COCON & COCON DATABASE

INSTALLATION & UPDATE PROCEDURE

FROM VERSION 6.0 AND HIGHER

LATEST UPDATE: 2024-07-02 (V6.8.0.15)



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DOCUMENT HISTORY

Version	Date	Description
1.0	2024-07-02	Installation & Update Procedure from 6.0 to 6.8.0.15

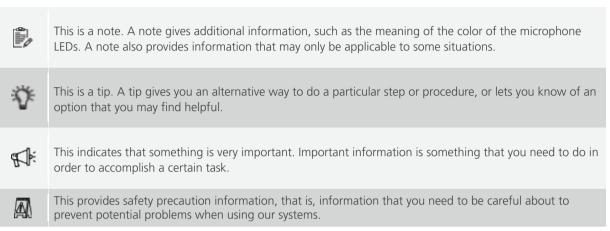
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GETTING STARTED

Information Icons

Throughout this guide, we use icons to designate different types of information:



About This Document

The main purpose of this document is to describe how to install and update the CoCon software solution.

As a result, this document is intended for **distributors**, **integrators**, **installers**, **end users** and anyone else who needs to perform an installation or update of the CoCon software and CoCon Database.



If you are looking for the installation procedure of a version of **CoCon lower than 6.0** and lower, please contact **Televic Support Team**.

Please note that Televic recommends using the latest version of our software to ensure the best possible performance for your system.

It is highly recommended to follow the steps described in the following sections of this document.

SYSTEM REQUIREMENTS

Before installing CoCon and the CoCon database, make sure the following requirements are met.

Hardware Requirements

SERVER APPLICATION

- Processor: Intel i5-10500E 3.1 GHz / i7
- RAM: minimum 8 GB is required as the PC contains many other apps and programs; If the room contains more then 200 units , 16 GB RAM is required for the Room Server PC.
- Free disk space: minimum 10 GB
- Network connectivity (wired system only): at least 100 Mb/s

CLIENT APPLICATION

- Processor: Intel i3 2 GHz or higher
- RAM: minimum 4GB
- Recommended graphical hardware supporting DirectX 9.0 or better.
- Free disk space: minimum 10 GB
- Network connectivity (wired system only): at least 100 Mb/s



When running multiple client applications on the same PC, at least 2GB per client application is required.

Network Requirements

Network requirements for the Plixus Multimedia engine (Plixus AE-R or Plixus MME):

- Available bandwidth of at least 100 Mb/s for each CoCon Room Server/Central unit connection.
- Available bandwidth of at least 100 Mb/s for each CoCon Room Server/client connection.
- Certain network topologies do not allow the auto-Room Server discovery. A manual setting is available, see "Login Screen" on page 49.

Switch requirements:

- Bandwidth (switching capacity): at least 16 Gbp.
- Packet buffer RAM: 512 KBytes per device.
- Filtering address table: 8K MAC addresses per device.

Software requirements

Operating systems supported:

- Windows 10 Pro (en-US) installed with English International language*
- Windows 11 Pro (en-US) installed with English International language*

*The English (en-US) version of Windows is mandatory for the installation of CoCon and SQL Server. Note that you can still change the Windows display to your language of preference afterwards, and also select one of the 19 supported languages in CoCon.

Each PC installed with a CoCon component (any client application or the Server) should also be provided with the .Net Framework 4.6.2. This will be installed automatically when CoCon is being installed.

SQL Server Express

Depending on the Windows version installed on the computer, the following version of SQL Express must be used:

- ➢ With Windows 10 Pro: SQL Server Express 2016,
- ➢ With Windows 11 Pro: SQL Server Express 2017 or 2019.

Microsoft SQL Server is not part of the installer and needs to be installed **prior to installing CoCon**. You will find the instructions on how to install SQL Server Express further in this document.

SQL Server Management Studio (SSMS)

SQL Server Management Studio (SSMS) will be used in the following cases:

- For changing the compatibility level of SQL Server to 2016 when a higher version of SQL Server has been installed,
- For backing up and restoring the CoCon database.

Download and install **SQL Server Management Studio (SSMS) version 2018** or higher. It is a free program available for download from Microsoft.com:

https://learn.microsoft.com/en-us/sql/ssms/download-sql-server-management-studio-ssms?view=sql-server-ver16

After downloading, we recommend to follow the steps below to make sure **SSMS** has been properly installed:

https://social.technet.microsoft.com/wiki/contents/articles/34583.sql-server-2016-management-studioinstallation.aspx

MANUAL INSTALLATION OF THE COCON DATABASE

Before Starting

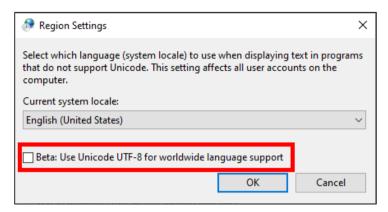
- 1. Make sure there are no pending Windows updates. If so, let Windows perform the updates and reboot your PC.
- 2. Make sure you install the program as an **Administrator**.
- 3. Make sure that, in the Windows regional settings, the **Use Unicode UTF-8 for worldwide support** box is unchecked as this feature is not supported by SQL Express:
 - a. Access the regional settings via **Control Panel\Clock and Region**, then click on **Region**:

Clock and Region			-	×
← → · · ↑ 🛷 • Co •	Clock	~ Ū		Q
Control Panel Home System and Security	ť	Date and Time Set the time and date Change the time zone Add clock for different time zones		
Network and Internet				
Hardware and Sound		Region Change date, time, or number formats		
Programs		change date, time, of number formats		
User Accounts				
Appearance and Personalization				
 Clock and Region 				
Ease of Access				

b. In the opening window, click on **Change system locale...**:

🔗 Region	×
Formats Administrative	
Welcome screen and new user accounts	
View and copy your international settings to the welcome screen, system accounts and new user accounts.	
Copy settings	
Language for non-Unicode programs	
This setting (system locale) controls the language used when displaying text in programs that do not support Unicode.	
Current language for non-Unicode programs:	
Dutch (Belgium)	
OK Cancel App	bly

c. Uncheck Use Unicode UTF-8 for worldwide support:



Compatibility of SQL Server with Windows

Please check the table below to know which version of SQL Server is compatible with your Windows system:

	SQL Server 2016	SQL Server 2017	SQL Server 2019	SQL Server 2022
Windows 10	\checkmark	✓ *	√ *	✓ *
Windows 11	X	✓ *	✓ *	✓ *

* The database compatibility level will have to be changed to SQL Server 2016 after installation

(Windows 10 Only) Installation Procedure for SQL Server 2016

Note that SQL Server 2016 is not compatible with Windows 11!

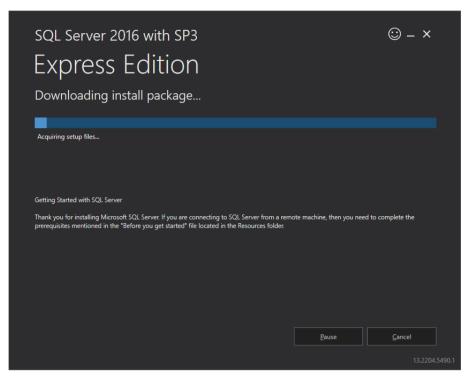
- 1. Go to <u>https://www.microsoft.com/en-us/download/details.aspx?id=103447</u> and download **SQL Express 2016 SP3**. Double-click on the downloaded file to start the installation.
- 2. The program opens. Select **Custom**:

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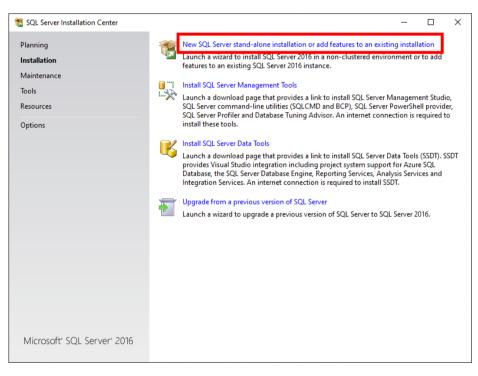
3. Click on Install:

sql Server 2016 with SP3 Express Edition			© – ×
Specify SQL Server media downlo media location casqLServer2016Media	ad target loca		FREE SPACE AD SIZE
	<u>C</u> lose	< <u>P</u> revious	Install 13.2204.5490.1

4. The installation packages start downloading. The process can take a few minutes:



5. When the download is finished, the Microsoft SQL database opens. Click on **New SQL stand-lone** installation:



6. A window opens and updates the setup files if necessary:

髋 SQL Server 2016 Setup			-		\times
Install Setup Files					
If an update for SQL Server S	etup is found and specified to be included, t	he update will be installed.			
Global Rules					
Product Updates					
Install Setup Files	Task	Status			
Install Rules	Scan for product updates	Completed			
Installation Type	Download Setup files	Skipped			
License Terms	Extract Setup files	Skipped			
Feature Selection	Install Setup files	Not started			
Feature Rules					
Feature Configuration Rules					
Installation Progress					
Complete					
					_
		< Back	Next >	Cance	1

7. Select **Perform a new installation of SQL server 206** and click **Next**:

Installation Type							
Perform a new installation or a	dd features to an existin	g instance of SQL Serv	er 2016.				
Global Rules	Perform a new inst	tallation of SQL Server	2016				
Product Updates	Select this option	if you want to install a	new instance of SOL	. Server or want to	o install share	ed	
nstall Setup Files	components.						
nstall Rules	○ <u>A</u> dd features to an	existing instance of S	QL Server 2016				
Installation Type	PJD_TEST16	-	~				
License Terms	_	if you want to add fea					
Feature Selection		nalysis Services featur					
Feature Rules		must be the same edi					
Instance Configuration							
	Installed instances:						
Server Configuration	-	laster er ID	Frature	E dition	Versie		
Server Configuration Database Engine Configuration	- Instance Name	Instance ID	Features	Edition	Versio		-
Server Configuration Database Engine Configuration Reporting Services Configuration	Instance Name PJD_TEST16	MSSQL13.PJD_TES	SQLEngine, SQLEn	Express	13.2.51	08.50	
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R	PJD_TEST16 PJD_2016	MSSQL13.PJD_TES MSSQL13.PJD_2016	SQLEngine, SQLEn SQLEngine	Express Express	13.2.51	08.50 08.50	,
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules	- Instance Name PJD_TEST16 PJD_2016 T_COUNCIL	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN	SQLEngine, SQLEn SQLEngine SQLEngine	Express Express Express	13.2.51 13.2.51 13.2.51	08.50 08.50 08.50	
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules Installation Progress	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN MSSQL13.PJD_LO	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn	Express Express Express Express Express	13.2.51 13.2.51 13.2.51 13.2.51	08.50 08.50 08.50 08.50 08.50	,
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules Installation Progress	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL TLV_TRAINING	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN MSSQL13.PJD_LO MSSQL13.TLV_TRA	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn SQLEngine	Express Express Express Express Express	13.2.51 13.2.51 13.2.51	08.50 08.50 08.50 08.50 08.50 119.1	
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules Installation Progress	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL	MSSQL13.PJD_TES MSSQL13.PJD_TO16 MSSQL13.PJD_L016 MSSQL13.T_COUN MSSQL13.PJD_L0 MSSQL13.TLV_TRA MSSQL10_50.PJD	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn SQLEngine SQLEngine, SQLEn	Express Express Express Express Express	13.2.51 13.2.51 13.2.51 13.2.51 13.2.51 13.3.64	08.50 08.50 08.50 08.50 08.50 119.1 600.1	
Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules nstallation Progress	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL TLV_TRAINING PJD_3_4	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN MSSQL13.PJD_LO MSSQL13.TLV_TRA	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn SQLEngine	Express Express Express Express Express Express	13.2.51 13.2.51 13.2.51 13.2.51 13.2.51 13.3.64 10.50.1	08.50 08.50 08.50 08.50 08.50 119.1 600.1 600.1	
erver Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R eature Configuration Rules nstallation Progress	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL TLV_TRAINING PJD_3_4 PJD_TEST	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN MSSQL13.PJD_LO MSSQL13.TLV_TRA MSSQL10_50.PJD MSSQL10_50.PJD	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn	Express Express Express Express Express Express Express Express	13.2.51 13.2.51 13.2.51 13.2.51 13.2.51 13.3.64 10.50.1 10.50.1	08.50 08.50 08.50 08.50 08.50 119.1 600.1 600.1	
Instance Configuration Server Configuration Database Engine Configuration Reporting Services Configuration Consent to install Microsoft R Feature Configuration Rules Installation Progress Complete	Instance Name PJD_TEST16 PJD_2016 T_COUNCIL PJD_LOCAL TLV_TRAINING PJD_3_4 PJD_TEST	MSSQL13.PJD_TES MSSQL13.PJD_2016 MSSQL13.T_COUN MSSQL13.PJD_LO MSSQL13.TLV_TRA MSSQL10_50.PJD MSSQL10_50.PJD	SQLEngine, SQLEn SQLEngine SQLEngine SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn	Express Express Express Express Express Express Express Express	13.2.51 13.2.51 13.2.51 13.2.51 13.2.51 13.3.64 10.50.1 10.50.1	08.50 08.50 08.50 08.50 08.50 119.1 600.1 600.1	

8. Accept the license terms and click **Next**:

髋 SQL Server 2016 Setup	-		×		
License Terms	u must accept the Microsoft Software License Terms. MICROSOFT SOFTWARE LICENSE TERMS		^		
Global Rules Product Updates Install Setup Files Install Rules Feature Selection Feature Rules Feature Configuration Rules Installation Progress Complete	MICROSOFT SOFTWARE LICENSE TERMS MICROSOFT SQL SERVER 2016 EXPRESS These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft • updates, • supplements, • Internet-based services, and				
	✓ I accept the license terms and <u>Privacy Statement</u> SQL Server transmits information about your installation experience, as well as other usage an performance data, to Microsoft to help improve the product. To learn more about data proc privacy controls, and to turn off the collection of this information after installation, see the <u>documentation</u> .		Arint d		
	< Back Next >	Cance	el		

9. In **Instance Features**, select **Database Engine Services**. The other instances do not need to be selected. Then click **Next**:

📸 SQL Server 2016 Setup			— [X			
Feature Selection Select the Express features to in	stall.						
Select the Express features to in Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Eeatures: Database Engine Services SQL Server Replication R Services (In-Database) Full-Text and Semantic Extractions for Sea PolyBase Query Service for External Data Reporting Services - Native Shared Features Client Tools Backwards Compatibility Client Tools Backwards Compatibility Client Tools SDK Documentation Components SQL Client Connectivity SDK		Feature description: The configuration and operation of each instance feature of a SQL Server instance is isolated from other SQL Server instances. SQL Server instances can operate side-by-side on Prerequisites for selected features: Already installed: Windows PowerShell 3.0 or higher Microsoft Visual Studio 2010 Redistributable Space Requirements Drive C: 1058 MB required, 29444 MB available				
	Instance root directory:	C:\Program Files\Microsoft SQL Server\ C:\Program Files\Microsoft SQL Server\					
	Shared feature directory:						
	Shared feature directory (<u>x</u> 86):	C:\Program Files (x86)\Microsoft SQL Server\				
			< <u>B</u> ack <u>N</u> ext > C	ancel .:			

10. Enter the desired name of your database and make sure not to use special characters and no spaces in the database name. The click **Next**:

🐮 SQL Server 2016 Setup					-		>
Instance Configuration	n						
Specify the name and instance	e ID for the instance of S	QL Server. Instance ID	becomes part of the	installation path.			
Global Rules	O Default instance						
Product Updates nstall Setup Files	Named instance:	SQLExpress					
nstall Rules nstallation Type icense Terms	Instance <u>I</u> D:	SQLEXPRESS					
eature Selection eature Rules	SQL Server directory:	C:\Program Files\Mi	crosoft SQL Server\M	SSQL13.SQLEXPRES	55		
Instance Configuration Server Configuration	Installed instances:						
Database Engine Configuration	Instance Name	Instance ID	Features	Edition	Versio	n	
eature Configuration Rules	PJD_TEST16	MSSQL13.PJD_TES	SQLEngine, SQLEn	Express	13.2.51	08.50	
nstallation Progress	PJD_2016	MSSQL13.PJD_2016	SQLEngine	Express	13.2.51	08.50	
2	T_COUNCIL	MSSQL13.T_COUN	SQLEngine	Express	13.2.51	08.50	
Complete	PJD_LOCAL	MSSQL13.PJD_LO	SQLEngine, SQLEn	Express	13.2.51	08.50	
	TLV_TRAINING	MSSQL13.TLV_TRA	SQLEngine	Express	13.3.64	19.1	
	PJD_3_4	MSSQL10_50.PJD	SQLEngine, SQLEn	Express	10.50.1	600.1	
	PJD_TEST	MSSQL10_50.PJD	SQLEngine, SQLEn	Express	10.50.1	600.1	
	TELEVIC_TRAINING	MSSQL10_50.TELE	SQLEngine, SQLEn	Express	10.50.1	600.1	
	PJD_2008	MSSQL10_50.PJD	SQLEngine, SQLEn	Express	10.50.1	600.1	
	1		<]	<u>B</u> ack <u>N</u> ex	:t >	Cance	el l

11. In the **Service** table of **Server Configuration**, make sure that **SQL Server Database Engine** has the Account Name *NT AUTHORITYWETWORK SERVICE*. This can be selected in the drop-down menu. The **Startup Type** needs to be set on **Automatic**.

For the **SQL Server Browser**, you can leave the Account Name on default *NT* AUTHORITYLOCALSERVICE. However, make sure the **Startup Type** is also set on **Automatic**.

Then click **Next**.

🃸 SQL Server 2016 Setup						-		×
Server Configuration								
Specify the service accounts and	d collation configuration.							
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Service SQL Server Database E SQL Server Browser <u>G</u> rant Perform Volu This privilege enabl	ingine ingine ime Mainten les instant fil losure by allo	se a separate account for Account Name TTVNETWORK SERV NT AUTHORITY\LOC ance Task privilege to SC e initialization by avoidi swing deleted content to	Pas ICE ~ ALS QL Server Da	sword Itabase Engi If data page	Startu Auton Auton ine Servio	natic :e	>
				< <u>B</u> ack	<u>N</u> ext >	×	Cance	el .:

12. Select Windows authentication mode.

Or,

If the Windows account starting the Room Server is not the same as the Windows account for the installation of SQL Server 2016, select **Mixed Mode**. You will be asked to enter a password.

Then click **Next**.

Database Engine Confi		
	guration	
Specify Database Engine auther	ntication security mode, administrators, data directories and TempDB settings.	
Global Rules	Server Configuration Data Directories TempDB User Instances FILESTR	EAM
Product Updates nstall Setup Files	Specify the authentication mode and administrators for the Database Engi	ine.
Install Rules	Authentication Mode	
Installation Type License Terms Feature Selection Feature Rules	Windows authentication mode	
	Mixed Mode (SQL Server authentication and Windows authentication)	
	Specify the password for the SQL Server system administrator (sa) account	
nstance Configuration	Enter password:	
Server Configuration	Confirm password:	
Database Engine Configuration		
Feature Configuration Rules	Specify SQL Server administrators TELEVIC\PJD (Debever Pieter-Jan)	۱
Complete	TELEVIC (PJD (Debever Pieter-Jan)	SQL Server administrators have unrestricted access
		to the Database Engine.
	Add <u>C</u> urrent User <u>A</u> dd <u>R</u> emove	
I	< <u>B</u> ack	Next > Cancel
		<u>IN</u> ext > Cancer
Database Engine Confi	guration	
Specify Database Engine auther	ntication security mode, administrators, data directories and TempDB settings.	
Global Rules	-	EAM
Global Rules Product Updates	- ntication security mode, administrators, data directories and TempDB settings.	
Global Rules Product Updates Install Setup Files	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi	
Global Rules Product Updates Install Setup Files Install Rules	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode	
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode <u>Wi</u> ndows authentication mode	
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Selection	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode O Windows authentication mode Image: I	ine.
Global Rules Product Updates Install Setup Files Installation Type License Terms Feature Selection Feature Rules	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode O Windows authentication mode Image: Imag	ine.
Global Rules Product Updates Install Setup Files Install Rules License Terms Feature Selection Feature Rules Instance Configuration	Antication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode Windows authentication mode Mixed Mode (SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account Enter password:	ine.
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Rules Instance Configuration Server Configuration Database Engine Configuration	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode	ine.
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode Outnote Outnote O Windows authentication mode Mixed Mode (SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account Enter password:	ine.
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode	ine.
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode Outnote Outnote O Windows authentication mode Mixed Mode (SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account Enter password:	ine.
Specify Database Engine auther Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	ntication security mode, administrators, data directories and TempDB settings. Server Configuration Data Directories TempDB User Instances FILESTR Specify the authentication mode and administrators for the Database Engi Authentication Mode Windows authentication mode Windows authentication mode Mixed Mode (SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account Enter password: Cgnfirm password: Specify SQL Server administrators 	ine.

13. The installation starts. When the installation is finished, click **Next**.

髋 SQL Server 2016 Setup		_		×
Installation Progress				
Global Rules Product Updates Install Setup Files Install Rules Installation Type License Terms Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Install_sql_engine_core_inst_loc_Cpu64_1033_Action : SqlFollowComponentsValidate_f by-side Components	i4. Exan	nining sic	le-
	<u>N</u> ext >		Cance	4

14. If the installation has been successful, the following window opens. Click **Close**.

髕 SQL Server 2016 Setup	_		×
Complete			
Your SQL Server 2016 installa	tion completed successfully with product updates.		
Global Rules	Information about the Setup operation or possible next steps:		
Product Updates	Feature		
Install Setup Files	C Database Engine Services Succeeded		
Install Rules Installation Type			
License Terms			
Feature Selection			
Feature Rules			
Instance Configuration			
Server Configuration	Details:		
Database Engine Configuration			
Feature Configuration Rules			
Installation Progress	Product Update:		
Complete	Product Update has successfully applied KB 5003279 https://support.microsoft.com/		
	5003279≥ and KB 5006943 < <u>https://support.microsoft.com/?id=5006943></u> . These updates have set the of the Setup operation to 13.3.6404.0.	e patch l	evel
	of the setup operation to 15.5.0404.0.		
	Summary log file has been saved to the following location:		
	C\Program Files\Microsoft SQL Server\130\Setup Bootstrap\Log\20220817 141142\Summary	TLV-TC	<u>s-</u>
	PJD2 20220817 141142.txt		
		_	_
		Close	

15. You can now run the CoCon Installation Room Server again and choose to set up the database the default way. The software will recognize this database and will configure it correctly.

In case of issue with the **Authority system** (e.g. you cannot load a synoptic after opening the room configurator, when opening another CoCon application, the name of the room server is unknown), refer to the **Troubleshooting** section of this document:

(Windows 10 or 11) Installation Procedure for SQL Server 2017 or higher

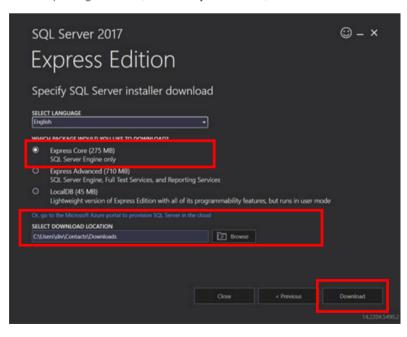


Please check the table in the section Compatibility of SQL Server with Windows before installing SQL Server 2017 or higher.

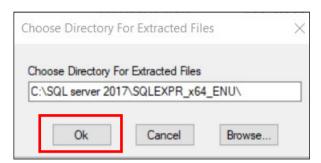
- 1. Download SQL Server 2017 or higher. In this example, we are going to use SQL Server 2017 that can be downloaded here: <u>https://www.microsoft.com/en-us/download/details.aspx?id=104781</u>.
- 2. Double-click on the downloaded file to start the installation.
- 3. The program opens. Select **Download Media**.

^{sql Server 2017} Express Edit	© – ×	
Select an installation typ Basic	custom	Download Media
Quickly install just the SQL Server for Windows database engine feature.	Download and execute the full SQL Server for Windows Setup experience for a customized install with multiple features.	Download SQL Server setup files now and install them later on a machine of your choice.
	stallation experience, as well as other usage and p ing and privacy controls, and to turn off the collect	

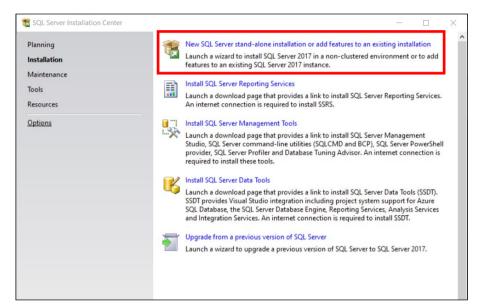
4. In the opening window, select **Express Core**, then select the download location. Click **Download**.



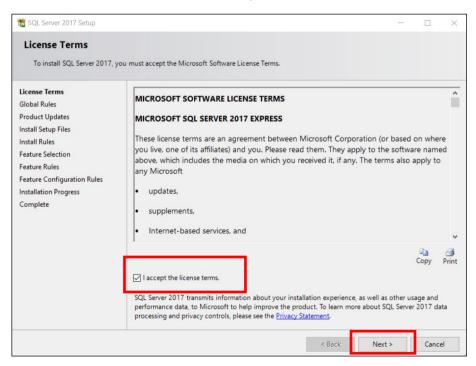
5. Once the file has been downloaded, double-click to open it. Select the directory for extracted files and click **OK**.



6. Select New SQL server stand-alone installation.



7. Read the license terms, tick the box I accept the license terms and click Next.



8. The following window opens. Click **Next**.

icense Terms	Ope	ration completed. Passed: 3. Failed 0. Warning 1. Skippe	ed 0.
Slobal Rules Product Updates nstall Setup Files nstall Rules		de details << / detailed report	Re-run
eature Selection eature Rules nstance Configuration		Rule Fusion Active Template Library (ATL)	Status Passed
Server Configuration Database Engine Configuration		Consistency validation for SQL Server registry keys Computer domain controller	Passed Passed
eature Configuration Rules		Windows Firewall	Warning
Complete			

9. The following window opens. Click **Next**.

SQL Server 2017 Setup Feature Selection Select the Express features to b	install.		- 0	×	
License Terms Global Rules Product Updates	 Looking for Reporting Servio Features: 	ces? <u>Download it f</u>	rom the web Feature description:		
Product Updates Install Setup Files Install Rules Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete	Instance Features ☑ Database Engine Services ☑ SQL Server Replication Shared Features ☑ SQL Client Connectivity SDK Redistributable Features		Feature description: The configuration and operation of each instance feature of a SQL Server instance is isolated from other SQL Server instances. SQL Prerequisites for selected features: Already installed:		
	Select All Unselect All Instance root directory: Shared feature directory: Shared feature directory (x86):	C:\Program Files\M	Microsoft SQL Server\ Microsoft SQL Server\ k86j\Microsoft SQL Server\	· · · · ·	
			< Back Next > Car	ncel	

10. Choose a name for the SQL database and click **Next**.

Instance Configuratio	_						
-		01 C I		· · · · · · · · · · · · · · · · · · ·			
Specify the name and instanc	e ID for the instance of 3	OQL Server. Instance IL	becomes part of the	installation path.			
License Terms	O Default instance						
Global Rules	Named instance:	DB 2017					
Product Updates	O noneo notanee	00_0011					
nstall Setup Files							
nstall Rules	Instance ID:						
eature Selection	instance io.						
eature Rules							
nstance Configuration	SQL Server directory:	C:\Program Files\M	icrosoft SQL Server\M	SSQL14.			
Server Configuration							
Database Engine Configuration	Installed instances:			_			
atabase Engine Configuration	Installed instances:	Instance ID	Features	Edition	Versio	'n	
atabase Engine Configuration eature Configuration Rules		Instance ID MSSQL13.DB6_3	Features SQLEngine, SQLEn	Edition Express	Versio		
atabase Engine Configuration eature Configuration Rules istallation Progress	Instance Name					259.0	
atabase Engine Configuration eature Configuration Rules istallation Progress	Instance Name DB6_3	MSSQL13.DB6_3	SQLEngine, SQLEn	Express	13.1.42	259.0 259.0	
Database Engine Configuration eature Configuration Rules installation Progress	Instance Name DB6_3 DB54_CL_SQL2016	MSSQL13.DB6_3 MSSQL13.DB54_C	SQLEngine, SQLEn SQLEngine, SQLEn	Express Express	13.1.42	259.0 259.0 259.0	
	Instance Name DB6_3 DB54_CL_SQL2016 DBFIELD	MSSQL13.DB6_3 MSSQL13.DB54_C MSSQL13.DBFIELD	SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn	Express Express Express	13.1.42 13.1.42 13.1.42	259.0 259.0 259.0 259.0	
Database Engine Configuration eature Configuration Rules installation Progress	Instance Name DB6_3 DB54_CL_SQL2016 DBFIELD MYDATABASE	MSSQL13.DB6_3 MSSQL13.DB54_C MSSQL13.DBFIELD MSSQL13.MYDAT	SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn	Express Express Express Express	13.1.42 13.1.42 13.1.42 13.1.42	259.0 259.0 259.0 259.0 259.0 259.0	
atabase Engine Configuration eature Configuration Rules nstallation Progress	Instance Name DB6_3 DB54_CL_SQL2016 DBFIELD MYDATABASE T_COUNCIL	MSSQL13.DB6_3 MSSQL13.DB54_C MSSQL13.DBFIELD MSSQL13.DBFIELD MSSQL13.MYDAT MSSQL13.T_COU	SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine	Express Express Express Express Express	13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42	259.0 259.0 259.0 259.0 259.0 259.0 259.0	
Database Engine Configuration eature Configuration Rules installation Progress	Instance Name DB6_3 DB54_CL_SQL2016 DBFIELD MYDATABASE T_COUNCIL DB6_4	MSSQL13.DB6_3 MSSQL13.DB54_C MSSQL13.DBFIELD MSSQL13.MYDAT MSSQL13.T_COU MSSQL13.DB6_4	SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine SQLEngine, SQLEn	Express Express Express Express Express Express	13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42	259.0 259.0 259.0 259.0 259.0 259.0 259.0 259.0	
Database Engine Configuration eature Configuration Rules installation Progress	Instance Name DB6_3 DB54_CL_SQL2016 DBFIELD MYDATABASE T_COUNCIL DB6_4 DEMO	MSSQL13.DB6_3 MSSQL13.DB54_C MSSQL13.DBFIELD MSSQL13.MYDAT MSSQL13.T_COU MSSQL13.DB6_4 MSSQL13.DEMO	SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn SQLEngine, SQLEn	Express Express Express Express Express Express Express Express	13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42 13.1.42	259.0 259.0 259.0 259.0 259.0 259.0 259.0 259.0 259.0	

11. In the **Service Accounts** tab, make sure the **Startup Type** of the SQL services is set on **Automatic** and click **Next**.

髋 SQL Server 2017 Setup				- [) ×
Server Configuration					
Specify the service accounts ar	nd collation configuration.				
License Terms Global Rules Product Updates	Service Accounts Collation Microsoft recommends that you			re .	
Install Setup Files	Service	Account Name	Password	Startup T	
Install Rules	SQL Server Database Engine	NT Service\MSSQL\$DB_2		Automati	_
Feature Selection	SQL Server Browser	NT AUTHORITY\LOCALS		Automati	c ~
Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress Complete		file initialization by avoiding zero		es. This may l	ead
		< Bac	< Next	> (ancel

12. The following window opens. Click **Next**. The installation starts.

License Terms	Server Configuration Data Directories TempDB User Instances FILESTREAM	
Global Rules Product Updates Install Setup Files Install Rules Feature Selection Feature Rules Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules	Specify the authentication mode and administrators for the Database Engine. Authentication Mode Windows authentication mode Mixed Mode (SQL Server authentication and Windows authentication) Specify the password for the SQL Server system administrator (sa) account. Enter password: Confirm password:	
Installation Progress Complete	have	lministrator cted access se Engine.

13. If the installation has been successful, the following window opens. Click on **Close**.

Complete Your SQL Server 2017 installa	tion completed successfully with product upd	ates.			
License Terms Global Rules	Information about the Setup operation or	possible next steps:			
	Feature	Status			_
Product Updates	Database Engine Services	Succeeded			
Install Setup Files	SQL Server Replication	Succeeded			
Install Rules	Setup Support Files	Succeeded			
Feature Selection	SQL Writer	Succeeded			
Feature Rules					
COLORE HUICE					
Instance Configuration					
Instance Configuration Server Configuration	Details				
Instance Configuration Server Configuration Database Engine Configuration	Details:				
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules	Details: Install successful.				
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress					
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules					
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress					
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress					
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress					
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress		llowing location:			
Instance Configuration Server Configuration Database Engine Configuration Feature Configuration Rules Installation Progress	Install successful.		50600\ Summa	ny thu-tee	

14. It is now necessary to **set the compatibility level to SQL Server 2016** before being able to use the CoCon database. See the section hereafter for more information.

CHANGING THE DATABASE COMPATIBILITY LEVEL TO SQL SERVER 2016

- 1. Start up **SQL Server Management Studio (SSMS)**. Please check the System Requirements section for more information about SSMS.
- 2. Connect with the database: right-click on **Televic CoCoS**, then choose **Properties** > **Options** > **Compatibility level**, and set it to **SQL Server 2016**.

Object Explorer - Microsoft SQL Serv	ver Management Studio			
File Edit View Project Tools	Window Help			
80-0 8 -10-20 B		_CoCoS	- 0	×
	Select a page & General	I Script ▼ 😧 Help		
Object Explorer ₽ Connect ¥ ¥ ▼	Files Filegroups Options		.atin1_General_CI_AS Simple	Ý
K TLV-TCS-DIV6\DB_2017 (SQL Server Databases System Databases	Change Tracking Permissions Extended Properties Query Store	Compatibility level:	SQL Server 2016 (130) SQL Server 2008 (100)	~
	Cuery Store	Other options:	SQL Server 2012 (110) SQL Server 2014 (120) SQL Server 2016 (130) SQL Server 2017 (140)	
Security Server Objects		ti 2↓ □	Suz Server 2017 (140)	•
Belication		Automatic Auto Close	True	^
		Auto Create Incremental Statistics	False	
🗄 📫 PolyBase		Auto Create Statistics	True	
🗄 💻 Management		Auto Shrink	False	
⊞ E XEvent Profiler		Auto Update Statistics	True	
		Auto Update Statistics Asynchronous	ly False	
		Containment		
		Default Fulltext Language LCID	1033	
		Default Language	English	_
	Connection	Nested Triggers Enabled	True	
	Server: TLV-TCS-DIV6\DB_2017	Transform Noise Words	False 2049	
		Two Digit Year Cutoff	2049	-
		Close Cursor on Commit Enabled	False	
	Connection: TELEVIC/DIV	Default Cursor	GLOBAL	
	TELEVICIDIV	Database Scoped Configurations		- C
	View connection properties	Legacy Cardinality Estimation	OFF	_
		Legacy Cardinality Estimation For Ser	condary PRIMARY	
		Max DOP	0	
		Max DOP For Secondary		
	Progress	Parameter Sniffing	ON	
	Progress	Parameter Sniffing For Secondary	PRIMARY	~
	C Ready	Auto Close		
			ОК Са	incel

- 3. Click **OK** and close **SSMS**.
- 4. The CoCon database is ready to be used.

INSTALLATION OF COCON

F.

Before continuing, make sure that all the **System Requirements** are met. See the corresponding chapter in this document for more information.

Extra Programs Included in the Installer Package

For a successful installation of CoCon, these two following programs are also needed and will automatically be installed if not already present on the computer:

- **Microsoft .NET Framework 4.6.2**. This framework is included in the installer package and will be installed automatically if needed.
- Windows Installer 4.5. During installation of the SQL Server Express (the database that CoCon uses to store its data, see section below), Windows Installer 4.5 is needed. This is a software component that might not be present on older Windows versions. Therefore, the necessary files are installed with the CoCon suite, and are included in the CoCon installation at C:\Program Files(x86)\TelevicConference\CoCon\Server\WindowsInstaller4_5 (or similar for your installation).

Installation



If you are looking for the installation procedure of a version of **CoCon lower than 6.0**, please contact the **Televic Support Team**.

For the installation of the software, you need **Administrator** rights.



œ

We recommend to use technically trained personnel to complete the installation process.

1. Visit the Televic Software Updates page and download the latest version of CoCon: <u>https://www.televic.com/en/conference/support/software-updates/</u>



2. Run the CoConCoreInstaller<VersionNumber>.exe file. Follow the installation wizard that will guide you through the installation and configuration process.

CoCon 6.8 Setup	– 🗆 X
	Welcome to CoCon Setup
-	Setup will guide you through the installation of CoCon. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.
	Next > Cancel

CoCon Installer

The CoCon Installer consists of various steps; the most important ones are:

1. Accept the License Agreement and click **I agree**.



 Choose the components to install and click Next. For more information on the application, hover over the application name. The installer automatically installs the Room Service with the Room Server. Here, you can also select which client applications to install.

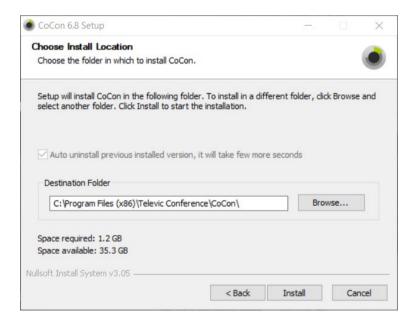
CoCon 6.8 Setup		_		×
Choose Components				
Choose which features of CoCo	on you want to install.			۲
Check the components you war install. Click Next to continue.	nt to install and uncheck the componen	ts you do	n't want t	0
Select components to install:	Room Server and Service Client Applications Operator Application Signage Application Signage Application Room Configurator			^
	Meeting Manager			~
Space required: 916.3 MB	Description Position your mouse over a compon- description.	ent to see	e its	
Nullsoft Install System v3.05				
	< Back Ne	ext >	Car	ncel



The **Room Server** must be installed on the server PC connected to the Central Unit. It should never be installed on another PC, and there can only be only one **Room Server**.

The function of the applications plays a role in selecting which components to install. For example, it is not required to install the **Room Configurator** on a machine which you will only use for signage. Only installing the **Signage Application** is enough.

 Choose the destination folder of the installation and click Install. Note that the previous version of CoCon will automatically be deleted.



4. The applications are installing.

CoCon 6.8 Setup	2-22	
Installing		
Please wait while CoCon is being installed.		۲
Extract: libSkiaSharp.dll 100%		
Show details		
Nullsoft Install System v3.05	 	

5. When the installation is finished, you can choose to open the Release Notes file. Click **Finish** to close the installation window.

CoCon 6.8 Setup		
	Completing CoCon Setup	
	CoCon has been installed on your computer. Click Finish to dose Setup.	
2	Show Release Note	
K		
	< Back Finish Cancel	

6. Open the CoCon applications using the links on the **Desktop** or via the **Start Menu**.



SELECTING THE COCON DATABASE IN THE CONFIGURATION WIZARD

- 1. Before starting, please make sure you have installed the **CoCon Server** program as **Administrator**. This is necessary to be able to enter the Cocon Room Server configuration wizard.
- 2. The following screen opens. Click on **Next**:

👕 Server Set Up				×
Welcome to the room configuration wizar	d			
This wizard will guide you through the Televic room	n server configuration.			
WARNING: after completing this wizard the room s Make sure no meeting is taking place in the room, s Also make sure no client applications are connected	since the current meeting will be interrupted.			
User may redirect to configure wizard; if Database connection fail to established Or network error Or Database is not upto date.				
Client applications connected to this room server: Client name Client type Last alive check				
Choose 'Next' to start. Choose 'Exit server' or close this window to exit.				
		Back	Next	Exit server

3. Enter the Plixus IP address, test connection and click **Next**:

Server Set Up						×
Conference system setu	p					
Choose the conference system	you want to connect to:					
Conference system type:	Plixus Engine		_			~
Connection parameters:	Plixus Engine IP:	192.168.0.114				
		-address, please click the buttor ction to Plixus Engine" below in		nnection		
	Test network connector to the Plixus Engine					
		onnection might take few minut ong, click "Cancel" and consult			Faults.	
				Back	Next	Exit server

4. Select **Change database (advanced)** to select the created database and click **Next**:

👕 Server Set Up		\times
Room server database		
The room server needs a database to store its data. This room server operates with the following database instance: TLV-TCS-DIV6\DBe 3 Change database (advanced)		
Back	Next	Exit server

5. Enter the name and location of the database, or select them from the dropdown box. If the name of the database is not visible in the drop down box, it needs to be entered manually.

Server Set Up		 	
tabase server select	on		
Select an existing database			
Database server:	TLV-TCS-DIV6\DB6_3	~	
Authentication mode:	Windows Authentication SQL Server Authentication Login: Password:		
	Password		
			Exit serv

Then click **Next**:

tabase server selecti	ion	
Select an existing database		
Database server:	TLV-TCS-DIV6\DB6_3	,
	PC-PC/DR20	
Authentication mode:	PC-PC\DBCORE_5_2	
	PC-PC\ISE2017	
	PC-PC\SQLEXPRESS	
	PC-PC\TELEVIC	
	TLV-ADM-EXT1\DBCONGRESSIFYDIV	
	TLV-ADM-EXT1\DIVFIELD	
	TLV-ADM-EXT1\TELEVIC	
	TLV-GRP-RES33\TELEVIC_CLASSIC	
	TLV-TCS-DIV6\DB3_4	
	TLV-TCS-DIV6\DB4_5	
	TLV-TCS-DIV6\DB5_4CLASSIC	
	TLV-TCS-RES10\TELEVIC	

6. In case it is a new database, the screen below will appear. Select **Create an empty conference database on this server**. The process can take a few seconds.

👕 Server Set Up	×
Database setup	
Sorry, the chosen database server instance does not contain a valid database. This can be the case if no database has been found or there is a version mismatch.	
Click 'Back' to choose another database server instance. Click the button below to create a new database. WARNING: this will remove any old databases present! after completing this wizard room senor will sected automatically. Create an empty conference database on this server	the

7. Enter the desired name of the room and click **Next**:

🎁 Server Set Up	X
Room selection	
The "room server" application represents a room. Sp Name: Description:	^

🎁 Server Set Up						×
Room selection						
	application represents a ro	oom. Specify a name and de	A new room will be creat	ed and as	signed to t	his room
Select an exi	sting room from the data	base instance.	server.			
				Back	Next	Exit server

8. Modify the Advanced settings if necessary, and click **Finish** to restart the server:

Module General Run the Room Server at Wir	ndows startup		^	Description	
Run the Room Server at Wir	ndows startup		^		
_	ndows startup				
ADI					
API					
 Activate the API 					
Customer Specific					
Use the "Request list proced	lure" functionality				
Show voting results in 3 colo printouts	umn in the Signage Applica	ation and on			
Logging Level					
Server log level S	tandard ~				
CU-Server log level	ublic ~				
Camera Settings					
Status	N Ý		~		

BACKING UP AND RESTORING THE COCON DATABASE

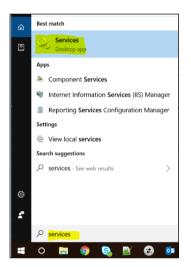
Before installing a new version of CoCon, it is highly recommended to back up the CoCon database so that you will be able to restore it in case something goes wrong with the installation.



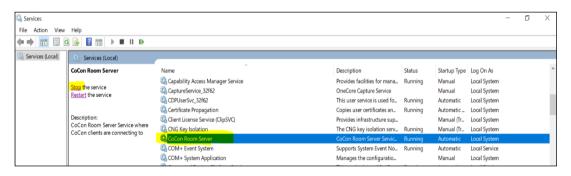
If you are using a version of CoCon lower than 6.0, please contact Televic Support Team.

Backing Up the CoCon Database

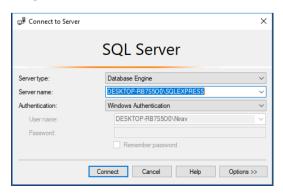
1. In Windows search for **Services** and open it.



2. Find **CoCon Room Server** and stop the service.



3. Open **SQL Server Management Studio (SSMS).** Log on to your database server as shown in the image below:

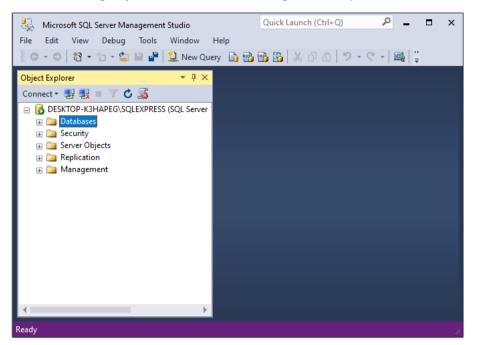


4. To retrieve the name of your server, check the Server XML settings file here:

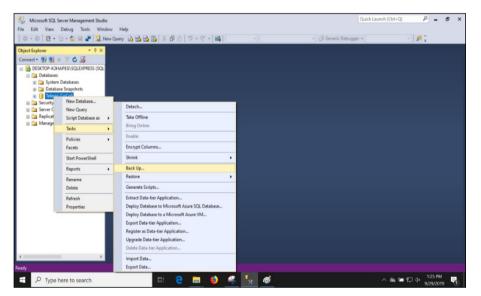
C:\Users\<user>\AppData\Local\Televic Conference\CoCon\ CoCoSServerConfig.....xml; setting ConnectionString.

The name of the database can be found after **Data Source=**.

5. After connecting to your database, the following window opens:



- 6. Click on + to expand Databases and select the **Televic_CoCoS** database.
- 7. Right-click it, select **Tasks** then **Back Up** as shown in the figure below:



8. Keep the default options in the Backup dialog box, and click **Add** at the bottom of the window to select a file, or **Remove**.

Select a page General	Script 👻 💽 Help				
Media Options Backup Options	Source				
	Database:	Televic_CoCoS			~
	Recovery model:	SIMPLE			
	Backup type:	Full			~
	Copy-only backup				
	Backup component:				
	Database				
	 Files and filegroups: 				
	Destination				
	Back up to:	Disk			~
Connection	C:\Program Files\Microsoft SQL Serv	ver\MSSQL13.SQLEXPRESS\MSSQL\Backup\Televic_CoCoS.bak		Add	
				Auu	_
Server:					-
DESKTOP-K3HAPEG\SQLEXP	RE			Remove	Ĭ
Server: DESKTOP-K3HAPEG\SQLEXP Connection: DESKTOP-K3HAPEG\ZHH	RE			Remove Content	
DESKTOP-K3HAPEG\SQLEXP Connection:			[
DESKTOP-K3HAPEG\SQLEXP Connection: DESKTOP-K3HAPEG\ZHH					
DESKTOP-K3HAPEG\SQLEXP Connection: DESKTOP-K3HAPEG\ZHH					
DESKTOP-K3HAPEG\SQLEXP Connection: DESKTOP-K3HAPEG\ZHH					
DESKTOP-K3HAPEG\SQLEXP Connection: DESKTOP-K3HAPEG\ZHH Wew connection properties View connection properties][

9. **SSMS** will now backup your database to the specified file.

Restoring the CoCon Database



Only follow the procedure for restoring the database if something went wrong when updating your CoCon software solution.

To restore a database, follow steps 1 through 6 as shown in **Backing Up the CoCon Database**, then do the following:

- 1. Delete the existing **Televic_CoCoS** database: right-click on the database and select **Delete**.
- 2. Right-click on databases and select **Restore database**.
- 3. Fill in the following dialogue as shown below. Fill in the fields as indicated:
 - To database: Televic_CoCoS
 - From device: your previous database backup
 - Check the **Restore** box in the table at the bottom.

Restore Files and Filegroups	s - Televic_CoCoS		_		×	
Select a page	Script 🔻 📑 Help					
Poptions	Destination to restore	ew or existing database for your	meters exerction			
	To database:	Televic_CoCoS			~	
	Source for restore					
	Specify the sources and	location of backup sets to resto	re			
	From database:				\sim	
	From device:	D:\Televic_CoC	oS.bak			
	Select the backup sets to	o restore:				
Connection	Rost Name	File Type	Туре		File L	
Server: DESKTOP-K3HAPEG\SQLEXPRE	Televic_CoCoS-	Full Da	Full			
Connection: DESKTOP-K3HAPEG\ZHH						
View connection properties						
Progress						
Ready						
Teast and the second se	<				>	
			ОК	Car		
			UK	Car	icei	

- 4. Click **OK**. The CoCon database will be restored.
- 5. The **Cocon Room Server** service may now be restarted.

BACKING UP AND RESTORING LITEDB

LiteDB is a file-based database that can be very easily backed up and restored.

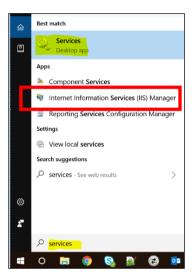


Make sure that no CoCon applications or other programs using LiteDB are active.

If CoCon Core for Plixus is used, the CoCon Room Server service must be stopped as well.

Backing Up LiteDB

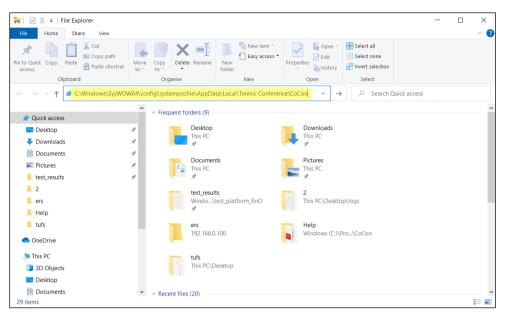
1. In Windows, search for Services and open it.



2. Find **CoCon Room Server** and stop the service.

Services							-	٥	Х
File Action View	Help								
*	à 🔒 📲 🖬 🕨 🖩 🕨 🕨								
Services (Local)	Services (Local)								
	CoCon Room Server	Name	Description	Status	Startup Type	Log On As			^
	Stop the service Restart the service	Capability Access Manager Service	Provides facilities for mana	Running	Manual	Local System			
		CaptureService_32f62 CDPUserSvc_32f62	OneCore Capture Service This user service is used fo	Running	Manual Automatic	Local System Local System			- 1
		🆏 Certificate Propagation	Copies user certificates an	Running	Automatic	Local System			
	Description: CoCon Room Server Service where	Client License Service (ClipSVC)	Provides infrastructure sup		Manual (Tr	Local System			
	CoCon koom Server Service where CoCon clients are connecting to	CNG Key Isolation	The CNG key isolation serv	Running	Manual (Tr	Local System			_
		CoCon Room Server	CoCon Room Server Servic	Running	Automatic	Local System			
		🖏 COM+ Event System	Supports System Event No	Running	Automatic	Local Service			
		🤹 COM+ System Application	Manages the configuratio		Manual	Local System			

3. In the file explorer, open the following path: C:\Windows\SysWOW64\config\systemprofile\AppData\Loca\Televic Conference\CoCon



4. In the CoCon folder, create a **Backup** folder and copy-paste the **cocon.db** and **version.db** files in it.

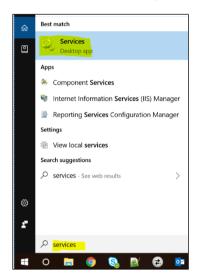
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test_results	^ Name	Date modified	Туре	Size	
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📜 CoCon	Log	21/09/2023 00:00	File folder		
📕 Help	s cocon.db	15/09/2023 17:29	Data Base File	2,684 KB	
📙 tufs	CoCoSServerConfig.xml	21/09/2023 12:03	XML Document	4 KB	
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5. LiteDB has been backed up.

Restoring LiteDB

1. Search for **Services** and open it.



2. Find **CoCon Room Server** and stop the service.

🔍 Services							-	٥	Х
File Action View	Help								
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💁 Services (Local)	Services (Local)								
	CoCon Room Server	Name	Description	Status	Startup Type	Log On As			^
		Capability Access Manager Service	Provides facilities for mana	Running	Manual	Local System			
	Stop the service Restart the service	CaptureService_32f62	OneCore Capture Service		Manual	Local System			
	Restart the service	CDPUserSvc_32f62	This user service is used fo	Running	Automatic	Local System			
		🎑 Certificate Propagation	Copies user certificates an	Running	Automatic	Local System			
	Description:	Que Client License Service (ClipSVC)	Provides infrastructure sup		Manual (Tr	Local System			
	CoCon Room Server Service where CoCon clients are connecting to	CNG Key Isolation	The CNG key isolation serv	Running	Manual (Tr	Local System			
	cocon cherts are connecting to	CoCon Room Server	CoCon Room Server Servic	Running	Automatic	Local System			
		Q COM+ Event System	Supports System Event No	Running	Automatic	Local Service			
		COM+ System Application	Manages the configuratio		Manual	Local System			

3. In the file explorer, open the following path: C:\Windows\SysWOW64\config\systemprofile\AppData\Loca\Televic Conference\CoCon

🐂 🛛 📄 = 🛛 File Explorer					- 0	×
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29 items		count mes (20)				8E 📰

4. Open the **Backup** folder and copy the **cocon.db** and **version.db** files.

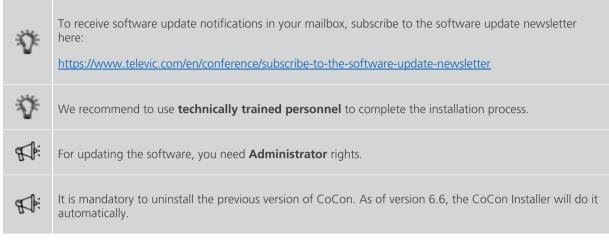
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5. Paste the copied files at the root of the CoCon folder to replace the existing ones.

★ Li & Cut	📕 🛃 = CoCon					-	
Image: Copy Paste Image: Copy path Paste shortcut Image: Copy Paste Paste shortcut Image: Copy Paste Properties Image: Copy Paste Image: Copy Paste Paste Paste Pastee Image: Copy Pastee Image:	File Home Share View						~
 ← → → ↑ ▲ « systemprofile > AppData > Local > Televic Conference > CoCon > ↓ ℃ ✓ Search CoCon ↓ test_results ↑ Name Date modified Type Size Backup 21/09/2023 16:01 File folder Local > Televic Conference > CoCon > ↓ ℃ Ø Search CoCon Backup 21/09/2023 16:01 File folder CoCon Local > Televic Conference > CoCon > ↓ ℃ Ø Search CoCon Backup 21/09/2023 16:01 File folder CoCon CoCoServerConfig.xml 21/09/2023 12:03 XML Document 4.KB ♥ version.db 11/08/2023 15:08 Data Base File 20 KB 	Pin to Quick Copy Paste Paste shortcut	Move Copy Delete Rename to to to to	New folder	Properties	Select none		
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6. LiteDB has been restored.

UPDATING COCON



- 1. Back up the CoCon database as explained in chapter "Backing Up the CoCon Database".
- 2. In case you're updating to a version of CoCon <u>lower than 6.6</u>, uninstall the current version of CoCon on the computer (if you're updating to version 6.6 or higher, the CoCon Installer will do it automatically).
- 3. Visit the **Televic Software Updates** page and download the latest version of CoCon: <u>https://www.televic.com/en/conference/support/software-updates</u>
- 4. Follow the instructions as explained in the chapter "Installation of CoCon".
- 5. (CoCon 6.6 and higher) As the installation wizard will delete the previous version of CoCon, the following checkbox is ticked by default:

🕑 CoCon 6.3 Setup		_		\times
Choose Install Location				-
Choose the folder in which to install CoCon.				۲
Setup will install CoCon in the following folder. To instal select another folder. Click Install to start the installation		older, click	Browse	and
Auto uninstall previous installed version, it will take	few more secon	ds		
C:\Program Files (x86)\Televic Conference\CoCon		Brow	se	
Space required: 660.1 MB				
Space available: 89.7 GB				
Nullsoft Install System v3.06.1				
	ack Ins	tall	C	ncel

When you upgrade from a **non-Core CoCon version**, the meeting information, delegates, groups, voting results etc. remains available because the database is not uninstalled. However, all synoptics, audio and interpreter configurations need to be migrated as these applications are running through the Room Service. A migration script is available to move these items.

TROUBLESHOOTING

In Case of Issue with the Authority System

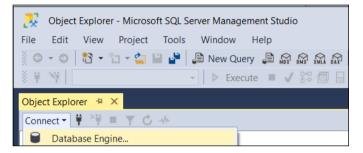
In case of issue with the Authority system, you will need to check and adjust the owner properties of the database.

1. Open SQL Management Studio.

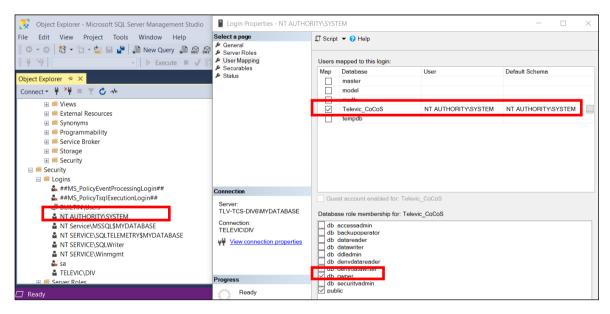


See section **Backing Up the CoCon Database** > **Via SQL Management Studio (SSMS)** for more information about this software.

2. Connect to the used database:



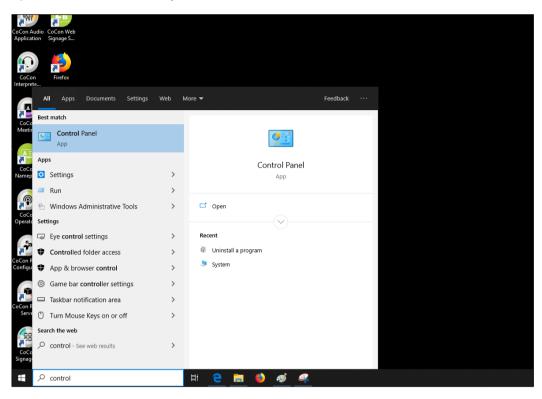
- 3. Right-click and select Security > NT Authority \System properties.
- 4. Check Televic_CoCoS and db owner as shown below, then click OK.



Deleting an SQL Instance

In case you have previously installed other SQL instances that you don't want to use anymore, you won't be able to delete them simply in CoCon. To uninstall an SQL instance, follow the steps below:

1. Open the **Control Panel** of your PC:

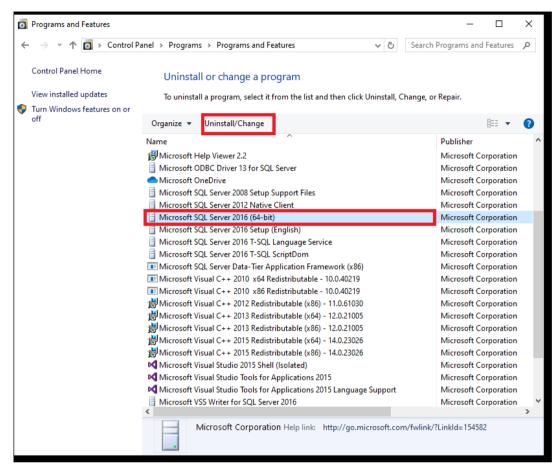


2. Open Programs and features.

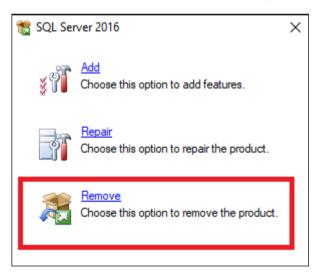
If there is no list but the **Category** view is visible, click on **Category** and choose **Small icons**. You will then see a list with the small icons and will be able to click on **Programs and features**.

Control Panel	>	×	All Control Panel Items			- 🗆 X	٦
← → · · ↑ 🖾 > Control Panel	v 👌 Search Control Panel 🖉	•	← → × ↑ 🖾 > Control Panel > Al	I Control Panel Items		✓ ♂ Search Control Panel P	I
Adjust your computer's settings	View by: Category -		Adjust your computer's settings			View by: Large icons 👻	
System and Security Review your computer's status Save backup copies of your files with File History			Administrative Tools	AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption	^
History Backup and Restore (Windows 7)	Appearance and Personalization		🛐 Color Management	🗿 Credential Manager	Date and Time	Default Programs	1
Network and Internet View network status and tasks Choose homegroup and sharing options	Clock, Language, and Region Add a language Change input methods		Dell Touchpad	Jevice Manager	Devices and Printers	🚱 Ease of Access Center	l
Hardware and Sound View devices and printers Add a device	Change date, time, or number formats Ease of Access Let Windows suggest settings		File Explorer Options	File History	Flash Player (32-bit)	Fonts	
Adjust commonly used mobility settings	Optimize visual display		• HomeGroup	lndexing Options	🗊 Infrared	Intel® Graphics Settings	1
Programs Uninstall a program			Internet Options	Keyboard	📌 Language	Mail (Microsoft Outlook 2016)	
			🥏 Mouse	Network and Sharing Center	Phone and Modem	Power Options	l
			Programs and Features	lecovery	Region	RemoteApp and Desktop Connections	
		-	Y Security and Maintenance	Sound	General Speech Recognition	Storage Spaces	
			Sync Center	System	Taskbar and Navigation	Troubleshooting	
			& User Accounts	Windows Firewall	iii Windows Mobility Center	🔛 Windows To Go	
			Work Folders				*

3. The page below opens. Look for Microsoft **SQL Server 2016 (64-bit)** and click on **Uninstall/Change**.



4. Select **Remove**. This action will run some scripts.



5. A list of all installed SQL instances will appear. In the drop-down menu, select which instance you want to remove. In this demo, TCS will be removed. Once your selection is made, click **Next**. You can only remove one SQL instance at a time. Repeat the procedure to uninstall another instances.

Select Instance							
Specify the instance of SQL	Server to modify.						
Global Rules Select Instance Select Features Feature Rules Ready to Remove	Select the instance of features only" and the Instance to remove feat SQLEXPRESS	n click next.	. To remove shared	l features only, selec	ct "Remove	shared	
Removal Progress Complete	TCS	fasturar only >	eatures	Edition	Ve	sion	
	SOLEXPRESS	MSSQL13.SQLEXPR		Express		.4001.0	
	TELEVIC	MSSQL13.TELEVIC	SQLEngine	Express	13.1	.4001.0	
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	<shared compone<="" td=""><td></td><td>LocalDB</td><td></td><td>13.1</td><td>.4001.0</td><td></td></shared>		LocalDB		13.1	.4001.0	
				< Back Ne	xt >	Cance	-1

6. In the opening window, click **Select all** and click **Next**:

🏂 Remove SQL Server 2016			_		\times
Select Features The SQL Server features on this name.	computer are shown below. To remove a feature, select th	ne checkbox next	to the feature		
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress Complete	Features: SQLEXPRESS SQL Database Engine Services SQL Server Replication Shared Features SQL Client Connectivity SDK Redistributable Features Select All Unselect All		Description:		
		< Back	Next >	Cancel	

7. Click **Remove**. The removal procedure can take a while depending on your CPU power.

🏂 Remove SQL Server 2016	– 🗆 X
Ready to Remove	tures to be removed.
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress Complete	Ready to remove SQL Server 2016: - Summary - Edition: Express - Action: Uninstall - General Configuration - Peatures - Database Engine Services - SQL Server Replication - SQL Browser - SQL Writer
	Configuration file path: C:\Program Files\Microsoft SQL Server\130\Setup Bootstrap\Log\20190929_152350\ConfigurationFile.ini
	< Back Remove Cancel

8. The Removal progress window opens for the selected instance:

🏂 Remove SQL Server 2016		_		\times
Removal Progress				
Global Rules Select Instance Select Features Feature Rules Ready to Remove Removal Progress Complete	Generating ordered dependency feature list.			
	И	√ext >	Cance	1

9. When the removal is finished, the window below opens. Click **Close** to finish.

🏂 Remove SQL Server 2016		- 🗆 X
Complete		
Your SQL Server 2016 remove	al completed successfully.	
Global Rules Select Instance	Information about the Setup operation or	possible next steps:
Select Instance Select Features	Feature	Status
	🖉 Database Engine Services	Succeeded
Feature Rules	SQL Server Replication	Succeeded
Ready to Remove	SQL Browser	Succeeded
Removal Progress	SQL Writer	Succeeded
Complete	Setup Support Files	Succeeded
	Summary log file has been saved to the fc <u>C:\Program Files\Microsoft SQL Server\13</u> K3HAPEG 20190929 152350.txt	Illowing location: 10\Setup Bootstrap\Log\20190929_152350\Summary_DESKTOP-
		Close

10. If more database instances need to be removed, follow the same procedure again until the unused instances are removed.

In Case of Issue when Updating CoCon

In case there is an issue when installing the latest version of CoCon:

- 1. Uninstall CoCon.
- 2. Restore the CoCon database as explained in the chapter "Backing Up & Restoring the CoCon Database".
- 3. Install a previous version of CoCon.

TELEVIC CONFERENCE

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