



***Quick Installation Guide***  
***GeoCue 2020***  
***22 December 2020***

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ISV/Software Solutions

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## *Getting Help*

We are sure that you will experience different problems with GeoCue that range from installation issues to defects that made it through our testing undetected. We hope that you will immediately contact us with any problems or questions, and have the patience to work with us through a successful GeoCue deployment.

Please contact us via phone or email for assistance with or comments about GeoCue.

Email:

[support@geocue.com](mailto:support@geocue.com)

Phone:

**+1-256-461-8289**

Just ask for GeoCue Support and you will get connected with someone who can assist you. There is usually someone in the office between the hours of 0700 and 1800 CT, USA on weekdays. Weekends are sort of hit or miss.

Fax (always on):

**+1-256-461-8249**

## *About this Document*

Welcome to the *GeoCue Quick Install Guide*. This guide is a condensed version of the larger *GeoCue Installation Guide*. This guide will discuss a typical installation using the simplified installation process. For advanced installations, please refer to the *GeoCue Installation Guide*.

For information on using GeoCue, please refer to the *GeoCue User Guide*.

# *Contents*

1	Introduction.....	1-1
2	System Requirements.....	2-1
3	The GeoCue Installation Wizard .....	3-1
4	Installing GeoCue Server (New Installation).....	4-1
4.1	GeoCue Server Machine .....	4-1
4.1.1	Installing GeoCue Server Software .....	4-1
5	Installing GeoCue Client (New Installation) .....	5-1
5.1	GeoCue Client Machine.....	5-1
5.1.1	Installing GeoCue Client Software .....	5-1
6	Updating GeoCue Server .....	6-1
7	Updating GeoCue Client.....	7-1
8	Appendix A: Security .....	8-1
9	Appendix B: Standard GeoCue Installation IT Requirements.....	9-1
10	Appendix C: Ascertaining the GeoCue Server Name.....	10-1
11	Appendix D: Troubleshooting .....	11-1
11.1	Error received when updating the GeoCue Database .....	11-1
11.2	Error received when connecting to the GeoCue Common Files Folder .....	11-1
11.3	Error received when connecting to the GeoCue Warehouse Folder.....	11-1
11.4	Windows Firewall Issues .....	11-2
11.5	Database error received when attempting to install the GeoCue Server .....	11-3

## *Figures*

Figure 1 – MasterSetup.exe in GeoCue Installation Folder.....	4-1
Figure 2 – Master Setup Dialog Box .....	4-2
Figure 3 – GeoCue Server License Agreement .....	4-2
Figure 4 – Configure SQL Server for GeoCue Server.....	4-3
Figure 5 – Configure Service User for Server .....	4-3
Figure 6 – Configure Server Folders and Server Installation Location .....	4-4
Figure 7 – GeoCue Folder Structure .....	4-4
Figure 8 – Confirm Server Install .....	4-6
Figure 9 – Server Installation Progress .....	4-6
Figure 10 – MasterSetup.exe in GeoCue Installation Folder.....	5-1
Figure 11 – Master Setup Dialog Box .....	5-1
Figure 12 – GeoCue Client License Agreement .....	5-2
Figure 13 – Configure Service User for Client.....	5-2
Figure 14 – Configure Client Folders and Client Installation Location .....	5-3
Figure 15 – GeoCue Folder Structure .....	5-3
Figure 16 – Client Software Selection .....	5-4
Figure 17 – Confirm Client Install.....	5-4
Figure 18 – Client Installation Progress.....	5-5
Figure 19 – MasterSetup.exe in GeoCue Installation Folder.....	6-1
Figure 20 – Master Setup Dialog Box .....	6-1
Figure 21 - Remove all previous GeoCue versions .....	6-2
Figure 22 – Progress report for removing previous versions.....	6-2
Figure 23 – Configure Service User for Server .....	6-2
Figure 24 – MasterSetup.exe in GeoCue Installation Folder.....	7-1
Figure 25 – Master Setup Dialog Box .....	7-1
Figure 26 - Remove all previous GeoCue versions .....	7-2
Figure 27 – Progress report for removing previous versions.....	7-2
Figure 28 – Configure Service User for Client.....	7-2
Figure 29 – Client Software Selection .....	7-3
Figure 30 – Confirm Client Install.....	7-3
Figure 31 - Server Name Properties.....	10-1
Figure 32 - Update Database Error .....	11-1
Figure 33 - Windows Firewall Example.....	11-2
Figure 34 - Error Connecting to Existing Database Configuration .....	11-3

## **1 Introduction**

This document covers the installation, registration, and licensing for the GeoCue family of products. New installations and updates using the Installation Wizard are explained. Please be sure to reference the appropriate section. For further information please contact GeoCue Support, [support@geocue.com](mailto:support@geocue.com), or by phone, +1-256-461-8289.

Respectfully Yours,  
The GeoCue Support Team  
GeoCue Group, Inc.  
[support.geocue.com](http://support.geocue.com)  
[support@geocue.com](mailto:support@geocue.com)

## 2 System Requirements

Please note the following system requirements:

- A dual core processor is recommended with at least 8 GB RAM, 16 GB RAM recommended. A minimum of 10 GB free disk space on the local drive. Additional disk space for data storage either locally or on an external drive is also recommended.
- All GeoCue applications require a minimum operating system of Windows 10 Professional. Applications will also run on Windows Server 2016 and 2019. The GeoCue Server application does NOT require a server-based operating system. GeoCue does not support 32-bit operating systems.
- GeoCue Server is optimized for Microsoft SQL Server. GeoCue will run with Microsoft SQL Server 2012 through 2019. Recommended SQL Server 2017.
  - The sqlcmd Utility must be installed if using a preinstalled SQL Server.
  - The Express version of SQL may be used in place of having a full version of SQL.
  - In the event that SQL has not been installed on the machine included with the install of GeoCue is SQL Server Express 2017, including the sqlcmd Utility. SQL Server Express has a restriction on the maximum database size of 10 GB. Since we do not store LIDAR or raster data in the database, the size limitation is not a short term consideration.
  - It is recommended to have installed SQL Server Management Studio, which is installed by default when installing SQL using the GeoCue Master Setup.
- Microsoft .NET Framework version 4.6.1. Note the .NET installation files are included with the GeoCue installation media and can be installed while you are installing GeoCue.
- An administrative user account. When installing and configuring GeoCue, you must be logged in with local (machine) administrative privileges to perform the necessary installations. It is not necessary that you have domain administrative privileges.



### 3 The GeoCue Installation Wizard

The GeoCue Installation Wizard provides a simple process for installing both the GeoCue Server and Client. You may also update an existing installation using the Installation Wizard. If you would like to use the advanced installation options (those available when you select Show Advanced Options on the Master Setup for GeoCue dialog box), please refer to the more detailed GeoCue Installation Guide.

Below is a list of setup steps that the Installation Wizard uses depending on the type of installation.

	<b>GeoCue Server New Install</b>	<b>GeoCue Client New Install</b>	<b>GeoCue Server Update</b>	<b>GeoCue Client Update</b>
<b>License Agreement</b>	Yes	Yes	Yes	Yes
<b>Configure SQL Server</b>	Yes	Yes	-	-
<b>Configure Service User</b>	Yes	Yes	Yes	Yes
<b>Configure Folders</b>	Yes	Yes	-	-
<b>License File</b>	Yes	-	Yes	-
<b>Client Software</b>	-	Yes	-	Yes
<b>Confirmation</b>	Yes	Yes	Yes	Yes

## 4 Installing GeoCue Server (New Installation)

### 4.1 GeoCue Server Machine

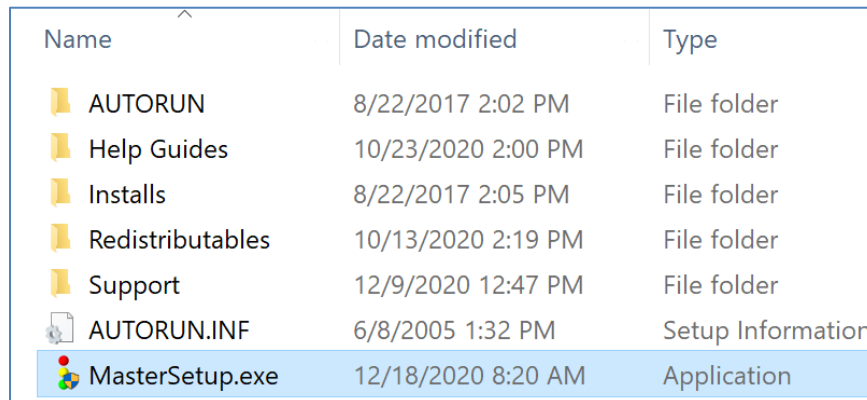
Choose the machine that will host the GeoCue Server application. The GeoCue Server machine must be accessible from all GeoCue Client machines.

#### 4.1.1 Installing GeoCue Server Software

You will install the GeoCue Server software onto your system using MasterSetup.

If updating an existing GeoCue database, please refer to the **Update Guide** which is also accessible from the top of the MasterSetup dialog.

1. Run the MasterSetup.exe executable from the GeoCue installation folder on a local drive of the server.



Name	Date modified	Type
AUTORUN	8/22/2017 2:02 PM	File folder
Help Guides	10/23/2020 2:00 PM	File folder
Installs	8/22/2017 2:05 PM	File folder
Redistributables	10/13/2020 2:19 PM	File folder
Support	12/9/2020 12:47 PM	File folder
AUTORUN.INF	6/8/2005 1:32 PM	Setup Information
MasterSetup.exe	12/18/2020 8:20 AM	Application

**Figure 1 – MasterSetup.exe in GeoCue Installation Folder**

Be sure to run the installation as an Administrator. Right-click on MasterSetup.exe and select Run as Administrator. If UAC controls are turned on, when prompted, allow MasterSetup.EXE to make changes to your computer.

2. In the Master Setup for GeoCue dialog box, select Install GeoCue Server. This will start the Install GeoCue Server Wizard.

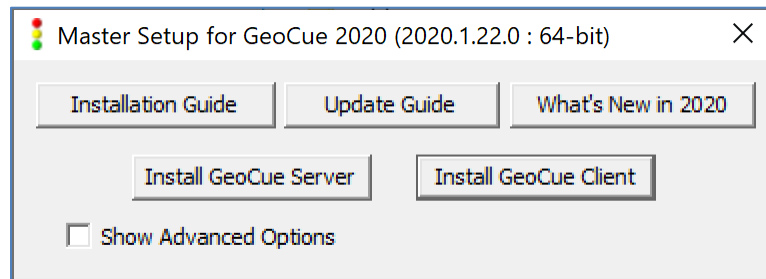


Figure 2 – Master Setup Dialog Box

3. The License Agreement will appear first. Accept the terms of the license agreement and select Next to continue.

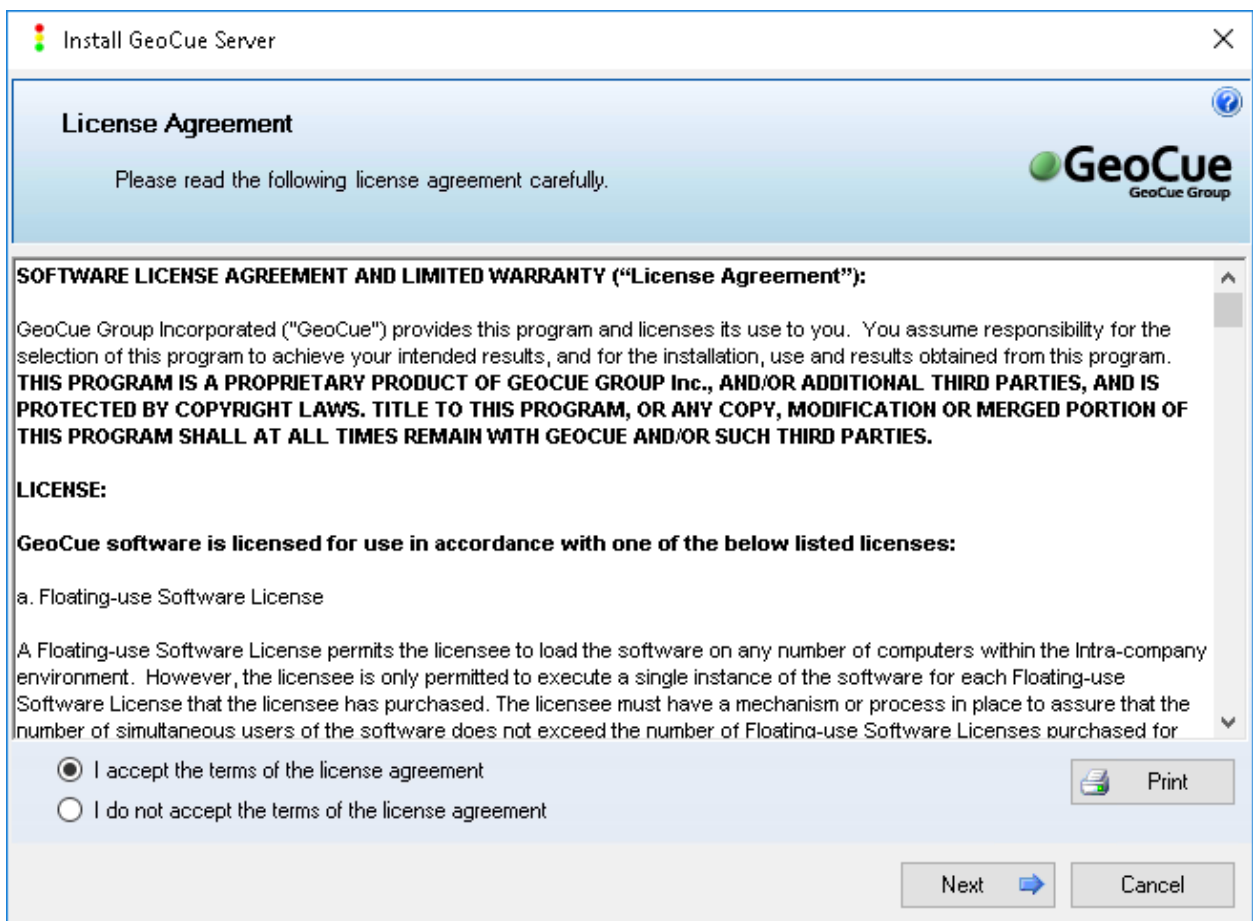
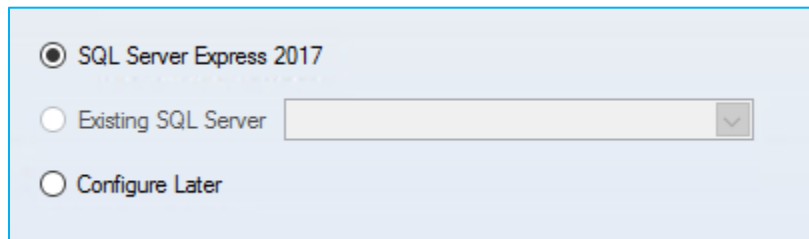


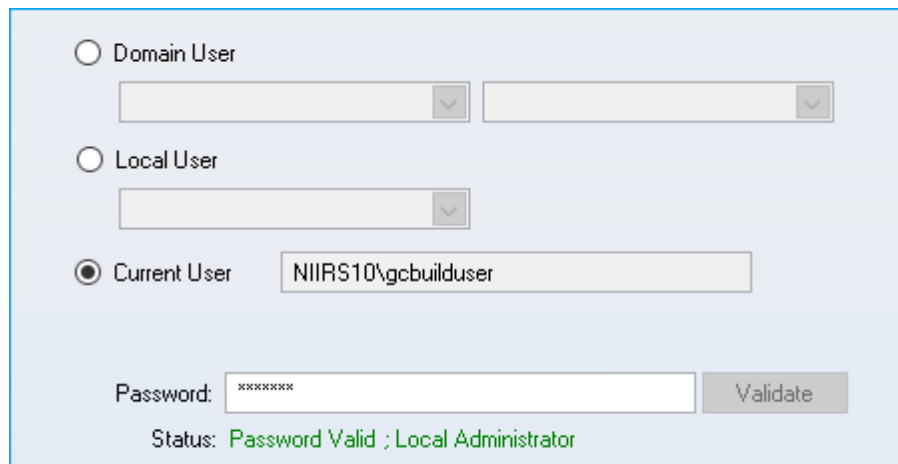
Figure 3 – GeoCue Server License Agreement

4. In the Configure SQL Server section, select which database option you will be using and then select Next.



**Figure 4 – Configure SQL Server for GeoCue Server**

- a. **SQL Server Express 2017:** If you do not already have SQL Server Express and you choose this option, it will be installed automatically for you. Note, the Express version of SQL may be used in place of having a full version of SQL, but careful attention must be paid to the allowable database size limits.
  - b. **Existing SQL Server:** With this option, you must choose a SQL Server that resides on the machine on which you are currently installing GeoCue Server. Use the drop-down list to select the SQL Server instance to use.
  - c. **Configure Later:** Select this option if you plan to use a SQL Server instance that does not reside on the machine on which you are currently installing the GeoCue Server.
5. In the Configure Service User section, select the login that will be used to configure the GeoCue services. Enter the password for the user selected and then select Next.




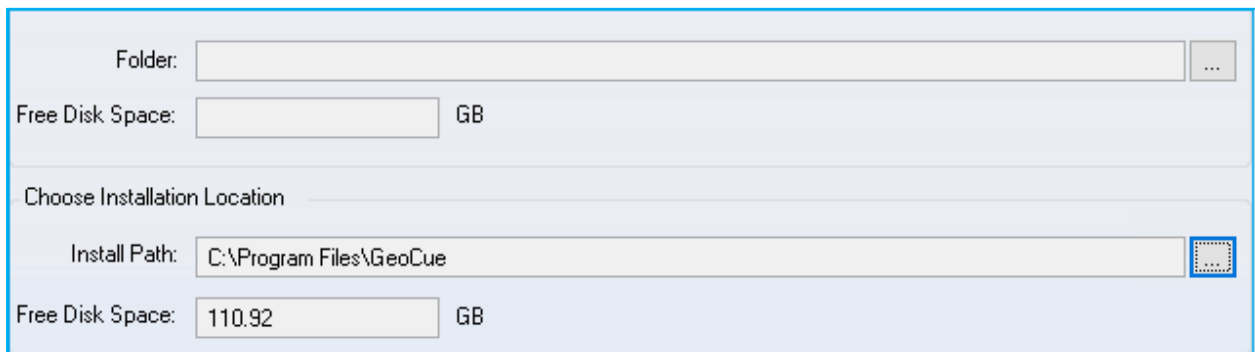
**Figure 5 – Configure Service User for Server**

- a. **Domain User:** Select this option to use a domain account. Then select the domain to use from the left drop-down list and the user from the right drop-down list.
- b. **Local User:** Select this option to use a local user and then select the user from the drop-down list.
- c. **Current User:** Select this option to use the currently logged-in user. The username appears in the field to the right.

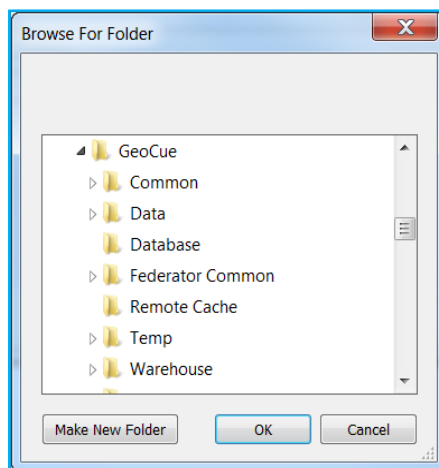
Any login that you select must have administrative rights. If you have chosen an existing SQL Server Installation, the user selected here must also have administrative rights to SQL.

For any Service User type that you select, you will need to enter the password at the bottom of the Window. The Status indicator will display whether the password you type is valid or invalid and whether or not the required privileges are met.

6. GeoCue requires folders that will be set up for you during Installation. In the Configure Folders section, you will select the folder that will contain the GeoCue Common folder, the default Warehouse folder, and the GeoCue Database folder. Select the browse button  and choose the folder you want to use. You can also select the location where GeoCue Server will be installed. By default, it will be installed to `C:\Program Files\GeoCue`. Select Next.



**Figure 6 – Configure Server Folders and Server Installation Location**



**Figure 7 – GeoCue Folder Structure**

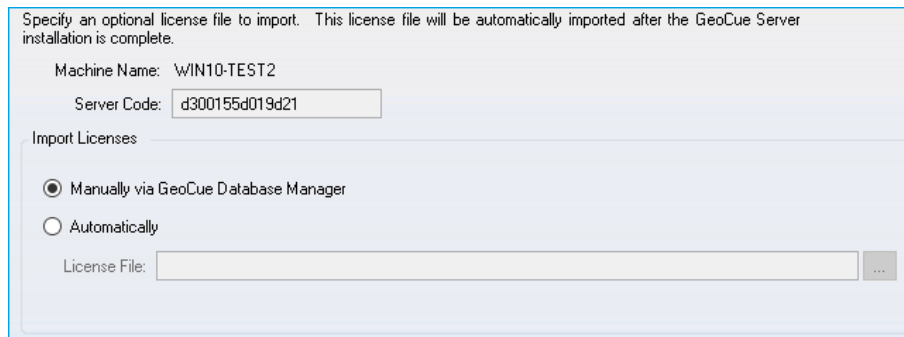
The folder you choose to place the Common, Warehouse, and GeoCue Common Database folders must be a single folder on a physical hard drive, and the current user must have full read/write permission. The folder must also be shared as a UNC location with 'Everyone' granted full control.

The GeoCue Server Warehouse is the shared location where GeoCue Server will create the physical project data. The warehouse should have 10+ GB of free space. It is permissible to have more than one warehouse.

The GeoCue Common Folder is the location where GeoCue will place files that can be accessed by all clients. This folder must be shared and have full read/write permissions for all GeoCue users. This folder must also have a minimum of 5 GB of free space.

Note when you select a folder on the Configure Folders screen, the amount of Free Disk Space is displayed for the disk that contains the folder you selected. Make sure that the disk has enough disk space, as specified above for the Warehouse and Common folders.

7. You may optionally import a license file into the GeoCue Server at this time. The Server Code is an informational field identifying the server. If you do not have a license file you will need to submit this code to [support@geocue.com](mailto:support@geocue.com) in order to get one. In the Import Licenses list, select one of the methods of import.
  - a. **Manually via GeoCue Database Manager:** Select this option if you plan to import the license file manually once installation is complete.



Specify an optional license file to import. This license file will be automatically imported after the GeoCue Server installation is complete.

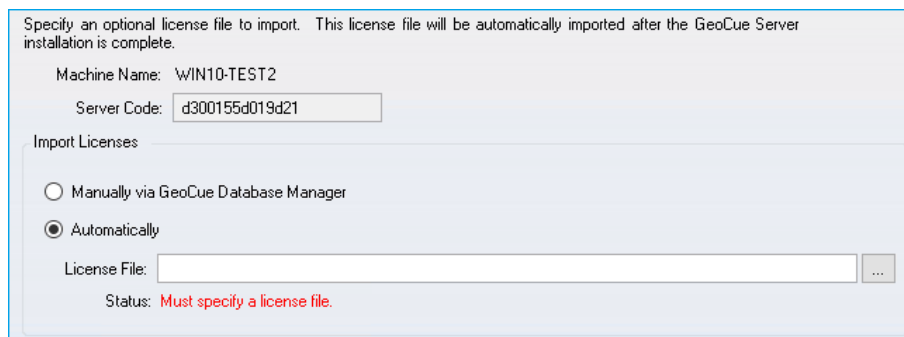
Machine Name: WIN10-TEST2  
Server Code: d300155d019d21

Import Licenses

Manually via GeoCue Database Manager  
 Automatically

License File:  ...

- b. **Automatically:** Select this option if you want to automatically import the license file to the server during installation. When you select this option, you will then be required to specify the license file in the License File field.



Specify an optional license file to import. This license file will be automatically imported after the GeoCue Server installation is complete.

Machine Name: WIN10-TEST2  
Server Code: d300155d019d21

Import Licenses

Manually via GeoCue Database Manager  
 Automatically

License File:  ...

Status: **Must specify a license file.**

- Click Install on the Confirmation screen.



Figure 8 – Confirm Server Install

If you need to make any changes to the Installation settings, use the Back button to go back to the screen that needs changes before you begin the Install process.

The installation process will begin and a progress dialog will appear and notify you of the state of each step in the process. In the event that the State of any step results in an error, the Information column will give you more details on the issue that was encountered.

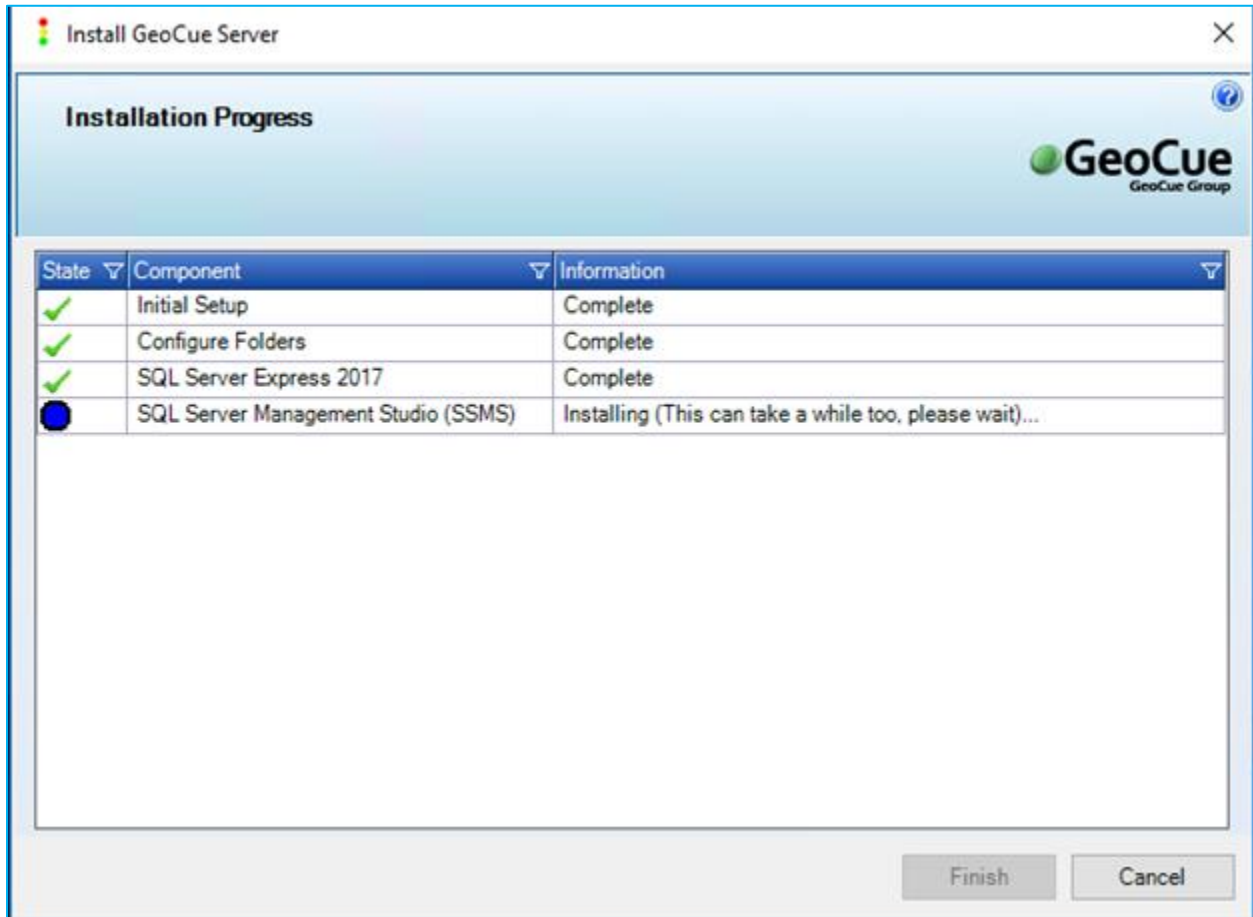


Figure 9 – Server Installation Progress

- The next step is to install the Client on the desired workstations. It is recommended to also install the Client software on this server machine to aid in troubleshooting.

## 5 Installing GeoCue Client (New Installation)

### 5.1 GeoCue Client Machine

All GeoCue Client machines must be able to access the GeoCue Server.

#### 5.1.1 Installing GeoCue Client Software

Once the GeoCue Server is installed, the next step is to install the Client.

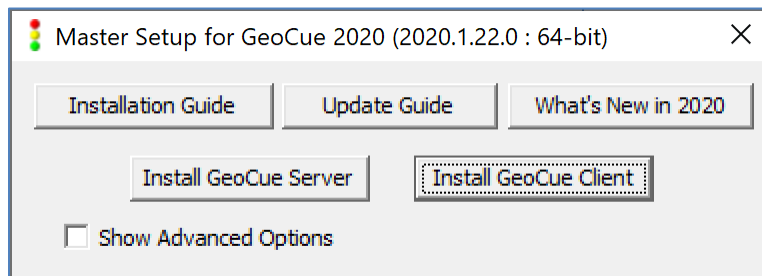
1. On each machine that you desire to install the GeoCue Client, run the MasterSetup.exe executable from the GeoCue installation folder on your local drive.

Name	Date modified	Type
AUTORUN	8/22/2017 2:02 PM	File folder
Help Guides	10/23/2020 2:00 PM	File folder
Installs	8/22/2017 2:05 PM	File folder
Redistributables	10/13/2020 2:19 PM	File folder
Support	12/9/2020 12:47 PM	File folder
AUTORUN.INF	6/8/2005 1:32 PM	Setup Information
MasterSetup.exe	12/18/2020 8:20 AM	Application

**Figure 10 – MasterSetup.exe in GeoCue Installation Folder**

Be sure to run the installation as an Administrator. Right-click on MasterSetup.exe and select Run as Administrator. If UAC controls are turned on, when prompted, allow MasterSetup.EXE to make changes to your computer.

2. In the Setup for GeoCue dialog box, select Install GeoCue Client. This will start the Install GeoCue Client Wizard.



**Figure 11 – Master Setup Dialog Box**

3. The License Agreement will appear first. Accept the terms of the license agreement and select Next to continue.



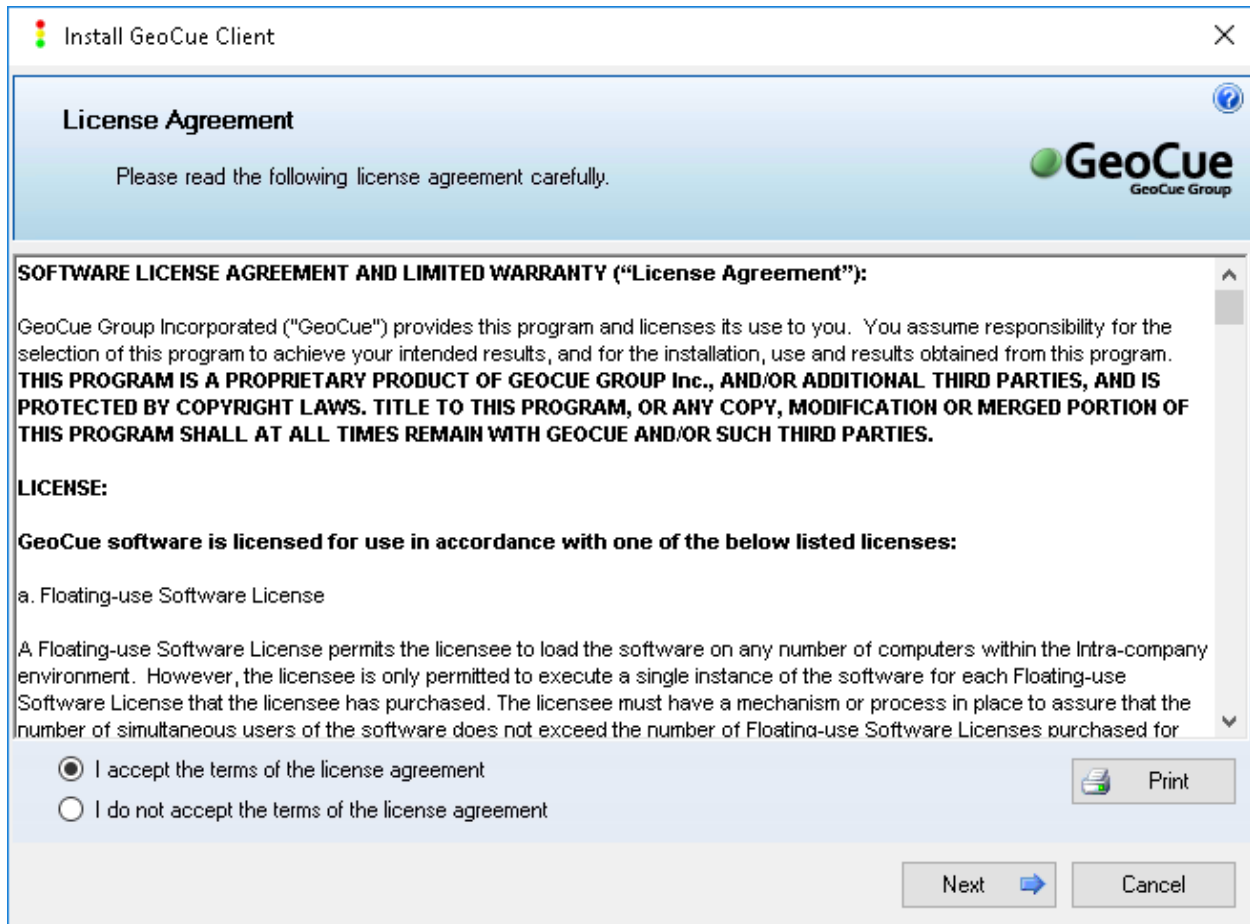


Figure 12 – GeoCue Client License Agreement

4. In the Configure Service User section, select the login that will be used to configure the GeoCue services. Enter the password for the user selected and then select Next.

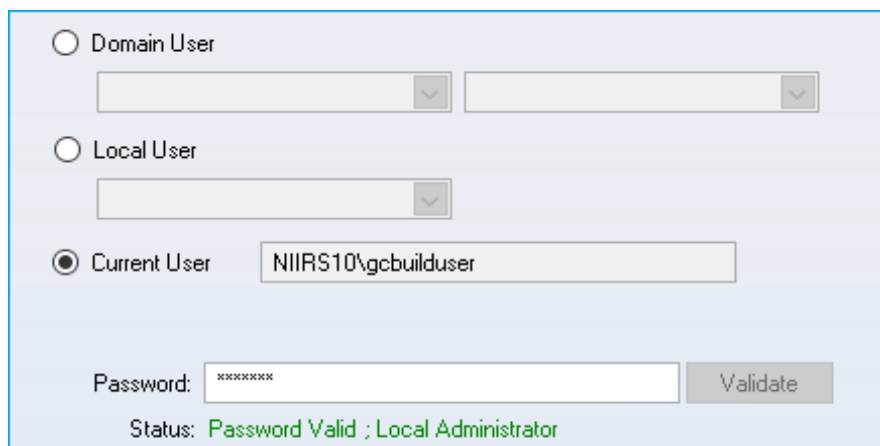



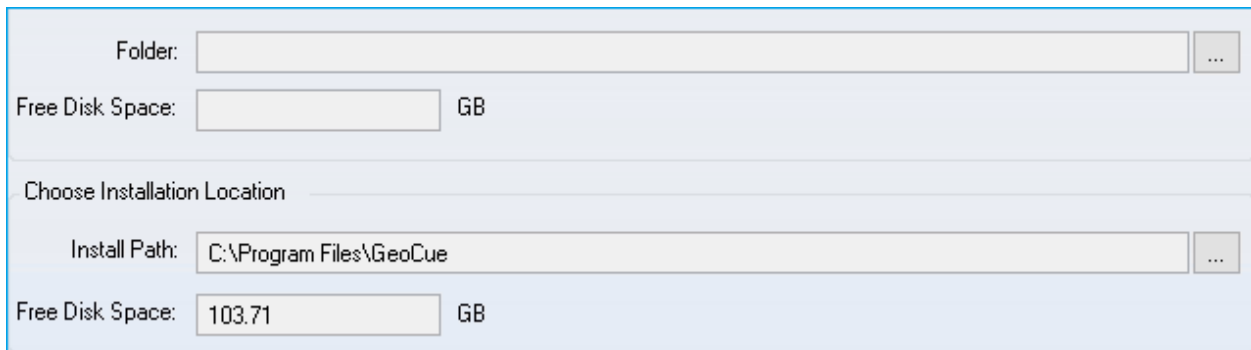
Figure 13 – Configure Service User for Client

- a. **Domain User:** Select this option to use a domain account. Then select the domain to use from the left drop-down list and the user from the right drop-down list.

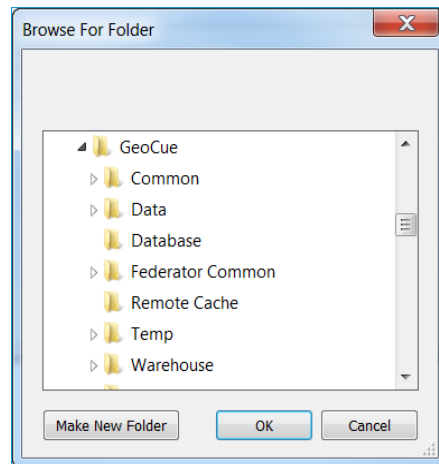
- b. **Local User:** Select this option to use a local user and then select the user from the drop-down list.
- c. **Current User:** Select this option to use the currently logged in user. The username appears in the field to the right.

Any login that you select must have local administrative rights.  
For any Service User type that you select, you will need to enter the password at the bottom of the Window. The Status indicator will display whether the password you type is valid or invalid.

- 5. In the Configure Folders section, you will select the folder that will contain the Remote Cache and GeoCue Temp folders. Select the browse button  and choose the folder you want to use. You can also select the location where GeoCue Client will be installed. By default, it will be installed to `C:\Program Files\GeoCue`. Select Next.



**Figure 14 – Configure Client Folders and Client Installation Location**



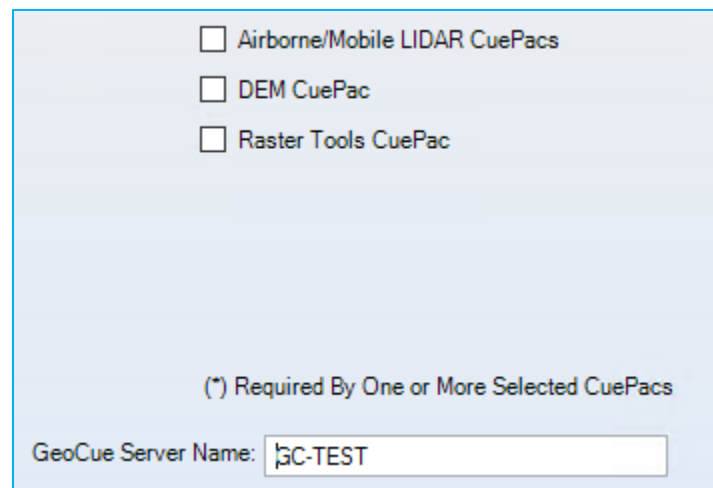
**Figure 15 – GeoCue Folder Structure**

The folder you choose to place the Remote Cache and GeoCue Temp folders must be a single folder on a physical hard drive, and the current user must have full read/write permission. The folder must also be shared as a UNC location with 'Everyone' granted full control.

The Remote Cache Folder is a specified location on the local machine to which data will be written when performing either a manual cache operation, or when caching during remote dispatch and distributed processing operations.

The GeoCue Temp folder will keep all GeoCue temp files in one location regardless of the user.

6. In the Client Software section, select any of the additional client software, CuePacs, listed that you would also like to install now. Also, enter the name of the GeoCue server machine on which you installed the GeoCue Server software.



**Figure 16 – Client Software Selection**

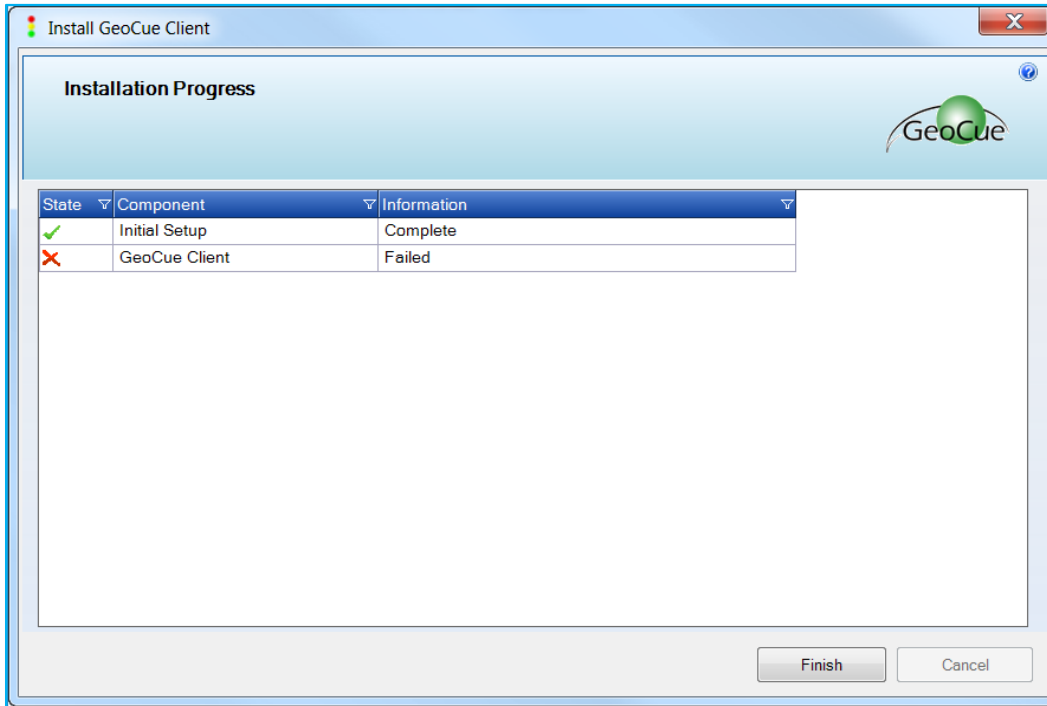
7. Click Install on the Confirmation screen.



**Figure 17 – Confirm Client Install**

If you need to make any changes to the Installation settings, use the Back button to go back to the screen that needs changes before you begin the Install process.

The installation process will begin and a progress dialog will appear and notify you of the state of each step in the process. In the event that the State of any step results in an error, the Information column will give you more details on the issue that was encountered.



**Figure 18 – Client Installation Progress**

## 6 Updating GeoCue Server

When updating the GeoCue Server, the installer will use the previously used database and folder configuration from the previous installation. The GeoCue Installation Wizard will still, however, require configuring the Services User. See the *GeoCue Update Guide* for information on the Advanced Update.

Make a back-up of your current GeoCue database, and request your GeoCue 2020 licenses from [support@geocue.com](mailto:support@geocue.com) before continuing.

1. Run the MasterSetup.exe executable from the GeoCue installation folder on a local drive of the server.

Name	Date modified	Type
AUTORUN	8/22/2017 2:02 PM	File folder
Help Guides	10/23/2020 2:00 PM	File folder
Installs	8/22/2017 2:05 PM	File folder
Redistributables	10/13/2020 2:19 PM	File folder
Support	12/9/2020 12:47 PM	File folder
AUTORUN.INF	6/8/2005 1:32 PM	Setup Information
MasterSetup.exe	12/18/2020 8:20 AM	Application

Figure 19 – MasterSetup.exe in GeoCue Installation Folder

Be sure to run the installation as an Administrator. Right-click on MasterSetup.exe and select Run as Administrator. If UAC controls are turned on, when prompted, allow MasterSetup.EXE to make changes to your computer.

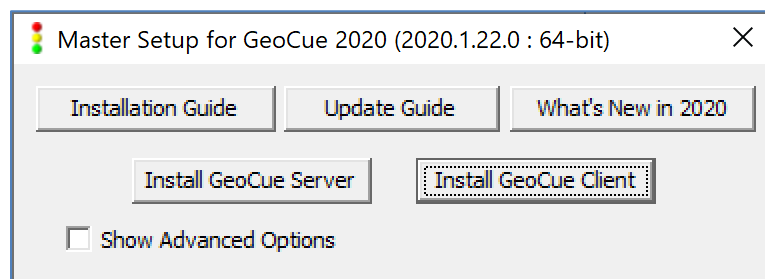
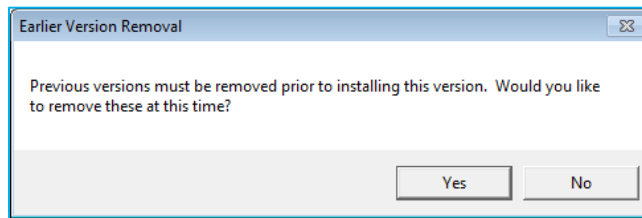


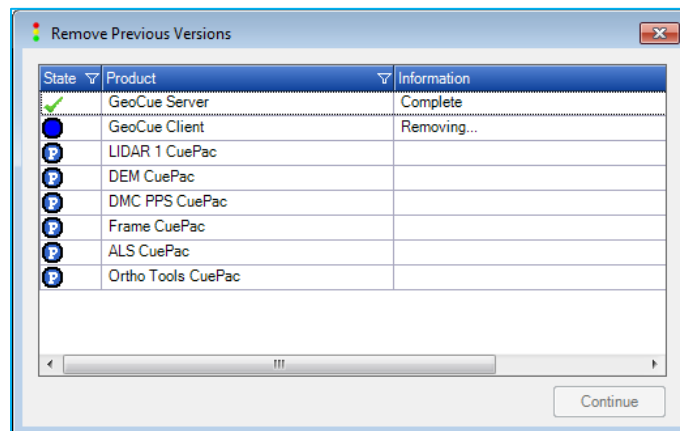
Figure 20 – Master Setup Dialog Box

2. In the Master Setup for GeoCue dialog box, select Install GeoCue Server. This will prompt you to remove earlier versions. You must select yes to remove previous versions before you can update to the latest version of GeoCue.



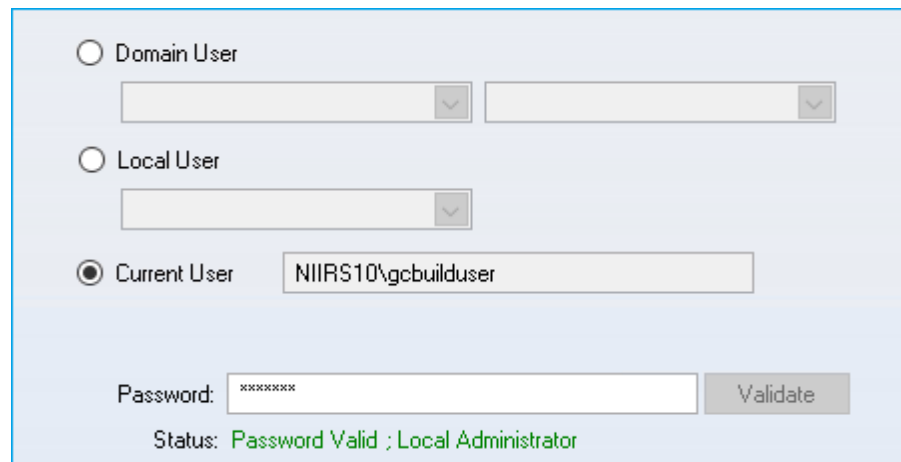
**Figure 21 - Remove all previous GeoCue versions**

3. A progress dialog will provide feedback on the removal process for the older version of the GeoCue software.



**Figure 22 – Progress report for removing previous versions**

4. Click continue to start the Install GeoCue Server Installation Wizard.
5. The License Agreement will appear next. Accept the terms of the license agreement and select Next to continue.
6. In the Configure Service User section, the login that is displayed is the one used during the previous install of GeoCue. If you wish to change it see the information in this section for guidance, enter the password for the user selected and then select Next.



**Figure 23 – Configure Service User for Server**

- a. **Domain User:** Select this option to use a domain account. Then select the domain to use

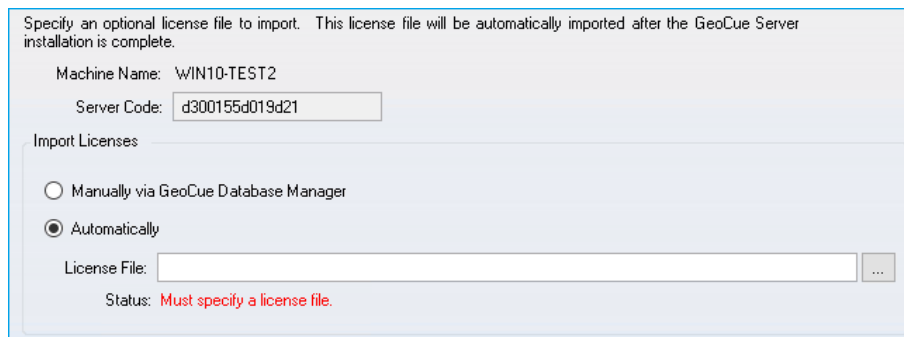
from the left drop-down list and the user from the right drop-down list.

- b. **Local User:** Select this option to use a local user and then select the user from the drop-down list.
- c. **Current User:** Select this option to use the currently logged-in user. The username appears in the field to the right.

Any login that you select must have administrative rights. If you have chosen an existing SQL Server Installation, the user selected here must also have administrative rights to SQL.

For any Service User type that you select, you will need to enter the password at the bottom of the Window. The Status indicator will display whether the password you type is valid or invalid and whether or not the required privileges are met.

7. You may optionally import a license file into the GeoCue Server at this time. The Server Code is an informational field identifying the server. If you do not have a license file specifically for GeoCue 2020 you will need to submit this code to [support@geocue.com](mailto:support@geocue.com) to receive one. In the Import Licenses list, select one of the methods of import.
  - a. **Automatically:** Select this option if you have received your GeoCue 2020 license file. When you select this option, you will then be required to specify the license file in the License File field.
  - b. Otherwise, select **Manually via GeoCue Database Manager**.



Specify an optional license file to import. This license file will be automatically imported after the GeoCue Server installation is complete.

Machine Name: WIN10-TEST2

Server Code:

Import Licenses

Manually via GeoCue Database Manager

Automatically

License File:  ...

Status: **Must specify a license file.**

8. Click Install on the Confirmation screen.

If you need to make any changes to the Installation settings, use the Back button to go back to the screen that needs changes before you begin the Install process.

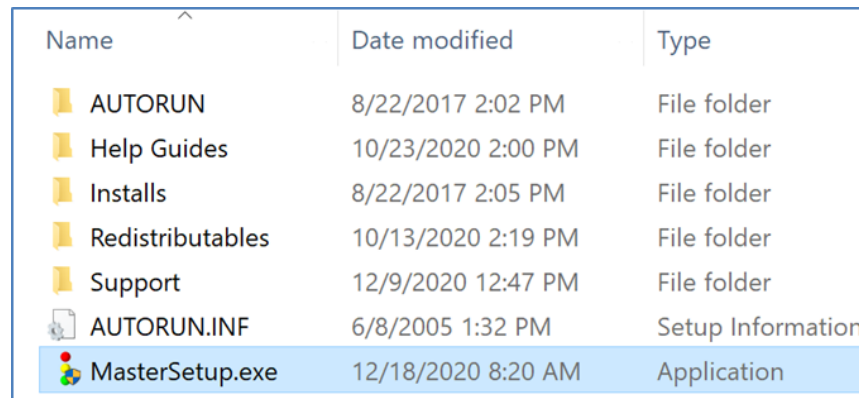
The installation process will begin and a progress dialog will appear and notify you of the state of each step in the process. In the event that the State of any step results in an error, the Information column will give you more details on the issue that was encountered.

9. The next step is to install the Client on the desired workstations. It is recommended to also install the Client software on this server machine to aid in troubleshooting.

## 7 Updating GeoCue Client

When updating a GeoCue Client, the installer will use the previously used folder configuration from the previous installation. The GeoCue Installation Wizard will still, however, require configuring the Services User and selecting additional client software to install. See the *GeoCue Update Guide* for more information on the Advanced Update.

1. On each machine that you desire to install the GeoCue Client, run the MasterSetup.exe executable from the GeoCue installation folder on your local drive.



Name	Date modified	Type
AUTORUN	8/22/2017 2:02 PM	File folder
Help Guides	10/23/2020 2:00 PM	File folder
Installs	8/22/2017 2:05 PM	File folder
Redistributables	10/13/2020 2:19 PM	File folder
Support	12/9/2020 12:47 PM	File folder
AUTORUN.INF	6/8/2005 1:32 PM	Setup Information
MasterSetup.exe	12/18/2020 8:20 AM	Application

Figure 24 – MasterSetup.exe in GeoCue Installation Folder

Be sure to run the installation as an Administrator. Right-click on MasterSetup.exe and select Run as Administrator. If UAC controls are turned on, when prompted, allow MasterSetup.EXE to make changes to your computer.

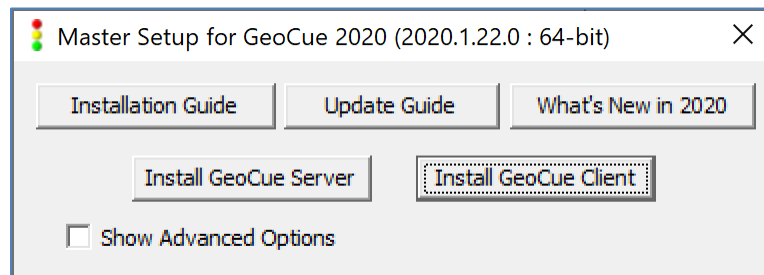
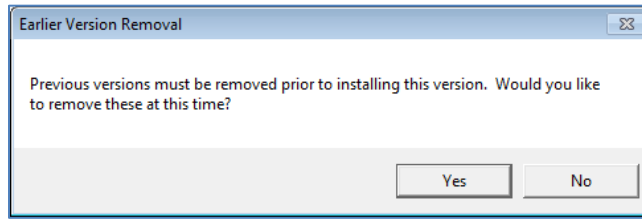


Figure 25 – Master Setup Dialog Box

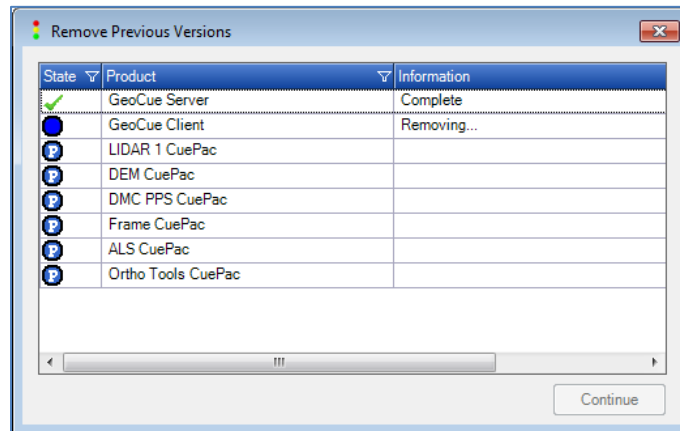
2. In the Setup for GeoCue dialog box, select Install GeoCue Client. This will start the Install GeoCue Client Wizard. If an earlier version of GeoCue is on this machine you will be prompted to remove them. You must select yes to remove previous versions before you can update to the latest version of GeoCue.





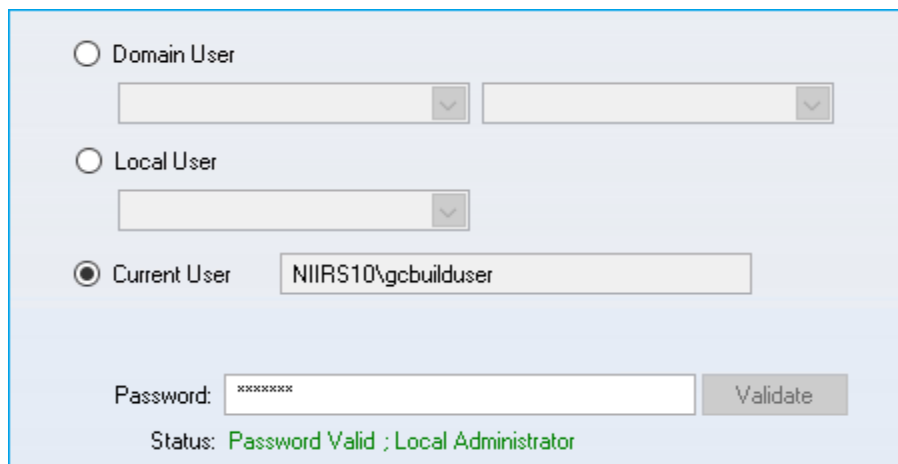
**Figure 26 - Remove all previous GeoCue versions**

3. A progress dialog will provide feedback on the removal process for the older version of the GeoCue software.



**Figure 27 – Progress report for removing previous versions**

4. Click continue to start the Install GeoCue Client Installation Wizard.
5. The License Agreement will appear first. Accept the terms of the license agreement and select Next to continue.
6. In the Configure Service User section, the login that is displayed is the one used during the previous install of GeoCue. If you wish to change it see the information in this section for guidance, enter the password for the user selected and then select Next.



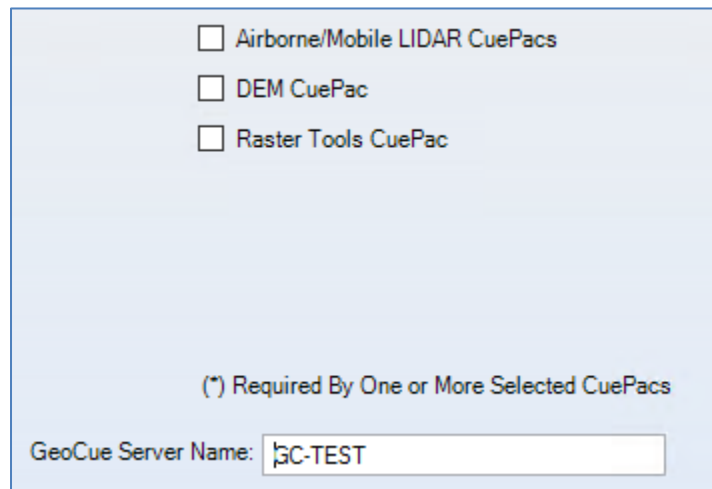
**Figure 28 – Configure Service User for Client**

- a. **Domain User:** Select this option to use a domain account. Then select the domain to use from the left drop-down list and the user from the right drop-down list.
- b. **Local User:** Select this option to use a local user and then select the user from the drop-down list.
- c. **Current User:** Select this option to use the currently logged in user. The username appears in the field to the right.

Any login that you select must have local administrative rights.

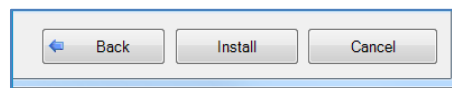
For any Service User type that you select, you will need to enter the password at the bottom of the Window. The Status indicator will display whether the password you type is valid or invalid.

- 7. In the Client Software section, select any of the additional client software, CuePacs, listed that you would also like to install now. Also, enter the name of the GeoCue server machine on which you installed the GeoCue Server software.



**Figure 29 – Client Software Selection**

- 8. Click Install on the Confirmation screen.



**Figure 30 – Confirm Client Install**

If you need to make any changes to the Installation settings, use the Back button to go back to the screen that needs changes before you begin the Install process.

The installation process will begin and a progress dialog will appear and notify you of the state of each step in the process. In the event that the State of any step results in an error, the Information column will give you more details on the issue that was encountered.

## **8 Appendix A: Security**

GeoCue relies on the security systems built into Windows and does not implement any of its own security measures.

GeoCue maintains a user list of logins authorized to use GeoCue, but it does not store passwords or any other information about the user. It relies on the Windows authentication system. If a user can log into a machine with a certain username, we assume they were authorized to do so.

GeoCue communicates from machine to machine using Microsoft .NET Framework APIs via TCP/IP. GeoCue thus honors any and all Windows security policies in place that control network communications.

There are no components of GeoCue that rely on or attempt outside network access.

## 9 Appendix B: Standard GeoCue Installation IT Requirements

FDCC (Federal Desktop Core Configuration) is the standard for security settings on Windows XP and Windows Vista machines at federal government installations. If this standard is in place, we will need to have the following setup changes made to facilitate the GeoCue installation. These configuration changes also apply if you are running any internal firewall between machines on your local network, including Windows Firewall. The main purpose of these configuration changes is to ensure the proper ports are open for client/server communication and to allow key executables as exceptions to the firewall:

### **GeoCue Server:**

- Open port 8000
- Open port 8004 (only if running LINUX dispatch clients)

### **GeoCue Client:**

- Open port 8002
- Add the following applications to the Windows Firewall exception list:
  - o %programfiles%\GeoCue\GeoCue Client\DPMSProcessing.exe
  - o %programfiles%\GeoCue \GeoCue Client\DumpCommonFolder.exe
  - o %programfiles%\GeoCue \GeoCue Client\GCRemote.exe
  - o %programfiles%\GeoCue \GeoCue Client\GeoCue.exe
  - o %programfiles%\GeoCue \LIDAR 1 CuePac\ProcessLASWorkingBoundary.exe

## 10 Appendix C: Ascertaining the GeoCue Server Name

All machines in a GeoCue constellation refer to the GeoCue server by the machine name of the workstation/server on which you have installed the GeoCue Server component. Ascertain this name by right-clicking the My Computer icon (which will be either on the desktop or available from the Start menu). Select the *Properties* option from the Right Click menu. Select the **Computer Name** tab on this dialog. The *Full Computer Name* is in the format:

*Computer Name.Domain Name*

The GeoCue Server name is the Computer Name portion of the Full Name. In the example dialog shown below, the GeoCue Server name would be LEW\_DEV\_PC

(Note that the computer name is the same as the UNC name for the computer that you would use when connecting to a file share). Note this name as the GeoCue Server Name and have it available for the installation of other GeoCue components.

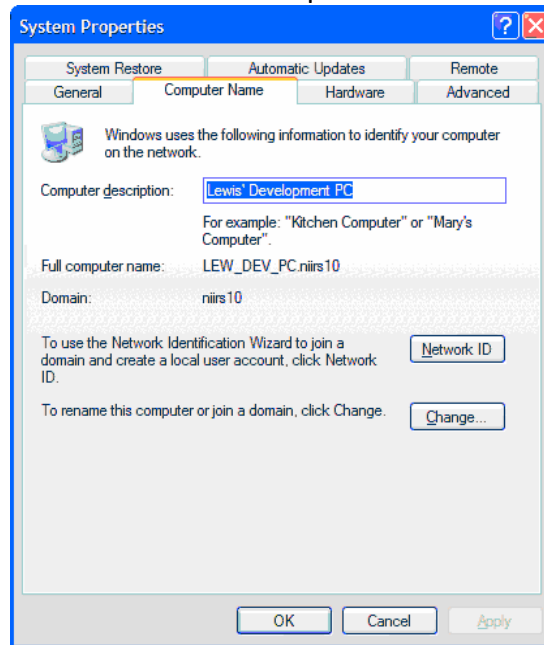


Figure 31 - Server Name Properties

## 11 Appendix D: Troubleshooting

### 11.1 Error received when updating the GeoCue Database

If you receive the following error after attempting to perform the database update, click the “Update” button a second time and the update should succeed.

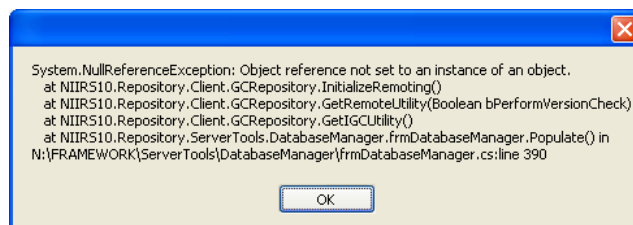


Figure 32 - Update Database Error

### 11.2 Error received when connecting to the GeoCue Common Files Folder

If you receive an error when attempting to connect to the GeoCue Common Files folder, you probably have one or more of the following conditions:

1. The folder is not shared (note – even though you can browse to the folder, this does not confirm that the folder is shared. Use the procedures previously described in the [Configuring the GeoCue Server](#) section of this guide).
2. You have not set the permissions on the folder to Full Control for “Everyone” or all GeoCue Users.

Note that to set permissions you must make modification from both the *Permissions* button on the **Sharing** tab of the file properties dialog and the **Security** tab. See the section on [Configuring the GeoCue Server](#) for detailed procedures.

### 11.3 Error received when connecting to the GeoCue Warehouse Folder

If you receive an error when attempting to connect to the GeoCue Common Files folder, you probably have one or more of the following conditions:

1. The folder is not shared (note – even though you can browse to the folder, this does not confirm that the folder is shared. Use the procedures previously described in the [Configuring the GeoCue Server](#) section of this guide).
2. You have not set the permissions on the folder to Full Control for Full Control for “Everyone” or all GeoCue Users

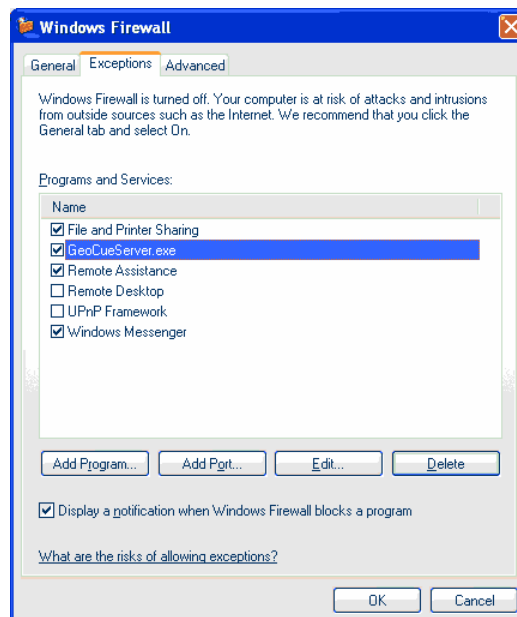
Note that to set permissions you must make modification from both the *Permissions* button on the **Sharing** tab of the file properties dialog and the **Security** tab. See the section on [Configuring the GeoCue Server](#) for detailed procedures.

## 11.4 Windows Firewall Issues

If you are running Windows Firewall on the system where GeoCue Server is installed, GeoCue Clients on your internal network may not be able to connect to GeoCue Server. If this happens, you may do one of the following:

1. Disable Windows Firewall (not recommended).
2. OR unblock GeoCueServer.EXE (recommended).

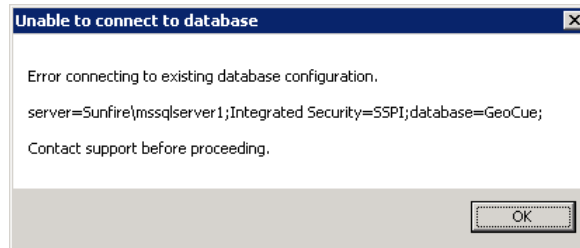
GeoCueServer.EXE and RepHostGUI.exe may be unblocked by opening Windows Firewall (available on Control Panel) and selecting the “Exceptions” tab as shown below:



**Figure 33 - Windows Firewall Example**

Add both GeoCue Server and RepHostGUI executables to the list of programs by clicking “Add Program...”, then browsing for GeoCueServer.EXE and RepHostGUI.exe (located in the GeoCue Server installation folder, typically “C:\Program Files\GeoCue\GeoCue Server”).

### **11.5 Database error received when attempting to install the GeoCue Server**



**Figure 34 - Error Connecting to Existing Database Configuration**

This is a SQL error that can often occur when the login fails. In this instance SQL is attempting to configure the database using a different login that does not have access. Generally, the login that it's trying to use is in the form of 'domain\machine\_name\$'. An error message along the lines of "Login failed for user 'domain\machine\_name\$'. Reason: Token-based server access validation failed with an infrastructure error" can be located in the SQL logs.

There are two options to fix this error:

1. Add the user in question to SQL
2. Using the original login that installed SQL recreate the GeoCue Service Logins within SQL

Either option should cause the error message to stop occurring.





For further information about the GeoCue workflow management product, training, or support, please contact GeoCue Group Support, [support@geocue.com](mailto:support@geocue.com), or by phone, +1-256-461-8289.

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