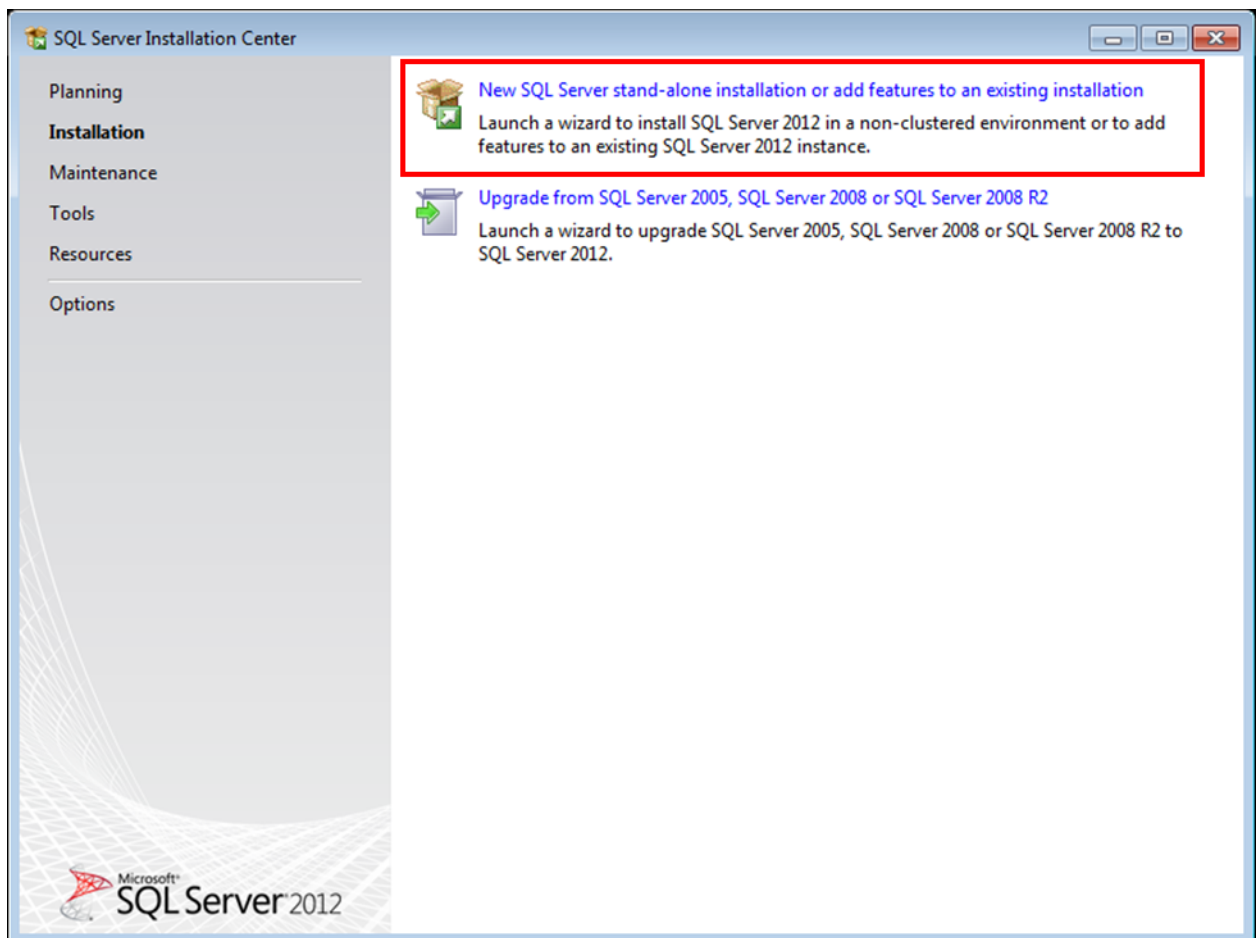


## Set up Central PC:

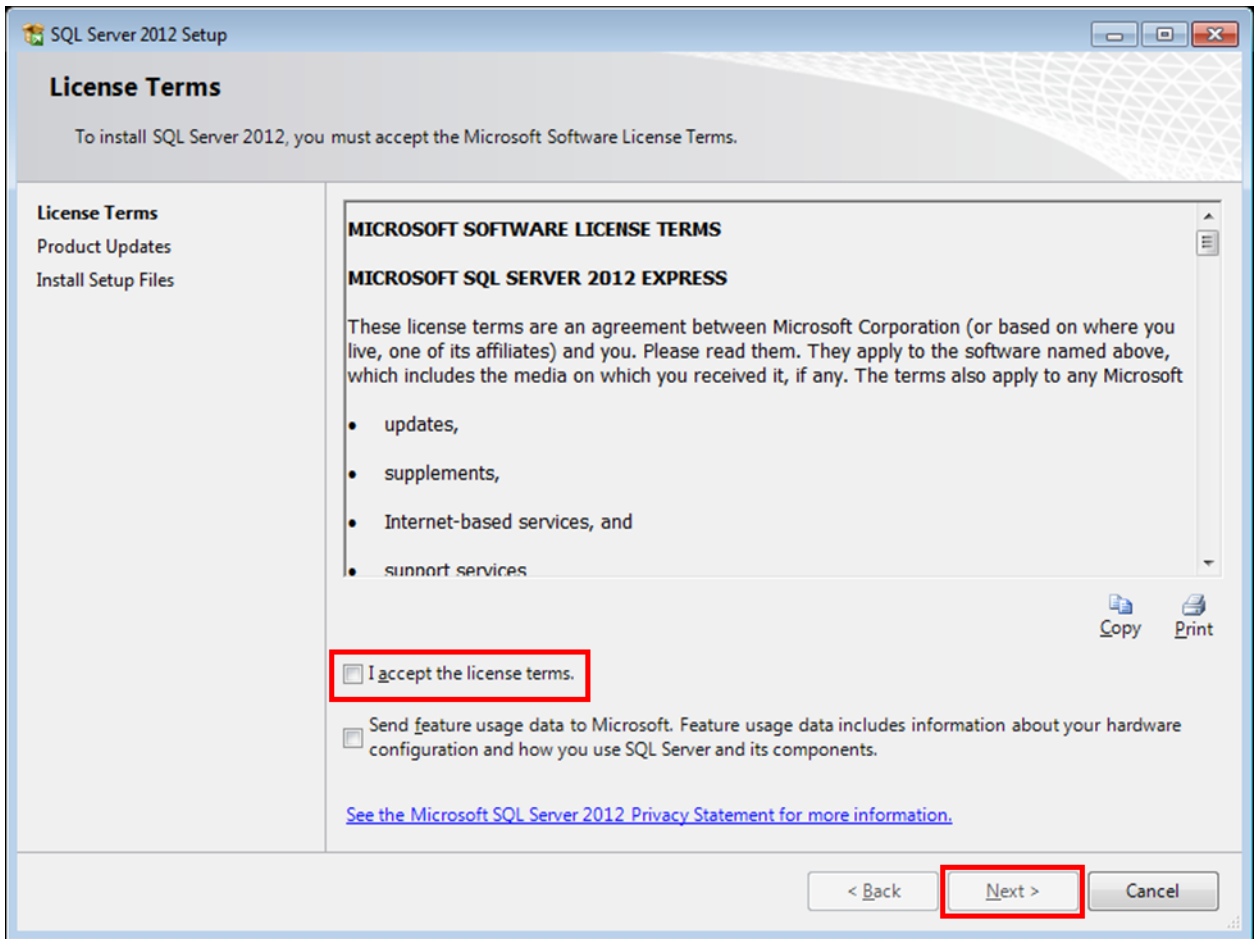
**Follow the below instructions in close detail! The steps must be taken in the order they are presented in this document for successful installation!!!**

### **SQL Server 2012 Installation:**

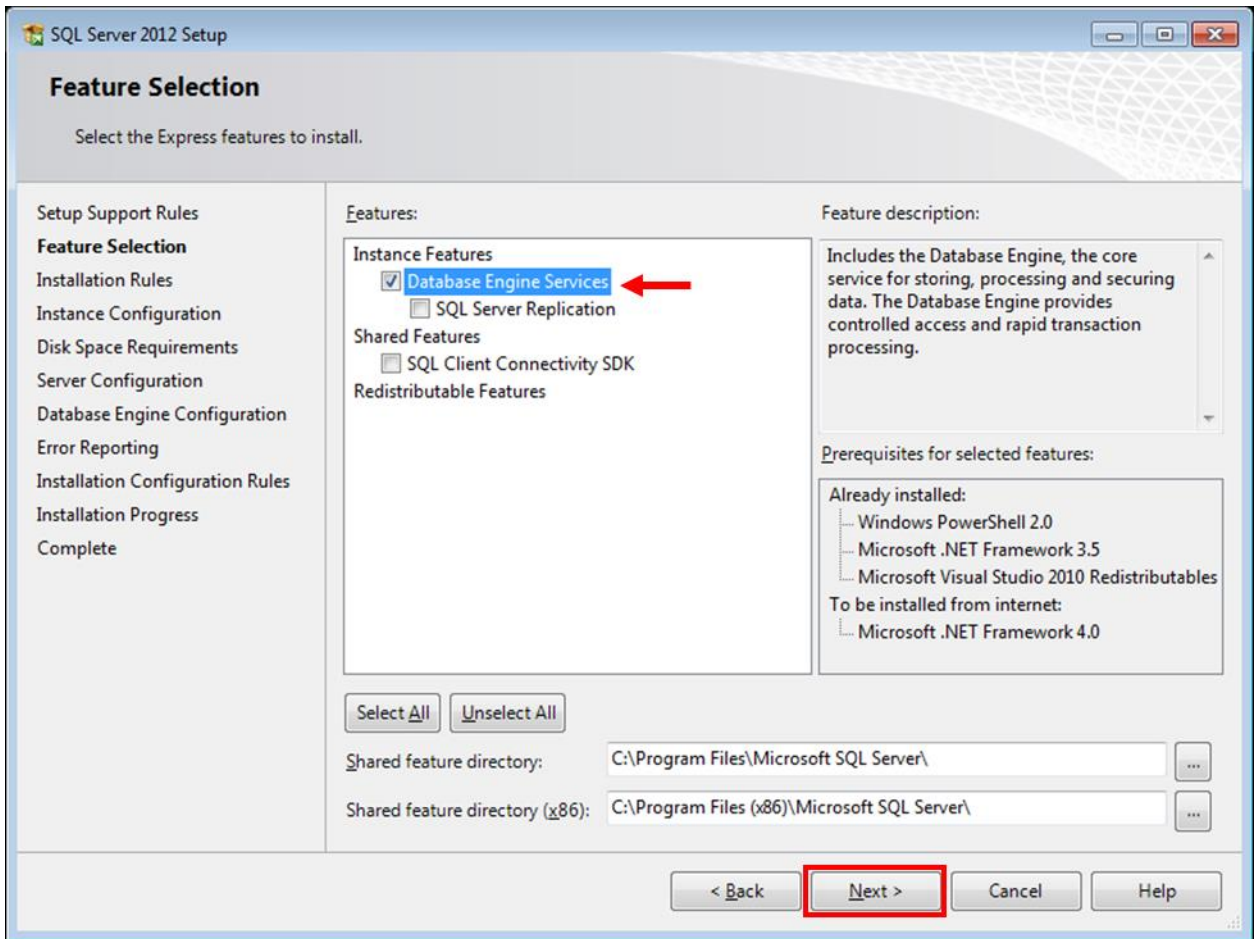
1. Download SQL Server 2012 Express Edition from the link below.  
<https://www.microsoft.com/en-us/download/details.aspx?id=50003>
2. Execute the downloaded installation package.
3. Select 'New SQL Server stand-alone installation or add features to an existing installation'



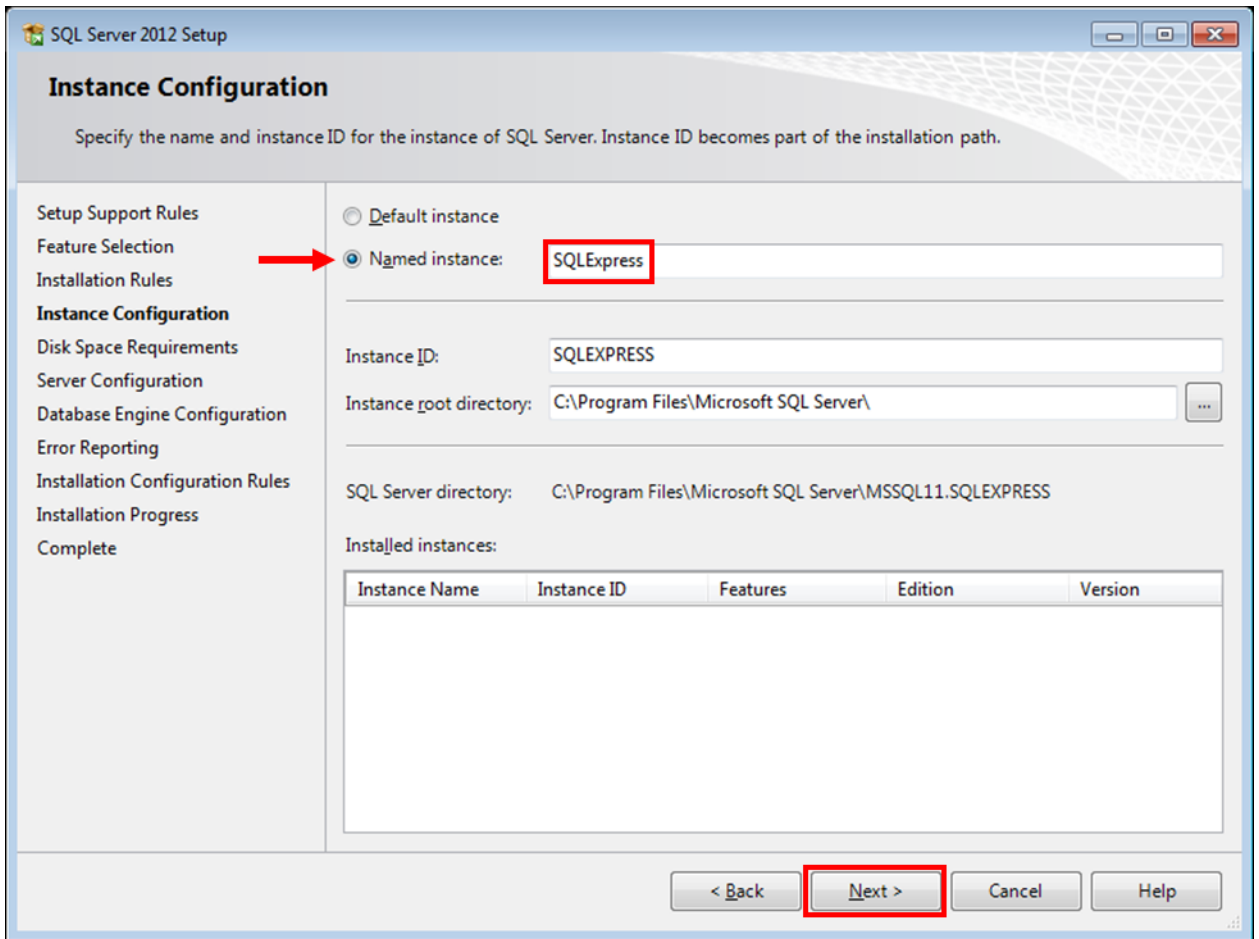
4. Check corresponding box to accept licensing terms.



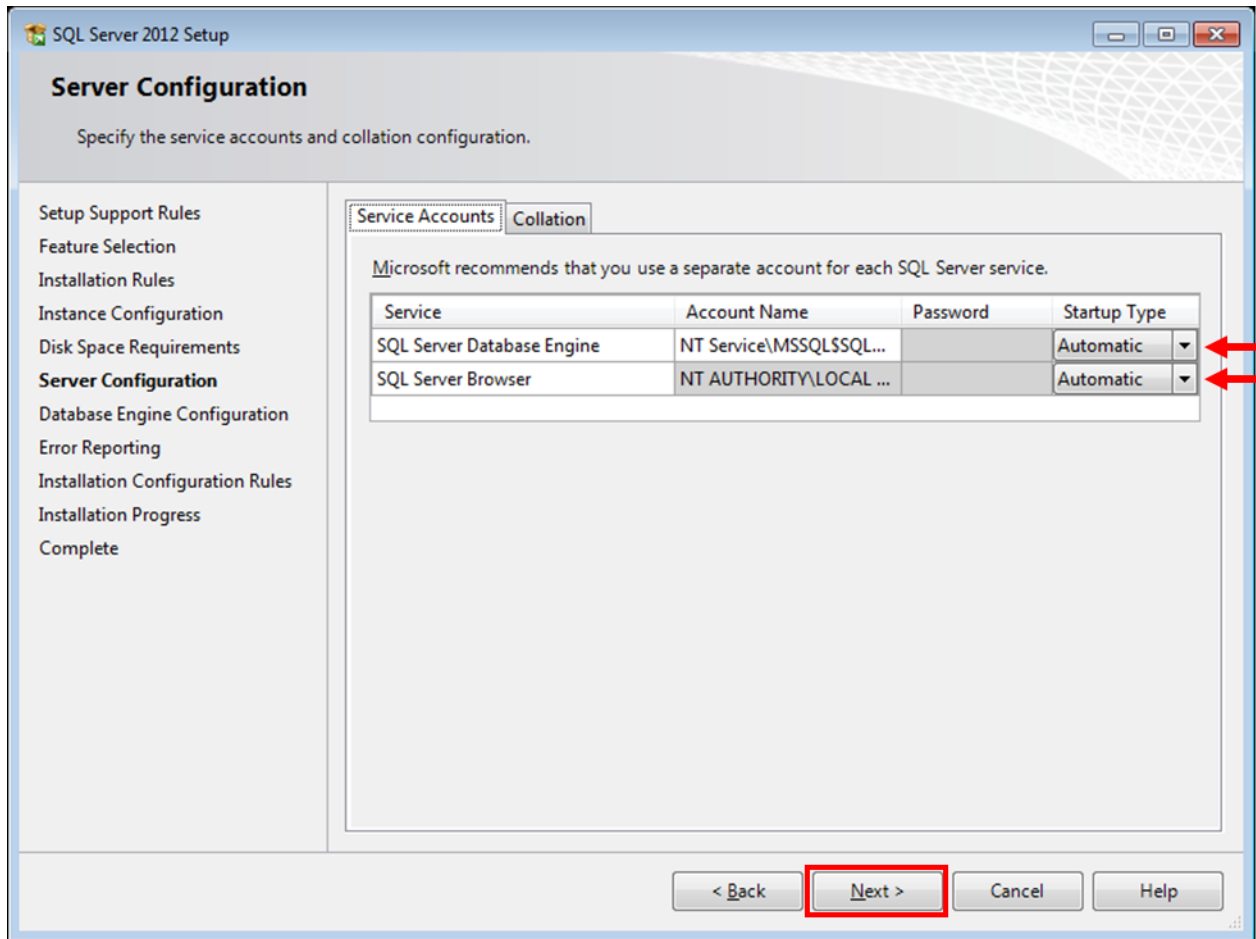
5. Ensure the 'Database Engine Services' box is checked as shown below. The 'SQL Server Replication' and 'SQL Client Connectivity SDK' options are not needed for Electronic Signature functionality.



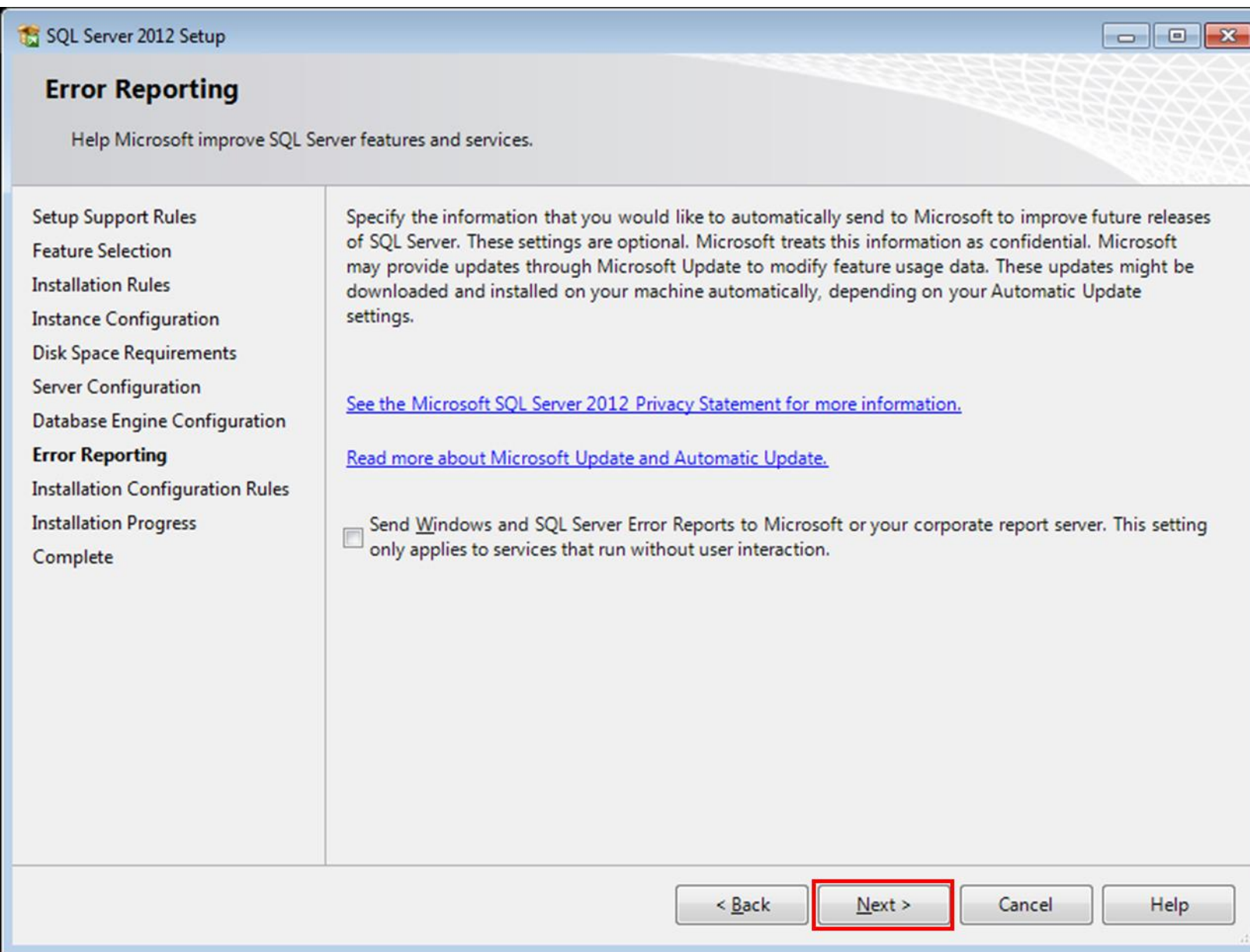
6. Select the 'Named instance' option. Note the default Named instance name, SQLExpress, for use later in the installation.



7. Change the Startup Type for both the 'SQL Server Database Engine' and 'SQL Server Browser' services to 'Automatic' as shown below.



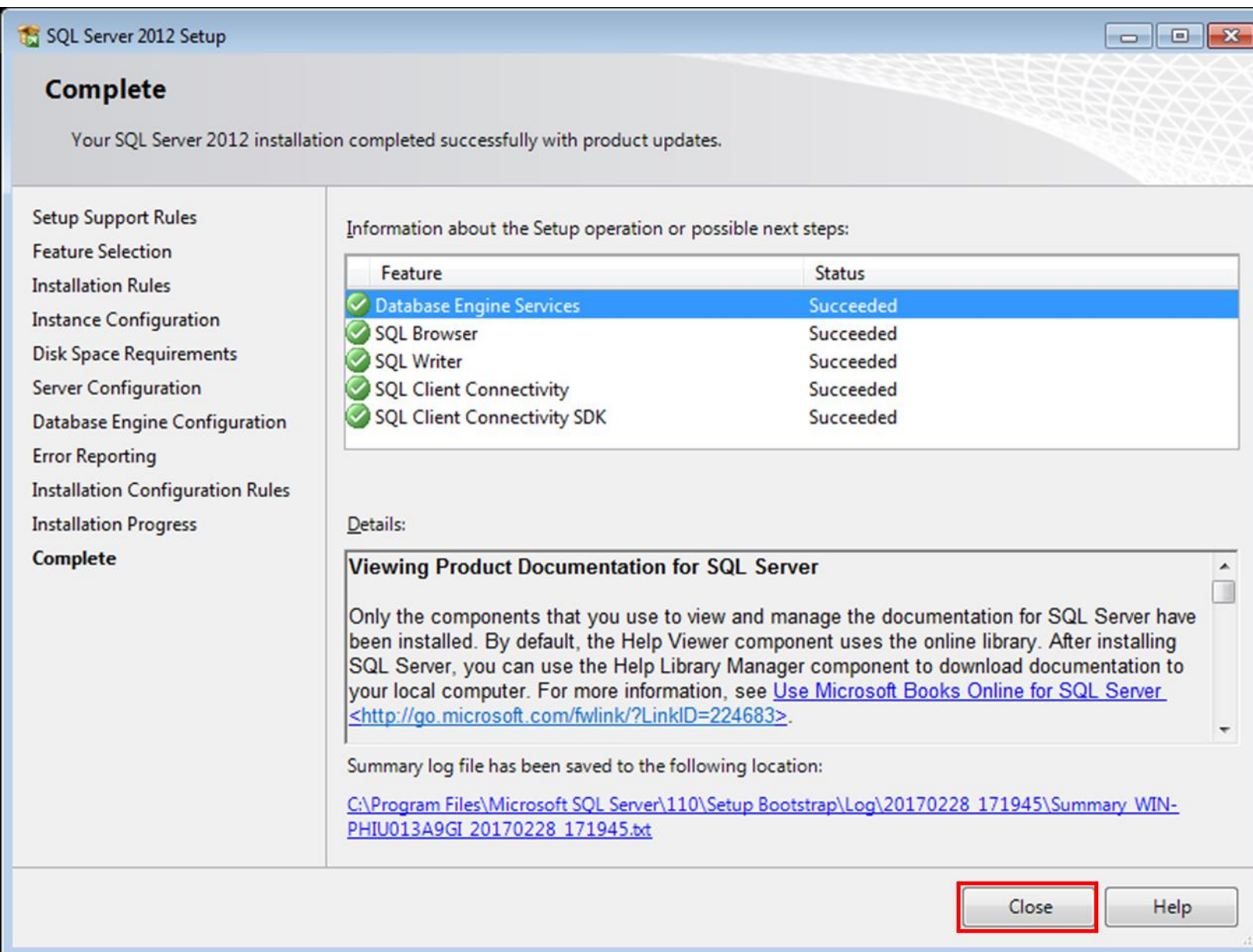
8. Select Mixed Mode authentication and set a password for the SQL server instance. **Write down this password**, pay special attention to letter casing (upper vs. lower), you will need it later for further setup and troubleshooting!!!



9. Proceed through Error Reporting Step (no options needed).

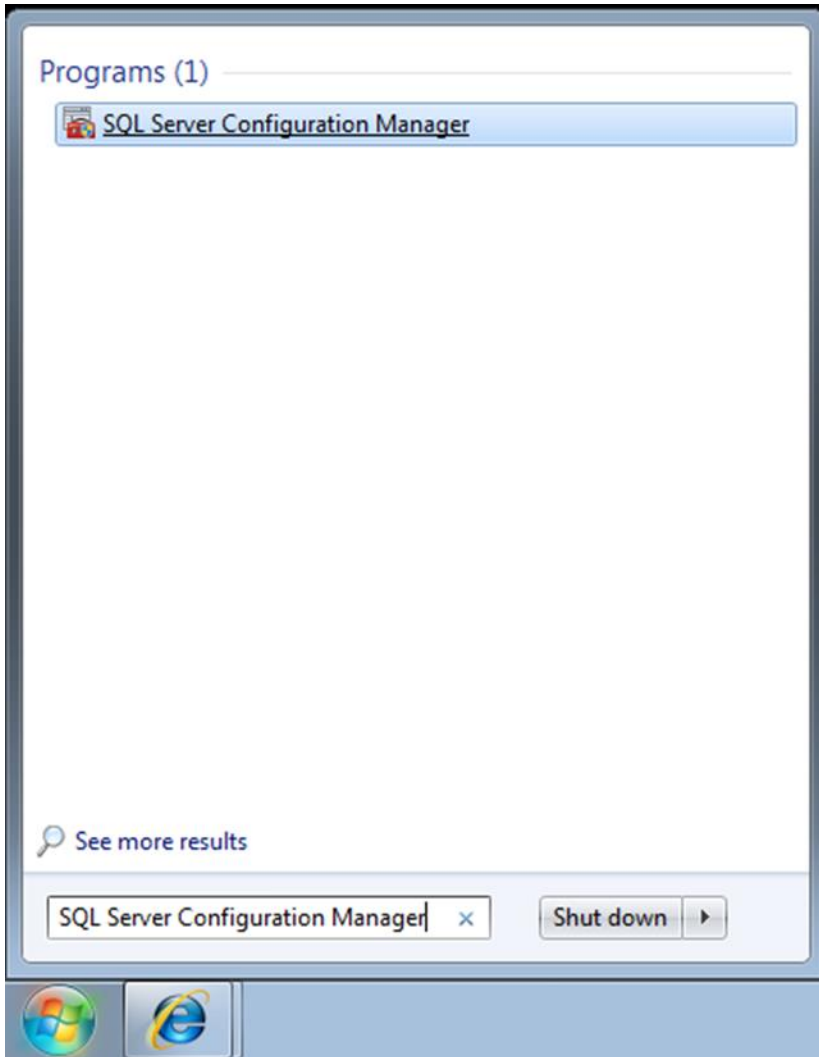
SQL Server 2012 has been installed successfully. Click Close and exit the SQL Server Installation Center.





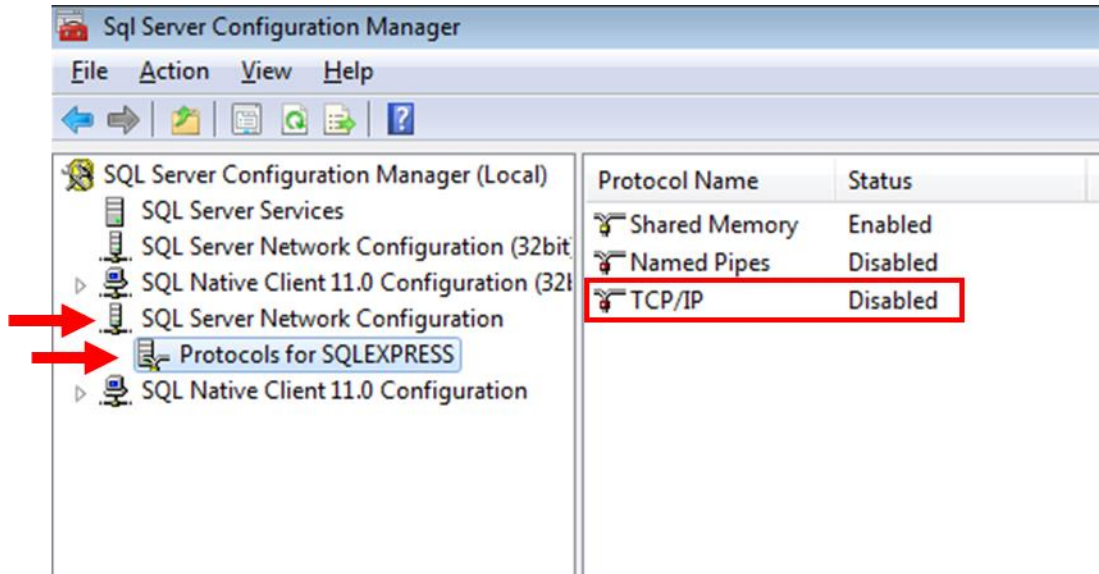
### **SQL Server 2012 Configuration:**

1. Navigate to the Start Menu and run program 'SQL Server Configuration Manager'.

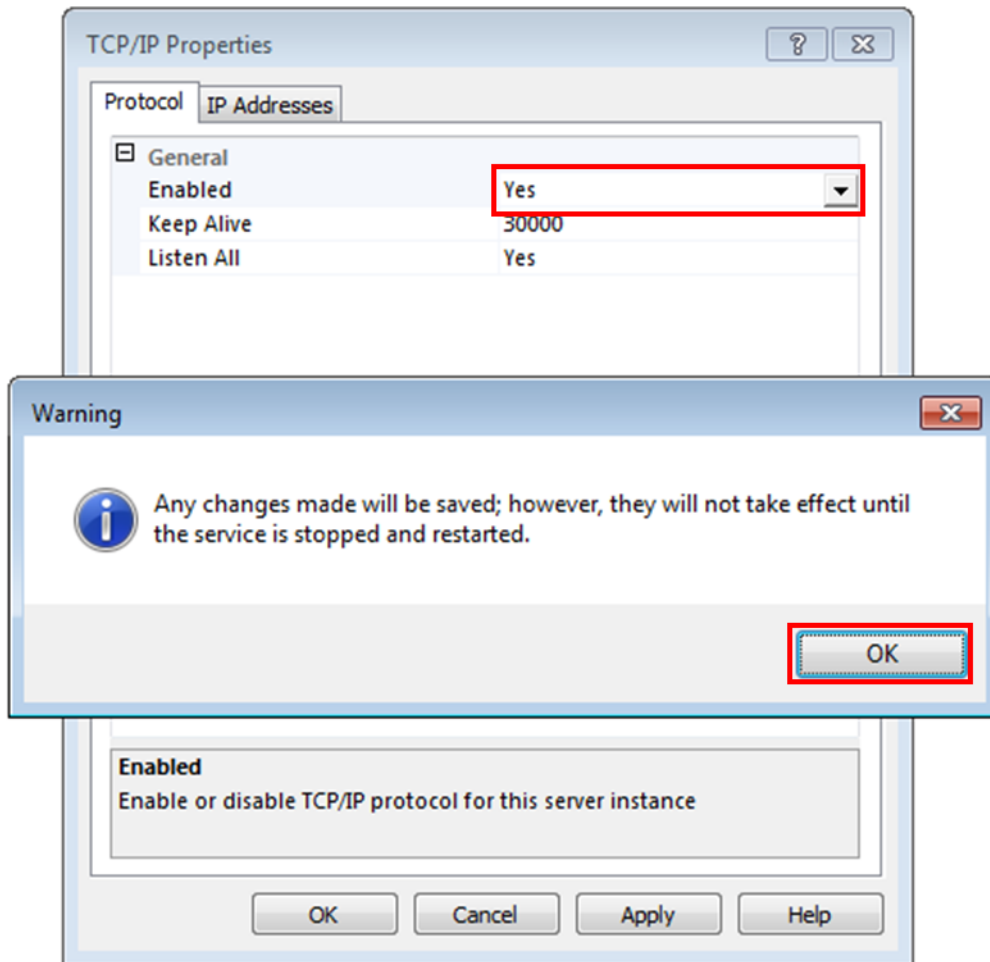


2. Expand the 'SQL Server Network Configuration' item. Select the 'Protocols for SQLEXPRESS' sub-item. Double-click the 'TCP/IP' item on the right-hand pane.

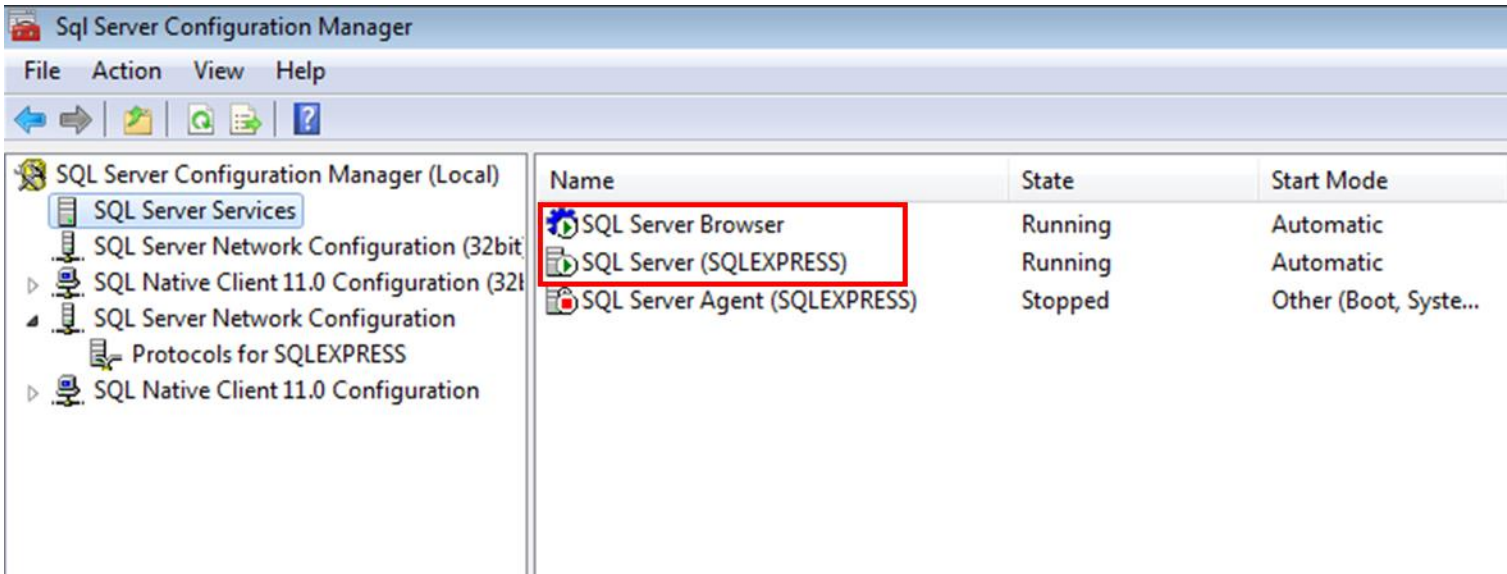




3. Change the 'Enabled' setting to 'Yes' in the TCP/IP Properties window. Acknowledge the warning message and close the TCP/IP Properties window.



4. Click the 'SQL Server Services' in the left-hand pane. Locate the 'SQL Server Browser' and 'SQL Server (SQLEXPRESS)' items in the right-hand pane.

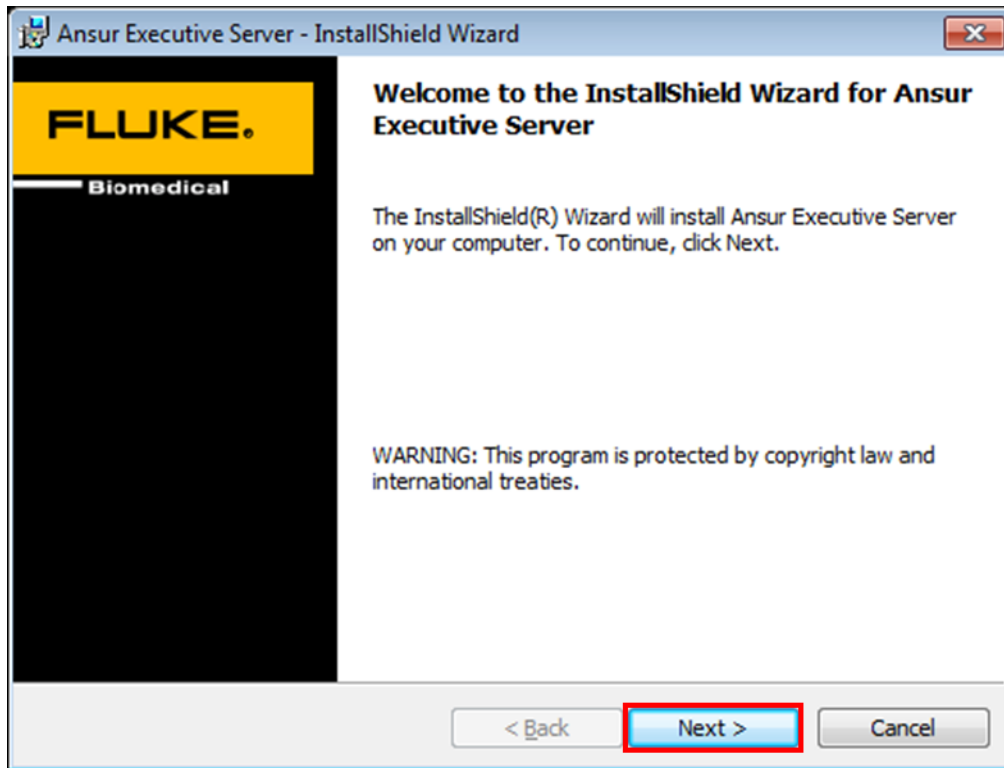


5. Right-click on the 'SQL Server Browser' item and select 'Restart' from the context menu.
6. Right-click on the 'SQL Server (SQLEXPRESS)' item and select 'Restart' from the context menu.
7. Close the SQL Server Configuration Manager utility.

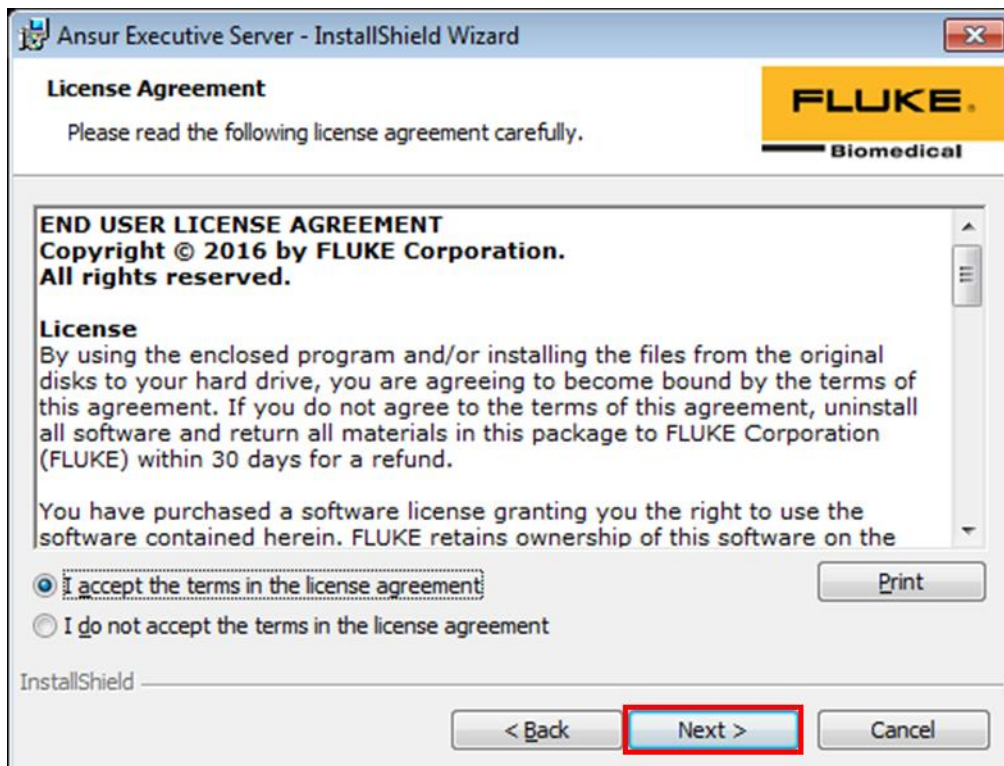
***Ansur Executive Server Installation:***

Ansur Executive Server is also needed on the central PC. Follow the instructions below to install and configure Ansur Executive Server.

1. Double-click on Ansur Executive Server installation file to begin installation.



2. Select corresponding option to accept licensing terms.



3. Fill in the SQL Server information collected while performing the SQL Server Installation. The following information is required:

Field	Value	Notes
SQL Instance	SQLEXPRESS	setting from step 6 of <i>SQL Server 2012 Installation</i> section above
Login	sa	
Password	*****	setting from step 8 of <i>SQL Server 2012 Installation</i> section above

Ansur Executive Server - InstallShield Wizard

**Customer Information**  
Please enter your information.

**FLUKE**  
Biomedical

SQL Server Authentication

SQL Instance: SQLEXPRESS

Login: sa

Password: .....

Customer Information

User Name: Fluke Biomedical

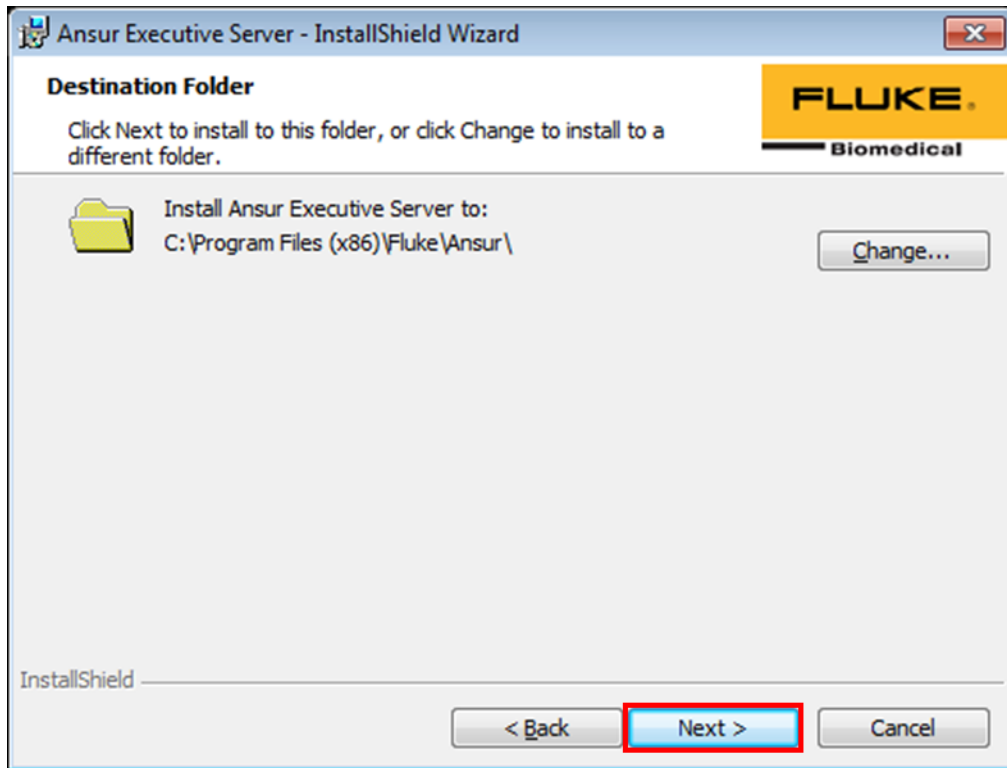
Organization: Fluke Biomedical

Install this application for:  Anyone who uses this computer (all users)  
 Only for me (Windows User)

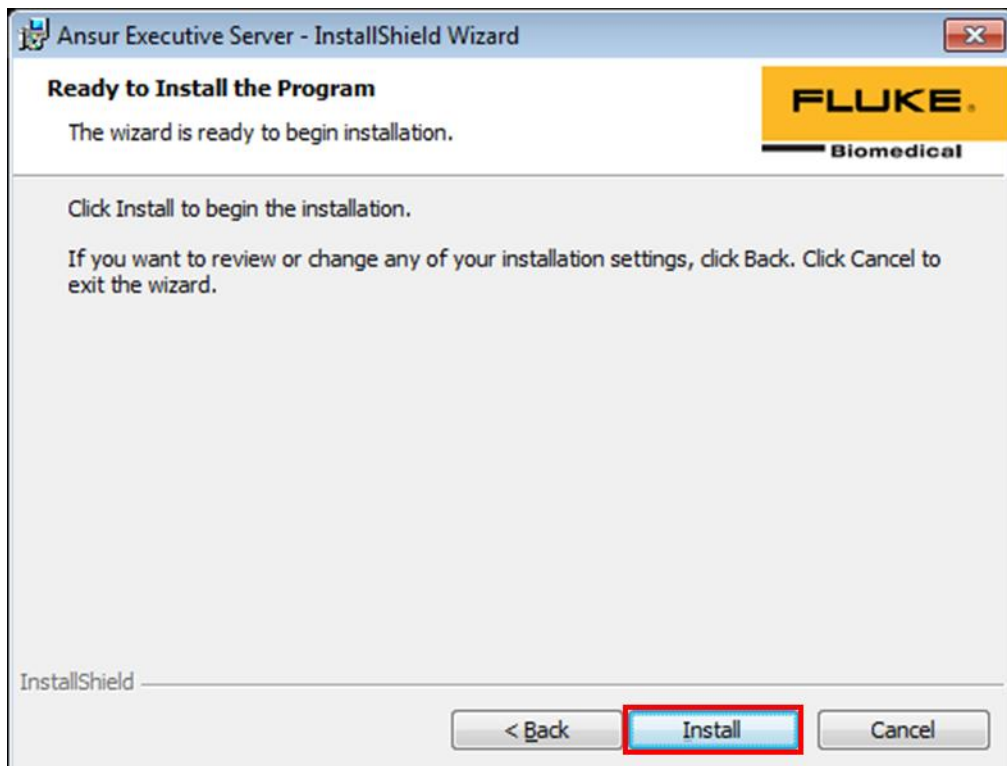
InstallShield

< Back Next > Cancel

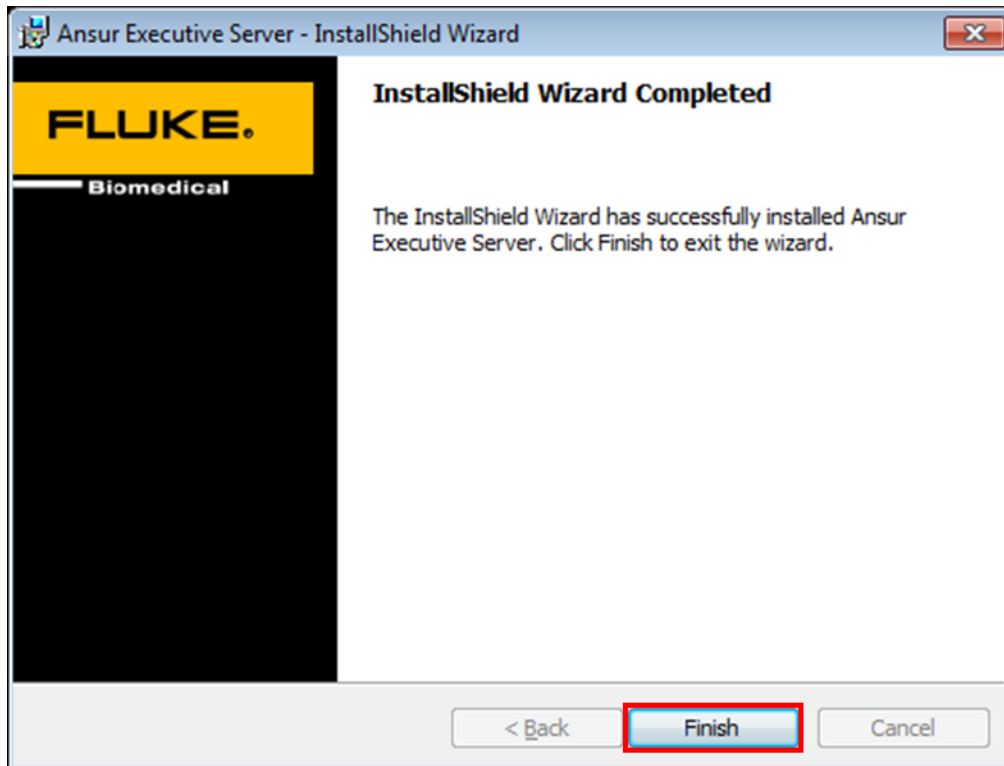
4. Click Next to proceed through installation step.



5. Click Install.



6. Click Finish.



### ***Obtaining IP address of Central PC:***

Now we need to obtain the IP address of the central PC so that client PC can establish communication with central PC.

On the central PC, click on the Start button in Windows. In the search box, type 'cmd' and click enter to start the command prompt. In command prompt type 'ipconfig' and press enter. Search for IPv4 in the response text as shown below:

```
Ethernet adapter Local Area Connection:
Connection-specific DNS Suffix . : localdomain
Link-local IPv6 Address . . . . . : fe80::6826-b2ae-9965:eaf6%11
IPv4 Address. . . . . : 192.168.231.130
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.231.2
```

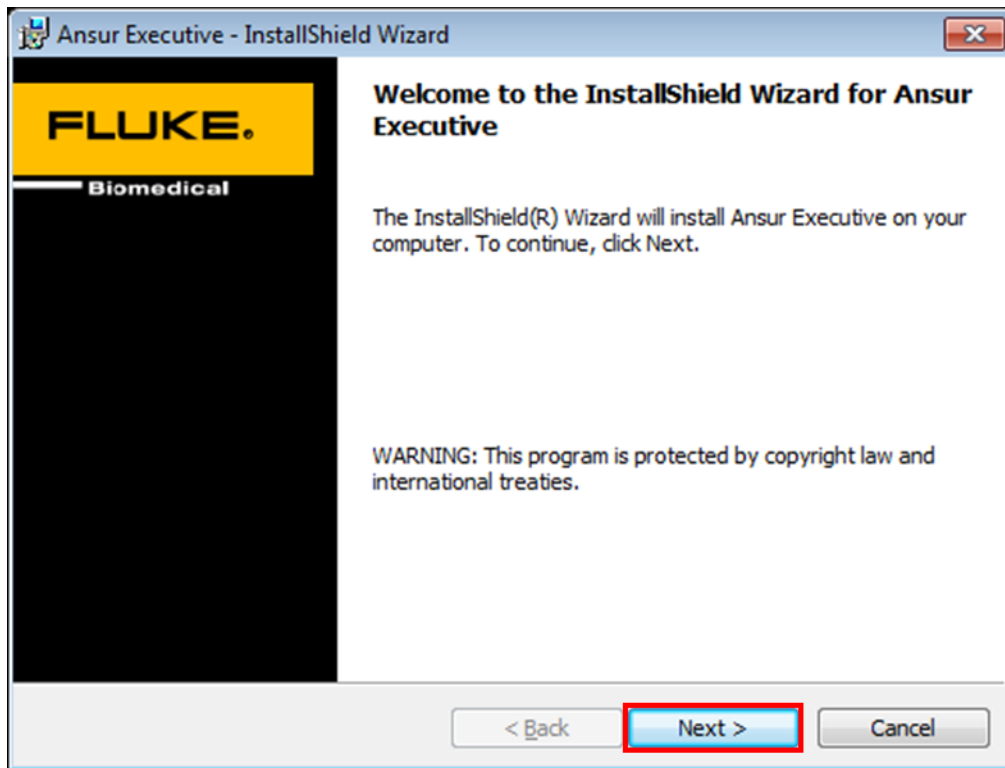
Make a note of the IPv4 address as it will be used during Ansur Executive software.

### ***Ansur Executive Installation:***

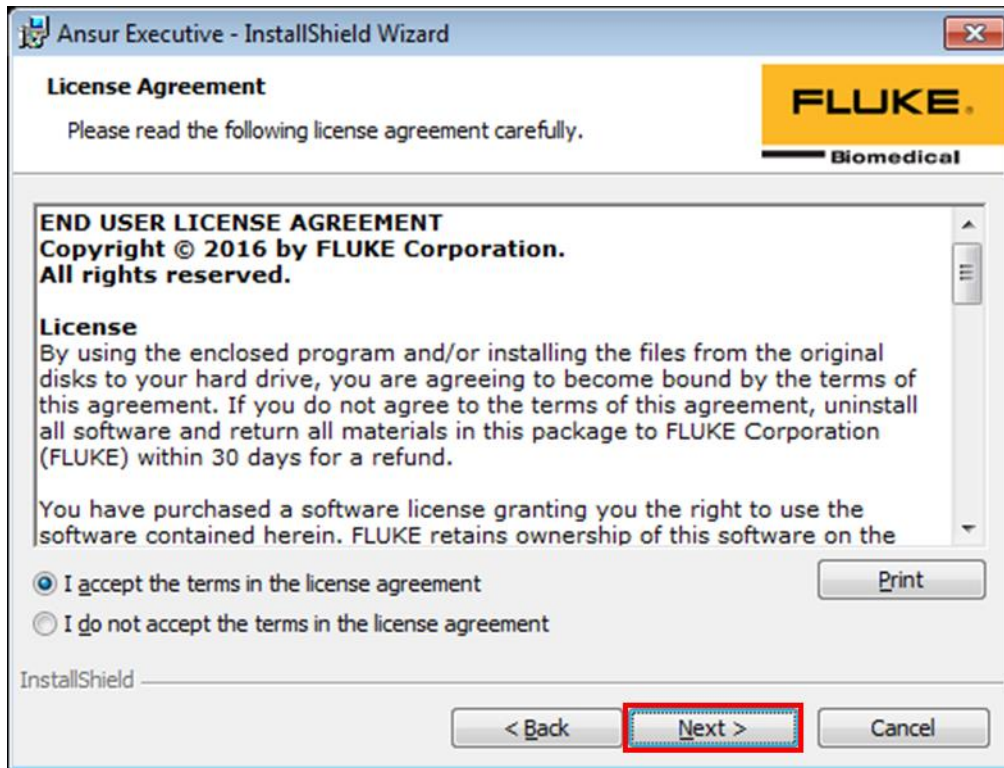


At this point, the central PC is set up to communicate with client PCs. You are ready to install Ansur Executive 3.1 on each client PC.

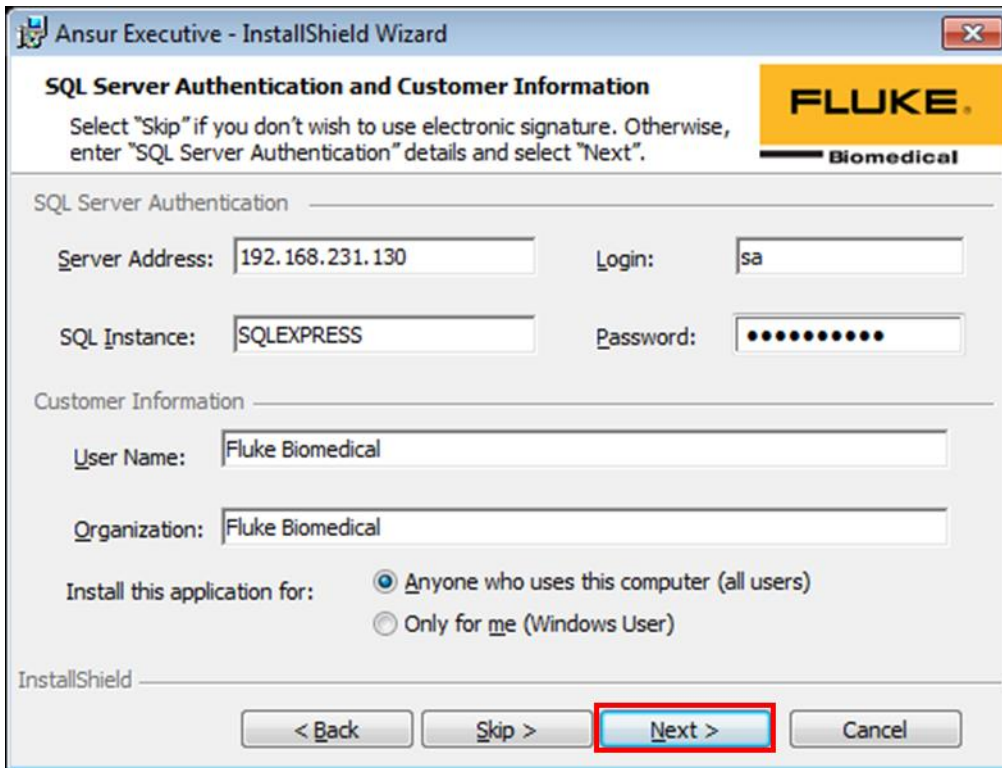
1. Run Ansur Executive 3.1 installation file and then click Next.



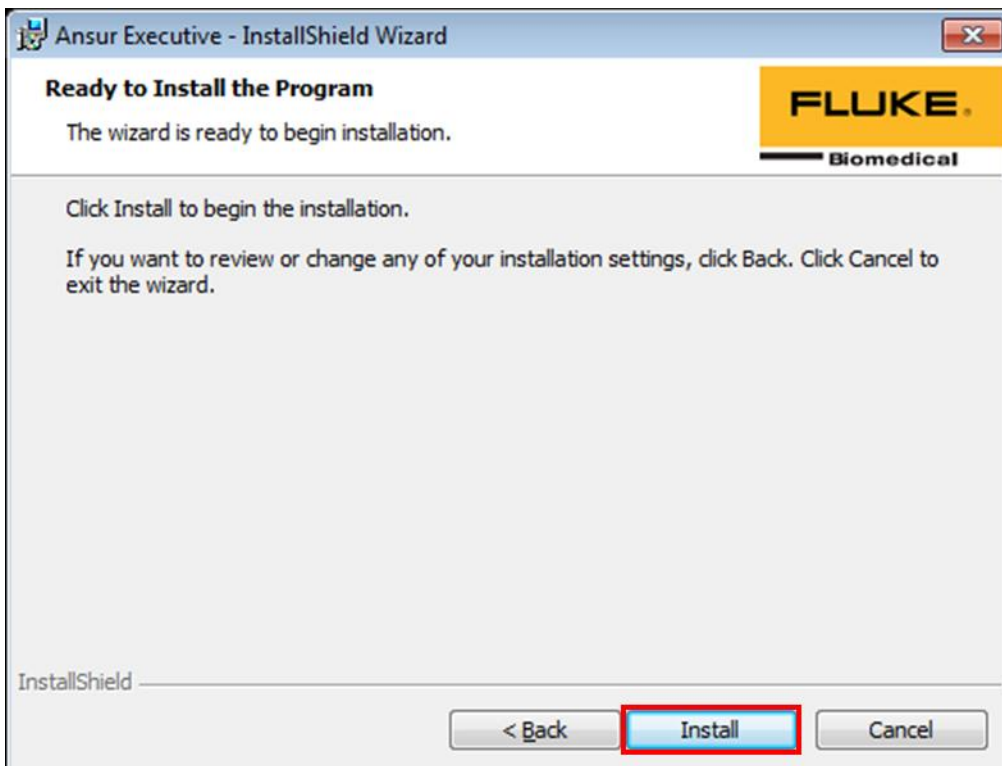
2. Select corresponding option to accept licensing terms.



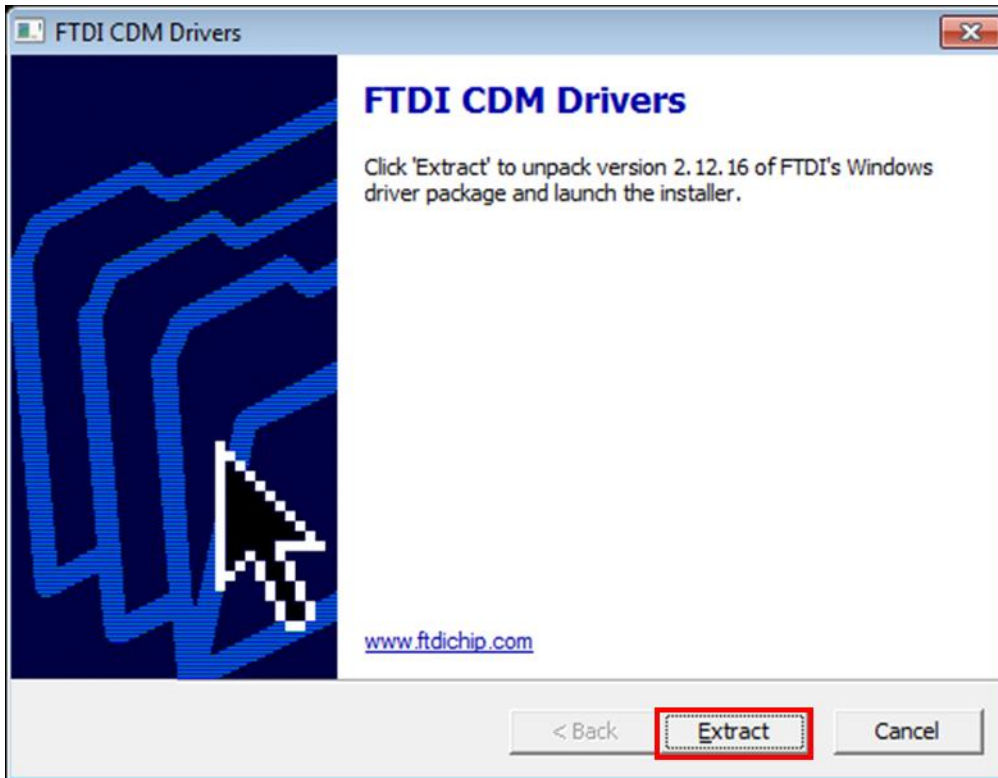
3. Fill out the server information that you gathered in the previous steps. For example, password is the password of the SQL Server on central PC which was set previously and the IP address is the IP address of the central PC. Refer to the previous steps for more information.



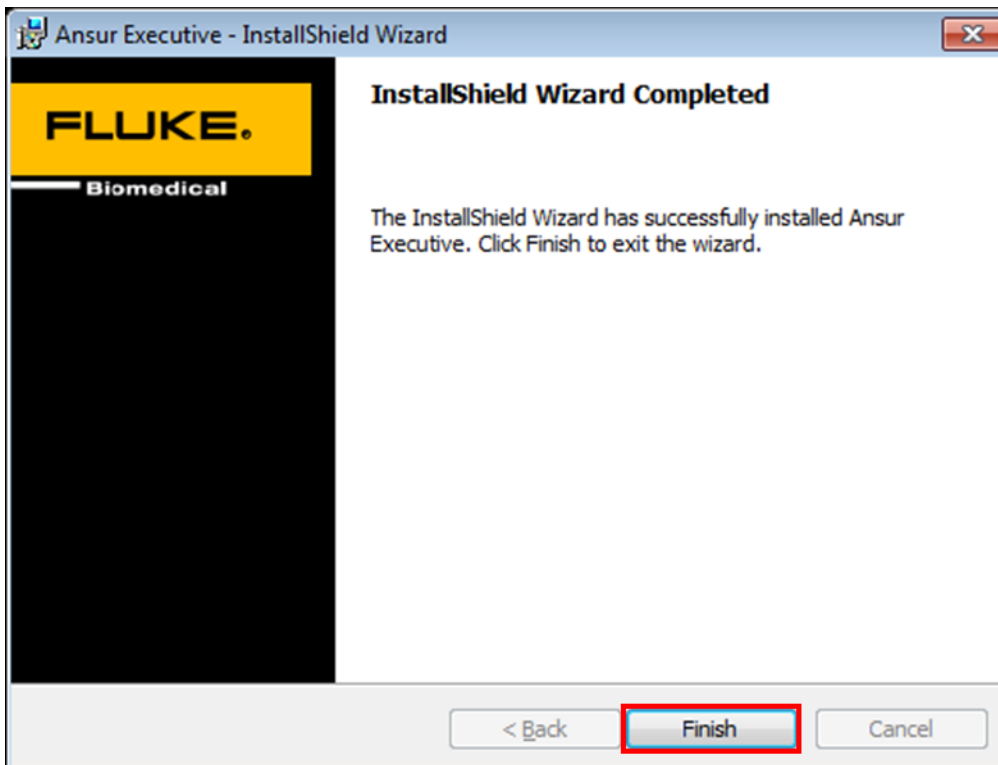
4. Click Install.



5. Click Extract and proceed through installation of FTDI CDM Drivers.



6. Ansur Executive is installed successfully. Click Finish.



7. Open Ansur, the initial login will have the following credentials:

User Name: Admin

Password: admin

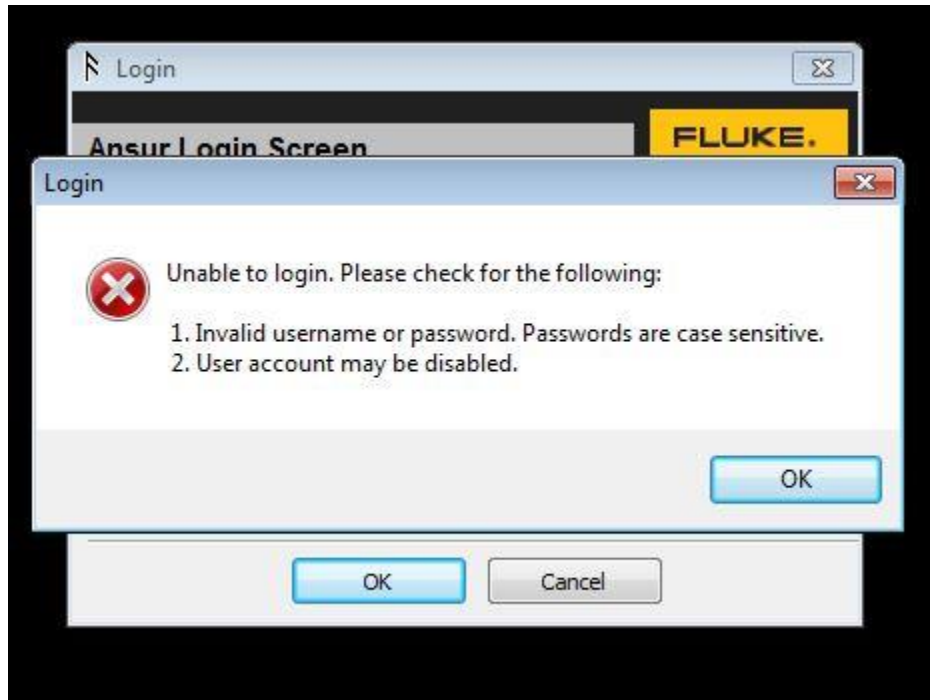
**Note: username has uppercase A, password has lowercase a.**



After a successful first-time login, additional signature accounts may be created under Tools > Manage/Edit profiles as described in the Ansur user manual.

# Troubleshooting:

## Case 1: Username/password Invalid

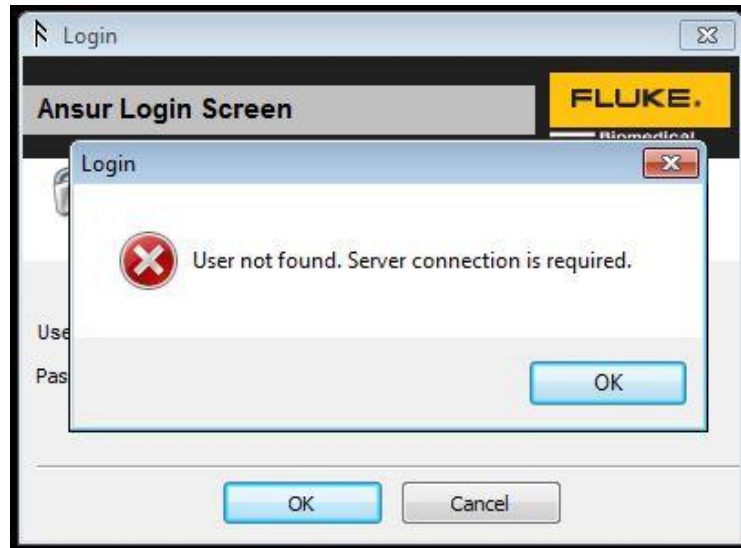


### Solutions:

- Make sure spelling is correct for username/password. It is case sensitive - the "A" on Admin needs to be capital for username while the "a" on admin needs to be lowercase for the password.
- *Do not* use the SQL server instance login "sa" from step 3 in the Ansur executive/server installation above. That is only used for the Server instance, not the Ansur electronic signature system.

# Troubleshooting:

## Case 2: Server Connection Issues



### Solutions:

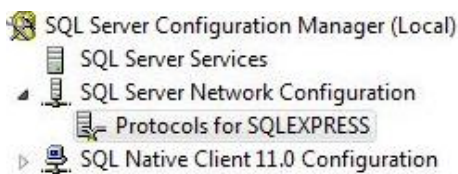
1. Click OK, the IP address line should appear as show below. Open a cmd window and type ipconfig as done just before step 1 of the Ansur executive installation. Confirm that these two IP addresses match, if they do not, correct this in the Ansur login window and click OK.



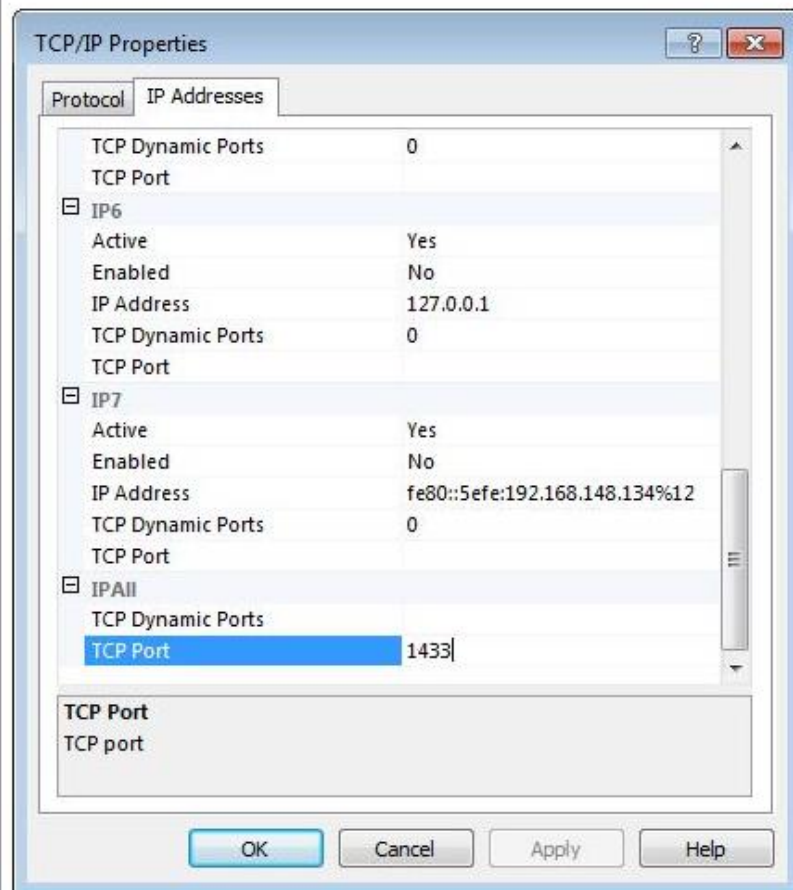


2. Navigate to the SQL Configuration Manager program as done in the SQL Server Configuration section above.

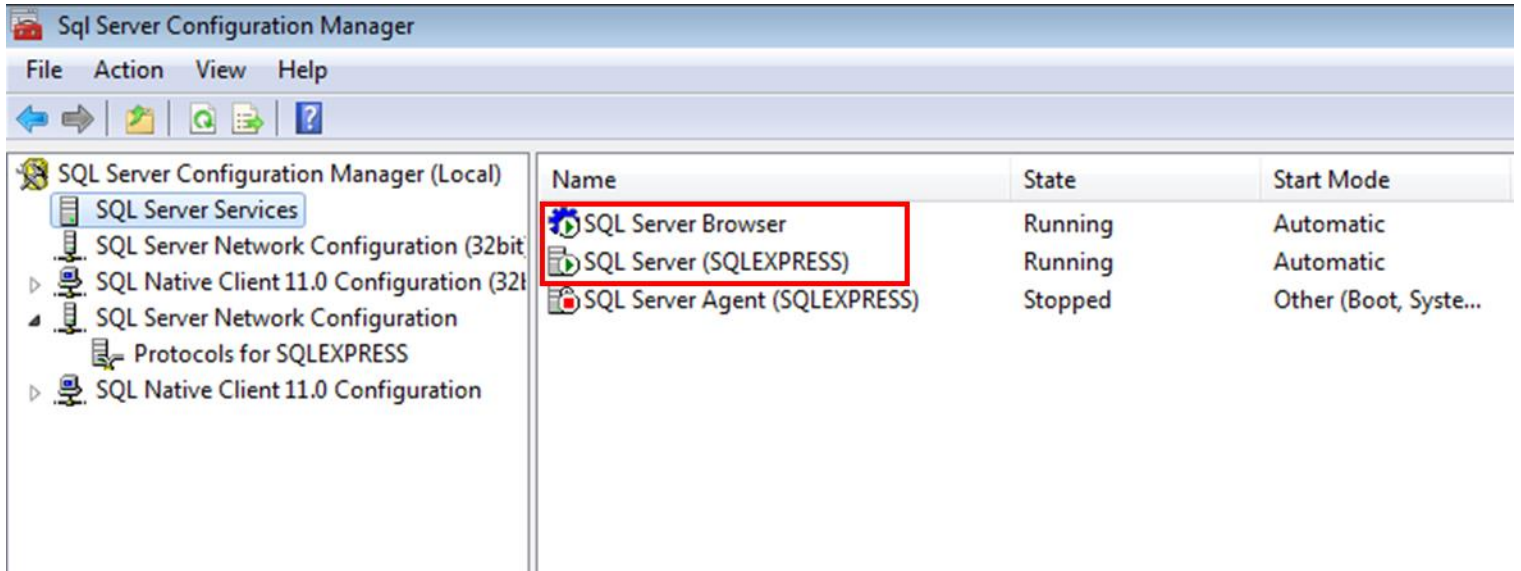
- Click SQL Server Network Configuration to expand, click the “Protocols for SQLEXPRESS” tab.
- Right click the “TCP/IP” field and select properties.
- Click the “IP Addresses” tab, delete the value in the “TCP Dynamic Ports” and leave that field blank.
- 
- Edit the “TCP Port” field to a value of 1433, click OK.



Protocol Name	Status
Shared Memory	Enabled
Named Pipes	Disabled
TCP/IP	Enabled



- Click the 'SQL Server Services' in the left-hand pane. Locate the 'SQL Server Browser' and 'SQL Server (SQLEXPRESS)' items in the right-hand pane.



- Right-click on the 'SQL Server Browser' item and select 'Restart' from the context menu.
- Right-click on the 'SQL Server (SQLEXPRESS)' item and select 'Restart' from the context menu.
- Close the SQL Server Configuration Manager utility.

# Troubleshooting:

Case 3: Able to login to Ansur but unable to change password, add or edit users.



Solution:

The “sa” login on the Ansur SQL server has default language that does not match the operating system language settings. The SQL “sa” login default language must be changed.

1. Click start, and type in search bar “cmd”, click to open an instance of command prompt
2. In command prompt window, login to the server via the following command: `SQLCMD -S .\SQLEXPRESS -U sa`
3. Enter the “sa” password from the above setup section

4. Type the following commands to change the login default language setting:  
`USE [master]`  
`GO`  
`ALTER LOGIN [sa] WITH DEFAULT_LANGUAGE = (language choice here)`  
`GO`
5. Re-launch Ansur and log in, attempt to add/edit user to confirm the fix has worked.

*Note: the command line will not return anything when it has changed the setting properly, otherwise an error message will appear if there is a syntax error.*



```
SQLCMD
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\ >SQLCMD -S .\SQLEXPRESS -U sa
Password:
1> USE [master]
2> GO
Changed database context to 'master'.
1> ALTER LOGIN [sa] WITH DEFAULT_LANGUAGE = English
2> GO
1>
```

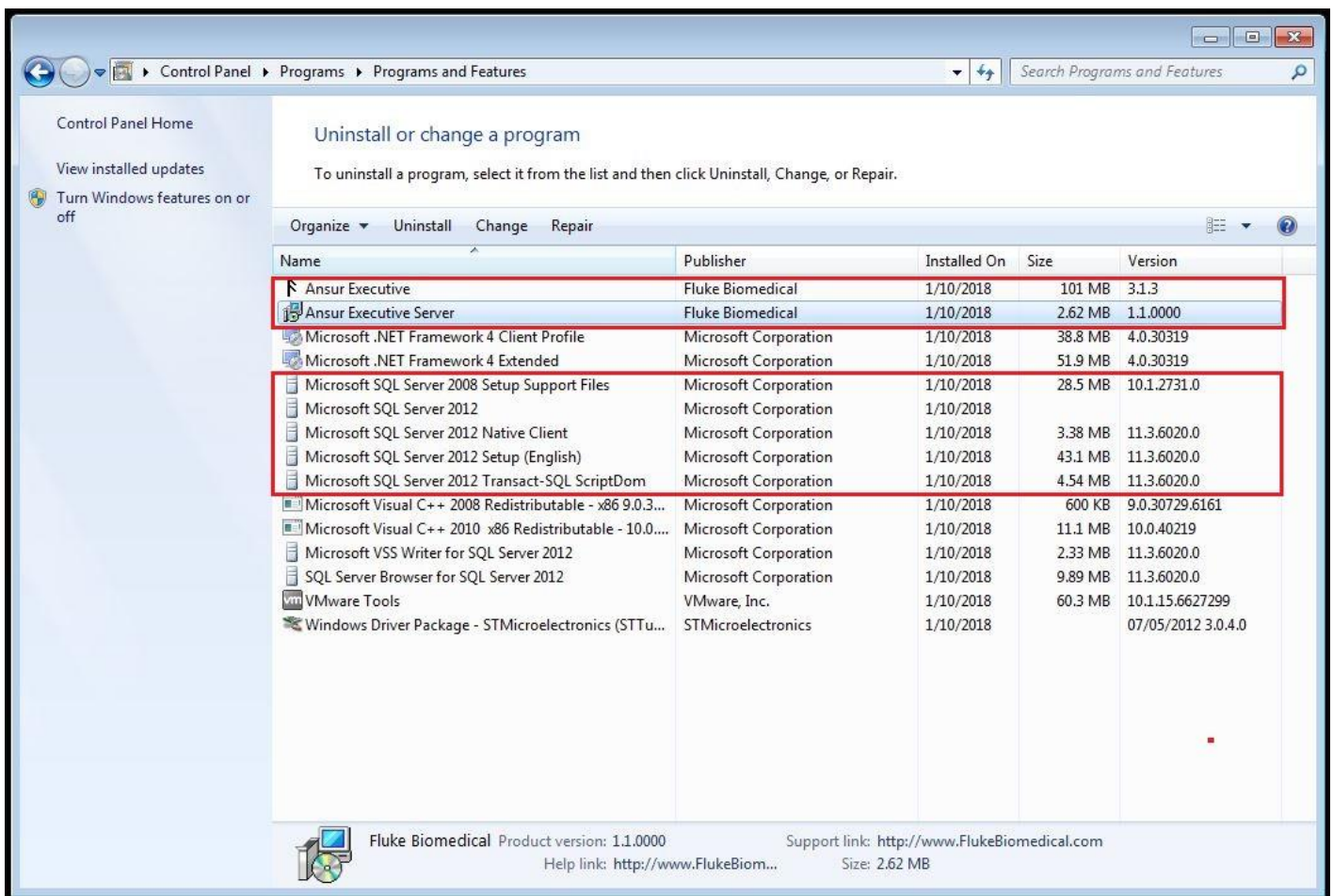
Example changing language to English

Below are the following language options for the SQL server login:

Name in English	
English	Romanian
German	Croatian
French	Slovak
Japanese	Slovene
Danish	Greek
Spanish	Bulgarian
Italian	Russian
Dutch	Turkish
Norwegian	British English
Portuguese	Estonian
Finnish	Latvian
Swedish	Lithuanian
Czech	Brazilian
Hungarian	Traditional Chinese
Polish	Korean
	Simplified Chinese
	Arabic
	Thai

## Final Note:

If all these troubleshooting methods have been attempted and the electronic signature feature still does not work, one or more of the steps in the procedure may have been done incorrectly. It is recommended you uninstall/reinstall SQL Server 2012, Ansur Executive Server and Ansur Executive using the control panel, and restart this process.



Control Panel Home

View installed updates

Turn Windows features on or off

### Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize Uninstall Change Repair

Name	Publisher	Installed On	Size	Version
↳ Ansur Executive	Fluke Biomedical	1/10/2018	101 MB	3.1.3
↳ Ansur Executive Server	Fluke Biomedical	1/10/2018	2.62 MB	1.1.0000
↳ Microsoft .NET Framework 4 Client Profile	Microsoft Corporation	1/10/2018	38.8 MB	4.0.30319
↳ Microsoft .NET Framework 4 Extended	Microsoft Corporation	1/10/2018	51.9 MB	4.0.30319
↳ Microsoft SQL Server 2008 Setup Support Files	Microsoft Corporation	1/10/2018	28.5 MB	10.1.2731.0
↳ Microsoft SQL Server 2012	Microsoft Corporation	1/10/2018		
↳ Microsoft SQL Server 2012 Native Client	Microsoft Corporation	1/10/2018	3.38 MB	11.3.6020.0
↳ Microsoft SQL Server 2012 Setup (English)	Microsoft Corporation	1/10/2018	43.1 MB	11.3.6020.0
↳ Microsoft SQL Server 2012 Transact-SQL ScriptDom	Microsoft Corporation	1/10/2018	4.54 MB	11.3.6020.0
↳ Microsoft Visual C++ 2008 Redistributable - x86 9.0.3...	Microsoft Corporation	1/10/2018	600 KB	9.0.30729.6161
↳ Microsoft Visual C++ 2010 x86 Redistributable - 10.0...	Microsoft Corporation	1/10/2018	11.1 MB	10.0.40219
↳ Microsoft VSS Writer for SQL Server 2012	Microsoft Corporation	1/10/2018	2.33 MB	11.3.6020.0
↳ SQL Server Browser for SQL Server 2012	Microsoft Corporation	1/10/2018	9.89 MB	11.3.6020.0
↳ VMware Tools	VMware, Inc.	1/10/2018	60.3 MB	10.1.15.6627299
↳ Windows Driver Package - STMicroelectronics (STTu...	STMicroelectronics	1/10/2018		07/05/2012 3.0.4.0

Fluke Biomedical Product version: 1.1.0000 Support link: <http://www.FlukeBiomedical.com>

Help link: <http://www.FlukeBiom...> Size: 2.62 MB