

COCON & COCON DATABASE

INSTALLATION & UPDATE PROCEDURE

FROM VERSION 6.0 AND HIGHER

LATEST UPDATE: 2026-02-27 (V6.11.2-1)



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DOCUMENT HISTORY

Version	Date	Description
1.11	2026-02-27	Installation & Update Procedure from 6.0 to 6.11.2-1
1.10	2025-09-30	Installation & Update Procedure from 6.0 to 6.10.2-4
1.9	2025-05-22	Installation & Update Procedure from 6.0 to 6.10.0-23
1.8	2025-09-23	Installation & Update Procedure from 6.0 to 6.9.6-3
1.7	2025-09-16	Installation & Update Procedure from 6.0 to 6.9.6-2
1.6	2025-07-15	Installation & Update Procedure from 6.0 to 6.9.5-2
1.5	2025-04-11	Installation & Update Procedure from 6.0 to 6.9.4-2
1.4	2025-03-20	Installation & Update Procedure from 6.0 to 6.9.3-4
1.3	2024-12-10	Installation & Update Procedure from 6.0 to 6.9.0.25
1.2	2024-09-20	Installation & Update Procedure from 6.0 to 6.8.0.20
1.1	2024-08-01	Installation & Update Procedure from 6.0 to 6.8.0.17
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:

	This is a note. A note gives additional information, such as the meaning of the color of the microphone LEDs. A note also provides information that may only be applicable to some situations.
	This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.
	This indicates that something is very important. Important information is something that you need to do in order to accomplish a certain task.
	This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems when using our systems.

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 .
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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

Topology

Various CoCon installation topologies are possible depending on your use requirements. The CoCon server and the CoCon applications can therefore be installed on different computers. For more information, please refer to the section "Installation Design > Example of a CoCon Setup" within the "CoCon User and Installation Guide" here:

<https://documents.televic.digital/conference/index.php/s/mWaYK6bd55D3cPi>

Hardware Requirements

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

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 than 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 Plexus 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

The following version of SQL Express must be used with Windows 10 Pro and Windows 11 Pro:

SQL Server Express 2022

SQL Server Management Studio (SSMS)

SQL Server Management Studio (SSMS) will be used in the following cases for backing up and restoring the CoCon database.

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

Download and install **SQL Server Management Studio (SSMS) version 20.2**. It is a free program available for download from Microsoft.com:

<https://aka.ms/ssmsfullsetup>

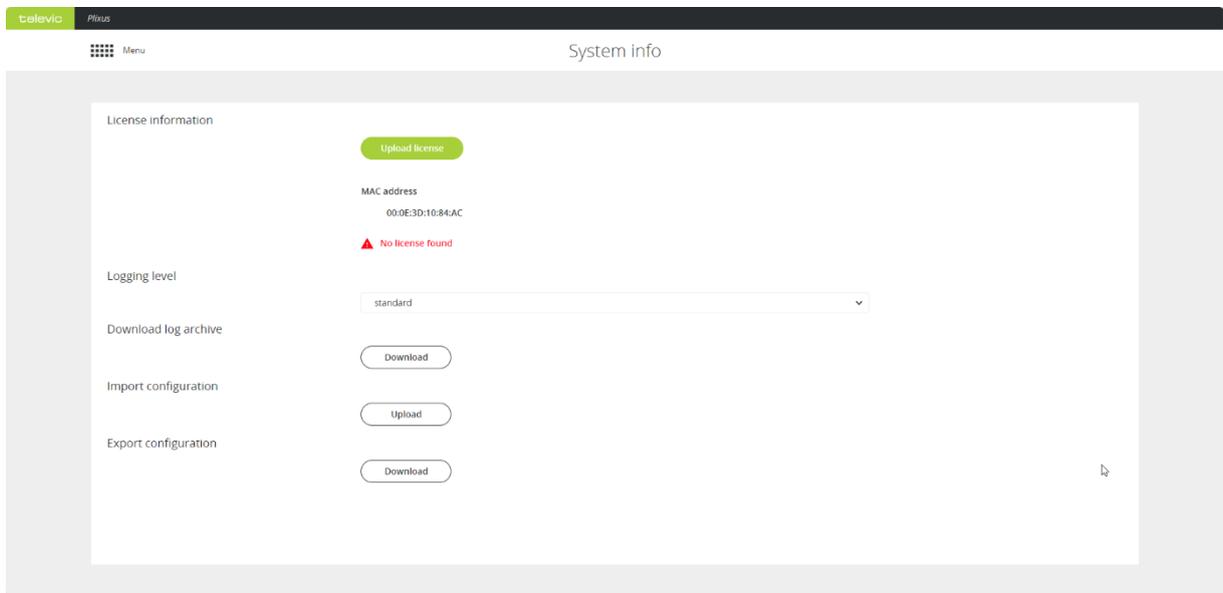
After downloading, we recommend to follow the installation procedure for SQL Server 2022 explained here after in this manual.

ACTIVATION OF THE COCON LICENSE

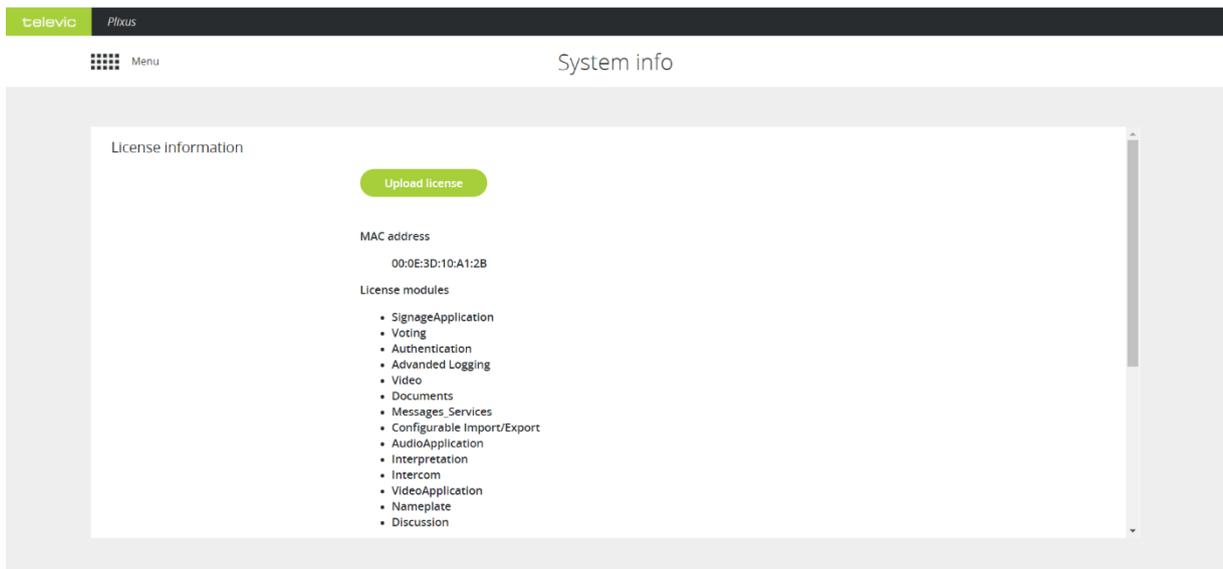
Before installing CoCon, you need to activate the CoCon license on the Plixus engine connected to CoCon. You can request a license via the following link: <https://www.televic.com/en/conference/request-software-license>.

 Make sure to **update the date and time of the Plixus engine** before activating the CoCon license.

To activate the license, navigate to the IP address of your Plixus engine and go to the **System info** page . Click **Upload license** and browse to locate your license file.



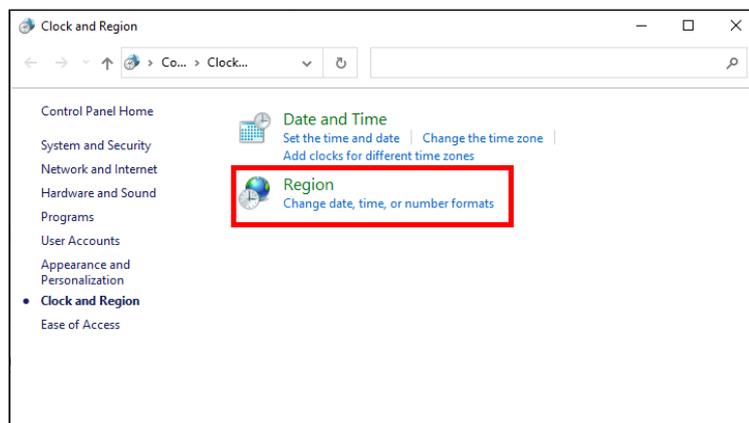
Once the license is active, it shows on the **System info** page as follows:



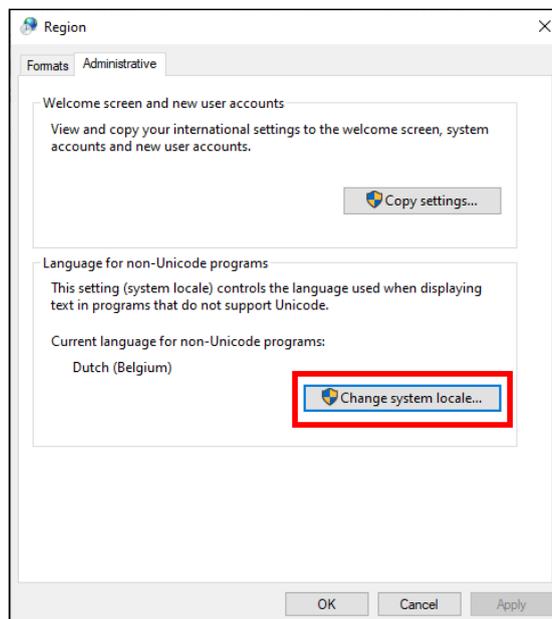
MANUAL INSTALLATION OF THE COCON DATABASE

Before Starting

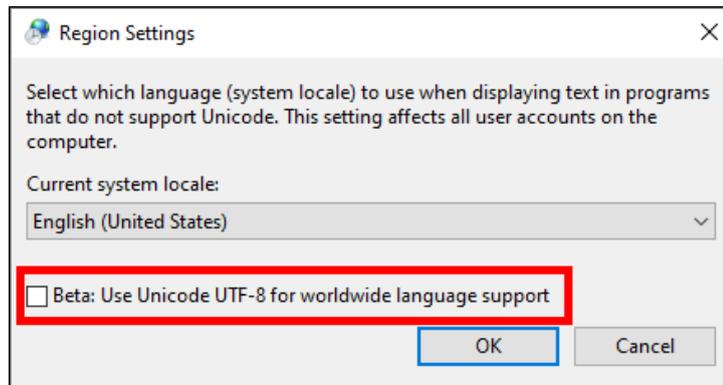
1. Make sure there are no pending Windows updates. If so, let Windows perform the updates and reboot your PC.
2. Make sure you install the program as an **Administrator**.
3. Make sure that, in the Windows regional settings, the **Use Unicode UTF-8 for worldwide support** box is unchecked as this feature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



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

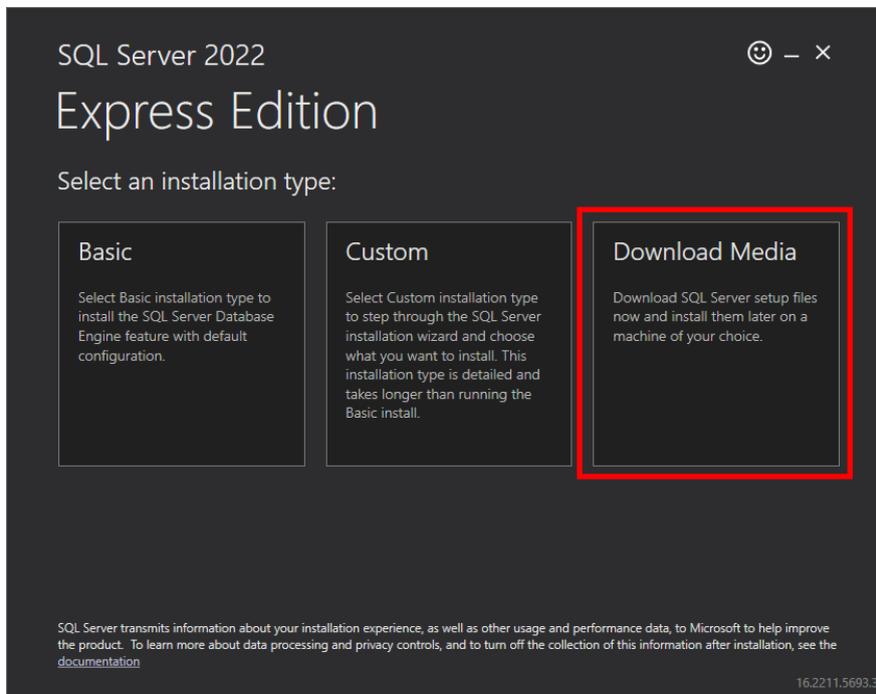


- c. Uncheck **Use Unicode UTF-8 for worldwide support**:

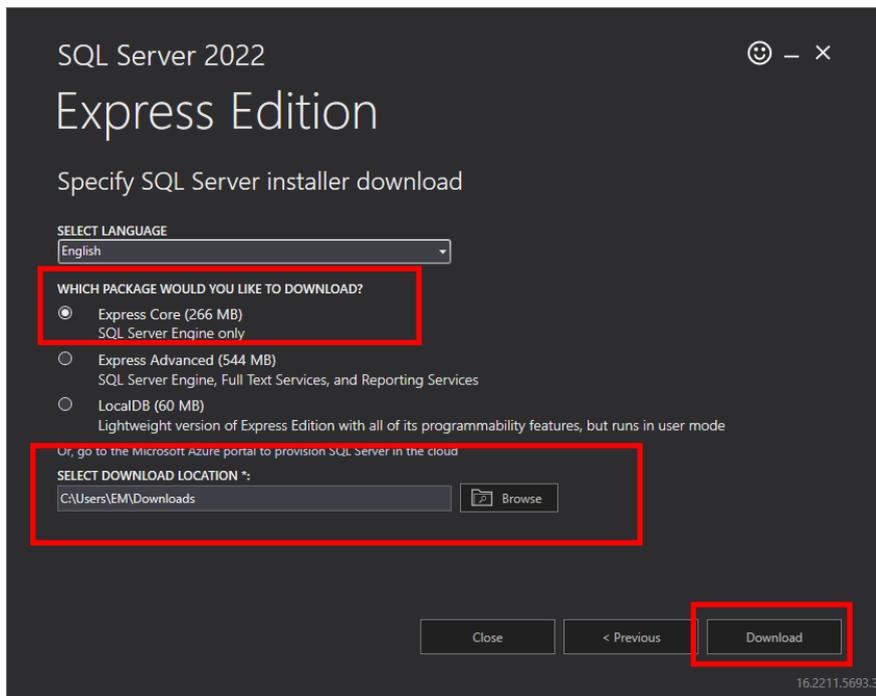


Installation Procedure for SQL Server 2022

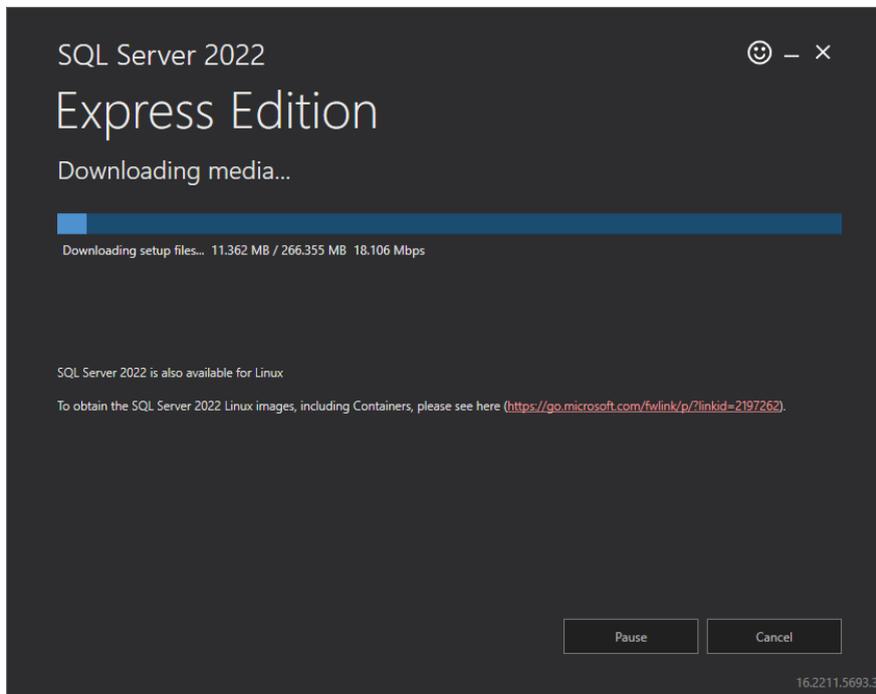
1. Download SQL Server 2022 here: <https://www.microsoft.com/en-us/download/details.aspx?id=104781>.
2. Double-click on the downloaded file to start the installation.
3. The program opens. Select **Download Media**.



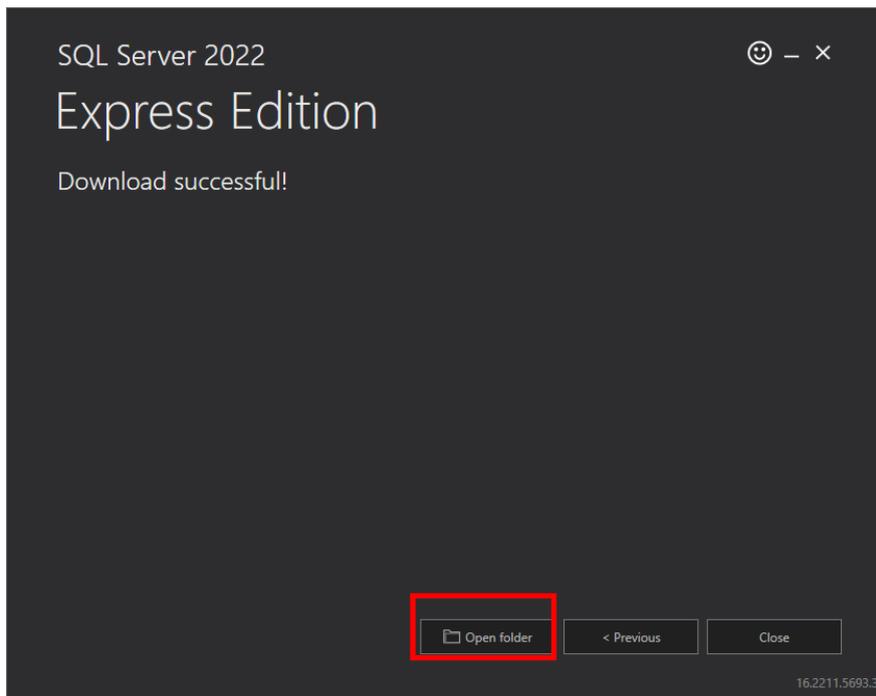
4. In the opening window, select **Express Core**, then select the download location. Click **Download**.



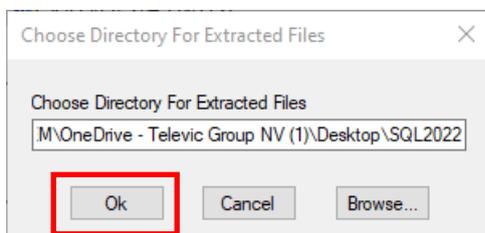
5. The file starts downloading:



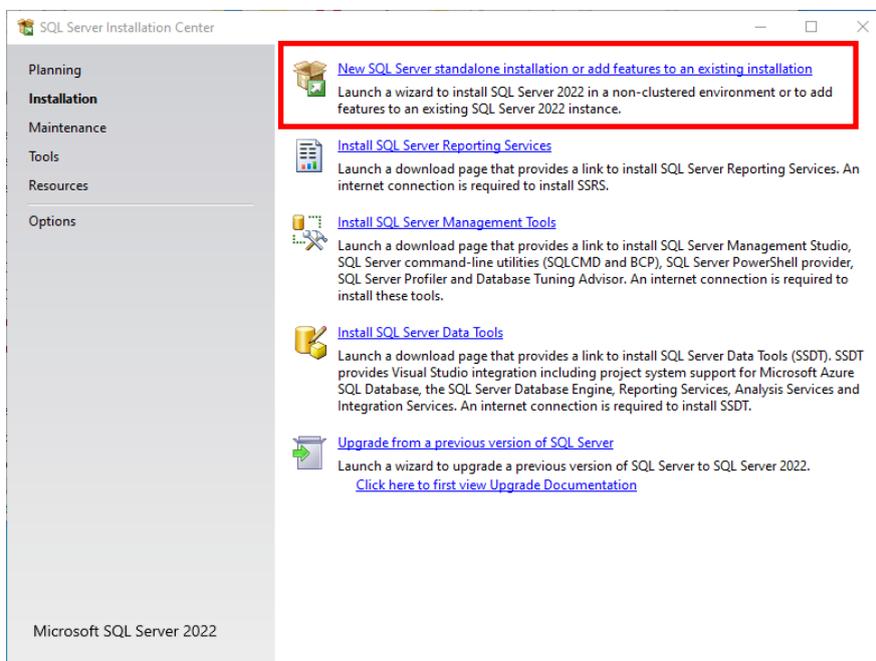
- Once the file has been downloaded, click **Open folder**.



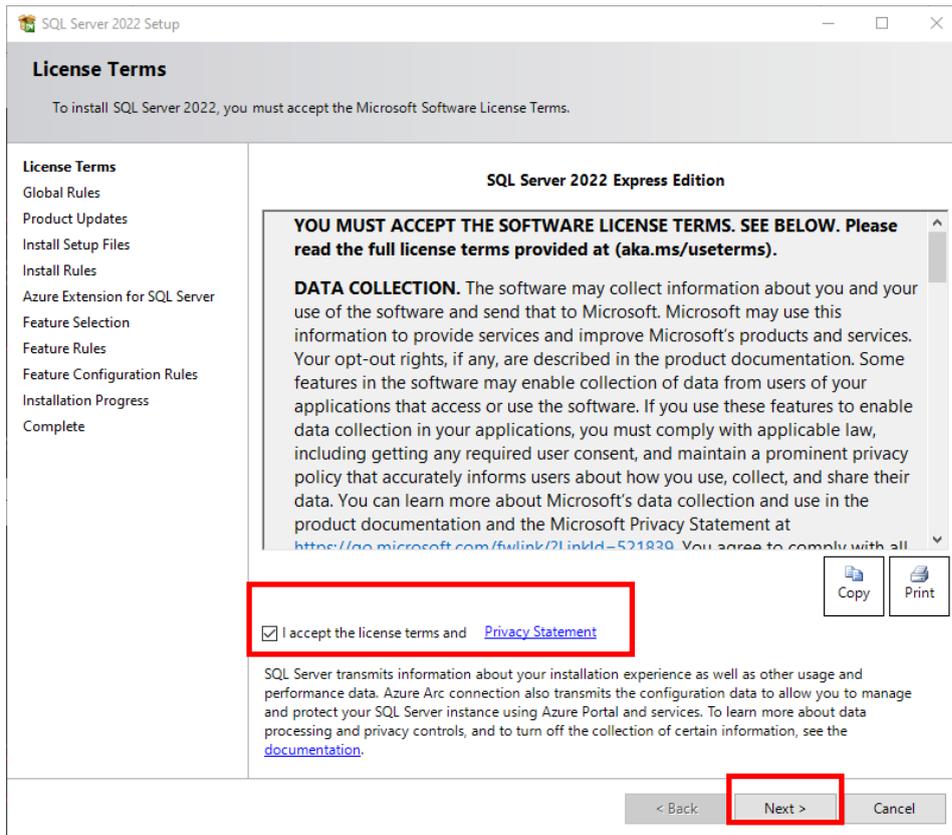
- Double-click to open a file and select the directory for extracted files and click **OK**.



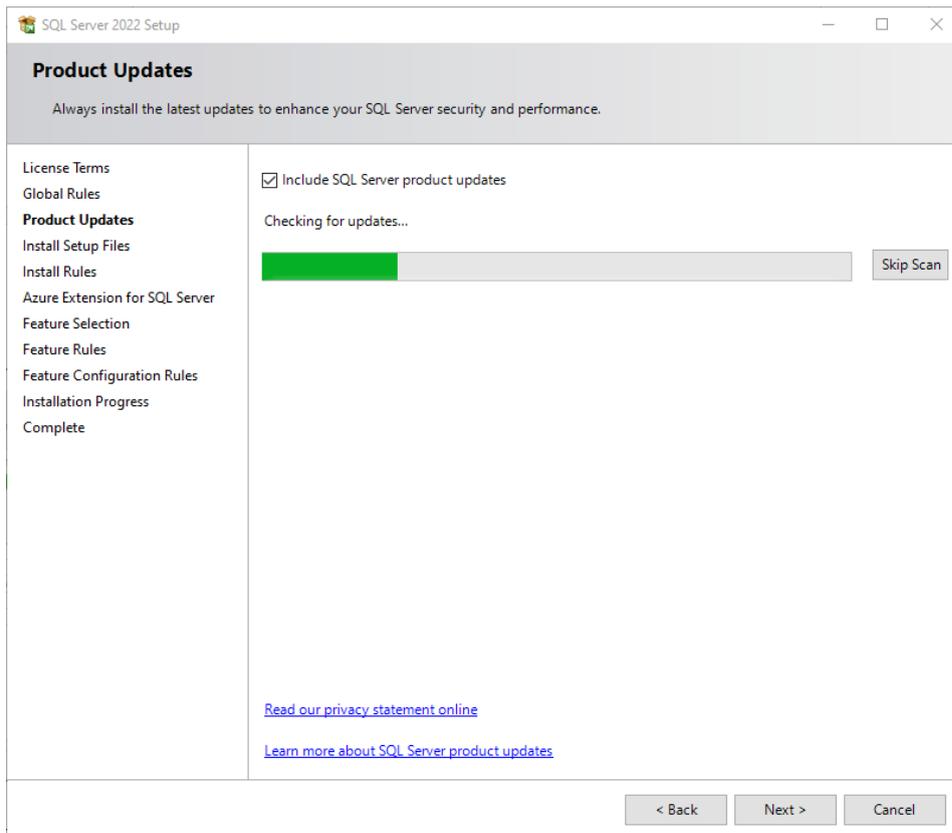
- Select **New SQL server stand-alone installation**.

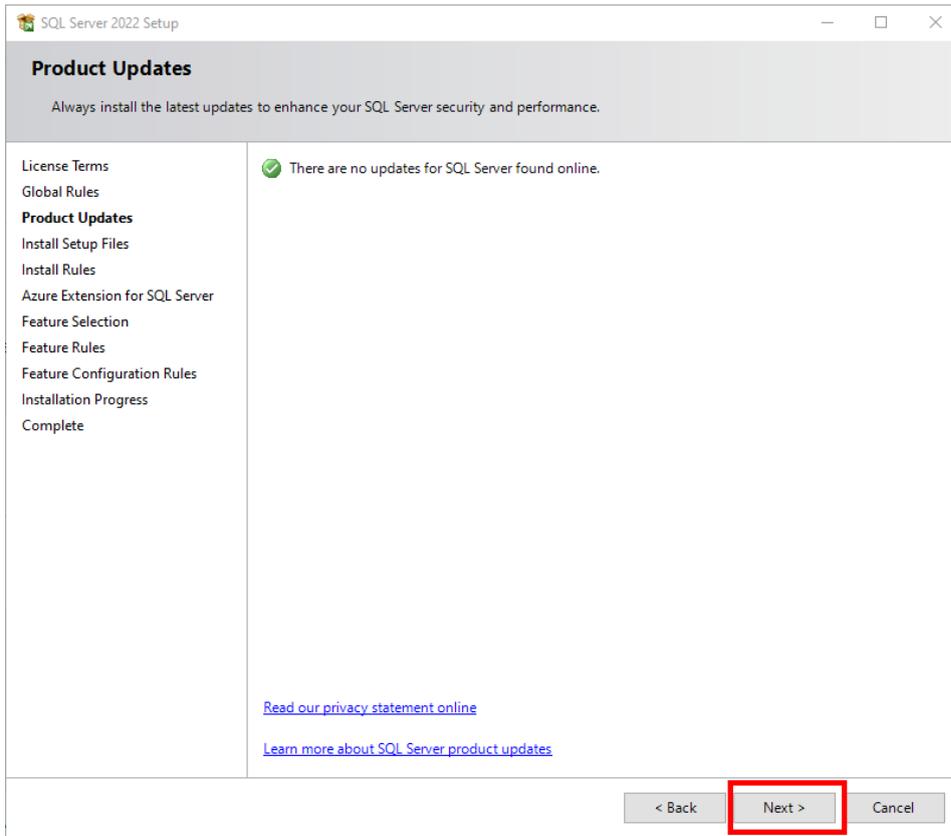


9. Read the license terms, tick the box I accept the license terms and click **Next**.

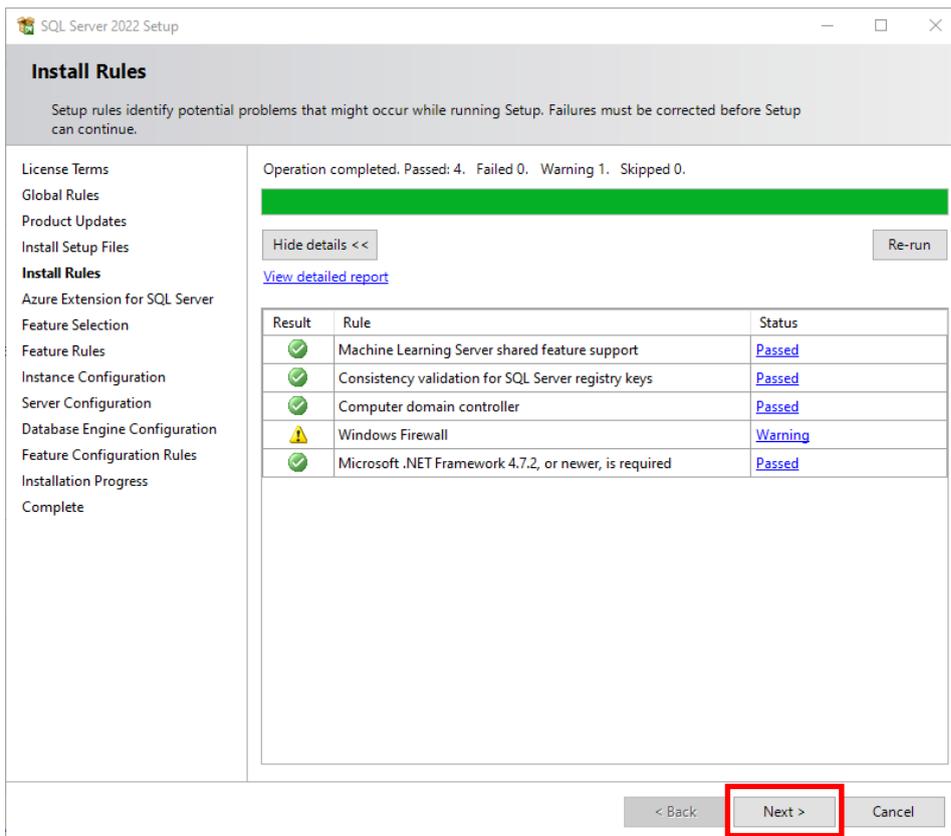


10. The setup file checks for product updates. When done, click **Next**.

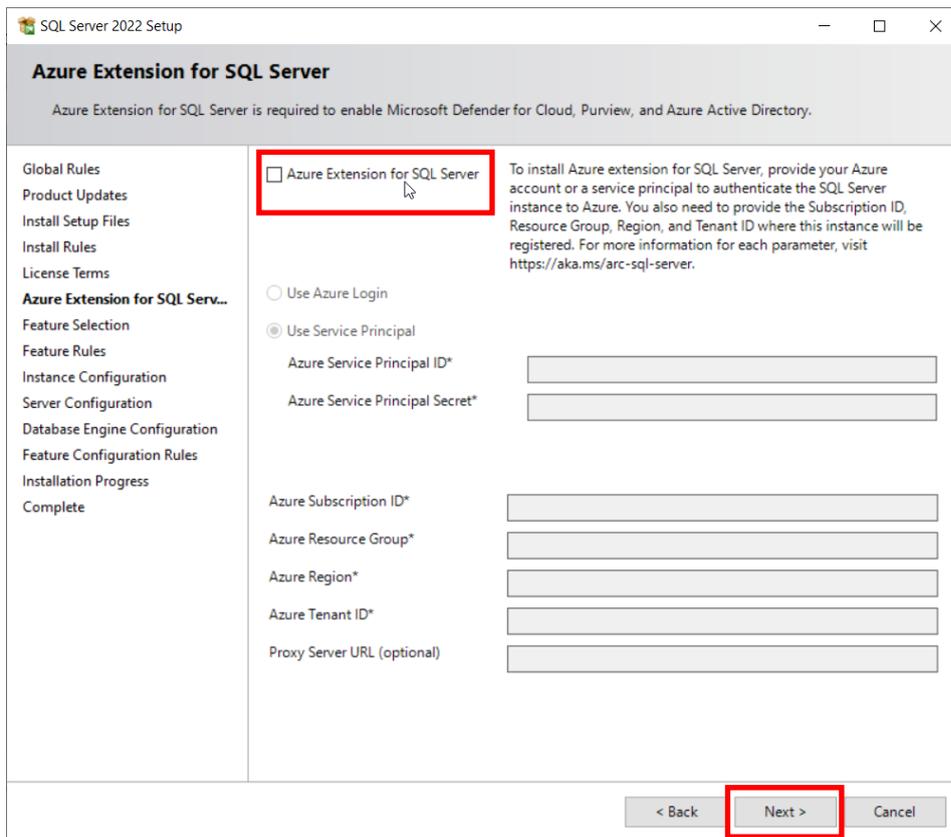




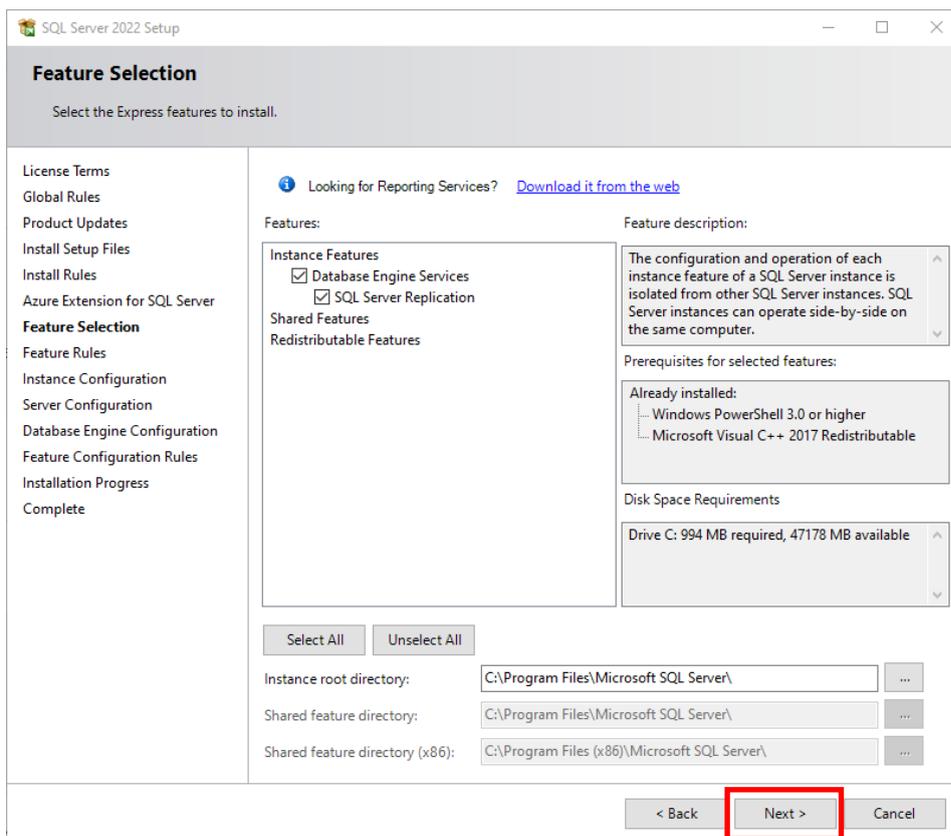
11. The following window opens (the firewall warning can be ignored to continue the installation, but the database will still need to be secured afterwards). Click **Next**.



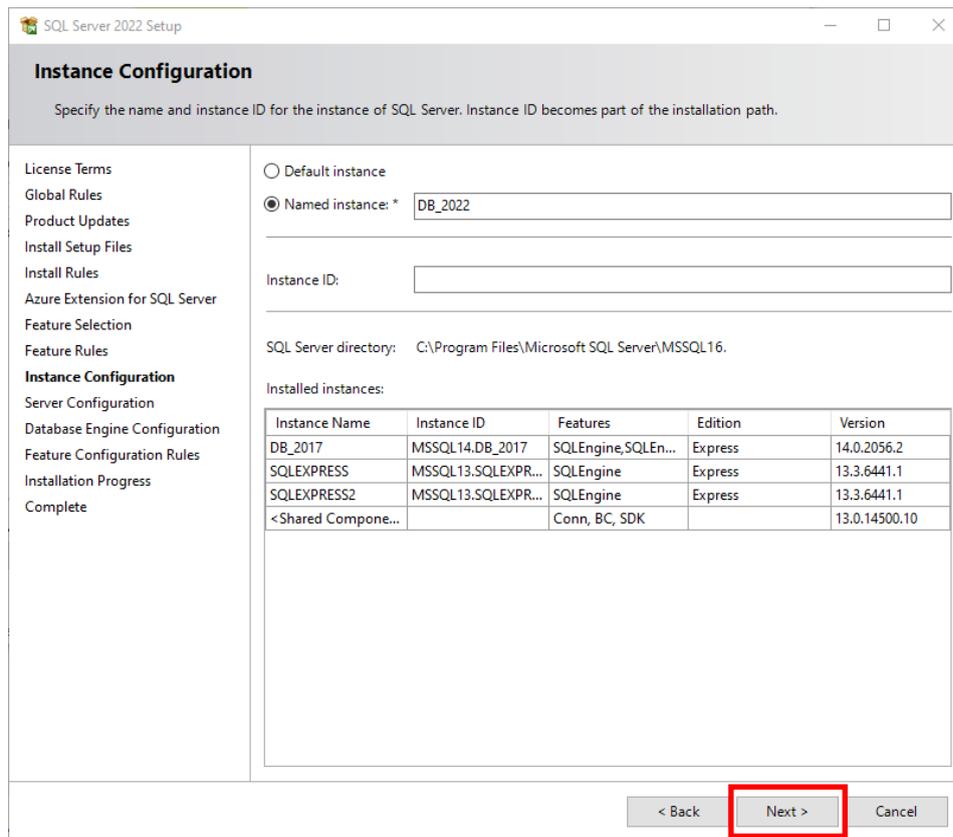
12. Untick the **Azure Extension for SQL Server** checkbox and click **Next**.



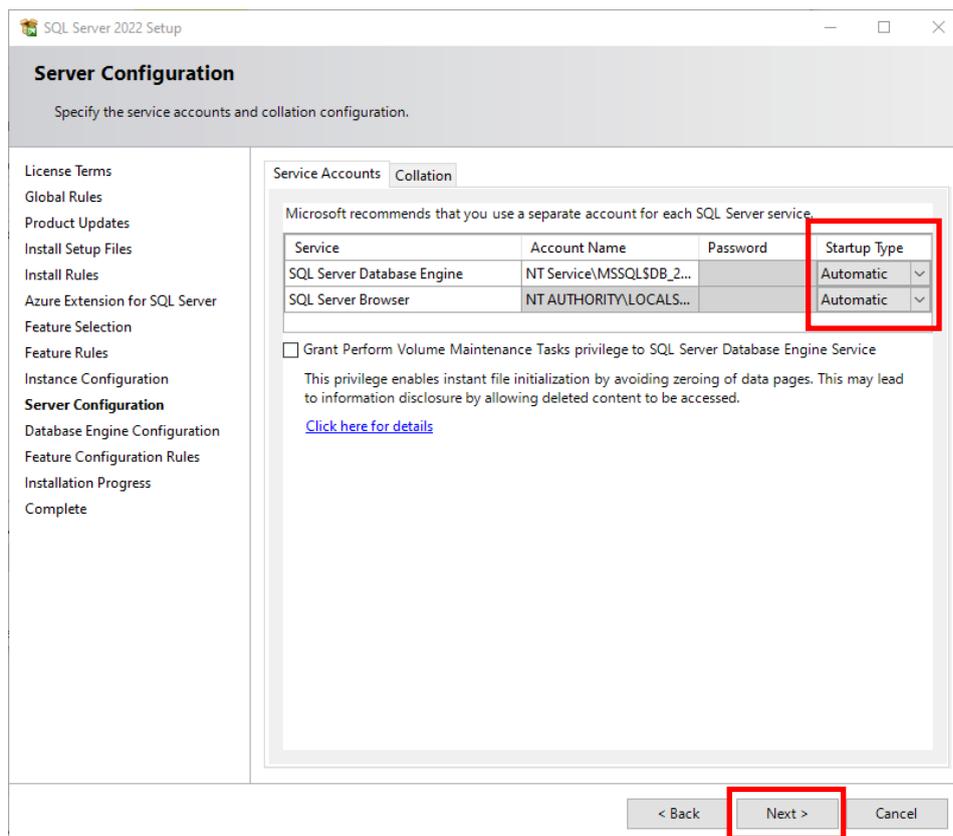
13. In **Instance Features**, select **Database Engine Services**. The other instances do not need to be selected. Then click **Next**:



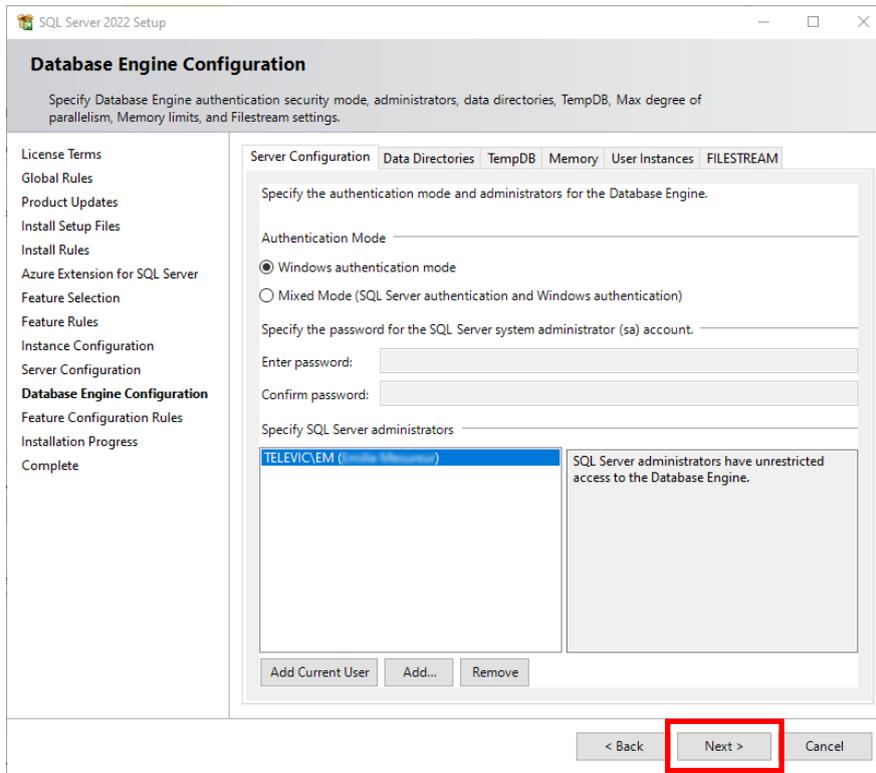
14. Choose a name for the SQL database and click **Next**.



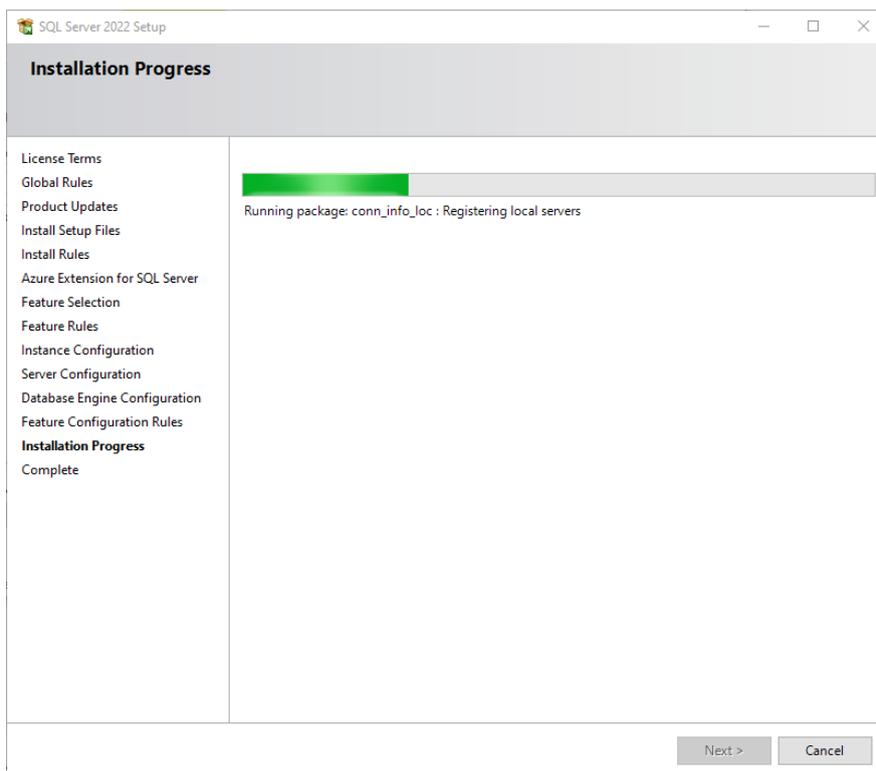
15. In the **Service Accounts** tab, make sure the **Startup Type** of the SQL services is set on **Automatic** and click **Next**.



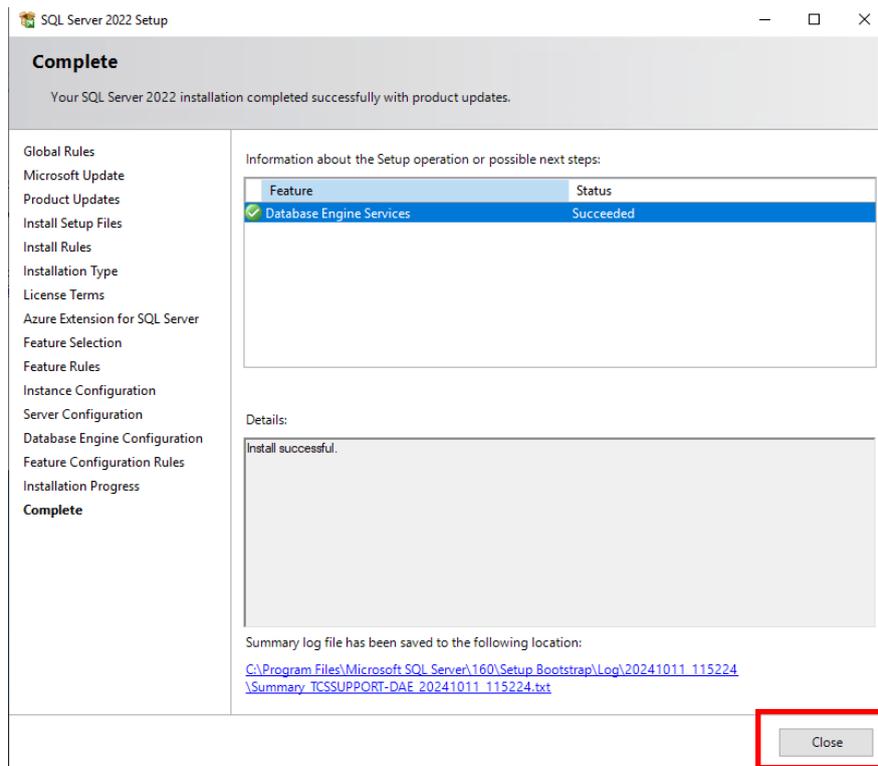
16. The following window opens. Click **Next**.



17. The installation starts.



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



IN CASE THE SQL DATABASE INSTALLATION ON WINDOWS 11 FAILS

Please consult the CoCon FAQ section on the Televic Knowledge Base here:

<https://conference.televic.digital/knowledgebase/products/cocon/#tab-79405c0a57e99617b3d>

INSTALLATION OF COCON



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.



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:
<https://www.televic.com/en/conference/support/software-updates/>

SOFTWARE UPDATES

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COCON & PLIXUS
Latest CoCon version: **v6.7.0.14**
Latest Plixus version: **v6.7.26**
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CONFERO FOR PLIXUS
Latest version: **v7.10.26**
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CONFERO FOR CONFIDEA G4 WIRELESS
Latest version: **v7.10.26**
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UNITE

CONFIDEA G3

D-CERNO AE

D-CERNO CUR

Note that Televic offers two versions of the software to match your needs:

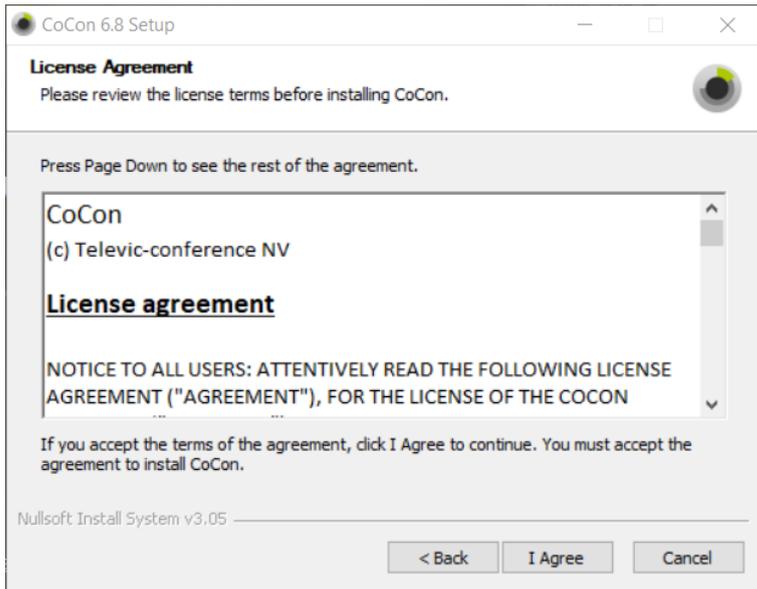
- **Recommended version** (*optimized for general use*): this is the most reliable release. It's actively used by customers across diverse environments and includes all core platform features. New features are added after they've been validated in the "Latest version", ensuring reliability for day-to-day operations.
 - **Latest version** (*for early adopters*): get immediate access to the newest features and innovations. This version is ideal if you want to try out or need the new functionality. We invite you to actively provide feedback on your experience
2. Run the **CoConCoreInstaller<VersionNumber>.exe** file. Follow the installation wizard that will guide you through the installation and configuration process.



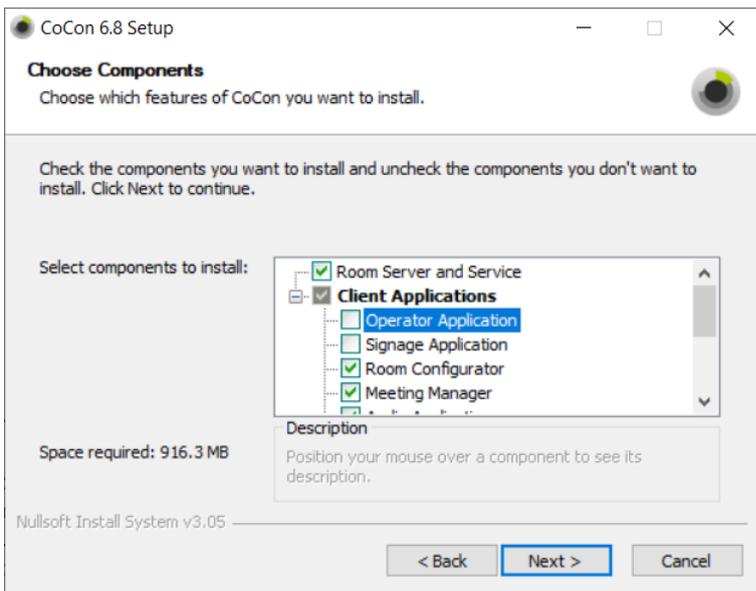
CoCon Installer

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

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

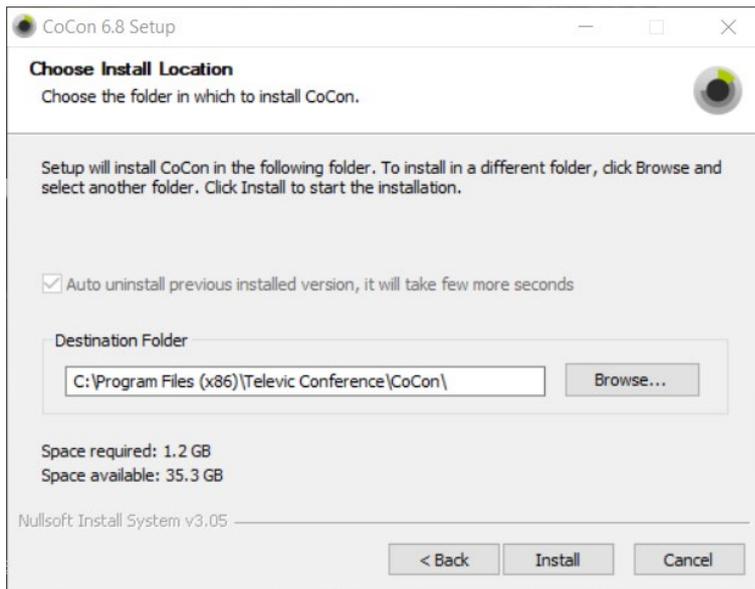


2. Choose the components to install and click **Next**. For more information on the application, hover over the application name. The installer automatically installs the **Room Service** with the **Room Server**. Here, you can also select which client applications to install.

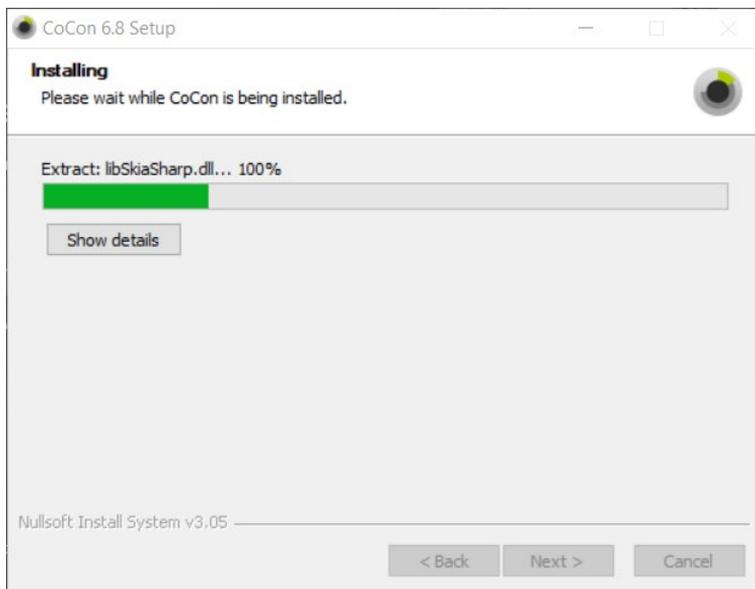


-  The **Room Server** must be installed on the server PC connected to the Central Unit. It should never be installed on another PC, and there can only be one **Room Server**.
-  The function of the applications plays a role in selecting which components to install. For example, it is not required to install the **Room Configurator** on a machine which you will only use for signage. Only installing the **Signage Application** is enough.

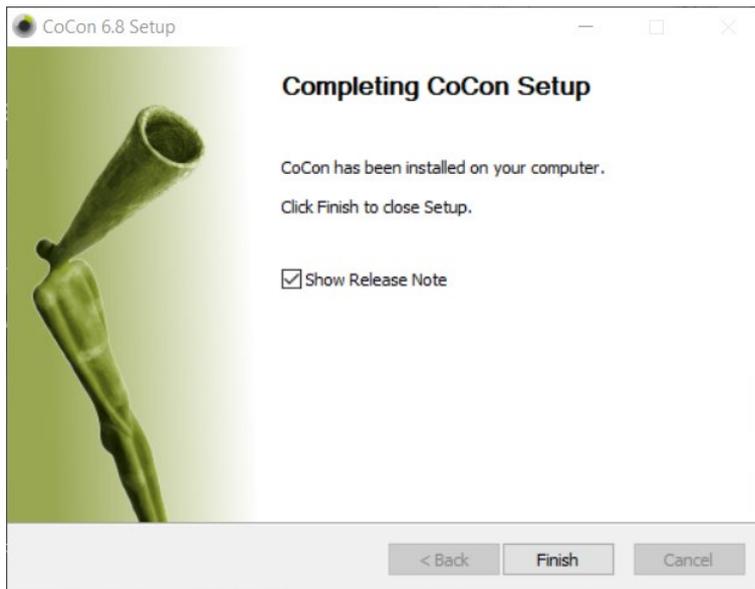
3. Choose the destination folder of the installation and click **Install**. Note that the previous version of CoCon will automatically be deleted.



4. The applications are installing.



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

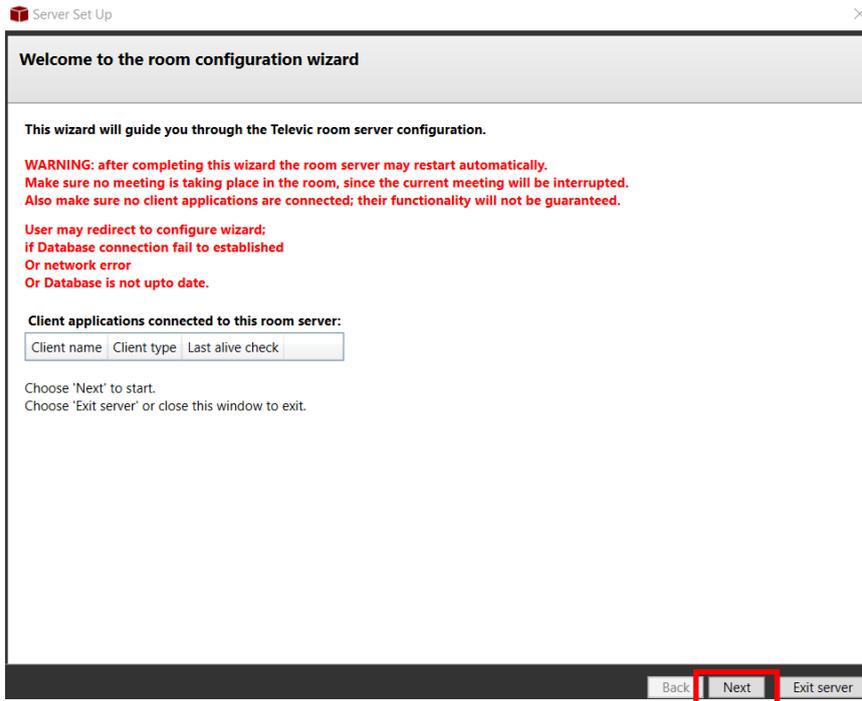


6. Open the CoCon applications using the links on the **Desktop** or via the **Start Menu**.

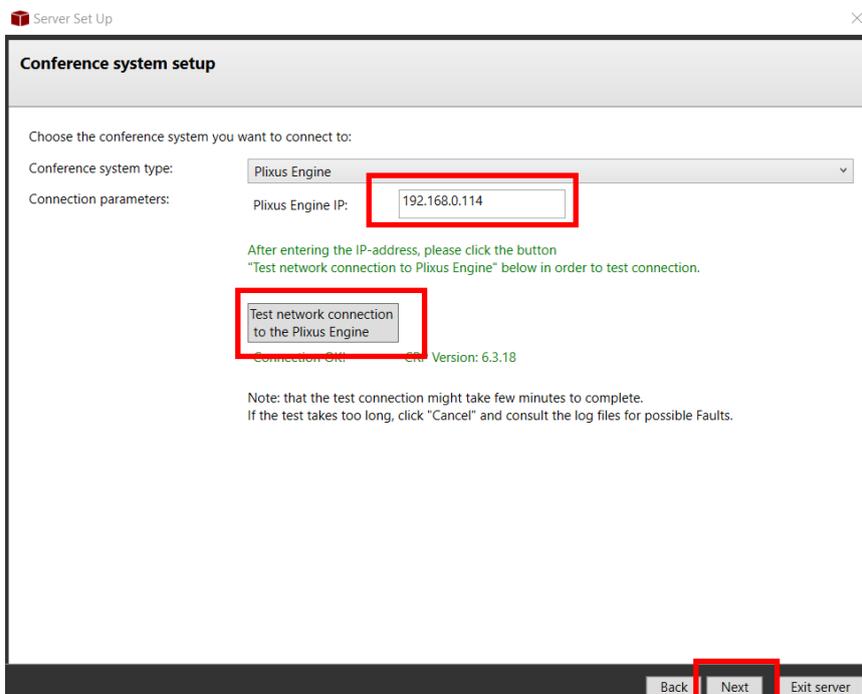
	During the installation, Windows firewall asks your permission to let this program communicate. Make sure that you allow all connections for the CoCon applications.
	When you install CoCon for the first time, a Windows Defender security warning appears as consequence of a certificate. Click More info and Run anyway , to proceed.

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**:



3. Enter the Plixus IP address and test connection.



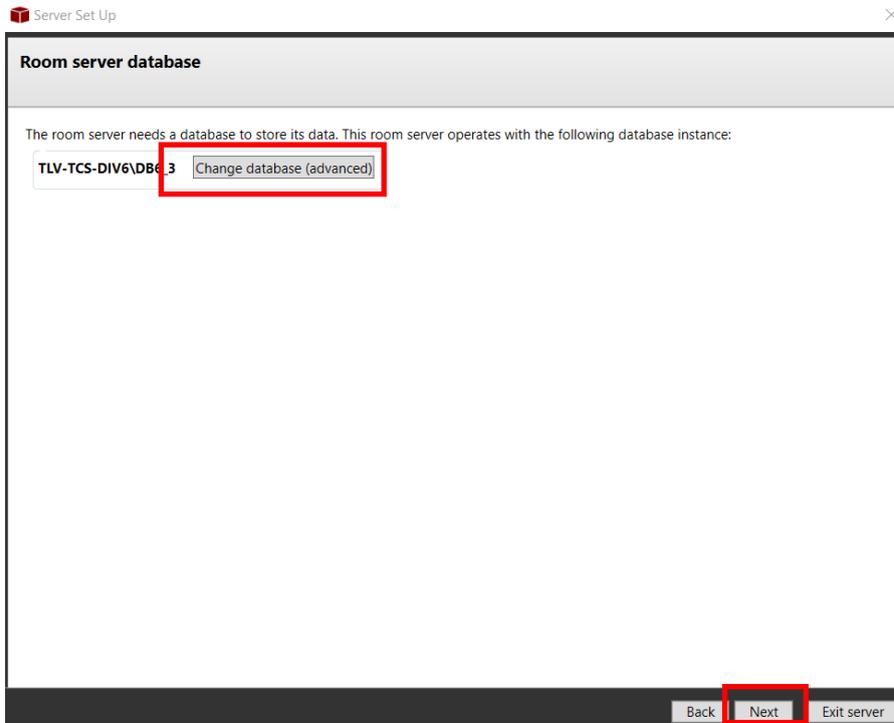
There are two possible outcome: **Connection OK** and **Connection not OK**.

If the connection is not OK, a link becomes available where you can consult the log files. The possible causes are:

- No physical connection (no network cable).
- No ping (incorrect IP address, wrong subnet).
- Error on the Plexus engine, no reliable connection possible.

If the connection is ok, click **Next**.

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



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.

Then click **Next**:

Server Set Up

Database server selection

Select an existing database...

Database server: TLV-TCS-DIV6\DB6_3

Authentication mode:

Windows Authentication

SQL Server Authentication

Login: _____

Password: _____

Back Next Exit server

Server Set Up

Database server selection

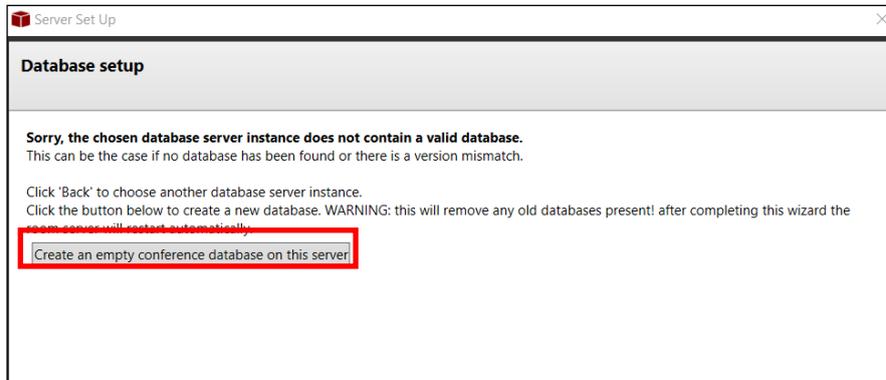
Select an existing database...

Database server: TLV-TCS-DIV6\DB6_3

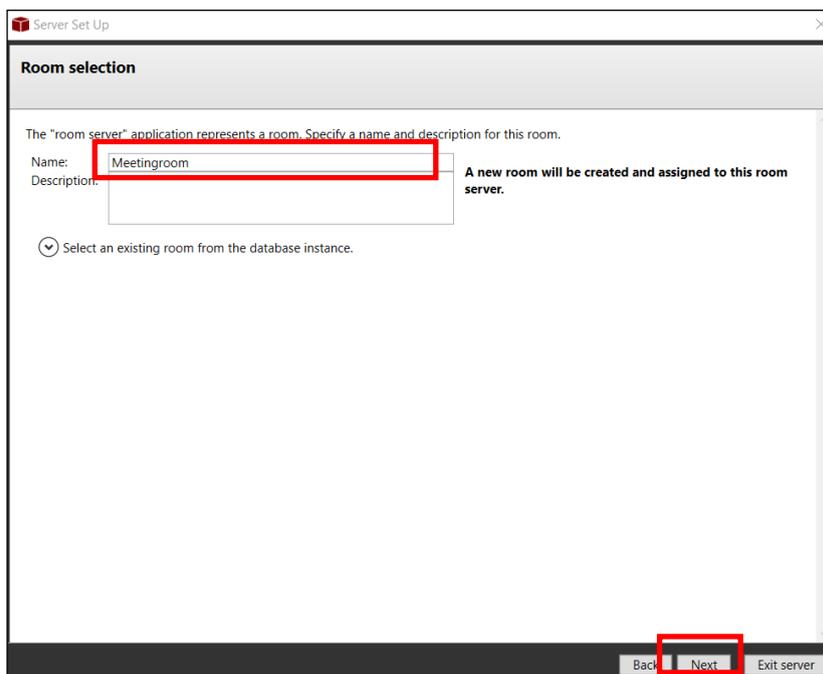
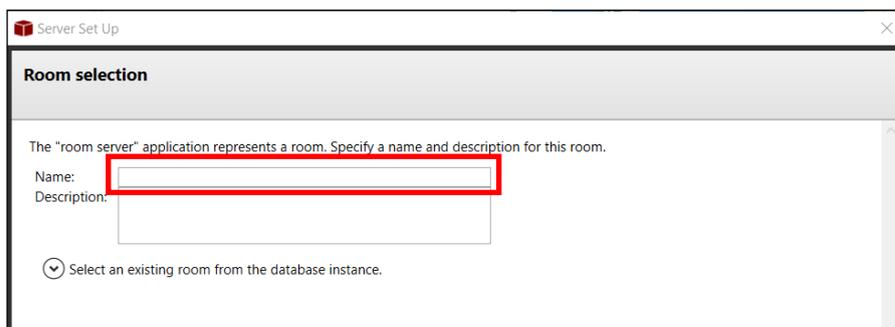
Authentication mode:

- PC-PC\B550
- PC-PC\DBCORE_5_2
- PC-PC\ISE2017
- PC-PC\SQLXPRESS
- 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

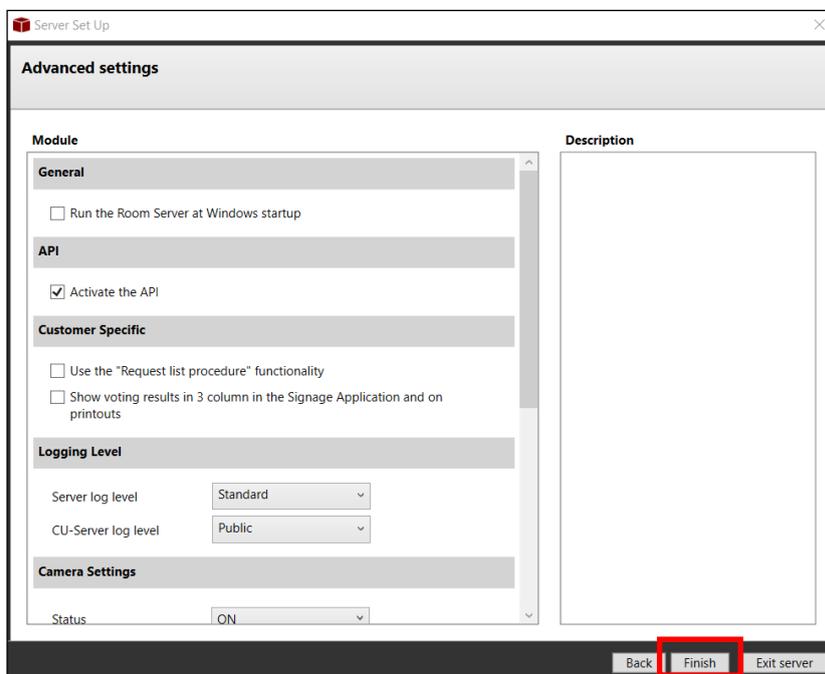
6. In case it is a new database, the screen below will appear. Select **Create an empty conference database on this server**. The process can take a few seconds.



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



8. Modify the **Advanced settings** if necessary (see description here after), and click **Finish** to restart the server:



The available options of the **Advanced settings** depend on the type of central unit you are using, as well as the enabled license options. The following settings are available:

Setting	Description
General	Check the box Run the room server at Windows start up if you want to ensure that the CoCon server gets started every time this machine starts up. This can be very convenient for the server application, as no CoCon functionality is available when the server application is not started.
API	<p>Check the box “Activate the API” to make sure the API is active the next time the Room Server is started. Note that the Room Server needs to be started with Administrator Rights to make sure that the necessary sockets can be opened for the API to function.</p> <p>The functionality of the API and the available calls are described in the CoCon API Description document which can be found in the Help folder of the CoCon installation directory.</p> <p>A CoCon plugin is available from the Crestron Application Market. This plugin serves as a solid foundation for your Crestron development and contains the following functions:</p> <ul style="list-style-type: none"> - Meeting overview for today - Start/stop/pause meeting - Meeting agenda - Activate agenda items - Start/stop/clear voting items - Delegate list - Activate microphones - Speaker list, request list - Change microphone mode <p>You can find this plugin can be found on: http://applicationmarket.crestron.com/televic-cocon/. If you have difficulties installing or configuring the plugin you can contact Crestron directly on: applicationmarket@crestron.com.</p>

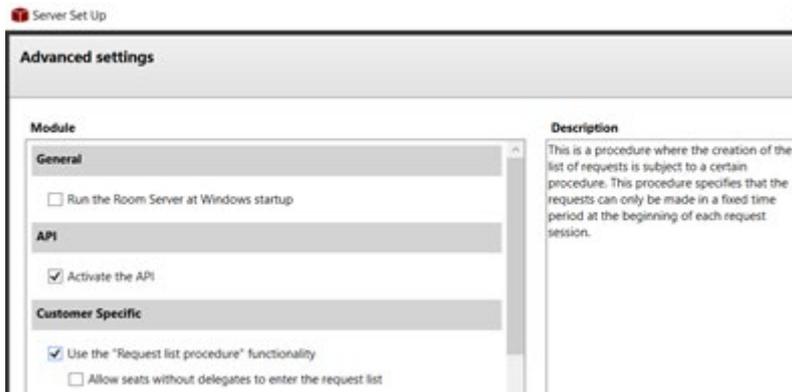
Setting	Description
Customer Specific	This section contains the activation of features that have been developed specifically for certain customers. We recommend to not select anything.
Logging Level	<p>Server log level: define the logging of the CoCon server. You can choose between:</p> <ul style="list-style-type: none"> - Reduced: only log levels <i>Info, Warning, Error</i> and <i>fatal</i> - Standard: logs all levels <p>CU-Server log level: define which communication from the engine to log:</p> <ul style="list-style-type: none"> - Public: logs all events generated on the engine - Private: does not log the events originating from the engine such as button events during voting sessions
Camera Settings	<p>Status: either ON or OFF</p> <p>Type: the following possibilities are present</p> <ul style="list-style-type: none"> - TCP/IP - UDP - Serial - <p>Protocol: the specific camera protocol that will be sent out by the CoCon Core Room Server. For more information, see section "Camera Protocols" on page 288.</p> <p>Additional settings, depending on the connection type:</p> <ul style="list-style-type: none"> - TCP/IP: for this type of connection, a local TCP Listening Port needs to be configured. The CoCon Room Server will listen on this local port for incoming connections from the camera system. Note that firewalls etc. need be configured so that traffic to this port is possible. - UDP: for this type of connection, a remote IP-address/port needs to be entered. The CoCon Room Server will make a UDP-connection to this address/port and send the camera protocol over UDP to this port. - Serial: for this type of connection, a local COM-port on the CoCon Room Server machine needs to be configured. To this local serial port, a serial cable is then connected that goes to the camera system.
PDF Conversion Settings	<p>PDF Conversion: select this option to improve PDF viewing on uniCOS.</p> <p>PDF Image DPI: select the resolution of the generated images. Higher values result in higher resolution, but also drastically increase the file size. We recommend medium DPI settings.</p> <p>PDF Image Compress: select to compress the generated files.</p> <p>PDF Image Compress Value: define the level of compression. Higher compression results in smaller file size, but also reduces viewing quality.</p>

Request List Procedure (Customer Specific Setting)

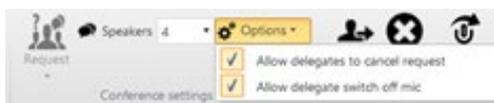
During a meeting , a specific time window can be defined during which the delegates can register their request to speak. Once this time window is closed, no requests will be accepted/registered anymore.

Follow the steps below to implement this feature:

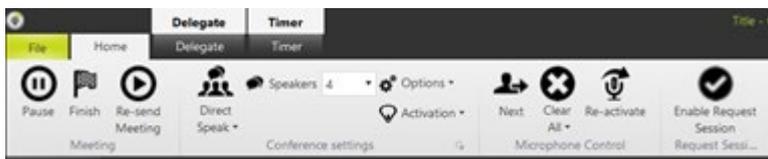
1. Enable the **Request List Procedure Functionality** in the **Advanced Settings** of the **Room Configuration Wizard**:



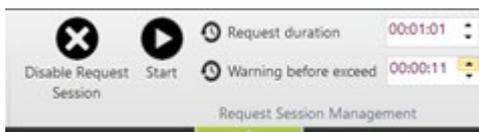
2. In the **Operator Application**, go to **Settings**, then **User Profile** and check the box **Enable Request Session Management**.
3. Make sure to set the desired request options:



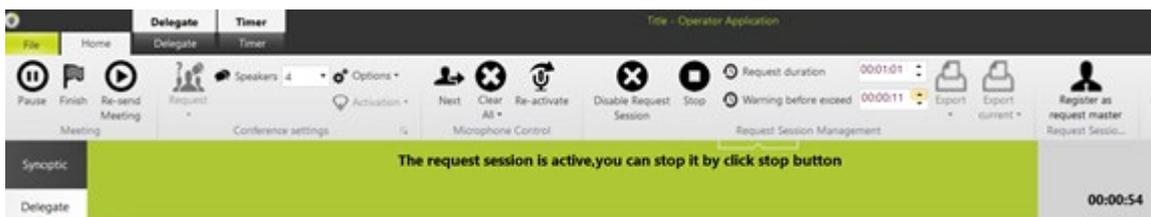
4. Select **Enable Request Session** to activate the feature:



5. For now, no request has been registered yet. Set the desired time frame (request duration) during which the delegates can register their request:



6. Start the request session. From now on, the requests will be registered and a time progress bar will be displayed until the time frame is finished or until the operator chooses to stop the request session:



7. Once the request session is finished but still enabled, no requests can be registered anymore. When the request session is disabled, normal microphone modes apply again.

 Enabling a request session also resets all microphones, including the Chairperson's microphone!

BACKING UP AND RESTORING THE COCON DATABASE

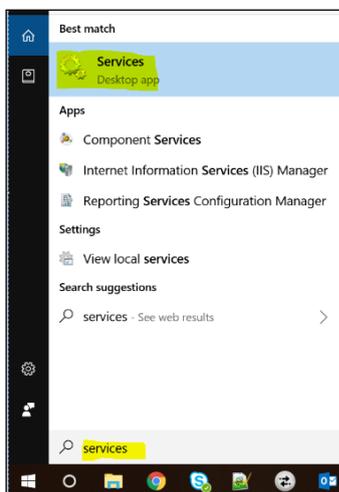
Before installing a new version of CoCon, it is highly recommended to back up the CoCon database so that you will be able to restore it in case something goes wrong with the installation.



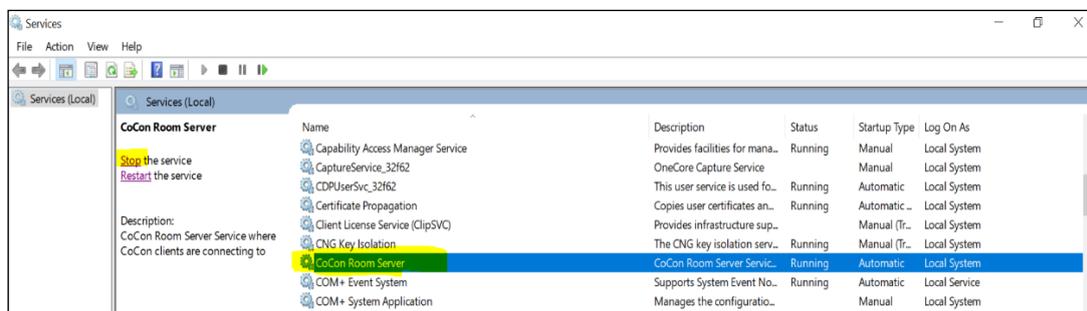
If you are using a version of CoCon lower than 6.0, please contact Televic Support Team.

Backing Up the CoCon Database

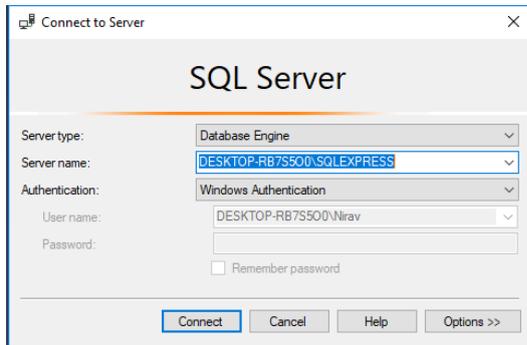
1. In Windows search for **Services** and open it.



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:

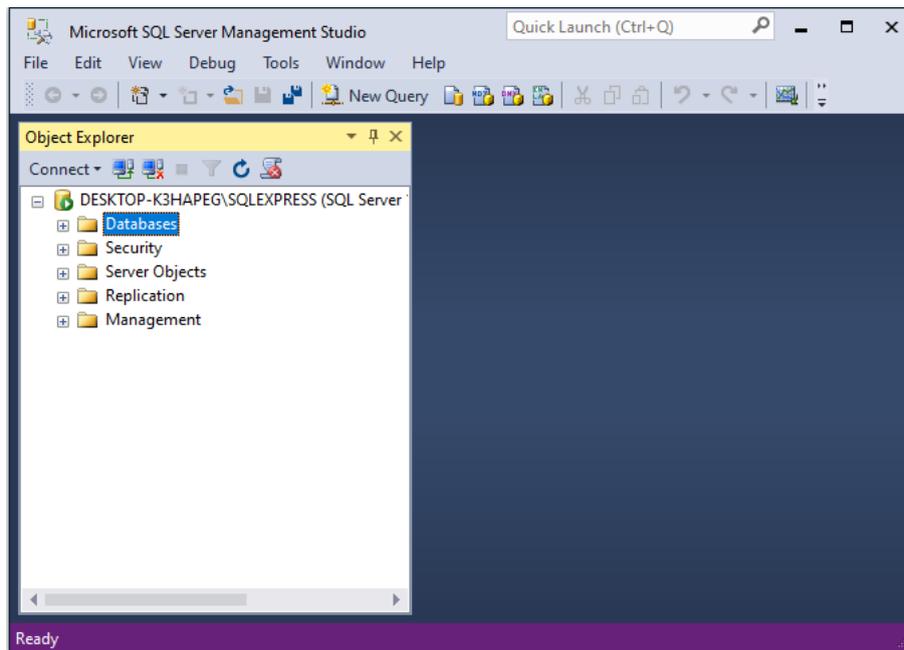


4. To retrieve the name of your server, check the Server XML settings file here:

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

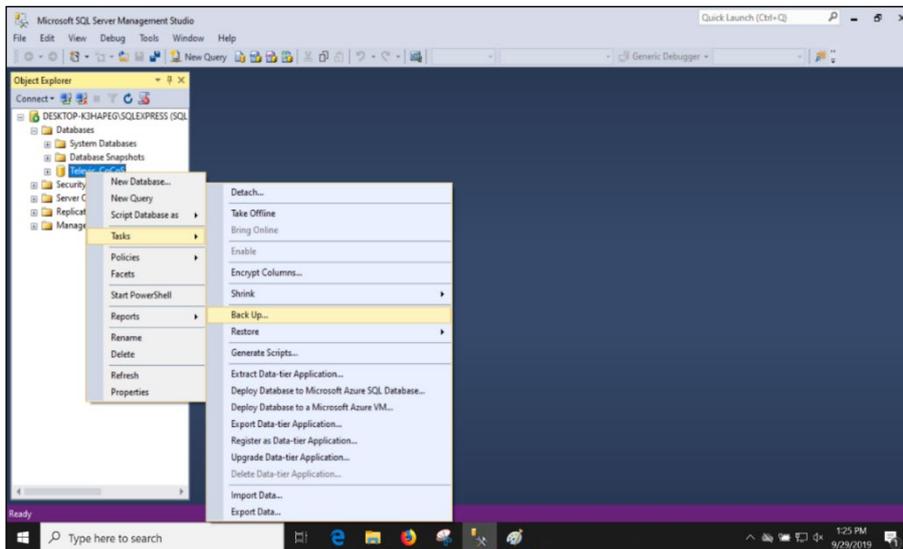
The name of the database can be found after **Data Source=**.

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

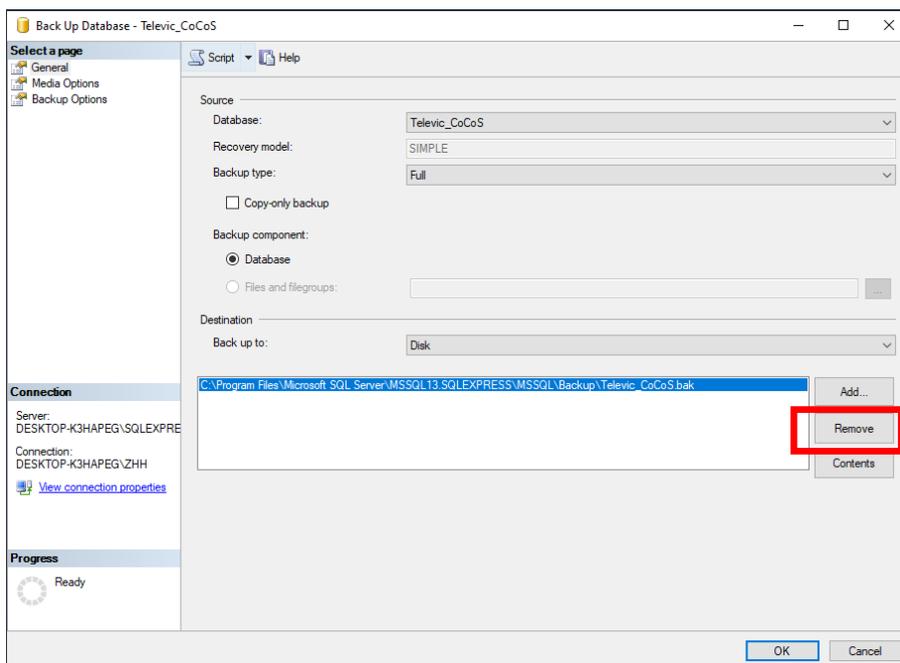


6. Click on **+** to expand **Databases** and select the **Televic_CoCoS** database.

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**.



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

Restoring the CoCon Database

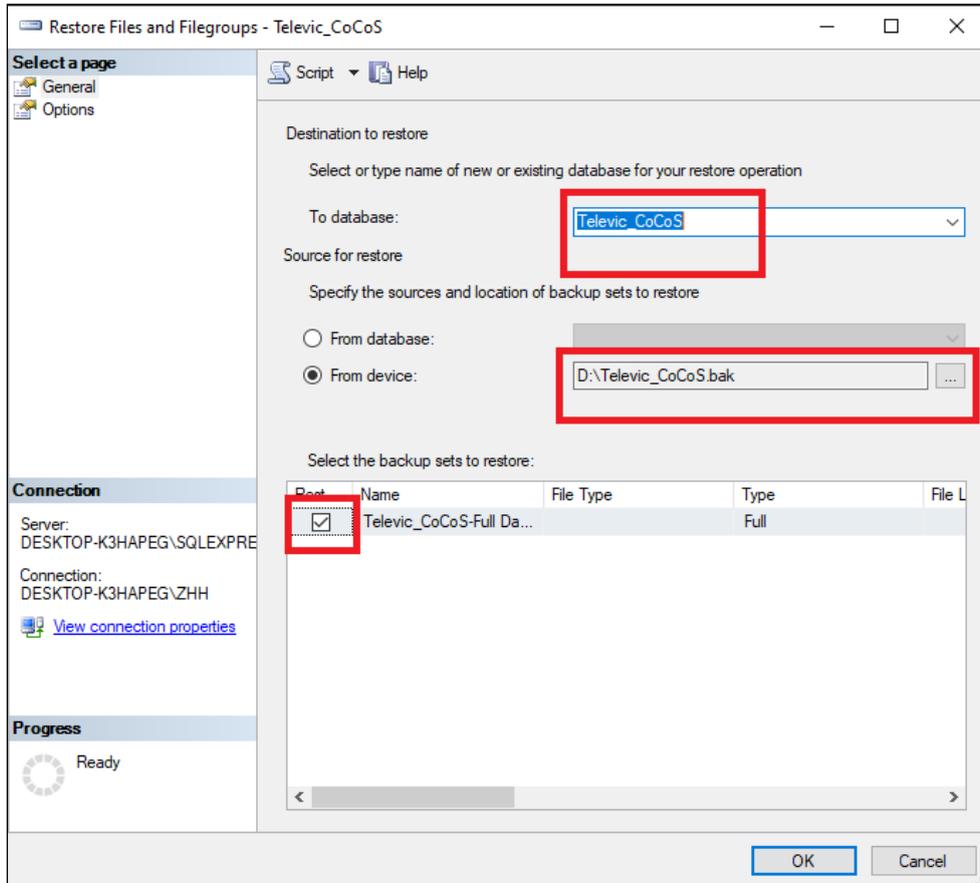


Only follow the procedure for restoring the database if something went wrong when updating your CoCon software solution.

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.



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

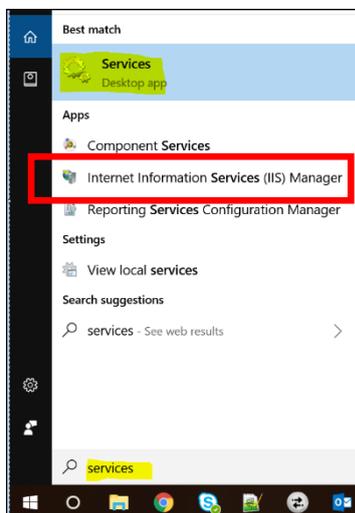
BACKING UP AND RESTORING LITEDB

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

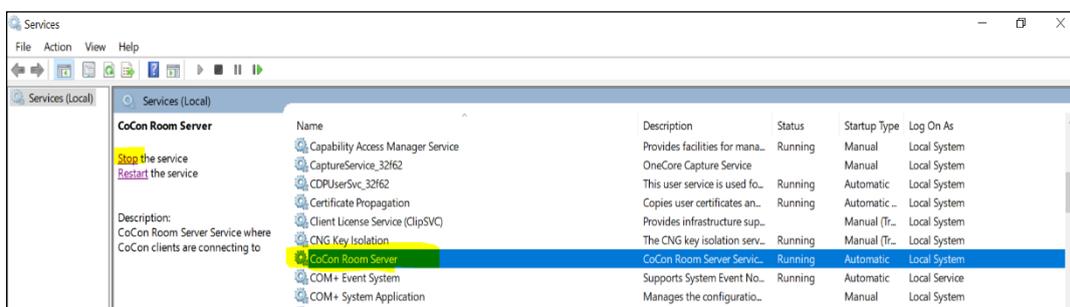
-  Make sure that no CoCon applications or other programs using LiteDB are active.
-  If CoCon Core for Plixus is used, the CoCon Room Server service must be stopped as well.

Backing Up LiteDB

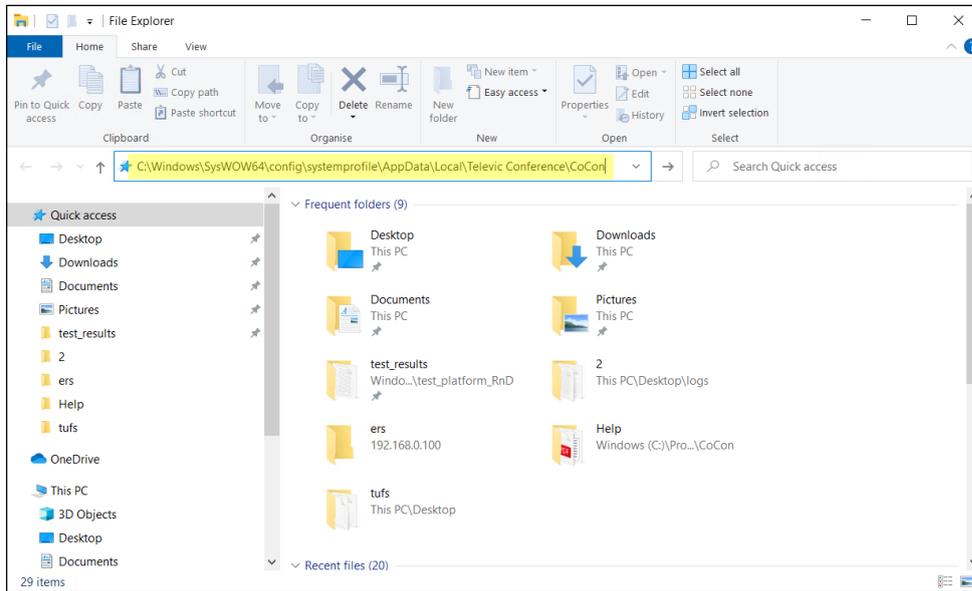
1. In Windows, search for Services and open it.



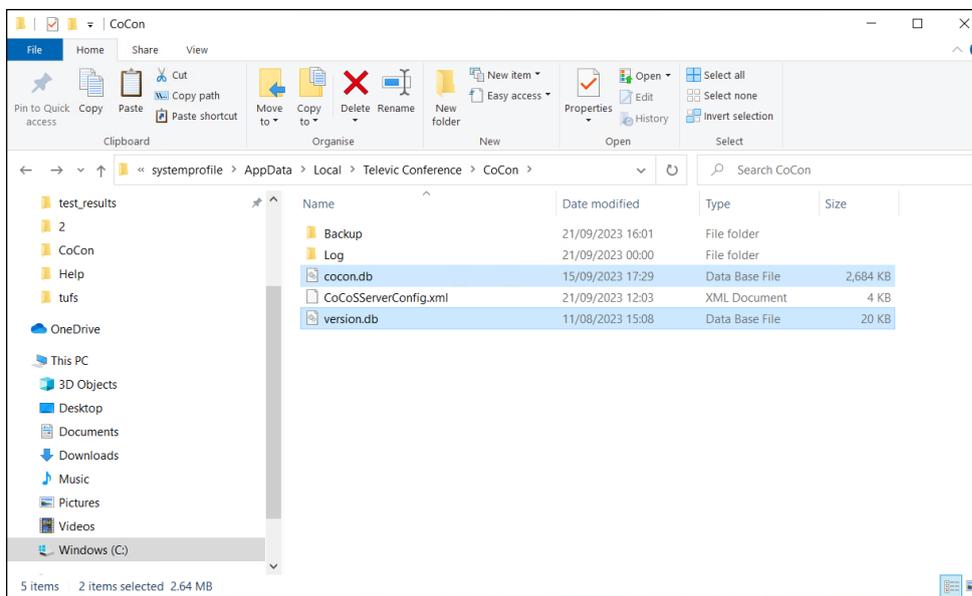
2. Find CoCon Room Server and stop the service.

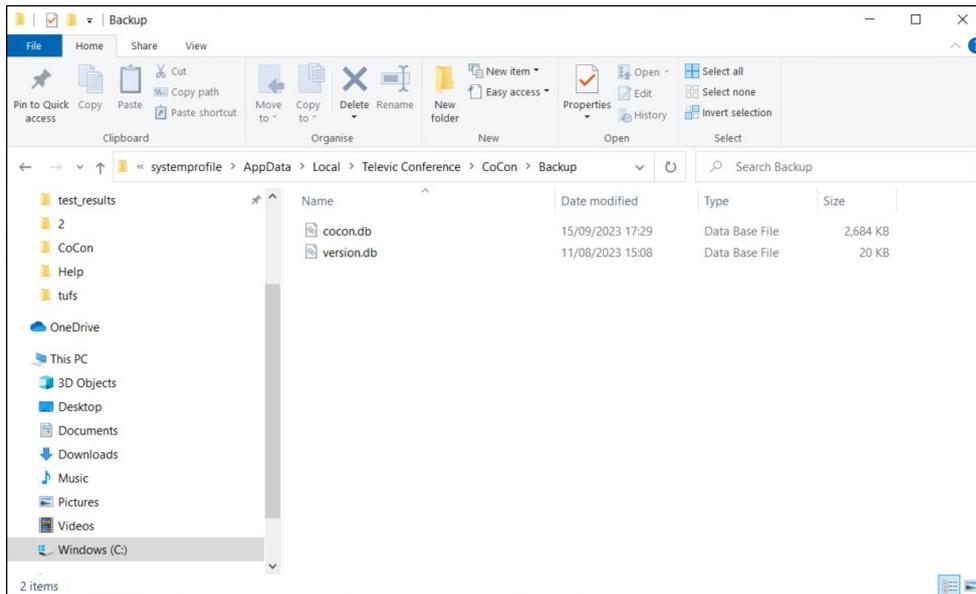


3. In the file explorer, open the following path:
C:\Windows\SysWOW64\config\systemprofile\AppData\Local\Televic Conference\CoCon



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

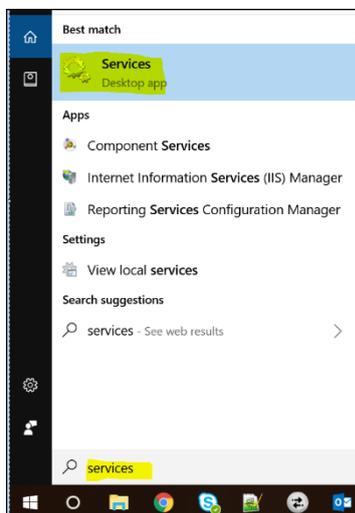




5. LiteDB has been backed up.

Restoring LiteDB

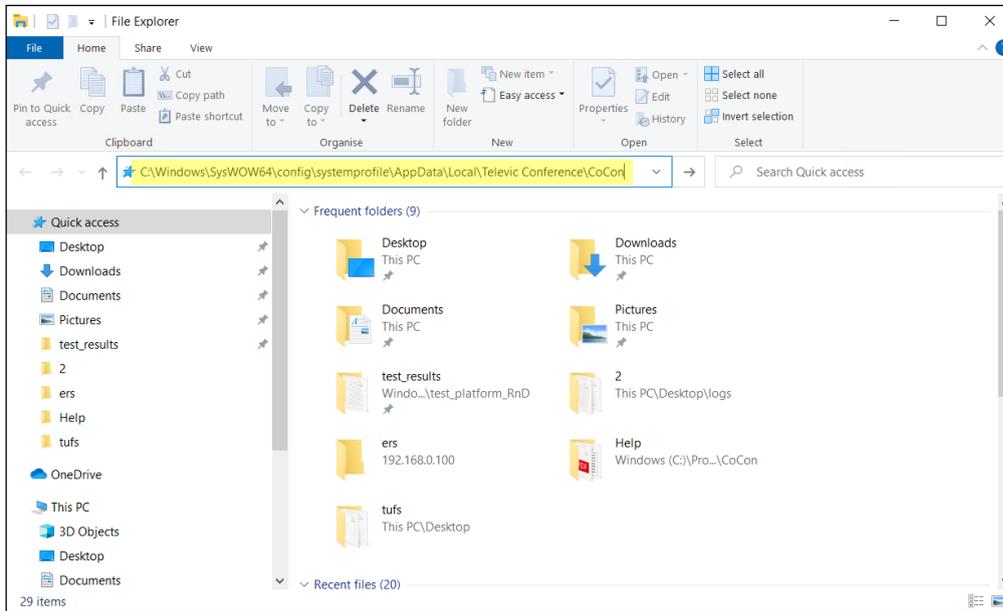
1. Search for **Services** and open it.



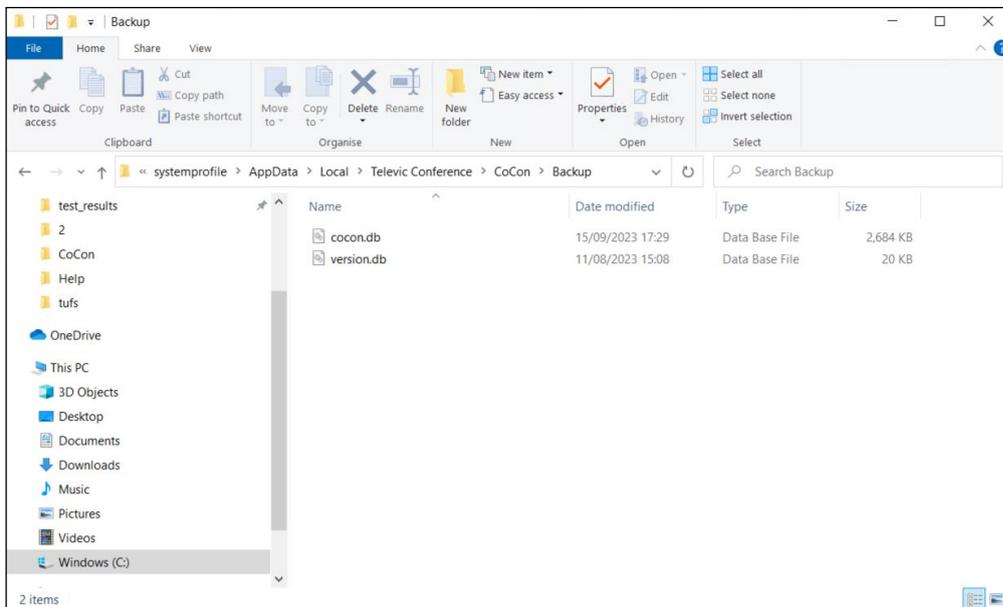
2. Find **CoCon Room Server** and stop the service.



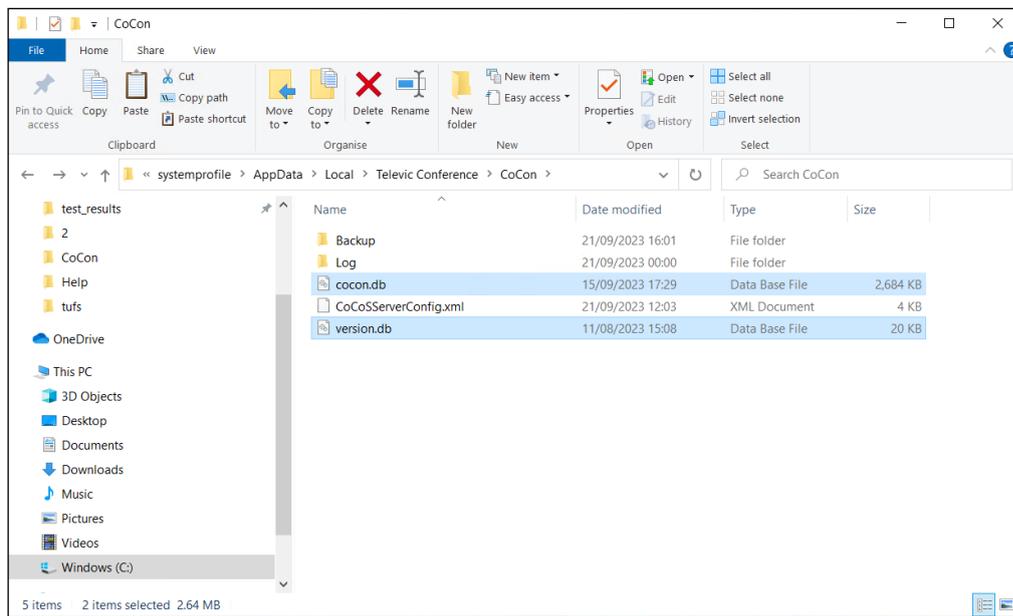
3. In the file explorer, open the following path:
C:\Windows\SysWOW64\config\systemprofile\AppData\Local\Televic Conference\CoCon



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



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

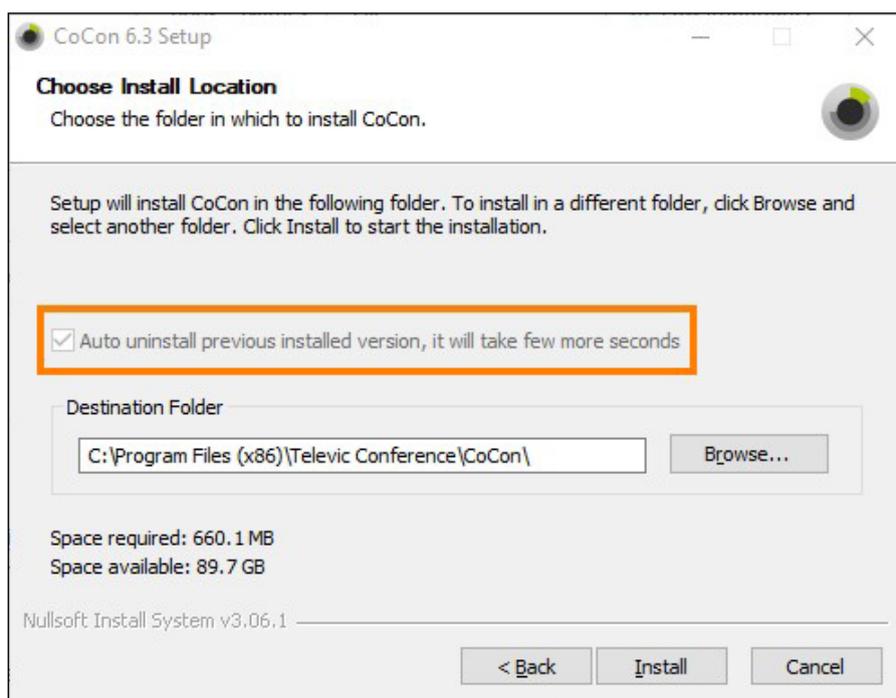


6. LiteDB has been restored.

UPDATING COCON

	To receive software update notifications in your mailbox, subscribe to the software update newsletter here: https://www.televic.com/en/conference/subscribe-to-the-software-update-newsletter
	We recommend to use technically trained personnel to complete the installation process.
	For updating the software, you need Administrator rights.
	It is mandatory to uninstall the previous version of CoCon. As of version 6.6, the CoCon Installer will do it automatically.

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 lower than 6.6, 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:
<https://www.televic.com/en/conference/support/software-updates>
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:

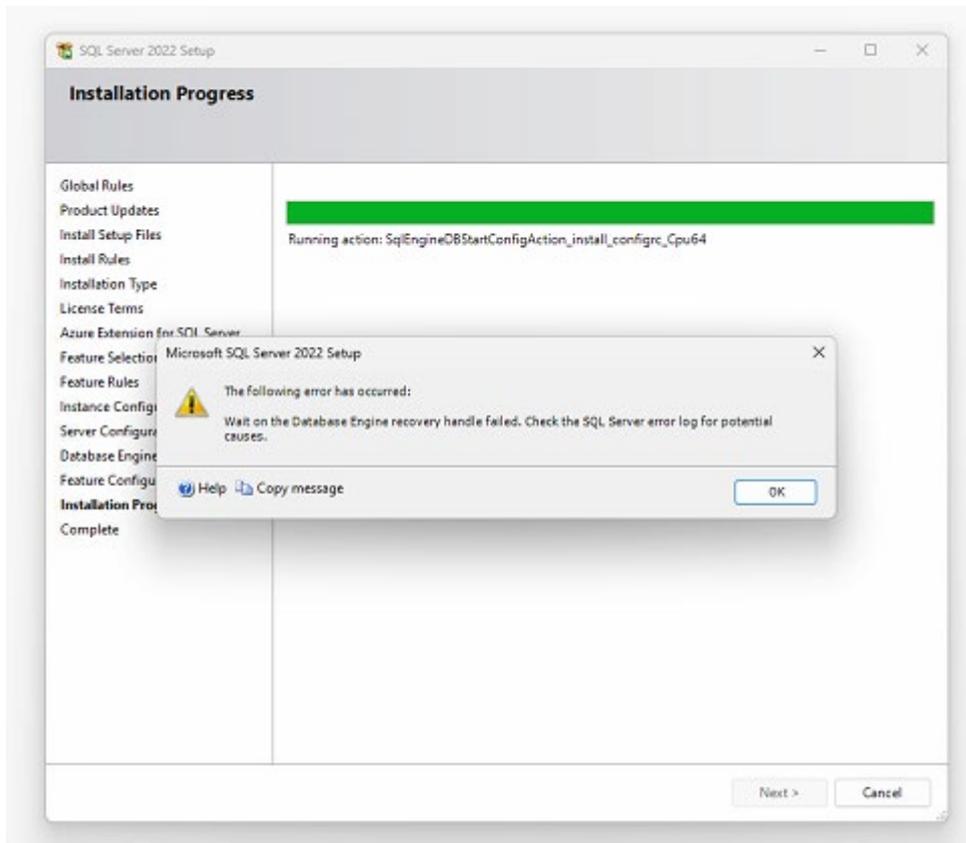


	When you upgrade from a non-Core CoCon version , the meeting information, delegates, groups, voting results etc. remains available because the database is not uninstalled. However, all synoptics, audio and interpreter configurations need to be migrated as these applications are running through the Room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

TROUBLESHOOTING

SQL Server Database Installation on Windows 11 Fails

If, upon creating an SQL database instance on a Windows 11 PC, the following message appears:



Please visit the following Microsoft page for more information on how to solve this problem:

https://learn.microsoft.com/en-us/troubleshoot/sql/database-engine/database-file-operations/troubleshoot-os-4kb-disk-sector-size?wt.mc_id=DP-MVP-4015656&tabs=registry-editor

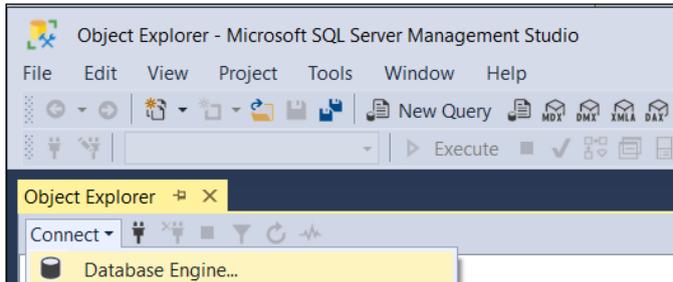
Room Synoptic Cannot Be Opened or Saved

In the CoCon Room Configurator, if opening or saving the synoptic view is not working, check and adjust the properties of the database.

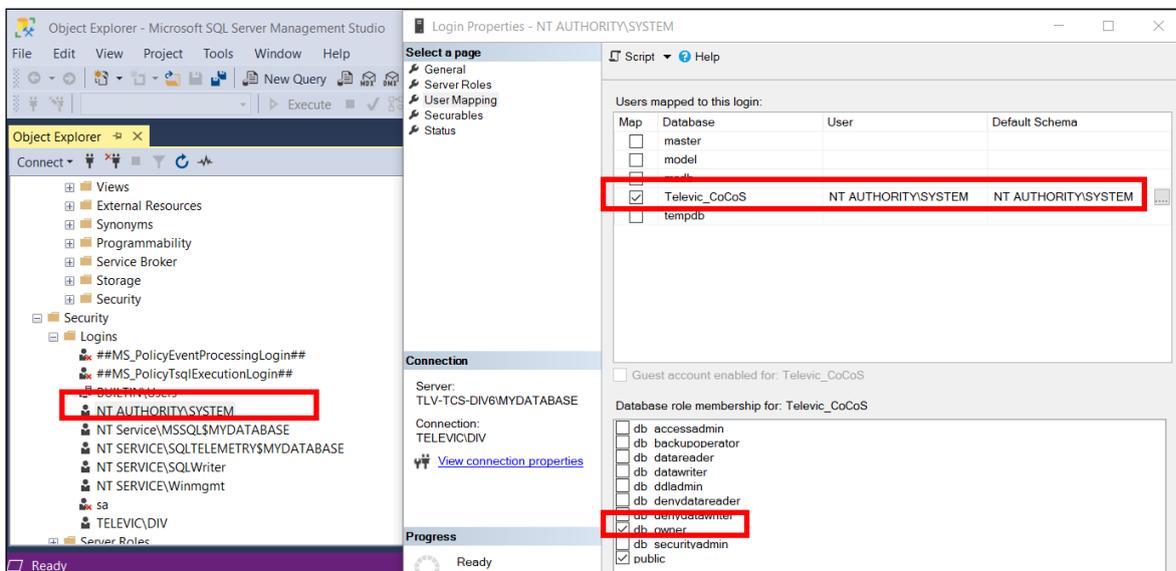
1. Open **SQL Management Studio**.

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

2. Connect to the used database:



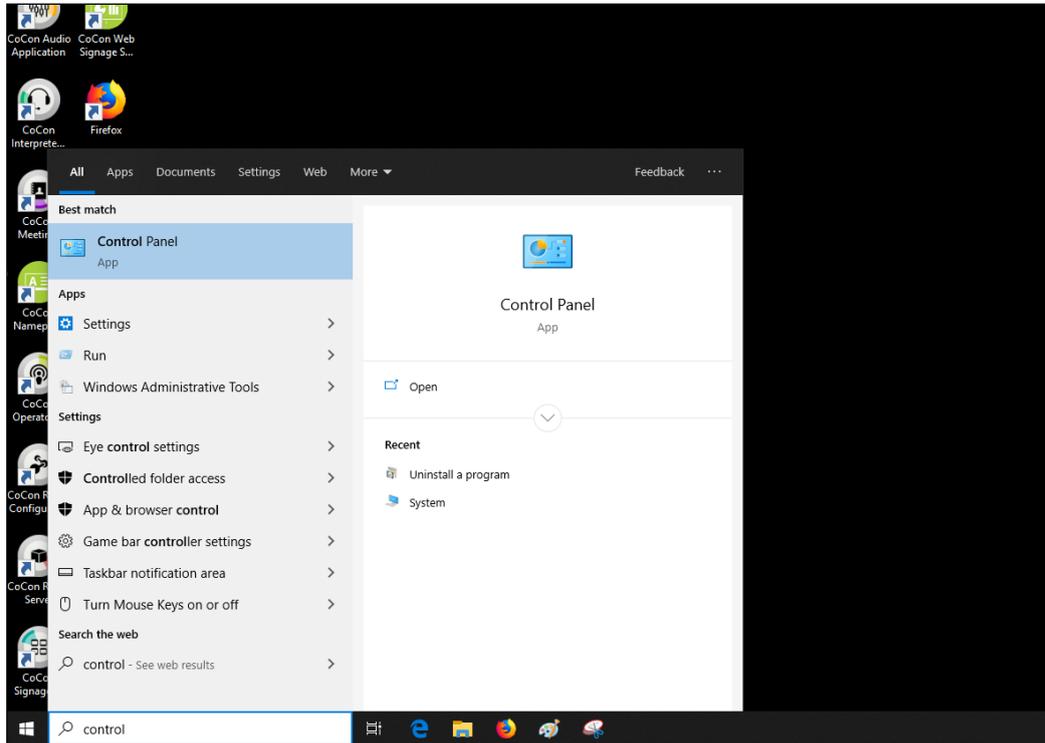
3. Right-click and select **Security > NT Authority \System properties**.
4. Check **Televic_CoCoS** and **db owner** as shown below, then click **OK**.



Deleting an SQL Instance

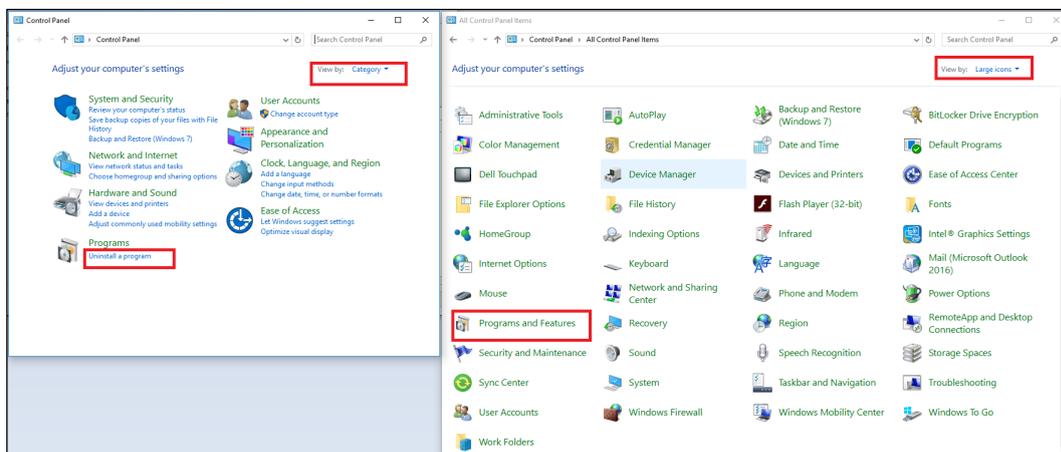
In case you have previously installed other SQL instances that you don't want to use anymore, you won't be able to delete them simply in CoCon. To uninstall an SQL instance, follow the steps below:

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

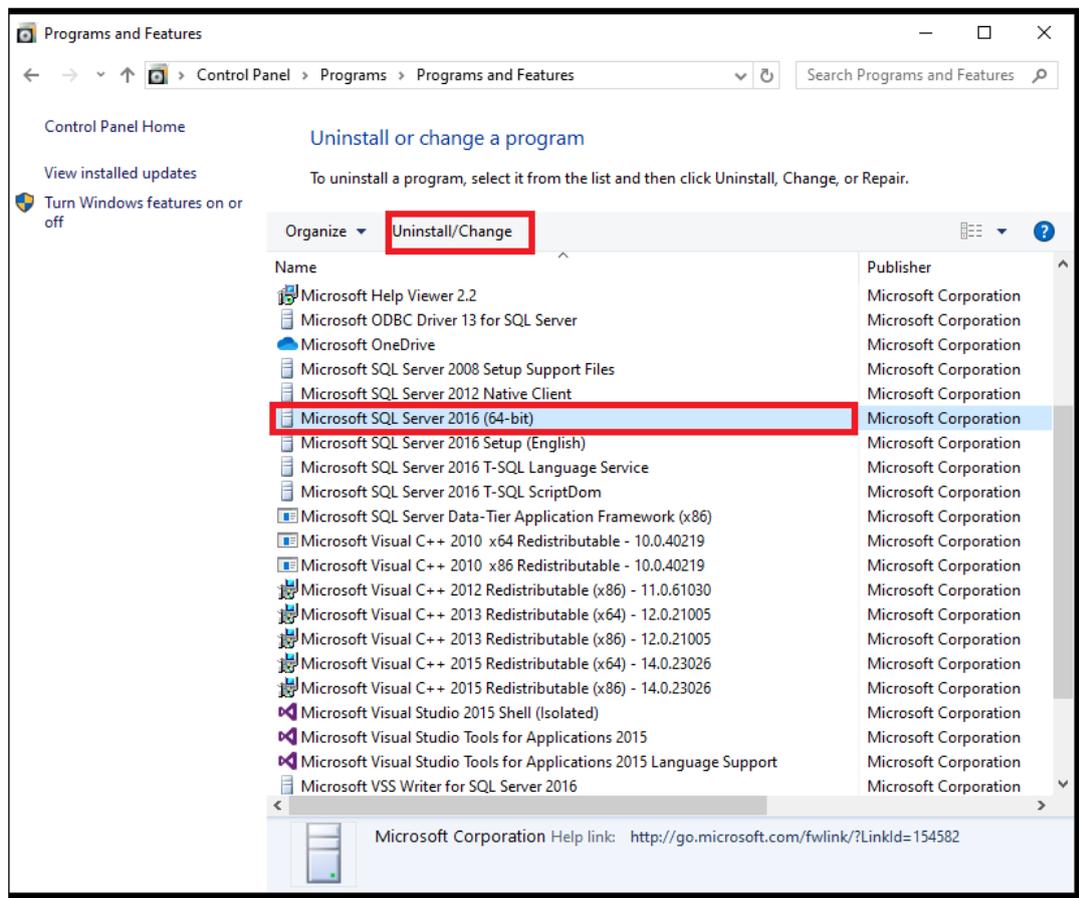


2. Open **Programs and features**.

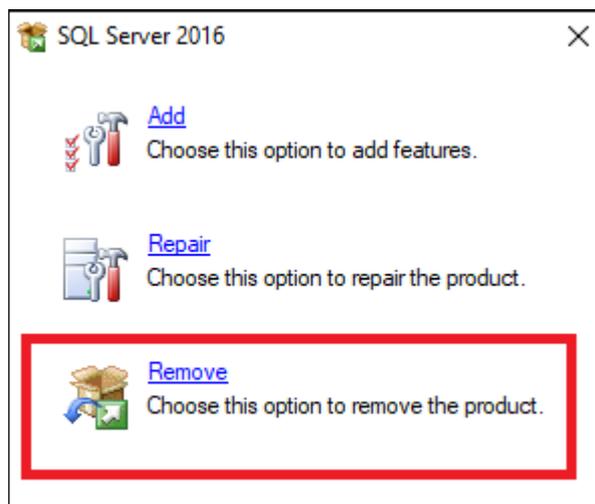
If there is no list but the **Category** view is visible, click on **Category** and choose **Small icons**. You will then see a list with the small icons and will be able to click on **Programs and features**.



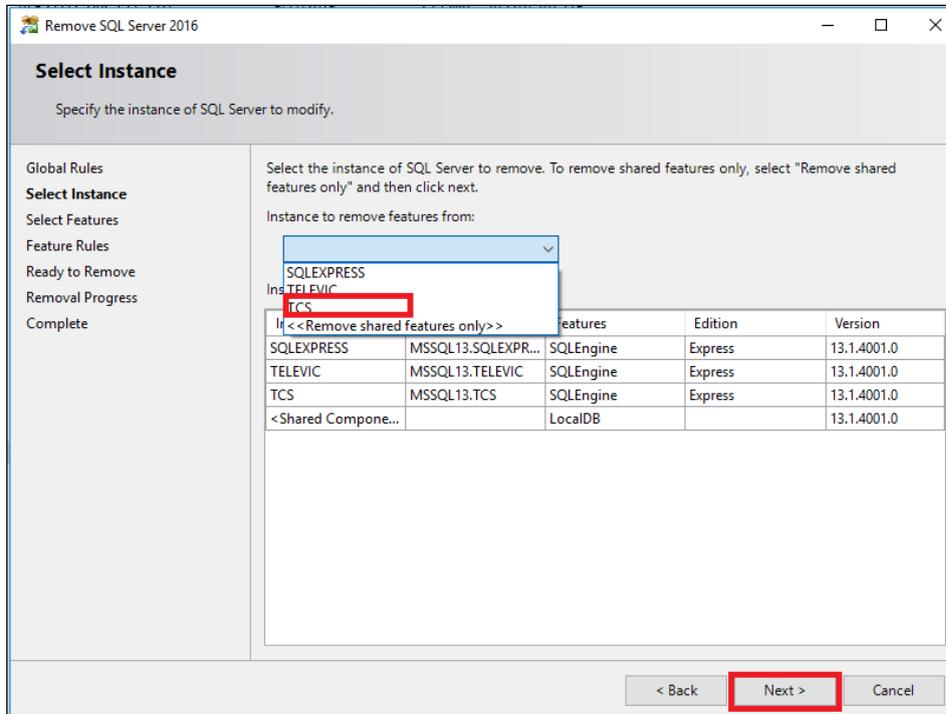
3. The page below opens. Look for Microsoft SQL Server 2016 (64-bit) and click on Uninstall/Change.



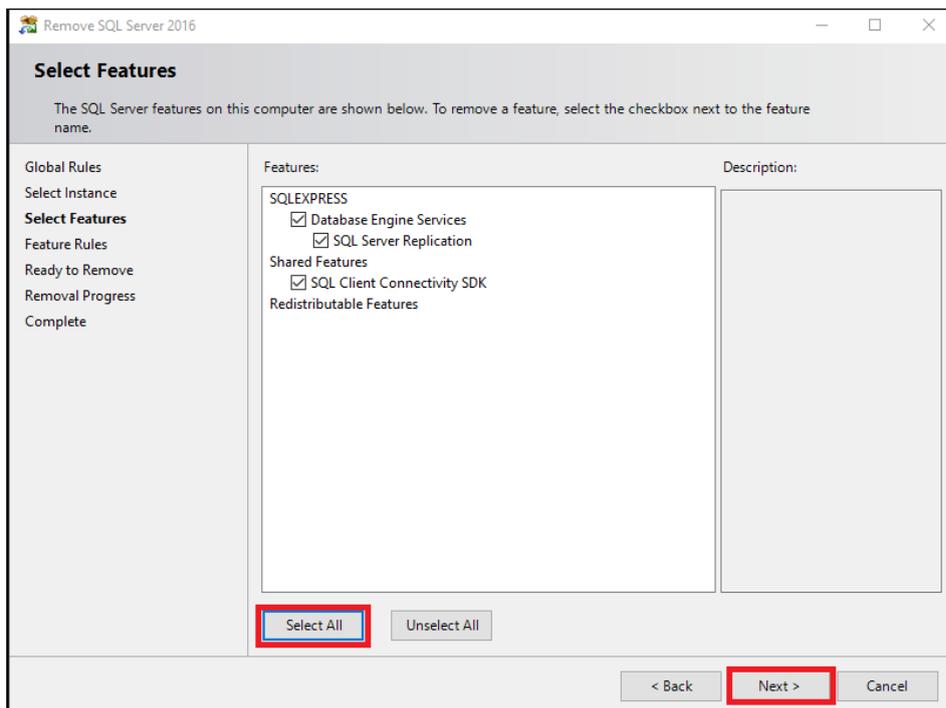
4. Select **Remove**. This action will run some scripts.



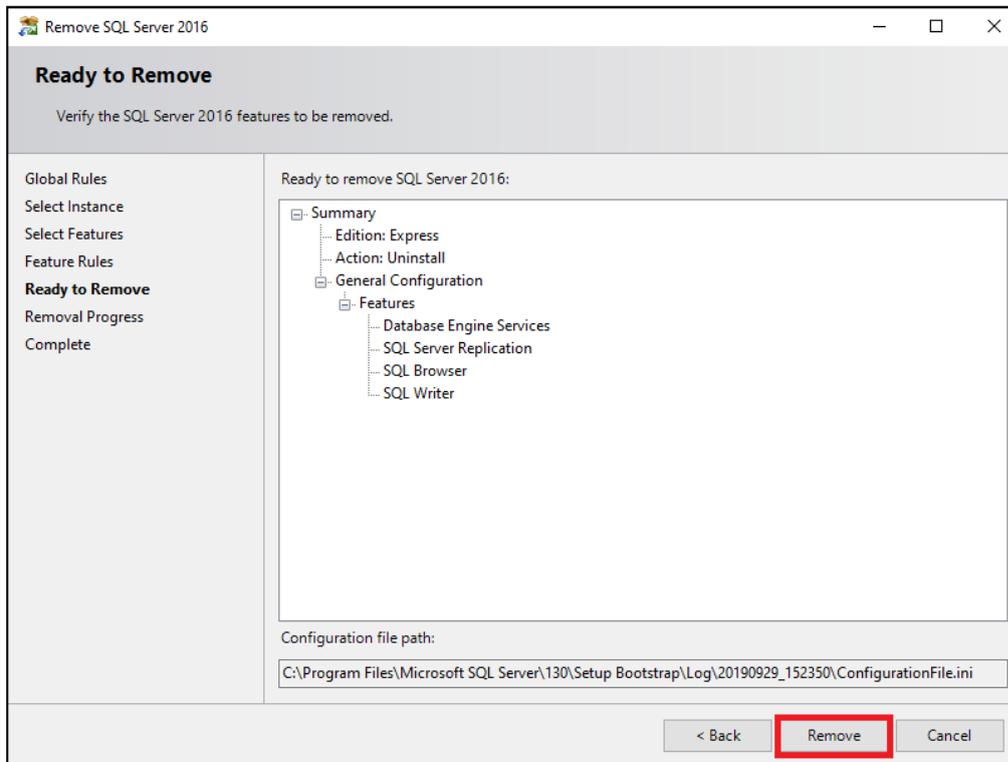
- A list of all installed SQL instances will appear. In the drop-down menu, select which instance you want to remove. In this demo, TCS will be removed. Once your selection is made, click **Next**. You can only remove one SQL instance at a time. Repeat the procedure to uninstall another instances.



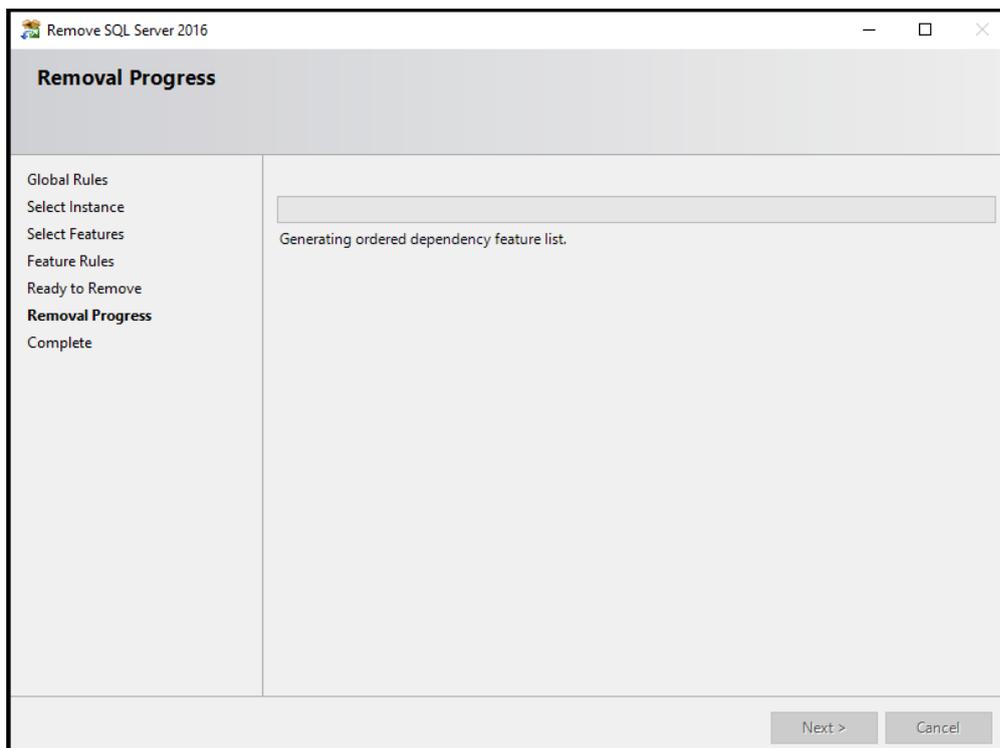
- In the opening window, click **Select all** and click **Next**:



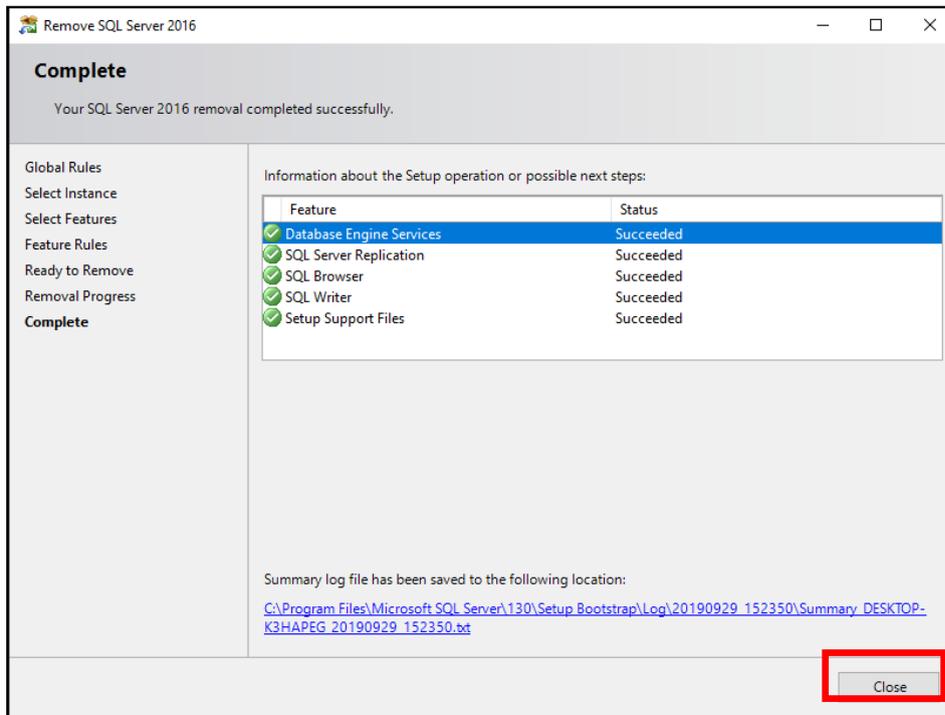
7. Click **Remove**. The removal procedure can take a while depending on your CPU power.



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



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

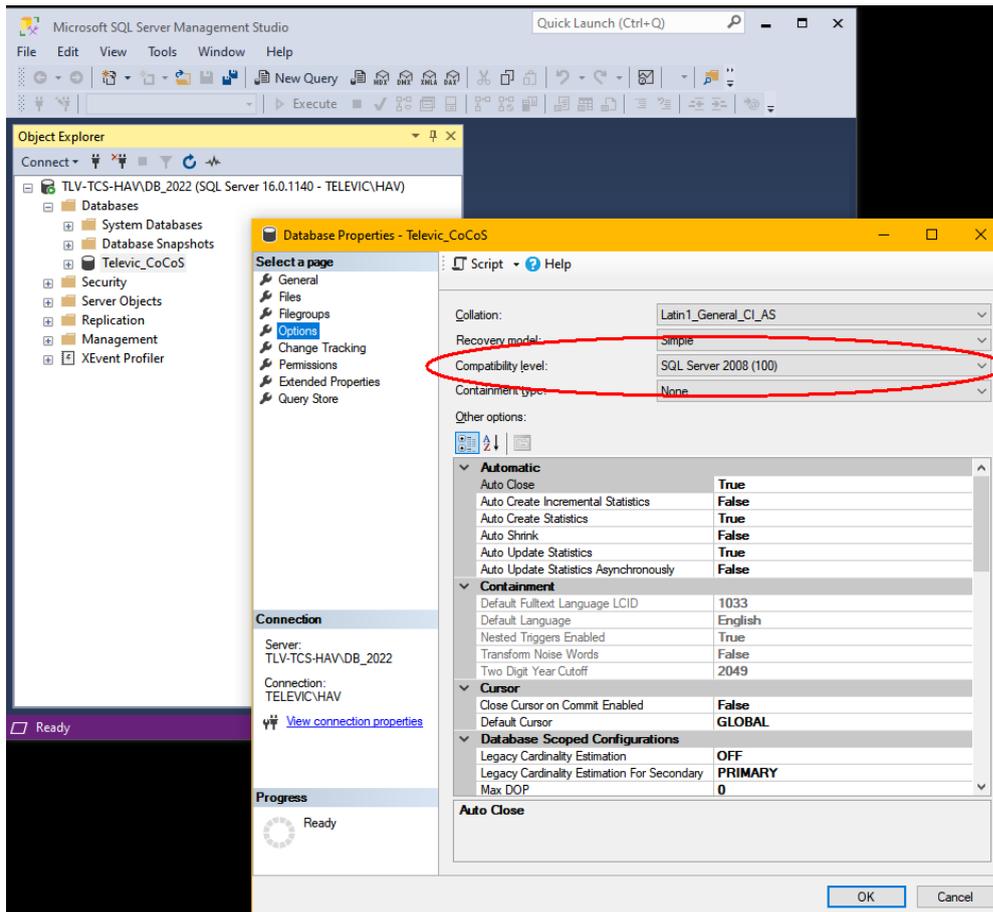


10. If more database instances need to be removed, follow the same procedure again until the unused instances are removed.

CoCon Client Apps Cannot Connect to the Server After Recent Windows 10 and 11 Updates

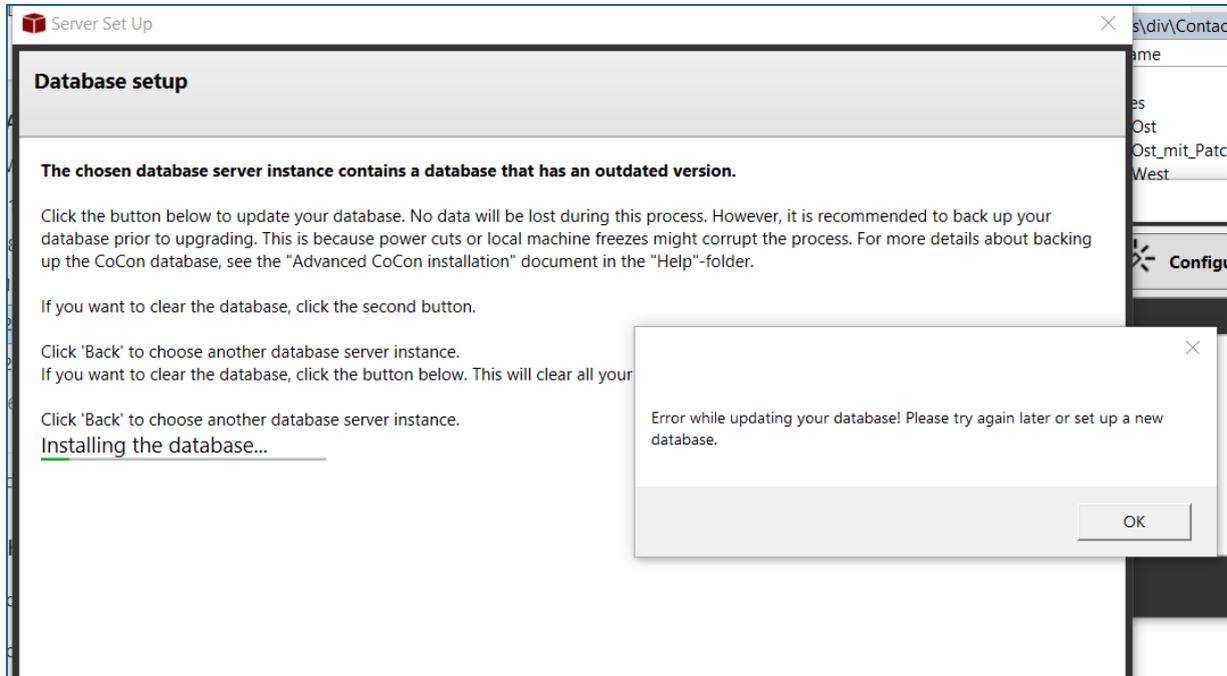
In case the CoCon client apps are not able to connect to the server for 1 to 2 minutes after recent Windows 10 and Windows 11 updates, proceed as follows:

1. Open Microsoft SQL Server Management Studio and select the Options menu of the Televic_CoCos Database Properties.
2. Set the "Compatibility level" to "SQL Server 2016".



Database Error After Updating From CoCon 6.6 to 6.9

In case you encounter a database error when updating from CoCon 6.6 to CoCon 6.9, please refer to your use case below and follow the corresponding procedure.



If you are using CoCon 6.5 or lower:

1. Visit Televic's [Software Updates](#) page and upgrade to CoCon 6.6.0.30.
2. Run through the CoCon Room Server wizard and update the database.
3. Shut down the CoCon system, download the script [here](#), and run it. You are now at version 6.7.0.14.
4. Upgrade to CoCon 6.7 or higher.

If you are using CoCon 6.6.0.30:

1. Shut down the CoCon system, download the script [here](#), and run it. You are now at version 6.7.0.14.
2. Upgrade to CoCon 6.7 or higher.

If you are using CoCon 6.7:

You do **NOT** need to run the script. Follow the general process through the CoCon Room Server wizard.



As of CoCon 6.12, the database conversion will be included in the CoCon Installer.

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.

