



Project management – integrated into Outlook

InLoox 6.x Installation Guide

An IQ medialab Whitepaper

Published: January 2010

You can find up-to-date information at <http://www.inloox.com>

The information contained in this document represents the current view of IQ medialab on the issues discussed as of the date of publication. Because IQ medialab must respond to changing market conditions, it should not be interpreted to be a commitment on the part of IQ medialab, and IQ medialab cannot guarantee the accuracy of any information presented after the date of publication.

This White Paper is for informational purposes only. IQ MEDIALAB MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of IQ medialab GmbH.

© 2010 IQ medialab GmbH. All rights reserved.

IQ medialab and InLoox are either registered trademarks or trademarks of IQ medialab GmbH in Germany and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

Contents

General information.....	1
System Requirements.....	1
Upgrade/migration of existing projects	1
Installation	2
InLoox Personal Edition (single place version).....	2
InLoox Workgroup/Enterprise Edition (Network version).....	7
Troubleshooting.....	17
General errors.....	17
Errors related to Microsoft SQL server	17

General information

The current available version of InLoox is fundamentally different from predecessor generations of the product. Numerous innovations were realized together with customers and partners.

Supported database management systems with network usage are:

- Microsoft SQL Server (all versions and editions of SQL server 2005 and 2008)
- Oracle (versions 11g, 10g, 9i, 8i, 8,0, including „personal“, „express“ and „x64“- editions)
- MySQL (versions 5.0)

The database schema of *InLoox Workgroup/Enterprise Edition* is ready for offline and clustering usage.

With SQL Compact Edition a compact and efficient database is available for single place usage, which can be used free of charge.

InLoox is internationalized and is on hand in different language versions. Region and language settings are supported for each user location. Thus the foundations for a global usage are laid.

System Requirements

Server (only for *InLoox Workgroup/Enterprise Edition*)

The hard- and software requirements depend on the used database system. Please consult the product documentation of the appropriate manufacturer for valid requirements.

All manufacturers, supported by InLoox, offer a free database product:

- Microsoft SQL Server express edition
- Oracle Express Edition
- MySQL Community Edition

Client

For installation Windows 2000 (with Service Pack 3) or higher and Office 2000 or higher is required. InLoox also supports Windows 7, Office 2007, Terminal Server as well as the 64Bit versions of Windows XP, Windows Vista and Windows 7.

The system requirements depend on the used versions.

InLoox automatically installs Microsoft .NET Framework 2.0 on 32Bit systems as a prerequisite.

On 64Bit systems you have to install the .Net Framework 2.0 manually e.g. over the Windows updates.

Upgrade/migration of existing projects

Upgrade of InLoox 5.x

Please create a backup of the current Database

The setup offers a dialog to perform an upgrade on InLoox 5.x databases.

You can find a detailed guide under: <http://www.inloox.com/download/upgrade5to6/>

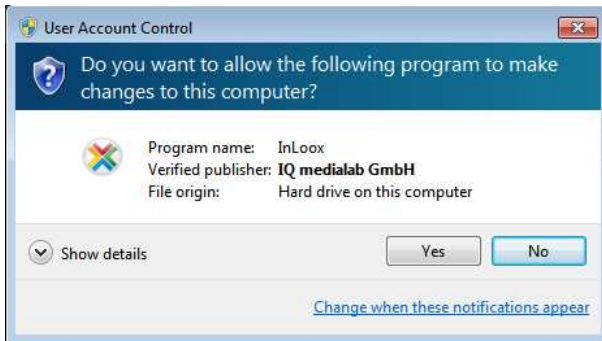
Upgrade of older versions

An Upgrade from older versions is not supported.

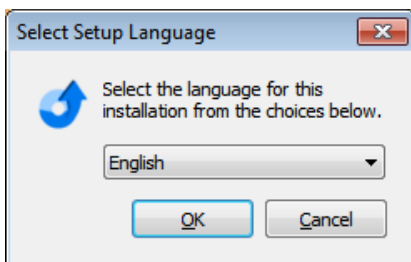
Installation

InLoox Personal Edition (single place version)

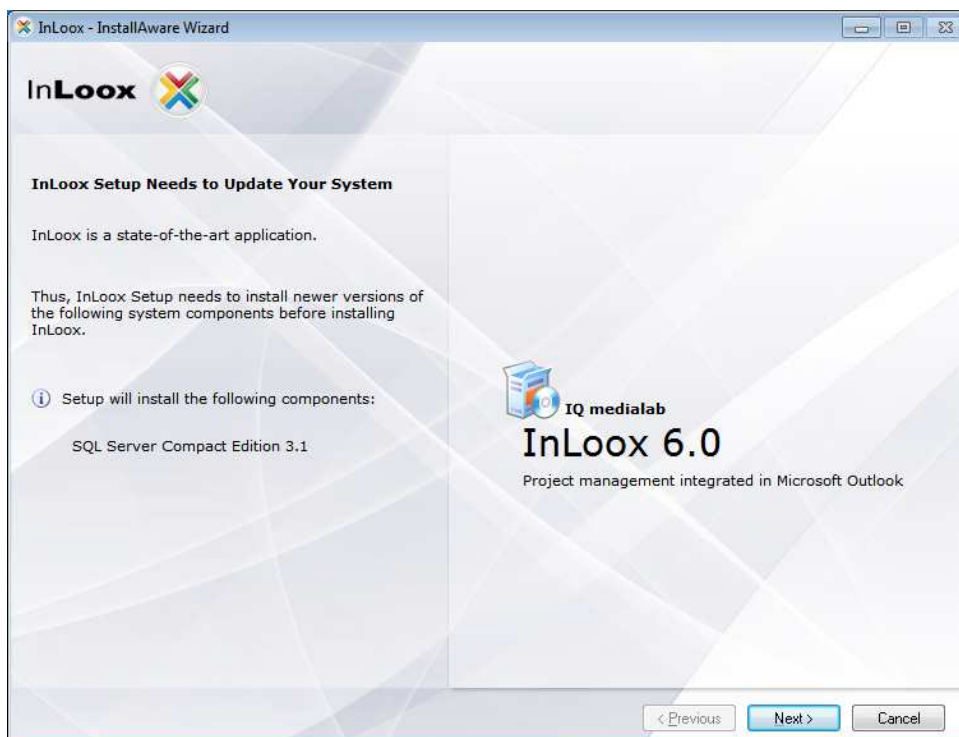
1. Run **InLoox_Personal.exe**
2. The dialog of the „User Account Control“ appears under Windows 7. Click on “Yes”



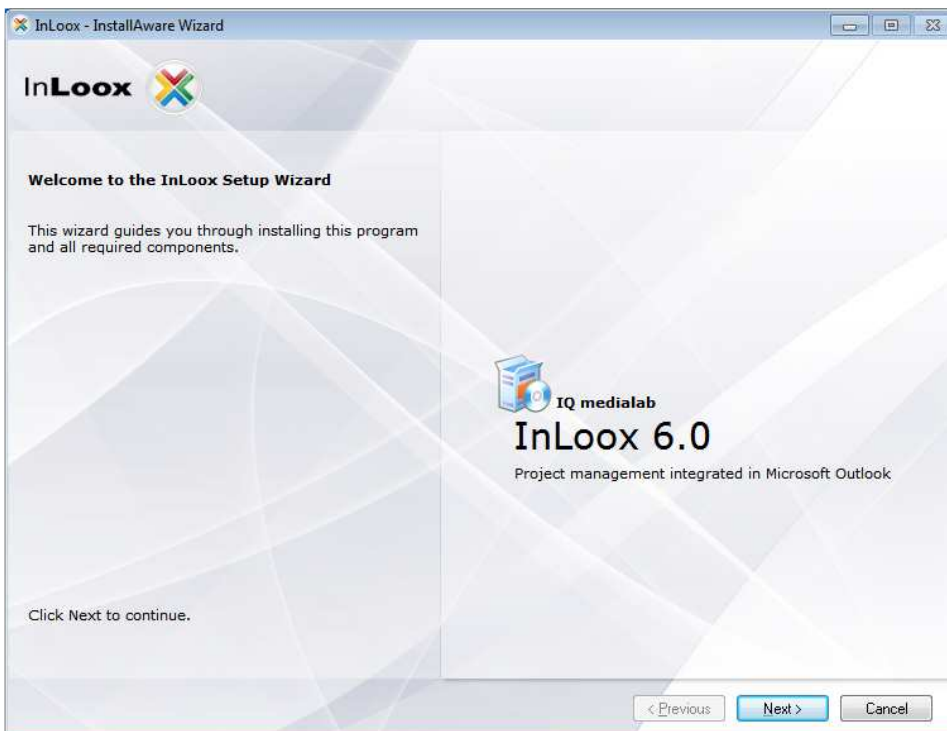
3. The installation assistant is started
Select the desired installation language (e.g. “English”)



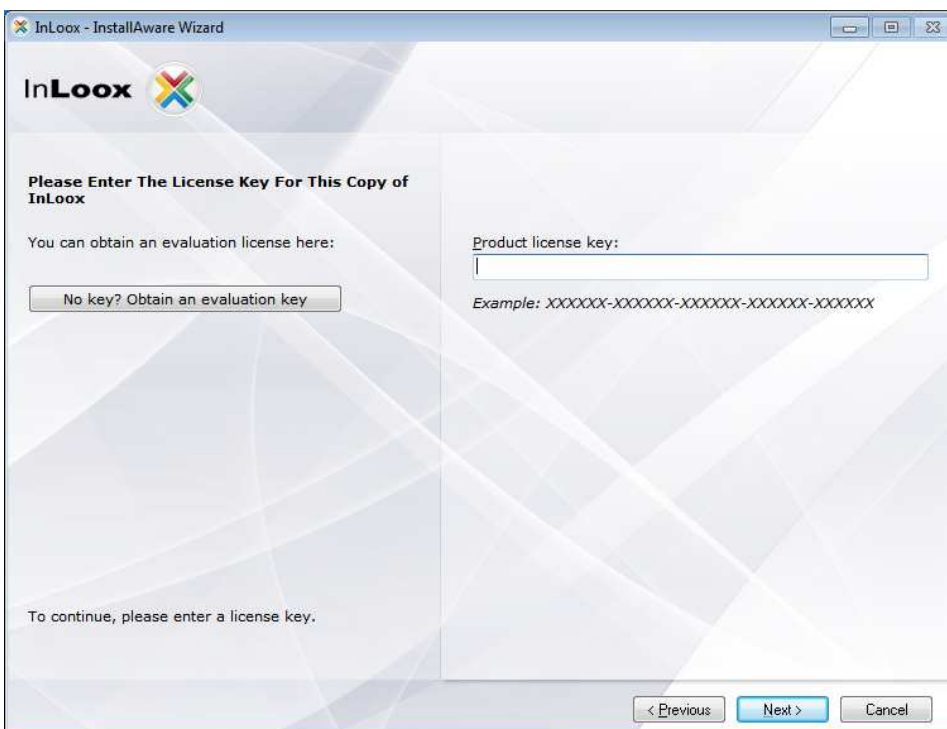
4. The system requirements are examined and if necessary components are installed. Click on “Next”. The installation can take several minutes depending on extent.



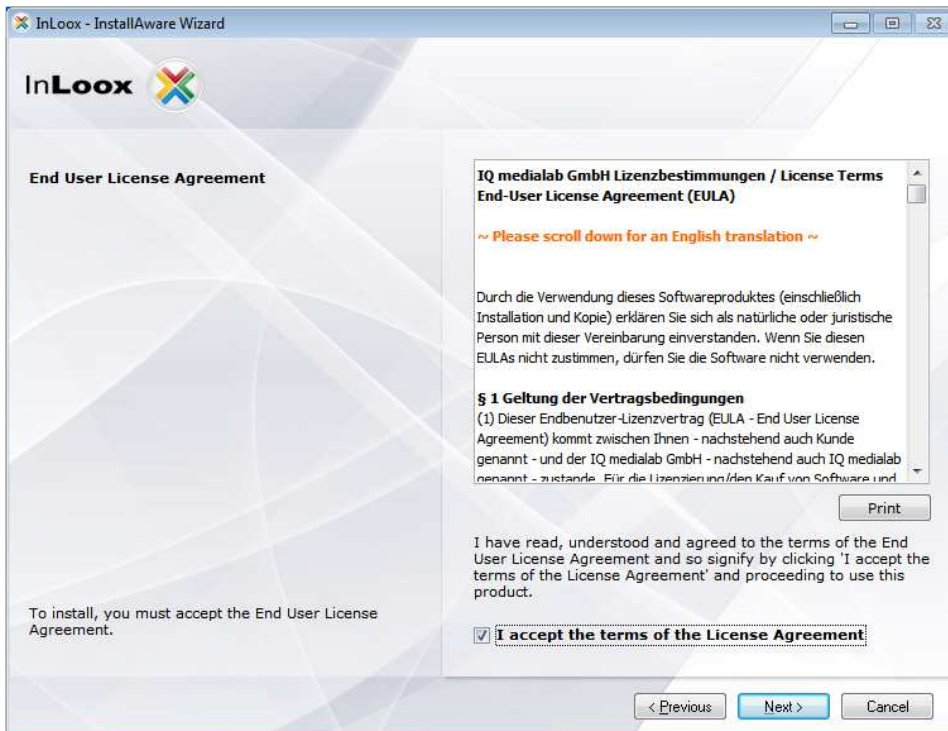
5. Click on „Next“



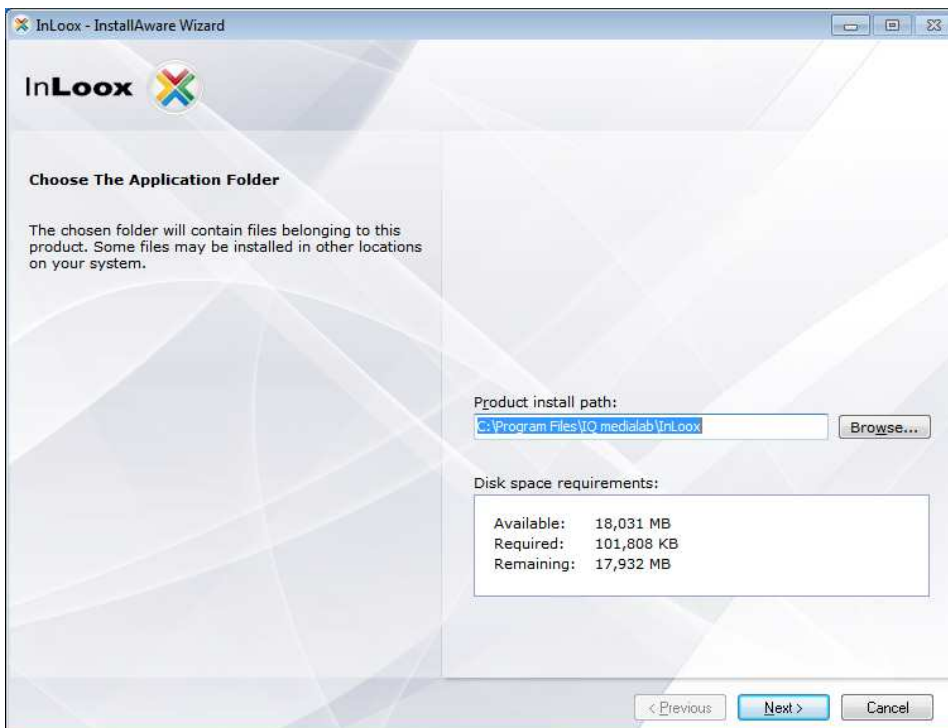
6. Enter your InLoox license key and click on “Next”



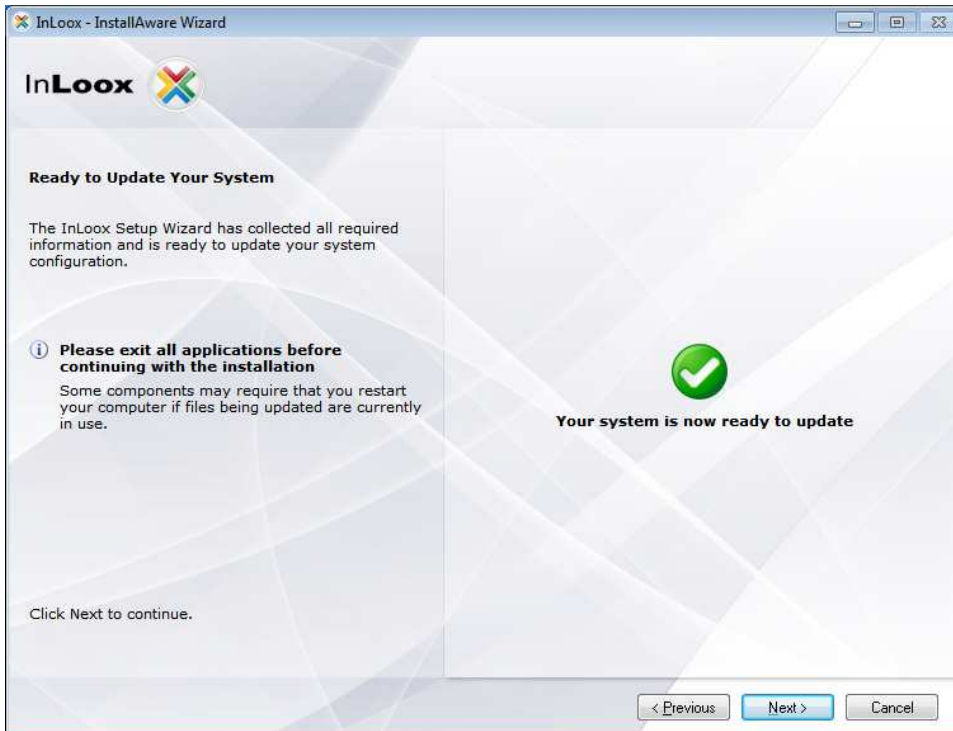
- Click on “I accept the terms of the License Agreement”, then on “Next”



- If desired change the standard path and click on “Next”



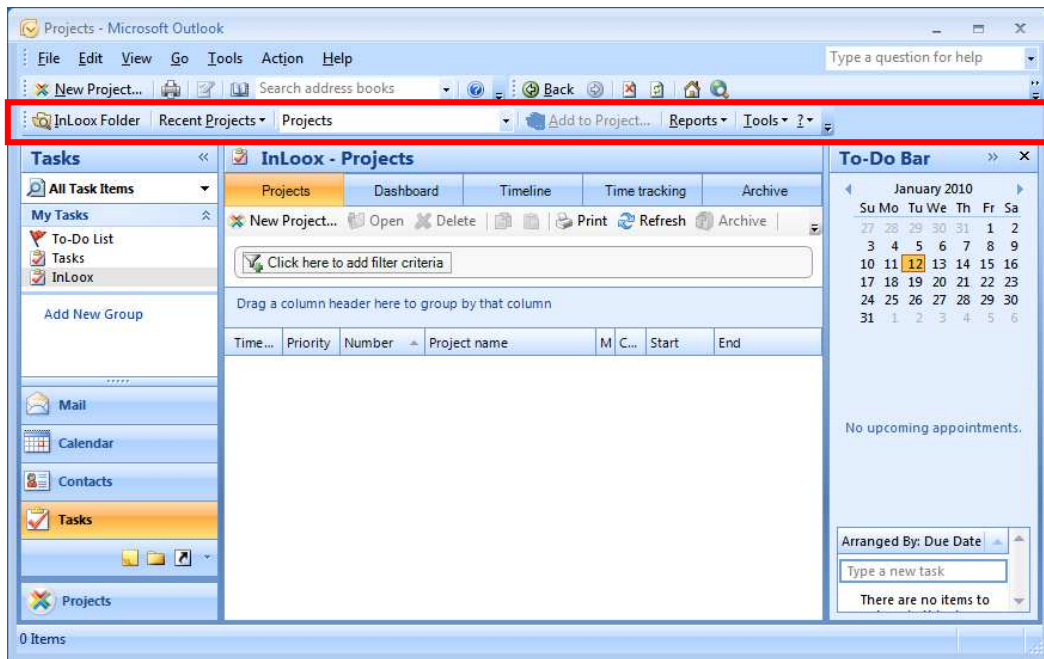
9. Click on „Next“



10. Click on „Finish“



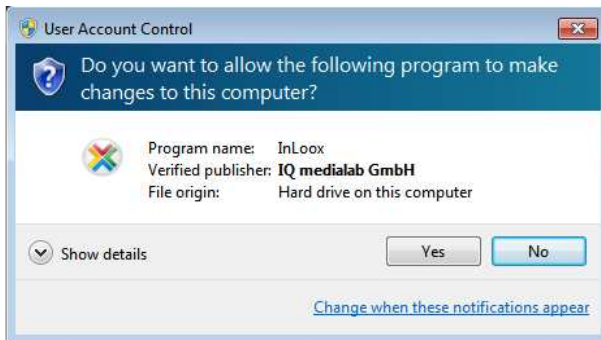
11. Start Outlook and you will see the InLoox-Toolbar



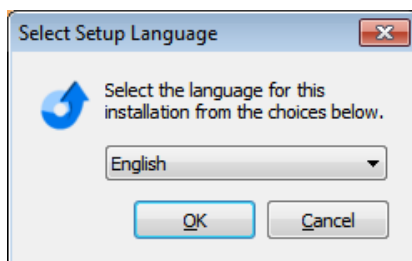
InLoox Workgroup/Enterprise Edition (Network version)

*Important note: **Please install the database server in advance.*** See chapter „System requirements/Server“. All manufacturers, supported by InLoox, offer a free database product, which is ready for use within a few minutes.

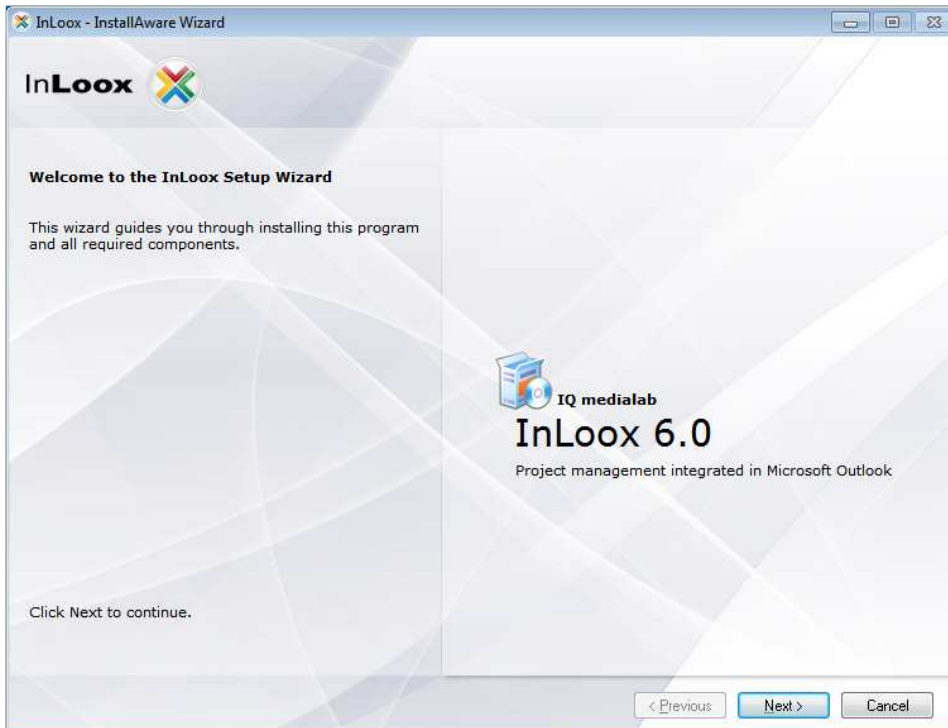
1. Run InLoox_ WorkgroupEnterprise.exe
2. Under Windows Vista the dialog of the „User Account Control“ appears. Click on **Continue**



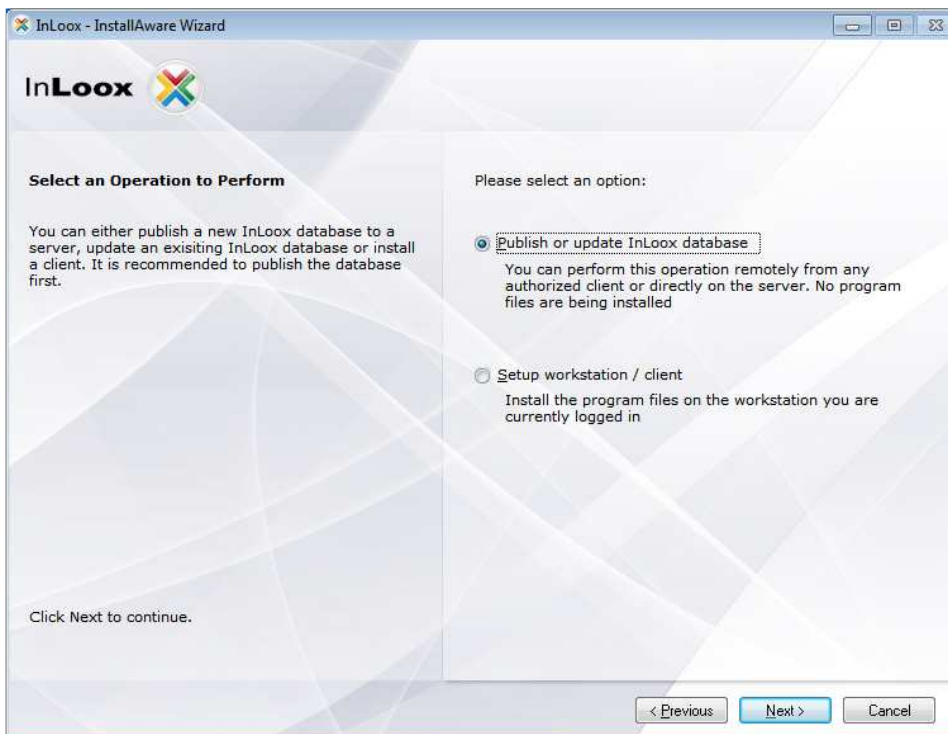
3. The installation assistant is started
Select the desired installation language (e.g. "English")



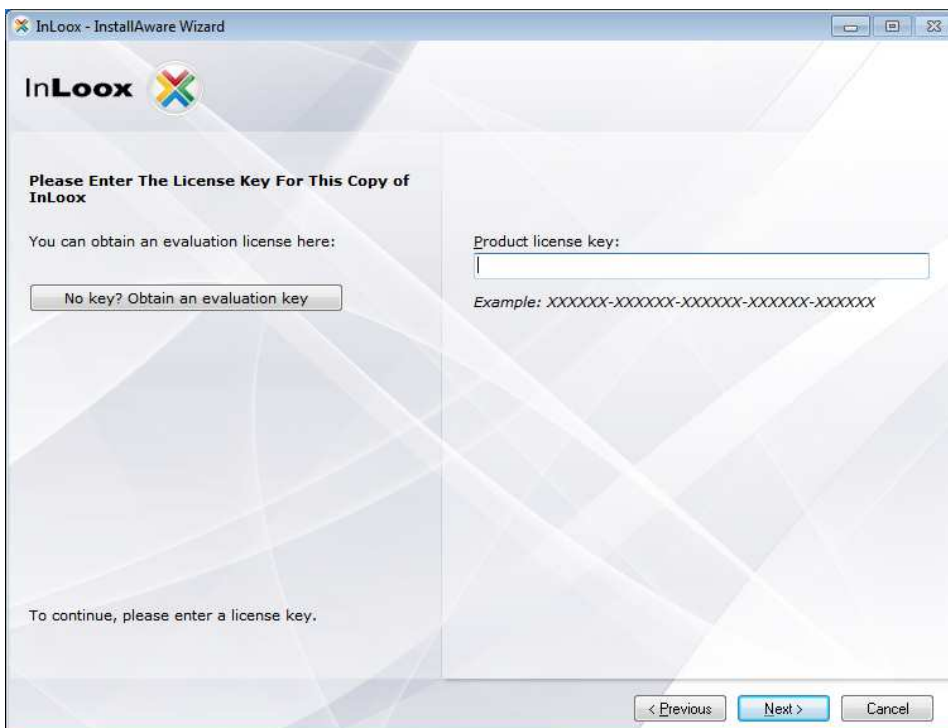
4. The system requirements are examined and if necessary components are installed. Click on “Next”. The installation can take several minutes depending on extent.
5. Click on „Next“



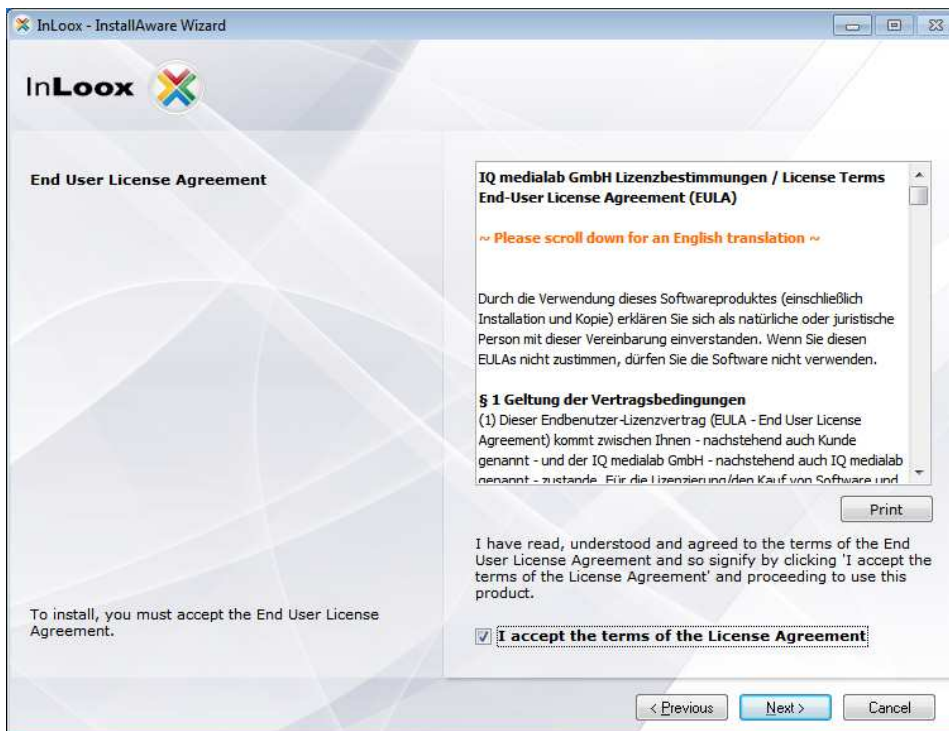
6. Select “*Publish or update InLoox database*” and click on “*Next*”



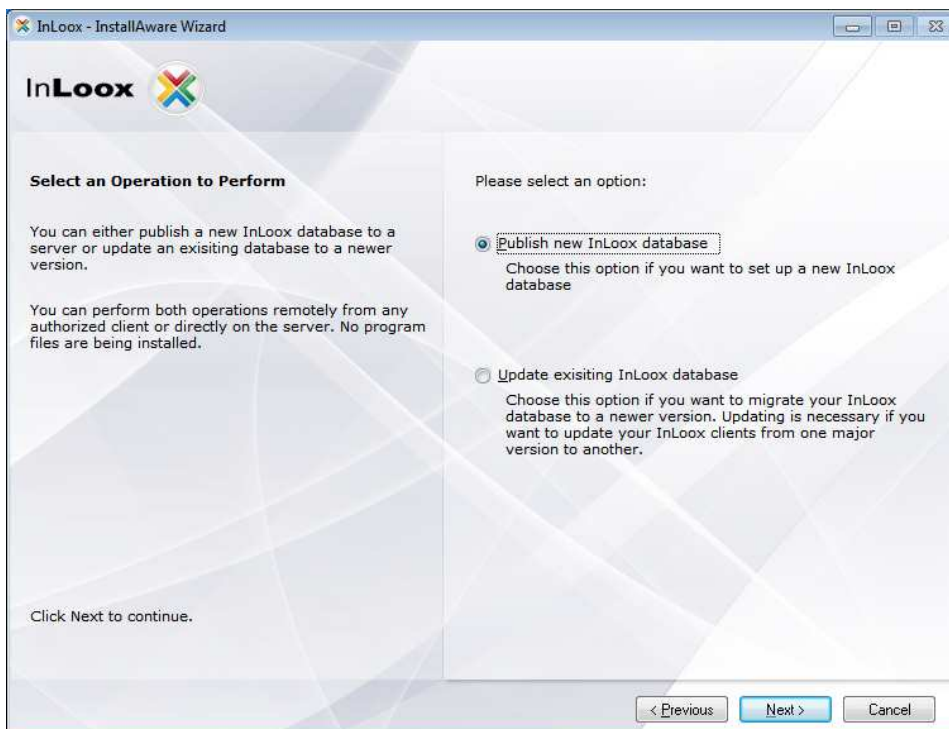
7. Enter your InLoox license key and click on “*Next*”



- Click on “I accept the terms of the License Agreement”, then on “Next”

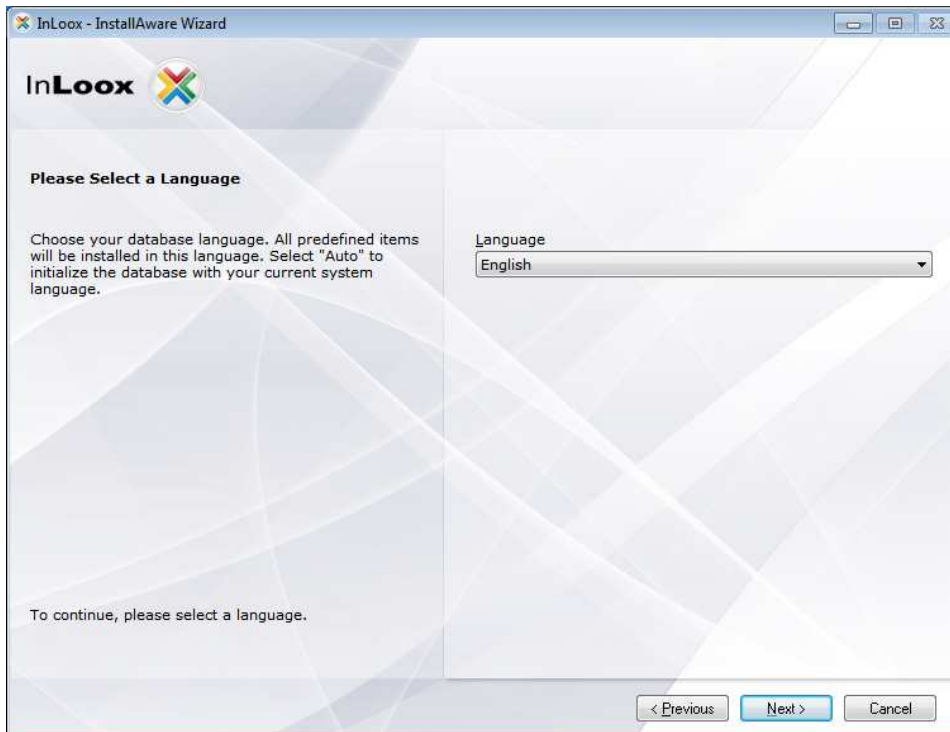


- Click on “Publish new InLoox database”



10. Select the language you want to use for your database.

Hint: This selection influences e.g. test in reports and notifications. The user interface is not affected from this selection and can be changed in InLoox at any time.



11. Select the database system which should be used, e.g. „Microsoft SQL server“

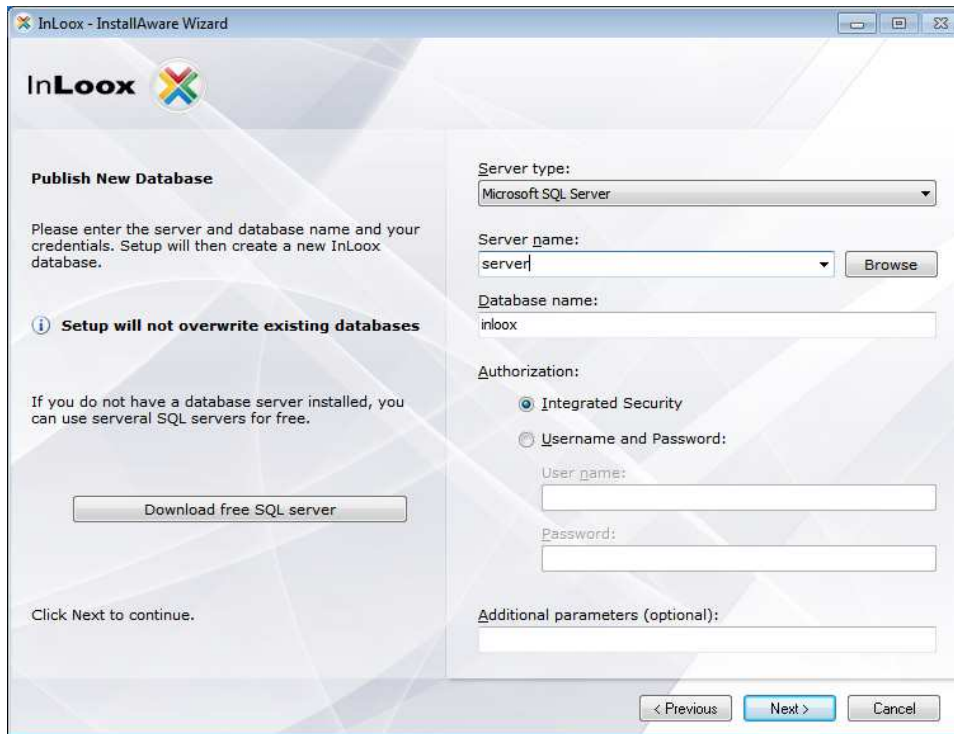
You can scan for available „Microsoft SQL Server“ on the network. Select a server from the list of available Microsoft SQL Servers. If you use another type of server, please fill in the server name manually.

The database name can be freely assigned, but special characters have to be avoided. Note that the database must not be present. The installation assistant creates a new database.

The authorization mode „Integrated Security“ is applicable for „Microsoft SQL Server“. Other database manufacturers only offer authorization with user name and password as default. In each case you need the authorization to publish a new database. If an appropriate authorization is not present, the installation cannot be continued. Please check the chapter „Troubleshooting“, if problems occur.

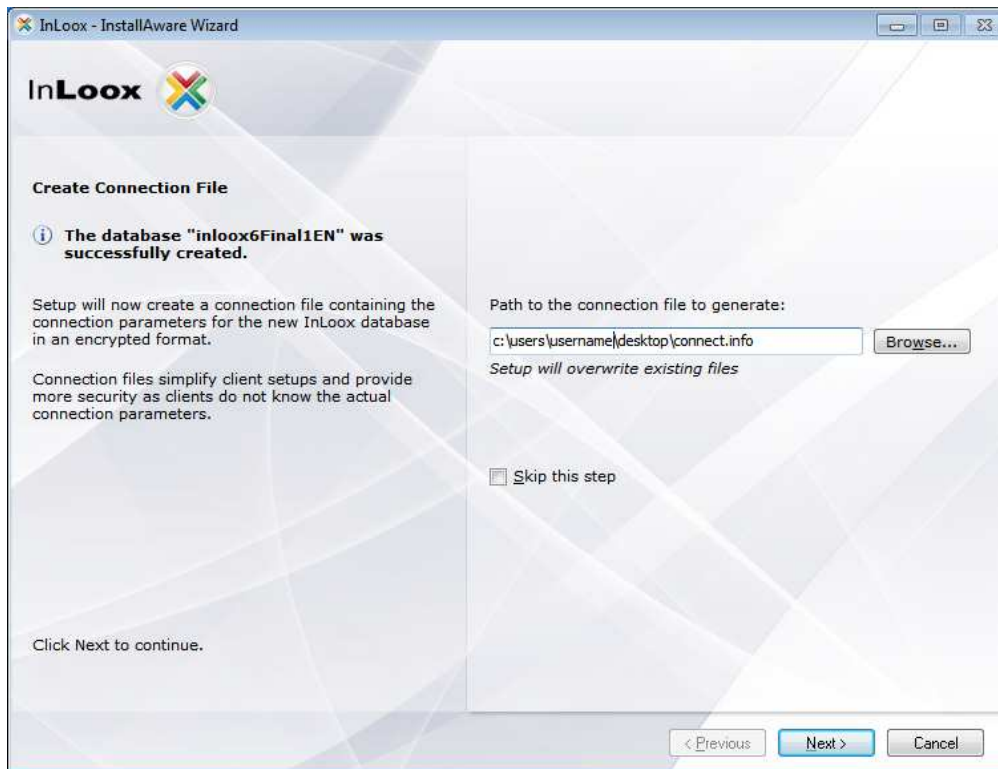
Additional parameters are needed, in order to set different port numbers or timeout settings. A different setting is normally not necessary.

Click on “Next” after setting the values.

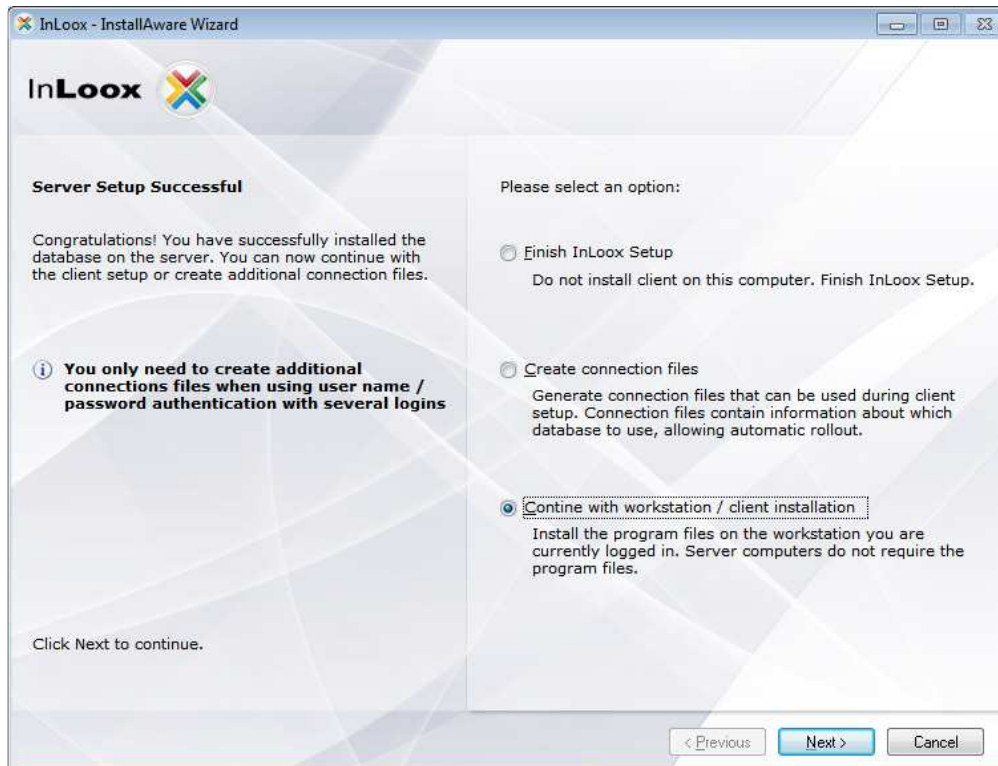


The screenshot shows the 'InLoox - InstallAware Wizard' window. The title bar reads 'InLoox - InstallAware Wizard'. The window contains the InLoox logo and the text 'Publish New Database'. Below this, it says 'Please enter the server and database name and your credentials. Setup will then create a new InLoox database.' An information icon is followed by the text 'Setup will not overwrite existing databases'. Below that, it says 'If you do not have a database server installed, you can use several SQL servers for free.' and a button labeled 'Download free SQL server'. At the bottom left, it says 'Click Next to continue.' The right side of the window has several input fields: 'Server type:' with a dropdown menu showing 'Microsoft SQL Server'; 'Server name:' with a dropdown menu showing 'server' and a 'Browse' button; 'Database name:' with a text box containing 'inloox'; 'Authorization:' with two radio buttons: 'Integrated Security' (selected) and 'Username and Password:'. Below the radio buttons are 'User name:' and 'Password:' text boxes. At the bottom right, there is an 'Additional parameters (optional):' text box. At the very bottom of the window are three buttons: '< Previous', 'Next >', and 'Cancel'.

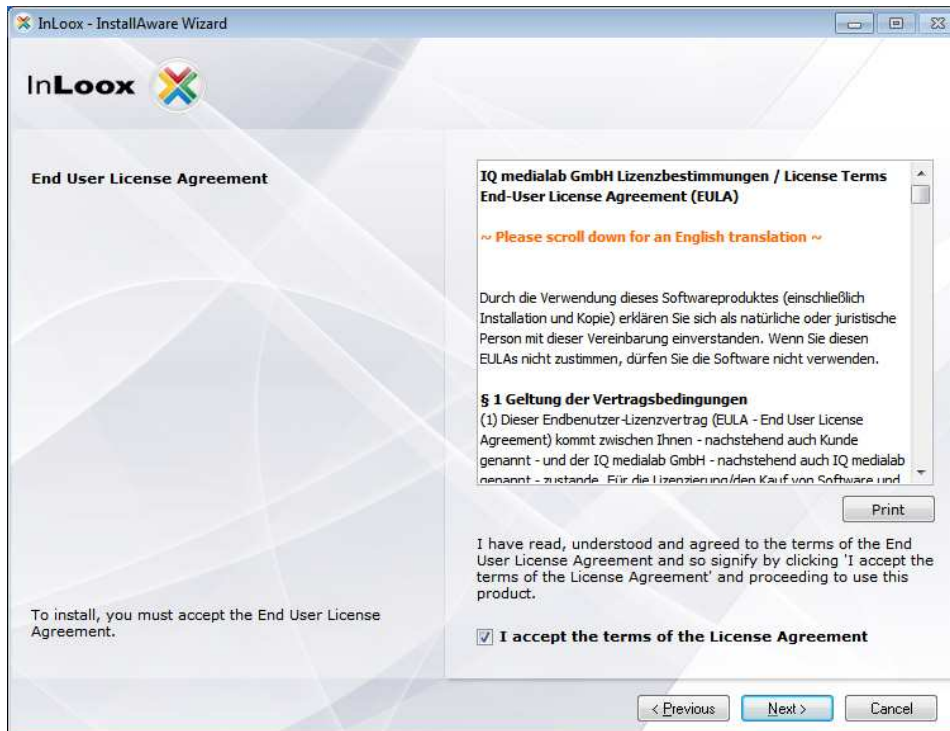
12. Select the path for the connection file and click on “Next”



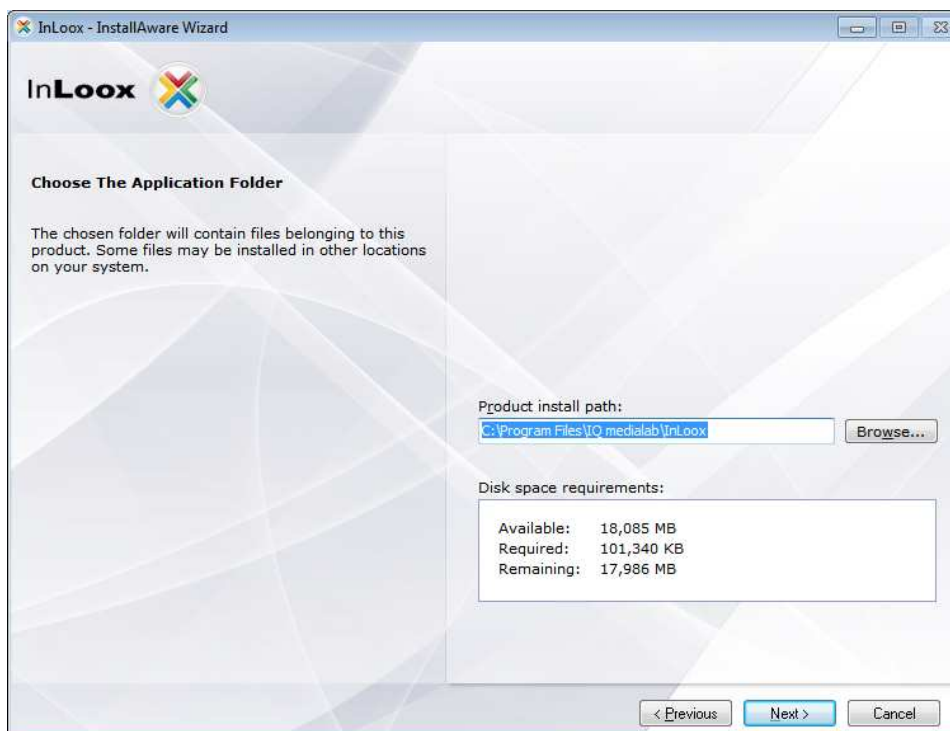
13. Select “Continue with workstation / client installation” and click on “Next”



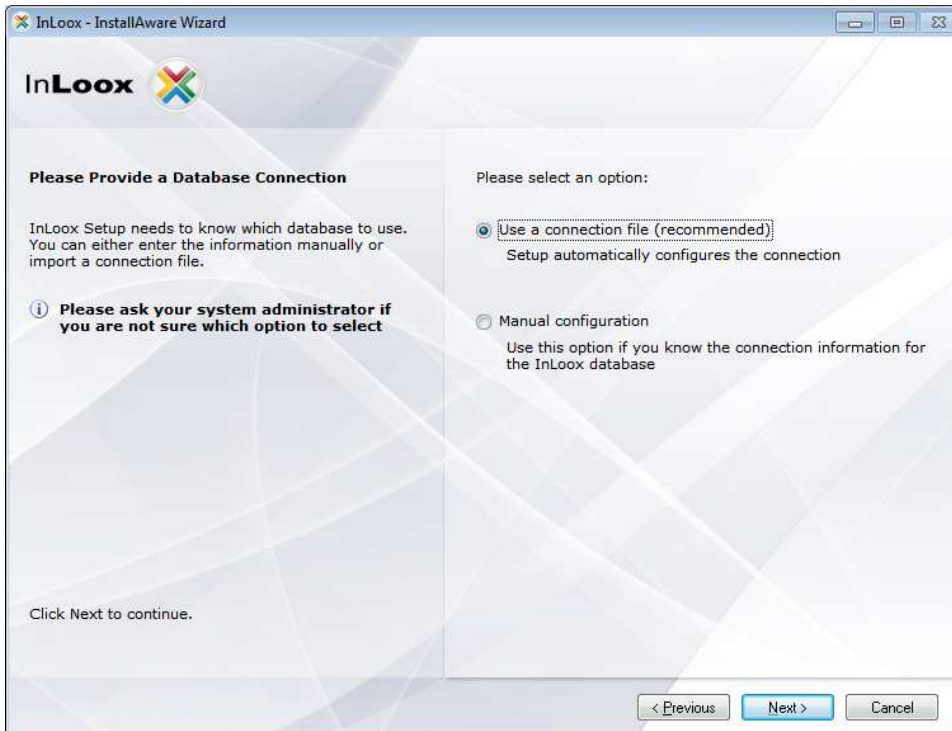
14. Click on “I accept the terms of the License Agreement”, then on “Next”



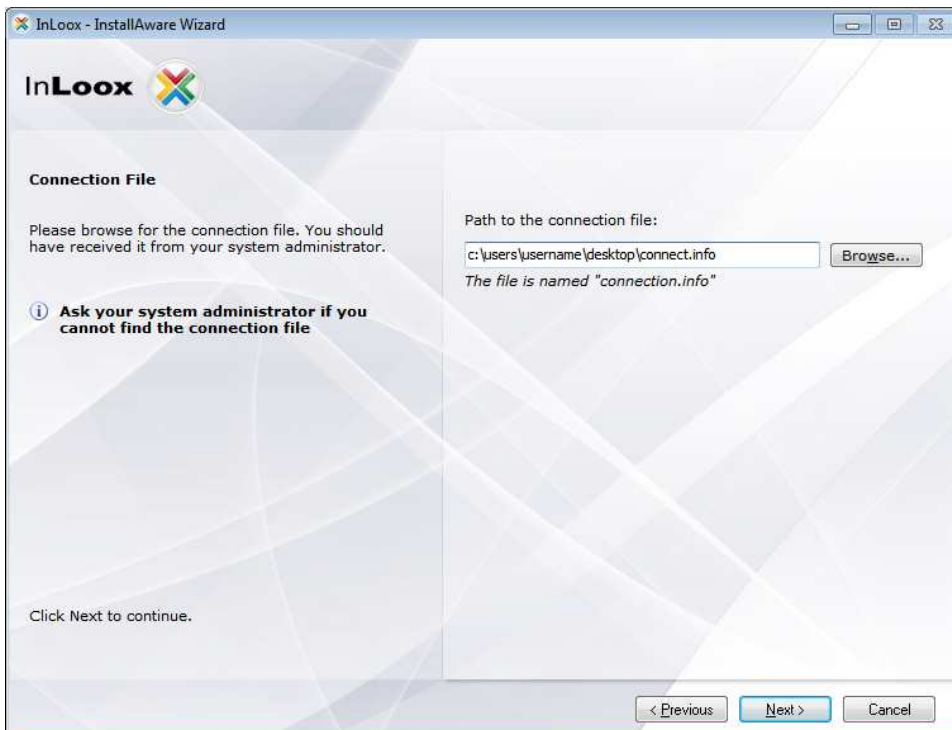
15. If desired change the standard path and click on “Next”



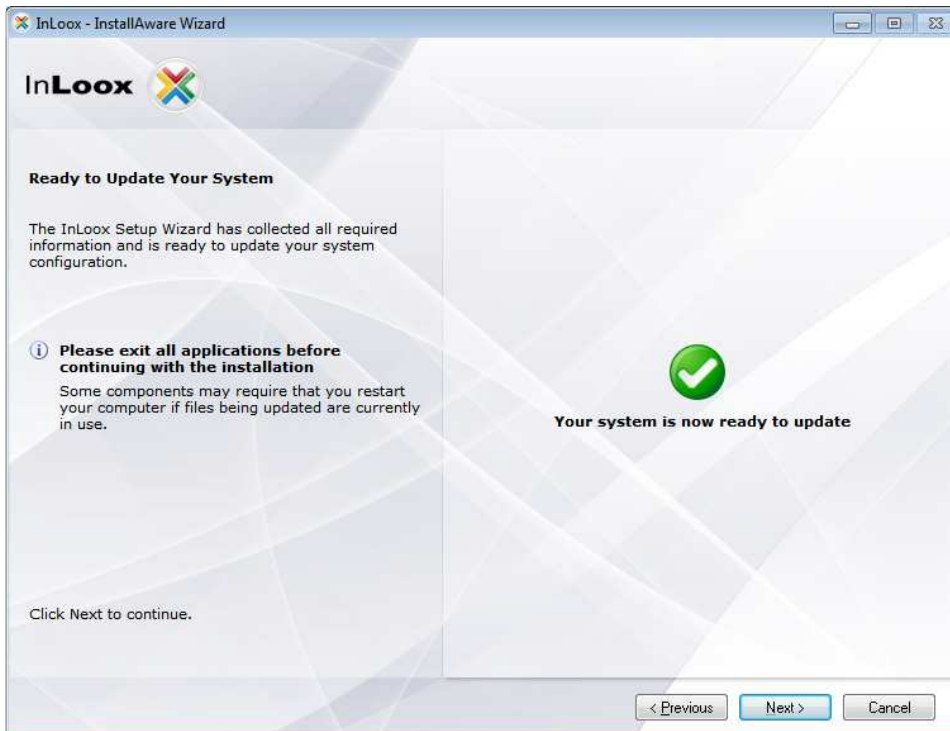
16. Select “Use a connection file (recommended)” and click on “Next”



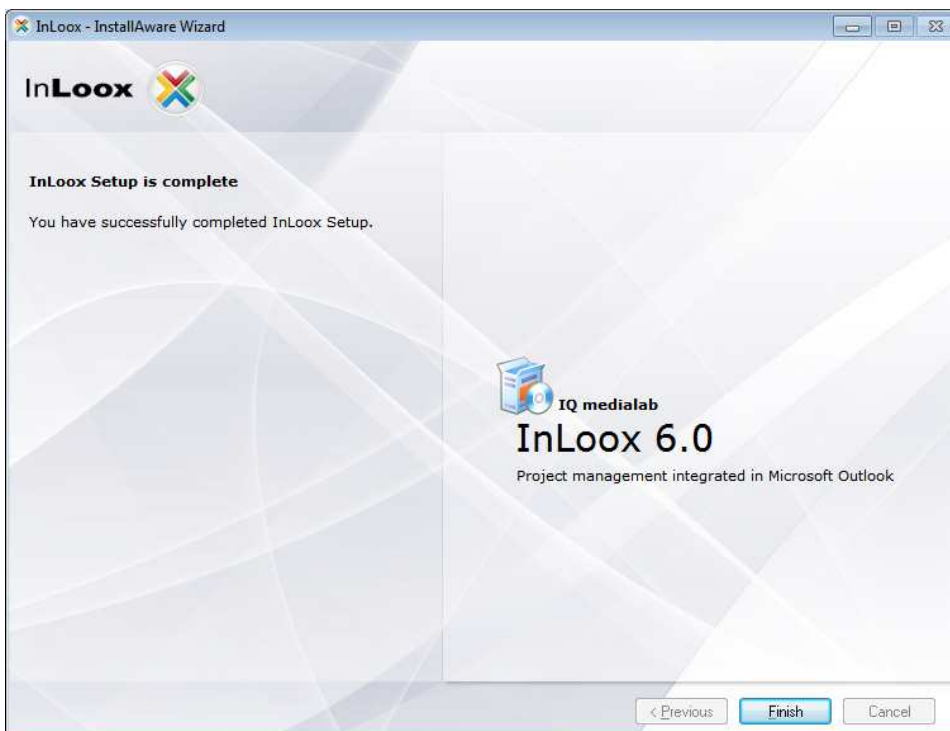
17. Select the path to *connect.info* file if necessary and click on “Next”



18. Click on „Next“



19. Click on „Finish“



Troubleshooting

General errors

If you cannot create a connection to a SQL Server during installation please verify that a SQL Server is installed. Ask your system administrator. If you have access to your server, proceed as follows:

1. Open: **Start >> Control Panel >> Programs and Features** on the server
2. There has to be a SQL server entry in the list of the installed software. See chapter „General Information“ for a list of supported servers.
3. Open: **Start >> All programs >> Administration >> Services** on the server
4. There has to be a SQL server entry in the service list. The service must be *started*.

Ensure that the port of the database servers is not *blocked*. Examine the firewall settings on the server, the clients as well as on the network hardware. The standard ports of the databases are:

- MS SQL Server: Port 1433
- Oracle Application Server/Oracle Database: Port 1521
- MySQL Server: Port 3306

Errors related to Microsoft SQL server

Register the appropriate users into the Active directory user group for SQL users.

1. Open: **Start >> All Programs >> Administration >> Active directory user and - computers** on the server
2. Edit the appropriate user (e.g. „John Doe“) or the appropriate user group (e.g. „Coworker selling “)
3. The dialog „Properties of... “ appears. Change to tab „member of “
4. Click on **Add..**. The dialog „Select Group“ appears
5. Enter into **object names** the input field

SQLServer2005MSSQLUser (for SQL server 2005) and/or **SQLServer2008MSSQLUser** (for SQL server 2008). Click on **Check name**. The name should be resolved as follows:

SQLServer2005MSSQLUser\$SERVERNAME\$MSSQLSERVER (for SQL server 2005)
SQLServer2008MSSQLUser\$SERVERNAME\$MSSQLSERVER (for SQL server 2008)

The part **SERVERNAME** is in this context the name of the SQL server and/or the primary domain controller (PDC).

6. Click on „OK“ in the opened dialog

You can also configure the access permissions via the SQL Server Management Studio for SQL 2005 and 2008. InLoox supports Windows- and SQL-account logon. Please consider the appropriate guide for configuring the authorizations by Microsoft:

<http://support.microsoft.com/?scid=kb%3Ben-us%3B889615&x=5&y=9>