MAINTENANCE CONNECTION PRE-INSTALLATION CHECKLIST

PRE-INSTALL STEPS

Thank you for purchasing 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. Maintenance Connection cannot be installed on a Domain Controller.
3) Please ensure that SQL Server 2000, 2005 or 2008 has been installed and configured correctly.
4) Ensure that SQL Management Studio (Standard or Express) has been installed on the Web Server.

If SQL Server is a difference machine from the Web Service then SQL 2005 & 2008 need to have remote access enabled.

5) Ensure a SMTP server has been setup for access from the Web Server. Maintenance Connection requires unauthenticated relay permissions on the SMTP server for full functionality.

E-mail is used extensively within Maintenance Connection.

6) Please ensure you have fully reviewed the checklist and filled out responses where appropriate.

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

TECHNICAL REQUIREMENTS

This is a list of technical requirements and changes that need to be performed by the technical services department prior to Maintenance Connection being installed. These are in addition to the steps listed above as these are specific settings or security configurations that may not be typical.

1) SQL Server must be installed with the default English sort orders. This is known as Case Insensitive and Accent Sensitive. If these settings are not enabled when installing SQL Server (for instance if the SQL Server is used for a financial system) it will cause Maintenance Connection to fail to work properly.
2) Create a SQL Server User (also known as Login) called "mczar". The password for mczar must be "mczar". If security is an issue this can be configured differently but may cause occasional issues.
3) Ensure that SQL Server has been setup in Mixed Mode. Maintenance Connection accesses SQL Server through a user called mczar.
4) The Web Server cannot serve a dual purpose as a Domain Server. Maintenance Connection will not work in that instance.
5) If a 64bit Operating System is installed, IIS must be set to 32bit compatibility mode. In IIS 6, this must be set on the IIS Metabase (full server affected). In IIS 7+ this can be set on the Application Pool (only affects applications in that application pool).
6) A local user account (domain account also acceptable) must be created to enable Maintenance Connection to access and created files on the local drive. This account needs local logon permissions and will be assigned read/write permissions on the Maintenance Connection install directories. The password must be setup to not change or expire, also do not use a standard network account like Administrator since the password must be stored by MC in order to login.
7) If the only available SMTP server requires authentication to send e-mails then Maintenance Connection will be unable to send e-mail. Setup a SMTP virtual server on the Web Server and configure it to relay to the primary SMTP server with authentication. Then configure the SMTP virtual server to allow unauthenticated relay from 127.0.0.1.
8) Ensure that any corporate firewall or ISA server has been setup to allow communication between the Web Server and the SQL Server (if different machines).
9) Ensure that any corporate firewall or ISA server has been setup to allow communication from client machines to the Web Server on port 80 and port 443 (if using SSL).

CHECKLIST

PRE-INSTALL QUESTIONS	ANSWERS
Is the Maintenance Connection Install File downloaded to the Web Server?	
Web Server Operating System	
Web Server Name	
IIS Installed?	
SQL Server Name (may be the same as the Web Server)	
Installed SQL Server Version (Full 2000/2005/2008, MSDE, Express 2005/2008, etc)	
SMTP (mail) Server IP or Name	

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