MCe Plus / MCxLE
Installation Guide

This installation assumes previous experience in installing DMC/MRO proper and ideally 1 or two other addon MC products.

This is written to target MCe / MCxLE version 5.11

As we get questions/suggestions, we will upgrade this document.

PREPARATION:

When upgrading across major versions e.g. 5.1 to 5.11, or 5.0 to 5.1, you MUST have all users log out before running the upgrade

Installation Process

1) .NET 4.5 needs to be installed (.NET 4.5.2 is recommended)
2) Download and run the installer to unzip into a destination directory
3) Create an Application Directory in IIS that points to the installation directory
4) Make sure the Application Directory uses an AppPool that has .NET 4.0 or .NET 4.5 as the framework version (4.5 is an upgrade to 4.0 so doesn't display in Server 2008).
5) Make sure the AppPool is using "Integrated" Managed pipeline mode (classic may appear to work, but will cause issues)
6) Edit the web.connection.config to change the directory pointer (line 2 starting at column 43) to point to the correct mc.ini file (this should already be correct for a default install of MC)
7) Run the SQL scripts that are inside the .sql directory (if you don't recognize which are for the registration DB and which are for entity db please ask.)
8) If you want logging to work then add the application pool identity user to have write permissions on the install directory (username will be "APP POOL\name" where name is, the name of the application pool)
9) At this point assuming an otherwise default Windows and MC setup it should work from an HTML 5 browser.

VERY IMPORTANT

If the SQL Scripts are NOT run, or they are run against the wrong database, such as running the registration db scripts in an entity db, or only running the entity script in one entity database the errors you get will be confusing so it is very important to make sure the scripts run in the correct databases.

Upgrade Process

1) Download the upgrader
2) Place it in the directory to be upgraded
3) Run the upgrader
4) Confirm a successful upgrade by reloading the application on an HTML 5 device

Notes

- We do not support Windows Server 2003 (.NET 4.5 will not install on Server 2003)
- SQL Server requirements
  - Must be running in SQL 2005 compatibility mode or higher
    - We have some patches to fix issues in MC if you are having issues with SQL 2005+ compatibility modes
    - We expect future versions of MCe will require SQL 2008 R2 or higher and a SQL 2008 compatibility mode
- We do not currently validate if the SQL scripts were run, you will just end up with really cryptic errors
- If you have multiple Entity Databases we currently only support users that can access only 1 entity database. If for some reason a user account MUST be used that has access to more than 1 entity database **we have a temporary hack that can fix this problem**:
  - Add this after line 2 in the web.connection.config file: <add name="Container" connectionString="MaintDemo" />
  - Edit the MaintDemo to use the correct key for the database that all users with multiple entity database entries should be using.
  - Please recall this is a temporary hack and will be removed once full multi-database support has been enabled

> **WHICH SQL SERVER?**
>
> We strongly recommend running in SQL 2008 R2 or newer (We've tested up to 2014). For new SQL installations, check when MS is dropping support. So, in 2014, remember that official support for SQL Server 2008 is ending soon.

> **ONLY 1 ENTITY DATABASE PER USER**
>
> This is currently the design limitation. There is a hack if you need more than one. But if you do not apply this and a user has access to more than one database they will not be able to log in.

Upgrade Notes
- When upgrading across major versions e.g. 5.1 to 5.11, or 5.0 to 5.1, you MUST have all users log out before running the upgrade
- If users do not log out before the upgrade is run they will likely run into various random/ confusing errors while attempting to load their application the after the upgrade and/or unexplained errors during the sync.
  - To correct this the user will need to navigate in the application to the Delete Local Database option /or/
  - Clear all browser cache data for the domain (this may not work on all devices)

5.11 specific notes:

There are THREE themes. At this point we would certainly recommend taking a look at them all since the only real difference is look & feel. We have put together the Theming system so that while currently a customer cannot easily create one of their own, it wouldn't be a terribly expensive thing to build one for

them (likely in the ½ - 2 days range depending upon the level of change the customer desires). So as examples:

- if a customer with a Hebrew or Arabic wanted a copy with all the back buttons etc.., pointing in the opposite direction, we would take one of the existing themes and change the icons.
- If a customer wanted 'corporate' colours
- If a dealer wanted 'dealer' or 'country' etc.., colours
- If a company wanted a 'sight impaired' version (high contrast colours and icons, no red/green).

Our current 3 themes

- MCePlus or MCePlus Teal, this is what we call our 'Teal' theme.
- MCePlus ag, this is what we call our 'Silver' theme (ag is the atomic symbol for silver)
- MCxLE, this is what we call our 'MCx Limited intent Edition' theme, The version of MCx that requires a constant internet connection and the MCxLE theme share images and colours so the two products look as similar as possible.

You should have, with this document, received links for the most current install and upgrade files. They should look similar to the following example. If you did not receive them, please ask for them before performing the upgrade as example below are just for the 1st release 5.11 version.

The **install** files for V5.11.750 are:

MCePlus (Teal Theme):
http://files.maintenanceconnection.ca/mce/v%205.11/mceplus_install_v5.11.750.exe

MCePlus (Silver Theme):
http://files.maintenanceconnection.ca/mce/v%205.11/mceplus_ag_install_v5.11.750.exe

MCxLE: (MCx Theme):
http://files.maintenanceconnection.ca/mce/v%205.11/mcxle_install_v5.11.750.exe

The **upgrade** files for V5.11.750 are:

MCe Plus: (Teal Theme)
http://files.maintenanceconnection.ca/mce/v%205.11/mceplus_upgrade_v5.11.750.exe

MCe Plus (Silver Theme):
http://files.maintenanceconnection.ca/mce/v%205.11/mceplus_ag_upgrade_v5.11.750.exe

MCxLE: (MCx Theme):
http://files.maintenanceconnection.ca/mce/v%205.11/mcxle_upgrade_v5.11.750.exe

There were no changes in the SQL scripts between 5.11.030 and 5.11.750, so you do not need to run them again.