



*Update 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

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 Update Guide*. This guide is a condensed version of the larger *GeoCue Installation Guide*. This guide will discuss a typical update to existing installations 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*.

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1 Introduction

This document covers updating existing GeoCue installations to the latest version of the GeoCue family of products for the typical installation. Updates using the Installation Wizard are explained. For full update or installation instructions please see the *GeoCue Installation Guide*. For further information please contact GeoCue Support, support@geocue.com, or by phone, +1-256-461-8289.

Respectfully Yours,
The GeoCue Support Team
GeoCue Group, Inc.
support.geocue.com
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.

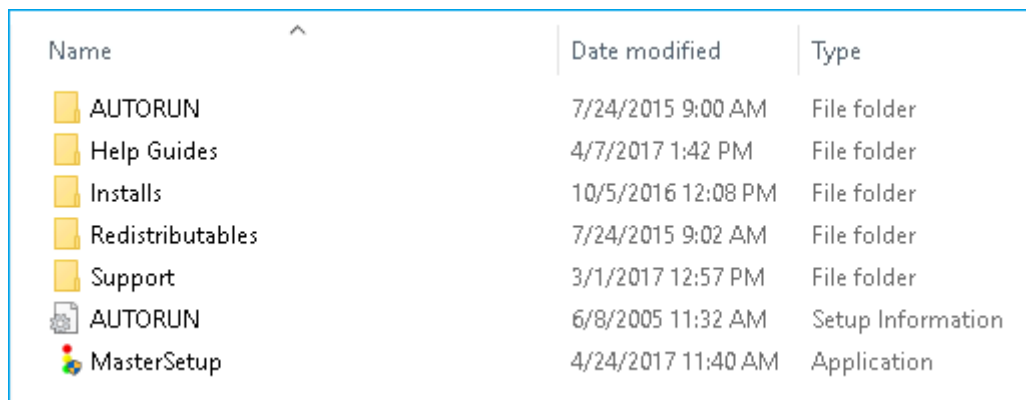
	GeoCue Server New Install	GeoCue Client New Install	GeoCue Server Update	GeoCue Client Update
License Agreement	Yes	Yes	Yes	Yes
Configure SQL Server	Yes	Yes	-	-
Configure Service User	Yes	Yes	Yes	Yes
Configure Folders	Yes	Yes	-	-
License File	Yes	-	Yes	-
Client Software	-	Yes	-	Yes
Confirmation	Yes	Yes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

4 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 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	7/24/2015 9:00 AM	File folder
Help Guides	4/7/2017 1:42 PM	File folder
Installs	10/5/2016 12:08 PM	File folder
Redistributables	7/24/2015 9:02 AM	File folder
Support	3/1/2017 12:57 PM	File folder
AUTORUN	6/8/2005 11:32 AM	Setup Information
MasterSetup	4/24/2017 11:40 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.

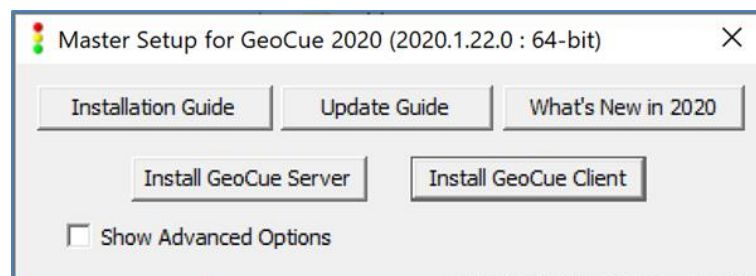


Figure 2 – Master Setup Dialog Box

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.

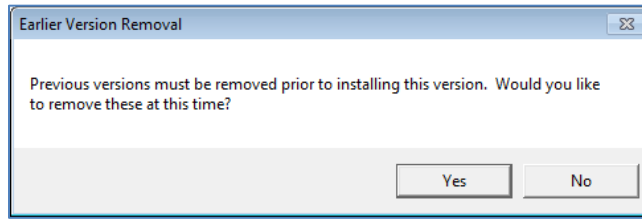


Figure 3 - Remove all previous GeoCue versions

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

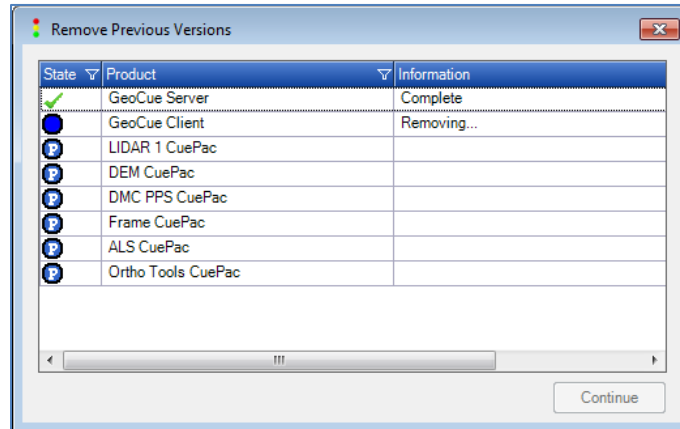


Figure 4 – Progress report for removing previous versions

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 Client 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.

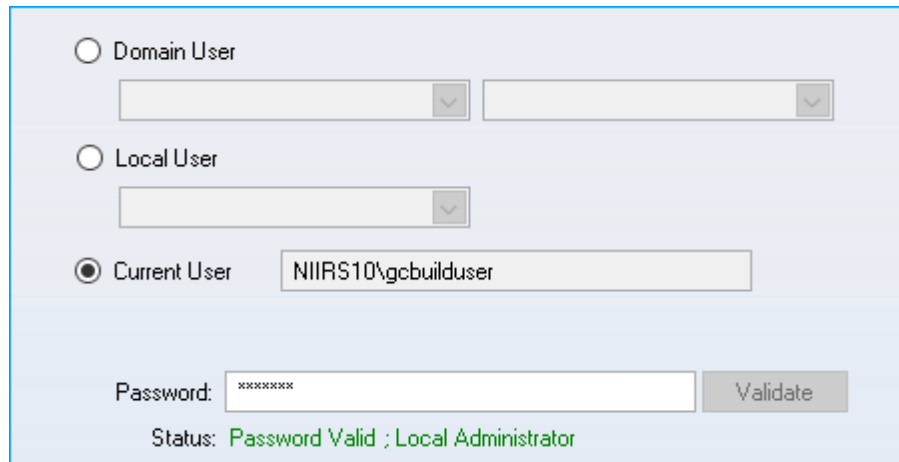


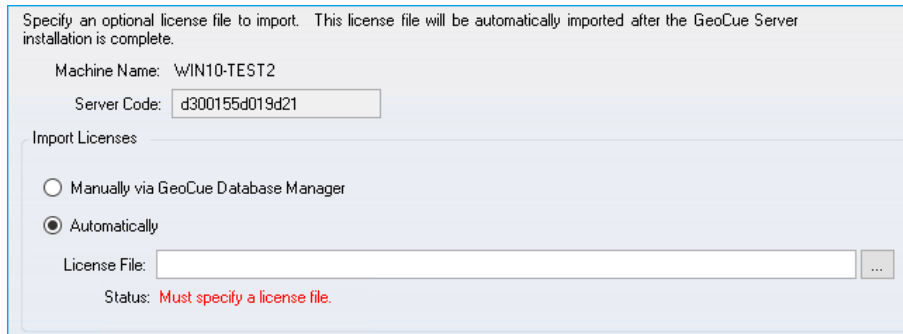
Figure 5 – Configure Service User for Server

- 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.

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 in order to get 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.

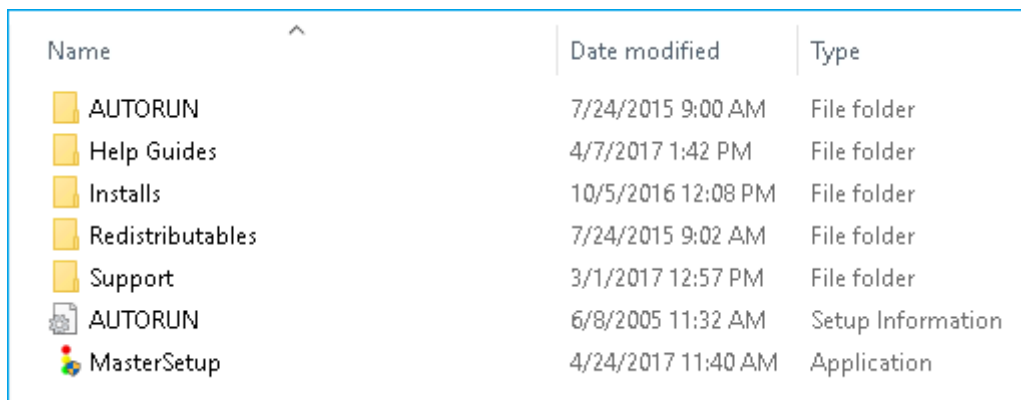
The installation process will begin and a progress dialog will appear and notify you of the state of each step in the process. In the event that the State of any step results in an error, the Information column will give you more details on the issue that was encountered.

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.

5 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	7/24/2015 9:00 AM	File folder
Help Guides	4/7/2017 1:42 PM	File folder
Installs	10/5/2016 12:08 PM	File folder
Redistributables	7/24/2015 9:02 AM	File folder
Support	3/1/2017 12:57 PM	File folder
AUTORUN	6/8/2005 11:32 AM	Setup Information
MasterSetup	4/24/2017 11:40 AM	Application

Figure 6 – 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.

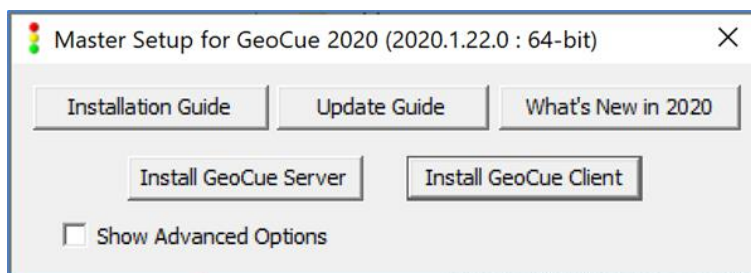


Figure 7 – Master Setup Dialog Box

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.

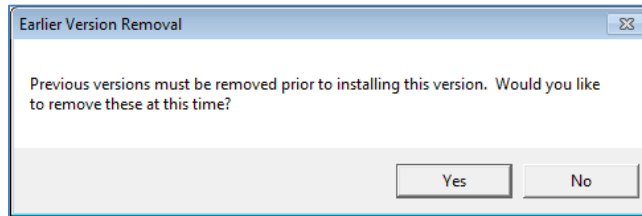


Figure 8 - Remove all previous GeoCue versions

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

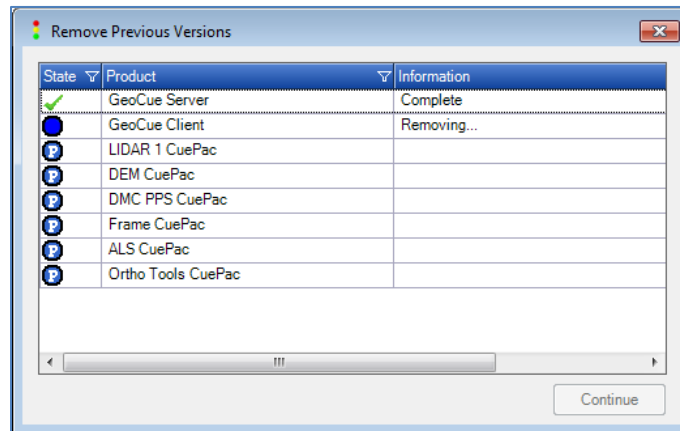


Figure 9 – Progress report for removing previous versions

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.

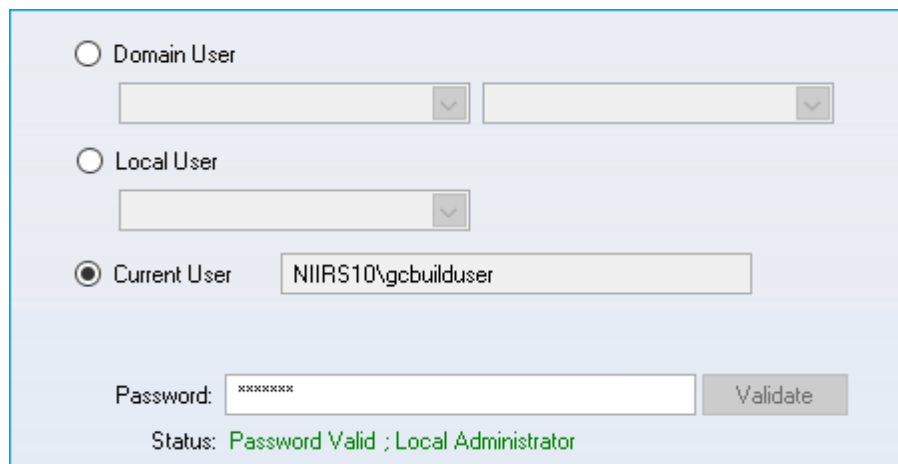


Figure 10 – Configure Service User for Client

- 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.

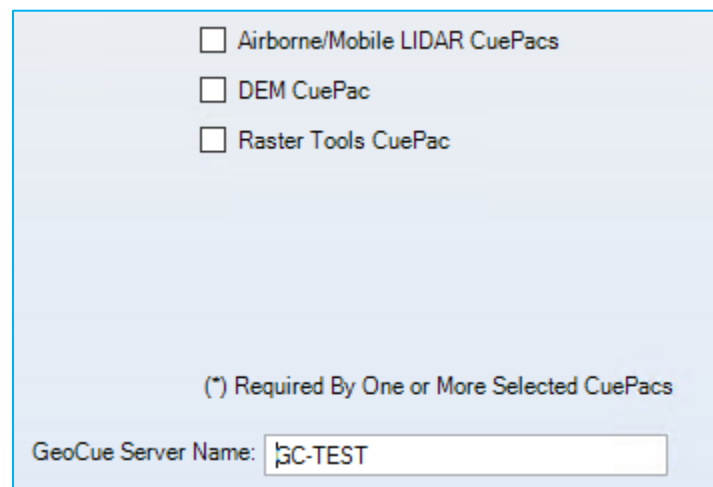


Figure 11 – Client Software Selection

8. Click Install on the Confirmation screen.



Figure 12 – 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.

6 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.

7 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

8 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.

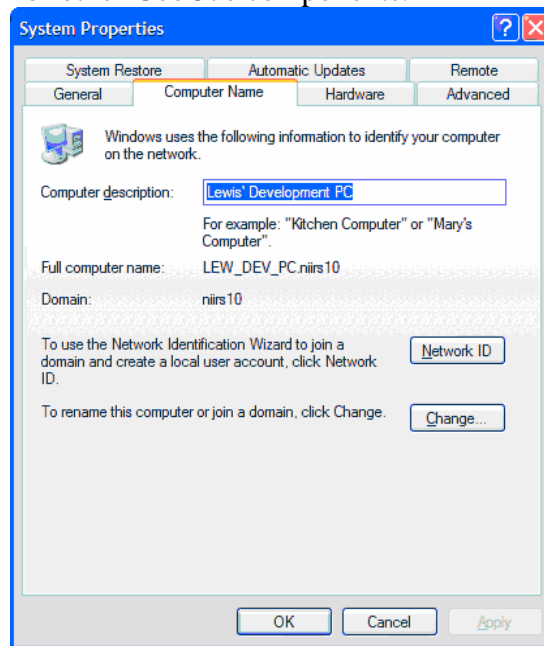


Figure 13 - Server Name Properties

9 Appendix D: Troubleshooting

9.1 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.

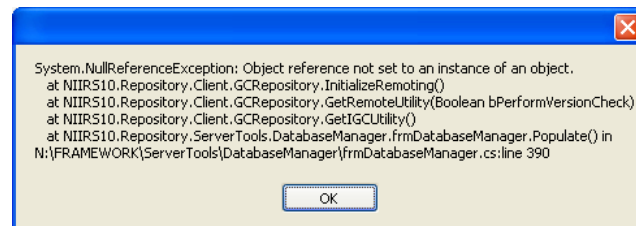


Figure 14 - Update Database Error

9.2 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.

9.3 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.

9.4 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:

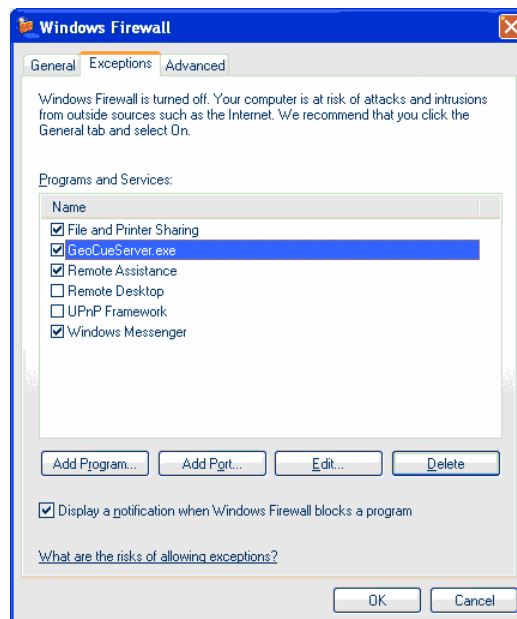


Figure 15 - Windows Firewall Example

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”).

9.5 Database error received when attempting to install the GeoCue Server

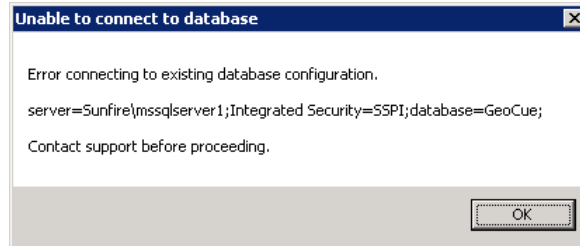


Figure 16 - Error Connecting to Existing Database Configuration

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.



GeoCue Quick Update Guide

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

Respectfully Yours,
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support@geocue.com

