



XC2

Client/Server Installation & Configuration

- File downloads
- Server Installation
- Backup Configuration
- Services
- Client Installation
- Backup Recovery
- Troubleshooting

Aug 12 2014

Table of Contents

Downloads.....	4
Download Instructions	4
Beginning XC2 Server Installation	5
Launching the XC2 2K11 Server Installer	5
Beginning XC2 Server Installation (continued)	6
Installing XC2 Data Files (new customers only)	6
Launching XC2 Server	7
Starting XC2 Server For The First Time	7
The XC2 Server Console	8
Setting Up The XC2 Server Backup Scheduler	9
Setting the Backup Scheduler	9
XC2 Server Running As A Service	15
Setting XC2 Server To Run As A Service	15
Installing XC2 2K11 Client	21
From the Users Workstation.....	21
Installing XC2 2K11 Client (continued)	22
When installation is complete	22
Launching XC2 Client	22
Starting XC2 Client For The First Time	22
Connecting XC2 Client To XC2 Server.....	23
Restoring From A Backup	25
TROUBLESHOOTING	29

Items needed	Download Location
XC2 Server Installer (Item 2 - B) XC2 Client Installer (Item 2 - C)	www.xc2home.com/2k11 (Item 2 – B) www.xc2home.com/2k11 (Item 2 – C)
XC2 Data Installer (Item 2 - E) Data Is For <u>New</u> XC2 Customers Only	www.xc2home.com/2k11 (Item 2 – E)

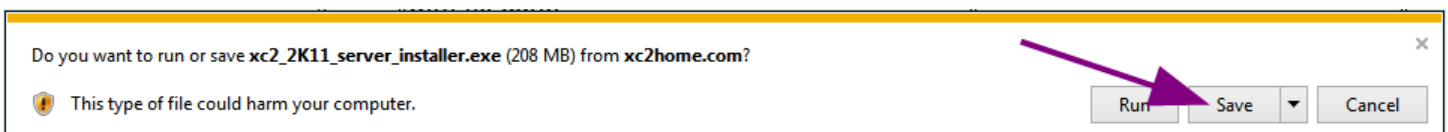
Download Instructions

- Go to www.xc2home.com/2k11
- Click on item 2 – B XC2 2K11 Client/Server Full Installer
- Click on Item 2 – C XC2 2K11 Client Server – Client Installer (for users workstations)
- Click on Item 2 – E XC2 2K11 Server Data Installer (For New XC2 Customers Only)

Multi-User (Client/Server) XC2-2K11 Systems		
#	XC2-2K11 Server	Click Link Below to Download
2-A	Use the following link if you are updating XC2-2K11 Server to the current version.	XC2-2K11 Client/Server Update
2-B	Use the following link ONLY if you are installing XC2-2K11 Server for the first time or reinstalling the full version.	XC2-2K11 Client/Server Full Installer
2-C	Use the following link to install XC2-2K11 Client on a computer that is going to be accessing XC2-2K11 Server	XC2-2K11 Client Server - Client Installer
2-D	The following link is for the ODBC Driver for the XC2-2K11 Database Engine	XC2-2K11 ODBC Driver for 4D Server
2-E	The following is an empty XC2-2K11 Data File for the XC2-2K11 Server system. IMPORTANT: This is to be used ONLY if you need to install XC2-2K11 from the beginning with no data.	XC2-2K11 Server Data Installer
2-F	The following is the XC2 Server Installation Guide.	XC2-2K11 Server Install Guide

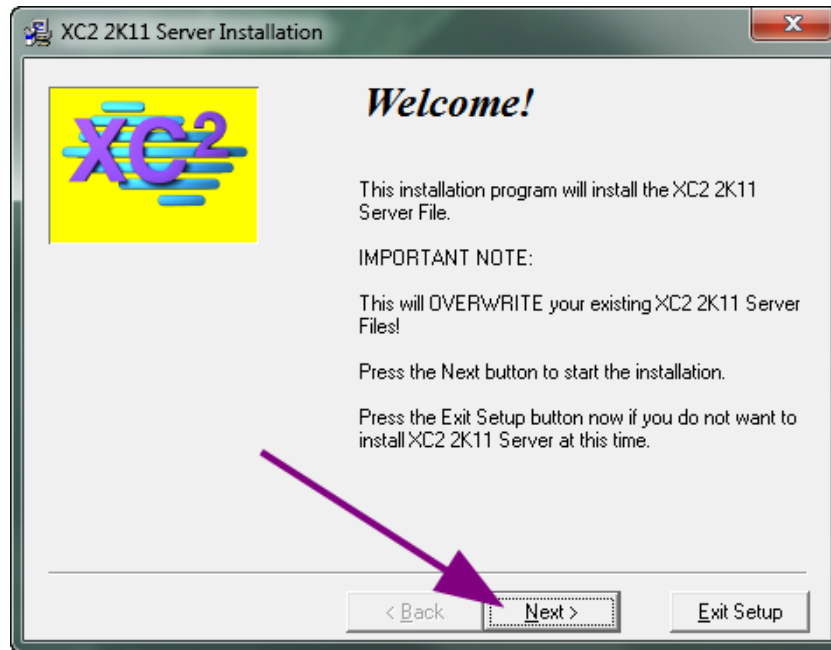
For each File selected,

- Click Save

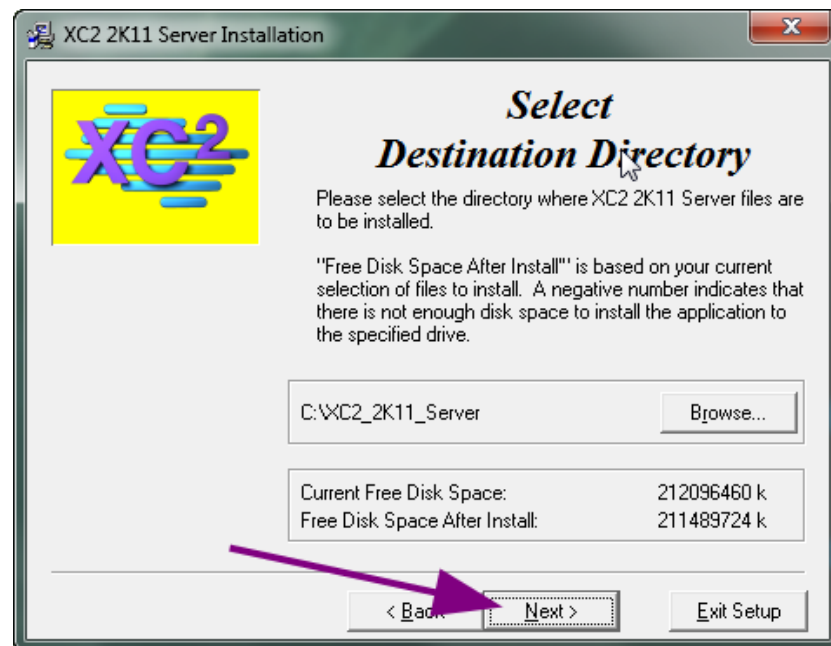


Launching the XC2 2K11 Server Installer

- Click on the downloaded XC2 2K11 Server Installer file
- Click Next at the Welcome screen



- If installing to other than the default directory, Click the Browse Redirect installation. Otherwise, Click Next



Installation Password

Note: Installation Passwords are periodically changed. Call XC2 Software, LLC at **800.761.4999** to obtain the latest password.

- Enter the Installation Password when prompted

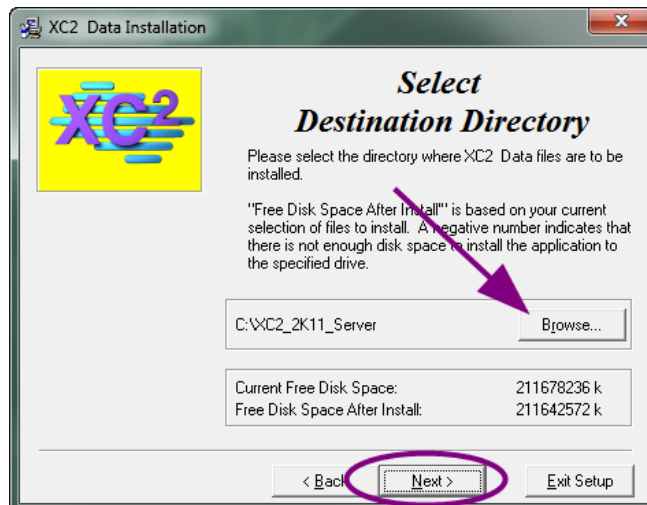


Installing XC2 Data Files (new customers only)

After the XC2 Server has been installed

- Run and Install the XC2 2K11 Data Installer File - (Item 2 - E)
- Select the destination of the XC2 Data files to be installed

Important Note: This Will Overwrite And Delete Your Existing XC2 Data Files



- Click Ne

Starting XC2 Server For The First Time

After Installation, there should be 2 XC2 shortcuts added




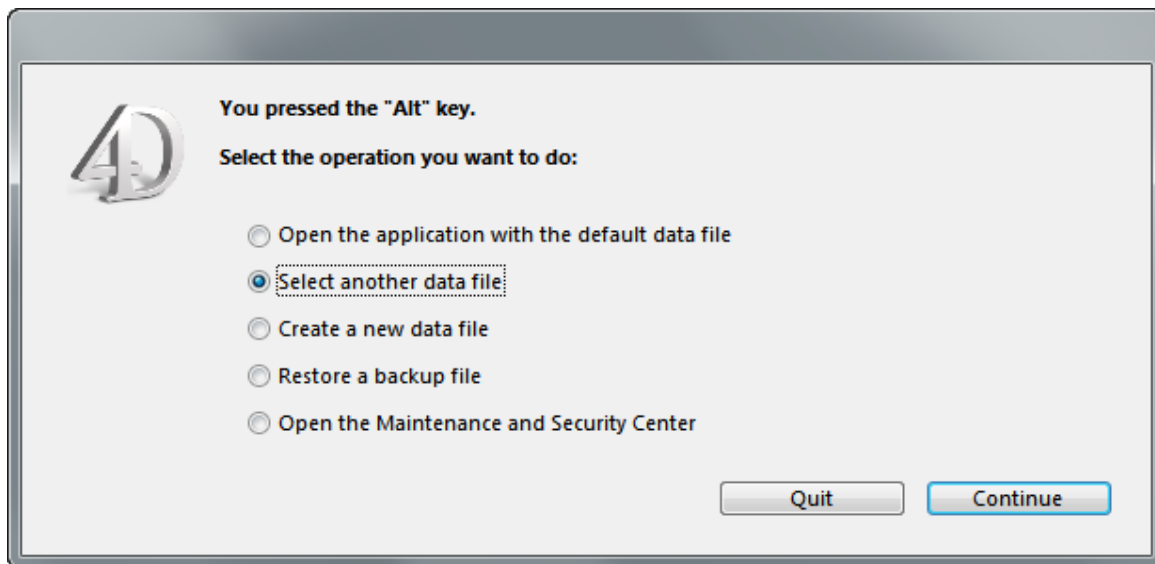
Launches the XC2 2K11 Server application



Launches the XC2 Online Knowledge Base

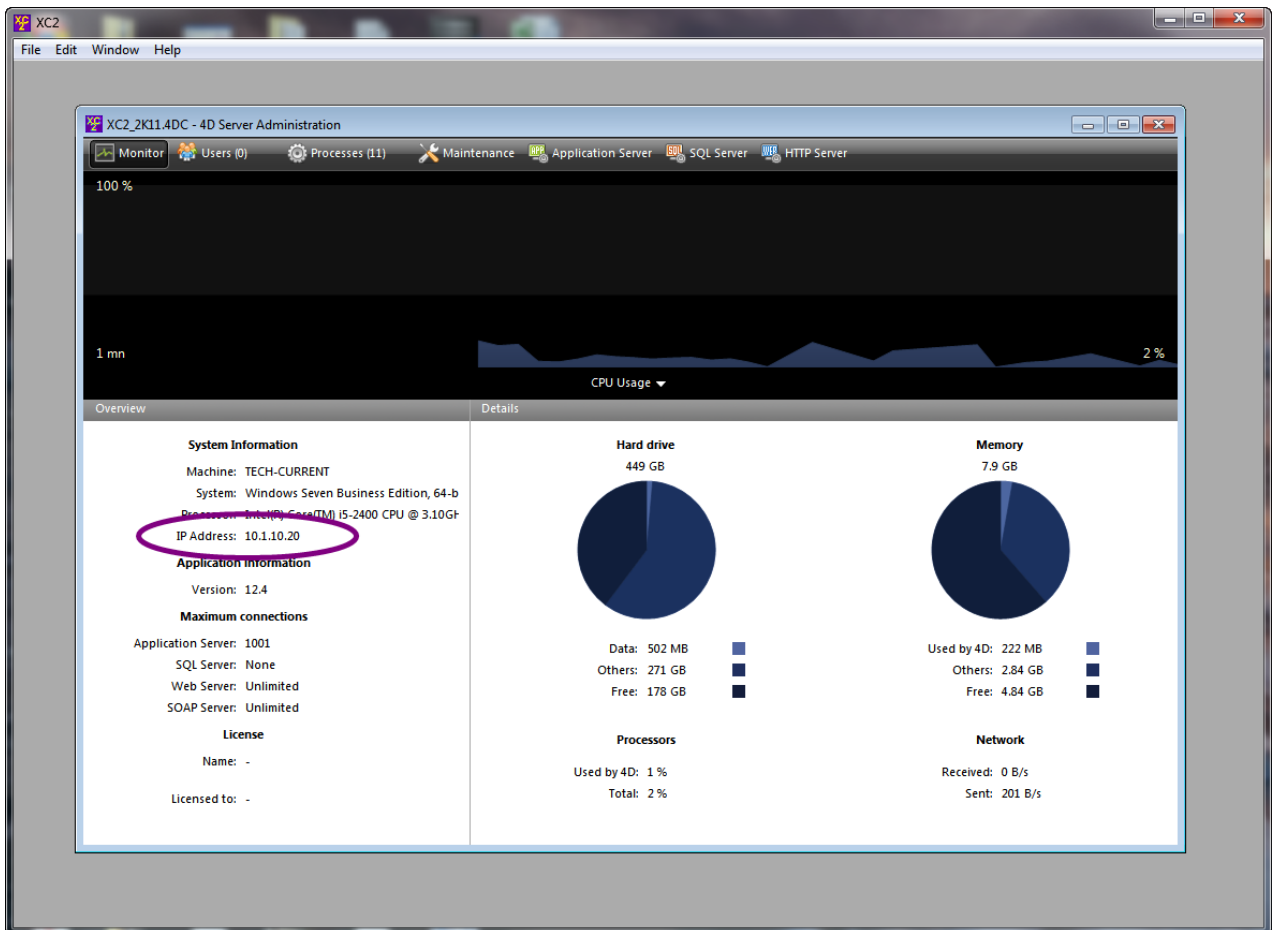


- Right click the XC2 Server Icon  and select RUN AS ADMINISTRATOR
- If prompted, point to the installed XC2 data .4DD file



The XC2 Server console is displayed. Some of the information that is displayed here,

- Memory Usage
- Server Address Information
- Connected Users
- Current running and scheduled Processes
- Port information

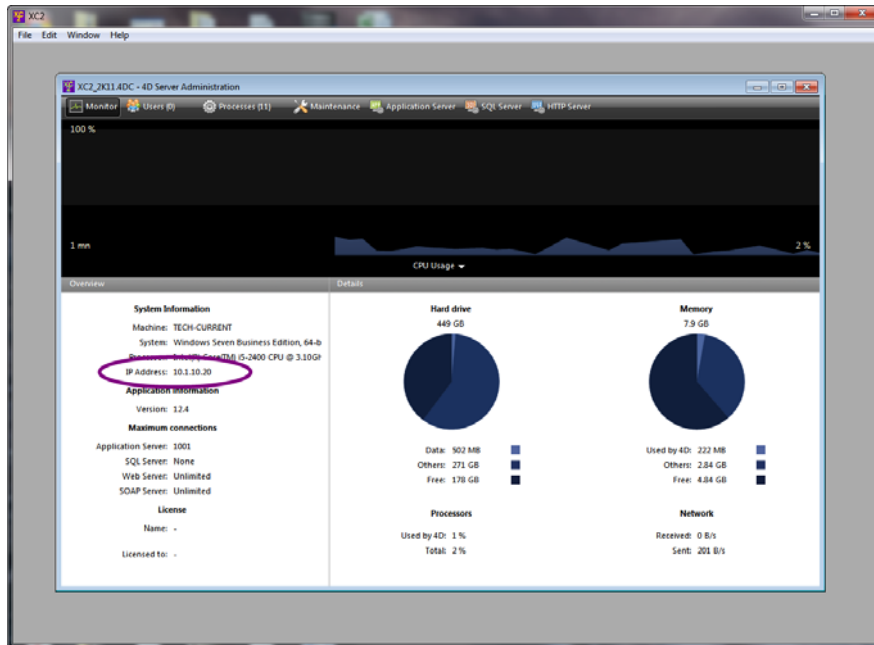


Take note of the Server IP Address – You may need to enter this information later

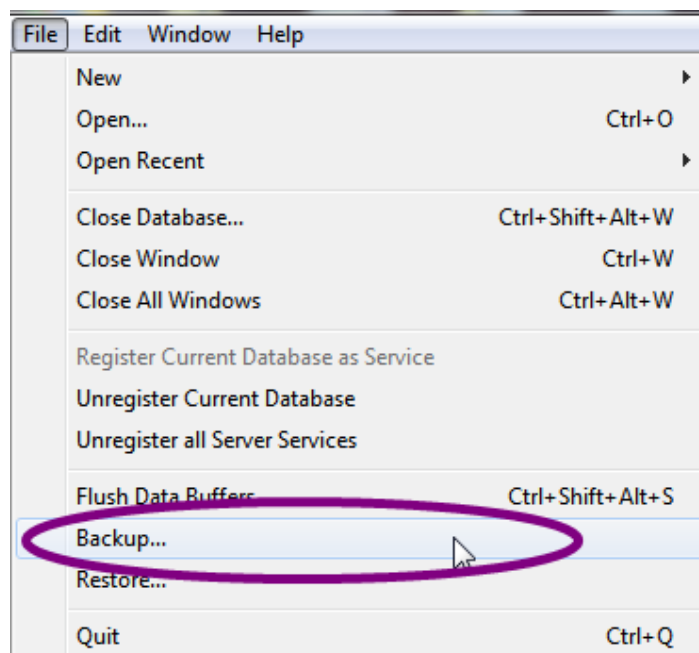
Setting the Backup Scheduler

Setting the automatic backup scheduler.

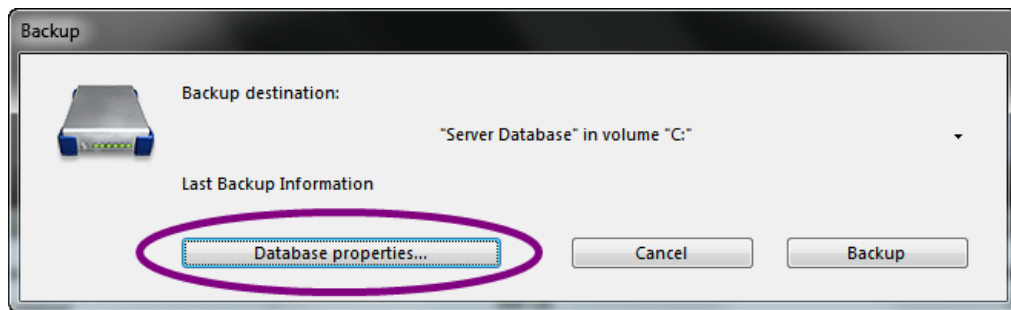
Because XC2 Server is running 24/7 it is an open data source thus, some backup programs may not back up the entire XC2 data file and restoring will fail.



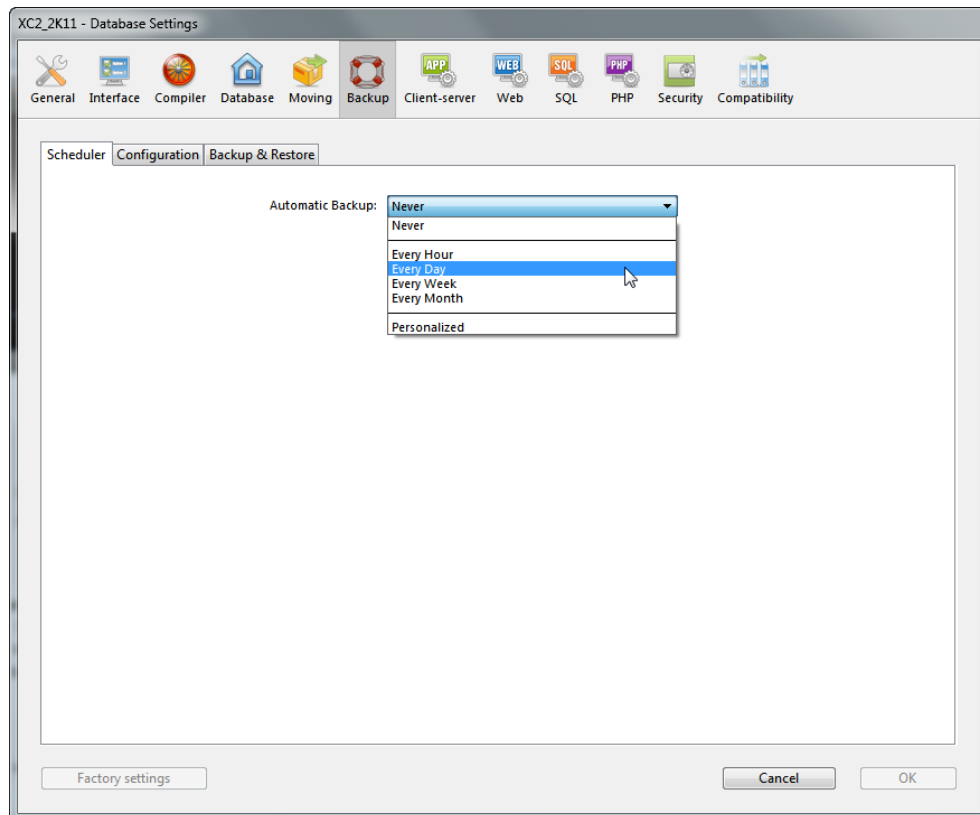
- Click the file menu and select Backup



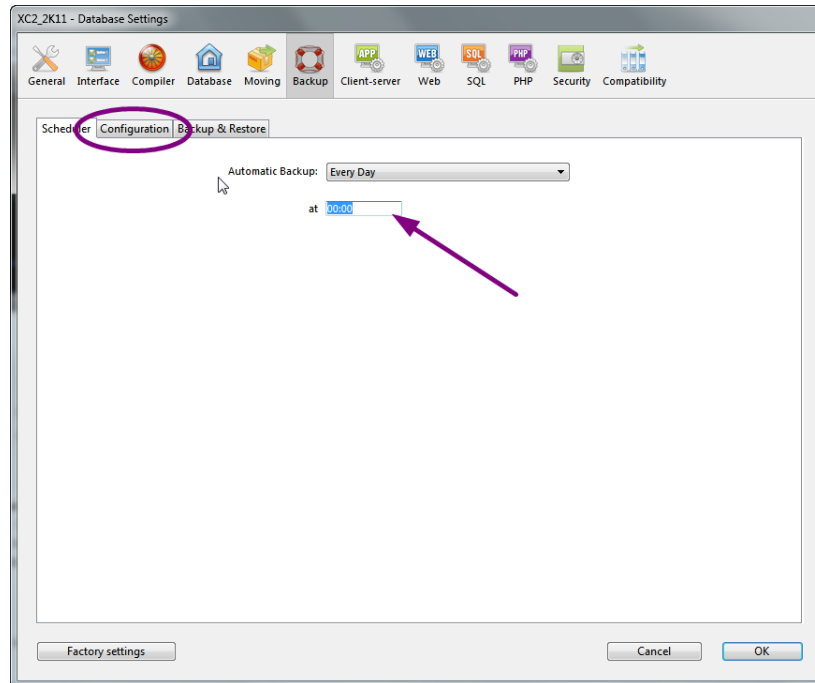
- Click the Database Properties button



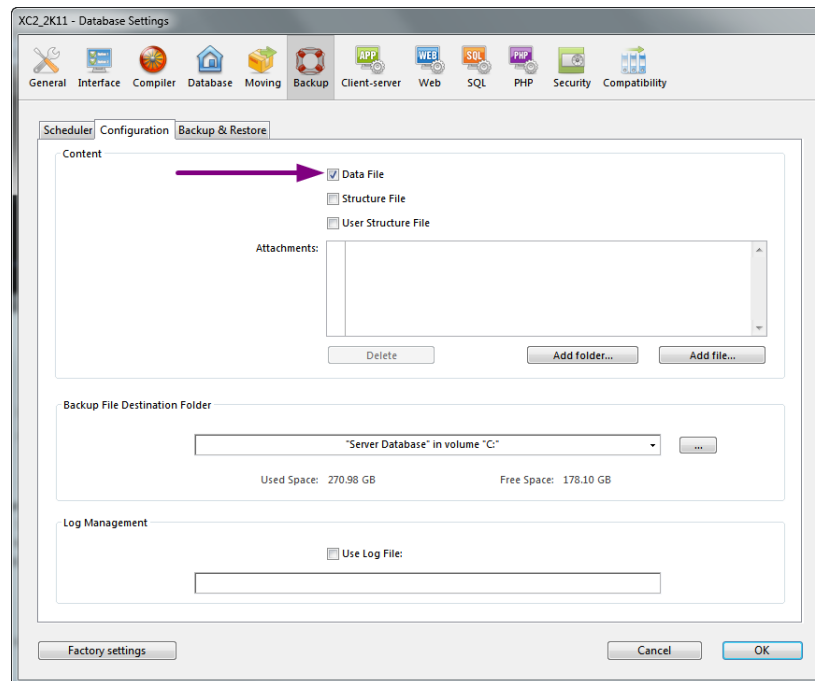
- Click the pull down for Automatic for Automatic Backup
- Select Every Day



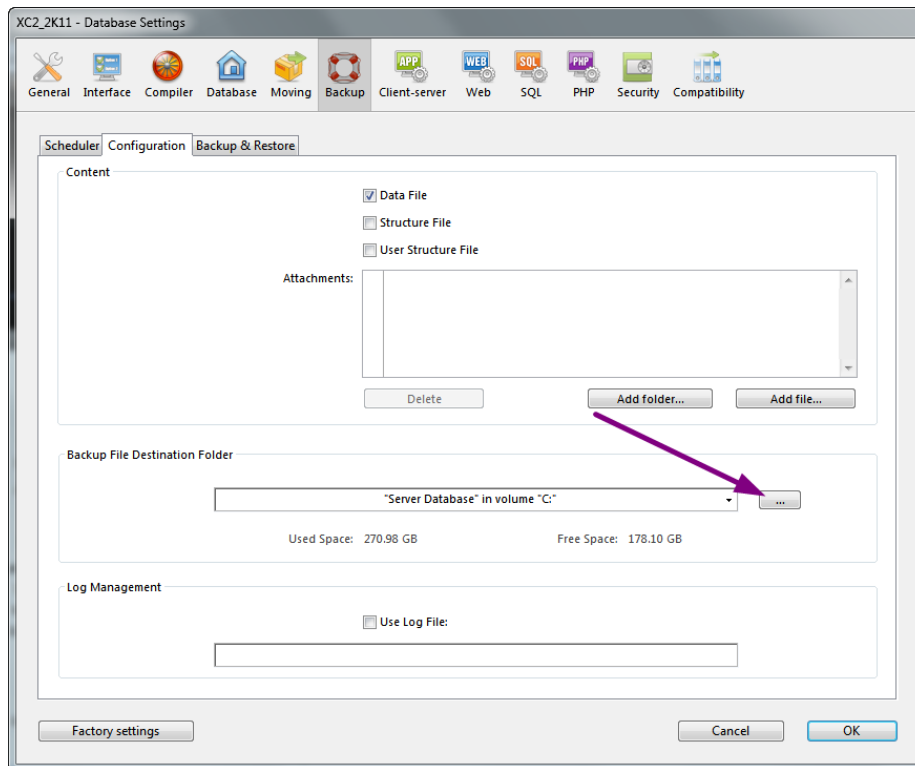
- Enter the time of day for the backup to run. Make sure that the XC2 backup are schedule to run BEFORE their internal backup takes place
- Click the Configuration tab



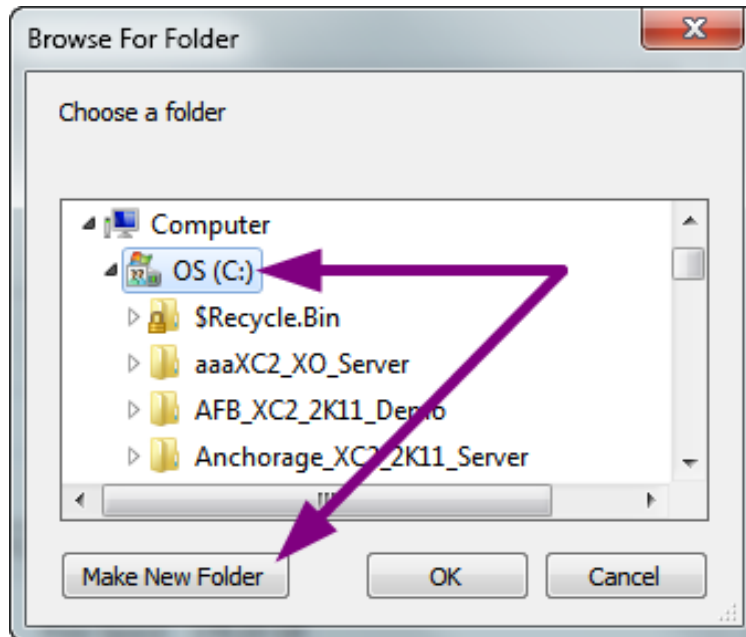
- Only the Data File option should be checked



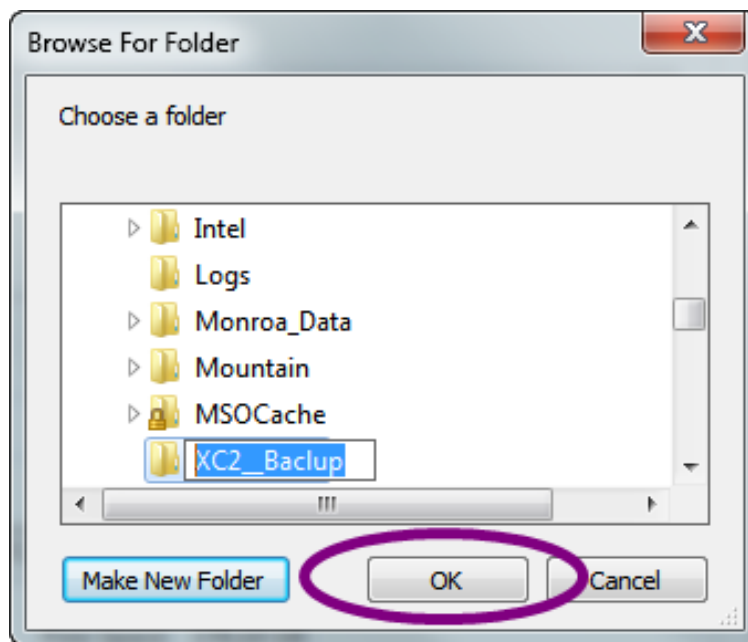
- Click the button to select backup location



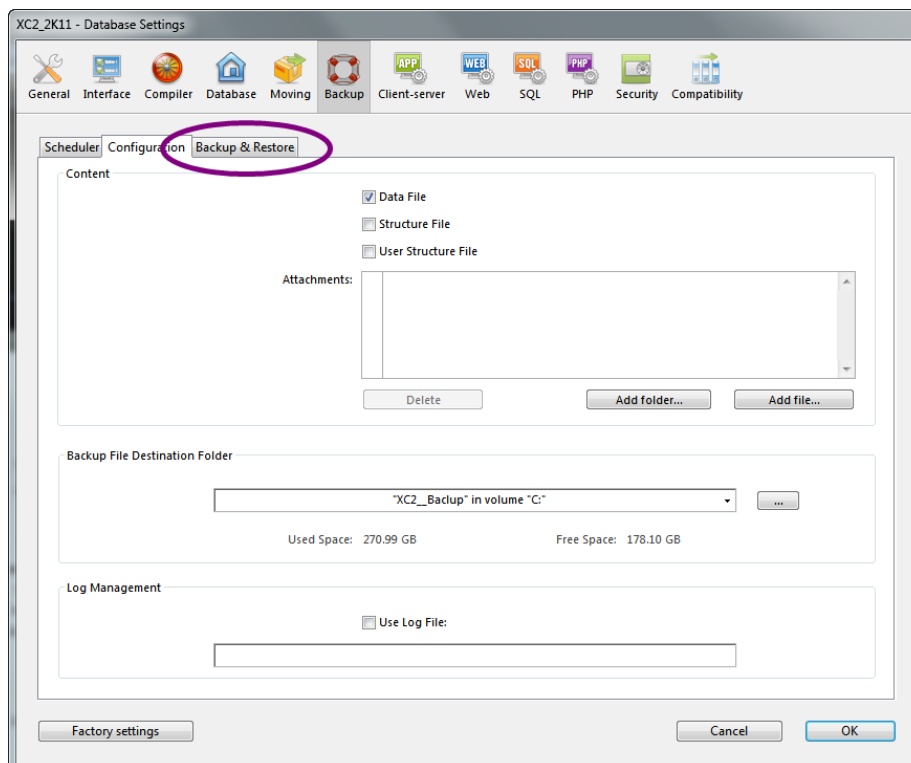
- Select the drive and click Make New Folder



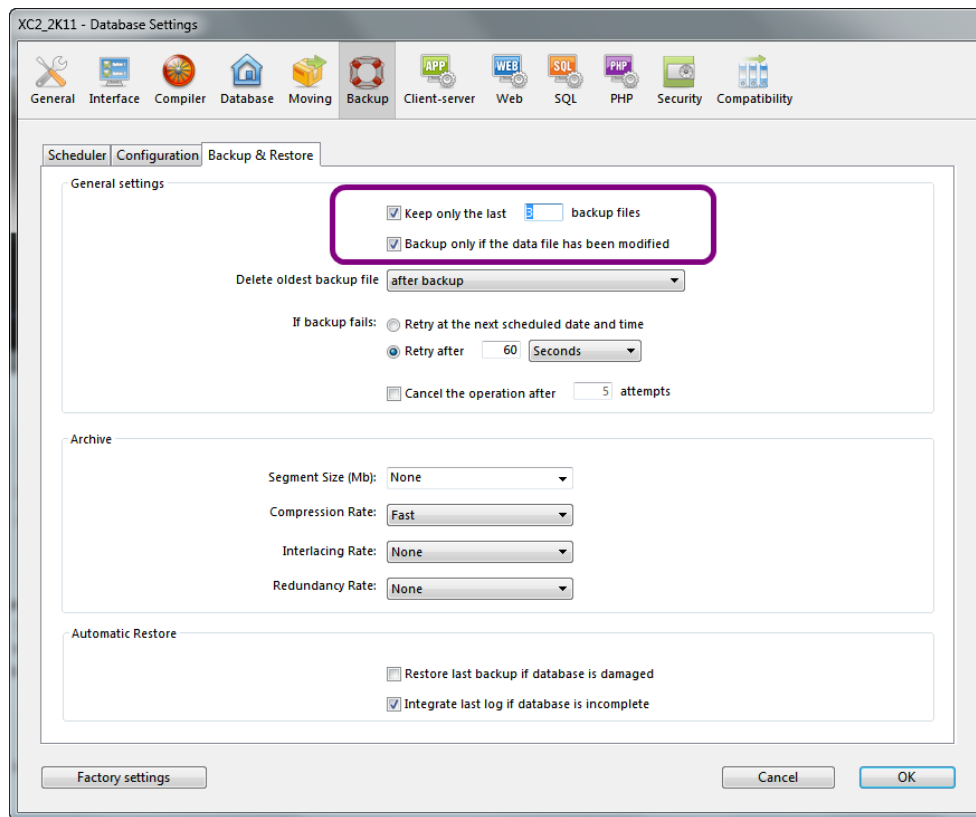
- Rename the new folder, XC2_Backup
- Click OK



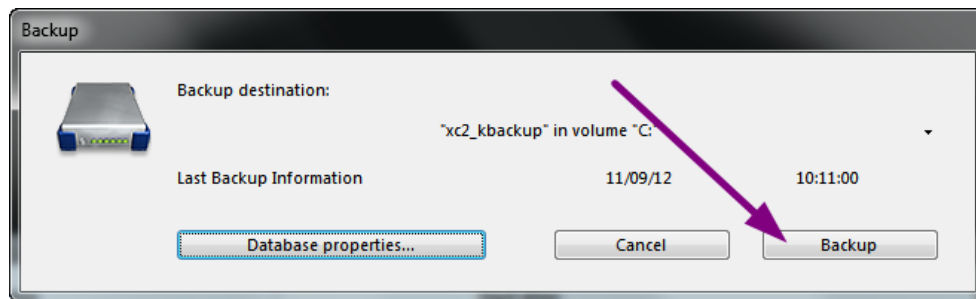
- Click the Backup & Restore tab



- Check the box labeled, Backup Only If Database Modified

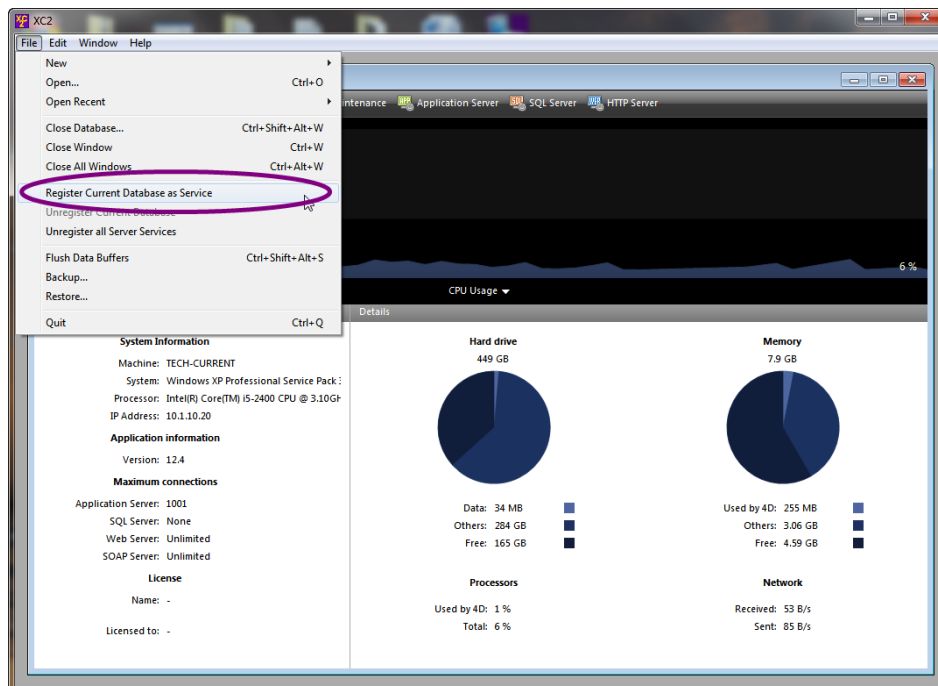


- Click OK

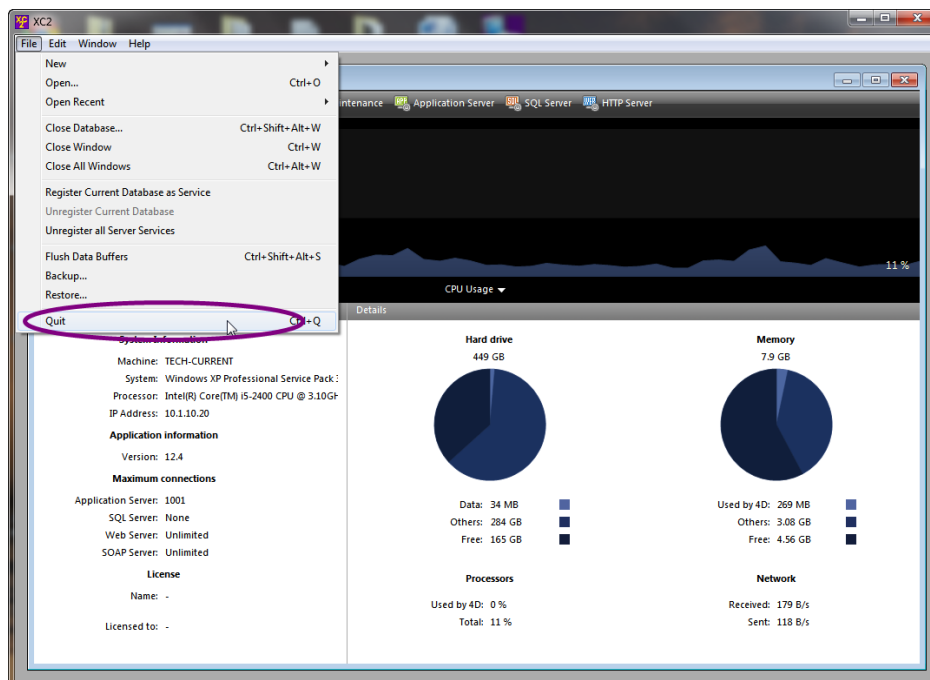


Setting XC2 Server To Run As A Service

- Click the File menu
- Select Register Current Database as Service



- Go back to the File menu and Quit

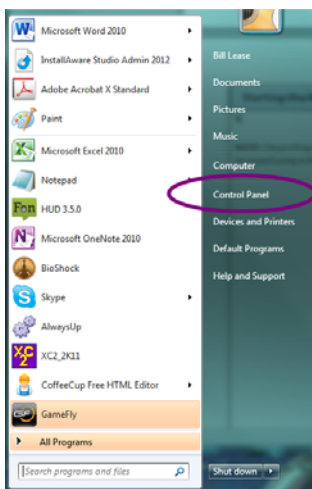


NOTE: Depending on the version of Windows that you have installed XC2 Server, the Services properties box may be accessed using a different method but at any rate is located in the Administrators Tools window

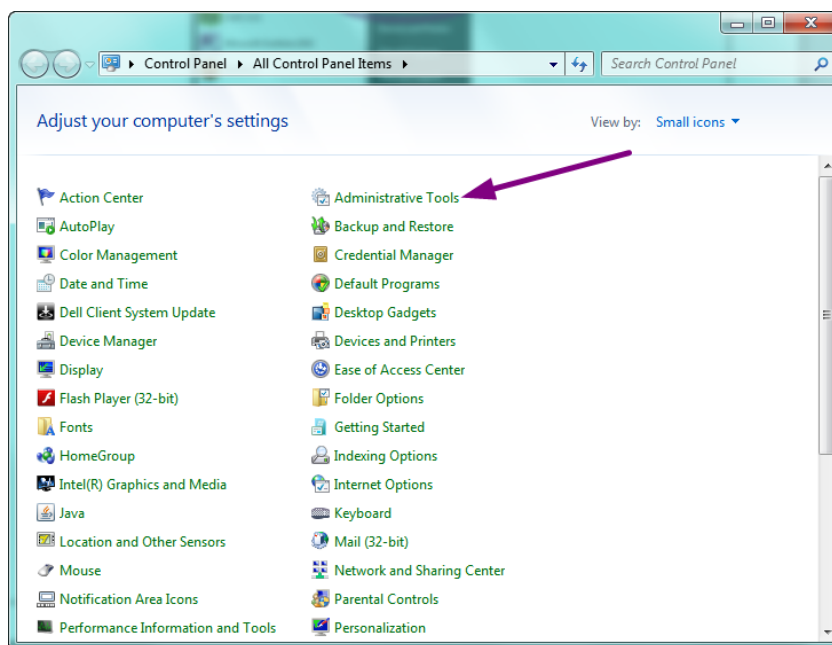
- From the Windows task bar, click the Start or Windows symbol button



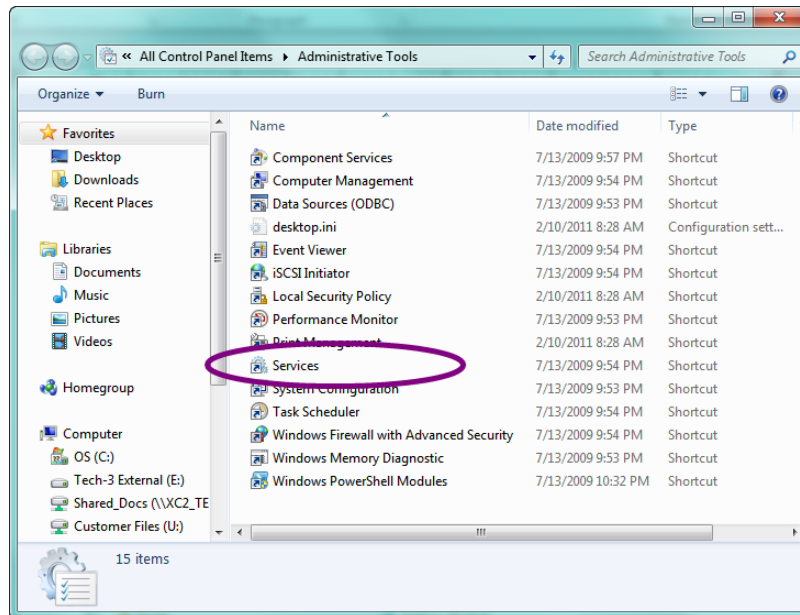
- Select Control Panel



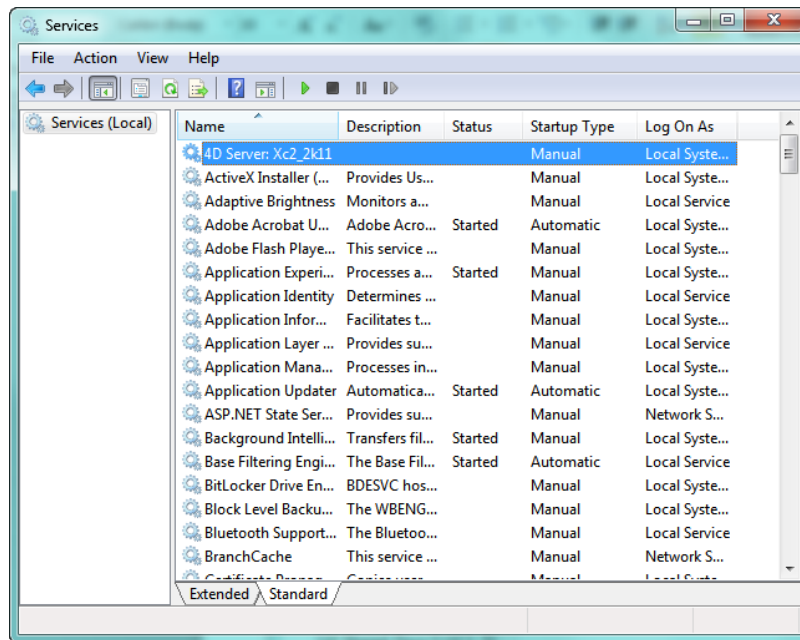
- Click on Administrators Tools



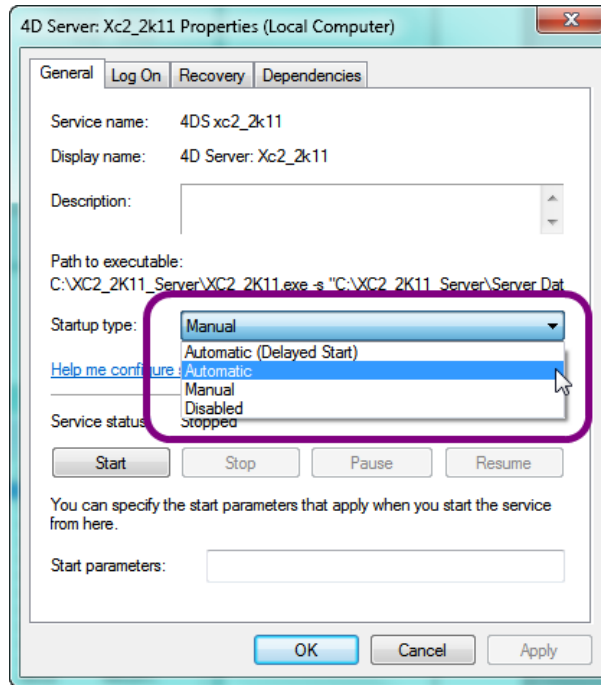
- Double click Services



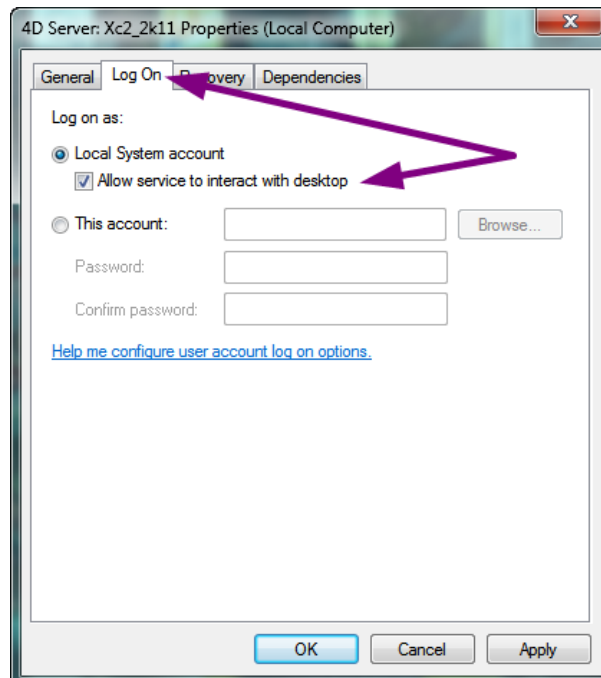
- Locate the 4D Server XC2_2K11 service and double click



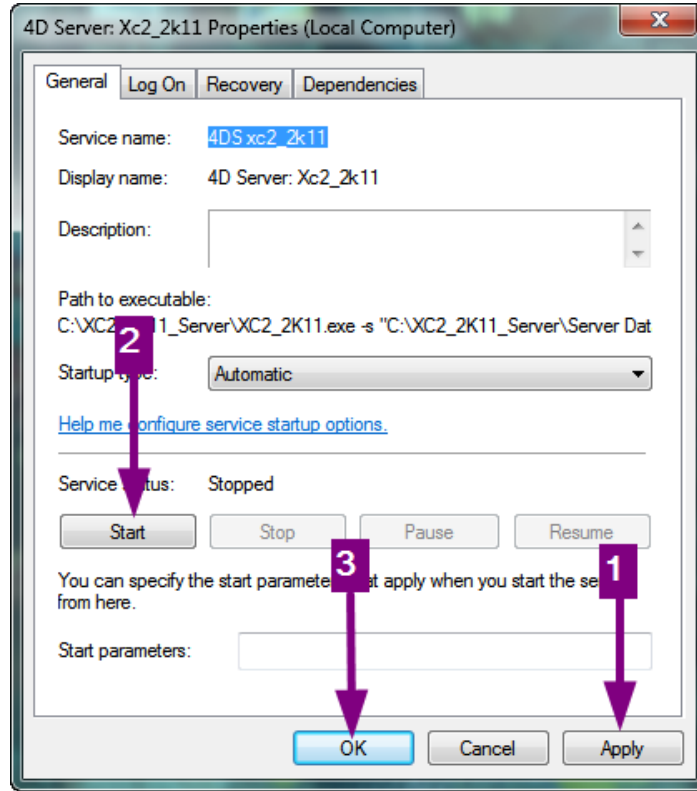
- Click the pull-down for startup type and select Automatic



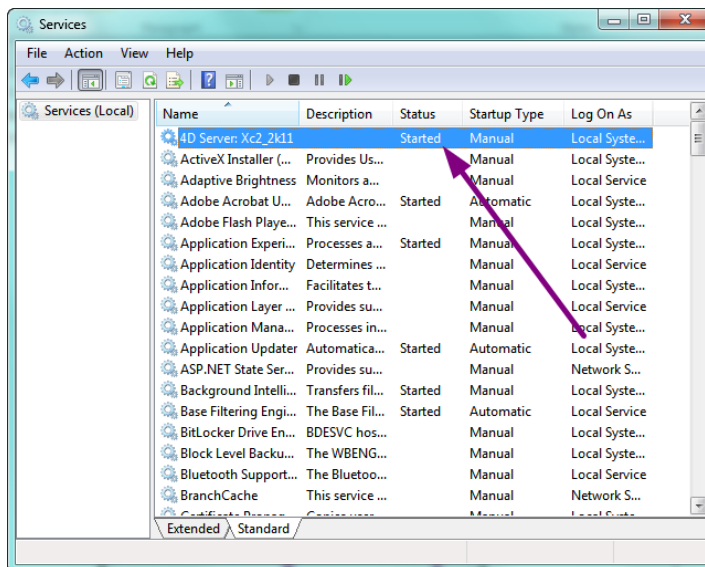
- Click the Log On tab
- Check the box Allow service to interact with desktop



- Click the Apply button
- Click Start button
- Click OK

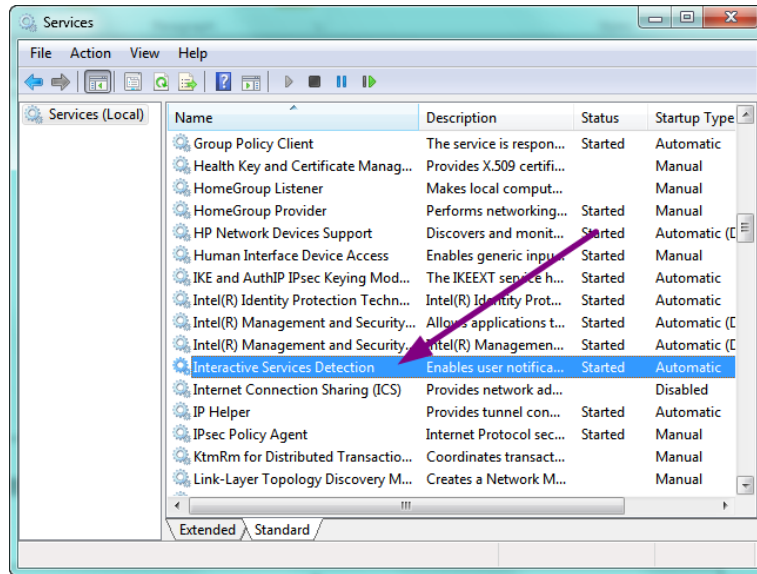


The XC2 2K11 service status should now be "Started"



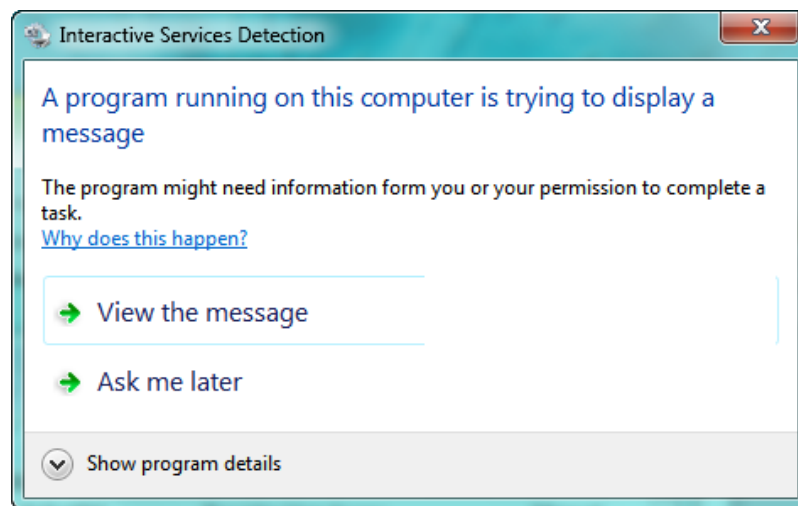
For Windows Server 2008 Installations Only

Locate and start the Interactive Services Detection



Note: When running XC2 server as a service and you are using remote desktop into the server from another location, the XC2 Server Console will not be visible.

Interactive services will prompt you that there is a service trying to display a message, in this case it is the XC2 server console

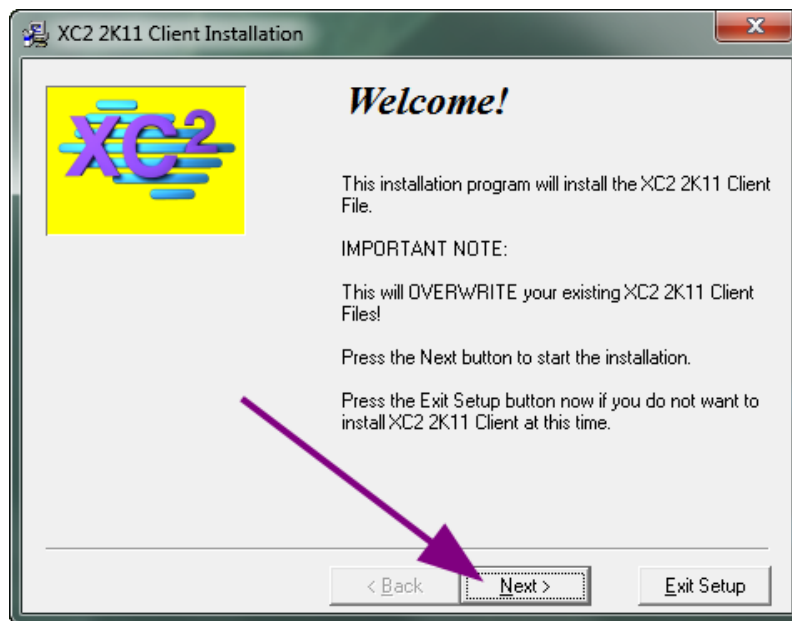


View the message: Displays the XC2 server console

Ask Me Later: Returns view to the server desktop

From the Users Workstation

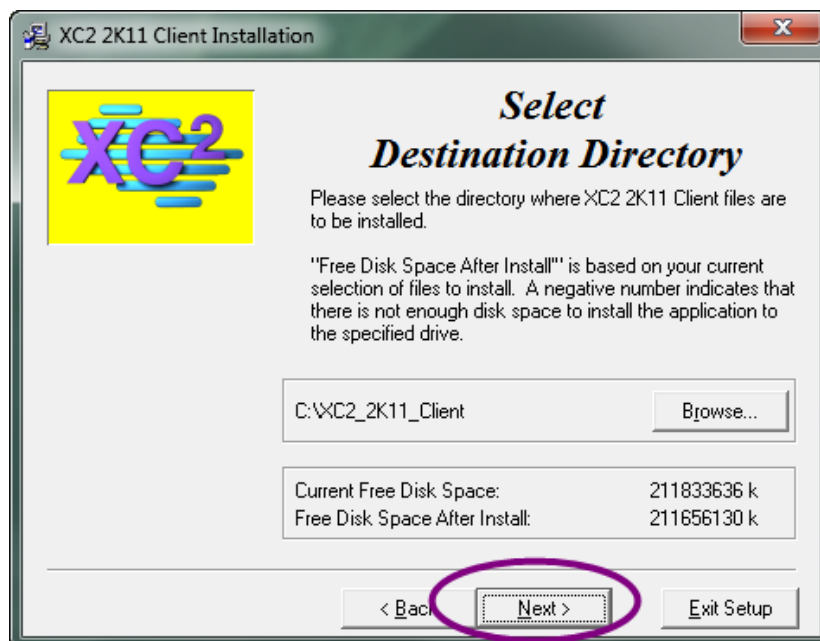
- Run and Install the XC2 2K11 Data Installer File - (Item 2 - C)



Click the “Next” button to proceed with the installation

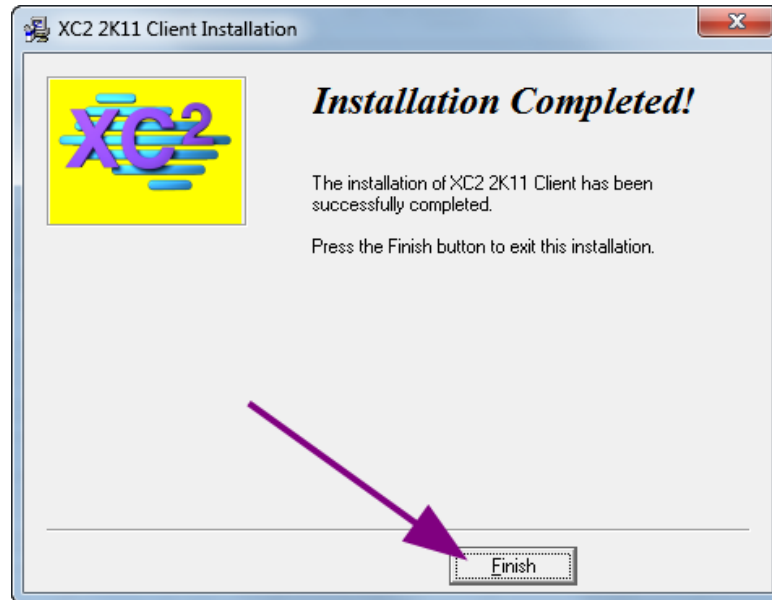
By default XC2 2k11 Client destination will be, C:\XC2_2K11_Client.

You may click continue or select an alternative destination by clicking the Browse button.



When installation is complete

- Click Finished



Launching XC2 Client

Starting XC2 Client For The First Time

After Installation, there should be 2 XC2 shortcuts added



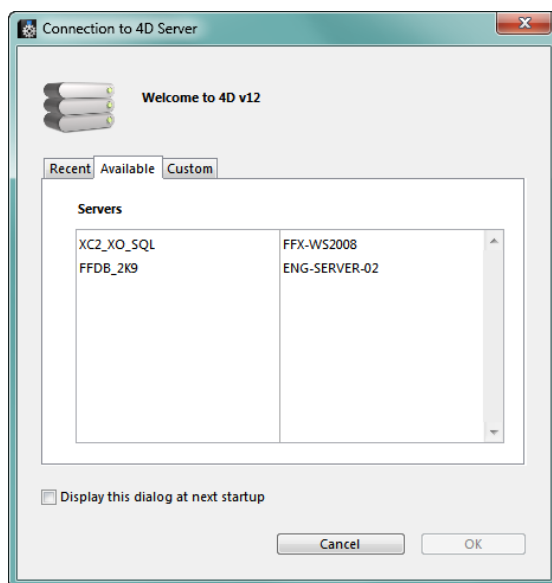
Launches the XC2 2K11 Client application



Launches the XC2 Online Knowledge Base

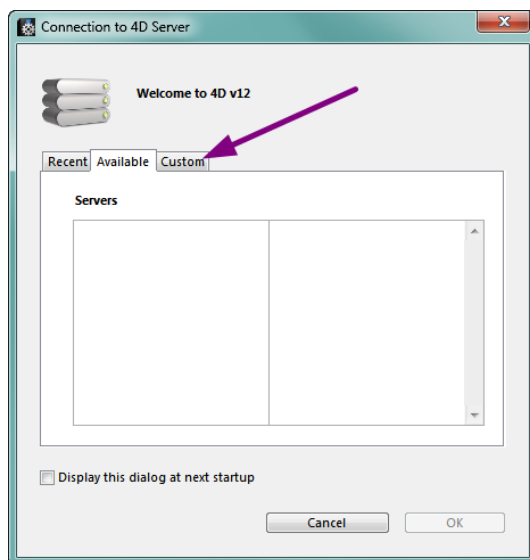


- Double click the XC2 Client Icon
- If this is the first time XC2 Client has been started from this PC, you will get the Connection To 4D Server dialog box.
- If you see XC2 Server in the Available window, Click on it to highlight and click OK



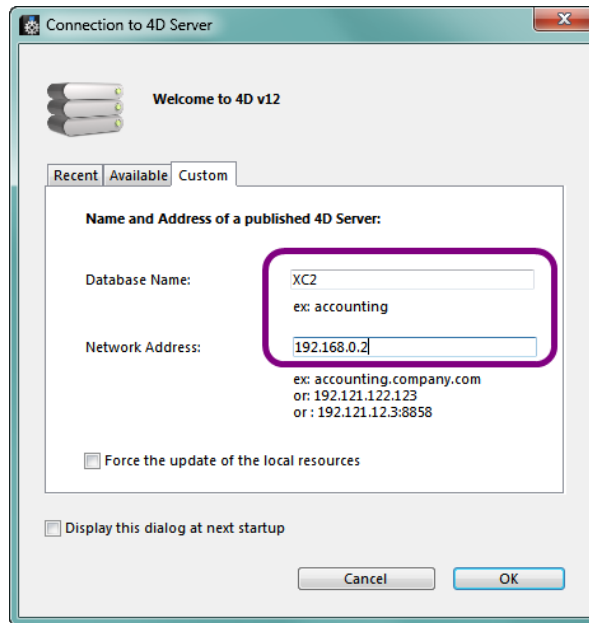
IF HOWEVER, THERE IS NOTHING LISTED IN THE AVAILABLE WINDOW FOR 4D XC2 CONNECTION,

- Click the Custom Tab



REMEMBER EARLIER YOU TOLD TO TAKE NOTE OF THE SERVER IP ADDRESS – HERE IS WHERE YOU WILL NEED IT.

- Enter XC2 in the Database Name field (XC2)
- Enter the Server IP address that XC2 server is located in the network address field



- Click OK

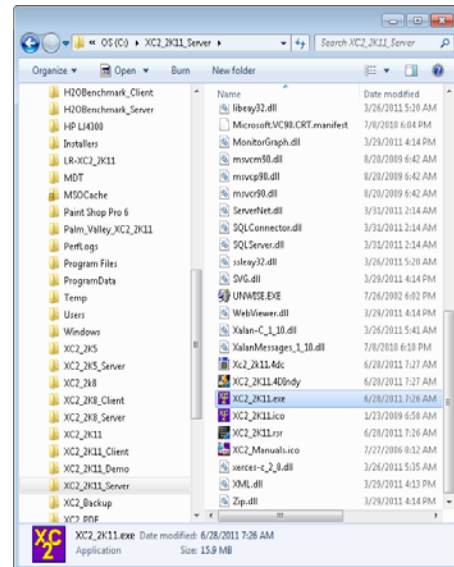
Just as making sure you have current backups of your XC2 data, it is just as important that you are able to recover them.

Although this is a very easy process, we suggest that you run this process a number of times to familiarize yourself with restoring the data.

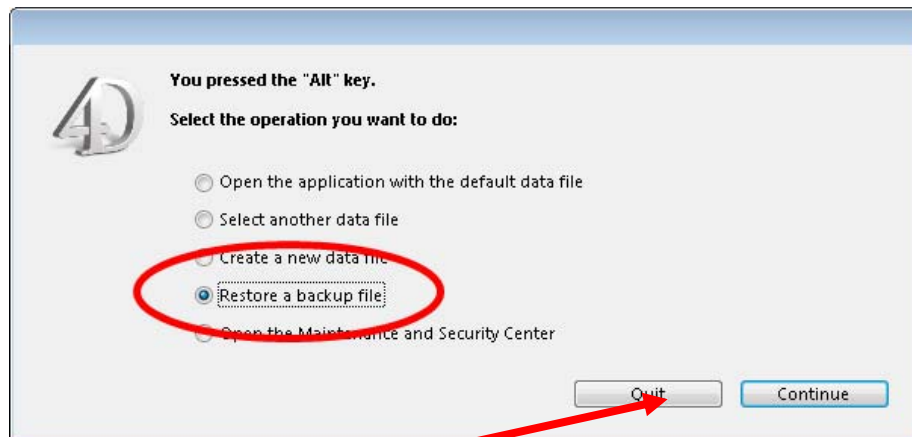


Either from the Desktop icon or the XC2 2K11 Server executable file,

Double click THFN hold the Alt



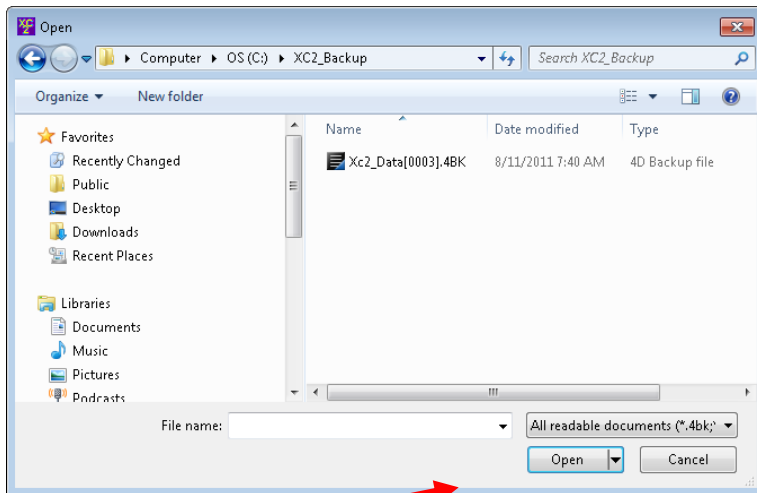
1. Select Restore a backup file



- Continue

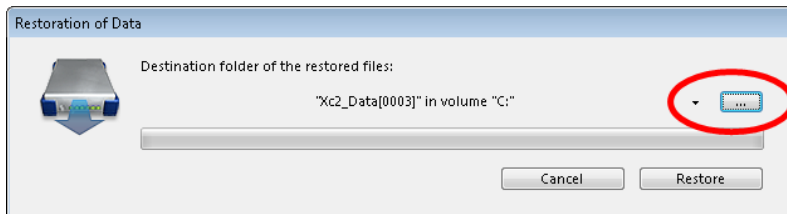
Restoring From A Backup (continued)

- Navigate to where the XC2 data backup file is located.

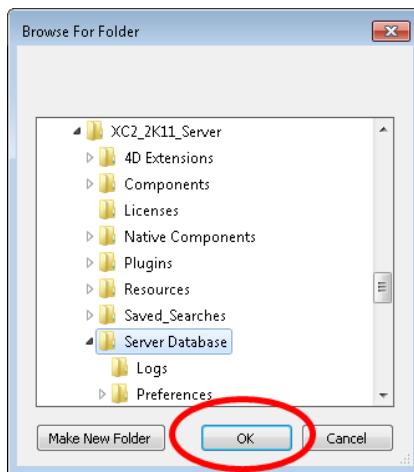


- Click Open

Click the navigation button to select where to save the recovered data

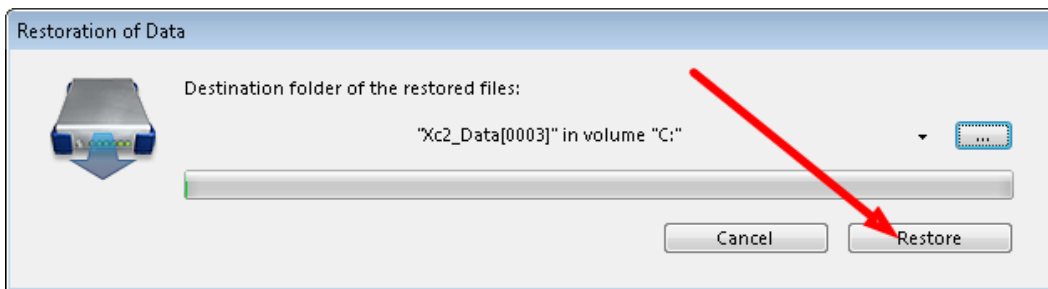


By default, the XC2 Data directory will be, C:\XC2_2K11_Server\Server database

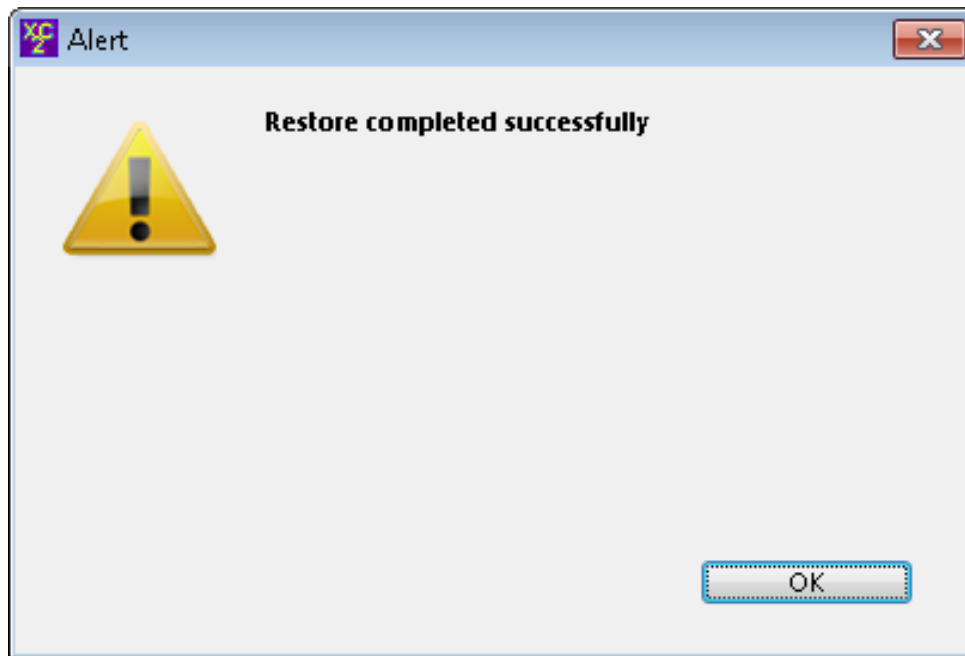


- Click OK

- Click Restore



Restore Completed Successfully



- Click OK

NOTE: If you are replacing an existing XC2 data file with the restore copy, Remove the original XC2 data file and Replace with the restored XC2 Data .4DD file

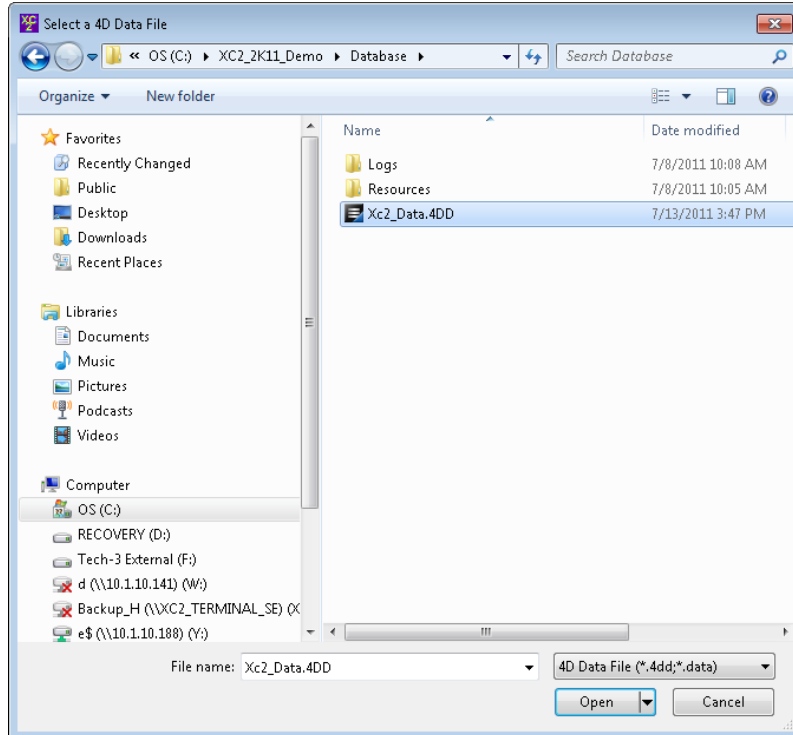
Once you have recovered the XC2 Data files and launch XC2 Server, you may be asked for the location of the XC2 Data file.

- Select another data file
- Click Continue



Use the navigation window to locate your recovered data file.

- Click Open



Originated By:	Bill Lease	Date:	12/12/13
Last Updated By:	Bill Lease	Date:	08/12/14



TROUBLESHOOTING

Issue	Possible Cause	Solution
You manually start XC2 application and get a Read Only message	XC2 Server needs to be launched in full system administrators access	<ol style="list-style-type: none"> 1. Right click on the XC2 Server shortcut 2. Select "Run as Administrator"
XC2 Server Launches but then closes	Data Execution is turned on	<ol style="list-style-type: none"> 3. Right click My Computer Select Properties Advanced System Settings Under advanced tab Performance/Settings Data Execution Tab 4. Option One Turn on DEP for essential programs and services only Requires reboot 5. Option Two Turn on DEP for all programs and services except those I select Click the Add button Add the XC2 2K11 Server .EXE file
XC2 Client gets 10002 Connection error Can you ping the server?	<p>The XC2 Server service is not running</p> <p>Firewall on server preventing connection</p> <p>Bad Ethernet cable</p> <p>Wireless connection lost</p>	<ol style="list-style-type: none"> 6. Start the XC2 Server service 7. Shut off Windows Firewall on server or configure to allow traffic 8. Replace Ethernet cable 9. Re-establish wireless connection
<p>Error: Cannot Start Server</p> <p>Failed to Start Listener</p>	There are more than one XC2 Server programs running at the same time using the same port.	<ol style="list-style-type: none"> 10. Check to see if there is a 4D XC2 Server service running 11. Close theXC2 server application before starting XC2 Service <p>Note: If multiple version of XC2 server are installed – check TCP port assignments</p>
TCP/IP had an error when publishing the port number for client application. Error Code #-10002	There are more than one XC2 Server programs running at the same time	<ol style="list-style-type: none"> 12. Check to see if there is a 4D XC2 Server service running 13. Close theXC2 server application before starting XC2 Service