

# COCON & COCON DATABASE

## INSTALLATION & UPDATE PROCEDURE

FROM VERSION 6.0 AND HIGHER

LATEST UPDATE: 2024-09-20 (V6.8.0.20)



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# DOCUMENT HISTORY

Version	Date	Description
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 <b>CoCon lower than 6.0</b> and lower, please contact <b>Televic Support Team</b> .
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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

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 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

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>

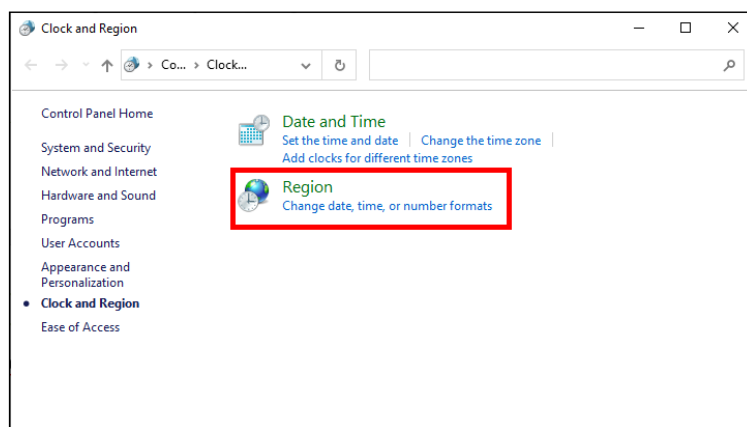
After downloading, we recommend to follow the steps below to make sure **SSMS** has been properly installed:

<https://social.technet.microsoft.com/wiki/contents/articles/34583.sql-server-2016-management-studio-installation.aspx>

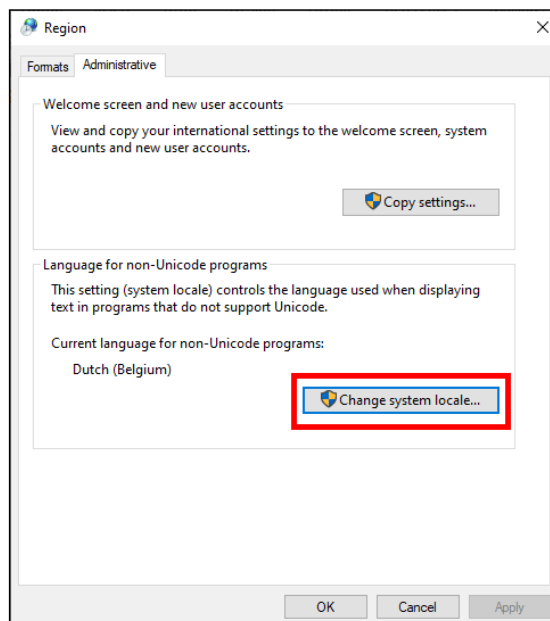
# MANUAL INSTALLATION OF THE COCON DATABASE

## 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**:

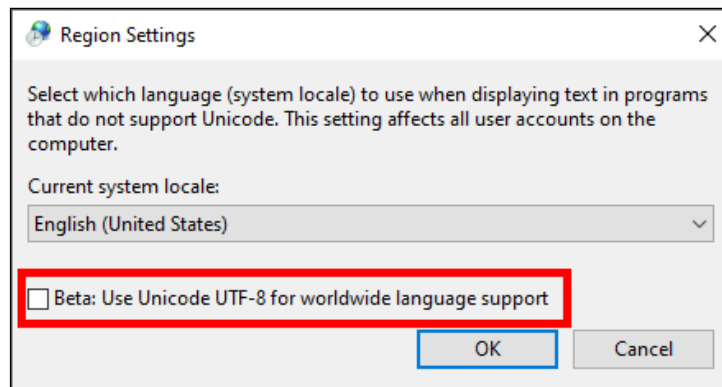


- b. In the opening window, click on **Change system locale...**:





- 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:

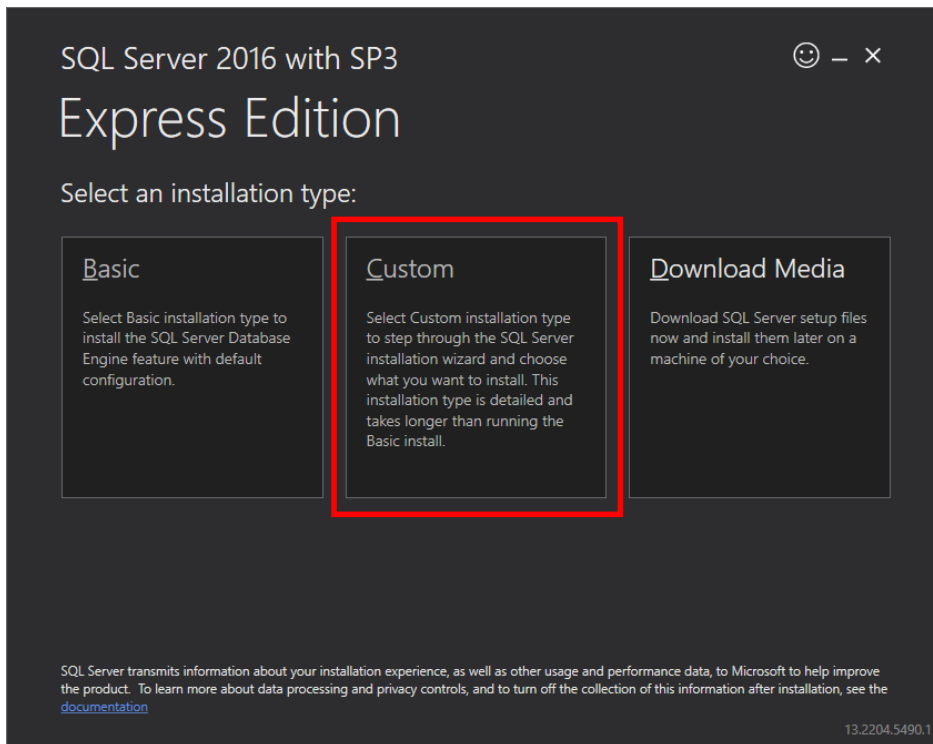
	SQL Server 2016	SQL Server 2017	SQL Server 2019	SQL Server 2022
Windows 10	✓	✓ *	✓ *	✓ *
Windows 11	✗	✓ *	✓ *	✓ *

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

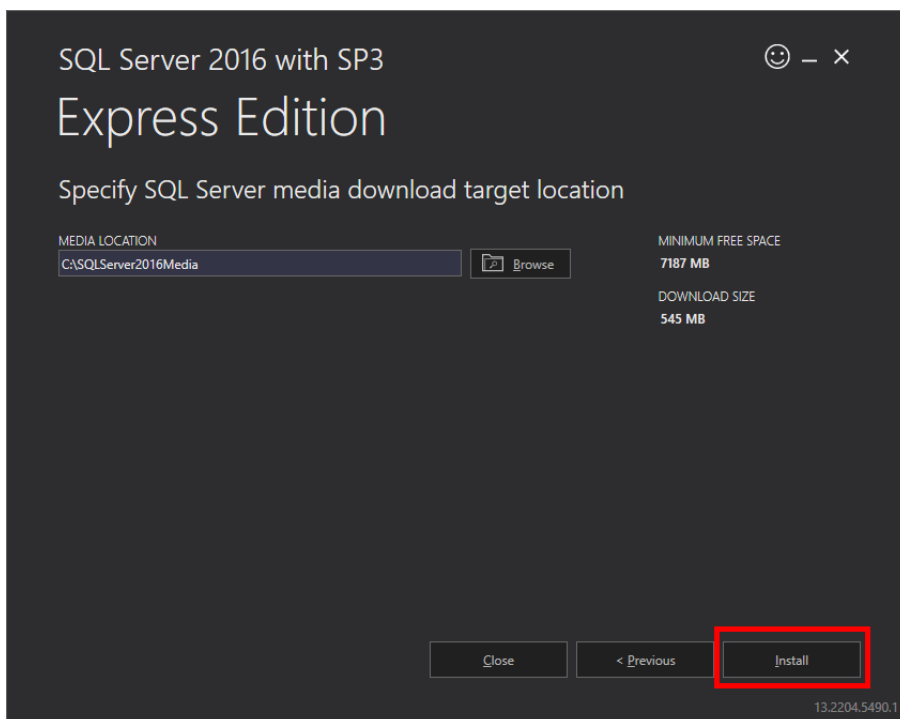
## (Windows 10 Only) Installation Procedure for SQL Server 2016

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

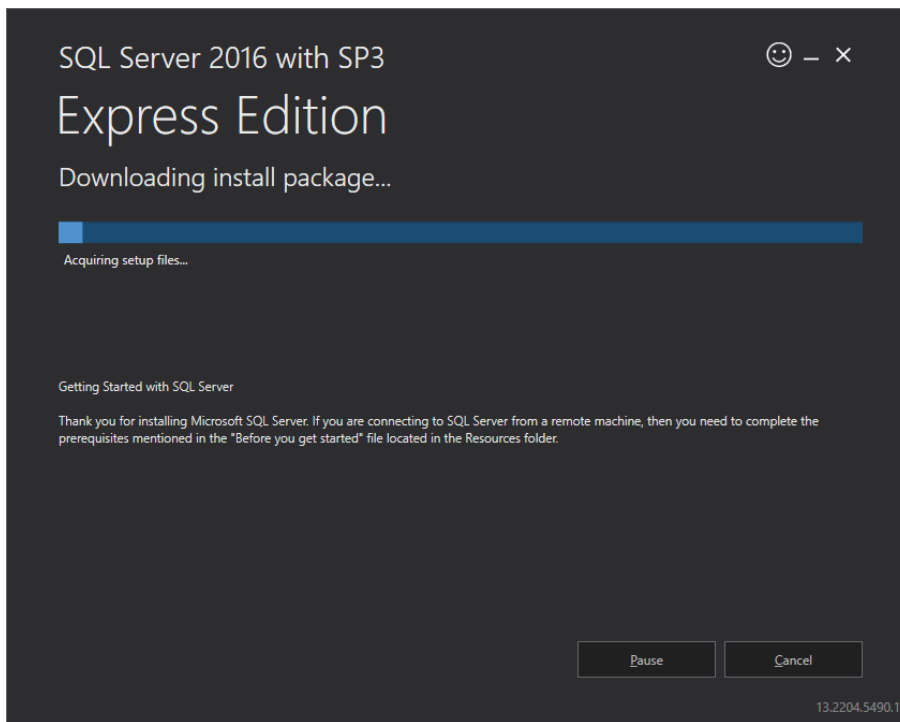
1. Go to <https://www.microsoft.com/en-us/download/details.aspx?id=103447> and download **SQL Express 2016 SP3**. Double-click on the downloaded file to start the installation.
2. The program opens. Select **Custom**:



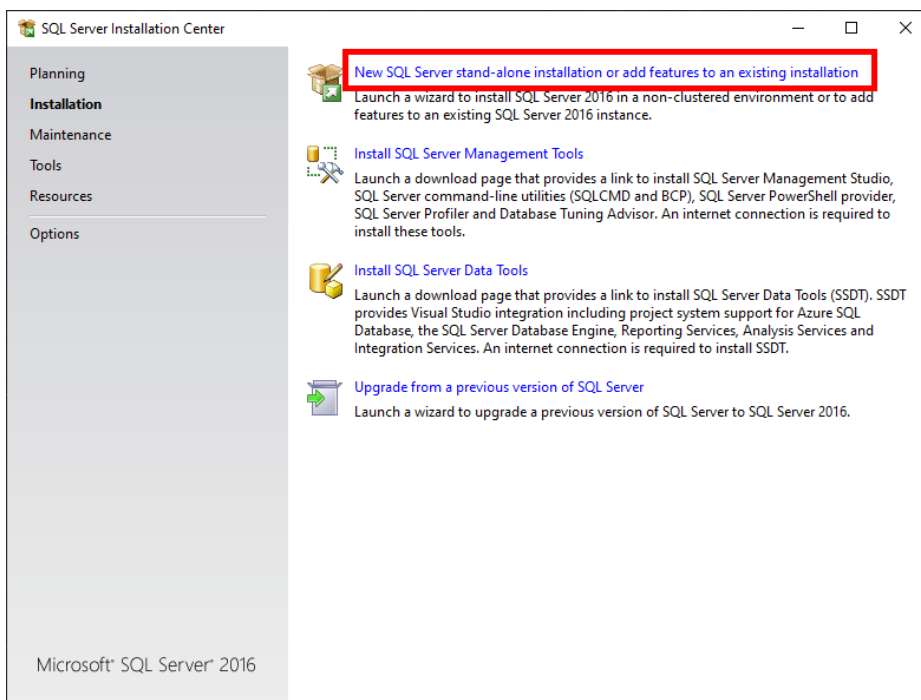
3. Click on **Install**:



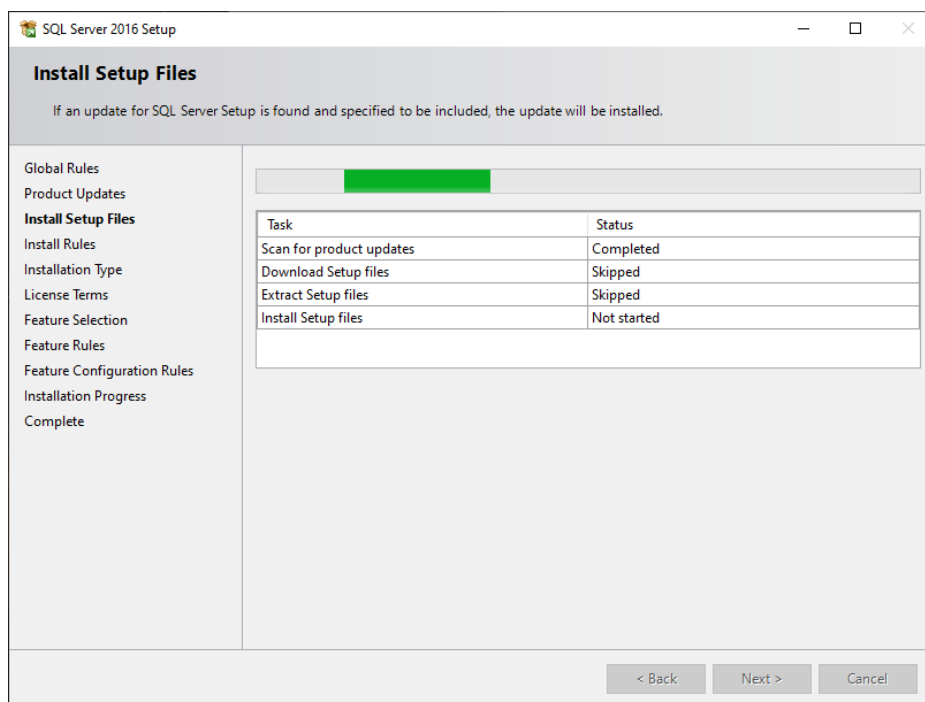
4. The installation packages start downloading. The process can take a few minutes:



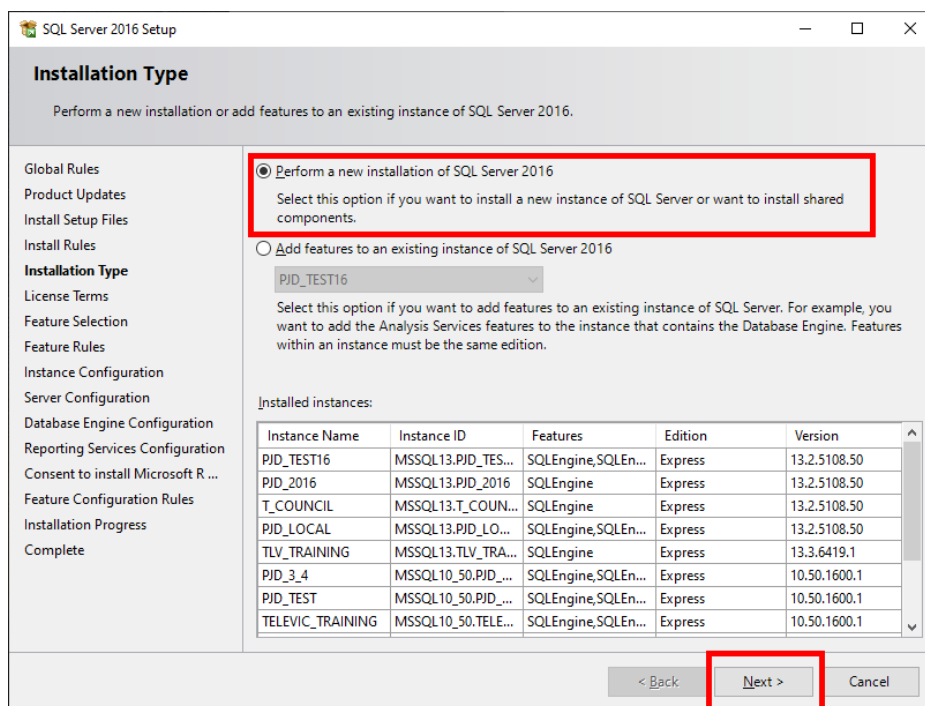
5. When the download is finished, the Microsoft SQL database opens. Click on **New SQL stand-alone installation**:



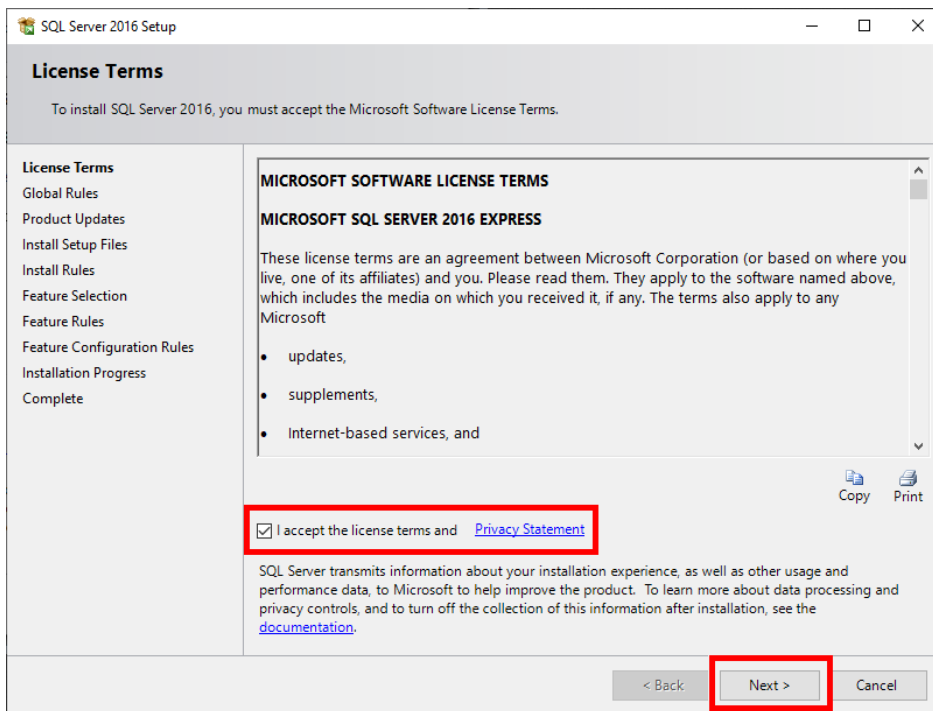
6. A window opens and updates the setup files if necessary:



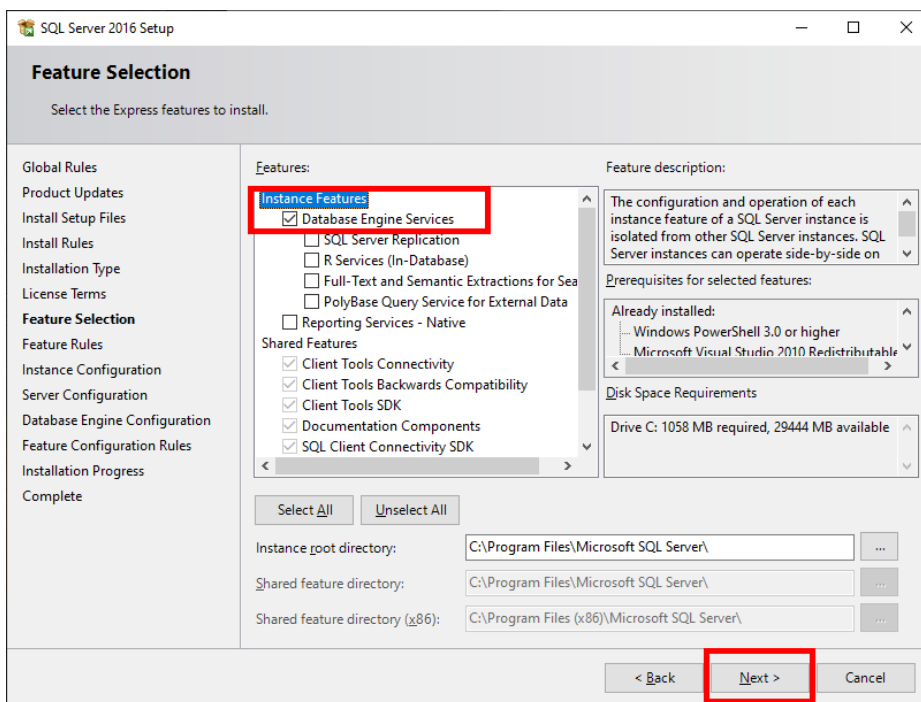
7. Select **Perform a new installation of SQL server 206** and click **Next**:



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



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



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

**Instance Configuration**

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

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

☐ Default instance  
☒ Named instance:

Instance ID:

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL13.SQLEXPRESS

Installed instances:

Instance Name	Instance ID	Features	Edition	Version
PJD_TEST16	MSSQL13.PJD_TES...	SQLEngine,SQLEn...	Express	13.2.5108.50
PJD_2016	MSSQL13.PJD_2016	SQLEngine	Express	13.2.5108.50
T_COUNCIL	MSSQL13.T_COUN...	SQLEngine	Express	13.2.5108.50
PJD_LOCAL	MSSQL13.PJD_LO...	SQLEngine,SQLEn...	Express	13.2.5108.50
TLV_TRAINING	MSSQL13.TLV_TRA...	SQLEngine	Express	13.3.6419.1
PJD_3_4	MSSQL10_50.PJD_...	SQLEngine,SQLEn...	Express	10.50.1600.1
PJD_TEST	MSSQL10_50.PJD_...	SQLEngine,SQLEn...	Express	10.50.1600.1
TELEVIC_TRAINING	MSSQL10_50.TELE...	SQLEngine,SQLEn...	Express	10.50.1600.1
PJD_2008	MSSQL10_50.PJD_...	SQLEngine,SQLEn...	Express	10.50.1600.1

< Back **Next >** Cancel

- In the **Service** table of **Server Configuration**, make sure that **SQL Server Database Engine** has the Account Name **NT AUTHORITY\NETWORK 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 AUTHORITY\LOCALSERVICE**. However, make sure the **Startup Type** is also set on **Automatic**.

Then click **Next**.

**Server Configuration**

Specify the service accounts and 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 Accounts Collation

Microsoft recommends that you use a separate account for each SQL Server service.

Service	Account Name	Password	Startup Type
SQL Server Database Engine	NT AUTHORITY\NETWORK SERVICE		Automatic
SQL Server Browser	NT AUTHORITY\LOCALS...		Automatic

☐ Grant Perform Volume Maintenance Task privilege to SQL Server Database Engine Service  
This privilege enables instant file initialization by avoiding zeroing of data pages. This may lead to information disclosure by allowing deleted content to be accessed.  
[Click here for details](#)

< Back **Next >** Cancel

12. Select **Windows authentication mode**.

Or,

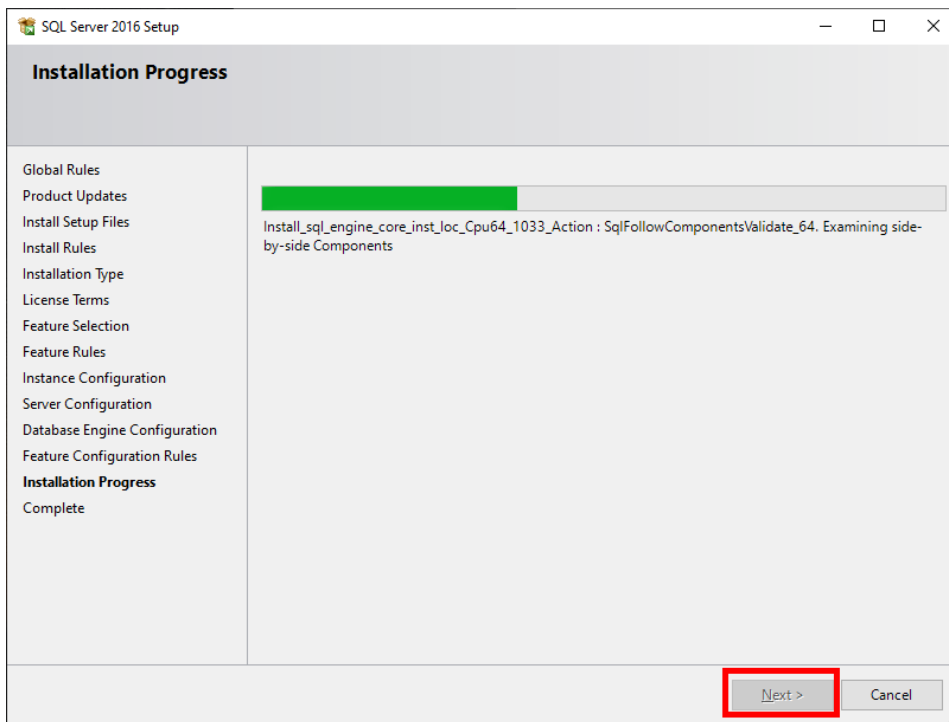
If the Windows account starting the Room Server is not the same as the Windows account for the installation of SQL Server 2016, select **Mixed Mode**. You will be asked to enter a password.

Then click **Next**.

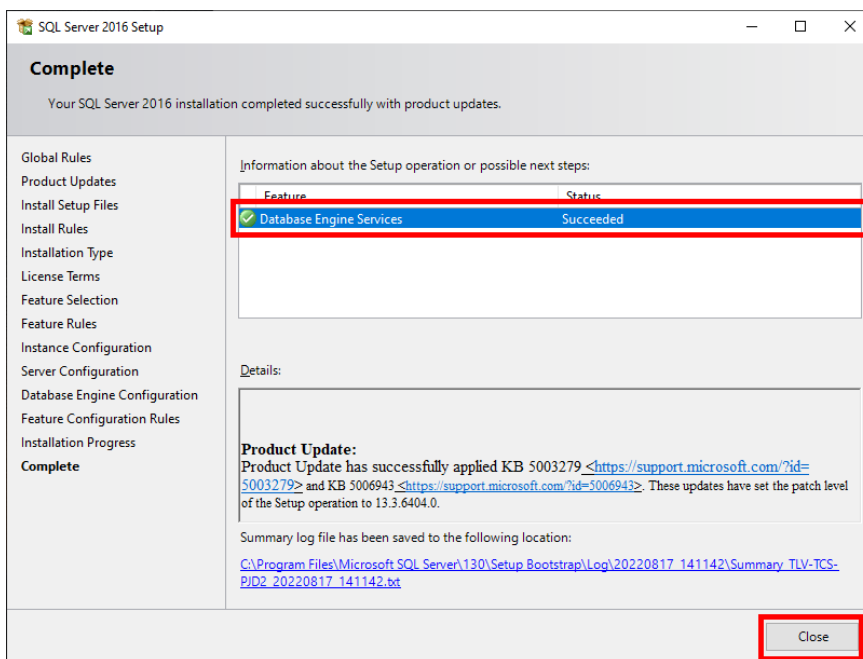
The screenshot shows the 'Database Engine Configuration' window in the SQL Server 2016 Setup. The 'Server Configuration' tab is active. Under 'Authentication Mode', the 'Windows authentication mode' radio button is selected and highlighted with a red rectangle. Below it, the 'Mixed Mode' option is unselected. There are fields for 'Enter password' and 'Confirm password' for the SQL Server system administrator (sa) account. A list of SQL Server administrators is shown, with 'TELEVIC\PJD (Debever Pieter-Jan)' selected. At the bottom right, the 'Next >' button is highlighted with a red rectangle.

The screenshot shows the 'Database Engine Configuration' window in the SQL Server 2016 Setup. The 'Server Configuration' tab is active. Under 'Authentication Mode', the 'Mixed Mode (SQL Server authentication and Windows authentication)' radio button is selected and highlighted with a red rectangle. Below it, the 'Windows authentication mode' option is unselected. There are fields for 'Enter password' and 'Confirm password' for the SQL Server system administrator (sa) account. A list of SQL Server administrators is shown, with 'TELEVIC\PJD (Debever Pieter-Jan)' selected. At the bottom right, the 'Next >' button is highlighted with a red rectangle.

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



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

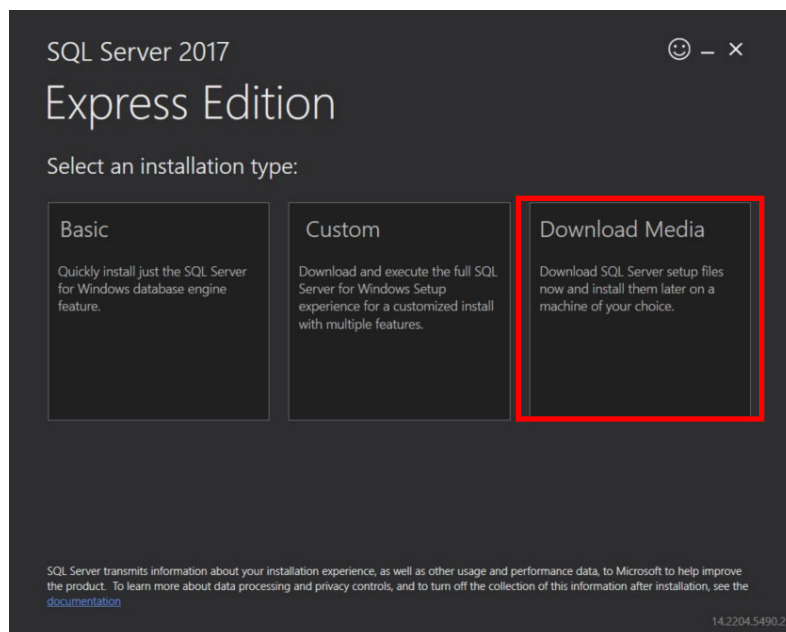


# (Windows 10 or 11) Installation Procedure for SQL Server 2017 or higher

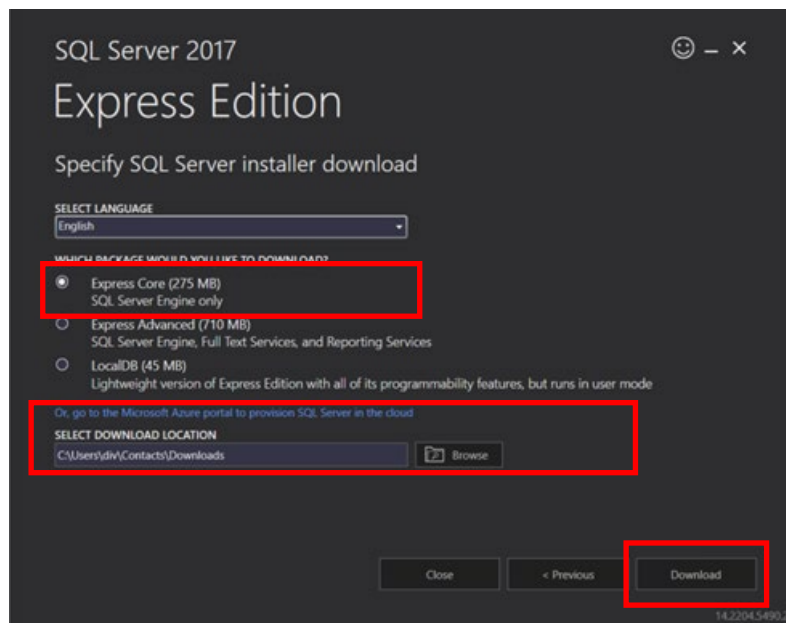


Please check the table in the section Compatibility of SQL Server with Windows before installing SQL Server 2017 or higher.

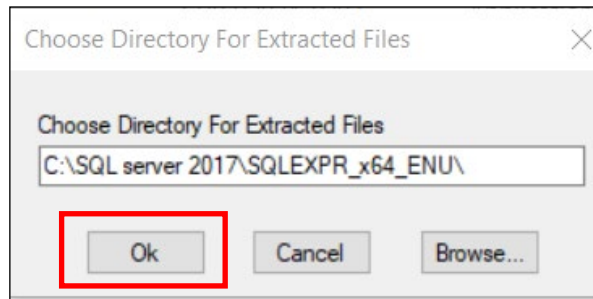
1. Download SQL Server 2017 or higher. In this example, we are going to use SQL Server 2017 that can be downloaded here: <https://www.microsoft.com/en-us/download/details.aspx?id=104781>.
2. Double-click on the downloaded file to start the installation.
3. The program opens. Select **Download Media**.



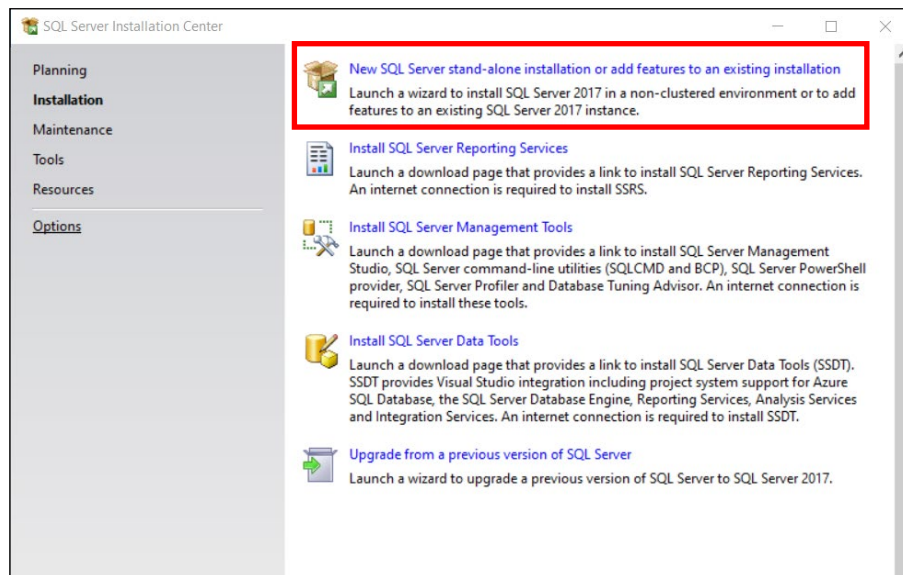
4. In the opening window, select **Express Core**, then select the download location. Click **Download**.



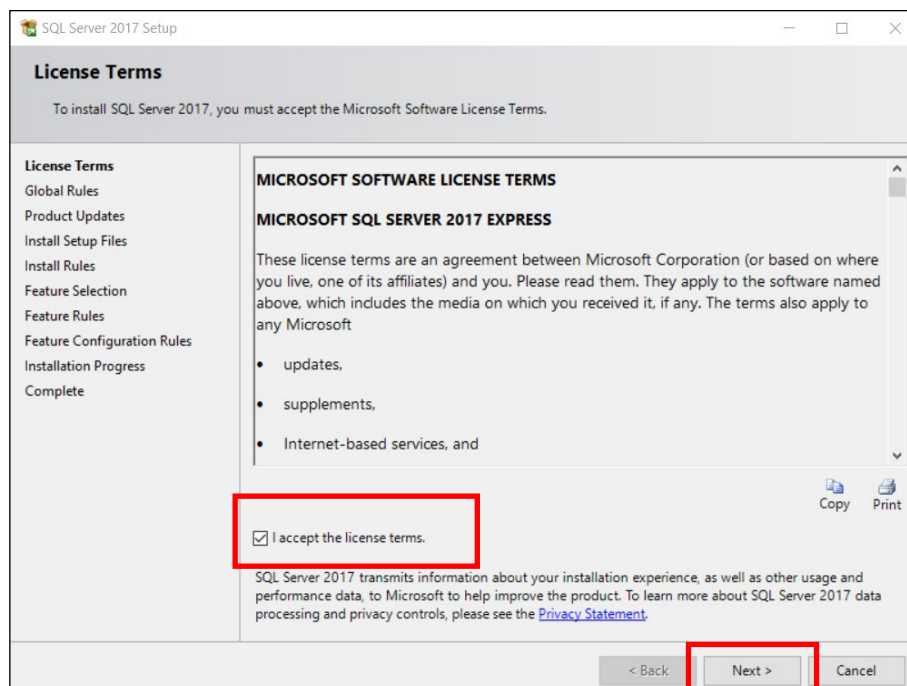
5. Once the file has been downloaded, double-click to open it. Select the directory for extracted files and click **OK**.



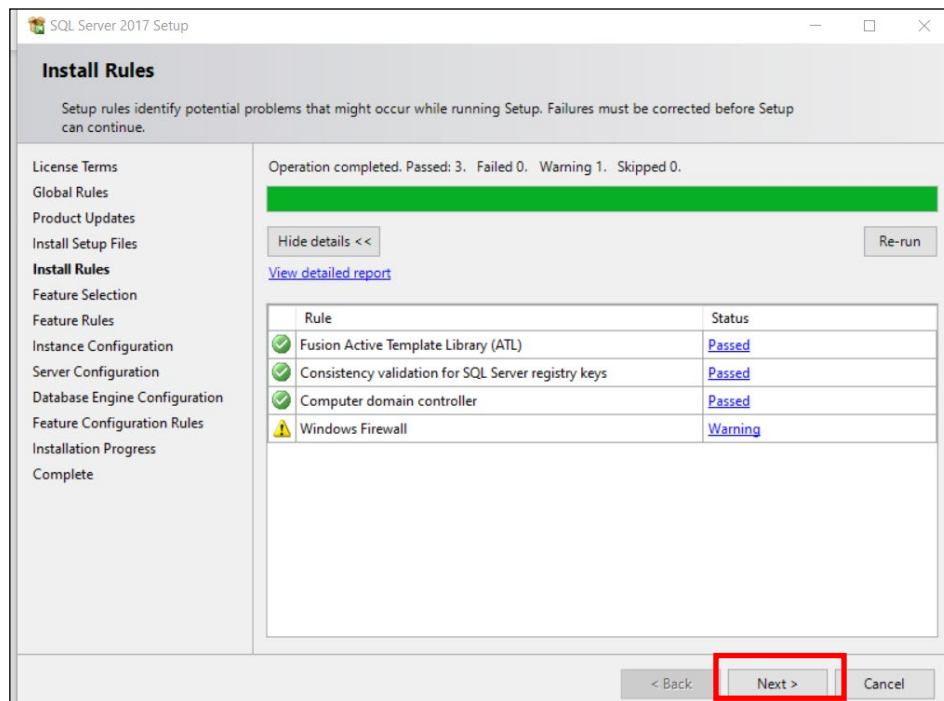
6. Select **New SQL server stand-alone installation**.



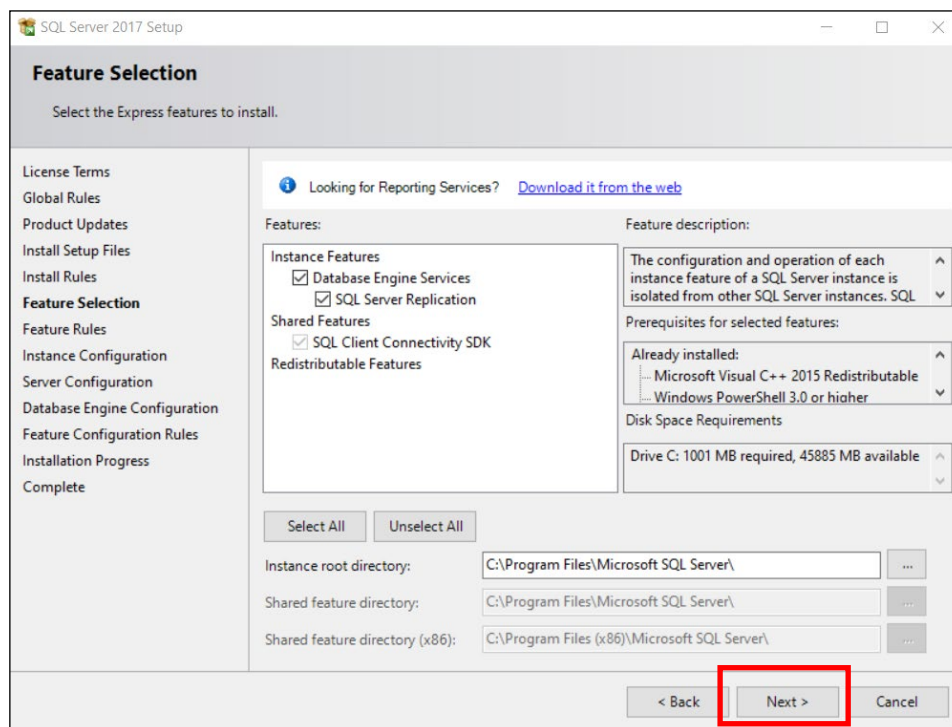
7. Read the license terms, tick the box **I accept the license terms** and click **Next**.



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



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



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

SQL Server 2017 Setup

### Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

License Terms  
Global Rules  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
**Instance Configuration**  
Server Configuration  
Database Engine Configuration  
Feature Configuration Rules  
Installation Progress  
Complete

☐ Default instance  
☒ Named instance:

Instance ID:

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL14.

Installed instances:

Instance Name	Instance ID	Features	Edition	Version
DB6_3	MSSQL13.DB6_3	SQLEngine,SQLEn...	Express	13.1.4259.0
DB54_CL_SQL2016	MSSQL13.DB54_C...	SQLEngine,SQLEn...	Express	13.1.4259.0
DBFIELD	MSSQL13.DBFIELD	SQLEngine,SQLEn...	Express	13.1.4259.0
MYDATABASE	MSSQL13.MYDAT...	SQLEngine,SQLEn...	Express	13.1.4259.0
T_COUNCIL	MSSQL13.T_COU...	SQLEngine	Express	13.1.4259.0
DB6_4	MSSQL13.DB6_4	SQLEngine,SQLEn...	Express	13.1.4259.0
DEMO	MSSQL13.DEMO	SQLEngine,SQLEn...	Express	13.1.4259.0
DB7H1	MSSQL13.DB7H1	SQLEngine,SQLEn...	Express	13.1.4259.0
NMK	MSSQL13.NMK	SQLEngine,SQLEn...	Express	13.1.4259.0

< Back **Next >** Cancel

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

SQL Server 2017 Setup

### Server Configuration

Specify the service accounts and collation configuration.

License Terms  
Global Rules  
Product Updates  
Install Setup Files  
Install Rules  
Feature Selection  
Feature Rules  
Instance Configuration  
**Server Configuration**  
Database Engine Configuration  
Feature Configuration Rules  
Installation Progress  
Complete

Service Accounts Collation

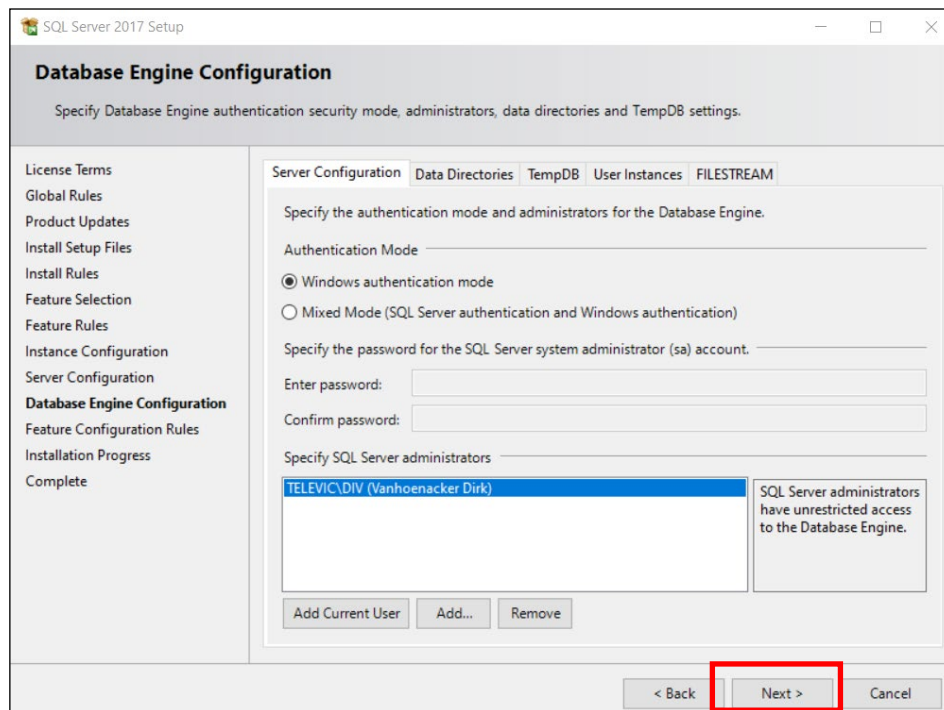
Microsoft recommends that you use a separate account for each SQL Server service.

Service	Account Name	Password	Startup Type
SQL Server Database Engine	NT Service\MSSQLSDB_2...		Automatic
SQL Server Browser	NT AUTHORITY\LOCALS...		Automatic

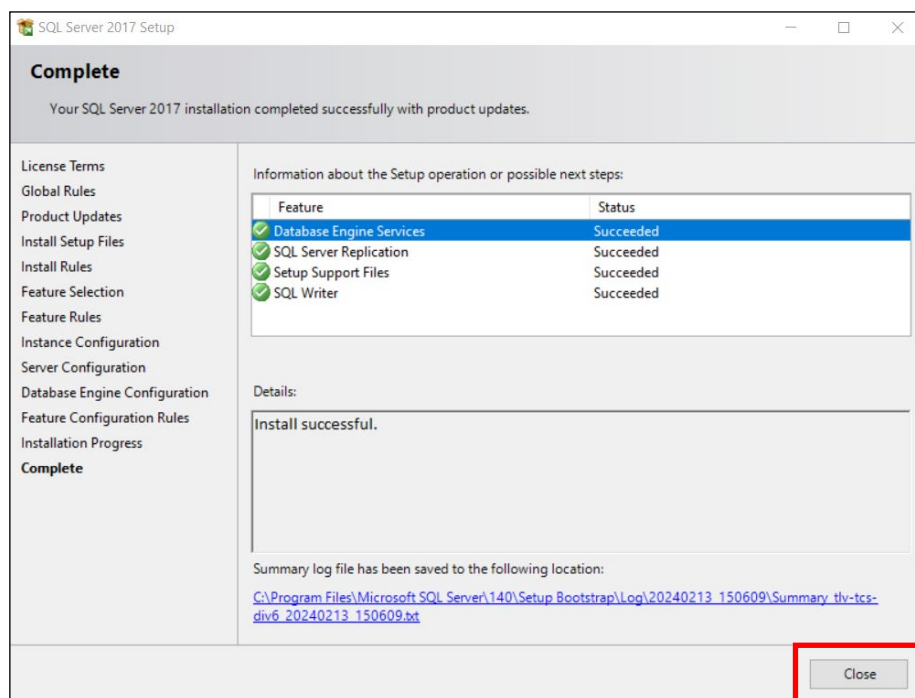
☐ Grant Perform Volume Maintenance Task privilege to SQL Server Database Engine Service  
This privilege enables instant file initialization by avoiding zeroing of data pages. This may lead to information disclosure by allowing deleted content to be accessed.  
[Click here for details](#)

< Back **Next >** Cancel

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



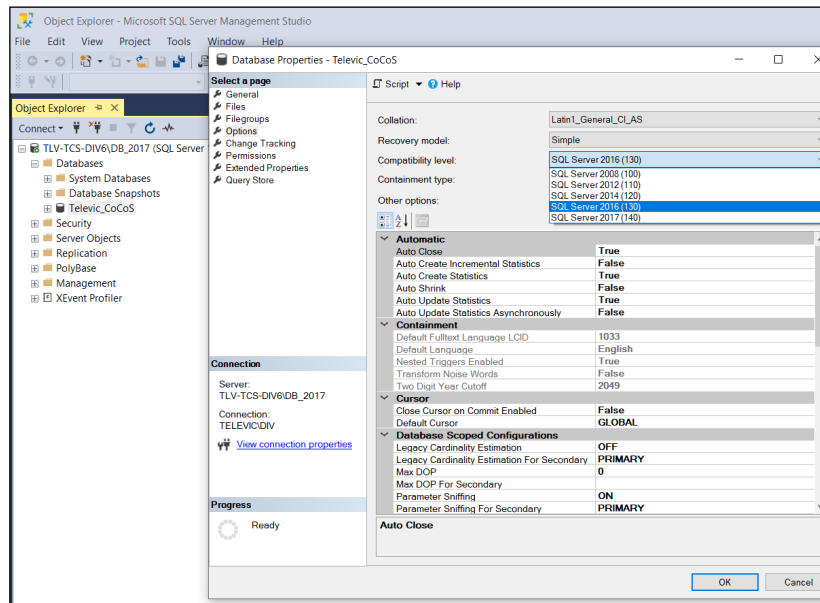
13. If the installation has been successful, the following window opens. Click on **Close**.



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**.



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



# 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**

[Get the latest downloads](#)

**CONFERO FOR PLIXUS**

Latest version: **v7.10.26**

[Get the latest downloads](#)

**CONFERO FOR CONFIDEA G4 WIRELESS**

Latest version: **v7.10.26**

[Get the latest downloads](#)

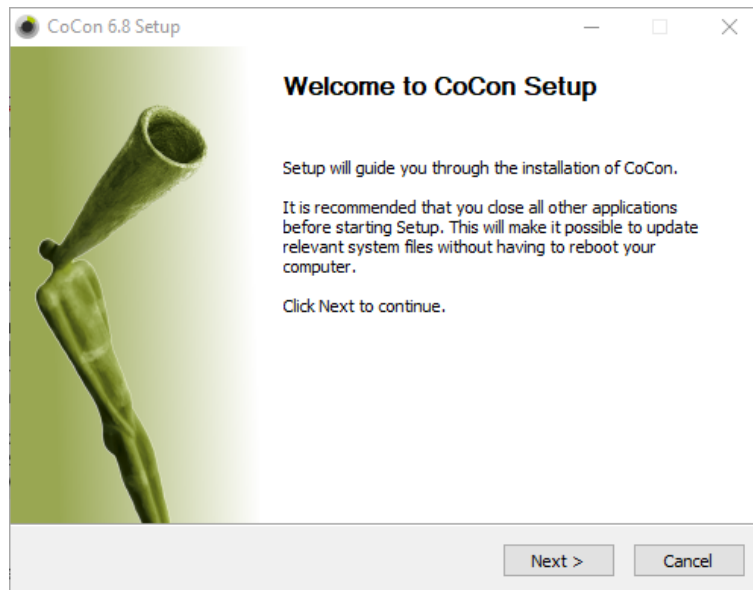
**UNITE**

**CONFIDEA G3**

**D-CERNO AE**

**D-CERNO CUR**

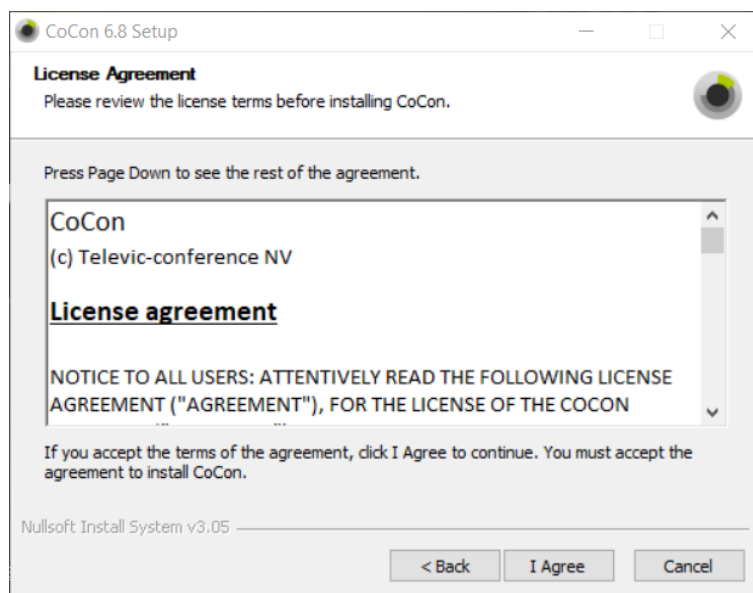
2. Run the **CoConCoreInstaller<VersionNumber>.exe** file. Follow the installation wizard that will guide you through the installation and configuration process.



## CoCon Installer

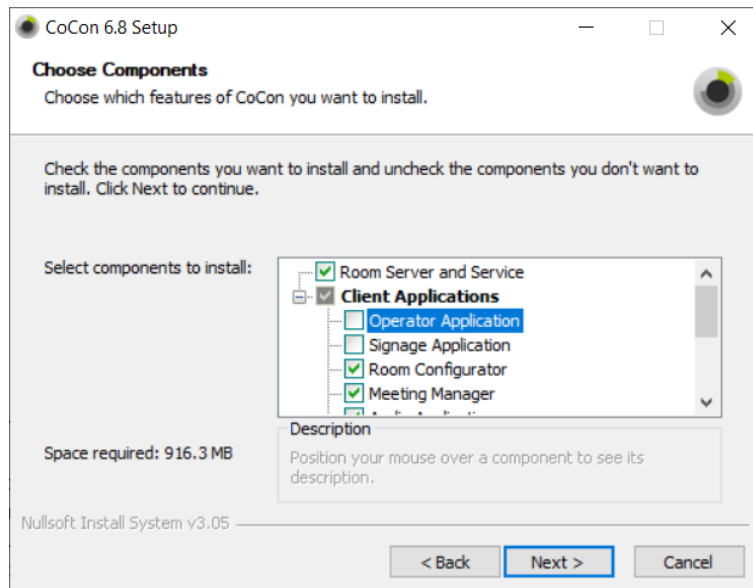
The CoCon Installer consists of various steps; the most important ones are:



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



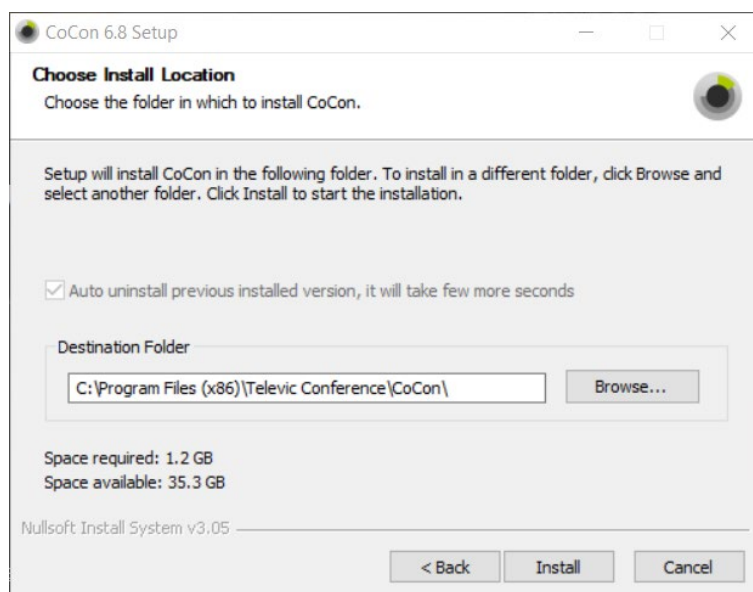


2. Choose the components to install and click **Next**. For more information on the application, hover over the application name. The installer automatically installs the **Room Service** with the **Room Server**. Here, you can also select which client applications to install.

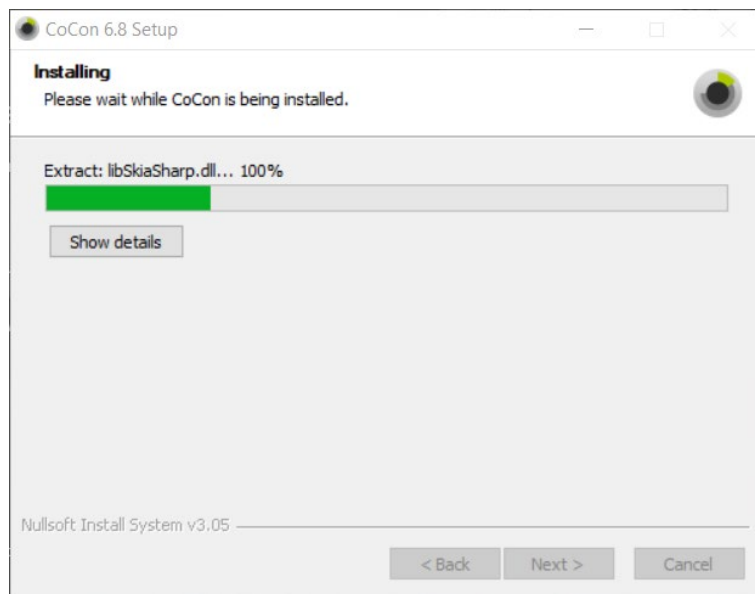


-  The **Room Server** must be installed on the server PC connected to the Central Unit. It should never be installed on another PC, and there can only be only one **Room Server**.
-  The function of the applications plays a role in selecting which components to install. For example, it is not required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

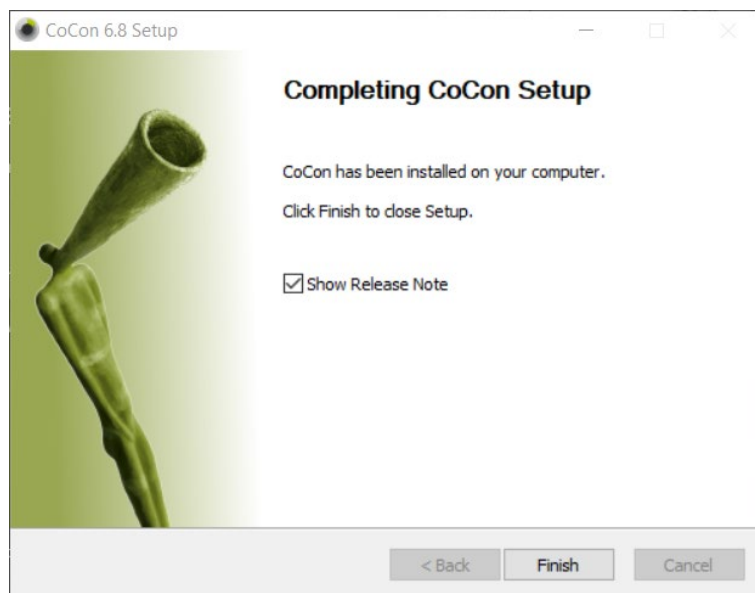
3. Choose the destination folder of the installation and click **Install**. Note that the previous version of CoCon will automatically be deleted.



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.

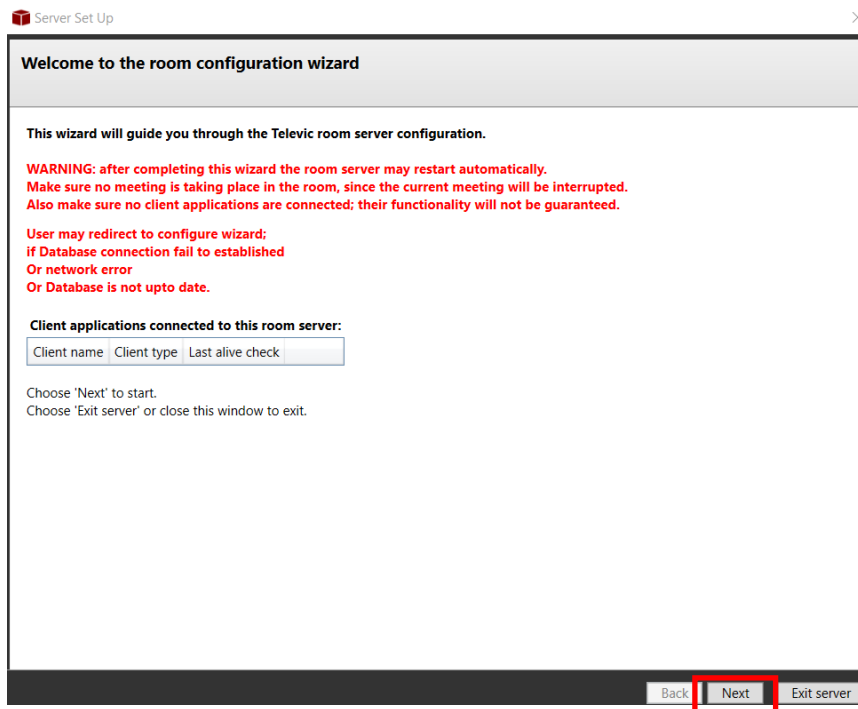


6. Open the CoCon applications using the links on the **Desktop** or via the **Start Menu**.

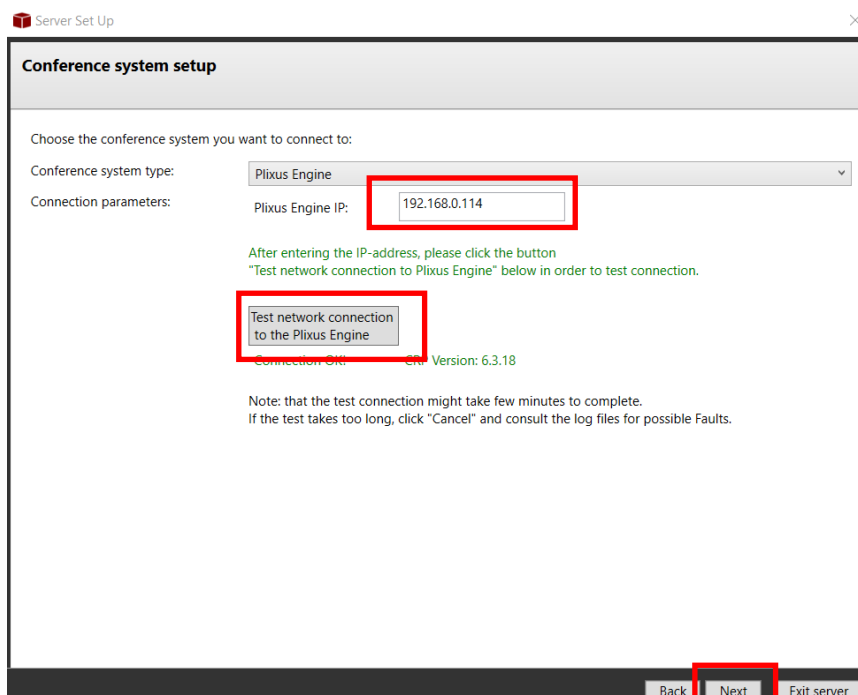
	During the installation, Windows firewall asks your permission to let this program communicate. Make sure that you allow all connections for the CoCon applications.
	When you install CoCon for the first time, a Windows Defender security warning appears as consequence of a certificate. Click <b>More info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



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

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\DB6\_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.

Then click **Next**:

Database server selection

Select an existing database...

Database server: TLV-TCS-DIV6\DB6\_3

Authentication mode:

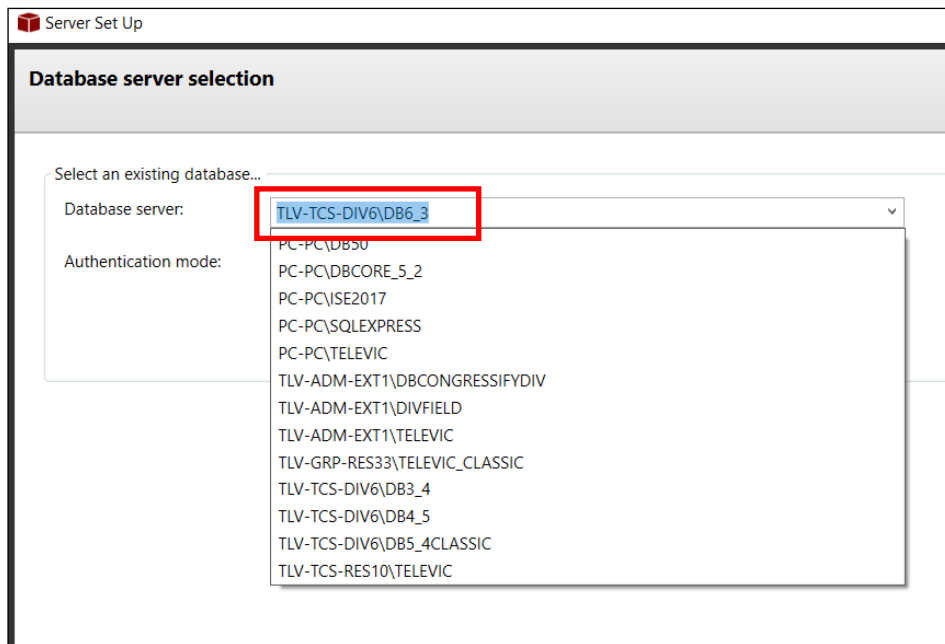
☒ Windows Authentication

☐ SQL Server Authentication

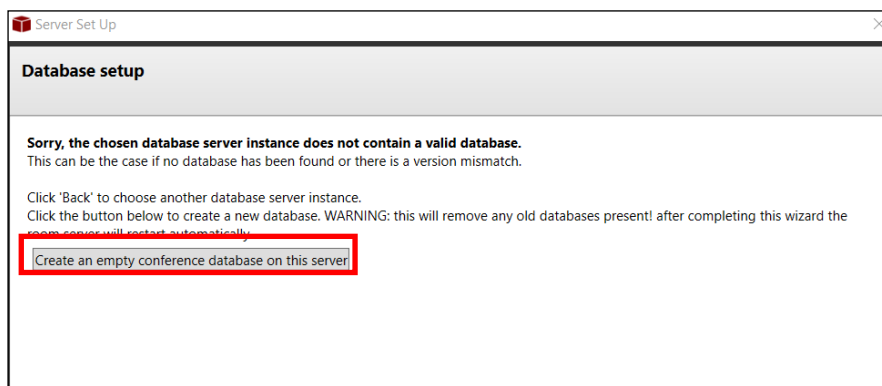
Login:

Password:

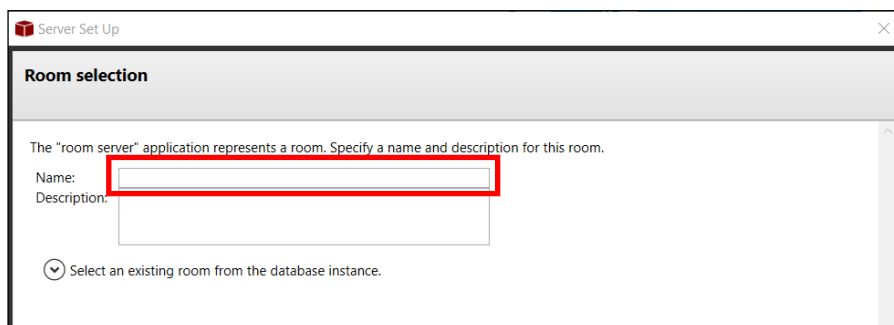
Back Next Exit server



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**:



Server Set Up

### Room selection

The "room server" application represents a room. Specify a name and description for this room.

Name: Meetingroom

Description:

A new room will be created and assigned to this room server.

☒ Select an existing room from the database instance.

Back Next Exit server

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

Server Set Up

### Advanced settings

Module	Description
<b>General</b> <input type="checkbox"/> Run the Room Server at Windows startup	
<b>API</b> <input checked="" type="checkbox"/> Activate the API	
<b>Customer Specific</b> <input type="checkbox"/> Use the "Request list procedure" functionality <input type="checkbox"/> Show voting results in 3 column in the Signage Application and on printouts	
<b>Logging Level</b> Server log level: Standard CU-Server log level: Public	
<b>Camera Settings</b> Status: ON	

Back Finish Exit server

# BACKING UP AND RESTORING THE COCON DATABASE

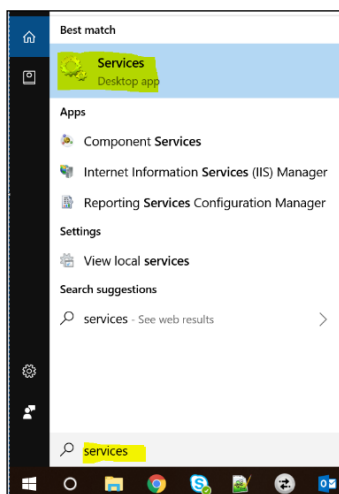
Before installing a new version of CoCon, it is highly recommended to back up the CoCon database so that you will be able to restore it in case something goes wrong with the installation.



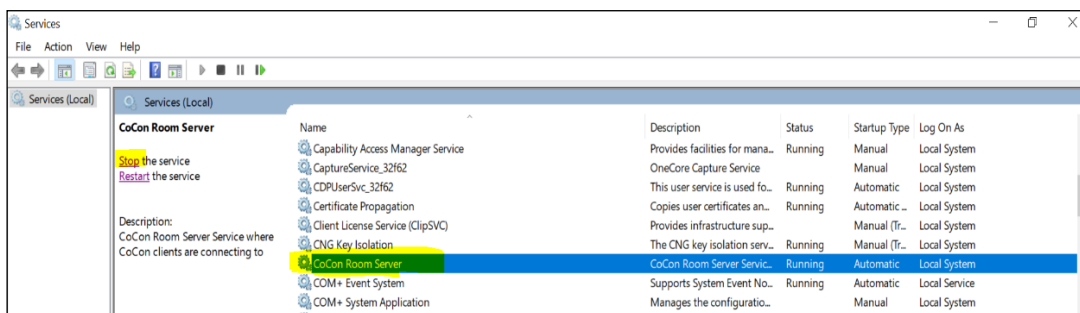
If you are using a version of CoCon lower than 6.0, please contact Televic Support Team.

## Backing Up the CoCon Database

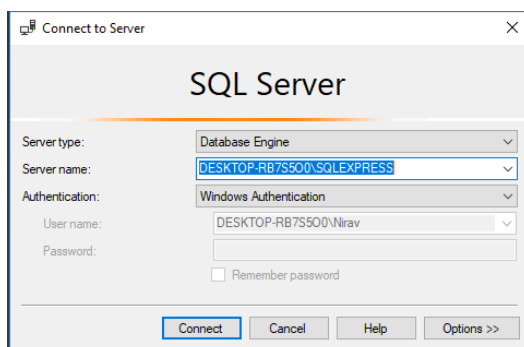
1. In Windows search for **Services** and open it.



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:

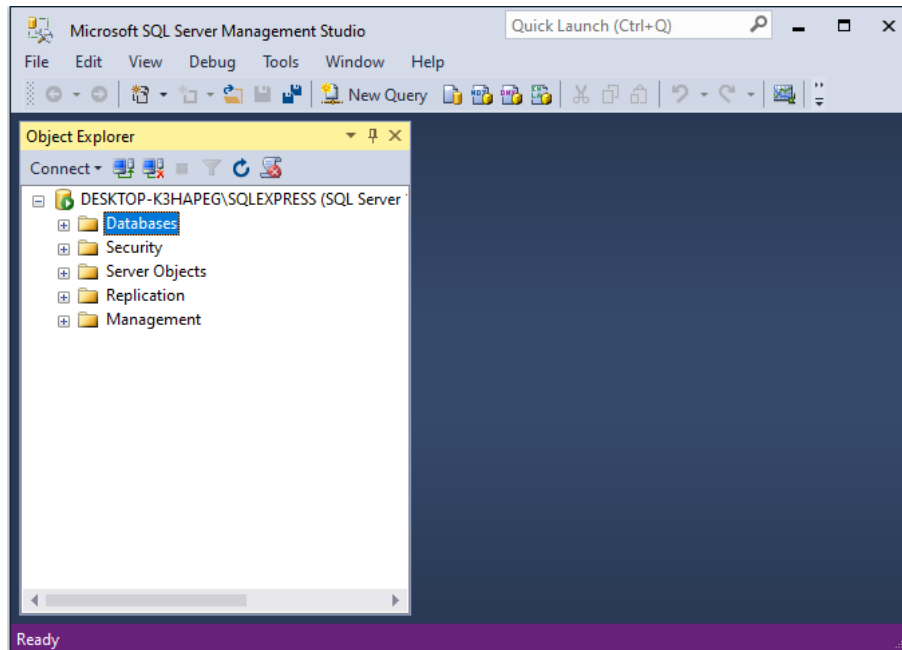


4. To retrieve the name of your server, check the Server XML settings file here:

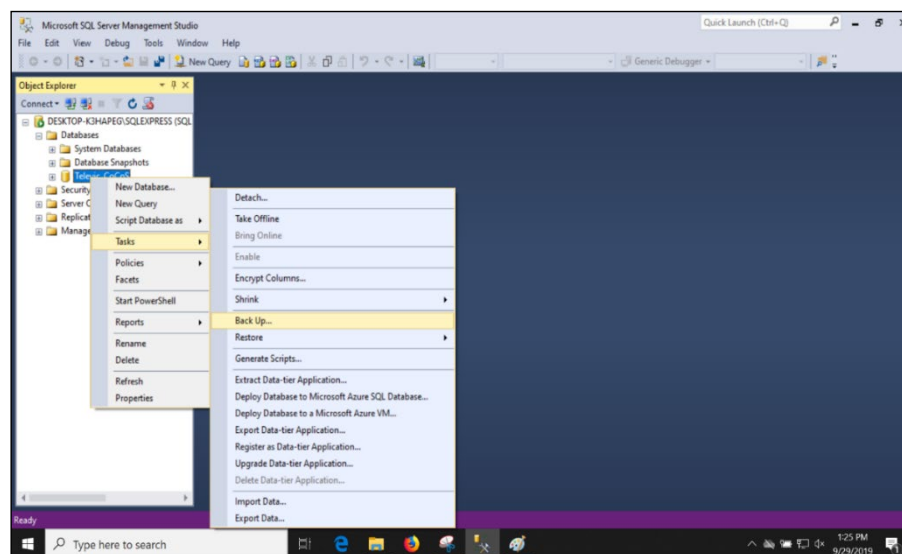
C:\Users\<user>\AppData\Local\Televic Conference\CoCon\ CoCoSServerConfig.....xml; setting  
ConnectionString.

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

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

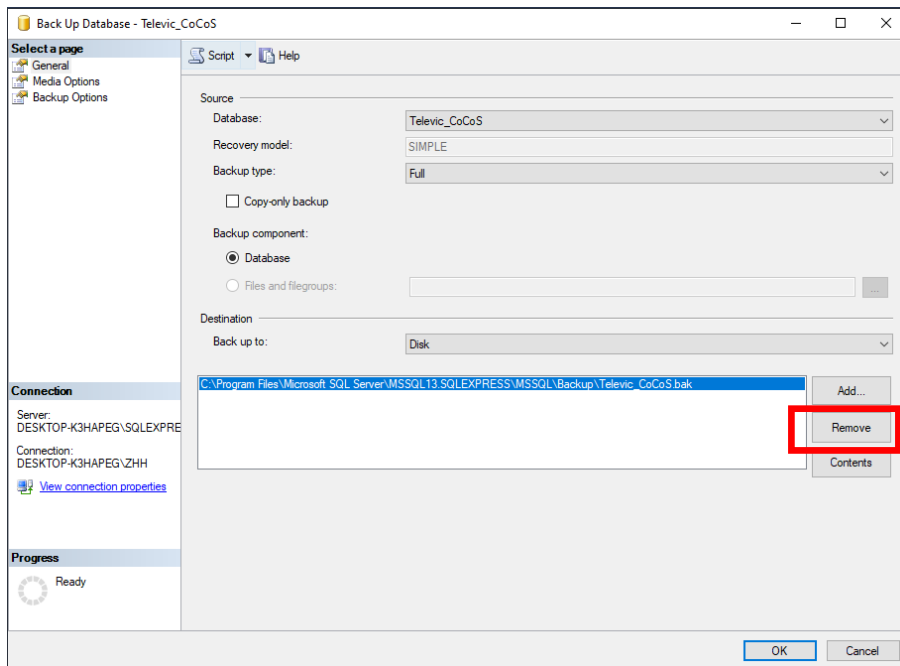


6. Click on + to expand Databases and select the **Televic\_CoCoS** database.
7. Right-click it, select **Tasks** then **Back Up** as shown in the figure below:





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



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

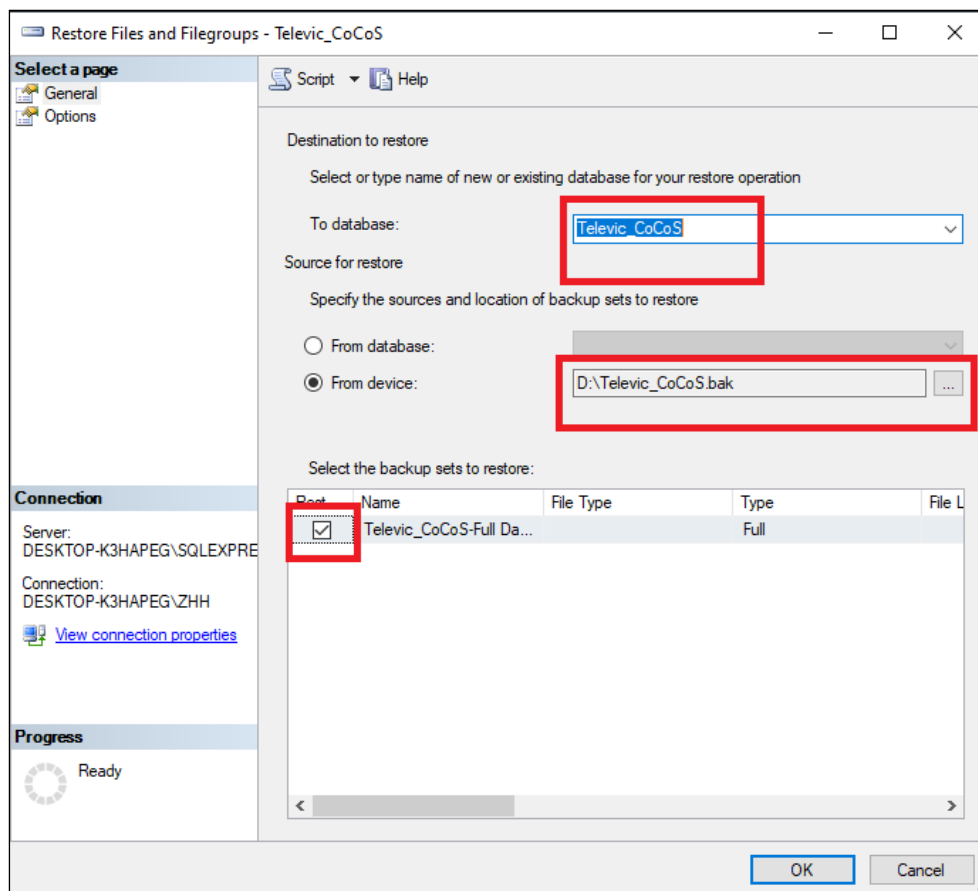
## Restoring the CoCon Database



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:

- Delete the existing **Televic\_CoCoS** database: right-click on the database and select **Delete**.
- Right-click on databases and select **Restore database**.
- 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.

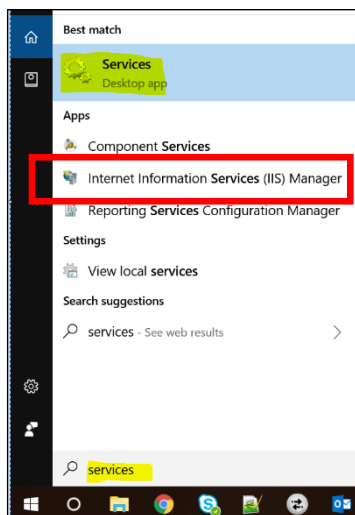
# BACKING UP AND RESTORING LITEDB

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

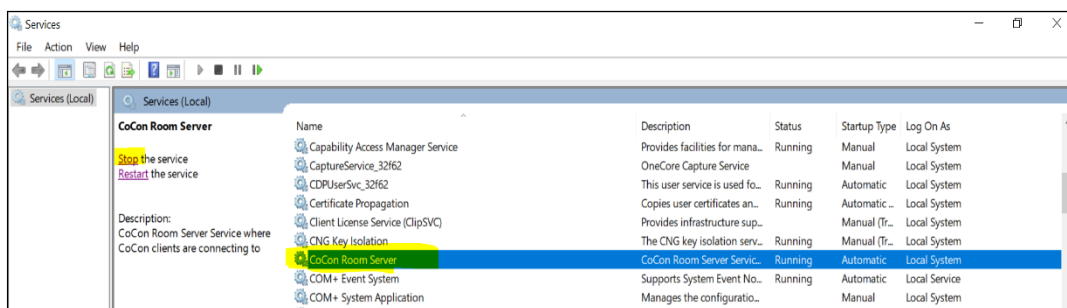
	Make sure that no CoCon applications or other programs using LiteDB are active.
	If CoCon Core for Plixus is used, the CoCon Room Server service must be stopped as well.

## Backing Up LiteDB

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

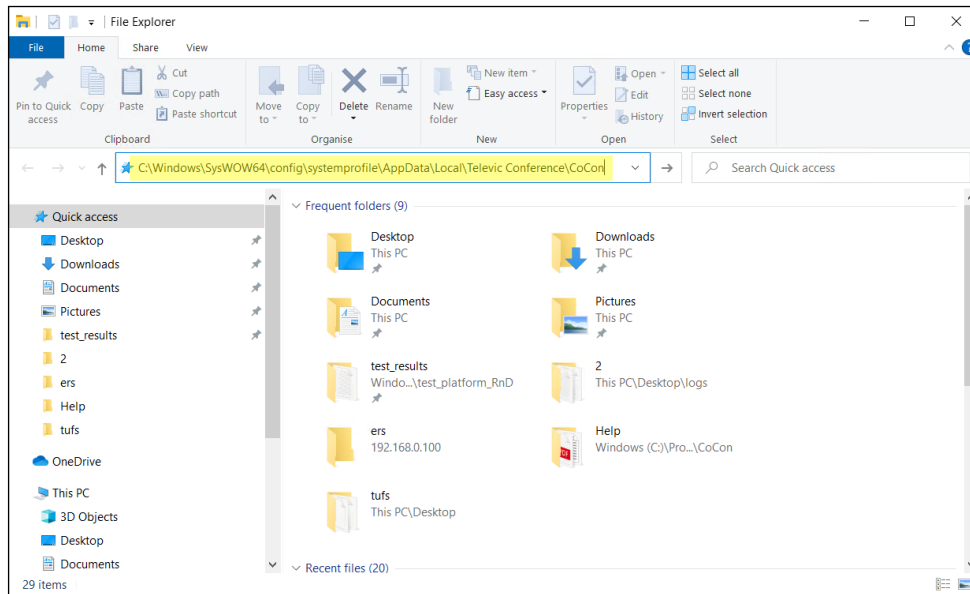


2. Find **CoCon Room Server** and stop the service.

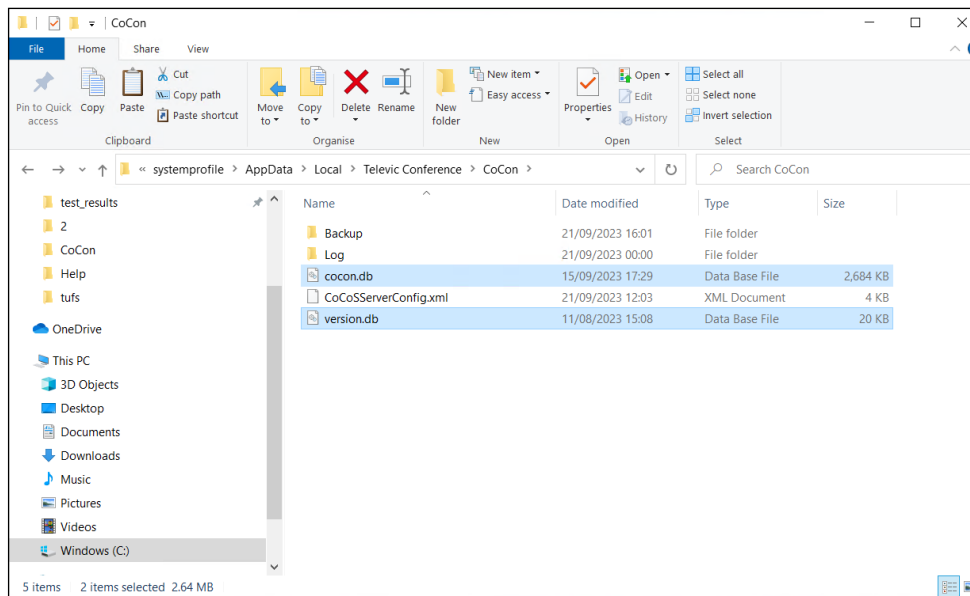


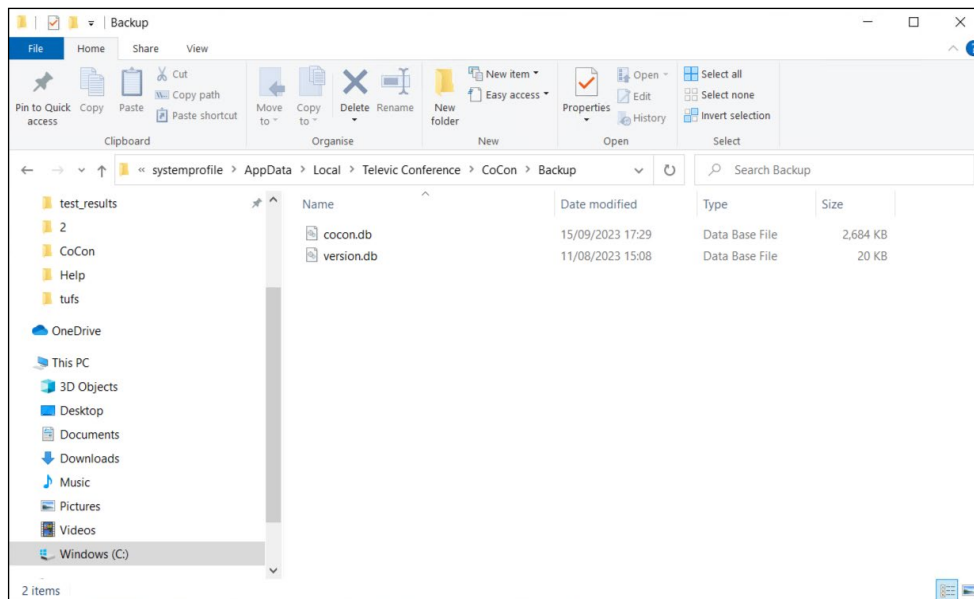
3. In the file explorer, open the following path:

*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.

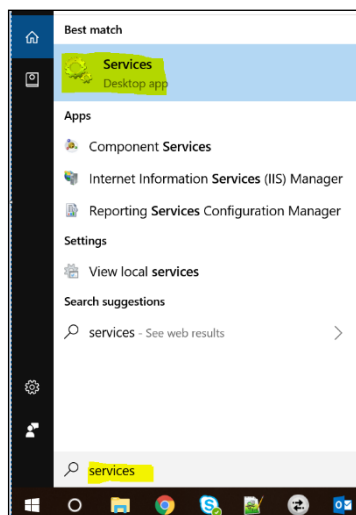




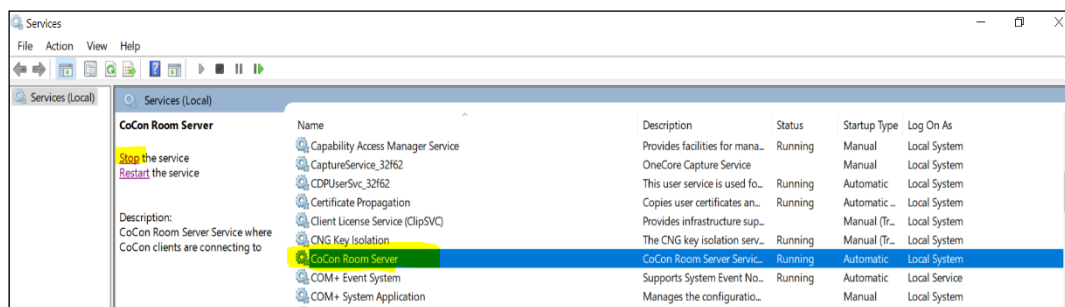
5. LiteDB has been backed up.

## Restoring LiteDB

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

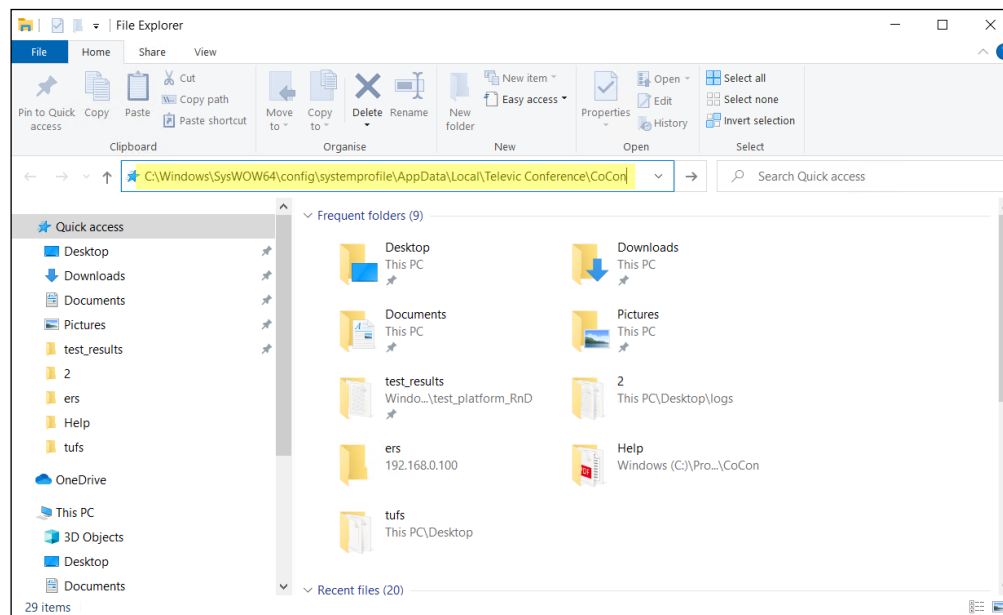


2. Find **CoCon Room Server** and stop the service.

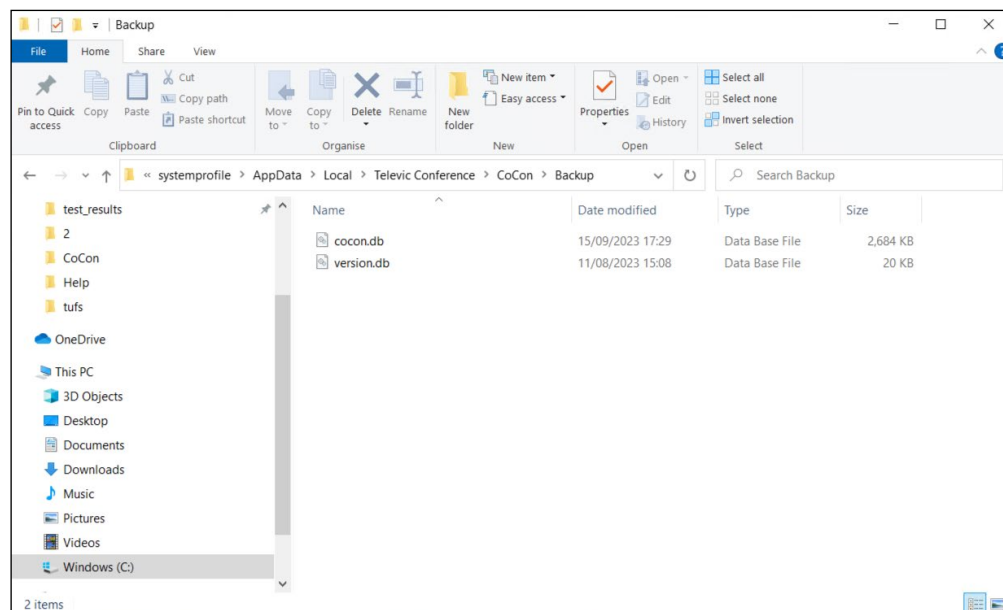


3. In the file explorer, open the following path:

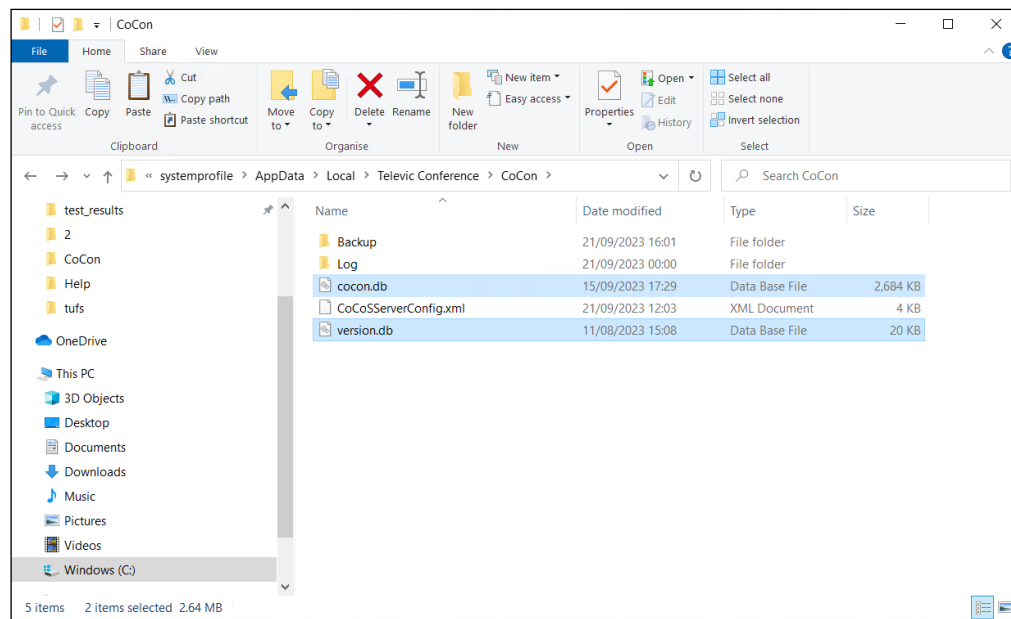
*C:\Windows\SysWOW64\config\systemprofile\AppData\Local\Televic Conference\CoCon*



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.

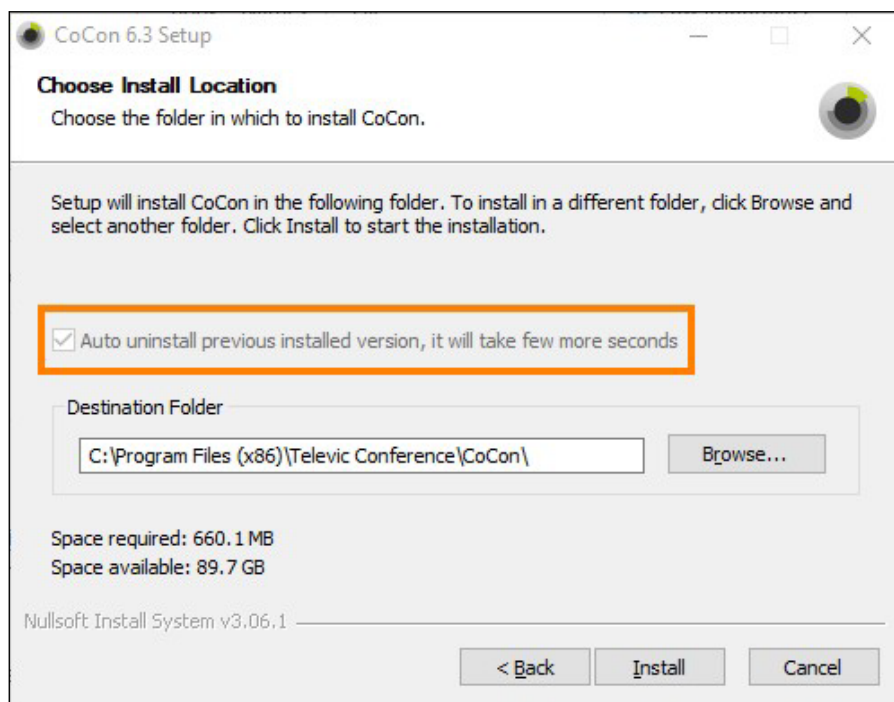



6. LiteDB has been restored.

# UPDATING COCON

	To receive software update notifications in your mailbox, subscribe to the software update newsletter here: <a href="https://www.televic.com/en/conference/subscribe-to-the-software-update-newsletter">https://www.televic.com/en/conference/subscribe-to-the-software-update-newsletter</a>
	We recommend to use <b>technically trained personnel</b> to complete the installation process.
	For updating the software, you need <b>Administrator</b> 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 <b>non-Core CoCon version</b> , 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.
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# TROUBLESHOOTING

## In Case of Issue with the Authority System

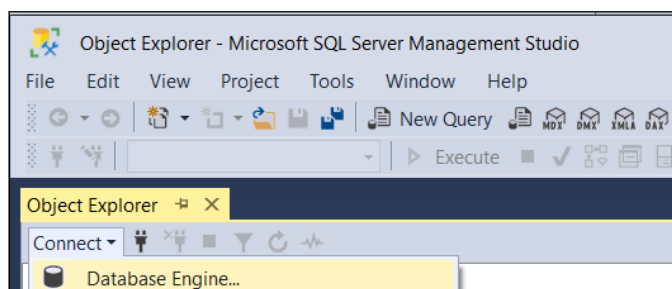
In case of issue with the Authority system, you will need to check and adjust the owner properties of the database.

1. Open **SQL Management Studio**.



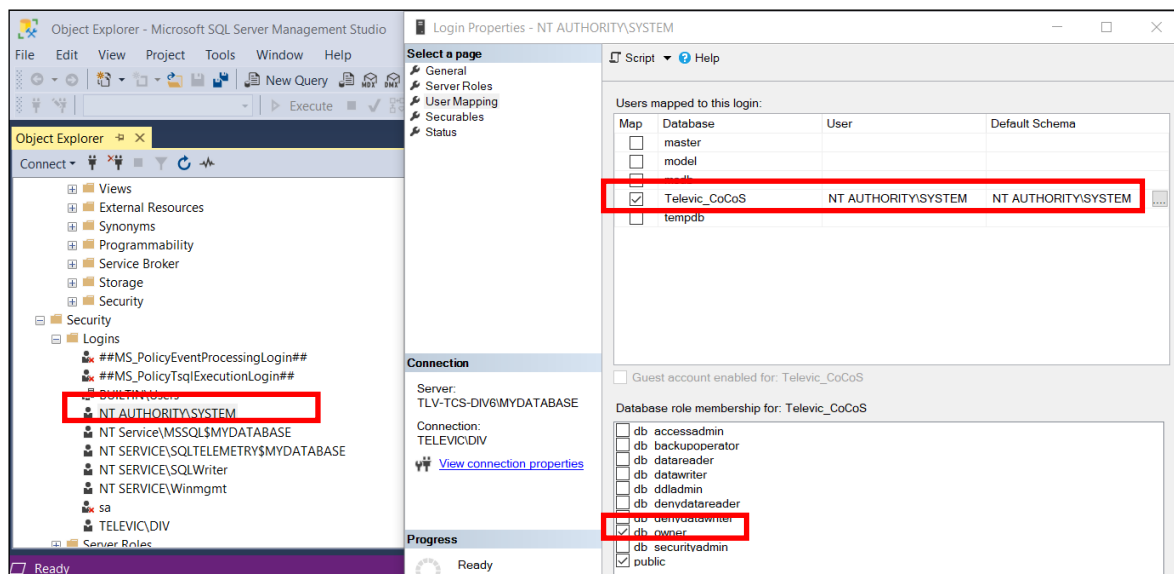
See section **Backing Up the CoCon Database > Via SQL Management Studio (SSMS)** for more information about this software.

2. Connect to the used database:



3. Right-click and select **Security > NT Authority \System properties**.

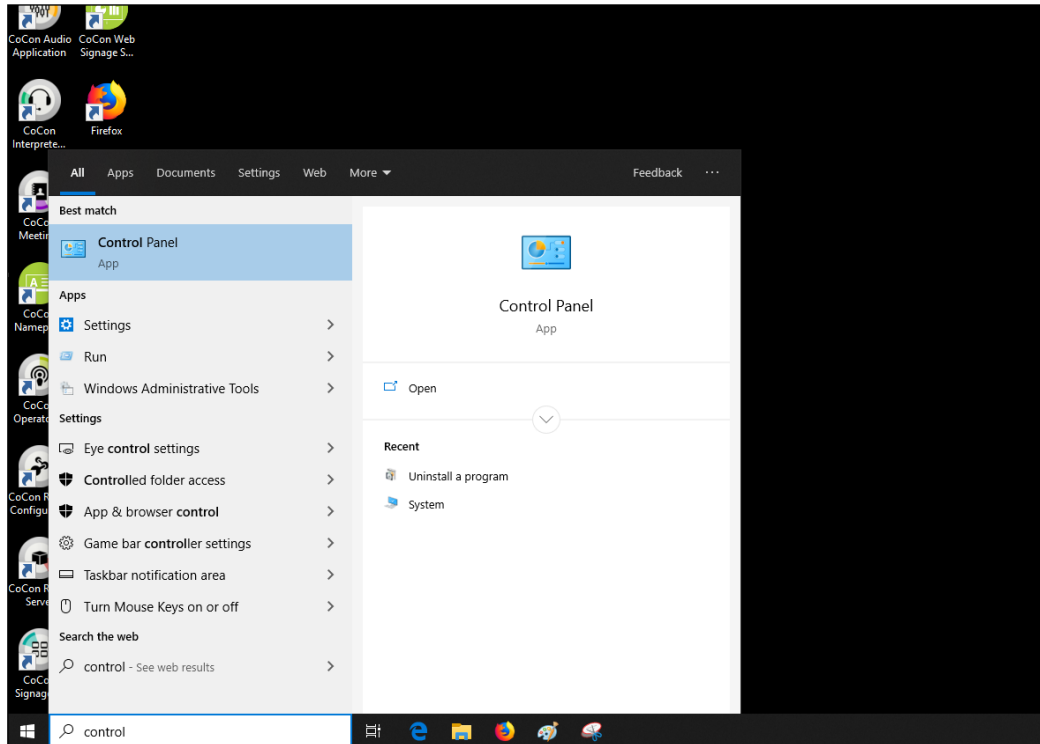
4. Check **Televic\_CoCoS** and **db owner** as shown below, then click **OK**.



# Deleting an SQL Instance

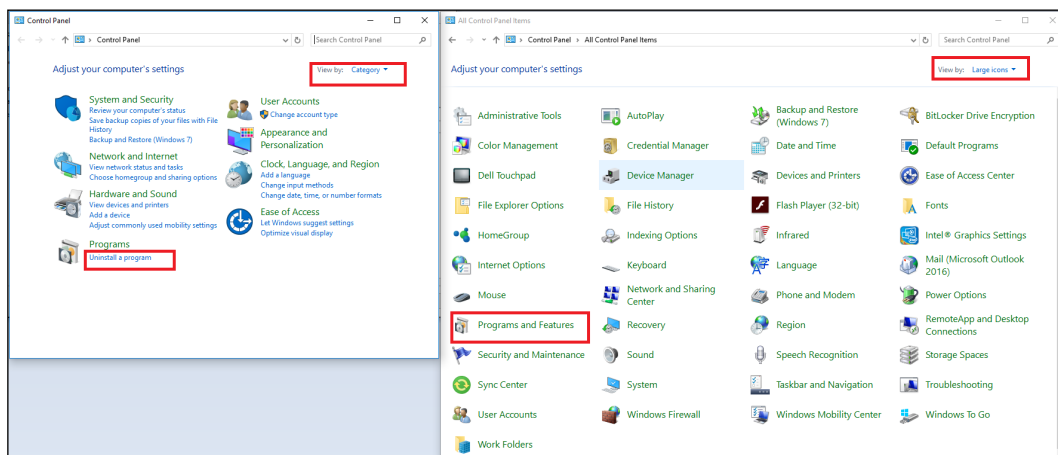
In case you have previously installed other SQL instances that you don't want to use anymore, you won't be able to delete them simply in CoCon. To uninstall an SQL instance, follow the steps below:

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

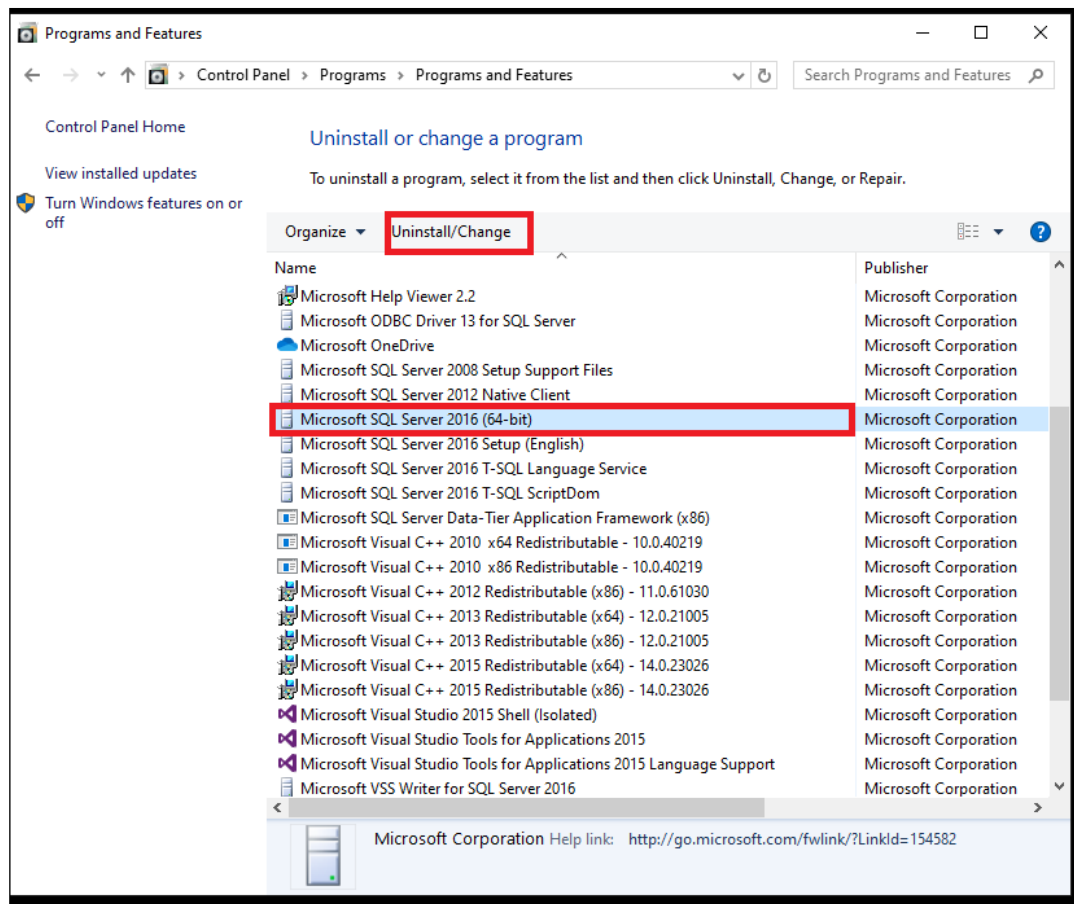


2. Open **Programs and features**.

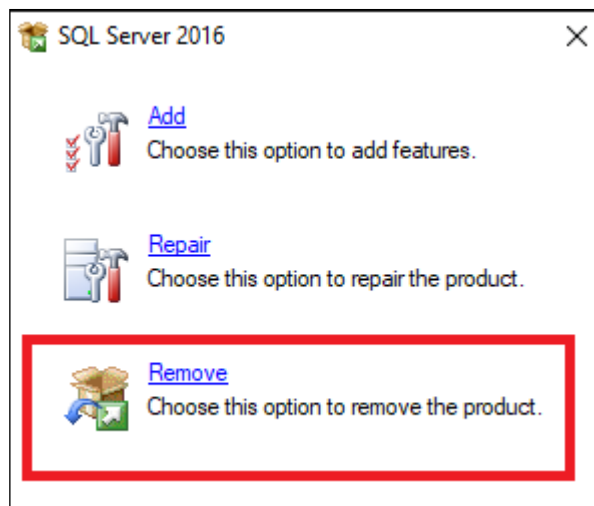
If there is no list but the **Category** view is visible, click on **Category** and choose **Small icons**. You will then see a list with the small icons and will be able to click on **Programs and features**.



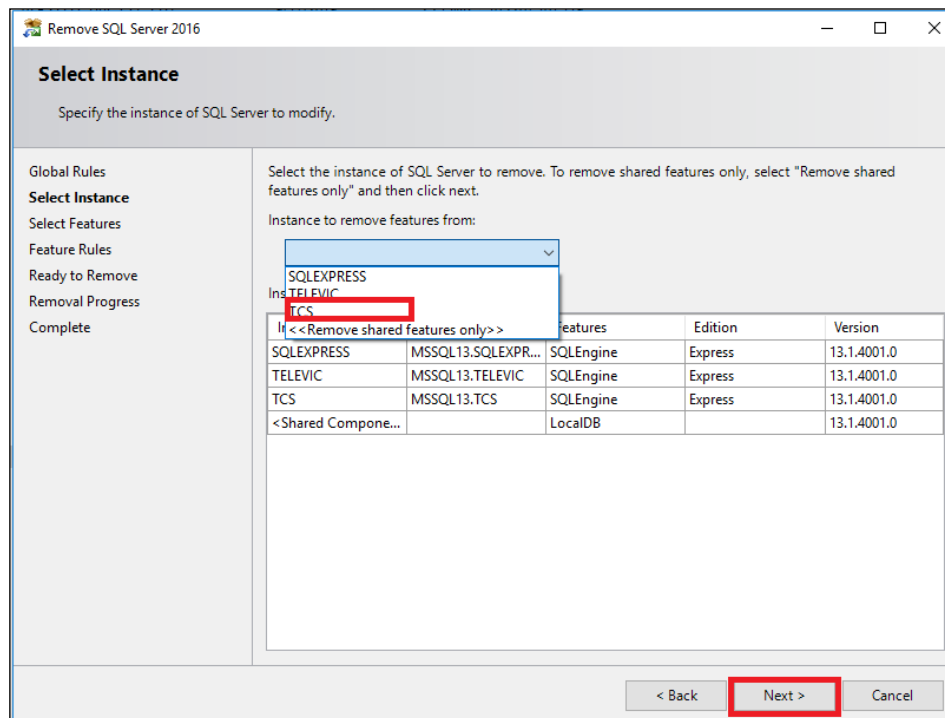
3. The page below opens. Look for Microsoft **SQL Server 2016 (64-bit)** and click on **Uninstall/Change**.



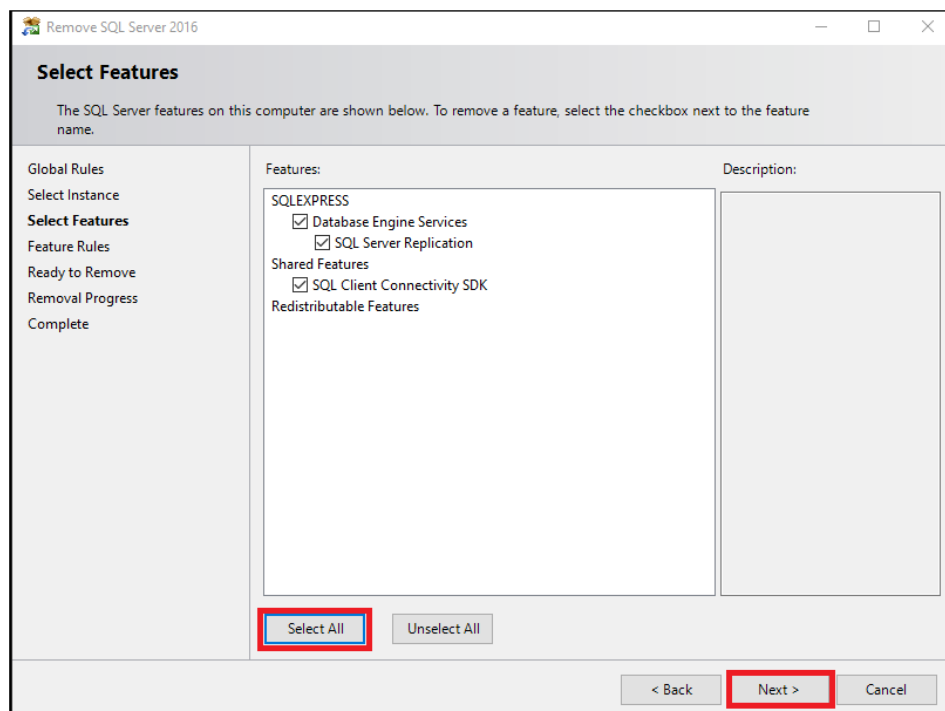
4. Select **Remove**. This action will run some scripts.



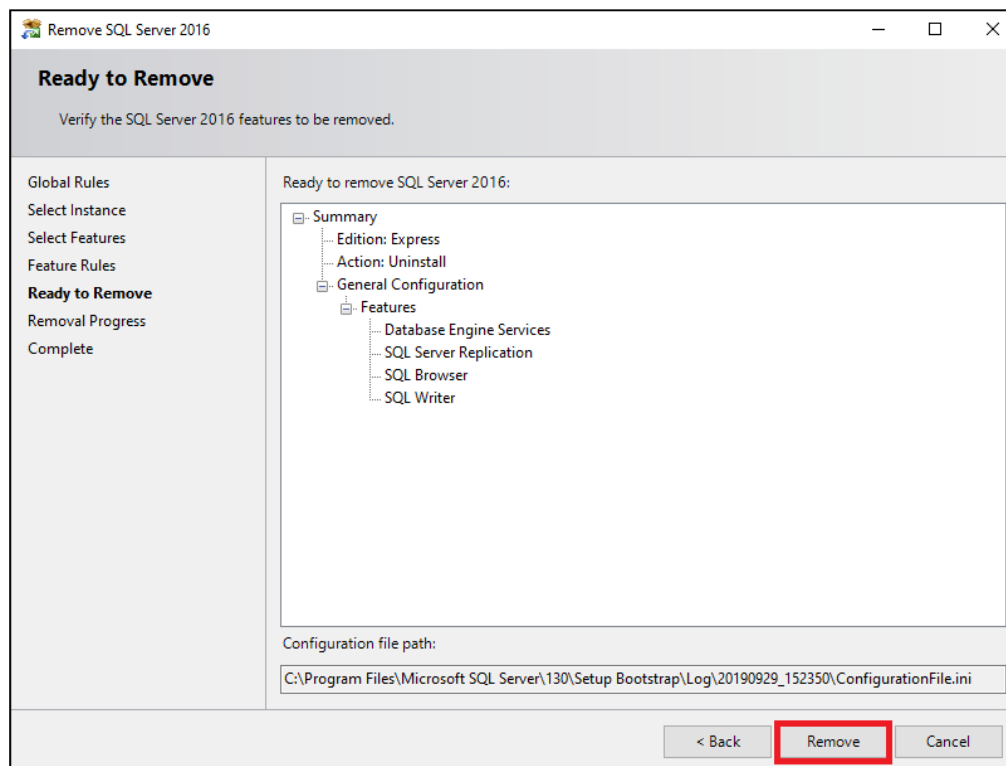
5. A list of all installed SQL instances will appear. In the drop-down menu, select which instance you want to remove. In this demo, TCS will be removed. Once your selection is made, click **Next**. You can only remove one SQL instance at a time. Repeat the procedure to uninstall another instances.



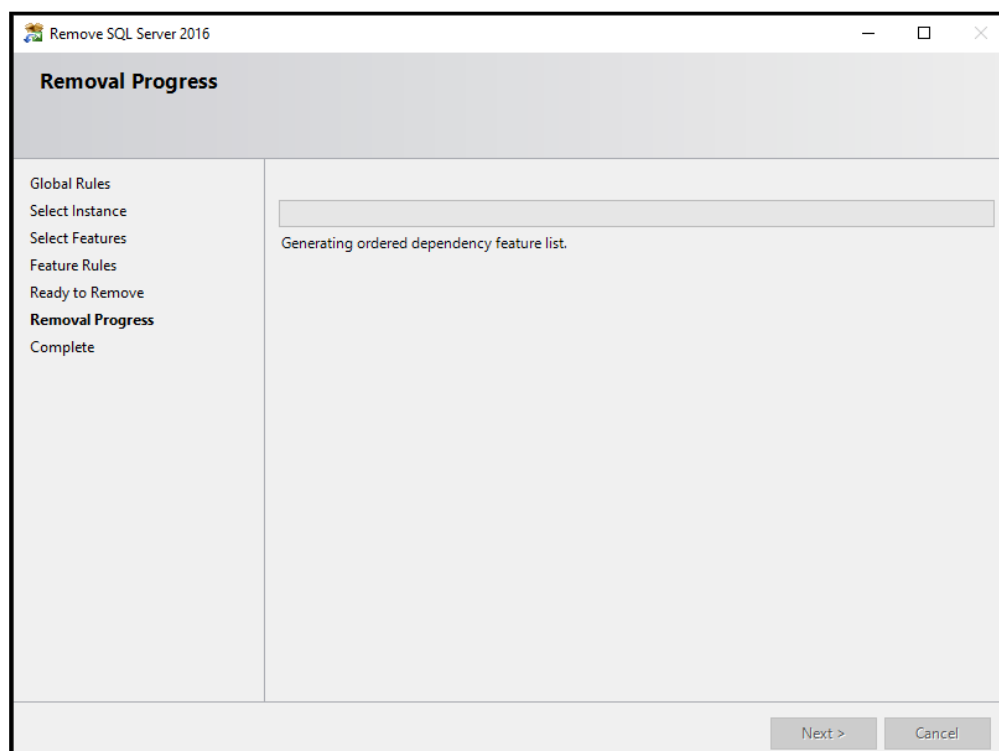
6. In the opening window, click **Select all** and click **Next**:



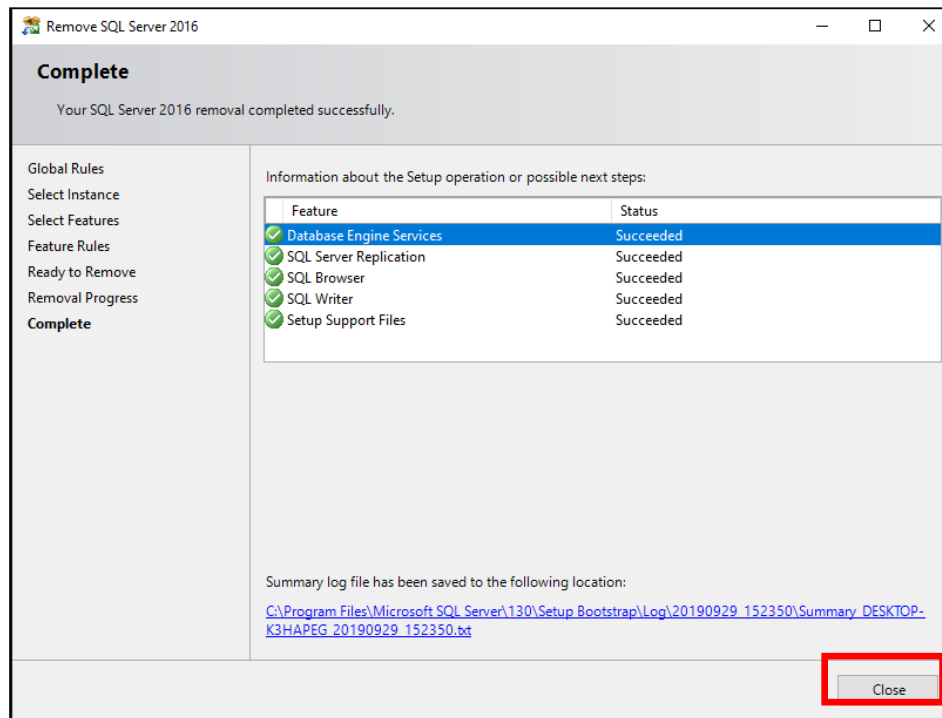
7. Click **Remove**. The removal procedure can take a while depending on your CPU power.



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.

## 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.



