 or the 2005 Express version, please download the free Microsoft SQL Server Management Studio Express from the following URL:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=c243a5ae-4bd1-4e3d-94b8-5a0f62bf7796&DisplayLang=en>

If you have any setup questions on the requirements for IIS or SQL Server, please contact your Account Manager.

- 4) The software requires a SMTP Server to send email messages when people signup to use the software or when the Auto Email Agent is being used. In order to properly set this up, we will need the IP address or the name of the SMTP mail server. The SMTP Server will need to add the Web Server to the list of computers that are allowed to send messages. These can be found under the relay or similar settings (depending on the SMTP server).

With these steps completed and the information gathered in the checklist, your installation will take less time and there will be fewer chances of issues arising. Once again, thank you for your purchase of Maintenance Connection, and if you have any questions, please contact your Account Manager and we will clear up any issues.

Thank you,  
Technical Services

CHECKLIST

PRE-INSTALL QUESTIONS	ANSWERS
Is the Maintenance Connection Install File downloaded to the Web Server?	
IIS installed?	
Web Server Name	
Web Server Operating System	
Has the latest Operating System security patches been applied?	
ASP.NET 2.0 installed?	
SQL Server installed?	
SQL Server Name (may be the same as the Web Server)	
SQL Server version (Full 2000/2005, MSDE, Express, etc)	
Outgoing E-mails sent from Exchange or local SMTP server?	
SMTP (mail) Server IP/Name	
If using Exchange, has an e-mail account been setup for Maintenance Connection?	

FILLED OUT DURING INSTALL	ANSWERS
Connection Key	
Main Application URL	
Mobile Application URL	
Maintenance Connection Technical User Account ID/Password	
Application Versions MC, Mobile, Agent	
MC Database Names	