Pro-Watch™ Software Suite
Release 4.2 Web
Installation Guide
Copyright© 2014 Honeywell. All rights reserved.

Pro-Watch name and logo are registered trademarks of Honeywell. All other product and brand names are the service marks, trademarks, registered trademarks, or registered service marks of their respective owners. Printed in the United States of America. Honeywell reserves the right to change any information in this document at any time without prior notice.

Microsoft and Windows are registered trademarks of Microsoft Corporation. Windows Server is a trademark of Microsoft Corporation.

Ordering Information

Please contact your local Honeywell Access Systems representative or visit us on the web at http://www.honeywellintegrated.com/ for information about ordering.

Feedback

Honeywell Access Systems appreciates your comments about this manual. Please visit us on the web at http://www.honeywellintegrated.com/ to post your comments.
CONTENTS

Chapter 1  Preface
1.1 Purpose of this Document................................................................. 2
1.2 Audience............................................................................................ 2
1.3 Pro-Watch Documentation Set ......................................................... 2
1.4 Use of Symbols .................................................................................... 2
1.5 Compliance .......................................................................................... 3

Chapter 2  Pro-Watch 4.2 Installation
2.1 Overview............................................................................................. 6
   2.1.1 About Sample Reports................................................................. 6
2.2 Runtime Requirements................................................................. 6
2.3 Supported Operating Systems...................................................... 7
2.4 Installation Types............................................................................... 7
   2.4.1 Pro-Watch Software Suite..................................................... 7
   2.4.2 Pro-Watch Web Component................................................... 8
2.5 Installing Pro-Watch................................................................. 9
   2.5.1 Preliminary Steps................................................................. 9
   2.5.2 Installation Options ......................................................... 12
   2.5.3 Run EV_LOG_INS_EXT Stored Procedure ..................... 14
2.6 Complete Installation............................................................. 15
2.7 Server-Only Installation.......................................................... 20
2.8 Client (Complete) Installation .................................................. 22
2.9 Terminal Client Installation.................................................... 25
2.10 Database Only Installation.......................................................... 26
2.11 Custom Installation............................................................... 28
2.12 Installing Pro-Watch - Final Steps ........................................... 30
2.13 Installing Pro-Watch Web Components.................................... 35
   2.13.1 HTTP Error 500.21 Internal Server Error .................... 42
2.14 Upgrade Installation Process....................................................... 43
2.15 Generating Pro-Watch 4.2 SoftKey License .................................. 47
2.16 Pro-Watch Web Component Deployment Scenarios.................. 49
   2.16.1 Single Machine Deployment .......................................... 49
   2.16.2 Distributed Machines Deployment................................. 49
2.17 Repair and Modify the Pro-Watch Web Component.................... 52
2.18 Appendix......................................................................................... 57
   2.18.1 Installing .Net Framework 4.5........................................ 57
Chapter 3   Installation Troubleshooting

3.1 Overview ................................................................................................................. 61
3.2 Troubleshooting Flowchart .................................................................................. 62
3.3 Incorrect Web Password ....................................................................................... 63
   3.3.1 To Set the Web Password.................................................................. 63
3.4 Invalid License ....................................................................................................... 63
3.5 Workstation Not Added to DB or Granted ......................................................... 63
   3.5.1 To Add Workstation to Pro-Watch DB ............................................. 63
   3.5.2 To Grant Permit to Your Workstation............................................... 64
3.6 Routing Group Not Added to DB or Granted.................................................... 64
   3.6.1 To Add Routing Group to Pro-Watch DB......................................... 64
   3.6.2 To Grant Permit to Your Routing Group .......................................... 65
3.7 Unable to Open Windows PW Thick Client...................................................... 65
3.8 No Links Working ................................................................................................. 65
3.9 Site not on Trusted List......................................................................................... 65
3.10 JavaScript Not Permitted.................................................................................... 67
3.11 Incorrect Web Server Address........................................................................... 68
Preface

In this preface...

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose of this Document</td>
<td>2</td>
</tr>
<tr>
<td>Audience</td>
<td>2</td>
</tr>
<tr>
<td>Pro-Watch Documentation Set</td>
<td>2</td>
</tr>
<tr>
<td>Use of Symbols</td>
<td>2</td>
</tr>
</tbody>
</table>
1.1 Purpose of this Document

The Pro-Watch Software Suite Installation Guide provides the information necessary to install Release 4.2 of the Pro-Watch access control system and Pro-Watch Web Component (also referred to as the “Web Client”).

These procedures require Microsoft Windows Server 2008 or Server 2008 R2 for the Pro-Watch Server/Web Server. Microsoft Windows 7 or Vista for the Pro-Watch Web Client.

1.2 Audience

This guide is written for the Pro-Watch system administrator who installs the Pro-Watch software on local machines.

1.3 Pro-Watch Documentation Set

The Pro-Watch Software Suite documentation set includes the following manuals:

• Pro-Watch Software Suite Guide (7-901071V4) in Portable Data File (PDF) format and as an Hypertext Markup Language (HTML) online help file accessed from the software.
• Pro-Watch Software Suite Quick Reference Guide in PDF format.
• Pro-Watch Software Suite Installation Guide (7-901073V3) in PDF format.
• Pro-Watch Software Suite Release Notes, Release 4.2.

1.4 Use of Symbols

The following symbols appear in this guide:

Danger: Dangers provide information that you must follow to avoid the risk of physical injury.

Warning: Shock warnings provide information that you must follow to avoid physical injury by electrical shock.

Caution: Cautions provide information that you must follow to avoid damage to the hardware or software components of the system.

Note: Notes provide important information about a procedure or topic.

Tip: Tips provide information that maximizes the implementation of a feature.
1.5 Compliance

To obtain applicable EU compliance Declaration of Conformities for this product, please refer to our website, http://www.security.honeywell.com/hsce/international/index.html.

For any additional information regarding the compliance of this product to any EU-specific requirements, please contact:

Honeywell Security & Communications
Honeywell Security - Quality Assurance Dept., Newhouse Industrial Estate
Motherwell
Lanarkshire ML1 5SB
Scotland
United Kingdom
Tel: +44(0) 1698 738200
Email: UK64Sales@Honeywell.com
# Pro-Watch 4.2 Installation

## In this guide...

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>6</td>
</tr>
<tr>
<td>Runtime Requirements</td>
<td>6</td>
</tr>
<tr>
<td>Supported Operating Systems</td>
<td>7</td>
</tr>
<tr>
<td>Installation Types</td>
<td>7</td>
</tr>
<tr>
<td>Installing Pro-Watch</td>
<td>9</td>
</tr>
<tr>
<td>Complete Installation</td>
<td>15</td>
</tr>
<tr>
<td>Server-Only Installation</td>
<td>20</td>
</tr>
<tr>
<td>Client (Complete) Installation</td>
<td>22</td>
</tr>
<tr>
<td>Terminal Client Installation</td>
<td>25</td>
</tr>
<tr>
<td>Database Only Installation</td>
<td>26</td>
</tr>
<tr>
<td>Custom Installation</td>
<td>28</td>
</tr>
<tr>
<td>Installing Pro-Watch - Final Steps</td>
<td>30</td>
</tr>
<tr>
<td>Installing Pro-Watch Web Components</td>
<td>35</td>
</tr>
<tr>
<td>Upgrade Installation Process</td>
<td>43</td>
</tr>
<tr>
<td>Generating Pro-Watch 4.2 SoftKey License</td>
<td>47</td>
</tr>
<tr>
<td>Pro-Watch Web Component Deployment Scenarios</td>
<td>49</td>
</tr>
<tr>
<td>Repair and Modify the Pro-Watch Web Component</td>
<td>52</td>
</tr>
<tr>
<td>Appendix</td>
<td>57</td>
</tr>
</tbody>
</table>
2.1 Overview

This guide documents the installation of the Pro-Watch 4.2 software and Pro-Watch Web Component. Note that after you install this software, you will also need to complete the Pro-Watch licensing procedure as described in the Document # 800-01823V5, Pro-Watch 4.2 Web, Software Keys User Guide.

2.1.1 About Sample Reports

When the user patches up to PW 4.2, the sample reports do not get installed automatically.

2.1.1.1 Workaround Solution

The users can run a SQL script (the stored procedure PWAP_Sample_reports) manually to install the sample reports.

2.2 Runtime Requirements

Pro-Watch (PW) Software Suite 4.2 requires:

- MDAC 2.8 SP1
- Microsoft Windows Installer 4.5
- Microsoft Windows PowerShell 1.0

Pro-Watch Software Suite 4.2 can run on either Windows Server 2008 or 2012. If Microsoft SQL Server 2012 (or SQL 2008) is not installed, the Pro-Watch installation program will install Microsoft SQL Server 2012 Express for you. Note, however, that both the MS SQL x32 and x64 installation executables must be in the same folder as the Pro-Watch installation executable.

Caution: Ensure that these required components are present on the local system; if they are not, you must install them before continuing with the rest of the Pro-Watch installation.

Note: The setup file and installation instructions in this guide are valid only for Pro-Watch Version 4.2 or greater. Pro-Watch Software Suite Release 3.81 must be already installed if you are upgrading to Release 4.2.

Pro-Watch (PW) Web Component 4.2 requires:

- IIS 7.5: By default the Pro-Watch 4.2 Software Suite enables the IIS 7.5, if it is not enabled by the supported operating system.
- IE 9: A user can download IE 9 from the web and install.
Caution: Ensure that these required components are present on the local system; if they are not, the user cannot install and access the Pro-Watch Web component.

2.3 Supported Operating Systems

Supported operating systems for Pro-Watch Server/Web Server:
- Windows Server 2008/2008 R2
- Windows Server 2012/2012 R2

Note: Pro-Watch 4.2 currently does not support Windows NT 4.0, Windows 2000 Server, Windows 2003 Server, or Windows XP.

2.4 Installation Types

The Pro-Watch Software Suite allows you to install the following:
1. Pro-Watch Software Suite
2. Pro-Watch Web Component

Notes:
- The above installations are dependent on the feature check box selected in Installation Wizard.
- Use of the full installer is not allowed when Pro-Watch is already installed. When the users try to do that they get the an error message:

![Error Message](image)

2.4.1 Pro-Watch Software Suite

Below are the configuration options for installing a new instance of Pro-Watch Software Suite as described in the section “Installing Pro-Watch” on page 9.
- **Complete Pro-Watch Installation** – Installs all of the Pro-Watch components. Provides full server and client functionality.
- **Server-Only Pro-Watch Installation** – Installs only the Pro-Watch Server and configures the database.
Pro-Watch 4.2 Installation
Installation Types

**Note:** Configuring the Pro-Watch database involves either installing a new database or upgrading a pre-existing database to function with this version of Pro-Watch.

- **Pro-Watch Client (Complete)** – Installs only the Pro-Watch client applications.
- **Pro-Watch Terminal Client** – Installs only the Pro-Watch client terminal application.
- **Pro-Watch Database Only** – Configures the Pro-Watch database.

**Note:** Configuring the Pro-Watch database involves either installing a new database or upgrading a pre-existing database to function with this version of Pro-Watch.

- **Custom Pro-Watch Installation** – Allows the installation of Pro-Watch components custom selected from a list.

**Note:** The Custom Pro-Watch Installation option should only be used by advanced users who understand what components of Pro-Watch are compatible with one another.

In addition to all the above types, there is also a process to **upgrade** an existing version of Pro-Watch. This is described separately in the section “Upgrade Installation Process“ on page 43.

**2.4.2 Pro-Watch Web Component**

Installs only the Pro-Watch Web Component as described in the section “Installing Pro-Watch Web Components“ on page 35.
2.5 Installing Pro-Watch

2.5.1 Preliminary Steps

1. Double-click the **Pro-Watch Installation Wizard** icon to display the Pro-Watch Setup Wizard welcome page:

   *Figure 2-1  Welcome Screen*
2. Click **Next** to display the **Pro-Watch License Agreement** screen:

*Figure 2-2  License Agreement*
3. Click the radio button to confirm agreement with the licensing terms and click Next to display the feature installation screen:

Figure 2-3 Featured Installation

Explanation of Features

Select the appropriate check box for the available feature installation choices described in the table below:

<table>
<thead>
<tr>
<th>Feature Installation Options</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>To install only Pro-Watch Software Suite</td>
<td>If you want to install only Pro-Watch Software Suite and does not see a need for Pro-Watch Web Client access then: Install the Pro-Watch Software Suite based on your configuration selections as described in “Select an Option Button” on page 13 and Refer sections 2.6 Complete Installation to 2.11 Custom Installation.</td>
</tr>
<tr>
<td>To install Only Pro-Watch Web Component</td>
<td>If you want to patch up from PW 3.80/3.80 SP1/3.81/3.81 SP1 to PW 4.2, as the patch upgrade does not provide a option to install Web Components or to re-install Pro-Watch Web Components then: Ensure that Pro-Watch Software Suite is already installed on the machine and Install the Web Component of Pro-Watch as described in “Installing Pro-Watch Web Components” on page 35.</td>
</tr>
</tbody>
</table>
### 2.5.2 Installation Options

#### 2.5.2.1 Option1

If you have selected the Pro-Watch Software Suite check box then continue the steps below and refer the sections 2.6 Complete Installation to 2.11 Custom Installation. for Pro-Watch Software Suite installation.

1. Select the **Pro-Watch Software Suite** check box and then click **Next** to display the **Pro-Watch Configurations** screen:

<table>
<thead>
<tr>
<th>Feature Installation Options</th>
<th>Description</th>
</tr>
</thead>
</table>
| To install both Pro-Watch Software Suite and Pro-Watch Web Components. | If you want to install both Pro-Watch Software Suite and Pro-Watch Web Component together then:
Refer sections 2.6 Complete Installation to 2.11 Custom Installation. for Pro-Watch Software Suite installation.
Refer section “Installing Pro-Watch Web Components” on page 35 for Pro-Watch Web Client Installation.
**Note:** A user cannot perform the step 1 through step 4 of Pro-Watch Web Component if the both check boxes is selected. |
| To Install Pro-Watch Web Components after installing Pro-Watch Software Suite | If you want to install Pro-Watch Web Components after installing Pro-Watch Software Suite. Refer “Installing Pro-Watch Web Components” on page 35. |
Select an Option Button

2. Select the appropriate **option button** to select one of the available installation configuration choices described in the table below:

<table>
<thead>
<tr>
<th>Installation Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“Complete Installation“ on page 15</strong></td>
<td>Installs all of the Pro-Watch components and provides full server and client functionality. We recommend that you administer Pro-Watch from the same local machine.</td>
</tr>
<tr>
<td><strong>“Server-Only Installation“ on page 20</strong></td>
<td>Installs only the Pro-Watch Server and configures the Pro-Watch database.</td>
</tr>
<tr>
<td><strong>“Client (Complete) Installation“ on page 22</strong></td>
<td>Installs only the Pro-Watch client applications, the most common installation type when the server components are not needed.</td>
</tr>
<tr>
<td><strong>“Terminal Client Installation“ on page 25</strong></td>
<td>Installs only the Pro-Watch terminal client application. This configuration allows a user to use a local camera while using Pro-Watch through Remote Desktop or Microsoft Terminal Server Client.</td>
</tr>
<tr>
<td><strong>“Database Only Installation“ on page 26</strong></td>
<td>Configures the Pro-Watch database. This option allows you to install or upgrade a Pro-Watch database without actually installing Pro-Watch.</td>
</tr>
</tbody>
</table>
Installing Pro-Watch

2.5.2.2 Option 2

If you have selected Pro-Watch Web Component check box then perform the steps as described in “Installing Pro-Watch Web Components” on page 35.

2.5.3 Run EV_LOG_INS_EXT Stored Procedure

Before you do anything else, run the EV_LOG_INS_EXT stored procedure.

This will make sure that the User Name and Workstation name columns in the Event Table will be populated persistently even when the user is deleted from the database as when, for example, an employee leaves the company.

If this procedure is not run, the User name and Workstation name columns will be populated for each event but will revert to blank when the user record is deleted from the database at a future date for one reason or another.

Follow these steps:

1. Launch the SQL Server Management Studio.
2. Click the “+” sign and expand the Databases group in the navigation tree view.
3. Click the “+” sign and expand the PWNT option.
4. Click the “+” sign and expand the Tables sub-option.
5. Scroll down. Locate dbo.EV_LOG. Click the “+” sign and expand it.
6. Click the “+” sign and expand the Triggers sub-directory.
7. Under Triggers, right-click on EV_LOG_INS_EXT and from the pop-up menu select ENABLE to run the procedure. When the procedure runs successfully, the system will verify it with a “Success” verification message.
8. After you close the Management Studio, restart the Pro-Watch for the procedure to take effect.
2.6 Complete Installation


2. Select the Complete Pro-Watch Installation option button as explained in the section “Select an Option Button” on page 13.

   Figure 2-5 Complete Installation Selection

3. Select from the drop-down list the SQL version running on your machine. Note: If you do not have a version of SQL installed, a warning message appears, reminding “This setup will install SQL Express 2012 in your system”. Click OK. When this is selected, the process will exit the Pro-Watch installer and start the SQL Server installer. You need to re-run the Pro-Watch installer after SQL is installed.

4. To change the installation path, click Browse to find and redefine the path.

   Note: If you want to upgrade the existing Pro-Watch database, select the Upgrade Database check box.

5. Click Next to display the Configure Pro-Watch Server screen.
6. Select the **Logon Type** from the drop-down list.

7. Enter your user name.

8. Select the Domain Name from the drop-down list.
9. Enter the correct **Password** and click **Next** to display the **Configure Pro-Watch Database** screen.

   **Figure 2-7 Configure Pro-Watch Database (Manual) Screen**

10. For manual configuration, select the **Manually Configure Database (Advanced Users Only)** check box, then type in the Database Server name and select the Instance Name (that is, the Pro-Watch Database name) from the drop-down list. If the SQL server you want to use is not in the list, type its name manually. When you have completed this configuration screen, go to Step 8.

   **Caution:** Manual configuration is recommended only for advanced users.
11. To use the local database server on your machine, select the **Use Local Database Server** check box. This selection hides the Database Server field, select a instance name from the **Instance Name** drop-down list.

**Note:** The name you enter for the service account at initial login is the account name that will enable you to log in to Pro-Watch.

*Figure 2-8  Pro-Watch Database (Local) Screen*

12. Define the **Database Path** where Pro-Watch Database files (.ldf and .mdf file) is copied. Click **Browse** to find and redefine the path.

13. Click **Next** to display the continuation of the **Configure Pro-Watch Database** screen where you can create a new database.
14. To configure an existing database, leave the check box blank and select a Pro-Watch Database Name from the drop-down list

OR

Select the check box and type in the name of the new database that you’re creating.

**Note:** To install the sample reports, select the **Install sample Reports** check box OR leave the check box blank.

15. Click **Next** to display the **Ready to Install the Program** screen and go to “Installing Pro-Watch - Final Steps” on page 30 to finish the installation process.
2.7 Server-Only Installation

The server-only installations do not include any client components.


2. Select the Server-Only Pro-Watch Installation option button as explained in the section “Select an Option Button“ on page 13.

Note: If you want to upgrade the existing Pro-Watch database, select the Upgrade Database check box.

Figure 2-10  Server-Only Selection

3. To change the installation path, click Browse to find and redefine the path.
4. Click Next to display the Configure Pro-Watch Server screen:

![Configure Pro-Watch Server Screen](image1.png)

5. Click Next to display the Ready to Install the Program screen and go to “Installing Pro-Watch - Final Steps” on page 30 to finish the installation process:

![Ready to Install the Program Screen](image2.png)
2.8 Client (Complete) Installation

All Client installations include the following components:

- Alarm Monitor.
- Badge Builder.
- Map Builder.
- Registry Manager.
- Reports.
- Pro-Watch Client Application.

1. Complete the “Installing Pro-Watch” on page 9.

2. Select the **Pro-Watch Client (Complete)** option button as explained in the section “Select an Option Button” on page 13.

   **Figure 2-11  Client (Complete) Selection**

   ![Figure 2-11  Client (Complete) Selection](image)

   **Note:** For Client (Complete) installation the **Upgrade Database** check box is not available.
3. Click **Next** to display the **Configure Pro-Watch Client** screen:

   *Figure 2-12 Configure Pro-Watch Client Screen*

4. For automatic configuration, select a **Pro-Watch Server** from the drop-down list. Click **Refresh** to refresh the server list. Pro-Watch populates the associated **Database Server** name and the **Pro-Watch Database Name** in their respective fields.

   **Note:** If the server you want to connect to is not in the list, or if the Pro-Watch Server is not currently running on this server, you must either start it or use the manual configuration.

5. For manual configuration, select the **Manually Configure Pro-Watch Client (Advanced Users Only)** check box. Select a **Database Server** from the drop-down list and enter the **Pro-Watch Database Name**. If the server you want to use is not in the list, type its name manually.

   **Caution:** Manual configuration is recommended only for advanced users.

6. Click **Next** to display the **Ready to Install the Program** screen and go to “Installing Pro-Watch - Final Steps” on page 30 to finish the installation process.

   **Note:** If the program displays the following error message during installation, be sure the Named Pipes and TCP/IP protocols are enabled in the SQL Server Network Configuration:
7. Run the SQL Server Configuration Manager.

8. Select SQL Server Network Configuration > Protocols for SQLEXPRESS to display the protocols.

9. Click the Named Pipes and TCP/IP protocols to display their properties, and use the drop-down list to set the Enabled property to Yes.

10. Stop, and then restart, the MS SQL service to activate your changes.
2.9 Terminal Client Installation


2. Select the Pro-Watch Terminal Client option button as explained in the section “Select an Option Button“ on page 13.

   Figure 2-13  Terminal Client Selection

   ![Terminal Client Selection](image)

   **Note:** For Terminal Client installation the Upgrade Database check box is not available.

3. Click Next to display the Ready to Install the Program screen and go to “Installing Pro-Watch - Final Steps“ on page 30 to finish the installation process.
### 2.10 Database Only Installation


2. Select the **Pro-Watch Database Only** option button as explained in the section “Select an Option Button“ on page 13.

3. In the Select SQL Version field, select the desired version of Microsoft SQL.

   **Note:** If you want to upgrade the existing Pro-Watch database, select the **Upgrade Database** check box.

4. Click **Next** to display the **Configure Pro-Watch Database** screen (Figure 2-7).

   **Note:** When you select SQL Express 2008 as your database, Pro-Watch displays a DOS dialog box while the SQL DB is downloaded. Allow 5 to 10 minutes for the DOS dialog box to display and do not close it before your system finishes with downloading the SQL DB.

5. For manual configuration, select the **Manually Configure Database** (Advanced Users Only) check box, then type in the Database Server name and select the Instance Name (that is, the Pro-Watch Database name) from the drop-down list. If the SQL server you want to use is not in the list, type its name manually.

   **Caution:** Manual configuration is recommended only for the advanced users.

6. To use the local database server on your machine, select the **Use Local Database Server** check box. (See Figure 2-8.) This selection disables the Database Server field, so you must either type in a new database name or select a local database from the **Instance Name** drop-down list.
7. Click **Next** to display the continuation of the **Configure Pro-Watch Database** screen (Figure 2-9).

8. To configure an existing database, leave the check box blank and select a Pro-Watch Database Name from the drop-down list

   OR

   To configure a new database, select the check box and type in the name of the new database. To install the new Pro-Watch database to a folder on the SQL server other than the default one, click **Browse** and select a new path.

9. Click **Next** to display the **Ready to Install the Program** screen, and go to “Installing Pro-Watch - Final Steps” on page 30 to finish the installation process.
2.11 Custom Installation

During both the server and client installations, both the client and server components can be customized. The custom setup option enables you to install only a selected subset of the client and server components.

1. Complete the “Installing Pro-Watch” on page 9.

2. Select the Custom Pro-Watch Installation option button explained in the section “Select an Option Button” on page 13.

3. Select from the drop-down list the SQL version running on your machine.

   **Note:** When you select SQL Express 2008 as your database, Pro-Watch displays a DOS dialog box while the SQL DB is downloaded. Allow 5 to 10 minutes for the DOS dialog box to display and do not close it before your system finishes with downloading the SQL DB.

4. To change the installation path, click Browse to find and redefine the path.

   **Note:** If you want to upgrade the existing Pro-Watch database, select the Upgrade Database check box.
5. Click **Next** to display the **Pro-Watch Custom Installation Options** screen.

   *Figure 2-16  Custom Installation Options*

6. In this step you choose which components to install. To modify how a component is installed, click on the icon for that component to view the choices:

   *Figure 2-17  Feature Installation Options*

7. Review the components and select the ones you want to install, and click **Next**.

8. The order of the remaining screens depends on your choices of components to install. If you want to install a server (that is, you did not X it out), perform the steps listed in “**Complete Installation**“ on page 15. If you do not want to install a server, mark it as unavailable to be installed and click **Next** to display the Configure Pro-Watch Client screen (Figure 2-12). Perform the steps in “**Client (Complete) Installation**“ on page 22 for the rest of the procedure.

9. Go to “**Installing Pro-Watch - Final Steps**“ on page 30.
2.12 Installing Pro-Watch - Final Steps

1. The final steps begin on the Ready to Install the Program screen:

   Figure 2-18  Ready to Install Pro-Watch screen

   ![Ready to Install Pro-Watch screen]

2. Click Install to display a status bar showing the progress of the installation.

   Figure 2-19  Installation Status

   ![Installation Status]

The process takes several minutes.
3. When the installation process is finished, click **Next** to display the **InstallShield Wizard Complete** screen.

   *Figure 2-20  Installation Completion Screen*

4. Click **Finish**. A small pop-up informs you that you have to reboot the PC for the installation to take effect.

   *Figure 2-21  Reboot Prompt*

5. Click **YES** to restart your computer.

6. If you are running either the MS Windows 2008 or Vista operating system, set the Pro-Watch Server service type to Automatic (Delayed Start):

   a. From the system Control Panel, select **Services** to display the list of services installed on the system.

   b. From the list of services, right-click **Pro-Watch Server** and select **Properties**.
c. At the Pro-Watch Server Properties dialog box, select a Startup Type of **Automatic (Delayed Start)**, and click **OK**. This ensures that the Pro-Watch Server service starts each time you start up Pro-Watch.
7. If you are not running either the MS Windows 2008 or Vista operating systems, follow these steps to ensure that the Pro-Watch Server service starts each time you start up Pro-Watch:

   a. Open up the registry editor by selecting Start > Run to display the Run screen, entering “regedit” in the Open field, and clicking OK.

   b. Navigate to:

   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\PWServer.

   c. Right-click anywhere on the Registry Editor screen and select New > Multi-String Value.

   d. In the new value field that appears, enter the value name “DependOnService.”
Pro-Watch 4.2 Installation
Installing Pro-Watch - Final Steps

e. With the DependOnService value highlighted, right-click and select **Modify**.

f. In the Edit Multi-String dialog box, enter “MSSQLSERVER” in the Value Data field.

g. Click **OK** and exit the Registry Editor. The Pro-Watch Server service will now start automatically at Pro-Watch startup.
2.13 Installing Pro-Watch Web Components


2. Select the Pro-Watch Web Component check box as explained in the section “Explanation of Features“ on page 11.

   Figure 2-22  Feature Installation

3. Click Next to display the Ready to Install screen.
4. Click **Install** to display a status bar showing the progress of the installation.

**Figure 2-24  Installation Progress**

The process takes several minutes.

**Note:** While the install shield displays the progress, a message box appears as shown below.
Caution: The Pro-Watch Web Component supports only Pro-Watch version 4.2 or higher.

5. Click OK to continue the installation and to display the Pro-Watch Web Component Installation Wizard screen.

   Figure 2-25 Pro-Watch Web Component - Installation Wizard

6. Click Next to display the Custom Setup screen.
7. In this step you choose which components to install. To modify how a component is installed, click on the icon for that component to view the choices:

![Custom Installation Options](image)

Figure 2-27  Feature Installation Options

8. Review the components and select the ones you want to install, and click Next to display the Pro-Watch Server Details screen.

**Note:** The appearance of the next screen depends on your choices of components to install. If you want to install a Web Client (that is, you did not X it out), the Pro-Watch Server Details screen prompts you for Pro-Watch Web Client Configuration details else it will be disabled. Similarly for the Web Server Configuration.
The Pro-Watch Database Server and Database Name is updated by default.

9. Type in the **Pro-Watch Server Name** where the server is located for the Web Server Configuration.

10. Type in the **Pro-Watch Web Server Name** where the web server is located for the Web Client Configuration and click **Next** to display the **Application Pool Identity** screen.
Pro-Watch 4.2 Installation
Installing Pro-Watch Web Components

Figure 2-29  Application pool Identity

Note: By default the Domain Name is automatically populated with the logged in user domain.

11. Type in the User Name and Password and click Next to display the Destination Folder screen.

Figure 2-30  Destination Folder Screen

12. To change the installation path, click Change to find and redefine the path. Click Next to display the Ready to Install screen.
13. Click **Install** to display a status bar showing the progress of the installation.

**Figure 2-32  Installation Progress**

![Installation Progress](image)

The process takes several minutes.

14. When the installation process is finished, the system will automatically display the **InstallShield Wizard Complete** screen, as shown below:
15. Click **Finish** to complete the installation.

### 2.13.1 HTTP Error 500.21 Internal Server Error

After installing the Pro-Watch 4.2 Web Component, sometimes the ASP.NET will not register correctly with IIS. When a user tries to access the website, the following error message is displayed:

"HTTP Error 500.21 Internal Server Error: Handler 'PageHandlerFactory-Integrated' has a bad module 'ManagedPipelineHandler' in its module list".

**Reason for the error:** ASP.NET may not be registered properly with IIS. User must register ASP.NET with IIS to enable the handlers required to run .NET pages.

To register ASP.NET with IIS, perform the following steps:

1. Open Command Prompt under an Administrator account.
2. Navigate to "C:\Windows\Microsoft.NET\Framework\v4.0.30319".
3. Run the command "**aspnet_regiis.exe -i**".

**Warning:** Running the command "**aspnet_regiis.exe -i**" will upgrade the .NET Framework Versions of "Classic .NET Application Pool" and "DefaultAppPool" from 2.0 to 4.0. If the server is hosting IIS web services other than Pro-Watch, this upgrade may cause those applications to break in .NET Framework Versions.

To resolve this:

- Manually change the versions of the two application pools to what they were before the upgrade. If Pro-Watch is the only web service hosted on the machine, then this step is not required.
2.14 Upgrade Installation Process

Pro-Watch Software Suite Release 4.2 must be already installed before you begin this procedure.

1. Before you begin to install the patch:
   - Close out any Pro-Watch software that may be running.
   - Be sure the ProWatchBridgeService service is not running.

2. Copy the patch executable onto your machine.

3. Double-click on the executable to display the Pro-Watch Setup Wizard Welcome screen.

   Figure 2-34 Welcome Screen
4. Click **Next** to display the **Start Installation** screen.

   *Figure 2-35  Start Patch Installation Screen*

If you are installing Pro-Watch Server, select the **Apply Update to Database** check box (if you are installing Pro-Watch Client, the check box is greyed out).

5. Click **Next** to display the **Installing** screen.

   *Figure 2-36  Installing Patch Screen*

The status bars display the progress of the installation.
6. When the installation is complete, the software automatically displays the message that the installation is successful.

   Figure 2-37  Successful Installation Message

   ![Successful Installation Message]

7. Click **Finish**. A small pop-up informs you that you have to reboot the PC for the patch to take effect.

   Figure 2-38  Reboot Prompt

   ![Reboot Prompt]

8. Click **OK** to restart your computer.

9. Manually start the Pro-Watch service. To do this, go to the Windows Control Panel, select **Administrative Tools**, and select **Services**.
10. At the Pro-Watch Server Properties dialog box, click the Start button to start the Pro-Watch Server service. Click OK to exit.
2.15 Generating Pro-Watch 4.2 SoftKey License

This section describes upgrading the Pro-Watch 4.00.0 product with respect to SoftKey Licensing. For more information please see Document # 800-08123V5, Pro-Watch 4.2 Web Software Keys User Guide.

To begin the procedure a user is required to register the Pro-Watch 4.00.0 with the SoftKey License Server as shown in the below screen.

**Figure 2-39   SoftKey License Server Screen**

After registering the Pro-Watch 4.00.0, perform the below steps:

**Note:** The user will get the new Voucher ID for the Pro-Watch version 4.2 along with the product setup.

Assuming Pro-Watch is already installed on your machine:

1. Run the Pro-Watch Software Keys License Manager from your Start menu.
2. Click the **Save Host ID** (HID) button and save the HID file (*.hid) on your computer.
3. E-mail the **Voucher ID** and **Host ID** to License.Server@Honeywell.com to get the license certificate file within 3 minutes.

**Tip:** The license server require e-mail submissions to be provided in a specific format to facilitate automated processing. If a request complies with submission requirements, the license server will reply with a result license file as an attachment.
Please use the below format to submit your e-mail to the license server:

- **New Vouchers:**
  - **To:** License.Server@Honeywell.com
  - **Subject:** VOUCHID:VoucherID-should-be-entered-here
  - **Attachment:** Host ID (*.hid) file

- **Upgrade or Supersede Vouchers:**
  - **To:** License.Server@Honeywell.com
  - **Subject:** VOUCHID:VoucherID-should-be-entered-here
  - **Attachment:** Host ID (*.hid) file

- **Transfer license requests for existing voucher:**
  - **To:** License.Server@Honeywell.com
  - **Subject:** VOUCHID:VoucherID-should-be-entered-here
  - **Attachment:** Host ID file and Termination file (*.term)

**Note:** If upgrade licenses are active on the machine, then separate transfer request is to be sent for each active license.

4. Install the license and work with the application.
2.16 Pro-Watch Web Component Deployment Scenarios

This section describes various deployment scenarios of Pro-Watch Web Component. Pro-Watch supports the following types of deployments:

1. Single Machine Deployment
2. Distributed Machines Deployment

2.16.1 Single Machine Deployment

2.16.1.1 Scenario

In a single machine deployment scenario the following components are installed on the same machine:

- Pro-Watch Server: To install only Pro-Watch Server perform the steps given in Server-Only Installation, page 20.
- Pro-Watch Client: To install only Pro-Watch Client perform the steps given in Client (Complete) Installation, page 22.
- Pro-Watch Database: To install only Pro-Watch Database perform the steps given in Database Only Installation, page 26.
- Pro-Watch Web Server: To install only Pro-Watch Web Server perform the steps given in Installing Pro-Watch Web Components, page 35.
- Pro-Watch Web Client: To install only Pro-Watch Web Client perform the steps given in Installing Pro-Watch Web Components, page 35.

2.16.2 Distributed Machines Deployment

Distributed Machines deployment is possible in the following ways:

2.16.2.1 Scenario 1

The following components can be installed in Machine 1:

- Pro-Watch Server: To install only Pro-Watch Server perform the steps given in Server-Only Installation, page 20.
- Pro-Watch Client: To install only Pro-Watch Client perform the steps given in Client (Complete) Installation, page 22.
- Pro-Watch Database: To install only Pro-Watch Database perform the steps given in Database Only Installation, page 26.

In Machine 2 the following components can be installed:

- Pro-Watch Web Server: To install only Pro-Watch Web Server perform the steps given in Installing Pro-Watch Web Components, page 35.
- Pro-Watch Web Client: To install only Pro-Watch Web Client perform the steps given in Installing Pro-Watch Web Components, page 35.
Note: Machine 1 and 2 should be interconnected through LAN.

2.16.2.2 Scenario 2

In this scenario the following components can be installed in **Machine 1**:

- Pro-Watch Server: To install only **Pro-Watch Server** perform the steps given in *Server-Only Installation*, page 20.
- Pro-Watch Database: To install only **Pro-Watch Database** perform the steps given in *Database Only Installation*, page 26.

In **Machine 2** the following component is installed:

- Pro-Watch Web Server: To install only **Pro-Watch Web Server** perform the steps given in *Installing Pro-Watch Web Components*, page 35.

Note: Machine 1, 2 and 3 should be interconnected through LAN.

In **Machine 3** the following component is installed:

- Pro-Watch Client: To install only **Pro-Watch Client** perform the steps given in *Client (Complete) Installation*, page 22.

Note: Both the machines 1 and 2 are interconnected through LAN.

2.16.2.3 Scenario 3

This kind of scenario is generally deployed. In this scenario the following components are installed in **Machine 1**:

- Pro-Watch Server: To install only **Pro-Watch Server** perform the steps given in *Server-Only Installation*, page 20.
- Pro-Watch Web Server: To install only **Pro-Watch Web Server** perform the steps given in *Installing Pro-Watch Web Components*, page 35.
- Pro-Watch Web Client: To install only **Pro-Watch Web Client** perform the steps given in *Installing Pro-Watch Web Components*, page 35.

In **Machine 2** the following component is installed:

- Pro-Watch Client: To install only **Pro-Watch Client** perform the steps given in *Client (Complete) Installation*, page 22.
2.16.2.4 Scenario 4

In scenario 4 all the components are installed in individual machines as explained below:

**Machine 1:**
- Pro-Watch Server: To install only Pro-Watch Server perform the steps given in Server-Only Installation, page 20.

**Machine 2:**
- Pro-Watch Web Server: To install only Pro-Watch Web Server perform the steps given in Installing Pro-Watch Web Components, page 35.

**Machine 3:**
- Pro-Watch Client: To install only Pro-Watch Client perform the steps given in Client (Complete) Installation, page 22.

**Machine 4:**
- Pro-Watch Web Client: To install only Pro-Watch Web Client perform the steps given in Installing Pro-Watch Web Components, page 35.

**Note:** All the above machines should be interconnected through LAN.
2.17 Repair and Modify the Pro-Watch Web Component

To repair and modify the Pro-Watch Web Component installation, perform the following steps:

1. Double-click the Pro-Watch installation wizard icon to display the Pro-Watch Installation welcome wizard screen.

   Figure 2-40   Pro-Watch Installation welcome wizard

2. Click Next to display the Feature Modify/Repair/Remove screen.
Figure 2-41 Feature Modify/Repair/Remove screen

3. Select the **Install/Repair Pro-Watch Web Component** check box and click **Next**. A message box pops-up as shown below.

![Message Box](image)

**Note:** Once the Pro-Watch Software Suite and PW Web Component is installed, now you can only Repair/Remove the Web Component.

4. Click **OK** to display **Ready to install** screen.
Pro-Watch 4.2 Installation
Repair and Modify the Pro-Watch Web Component

Figure 2-42  Ready to install screen

5. Click **Install** to display Figure 2-24 **Installation Progress** screen. The Process takes several minutes and displays the welcome installation wizard to repair/Remove the Web Component.

Figure 2-43  Welcome Installation Wizard

6. Click **Next** to display the **Program Maintenance** screen where you can Repair or Remove the Web Component.
7. Click the Repair radio button and then click Next to display Ready to Repair Program screen.

Figure 2-45   Ready to Repair Program screen

8. Click Install to display a status bar showing the progress of the installation as shown in Figure 2-24 Installation Progress screen.
   When the installation process is finished, click Finish in the InstallShield Wizard Complete screen.
A small pop-up prompts you to reboot the PC for the installation to take effect.

Figure 2-47  Reboot Prompt

9. Click **YES** to restart your computer.
2.18 Appendix

This appendix explains the pre-requisites for installing the Pro-Watch Web client.

To install the Pro-Watch 4.2 Web client, a user must first install the following three components:

- .Net Framework 4.5
- IIS 7.5. By default the Pro-Watch 4.2 Software Suite enables the IIS 7.5 if it is not enabled by the supported operating system.
- IE 9. A user can download IE 9 from the web and install.

Without installing the above components, the user cannot install and use the Pro-Watch Web client.

2.18.1 Installing .Net Framework 4.5

To install the .Net Framework 4.5, follow these steps:

1. Double-click the dotNet 4 setup.exe icon to display the NET Framework 4.5 Setup welcome wizard.

   Figure 2-48   .NET Framework 4.5 Setup Welcome Wizard

2. Select the I have read and accept the license terms check-box and then click Install to display Installation Progress screen.
Figure 2-49 .NET Framework 4.5 Installation Progress screen

The installation screen displays a status bar showing the progress of the installation. The process takes several minutes. When the installation process is finished, the system displays the **Installation Complete** screen.
3. Click **Finish** to complete the installation.
3.1 Overview

PW Web Client may fail to install properly for a variety of reasons. Due to such installation errors sometimes icons, images, or components may either not display correctly or fail to display at all.

Follow the steps described below to diagnose and fix the issue.
3.2 Troubleshooting Flowchart

Pro-Watch Web Client Installation Troubleshooting Guide

Start

Correct WEB Password? NO

Use Correct PW

Problem solved? YES

Have a valid License? NO

Get Valid License

Problem solved? YES

Workstation in DB? Permit Granted? NO

Add Workstation & Grant Permit

Problem solved? YES

Routing Group in DB? Permit Granted? NO

Add Routing Group & Grant Permit

Problem solved? YES

Unable to Open PW Thick Client? NO

Check your DB content.

Problem solved? YES

Site Added to Trusted List? NO

Add Site to List of Trusted Sites in IE

Problem solved? YES

JavaScript Allowed? NO

Allow JavaScript

Problem solved? YES

Correct Web Server URL? NO

Use correct URL

Problem solved? YES

Call Pro-Watch Service Desk

Finish
3.3 Incorrect Web Password

Are you using the correct web password at the Login screen?

Sometimes the user tries the Windows or some other password without even being aware of it.

PROPOSED SOLUTION: Please make sure that you are using the correct web password when installing the web client.

3.3.1 To Set the Web Password

1. Launch the Pro-Watch.
2. Click and select **Database Configuration** in the leftmost navigation pane.
3. Click **Users** in the middle navigation pane to display the user icons in the right pane.
4. Select a user and double-click on its icon to display the **Edit User** screen.
5. Click and select the **User Information** tab.
6. Enter the password you like in the **Web Password** field.
7. Click **OK** to save it.

If the correct web password solves your problem, you’re finished with the troubleshooting process. If not, please move on to the next section below.

3.4 Invalid License

Do you hold a valid user license? If you cannot log in at the login screen even after you enter the correct User ID and Password, it is possible that you might not have a valid license to use the Pro-Watch.

PROPOSED SOLUTION: Get a valid Pro-Watch license. Please follow the instructions explained in *Pro-Watch 4.2 Software Keys User Guide 800-08123V4.*

3.5 Workstation Not Added to DB or Granted

Do you have a workstation configured to work properly with the Pro-Watch?

PROPOSED SOLUTION: Add your workstation to PW database (DB).

Is your workstation granted permission to work with Pro-Watch?

PROPOSED SOLUTION: Grant the necessary permission to your workstation.

3.5.1 To Add Workstation to Pro-Watch DB

1. Launch the Pro-Watch.
2. Click and select **Database Configuration** in the leftmost navigation pane.
3. Click **Workstations** in the middle navigation pane to display the workstation icons in the right pane.
Installation Troubleshooting
Routing Group Not Added to DB or Granted

4. If you don’t see your workstation listed, right click inside the right pane and select **New Workstations** option to display the **Add Workstations** screen. (If the workstation is already listed, please proceed to the next section, **To Grant Permit to Your Workstation**.)

5. Enter appropriate data into all the **Add Workstations** fields and then click **OK** to close the screen.

### 3.5.2 To Grant Permit to Your Workstation

1. After you add your workstation to the Pro-Watch DB by following the procedure above, click **Users** in the middle navigation pane to display the user icons in the right pane.

2. Right click your user icon to display the **Edit Users** screen.

3. Click and select the **Workstations** tab.

4. Click **Add** to display the **Workstations** dialog box.

5. Select your workstation from the list and click **Add**.

6. Click **OK** to close the dialog box.

7. Back in the **Edit Users** screen, select your **Workstation** (in the Workstations tab) and click the **Grant** button.

8. Click **OK** to close the **Edit Users** screen.

### 3.6 Routing Group Not Added to DB or Granted

Do you have a routing group configured to work properly with the Pro-Watch?

PROPOSED SOLUTION: Add your routing group to the PW database (DB).

Is your routing group granted permission to work with Pro-Watch?

PROPOSED SOLUTION: Grant the necessary permission to your routing group.

### 3.6.1 To Add Routing Group to Pro-Watch DB

1. Launch the Pro-Watch.

2. Click and select **Database Configuration** in the leftmost navigation pane.

3. Click **Routing Groups** in the middle navigation pane to display the workstation icons in the right pane.

4. If you don’t see your routing group listed, right click inside the right pane and select **New Routing Groups** option to display the **Add Routing Groups** screen. (If the routing group is already listed, please proceed to the next section, **To Grant Permit to Your Routing Group**.)

5. Enter appropriate data into all the **Add Routing Groups** fields and then click **OK** to close the screen.
3.6.2 To Grant Permit to Your Routing Group

1. After you add your routing group to the Pro-Watch DB by following the procedure above, click Users in the middle navigation pane to display the user icons in the right pane.

2. Right click your user icon to display the Edit Users screen.

3. Click and select the Routing Groups tab.

4. Click Add to display the Routing Groups dialog box.

5. Select your workstation from the list and click Add.

6. Click OK to close the dialog box.

7. Back in the Edit Users screen, select your Routing Group (in the Routing Groups tab) and click the Grant button.

8. Click OK to close the Edit Users screen.

3.7 Unable to Open Windows PW Thick Client

PROPOSED SOLUTION: Check your database content. You may have multiple sets of DB pointing at different servers, like Production versus Test server.

3.8 No Links Working

PROPOSED SOLUTION: Make sure the Pro-Watch scripts are not disabled as shown in the screen-shot below:

1. Press the F12 key to display the Development Tools screen.

2. Click the Disable menu item to display the drop-down menu.

3. If the Script option is selected and has a check mark next to it, click it to deselect it. Make sure the check mark is no longer displayed.

3.9 Site not on Trusted List

Is your site added to the Internet Explorer (IE) list of trusted web sites?

PROPOSED SOLUTION: Add your site to the IE list of trusted web sites.
1. In your IE browser, select **Tools** from the main menu and then the Internet Options sub-menu item to display the **Internet Options** screen:

![Internet Options screen](image)

2. Click and select the **Security** tab.
3. Click the Sites command button to display the Trusted Sites dialog box:

4. Type in the URL of your web site and click the Add button.
5. Click the Close button to close the Trusted Sites dialog box.
6. Click the OK button to close the Internet Options screen.

3.10 JavaScript Not Permitted

Is your browser configured so that it permits running JavaScript?

PROPOSED SOLUTION: Allow your browser to run JavaScript.

1. On the Internet Explorer (IE) menu select Tools > Internet Options to display the Internet Options screen.
2. Click and select the Security tab.
3. Click **Custom Level** button to display the **Security Settings** screen.

4. In the **Settings** list, enable "**Active Scripting**".

### 3.11 Incorrect Web Server Address

Did you provide the right address for the web server?

**PROPOSED SOLUTION:** Add the correct URL for the web server in the Pro-Watch Server Details screen.

During the installation process, you will be displayed the **Pro-Watch Server Details** screen:

Enter the correct web server address in the “**Pro-Watch Web Server Name**” field.