**TECHNOTE 1704-N7**

**ISSUED**
August 2017

**SUBJECT**

**DESCRIPTION**
MCEGold 3.0.3 SP3 Network Version is an upgrade from MCEGold 3.0.3 SP1.

**PDMA CLOUD SERVICES**
The network edition of MCEGold 3.0.3 SP3 supports access to PDMA Cloud Services. Please contact PDMA Technical Support (813-621-6463 ext. 251) to discuss this option.

**NOTES**
- MCEGold 3.0.3 SP3 is only compatible with Windows 10 and Windows 7 and M-Series testers.

  - Installation of MCEGold 3.0.3 SP3 on a Windows 10 computer uses a special installation procedure. Refer to TechNote 1704 - S10 (Standalone) or 1704-N10 (Network).

  - MCEGold Word Add-in is only compatible with MS Word 2007 and 2013. MCEGold Word Add-in is NOT compatible with MS Word 2010. Templates created with other versions of MS Word may not be functional and may cause conflicts with the MCEGold software.

  - To ensure application accessibility, the default installation location has been set to C:\PdMA Corporation.

  - Databases attached to MCEGold 3.0.3 SP3 must be from MCEGold 2.6.1 or later and once updated with 3.0.3 SP3 will not be compatible with older versions of MCEGold.

  - Assets opened or exported with MCEGold 3.0.3 SP3 will not be compatible with older versions of MCEGold.

- If you have any questions, please contact PDMA Technical Support (813-621-6463 ext. 251).

**Minimum Requirements**

<table>
<thead>
<tr>
<th>Computer</th>
<th>Dell Latitude E5470 Laptop*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>2+ GHz Intel i5 or equivalent</td>
</tr>
<tr>
<td>Resolution</td>
<td>1600 x 900/1920 x 1080 (small font)</td>
</tr>
<tr>
<td>Operating System</td>
<td>Microsoft® Windows 7 SP1 (32 or 64 bit)**</td>
</tr>
<tr>
<td>Memory</td>
<td>4.0+ G RAM***</td>
</tr>
<tr>
<td>Ports/Drives</td>
<td>(1) USB Port in Rear or Side</td>
</tr>
<tr>
<td>Hard Disk</td>
<td>20G Available</td>
</tr>
</tbody>
</table>

* Using any other computer manufacturer in conjunction with the PDMA software may result in erratic computer behavior; not limited to but including:
  - Power Management Issues
  - Lock-up
  - Communication Port Malfunction
  - Driver Incompatibility
  - Display Errors
  - SQL Database Incompatibility
  - Network Synchronization Issues.

** For International Customers: Windows 7 Ultimate (32 or 64-bit).

*** If you are upgrading from MCEGold 2.6.1 - 2.6.2 verify that your computer has at least 4G of RAM.

**UPDATE SERVER DATABASE FOR NETWORK USERS**

NOTE: Ensure the user account being used to update the server has “sysadmin” permissions.

There is a separate application on the Installation USB flash drive to update the network database on the server. **The database must be updated on the server first, then the desktops and finally field testers.**

If the update is installed on a network field tester before the server database is updated, a warning message appears informing you the database is an old version and to contact your system administrator.
1. Fully Sync all field testers.
   NOTE: Before proceeding ensure all local database synchronization has been performed.

2. Back up the MCEGold server database.

3. Insert the MCEGold 3.0.3 SP3 USB flash drive into the USB port. If the drive starts automatically, click Exit and proceed to the next step.

4. Locate the MCEGold Database Server Update folder on the MCEGold 3.0.3 SP3 USB flash drive.

5. Click on the MCEGold Database Server Update.exe file.


7. Click Run Update. The progress status will display on the window.

8. When the update complete message displays, close the window.

**PREPARE FIELD TESTERS FOR MCEGOLD 3.0.3 SP3**

**Backup**

Before beginning the MCEGold uninstall, copy the Emaxprb.xml file only (not the folder) and the complete Templates folder to a safe location and make note of the location.

The default location for the files is listed below, however you may have chosen a different location during the original installation:

C:\PdMA Corporation\MCEGold\Emax
C:\PdMA Corporation\MCEGold\Report

**Clear Local Database**

NOTE: Before proceeding ensure all local database synchronization has been performed. Failure to synchronize before clearing the local database will result in loss of data.
5. From the Database Cleared window, click **OK**.

![Database Cleared window](image)

6. Reopen the DataSync window to ensure the database has been cleared, as shown in figure below. If it did not clear contact Technical Support.

![DataSync window](image)

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**UPGRADE FROM MCEGOLD 3.0.3 OR LATER**

NOTE: If you have any version prior to MCEGold 3.0.3 a full uninstall is required before installing version 3.0.3 SP3. Go to the Upgrading From a Version Previous to MCEGold 3.0.3 Section.

**MCEGold 3.0.3 SP3 Update**

NOTE: Some on screen prompts and messages during the installation process are controlled by the Windows operating system and are out of PdMA’s control. Every effort has been made to include their possible appearance and the action you should take. However, if you are unsure please contact our technical support department for help.

1. Insert the MCEGold 3.0.3 SP3 USB flash drive into the USB port. If the installation does not begin automatically, run setup.exe from the USB flash drive. (Select Run, setup.exe from the AutoPlay window).

![User Account Control screen](image)

2. If you see the User Account Control screen, click **Yes**.

![MCEGold Update screen](image)

3. If there is an existing MCEGold version installed on your computer, you will see the MCEGold Update screen. click **Update**.

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NOTE: If you have a version prior to MCEGold 3.0.3 you will receive the error message shown below. Do **NOT** proceed. Contact technical support.
4. The status update window displays.

5. When the update is complete, click Finish.

6. If the Program Compatibility Assistant screen displays, select This program installed correctly.

**UPGRADING FROM A VERSION PRIOR TO MCEGOLD 3.0.3 Uninstall**

NOTE: Before beginning the MCEGold uninstall you must back up the Emaxprb.xml and Templates folder. See the Backup and Clear Local Database sections on page 2.

1. Select Start, Control Panel, select Programs, then Programs and Features.

2. In the Uninstall or change a program window scroll down to locate and highlight the MCEGold Version X.X.X on the list.

3. Click Uninstall/Change located above the list and follow on screen prompts.

4. Click Finish when the “Uninstall Complete” message is received.

5. Locate the PdMA MCEMAX Tester (Driver Removal) file. Highlight it and click Uninstall/Change located above the list and follow the on screen prompts.

6. Click Finish when the “Uninstall Complete” message is received.

7. Locate the C:\PdMA Corporation folder and delete it. The subfolders will be deleted also. After the installation of MCEGold 3.0.3 SP3 the new folder location will be C:\PdMA Corporation\....

8. Reboot your computer.

9. Go to step one in the MCEGold 3.0.3 SP3 Installation.

**MCEGOLD 3.0.3 SP3 INSTALLATION**

1. Insert the MCEGold 3.0.3 SP3 USB flash drive into the USB port. If the installation does not begin automatically, run setup.exe from the USB flash drive. (Select Run setup.exe from the AutoPlay window).

**Clear Local Database**

1. Open the MCEGold Utility Program.

2. Click the Database button.

3. Click Clear and follow the prompts. This will ensure the local database is updated.

4. Go to the Start MCEGold Section.
2. The License Agreement window opens. Read the PdMA license and select the “I Accept” option button. The Next button becomes visible. Click Next.

NOTE: If you do not accept the terms, the Next button is not visible, you can only click Cancel, which closes the software without installing it.

3. In the License Key window enter your Company Name and License Key exactly as provided by PdMA. You may copy and paste the license key using the paste button.

4. Click Submit (located to the right of the Company Name). When the license has been verified a green check appears. The Next button appears. Click Next.

5. In the Installation Path window, accept the default shown in the text box (recommended) for the location to install the MCEGold program folder or using the drop-down list select an alternate location, make a note of it for your future use, and click Next. Note: It is not suggested to use an alternate location because that can cause conflict and Windows rights problems.

6. When prompted, click Install Components. Some components may require additional prompts.

NOTE: When installing MCEGold, a Word Add-in driver is installed. You may receive a message informing you that “Windows can’t verify the publisher of this driver software.” Select “Install this driver software anyway”.

7. When the installation of components is complete the Next button appears. Click Next.

8. A progress bar shows the progress of copying files to your computer.

9. When the installation is complete you must reboot your system. Select the Reboot Now option and click Close.

10. After rebooting, locate and copy the backup Emaxprb.xml file and the Template folder back into their appropriate locations in

C:\PdMA Corporation\MCEGold\Emax
C:\PdMA Corporation\MCEGold\Report

11. Answer Yes to “Merge the folder?” inquiry.

12. Remove the MCEGold 3.0.3 SP3 Network Version USB flash drive from the computer.

Field Tester Database Setup

NOTE: For the following, please use the information provided by your IT department.

Field testers utilize a local database for storage of assets. These assets can then be synchronized with the Network database. In order to perform field testing in local tester mode, assets must be down-synced to the local database. In order to perform testing using MCEGold Lite, assets must be in a WatchList and down-synced to the local database.

To connect to the existing network database, please follow the instructions below.

1. Open the MCEGold Utility program.

2. If you see the Incompatible Database Version window, you have not properly updated MCEGold. Return to the section MCEGold 3.0.3 SP3 Installation. If you have properly updated MCEGold, and are receiving this message contact Technical Support.
3. Click the **Database** button.

4. Enter the server information provided by your IT department.

5. Once the server information has been entered, click **Test Server**.

6. The Connection Status window indicates *Server has been located*. Click **OK**.

7. In the Server Location section of the MCEGold Utility window enter Connection Name, Database Information, Login Information, and Password as provided by your either your Administrator or your IT Department.

8. Click **Submit**.

9. You will receive a message indicating *Database updated*. Click **OK**.
10. If you receive an error as shown below, verify the information you entered is correct. If it is correct, click OK and contact your Administrator.

![Connection failed]

11. If you do not receive an error message, click Exit on the Utility window.

**START MCEGold**

1. When MCEGold starts:

   If you receive the following message: “The database you selected was created with an older SQL version”, the database needs to be upgraded to SQL 2008. **Stop!** Click No. Do NOT proceed! Contact Technical Support.

   ![Attach Database]

   If you receive the following “The local database is not supported by this update” message when trying to start MCEGold, the attached database is too old for conversion and needs to be updated to MCEGold 2.6.1 or later prior to updating to MCEGold 3.0.3 SP3.

   ![Incompatible Database Version]

   If you receive the following *Incompatible Database Version* message when trying to start MCEGold, you are attempting to run MCEGold with a database that is older than V3.0.3-SP3. You will be prompted to update the database. If you have properly backed up your existing database, click Yes to run the update. If you have not backed up your existing database, click No, backup the database, and then perform the Database Setup procedure.

   ![Incompatible Database Version]

2. Click OK on the message window. The message window closes, leaving the MCEGold Login window open.

3. Enter your name and password.

   NOTE: For a tester, select the Field Tester Network mode. Verify MCEGold is correctly communication with the database. You are ready to perform testing.