

# Installing and Configuring FairCom® Server

For use with ProQA™ and FairCom Server 7.x

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The following assumptions for this document are:

- You have ADMINISTRATOR logon password
- A working knowledge of Windows 2000/2003 Server and 2000/XP network configuration procedures
- A Windows 2000/2003 server computer has been configured with a valid, static IP address

**If you have any further questions or find errors in this document please contact the software support department at 1-866-777-3911.**

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## Implementing FairCom Server for use with ProQA

Before you begin please make sure you have the following:

- FairCom CD
- FairCom Administrator's Guide
- Activation Key: \_\_\_\_-\_\_\_\_-\_\_\_\_ - \_\_\_\_-\_\_\_\_-\_\_\_\_
- Serial Number: \_\_\_\_\_
- Logged onto server computer as ADMINISTRATOR

1. Installing FairCom on the server computer.
  - a) Insert the FairCom CD into your CD-ROM drive.
  - b) If auto-run is enabled your web browser will open automatically. If auto-run is disabled click on Start / Run then type **D:\index.htm** where D represents the drive letter of your CD-ROM drive.
  - c) Click on the option to **Install the c-tree Server**
  - d) Then click on **Windows 2000/NT (Intel)** as your installation platform.
  - e) Then choose **Run this program from its current location** and click **OK**.
  - f) You will get Security Warning message. Click **YES** to proceed and run the installation package.
  - g) Click **NEXT>** to begin the installation.
  - h) Read the included **FairCom Server Licensing Agreement** and if you agree click **Yes** to proceed.
  - i) Choose the default Destination Location by clicking **NEXT>**

NOTE: All further documentation in this manual will refer to the default installation directory.

- j) The **FairCom Server Configuration** screen will now appear.
  - k) Type in **MPC\_PROQA** in the Server Name field
  - l) Choose the **Service** option. This will ensure that FairCom is automatically started when you reboot your server.
  - m) Click **NEXT>** to proceed
  - n) If you would like to register your FairCom server click on Finish. If you would not like to register at this time **clear the check box** and click on **Finish**.
2. Activating the FairCom Server software.
    - a) After installing the software a window will pop open showing you the three main folders of the FairCom software.
    - b) Browse to the directory labeled **Server (C:\Program Files\FairCom\V7\W32\Server)**
    - c) Run the **ctsrvr** application.
    - d) You will get a message saying, "Server Not Activated". Click **OK** to proceed.
    - e) Follow the on screen instructions to enter your Activation Key and Serial Number.

NOTE: The serial number asks for the *last* six digits. The Activation Key should be entered into the two fields divided by the hyphen.

- f) Click on the **ACTIVATE** button and you will get the message "Your FairCom Server has been successfully activated"
- g) Click **OK** to proceed. At this time the **ctsrvr** application will automatically close. In the next section we will open it again.

## Configuring FairCom Server to interface with ProQA

Before you begin please make sure you have the following:

- IP Address of server computer: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_
1. Make sure the FairCom Server application is running as a service.
    - a) Click on Start / Settings / **Control Panel**
    - b) Open Administrative Tools / **Services**
    - c) Look for the FairComServer service, make sure the status is set to **Started**.
    - d) If it is not you can select the FairComServer service and click on the **Play button** to start it.
  2. Add the automatic logon for ProQA database access to FairCom Server.
    - a) Click on Start / Programs / **Windows Explorer**
    - b) Browse to the directory **C:\Program Files\FairCom\V7\W32\Client**
    - c) Run the **ctadmn** application.

NOTE: **ctadmn** is the administration tool for FairCom Server.

- d) Enter Administrator User ID (and/or press RETURN) >> **ADMIN** (case sensitive)
- e) Enter Administrator Password (and/or press RETURN) >> **ADMIN** (case sensitive)
- f) Enter Optional File Password (and/or press RETURN) >> press **ENTER**
- g) Enter Optional Server Name (and/or press RETURN) >> **MPC\_PROQA@** \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_

NOTE: Input your server IP address after **MPC\_PROQA@**

- h) Choose: **1** – User Operations
  - i) Choose: **1** – Add New User
  - j) Enter User ID >> **PROQA\_EXE** (case sensitive)
  - k) Enter User Description >> **ProQA logon**
  - l) Enter User Memory Limit ... >> **N** for None
  - m) Enter User Memory Rule >> **D** for Default
  - n) Enter User Password (and/or press RETURN) >> **autoLogon** (case sensitive)
  - o) Enter Exact Same Password (and/or press RETURN) >> **autoLogon** (case sensitive)
  - p) Enter Group # 1 ID (or press RETURN to complete) >> press **ENTER**
  - q) Enter beginning date (mm/dd/yyyy) for valid user logon (or press return to accept logons immediately) >> press **ENTER**
  - r) Enter last valid date (mm/dd/yyyy) for valid user logon (or press return to accept logons immediately) >> press **ENTER**
  - s) Enter limit on consecutive logon failures (press return to use system default or enter -1 to disable) >> press **ENTER**
  - t) You will see the message: Successful User Addition. Press **RETURN** to continue...
  - u) Choose: **Q** to return to previous menu
  - v) Choose: **Q** to Quit
3. Create the folder where the ProQA Case Entry data will be stored.
    - a) Click on Start / Programs / **Windows Explorer**
    - b) Browse to the directory **C:\Program Files\FairCom\V7\W32\Server**
    - c) Create a folder called **FILES** in this directory.

## New Install of ProQA on workstation

Before you begin please make sure you have the following:

- ProQA dongle attached to LPT port
- ProQA installation CD-ROM
- IP Address of server computer: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_
- Logged on to workstation as ADMINISTRATOR

### 1. Install ProQA.

- a) Insert the disk labeled “ProQA 3.4” into your CD-ROM drive.
- b) If your computer has the ability to Autorun a CD the setup screen will automatically appear.
- c) If you do not see the setup screen automatically you can run the D:\Autorun\Autorun.exe.
- d) You see **Install ProQA or Browse CD**, choose **Install (Language Disk) or Upgrade ProQA**
- e) The setup program then reminds you that you will need to run both the program files and the Language/Protocol files for ProQA to operate properly. Click **OK** to continue.
- f) On the **Install Which?** screen please select **ProQA Program Files (do this first)**
- g) If you agree to the license agreement after reading it please click **OK** to continue.
- h) You will see the Welcome! screen. Click **NEXT>** to continue.
- i) When asked to view the Read Me you can click **SKIP>** to continue.
- j) You will then see the Ready to Install! screen. Click **NEXT>** to continue.
- k) ProQA Rebuild will then appear on the screen. Click **SKIP>** to continue.
- l) You will see the Thank You! Screen. Click **EXIT** to end the setup routine.
- m) Then rerun the D:\Autorun\Autorun.exe and choose Install (Language Disk) or Update ProQA
- n) On the **Install Which?** Screen please select **Language/Protocol Files**

### 2. Check ProQA Configuration Utility.

- a) Click on Start / Programs / Priority Dispatch / **ProQA Configuration Utility** (pqacfg.exe)
- b) If you are given the message: **Security breach** move the message window on your screen to reveal the ProQA Configuration Utility behind it.
  - i. Click on **2. Configuration** and look for the yellow warning in the **On exit** field.
  - ii. Change the setting to **Always log user off**
  - iii. Click on **1. Paths & Files** to continue.

If you are not given the error message proceed to the next step.

- c) You should have the following settings:

Protocol Path: **C:\PROQA.WIN\Data\**

Database Path: **.\Files\**

COMMMFILE name: **(blank)**

File access mode: **Client/Server**

Server name: **MPC\_PROQA@ \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_** (Your server IP address)

NOTE: The COMMMFILE name is based on your CAD configuration. Please do not change it unless instructed to do so by your CAD vendor.

- d) Change any appropriate settings to reflect the above and click on File / Save.
- e) Exit ProQA Configuration Utility.

## New Install of ProQA on workstation (continued)

3. Create blank case entry files in ProQA File Maintenance.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA File Maintenance** (pqafm.exe)
  - b) Click on the **X** in the header to put a check in all boxes.
  - c) Click on **Create** button to generate the blank case entry files for ProQA.
  - d) You will then see Created under the status of each database table.
  - e) Click on File / Exit
4. Create dispatcher ID and passwords.

NOTE: When ProQA is integrated with a Computer Aided Dispatch system (CAD) a password to log into ProQA is automatically supplied by the CAD and this step would be unnecessary.

- a) Click on Start / Programs / Priority Dispatch / **ProQA Operator Maintenance** (pqaopm.exe)
- b) Operator: **SUPERVISOR**
- c) Password: **PROQA**
- d) Click on **New** to begin editing a new Operator ID
- e) Input desired Operator ID: **EXAMPLE**
- f) Input First Name: **Example**
- g) Input Last Name: **Operator**
- h) Input Password: (blank)
- i) Input Logon level: **0**

NOTE: Dispatchers should be input as level **0**. Supervisors should be input as **9** for full access. Please refer to your *ProQA Utilities Guide* documentation for further information.

- j) Click on **Save** to write the Operator to the ProQA database.
- k) Click on File / Exit
- l) If it asks to log off user click **Yes**.

NOTE: Repeat steps d) through j) to create each of your operators in turn.

Repeat steps 1 and 2 on page 4 for each additional licensed workstation.

ProQA is now installed and configured. If you have an integration with your Computer Aided Dispatch software please contact your software vendor for further assistance in configuring ProQA to interface with your CAD.

## Migrating ProQA on workstation

Before you begin please make sure you have the following:

- ProQA dongle attached to LPT port
- ProQA installation CD-ROM
- IP Address of server computer: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_
- Logged on to workstation as ADMINISTRATOR

1. Document location of current ProQA Case Entry data.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA Configuration Utility** (pqacfg.exe)
  - b) Document the **Database Path** here: \_\_\_\_\_
2. Update ProQA Standard Version to Client / Server Version.
  - a) Insert the disk labeled "ProQA 3.3" into your CD-ROM drive.
  - b) If your computer has the ability to Autorun a CD the setup screen will automatically appear.
  - c) If you do not see the setup screen automatically you can run the D:\Autorun\Autorun.exe. Where D: is the drive letter for your CD-ROM drive.
  - d) You see **Install ProQA or Browse CD**, choose **Install (Language Disk) or Upgrade ProQA**
  - e) The setup program then reminds you that you will need to run both the program files and the Language/Protocol files for ProQA to operate properly. Click **OK** to continue.
  - f) On the **Install Which?** screen please select **ProQA Program Files (do this first)**
  - g) If you agree to the license agreement after reading it please click **OK** to continue.
  - h) You will see the Welcome! screen. Click **NEXT>** to continue.
  - i) When asked to view the Read Me you can click **SKIP>** to continue.
  - j) Choose: **Continue and update existing application** then click **NEXT>** to continue.
  - k) Choose: **Update**
  - l) You will then see the Ready to Install! screen. Click **NEXT>** to continue.
  - m) ProQA Rebuild will then appear on the screen. Click **SKIP>** to continue.
  - n) You will see the Thank You! Screen. Click **EXIT** to end the setup routine.
3. Check ProQA Configuration Utility.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA Configuration Utility** (pqacfg.exe)
  - b) You should have the following settings:  
Protocol Path: **C:\PROQA.WIN\Data\**  
Database Path: **.\Files\**  
COMMMFILE name: **(blank)**  
File access mode: **Client/Server**  
Server name: **MPC\_PROQA@ \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_** (Your server IP address)  
  
NOTE: The COMMMFILE name is based on your CAD configuration. Please do not change it unless instructed to do so by your CAD vendor.
  - c) Change any appropriate settings to reflect the above and click on File / Save.
  - d) Exit ProQA Configuration Utility.

## Migrating ProQA on workstation (continued)

4. On the *server* computer, copy files from old location to new FairCom Server \FILES directory.
  - a) Click on Start / Programs / **Windows Explorer**
  - b) Browse to the directory you documented in step 1.
  - c) Highlight all files in the directory. Then click on File / Copy
  - d) Browse to the directory **C:\Program Files\FairCom\V7\W32\Server\FILES**
  - e) Paste your copied files into the **FILES** directory.
  
5. On the *workstation* computer, start ProQA File Maintenance and we will rebuild the ProQA database.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA File Maintenance** (pqafm.exe)
  - b) Put a check in each of the check boxes then click on the button marked **Rebuild**.
  - c) It should then give you a status of each table as **rebuilt**.
  - d) Exit ProQA File Maintenance Utility.
  
6. On the *workstation* computer, start ProQA Case Entry and check summary for your existing cases.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA Case Entry** (cewin.exe)
  - b) Operator: **SUPERVISOR**
  - c) Password: **PROQA**
  - d) Click on the Summary tab. Your existing case information should be viewable at this time.

## Migrating FairCom Server

Before you begin make sure you have:

- IP Address of new server computer: \_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_ (if different from old server)

NOTE: The default path to the **ProQA data** on a FairCom server is:

**C:\Program Files\FairCom\V7\W32\Server\FILES**

The process of migrating the ProQA data from one FairCom Server is fairly simple.

1. Perform the steps on pages 2 and 3 to Install and Configure the FairCom server on the new server machine.

2. Copy the **FILES** folder and all contents from the old server to the new server at the path:

**C:\Program Files\FairCom\V7\W32\Server**

By the end of step 2 you should now have the same files on both servers at the path:

**C:\Program Files\FairCom\V7\W32\Server\FILES**

If your IP address has changed please proceed to step 3. If it has not you are done.

3. Change the IP in the ProQA Configuration Utility.
  - a) Click on Start / Programs / Priority Dispatch / **ProQA Configuration Utility** (pqacfg.exe)
  - b) You should have the following settings:
    - Protocol Path: **C:\PROQA.WIN\Data\**
    - Database Path: **.\Files\**
    - COMMMFILE name: **(blank)**
    - File access mode: **Client/Server**
    - Server name: **MPC\_PROQA@**\_\_\_\_ . \_\_\_\_ . \_\_\_\_ . \_\_\_\_ (Your new server IP address, if different)
  - NOTE: The COMMMFILE name is based on your CAD configuration. Please do not change it unless instructed to do so by your CAD vendor.
  - c) Change any appropriate settings to reflect the above and click on File / Save.
  - d) Exit ProQA Configuration Utility.

You should be able to start ProQA from the client machines at this time.

If you get any error messages please refer to the FAQ section on the next page for further support.

## FAQ – Frequently Asked Questions

**Q:** How do I shutdown the FairCom server?

**A:** When the server is running click on Control / Shutdown. To shutdown FairCom you will need to type in the following: Administrator User is **ADMIN** and the password is **ADMIN**. (case sensitive)

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**Q:** I get the following error message when trying to start ProQA Case Entry:  
**“Could not identify server”**

**Q:** I get the following error message when trying to start ProQA File Maintenance:  
**“Could not initialize the CTree ISAM buffers (133)”**

**A:** In your Control Panel open Administrative Tools / **Services**. There should be a **FairComServer** service in the list. Under the Status column it should show **Started** if it is running. If it is not you can start it here.

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**Q:** How can I make sure that the FairCom server runs each time I start my server?

**A:** In your Control Panel open Administrative Tools / **Services**. There should be a **FairComServer** service. Right click on the FairComServer service and choose **Properties**. Under Startup type choose **Automatic** from the drop down list. Click OK to save your changes.

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**Q:** When I start ProQA it tells me “This demonstration version is no longer valid.”

**A:** The dongle, which is the software licensing key for ProQA, might not be properly attached or configured to the LPT port on the PC -OR- the dongle has gone bad and needs to be replaced.

1. Please check that the dongle is firmly attached to the back of the PC. If loose it will not verify the license information and ProQA will not run in full-featured mode.
2. If that doesn't work test with another working dongle from another machine. If ProQA will now run with no problems it has been determined that the previous dongle is bad and needs to be replaced. Please ship it with your return agency address, to the address below:

**Priority Dispatch Corporation**

139 E South Temple, Suite 500

Salt Lake City, UT 84111

ATTN: Software Support

3. If the ProQA still comes up in the “demo” mode please check that the LPT port is correctly configured on the machine. A common test for this is to attach an LPT printer to the port with the dongle installed and print a test page.
4. If the print page fails then you will need to do further troubleshooting to correctly configure the LPT port.
5. If after this you are able to print or have determined that the port is correctly configured please uninstall ProQA and reinstall with the dongle attached to the LPT port firmly.

**NOTE:** When installing on an 2000 or XPworkstation please make sure to log on as ADMINISTRATOR.

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**Q:** When I run the CTSRVR application to see the “Server Message Monitor” on the console my system seems slow. What causes this?

**A:** Keeping the “Function Monitor Window” open may cause speed degradation; when closed this problem goes away. Running the monitor facilities tends to slow down applications

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**Q:** I receive the error code 48 when I open ProQA. What is wrong?

**A:** To discover the true nature of the problem go to the “cewin.elf” file where it is possible to see C-tree error 84 “Maximum users exceeded.” Contact [Priority Dispatch Technical Support](#).

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**Q:** When I start CTSRVR, I receive a a message stating “Server Operation Now Stopped”.

**A:** This message is received when the user starts CTSRVR not knowing that the Services is already started. This does not have an adverse effect on the server.

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