

MRO

Install

THIS IS ALWAYS A WORK IN PROGRESS!

Please always grab the most recent, especially to get security updates.

Last Update: **2018.10.16**

IMPORTANT: Always download the files from this site for EACH install/upgrade

New Install or Update from V6 to V7

General notes:

V8, you must install V7 first then upgrade to V8

Request a license key

<https://www.surveymonkey.com/r/MC-License>

All the dealers are listed, servername and database should be exactly as shown in the setup program. I can't confirm but I believe CASE mATTers.

If it's a new install you will need to complete a partial install first to confirm your server settings.

V6 to V7 Update or V7.0 Update to V7.X

November 12 Update:

*For existing v7 On-Premise customers, they should run the Upgrade EXE, which will unzip all the updated web files. Once that has been completed, they should **run the "v7_ReRunnable_HotFix.sql"** file against their existing v7 entity databases. This will add the missing "Reduce Motion" preference as well as a fix for the #TempChildAssetPKs issue in the AS_IU trigger.*

If the organization is using a previous version they will need to upgrade to MC v6.0 before proceeding.

Upgrade File: http://downloads.maintenanceconnection.com/mc_upgrade_v70.exe

Run the MCv7 Pre-Upgrade EntityDB Audit-On_Premise.sql script to check for any abnormalities in the ent database. If there are any customization they will have to be tested before the upgrade is started. Likewise if the last 2 queries produce results then it indicates that those inventory items appear multiple times in the same stockroom location and the part will have to be removed from all but one instance per stock room. Once that is complete re-run the audit to ensure all instances have been rectified. Once the v7.0 upgrade is complete you will be able to use the built in multi bin functions to move the part into several bins within a single stock room.

It is recommended to backup both the mcRegistrationSA and all ent databases before moving forward.

1. Place the mc_upgrade_v70.exe self extracting zip in the C:\Maintenance Connection directory (parent directory of mc_iis). Be sure to right click the file, go to Properties, and Unblock if necessary.
2. Run the exe as administrator.
3. Once the files are extracted you will see a SQL Scripts folder. You will need to run the “mcReg_v70.sql” file against the mcRegistrationSA database and the “v60 to v70.sql” against each ent database.
4. If the organization has MC Express you will need to follow the MC Express install/upgrade instructions.
5. Run the mcConfig.exe tool.

It should pull all the pertinent information from the mc.ini file

1. verify existence of the the Registration Database
2. Move to the Company tab.
You will need to do the following for each ent databas:
 1. Verify Existence of the Company Database.
 2. Enter the new v7.0 compatible license key.
 3. Save the record.
3. Move to the Additional tab and click Register DLLs.
6. Clear your browser cache and log into Maintenance Connection.
http://SERVER-NAME/mc_web

V7 New Install

Install File: http://downloads.maintenanceconnection.com/MCInstaller_v7.exe

The install file is a self extracting zip. It will create the Maintenance Connection directory wherever it is run so it is recommended to run in the C:\ root directory. Note this is different than previous installs

1. Run the MCInstaller_v7.exe self extracting zip
2. While it is running, verify IIS is installed and that the following features are enabled:
 - IIS Management Console
 - .NET Extensibility
 - ASP
 - ASP.NET
 - ISAPI Extensions ← do NOT enable this, we used to; disable
 - ISAPI Filters ← do NOT enable this, we used to; disable
 - Server-Side Includes ← do NOT enable this, we used to; disable
3. You will need to create a new local windows user and give it full rights over the Maintenance Connection directory Note this is different than previous installs
 1. User Name: mcuser
 2. Password: Pick a 15 or longer character password
 3. DO NOT enforce password policy (this user's credentials should not be changed going forward)
 4. Right Click on the new Maintenance Connection root directory (C:\Maintenance Connection) and select "Properties"
 5. Select "Edit" on the security tab
 6. "Add" the mcuser account
 7. Set the Permissions to "Read" and "Write" do NOT use "Full Control"
4. SQL Server
 1. In SQL server Management Studio create a new SQL Login
 1. Login Name: mczar
 2. password: mczar, or go in and edit and use a bigger password. We recommend doing it the harder way (15 character or more password), if so, edit in the reg database, appProfileDetail, column varnm="p" (4 of them), change the column value to be the password. If so, mcconfig will need this password as well
 3. DO NOT enforce password policy (this login's credentials should not be changed going forward)
 2. Create the new MC v7.0 databases
 1. Once the Maintenance Connection directory has finished extracting you can navigate to mc_database



2. Restore the mcRegistrationSA_v7.bak backup with the database name mcRegistrationSA
3. Restore the mcModel_v7.bak backup with a database name beginning with the letters ent followed by the customer name (entCustomerName)
4. Map the newly created mczar to each of the databases as db_owner
5. Run the mcConfig.exe tool Note: if you cannot connect to the DB using the servername, use the IP address first to get past the next couple of steps, and then register the .dlls, then go back and try to connect with the servername.
6. Check and see if there is a mc_ini table in the MCRegistration DB, if there isn't run this script to create one

https://www.dropbox.com/s/83ttdpk6e0kgjfl/Create%20MC_ini%20table%20in%20MCRegistration%20DB.sql?dl=0

Run the config program but if it doesn't update the mc_ini table then you'll need to edit that table manually with the mc.ini settings

1. Navigate to the root of the Maintenance Connection directory (C:\Maintenance Connection) and run the mcConfig.exe tool
2. System tab:
 1. Enter the SQL server information and click “Verify Existence of Registration Database”
 2. In the general section, enter the SMTP / IP Address
 3. At the bottom of the general section, enter the mcuser User ID and Password you created in step 2
 4. Click Save.
 5. If there is only 1 entity database and they not be using MC Express you can check the box for “Use Company from INI” other wise skip to step 5c.
 6. Enter the entity database information and click “Verify Existence of the Company Database”
 7. Click Save.
3. Company tab
 1. Enter the Database Code (name of the database without the ‘ent’) and the SQL Server and click “Verify Existence of the Company Database”
 2. Select a logo then when you click open you will be prompted for the the location of your mc_imageserver (C:\Maintenance Connection\mc_imageserver)



3. Create a User Signup Key that new members will use during the signup process to connect to this database.
4. Enter the MC v7.0 compatible license key and click Unlock License Key.
5. Enter any other pertinent information about the organization.
6. Save the record and advance to the Additional tab
4. Additional Tab
 1. enter a SQL Admin user ID and Password then click “Create Janitorial Tasks”
 2. Click Register DLLs Please note, you may need to register these first in order to connect to the database with the servename instead of the IP address
7. IIS Setup
 1. Create or select an Application Pool for Maintenance Connection
 1. If the user has purchase MC Express, ensure that .NET Framework version is 4.0
 2. In the Advanced Settings:
Enable 32-Bit Application = True
Load User Profile = True
 2. Create the MC Web Application
 1. Expand Sites
 2. Right-click Default Web Site and select Add Application
Alias: mc_web
Application Pool: set this to the app pool from the previous step
Physical path: C:\Maintenance Connection\mc_iis
 3. Right-click Default Web Site, Add Virtual Directory, do **NOT** use ~~Add Application~~ **this is a very serious, critical, security step – this prevents uploaded asp files from being executed and installing viruses etc., on your server.**
Alias: mc_imageserver
Physical path: C:\Maintenance Connection\mc_imagserver

ABC PDF setup for updates or new installs:

We recommend you do **NOT** do this. We believe there is a lot of security risks doing this. We do NOT support this.

1. Navigate to mc_iis/ABCpdf9
 1. Double click on the register.bat file and wait for it to say “registered successfully”.



2. Double click on the MCPDF.reg file to import the settings into the registry.
3. Open IIS and click on the Application Pools in the upper left tree and find the Application Pool that the MRO is using
4. In the Advanced Settings set “Load User Profile” to “True”
5. Click Start->Run and type regedit then hit “OK”
6. Navigate to HKEY_LOCAL_MACHINE -> Software -> WebSupergoo and right click and select permissions.
7. Click “Add” and type everyone and hit OK
8. Select Allow Full Control and hit Apply then OK
9. Navigate to HKEY_LOCAL_MACHINE -> Software -> Wow6432Node -> WebSupergoo and right click and select permissions.
10. Click “Add” and type everyone and hit OK
11. Select Allow Full Control and hit Apply then OK
12. In Windows Explorer, navigate to C:\Users\<<APP POOL NAME>\AppData\Local (**please note you may have to first try the PDF export for the folder to show up**)
13. Right-click the Temp folder and go to Properties > Security
14. Click Edit and Add Users (from the local machine)
15. Give the Users “Full Control”

Agent Install

For new installs you will manually need to create and populate a record in the mc.ini table of the registration DB

New Install

1. Navigate to the mc_agent folder
 1. Run “mc_agent_setup_v60.exe”
 2. After installation Copy the following files from the mc_agent directory to the Agent Service installation directory (usually C:\Maintenance Connection\Agent Service):
MCAgentControlPanel.exe
MCAgentService.exe
 3. After installation Copy the following files from the mc_agent directory to the Agent Service installation directory (usually C:\Maintenance Connection\Agent Service\bin):

MCAgent_v7.dll
MCAgent_v70.dll

RegV7dll.bat

Run the RegV7dll.bat file as Administrator (You may have to use the Command Prompt and browse to the directory depending on the Server OS)

1. Proceed to agent setup as normal.

Update V6 to V7

1. Upgrade the agent:
 1. Copy the following files from the mc_agent directory to the Agent Service installation directory (usually C:\Maintenance Connection\Agent Service):
MCAgentControlPanel.exe
MCAgentService.exe
 2. After installation Copy the following files from the mc_agent directory to the Agent Service installation directory (usually C:\Maintenance Connection\Agent Service\bin):
MCAgent_v7.dll
MCAgent_v70.dll

RegV7dll.bat

Run the RegV7dll.bat file as Administrator (You may have to use the Command Prompt Depending on the Server OS)

1. Proceed to agent setup as normal.

NOTES:

If your customers are having problems manually emailing reports, etc in MC v7 this may be due to a MC.ini setting. Often by default MailBeeObj is set to '= 0' where it should be '= 1'

C:\maintenanceconnection\mc_iis\mc.ini ←right mouse, set to hidden. **Critical security step: This is to prevent it from being able to be downloaded and read – remember a password is in here.**

Security step:

Rename \onsite\mc_diag.asp to mc_diag.old



If and when you need it, TEMPORARILY name it back do you work and immediately rename it back to .old