



3245 University Avenue, Suite 1122
San Diego, California 92104
USA



SOFTWARE INSTALLATION INSTRUCTIONS
CLIENT/SERVER EDITION AND WEB COMPONENT
VERSION 10

Document Number: SII-TT-002
Date Issued: July 8, 2013
Revision: 06
Status: Released
Prepared by: Sharon Moxon

Approvals

Reviewer	Role	Date	Signature
Sharon Moxon	Quality	7/8/2013	
Ed Wallum	Customer Support	7/8/2013	

Revision History

Rev #	Description	CO #	Release Date
00	Initial Release	59	4/29/11
01	Updated for final version of client application v 9.1	63	5/31/2011
02	Addition of web component	71	7/24/2011
03	Add instructions for updating from previous install	72	7/29/2011
04	Add information regarding 64 bit client OS	76	8/12/2011
05	Update for version 10	124	3/4/2013
06	Updated instructions for new vs. existing install	161	7/8/2013

Table of Contents

1.	Introduction	6
	1.1. Purpose	6
	1.2. Installation Responsibility and Support	6
	1.3. Assumptions.....	7
	1.4. System Requirements.....	7
	1.5. Test Environment.....	7
	1.6. Documentation	7
2.	Prerequisites	7
	2.1. Identify Server	7
	2.2. Install SQL Server®	8
	2.3. Load Setup Files	8
3.	New Install or Update Existing Database?.....	8
4.	New Installation Procedures	8
	4.1. Back-up your Database	8
	4.2. Create the TRAIN TRACK® Server Database	8
	4.3. Install the TRAIN TRACK® Data Tables and Views.....	10
	4.4. Set up the database users	12
	4.5. Identify Client	13
	4.6. Set up the ODBC connection.....	13
	4.7. Install the TRAIN TRACK® Client.....	16
5.	Importing Data from a Previous Version	17
6.	Updating from a Previous Version	17
	6.1. Back-up your Database	17
	6.2. Update the TRAIN TRACK® Data Tables and Views	18
	6.3. Install the TRAIN TRACK® Client.....	20
7.	Web Component	21
	7.1. Prerequisites:	21
	7.2. Database Access	26
	7.3. ODBC Connection.....	26
	7.4. Install the Web Pages	27
8.	Validation	27

Appendix 1: Troubleshooting 28

Appendix 2: Installation Worksheet..... 32

Table of Figures

Figure 1 : Client/Server Concept..... 6

Figure 2: New Install or Update Chart..... 8

Figure 3: Connect to your SQL Server..... 9

Figure 4: Create the database 9

Figure 5: Name your new database 10

Figure 6: Open the SQL Script..... 10

Figure 7: Open the script file 11

Figure 8: Execute the SQL Script 11

Figure 9: SQL Script Executed Successfully 12

Figure 10: New login 12

Figure 11: ODBC Driver 13

Figure 12: ODBC Data Source Name (DSN)..... 14

Figure 13: Default Database 14

Figure 14: Finish 15

Figure 15: Test Data Source 15

Figure 16: Test Completed Successfully 16

Figure 17: OK..... 16

Figure 18: Backup 18

Figure 19: Add Backup Destination 18

Liberty Labs, LLC - TRAIN TRACK® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 5 of 32

Figure 20: Open the SQL Script..... 19

Figure 21: Open the script file..... 19

Figure 22: Execute the SQL Script 20

Figure 23: SQL Script Executed Successfully 20

1. Introduction

TRAIN TRACK® Client/Server Edition is a client/server database application. It consists of a desktop user interface (client) and a database (server). All of your data is contained in a schema which is loaded onto a database application on your server. The user interface can be installed on individual workstations, and is linked to the server data through an Open Database Connectivity (ODBC) connection. The optional web component is a collection of Active Server Pages (.asp) stored on your web server which connect to the same database.

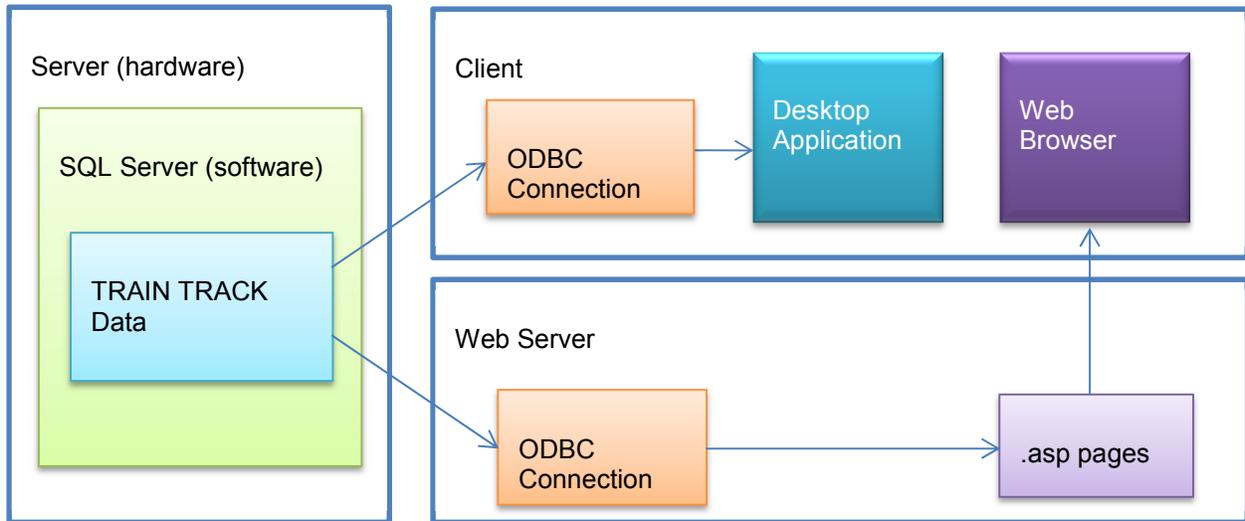


Figure 1 : Client/Server Concept

1.1. Purpose

This document provides instructions for installing a new copy of *TRAIN TRACK* Version 10. It may also be used to update your existing copy

1.2. Installation Responsibility and Support

This application should be installed on the customer's network by an IT professional with the necessary skills and expertise to ensure proper configuration. It is the responsibility of the customer to install the application and adhere to any and all requirements for software configuration set forth by their own quality management system or other applicable regulations.

Customers who are unable to install and configure the application on their own may purchase the installation package and Liberty Labs will install the software on their network for them. For customers who do not purchase the installation package, technical support is provided for the installation of the application; however, we cannot provide support for network connection issues or other issues outside of the *TRAIN TRACK*® application.

Liberty Labs, LLC - TRAIN TRACK [®] Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 7 of 32

1.3. Assumptions

It is assumed that the customer will be installing the application on a secure computer network accessible by authorized users. It is assumed that the customer will have hardware in place to support the application, and that the customer has sufficient resources and procedures in place for network security and backup. It is assumed that the customer will have the ability to monitor and maintain the application after installation.

1.4. System Requirements

- 1.4.1. Network location for the *SQL Server*[®] application and database that meets the requirements for the *SQL Server*[®] version you plan to use.
- 1.4.2. Network workstation(s) where you plan to install the client application for your users. Workstations may have the full version of *Microsoft*[®] *Access*[®] 2010 already installed, or you may use the installer that includes the free runtime version of *Microsoft*[®] *Access*[®] 2010. You need to have at least one copy of the full version of *Microsoft*[®] *Access*[®] 2010 to configure your ODBC connections if you do not use the default settings.

1.5. Test Environment

We recommend that the application be installed in a test environment prior to deployment. The application should be fully tested and validated before being released to users. If the customer does not have their own validation procedure in place, validation documents and test plans may be purchased separately. The validation documents may be incorporated into your own document control or other quality systems and edited as needed.

1.6. Documentation

A worksheet is included at the end of this document outlining each step of the installation procedure. This worksheet may be used to document your installation.

2. Prerequisites

These are the items that need to be in place before you can install **TRAIN TRACK**[®].

2.1. Identify Server

Before installing *TRAIN TRACK*[®] Client/Server, you need to install the *SQL Server*[®] 2008 or better that you will use for the back-end, or server, portion of the application. You can install the database on your local computer, or on a central server for access by multiple users. Identify the installation location. If you already have *SQL Server*[®] installed, verify the location and skip the next step.

2.2. Install SQL Server®

Install the free version of SQL Server®, “SQL Express”, from the *Microsoft*® website. Select the download option that includes SQL Server Management Studio.

2.3. Load Setup Files

Download and unzip the *TRAIN TRACK*® installation files from the link that came with your registration code (this document was in the zip file, so you should already have it). Load the files to a folder on your network and identify this location.

3. New Install or Update Existing Database?

If you do not have an existing version of the program, then you will follow the New Installation instructions. If you have an existing standalone, or a client/server version 7 or 8, then you will need to follow the New Installation instructions, and the Import instructions. If you have an existing version 9 database, then you will need to follow the Update instructions (See *section 6Error! Reference source not found.* below).

Existing Edition	Version	Follow these Steps
None		4. New Installation Procedures
Standalone	Version 7 - 10	4. New Installation Procedures 5. Importing Data from a Previous Version
Client/Server	Version 7 - 8	4. New Installation Procedures 5. Importing Data from a Previous Version
	Version 9 - 10	6. Updating from a Previous Version

Figure 2: New Install or Update Chart

4. New Installation Procedures

4.1. Back-up your Database

If you have an existing standalone edition of *TRAIN TRACK*®, before you begin, please make a backup copy of your database by making a copy of the file and placing it in a safe location. Please be sure to test the backup to make sure it is usable and has all of your data. We recommend printing several reports from your existing database to use during the validation of the new database, such as the *Status Summary* report.

4.2. Create the *TRAIN TRACK*® Server Database

- 4.2.1. Open *SQL Server*® *Management Studio Express* (or your existing version) 2008 or better. You will be prompted to connect to a server. Select the server, and make a note of the **server name** you connect to; you will need to enter it exactly the same way for your ODBC connection.



Figure 3: Connect to your SQL Server

4.2.2. In the Object Explorer, right-click on **Databases** and select **New Database**.

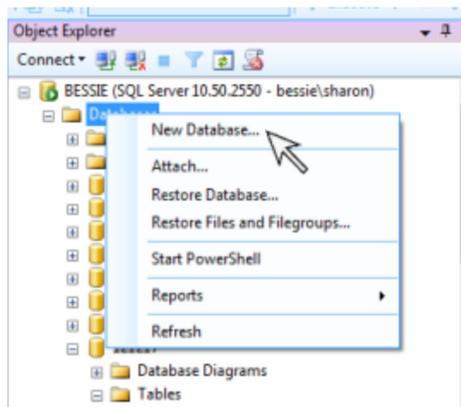


Figure 4: Create the database

4.2.3. Type in the name “TRAINTRACK” for your database and click **OK**.

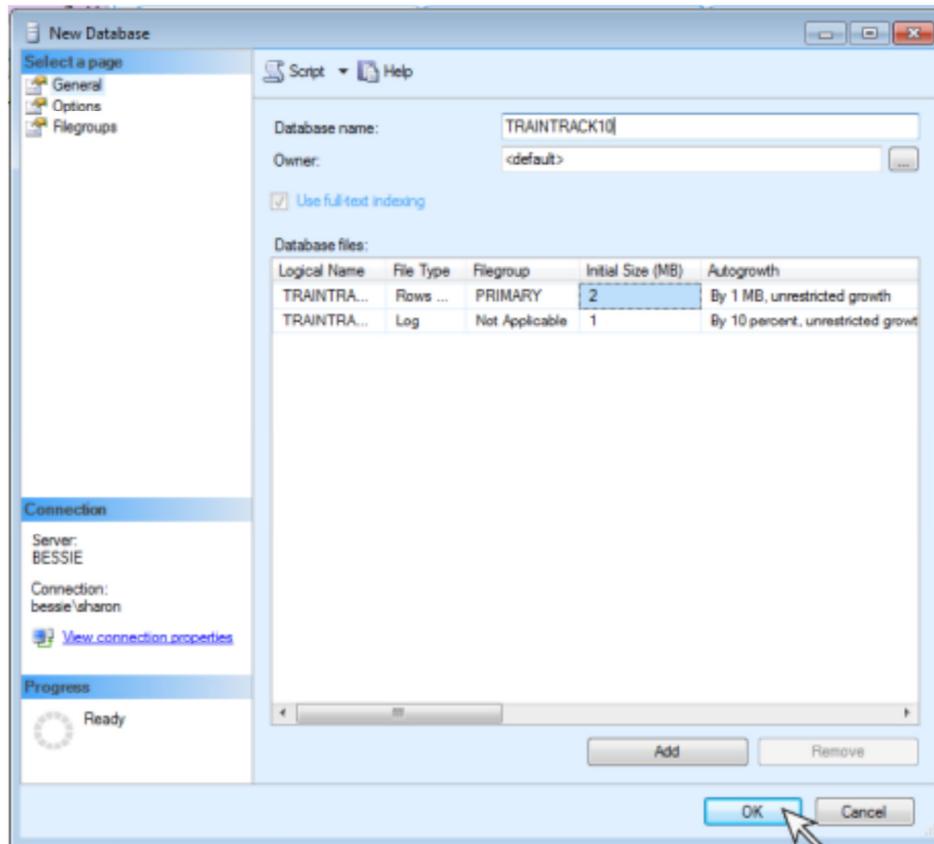


Figure 5: Name your new database

4.3. Install the *TRAIN TRACK*[®] Data Tables and Views

Run the script that was provided with your setup files:

4.3.1. From the *SQL Server*[®] *Management Studio* menu bar, select **File > Open > File**.

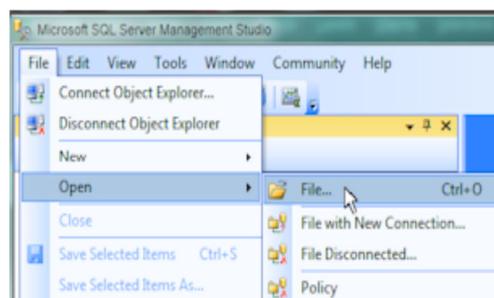


Figure 6: Open the SQL Script

- 4.3.2. A browse box will open. Browse to the location where you unzipped your **TRAIN TRACK**® installation files. Select **TT10.x.x.sql** and click **Open**.

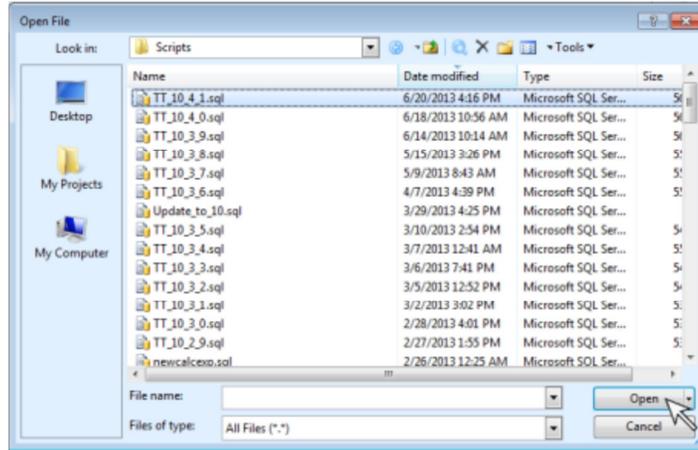


Figure 7: Open the script file

- 4.3.3. **TT10.x.x.sql** will open.

Note: if you named your database something other than “TRAINTRACK”, you will need to edit the first line of the script and insert the name of your database where it says USE [TRAINTRACK]. You must have at least one copy of the full version of *Microsoft® Access® 2010* if you do not use the default names.

- 4.3.4. From the tool bar, click **Execute**. This will load the tables and views you need into your SQL database.

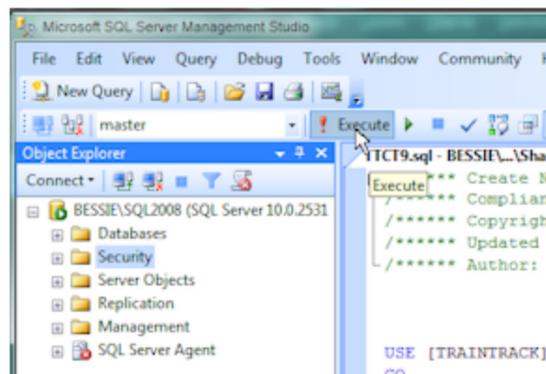


Figure 8: Execute the SQL Script

- 4.3.5. You should see a message stating that the query executed successfully.

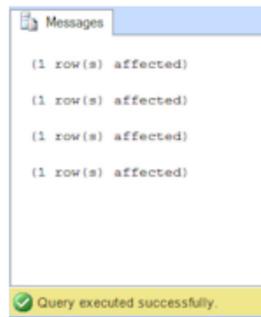


Figure 9: SQL Script Executed Successfully

4.4. Set up the database users

To create secure connections for your authorized users, use *Windows*[®] Authentication to connect to the SQL database through ODBC.

- 4.4.1. From *SQL Management Studio Express*, expand the **Security** folder and right-click on the **Logins** folder.

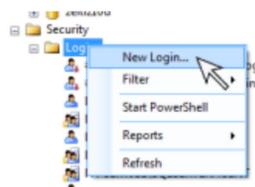


Figure 10: New login

- 4.4.2. Select New Login.
- 4.4.3. Now add the *Windows*[®] group that contains the users of your *TRAIN TRACK*[®] application. If you do not have a *Windows*[®] group, then you will have to add the users individually.
- 4.4.4. In the Login – New window, under 'default database', select the TRAINTRACK database (using the name you assigned in *step 4.2.3* above).
- 4.4.5. Under **User Mapping**, check the TRAINTRACK database.
- 4.4.6. Under **Database Role Membership**, check **db_datareader** and **db_datawriter**. Leave **Public** checked. This will give the users read and write access to the database.

Note: If the user is the owner of the account, you will not need to assign these permissions because they already have full permissions for the database.

If you used a *Windows*[®] group, everyone in that group should be able to connect using Windows authentication. To add users later, just add them to the *Windows*[®] group and set up the ODBC connection on their workstation. If you added users individually, you will need to add new users in the same way.

4.5. Identify Client

Identify a workstation to use to install the client. You will set up the ODBC connection on this workstation.

Note: you may use the server as your initial client installation location, or another network computer.

If you are using a 64-bit operating system for your client, you will need to follow these steps; for 32-bit, continue with step 4.6.

- 4.5.1. From Windows Explorer, go to Windows\sysWOW64\odbcad32.exe and run. Set up your ODBC connection here, using the 32 bit driver, following the steps in item 4.6 below. If you don't have this file, download and install the driver **sqlncli_x64.msi** from Microsoft.

4.6. Set up the ODBC connection

- 4.6.1. To set up the ODBC connection, go to the client computer.
- 4.6.2. From *Windows*® Control Panel, select **Administrative Tools > Data Sources (ODBC)**.
- 4.6.3. Go to the **User DSN** tab and click **Add**.
- 4.6.4. Select **SQL Native Client** (10 or higher) and click **Finish**.

Note: the driver you use may differ depending on the version of *SQL Server*® you have installed.

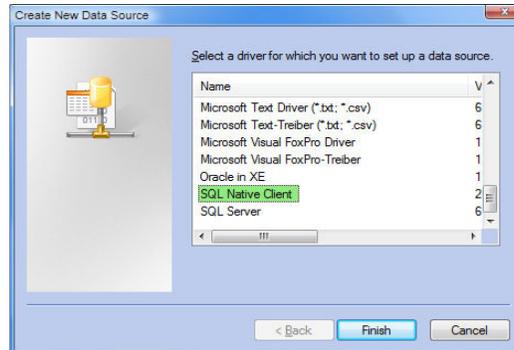


Figure 11: ODBC Driver

- 4.6.5. Type in the name **TTSERV**.

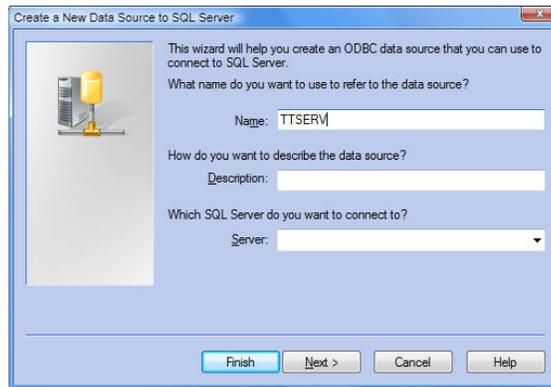


Figure 12: ODBC Data Source Name (DSN)

- 4.6.6. Select your SQL Server® (the same name you used when connecting through the SQL Management Studio in *step 4.2.1* above) and click **Next**.

Note: If it's not on the list, type in the name of your server and your version of SQL Server. If you are using SQL Express, it should read "YourServer\SQLEXPRESS". If you are using SQL 2008, it should read "YourServer\SQL2008".

- 4.6.7. Change the default database to TRAINTRACK, and click **Next**.

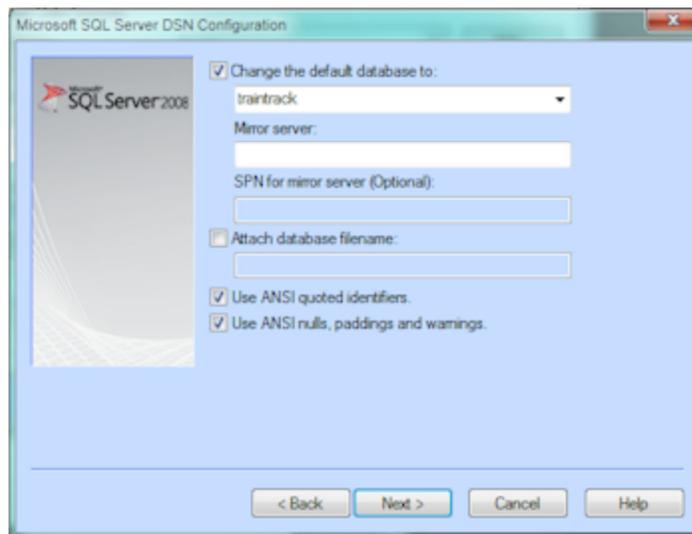


Figure 13: Default Database

- 4.6.8. Click **Finish**.



Figure 14: Finish

4.6.9. Click Test Data Source.

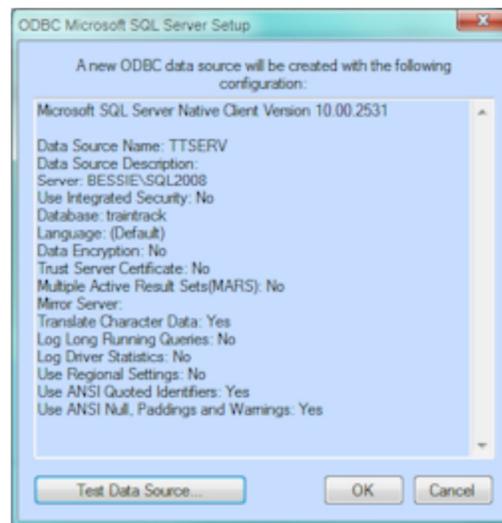


Figure 15: Test Data Source

4.6.10. Click **OK**.

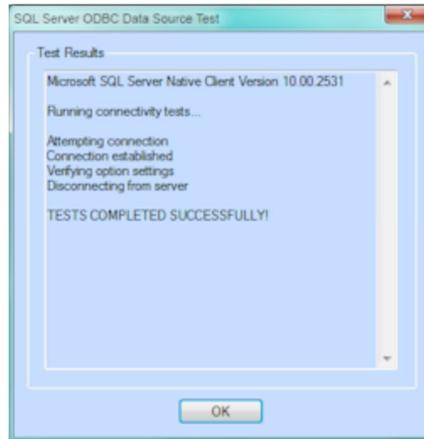


Figure 16: Test Completed Successfully

4.6.11. Click **OK**.



Figure 17: OK

4.7. Install the **TRAIN TRACK**® Client

Note: If your database name or ODBC DSN is different than the default, the **TRAIN TRACK**® Client must be configured on a computer that has a full installation of **Access**® 2010, and then you may copy the Client onto machines with **Access**® 2010 Runtime.

- 4.7.1. From the client computer, open **Windows**® Explorer and browse to the location where you unzipped the **TRAIN TRACK**® installation files.
- 4.7.2. If you do not have **Microsoft**® **Access**® 2010 installed and wish to install the free runtime version, locate the installation file **TTCS_10_RTSetup.exe** and double-click to open. Follow the instructions on your screen to install the client.
- 4.7.3. If you already have the full version of **Microsoft**® **Access**® 2010 installed, locate the installation file **TTCS_10_Setup.exe** and double-click to open.

Liberty Labs, LLC - TRAIN TRACK ® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 17 of 32

- 4.7.4. Once installed, open the application. You should see the initial screen. You may select to import data from a previous version, enter a registration code, or start the 30-day trial. If you do not see the startup screen, open the **linked table manager** and re-link your data tables.

5. Importing Data from a Previous Version

If you need to import data from a previous version, please make sure you are importing from version 7 or later. If you have an older version, you will need to update to version 7 before importing to version 10.

If you are importing from another **TRAIN TRACK**® server database, please make sure each user interface (the old and the new) have distinct ODBC connection names, and that they are connected to the correct database. Make sure you have a valid, *TESTED* backup before you begin.

- 5.1.1. To import data, open your new client application. If you do not see the startup screen, open the **linked table manager** and re-link your data tables.
- 5.1.2. From the startup screen, click **Import data from a previous version**.

Note: If you have already bypassed the startup screen, you can also import data by clicking "Import Data" from the navigation pane and then clicking "Import data from a previous version".

- 5.1.3. Click **Browse** and browse to the location of the user interface for your previous version.
- 5.1.4. Click **Import**. Follow the instructions on your screen. You will see a message telling you that the data has been imported.

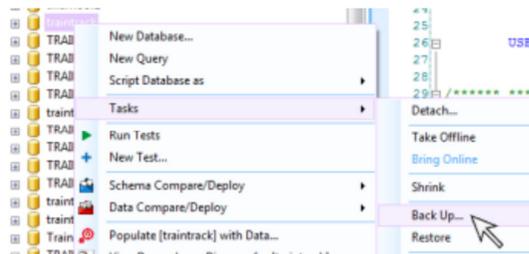
6. Updating from a Previous Version

If you are updating from version 9, then you will not need to install a new database. Instead, you will need to first back up your existing database, then run the script against your existing database. You may be able to use your existing ODBC connections, but you will need to run the linked table manager to re-link the data tables and views from within the new client.

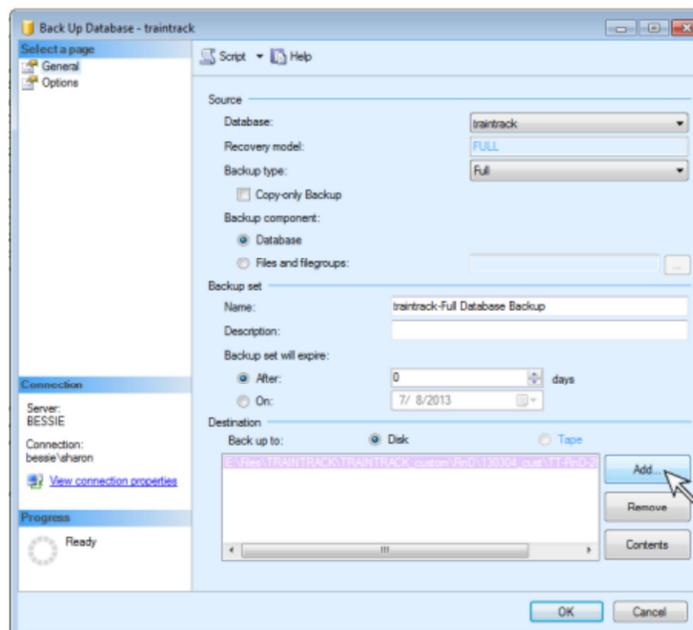
6.1. Back-up your Database

If you have an existing client/server edition of **TRAIN TRACK**®, before you begin, please make a backup copy of your database.

- 6.1.1. From *SQL Management Studio Express* (or your existing version), right-click on the database name and select **Tasks > Backup**.

**Figure 18: Backup**

6.1.2. Click Add.

**Figure 19: Add Backup Destination**

6.1.3. Browse to the location you want to store your backup and click **OK**.

6.1.4. Click **OK** in the backup dialog window. You will see a message that the backup was successful.

6.2. Update the **TRAIN TRACK**® Data Tables and Views

Run the script that was provided with your setup files:

6.2.1. From the *SQL Server*® *Management Studio* menu bar, select **File > Open > File**.

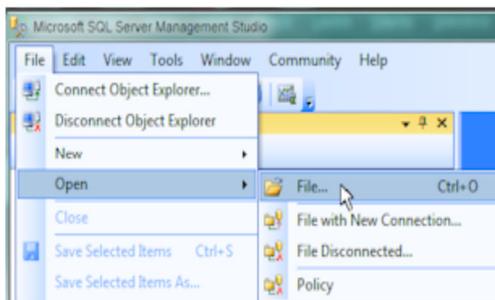


Figure 20: Open the SQL Script

- 6.2.2. A browse box will open. Browse to the location where you unzipped your TRAIN TRACK® installation files. Select **TT10.x.x.sql** and click **Open**.

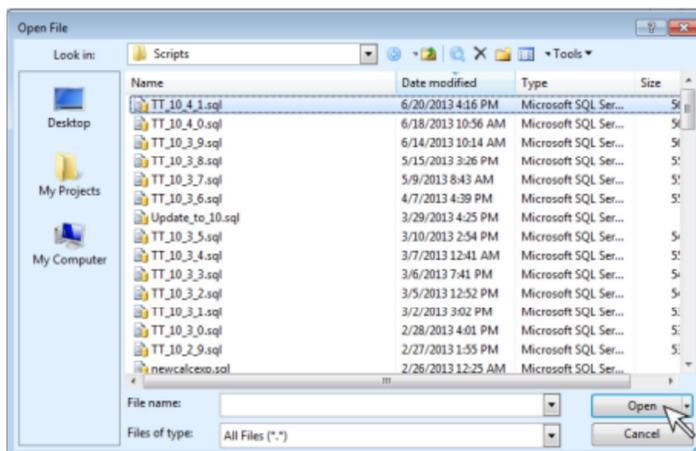


Figure 21: Open the script file

- 6.2.3. **TT10.x.x.sql** will open.

Note: if you named your database something other than “TRAINTRACK”, you will need to edit the first line of the script and insert the name of your database where it says USE [TRAINTRACK]. You must have at least one copy of the full version of Microsoft® Access® 2010 if you do not use the default names.

- 6.2.4. From the tool bar, click **Execute**. This will update the tables and views you need into your SQL database.

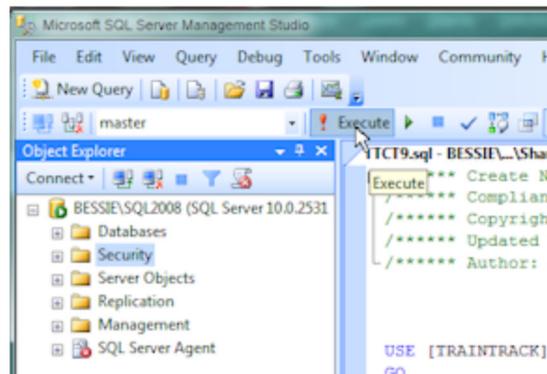


Figure 22: Execute the SQL Script

6.2.5. You should see a message stating that the query executed successfully.

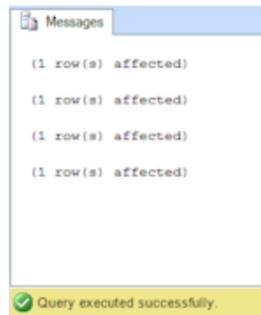


Figure 23: SQL Script Executed Successfully

6.3. Install the **TRAIN TRACK**® Client

Note: If your database name or ODBC DSN is different than the default, the **TRAIN TRACK**® Client must be configured on a computer that has a full installation of **Access**® 2010, and then you may copy the Client onto machines with **Access**® 2010 Runtime.

- 6.3.1. From the client computer, open **Windows**® Explorer and browse to the location where you unzipped the **TRAIN TRACK**® installation files.
- 6.3.2. If you do not have **Microsoft**® **Access**® 2010 installed and wish to install the free runtime version, locate the installation file **TTCS_10_RTSetup.exe** and double-click to open. Follow the instructions on your screen to install the client.
- 6.3.3. If you already have the full version of **Microsoft**® **Access**® 2010 installed, locate the installation file **TTCS_10_Setup.exe** and double-click to open.
- 6.3.4. Once installed, open the application. You should see the initial screen. You may select to enter a registration code, or start the 30-day trial.
- 6.3.5. From the menu bar, click **linked table manager**. Click **Select All** and **OK**.

Liberty Labs, LLC - TRAIN TRACK® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 21 of 32

7. Web Component

If you purchased a license for the optional web component, you are now ready to install it.

The web-based interface is designed to work with the client/server application and run on your web server. Before installing the web components, the client/server application should already be in place. This includes both the SQL Server back-end database, and the Client user interface. The application should be fully tested and verified before proceeding with the web component installation. If the client/server application is already live, you may wish to use a test copy of the database for setting up and installing the web component prior to releasing the application to end-users.

7.1. Prerequisites:

Before beginning installation, you must have the following in place:

- 7.1.1. TRAIN TRACK Client/Server, fully tested and verified.
- 7.1.2. Classic ASP-enabled web server.

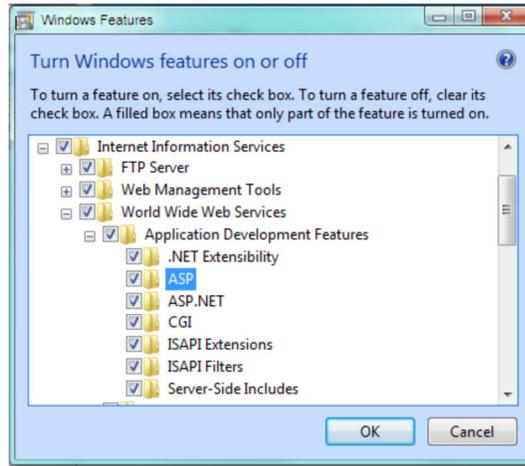
The web server is not part of *TRAIN TRACK*®, and while we can't support issues with your web server, we have provided some helpful information. You will need to be able to test your server and ensure that .asp pages are functional before you begin.

ASP Web Server Tips:

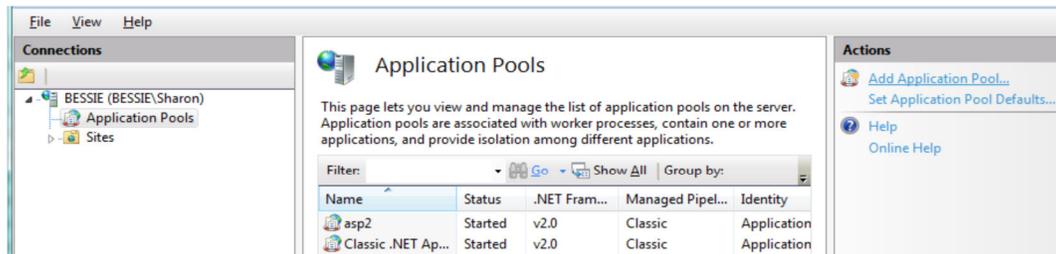
To run ASP pages, you need an application server that supports Microsoft Active Server Pages 2.0., such as Microsoft IIS (Internet Information Services), which comes with Windows but may need to be turned on. The following instructions are for configuring IIS. The process may be different depending on your operating system:

- A. Go to Control Panel > Programs and Features > Turn Windows features on or off.

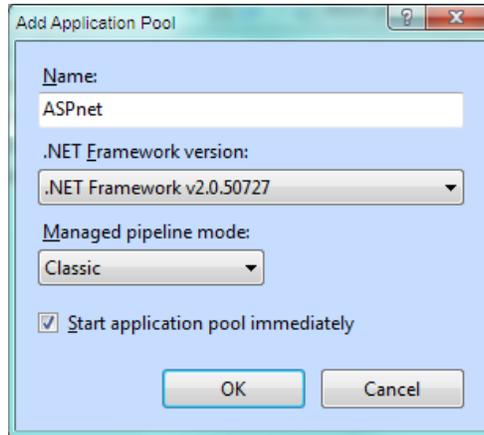
- B. Locate Internet Information Services > World Wide Web Services > Application Development Features and check the box for ASP.



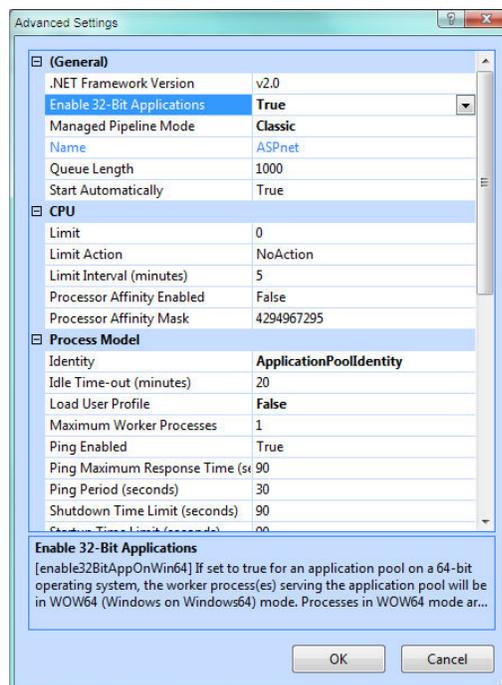
- C. Next, go to Control Panel > Administrative Tools > Internet Information Services (IIS) Manager.
- D. Select Application Pools on the left, then click Add Application Pool on the right.



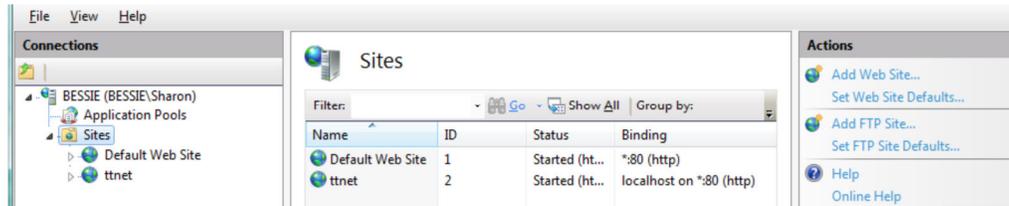
- E. A box will open. Type in a descriptive name for your application pool and select the following settings, then click OK.



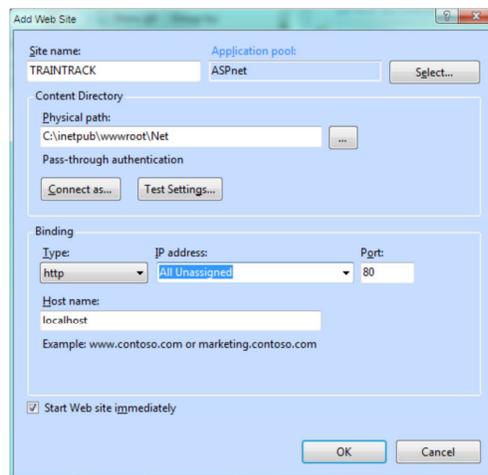
- F. If your operating system is 64 bit, then in the Internet Information Services (IIS) Manager, select the Application Pool, and set “Enable 32 bit applications” to True; otherwise, skip to next step.



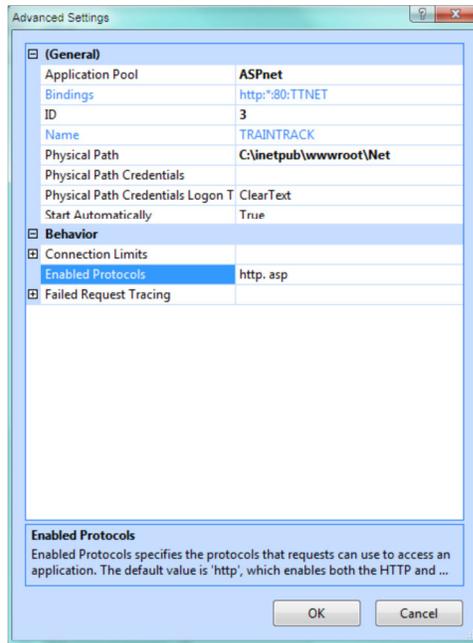
- G. Next, in the Internet Information Services (IIS) Manager, select Sites on the left, and Add Web Site on the right.



- H. A box will open. Enter the information for your configuration and click OK.



- I. In the Internet Information Services (IIS) Manager, select the site, and select Advanced Settings on the right. A box will open. Add asp to the list of Enabled Protocols.



- J. Locate the root folder of your web server.

The following are the default root folders of selected web servers:

Web server	Default root folder
ColdFusion MX 7	\CFusionMX7\wwwroot
IIS	\inetpub\wwwroot
Apache (Windows)	\apache\htdocs
Apache (Macintosh)	Users:MyUserName:Sites
Jakarta Tomcat (Windows)	\jakarta-tomcat-4.x.x\webapps\ROOT\

Optional:

To test the web server, place a test ASP page using data from a database in the default root folder and attempt to open it by entering the page's URL in a browser. The URL comprises the domain name and the filename of the ASP page, as follows: www.example.com/testpage.asp.

If the web server is running on your local computer, you can use localhost instead of a domain name. Enter one of the following localhost URLs to match your web server:

Web server	Localhost URL
ColdFusion MX 7	http://localhost:8500/testpage.htm
IIS	http://localhost/testpage.htm
Apache (Windows)	http://localhost:80/testpage.htm
Apache (Macintosh)	http://localhost/~MyUserName/testpage.htm (where MyUserName is your Macintosh user name)
Jakarta Tomcat (Windows)	http://localhost:8080/testpage.htm

If the page doesn't open as expected, check for the following errors:

- The web server is not started. Consult the web server's documentation for starting instructions.
- The file does not have an .asp or extension.
- You entered the page's file path (for example, c:\CFusionMX7\wwwroot\testpage.asp), not its URL (for example, http://localhost:8500/testpage.asp), in the browser's address text box.
- The URL contains a typing mistake. Check for errors and make sure the filename is not followed by a slash, such as http://localhost:8080/testpage.asp/.

7.2. Database Access

- 7.2.1. From *SQL Management Studio*, open the **Security** folder and right-click on the **Logins** folder.
- 7.2.2. Select New Login.
- 7.2.3. Now browse to the IUSR or IUSER account. This will be a built-in, existing account.
- 7.2.4. In the Login - New window, under 'default database', select the *TRAIN TRACK®* database (using the name you assigned in the step above).
- 7.2.5. Under **User Mapping**, check the *TRAIN TRACK®* database.
- 7.2.6. Under **Database Role Membership**, check **db_datareader** and **db_datawriter**. Leave **Public** checked. This will give the users read and write access to the database.

7.3. ODBC Connection

Set up an ODBC connection on your web server following the same steps you used to set up the connection on your client workstation.

Liberty Labs, LLC - TRAIN TRACK® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 27 of 32

7.4. Install the Web Pages

- 7.4.1. Create a new folder for the application inside the web server root folder. For example, using IIS, \inetpub\wwwroot\TRAINTRACK\
- 7.4.2. Give the IUSR account access to this folder.
- 7.4.3. Unzip the .asp files into this folder.
- 7.4.4. Open your web browser and Browse to the location of the .asp files. For example: <http://www.localhost/TRAINTRACK/adminsetup.asp>
- 7.4.5. Navigate to the page AdminSetup.asp.
- 7.4.6. Click the “Add” button.
- 7.4.7. From Login.asp, log in to the application using the name “Admin” and password “Admin”. Go to the user setup screen and edit the password for this user.
- 7.4.8. Test the application.
- 7.4.9. When satisfied with testing, delete the pages “AdminSetup.asp” and “UserCheck.asp”.

8. Validation

If you purchased the validation package, and plan to validate your installation of the application, please refer to the validation package documentation for further instructions. You may also create your own validation documents.

We recommend at a minimum that you compare reports between your old version and the new one. Please note that you may see some differences in the total number for each status if you had scheduled training where the date for the class has passed but the training was not completed. In the previous versions, these would still be counted as “scheduled”, but in version 10 they revert to their previous state (i.e. needed or expired). If your totals are not the same, select several records at random and compare them in both versions.

Liberty Labs, LLC - TRAIN TRACK ® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 28 of 32

Appendix 1: Troubleshooting

If you are unable to connect using ODBC:

1. Make sure the SQL Server is running
2. Stop and re-start your SQL Server if you have made any changes.
3. Make sure the database is configured to allow remote connections, and both TP/IP and named pipes are enabled.
 - a. Open SQL Server® > Configuration Tools.
 - b. Under Services and Connections, click on remote connections, and select to allow both TCP/IP and named pipes.
4. Make sure the database is set to allow both Windows and SQL authentication.
5. Make sure the user is listed as a user in SQL Server®
 - a. On your server, start SQL Server® Management Studio.
 - b. Click Connect (top left) and connect to your server.
 - c. From the tree at the left, select Security > Logins.
 - d. Right-click and select New Login.
 - e. Add the windows group that contains the users of your TRAIN TRACK® application. If you do not have an appropriate group, then you will have to add the users individually.
 - f. In 'default database', select the database you want to have them automatically log into (this will be "TRAINTRACK" if you installed it using the default name).
 - g. In user mapping, check the TRAIN TRACK® database. In database role membership, check db_datareader and db_datawriter. This will give them read and write access to that database.
 - h. To set up the ODBC connection, go to the client computer and set it up using Windows authentication.
6. If you are using a group for login permissions and it is not working, try creating a login for an individual user.
7. Make sure you have correctly identified the server name in the ODBC connection. It should be the same as the server name you select when connecting to SQL Management Studio.
8. Make sure your ODBC DSN is "TTSERV".
9. From Linked Table Manager, try creating a NEW ODBC connection, and over-writing the original one.

Liberty Labs, LLC - TRAIN TRACK® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 29 of 32

10. Make sure you have the correct ODBC driver. The recommended driver is the SQL Native Client 10 or higher.
11. Make sure the user has full permissions under your Windows security settings for the folder where the client database is stored.
12. If you get an error “SQL State 08001 SQL Server Error 2 Could not open a connection to SQL Server (2)”, check your Windows firewall settings and make sure the application is not being blocked.
13. Open a new Access database and attempt to link to and open the data tables with your ODBC connection. If this fails, then the problem is with your connection and not with the application.

Setting up an initial web user

14. If you are unable to log in, open the page usercheck.asp. This page will list all of the users that have been set up.
15. If your user name is not included, open the page adminsetup.asp and click the link to set up an admin user. This will add a user to the database with user name “admin” and password “admin”.
16. You may then log in under that name and edit your users.

If you are unable to log in to the web component

17. If you are unable to log in or view any pages that have data from the database, this is most likely caused by not having correct user permissions set up in the database. Make sure your Windows users are listed with datareader and datawriter permission, as well as your IUSR and the ttuser.

Using a Connection String

18. If you are unable to view any data, you can replace the ODBC connection with a connection string. To do this:
19. Open the folder where you installed the web pages.
20. Open the file Connections/TTSERV.asp. You can open it using Notepad or your web authoring tool.
21. Replace the existing text with your connection string. Connection strings will vary depending on your configuration. Below are some example strings.

Make sure there is not a firewall blocking port 1433 or 1434.

Check to see if you have an error log file located at c:/ProgramFiles/Microsoft SQL Server/MSSQLxx.xxx/MSSQL/Log.

Example A:

```
<%
Dim MM_TTSERV_STRING
Set MM_TTSERV_STRING = Server.CreateObject("ADODB.Connection")
MM_TTSERV_STRING.Open "Provider=SQLOLEDB;Data Source=MYSERVER\MYSQL;" _
    & "Initial Catalog=traintrack2009;User Id=ttuser;Password=22user;" _
    & "Connect Timeout=15;Network Library=dbmssocn;"
%>
```

Substitute the name of your actual server and SQL instance for **MYSERVER\MYSQL**. If you don't know what this is, open the SQL Management studio. A box will open asking you what database to connect to. This is what you need to use in the string. For example, for the server shown in the box below:



The string would be:

```
<%
Dim MM_TTSERV_STRING
Set MM_TTSERV_STRING = Server.CreateObject("ADODB.Connection")
MM_TTSERV_STRING.Open "Provider=SQLOLEDB;Data Source=BESSIE\SQLEDB;" _
    & "Initial Catalog=traintrack2009;User Id=ttuser;Password=22user;" _
    & "Connect Timeout=15;Network Library=dbmssocn;"
%>
```

Example B:

```
<%
Dim MM_TTSERV_STRING
```

Liberty Labs, LLC - TRAIN TRACK® Software Installation Instruction		Doc. #: SII-TT-002 Rev 06
Author: Sharon Moxon	July 8, 2013	Page 31 of 32

```
Set MM_TTSERV_STRING = Server.CreateObject("ADODB.Connection")
MM_TTSERV_STRING.Connectionstring = "Provider = SQLOLEDB; Data Source =
BESSIE\SQL2008; Initial Catalog = traintrack2009; User Id=ttuser; Password=22user"
MM_TTSERV_STRING.Open
%>
```

Save the file, and test your web pages.

Use SQL Authentication

22. To connect using SQL authentication, add a user to the SQL database, set up the ODBC with SQL authentication, then add the user name and password to the connection file.

If you are using Windows Server 2008 here is some information about setting up the basic web site:

<http://www.trainingsignaltraining.com/windows-server-2008-iis7>

For support, please call 619-284-8013. Our office hours are 7 a.m. to 4 p.m. Pacific Time, but we can be available by appointment outside office hours.

Appendix 2: Installation Worksheet

#	Item	Identification/Documentation	Completed By	Date
1.	2.1 Identify Server	Server configuration, name, and location:		
2.	2.2 Install SQL Server	Version: Instance:		
3.	2.3 Load Setup Files	Setup file location:		
4.	4.2 Create Database	Database name:		
5.	4.3 Install Tables and Views	Name of script used:		
6.	4.4 Set up database user	User name/password:		
7.	4.5 Identify Client	Client configuration, name, and location: Access version:		
8.	4.6 Set up the ODBC Connection	Connection name:		
9.	4.7 Install the Client	Location:		
10.	7 Install the Web Component	URL:		

Version Installed: _____ Installed By: _____

Date Completed: _____ Signature: _____

Comments/Additional Notes: