

TECHNOTE 1705-N7

ISSUED

October 2017

SUBJECT

Release of MCEGold® 3.0.3 SP4 - Network Version for Windows 7.

DESCRIPTION

MCEGold 3.0.3 SP4 Network Version is an upgrade from MCEGold 3.0.3. SP3.

PDMA CLOUD SERVICES

The network edition of MCEGold 3.0.3 SP4 supports access to PdMA Cloud Services. Please contact PdMA Technical Support (813-6216-6463 ext. 251) to discuss this option.

NOTES

- MCEGold 3.0.3 SP4 is only compatible with Windows 10 and Windows 7 and M-Series testers.

- Installation of MCEGold 3.0.3 SP4 on a Windows 10 computer uses a special installation procedure. Refer to TechNote 1705 - S10 (Standalone) or 1705-N10 (Network).

- MCEGold Word Add-in is only compatible with MS Word 2007 and 2013. MCEGold Word Add-in is NOT compatible with MS Word 2010. Templates created with other versions of MS Word may not be functional and may cause conflicts with the MCEGold software.

- To ensure application accessibility, the default installation location has been set to C:\PdMA Corporation.

- Databases attached to MCEGold 3.0.3 SP4 must be from MCEGold 2.6.1 or later and once updated with 3.0.3 SP4 *will not* be compatible with older versions of MCEGold.

- Assets opened or exported with MCEGold 3.0.3 SP4 *will not* be compatible with older versions of MCEGold.

- If you have any questions, please contact PdMA Technical Support (813-621-6463 ext. 251).

Minimum Requirements

Computer	Dell Latitude E5470 Laptop*
Processor	2+ GHz Intel i5 or equivalent
Resolution	1600 x 900/1920 x 1080 (small font)
Operating System	Microsoft® Windows 7 SP1 (32 or 64 bit)**
Memory	4.0+ G RAM***
Ports/Drives	(1) USB Port in Rear or Side
Hard Disk	20G Available

* Using any other computer manufacturer in conjunction with the PdMA software may result in erratic computer behavior; not limited to but including:

- Power Management Issues
- Lock-up
- Communication Port Malfunction
- Driver Incompatibility
- Display Errors
- SQL Database Incompatibility
- Network Synchronization Issues.

** For International Customers: Windows 7 Ultimate (32 or 64-bit).

*** If you are upgrading from MCEGold 2.6.1 - 2.6.2 verify that your computer has at least 4G of RAM.

UPDATE SERVER DATABASE FOR NETWORK USERS

NOTE: Ensure the user account being used to update the server has “sysadmin” permissions.

There is a separate application on the Installation USB flash drive to update the network database on the server. ***The database must be updated on the server first, then the desktops and finally field testers.***

If the update is installed on a network field tester before the server database is updated, a warning message appears informing you the database is an old version and to contact your system administrator.

1. Fully Sync all field testers.
NOTE: Before proceeding ensure all local database synchronization has been performed.
2. Back up the MCEGold server database.
3. Insert the MCEGold 3.0.3 SP4 USB flash drive into the USB port. If the drive starts automatically, click **Exit** and proceed to the next step.
4. Locate the MCEGold Database Server Update folder on the MCEGold 3.0.3 SP4 USB flash drive.
5. Click on the MCEGold Database Server Update.exe file.
6. The Server Information window opens. Fill in the Server, Database, Login, and Password information. The Login and Password will depend on your authentication (Windows/SQL).
7. Click **Run Update**. The progress status will display on the window.
8. When the update complete message displays, close the window.

PREPARE FIELD TESTERS FOR MCEGOLD 3.0.3 SP4 Backup

Before beginning the MCEGold uninstall, copy the Emaxprb.xml file only (not the folder) and the complete Templates folder to a safe location and make note of the location.

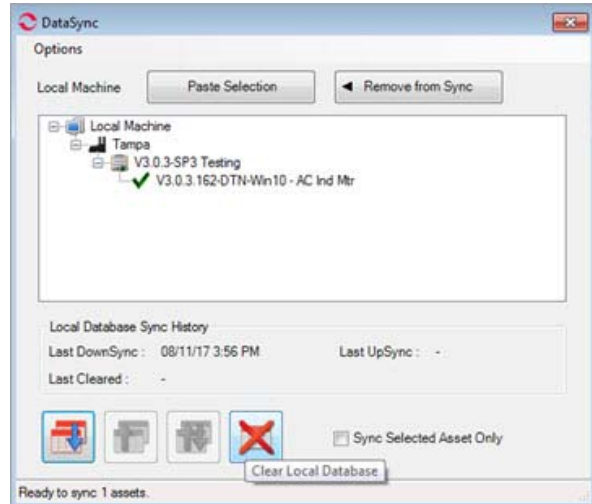
The default location for the files is listed below, however you may have chosen a different location during the original installation.

C:\PdMA Corporation\MCEGold\Emax
C:\PdMA Corporation\MCEGold\Report

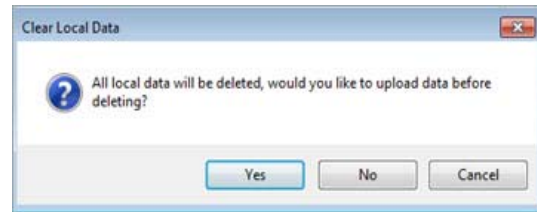
Clear Local Database

NOTE: Before proceeding ensure all local database synchronization has been performed. Failure to synchronize before clearing the local database will result in loss of data.

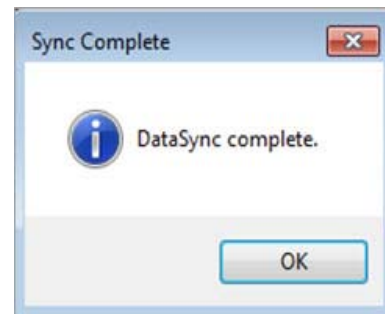
1. From the DataSync window, click **Clear Local Database**.



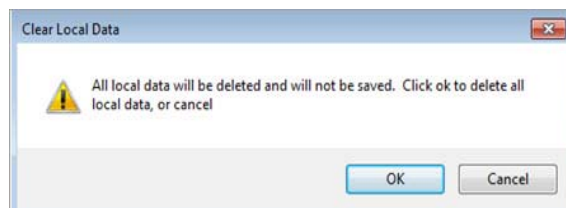
2. From the Clear Local Data window, click **Yes** to upload (UpSync) data, click **No** if you have already synchronized the data.



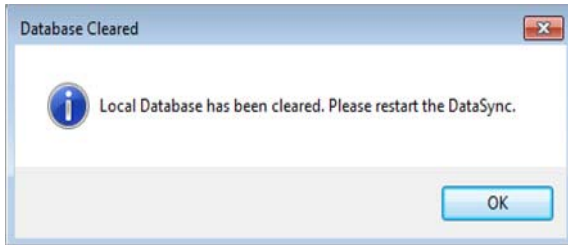
3. From the Sync Complete window, click **OK**.



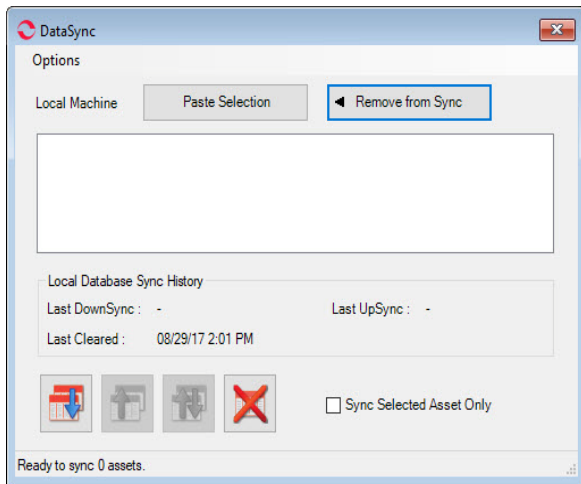
4. From the next Clear Local Data window, click **OK** to delete all local data.



- From the Database Cleared window, click **OK**.



- Reopen the DataSync window to ensure the database has been cleared, as shown in figure below. If it did not clear contact Technical Support.



UPGRADE FROM MCEGOLD 3.0.3 OR LATER

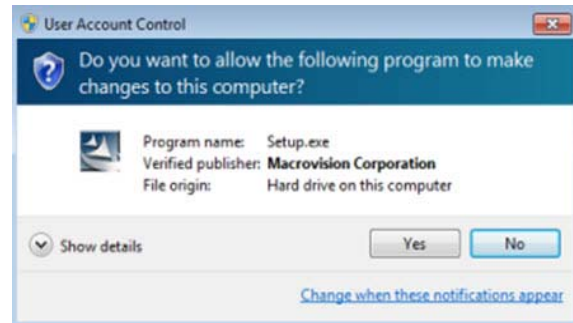
NOTE: If you have any version prior to MCEGold 3.0.3 a full uninstall is required before installing version 3.0.3 SP4. Go to the Upgrading From a Version Previous to MCEGold 3.0.3 Section.

MCEGold 3.0.3 SP4 Update

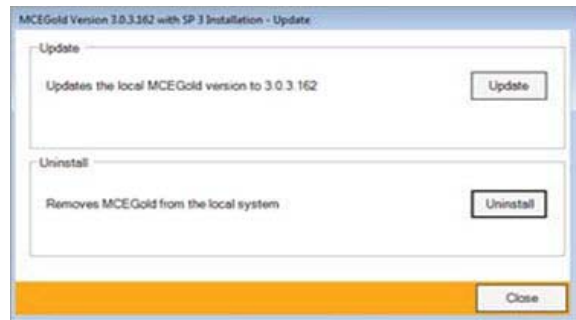
NOTE: Some on screen prompts and messages during the installation process are controlled by the Windows operating system and are out of PdMA's control. Every effort has been made to include their possible appearance and the action you should take. However, if you are unsure please contact our technical support department for help.

- Insert the MCEGold 3.0.3 SP4 USB flash drive into the USB port. If the installation does not begin automatically, run setup.exe from the USB flash drive. (Select Run, setup.exe from the AutoPlay window).

- If you see the User Account Control screen, click **Yes**.



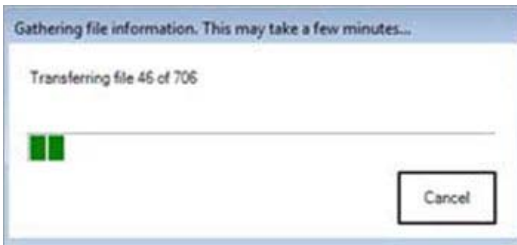
- If there is an existing MCEGold version installed on your computer, you will see the MCEGold Update screen. click **Update**.



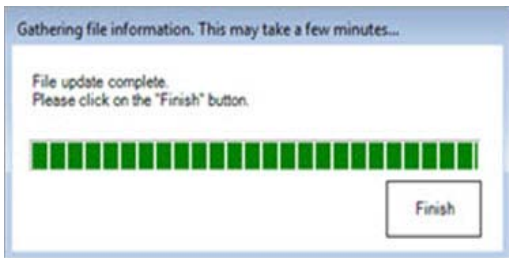
NOTE: If you have a version prior to MCEGold3.0.3 you will receive the error message shown below. Do **NOT** proceed. Contact technical support.



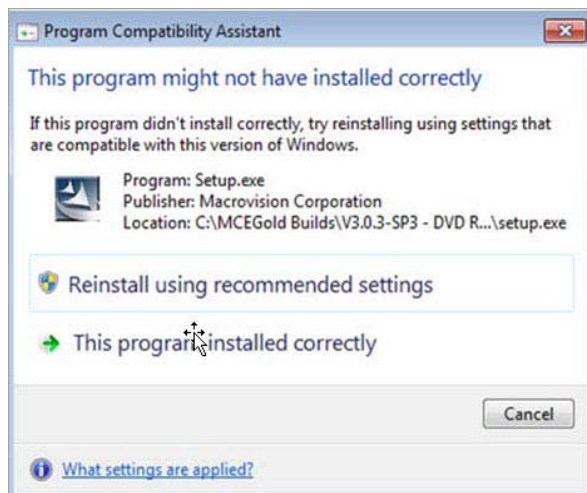
- The status update window displays.



- When the update is complete, click **Finish**.



- If the Program Compatibility Assistant screen displays, select *This program installed correctly*.



Clear Local Database

- Open the MCEGold Utility Program.
- Click the Database button.
- Click Clear and follow the prompts. This will ensure the local database is updated.
- Go to the Start MCEGold Section.

UPGRADING FROM A VERSION PRIOR TO MCEGOLD 3.0.3 Uninstall

NOTE: Before beginning the MCEGold uninstall you must back up the Emaxprb.xml and Templates folder. See the Backup and Clear Local Database sections on page 2.

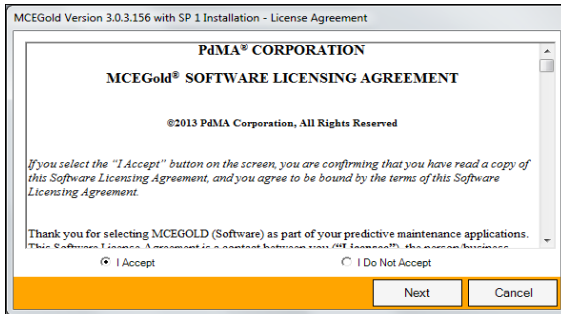
- Select Start, Control Panel, select Programs, then Programs and Features.
- In the Uninstall or change a program window scroll down to locate and highlight the MCEGold Version X.X.X on the list.
- Click **Uninstall/Change** located above the list and follow on screen prompts.
- Click **Finish** when the “Uninstall Complete” message is received.
- Locate the PdMA MCEMAX Tester (Driver Removal) file. Highlight it and click **Uninstall/Change** located above the list and follow the on screen prompts.
- Click **Finish** when the “Uninstall Complete” message is received.
- Locate the C:\PdMACorporation folder and delete it. The subfolders will be deleted also. After the installation of MCEGold 3.0.3 SP4 the new folder location will be C:\PdMA Corporation\...
- Reboot your computer.
- Go to step one in the MCEGold 3.0.3 SP4 Installation.

MCEGOLD 3.0.3 SP4 INSTALLATION

- Insert the MCEGold 3.0.3 SP4 USB flash drive into the USB port. If the installation does not begin automatically, run setup.exe from the USB flash drive. (Select Run setup.exe from the AutoPlay window).

- The License Agreement window opens. Read the PdMA license and select the “I Accept” option button. The **Next** button becomes visible. Click **Next**.

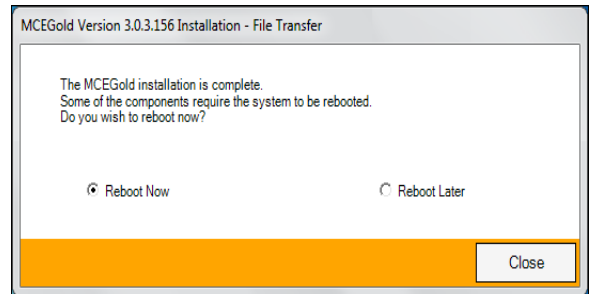
NOTE: If you do not accept the terms, the **Next** button is not visible, you can only click **Cancel**, which closes the software without installing it.



- In the License Key window enter your Company Name and License Key exactly as provided by PdMA. You may copy and paste the license key using the paste button.
- Click **Submit** (located to the right of the Company Name). When the license has been verified a green check appears. The **Next** button appears. Click **Next**.
- In the Installation Path window, accept the default shown in the text box (recommended) for the location to install the MCEGold program folder or using the drop-down list select an alternate location, make a note of it for your future use, and click **Next**. Note: It is not suggested to use an alternate location because that can cause conflict and Windows rights problems.
- When prompted, click **Install Components**. Some components may require additional prompts.

NOTE: When installing MCEGold, a Word Add-in driver is installed. You may receive a message informing you that “Windows can’t verify the publisher of this driver software.” Select “Install this driver software anyway”.
- When the installation of components is complete the **Next** button appears. Click **Next**.
- A progress bar shows the progress of copying files to your computer.

- When the installation is complete you must reboot your system. Select the Reboot Now option and click **Close**.



- After rebooting, locate and copy the backup Emaxprb.xml file and the Template folder back into their appropriate locations in
C:\PdMA Corporation\MCEGold\Emax
C:\PdMA Corporation\MCEGold\Report
- Answer Yes to “Merge the folder?” inquiry.
- Remove the MCEGold 3.0.3 SP4 Network Version USB flash drive from the computer.

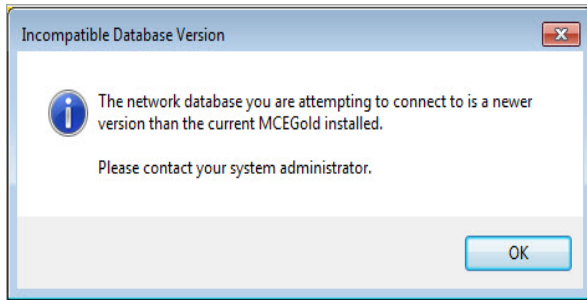
Field Tester Database Setup

NOTE: For the following, please use the information provided by your IT department.

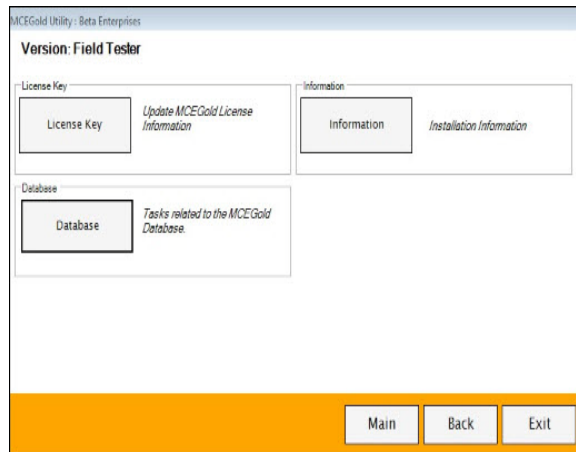
Field testers utilize a local database for storage of assets. These assets can then be synchronized with the Network database. In order to perform field testing in local tester mode, assets must be down-synced to the local database. In order to perform testing using MCEGold Lite, assets must be in a WatchList and down-synced to the local database.

To connect to the existing network database, please follow the instructions below.

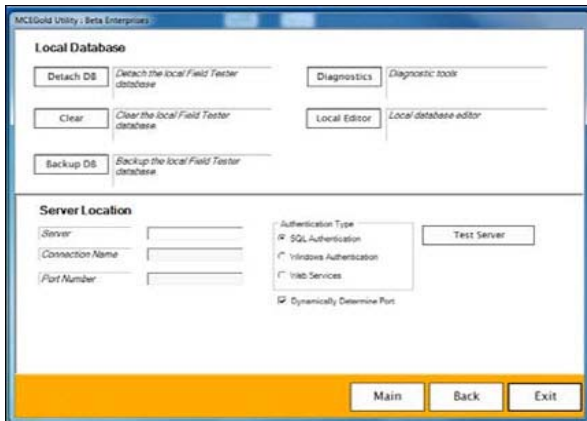
- Open the MCEGold Utility program.
- If you see the Incompatible Database Version window, you have not properly updated MCEGold. Return to the section MCEGold 3.0.3 SP4 Installation. If you have properly updated MCEGold, and are receiving this message contact Technical Support.



3. Click the **Database** button.

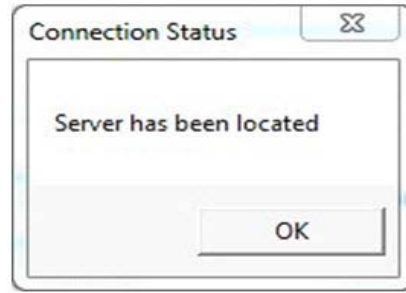


4. Enter the server information provided by your IT department.

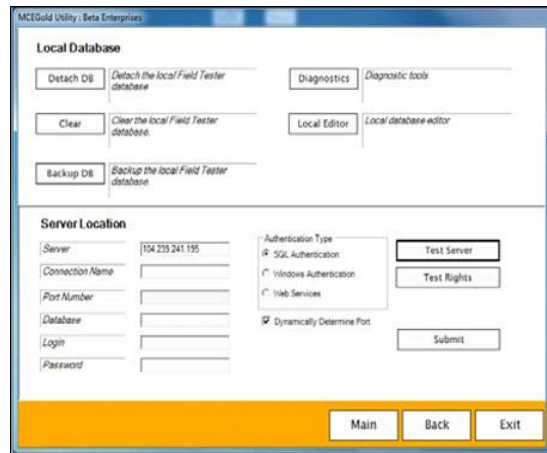


5. Once the server information has been entered, click **Test Server**.

6. The Connection Status window indicates *Server has been located*. Click **OK**.



7. In the Server Location section of the MCEGold Utility window enter Connection Name, Database Information, Login Information, and Password as provided by your either your Administrator or your IT Department.



8. Click **Submit**.

9. You will receive a message indicating *Database updated*. Click **OK**.



10. If you receive an error as shown below, verify the information you entered is correct. If it is correct, click **OK** and contact your Administrator.

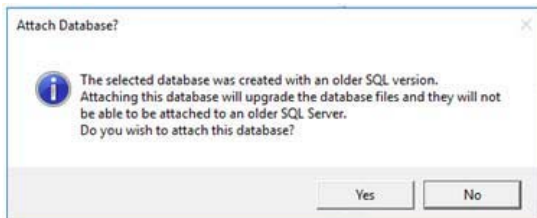


11. If you do not receive an error message, click **Exit** on the Utility window.

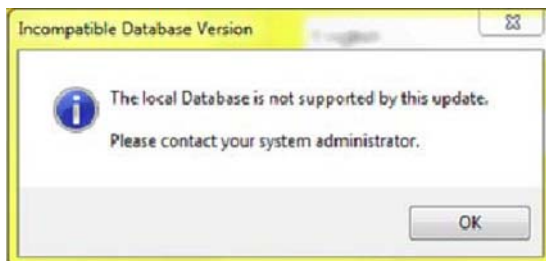
START MCEGOLD

- When MCEGold starts:

If you receive the following message: “The database you selected was created with an older SQL version”, the database needs to be upgraded to SQL 2008. **Stop!** Click **No**. Do **NOT** proceed! Contact Technical Support.

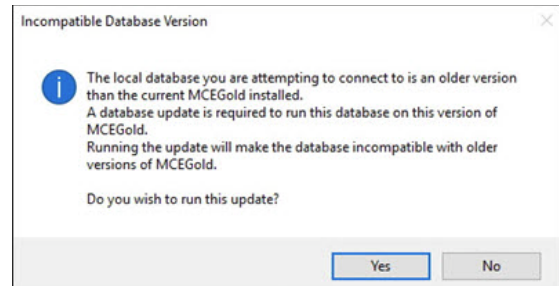


If you receive the following “The local database is not supported by this update” message when trying to start MCEGold, the attached database is too old for conversion and needs to be updated to MCEGold 2.6.1 or later prior to updating to MCEGold 3.0.3 SP4.



If you receive the following *Incompatible Database Version* message when trying to start MCEGold, you are attempting to run MCEGold with a database that is older than V3.0.3 SP4. You will be

prompted to update the database. If you have properly backed up your existing database, click **Yes** to run the update. If you have not backed up your existing database, click **No**, backup the database, and then perform the Database Setup procedure.



- Click **OK** on the message window. The message window closes, leaving the MCEGold Login window open.
- Enter your name and password.

NOTE: For a tester, select the Field Tester Network mode. Verify MCEGold is correctly communication with the database. You are ready to perform testing.