

Baan E-Enterprise

**Installation Guide for Windows NT
Server**

A publication of:

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About this document

This guide describes how to install and configure Baan E-Enterprise on a Microsoft Windows NT platform using Microsoft SQL Server as the database server.

This guide is intended for Baan E-Enterprise Installers and System Administrators. You must be familiar with the system administration of Microsoft Windows NT Server systems.

For information on how to use Baan E-Enterprise, refer to the Online Help system and manuals. The purpose of this guide is to help you to set up and configure a working system.

This guide contains the following chapters:

Chapter 1, "Introduction," provides an overview of the installation and configuration process. It also describes the necessary preparations before the actual installation can be performed.

Chapter 2, "To install Baan E-Enterprise," describes how to install Baan E-Enterprise.

Chapter 3, "To configure Baan E-Enterprise," describes how to configure the application.

Chapter 4, "To change your installation," describes how to remove or reinstall the application.

Chapter 5, "Database conversion," describes the database conversion

Chapter 6, "Troubleshooting," contains troubleshooting tips.

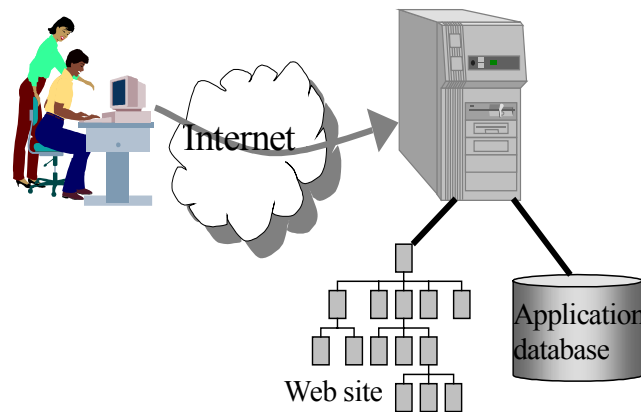
Chapter 7, "E-Configurator Configurator," describes the functionality of the E-Configurator Configurator in E-Sales.

1 Introduction

Baan E-Enterprise is a Web-based application. Baan E-Enterprise runs on top of the Microsoft Internet platform, which consists of the following components:

- Windows NT Server.
- Internet Information Server.
- Microsoft Transaction Server.
- Microsoft SQL Server.
- Microsoft Site Server.

Using the Microsoft Web architecture, applications can run on a single computer, or the applications can be distributed over multiple computers. The following figure illustrates a single computer configuration.



In this configuration, a single computer performs all the functions: Web server, database server, and so on.

The following figure illustrates a sample distributed (multiple computer) configuration.



In this configuration, the various functions are split between multiple specialized machines. This division increases scalability, performance, and reliability.

To even further increase scalability, you can add more Web servers (Web Farm concept). Incoming HTTP requests will be routed to one of the Web servers using a hardware or software router.

The BaanERP server is not shown in the previous figure. BaanERP, including BAAN IV versions, usually runs on a separate machine.

Overview of the Baan E-Enterprise installation and configuration process

The installation process designed for Baan E-Enterprise provides support for the scenarios described in the previous section. The E-Enterprise installation program supports three different types of configurations:

- Web server.
- Database server.
- Catalog Build server (not required for Baan E-Service).

These configurations can be installed on one machine or on separate machines.

The installation process can be divided into three phases: preconfiguration, installation, and postconfiguration, and each of these phases are described in the following list.

- Preconfiguration.
Install the necessary platform software (NT, SQL Server, Site Server, Service Packs) on the target computers.

This step is crucial for a successful installation of E-Enterprise.

- Installation.
Install the E-Enterprise software, which consists of the following three steps:
 - Install the **Database server** configuration.
 - Install the **Web server** configuration.
 - Install the **Catalog Build server** configuration (not required for E-Service).
- Postconfiguration.
Includes items that must be configured manually before the application can be used.

The following chapter explains these steps in detail.

2 To install Baan E-Enterprise

This chapter contains detailed procedures to install the Baan E-Enterprise applications.

To set up your platform

Before you install E-Enterprise, you must install the necessary platform software, which includes Windows NT Server, NT Option Pack, Microsoft SQL Server, Site Server 3.0, and so on.

For more detailed procedures, refer to the *Platform Installation Manual*, which is located in the **Documentation** folder on the E-Enterprise CD-ROM:

Platform Installation Manual

Some remarks:

- The document contains three sections. You must locate the appropriate section as follows:
 - To install a single-computer configuration, which has the SQL Server, Web Server, and Catalog Build Server on the same machine, use the following section from the document. You must install each configuration on a separate machine to ensure proper performance:

Installation SiteServer with SQL Server 7.0 on the same machine

- To install a multiple-computer configuration, use the following sections:

For a computer on which you want to install a **Web Server** configuration and/or a **Catalog Build Server** configuration, use the following:

Installation SiteServer with SQL Server 7.0 on a remote machine

For a computer on which you want to install a **Database Server** configuration, use:

Installation of a SQL Server machine

- The order of the steps is important. You must perform the installation steps in the indicated sequence.

- Part of the software (Service Packs and Visual Interdev Server Components) is shipped on the E-Enterprise CD-ROM. You must obtain the rest of the software from Microsoft.

To install E-Enterprise

The next step is to perform the actual E-Enterprise installation.

You usually must run the E-Enterprise setup program at least three times. The steps to perform the E-Enterprise installation are:

- 1 Install the Database server.
- 2 Install the Web server.
- 3 Install the Catalog Build server (not required for E-Service).

The order indicated in the previous list is the recommended order. You must always have a database server installed before you install a Web server.

The first and the third steps are usually executed only once. You can repeat the second step multiple times to create a Web farm.

To install the Baan E-Enterprise software, take the following steps:

- 1 Determine which configuration types you want to install on which machine. Usually, you will start with the **Database Server** configuration type, followed by the **Web Server** and **Catalog Build Server** configuration types.
- 2 The user can perform the configuration type installation from the Web server. The user can also install the Database Server configuration type on the database-server machine.

To install the selected configuration type, take the following steps:

- Log on as a user with administrator rights.
- Insert the Baan E-Enterprise distribution CD-ROM in the CD-ROM drive.

NOTE

To run the installation program on a machine where E-Enterprise is already installed, you must first restart the machine before you run the installation program. This action helps prevent problems with locked files or components.

- 3 A Web browser now appears, which displays the E-Enterprise installation start page (see the following figure).

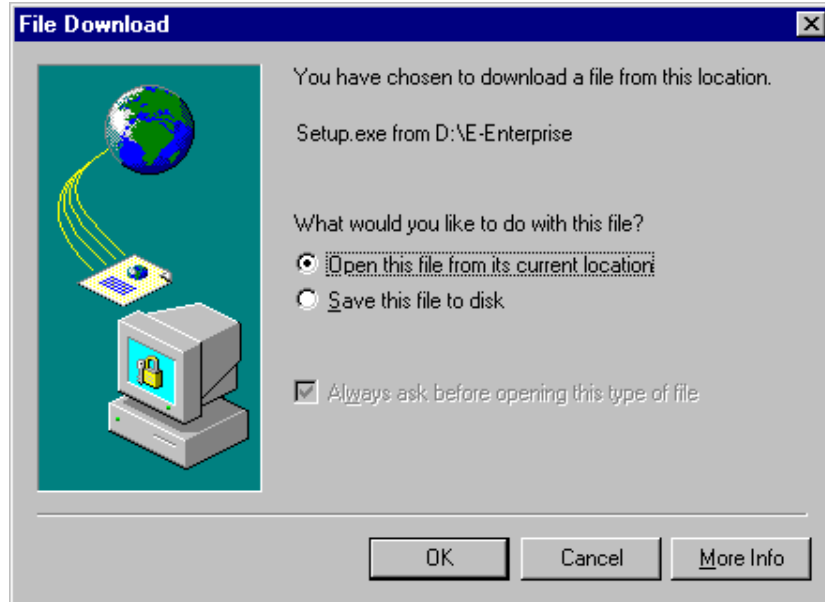
NOTE

If a Web page does not appear automatically, for instance, because the CD-ROM auto-run feature is disabled on your system, you must open the page yourself. To open the page, start Windows Explorer, go to the root folder of the E-Enterprise CD-ROM, and double-click the Welcome.htm file.



- 4 Click **Install E-Enterprise**.

- 5 The Important Note page appears. After you read the note carefully, you can click **Install application** on the same page. The **File Download** dialog box appears:



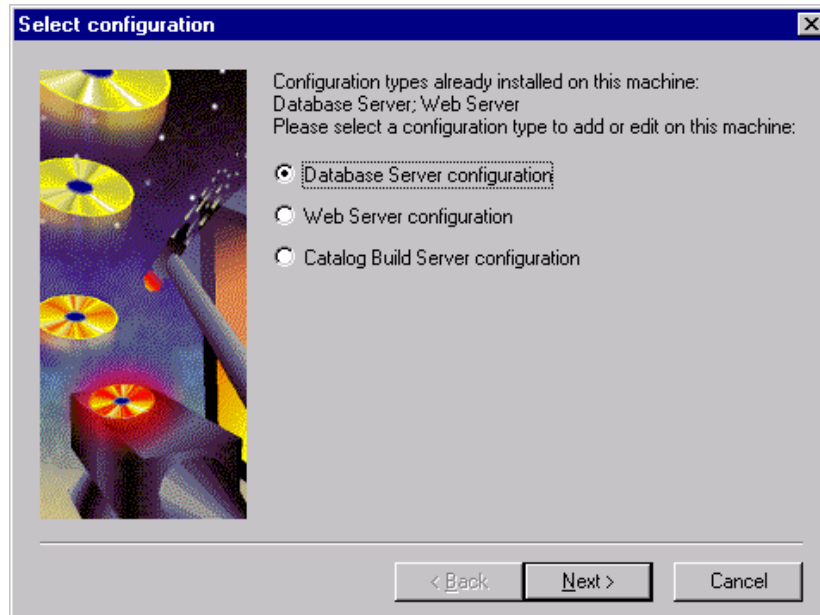
Select **Open this file from its current location** and click **OK**.

- 6 The **Baan E-Enterprise Installation Welcome dialog box** appears. This dialog box only appears during the first installation. Click **Next** to continue. The **Select Configuration** dialog box appears.

NOTE

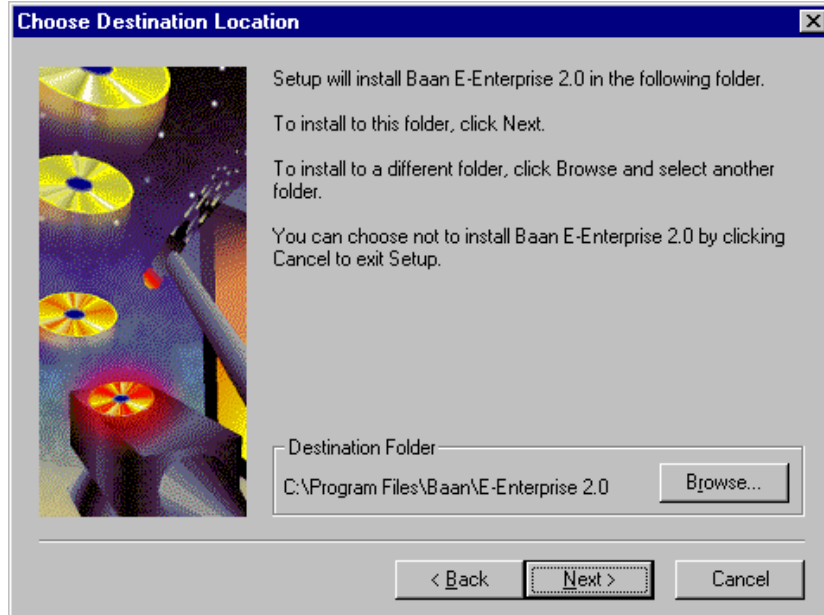
The caption of the main installation dialog box displays the product that is being installed: E-Sales, or E-Collaboration, and so on depending on the CD-ROM. Verify that you have selected the correct CD-ROM.

- 7 In this dialog box, you must choose the type of configuration to install, reinstall, or remove. A machine can house any combination of the three configuration types. The configuration types currently installed on the machine are displayed at the top of the dialog box. Select a configuration type and click **Next**. The **Catalog Build Server configuration** option will not be available for the E-Service installation. If you want to install the machine according to the **Web Server** configuration, you must have a machine installed according to the **Database Server** configuration.

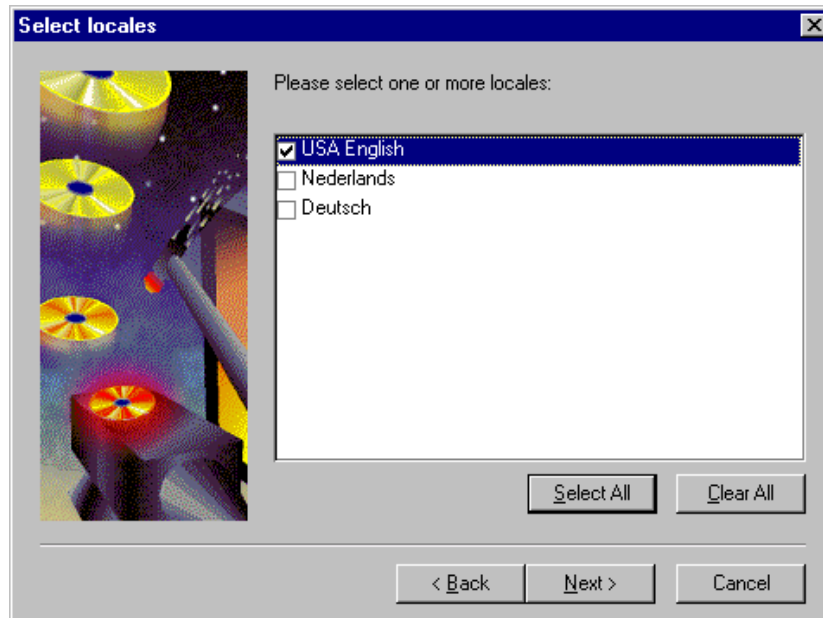
**NOTE**

The following steps describe the Web Server and Database Server configuration.

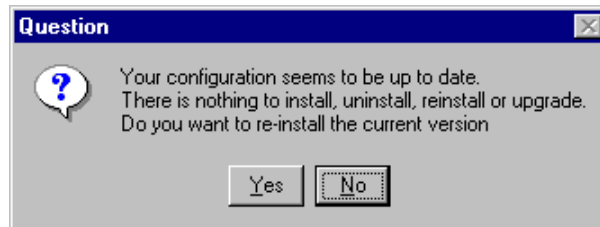
- 8 The **Choose Destination Location** dialog box appears. This dialog box only appears if you have not already selected the destination location on this machine. You cannot change the location after the installation is complete. Check that the directory displayed under **Destination Folder** is the folder in which you want to install Baan E-Enterprise. If not, click **Browse** to see a complete directory structure and choose the correct destination folder. If the destination folder is shown correctly, click **Next** to continue.



- 9 The **Select Locales** dialog box appears. This dialog box lists the locales (translations) that you can link to E-Enterprise users. This dialog box only appears while you install a **Web Server** configuration. Select one or more locales to install and click **Next**.

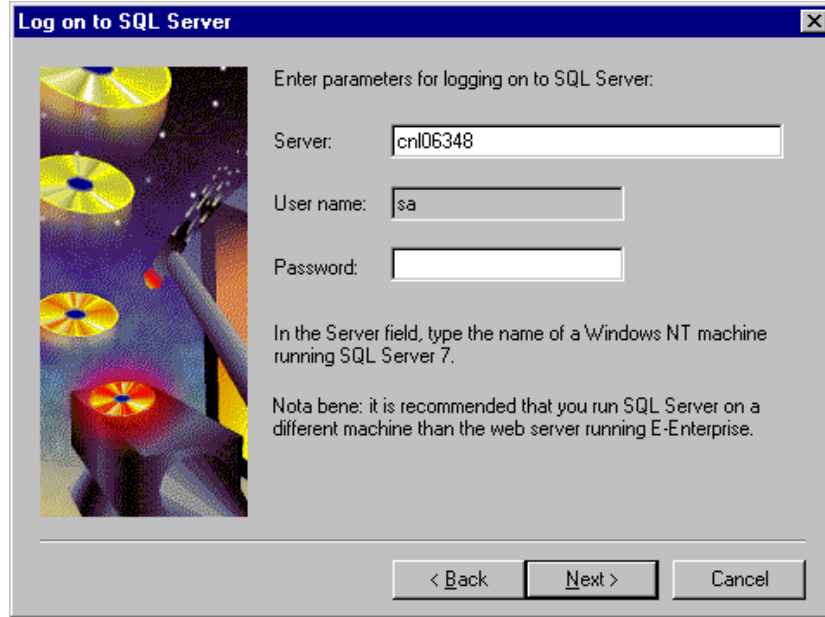
**NOTE**

When you click **Next**, the setup program tries to determine whether anything must be installed. For example, if E-Enterprise is already completely installed, and you are not adding or removing any locales, the setup program displays the following message:



Usually, you must click **No** in response to this question. Reinstallation is only necessary to solve installation problems or if you want to change configuration parameters, such as the BIC server name (E-Sales) or the host name for your site.

10 The **Log on to SQL Server** dialog box appears.



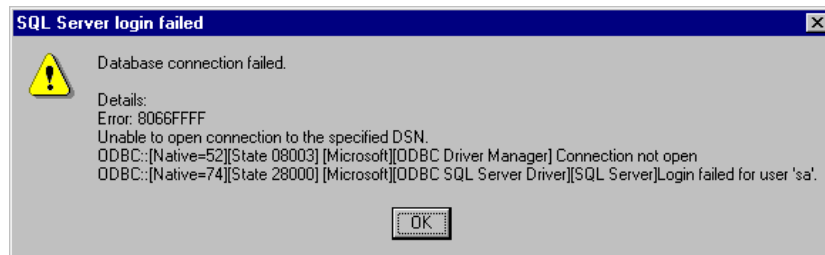
If you are installing a **Web Server** configuration, enter the name (not the ip-address) of a server or cluster where you have already installed a **Database Server** configuration. This server can be on the same machine (local) or on another machine (remote).

If you are installing a **Database Server** configuration, enter the name (not the ip-address) of the (remote) server or the cluster on which you want to install the E-Enterprise databases.

The user name is always **sa** (the administrative user). You cannot change this user name. Type the password for the **sa** user and click **Next**.

NOTE

If the logon fails, a dialog box similar to the following figure appears:

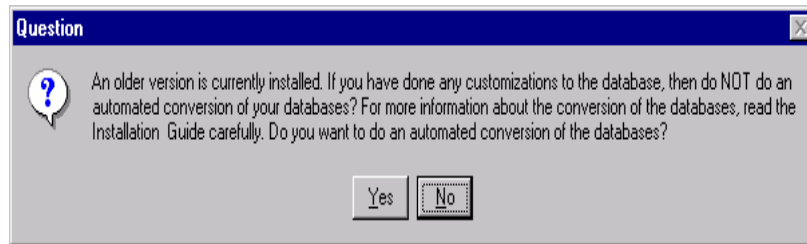


To solve this, check the following:

- Does the server machine you entered exist?
- Is the server machine you entered running SQL Server7?
- Is SQL Server started on that server machine?
- Did you select the correct communication protocol on the Web Server?
To check whether you selected the correct communication protocol, use the **Client Configuration** option of the ODBC driver for SQL Server. The protocol must be set to TCP/IP, not to Named Pipes).
- Did you enter the correct password?

NOTE

When f.i. the application E-Sales 2.2 is installed on a database server that contains an existing E-Sales 2.1 database, the installation software asks whether you want to perform an automated conversion of the databases in the following screen. If you made any customizations to the databases, you must not perform an automated conversion. To make sure you can perform an automated conversion, refer to Chapter 5, "Database Conversion."



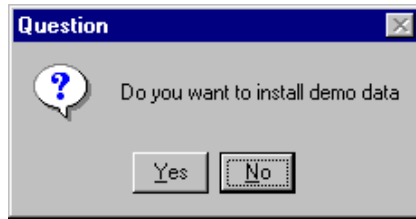
If you click **No** in response to this question, the installation software will not create an E-Sales 2.2 database. Instead, you must complete the following procedure:

- E-Sales 2.2 must be installed on a database server that does not contain any E-Sales 2.1 databases. The conversion of the data, as well as the customizations that are merged on E-Sales 2.1 with the E-Sales 2.2 database, must be performed manually. The installation software cannot carry out these changes.

If you answer **Yes**, the databases are automatically converted and all I18Ntext labels in the databases are copied to the I18NtextOld table in the databases.

NOTE

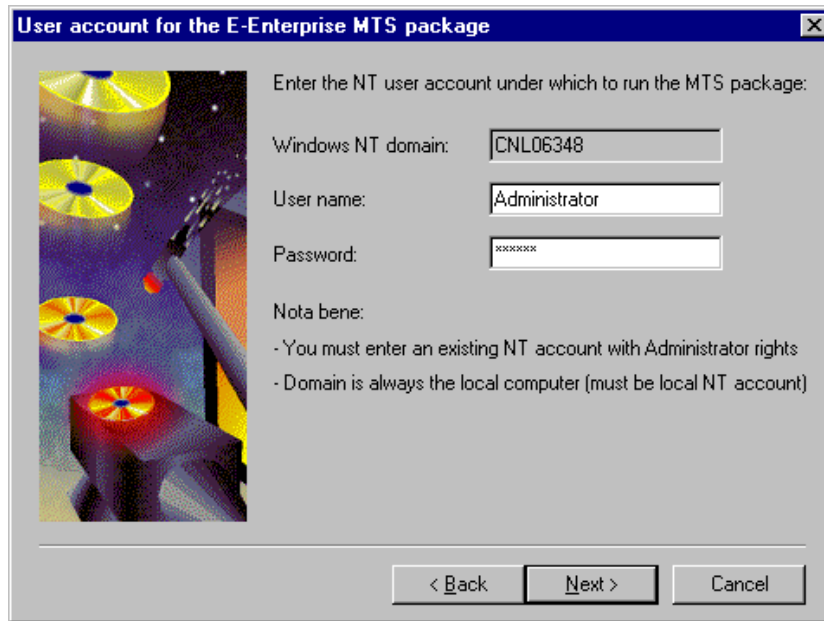
If you are installing a **Database Server** configuration, the setup program will ask if you want to install demo data.



Select **Yes** to have demo data added to your database, or select **No** for a clean database. Demo data is useful to familiarize yourself with the application.

Steps 11 through 15 are only used during a **Web Server** configuration. If you are installing a **Database Server** configuration, you can proceed directly to Step 16.

- 11 The **User Account for the E-Enterprise MTS package** dialog box appears.

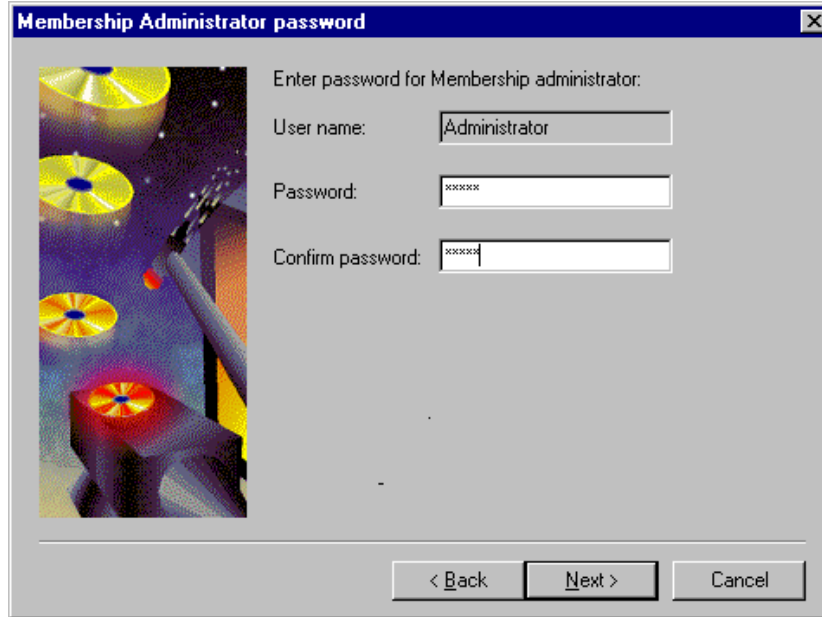


The user account in this dialog box is where the Microsoft Transaction Server (MTS) package E-Enterprise runs. This user account determines the security privileges for the E-Enterprise components that run under MTS.

You must supply a local user account, which is a user account that was created on the local computer instead of in a network domain. The user must have administrative privileges on the machine, for instance, the user must be a member of the local Administrators group.

This dialog box only appears if the MTS package E-Enterprise was not created.

12 The **Membership Administrator Password** dialog box appears.



Membership Administrator password

Enter password for Membership administrator:

User name: Administrator

Password: xxxxxx

Confirm password: xxxxxx

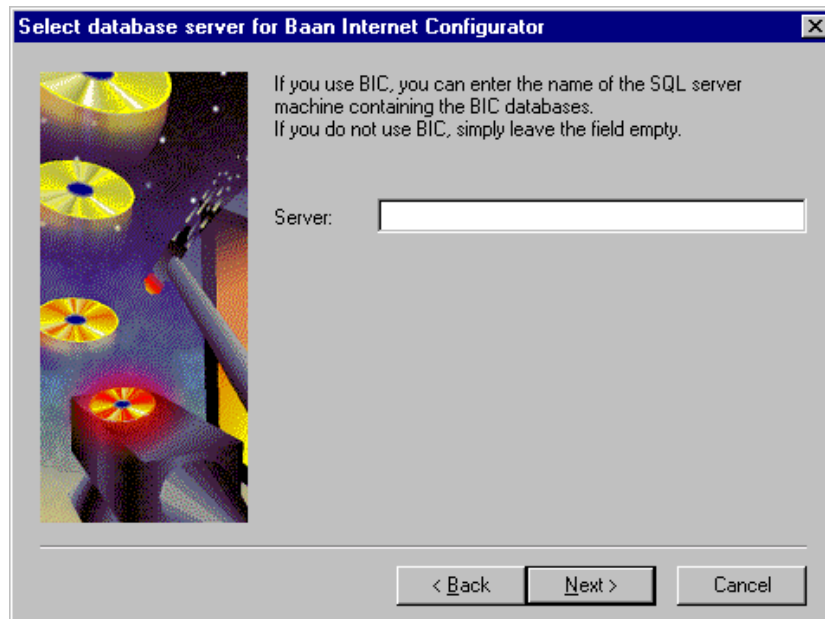
< Back Next > Cancel

Enter the password for the Membership Administrator user. The installation program uses this user account to access the E-Enterprise Membership directory.

If the membership directory was not created, in other words, if E-Enterprise is not yet installed, you are free to choose a password. If the membership directory already exists, you must supply the correct password for the Membership Administrator user.

This dialog box only appears if the Membership Directory must be created or updated during the installation.

- 13 The **Select database server for Baan Internet Configurator** dialog box appears. This dialog box only appears when you install E-Sales.

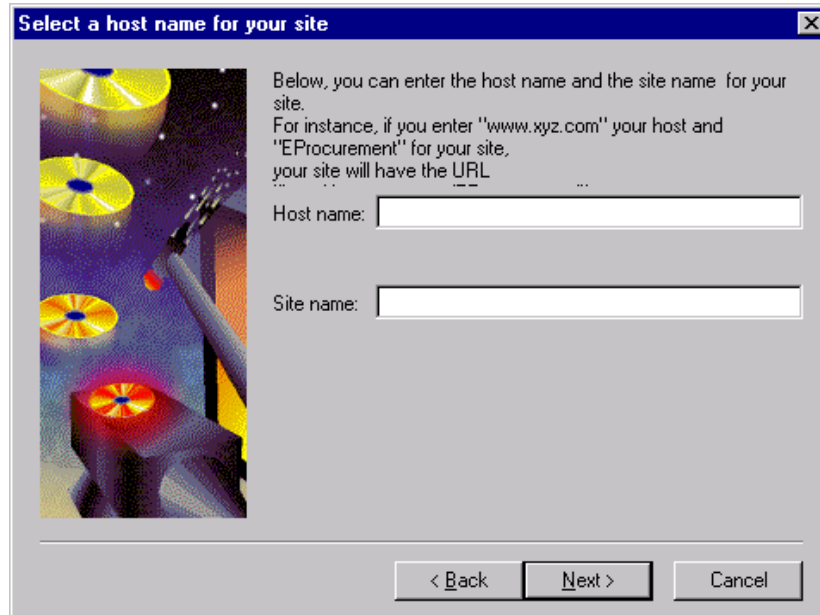


Enter the name of the database server (SQL Server machine) that contains the databases for Baan Internet Configurator (BIC). This step is only required if you want to use BIC in combination with E-Sales. If you do not want to use BIC, leave this field empty.

NOTE

After you install E-Sales, you must run the E-Configurator Configurator tool, which is on the E-Sales CD-ROM. For more information, refer to Chapter 7, "E-Configurator Configurator."

14 The Select a host name for your site dialog box appears.



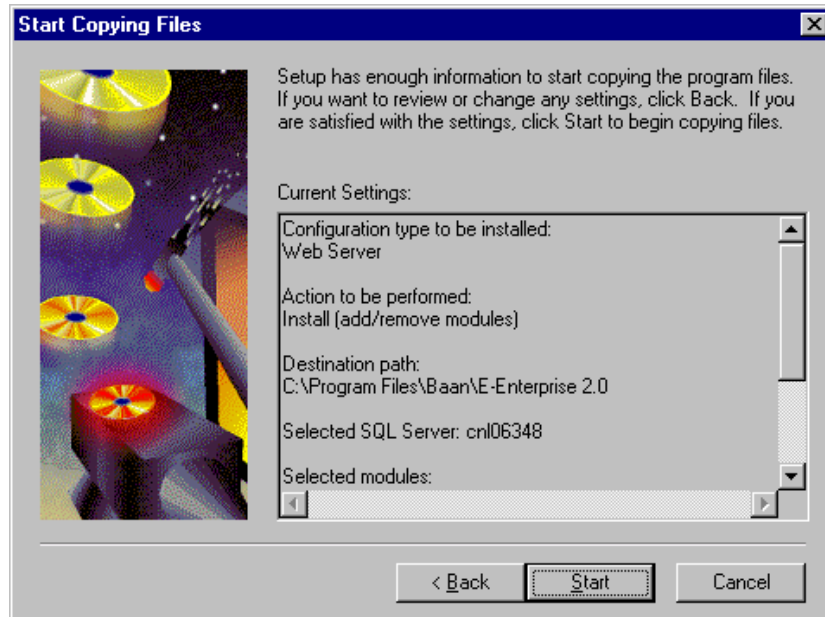
Enter the host name (domain name) and the site name that you want to use for the URL for your E-Enterprise site. For instance, if you want to access your E-Enterprise site as <http://www.xyz.com/EProcurement/>, you must enter www.xyz.com in the **Host name** field and **EProcurement** in the **Site name** field.

If you do not enter a value, the Windows NT computer name is used as host name, and the name E-Enterprise is used as site name.

To use the name www.xyz.com as host name, you must already have added this name to your DNS-server for intranet use, or your ISP must have registered the host name into the Internet DNS-servers for internet-use.

You can also change the host name of your E-Enterprise application at a later time. As soon as the application is fully installed, to change the host name, you can start the Site Server Management Console (MMC) and edit the E-Enterprise 2.0 properties in the Commerce Host Administration instance of the Console.

- 15 The **Start Copying Files** dialog box appears. Review your selections carefully and click **Start** to begin the installation.



During the installation, you can receive a message that asks 'Read-only file detected, do you want to overwrite?' If you receive this message, choose the **Overwrite all** option.

- 16 The installation is now carried out. When the installation finishes, the **Setup Complete** dialog box appears. You can view the **Readme** file, which can contain important last-minute information. Click **Finish** to proceed.

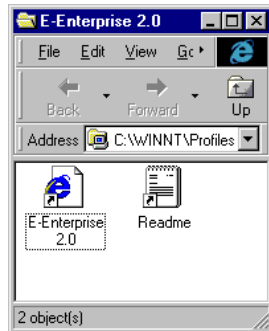


- 17 When you install a **Database/Web Server** configuration, the **Setup Complete – Reboot** dialog box appears. Usually, you must select **Yes, restart computer**. Click **Finish** to complete the installation.



NOTE

When you install a **Web Server** configuration, a program group **E-Enterprise 2.0** will be created, as shown in the following figure. From this program group, you can start the application, view the Readme file or run Setup.



The installation of the selected configuration is now complete. You must repeat the installation process for all machines and applications (E-Sales and E-Collaboration) that you want to install. After you install all the machines, proceed with Chapter 3, “To configure Baan-Enterprise.”

Catalog Build Server configuration

You must install the **Catalog Build Server** configuration type if you require the Search functionality of E-Catalog. In other words, if you have installed the E-Sales or E-Procurement application on your Web server.

If you select the **Catalog Build Server** configuration type, the **Catalog Build Server** configuration dialog box appears.

Enter the following information:

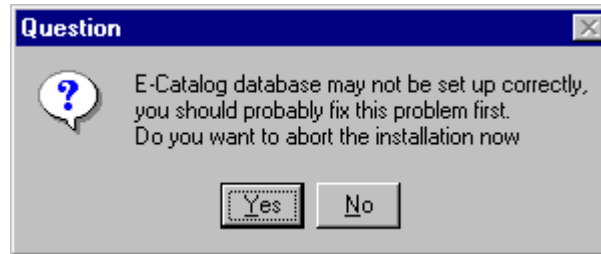
- SQL Server machine containing the E-Catalog database.
The SQL Server machine where you have installed the **Database Server** configuration.
- Up to six Web servers where the catalog must be propagated.
The Web servers must be machines where you have already installed the **Web Server** configuration.

The Catalog Build Server will build the search catalog (search index), which will then be copied (propagated) to the selected Web servers.

NOTE

You must enter at least one Web server. The Web server must be entered even if the Catalog Build Server and the Web Server are on the same machine.

When you are finished, click the **Next** button. The Catalog Build Server will now be installed. During the installation, the following message can appear:



This means that the E-Catalog database cannot be opened on the selected SQL Server, possibly for one of the following reasons:

- You entered the wrong server name.
- You did not install the **Database Server** configuration on the selected SQL Server machine.

Usually, you must choose **Yes** to end the installation, solve the problem, and then retry the installation.

After the Build Server is installed, you can configure the server to perform builds at regular intervals. For more information, see “Configuring SiteServer Search” in Chapter 3, “To configure Baan E-Enterprise.”

3 To configure Baan E-Enterprise

You must successfully configure Baan E-Enterprise before you can successfully run E-Enterprise.

E-Enterprise License Management

Baan E-Enterprise software must be validated or revalidated prior to use.

Validation is required for each new installation of the E-Enterprise software applications.

Revalidation of existing installations can be required in the following cases:

- If you add new applications.
- If you increase the number of users.
- If you install an application on another machine.
- If you reinstall the system because of problems.

The following E-Enterprise applications require validation:

- E-Sales V2.2 and higher.
- E-Procurement V2.2 and higher.
- E-Collaboration V2.2 and higher.
- E-Service V2.0 and higher.
- E-Service Remote V20 and higher.

For each application, you must request and install a separate license. Take the following steps.

- 1 To request a license code, go to the <http://www.support.baan.com> Web site. Upon your request, you will receive a License Code Information Report.
- 2 You must enter the license code in the **E-Enterprise License Manager** utility, along with any other required information, such as your customer name and number.
- 3 You can find the **E-Enterprise License Manager** utility in the **Programs** menu on the Web server. On the **Start** menu, double click **Programs>Baan>E-Enterprise>License Manager**.
- 4 If this is the first license application, you must click **Modify** before you can enter your customer name and customer code (number).

- 5 Under **Installed Products**, you must select the product for which you want to install the license. After you select the product, click **Edit** on the right hand side of the product to get the product license information about the selected product.
- 6 You can now enter the number of users and the license number (code). After you enter the information, click **Generate**. The Brand code will be created. The Brand code is also called the Security Key.
- 7 Go to the <http://www.support.baan.com> Web site and enter the Brand Code/Security Key, along with any other required information. To use the Brand Code, which is the same as the Security Key, use a copy and paste procedure to make sure you include all characters (including spaces).
- 8 For a demo license, you will receive a temporary validation key in a short while by e-mail from your regional Baan validation department.
- 9 For a commercial license, you will receive the validation key by e-mail from your regional Baan validation department.
- 10 After you have the validation key, use the **E-Enterprise License Manager** to install the key. In the **Product License Information** dialog box of the product that you want to validate, click **Validate**, and enter the validation key using copy and paste. Use the Tools Key, and not the standard Key in the validation message.
- 11 After you successfully enter the validation key, you will only find the e-manager application when you start the E-Enterprise application with, for example, the admin account: baan with the password baan. To grant access to users, you must edit the individual allowance for each e-application. Go to UserEdit by clicking **E-Common > Manager > Users or New Users**, and select the application for each user.

NOTE

You must repeat these steps for each E-Enterprise application that you want to use.

To enable SSL (Secure Socket Layer)

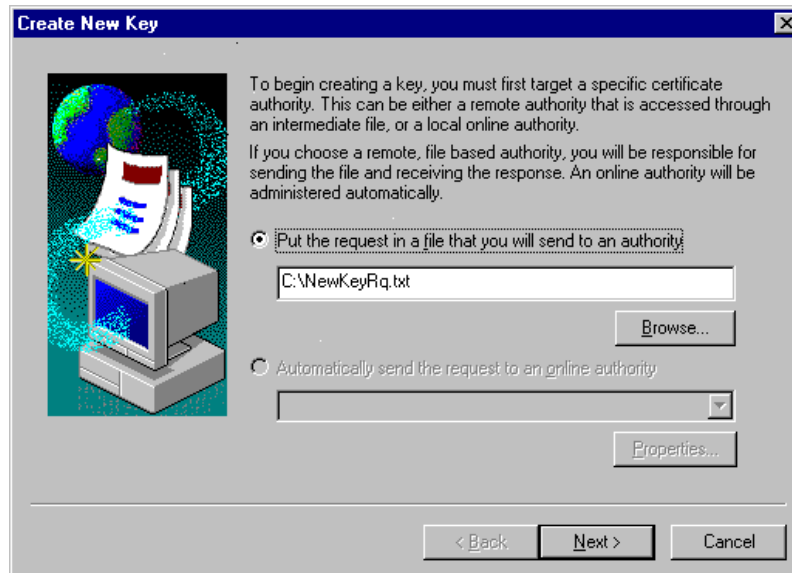
You can configure your E-Enterprise Web server to use Secure Sockets Layer (SSL) to guarantee the integrity of your content, verify the identity of users, and encrypt network transmissions.

To create a SSL Certificate on your Web server

Your Web server requires a valid server certificate to establish SSL secure communications. Use the Key Manager utility to generate a certificate request file, which is NewKeyRq.txt by default.

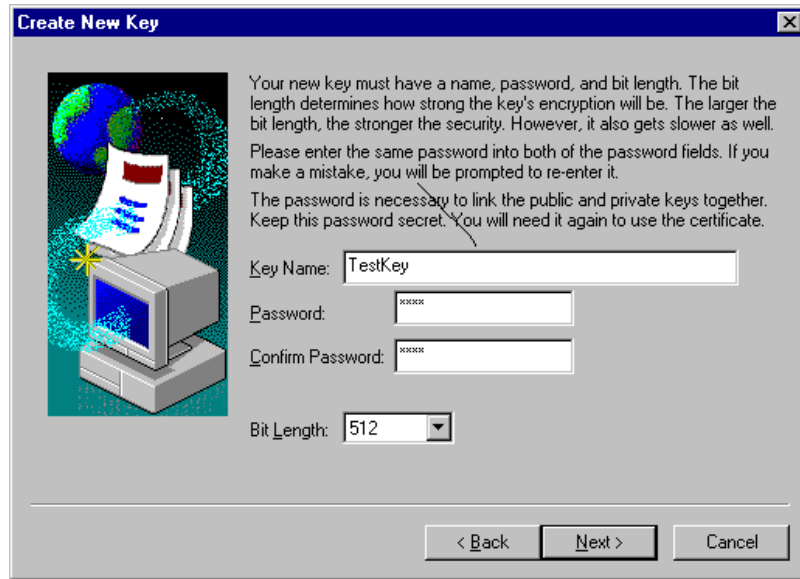
To start up the Key Manager utility and create the KeyRequest file, take the following steps:

- 1 Open the SiteServer MMC. (Management Console).
- 2 Right-click on **Default Web Site** (beneath Internet Information Server) and select **Properties**.
- 3 Open the **Directory Security** tab.
- 4 Click the **KeyManager** button of the Secure Communications.
- 5 Click the **KeyManager** button.
- 6 Right-click on **WWW** and choose **Create New Key**.
- 7 Select **Put the request file in a file...** and enter **C:\NewKeyRq.txt** as the destination file.



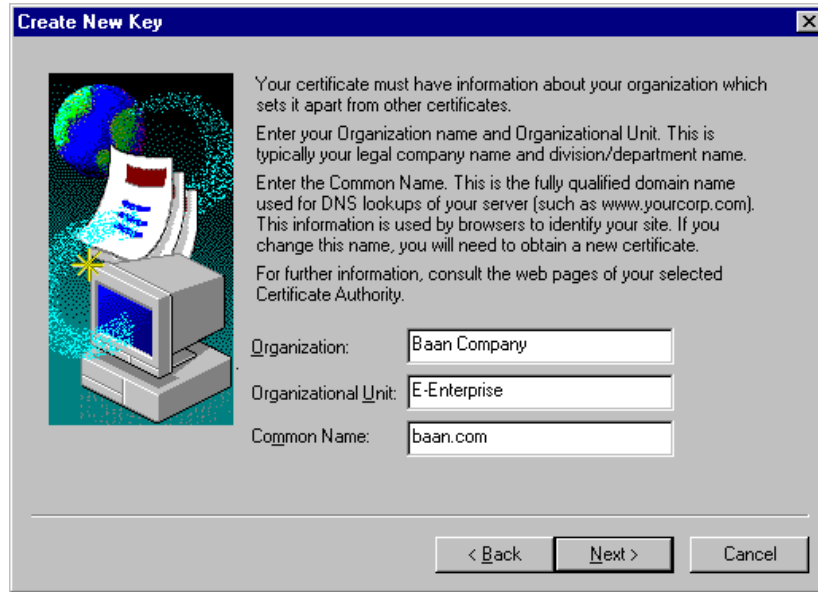
- 8 Click Next.

- 9 Enter the **Key Name** and a **Password**. For the first test, set the **Bit length** field to **512**. Not all versions of Windows NT support 1024 bit security.

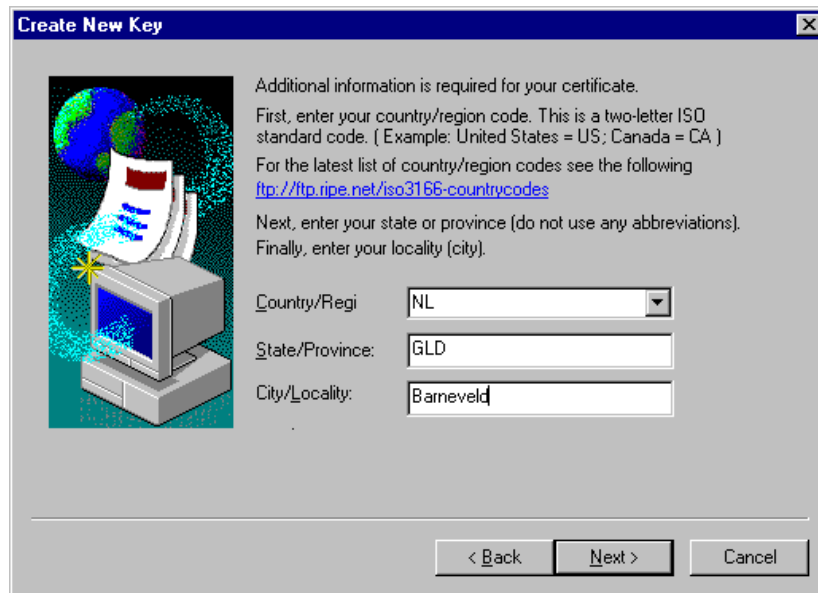


- 10 Click Next.

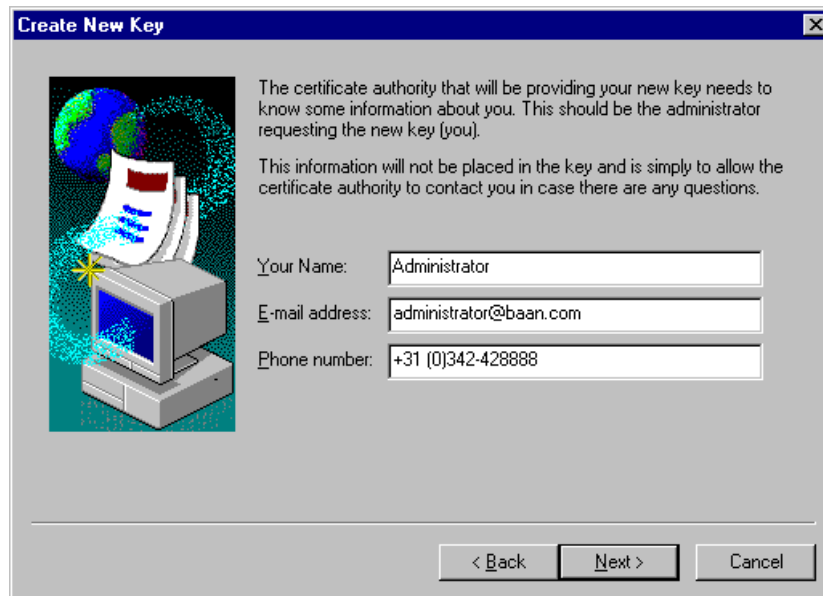
11 Now fill in the dialog box and click **next**.



12 After you enter your country/region information, click **Next**.



- 13 After you enter the required information in the **Create New Key** dialog box, click **Next**.



- 14 Click the **Finish** button.
- 15 Close the **Key Manager** and save the changes.
- 16 The certificate file is now created.

If you are not using Microsoft Certificate Server 1.0 to issue your own certificates, a third-party certificate authority must approve your request and issue your server certificate. You can either forward your request file to the authority, or use Key Manager to deliver the request to an online authority.

NOTE Depending on the level of identification assurance that your server certificate offers, you can expect to wait anywhere from several days to several months for the certificate authority to approve your request and send you a certificate file.

NOTE You can install Microsoft Certificate Server from the NT Option Pack CD-ROM. If you want to install Microsoft Certificate Server on your E-Enterprise Web server, and you have already completed the E-Enterprise Platform installation, reinstall NT Service Pack 6a and ADSI 2.5. Also, refer to “Certificate Server did not start,” in Chapter 6, “Troubleshooting.”

To process the Certificate File

NOTE

If you choose to process your Certificate file by a third-party certificate authority, you can skip this section.

- 1 Make sure that the NT Service Certificate Authority is running on the machine where you have installed Microsoft Certificate Server. See the services within Control Panel)
- 2 On the **Start** menu, click **Programs**►**Windows NT 4.0 option pack**►**Microsoft Certificate Server**. Start the **Process Certificate** request file.
- 3 The **Open Request File** dialog box appears. Select the **NewKeyRq (.txt)** file and click **Open**.
- 4 Enter a file name for the processed Certificate File. F.i. output and set the location to save this file to **c:** so that you can easily find the file.
- 5 Click the **Save** button and your Certificate Request will be processed.

To install the Certificate

The Certificate Key must be installed on the Web site.

- 1 Start the Key Manager utility.

To startup the Key Manager utility and create the KeyRequest file:

- 1 Open the **SiteServer MMC. (Management Console)**.
- 2 Right-click on **Default Web Site** (beneath Internet Information Server) and select **properties**.
- 3 Open the **Directory Security** tab.
- 4 Click the **Edit** button of **Secure Communications**.
- 5 Click the **KeyManager** button.
- 6 Under **WWW** in the **Key Manager** dialog box, you will see a key with the name of your certificate. Right-click on that key and select **Install Key Certificate**.
- 7 You must select the file created in the previous section, or the file that was sent to you by a Certificate authority. After you select this file, click **OK**.
- 8 Enter the password that you gave to the certificate during the creation of the **Certificate Key Request** file.
- 9 The **Server bindings** dialog box appears. Click **OK**.

- 10 Close the **KeyManager** dialog box.
- 11 Click **Yes**. The following message appears: “Commit all changes now?”
Click **Yes**.
- 12 In the **Properties** dialog box, click **OK**.
- 13 In **Commerce Host Administration** (in the Site Server MMC), right-click **E-Enterprise 2.0** and select **Properties**.
- 14 Select **Enable HTTPS**, and click **OK**.

To select the SSL mode in E-Enterprise

The next step to enable SSL in your E-Enterprise application is to select the SSL Mode that the E-Enterprise application must use.

Three SSL modes exist:

- **None.**
Select this option if you do not want to use SSL.
- **Mixed.**
Select this option if you only want to use SSL, for example, for the basket-information and credit card payment information.
- **All.**
This enables SSL on your entire E-Enterprise application.

You can select the SSL mode on the Common Parameters page of the E-Common management pages. Log on with a user that has SiteServer Administrator rights and go the E-Manager pages.

If you just installed your E-Enterprise application, you can use the account **baan** with password **baan** to log on and go to the management pages.

To enable SSL on your pages

The last step to enable SSL is to turn on Requires Secure Channel.

If you selected the SSL mode **ALL**, take the following steps:

In MMC, click **Internet Information Server** ► **Default Web site** ► **E-Enterprise** ► **Properties** ► **Directory Security**. Select **Requires secure channel** and click **OK**.

If you selected SSL mode **MIXED**, take the following steps:

First, you must know which pages must use SSL. You can find a list of these files in the Administrators Guide of the application. Note: not all the applications support the **MIXED** option.

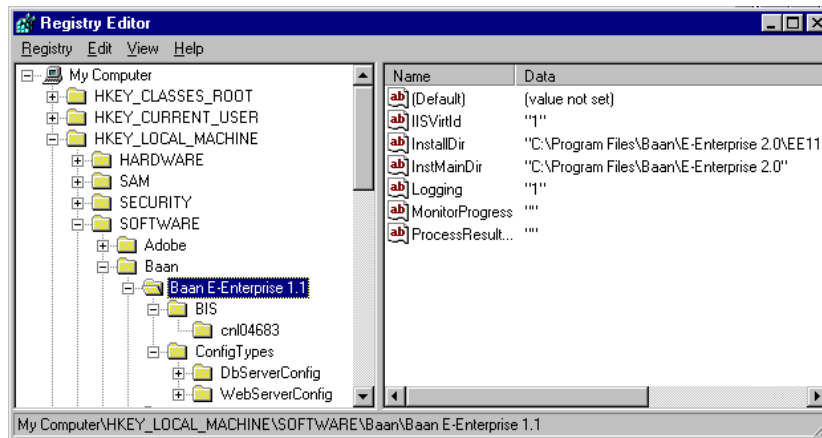
In MMC, click **Internet Information Server > Default Web site > E-Enterprise > E-Sales/CurrentOrder/<page that must be secured> > Properties > File Security**. Select **Requires secure channel** and click **OK**.

After you complete these steps, restart the computer.

To enable or disable logging

E-Enterprise components can log error information and events to the Windows NT Event Log. To enable this feature, you must modify the Windows Registry. Start the Registry Editor (regedit.exe) and modify the following registry key:

- **Local Machine\Software\Baan\Baan E-Enterprise**: See the following figure.



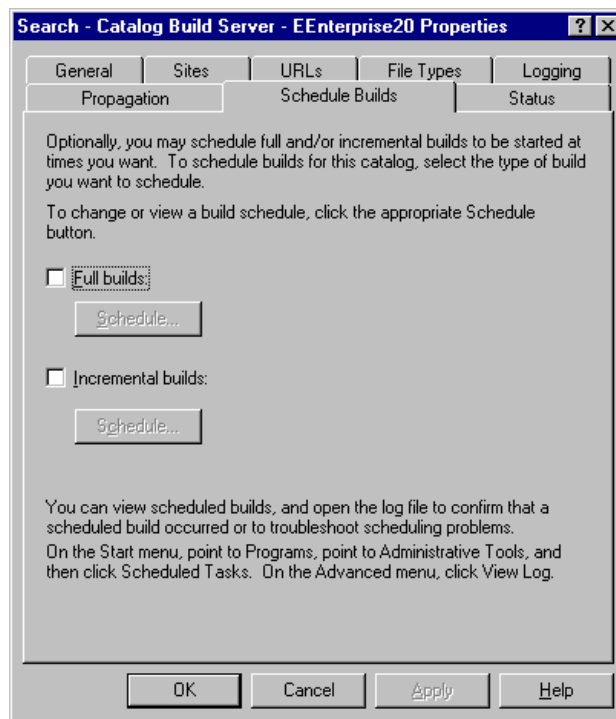
To enable logging, add a string value with the name **Logging** and the value **1** to the E-Enterprise key. To disable logging, delete the **Logging** value.

To configure SiteServer Search

E-Sales uses SiteServer Search to enable the end user to search the product catalog. You can schedule SiteServer Search to automatically build the Search Catalog at regular intervals. This action will ensure that the Search Catalog reflects the contents of the product catalog.

To do this:

- 1 Start **SiteServer Service Admin (MMC)** on the machine where you installed the **Build Server** configuration.
- 2 In **SiteServer Service Admin (MMC)**, open the **Search** item.
- 3 Under **Search**, select your computer, open the **Catalog Build Server** item, right-click the **EEnterprise20** catalog, and select **Properties** from the popup menu.
- 4 The following dialog box appears:



- 5 To schedule the build, select the **Full Builds** option, and click **OK** to save your changes.

E-Enterprise configuration

You can now configure E-Enterprise from the manager pages. Enter the following URL in your browser to start E-Enterprise:

<http://<server>:<port>/ee11/>

In this URL, <server> is the name of the Web server where you installed E-Enterprise, and <port> is the TCP/IP port (default: 80).

You can also start the application from the **E-Enterprise 2.0** program group under the **Start** menu.

For more information on how to configure E-Enterprise, refer to the *Baan E-Enterprise – Administrator's guide for Windows NT (U7128D US)*, which is located on the CD-ROM.

4 To change your installation

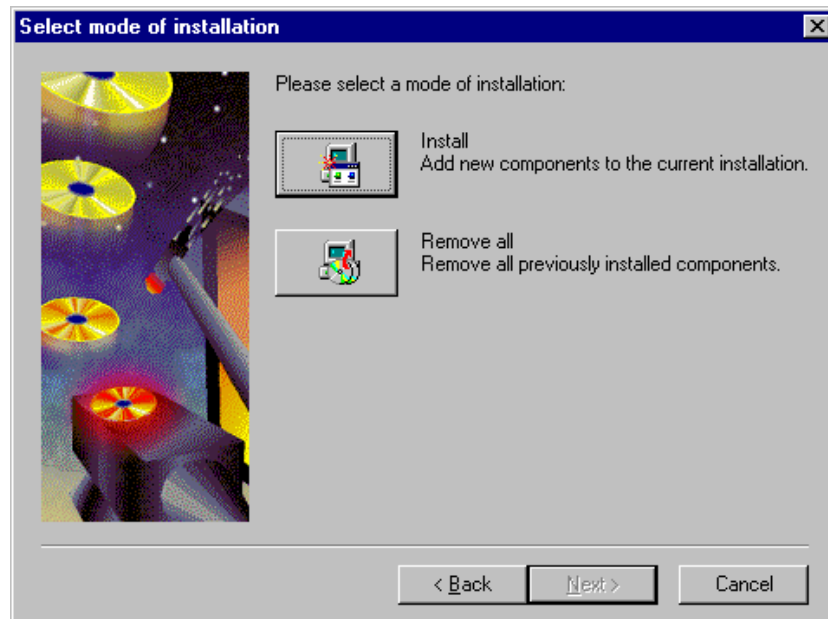
After the initial installation, you can decide change your installation. This includes the following tasks:

- Add extra Web servers.
- Remove Web servers.
- Add an application.
- Remove a configuration type.
- Completely remove all configuration types (remove the entire application).
- Change parameters.

After you start the setup program, select the configuration type you want to modify (see the E-Enterprise installation - Select Configuration figure) and click **Next**.

If the selected configuration type was not installed yet, you can now install the configuration type. Otherwise, a dialog box appears that enables you to modify the installation of the selected configuration type.

For the **Web Server** and **Database Server** configuration types, the **Select mode of installation** dialog box appears, as shown the following figure.



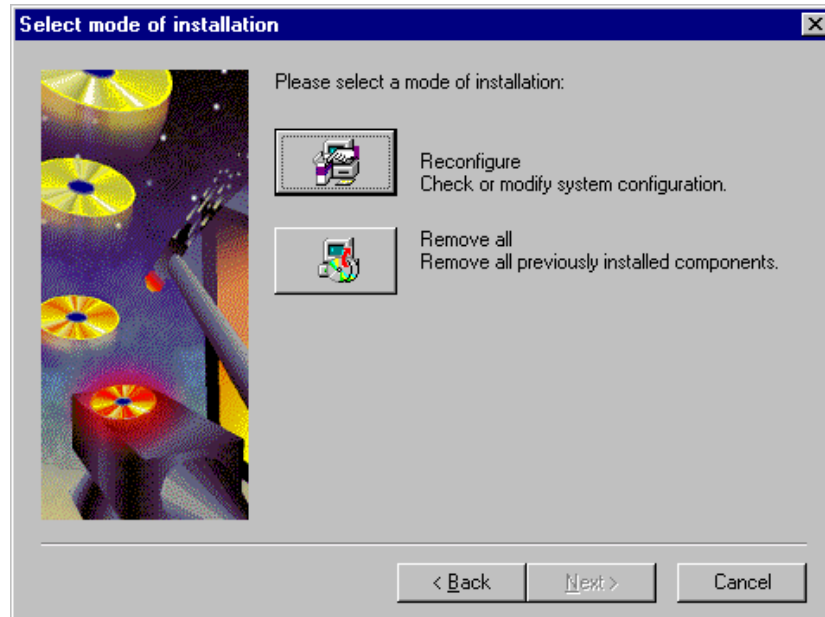
Install enables you to install an application (E-Sales or E-Collaboration) or to reinstall the application(s) that is currently installed.

Remove all removes all applications from the machine.

NOTE

Be very careful if you use the **Remove All** option on a Database Server, because this means that all databases are deleted, including the data.

For configuration type **Build Server**, the **Select mode of installation** dialog box appears, as shown in the following figure:



Use the **Reconfigure** option to change the **Catalog Build Server** settings. For example, you can use this option to add Web servers to the list of servers to which the catalog is propagated, or to remove Web servers from the list.

Use **Remove all** to remove the **Catalog Build Server** on this machine.

5 Database conversion

General

If E-Sales 2.1 is installed on a machine that contains an existing version of E-Sales 2.0 or E-Sales 2.0 with the Service Pack 1 installation, the installation software automatically converts the E-Sales 2.0 database to an E-Sales 2.1 database. The data in the E-Sales 2.0 database is also available in the E-Sales 2.1 database. No data will be lost.

Customized E-Sales 2.0 database

If E-Sales 2.1 is installed on an existing E-Sales 2.0 database that is customized, you cannot perform the conversion as described in the previous section. The following cases are regarded as customizations of the E-Sales 2.0 database:

- Attributes were added to an existing table in the E-Sales 2.0 database.
- Attributes were removed from an existing table in the E-Sales 2.0 database.
- The data type of an attribute was changed in an existing table in the E-Sales 2.0 database.
- Tables were removed from the E-Sales 2.0 database.
- Tables were added to an E-Sales 2.0 database.
- Indexes were added and/or removed from an existing E-Sales 2.0 database.
- Constraints/rules were added and/or removed from an existing E-Sales 2.0 database.
- Stored procedures were added and/or removed from an existing E-Sales 2.0 database.

In the previously-mentioned cases, E-Sales 2.1 must be installed on a database server that does not contain an E-Sales 2.0 database. You must manually complete the conversion of the data, as well as the customizations merge on E-Sales 2.0 with the E-Sales 2.1 database. The installation software cannot carry out these changes.

6 Troubleshooting

Installation problems

Installation problems can manifest themselves in two ways:

- Error messages are displayed during the installation.
- The application does not appear to behave correctly.

In these cases, you can try one or more of the following:

- Restart the server machine and see whether the application now works correctly.
- Restart the server machine, remove E-Enterprise, and then reinstall E-Enterprise.
- Inspect the log files, as described in the following sections, to see what went wrong.

Installation log files

During the installation, all relevant events and errors are logged to text files.

You can find these files in the **EELog** subfolder in the parent directory of the E-Enterprise installation folder. For instance, if E-Enterprise is installed in C:\Program Files\Baan\E-Enterprise 2.0, the log files will be in C:\Program Files\Baan\EELog.

Under the **EELog** folder, you can find a separate subfolder, which is identified by the date and time when the installation was started, for each installation that you have executed. You can also find one **CurrentLog** folder, which represents the last installation you performed.

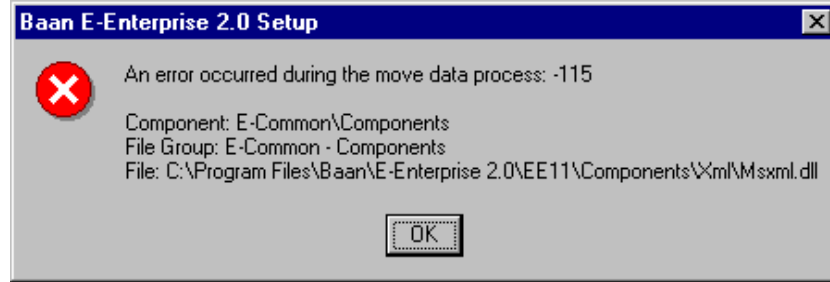
Each folder contains one file called MasterLog.txt. This file contains a log of all the tasks that are executed during the installation. For details, the MasterLog.txt refers to separate log files that are in the same subfolder.

NOTE

You can find some log files in a separate folder, namely **Setup Files\Sql Data\<Module Name>\Log**, under the main installation folder.

Error message -115 – file copy problem

During the installation, you can encounter the following error message:



This error means that the setup program cannot copy a certain file, usually because the file is in use by another process. If you click **OK**, the installation will end. You must then restart the machine and retry the installation.

If the problem reoccurs, the target file might be read-only. You can use Windows Explorer to check and fix this problem.

Certificate Server did not start

This issue can occur if you install Internet Explorer 5 or MDAC 2.1 on your computer before you install Certificate Server.

Resolution

To resolve this issue, take the following steps:

- 1 Open the ODBC Data Sources Administrator in Control Panel.
- 2 If you see a User DSN named **CertSrv** that uses the **Access** database, click **Remove**.
- 3 Recreate the User DSN as a System DSN with the name **CertSrv**. Take the following steps:
 - On the **System DSN** tab, click **Add**.
 - Click **Microsoft Access Driver (*.mdb)**, and then click **Finish**.
 - On the **ODBC Microsoft Access Setup** page, enter **CertSrv** for the **Data Source Name**.
 - Under **Database**, click **Select**.
 - Point to the %SystemRoot%\System32\CertLog\certsrv.mdb file and then click **OK**.
 - On the **ODBC Microsoft Access Setup** page, click **Advanced**, and then configure the **Default Authorization Login Name** box to use **Admin** and no password.
- 4 Use the Services tool in Control Panel to restart the Certificate Server Service.

7 E-Configurator Configurator

The E-Sales CD-ROM contains a newly added tool called the E-Configurator Configurator. You must use this tool if the Baan E-Configurator 99.1 or 2.2 and E-Sales are installed.

You can start the E-Configurator Configuration tool from the Welcome screen, which appears if you insert the E-Sales CD-ROM into your CD-ROM drive.

After you start the tool, a Welcome window appears. Click **Next** to continue.

The following figure contains the **Select Components** dialog box, in which you must select the E-Configurator version you are currently using.



After you select the version you are currently using, click **Next** to continue.

The **Enter SQL Server and BIC Server Information** dialog box appears:

The dialog box is titled "Enter SQL Server en BIC Server Information". It is divided into two main sections:

- Database Server Login:**
 - HostName: []
 - Database-user: [sa]
 - Password: []
- Baan Internet Configurator Login:**
 - HostName BIC Webserver: []
 - HostName BIC Databaseserver: []
 - BIC Database User: [bicsrv]
 - BIC Database Password: [bicsrv]

At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

In this dialog box, you must enter the following information:

In the **Database Server Login** area:

- Hostname: Enter the name of your E-Enterprise database server.
- Database-user: Enter the name of an SQL-server user-account that has rights to the E-Sales database on the E-Enterprise database-server.
- Password: Enter the password of the Database-user.

In the **Baan Internet Configurator Login** area:

- HostName BIC Web server: Enter the name of the Baan Internet Configurator Web server.
- HostName BIC Databaseserver: Enter the name of the Baan Internet Configurator Database server.
- BIC Database User: Enter the name of an SQL-server user account that has rights to the Baan Internet Configurator database (bicdb for version 99.1 and becdb for version 2.2).
- BIC Database Password: Enter the password of the BIC Database-user.

When you finish, click **Next**. The E-Configurator Configuration tool makes all the required changes to run E-Sales 2.2 with the selected E-Configurator version.