TECHNOTE 2602-N(10,11)

ISSUED

November 2026

SUBJECT

Release of MCEGold® 3.2.14 Network Version for Windows 10 or 11.

DESCRIPTION

MCEGold 3.2.14 Network version is an upgrade from MCEGold 3.2.13. This upgrade adds OAuth - MCE Account Manager Authentication Mode. The Account Manager has been updated so that it supports three types of user authentication methods to accommodate different enterprise security and identity management requirements. These authentication modes are: MCEGold Account Credentials (default), Trusted Active Directory (AD), and OAuth 2.0 Account. This upgrade also includes bug fixes for Exception Error in which the DC Field PI print preview created an exception error. Also, a bug fix for an issue on the Web Services History Chart in which some motors from older databases would not show the most recent tests in the history chart.

PDMA CLOUD SERVICES

The Network version of MCEGold 3.2.14 supports access to PdMA Cloud Services. Please contact PdMA Technical Support (813-774-9982) to discuss this option.

NOTES

- MCEGold 3.2.14 is *only* compatible with Windows 10 or 11 and M-Series testers.
- **Windows 7 users - DO NOT TRY TO UPDATE** to MCEGold 3.2.14. Windows 7 compatibility ended with MCEGold 3.1.2 SP2. If you do try to update, MCEGold will become inoperable.
- Upgrading from a version prior to MCEGold 3.1.2 requires a new license key. Contact PdMA Technical Support (813-774-9982) for a new license key.
- On Premise Network customers that are upgrading from any version prior to MCEGold 3.2.14 require a new server license key. Contact PdMA Technical Support (813-774-9982) for a new server license key.
- On Premise or Cloud Network customers planning on using the Single Sign On (SSO) Window Authentication should contact PdMA Technical Support (813-774-9982) for detailed SSO Instructions.
- MCEGold Word Add-in is NOT compatible with MS Word 2010. Templates created with any version older than MS Word 2007 may not be functional and may cause conflicts with the MCEGold software.
- MCEGold 3.2.14 requires that Word Add-in be uninstalled prior to installation or upgrade.
- MCEGold 3.2.14 requires that all SQL versions older than 2017 be uninstalled prior to installation or upgrade.
- MCEGold 3.2.14 requires that all Sentinel System Driver Installer programs prior to version 7.6.1 be uninstalled prior to installation or update from any MCEGold version prior to 3.2.
- To ensure application accessibility, the default installation location has been set to C:\PdMA Corporation.
- Databases attached to MCEGold 3.2.14 must be from MCEGold 3.1.2 SP1 or later and once updated with MCEGold 3.2.14 *will not* be compatible with older versions of MCEGold.
- Please make sure you allow sufficient time to update your database. Depending on the size of your database, updates may take an hour or longer.
- Assets opened with MCEGold 3.2.14 *will not* be compatible with older versions of MCEGold.
- If during installation you receive a message telling you “SQL Server System CLR Types requires the .Net Framework”, contact Technical Support (813-774-9982) for assistance.
- If you have any questions, please contact PdMA Technical Support (813-774-9982).

Recommended Computer

Computer	Dell Pro 14 Plus Laptop*
Processor	AMD Ryzen™ 5 220 Processor (22 MB cache, 6 cores, 12 threads, up to 4.9 GHz) or equivalent
Resolution	14", Non-Touch, FHD+ 1920 x 1200, 60Hz, IPS, Anti-Glare, 300 nit, 45% NTSC, FHD Cam
Operating System	Microsoft® Windows 11 Pro (64 bit)
Memory	8 GB: 1 x 8 GB, DDR5, 5600 MT/s
Ports/Drives	(1) USB Port in Rear or Side
Hard Disk	256 GB TLC SSD (30GB available)

* Original laptop model shipped with PdMA testers. Using any other computer manufacturer in conjunction with the PdMA software may result in erratic computer behavior, including but not limited to:

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

The Dell Pro 14 Plus Laptop is not compatible to Windows 7
MCEGold 2.0-3.1.2 sp2 is not compatible to Windows 10.

PREPARE FOR MCEGOLD 3.2.14 INSTALLATION

NOTE: If you have MCEGold 3.1.2 or later follow the instructions in *Upgrading From MCEGold 3.1.2 or Later* on page 6.

If you have any version prior to MCEGold 3.1.2 a full uninstall is required before installing version 3.2.14. See *Upgrading From a Version Prior to MCEGold 3.1.2.*

Upgrading From a Version Prior to MCEGold 3.1.2

Upgrading from a version prior to MCEGold 3.1.2 requires a new license key. On Premise Network customers that are upgrading from any version prior to MCEGold 3.2.14 require a new server license key. Contact PdMA Technical Support (813-774-9982) for a new license key.

Backup

Before beginning the MCEGold uninstall, copy the Emaxprb.xml file only (not the folder) and the User Defined Report Templates 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.

Emaxprb.xml
C:\PdMA Corporation\MCEGold\Emax

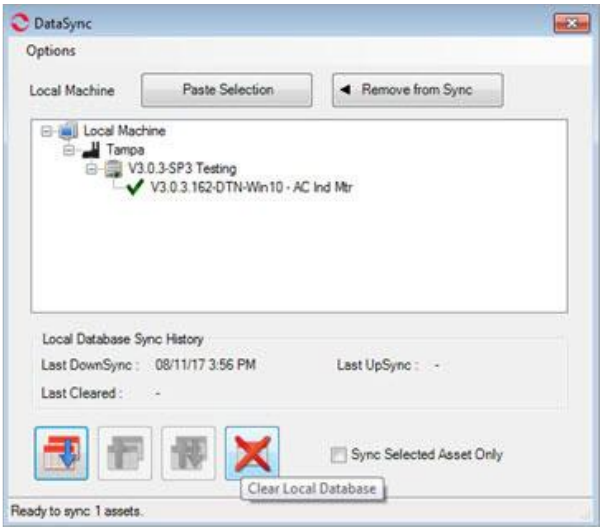
User Defined Detailed Report Templates (copy only .xml files):
C:\PdMA Corporation\MCEGold\Report\Templates\UserDefinedTemplates\Batch.

User Defined Word Templates (copy only word files such as .doc, .docx, .dot, etc.):
C:\PdMA Corporation\MCEGold\Report\Templates\WordTemplates\UserDefined

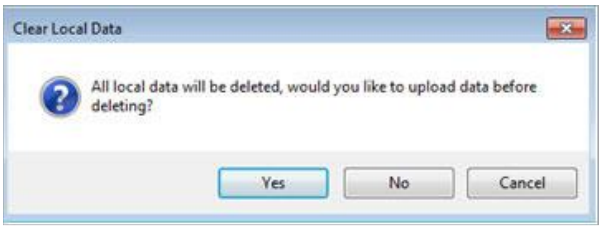
Clear Local Database

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. This procedure must be completed before the server database is updated.

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



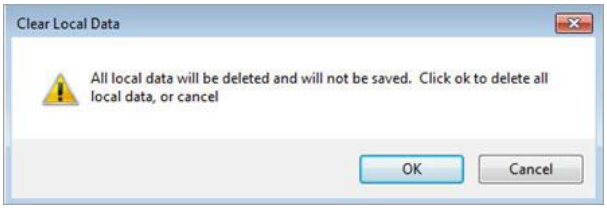
2. From the Clear Local Data window, click **Yes** to upload (UpSync) data, click **No** if you have already synchronized the data.



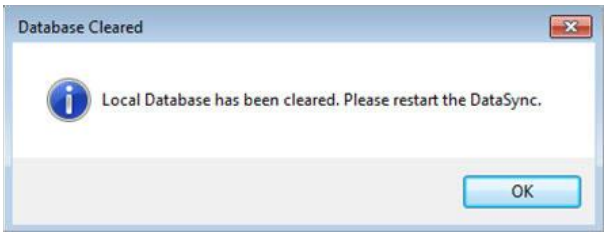
3. From the Sync Complete window, click **OK**.



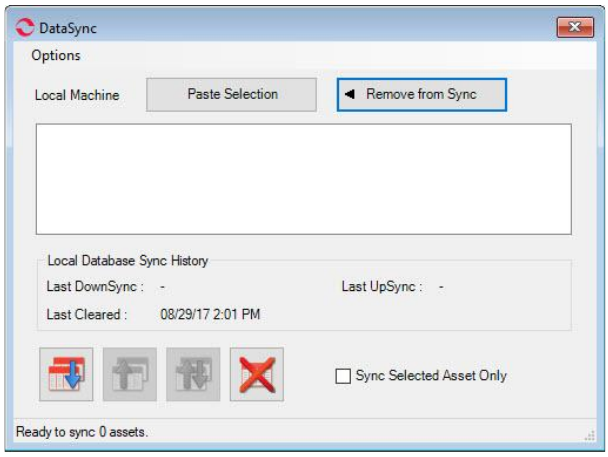
4. From the next Clear Local Data window, click **OK** to delete all local data.



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



6. Reopen the DataSync window to ensure the database has been cleared, as shown in figure below. If it did not clear contact Technical Support (813-774-9982).



Update Server Database for Network Users

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

Please make sure you allow sufficient time to update your database. Depending on the size of your database, updates may take an hour or longer.

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 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. Backup the MCEGold server database.

2. Insert the MCEGold 3.2.14 USB flash drive into the USB port. If the drive starts automatically, click **Exit** and proceed to the next step.

3. Locate the MCEGold Database Server Update folder on the MCEGold 3.2.14 USB flash drive.

4. Click on the MCEGold Database Server Update.exe file.

5. 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).

6. Click **Run Update**. The progress status will display on the window.

7. When the update complete message displays, close the window.

Uninstall Older Versions of SQL Server

Note: These instructions do not apply to a desktop.

If any version of Microsoft SQL Server prior to Microsoft SQL Server 2017 (such as 2005, 2008, 2012, 2014, 2016, etc.) exists on your computer, proceed with the *Uninstall Older Versions of SQL Server* section followed by the *Uninstall Word Add-in* and the *Uninstall MCEGold* section below.

If only Microsoft SQL Server 2017 exists on your computer, do not uninstall it and proceed to the section *Uninstall MCEGold.*

There are several components that begin with Microsoft SQL Server 20XX, they should all be removed starting with Microsoft SQL 2008 EXCEPT Microsoft SQL Server 2017.

1. Select Start, Settings, Apps.
2. Scroll down to locate and highlight Microsoft SQL Server 2008 from the list.
3. Highlight it and click **Uninstall**.
4. Follow the on-screen prompts.
5. Click **Finish** when the "Uninstall Complete" message is received. Do not close the window.
6. After uninstalling Microsoft SQL 2008, repeat from step 2 uninstalling all components that begin with Microsoft SQL Server 20XX. Reminder do not uninstall Microsoft SQL Server 2017 (or later)!
7. Do not close the window.
8. Locate and uninstall all Microsoft System CLR Types for SQL Server prior to CLR type version 2017.
9. Repeat step 6 until all older CLR Types have been removed.
10. Click **Finish** when the "Uninstall Complete" message is received.
11. Do not close window.
12. Continue to *Uninstall Word Add-In*.

Uninstall Word Add-in

Note: If you have MCEGold Word Add-in installed, you need to uninstall it before upgrading to MCEGold 3.2.14. If it is not installed, proceed to *Uninstall MCEGold*.

1. Select Start, Settings, Apps.
2. Scroll down to locate the MCEGold Add-in.
3. Highlight it and click **Uninstall.**
4. Follow the on-screen prompts.
5. Click **Finish** when the "Uninstall Complete" message is received.
6. Do not close the window.
7. Continue to *Uninstall Sentinel System Driver Installer*.

Uninstall Sentinel System Driver Installer

MCEGold 3.2.14 requires that all Sentinel System Driver Installer programs prior to version 7.6.1 be uninstalled prior to installation or update from any version prior to MCEGold 3.2.

1. If the Sentinel System Driver Installer 7.5.7 programs file is present highlight it and click **Uninstall** and follow the on-screen prompts. If it is not present proceed to Step 3.
2. Click **Finish** when the "Uninstall Complete" message is received.
3. Reboot the computer.
4. Continue to *Uninstall MCEGold*.

Uninstall MCEGold

Note: If you have MCEGold icons pinned to your Taskbar, it is necessary to unpin them before beginning the uninstall. Right click on the icon and select "Unpin from taskbar".

1. Select Start, Settings, Apps.
2. Scroll down to locate MCEGold Version 3.2.14.
3. Highlight it and click **Uninstall.**
4. Follow the on-screen prompts.
5. Click **Finish** when the "Uninstall Complete" message is received.

6. Do not close the window.

7. If present locate the PdMA MCEMAX Tester (Driver Removal) file. Highlight it and click **Uninstall** and follow the on-screen prompts. If it is not present proceed to Step 9.

8. Click **Finish** when the "Uninstall Complete" message is received.

9. Locate the C:\PdMA Corporation folder and delete it. The subfolders will be deleted also. After the installation of MCEGold 3.2.14 the new folder location will be C:\PdMA Corporation\....

10. Reboot the computer.

11. Continue to *MCEGold 3.2.14 Installation*.

MCEGOLD 3.2.14

INSTALLATION

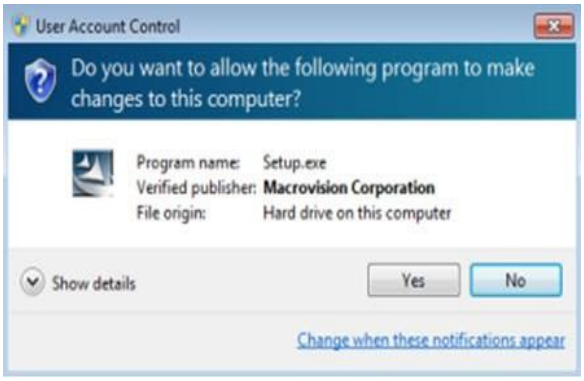
1. If installing on a tester, disconnect the USB cable from the tester computer.

2. Insert the MCEGold 3.2.14 USB flash drive into the USB port. Select Run, setup.exe from the AutoPlay window. If the installation does not begin automatically, run setup.exe from the USB flash drive.

3. If the PdMA Corporation folder has been deleted before the 3.2.14 installation, then an Application Status window pops up informing you that a full installation is needed. Click **Yes**.



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



5. 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.



6. 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.

7. When the license has been verified a green check appears. The **Next** button appears. Click **Next**.

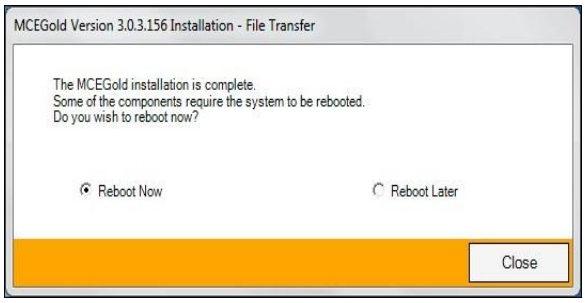
8. In the Installation Path window, accept the default shown in the text box (recommended) for the location to install the MCEGold program folder or use the browse (...) button to select an alternate location, make a note of it for your future use, and click **Next**. Note: It is not suggested to use an alternate location because that can cause conflict and Windows rights problems.

9. When prompted, click **Install Components**. Some components may require additional prompts.

10. When the installation of components is complete the **Next** button appears. Click **Next**.

11. A progress bar shows the progress of copying files to your computer.

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



13. After rebooting, locate and copy the backup Emaxprb.xml file and the User Defined Report Templates back into their appropriate locations.

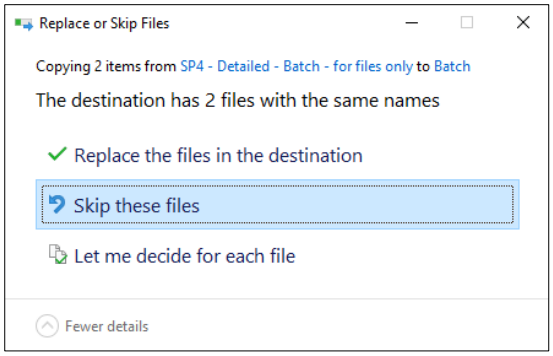
    The default location for the files is listed below, however you may have chosen a different location during the original installation.

    Emaxprb.xml
    C:\PdMA Corporation\MCEGold\Emax

    User Defined Detailed Report Templates (copy only .xml files)
    C:\PdMA Corporation\MCEGold\Report\Templates\User DefinedTemplates\Batch

    User Defined Word Templates (copy only word files such as .doc, .docx, .dot, etc.)
    C:\PdMA Corporation\MCEGold\Report\Templates\Wor dTemplates\UserDefined

    If you see a message like that shown below, select "Skip these files". Note that the number of items may be different than shown in this example.



14. If you wish to create or modify Word Report Templates, the MS Word AddIn needs to be reinstalled. To install the MS Word Addin refer to Application Note *MS-Word AddIn USB Installation Procedure* available on our website at https://pdma.com/news-and-resources/application-notes/.

15. Remove the MCEGold 3.2.14 USB flash drive from the computer.

16. If installing on a tester, re-connect the USB cable to the tester computer.

Upgrading From MCEGold 3.1.2 or Later

On Premise network customers that are upgrading from any version prior to MCEGold 3.2.14 require a new server license key. Contact PdMA Technical Support (813-774-9982) for a new license key.

Backup

Before beginning the MCEGold installation copy the Emaxprb.xml file only (not the folder) and the User Defined Report Templates 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.

Emaxprb.xml
C:\PdMA Corporation\MCEGold\Emax

User Defined Detailed Report Templates (copy only .xml files)
C:\PdMA Corporation\MCEGold\Report\Templates\UserDefinedTemplates\Batch

User Defined Word Templates (copy only word files such as .doc, .docx, .dot, etc.)
C:\PdMA Corporation\MCEGold\Report\Templates\WordTemplates\UserDefined

Uninstall Older Versions of SQL Server

Note: These instructions do not apply to a desktop.

If any version of Microsoft SQL Server prior to Microsoft SQL Server 2017 (such as 2005, 2008, 2012, 2014, 2016, etc.) exists on your computer, proceed with the *Uninstall Older Versions of SQL Server* section followed by the *Uninstall Word Add-in* section below.

If only Microsoft SQL Server 2017 exists on your computer do not uninstall it and proceed to the section *Uninstall Word Add-in.*

There are several components that begin with Microsoft SQL Server 20XX, they should all be removed starting with Microsoft SQL 2008 EXCEPT Microsoft SQL Server 2017.

1. Select Start, Settings, Apps.
2. Scroll down to locate and highlight Microsoft SQL Server 2008 from the list.
3. Highlight it and click **Uninstall**.
4. Follow the on-screen prompts.
5. Click **Finish** when the "Uninstall Complete" message is received. Do not close the window.
6. After uninstalling Microsoft SQL 2008, repeat from step 2 uninstalling all components that begin with Microsoft SQL Server 20XX. Reminder do not uninstall Microsoft SQL Server 2017 (or later)!
7. Do not close the window.
8. Locate and uninstall all Microsoft System CLR Types for SQL Server prior to CLR type version 2017.
9. Repeat from step 6 until all older CLR Types have been removed.
10. Click **Finish** when the "Uninstall Complete" message is received.
11. Do not close the window.
12. Continue to *Uninstall Word Add-in*.

Uninstall Word Add-in

Note: If you have MCEGold Word Add-in installed, you need to uninstall it before upgrading to MCEGold 3.2.14. If it is not installed, proceed to *MCEGold 3.2.14 Installation*.

1. Select Start, Settings, Apps.
2. Scroll down to locate the MCEGold Add-in.
3. Highlight it and click **Uninstall.**
4. Follow the on-screen prompts.
5. Click **Finish** when the "Uninstall Complete" message is received.
6. Reboot the computer.
7. Continue to *Uninstall Sentinel System Driver Installer*.

Uninstall Sentinel System Driver Installer

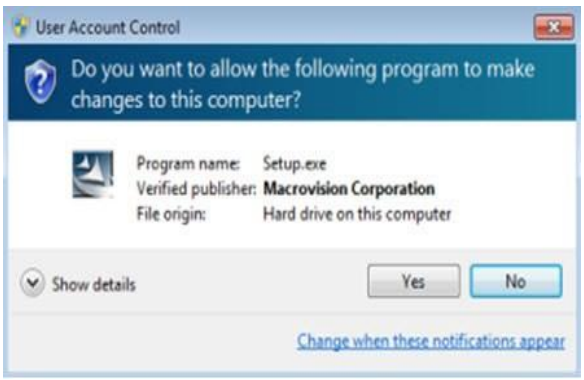
MCEGold 3.2.14 requires that all Sentinel System Driver Installer programs prior to version 7.6.1 be uninstalled prior to installation or update from any MCEGold version prior to 3.2.

1. If the Sentinel System Driver Installer 7.5.7 programs file is present highlight it and click **Uninstall** and follow the on-screen prompts. If it is not present proceed to Step 11.
2. Click **Finish** when the "Uninstall Complete" message is received.
3. Reboot the computer.
4. Continue to *MCEGold 3.2.14 Installation*.

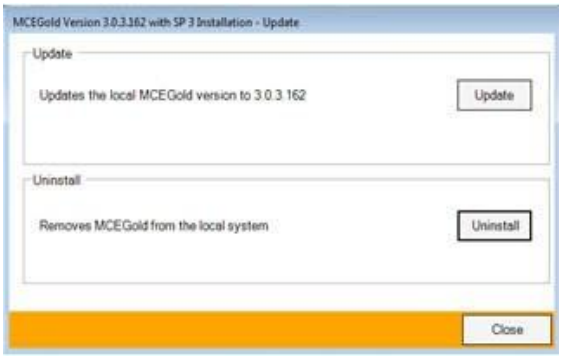
MCEGold 3.2.14 Installation

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 Technical Support for help at 813-774-9982.

1. If installing on a tester, disconnect the USB cable from the tester computer.
2. Insert the MCEGold 3.2.14 USB flash drive into the USB port. Select Run, setup.exe from the AutoPlay window. If the installation does not begin automatically, run setup.exe from the USB flash drive.
3. If you see the User Account Control screen, click **Yes**.



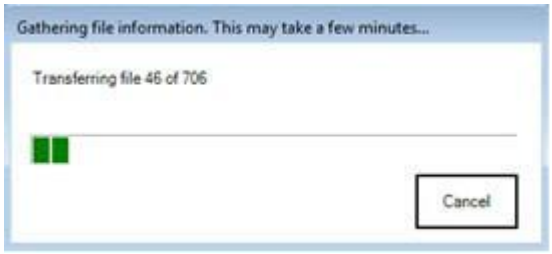
4. If there is an existing MCEGold version installed on your computer, you will see the MCEGold Update screen. Click **Update**.



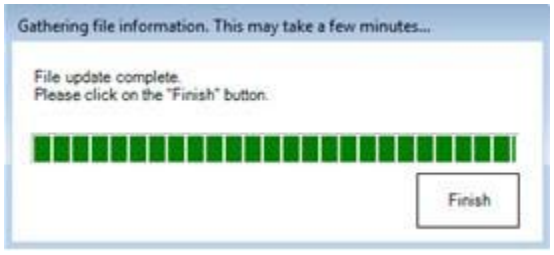
NOTE: If you have a version prior to MCEGold 3.1.2 you will receive the error message shown below. Do **NOT** proceed. Contact technical support at 813-774-9982 ext. 251.



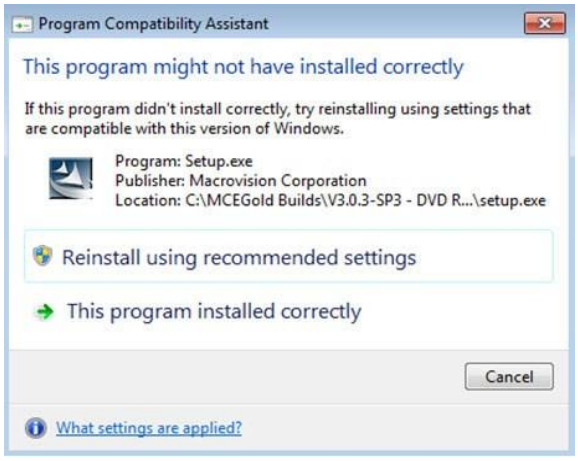
5. The status update window displays.



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



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



8. Locate and copy the backup Emaxprb.xml file and the User Defined Report Templates back into their appropriate locations.

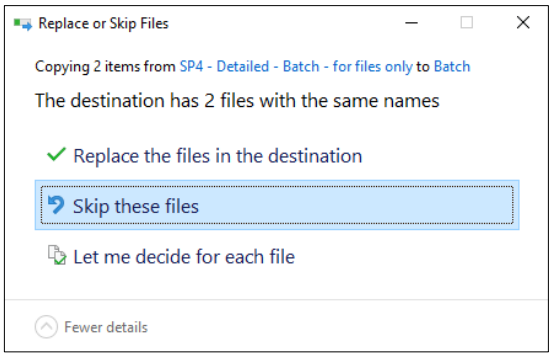
   The default location for the files is listed below, however you may have chosen a different location during the original installation.

   Emaxprb.xml
   C:\PdMA Corporation\MCEGold\Emax

   User Defined Detailed Report Templates (copy only .xml files)
   C:\PdMA Corporation\MCEGold\Report\Templates\UserDefinedTemplates\Batch

   User Defined Word Templates (copy only word files such as .doc, .docx, .dot, etc.)
   C:\PdMA Corporation\MCEGold\Report\Templates\WordTemplates\UserDefined

   If you see a message like that shown below, select "Skip these files". Note that the number of items may be different than shown in this example.



9. If you wish to create or modify Word Report Templates, the MS Word AddIn needs to be reinstalled. To install the MS Word Addin refer to

Application Note *MS-Word AddIn USB Installation Procedure* available on our website at https://pdma.com/news-and-resources/application-notes/.

10. Remove the MCEGold 3.2.14 USB flash drive from the computer.

11. If installing on a tester, re-connect the USB cable to the tester computer.

12. Continue to the *Field Tester and Desktop Database Setup* section.

FIELD TESTER AND DESKTOP DATABASE SETUP

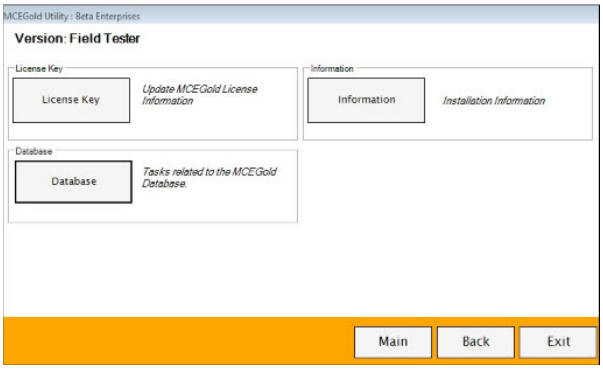
NOTE: For the following, please use the information provided by your IT department.

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

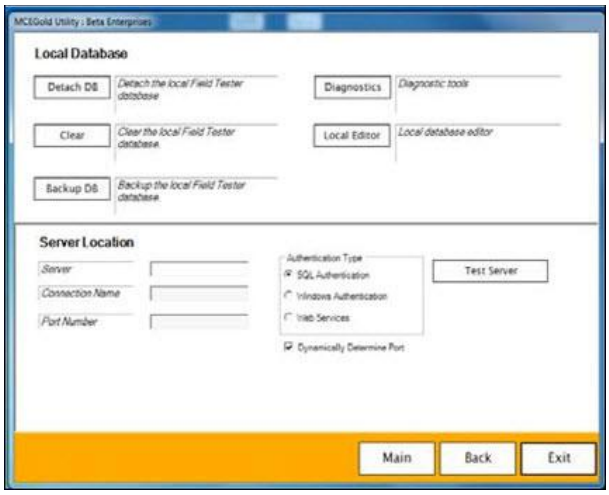
To connect to the existing network database, please follow the instructions below.

1. Open the MCEGold Utility program.

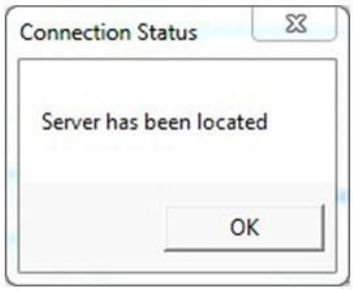
2. Click **Database**.



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

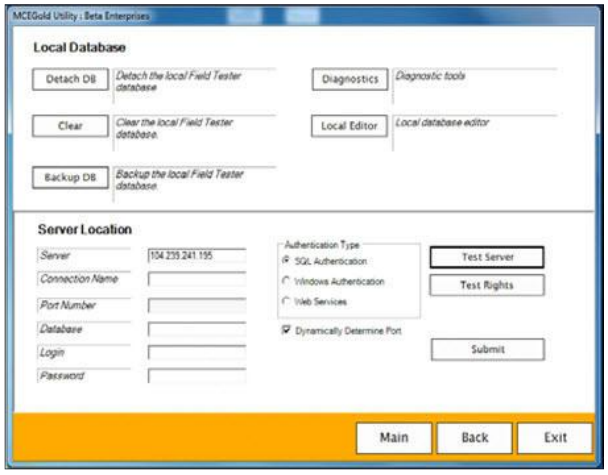


4. Once the server information has been entered, click **Test Server**. You should receive a message indicating "Server has been located".

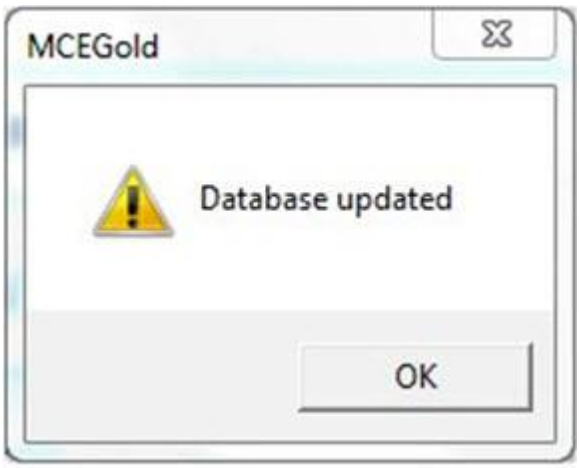


5. Click **OK** on the Connection Status window.

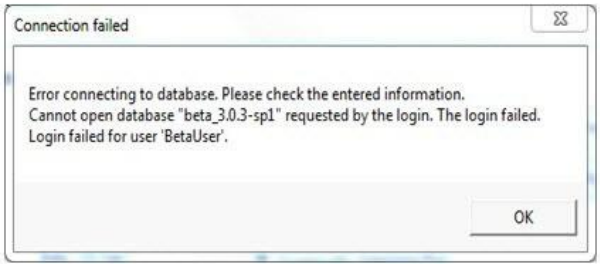
6. Enter the following connection information provided by either your Administrator or IT Department: Connection Name, Database Information, Login Information, and Password.



7. Click **Submit**. You will receive a message indicating "Database updated". Click **OK**.



8. 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.



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

10. Start MCEGold and enter the name and password for the tester. Select the Field Tester Network mode.

11. It is necessary to clear the local database a second time. Instructions are found on page 2 of this document titled Clear Local Database. Disregard the instructions in the “Note”.

12. Once you have opened MCEGold, cleared the local database, and have verified MCEGold is correctly communicating with the database you are now ready to start using MCEGold.