

XC2 Client/Server Installation & Configuration

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

Aug 12 2014

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Items needed	Download Location
XC2 Server Installer (Item 2 - B) XC2 Client Installer (Item 2 - C)	$\frac{www.xc2home.com/2k11}{www.xc2home.com/2k11} (Item 2 - B)$
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)

		·
#	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-В	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-Е	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

Multi-User (Client/Server) XC2-2K11 Systems

For each File selected,

Click Save

Do you want to run or save xc2_2K11_server_installer.exe (208 MB) from xc2home.com?

Inis type of file could harm your computer.



Launching the XC2 2K11 Server Installer

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

🔏 XC2 2K11 Server Installa	ation 🗾
Ne2	Welcome!
	This installation program will install the XC2 2K11 Server File.
	IMPORTANT NOTE:
	This will OVERWRITE your existing XC2 2K11 Server Files!
	Press the Next button to start the installation.
	Press the Exit Setup button now if you do not want to install XC2 2K11 Server at this time.
	< <u>Back</u> <u>Next</u> <u>Exit</u> Setup

• 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

Password	X
This installation is password protect the installation password into the fie	ted. Please enter eld below.
Password:	

Click the OK button to c Click Cancel to abort the ir	ontinue. nstallation.
ОК	Cancel

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

4)	You pressed the "Alt" key. Select the operation you want to do:
	 Open the application with the default data file Select another data file Create a new data file Restore a backup file Open the Maintenance and Security Center

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

VC2_2K11.4DC - 4D Server Administration										
🕢 Monitor 🕌 Users (0) 🔅 Processes (11) 🔀 Maint	enance 🕮 Application Server 🖳 SQL Server 📲 HTTP	Server								
100 %										
1 mn		2 %								
	CPU Usage 👻									
Overview	Details									
System Information	Hard drive	Memory								
Machine: TECH-CURRENT	449 GB	7.9 GB								
System: Windows Seven Business Edition, 64-b										
Processon Intel(R) Core(TM) i5-2400 CPU @ 3.10GF										
IP Address: 10.1.10.20										
Application information										
Version: 12.4										
Maximum connections										
Application Service 1001										
SOI Server: None	Data: 502 MB	Used by 4D: 222 MB								
Web Server: Unlimited	Others: 271 GB	Others: 2.84 GB								
SOAP Server: Unlimited	Free: 178 GB	Free: 4.84 GB								
license	-									
biomos	Processors	Network								
Name: -	Used by 4D: 1 %	Received: 0 B/s								
Licensed to: -	Total: 2 %	Sent: 201 B/s								

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.

Acc_active - no server volumestation		
🖂 Monitor 😤 Users (0) 🛛 @ Processes (11) 🔀 Mair	stenance 📲 Application Server 🜉 SQL Server 🜉 HTTP Ser	ver
100 %		
1 mn		2%
	CPU Usage 👻	
Overview	Details	
System Information	Hard drive	Memory
Machine: TECH-CURRENT	449 GB	7.9 GB
System: Windows Seven Business Edition, 64-b		
Received InterPL CoveTM (5-2400 CPU @ 3.10GP		
IP Address: 10.1.10.20		
Application intormation		
Version: 12.4		
Maximum connections		
Application Server: 1001	0-1- 500.00	
SQL Server: None	Others 271 GB	Others: 284 GB
Web Server: Unlimited	Free 178.68	Erar 484 GB
SOAP Server: Unlimited		
License	Processors	Network
Name: -		
	Used by 4D: 1 %	Received: 0 B/s
	10186 2.76	Sent: 201 B/S

• Click the file menu and select Backup

File	Edit Window Help	
	New	+
	Open	Ctrl+O
	Open Recent	+
	Close Database	Ctrl+Shift+Alt+W
	Close Window	Ctrl+W
	Close All Windows	Ctrl+Alt+W
	Register Current Database as Service	
	Unregister Current Database	
	Unregister all Server Services	
	Flush Data Ruffere	Ctrl+Shift+Alt+S
	Backup	
	Restore	
	Quit	Ctrl+Q

• Click the Database Properties button

Backup	
	Backup destination:
a constant	"Server Database" in volume "C:" 👻
	Last Backup Information
	Database properties Cancel Backup

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

XC2_2K11	- Database	Settings										
General	Interface	Compiler	Database	W oving	CC Backup	Client-server	Web	SQL	PHP	Security	Compatibility	
Sched	duler Confi	guration	Backup & Re Au	estore utomatic B	ackup:	Never				•		
					-	Never Every Hour Every Day Every Week Every Month						
					[Personalized						
	Factory setti	ngs									Cancel	ОК

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

XC2_2K11	- Database	Settings										
General	Interface	Compiler	Database	o Moving	Backup	Client-server	Web	SQL	PHP	Security	Compatibility	
Sched	ler Conf	iguration	Backup & R	estore								
			A G	utomatic B	ackup: [at 🧕	ivery Day				•		
	actory sett	ings									Cancel	ОК

• Only the Data File option should be checked

Seneral	Interface	Compiler	Database	ST Noving	CC Backup	Client-server	WEB	SOL SQL	PHP	Security	Compatibilit	у	
Sched	uler Confi	guration E	ackup & Re	estore									
Co	ontent												
						Data File							
						User Structu	re File						
				Attach	ments:	_							*
													-
						Delete				Add fold	er	Add fi	le
Ba	ickup File D	estination	older										
						"Server Data	abase" in v	olume "C:"			•		
				Urad	Space: 2	70.92 CP			Free Space	a: 179.10	CR		
				Useu	space, 2	70.56 60			rice space	. 170.10	65		
Lo	g Managen	nent											
					E	Use Log File							
F	actory setti	ngs									Cano	el	ОК

• Click the button to select backup location

XC2_2K1	1 - Database	Settings											
Genera	I Interface	Compiler	Database	Moving	CC Backup	Client-server	Web	SQL	PHP	Security	Compatibility	,	
Sch	eduler Confi	guration	Backup & Re	estore									
	Content			Attach	S ments:	Data File Structure File User Structure	e File						•
						Delete				Add fold	ar	Add file	Ŧ
	Backup File D	estination	Folder			Detete				Addition			
				Used	Space: 2	"Server Datal	oase" in vo	olume "C:"	Free Spac	e: 178.10	GB		
	Log Manager	nent				Use Log File:							
	Factory sett	ings									Cance	el (OK

• Select the drive and click Make New Folder



- Rename the new folder, XC2_Backup
- Click OK



• Click the Backup & Restore tab

XC2_2K11 - Database Settings					
General Interface Compiler D	atabase Moving Bac	kup Client-server	WEB SOL Web SQL	PHP Security	Compatibility
Scheduler Configuration Bac	ckup & Restore				
		👽 Data File			
		Structure File	•		
		🔲 User Structur	e File		
	Attachment	51			*
		Delete		Add fold	er Add file
Backup File Destination Fol	lder				
		"XC2_Bac	up" in volume "C:"		•
	Used Spac	e: 270.99 GB		Free Space: 178.10	GB
Log Management					
		Use Log File:			
Factory settings					Cancel OK

• Check the box labeled, Backup Only If Database Modified

XC2_2K11 - Database Settings
X Image: Security compatibility General Interface Compiler Database Moving Backup Client-server Web SQL PHP Security Compatibility
Scheduler Configuration Backup & Restore General settings Scheduler Configuration Backup & Restore Scheduler Configuration Backup file Scheduler Configuration Backup files Backup only if the last Scheduler Configuration Backup file Backup file Scheduler Configuration Ba
Archive Segment Size (Mb): None Compression Rate: Fast Interlacing Rate: None Redundancy Rate: None Automatic Restore Restore last backup if database is damaged
Factory settings Cancel OK

Click OK

Backup		
	Backup destination:	
a la constante de la constante	xc2_kbac	11/09/12 10:11:00
	Database properties	Cancel Backup

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

) - 🗟 « All Control Pan	el Items 🕨 Administrative Tools	✓ ⁴ → Search Adm	inistrative Tools
Organize 🔻 Burn			8 - □ 0
* Favorites	Name	Date modified	Туре
Desktop	R Component Services	7/13/2009 9:57 PM	Shortcut
Downloads	Computer Management	7/13/2009 9:54 PM	Shortcut
Recent Places	Data Sources (ODBC)	7/13/2009 9:53 PM	Shortcut
-	desktop.ini	2/10/2011 8:28 AM	Configuration sett
🔚 Libraries	Event Viewer	7/13/2009 9:54 PM	Shortcut
Documents	🔜 iSCSI Initiator	7/13/2009 9:54 PM	Shortcut
👌 Music	🛃 Local Security Policy	2/10/2011 8:28 AM	Shortcut
Pictures	Performance Monitor	7/13/2009 9:53 PM	Shortcut
😸 Videos	B Drint Manuagement	2/10/2011 8:28 AM	Shortcut
	😹 Services	7/13/2009 9:54 PM	Shortcut
🍓 Homegroup	System Conniguration	7/13/2009 9:53 PM	Shortcut
	😥 Task Scheduler	7/13/2009 9:54 PM	Shortcut
🖳 Computer	🔗 Windows Firewall with Advanced Security	7/13/2009 9:54 PM	Shortcut
🚮 OS (C:)	Windows Memory Diagnostic	7/13/2009 9:53 PM	Shortcut
👝 Tech-3 External (E:)	📷 Windows PowerShell Modules	7/13/2009 10:32 PM	Shortcut
🚽 Shared_Docs (\\XC2_TE			
🚽 Customer Files (U:) 🚽	* [
15 items			

• Locate the 4D Server XC2_2K11 service and double click

File Action View	нер					
🗢 🔶 🔲 🗐 🧯	Q 📑 🛛 🖬 🕨 🗖					
🔍 Services (Local)	Name	Description	Status	Startup Type	Log On As	
	🔅 4D Server: Xc2_2k11			Manual	Local Syste	
	🔍 ActiveX Installer (Provides Us		Manual	Local Syste	
	Adaptive Brightness	Monitors a		Manual	Local Service	
	🔍 Adobe Acrobat U	Adobe Acro	Started	Automatic	Local Syste	
	🔍 🖓 Adobe Flash Playe	This service		Manual	Local Syste	
	Application Experi	Processes a	Started	Manual	Local Syste	
	Application Identity	Determines		Manual	Local Service	
	Application Infor	Facilitates t		Manual	Local Syste	
	Application Layer	Provides su		Manual	Local Service	
	Application Mana	Processes in		Manual	Local Syste	
	Application Updater	Automatica	Started	Automatic	Local Syste	
	ASP.NET State Ser	Provides su		Manual	Network S	
	Background Intelli	Transfers fil	Started	Manual	Local Syste	
	🔹 🖓 Base Filtering Engi	The Base Fil	Started	Automatic	Local Service	
	BitLocker Drive En	BDESVC hos		Manual	Local Syste	
	Block Level Backu	The WBENG		Manual	Local Syste	
	Bluetooth Support	The Bluetoo		Manual	Local Service	
	G BranchCache	This service		Manual	Network S	
	<u> </u>	<u></u>		N.4	1 1 0	

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

4D Server: Xc2_2k11	L Properties (Local Computer)						
General Log On	Recovery Dependencies						
Service name:	4DS xc2_2k11						
Display name:	4D Server: Xc2_2k11						
Description:	۸ ۳						
Path to executabl C:\XC2_2K11_Se	e: nver\XC2_2K11.exe -s "C:\XC2_2K11_Server\Server Dat						
Startup type:	Manual						
Help me confi jure	Automatic (Delayed Start) Automatic Manual Deabled						
Service status	Stopped						
Start	Stop Pause Resume						
You can specify the start parameters that apply when you start the service from here.							
Start parameters:							
	OK Cancel Apply						

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

4D Server: Xc2_2k11 Properties (Local Computer)
General Log On Dependencies
Log on as:
 Local System account Allow service to interact with desktop
This account: Browse
Password:
Confirm password:
Help me configure user account log on options.
OK Cancel Apply

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

4D Server: Xc2_2k11 Properties (Local Computer)
General Log On Recovery Dependencies
Service name: 4DS xc2_2k11
Display name: 4D Server: Xc2_2k11
Description:
Path to executable: C:\XC2_2_1_Server\XC2_2K11.exe -s "C:\XC2_2K11_Server\Server Dat
Startup 500: Automatic 🗸 🗸
Help me onfigure service startup options.
Service tus: Stopped
Start Stop Pause Resume
You can specify the start paramete 3 at apply when you start the se 1 from here.
Start parameters:

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

Services						x		
File Action View	Help							
🗢 🔿 🔚 🖻 🙆 🛃 📊 🕨 🔳 11 🕨								
Services (Local)	Name	Description	Status	Startup Type	Log On As	-		
	4D Server: Xc2_2k11		Started	Manual	Local Syste	Ξ		
	🔍 ActiveX Installer (Provides Us		Manual	Local Syste			
	🔍 Adaptive Brightness	Monitors a		Manual	Local Service			
	🔍 Adobe Acrobat U	Adobe Acro	Started	Actomatic	Local Syste			
	🔍 Adobe Flash Playe	This service		Manual	Local Syste			
	Application Experi	Processes a	Started	Manual	Local Syste			
	Application Identity	Determines		Manual	Local Service			
	Application Infor	Facilitates t		Manual	Local Syste			
	Application Layer	Provides su		Manual	Local Service			
	Application Mana	Processes in		Manual	local Syste			
	Application Updater	Automatica	Started	Automatic	Local Syste			
	ASP.NET State Ser	Provides su		Manual	Network S			
	🔍 Background Intelli	Transfers fil	Started	Manual	Local Syste			
	🔍 Base Filtering Engi	The Base Fil	Started	Automatic	Local Service			
	🔍 BitLocker Drive En	BDESVC hos		Manual	Local Syste			
	🔍 Block Level Backu	The WBENG		Manual	Local Syste			
	🔅 Bluetooth Support	The Bluetoo		Manual	Local Service			
	SranchCache	This service		Manual	Network S	_		
	A C-415-4- B	<u></u>		KALING I	1 C	-		
	Extended Standard							
	-		-					

For Windows Server 2008 Installations Only

Locate and start the Interactive Services Detection

Services			-	
File Action View	Help			
) 🛃 🛛 📷 🛛 🕨 💷 🕪			
Services (Local)	Name	Description	Status	Startup Type
	Group Policy Client Health Key and Certificate Manag HomeGroup Listener HomeGroup Provider HN Network Devices Support Human Interface Device Access KE and AuthIP IPsec Keying Mod Itat!(R) Identity Protection Techn	The service is respon Provides X.509 certifi Makes local comput Performs networking Discovers and monit Enables generic input- The IKEEXT septee h Intel(R) Identity Prot	Started Started Started Started Started Started	Automatic Manual Manual Automatic ([Manual Automatic Automatic
	Intel(R) Management and Security Interactive Services Detection Internet Connection Sharing (ICS) IP Helper IPsec Policy Agent KtmRm for Distributed Transactio Link-Laver Topology Discovery M	nitel(R) Managemen Enables user notifica Provides network ad Provides tunnel con Internet Protocol sec Coordinates transact	Started Started Started Started Started	Automatic (C Automatic Disabled Automatic Manual Manual
	Extended Standard			4

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

Welcome to 4E Recent Available Custom) v12	
XC2_XO_SQL FFDB_2K9	FFX-WS2008 ENG-SERVER-02	*
Display this dialog at next st	artup	Ŧ

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

• Click the Custom Tab

🔯 Connection to 4D Server	X
Welcome to 4D v12 Recent Available Custom	
Servers	
Display this dialog at next startup	p
	Cancel

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

Sconnection to 4D Server	×			
Welcome to 4D v12				
Recent Available Custom				
Name and Address of a pu	blished 4D Server:			
Database Name:	XC2 ex: accounting			
Network Address:	192.168.0.2			
	ex: accounting.company.com or: 192.121.122.123 or : 192.121.12.3:8858			
Force the update of the local resources				
Display this dialog at next startup				
	Cancel OK			

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

		a • • • • • • • • • • • • • • • • • • •	02,2811,389987
ganize 🕶 📑 Open 💌	Burn	New folder	H • 🔟
H2OBenchmark_Client	*	Name	Date modified
H2OBenchmark_Server		libeay32.dll	3/26/2011 5:20 A
🍌 HP L14300		Microsoft.VC98.CRT.manifest	7/8/2010 6:04 PM
🎍 Installers		🗟 MonitorGraph.dll	3/29/2011 4:14 P
🎍 LR-XC2_2K11		🗟 msvcm50.dll	8/20/2009 6:42 A
🌽 MDT		🚳 msvcp90.dll	8/20/2009 6:42 A
MSOCache		🚳 msvcr50.dll	8/20/2009 6:42 A
Paint Shop Pro 6		ServerNet.dll	3/31/2011 2:14 A
Palm_Valley_XC2_2K11		SQLConnector.dll	3/31/2011 2:14 A
PerfLogs		🗟 SQLServer.dll	3/31/2011 2:14 A
Program Files		🗟 ssleay32.dll	3/26/2011 5:20 A
🎍 ProgramData	- 11	🚳 SVG.dii	3/29/2011 4:14 P
📕 Temp		🗿 UNWESE,EXE	7/26/2002 6:02 P
🎍 Users		🚳 WebViewer.dll	3/29/2011 4:14 P
Windows		🚳 Xalan-C_1_10.dll	3/26/2011 5:41 A
XC2_2K5		🗟 XalanMessages_1_10.dll	7/8/2010 6:10 PM
XC2_2K5_Server		💼 Xc2_2k11.4dc	6/28/2011 7:27 A
XC2_2k8		🛃 XC2_2K11.4Dindy	6/28/2011 7:27 A
XC2_2K8_Client		W XC2_2K11.exe	6/28/2011 7:26 A
XC2_2K8_Server		WXC2_2K11.ico	1/23/2009 6:58 A
XC2_2K11		XC2_2K11.rsr	6/28/2011 7:26 A
XC2 2K11 Client		🛃 XC2_Manuals.ico	7/27/2006 8:12 A
XC2 2K11 Demo		🔌 xerces-c_2_8.dll	3/26/2011 5:35 A
XC2_2K11_Server		🔊 XML.dll	3/29/2011 4:13 P
XC2 Backup		🚳 Zip.dll	3/29/2011 4:14 P
XC2 PDF	-	< III	

1. Select Restore a backup file



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

E Xc2_Data[0003].4BK 8/11/2011 7:40 AM 4D Bac	kup file:
▼ ∢ m	
→ All readable documents	s (*.4bk;

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

Restoration of Da	ata
	Destination folder of the restored files: "Xc2_Data[0003]" in volume "C:" Cancel Restore

By default, the XC2 Data directory will be, C:\XC2_2K11_Sever\Server database

Browse For Folder
A 🍌 XC2_2K11_Server
4D Extensions
Description of the second s
🍌 Licenses
Native Components
Plugins
Resources
Saved_Searches
4 🍌 Server Database
🔒 Logs
Preferences
Make New Folder OK Cancel

Click OK

Click Restore

Restoration of Da	ta
	Destination folder of the restored files: "Xc2_Data[0003]" in volume "C:"
	Cancel

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

15	You pressed the "Alt" key.
4.)	Select the operation you want to do:
-	Open the application with the default data file
	Select another data file
	💿 Create a new data file
	💿 Restore a backup file
	🗇 Open the Maintenance and Security Center

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	 Right click on the XC2 Server shortcut Select "Run as Administrator
XC2 Server Launches but then closes	Data Execution is turned on	 Right click My Computer Select Properties Advanced System Settings Under advanced tab Performance/Settings Data Execution Tab Option One Turn on DEP for essential programs and services only Requires reboot 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	The XC2 Server service is not running Firewall on server preventing connection	 6. Start the XC2 Server service 7. Shut off Windows Firewall on server or configure to allow traffic 8. Deploce Ethernet colloc
Can you ping the server?	Bad Ethernet cable Wireless connection lost	9. Re-establish wireless connection
Error: Cannot Start Server Failed to Start Listener	There are more than one XC2 Server programs running at the same time using the same port.	 Check to see if there is a 4D XC2 Server service running Close theXC2 server application before starting XC2 Service Note: If multiple version of XC2 server are installed – check TCP port assignments
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	 12. Check to see if there is a 4D XC2 Server service running 13. Close theXC2 server application before starting XC2 Service