

DMP V2.0.1 – Installation and Upgrade Reference

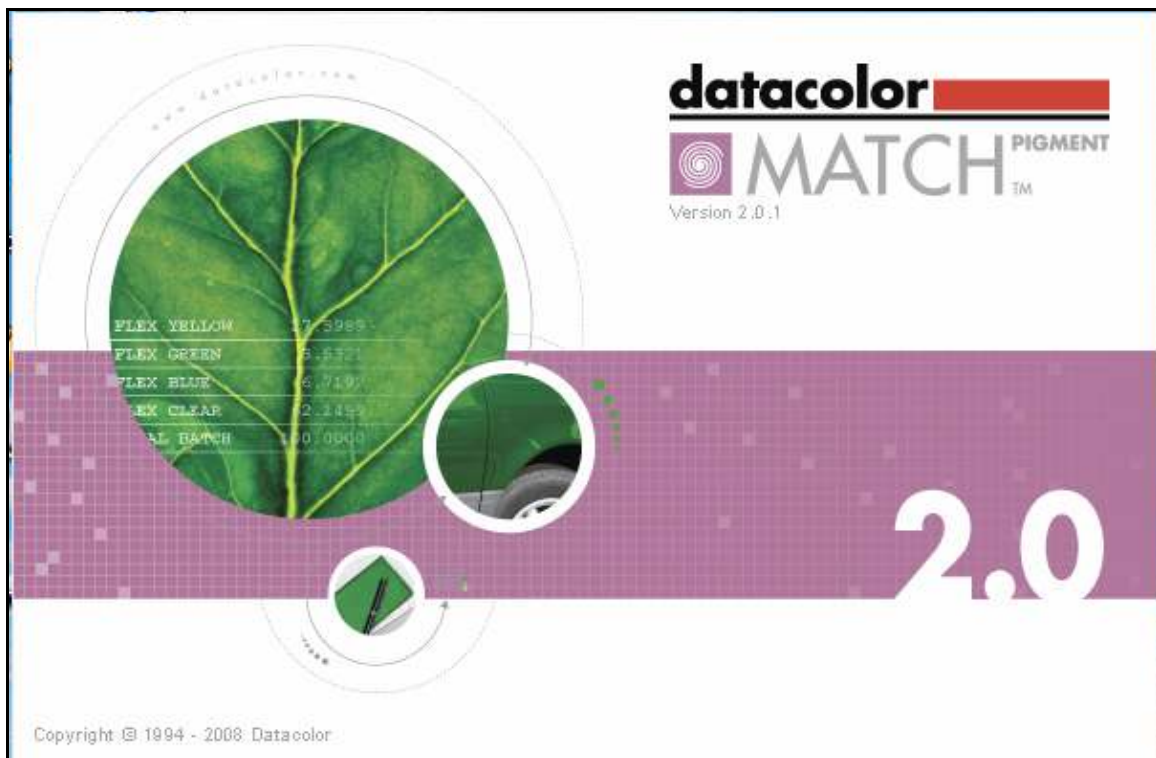


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Overview

DMP V2.0.1 is a maintenance and feature upgrade for both Datacolor Match Pigment V1.x and ChromaCalc 3.x systems.

Compatibility Issues with Previous DMP Versions

DMP V2.0 has a number of changes that make it impossible to be able to run both DMP V1.2.0 and previous versions of DMP V1.x or CC3.x on the same system. There was a major compiler update that installed updated Borland components (Builder V5 to V6) that needed to be registered. Because of this, you cannot install DMP V2.0 and still keep DMP V1.x. It is recommended that you use either Virtual PC or VMware virtual PCs for older DMP or CC3 versions. The best performance will be obtained using VMware.

DMP V2.0.1 Installation

There are 3 installation CDs for installing Sybase, DMP and TOOLS.

1. Sybase CD
2. DMP V2.0.1 Application CD
3. TOOLS V1.3.0 Application CD

Sybase CD

This CD installs the database management software Sybase Adaptive Server Anywhere V9.

This software must be installed first.

Sybase V9 is required for DMP V2.0. DMP V2.0 will not install unless the proper version of Sybase V9 is installed.

Installed Components

The Sybase CD installs the following:

Windows Installer 3.1

The Windows Installer is an engine for the installation, maintenance, and removal of software on Microsoft Windows systems. This will be installed if it does not already exist on the system.

Microsoft .NET Framework 2.0

The Microsoft .NET Framework is a software component that can be added to or is included with the Microsoft Windows operating system. It provides common program modules and manages the execution of programs written specifically for the framework.

Sybase Adaptive Server Anywhere V9.0.2 OEM Edition

This is the base version of the database management software.

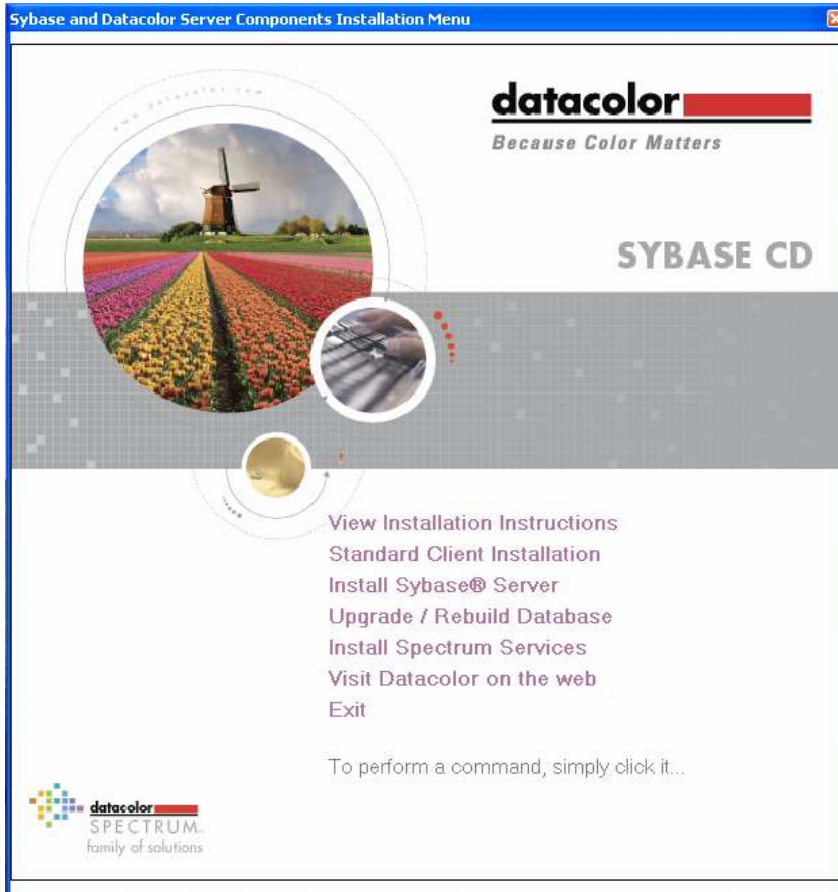
Sybase Adaptive Server Anywhere V9.0.2.3420 Update

This is the required update version or EBF that is required for DMP V1.2.0.

Java Runtime Environment Update, Version 1.4.2_13

This is a required Sybase Java update.

Sybase CD - Installation Menu



The installation menu launched from the Sybase CD includes the following menu choices:

- **View Installation Instructions**

Displays an electronic version of the installation instructions.

- **Standard Client Installation**

Installs the database management software and related drivers on a stand-alone computer or on a client computer that is part of a local area network (LAN). This is the standard installation for all stand-alone systems.

- **Install Sybase Server**

Installs the database management software on a server that will host a shared database. Use this option to install the database management software on a server in a local area network as well as on a server in a terminal server environment.

- **Upgrade / Rebuild Database**

This option is used in upgrade cases (Sybase 7 to Sybase 9), and it can be used at any time to compress an existing database to recover space. In this procedure, the existing database is unloaded and a new database is created and reloaded. This option is also available from the Spectrum Program Utilities Menu.

- **Install Spectrum Services**

Installs the Spectrum Data Security Services which provides data security for folders and specific application objects like standards, batches, formulas, jobs, etc. in the database. This item is automatically installed during the application software installation, and is provided here for convenience when the Data Security Service is installed on a network server. This only installs the Data Security Server (DSS) component of Data Security.

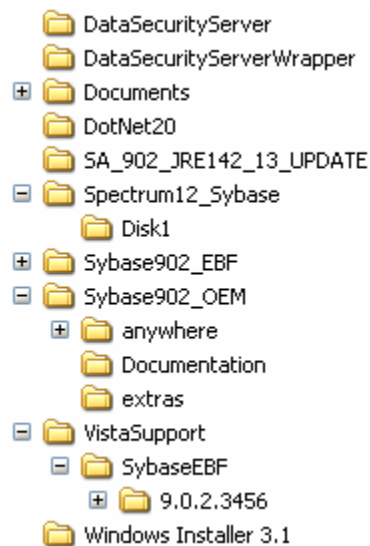
Sybase Installation Options

There are 2 different Sybase Installation options on the Sybase CD:

1. **Standard Client Installation** – This is a silent install that will not ask which components to install or ask about the number of licensed users. This should be used for all stand-alone PC systems as well as for client installations for PCs on a traditional LAN.
2. **Install Sybase Server** – This installation will ask which components to install and also allow you to set the number of licensed users. This should be used for the server installation on a traditional LAN and for a terminal server application.

Both of the above installations are basically the same. The only difference is the Standard Client is a silent install while the Sybase Server install asks questions. For example, the Server Install will allow you to set the number of users.

Sybase CD – Directory Structure



Microsoft Vista Compatibility

The DMP V2.0.1 release offers full VISTA compatibility. When installing DMP on a clean Vista computer, the installation will automatically create a database service and set the ODBC connection to use the service. This will eliminate the need to manually create a service for Vista installations.

The Sybase CD installation will automatically detect a Vista system and install a different Sybase EBF version. The Sybase EBF version for Vista is V9.0.2.3456. The Sybase EBF version for non-Vista systems is V9.0.2.3420.

DMP V2.0.1 Installation CD

Sybase V9.0.2.3420 must be installed before DMP V2.0.1. Sybase is on a separate CD labeled: SYBASE CD.



Installed Components

The DMP V2.0.1 installation CD will install the following components:

Datacolor Data Security Service

This component provides the security layer for the application database. It allows an administrator to apply permissions (delete, create, update, etc.) on specific application objects like standards, batches, formulas, etc. It also provides a way to restrict user access to specific data folders.

Note: This installation is called during the DMP installation but it does not continue automatically after it is installed. You must click "Finish" in order to continue with the DMP installation.

Instrument Drivers

This component provides the interface to the different spectrophotometers supported by Spectrum products.

Common Data Location Component

Datacolor Spectrum programs will use a common folder structure to maintain data or setup information that may be required for program operation. This folder structure is internally referred to as the "Common Data Location". This location will vary depending on the operating system. For Windows 2000, Windows XP, and Windows Server 2003, the default location is:

C:\Documents and Settings\All Users\Application Data\Datacolor

This is the default location. This location is not fixed and the Common Data structure can be placed in another location. Please refer to the section "Relocating Common Data location" in the Appendix for information on how to relocate this folder.

XYZ to RGB Component

This component generates the RGB values for color display on the screen

Graph Component

This component provides the spectral, color difference and various line plots for DMP and TOOLS.

Crystal Reports XI

The runtime version for the Crystal Reports XI print engine is installed. Crystal Reports is used to print DMP batch tickets and other reports.

For DMP V2.0 there are actually 3 separate installs:

DMPCrystalReports11

DMP_NET_CR11

DOTNET_CR11_Update

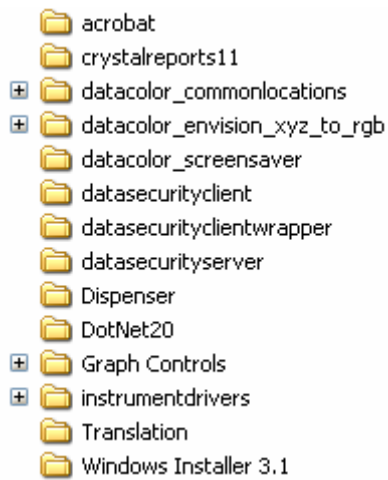
XML Parser 4.0

Provides the services to create and read XML files.

DCSecurity

This is the component that installs the software licensing and copy protection services.

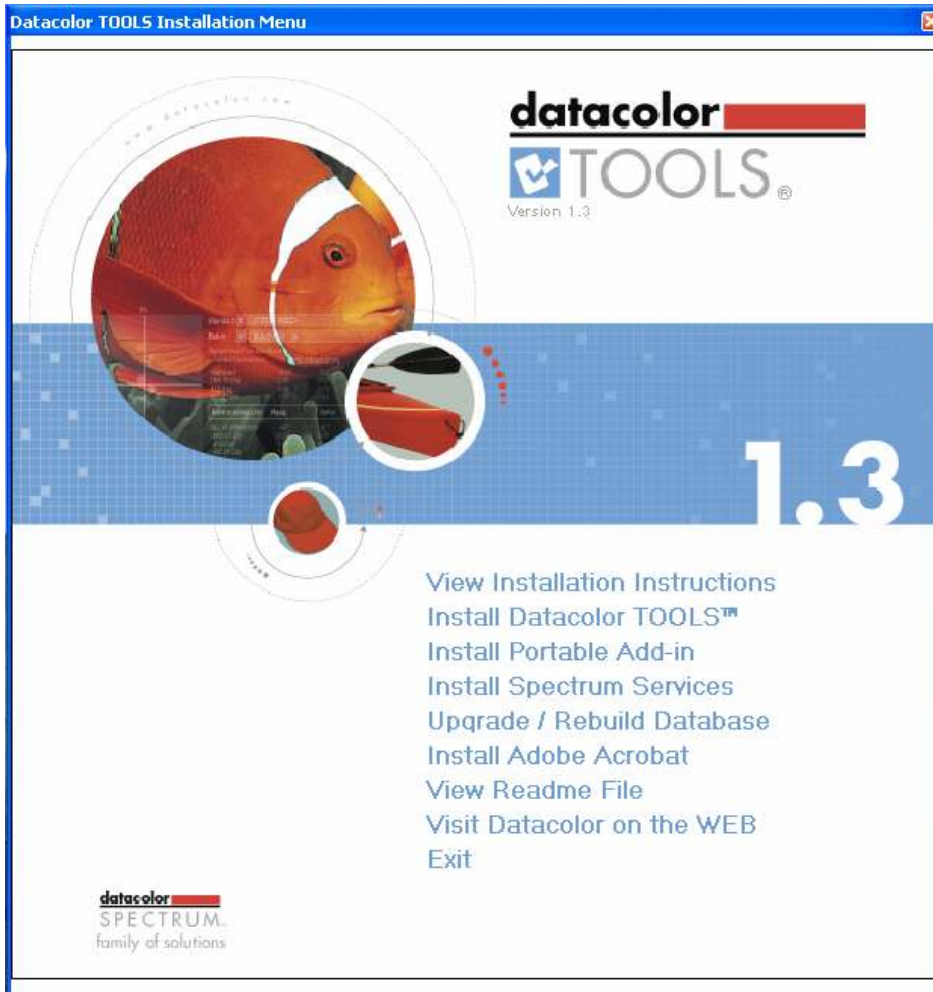
DMP V2.0.1 CD – Directory Structure



Reboot System BEFORE Installation

It is recommended that you reboot the system BEFORE installing DMP V2.0.1 especially if you were running a previous version. We have found that in a few cases some Crystal Reports modules stay in memory and can interfere with the installation. This is generally a good practice for any installation.

TOOLS V1.3.0 Installation CD



TOOLS V1.3.0 CD – Directory Structure

- 📁 acrobat
- + 📁 ctdbaccess
- + 📁 ctdciinst
- + 📁 database
- + 📁 doc
- + 📁 forms_paper
- + 📁 misc
- + 📁 procedure_paper
- 📁 utils
 - 📁 CommonLocation
 - + 📁 DataSecurity
 - 📁 DCSecurity
 - 📁 GraphicServer
 - 📁 Portables
 - 📁 XYZ_TO_RGB

Data Security Services

The data security module allows DMP administrators to control non-Admin user database access to various DMP object types and provides a level of security on individual folders. The implementation of this new data security option is done as a common component to be shared by various Datacolor SPECTRUM applications.

The data security component is built on the Windows 2.0 .NET framework and operates as a Windows service. There is a server component (Data Security Server or DSS) and a client component (Data Security Client or DSC). On a stand-alone system, both the client (DSC) and server component (DSS) are installed on the system. On a LAN installation, the data security server component (DSS) is installed on the database server and the data security client component (DSC) is installed on the client.

The data security component (both DSS and DSC) is installed by the DMP, DMT or TOOLS installation. For a database server installation, the SYBASE CD contains the option "Install Spectrum Services" which will install the data security server component (DSS) only. This document contains information on installing Data Security on LAN and Terminal Server systems.

The Data Security Client (DSC) looks for the Data Security Server (DSS) on the local machine. A text file "DataSecurityServer.Txt" is used to tell the DSC where to look for the DSS. The DSS does not have any DSN information. The DSS is not connected to a database until a client application connects to it. The application uses the DSC to pass the database connection parameters to the DSS. The DSS then connects to the database.

Data Security on Stand Alone PC

On a stand alone PC, the application installation CD, installs both the Data Security Server (DSS) and the Data Security Client (DSC) on the PC. This is setup as a service called "Datacolor DataSecurity Service". When the application logs into the database, it uses the DSC to connect to the DSS. The database connection parameters are passed to the DSS which then connects to the database.

Data Security on LAN with a Shared Database Server

On a Local Area Network, the database is being shared using a common database server that is set up using a Windows service to host the Sybase database server. All client computers access the database via ODBC using this service. Since each client computer has both the Data Security Server (DSS) and the Data Security Client (DSC) installed on the PC, each client can connect to its local DSS which will connect to the database server. While this will work, it is not the preferred configuration. It is better to use a single DSS located on the database server. This will allow multiple users to get updated information without the need to manually refresh the component.

The Data Security Server (DSS) should be installed on the same server that the Sybase database server is installed. To install the Data Security Server (DSS) on the server, use the Sybase CD and select the menu option "Install Spectrum Services". This will install the Data Security Server (DSS) as a Windows service automatically.

After the Data Security Server (DSS) is installed, each client PC will need a special text file that will contain the name of the server where the Data Security Server (DSS) is installed. The only purpose of this text file is to tell the Data Security Client (DSC) which Data Security Server (DSS) to use. Remember, by default, the Data Security Client (DSC) will try to find the Data Security Server (DSS) on the local client PC.

The text file "DataSecurityServer.Txt" must be created in the [Drive]:\Program Files\Datacolor\Spectrum folder of the client PC. The file may contain 2 lines. On line 1 is the computer name of the server and on line 2 is the port of that computer (default port is 51000). For example, if the server name is "Saturn" and the default port is 51000, then the text file would contain a single line with the text "Saturn".

Data Security on a Terminal Server

On a Terminal Server, the application installation CD, installs both the Data Security Server (DSS) and the Data Security Client (DSC) on the Terminal Server. This is setup as a service called "Datacolor DataSecurity Service". All users connections to the terminal server use the Data Security Server (DSS) that has been installed on the terminal server.

Note: There is no need to use the text file "DataSecurityServer.Txt" in a terminal server configuration.

Data Security on a Terminal Server with Separate Database Server

Even if the database server is located on a separate server from the terminal server, the Data Security will work the same. In this case, the Data Security Server (DSS) on the terminal server will connect to the proper database server. The connected user applications will access the Data Security Client (DSC) which will access the Data Security Server (DSS) that has been installed on the terminal server. The DSS will find the database server using the parameters passed from the application.

Note: For a terminal server, Data Security works the same whether the database server is on the same machine or is located on another computer. There is no need to use the text file "DataSecurityServer.Txt" in a terminal server configuration.

Installing DMP V2.0.1 on a Clean System (non-upgrade case)

Standalone System

This is a dedicated, single-user system that does not share the database. The Sybase database server and the Datacolor applications software is installed on the same system. To install on a standalone system, follow these steps:

1. Insert the **Sybase CD**, select **Standard Client Installation** from the installation menu and follow the prompts. For step-by-step instructions, see the document *Sybase 9 Installation Guide MF64_2.Doc*.
2. After Sybase has been installed, insert the **DMP V2.0.1 Application CD** and select the option to install Datacolor Match Pigment. For step-by-step instructions, see the *Installation Guide for DMP* found on the installation menu of the install CD.
3. After DMP V2.0.1 has been installed, insert the **TOOLS V1.3.0 Application CD** and select the option to install Datacolor TOOLS. For step-by-step instructions, see the *Installation Guide for TOOLS* found on the installation menu of the install CD.

Local Area Network (LAN)

This is a group of systems that share a common database. The Datacolor application software is installed on each client machine, and the database is located on a server that can be accessed by all of the client computers.

Server Installation

This installation procedure is performed on the server computer.

1. Insert the **Sybase CD**, select **Install Sybase Server** from the installation menu and follow the prompts. For step-by-step instructions see the document *Sybase 9 Installation Guide MF64_2.Doc*.
2. Install **Datacolor SPECTRUM Security Service**. Insert the **Sybase CD** and select **Install Spectrum Services**. For step-by-step instructions see the document *Sybase 9 Installation Guide MF64_2.Doc*.
3. Create a **Windows database service** for the Sybase Adaptive Server program. For step-by-step instructions, see also *Appendix, Sybase Database Service in Sybase 9 Installation Guide MF64_2.Doc*.

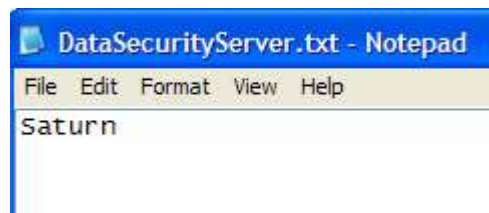
Client Installation

This installation procedure must be repeated for each client computer on the network.

1. Insert the **Sybase CD**, select **Standard Client Installation** from the installation menu and follow the prompts. For step-by-step instructions, see also *Detailed Installation Instructions, Sybase Client Installation in Sybase 9 Installation Guide MF64_2.Doc*.

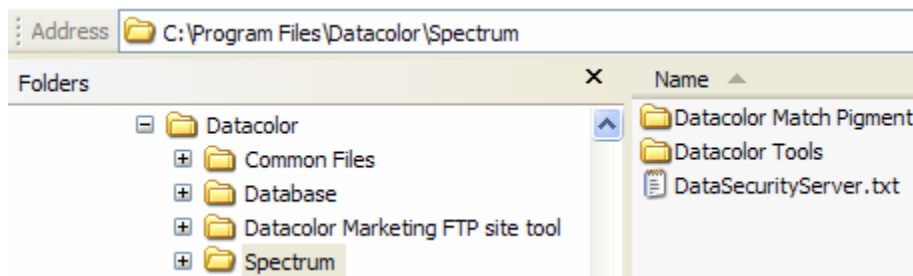
2. Install **DMP V2.0.1** and **TOOLS V1.3.0** on each client computer. For step-by-step instructions, see also the Installation Guide for the specific application.
3. Modify the **ODBC connection** on each client computer. This directs the program to look for the database on the network. *For step-by-step instructions, see also Appendix, ODBC Connection in Sybase 9 Installation Guide MF64_2.Doc.*
4. Create a text file on the client computer for the **Datacolor Data Security Service**. This file contains the name of the network database server. It is used by the SPECTRUM programs to locate the Data Security Server, which is located on the database server computer. The file must exactly match the following name and contents:

- **Text File Name:** DataSecurityServer.TXT
- **Text File Location:** [Drive]:\Program Files\Datacolor\Spectrum
- **Text File Contents:**
 - Line 1: [Server Name]
 - Line 2: **[default port]**. The default port assignment is 51000. When the default port is used, Line 2 is not necessary and this text file only contains 1 line, identifying the server.



- The server name in this example is **“Saturn”**
- The default port (51000) is used in this example. This eliminates the need for a second line.

5. Place DataSecurityServer.TXT in the following location on the client system:
[Drive]:\Program Files\Datacolor\Spectrum:



Terminal Server/Citrix Installation

In a terminal server environment, the application programs are installed on a central server, and multiple users can run the Datacolor application programs simultaneously while sharing a common database. Each user runs a copy of the application program in a private session on the server. The database server can be installed on the same server as the application programs (single server) or it can be installed on another server (multiple server) in the network.



NOTE

Because of a limitation in the Windows 3.1 Installer, the complete installation cannot be done from a remote desktop connection. We recommend that you install from the server console if possible. If this is not practical, you can copy the installation CD to the server and install from there.

Terminal Server Install Mode

When you install an application on a terminal server, the server must be in *Install* mode. This makes the installed application available to all terminal server clients. The terminal server should automatically switch to *Install* mode. You will know that you are in *Install* mode when the *After Installation* dialog box displays.



NOTE

The server must be in *Install* mode for the installation of the Sybase software, and for the installation of each Datacolor SPECTRUM application program.

Single Server Installation Procedure

In this terminal server configuration, the applications programs and database server are installed on the same server.

1. Insert the **Sybase CD**, select **Install Sybase Server** from the installation menu and follow the prompts. *For step-by-step instructions see the document Sybase 9 Installation Guide MF64_2.Doc.*
2. Install **DMP V2.0.1** and **TOOLS V1.3.0**. *For step-by-step instructions, see the Installation Guide for the specific application.*
3. Create a **Windows database service** for the Sybase Adaptive Server program. *For step-by-step instructions, see also Appendix, Sybase Database Service in Sybase 9 Installation Guide MF64_2.Doc.*
4. Modify the **ODBC** connection CC2000_DB to look for the database on the network. *For step-by-step instructions, see also Appendix, ODBC Connection in Sybase 9 Installation Guide MF64_2.Doc.*

Multiple Server Installation Procedure

In this terminal server configuration the applications programs are located on one server, and the database server is located on a different server. You must install the Sybase Adaptive Anywhere software on both the application server and the database server.

- On the applications program server, install the **Sybase Client** software
- On the database server, install the **Sybase Server** software

Database Server Installation

1. On the database server, insert the **Sybase CD**, select **Install Sybase Server** and follow the prompts. *For step-by-step instructions see the document Sybase 9 Installation Guide MF64_2.Doc.*
2. Create a **Windows database service** for the Sybase Adaptive Server program. *For step-by-step instructions, see also Appendix, Sybase Database Service in Sybase 9 Installation Guide MF64_2.Doc.*

Applications Program Server Installation

1. On the applications program server, insert the Sybase CD and select Standard Client Installation.
2. Install **DMP V2.0.1** and **TOOLS V1.3.0**.
3. Modify the **ODBC** connection CC2000_DB to look for the database service. *For step-by-step instructions, see also Appendix, ODBC Connection in Sybase 9 Installation Guide MF64_2.Doc.*

Upgrading to DMP V2.0.1

Base Version

When upgrading to DMP V2.0.1, it is important to consider what the base version is. This section lists the different base versions and gives some guidelines on upgrade issues with that version.

ChromaCalc V3.x

Sybase Version – CCV3 used Sybase Adaptive Server V7. **DMP V2.0.1 requires Sybase V9.**

Rebuild Database to Sybase V9 Structure – A key part of the Sybase V9 upgrade is the actual rebuild of the database itself. The original database will have a Sybase Version 7 structure. In order to benefit from the Sybase Version 9 enhancements, the database structure must be Version 9. The database should be rebuilt either during the installation or later by using the rebuild utility.

Software License – CCV3 customers will need a new license to run DMP V2.0.1.

Multi-User Features – Differences from CCV3:

Introduced Common Data Location

Datacolor Spectrum implemented a new directory structure that will manage system data and setup information based on whether it is global for all users, pertinent to a single user, or valid only for a local machine. Your existing CC_LM.INI file will be used to create new configuration files for the new common locations structure. This structure is used both on stand-alone systems and on Terminal Server systems.

Introduced New Program Directory Folder

Datacolor Match Pigment will use a new default folder location for the program directory. A new folder named “Spectrum” will be created in the Program Files\Datacolor directory. All Spectrum applications will create their program folder in the “Spectrum” folder.

Datacolor Match Pigment V1.0x

Sybase Version – DMP V1.0x used Sybase Adaptive Server V7. **DMP V2.0.1 requires Sybase V9.**

Rebuild Database to Sybase V9 Structure – A key part of the Sybase V9 upgrade is the actual rebuild of the database itself. The original database will have a Sybase Version 7 structure. In order to benefit from the Sybase Version 9 enhancements, the database structure must be Version 9. The database should be rebuilt either during the installation or later by using the rebuild utility.

Software License – An existing DMP V1.01 customer will require a new software license to get the new DMP V2.0.1 features. DMP V2.0.1 will run using an existing DMP V1.01 license but the new features will not be activated.

Datacolor Match Pigment V1.1.x

Sybase Version – DMP V1.1 included an upgrade to the Sybase V9 Database Software. Both Datacolor Match Pigment V1.1 and Datacolor Tools V1.1 ran with either Sybase V7 or Sybase V9 but it was highly recommended to upgrade to Sybase 9. A DMP V1.1.x system could be either using Sybase V7 or Sybase V9.
DMP V2.0.1 requires Sybase V9.

Rebuild Database to Sybase V9 Structure – A key part of the Sybase 9 upgrade is the actual rebuild of the database itself. The original database will have a Sybase Version 7 structure. In order to benefit from the Sybase Version 9 enhancements, the database structure must be Version 9. The database should be rebuilt either during the installation or later by using the rebuild utility.

Software License – An existing DMP V1.1 customer will require a new software license to get the new DMP V2.0.1 features. DMP V2.0.1 will run using an existing DMP V1.1 license but the new features will not be activated.

Datacolor Match Pigment V1.2

Sybase Version – Sybase V9 was required for DMP V1.2.0.

DMP V2.0.1 requires Sybase V9.

Software License – An existing DMP V1.2 customer will require a new software license to get the new DMP V2.0.1 features. DMP V2.0.1 will run using an existing DMP V1.2 license but the new features will not be activated.

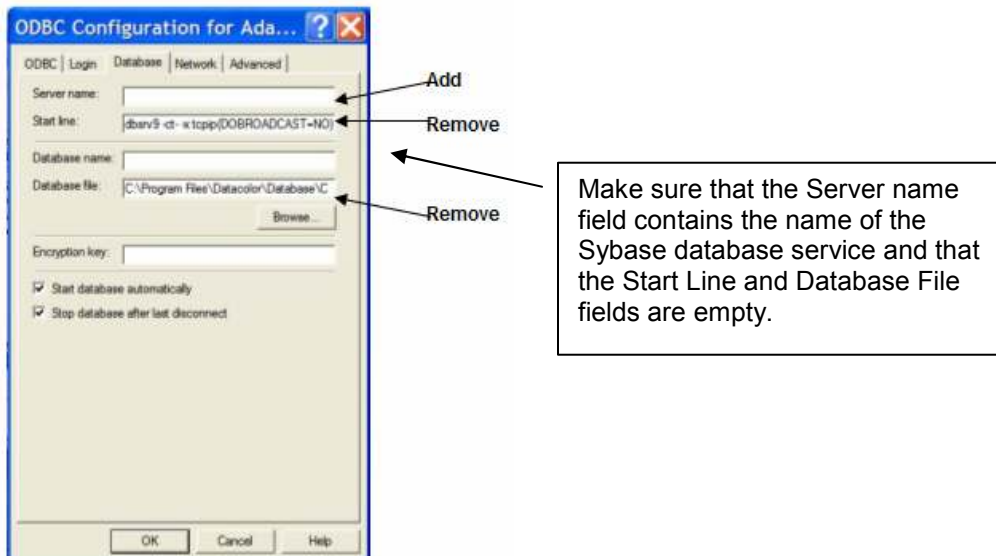
Standalone System

1. Backup the database.
2. If the system was running a previous DMP version, you should reboot the system before installing. In some cases, shared components can stay in memory and affect the installation process.
3. Update to Sybase V9.0.2.3420 using the option “**Standard Client Installation**” from the installation menu of the **SYBASE CD**.
4. Install **DMP V2.0.1** from the installation CD.
5. The database schema will be updated to SV 315 during the installation process.

6. Install **TOOLS V1.3.0** from the installation CD.

Local Area Network (LAN)

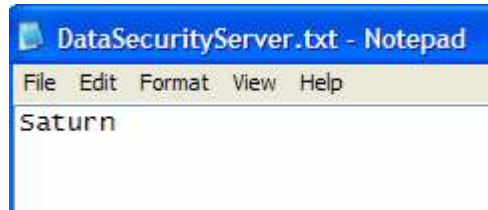
1. Stop the database service.
2. Backup the database.
3. Update the database server to Sybase V9.0.2.3420 using the option “**Install Sybase Server**” from the installation menu of the **SYBASE CD**.
4. Install Data Security Service on the database server. Run “**Install Spectrum Services**” from the **Sybase CD**.
5. Update each client PC to Sybase V9.0.2.3420 using option “**Standard Client Installation**”. The ODBC connection “**CC2000_DB**” is updated to use the Sybase V9 ODBC drivers.
6. If the database service was using the Sybase 7 server (dbsrv7.exe), edit service to use Sybase 9 (dbsrv9.exe).
7. Start the database service.
8. Reboot each client computer and install application **DMP V2.0.1** and **TOOLS V1.3.0** on each client. The database schema will be updated to SV 315 with the first client installation. After installing DMP, check the ODBC connection “**CC2000_DB**” and make sure that the “**Start Line**” parameter was not added and the “**Server Name**” parameter contains the name of the database service.



9. Add the file DataSecurityService.Txt to each client PC to locate Data Security on server. This file contains the name of the network database server. It is used by the SPECTRUM programs to locate the Data Security Service, which is located on the database server computer. The file must exactly match the following name and contents:

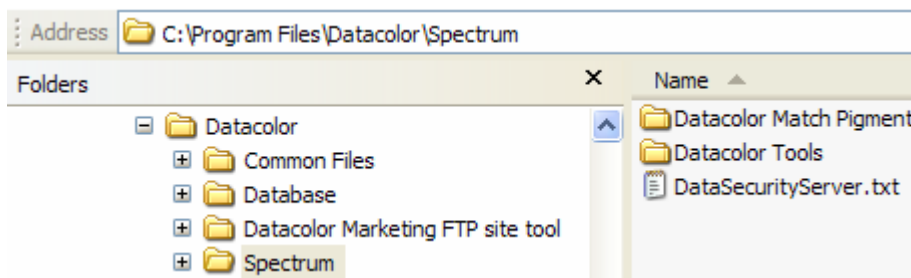
- **Text File Name:** DataSecurityServer.Txt

- **Text File Location:** [Drive]:\Program Files\Datacolor\Spectrum
- **Text File Contents:**
 - Line 1: [Server Name]
 - Line 2: **[default port]**. The default port assignment is 51000. When the default port is used, Line 2 is not necessary and the text file only contains 1 line, identifying the server.



- The server name in this example is “**Saturn**”
- The default port (51000) is used in this example. This eliminates the need for a second line.

Place DataSecurityServer.TXT in the following location on the client system:
[Drive]:\Program Files\Datacolor\Spectrum.



Terminal Server – Single Server for Applications and Data

1. Stop the database service.
2. Backup the database.
3. If the system was running a previous DMP version, you should reboot the system before installing. In some cases, shared components can stay in memory and affect the installation process.
4. Update the database server to Sybase V9.0.2.3420 using the option “Install Sybase Server” from the SYBASE CD. The ODBC connection “CC2000_DB” is updated to use the Sybase V9 ODBC drivers.
5. If the database service is starting the Sybase 7 server (dbsrv7.exe), edit the service to use Sybase 9 (dbsrv9.exe).
6. Start the database service.

7. Install the application software DMP V2.0.1 and TOOLS V1.3.0. The database schema will be updated to SV 315. After installing DMP, check the ODBC connection "CC2000_DB" and make sure that the "Start Line" or "database File" parameter was not added and the "Server Name" parameter contains the name of the database service.

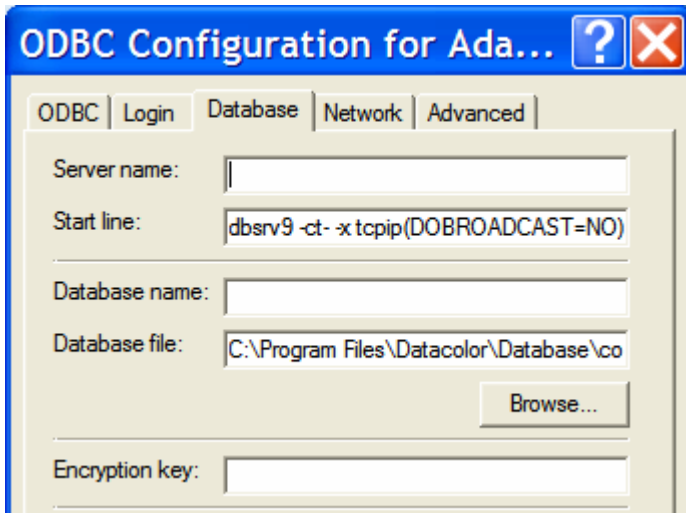
Terminal Server – Multiple Servers (Separate Server for Database)

1. Stop the database service.
2. Backup the database.
3. If the system was running a previous DMP version, you should reboot the system before installing. In some cases, shared components can stay in memory and affect the installation process.
4. Update the database server to Sybase V9.0.2.3420 using the option "Install Sybase Server".
5. Install the Data Security Service on the database server. Run "**Install Spectrum Services**" from the **Sybase CD**.
6. If service is starting the Sybase 7 server (dbsrv7.exe), edit service to use Sybase 9 (dbsrv9.exe).
7. Start the database service.
8. Install the application software DMP V2.0.1 and TOOLS V1.3.0. The database schema will be updated to SV 315. After installing DMP, check the ODBC connection "CC2000_DB" and make sure that the "Start Line" or "database File" parameter was not added and the "Server Name" parameter contains the name of the database service.

Trouble Shooting Guide

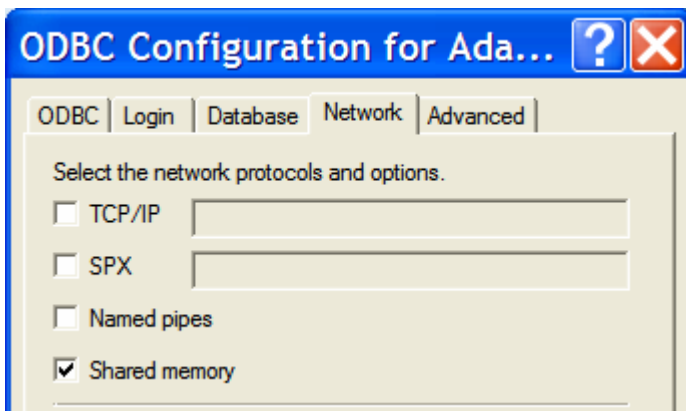
ODBC Connection Parameters for Stand-Alone PC

For Windows XP/2000



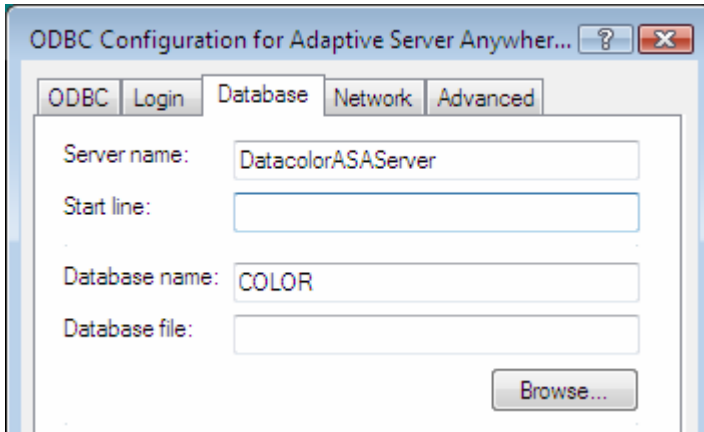
Start line = `dbsrv9 -ct- -x tcpip(DOBROADCAST=NO)`

Database file = `C:\Program Files\Datacolor\Database\COLOR.DB`

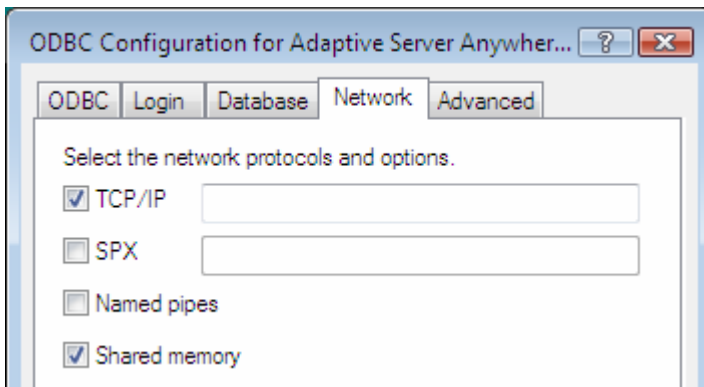


TCP/IP is not checked.

For Windows VISTA



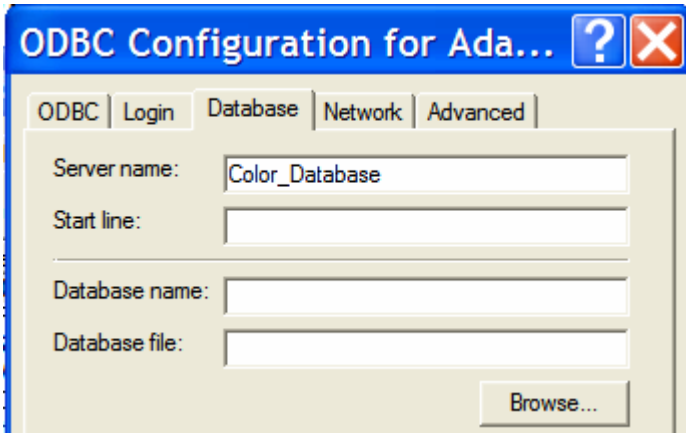
Server name = DatacolorASAServer



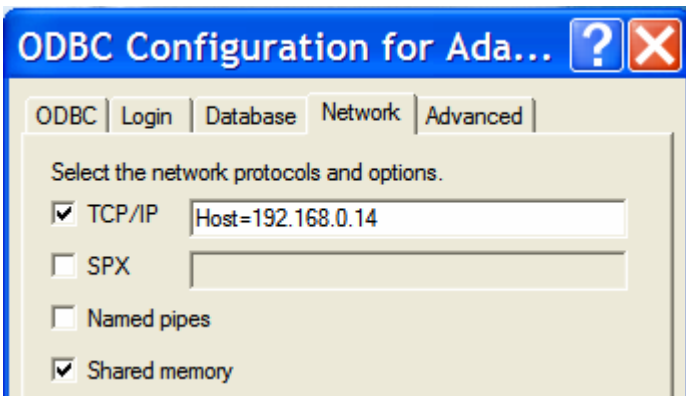
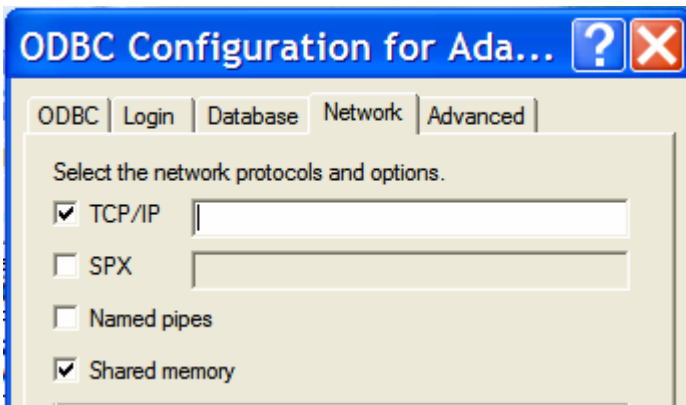
TCP/IP is checked.

ODBC Connection Parameters for Client PC on LAN or Terminal Server

These parameters apply whenever the database is shared and you are using a common database server.



The Server name above is the name of the server that you defined when you created the Sybase database service to host the database. On the Network tab, you must check TCP/IP. Depending on the network configuration, you may need to enter additional parameters. This could be the server IP address or specific port addresses.



In the adjacent field to the TCP/IP check box, you may enter communication parameters that establish and tune the connection from your client application to

a database. For example, to look on the machine server1 on port 4436 for a database server, you would enter **HOST=server1;PORT=4436**.

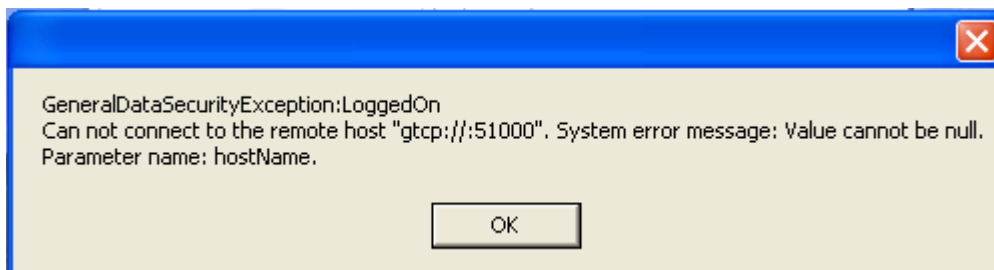
Contact your network administrator if you are unsure which protocol to use.

For Windows VISTA Client on LAN

For a VISTA client, change the server name from the service/server "DatacolorASAServer" to the actual name of the database server that you want to connect to.

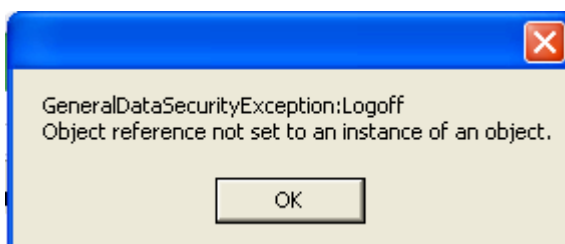
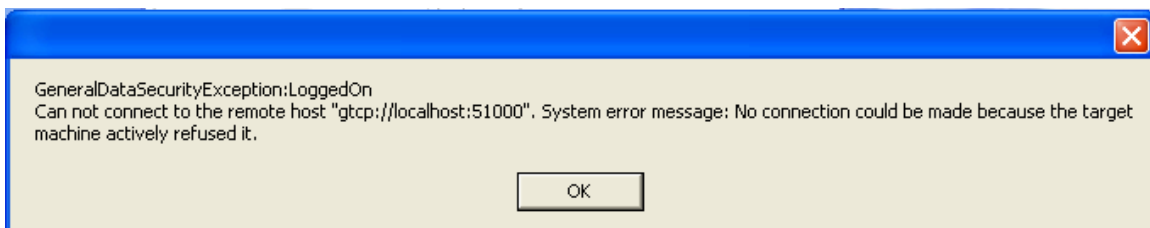
Unable to Find Data Security Component

If the text file DataSecurityServer.Txt exists and is empty or there is a problem finding the server, this error will occur when trying to login to DMP:



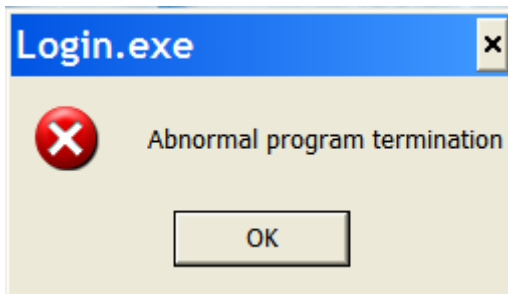
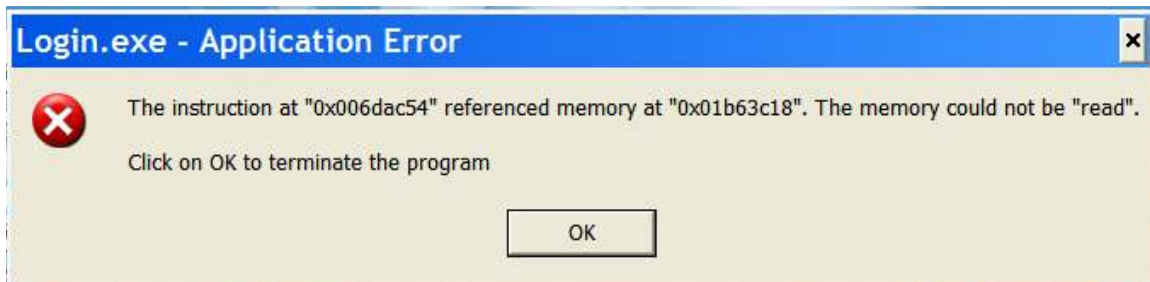
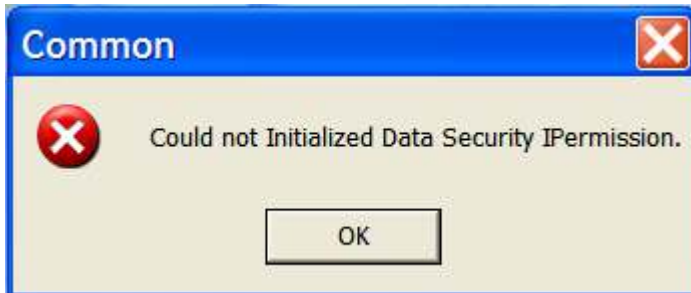
Data Security Service Not Running

If the Data Security Service does not start for any reason, you will get these types of error messages after you input your user name and password in Login:



Running DMP V2.0.1 with Data Security V1.1.0

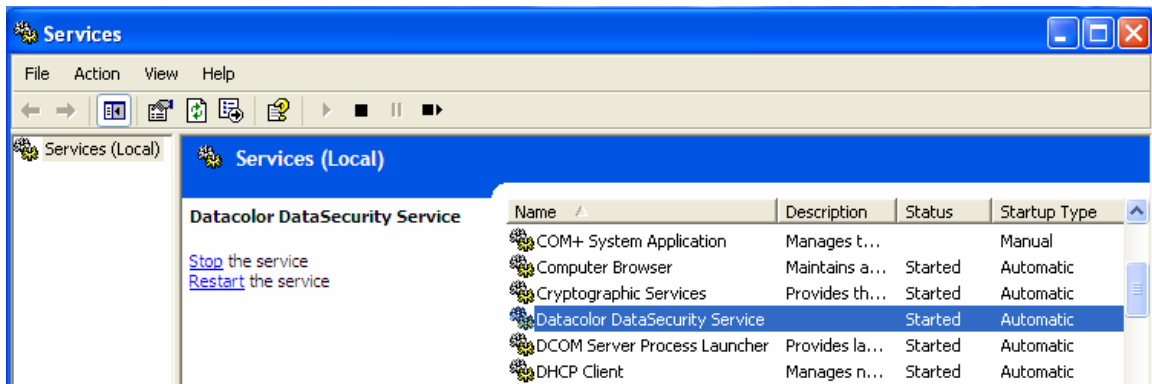
If you attempt to DMP V2.0.1 with an older version of Data Security, you will get these type of errors:



New versions of Data Security will support older DMP versions but the current DMP versions require the latest Data Security.

Checking the Data Security Service

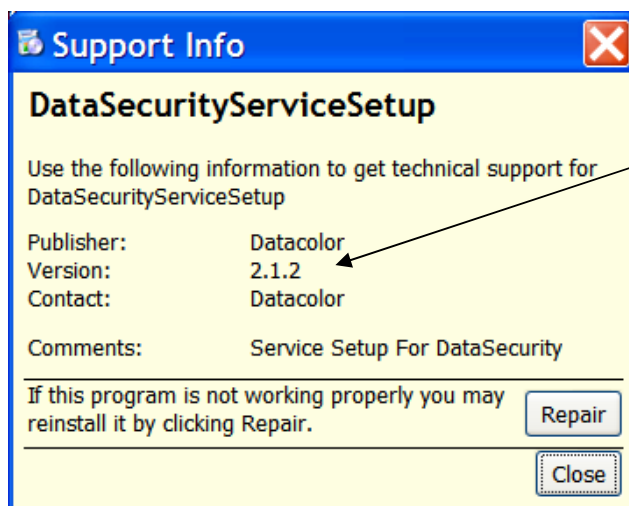
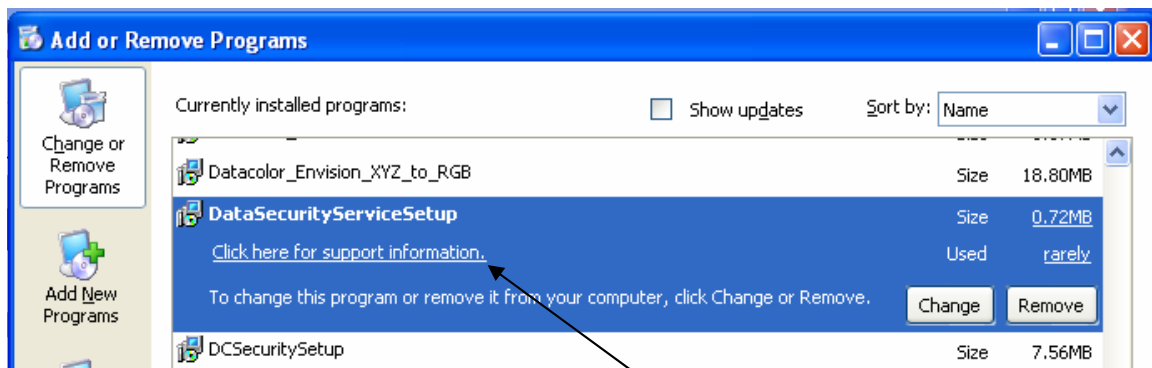
To check the status of the Data Security Service, start the Services dialog in Control Panel/Administrative Tools/Services. The name of the service is “Datacolor DataSecurity Service” and the status should be “Started”.



Checking the Data Security Service Installed Version

To check the version of Data Security, go to Control Panel and then go to Add or Remove Programs.

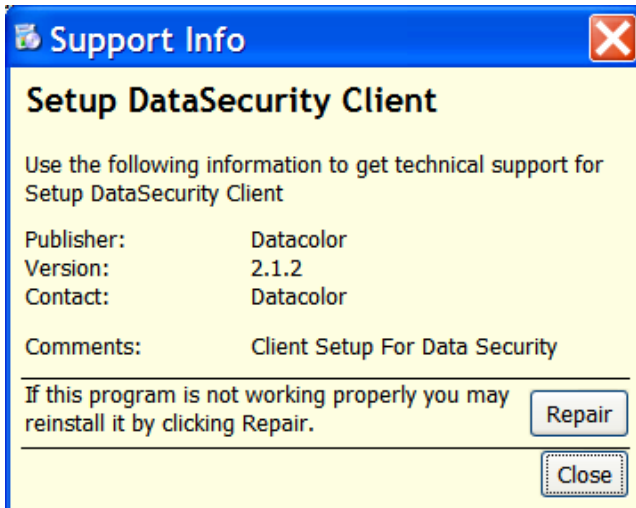
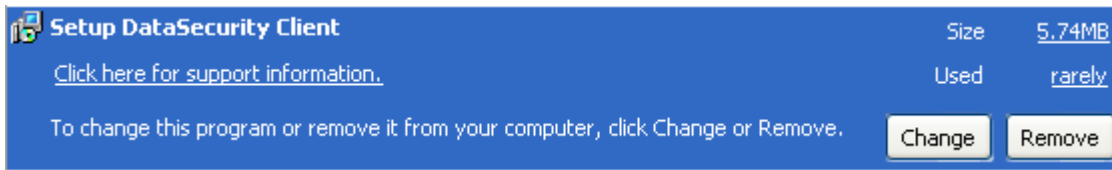
To check the version of the server component, highlight **DataSecurityServiceSetup** and click on the option “**Click here for support information**”.



Click here to display version information.

The version number will be displayed.



To check the version of the client component, highlight **Setup DataSecurity Client** and click on the option “**Click here for support information**”.



The correct version of Data Security for DMP V2.0.1 is Version 2.1.2.

Uninstalling the Data Security Component

The Data Security installation should update the existing component without having to do a manual un-install. However, if there are suspected problems, a manual un-install can be done as follows:

- a) Stop the service “Datacolor DataSecurity Service” in the Services dialog in Control Panel/Administrative Tools/Services.
- b) Uninstall “DataSecurityService Setup” in Add/Remove Programs
 DataSecurityServiceSetup
- c) Uninstall “Setup DataSecurity Client” in Add/Remove programs
 Setup DataSecurity Client

Go back into Add/Remove programs and verify that the “DataSecurityService Setup” and the “Setup DataSecurity Client” have been removed.

Important! Do not uninstall “DCSecuritySetup”! This is the software license setup!

Re-installing Data Security

Server Installation

Run the “**Install Spectrum Services**” from the **SYBASE CD**

OR

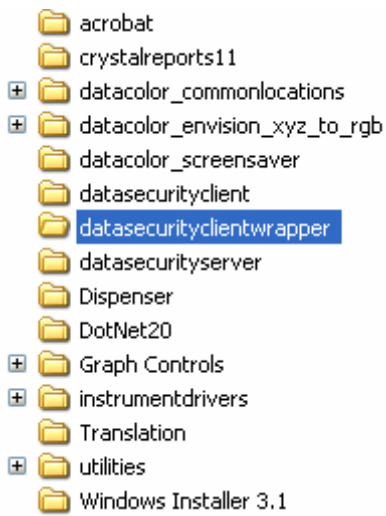
Run the **Setup.Exe** in the folder “**DataSecurityServerWrapper**” on the **SYBASE CD**.

Non-Server Installation

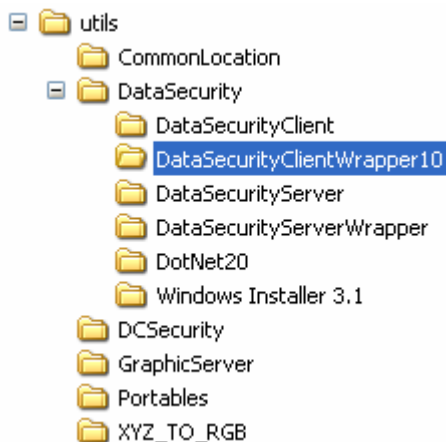
Installing DMP or TOOLS will run the Data Security installation and re-install

OR

From the **DMP V2.0.1 Installation CD**: Run the **Setup.Exe** in the folder “**datasecurityclientwrapper**”.



From the **TOOLS V1.3.0 Installation CD**: Run the **Setup.Exe** in the folder “**DataSecurityClientWrapper10**”.



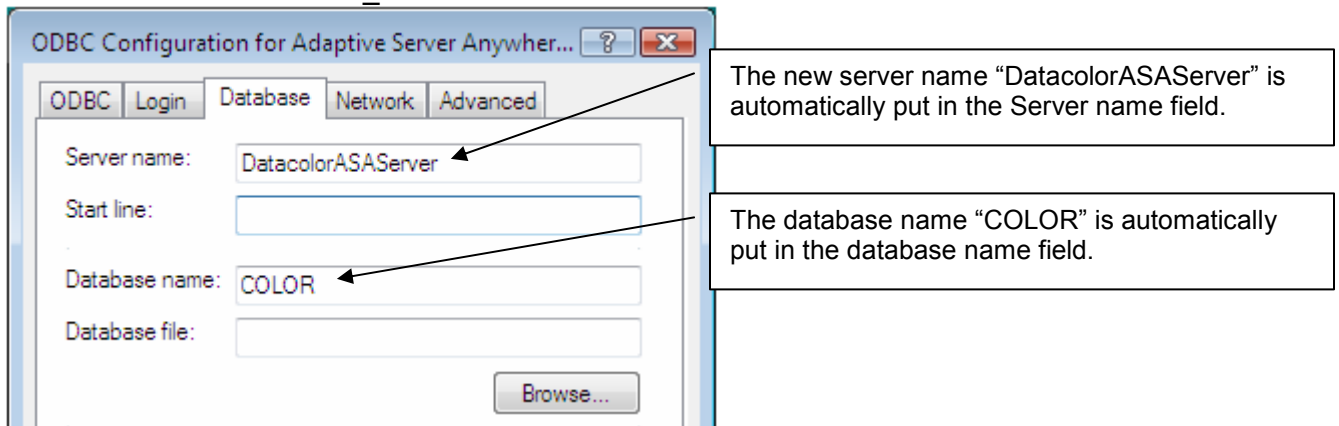
VISTA – Installation Notes

When installing DMP on a clean Vista computer, the installation will automatically create a database service and set the ODBC connection to use the service. This will eliminate the need to manually create a service for Vista installations.

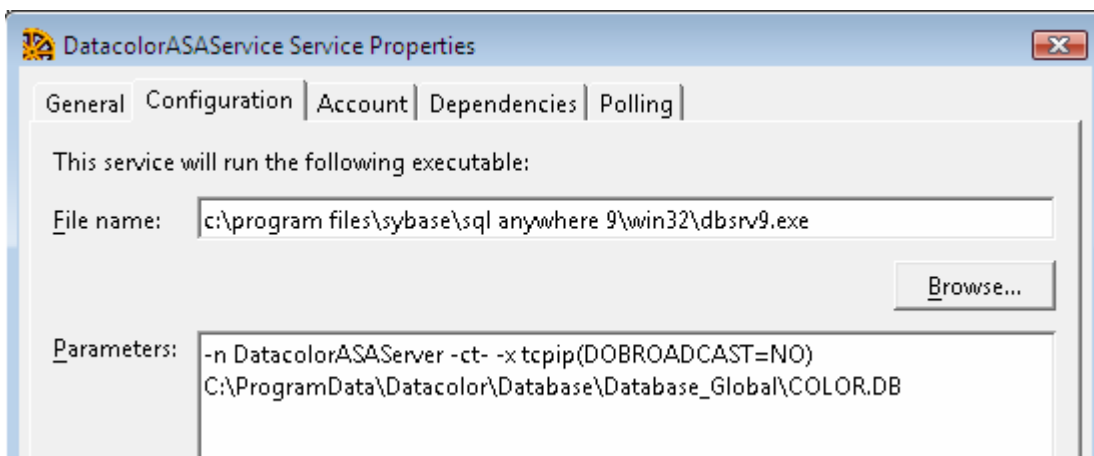
Service Name = Adaptive Server Anywhere - DatacolorASAService

The service DatacolorASAService starts the Sybase database server which is named “DatacolorASAServer”. The name “**DatacolorASAServer**” is the server name that is used in the ODBC connection CC2000_DB.

ODBC Connection CC2000_DB:



Example of Service Parameters for the Service DatacolorASAService:



Parameters used:

```
-n DatacolorASAServer -ct- -x tcpip(DOBROADCAST=NO)
C:\ProgramData\Datacolor\Database\Database_Global\COLOR.DB
```

These parameters are set up automatically during the installation.

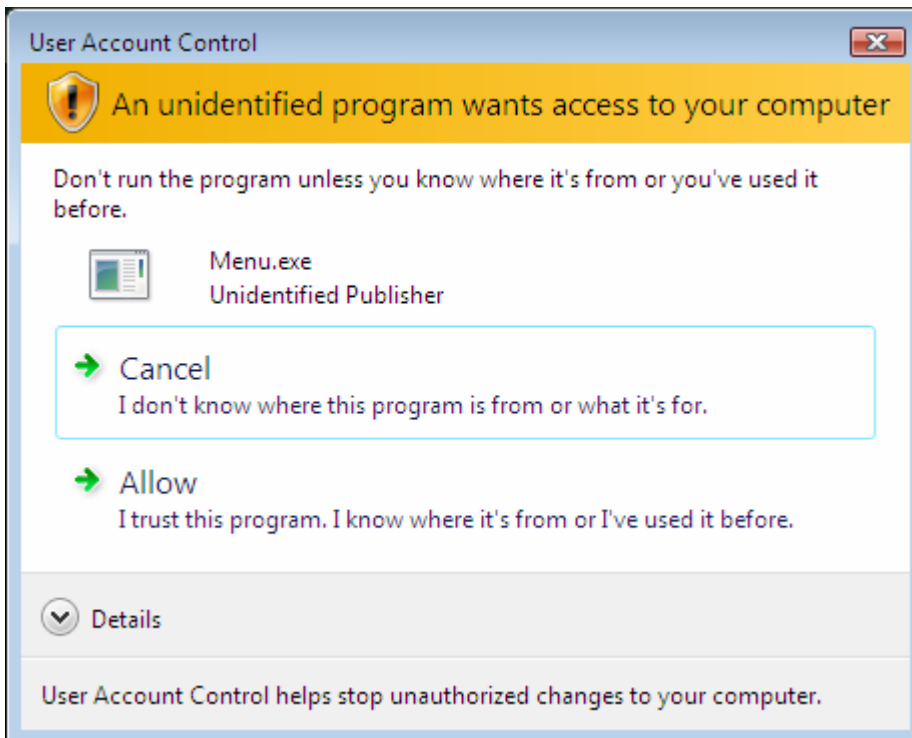
Vista Warning Messages

These are the types of warning messages that Vista produces when installing either Sybase or DMP:



Select to Run Menu.exe.

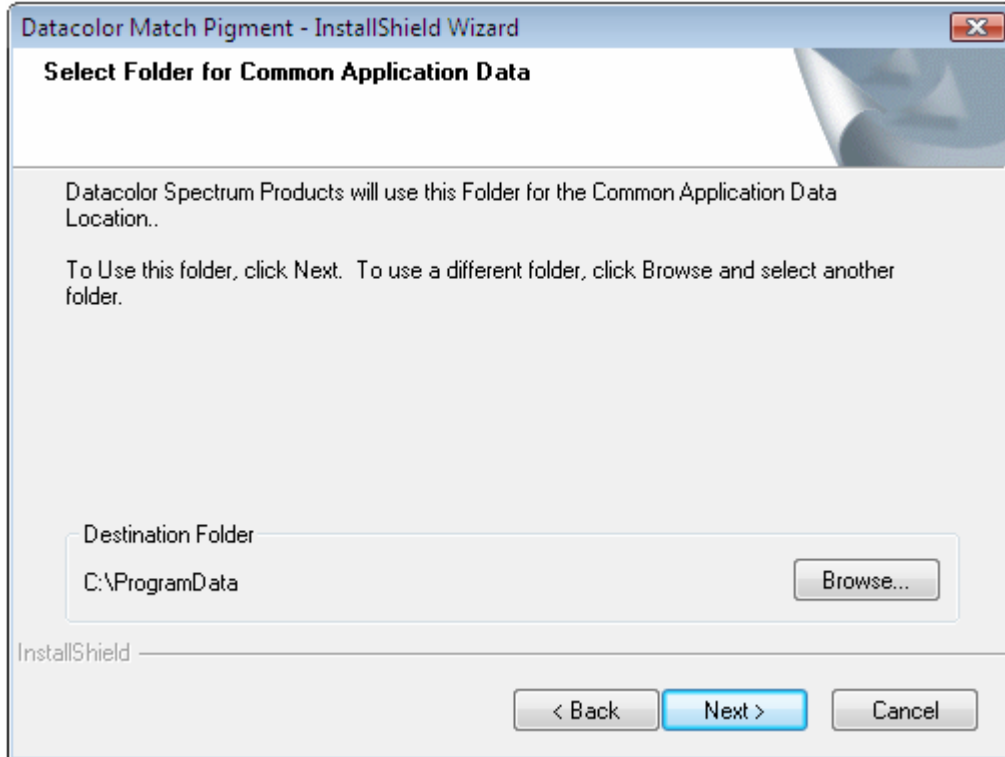
Here is the second message:



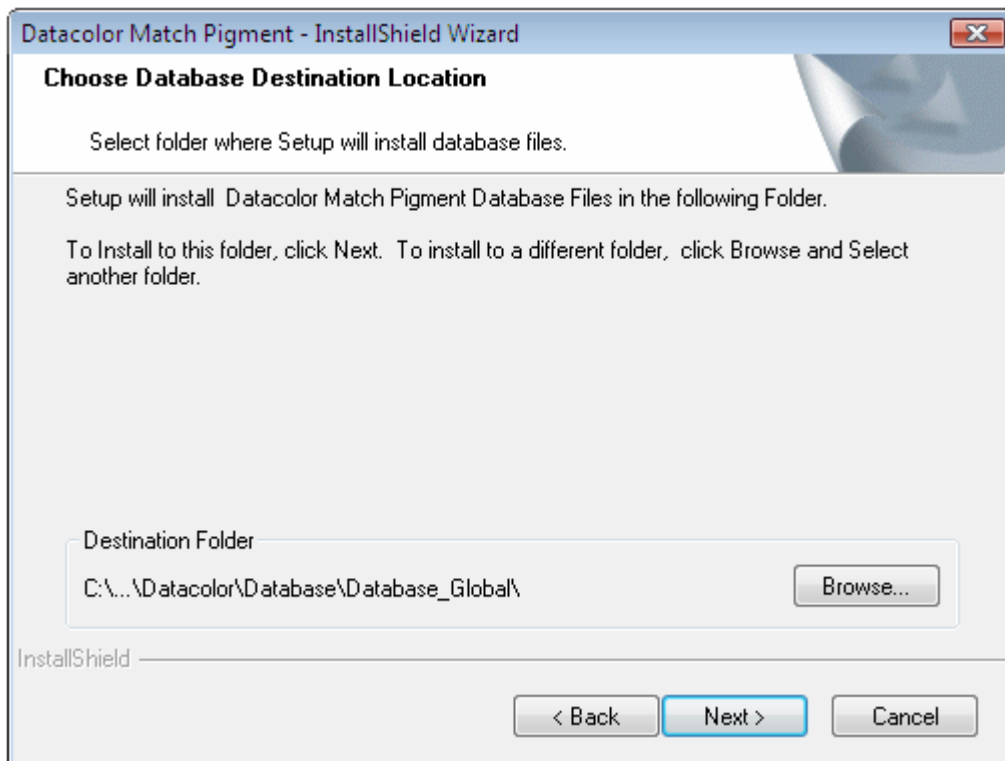
Select Allow.

Vista – Install Differences

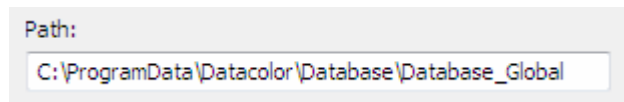
This is a difference in the DMP install sequence. The folder returned for Common Application Data is different than with a non-Vista install. For Vista, it is:



The default database folder is \Datacolor\Database\Database_Global\:



This is the new default location for the database on Vista:



Note that you can still redirect to any location. If you install to the original location “C:\Program Files\Datacolor\Database” however, Vista will copy the database to the new default location. This has to do with a Vista rule about data located under Program Files. This can be confusing as you will think that the database is at the intended location but a copy of the database at the default location is the one that is actually being updated.

Vista Client Connected to Network Database Server

To connect a Vista client, to a network database service, you must edit the ODBC connection CC2000_DB and change the Server name field from DatacolorASAServer to the name of the service (server) on the network server.

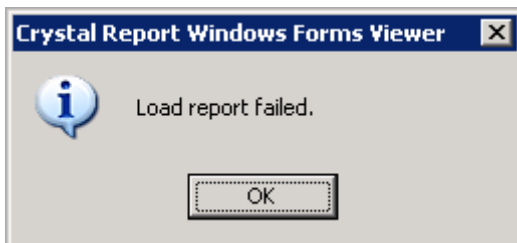
Crystal Reports – Printing Issues

Print Limitation – Number of Formulas

This version has a limit on the number of formulas that can be printed or previewed at one time. Currently, only 1000 formulas can be output to either the single formula per page or the multiple formula per page reports. This is a limitation in the size of the parameter that can be passed in Crystal Reports. This will be addressed in a maintenance release.

Crystal Reports – Installation Where Program Files Not On C:

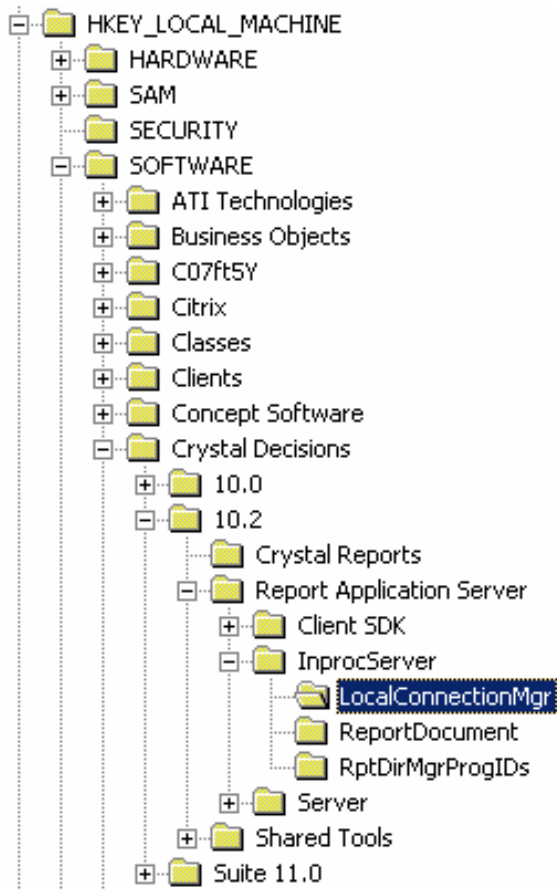
When installing on a Citrix Server that had the default system drive as M instead of C, the Crystal Reports module did not work. The following error was observed:



To fix this problem, the Windows Registry needs to be changed.

In the Registry Editor browse to the following subkey:

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.2\Report Application Server\InprocServer\LocalConnectionMgr



Before Edit:

Name	Type	Data
(Default)	REG_SZ	(value not set)
ConnectionDirectoryPath	REG_SZ	c:\

When the default program drive is not C:, the 'ConnectionDirectoryPath' must have the actual program drive path.

When the default program drive is not C:, an additional subkey 'ReportDirectoryPath' needs to be added with the value of the program drive path.

To edit the Registry follow these steps:

1. Determine the proper drive letter. This is where the following directory exists:




\Program Files\Common Files\Business Objects\2.7\Bin

In this example, we will use "M:\".

2. On the 'Start' menu click 'Run'.
3. In the 'Run' dialog box, type "Regedit" and then click 'OK'.
4. In the Registry Editor browse to the following subkey:

HKEY_LOCAL_MACHINE\SOFTWARE\Crystal Decisions\10.2\Report Application Server\InprocServer\LocalConnectionMgr
5. Right-click the 'ConnectionDirectoryPath' string value and then click 'Modify'.
In the 'Value name' text box, change "C:\." to the drive letter required. In this example, it is "M:\".
6. Right-click the 'LocalConnectionMgr' subkey, click 'New' then click 'String Value'.
7. Name this String Value "ReportDirectoryPath".
8. Right-click the 'ReportDirectoryPath' string value and click 'Modify'.
9. In the 'Value data' text box, type the same drive letter as you typed in step 5. In this example, it is "M:\".

Result After Edit:

Name	Type	Data
 (Default)	REG_SZ	(value not set)
 ConnectionDirectoryPath	REG_SZ	m:\
 ReportDirectoryPath	REG_SZ	m:\

Printing Labels from Queue Viewer

There is an issue when printing labels from Queue Viewer using the Crystal Reports .NET Viewer. The label reports are correctly set up to correctly print on a label but there is a problem when the labels are printed through the application program.

The Crystal Reports Viewer does not pick up the report orientation automatically. There are 2 different situations depending on whether you choose Print Preview or Print and which label report is chosen.

Label Report – Label_30252_Dymo.Rpt (Small Label)

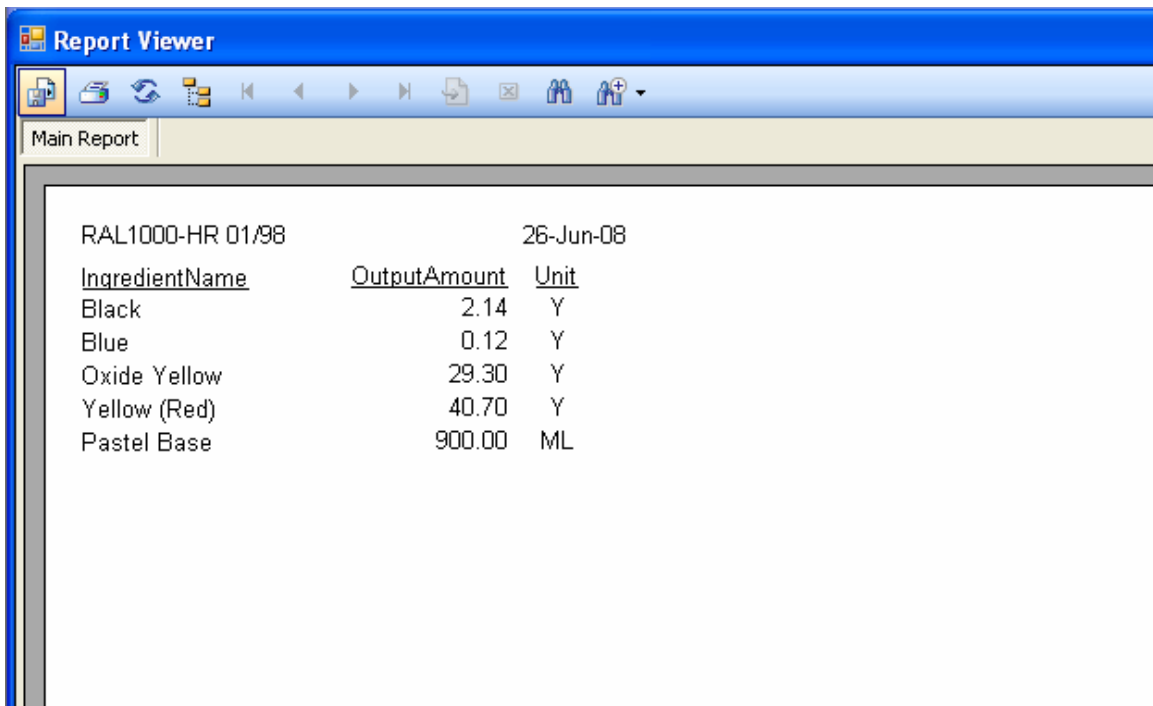
1. **Print Preview** – If you set the printer as the default printer and set the preferences correctly, the labels print correctly from the Print Preview screen. If the printer is not set correctly as the default, you would have to set the preferences correctly before you printed. Orientation (Portrait vs Landscape) is always correct.
2. **Print** - If you set the printer as the default printer and set the preferences correctly, the labels do not print correctly without user intervention. The orientation (Portrait vs Landscape) is always wrong. If the printer is not set correctly as the default, you would also have to set the preferences correctly before you printed. The bottom line for Print is that you will manually need to manipulate the printer settings each time you print.

The reports are properly set up for both orientation and the paper size. These settings are not respected however and they vary whether you are doing a Print Preview first or doing a direct Print.

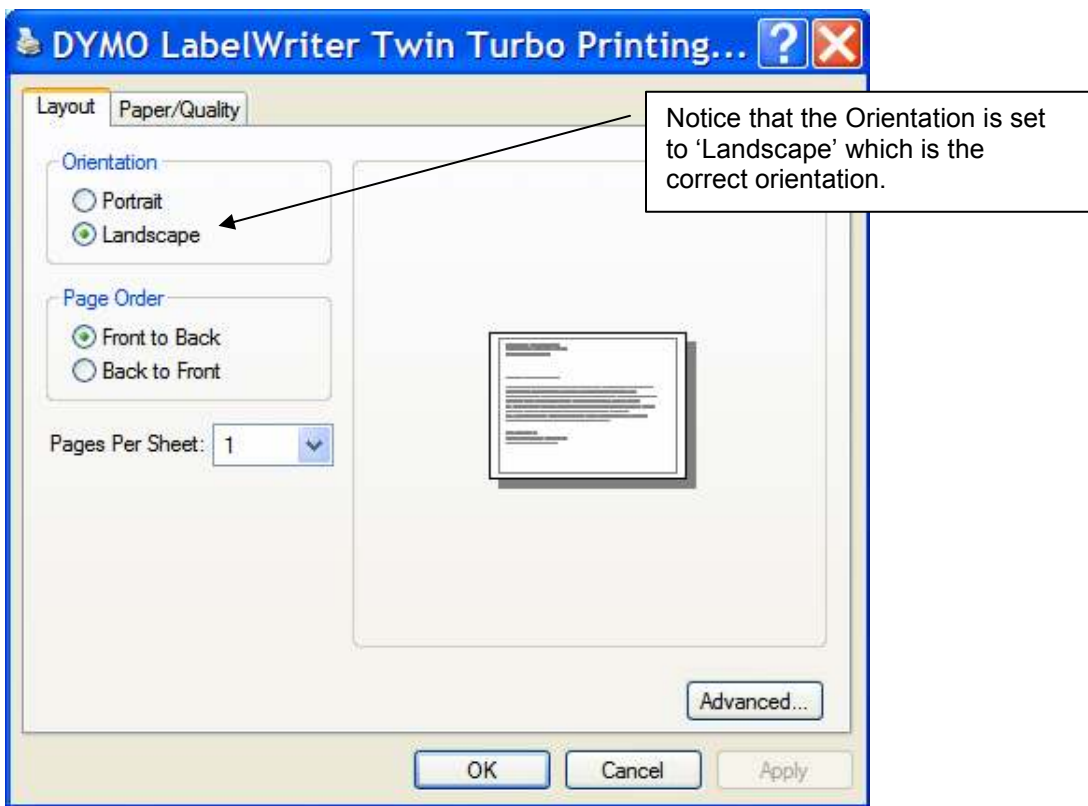
Label Report – Label_30256_Dymo.Rpt (Shipping Label)

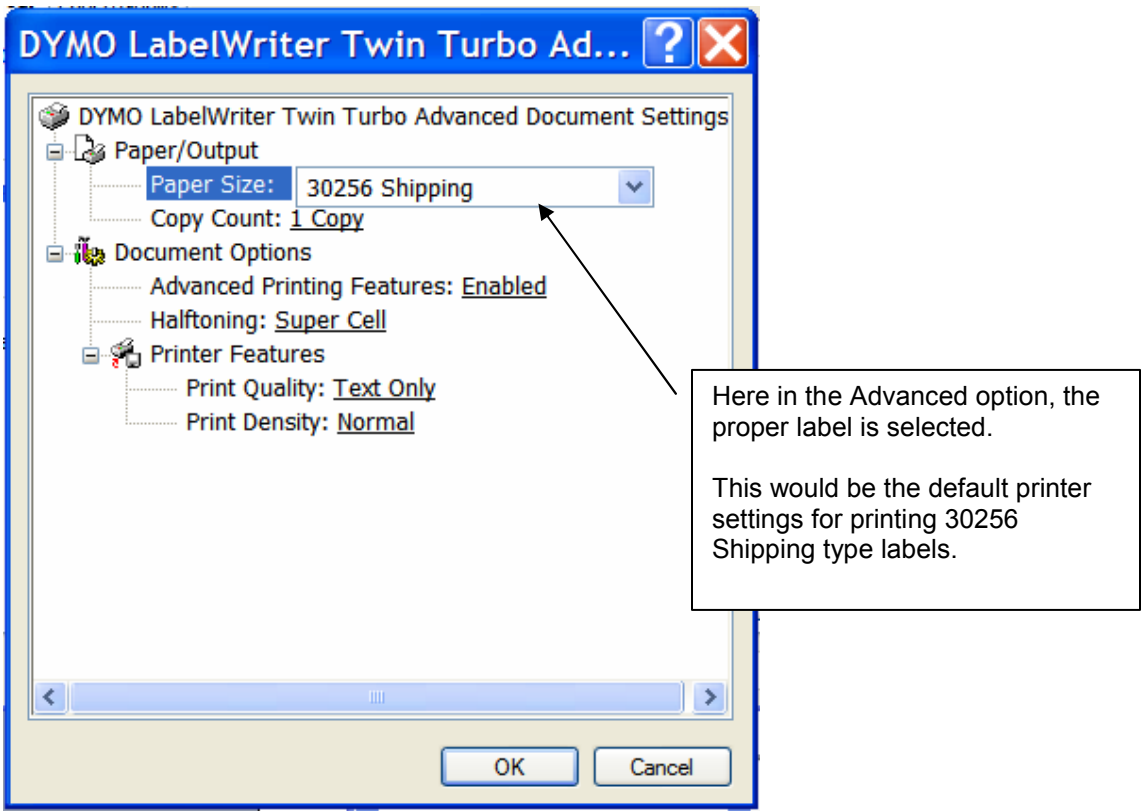
This label report is set up to be printer independent. In Print Preview mode, you will not see the label representation. You will see the data in the upper-left of an 8 ½ x 11 landscape page. The label report will print correctly when sent to the label printer. You must make sure that the label printer is set up properly for orientation as well as paper size. You can't rely on the printer's default settings. Always check the printer settings before printing.

Here is an example of Label_30256_Dymo.Rpt in Print Preview Mode. Notice that it doesn't display as a label. It will print properly to the label printer.

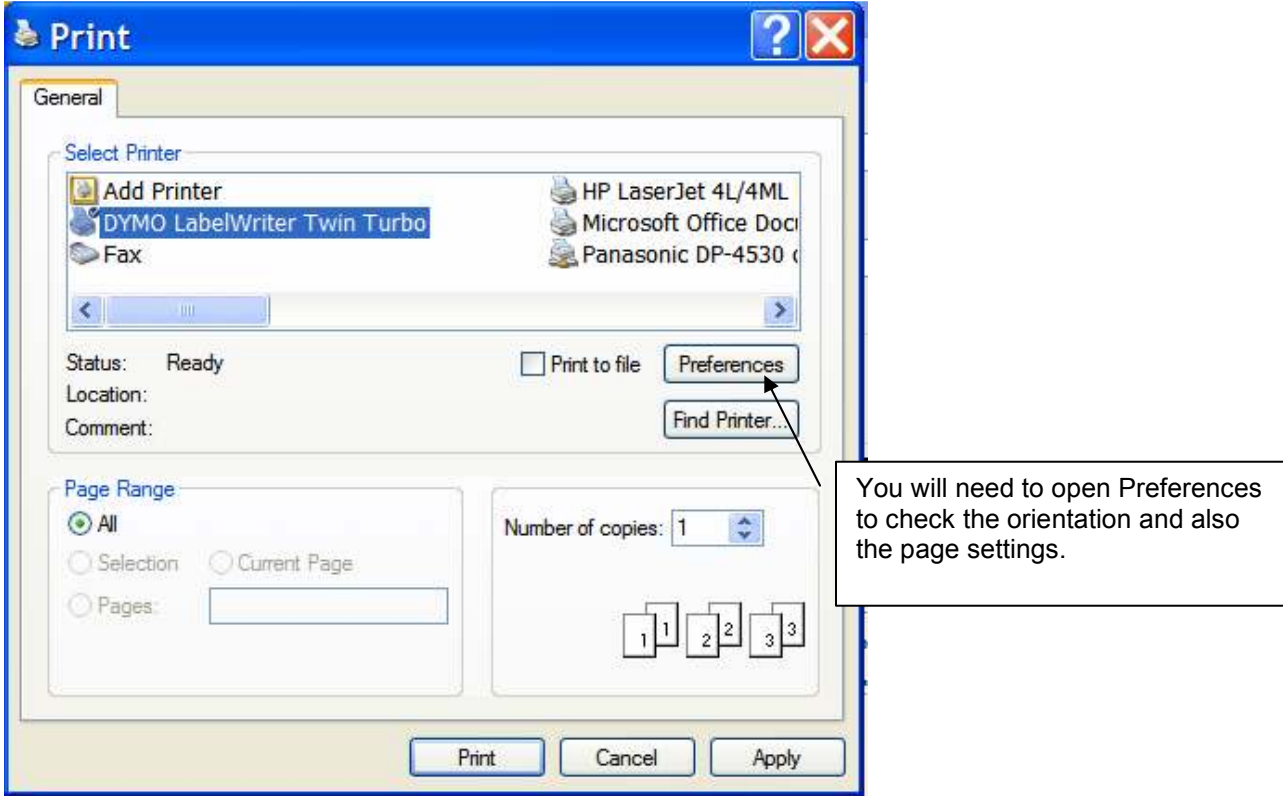


Here is an example of the Printer Preferences for the Dymo LabelWriter Twin Turbo.





Here is an example of using the PRINT option from Queue Viewer. The Print dialog shown below will display:



Must Set Orientation to Landscape

Printing Preferences

Layout Paper/Quality

Orientation

Portrait

Landscape

Page Order

Front to Back

Back to Front

Pages Per Sheet: 1

Advanced...

OK Cancel

Notice that the orientation is set to Portrait even though the printer was set correctly to Landscape and the label report itself was set correctly to Landscape. This is either a bug in the printer driver, Windows or the CR Viewer. Change the orientation to Landscape.

Click on the Advanced tab to check the paper size.

DYMO LabelWriter Twin Turbo Ad...

DYMO LabelWriter Twin Turbo Advanced Document Settings

Paper/Output

Paper Size: 30252 Address

Document Options

Advanced Printing Features: Enabled

Halftoning: Super Cell

Printer Features

Print Quality: Text Only

Print Density: Normal

OK Cancel

Make sure that the paper size matches the type of label that you want to print.

You can now print the labels.

Recommendation

It is recommended that you use the Print Preview option and then Print from the Print Preview screen. In this case, the printer orientation is respected and usually the paper size.