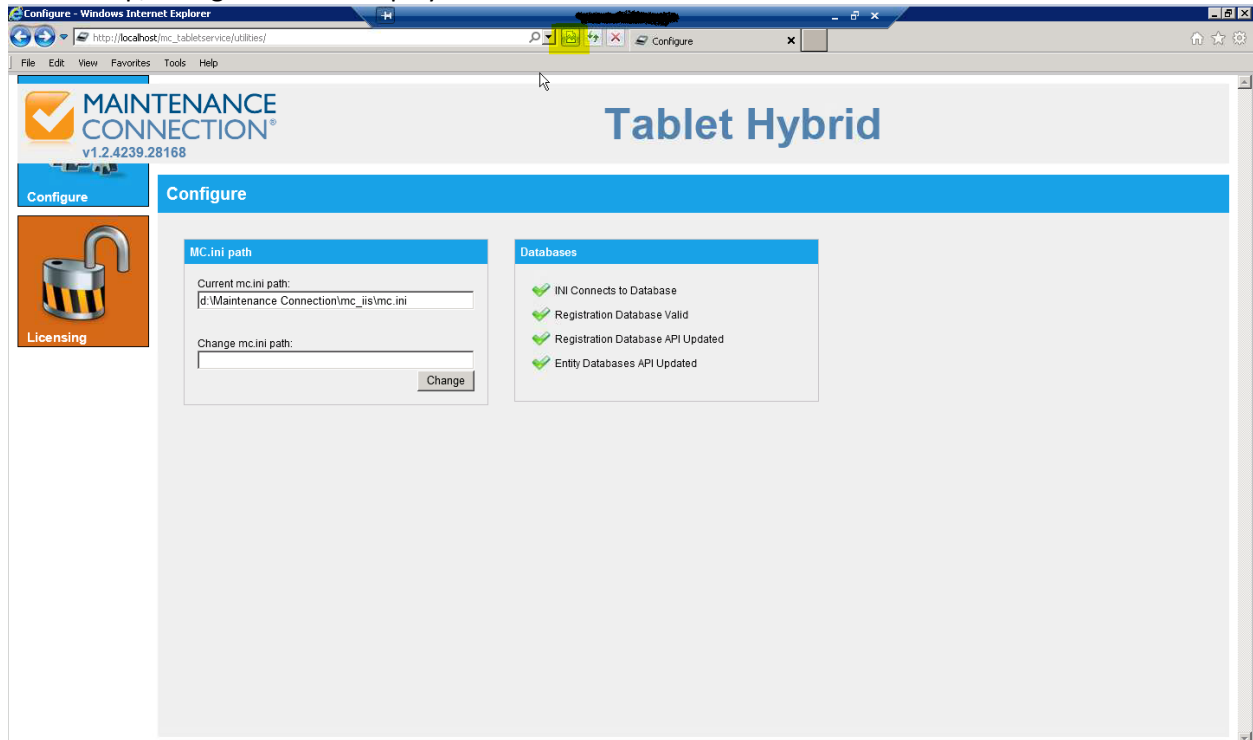


Install Process:

- Download installer to server
- Install .NET 4.0
- Run installer, it will extract files to a directory of your choice (default c:\Maintenance Connection\mc_tabletservice\)
- Attach install directory to IIS as a virtual directory (any name is possible, recommended default mc_tabletservice)
- Ensure application pool on virtual directory is set to Integrated pipeline and .NET 4.0 (32bit or 64bit doesn't matter)
Note: this is different settings than what works on Maintenance Connection, must be a different app pool
- Change the directory security settings to add the application pool identity with read/write setting on the install directory.
Application pool identity is:
 - Win2003-Win2008: "NETWORK SERVICE".
 - Win 2008 R2: "IIS APPPOOL\app pool name" (replace "app pool name" with the name of the app pool)
- In IE go to the installed virtual directory
- Wait for the installer page to load (first test)
- In IE go to the sub-folder called /utilities/
- On the configure page:
 - Enter the mc.ini file path if incorrect
 - Fix the registration database API (if the green check doesn't show up)
- On the licensing page:
 - Either select the database to install the license to, or select all databases
 - Select the license file
 - Select install license
 - The installed licenses list should show the license
 - If it "times out" when activating a license to all databases: install the license over and over to each individual database and then again to all databases (each database must have its API updated and this may take longer than the timeout allows for)
- Go back to configure and ensure all 4 checkmarks show up
- Run "fixup URL.bat" from the installation folder.
 - It will ask for the full URL used to access the tablet service, this will correct the setup application to point correctly at the installed server instead of the default.
 - **This step must be performed each time an install or upgrade occurs.**
- Done, install the client software

Common Problems

If the setup/configure screen displays like:



This means that the browser has defaulted to “compatibility view”. Disable compatibility view (highlighted button) to ensure the configuration page will fully work.