

Host software WinCCU Installation

Complete gas volume and energy data management



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Revision History

Revision	Date	Description of change	Author
AA	5/6/2015	Initial release. New installation process for WinCCU versions 7.03 and later.	Host Software Development Group

1 Introduction

This guide describes the installation of the Totalflow® WinCCU application in a host system for versions 7.03 and later. System requirements, installation scenarios and procedures are provided to guide the user to meet the target system requirements before installation, make the correct choices when presented with installation options based on each scenario, and ensure that existing data and configuration remain intact.

1.1 Safety first

For first-time implementations which include installing and configuring Totalflow® devices, consult the device user manuals for details about safety.

1.1.1 Symbol conventions

The following symbols are displayed in the manual. These symbols are intended to draw attention to important or vital information.



NOTICE – Risk of data loss or corruption. This symbol indicates a potentially damaging situation. Failure to observe instructions may result in loss or corruption of data.



NOTE: This symbol indicates operator tips, particularly useful information, or important information about the product or its uses. The signal word "NOTE" does not indicate a dangerous or harmful situation.

1.2 Warning

Upgrading, downgrading or uninstalling procedures replace or remove existing WinCCU installation directories which may contain customer data. Carefully review the installation scenarios, checklists, and customer backup policies to avoid data loss.



NOTICE – Risk of data loss or corruption. When an upgrade of WinCCU versions 6.11.4 or earlier is required, please call customer support for assistance. Data loss may occur if the user attempts to upgrade these versions to the most current version without assistance.

1.3 Typographic conventions

The following typographic conventions are used to highlight various types of texts:

- Links to sections referenced throughout the document appear in *italics*.
- Names of command or selection buttons appear in **bold**.

1.4 Product versioning

A WinCCU version is identified by the major version number and a minor version number. For example, WinCCU 7.03 is major version 7 and minor version 03. The following applies:

- Major version number: issued when a major new functionality has been added to the product.
- Minor version number: issued when minor changes or fixes are implemented in the current major version. The release of minor versions depends on the nature of the changes or fixes.
- Optional Revision number: issued when an additional software patch or hot fix is required. This number is optional.

1.5 Product key and licensing information

WinCCU requires a valid product key or serial number for operation. Product keys are available for two types of licenses, WinCCU corporate and WinCCU for individual use.

Corporate licenses have unlimited use and can be installed in several hosts across an organization using the same serial number.

Individual licenses can only be used for installation on a single host. Additional installations require a new serial number.

The cost of upgrading existing or installing additional WinCCU versions, for either corporate or individual licenses, depends on whether or not an annual maintenance license has been purchased from Totalflow. Please verify the terms of purchase to determine which product keys are available.

If users have an annual maintenance license, the following applies:

- A new product key is not required if upgrading minor versions or in a parallel installation of a minor version. The existing key is used and automatically entered by the installer.
- A new product key is required when upgrading major versions or in a parallel installation of a major version. Enter the key when prompted by the Installation Wizard.

Examples:

- A minor version upgrade is replacing WinCCU 7.02 with WinCCU 7.03.
- A minor version parallel installation is adding WinCCU 7.03 on a system that has WinCCU 7.02 installed.
- A major version upgrade is replacing version WinCCU 7.02 or 7.03 with WinCCU version 8.01.
- A major version parallel installation is adding WinCCU version 8.01 on a system that has WinCCU 7.02 installed.

2 Planning and preparation

2.1 Installation scenarios

The WinCCU installer automates the installation, upgrade or downgrade of the WinCCU application and prompts the user to select appropriate options for the following scenarios:

- New installation. The target system does not have any previous versions of WinCCU. For procedures go to section 3.3, *New installation*.
- Parallel installation (add a new WinCCU version). The target system has a single or multiple versions of WinCCU already installed and the installation adds a new WinCCU instance (no upgrade). For procedures go to section 3.4, *Parallel installation*.
- Install to replace (upgrade or downgrade) an existing WinCCU version. The target system has a single or multiple versions of WinCCU already installed and the installation replaces one of these versions. For procedures go to section 3.5, *Upgrading an existing WinCCU version*.

2.2 Target system

2.2.1 Installation requirements

To operate WinCCU, verify that the target system includes the system components and minimum requirements listed in Table 1.

Table 1: Target system requirements

System component	Minimum requirements
Operating System ¹	Windows® XP Windows® 7 Windows® Server 2003 [R1, R2]
CPU Type (Microprocessor)	Pentium® 4 or above
Memory (RAM)	3 GB or more
Hard disk space	1 GB or more

¹ Windows Vista is not supported. Windows® 8 or 8.1 and Windows® Server 2012 are not fully supported.

2.2.2 Access requirements

To install WinCCU, users need read/write/modify permission (or system administrative permission). The WinCCU installer automatically checks if it has this type of access to the installation default or user-specified path. If the installer detects incorrect permissions, it notifies the user and stops the installation. Contact the system administrator if incorrect permissions have been detected before attempting installation again.

2.2.3 Installation log file

For versions 7.03 and later, an installation log file is created for each time WinCCU is installed. The purpose of the log file is to provide Totalflow developers and customer support personnel with information about the installation and or problems found in case of installation failure. Go to section 4.2, *Troubleshooting using the installation log file* for details.

2.2.4 Directory default naming convention

Depending on the WinCCU version, installations use a different default naming convention for the directory where the application files are stored (referred also as the installation directory or target directory).

For WinCCU versions 7.02 and earlier, the default target directory name is *WinCCU32*.

For WinCCU versions 7.03 and later, the default target directory name is *WinCCU<major version number>_<minor version number>[_optional revisions]*.

– For example: The installation directory for WinCCU7.04.1 is named *WinCCU7_04_1*.



NOTE: For backwards compatibility with other existing Totalflow software, the target directory must be named *WinCCU32*.

2.2.5 WinCCU user configuration

WinCCU versions 7.03 (or later) are, by default, installed for *All users*. That is, every user with login credentials to the target system has the ability to run the application. The option to install for *Current User* available in versions previous than 7.03 is no longer supported. When upgrading an existing WinCCU version setup for Current User, call technical support for assistance.

2.3 Preserving existing data

In systems where WinCCU already operates, the application directory contains application and database files that must be preserved when upgrading, downgrading or when migrating to new versions. The installer detects existing WinCCU data and offers the options described in Table 2.

Table 2: Options to preserve existing data

Scenario	Applicable installation scenario	When WinCCU uses default Microsoft Access® databases	When WinCCU uses SQL Server® databases
Data Import	Parallel installation which uses data from the existing WinCCU version. Go to section 3.4, <i>Parallel installation</i> on page 18.	If the existing WinCCU uses Access® databases, then the data import includes the database files as well as configuration and other user files as described in Table 3.	If existing WinCCU uses SQL Server® databases, the data import includes only the configuration and other user files (described in Table 3, except the database files). No WinCCU SQL Server database import is supported.
Data Backup	Upgrade or downgrade, and uninstall.	Full automatic backup of installation directory	Full automatic backup of installation directory contents. No WinCCU SQL Server database backup is supported. WinCCU SQL Server databases should always be backed up separately following customer's own guidelines. Contact your SQL Server Database administrator for assistance.

2.3.1 Importing data

Table 3 shows the files copied if the user chooses to import data from an existing WinCCU version. Imported files are copied from the existing version installation directory to a new installation directory. The option to import data is very useful when customers plan to migrate operations to a new WinCCU version while preserving the existing data and configuration files from another version.

Table 3: Imported WinCCU files

Item	Description
Configuration files	
INI files	General Configuration
Profile INI files ¹	Configuration for WinCCU Directory Paths Setup
WinCPC INI files	Configuration for WinCPC Setup
Database files	
Long term database file	Access® database containing collected device data
Trend database file	Access® database containing trended device data
Alarm database file	Access® database containing alarm data
Device ID database file	Access® database containing device ID information
Other	
Template files ²	Files with custom device data and alarm polls
Alarm files ²	Files with custom device alarms polls
Trend files ²	Files with defining device data being trended.
Custom reports ²	User-defined reports (custom report attributes and data fields)
Archive folder and sub-directories	Files containing non-editable original collected device data
Scheduler folder ³	User defined schedule files for automatic execution of WinCCU functions.

¹ Profiles of WinCCU versions using SQL server databases are imported, but user must manually configure a new parallel version to use those databases.

² These files will only be imported if they exist in the default location in the installation directory.

³ WinCCU scheduled tasks must be reconfigured. Call technical support for more information.

2.3.2 Backing up data

When upgrading, downgrading, or uninstalling, a full back up of the WinCCU directory of the version to be replaced is required. The installer can do a full automatic backup (recommended).

A full backup copies into a backup folder the entire contents of the installation directory of the version to be upgraded, downgraded or uninstalled.

An automatic backup creates a backup folder for the version being replaced and saves it under a folder called *Totalflow Backup*. Depending on the WinCCU version the naming convention is the following:

- For WinCCU versions 7.02 and earlier, the backup folder naming convention is *<WinCCU directory name>_(date)_(time)*, where the WinCCU directory name is either the default WinCCU32 or a user-defined one. For example, if version 7.02 was upgraded, and the installation directory was the default WinCCU32, the backup folder created is named *WinCCU32_2-27-2015_11_05_03*.
- For WinCCU versions 7.03 and later, the backup folder is named *WinCCU<major version number>_<minor version number>_<revision>_(date)_(time)*. For example, if WinCCU version 7.02 was upgraded, the backup folder for this version's data is created as *WinCCU7_02_1-22-2015_14_05_08*.



NOTES: Backup time depends on the size of the WinCCU directory. Plan additional time for the upgrade if backing up a large directory. Large directories may take a long time to back up.

If WinCCU is configured to use SQL Server databases, these databases should be backed up separately prior to any upgrade. Contact the SQL Server Database Administrator for assistance.

2.4 Backing up system registry data

In addition to the WinCCU data files, the installer also backs up the registry database file for the WinCCU version being upgraded or downgraded.

3 Installation

This section provides an overview of the installer and describes the installation checklists and procedures for the main WinCCU installation scenarios (Go to section 2.1, *Installation scenarios*).

Follow the initial steps first and then follow the steps for the scenario applicable to your situation. Review checklists to be prepared before beginning any of the procedures.



NOTE: Screen captures shown for the procedures described in this section depict installations on a WinCCU 7 system. Screens will be different if installing on a target system with a different operating system.

3.1 Installer overview

With WinCCU versions 7.03 and later, Totalflow® introduces a new installer with the following advanced features:

- Installation Wizard. Automates the installation process and guides the user to make the appropriate choices for their scenario.
- Multiple version support. Performs installation or upgrades in systems with single or multiple WinCCU versions already installed. The installer can detect existing WinCCU versions in the system and create the appropriate registry entries for each version as required.
- Seamless installation. Supports existing data import for parallel installations
- Seamless upgrade or downgrade. Supports existing data and registry data backup when upgrading or downgrading
- Supports 32-bit and 64-bit architectures. Automatically detects the target system type and create appropriate registry paths for the architecture
- Supports a repair function. Re-installs application files or directories in case of corruption or accidental removal of the originals
- Supports a remove function. Uninstalls WinCCU.

3.1.1 Detecting existing version(s) of WinCCU

The installer automatically detects if previous version(s) of WinCCU are already on the target system. Two distinct version generations are identified:

- Versions 7.02 or earlier: If any of these versions are detected, the installer groups them into this single category and does not list each individual version separately.
- Versions 7.03 or later: For any of these versions, the installer identifies and lists each version uniquely.

3.1.2 Detecting related Totalflow software

Table 4 shows common configurations involving other Totalflow products and the applicable installation scenarios. To see more details about when TDS is detected, go to section 3.6, *Upgrading WinCCU when TDS is detected*.

Table 4: Totalflow software configurations

Totalflow software and configurations	Description	Installation scenarios supported
TDS	TDS is configured in standalone mode.	Add a new WinCCU version (Parallel installation).
TDS and WinCCU, each in standalone mode.	TDS is configured to use its own databases and directory paths. It is not integrated with WinCCU.	Add a new WinCCU version (Parallel installation). Upgrade existing WinCCU and integrate TDS to upgraded WinCCU ¹
TDS and WinCCU, integrated	TDS is configured to share common databases and directory paths with the existing WinCCU version.	Add a WinCCU new version (Parallel installation). Upgrade the existing WinCCU version.
TF.Net	By default, full implementations of TF.Net configurations include WinCCU and TDS. The WinCCU version used by TF.Net may be older than the most current versions.	Adding new versions, upgrading or downgrading existing WinCCU requires technical support.
WinCPC	WinCPC is a required software component for WinCCU, TDS, TF.Net, and VAS. It is automatically installed.	The installer verifies the version of the current WinCPC and provides option to upgrade if the existing version is incompatible with the new WinCCU version being installed.

¹ The installer supports integrating TDS with WinCCU only when upgrading the existing WinCCU version and this version's installation directory is named WinCCU32.

3.2 Initial installation

Use the checklist and steps included in this section for any of the scenarios described in this document.

3.2.1 Initial installation checklist

Table 5 describes action items required when planning a new installation, upgrade or downgrade.

Table 5: Checklist for all installation scenarios

	Action item	Notes
<input type="checkbox"/>	Obtain the software.	The software is available on the Totalflow Host Software Product DVD or via download. The DVD and an invoice with the product key is mailed after purchase. The product key and a link to download the software can also be emailed for expediency.
<input type="checkbox"/>	Determine if a valid product serial number is needed.	Verify the product key or serial number in the purchase invoice. Go to section 1.5, <i>Product key and licensing information</i> and section 1.4, <i>Product versioning</i> .
<input type="checkbox"/>	Determine which scenario is applicable.	Go to section 2.1, <i>Installation scenarios</i> . If integrating TDS with WinCCU, Go to section 3.6, <i>Upgrading WinCCU when TDS is detected</i> .
<input type="checkbox"/>	Verify that target system meets required disk space for the applicable scenario.	The target system should have enough disk space to store the installation directory and to run the application. Disk space requirements vary depending on the scenario. When upgrading, downgrading or uninstalling, a full backup of the existing installation directory may be done automatically. Plan to have enough space for the backup directory in addition to the new installation directory. Go to section 2.1, <i>Installation scenarios</i> and section 2.3.2, <i>Backing up data</i> .
<input type="checkbox"/>	Verify that the target system meets other minimum requirements.	Go to section 2.1, <i>Installation scenarios</i> .
<input type="checkbox"/>	Verify the system access permissions.	Go to section 2.2.2, <i>Access requirements</i> .
<input type="checkbox"/>	Close all Totalflow applications running on the target system before any installation, upgrade or downgrade.	The installation will not proceed if running Totalflow applications are detected.

3.2.2 Performing initial installation steps for all scenarios

The following steps are common to all scenarios.

1. To begin installation or upgrade from the Totalflow Host Software Product DVD,
 - a. Insert the Totalflow Host Software Product DVD in the target system DVD drive.
 - b. At the AutoPlay screen (Figure 1) select **Run Launch.exe**.



Figure 1: AutoPlay Screen

- c. At the User Account Control dialog box (Figure 2), click **Yes**.

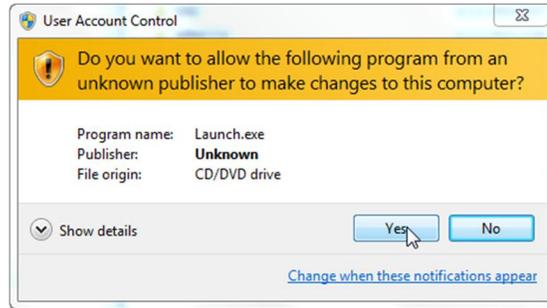


Figure 2: User Account Control Dialog Box

- d. At the Totalflow Host Software Products screen (Figure 3), select **Install Products**.

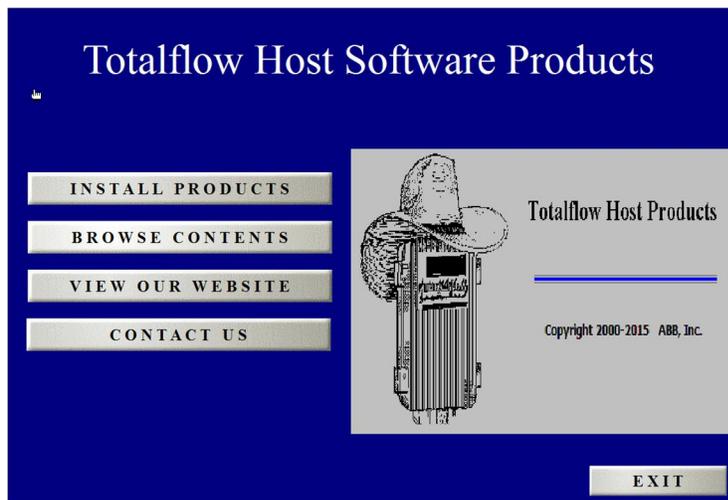


Figure 3: Totalflow Host Software Product DVD launch screen

- e. At the software product menu (Figure 4), select **WinCCU – Version <version number>**.

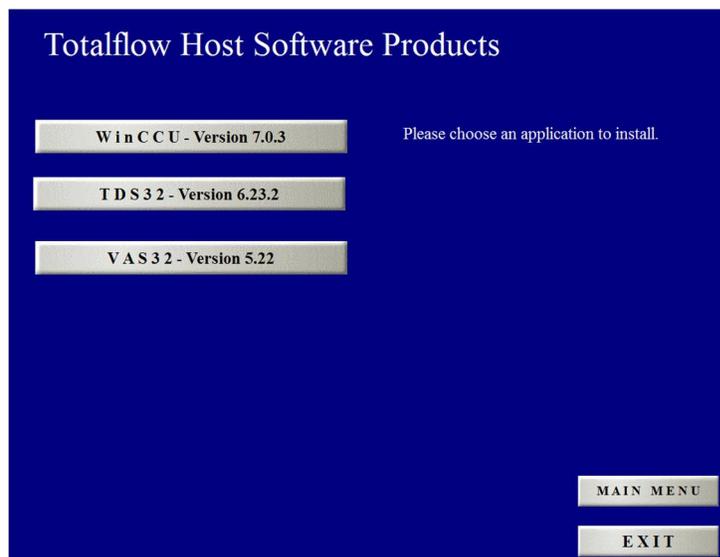


Figure 4: Totalflow Host Software Products DVD installation menu

- f. Wait for InstallShield® to prepare for installation setup. The Preparing Setup screen (Figure 5) shows progress during this initial preparation.

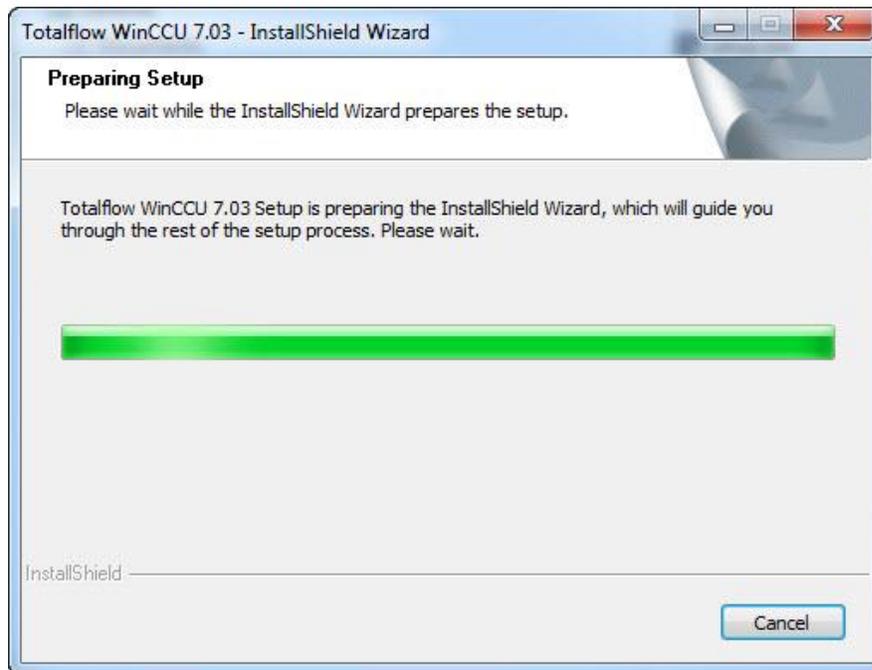


Figure 5: Preparing Setup screen

2. At the WinCCU Welcome screen (Figure 6), click **Next**.

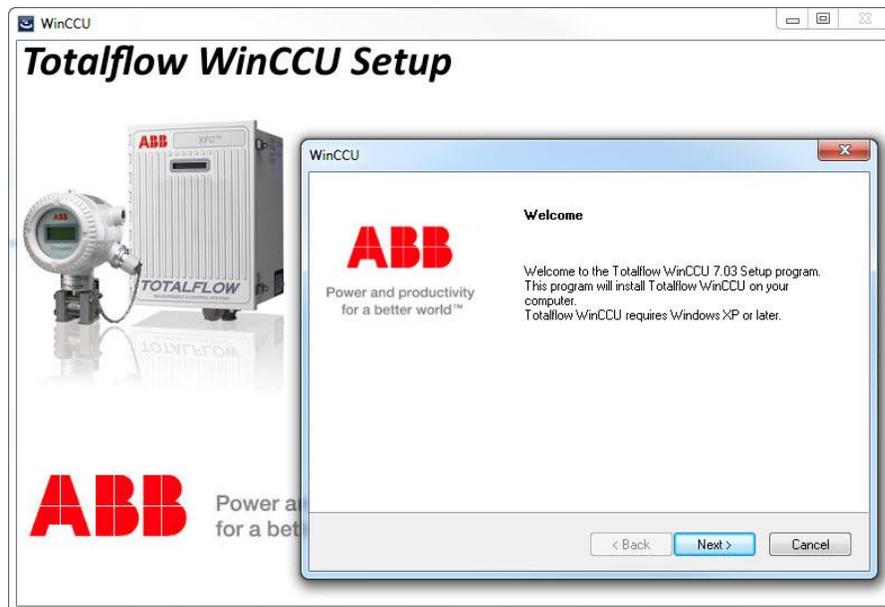


Figure 6: Setup program Welcome screen

- At the WinCCU System requirements screen (Figure 7), click **Next**.



NOTE: If minimum requirements are not met, the installer will display a message for the user indicating the problem.

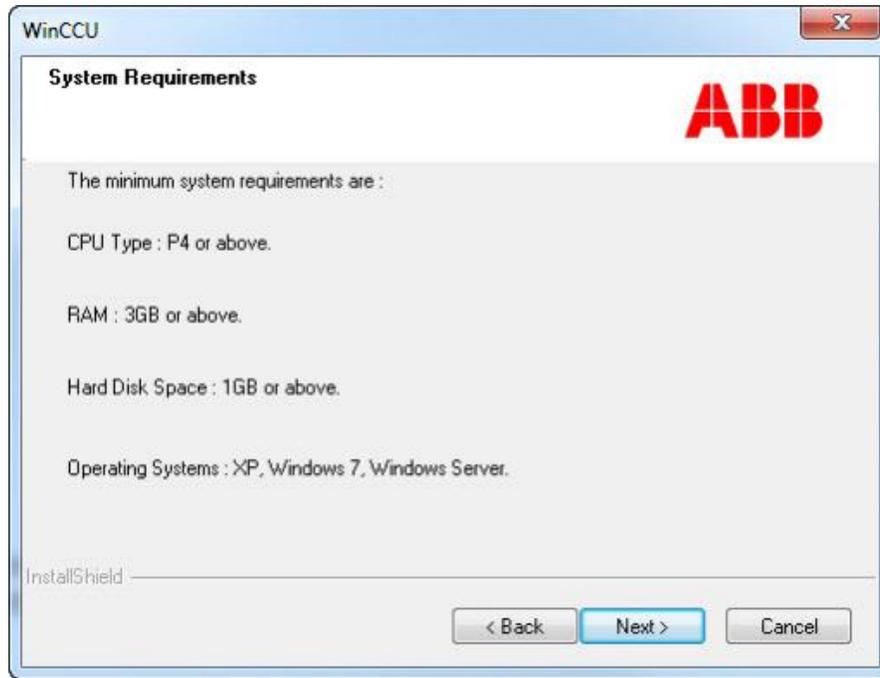


Figure 7: System Requirements screen

- At the WinCCU License agreement screen (Figure 8), select to accept the terms of the license agreement.
- Click **Next**.

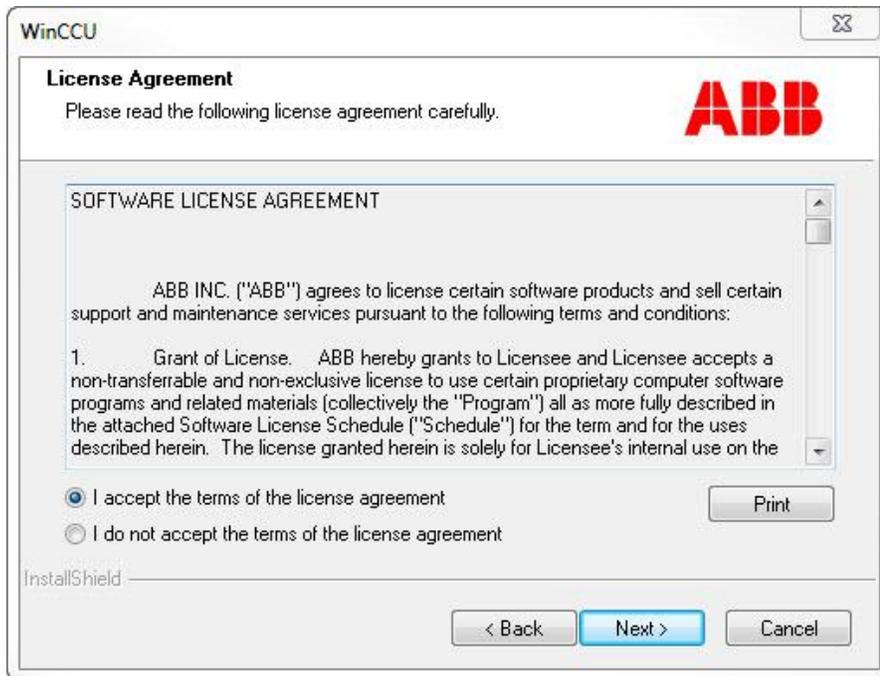


Figure 8: WinCCU License Agreement screen

6. Follow the steps applicable to the chosen scenario.
 - a. For a new installation go to section 3.3, *New installation*.
 - b. For a parallel installation go to section 3.4, *Parallel installation*.
 - c. To upgrade an existing WinCCU version, go to section 3.5, *Upgrading an existing WinCCU version*.

3.3 New installation

Use the checklist and steps included in this section for new installations.

3.3.1 New Installation checklist

Table 6 describes action items required when planning a new installation.

Table 6: Checklist for new installations

	Action item	Notes
□	Obtain a valid product key or serial number.	Go to section 1.5, <i>Product key and licensing information</i> .
□	Determine the new WinCCU database configuration.	<p>If planning to use the default Access® database, no action is required before or during installation. The device ID database is created automatically by the installation.</p> <p>If planning to setup WinCCU to access new (empty) SQL Server® databases, no action is required before or during installation, but WinCCU must be configured afterwards to use the SQL Server databases.</p> <p>If planning to access existing SQL Server® databases (data has already been entered or collected using another WinCCU instance), no action is required before or during installation. It is recommended, however, to back up the databases before configuring the new instance to access them.</p> <p>Access to the SQL Server® databases must be configured after installation is complete.</p>
□	Determine the name and location of the installation folder if not using default names.	<p>The user has the option to change the default installation folder name and location, however, in the cases where the user intends to integrate other Totalflow software like TDS, the name must be <i>WinCCU32</i>.</p> <p>Go to section 2.2.4, <i>Directory default naming convention</i>.</p>
□	Ensure the devices that will be managed from WinCCU are configured properly.	If connectivity to installed Totalflow devices is verified after installation, the newly created Device ID database must be populated with correct device names (IDs) and correct communication parameters.

3.3.2 Installing the first WinCCU instance

1. Follow the steps described in section 3.2.2, *Performing initial installation steps for all scenarios*.
2. At the WinCCU Customer Information screen (Figure 9), type the requested information (user name, company name, and serial number).
3. Click **Next**.

Figure 9: Customer Information screen

4. At the WinCCU Choose Destination Location screen (Figure 10), if not using the default destination folder, click **Browse** to define another destination folder.
5. Click **Next**.

Figure 10: Choose Destination Location screen

6. At the WinCCU Select Program Folder screen (Figure 11), if another name other than the default is required, type the name of the program folder used to identify WinCCU in the system and click **Next**.

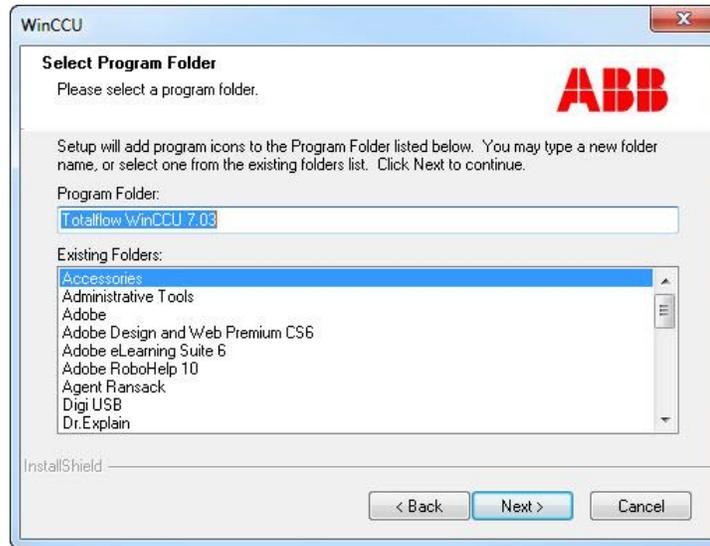


Figure 11: Select Program Folder screen

7. At the WinCCU Setup Status screen (Figure 12), observe the progress of the installation. The installation will fail if it is interrupted at this point.

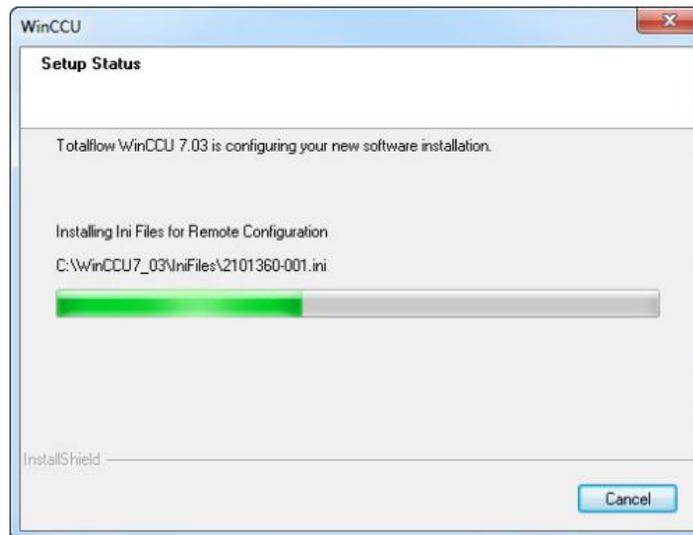


Figure 12: Setup Status screen for new installation

8. When the WinCPC compatibility warning message appears (Figure 13), click **OK**.



Figure 13: WinCPC compatibility message

9. Wait for the InstallShield® Wizard Complete screen (Figure 14) to display.
 - a. To review the new features or bug fixes for the version just installed, leave the View Release Notes checkbox checked. If not, simply uncheck the box.
 - b. To start the new version check the Launch WinCCU checkbox.



Figure 14: InstallShield® Wizard Complete screen

10. Click **Finish** to exit the installer. Wait for all installation screens and the permission checker message to close.
 - a. If choosing to launch WinCCU, the application starts and displays the home screen (Figure 15).

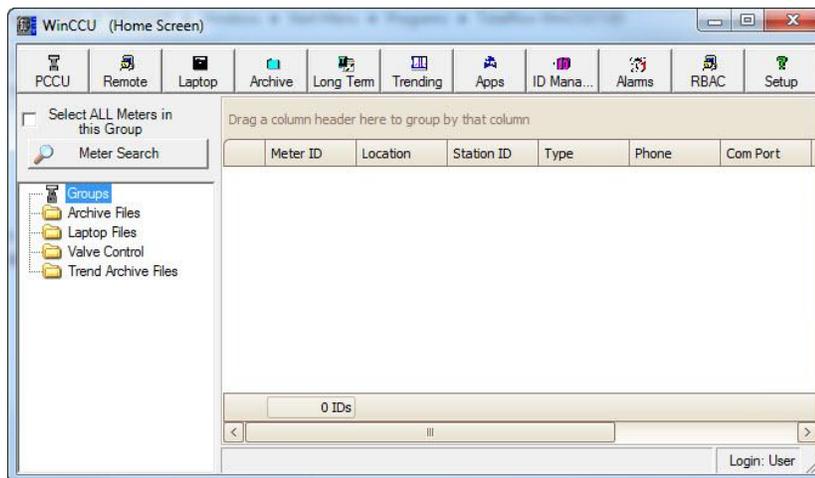


Figure 15: New WinCCU installation home screen

- b. If choosing not to launch WinCCU, the File Explorer window remains open on the screen (Figure 16). Double-click on the WinCCU icon to start the application; or close the window if you wish to start the application later.

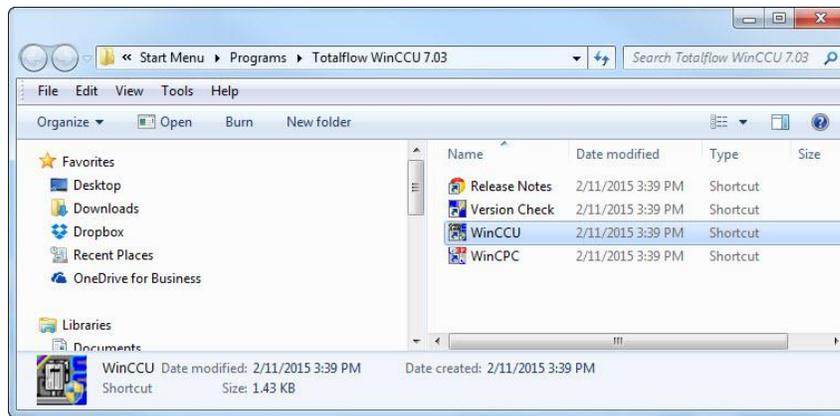


Figure 16: Windows Start Menu, Programs folder

3.4 Parallel installation

Use the checklist and steps included in this section for a parallel installation. This scenario installs a new WinCCU version on a target system with WinCCU version(s) already installed and in operation. The installer options for this scenario are based on three different ways to operate the new parallel version once installation is completed. See Table 7 for details.

Table 7: Parallel version operation scenarios

Operation Scenario	Description and configuration	Options provided during installation
The parallel version (new installation) will be used independently without using data from any existing WinCCU version.	This case is equivalent to a new installation. When the installation is completed, the new WinCCU version has its own new database and default profile. See example in Figure 17. As with a new installation, the parallel version must be configured from scratch.	No existing data
The parallel version (new installation) will be used independently using data imported from an existing WinCCU version.	The data from an existing version is copied into the new parallel version installation directory. Note that when using the new parallel instance, any changes to the data will be reflected only in its own data set. When the installation is completed: If existing WinCCU is using Access® databases, the new WinCCU version can use existing data using its own directories paths (uses default profile). See example in Figure 17. The user does not have to configure the new version from scratch, as imported data include configuration and database files (if existing version use Access® databases). If existing WinCCU is using SQL Server® databases, only configuration and other application data is imported. Default profile used. No import of databases is supported. See example in Figure 17. The user must configure the parallel version manually to use databases after installation is completed.	Imported data from selected install: WinCCU 7.02 (or earlier) or WinCCU 7.03 (or later) See Table 8: <i>Choosing the existing version to import or share data</i> .
The parallel version (new installation) will be sharing data with an existing WinCCU version.	Selecting this option is not recommended if the existing WinCCU version is earlier than version 6.20. To operate both versions to use and modify the same data, the existing and newly installed version must be configured to share databases and configuration files. Changes from either version modify the same data. If existing WinCCU is using Access® databases, the new WinCCU is directed to the existing version's directory paths (it is configured to use the existing version's current user profile.) See example in Figure 18 on page 20. If existing WinCCU is using SQL Server® databases, the parallel instance is configured with the default profile. It must be configured manually to point to the existing version databases after installation is completed.	Shared data from selected install: WinCCU 7.02 (or earlier) or WinCCU 7.03 (or later) See Table 8: <i>Choosing the existing version to import or share data</i> .

3.4.1 Parallel instance directory path configuration and profiles

WinCCU directory paths configuration is determined by the profile used. Figure 17 shows a new WinCCU instance (version 7.03, in this example) configured to use its own default profile when either the *No existing data* or the *Imported data from selected install* option is selected. This is the automatic configuration for parallel versions that will be used independently from any existing one.

NOTE: The default profile name for WinCCU versions 7.03 (or later) have the version number appended. For example the default profile name for version 7.03 is **abb_default_7.03**.

i

The installer does not support the import of SQL Server databases and therefore does not automatically configure a parallel instance for use of those databases. When the user selects to import data from a WinCCU version using SQL Server databases, the installer configures the directory paths using the parallel version default profile (which points to default Access® databases). To use SQL Server® databases, the user must manually configure the parallel version after installation is complete.

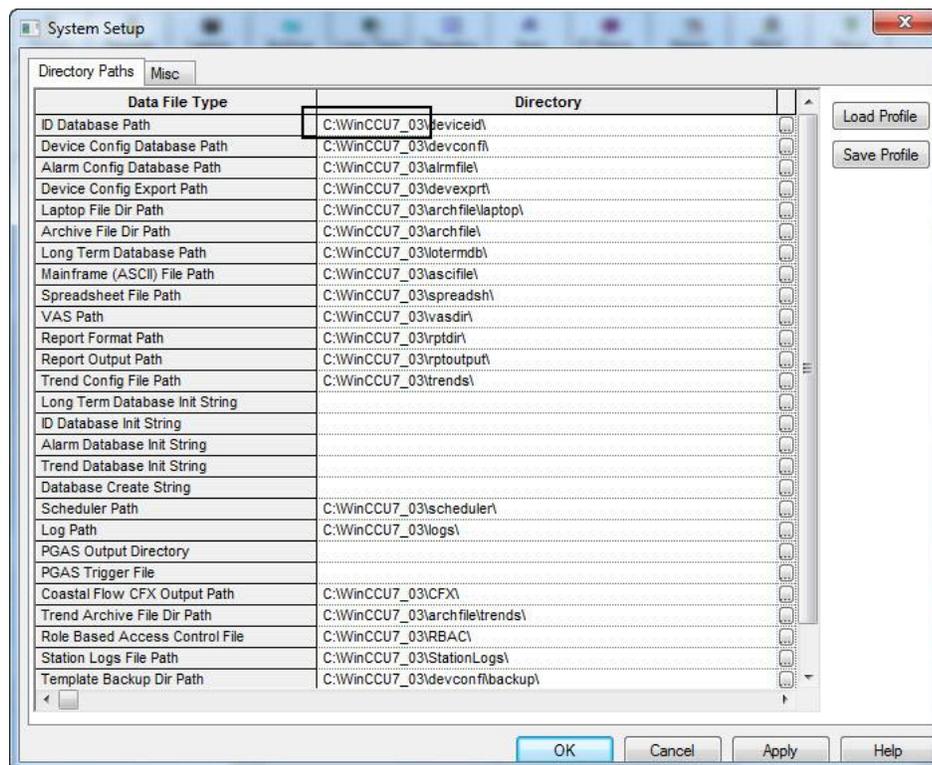


Figure 17: New WinCCU Directory Paths configuration (no existing data or imported data options)

Figure 18 shows a new WinCCU instance configured to use the databases and directories of an existing version when the *Shared data from selected install* option is selected. In this example, WinCCU 7.03 has been installed, but its directory paths are set to use the existing version's paths (version 7.02). The name of the existing installation directory in this example is the default WinCCU32. The current user profile of the existing version is used to configure the new version.

i

NOTE: Automatic use of the existing version current profile for a parallel install is supported only when the existing WinCCU is using the default Microsoft Access® databases. If the existing version is using SQL Server® databases, the installer does not automatically configure a parallel version for use of those databases. In this case, the installer configures the parallel version with its default profile (as shown in Figure 17). To share the SQL Server databases with the existing WinCCU, the user must manually configure the parallel version after installation is complete.

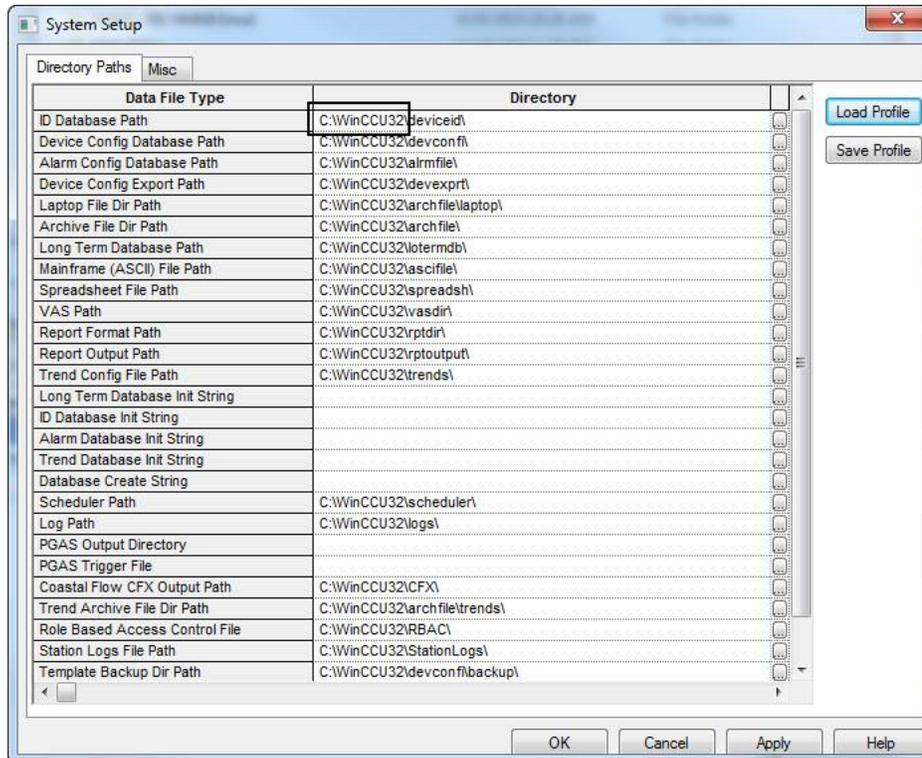


Figure 18: New WinCCU Directory Paths configuration (shared data option)

3.4.2 Choosing the WinCCU version to import from or share data with

Table 8 describes the installation options to choose the version to import from or share data with.

Table 8: Choosing the existing version to import or share data

Migrated data source	Options provide during installation
The new version uses data migrated from an existing version which is 7.02 or earlier.	<p>If there is only one existing version: Select the <i>WinCCU 7.02 (or earlier)</i> option to migrate the data from that single instance.</p> <p>When there are multiple versions 7.02 (or earlier): For these versions, the installer does not list each existing version. The user cannot choose a specific version to migrate data from. The installer supports data migration (or import) only from the existing version installed last. Select the <i>WinCCU 7.02 (or earlier)</i> option, <i>only</i> if the data needed is from the last version installed. If needing to migrate data from a version other than the last installed, call customer support.</p>
The new version uses data migrated from an existing version which is 7.03 or later.	For versions 7.03 and later, the installer detects and lists every version found on the target system. Choose the version needed from the list displayed by the installer.

3.4.3 Parallel installation checklist

Table 9 describes action items required when planning a parallel installation.

Table 9: Checklist for parallel installations

Action item	Notes
<input type="checkbox"/> Provide a valid product key if installing a new major version of WinCCU.	Parallel installation of a minor version does not require a new key. The installer retrieves the existing WinCCU version's key and automatically populates the product key field. For more information, go to section 1.5, <i>Product key and licensing information</i> .
<input type="checkbox"/> Close any existing WinCCU instance in operation prior to beginning the installation.	The installation does not proceed if it detects running Totalflow software.
<input type="checkbox"/> Determine how the new version will be used.	Go to section 3.4, <i>Parallel installation</i> .
<input type="checkbox"/> If importing data to the new installation directory, ensure there is enough disk space.	<p>If the existing version data is imported from uses Access[®] databases, the disk space requirements may be significant if the databases are large. For details about the files that are migrated, see to Table 3: <i>Imported WinCCU files</i> .</p> <p>If the existing version data is imported from uses SQL Server databases, the databases are not imported. The user must still ensure there is enough space for the files imported. SQL Server databases space requirements are beyond the scope of this guide. Contact the SQL Server database administrator to determine the location of these databases for disk space planning.</p>
<input type="checkbox"/> If importing data to the new installation directory, plan to reconfigure WinCCU scheduled tasks after installation is completed.	<p>Call Customer support for assistance.</p> <p>As part of the data import, the Scheduler folder is copied into the new installation directory, therefore the WinCCU scheduled tasks that refer to the Scheduler folder must be reconfigured to refer to the new folder.</p>
<input type="checkbox"/> If the parallel installation will be importing data from or sharing data with an existing version using SQL Server databases, plan to configure the newly installed version manually to use those databases, after installation is completed.	Configuration to use SQL Server Databases is not done automatically by the installer. Call technical support if you need assistance.

3.4.4 Installing a parallel WinCCU version

1. Follow the steps described in section 3.2.2, *Performing initial installation steps for all scenarios*.
2. At the WinCCU Setup Type screen (Figure 19), select **New** and click **Next**.

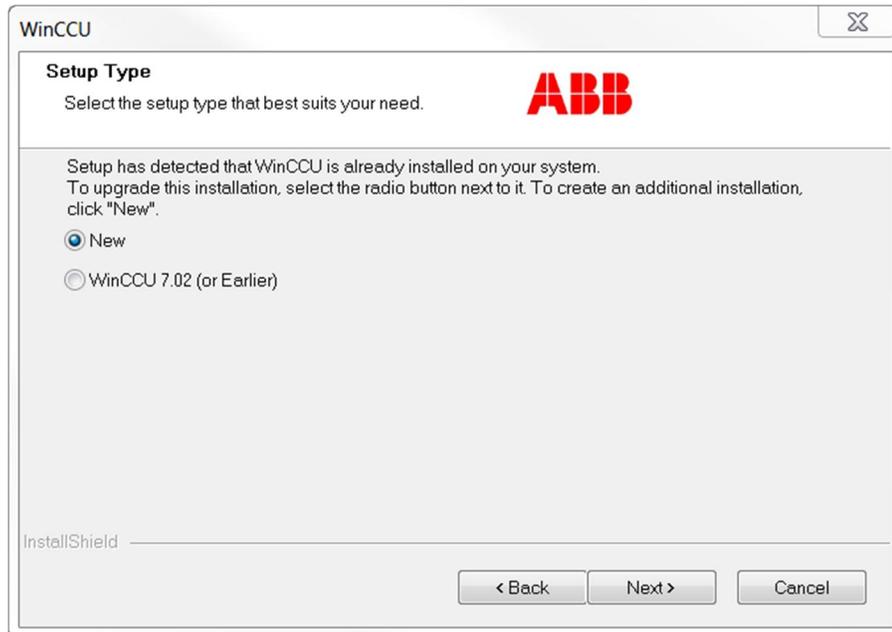


Figure 19: Setup Type screen

3. At the WinCCU Data Setup screen (Figure 20), select one of the three data setup options.
 - a. To use the new version independently without using data from an existing WinCCU version,
 - i. Select **No existing data** (Figure 20) and click **Next**.

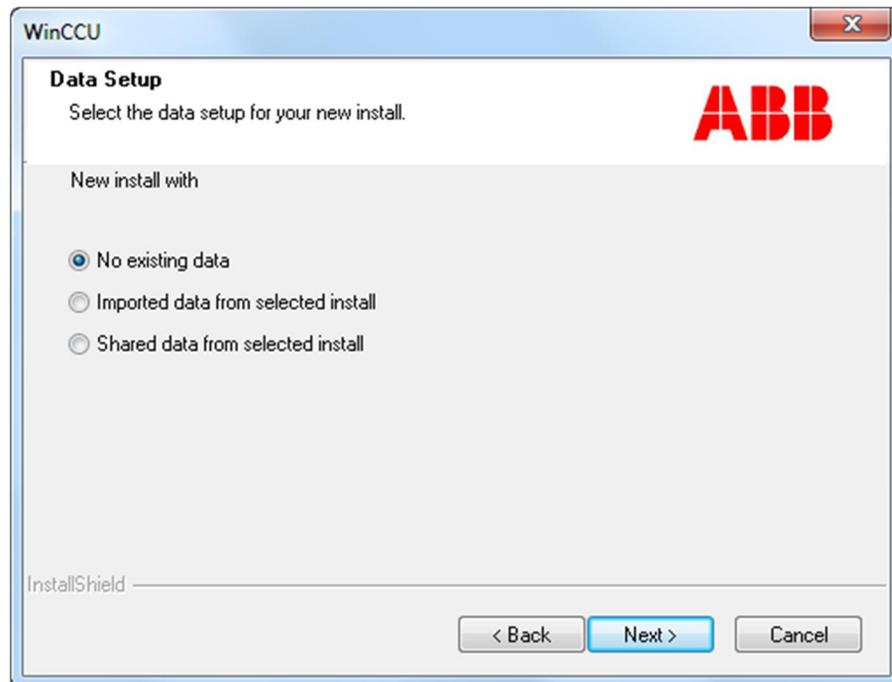


Figure 20: Data Setup screen (no existing data selected)

- ii. Go to step 4.

- b. To use the new version independently using imported data from an existing WinCCU version,
 - i. Select **Imported data from selected install** (Figure 21) and click **Next**.



NOTE: Depending on the size of the files, importing the files from the existing version to the new installation directory may take some time.

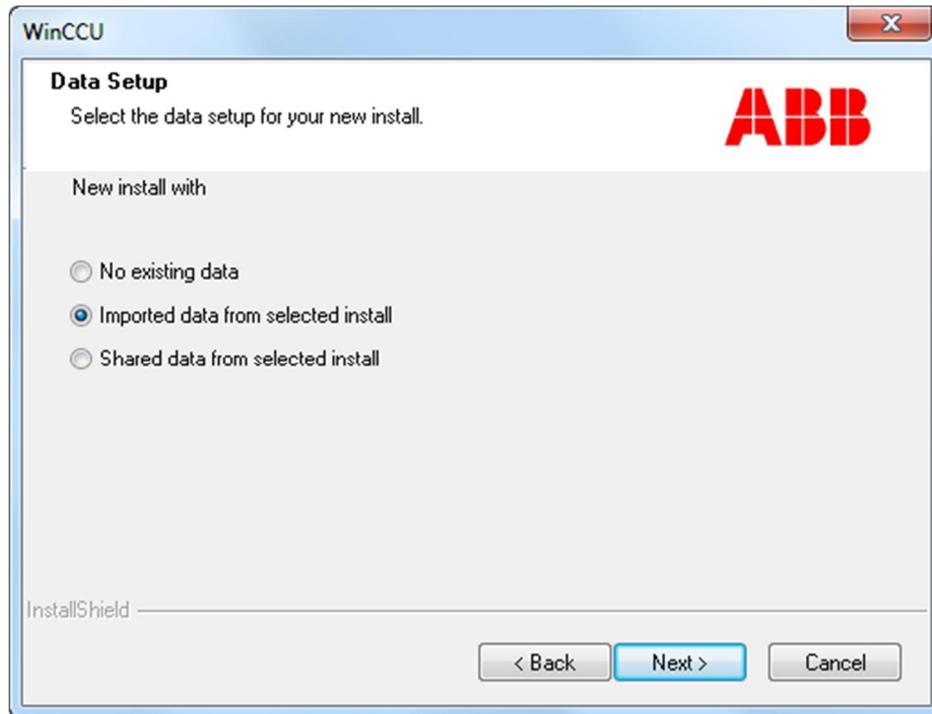


Figure 21: Data Setup screen (data import selected)

- ii. At the Data Setup Options screen (Figure 22) select the version to import data from click **Next**.



NOTE: If the version that data will be migrated from is 7.02 (or earlier), select *WinCCU 7.02 (or earlier)*. If the version is 7.03 (or later), select the version from the list. See Table 8: *Choosing the existing version to import or share data* on page 21 for more information.

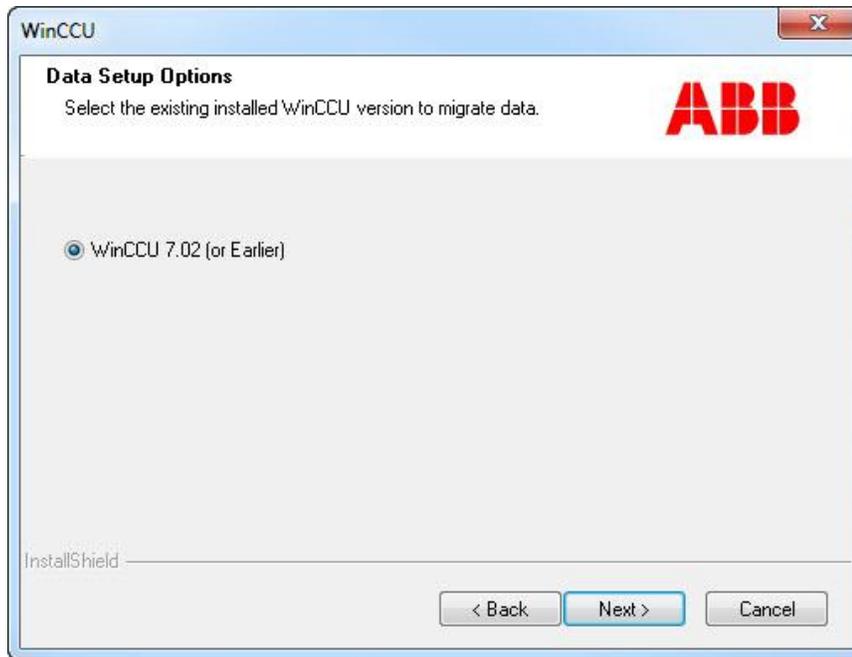


Figure 22: Data Setup Options screen

- iii. Click **OK** if the message reminding to back up the SQL Server Totalflow database displays (Figure 23).

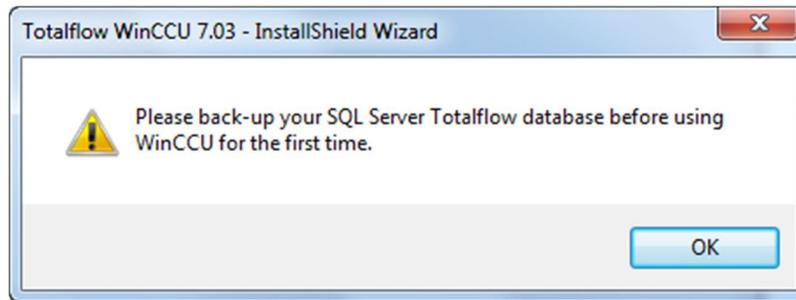


Figure 23: WinCCU SQL Server database backup reminder

- i. Go to step 4.

- c. To use the new version configured to share data with an existing WinCCU version,
- i. Select **Shared data from a selected install** (Figure 24) and click **Next**.

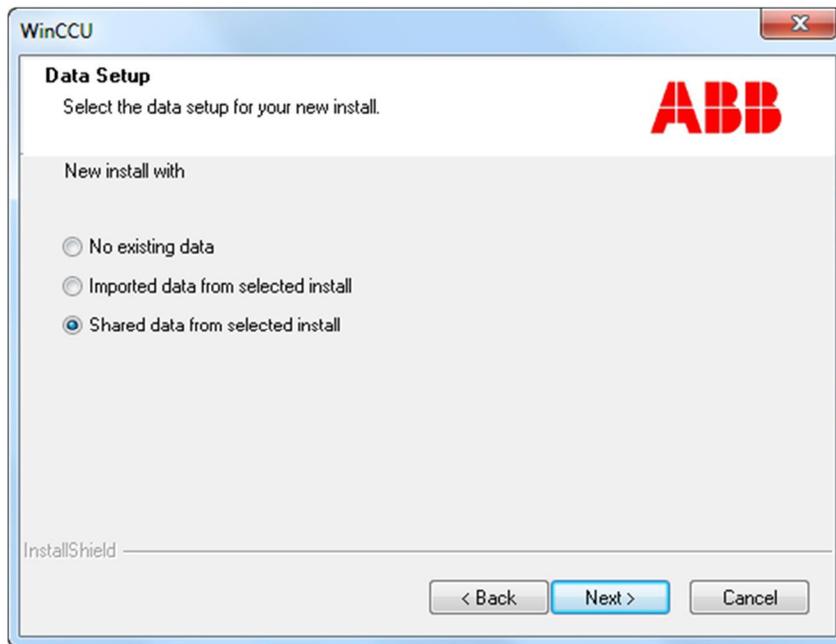


Figure 24: Data Setup screen (shared data selected)

- ii. At the WinCCU Data Setup Options screen (Figure 25), select the version the data will be migrated from and click **Next**



NOTE: If the version that data will be migrated from is 7.02 (or earlier), select *WinCCU 7.02 (or earlier)*. If the version is 7.03 (or later), select the version from the list. See Table 8: *Choosing the existing version to import or share data* on page 21 for more information.

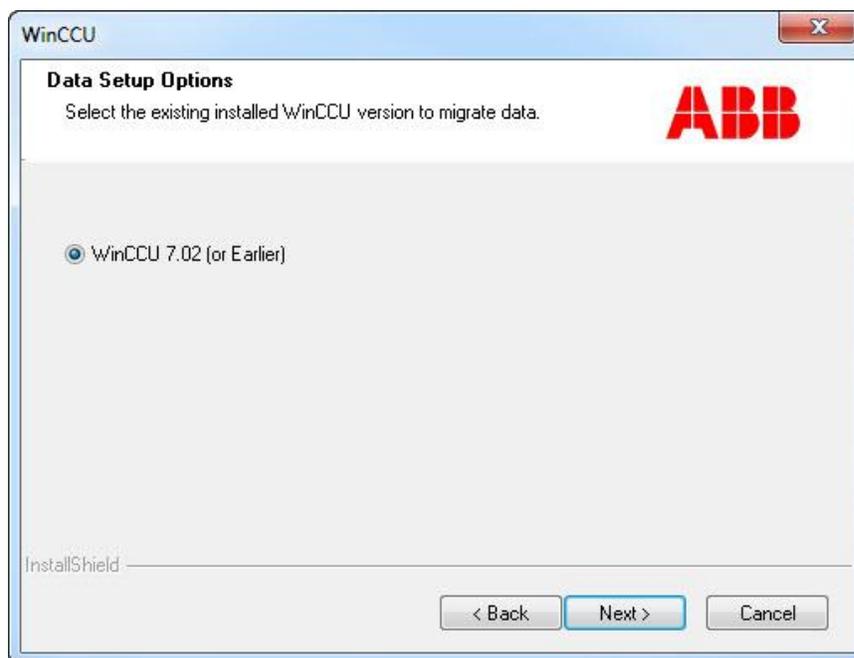
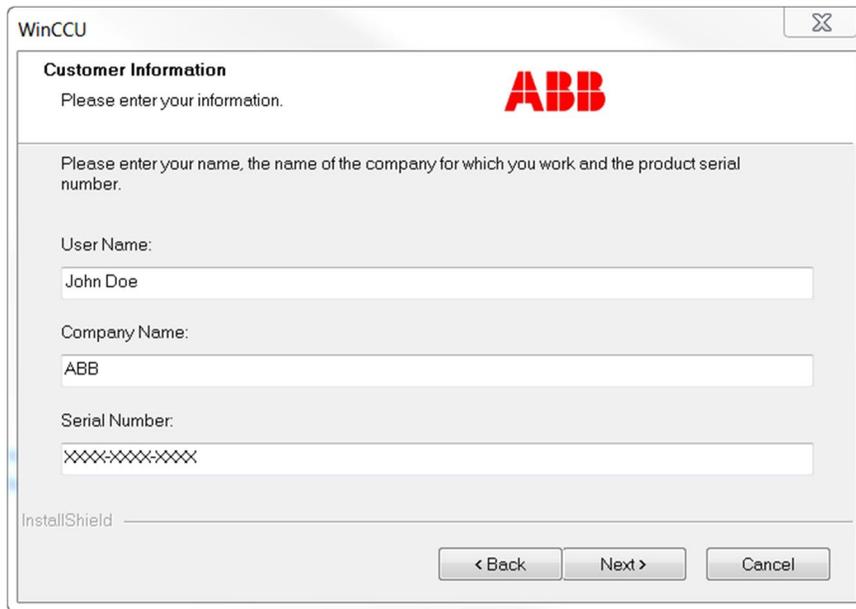


Figure 25: Data Setup Options migration screen

- iii. Go to step 4.

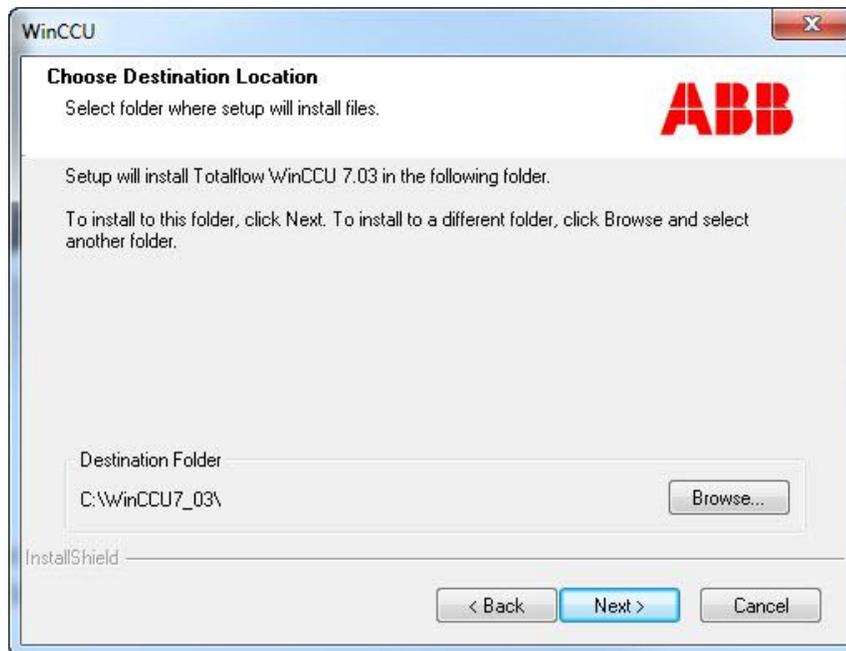
- At the WinCCU Customer Information screen (Figure 26), type the requested information (user name, company name, and serial number) and click **Next**.



The screenshot shows the WinCCU Customer Information screen. The window title is "WinCCU". The main heading is "Customer Information" with the ABB logo to the right. Below the heading, it says "Please enter your information." and "Please enter your name, the name of the company for which you work and the product serial number." There are three input fields: "User Name:" with the text "John Doe", "Company Name:" with the text "ABB", and "Serial Number:" with the text "XXXXXXXXXX". At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 26: Customer Information screen

- At the WinCCU Choose Destination Location screen (Figure 27), if not using the default destination, click **Browse** to define the required destination and click **Next**.



The screenshot shows the WinCCU Choose Destination Location screen. The window title is "WinCCU". The main heading is "Choose Destination Location" with the ABB logo to the right. Below the heading, it says "Select folder where setup will install files." and "Setup will install Totalflow WinCCU 7.03 in the following folder." There is a text box for "Destination Folder" containing "C:\WinCCU7_03\" and a "Browse..." button to its right. At the bottom left, it says "InstallShield". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 27: Choose Destination Location screen

6. At the WinCCU Select Program Folder screen (Figure 28), if not using the default program folder, type the required folder name and click **Next**.

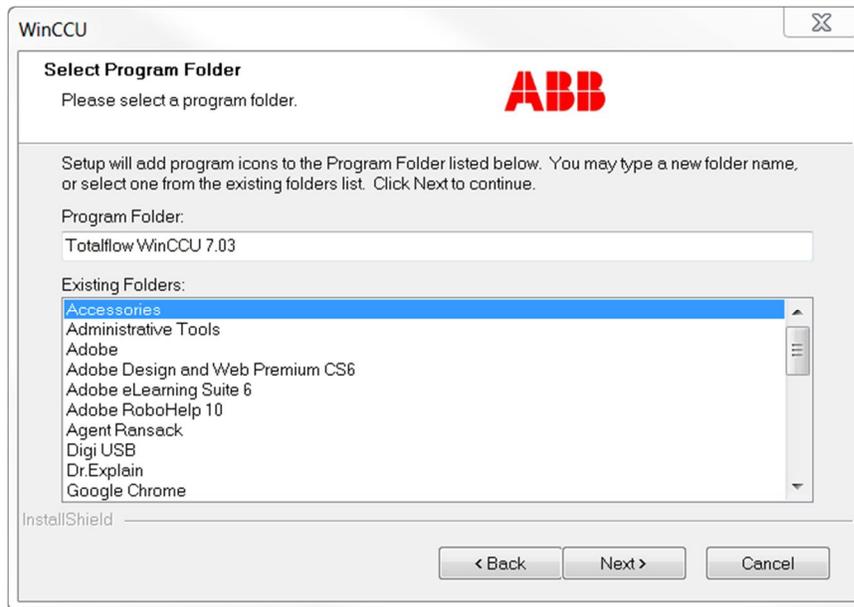


Figure 28: Select Program Folder

7. Observe the Setup Status screen as it indicates installation progress (Figure 29).

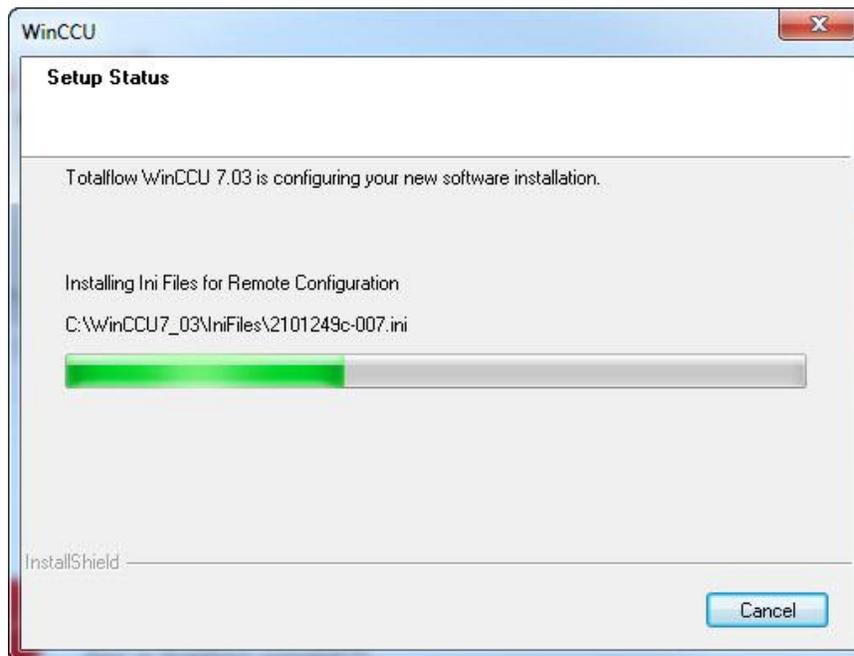


Figure 29: Setup Status screen when installing parallel version

8. Observe additional messages displayed to ensure the installation continues. Several messages indicating what the installation is doing appear briefly on the screen.

9. When the warning about WinCPC version compatibility message appears (Figure 30), click **OK**.



Figure 30: InstallShield® Wizard remote WinCPC message

10. Wait for the InstallShield® Wizard Complete screen to display (Figure 31).

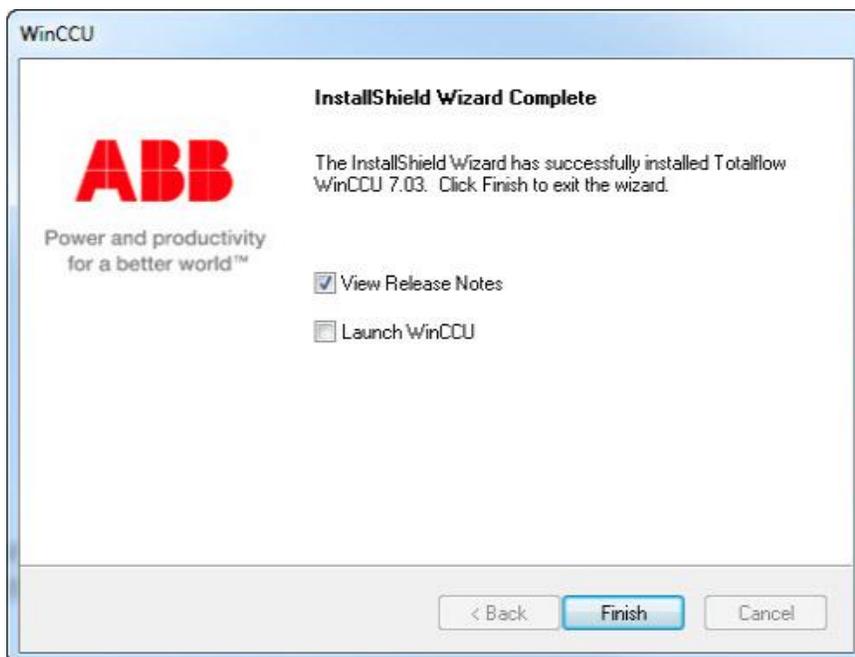


Figure 31: InstallShield® Wizard Complete screen

- a. To review the new features or bug fixes for the version just installed, leave the **View Release Notes** checkbox checked.
- b. To start the new version, check the **Launch WinCCU** checkbox.
- c. Click **Finish** to exit the installer.

11. Wait for all installation screens and the permission checker message to close.
 - a. If the option to launch WinCCU was selected, the application starts automatically and displays the home screen (Figure 32).

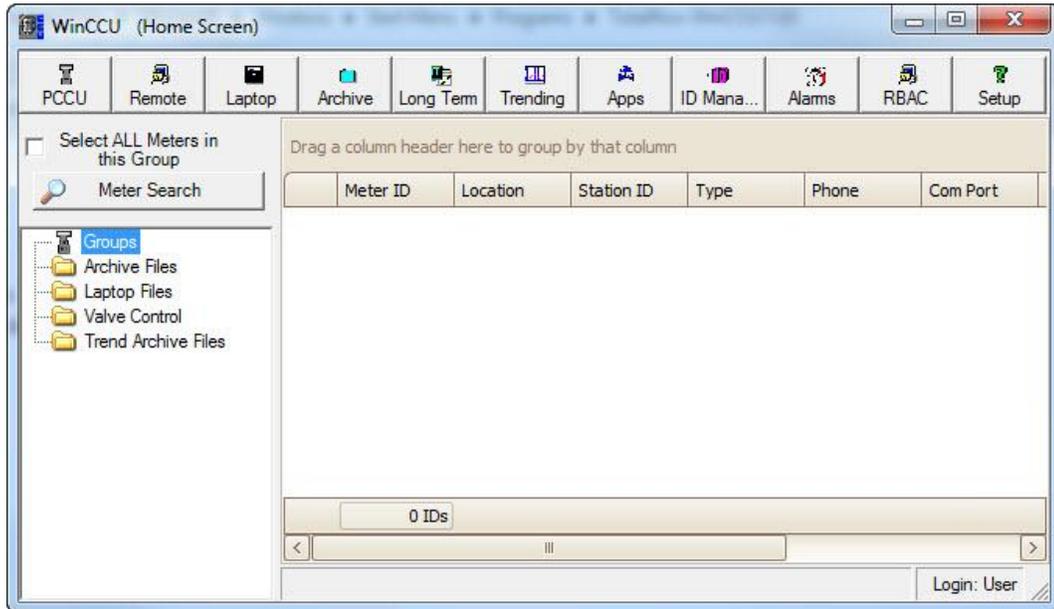


Figure 32: WinCCU home screen

- a. If not launching WinCCU automatically, the file explorer window remains open on the screen (Figure 33). Double-click on the WinCCU icon to start the application, or close the window to start the application later.

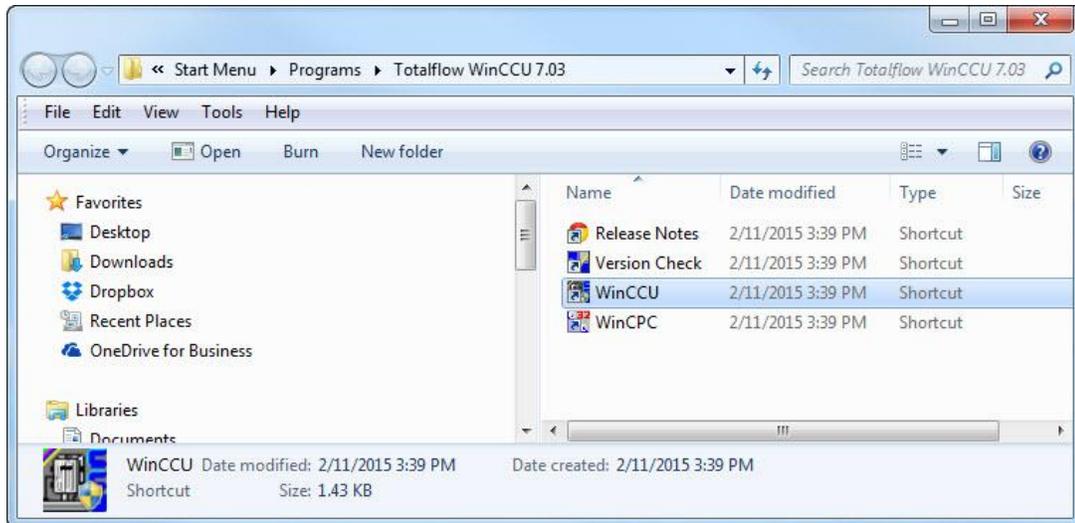


Figure 33: Start Menu, Programs folder with WinCCU shortcuts

3.4.5 Verifying installation

After the installation is completed, if the newly installed WinCCU was not launched automatically, use the following steps to start WinCCU manually:

1. On the file explorer window that remained open after installation (Figure 33), double-click on the WinCCU shortcut to start the application. If the Start Menu Programs folder is closed, go to Start Menu and click the WinCCU icon to start WinCCU.
 - a. If the option to create a blank database was selected, the Device ID database does not have any device information. Therefore the new WinCCU home screen does not show any devices (Figure 34).

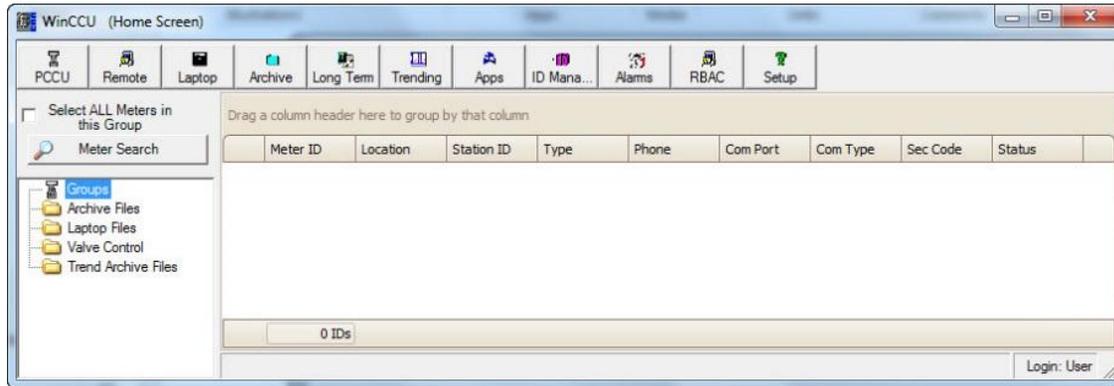


Figure 34: WinCCU home screen (blank database)

- b. If the option to migrate data was selected, the Device ID database has all the device information migrated from the existing version. The new WinCCU home screen shows all the devices (Figure 35).

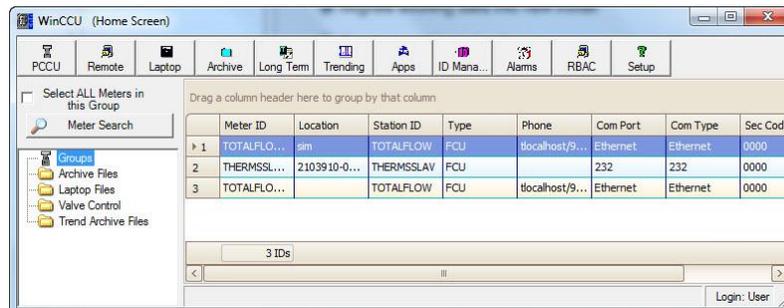


Figure 35: WinCCU home screen (data migrated)

3.5 Upgrading an existing WinCCU version

Use the checklist and steps included in this section to upgrade an existing WinCCU version on the target system. For this scenario the installer offers options to back data up automatically and choose which version to upgrade or downgrade depending on the version generation detected.



NOTICE – Risk of data loss or corruption. When an upgrade of WinCCU versions 5.11 (or earlier) is required, please call customer support for assistance. Data loss may occur when attempting to upgrade these versions to the most current version.

If WinCCU has been in operation, it is critical that all existing data remains intact. After an upgrade, the new WinCCU version should be able to resume operation without loss of data or the need for reconfiguration. To preserve data, the Installation Wizard provides the choice for an automatic backup (recommended) before proceeding with the upgrade.

If choosing the automatic backup, the installer copies the full contents of the installation directory of the version being upgraded to a backup directory. The backup directory is saved in the Totalflow_Backup folder in the root directory. See section 2.3.2, *Backing up data*, for more details.

If not choosing the automatic backup, it is recommended that a manual backup be performed before proceeding with the upgrade.



NOTE: When performing a backup, keep available disk space in mind. If the directory is large, ensure that there is enough disk space to hold both the backup directory and the new installed directory contents. If the installer detects that the system will not meet the disk space requirements, it aborts the installation.

Table 10 describes the installer options for the selecting the version to upgrade or downgrade.

Table 10: Choosing the existing version to upgrade or downgrade

WinCCU version generations detected	Options provided when upgrading or downgrading
<p>Version 7.02 (or earlier).</p> <p>For this version generation, the default directory name, <i>WinCCU32</i>, cannot be changed when upgrading or downgrading.</p> <p>When upgrading any of these versions, the installer removes and replaces all existing older versions from the target system.</p>	<p>If there is only one existing version: Select the <i>WinCCU 7.02 (or earlier)</i> option to upgrade or downgrade that single instance.</p> <hr/> <p>When there are multiple versions: For these versions, the installer does not list each existing version. Because of this, the user cannot choose a specific version to upgrade or downgrade. <i>Select the WinCCU 7.02 (or earlier) option, only if the version being upgraded or downgraded is the last version installed.</i> If the version installed last is not the one to upgrade or downgrade, call customer support.</p>
Version 7.03 (or later)	For versions 7.03 and later, the installer detects and lists every version found on the target system. Choose the version needed from the list displayed by the installer.

3.5.1 Upgrade checklist

Table 11: Checklist for upgrading WinCCU

	Action item	Notes
<input type="checkbox"/>	Obtain a valid product key if upgrading to a new major version of WinCCU.	If the upgrade is to a minor version, a new product key is not required. See section 1.5, <i>Product key and licensing information</i> .
<input type="checkbox"/>	If upgrading WinCCU 7.02 (or earlier), determine if the instance is configured for Current User .	The Current user configuration is not supported in versions 7.03 (or later). See section 2.2.5, <i>WinCCU user configuration</i> , on page 4. Please review your configuration and consider the impact of upgrading. Contact customer support for more information or assistance.
<input type="checkbox"/>	Close any existing WinCCU instance in operation prior to beginning the installation.	The installation does not proceed if it detects running Totalflow software.
<input type="checkbox"/>	Decide the method to back up data.	If manual, back up the data before starting the upgrade.
		If automatic, begin installation and allow the installer to perform the backup when the option is offered.
<input type="checkbox"/>	If backing up data, ensure there is enough disk space.	Data automatically backed up by the installer is saved on the same disk as the current installation directory. The disk space requirements may be significant if the databases are large.

3.5.2 Upgrading an existing WinCCU version

1. Follow the steps described in section 3.2.2, *Performing initial installation steps for all scenarios*.
2. At the Installation Wizard Setup Type screen (Figure 36), select the WinCCU version to upgrade.
 - a. If the version to upgrade is 7.02 or older, select **WinCCU 7.02 (or earlier)**.
 - b. If the version to upgrade is 7.03 or later, select the specific version.
3. Click **Next**.

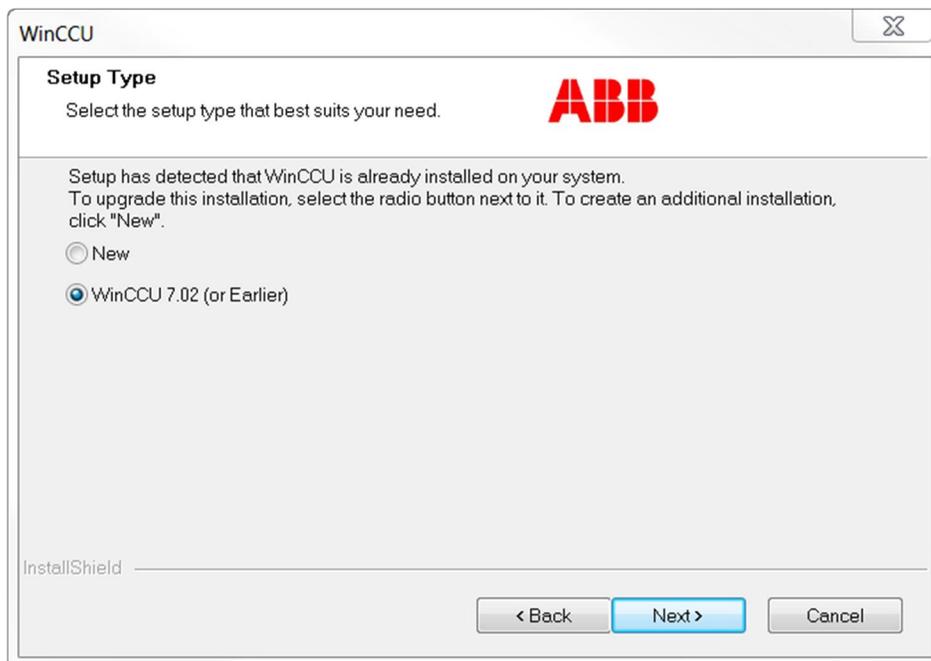


Figure 36: Setup Type screen

4. If you are upgrading a WinCCU 7.02 or earlier version, a warning indicates that old WinCCU versions will be uninstalled (Figure 37).
 - a. Click **Yes** to accept.
 - b. Click **No** to go back to the Setup Type screen.

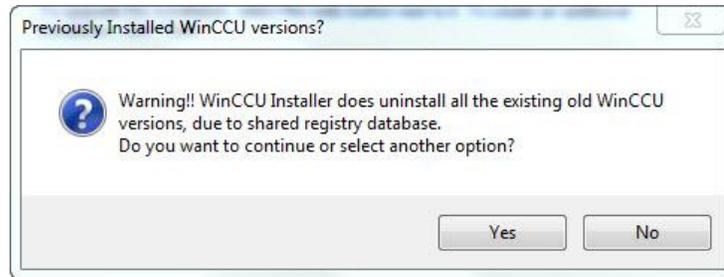


Figure 37: WinCCU installation Warning message for upgrades

5. At the WinCCU Customer Information screen (Figure 38), type the required information (user name, company name, and serial number) and click **Next**.

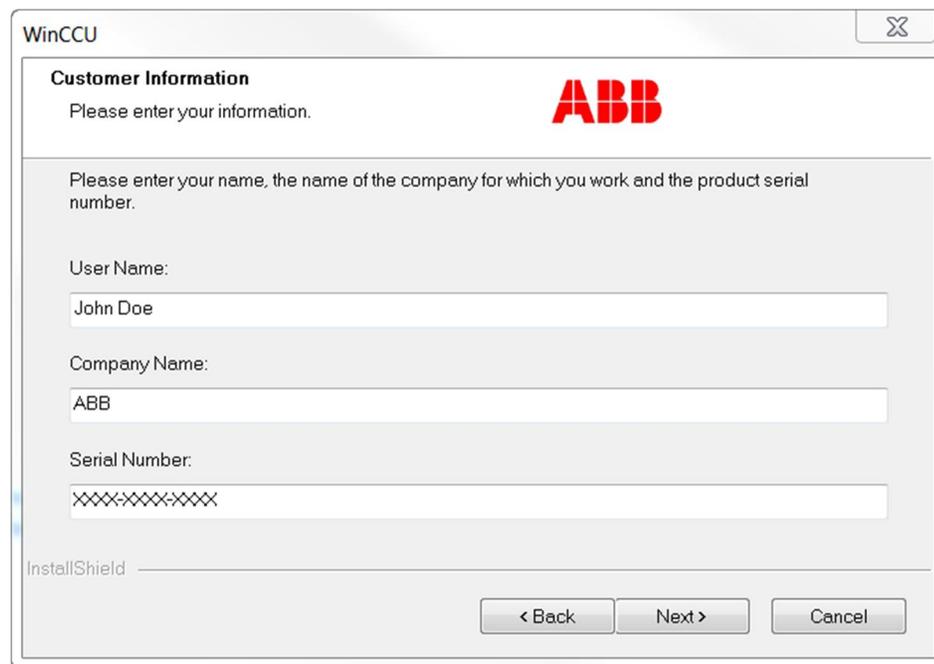
A dialog box titled "WinCCU" with the ABB logo. The text reads: "Customer Information Please enter your information." Below this, it says: "Please enter your name, the name of the company for which you work and the product serial number." There are three input fields: "User Name:" with "John Doe", "Company Name:" with "ABB", and "Serial Number:" with "XXXXXXXXXX". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 38: Customer Information dialog box

6. At the WinCCU Destination Location screen (Figure 39),
 - a. If the WinCCU instance you plan to upgrade is installed in a directory named other than WinCCU32, choose the default shown by the installer or click **Browse** button to define a directory other than the default.



NOTE: If the directory is named WinCCU32, the name cannot be changed (the Browse button is absent from the screen as shown in Figure 39.)

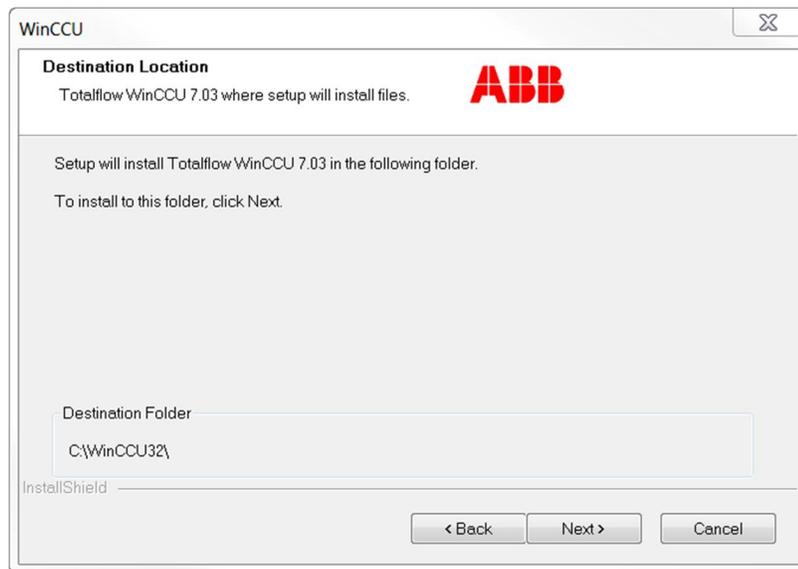


Figure 39: WinCCU installation Destination Location screen when upgrading versions 7:02 and earlier

- b. Click **Next**.
7. At the WinCCU Select Program Folder screen (Figure 40),
 - a. If not using the default program folder, type the desired folder name.
 - b. Click **Next**.

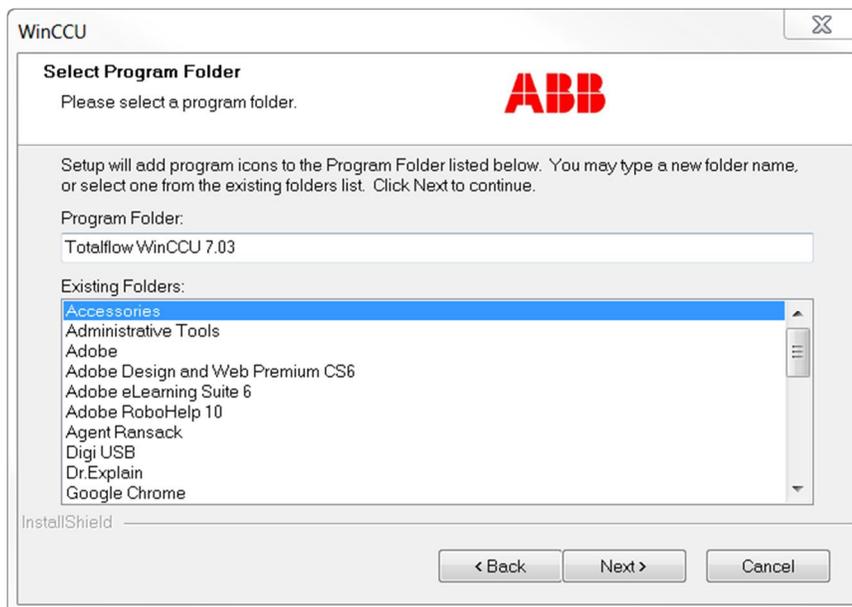


Figure 40: Select Program Folder screen

8. When the Data Backup Options screens displays (Figure 41), choose to either automatically backup the data or not.
 - a. Allow the installer to perform the backup (recommended).
 - i. Select **Automatic Backup** (Figure 41) and click **Next**.

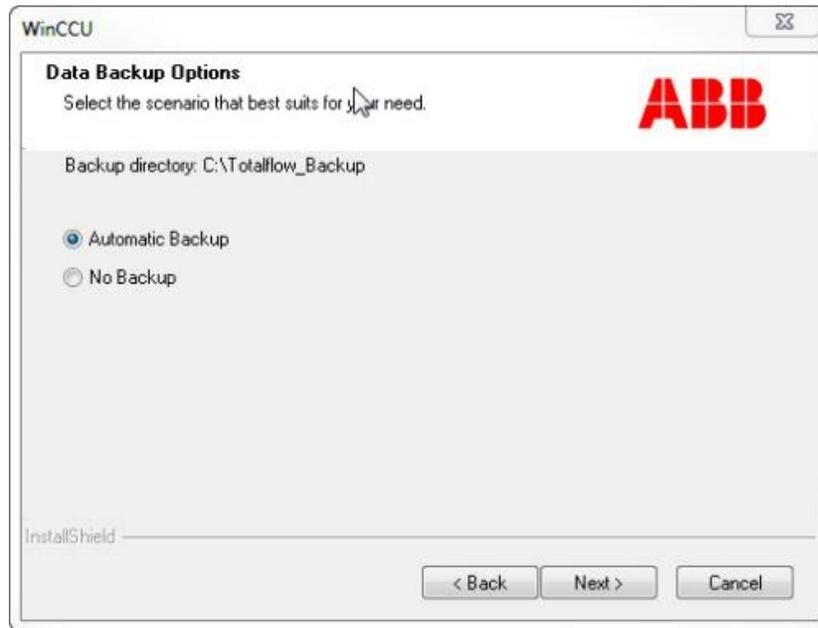


Figure 41: Data Backup Options selection for Automatic Backup

- ii. At the Automatic Backup screen (Figure 42), click **Next**.

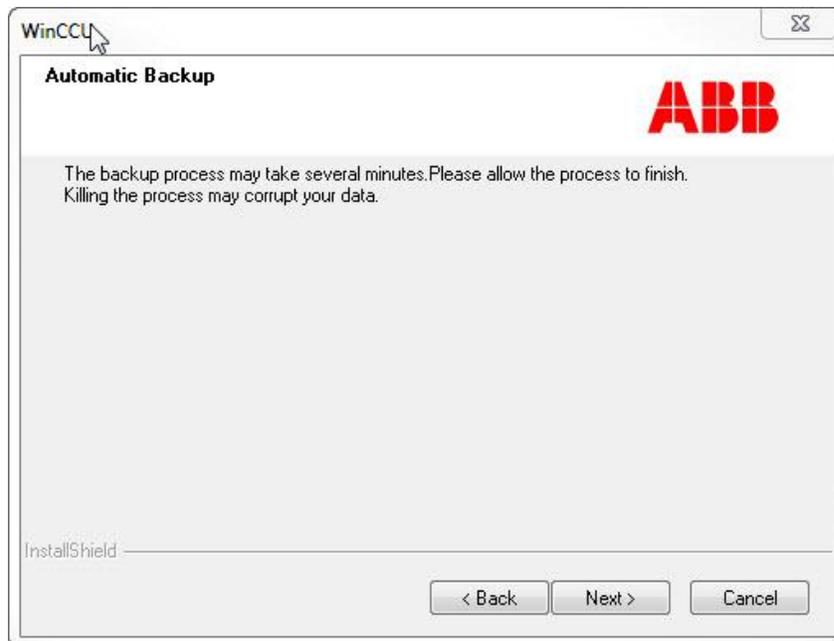


Figure 42: Automatic Backup message

- iii. Observe the screen as the backup is in progress. A message indicating data is being backed up displays.

- b. Skip the automatic backup.
 - i. Select **No Backup** (Figure 43) and click **Next**.

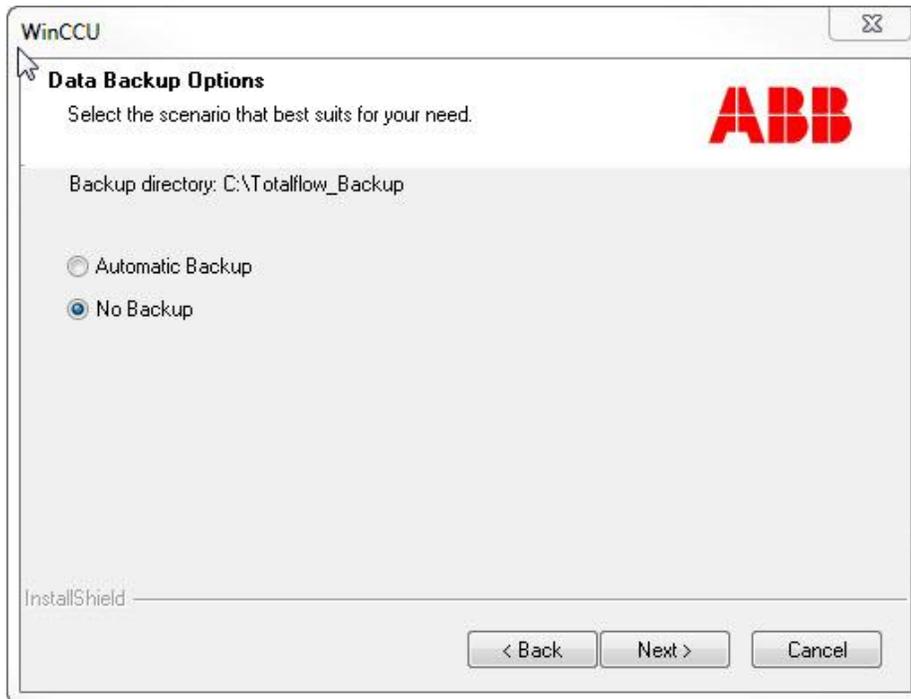


Figure 43: Data Backup Options selection for No Backup

- ii. At the No backup screen (Figure 44) click **Next**.

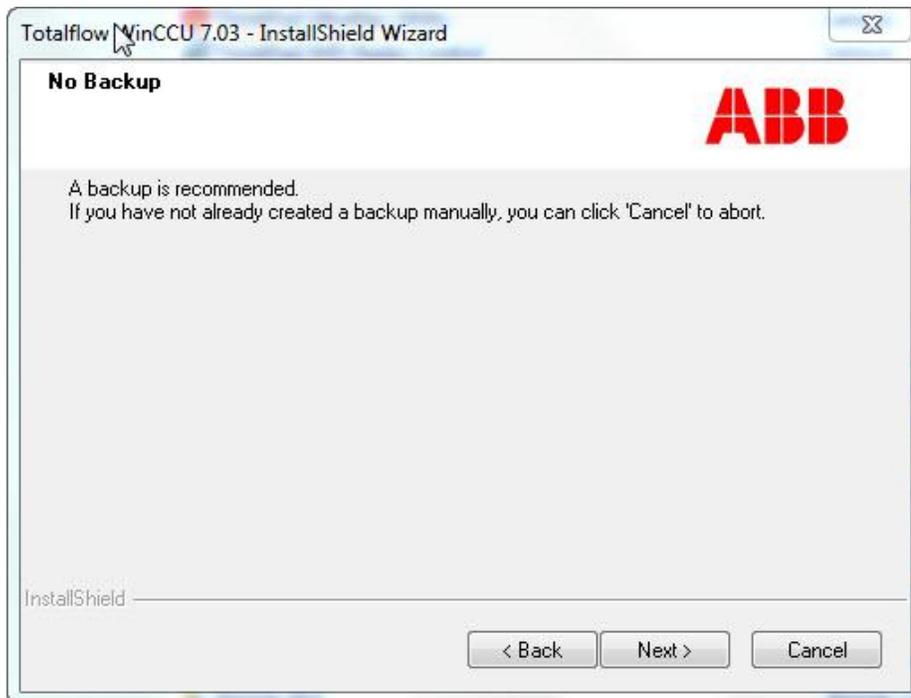


Figure 44: InstallShield® Wizard No Backup screen

9. Observe the Setup Status screen while it indicates installation progress (Figure 45).

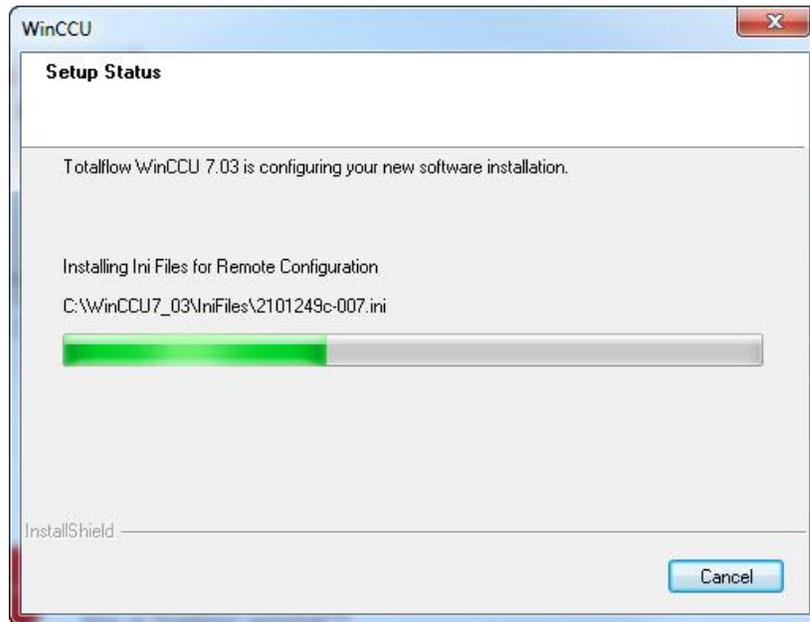


Figure 45: Setup Status screen when upgrading WinCCU

10. Observe additional messages displayed to ensure the installation continues.
11. When the warning about WinCPC version compatibility message appears (Figure 46), click **OK**.



Figure 46: InstallShield® Wizard Information message for using WinCPC remotely

12. Wait for the InstallShield® Wizard Complete screen to display (Figure 47).
 - a. To review the new features or bug fixes for the version you just installed, leave the View Release Notes checkbox checked.
 - b. To start the new version, check the **Launch WinCCU** checkbox.
 - c. Click **Finish** to exit the installer.

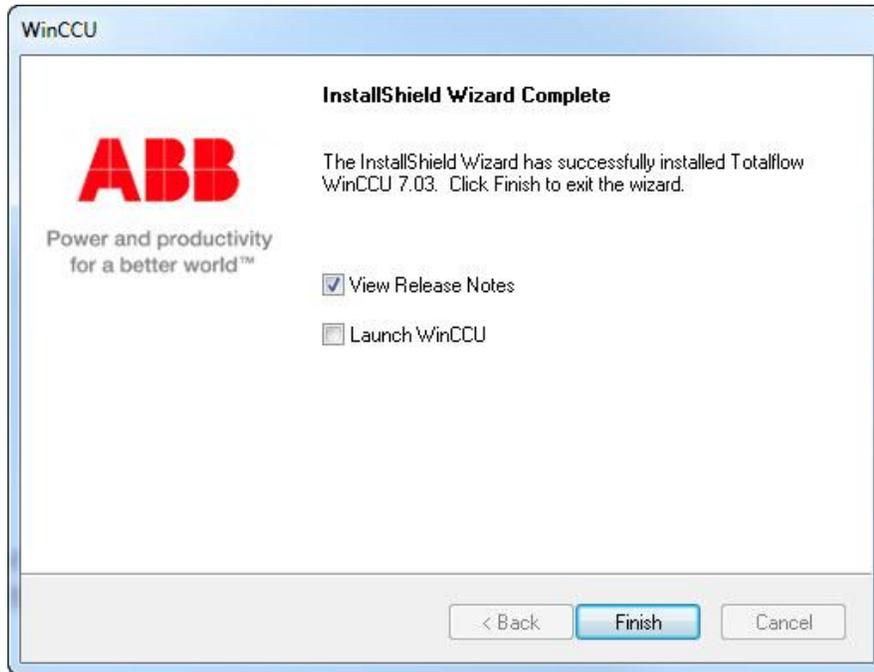


Figure 47: InstallShield® Wizard Complete Screen

13. Wait for all installation screens and the permission checker message to close.
 - a. If choosing to launch WinCCU, the application starts automatically and displays the home screen (Figure 48).

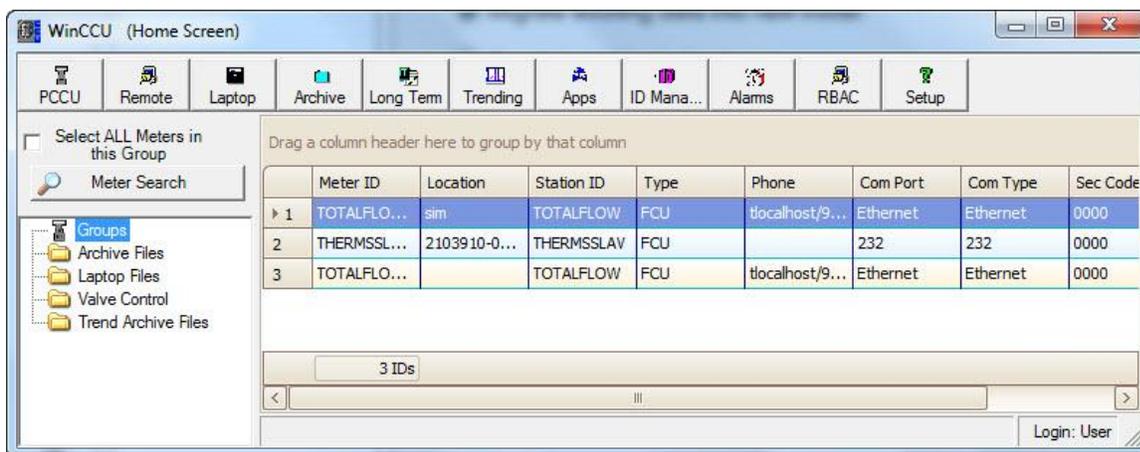


Figure 48: WinCCU home screen

- b. If not launching WinCCU, the file explorer window remains open on the screen (Figure 49). Double-click on the WinCCU icon to start the application; or close the window if you wish to start the application later.

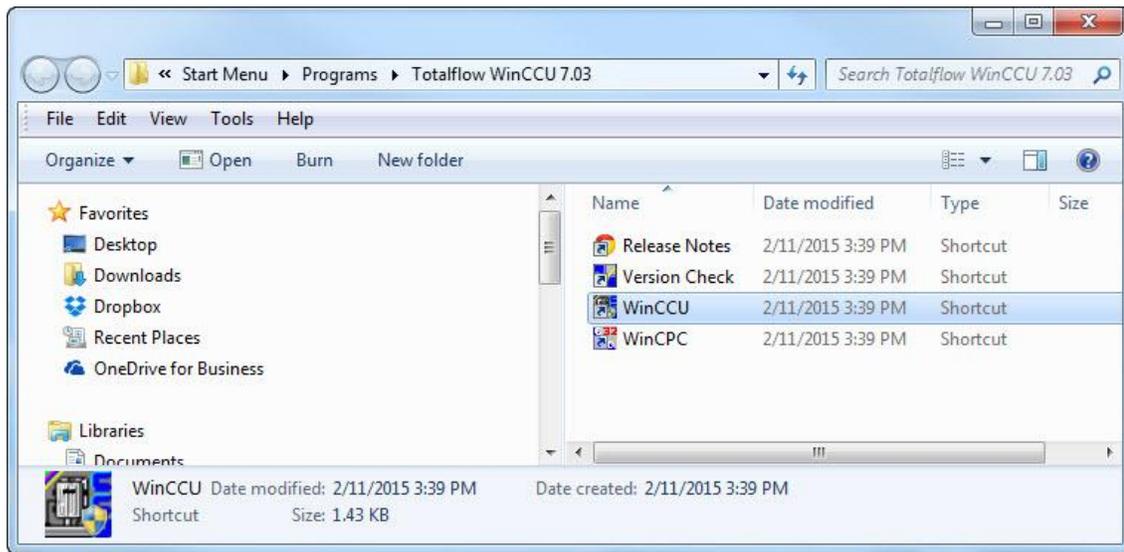


Figure 49: Start Menu Programs folder with WinCCU shortcuts

3.5.3 Verifying installation

After the installation is completed, if the newly installed WinCCU was not launched automatically, use the following steps to start WinCCU manually:

1. On the file explorer window that remained open after installation (Figure 49), double-click on the WinCCU shortcut to start the application. If the Start Menu Programs folder is closed, go to the Start Menu and click the WinCCU icon to start WinCCU.
2. Verify the WinCCU home screen displays the device ID information (Figure 50).

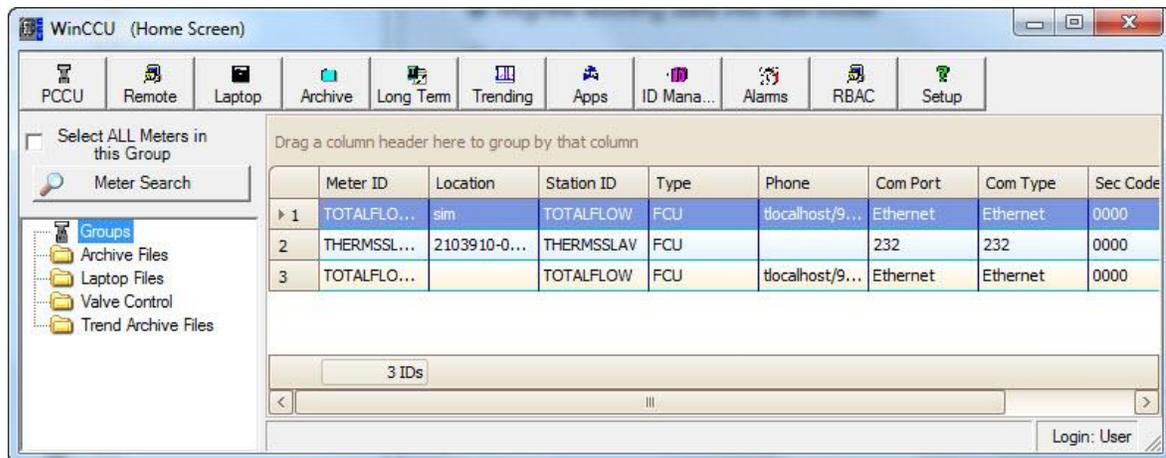


Figure 50: WinCCU home screen after upgrade

3.6 Upgrading WinCCU when TDS is detected

3.6.1 Overview

Table 12 describes Totalflow configurations involving TDS. The configuration the installer detects is the non-integrated WinCCU and TDS case. When upgrading, if this configuration is detected, the installer offers the option to integrate TDS to WinCCU. Whether is optimal to continue to run TDS independently or to integrate it with WinCCU depends on the user scenario:

- If TDS and WinCCU are used to access the same data, it is recommended to integrate.
- If TDS and WinCCU access different data, continue to run TDS independently. New installations, parallel installations, or upgrade (or downgrade) of existing WinCCU should not affect TDS.

Table 12: Installation options when TDS is detected

TDS configuration	Options when installing a new or Parallel WinCCU version	Options when upgrading (or downgrading) an existing WinCCU version
TDS in standalone mode: WinCCU is not on the system. TDS is configured to use its own databases and directory paths.	The installer does not support automatic integration of TDS to a new WinCCU installation.	Not applicable
TDS and WinCCU, each running independently: TDS is configured to use its own databases and directory paths. It is not integrated with WinCCU.	The installer does not support automatic integration of TDS to a WinCCU parallel installation.	Installer supports automatic integration of TDS only when upgrading existing WinCCU. ¹
TDS and WinCCU (integrated): TDS is configured to share common databases and directory paths with the existing WinCCU version.	The installer does not support automatic integration of TDS to a WinCCU parallel installation.	Upgrading existing WinCCU does not affect TDS configuration. Automatic backup is required.

¹ The WinCCU directory must be named WinCCU32.

3.6.2 Integrating TDS during WinCCU upgrade

This section describes upgrading an existing WinCCU version and integrating the existing TDS to it.

1. Follow the steps described in section 3.2.2, *Performing initial installation steps for all scenarios*.
2. Follow steps 1 through 11 in section 3.5.2, *Upgrading an existing WinCCU version*.
3. When the question to merge the databases appears (Figure 51), click **Yes**.

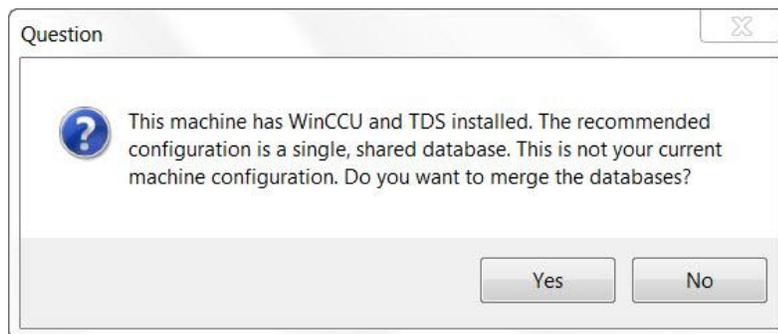


Figure 51: Installation Wizard Question when TDS and WinCCU are detected

4. To complete the upgrade procedure, continue with steps 12 and 13 in section 3.5.2, *Upgrading an existing WinCCU version* on page 32.

4 Installation troubleshooting

4.1 Error messages

Table 13 describes error messages that may display during installation. To diagnose, read the description and perform the action suggested. For other installation messages, see *Installer screen messages* in Appendix A.

Table 13: Error messages during installation

Error message displayed	Description	Action
During installation setup		
You do not have Administrator privileges to install WinCCU.	The user has attempted to run the installation executable file (setup.exe) as a user, instead of as an administrator.	Right-click on the file and select Run as Administrator .
Your system does not meet the minimum system requirements. If you choose to continue your performance may suffer. Mismatch system requirement(s). Disk available space = 851MB.	The installer has detected that the target system does not meet one or more of the requirements for installation. In this example, the available disk space is not 1 GB or more as specified in Table 1: <i>Target system requirements</i> .	Clean up the target disk to have more space available or upgrade the storage capacity.
Other		
Files in use – some files that need to be updated are currently in use	Displayed when the installer detects one or more Totalflow products running on the target system.	Close all Totalflow software applications displayed on the message and click Retry to continue the installation.
Invalid product code – Please Re-enter	The wrong product key or serial number has been typed.	Determine the appropriate product key for the installation and enter correct number. See section 1.4, <i>Product versioning</i> , and section 1.5, <i>Product key and licensing information</i> .
WinCCU is already installed in this directory. Please select a new directory in order to continue the installation	Displayed if the target directory has the same name as an existing WinCCU installation directory. Installation of more than one version in the same target directory is not allowed.	Type a different directory name.
Unable to install PCCU Runtime	Installer error	Call Totalflow technical support.
The specified folder: 'D:\WinCCU7_03' is invalid, incomplete or write-protected. Please type a full path with drive letter; for example 'C:\APPS'.	Insufficient permissions for specified folder	Call Totalflow technical support.
Unable to start WinCCU Permission Checker	The WinCCU Permission checker is an executable program designed to check the installation path permissions	If this error is displayed, an output report is generated and saved in a file named WIN_7_X64_HKLM.txt . This file is located in the WinCCU installation directory and can be reviewed by IT personnel to determine where correct permissions need to be defined.
Windows 8.0/8.1 is not fully supported	The installer has detected the Windows 8.0/8.1 operating system which is not fully supported.	Cancel installation and call customer support.
Windows Server 2012 is not fully supported	The installer detected the Windows Server 2012 operating system which is not fully supported.	Cancel installation and call customer support.
Insufficient disk space to perform the backup.	The installer has detected there is not enough disk space to store the WinCCU data required for an upgrade, downgrade or uninstall.	Clean up the target disk to have more space available or upgrade the storage capacity.

4.2 Troubleshooting using the installation log file

The installation log file is generated for Totalflow developers and technical support personnel.

4.2.1 Installation log file location and naming convention

A log file is created for every version installed and kept in the target system root directory while the installation is in progress.

- If the installation fails, the log file remains in the root directory.
- If the installation is completed successfully, the log file is moved to the WinCCU installation directory.

The naming convention assigned to installation log files is:

- *WinCCU<major version number>.<minor version number>_Install_Summary.log*.

For example:

- The log file created for WinCCU 7.03 is *WinCCU7.03_Install_Summary.log*.

4.2.2 Log file contents

The error log file contains the following general information in addition to the specific errors or installation messages:

- Operating system information
- WinCCU version being installed
- Details about existing WinCCU versions

4.2.3 What to do with the log file

If problems arise during installation or if the installation fails, the log file can be analyzed to diagnose the cause. If Totalflow technical support requests the log file:

1. Locate the log file in the target system root directory.
2. Send a copy of the file to Totalflow technical support.

5 Optional post-installation procedures

After installing a WinCCU version, the installer can be used to reinstall or uninstall the version. Table 14 describes these procedures and their appropriate use.

If for some reason it is necessary to go back to a previous WinCCU after upgrading or downgrading, a restore procedure is required. The restore procedure is different depending on the version generation (Go to section 1.4, *Product versioning*.) Call Totalflow customer support for more information.

Table 14: Post-installation procedures

Post-installation Procedures	Description	Appropriate use
Reinstallation	Repairs WinCCU installation	Use to reinstall application folders or files that are accidentally deleted or corrupted. Use to load hot fixes, if available, between minor versions.
Uninstallation (removes)	Removes WinCCU installation	Use if the version is not needed.

5.1 Reinstalling WinCCU version 7.03 (or later)

Use the Totalflow Host Software Product DVD to reinstall the WinCCU software.

1. Insert the Totalflow Host Software Product DVD in your target system DVD drive.
2. At the AutoPlay screen (Figure 52) select **Run Launch.exe**.

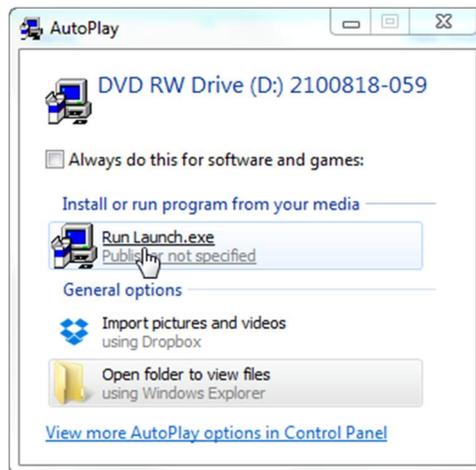


Figure 52: Installation DVD contents

3. At the User Account Control dialog box (Figure 53), click **Yes**.

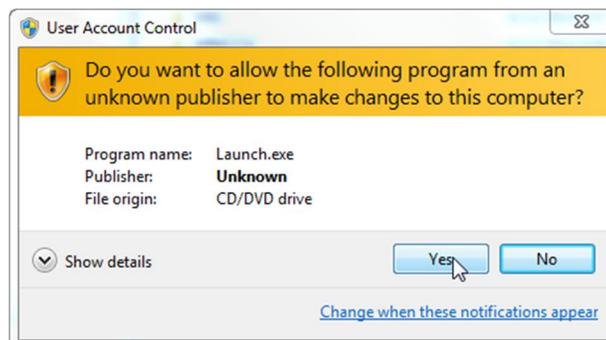


Figure 53: User Account Control Dialog Box

- At the Totalflow Host Software Products screen (Figure 54), select **Install Products**.

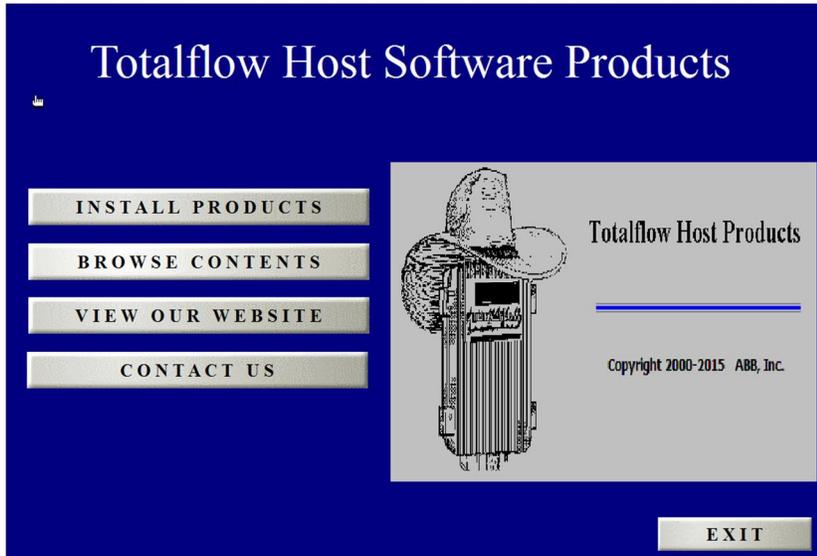


Figure 54: Totalflow Host Software Product DVD launch screen

- At the software product menu (Figure 55), select **WinCCU – Version <version number>**.

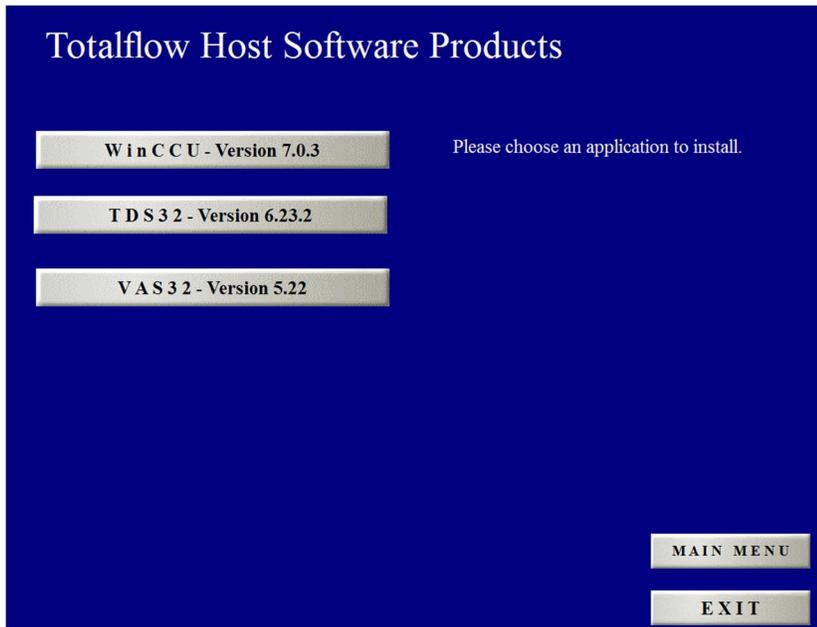


Figure 55: Totalflow Host Software Products DVD installation menu

- At the maintenance screen (Figure 56) select **Repair** and click **Next**.



NOTE: The repair utility does not modify or update the registry when reinstalling.

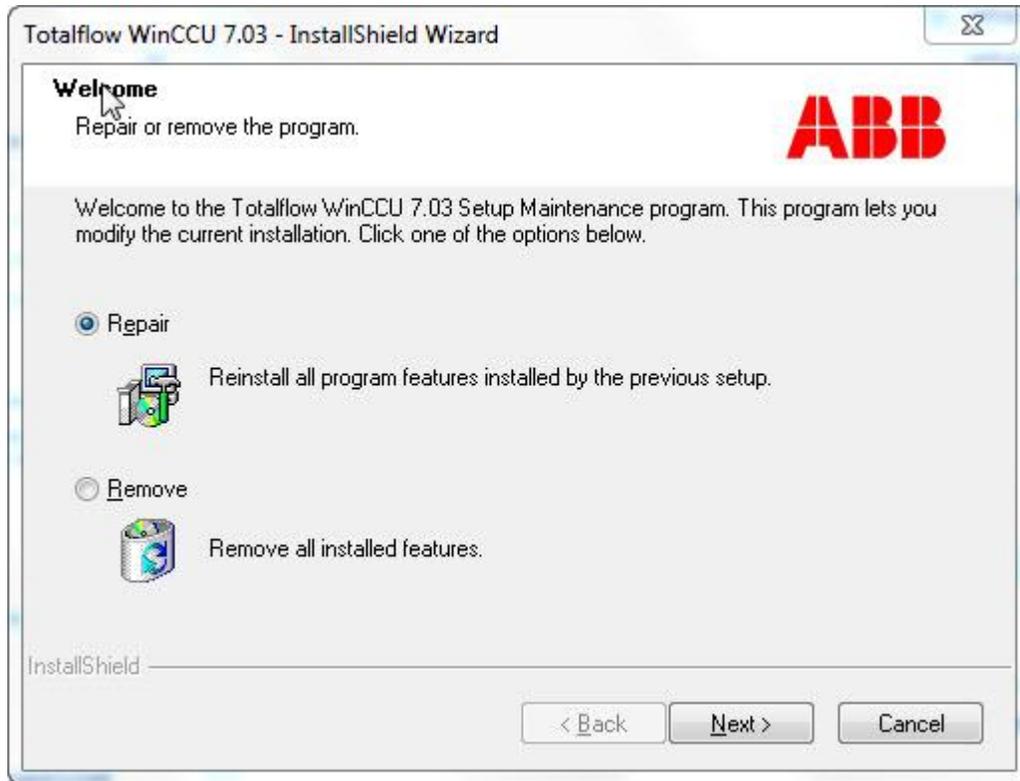


Figure 56: InstallShield® Wizard maintenance screen

- Wait as the Setup Status screen shows the progress on the installation setup.
- Click **Finish** when the InstallShield® Wizard complete screen displays.

5.2 Uninstalling WinCCU version 7.03 (or later)

WinCCU can be uninstalled at any time, if required. As with the upgrade procedure, the user has the opportunity to back up the installation directory before uninstalling the software.



NOTICE – Other Totalflow software may be impacted. If TDS is integrated with the WinCCU version to be uninstalled, it will impact its operation. The installer automatically detects if TDS and WinCCU are sharing directory paths (databases) and issues a warning. To cancel the process, click **Cancel** at the InstallShield Wizard screen. Call customer support for assistance in this case.

1. Save the product key number. Uninstalling WinCCU removes the product key. If planning to reinstall, the product key will be requested again.
2. Begin the uninstall using the Totalflow Host Software Product DVD or the Windows Control Panel utility.
 - a. Uninstall using the Product DVD.
 - i. Insert the product DVD in the DVD drive.
 - ii. Click **Install Products**.
 - iii. Click **WinCCU - Version <version number>**. The Preparing Setup Screen displays.
 - iv. At the Welcome screen (Figure 57) select **Remove**.
 - v. Go to step 3.

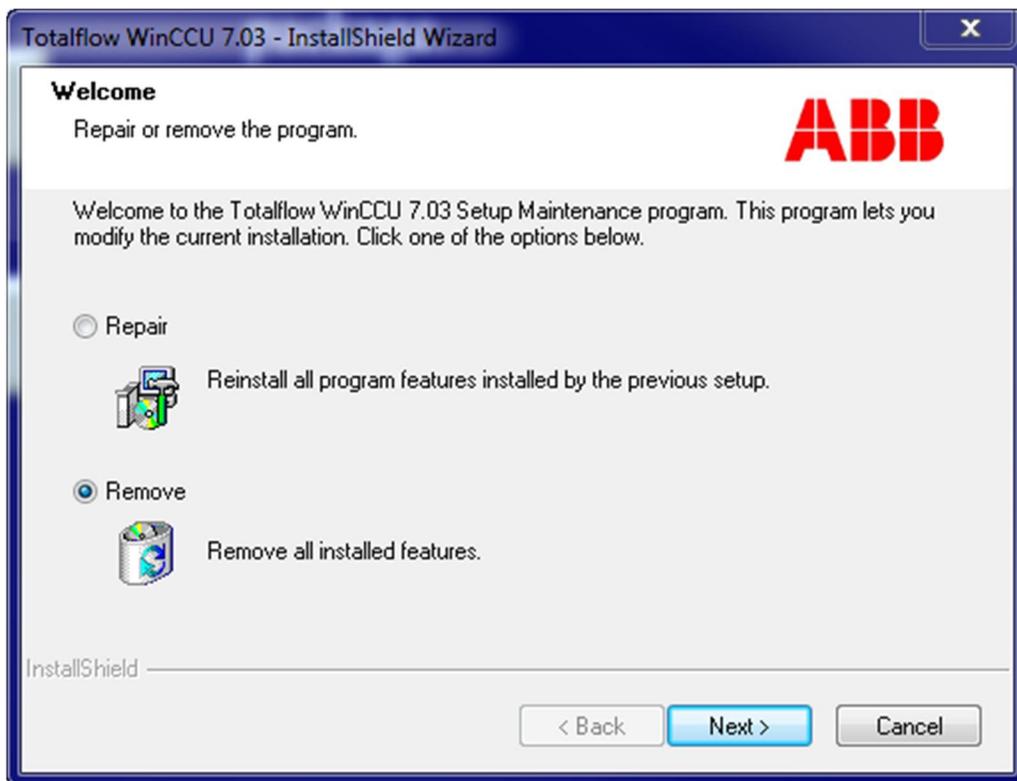


Figure 57: InstallShield® Wizard maintenance screen

- b. Uninstall using the Windows Control Panel utility.
 - i. Click the Start menu and go to Control Panel.
 - ii. Go to Programs > Uninstall a program (Figure 58).



Figure 58: Windows 7 Control Panel, Uninstall a program utility

- iii. Scroll down to search for the Totalflow WinCCU program to uninstall (Figure 59). Make sure to select the correct version, if there is more than one version in the program list.

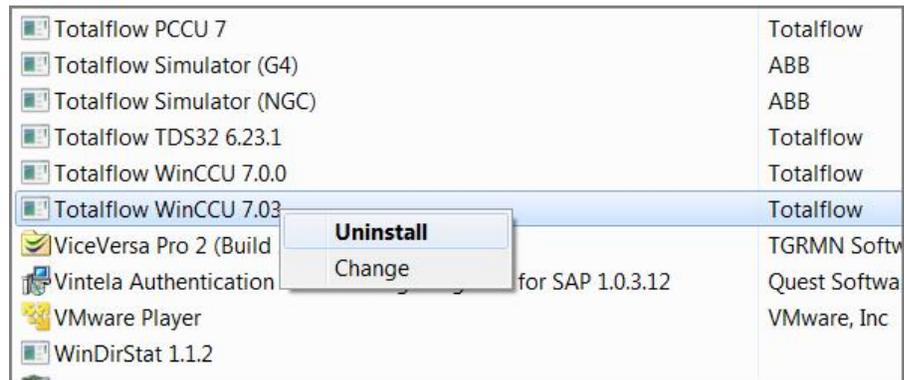


Figure 59: Control Panel, Programs, installed software list

- iv. Right click to select **Uninstall**.
- v. Go to step 3.

3. When the Data Backup Options screens displays (Figure 60), choose to either automatically backup the data or not.
 - a. Allow the installer to perform the backup.
 - i. Select **Automatic Backup** (Figure 60) and click **Next**

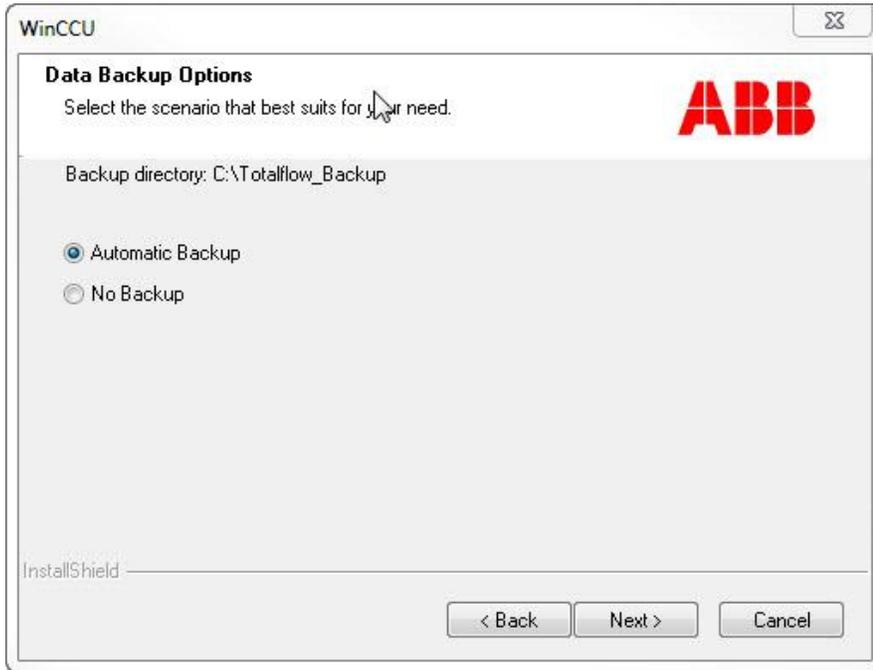


Figure 60: Data Backup Options screen, Automatic Backup

- ii. At the Automatic Backup screen (Figure 61), click **Next**.



Figure 61: Automatic Backup message

- iii. Observe the screen as the backup is in progress (Figure 62).



Figure 62: Automatic Backup in progress

- b. Skip the automatic backup.
 - i. Select **No Backup** (Figure 63) and click **Next**.

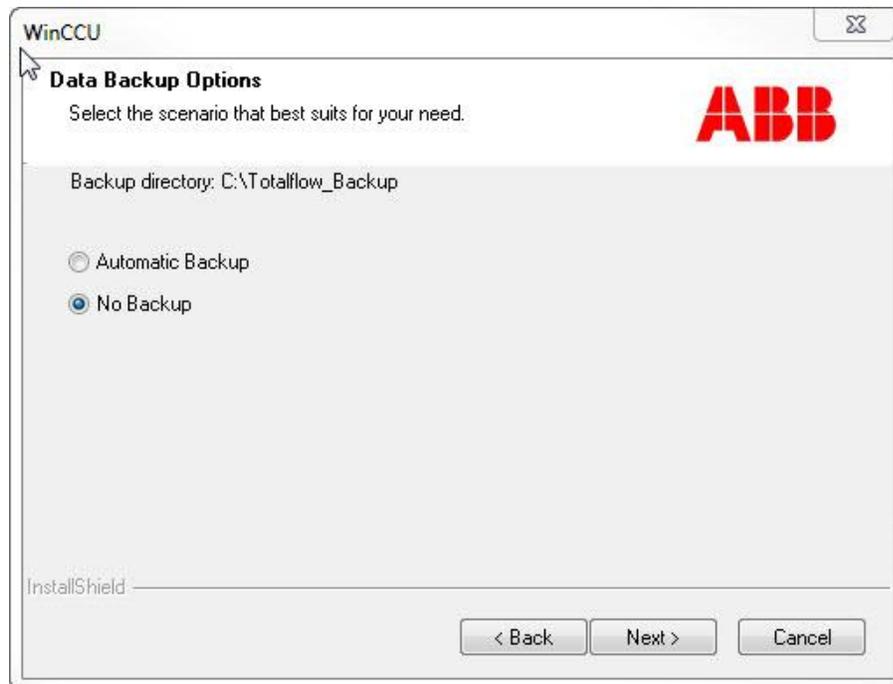


Figure 63: Data Backup Options, No Backup

- ii. At the No backup screen (Figure 64), click **Next**.

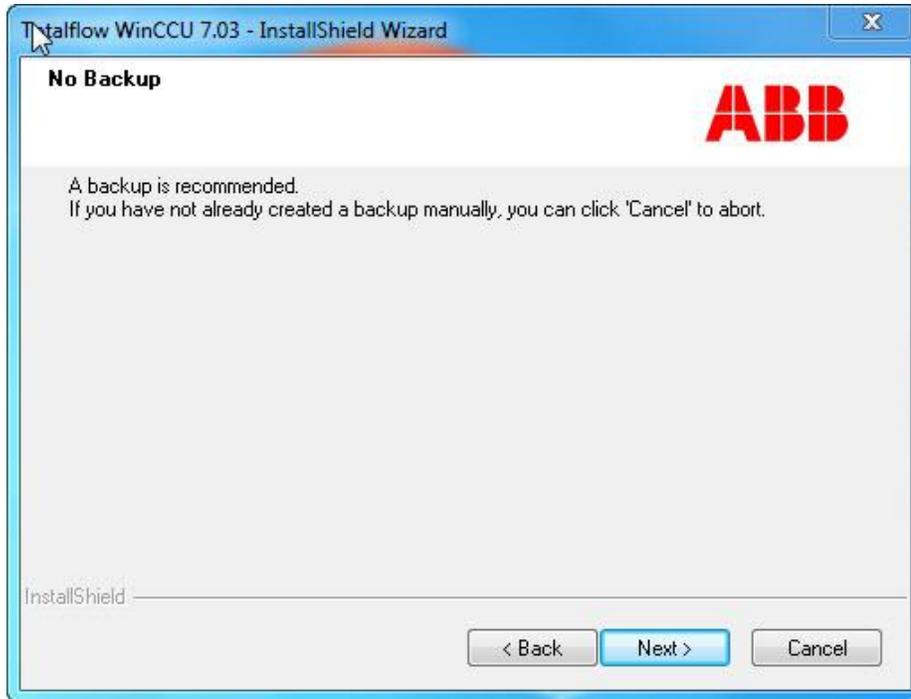


Figure 64: InstallShield® Wizard, No Backup

4. Observe the Setup Status screen while it indicates the removal of WinCCU (Figure 65).

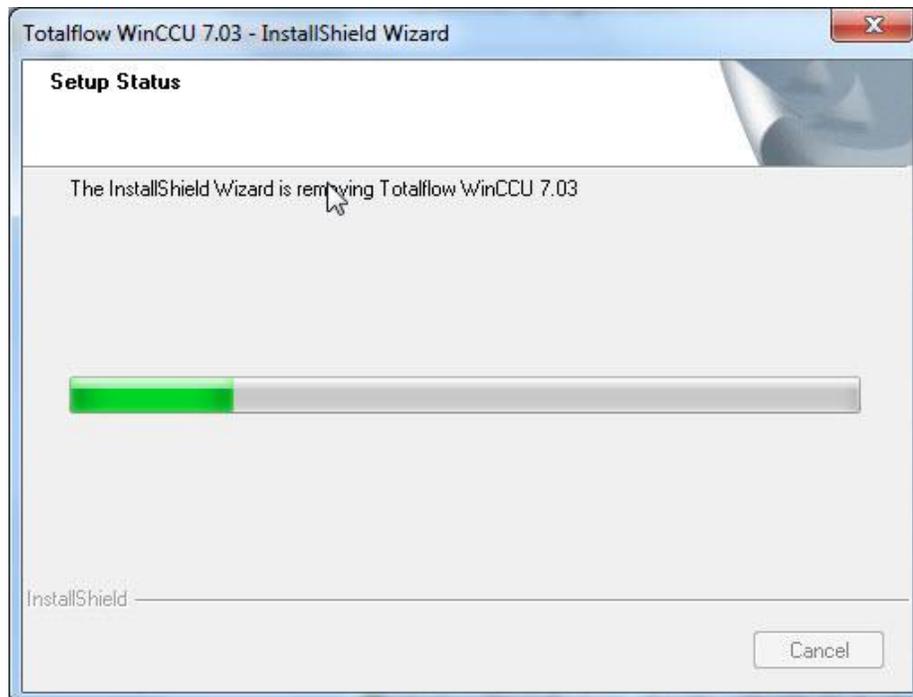


Figure 65: Setup Status screen when uninstalling WinCCU

- At the Uninstall Complete screen (Figure 66), click **Finish**.

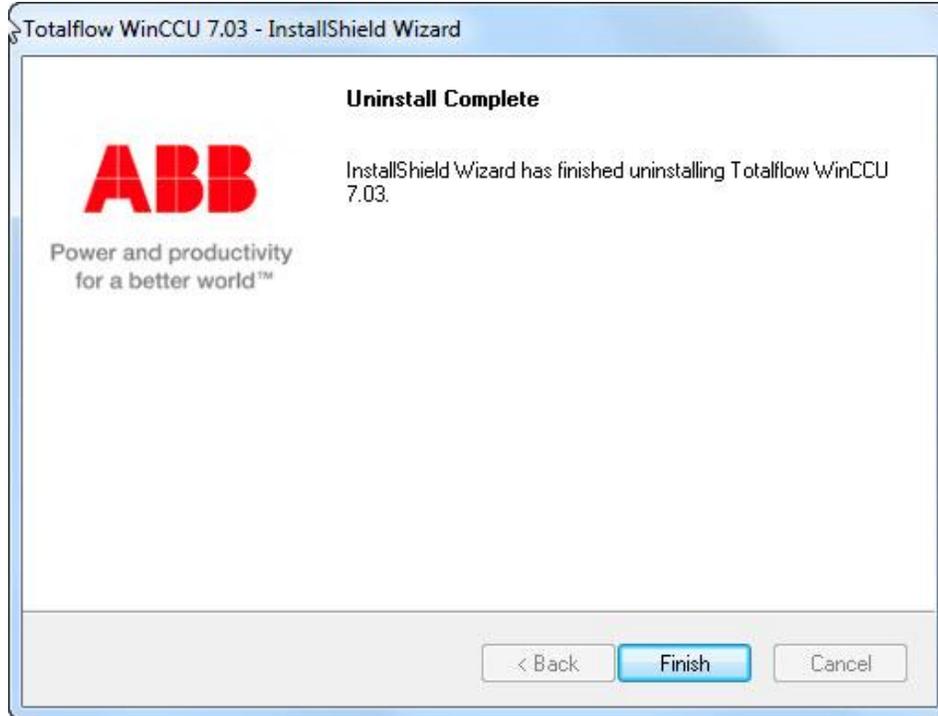


Figure 66: InstallShield® Wizard, Uninstall Complete screen

5.3 Uninstalling WinCCU version 7.03 (or later) if integrated with TDS

Call Totalflow customer support for more information or help with uninstalling a WinCCU version bound with TDS. Go to Totalflow customer support contact information at the end of this guide.

5.4 Restoring an older WinCCU version

Call Totalflow customer support for more information or help with restoring a previous WinCCU version and its configuration. Go to Totalflow customer support contact information at the end of this guide.

Appendix A Installer screen messages

Table 15 describes the messages displayed by the installer during installation. For error messages Go to section 4, *Installation troubleshooting*.

Table 15: Messages displayed during installation

Message displayed	Description
During installation setup	
Warning! WinCCU Installer does uninstall all the existing old WinCCU versions, due to shared registry database. Do you want to continue or select another option?	If upgrading an existing WinCCU, version 7.02 or earlier.
Before first time installation begins	
Please backup your SQL Server database before using WinCCU for the first time	The installer does not support automatic backup or (or import) of SQL Server databases. If these databases are used, they must be backed up separately as routine best practice.
If Cancel is selected during installation setup	
Are you sure you want to cancel setup?	The ability to cancel the installation is available as long as the cancel button is displayed. Once the installation is in progress, however, the cancel button may not available because interruption may result in failure. If automatic data backup was selected, the user is strongly advised not to interrupt the process at this time.
After choosing to back up data automatically	
Backing up your data...	Displayed when the user has chosen to have the installer back up the WinCCU directory before upgrading (or uninstalling) begins.
After installation begins	
Installing MS Redistributable Runtime DLL's for VS2008	Required Microsoft files to run WinCCU that are no shipped with Windows®.
Installing MS Access Support Files	Required legacy file needed by WinCCU for Microsoft® Access®
Installing PCCU Runtime	Required for RBAC
WinCCU Permission Checker	Executable file that checks target directory permissions.
Updating Registry for Common WinCCU Modules	Installer is creating or updating the WinCCU registry.
Migrating existing WinCCU data...	Displayed when data from an existing WinCCU instance is copied onto a new installation directory, (parallel installation with data migration scenario).
If TDS is detected	
This machine has WinCCU and TDS installed. The recommended configuration is a single shared database. This is not your current machine configuration. Do you want TDS to use the database of the new WinCCU installation?	WinCCU and TDS are present in the target system, but are configured to run independently (not sharing databases). The user selects Yes to integrate TDS with WinCCU, or No to continue to run both products independently.
Backing up TDS data	The installer backs up existing TDS data when the user elects to integrate TDS with the new WinCCU installation.
After starting a WinCCU upgrade or uninstall	
Backing up your data...	Displayed when the user has chosen to have the installer back up the WinCCU directory before upgrading or uninstalling begins.
After starting a WinCCU uninstall	
This WinCCU version is bound with TDS, uninstallation of WinCCU version may impact the performance of TDS. Do you want to proceed?	The installer has detected that TDS is configured to use WinCCU directory paths and databases. Uninstalling WinCCU would remove those shared directory paths, requiring reconfiguration and data recovery for TDS.

Customer support

At Totalflow, we take pride in the ongoing support we provide our customers. When purchasing a product, customers receive documentation which should answer basic questions. However, Totalflow Technical Support provides an 800 number as an added support source.

When requiring assistance, call:

USA: (800) 442-3097 International: 918-338-4880

Before calling technical support:

- Write down your current WinCCU version number, operating system version, etc.
- If experiencing issues with some devices managed from your version of WinCCU, write down the Totalflow model and serial numbers of the units. Numbers can be found on a plate located on each unit. Note the unit flash software version, circuit board, and optional part numbers as needed.
- Prepare a written description of the problem and be prepared to provide the detailed problem description to the customer service representative.
- Note any alarms or messages, as they appear.

Client warranty

Please review the ABB Software License Agreement shipped with the software installation DVD for warranty information.

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