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## proCreation 32-Bit Software Program Setup Guide

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Last Updated: 07-Sep-2011

### **Minimum System Requirements:**

- Network Card & Internet Connection
- Server/Clients Requires Win XP or higher
- Microsoft SQL Server 7 or higher (including SQL Server 2005 or SQL Server 2008) - **OR** – their express version equivalents (express version can be freely downloaded direct from Microsoft) – Ensure you download the version which includes Management Tools, as we may need to use the product; “Microsoft SQL Server Management Studio”.
- 1024 x 768 resolution (32-Bit colour) or higher
- 2GB Ram minimum for server (1GB min. Recommended for clients)
- 500MB minimum Hard Disk Free (Server)
- Internet access to our web page: [www.procreation.com.au](http://www.procreation.com.au) > downloads

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### **Stage 2 : Setting Up SQL Server**

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Select a suitable machine to “host” or be the SQL server. This machine typically will be of higher specification and may be dedicated for server type functions.

Install SQL server software (see Minimum Specifications) and ensure runs ok. Remember to write down the ‘sa’ master password you set and “instance” name used – if any.

Tip: When setting up SQL Server software it is highly recommended you use ‘SQL Authentication’ instead of ‘Windows Authentication’ as from experience this has less problems when connecting via clients.

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### **Stage 3 : CWServer / Database file setup**

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Download the CWServer program which is the “hub” of all our client programs. This program can be found in our Downloads page of our website.

Before running it is recommended that you create a folder for creating and storing your SQL database files (CWServer.mdb and CWServer.ldb). Typically this may be ‘C:\SQLFiles’ so that there is no issues with Windows Security.

Next – run the CWTools program – this is located in ‘All Programs > CWServer > CWTools’. When you first run the program you will be asked the following:

SQL Server Name:	<Server\Instance>	(Network name of the pc running SQL server\Instance)
Username:	sa	(‘sa’ is the default username for SQL server)
Password:	<password>	(password created during SQL Server setup)

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Once the login details are entered you may need to restart the 'CWTools' program for it to login – if you see a failed login prompt, it means your Server Name/Username/Password may be incorrect.

If the CWServer database has never been setup, you will see an area where you can specify the folder where the database files will be created (typically C:\SQLFiles), then click "Setup New CWServer Database Files" – this then goes through a sequence of steps creating the database files used within our software suite.

Once Completed, exit CWTools program, then run "CWServer" program.

**\*\*\* If this step fails – check Troubleshooting Guide point 1.0 \*\*\***

If running the demo version, the last step is to click on "Live Update" while connected to the internet. This will log into our server and retrieve all the updates to the CWServer program and underlying database changes.

If you have been advised your Store number specific version (going live), you'll be advised how to enter this into the system. Please ask one of our friendly technical staff if you have any problems with this step.

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### Stage 4 : Install/Run Software (Eg. POSWiz)

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Download and install client software. Ensure CWServer has that package listed in its "Packages Active" list.

When running the first time – enter the IP address or PC name of the computer running the CWServer program. This is required to start the program running.

If running Windows 7 or higher and you get a permission denied error when running the program, right-click program icon and click "Run As Administrator" – if this corrects the problem go into the properties of the shortcut icon and choose "Always run as Administrator" or for more advanced network users, choose the program to have correct privileges under UAC for program startup.

If you have any queries please do not hesitate to call me anytime. We are also more than happy to liaise with you to get you system setup for you using either "TeamViewer" ([www.teamviewer.com](http://www.teamviewer.com)) or via remote desktop connection (this requires your IT person to setup for you).

Regards,

Bruce STOCKDALE  
Mobile: 0412021400



## Troubleshooting Guide

### 1.0 CWServer Won't Start Due to failed connection to 'CWServer' database

Probable Cause:

CWServer database is not created or attached correctly

Solution:

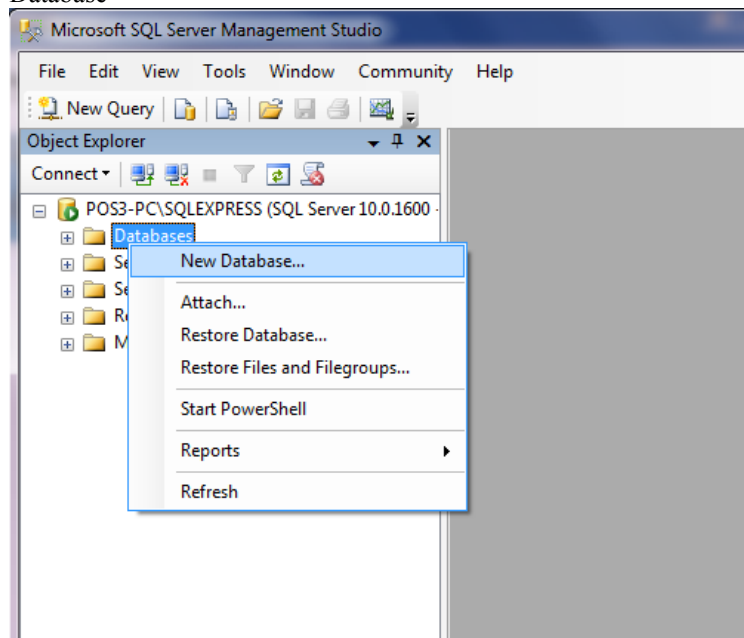
Run "Microsoft SQL Server Management Studio" Program – Login using the SQL Authentication mode using 'sa' username password as setup during SQL Server installation.

Expand the 'Databases' Tab and see if the CWServer database exists, if not see below for creating...

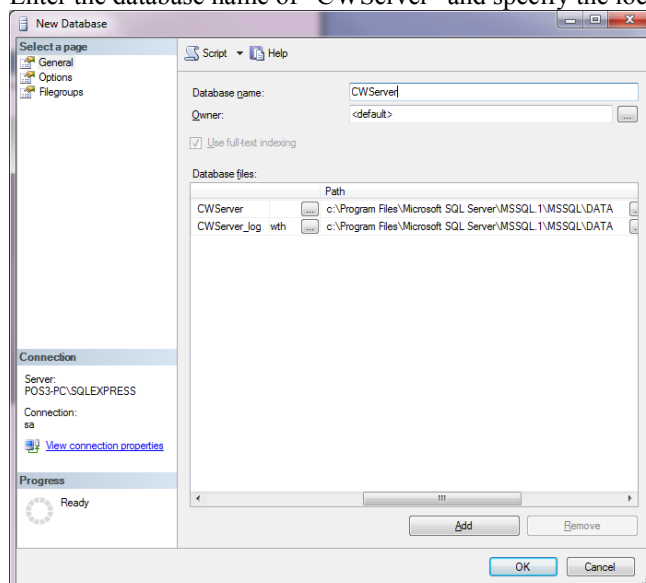
Creating 'CWServer' database if required (manually):

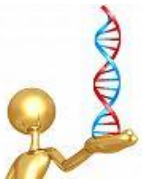
First step remove any CWServer database files that you previously attempted to attach to.

Right-click databases tab in the "Microsoft SQL Server Management Studio" program and click "New Database"



Enter the database name of "CWServer" and specify the local path where database is to be stored (path).





Hit 'Ok' and re-run CWTools program

In CWTools program click "Show Login"

Enter the number '3' as shown in the field below the 'Connect' and 'Cancel' buttons and press <enter> on keyboard to manually recreate initial database structure.

Connect to SQL Server

SQL Server: SQLServername

Username: sa

Password: password

Connect Cancel

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Done – Now continue with installation instructions.