

Component Information Portal

Installation Guide

Version 6.0

CIP Version 6.0

Installation Guide

February 2016

©2016 EMA Design Automation, Inc. All rights reserved in the U.S. and other countries. Cadence and OrCAD, are registered trademarks of Cadence Design Systems, Inc. All other marks are the property of their respective owners.

Information in this document is subject to change without notice and does not represent a commitment on the part of EMA Design Automation. The software described in this document is furnished under a license agreement or non-disclosure statement. The software may be used or copied only in accordance with the terms of the agreement. It is against the law to copy the software on any medium except as specifically allowed in the license agreement or non-disclosure statement. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose, without the written permission of EMA Design Automation. The software and concepts described in this document are proprietary and confidential and are not to be used, duplicated in whole or in part, reverse-engineered, modified, or disclosed in any manner, for any purpose, without the written permission of EMA Design Automation. Consult the End User License Agreement for other rules regarding the use of the software.

While every precaution has been taken in the preparation of this document, the publisher and the author assume no responsibility for errors or omissions, or for damages resulting from the use of information contained in this document or from the use of programs and source code that may accompany it. In no event shall the publisher and the author be liable for any loss of profit or any other commercial damage caused or alleged to have been caused directly or indirectly by this document.

Table of Contents

Part I Introduction	1
Part II Technical Support	1
Part III What's Included?	2
Part IV Preparing for Install	3
1 System Requirements	4
2 Licensing	5
3 CIP Architecture	6
Part V Installing CIP	6
1 Install CIP Database	6
2 Installing the CIP Web Application	9
3 Setting Permissions on the CIP BOMs Folder	13
4 Upgrading CIP	14
Part VI Verify CIP Installation	15
Part VII Installing the Starter Library	16
Part VIII Updating Datasheet Links	19
Part IX Setting up Database Mail	20
Part X CIPImporter Setup	21
Part XI License Manager	21
1 Install License Manager	21
2 Start EMA License Manager	24
3 Configure Licensing	25
Installing the CIP License File	26
Modifying the CIP License File	26
Merging EMA License Files	27
Part XII Migrating CIP to Another Server	27
1 Database Migration	27
2 CIP Web Application Migration	29
3 Client Machines Changes After Migration	30
Part XIII Client Installation – Connecting CIS to CIP	30

Part XIV Appendix**31**

1	Changes to SQL Server or Users	31
	Set up Client ODBC Data Source	33
2	Installing Internet Information Services (IIS)	35
3	Configuring Microsoft SQL Express	36
	Microsoft SQL with Tools/Management Studio	39
4	Proxy Server	39
5	Verify Application Pool	39
6	Verify removal of CIP-E site	41
7	CIP User Guide	42
8	Troubleshooting Installation or Upgrade Problems	42
	SQL Server does not exist or access denied	44
	Login failed for user CIP_E_Internal_User	45
	CIP-EWeb Site Not Found	45
	HTTP Error 500.19 - Internal Server Error	46
	SQL Server Driver Error After Migration	47
9	Verify License Server Info	47

1 Introduction

This document is intended as a guide for installing the Component Information Portal. CIP complements the Cadence® OrCAD® Capture CIS product. A CIP Client is also included that provides additional functionality when CIP is opened inside Capture CIS. To use CIP standalone, users can simply invoke CIP using Microsoft Internet Explorer (Version 9 or higher).

Please refer to the CIP User Guide for information on how to use CIP.

CIP consists of 4 components:

- CIP Web Engine – Web Portal to the installed CIS database
- CIS Database – Centralized SQL database for CIP/CIS and other users needing access to engineering data
- Libraries and Datasheets – Part Libraries (Schematic Symbols, PCB Footprints) and Files (Technical Datasheets) that are used in the electrical design process
- CIP Client - Client application that enables users to preview and place parts directly from CIP onto a Capture schematic design

Note: The CIP Web Engine will only work with the CIS Database that is installed (and unchanged) with CIP.

Once CIP has been installed, it provides an interface for creating, modifying, and removing parts, without the need to access the master CIS database (directly) using native tools. CIP enables the general user to view data in the CIS database without consuming a CIS license. CIP also facilitates the process of converting temporary parts to formal parts. Users assigned to an administrative role can assign logins and passwords to those who will be using CIP.

2 Technical Support

If you need to contact EMA with any questions or issues, you may send emails to:

Techsupport@ema-eda.com

Or call the Hotline at: 1-585-334-6001 option 5.

3 What's Included?

The files included with this installation can be used for both new or upgrade installation. Follow the instructions for the corresponding sections based on your specific need.

Server Files

- CIP Web Application installer – EMA CIP for OrCAD Server Setup.exe.
Installs Web application and the following items
 - CIP-E Web site
 - Cadence OrCAD Capture CIS Database Configuration Files (.DBC)
 - CIP User Guides - Include CIP Reference Manual and CIP Client Installation Guide
 - End User License Agreement (EULA)
 - CIP Client Installer
 - Other CIP Utilities
 - CIPImporter.zip containing CIPImporter.exe, user guide and sample import file
 - Repather.exe
 - GrantAccessAndRolesForDBMail.sql
 - EnableCLR.exe
 - Admin_Reset.exe
 - CIP_E_DB_Logins_and_Users_Restore.exe
 - Delete_Starter_Library_Parts.exe
- CIP Database installer - EMA CIP for OrCAD Database Setup.exe
 - Blank/updated CIP SQL database (named CIP_E)
- Starter Library Installer – CIP-E Starter Library.exe
 - Sample parts with parametric data (to be added to the blank CIP SQL database)
 - Technical Datasheets for parts
 - Schematic symbols for parts
 - Allegro footprints for parts
- Installation Guide - This guide

Client Files

CIP Client installer is also included. This installer may also be distributed to user by enabling download from the CIP Web Application. To enable download, refer to the CIP User Guide in section Administration> Configuration> Download of CIP Client.

- CIP Client installer - EMA CIP for OrCAD Client Setup.exe
 - Installs client files
 - ODBC data source for Capture CIS to connect to database
 - Set up initial settings

- License environment variable to license server

4 Preparing for Install

Before you Begin

You may need to do the following before starting the installation process:

- ☐ Gather required inputs, such as the Database Server name, Web Server name (if not the same as the Database Server), Database User Credentials, and the Centralized Location that will house the Cadence OrCAD Capture Symbols, Allegro PCB Footprints, Technical Datasheets and other essential files)
- ☐ Determine the hardware configuration of the database and web server and ensure the minimum requirements listed in the [System Requirements](#) section have been installed.

Note: Microsoft IIS must be installed on the Web Server prior to installing other Microsoft components. If not, you may need to repair the components or re-install all components in the proper order. Setup of IIS required for CIP is shown in the appendix section on [Installing Internet Information Services](#).

Determine if you have .NET Framework 4.5

Go to the **Start Menu > Control Panel > Programs and Features**. Scroll through the list until you are able to find the programs below:



Organize ▾ Uninstall/Change					
Name ▴	Publisher	Install...	Size	Version	
Microsoft .NET Framework 4.5.1	Microsoft Corporation	11/27/2013	38.8 MB	4.5.50938	

If .NET Framework 4.5 is not present on the web server, you will need to make sure they are properly installed in order for CIP to work. A reboot of your web server may be required. Depending on order enabling IIS and installing .NET Framework 4.5, you may need to register .NET framework with IIS. To register .NET 4.5, open command prompt as an Administrator. Navigate to the following folder and type the following. (This command is not available for Windows 10)

```
C:\windows\Microsoft.NET\Framework64\v4.0.30319> aspnet_regiis.exe -ir
```

See the Appendix for download details.

4.1 System Requirements

Overview:

CIP consists of 4 components:

- CIP Web Server – Web Portal to the centralized engineering SQL database
- CIP Database – SQL database for CIS users and other user needing access to engineering data
- Starter Libraries and Datasheets – Files and libraries used in the electrical design process
- CIP Client – Client component only required to open CIP inside Cadence OrCAD Capture CIS

CIP complements the Cadence OrCAD CIS product. A client tool is provided to open CIP inside Capture. To use CIP outside of Capture, only a standard browser is required. CIP server components may be installed on the one or different servers.

System Requirements:

CIP Web Server:

Compatible Microsoft Operating Systems	• Windows: 7 SP1, 8.1, 10 • Windows Server: 2008R2, 2012, 2012R2
Other Microsoft Components (All Required)	• Internet Information Services (IIS) 7.5 or greater • .NET Framework 4.5
Hardware	• Processor • Recommended Dual-Core 2GHz or higher • Memory • Recommended 4GB or greater
	Disk space will vary based on usage of Web Server for data sheet files

CIP Database Server:

SQL Server with Database Tools (Management Studio)	• Minimum • Microsoft SQL Server 2008 or later • Email Notifications are not available with SQL Server Express versions
Compatible Microsoft Operating Systems	• Windows: 7 SP1, 8.1, 10 • Windows Server: 2008R2, 2012, 2012R2
Hardware	• Processor • Recommended Dual-Core 2GHz or higher • Memory • Recommended 4GB or greater
	Disk space will vary based on number of parts (4 GB should be sufficient)

CIP Client Requirements

Internet Browser	• Microsoft Internet Explorer 9.0 or later (Required when opening CIP inside CIS)
Cadence OrCAD Capture CIS	• 16.6 ISR 60 or higher

The libraries and files required by CIP do not have any special requirements. Adequate disk space will be required to house the files that the engineers will be storing. This can be sizable based on the number and size of the datasheets acquired from manufacturers.

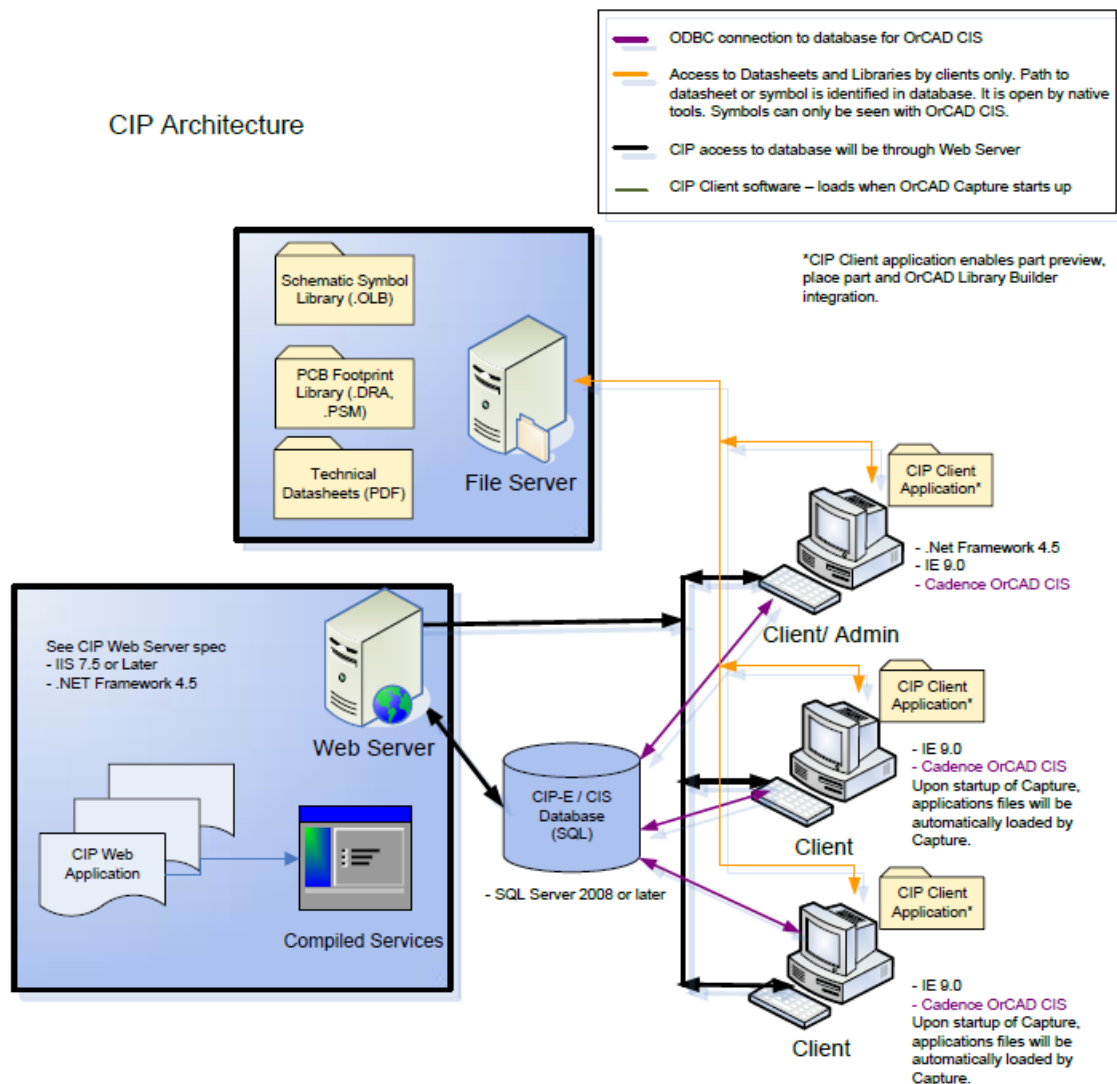
As with the base OrCAD Capture CIS product, it is strongly recommended that libraries be placed on the same network as the CIS users, to minimize speed issues.

4.2 Licensing

CIP uses the FlexLM license manager. The License Manager can be downloaded separately from the CIP application. If you already have the License manager installed, either locally or on your network, you will not need to install a new licensing server. Simply specify its location during installation.

If you need to install a license manager, follow instructions in the [Install License Manager](#) section.

4.3 CIP Architecture



5 Installing CIP

If using CIP for the first time, you may want to install CIP in a sandbox environment before installing and using it for production.

5.1 Install CIP Database

This section only guides you to install the CIP database only. You will also need to [install the web application](#) and [client software](#) before using CIP.

If you are upgrading, you will need to prepare for installation by following instructions on [upgrading CIP](#) first.

We highly recommend that you create a backup of your database before you start the upgrade process.

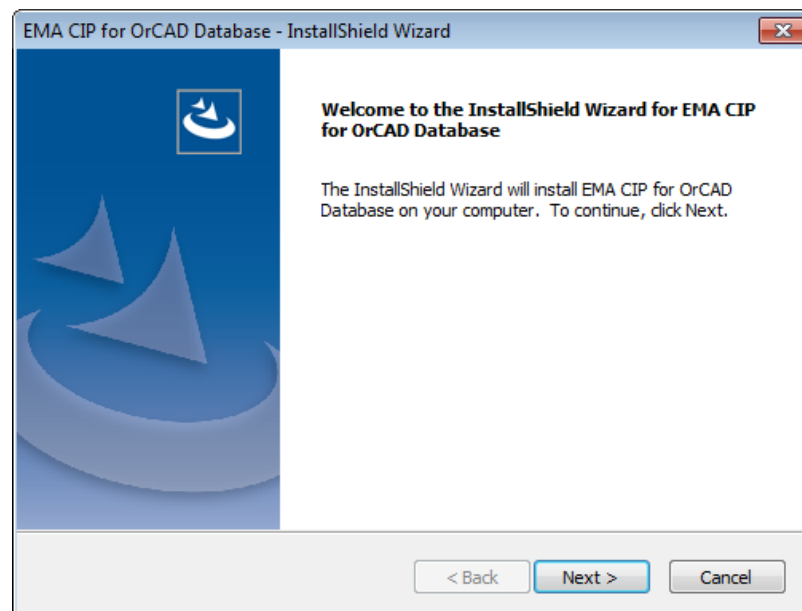
Now that you have prepared for the upgrade you may continue with the following NEW installation instructions.

1. To Start the CIP database installation wizard, double click on the database installation program.

EMA CIP for OrCAD Database Setup.exe

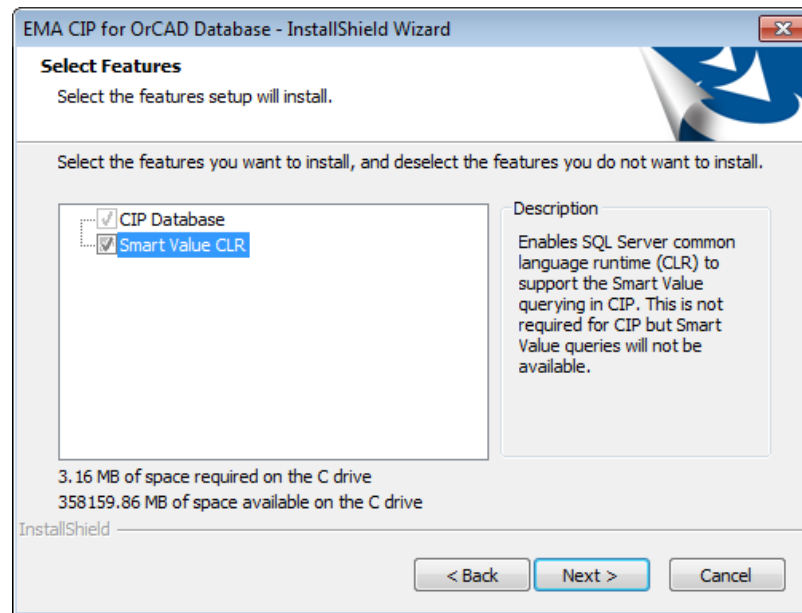
The database installer will also add 2 SQL users (CIP_E_Internal_User and CIP_E_CIS_User) as part of the installation. We highly recommend that you change the password for these users. If you change the passwords, you will also need to change the password in the web.config file. The section on [changes to SQL Server or Users](#) describes how to make changes.

The installation of the CIP database may be completed remotely or on the MS SQL Server machine. The Product InstallShield Wizard opens to the **Welcome** dialog box.



2. Click on **Next** to bring up the **License Agreement** dialog. You will need to read and agree to the End User License Agreement (EULA) before proceeding. After reading the EULA, click on the "**I accept...**" button and click **Next** to continue.
3. On the **Select Features** dialog, select the feature you wish to install. The Smart Value CLR feature enables a smart search on values containing SI units (e.g. Mohm, pf). If you choose not to add this feature, you may it later by re-running the installer.

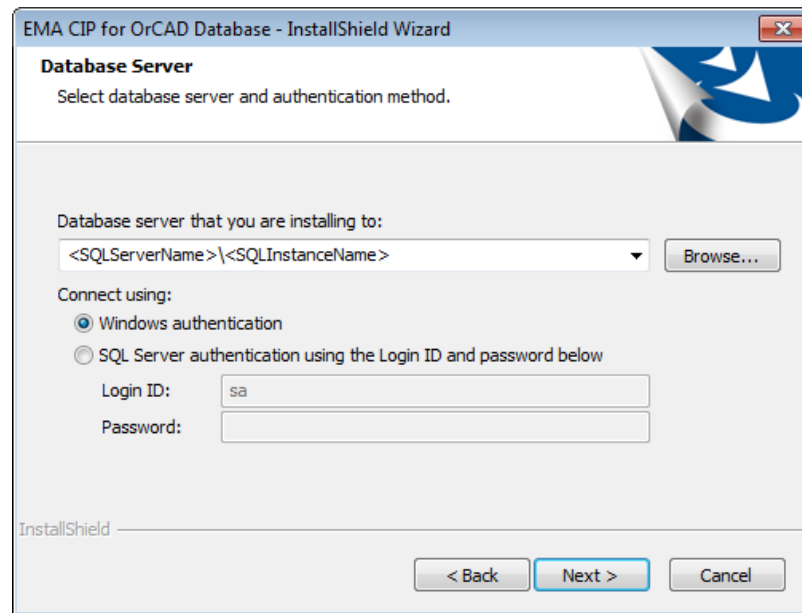
Note: Once the Smart Value CLR feature has been added, it can't be removed by deselecting this option at a later time.



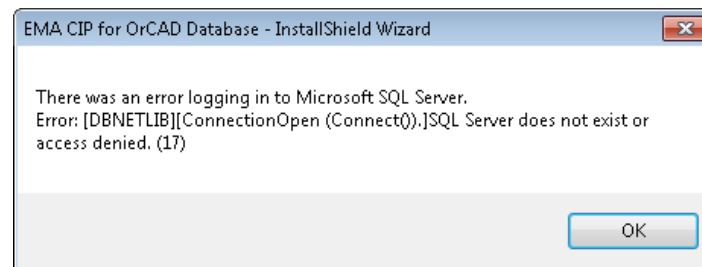
4. On the **Database Server** dialog, select the **Database Server** from the drop-down list, click on the **Browse** button or type in the server and instance name or IP address of the database server that will host the CIP database. Also, select the method of authentication to **Connect** to the database. If **SQL Server authentication** is selected, enter the **Login ID** and **Password** of the SQL login. The user Login ID must have SQL SysAdmin permission on the SQL server.

Click **Next** to continue.

Note: For either method of authentication, you will need to ensure the authenticated user has the appropriate rights (e.g. SQL sysadmin Role) to the database server instance, to create the CIP database and its associated users. For SQL Express installations, Windows Authentication is generally used for this step, but it is your choice based on the configuration.



If you receive an error stating SQL Server does not exist or access denied, verify that the SQL server and SQL instance names entered is the correct and that the user has SQL SysAdmin permissions.



5. In the **Ready to Install the Program** dialog box, select **Install** to start the installation.

6. When the CIP Database installation is complete, click **Finish**.

Two SQL users are added during the installation of the database. Changing the password for the installed SQL users is recommended but not required (see appendix section on [changes to SQL users](#)).

If the installation fails due to default password or database configuration policy, you may create the [user accounts](#) or a blank database named "CIP_E" before rerunning the installation of the database.

5.2 Installing the CIP Web Application

This section only guides you to install the CIP Web Application. You will also need to install the CIP [database](#) and [client software](#) before you can start using CIP.

If you are upgrading, you will need to prepare for installation by following instructions on [upgrading CIP](#) first.

After uninstalling CIP, [verify that CIP-E has been removed](#) from IIS before continuing.

Close all open applications before starting.

Verify that [IIS has been installed and configured](#) correctly.

If .NET Framework 4.5.1 has not been registered with IIS, type the following before starting the Web Application installation.

```
C:\windows\Microsoft.NET\Framework\v4.0.30319> aspnet_regiis.exe -ir
```

Note: aspnet_regiis.exe is not supported in Windows 10.

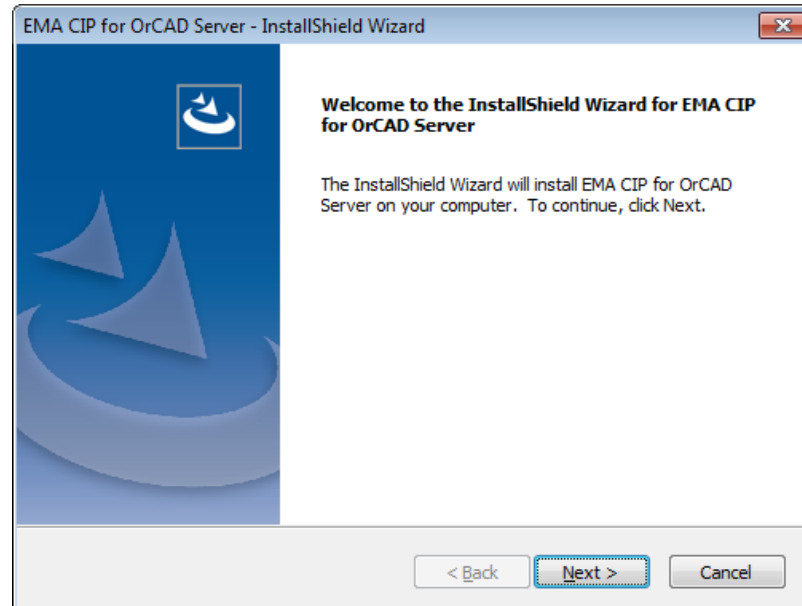
Now that you have prepared for the upgrade you may continue with the following NEW installation instructions.

1. To Start the CIP web application installation wizard, double click on the server installation program.

EMA CIP for OrCAD Server Setup.exe

This CIP web application installer will install the CIP-E web site as http://. You may change the site to a secured site after installation.

The installation of the CIP Web Application must be completed on the Web Server machine. The Product InstallShield Wizard opens to the **Welcome** dialog box.



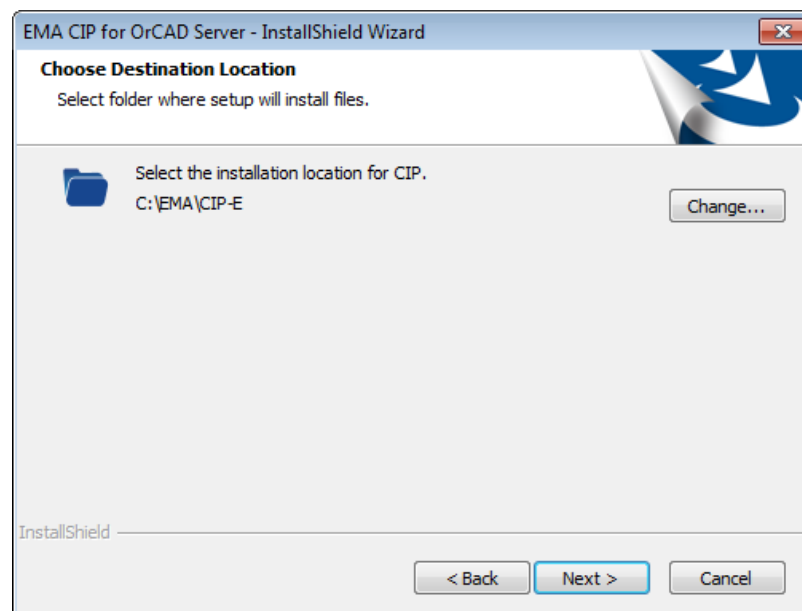
CIP-E Welcome to the Installer Dialog

2. Click on **Next** to bring up the **License Agreement** dialog. You will need to read and agree to the End User License Agreement (EULA) before proceeding. After reading the EULA, click on the “**I accept...**” button and click **Next** to continue.
3. On the **Choose Destination Location** dialog box, you may change the location to the CIP

installation. The default installation directory (recommended) is C:\EMA\CIP-E. If you wish to change the installation location, click **Change...** and navigate to the folder in which you wish to install CIP. Select the directory and click **Next** to continue.

Note: This window will not display when installing a software patch of this release. Software patch updates will automatically install over the base installation.

Note: Please record the location of the destination folder containing the web engine files. After this installation, you will need to setup the appropriate permissions on the BOMs folder so that users can access and utilize the Advanced Export feature in CIP. Please see the [Setting Folder Permissions on the CIP BOMs folder](#) section.

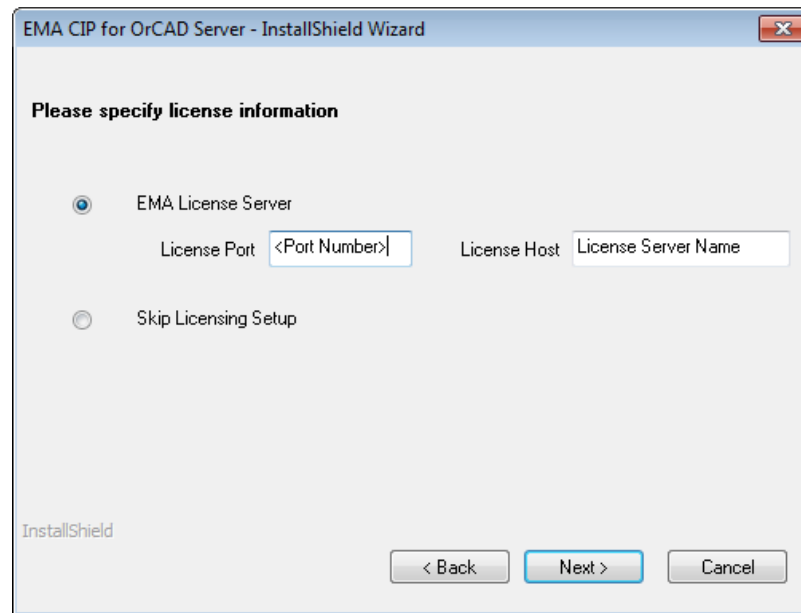


4. At the **Please specify license information** dialog box, specify the **License port** and **License host** for the FLEXlm license server.

If you do not know this information, you may click **Skip Licensing setup** and skip the licensing set up portion of the install. You will need to [configure licensing](#) manually. If this is the first time you are install an EMA product using FlexLM, you will need to install the [license manager](#) as well. See section on [verify license information](#) to change this information later.

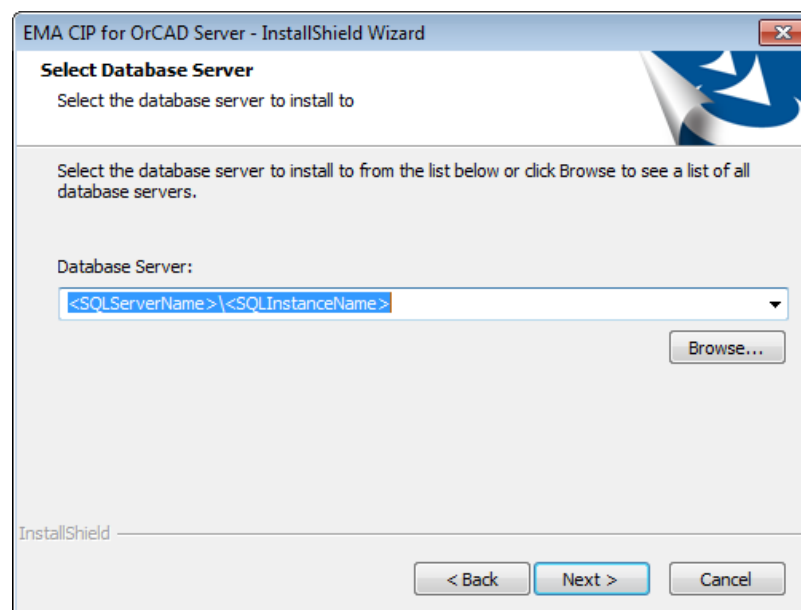
Note: See the FlexLM documentation if you are configuring redundant license servers.

Click **Next**.



5. On the **Database Server** Dialog, select the **Database Server** from the drop-down list, click on the **Browse** button or type in the database server and instance name or IP address of the database server that will host the CIP component database. If your database server is configured to use a port other than default port, you will also need to specify the port number.

Note: The database server and instance name entered in this step will be inserted into the web.config for the CIP web site. If this information is incorrect, the Log in screen will not be formatted correctly and the CIP site will not work. This step only configures the CIP server to use the database installed. You will need to install the database following instructions in the [Installing CIP Database](#) section. You may [change the installed web.config](#) file to correct the database information after installation.



Click **Next** to continue the installation.

6. In the **Ready to Install the Program** dialog box, select **Install** to start the installation
7. When the Product installation is complete, click **Finish**.
8. After database and web application are installed and permissions has been set, bring up CIP-E in a browser to [verify CIP installation](#).

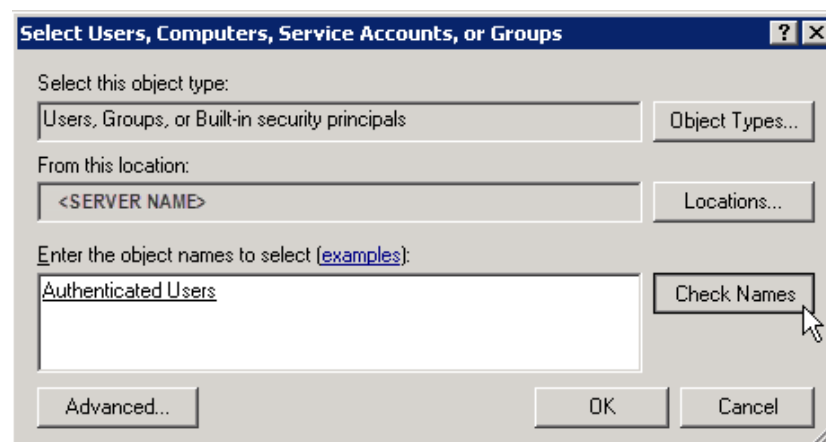
If passwords for SQL users have been changed as part of the [CIP database install](#), you will also need to [change the installed web.config](#) file.

5.3 Setting Permissions on the CIP BOMs Folder

Perform the steps below to ensure users will be able to successfully use the Advanced Export feature to upload and export BOMs using CIP:

Navigate to the CIP Web Engine install directory (default directory C:\EMA\CIP-E\CIP) and locate the **BOMs** folder. Right-click on the folder and select **Properties**. The **BOMs Properties** window will appear. Next, click on the **Security** tab.

Verify that the **Authenticated Users** group is present in the list of groups and user names. If that group is not listed. Click on the **Add** button. The **Select Users or Groups** window will appear.



Select Users, Computers, or Groups

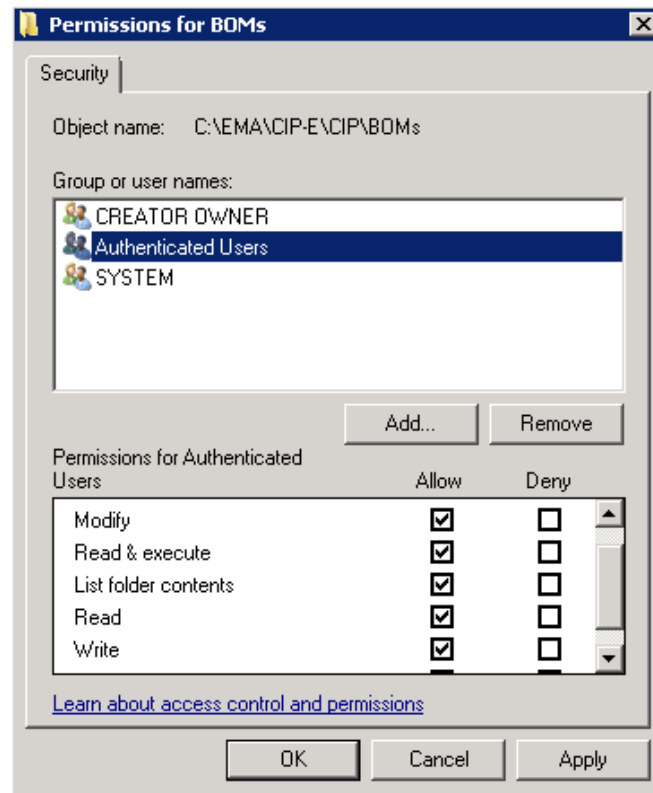
Click on the **Locations** button and select the local server name. Click **OK**.

Under **Enter the object names to select (examples):** type in **Authenticated Users**. Click on the **Check Names** button. Click **OK**.

Ensure that **Authenticated Users** group has the following permissions:

- ☐ Modify

- ☐ Read & Execute
- ☐ List Folder Contents
- ☐ Read
- ☐ Write



Assigning permissions to the Authenticated Users Group

Click **Apply**. Click **OK**.

5.4 Upgrading CIP

Review the upgrade matrix below to determine action required for the upgrade

To verify your installed version bring up CIP web site. The version number will be in the upper right hand corner of the site.

Upgrade Matrix

From Version	To Version	Action
Pre 4.2	6.0.x	You will need to run each installer prior to 4.2 to incrementally bring your database up to 4.2. After installation of version 4.2, uninstall CIP and then follow instructions described in the section on Installing CIP . It will automatically upgrade to the latest. Make sure that you create a backup of your database before starting.
4.2, 4.3, 5.0	6.0.x	Uninstall CIP and then follow instructions described in the section on Installing CIP . It will automatically upgrade to the latest. Make sure that you create a backup of your database before starting. If you were on version 5.0.8 of CIP, verify that CIP-E has been removed from IIS before continuing.
6.0.X	6.0.Y	Run each database, server and client installer. Incremented update will be performed automatically.

6 Verify CIP Installation

To verify your CIP Installation, bring up a browser and navigate to the CIP-E site.

http://<WebServer>/CIP-E

At the log in screen, log in using the following credentials:

Username: Admin

Password: Admin

Component Information Portal

Use a local account to log in.

Use Windows Authentication.

Username

Password

Log in

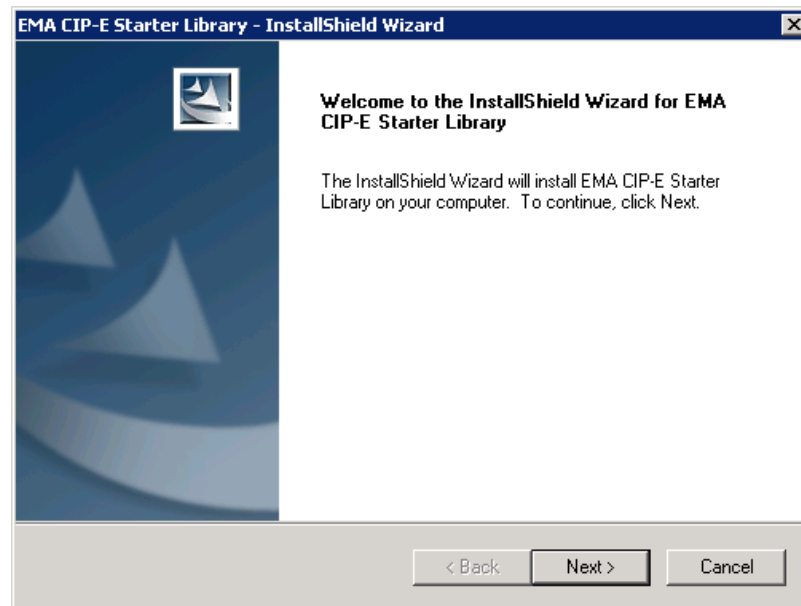
Windows

If you don't see this login screen or you get an IIS error after logging in, review the Appendix to determine possible configuring problems.

7 Installing the Starter Library

Installation of the Starter Library is an optional installation. Please follow the steps below only if you wish to add Starter Library Parts to the CIP_E Database. These steps can also be followed to upgrade parts in your existing CIP library. The upgrade will only add the Starter Library Parts to the CIP_E Database. No existing parts will be modified.

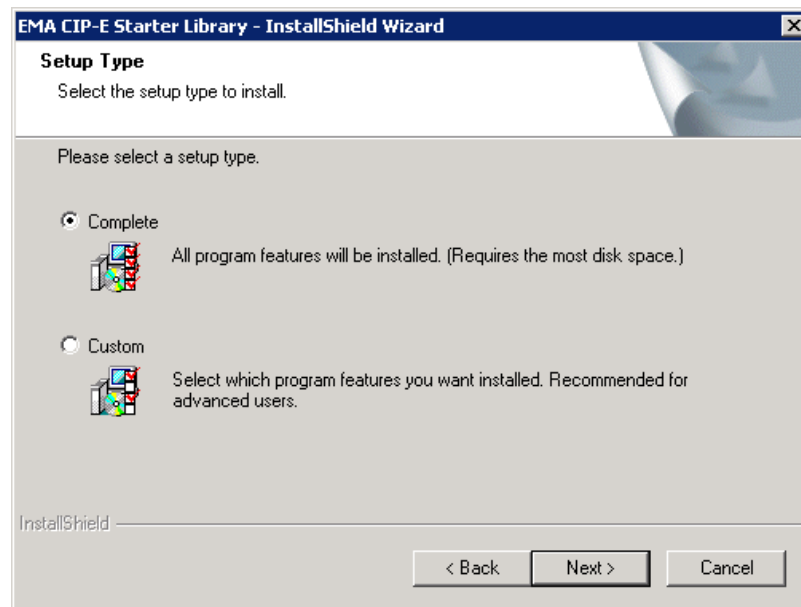
Double-click on the “**CIP-E Starter Library.exe**” file. The following window will appear:



CIP Starter Library Installation Window

Click **Next**. The License Agreement Dialog will appear. You will need to read and agree to the licensing agreement before proceeding. After reading the EULA, click on the “**I accept...**” button and click **Next** to continue.

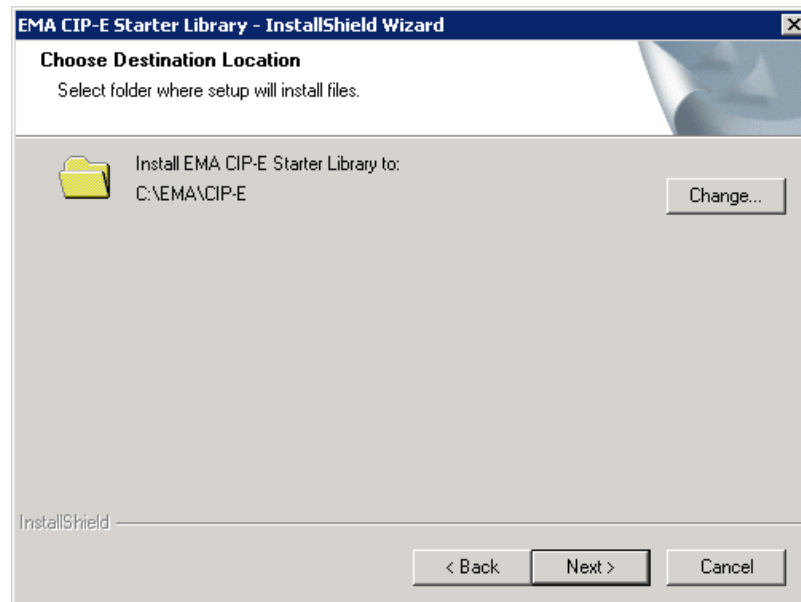
The Setup Type window will appear:



Setup Type Window

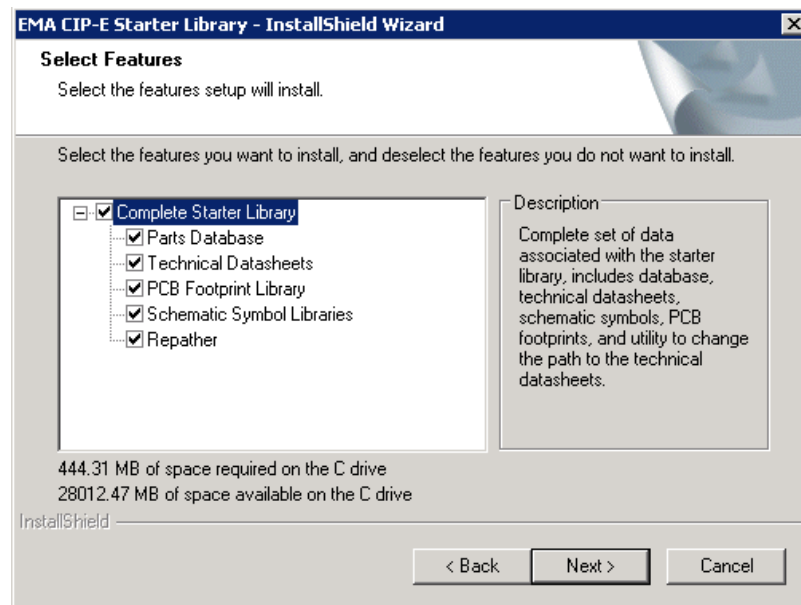
If the **Complete** option is selected, all features will be installed to C:\EMA\CIP-E. To install to a different location, select the **Custom** option. After making a selection, click **Next** to continue.

If you selected the **Custom** option, the Choose Destination Location window will appear. Click on the **Change** button to browse to or enter the desired folder location that will contain the Symbols, PCB Footprint, and Technical Datasheets.



Choose Destination Location Window

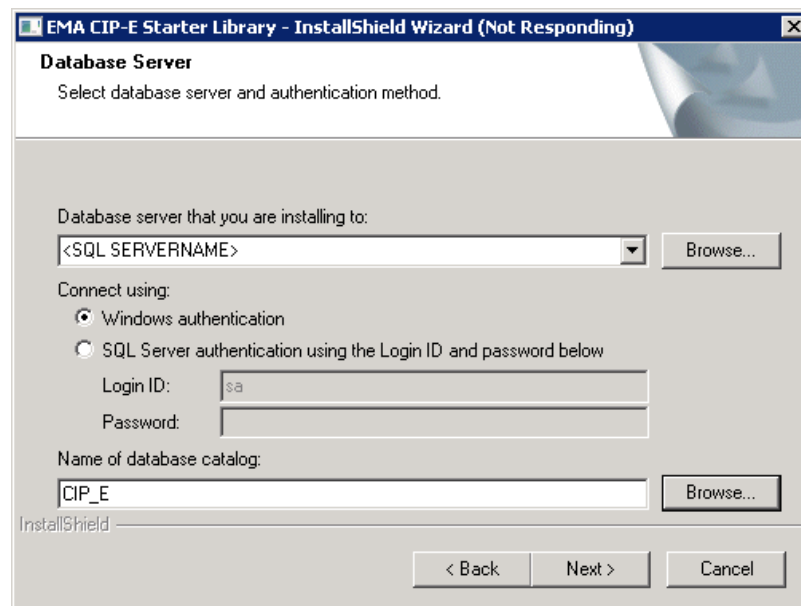
Click **Next** to continue. The Select Features Window will appear. The **CIS Starter Database** option will be checked by default.



Select Starter Features to Install

Click **Next** to continue.

The Database Server window will appear. Enter or select the name of the **database server** that contains the **CIP_E** database created during the installation of the CIP.



Select Database Server and Database Catalog

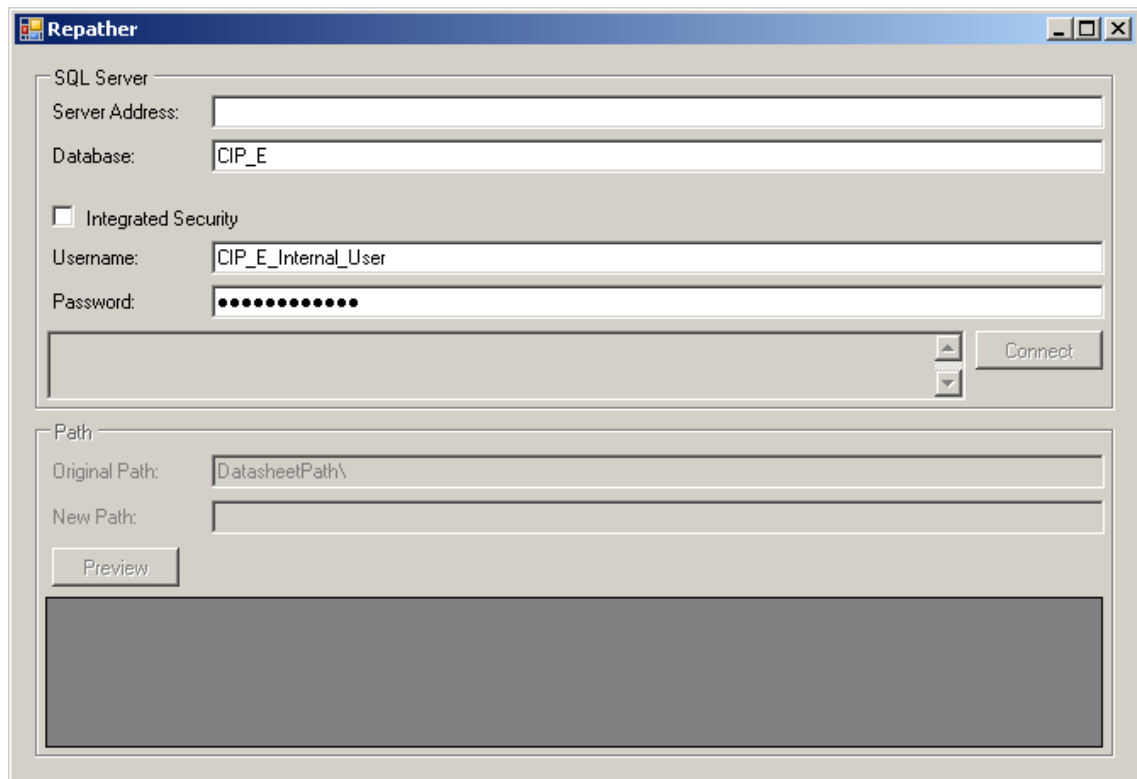
Select the method of authentication. Once the correct credentials are entered you can click on **Browse** button and select the database catalog **CIP_E**. You can also type in **CIP_E** in the field.

Click **Next** to continue. The Ready to Install the Program Dialog will appear. Click on the **Install** button to begin the installation. Several messages and prompts will be displayed indicating that the installation is in progress. During the installation of the CIP Starter Library, you will receive two prompts indicating

that the Package has executed successfully. Click **OK**. When the installation is complete, the InstallShield Wizard Complete Dialog will appear. Click **Finish** to exit the wizard and complete the installation of the starter library.

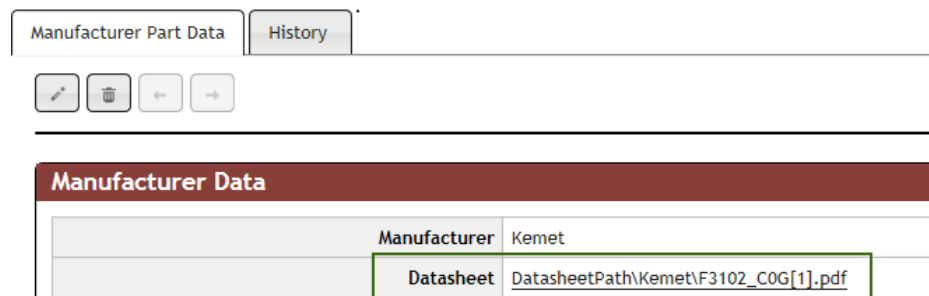
8 Updating Datasheet Links

The Repather program will automatically launch once the CIS Starter Library has been successfully installed. The program can also be manually invoked by going to the install directory of the CIS Starter Library, (default directory C:\EMA\CIP-E) and navigating into the Repather folder.



Repather Interface

The path of the technical datasheet links will need to be updated in order to access the datasheets directly from CIP. Initially, all of the datasheet links are prefixed with "DatasheetPath\". This must be changed to the path that is accessible to the CIS and CIP Users.



Manufacturer	Datasheet
Kemet	DatasheetPath\Kemet\F3102_C0G[1].pdf

Datasheet Link

In the “**Server Address**” field, enter the name of the database server hosting the CIP SQL database and click **Connect**.

Repath - SQL Server Settings

Once the connection is successful, you will be able to enter the path to the technical datasheets. Populate the **New Path** field with the location of the Technical_Datasheets folder that was installed with the Starter Library. Next, click on the **Preview** button. This will allow you to preview the new datasheet links.

Datasheet	New Datasheet
DatasheetPath\3M\MediaWebserver.pdf	http://YourWebServer/technical_datasheets/3M\MediaWebserver.pdf
DatasheetPath\Abracon\abls.pdf	http://YourWebServer/technical_datasheets/Abracon\abls.pdf
DatasheetPath\Actel\PA3_DS.pdf	http://YourWebServer/technical_datasheets/Actel\PA3_DS.pdf
DatasheetPath\Altera Corporation\cyc_c51014.pdf	http://YourWebServer/technical_datasheets/Altera Corporation\cyc_c51014
DatasheetPath\Altera Corporation\cyc_c5v1_01.pdf	http://YourWebServer/technical_datasheets/Altera Corporation\cyc_c5v1_0
DatasheetPath\Analog Devices\AD5300.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD5300.pdf
DatasheetPath\Analog Devices\AD603.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD603.pdf
DatasheetPath\Analog Devices\AD797.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD797.pdf
DatasheetPath\Analog Devices\AD8129_8130.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8129_8130
DatasheetPath\Analog Devices\AD8132.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8132.pdf
DatasheetPath\Analog Devices\AD8138.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8138.pdf
DatasheetPath\Analog Devices\AD8322.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8322.pdf
DatasheetPath\Analog Devices\AD8346.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8346.pdf
DatasheetPath\Analog Devices\AD8361.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8361.pdf
DatasheetPath\Analog Devices\AD8611_8612.pdf	http://YourWebServer/technical_datasheets/Analog Devices\AD8611_8612

Repath – Updating Datasheet Links

Once you are satisfied with the new datasheet links shown in preview window. Click on the **Apply** button. Close the Repath.exe program. Log into CIP and click on one of the datasheet links in the CIP engine. Users will now be able to launch the datasheets from both CIP and CIS.

Note: Browsers in general will not open UNC paths. If setting up the new Datasheet paths to work with CIS as UNC path, CIP will not be able to open the datasheets.

9 Setting up Database Mail

The CIP Email Notification feature allows users to receive emails when parts are added, modified, or deleted from the CIS database. This feature also allows users who create Temp Parts (either through CIS

or CIP) to receive emails when their Temp Parts are assigned Formal Part Numbers.

Note: Before users can begin using Email Notifications, the SQL Server Administrator must enable and configure the Database Mail Profile on the database server. The Database Mail Configuration Wizard is available with Standard and Enterprise versions of SQL Database Server. This wizard is not available in the MS SQL Express versions. The Mail Profile name created must be called **CIP-E** and the profile should be set to **Public**.

Once the SQL Server Administrator has created and enabled the CIP Database Mail Profile, the **GrantAccessAndRolesForDBMail.sql** must be executed. This script will be placed in the Utilities folder of the CIP installation directory (default C:\EMA\CIP-E\Utilities

10 CIPImporter Setup

The CIPImporter.exe packaged with the CIP installation will work with the corresponding CIP database. The CIPImporter along with user guide has been placed into Utilities directory (default is C:\EMA\CIP-E\Utilities.)

The CIPImporter enables direct bulk changes to the database. No deletion will be made by the CIP importer. Since changes made are directly into the database, configuration setting made through the use of the Web user interface will not be applied changes made with the CIPImporter. A tutorial and user guide comes with the CIPImporter.

Any user who will need to use the CIPImporter will need access to the CIP database. You may add SQL user or Windows user for the access. We recommend adding Windows users for better tracking of changes made to the database.

The added user will need datareader and datawriter permission.

11 License Manager

The license manager required for CIP is the same for other EMA products. If you already have an EMA license manager installed, you may only need to [modify your license file](#). If you need to install a new license server, proceed to the next section, [Install License Manager](#).

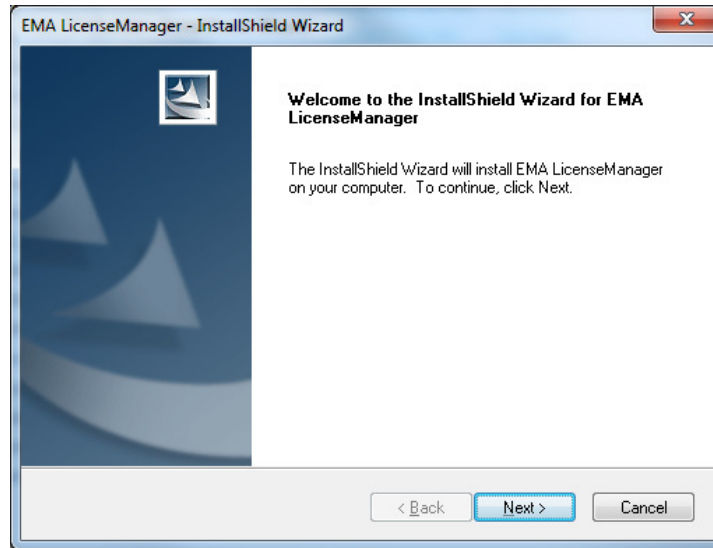
11.1 Install License Manager

Follow these steps to install EMA LicenseManager.

- Download the EMA LicenseManager software from the link emailed with your CIP license file.
- To Start the EMA LicenseManager installation wizard, double click on the downloaded installation program, for example:

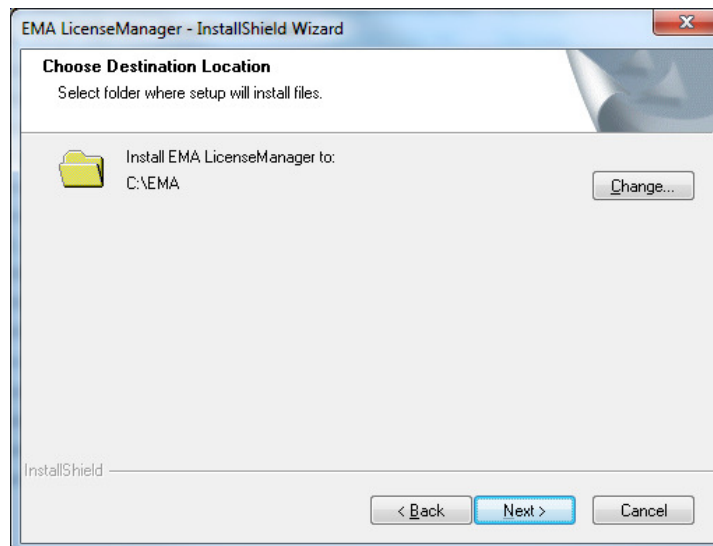
EMALicenseManager_setup_1_0_6.exe.

The EMA LicenseManager InstallShield Wizard opens to the **Welcome** dialog box. Click **Next**.

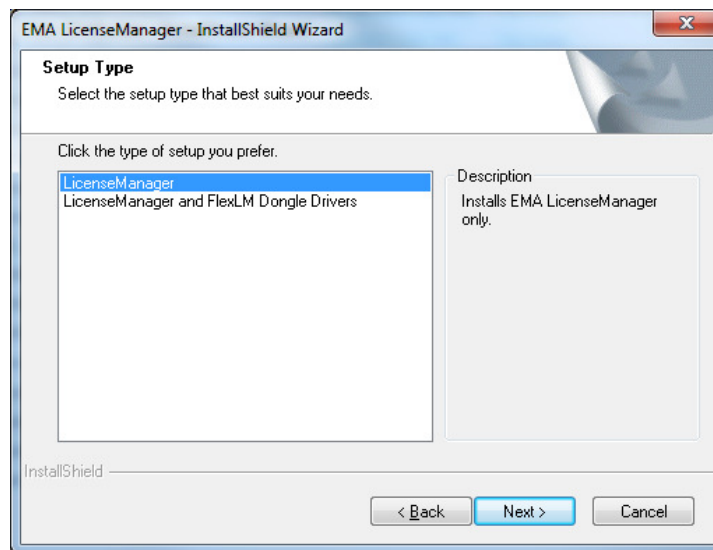


1. On the **License Agreement** dialog box, if you accept the terms, select **I accept** then select **Next**.

2. On the **Choose Destination Location** dialog box, you may change the location to the EMA LicenseManager installation. The default installation directory (recommended) is **C:\EMA**. If you wish to change the installation location, click **Change...** and navigate to the folder in which you wish to install EMA LicenseManager. You must be able to write to this directory. Select the directory and click **Next**.

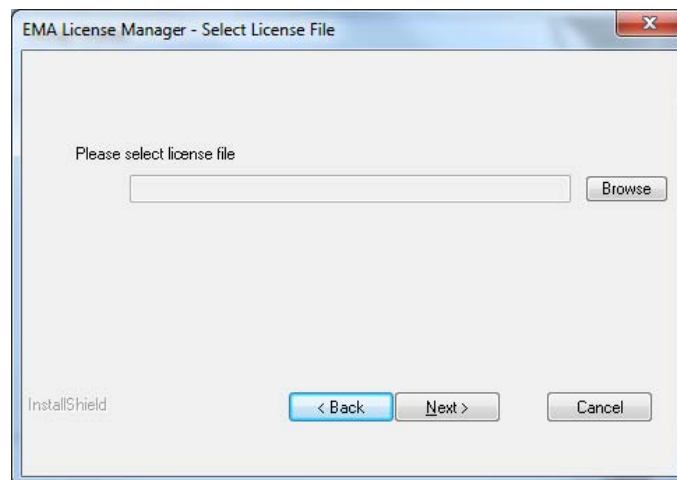


3. On the **Setup Type** dialog box select either the **LicenseManager** (default) or **LicenseManager and FlexLM Dongle Drivers**. Click **Next**.

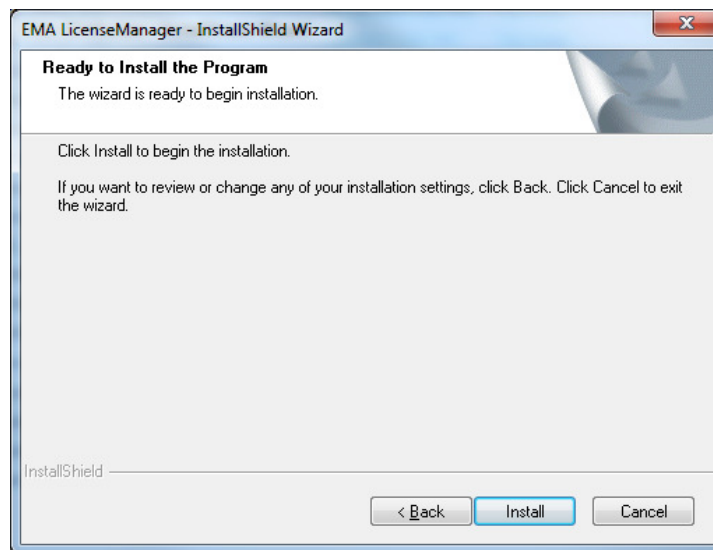


- LicenseManager installs EMA LicenseManager (default). only.
- LicenseManager and FlexLM Dongle Drivers installs EMA LicenseManager and the drivers necessary for use with a security dongle.

4. On the **Select License File** dialog box, click **Browse...** to navigate to your license file. Click **Next**.



5. On the **Ready to Install the Program** dialog box, click **Install**.

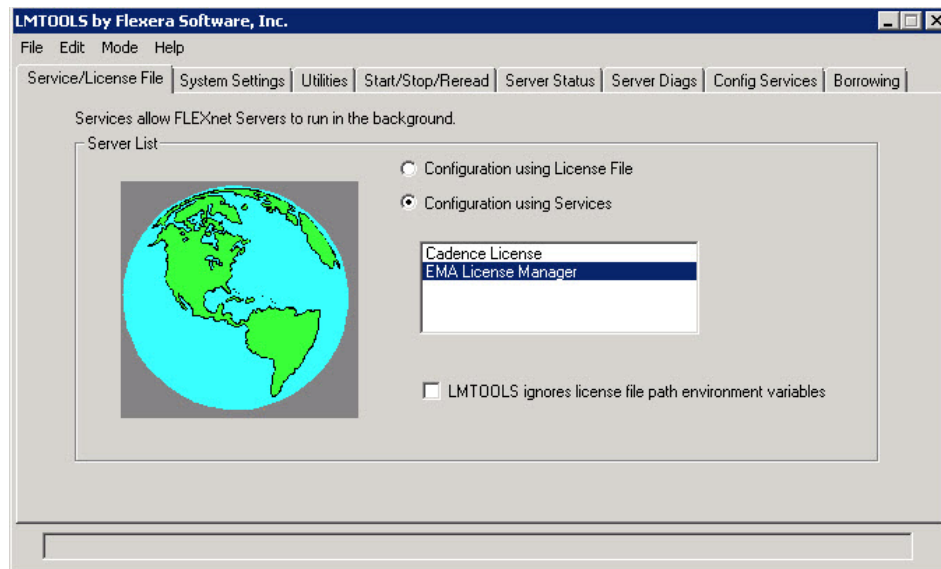


5. After the EMA LicenseManager is installed click **Finish**. The installation is now complete.

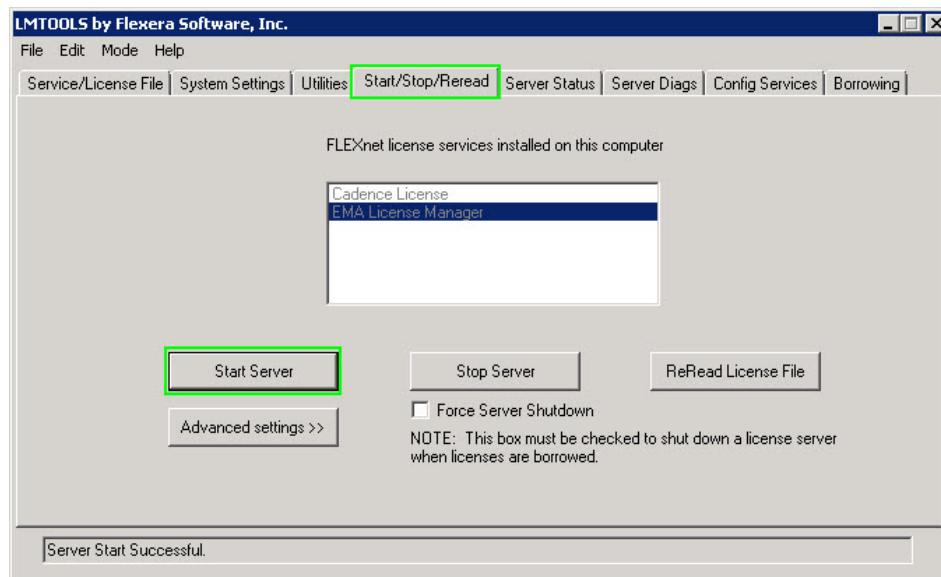
11.2 Start EMA License Manager

Follow these steps to start the EMA LicenseManager after installing the EMA License Manager.

1. From the **Start All Programs** ICON click on **EMA** and then select **EMA License Manager**. This will open LMTTOOLS by Flexera.
2. Select **EMA License Server**.



3. Click the **Start/Stop/Reread** tab and click **Start** Server button. In the command prompt, **Server Start Successful** should be displayed.

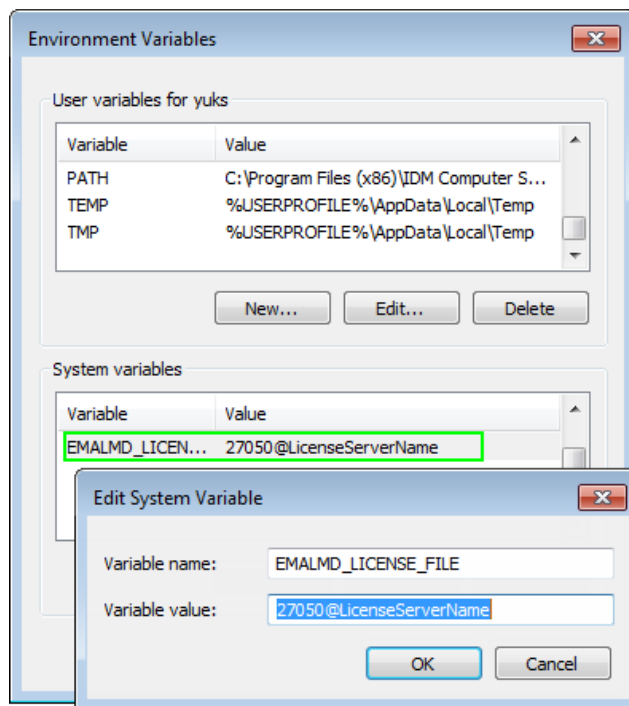


4. Select menu command **File> Exit**. CIP is now operational.

11.3 Configure Licensing

The EDMVault license will be checked out when a user logs into EDM. A TeamDesign and TeamLibrary license will be checked out when you Open CIP from within Capture. If you provided the location of the license server during installation, the correct entry for the EMALMD_LICENSE_FILE license variable will be available and the licenses can be checked out. If you did not provide the license information during installation, follow the instructions below to configure licensing:

From the **Start All Programs** ICON click on **Control Panel** in the right window panel. Click on **System, Advanced system settings** and then click the **Environment Variables** button. Under System variables, locate the variable EMALMD_LICENSE_FILE and set the value to port@machinename as the desired location of the license server.



If you have problems configuring the license server or checking out a license, please refer to the FLEXlm documentation or call EMA Design Automation Customer Support, 1,585-3346001 x 5 or email techsupport@ema-eda.com.

11.3.1 Installing the CIP License File

You will receive an CIP license file from EMA Design Automation to install at your site.

Install the license file at your site. If your license file does not require a license server (does not contain a **SERVER** line) then you can provide the license file as part of the CIP Web application only installation.

If your license file requires a license server (contains a **SERVER** line) then you must install LicenseManager to serve licenses from this license file. You can provide the license file as part of CIP and LicenseManager install or LicenseManager only install. If you already have LicenseManager installed and the EMA License server is running on your system then you need to merge your license file with your existing EMA license file that contains the other EMA product licenses. Please see section on [Merging EMA License Files](#) for how to merge license files.

11.3.2 Modifying the CIP License File

The license file for CIP has the following form:

```
SERVER [hostname] [hostid] [port] VENDOR [EMALMD] [PORT=xxx] FEATURE
EDMVault emalmd ... SIGN=
```

The **hostname**, **port number** and **daemon** path (in BOLD in the following example) can be modified in the file without altering the effectiveness of the key information. In addition, a specific port to communicate with the vendor daemon, **emalmd**, can be specified on the vendor line, using **VENDOR=[portnumber]**. This overrides the default, which uses a range of ports from 27001-27009 to

communicate with the daemon.

```
SERVER Your_HOSTNAME 00d0092ebb90 27000 VENDOR  
[EMALicenseManager_Install_Dir]\LicenseManager\emalmd PORT=30000  
FEATURE EDMVault emalmd ... SIGN=
```

When modifying the CIP license file, you must use an editor that uses carriage returns and line feeds, such as textpad, WordPad, VI, or emacs.

11.3.3 Merging EMA License Files

If you already have EMA license server running on your machine to serve licenses for other EMA products such as Timing Designer, CircuitSpace or EDABuilder then merge your CIP license file with your already existing EMA product license file.

If your current EMA product license file is as below

```
SERVER HOSTNAME 00d0092ebb90 27000 VENDOR  
[{{Path_To_EMA_LicenseManager}}]\emalmd FEATURE CircuitProbe emalmd 5.0  
...
```

And your EDM license file is

```
SERVER HOSTNAME 00d0092ebb90 27000 VENDOR  
[{{Path_To_EMA_LicenseManager}}]\emalmd PORT=30000 FEATURE EDMVault  
emalmd 3.0 ...
```

Then copy the Feature lines from EDM license file

```
FEATURE EDMVault emalmd 3.0 ... FEATURE TeamDesign emalmd 3.0 ...
```

to your EMA product license file. Save the file and reread the license file in EMA License server using [LMtools](#).

12 Migrating CIP to Another Server

CIP consists of 2 installed components (application and database). The CIP Starter Library installed data components consists of libraries and datasheets. This section describes how to backup and restore the application and database from one server to another. You will also need to copy all libraries and datasheets as part of your migration.

12.1 Database Migration

The following steps describe how to migrate your database from one database server to another. You will first need to make sure that users are not working with CIP during the migration.

Step 1: Back up the CIP_E Database

Microsoft SQL Server Management Studio is required to create and restore SQL database backups. If you do not have SQL Management Studio installed, you can download the application from <http://www.microsoft.com/download/en/default.aspx>. Type in the search string "SQL management studio 2014

express” and download the version that is compatible with your PC configuration.

1. Bring up Microsoft SQL Server Management Studio and login in. The user logging in must have SysAdmin permission.
 - **NOTE:** DO NOT USE the CIP-E Users (CIP_E_Internal_User or CIP_E_CIS_User). They DO NOT have enough privileges, and should ONLY be used for ODBC Data Sources.
2. Expand Databases and click **CIP_E**.
3. Right-click and select **Tasks > Back up...**
4. Ensure that **Backup type** is set to **Full**.
5. Record the **Destination** path and filename shown, as you will need to copy the database backup later.
6. Click the **Options** page.
7. Under **Overwrite media**, select **Overwrite all existing backup sets**.
8. Under **Reliability**, select **Verify backup when finished**.
9. Click **OK**. Wait for the backup process to finish successfully. Click **OK**.
10. Copy the **CIP_E.bak** file (created in #9 of Step 1) from the Current/Old Server to a physical drive location on the New Server.

Step 2: Restore Database

1. Copy the **CIP_E.bak** Database Backup to the new server.
2. Bring up Microsoft SQL Server Management Studio and login in. The user logging in must have SysAdmin permission.
3. Right-click on Database and select **Tasks > Restore > Database...**
4. Select **From device**, click on the **ellipsis (...)**, click **Add**, and browse to the Database Backup that you copied over in #1 of Step 2. Click **OK** then **OK** again.
5. Ensure that **To database** is set to **CIP_E**.
6. Click the **Restore** checkbox.
7. Click the **Options** page.
8. Under **Restore options**, select **Overwrite the existing database (WITH REPLACE)**.
9. Under **Restore the database files as > Restore As** column, you have the option to change the paths (default location will vary). The database and log files will be stored in the locations you choose.
10. Click **OK**. Wait for the restore process to finish successfully. Click **OK**.

Step 3: Reattach the CIP-E Internal and CIS Users

1. Run **CIP_E_DB_Logins_and_Users_Restore.exe** (located in **Utilities** directory of **Installation** directory (Default is C:\EMA\CIP-E\Utilities))
2. Enter valid **Server name** and **Authentication**, and (if using SQL Authentication) **User name** and **Password**.
3. Select **Upgrade an existing database** and then **CIP_E** from the Database list. If it is not available, the Server or the Authentication info isn't valid, or the specified user does not have required permissions on the SQL Server.
4. Click **Run**. Click **Yes** when prompted to upgrade the database.
5. Wait for the upgrade process to finish successfully. Click **OK**.

Step 4: Restore Mail Notification, CLR functionality and CIPImporter users

1. If CIP_E was installed with smart value CLR feature, run EnableCLR.exe to re-enable CLR functionality on the new Server. (Default is C:\EMA\CIP-E\Utilities))
2. If users were added for CIPImporter access, you will need to restore the same users after restoring the CIP_E database.

3. If email notification was used on the Old Server, configure Database Mail and run the [GrantAccessAndRolesForDBMail.sql](#) email script on the New Server. Refer to the section on [Setting up Database Mail](#).

Step 5: Reconfigure CIP Web Server to use the new database

1. Follow instructions on [Change to SQL Servers or Users](#) to change the web.config file to point to the new SQL server.

Step 6: Reconfigure ODBC data source on CIS user's client systems to use the new database

1. Users using ODBC data source to connect to the database will need to modify the database. Users may also need to remove the connection string in the Capture.ini file.

Step 7: Verify Server Migration

1. Verify that you can log into CIP-E (using your existing credentials) <http://<ServerName>/CIP-E>.

Step 8: Optional - Remove from old server

1. If everything passes on the Client Machines, Delete CIP_E Database from Old Server.
2. Remove CIP-E Mail Profile and Mail Account from Database Mail on Old Server.

12.2 CIP Web Application Migration

The following steps describe how to migrate CIP Application from one server to another.

Step 1: Back up Technical Datasheets, Symbols and Footprint Libraries

If Technical_Datasheets, Allegro_Library, Schematic_Symbols are stored on the same Current (Old) Web Server, you will need to move these folders to the new server as well. If not, skip this step.

The default paths for these 3 folders are in **C:\EMA\CIP-E**.

***NOTE:** If you have not added, modified, or removed any of the contents from these folders, you do not need to back them up. Instead, you can just install the Starter Library on the New Server, which will re-add the same (original) files.

Step 2: Installation on new Web Server

1. Install and configure all CIP-E prerequisites on your new server. Refer to section on [System Requirements](#) for Installing CIP-E in this guide for configuration.
 - a. [Microsoft Internet Information Services \(IIS\) version and setting](#)
 - b. Microsoft .NET Framework 4.5
2. Follow the [Web Application installation steps](#) in this document.
3. Add proper permissions to CIP-E BOMs folder. Refer to section on [Setting Permissions on the CIP-E BOMs Folder](#), in this guide.

Step 3: Restore Technical Datasheets, Symbols and Footprint Libraries

1. If you backed up in Step 1, copy the **Technical_Datasheets**, **Allegro_Library**, and **Schematic_Symbols**, folders to the desired location(s) on the New Server.

Step 4: Re-path Datasheet

1. If the **Technical_Datasheets** folder location is changing, open **Repath.exe**, (default location is C:\EMA\CIP-E\Utilities) Refer to the section on [Updating Datasheet Links](#), in this guide.

Step 5: Reconfigure user's client systems to use new CIP location

1. User will need to use the new URL to access CIP.
2. User will need to change URL in Capture. While in Capture, select **CIP > Settings** and then change the URL.

Step 6: Verify Server Migration

1. Verify that you can log into CIP-E (using your existing credentials) from the New Server (<http://<NewServerName>/CIP-E>).

Step 7: Optional - Remove from old server

1. If everything passes on the Client Machines, uninstall CIP-E from Old Server (via Windows Programs and Features).

12.3 Client Machines Changes After Migration

1. If the database is migrated, remove and recreate the **CIP-E_CIS_DB** ODBC Data Source to CIS (i.e. update info to point to the New Server). Refer to the section on Setting up the Client ODBC Data Source, in this guide.
2. Verify that you can log into CIP-E (using your existing credentials) from your PC to the New Server (<http://<NewServerName>/CIP-E>).
3. Verify connection to CIS by Placing a Database Part on a schematic. Refer to the section on Placing a database part on a schematic page, in the OrCAD CIS User Guide.
 - a. Open Capture CIS
 - b. Open/Create Schematic Design
 - c. Right-click and Place Database Part. Select a part and make sure you can place it on the schematic.

13 Client Installation – Connecting CIS to CIP

The CIP Client Installer and installation guide will be placed onto the CIP-E site by the CIP web installation. After installing CIP, bring up CIP and click on the Help Link for the client installation guide. The CIP Client installer will be at the installed directory of CIP.

`<CIP Installation directory>/CIP/EMA CIP Client Installer.zip`

A CIP Admin user can configure CIP to enable each user to download the CIP Client by individual users.

The Admin user will need to bring up **CIP-E > Admin > Configuration**

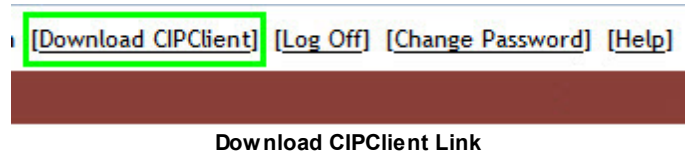


CIP Admin > Preferences

At the option to *Show CIPClient Download Link*, select **Edit**  and select the checkbox and click **Save** , to enable this functionality.

	Import/Export Separator	,
	CIP Base URL (ex: http://127.0.0.1/CIP-E)	
	Schematic Part Delimiter	,
 	Show CIPClient Download Link	☒

Once enabled, users will be able to download the CIP Client from the CIP Page.



Download CIPClient Link

Refer to the CIP User Guide for detail information on this configuration.

14 Appendix

14.1 Changes to SQL Server or Users

Any changes to the SQL server name/instance or SQL users after installation may require changes to the CIP Web application's web.config file and/or client machines ODBC database.

SQL user changes

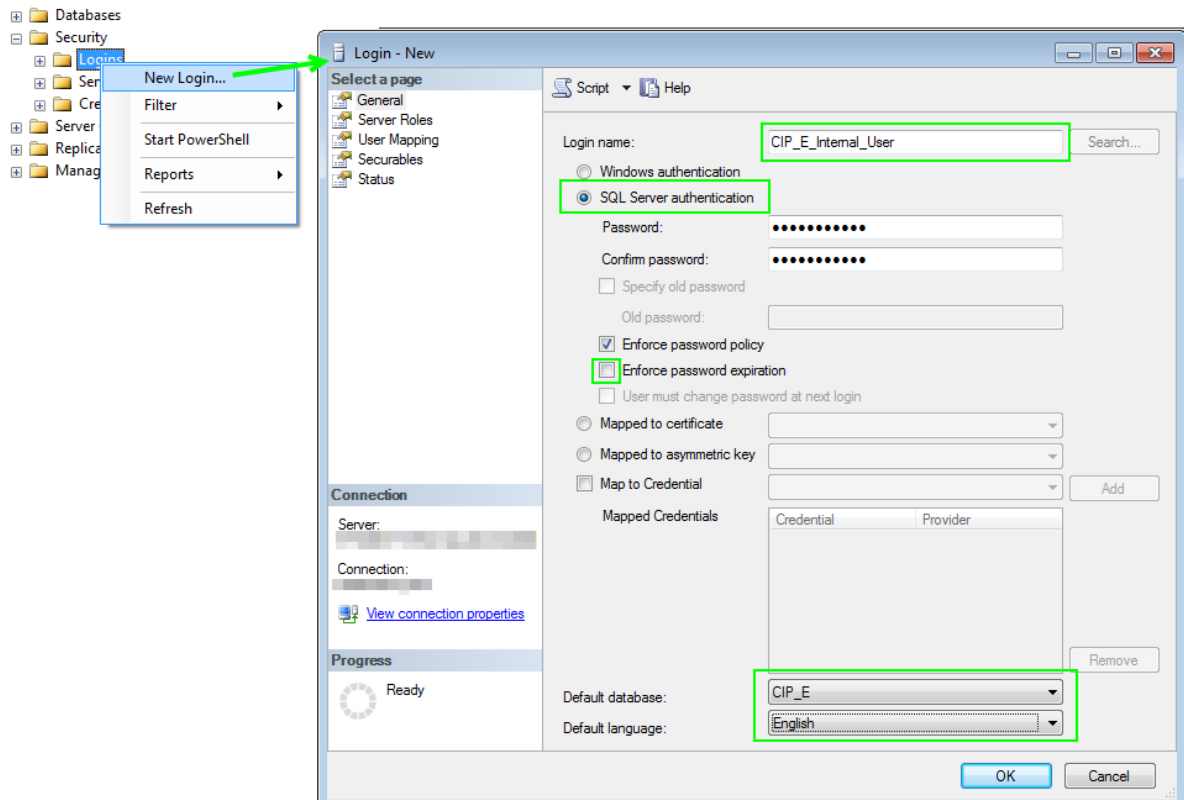
Two SQL users are created with the database installation.

CIP_E_Internal_User (used by Web application)
Installed Password: bra#ru5=phaT

CIP_E_CIS_User (for use with Capture CIS by users connecting to the database)
Installed Password: Test1234!

During installation, each of these users are granted only permission needed to perform tasks needed for this application.

If creating these users, you will need to create these users for SQL Server Authentication and deselect Enforce password expiration. After the database is installed, modify the properties for this user and change the default database to CIP_E.



If you changed the password for CIP_E_CIS_User, you will need to communication the new password to all Capture CIS users. The CIP_E_CIS_User user is only granted limited access and only to tables needed by CIS. If you create different users for CIS purpose, you will need to ensure that the created users do not have delete or update permissions.

Web.config changes

If you changed the SQL server location or password for CIP_E_Internal_User, you will also need to change the password used by the web application. Navigate to the installed location of the CIP Web application (default location on Web server is C:\EMA\CIP-E\CIP) and then to the CIP folder.

Open web.config file and change the default password from bra#ru5=phaT to the password you enter when creating/modifying the user.

If the CIP_E database has been moved to another server or the server/instance name entered during installation was incorrect, you can update the following line in the web.config file.

```
<connectionStrings>
```

```
<add name="DefaultConnection" connectionString="Driver={SQL Server};Server=(local)
\sqlexpress;Database=CIP_E;Uid=CIP_E_Internal_User;Pwd=bra#ru5=phaT;"
providerName="System.Data.SqlClient"></add>
</connectionStrings>
```

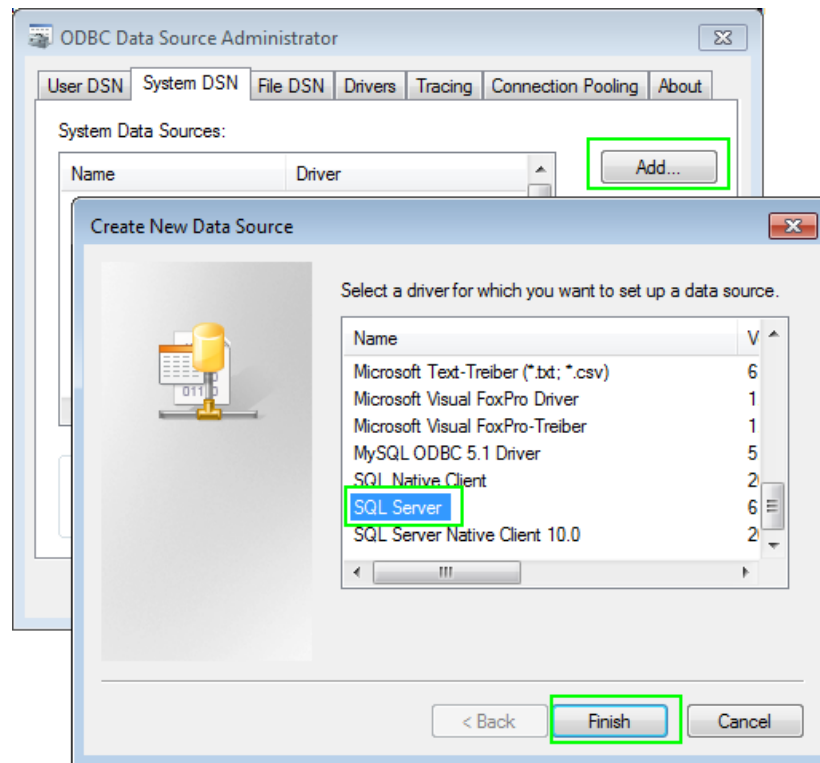
ODBC Data Source Changes on Client Machines

If you changed the SQL server location or password for CIP_E_CIS_User, all users using CIS to connect to the database will also need to change the ODBC data source. To change the database, launch the 32 bit ODBC Data source administrator tool. For 64 bit system, it will be C:\Windows\SysWOW64\odbcad32.exe.

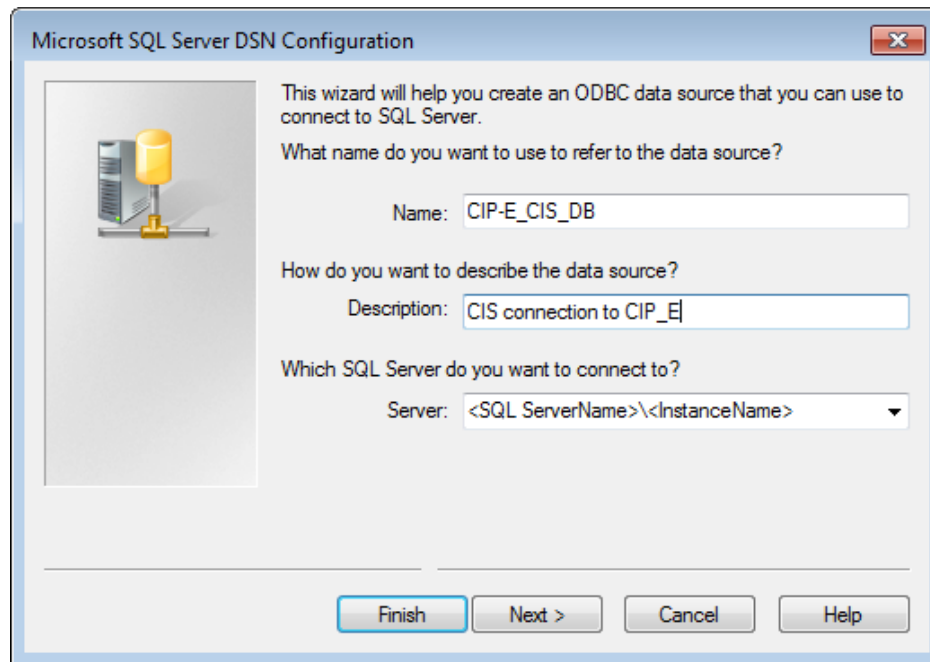
14.1.1 Set up Client ODBC Data Source

When you run the CIP Client installer, it will automatically add/alter the ODBC data source required by CIS to connect to the CIP database. To verify or change the ODBC data source, launch the 32 bit ODBC Data source administrator tool. For 64 bit system, it will be C:\Windows\SysWOW64\odbcad32.exe.

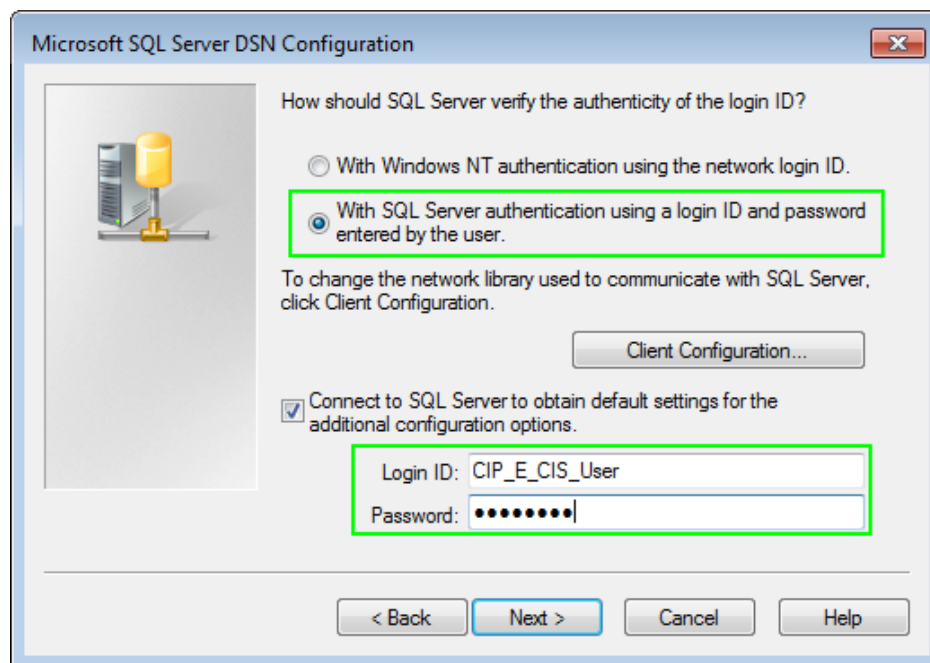
If you did not enter the database information during installation, you may create it manually. To create manually, select **System DSN** and the **Add** button. Then select **SQL Server** and **Finish** button.



If verifying, locate **CIP-E_CIS_DB** and select **configure**. For creating new, you will need to type in the information shown in the following figure.



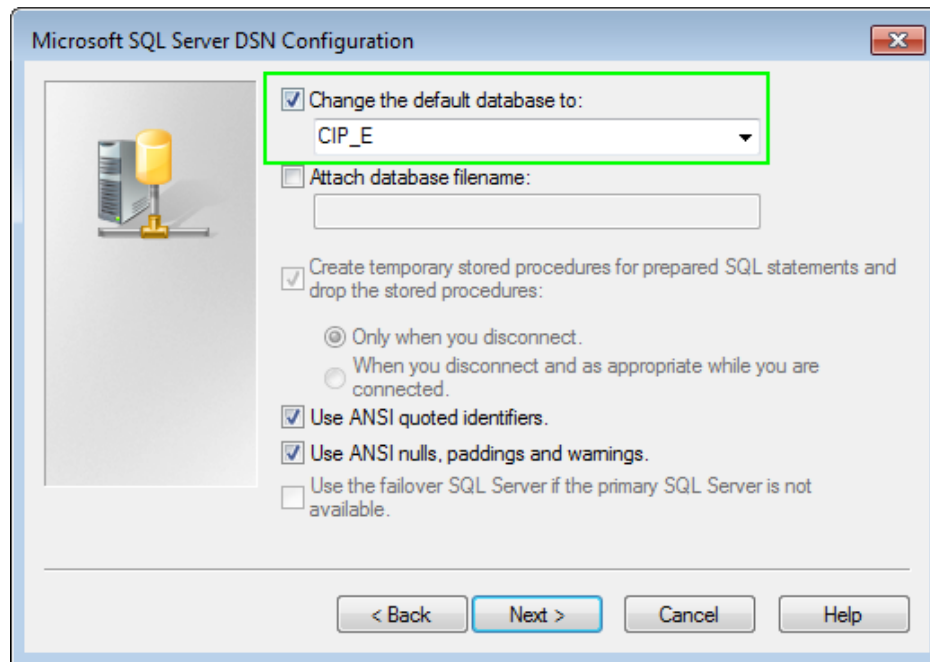
Make sure that the Name is set to **CIP-E_CIS_DB** and that your SQL server and instance names are correct. Select **Next**.



Make sure that SQL Server authentication is selected and that the **Login ID** and **Password** is correct. Default password that comes with CIP-E installation is as follows:

Login ID: CIP_E_CIS_User
Password: Test1234

Select **Next**.



Select **CIP_E** as the default database and select **Next** and then select **Finish**. You may select **Test Data Source** before selecting **OK**.

14.2 Installing Internet Information Services (IIS)

Below are the required components for IIS to work with CIP-E/CIP. The screen shot below is from Windows 7 (IIS v7.5). Options for other versions of Windows may appear slightly different, based on the version of IIS being installed.

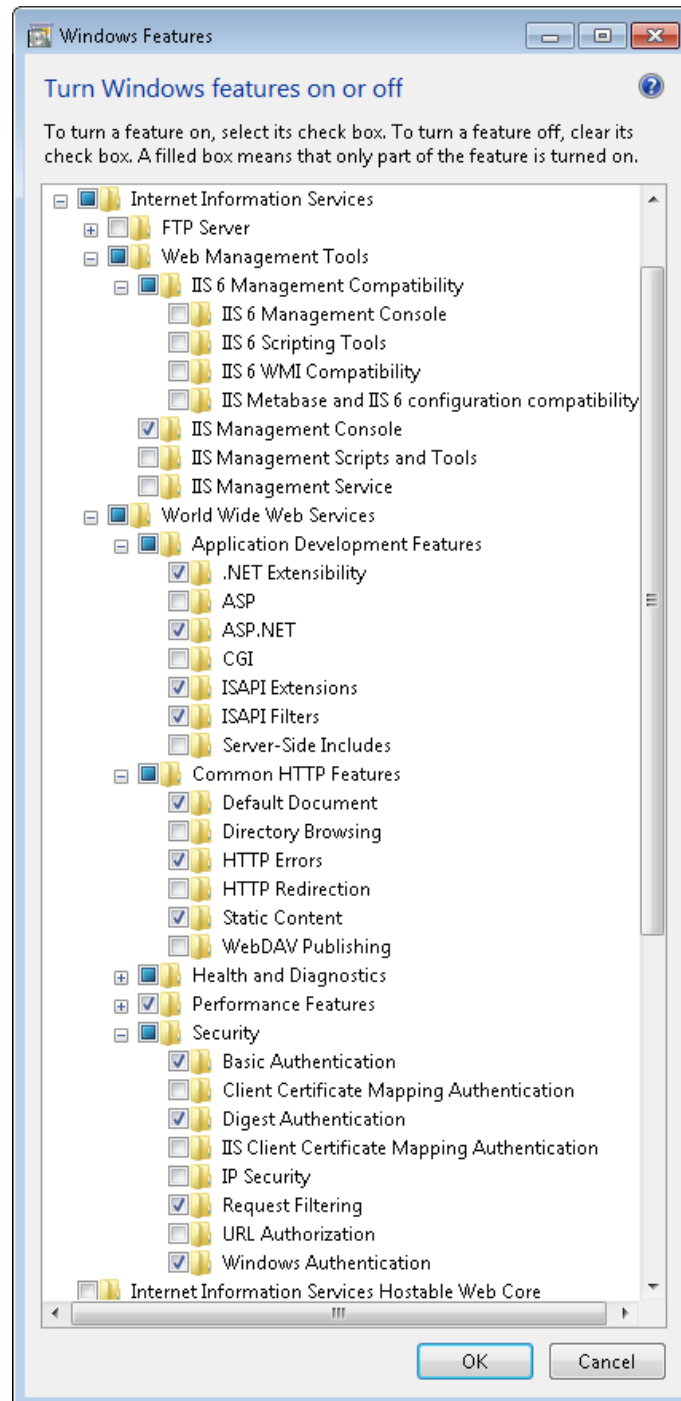


Figure : IIS Requirements (Example from Windows 7)

14.3 Configuring Microsoft SQL Express

For customers using MS SQL Express with CIP-E, some additional settings may need to be changed. After you have install CIP and tested on a standalone configuration, you may find that you cannot access

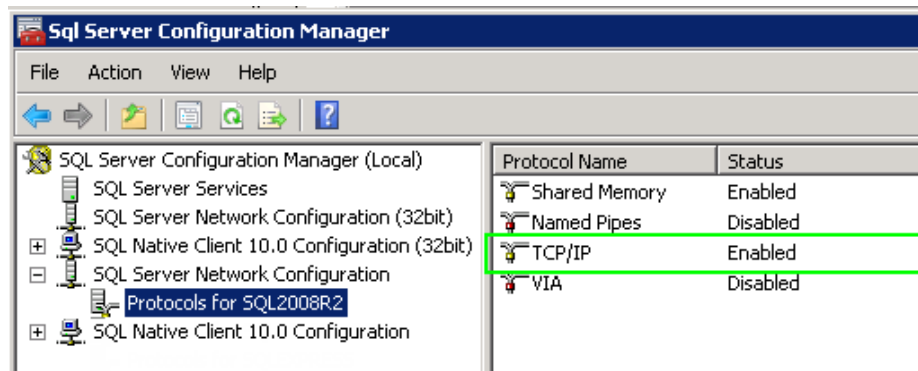
the database from another PC. The default settings for SQL Express does not allow for access to the database by other users.

Bring up SQL Server Configuration Manager and click on SQL Server 20XX Services.

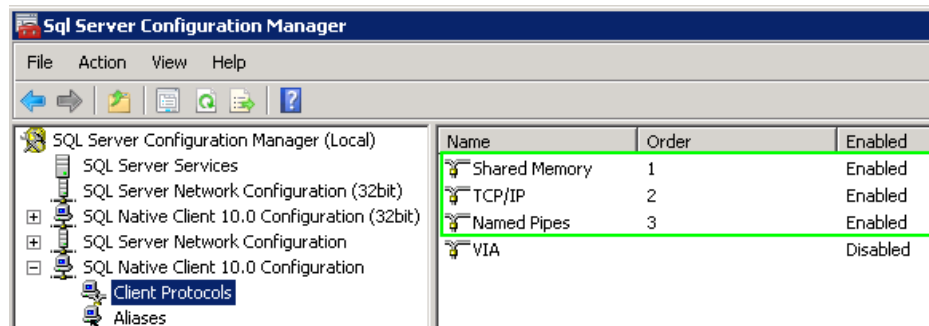
Next, right click on SQL Server Browser, then Properties. Set the Start Mode to Automatic and Click OK

To ensure that OrCAD Capture CIS users will be able to connect to the database, you will need to open **SQL Server Configuration Manager**, then configure two options (also configurable during the SQL install). Go to the **Start Menu > All Programs > Microsoft SQL Server 20XX > Configuration Tools > Open SQL Server Configuration Manager**.

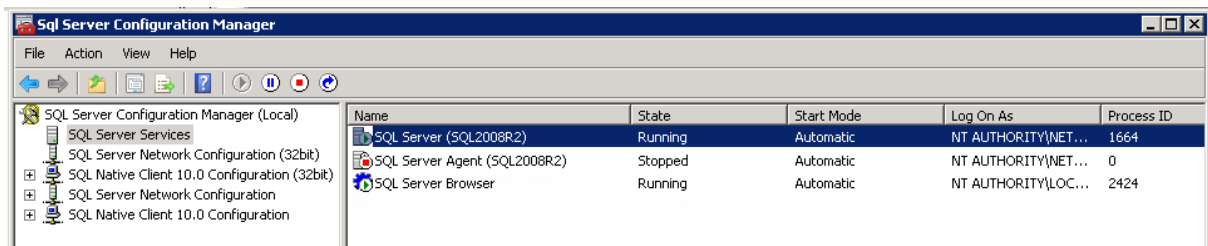
- Enable TCP/IP: In the upper left-hand corner, expand **SQL Server Network Configuration > Protocols for <SQLInstanceName>**. Double-click **TCIP/IP** and set **Enabled** to **Yes**, then click **OK**. Leave SQL Server Configuration Manager open.



- Enable Client Protocols: In the upper left-hand corner, expand **SQL Native Client 1X.0 Configuratio > Client Protocols**. Double-click **TCIP/IP** and set **Enabled** to **Yes**, then click **OK**. Leave SQL Server Configuration Manager open.



- Enable SQL Server Browser: In the upper left-hand corner, click **SQL Server Services**. Double-click **SQL Server Browser**, click the **Service** tab, set **Start Mode** to **Automatic**, then click **OK**. Leave SQL Server Configuration Manager open.



To enable/verify Mixed Mode Authentication, bring up Microsoft SQL Server Management Studio Express. Go to the **Start Menu > All Programs > Microsoft SQL Server 20XX > SQL Server Management Studio**. SQL Server Management Studio can be downloaded directly from the [Microsoft Download Center](#) if you do not see this in your start menu.

Connect to your SQL Server Instance, right-click the Server Instance Name (e.g. <myserver> \SQLEXPRESS), then click **Properties**.

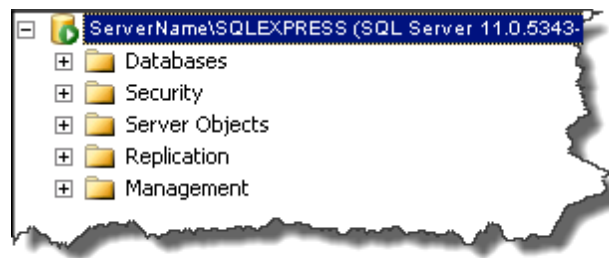


Figure : Open SQL Instance Properties

Next, click on **Security** and click **SQL Server and Windows Authentication mode**. Click **OK**.

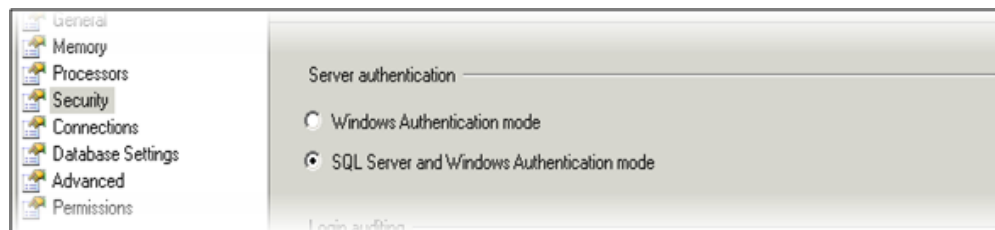
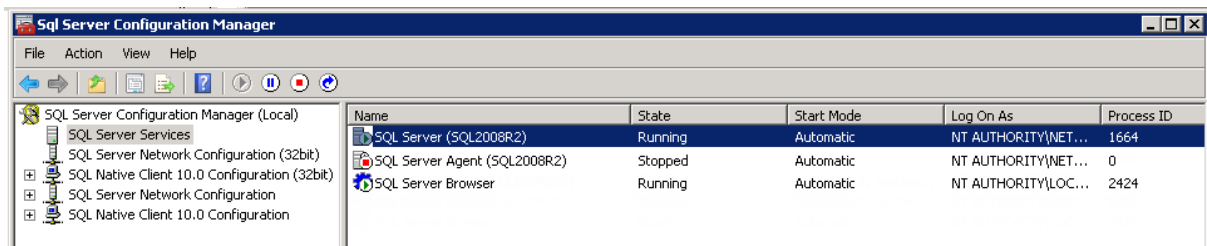


Figure : Enable Mixed Mode (SQL and Windows) Authentication

You are now required to Restart the SQL Instance from within **SQL Server Configuration Manager**. Right-click the Server Instance Name (e.g. <myserver> \SQLEXPRESS), click **Restart**, then (say **Yes** if you receive a SQL Agent warning and) click **Yes** to confirm.



14.3.1 Microsoft SQL with Tools/Management Studio

Use the following link: <http://www.microsoft.com/download/en/details.aspx?id=26729>

If the link is no longer valid, go to the [Microsoft Download Center](http://www.microsoft.com/downloads/en/default.aspx) (<http://www.microsoft.com/downloads/en/default.aspx>) and search for “**Microsoft SQL Server 2008 R2 SP1 - Express Edition.**”

- Read the descriptions of each executable, then download and install the appropriate file. Both **SQL Server 20XX with Tools and SQL Server 20XX with Advanced Services** include **Management Studio** in the installer.

You may wish to download recommended updates afterward.

NOTE: If SQL Server is already installed, and you are just looking for SQL **Management Studio**, search for and download the version that corresponds to **your** SQL Server Instance.

14.4 Proxy Server

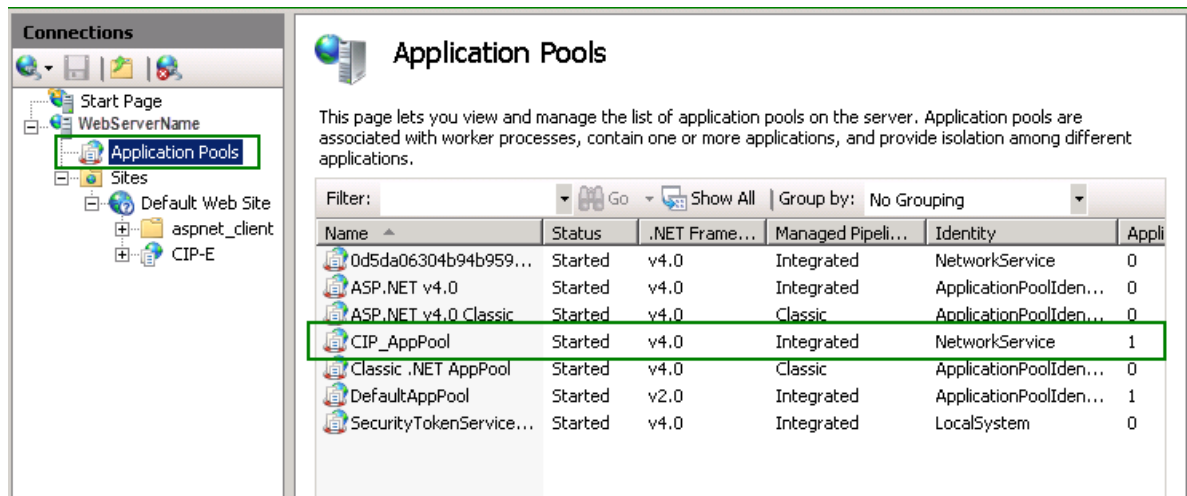
If proxy servers are used for internet access, you will need to modify the web.config file. To find this file, open IIS and navigate to Default Web Site – CIP-E. Open the file with Notepad and locate the Proxy Server section. The section of the code will look as follows. You will also need to replace **http://address:port** with your proxy address and port. The **<!--** and **-->** (flagged in red text) should be removed to uncomment the proxy settings.

```
<!-- Uncomment the following section and update the proxyaddress if a proxy is used at
your location -->
<!--<system.net>
  <defaultProxy>
    <proxy usesystemdefault="False"
      proxyaddress="http://address:port" bypassonlocal="True"
      autoDetect="False" />
  </defaultProxy>
</system.net>-->
```

14.5 Verify Application Pool

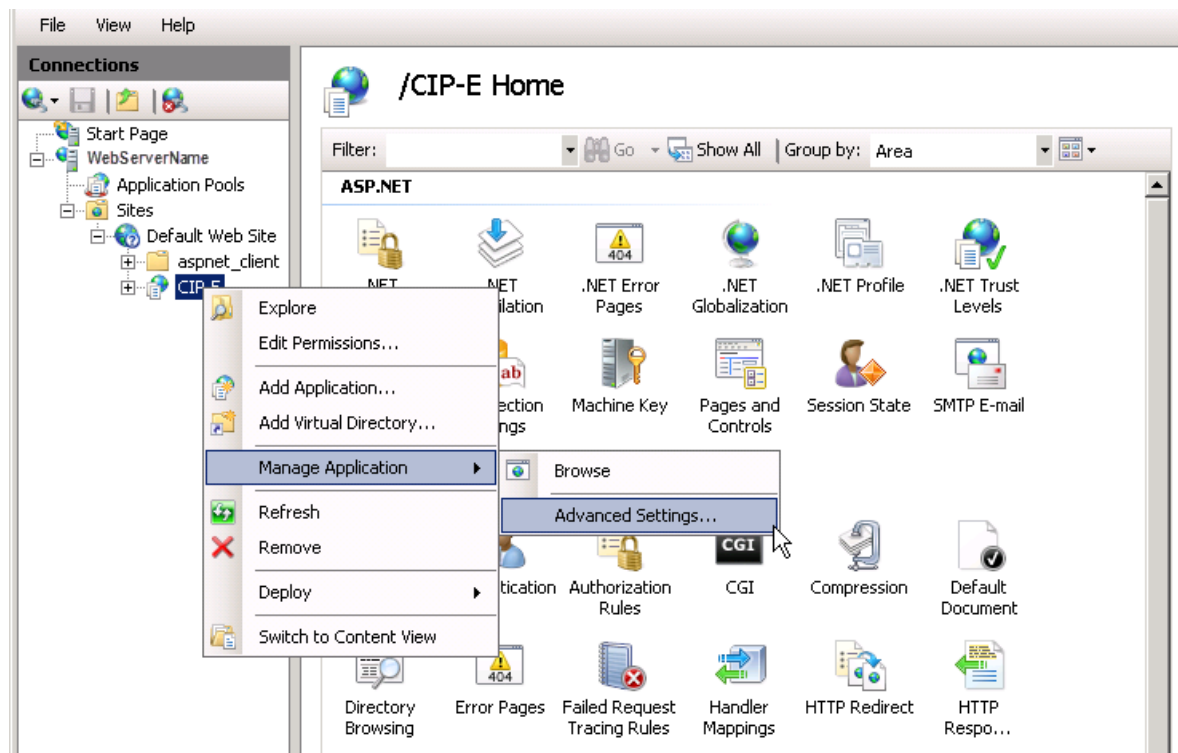
For Windows 7, Vista, Server 2008, and Server 2008 R2, you will need to make sure that the web site Application Pool is configured to use .NET Framework version 4.5.

CIP-E adds a new application pool to Internet Information Services (IIS). If you need to verify that App Pool has been added and configured correctly, Open IIS and select Application Pool.



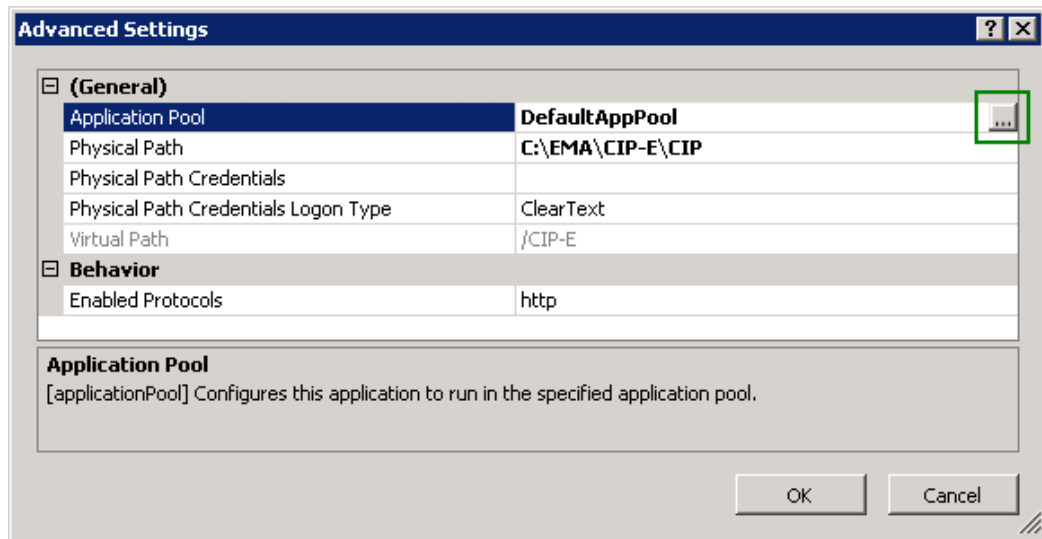
New App Pool Added to IIS

On the Web Server, click on **Start Menu > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**. (This is just one of the ways to access Administrative Tools.) After the IIS manager is opened, expand your webserver and site. Then right click on CIP-E and then select **Manage Application > Advanced Settings...**



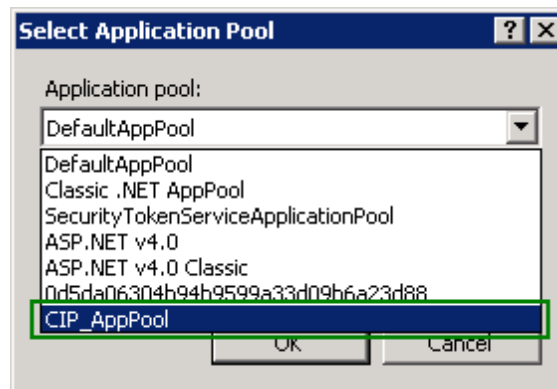
IIS Manager

At the Advanced Settings dialog, select the ellipsis (...) for the application pool to bring up the application pool setup screen.



IIS Web Site Advanced Settings

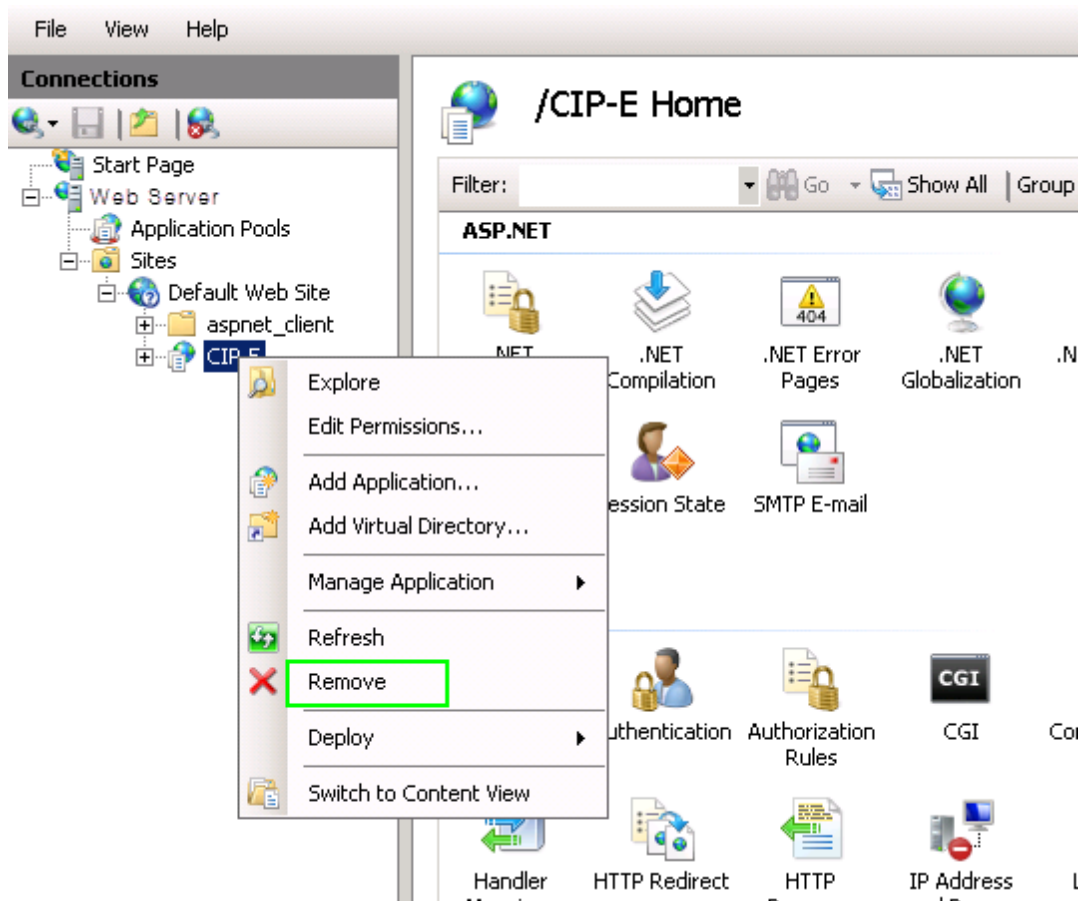
At the Application Pool set up screen, select the **CIP_AppPool** and click **OK**.



CIP-E Application Pool Selection

14.6 Verify removal of CIP-E site

After uninstalling CIP-E and before installing CIP-E web application, verify that the CIP-E site has been removed. Bring up Internet Information Services (IIS) Manager and expand Sites > Default Web Site. If CIP-E is still in the list, remove the web site.



14.7 CIP User Guide

The CIP User Guide can be accessed directly from the CIP web interface.

14.8 Troubleshooting Installation or Upgrade Problems

These troubleshooting instructions will guide you to debug typical installation or upgrade problems related to the CIP installation. Please contact techsupport@ema-eda.com if you are still having problems or have any questions.

Server Error in '/CIP-E' Application

You open CIP web site and receive the following error.

Server Error in '/CIP-E' Application.

Runtime Error

Description: An application error occurred on the server. The current custom error settings for this application prevent the details of the application error from being viewed remotely (for security reasons). It could, however, be viewed by browsers running on the local server machine.

Details: To enable the details of this specific error message to be viewable on remote machines, please create a <customErrors> tag within a "web.config" configuration file located in the root directory of the current web application. This <customErrors> tag should then have its "mode" attribute set to "Off".

```
<!-- Web.Config Configuration File -->

<configuration>
  <system.web>
    <customErrors mode="off"/>
  </system.web>
</configuration>
```

Notes: The current error page you are seeing can be replaced by a custom error page by modifying the "defaultRedirect" attribute of the application's <customErrors> configuration tag to point to a custom error page URL.

```
<!-- Web.Config Configuration File -->

<configuration>
  <system.web>
    <customErrors mode="RemoteOnly" defaultRedirect="mycustompage.htm"/>
  </system.web>
</configuration>
```

Server Error in '/CIP-E' Application

If you are getting this Runtime Error, this may be due to one of the following problems on the Web Server:

- CIP Web application may be configured to use an incorrect App Pool. To verify that the correct App Pool is used, follow steps in the section for [Verify Application Pool](#).

Sorry, an error occurred while processing your request

If you are getting an error, "Sorry, an error occurred while processing your request", this may be due to the CIP web application is not able to get to the database.

Causes for this can be due to one of the following reasons:

- CIP_E database has been taken offline
- Password for CIP_E_Internal_User has been changed but not updated in the web.config file.
- The CIP_E database has been restored from a backup but the CIP_E_Internal_User and CIP_E_CIS_User have not been restored after the database has been restored.

14.8.1 SQL Server does not exist or access denied

Server Error in '/CIP-E' Application.

*ERROR [08001] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]SQL Server does not exist or access denied.
ERROR [01000] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]ConnectionOpen (Connect()).*

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Data.Odbc.OdbcException: ERROR [08001] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]SQL Server does not exist or access denied.
ERROR [01000] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]ConnectionOpen (Connect()).

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

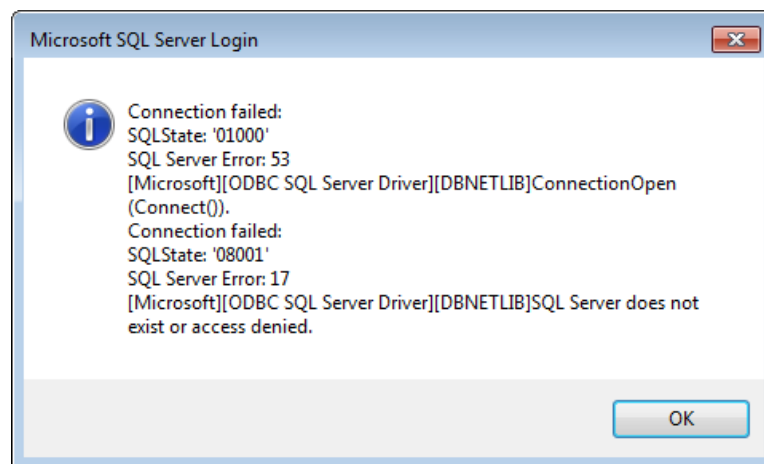
[OdbcException (0x80131937): ERROR [08001] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]SQL Server does not exist or access denied.
ERROR [01000] [Microsoft][ODBC SQL Server Driver][DBMSLPCN]ConnectionOpen (Connect()).]

If you get an error that SQL Server does not exist or access denied, then most likely causes for this error are one of the following:

1. Server name and/or instance name was incorrectly entered during installation of the web application
2. SQL Database has not been configured for TCP/IP
3. SQL Server Browser has not been started
4. Firewall on the SQL server is prevent outside access or access is only through a specified port

you should verify that the SQL server and/or instance name is correct in the web.config file. Additionally, if your SQL server has been configured to use a port other than the default port, then you will need to add the port number as well.

To test whether your web server can access the CIP_E database, you may use the ODBC data source admin tool. If this ODBC data source admin tool can't connect to the database (see figure below), then the CIP web application will also not be able to. You will need to obtain the correct SQL server and/or instance name to fix this problem.



14.8.2 Login failed for user CIP_E_Internal_User

Server Error in '/CIP-E' Application.

*ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.
ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.*

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Data.Odbc.OdbcException: ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.
ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Stack Trace:

[OdbcException (0x80131937): ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.
ERROR [28000] [Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user 'CIP_E_Internal_User'.]

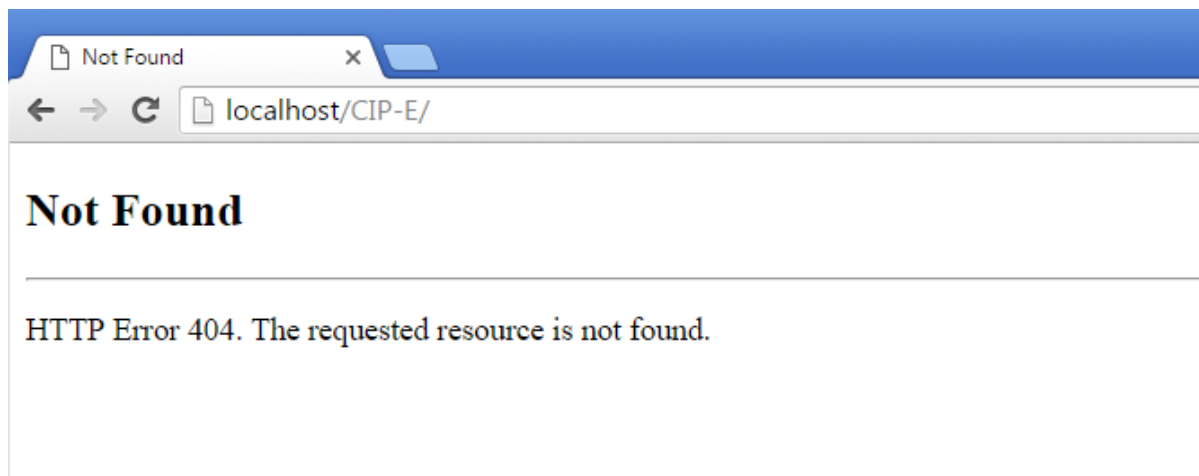
If you see an error that login failed for user 'CIP_E_Internal_User', then most likely causes are one of the following three problems:

1. The password for this user is incorrect
2. Database has not been configured for Mixed mode authentication
3. The 'CIP_E_Internal_User' has not been added to the Database Server. This could happen if you restore a database from a backup.

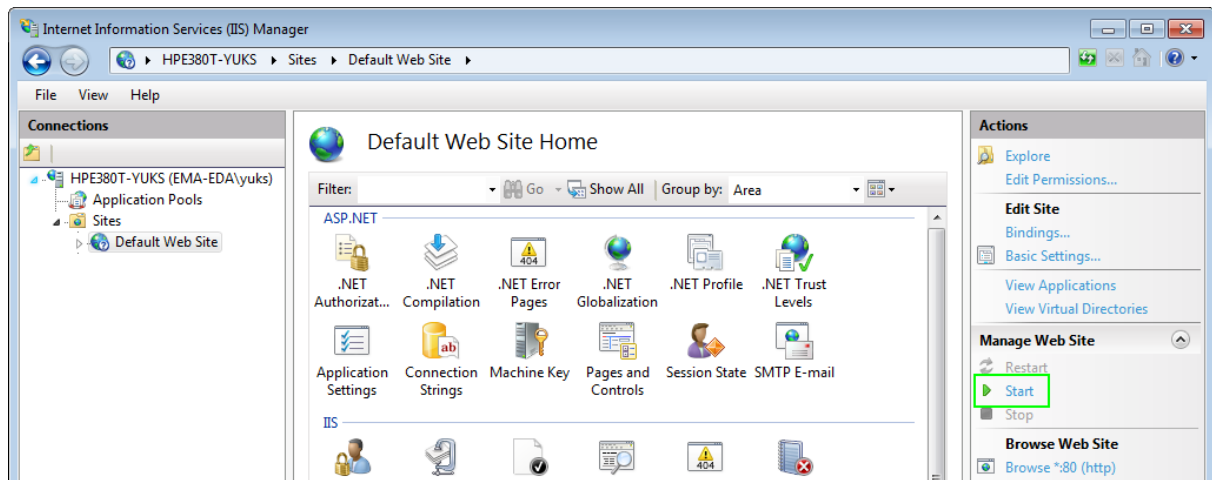
If you restored the database from a backup, you will need to run the restore user script. The script may be found on the installation directory C:\EMA\CIP-E\Utilities.

If you did not restore the database, then you should verify that the password for CIP_E_Internal_User is correct in the web.config file.

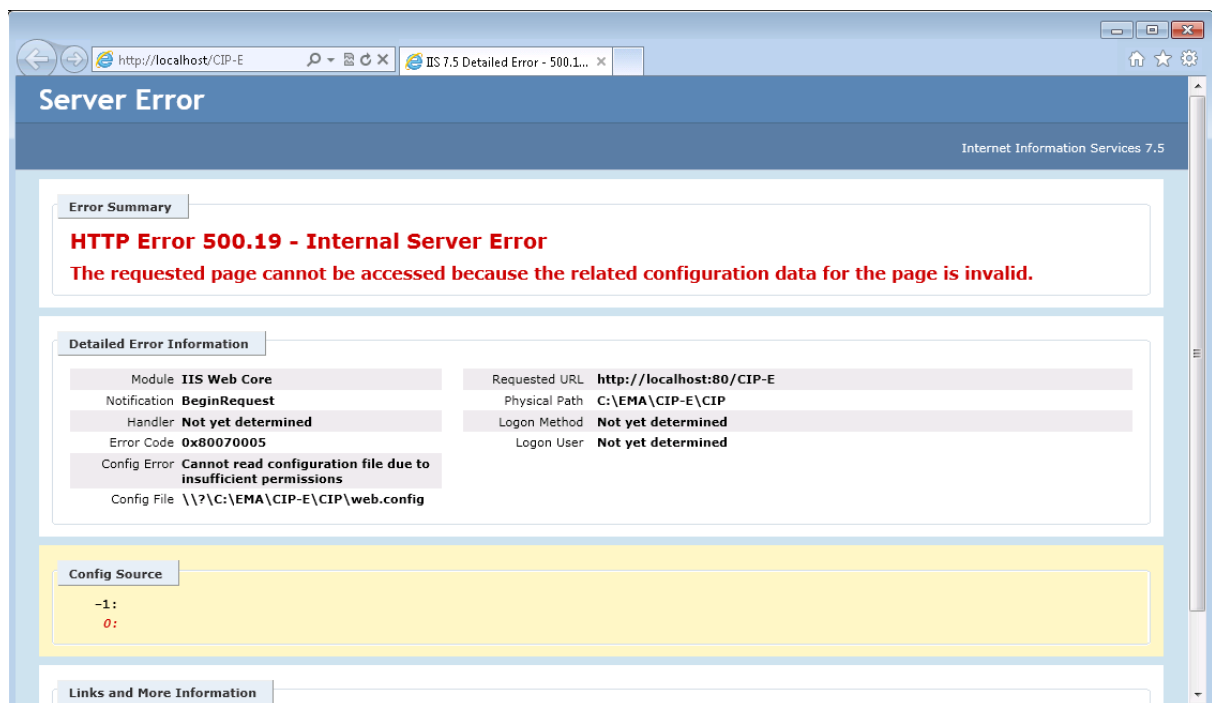
14.8.3 CIP-E Web Site Not Found



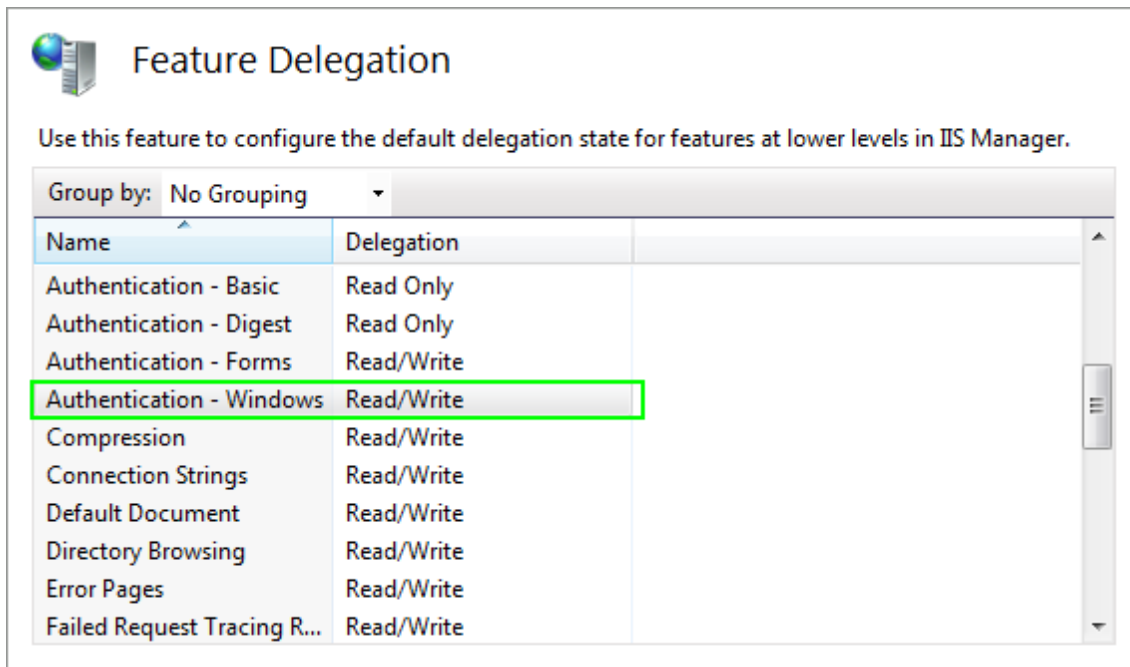
If you get the error of Not Found when you bring up the CIP-E web page, then this is most likely due to the web site not having been started. You will need to bring up IIS and Start the web site.



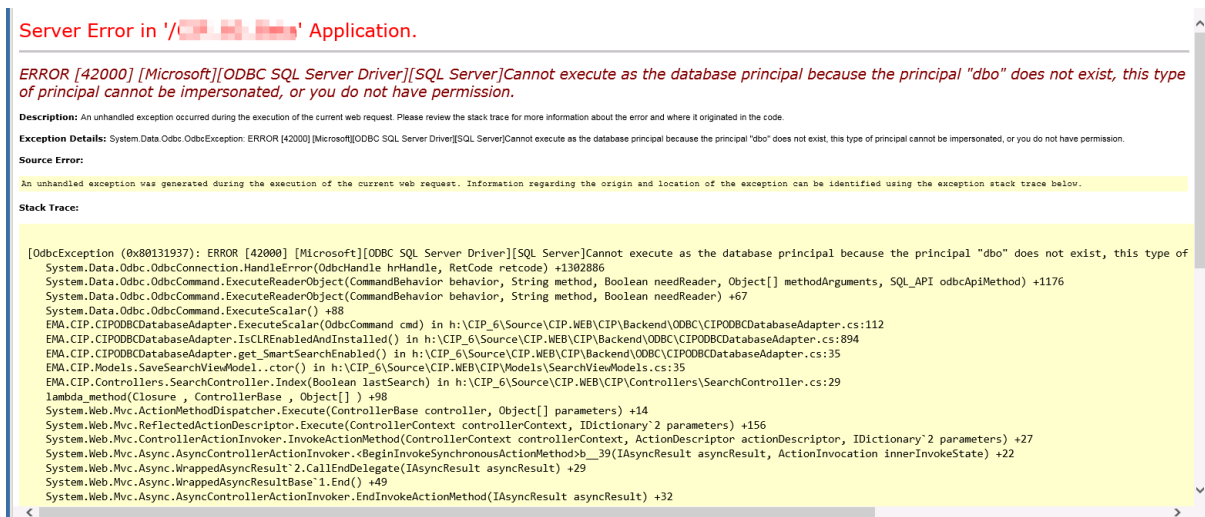
14.8.4 HTTP Error 500.19 - Internal Server Error



If you are seeing the error in the above figure, you will need to open IIS Manager, select the server node. Then select Feature Delegation. Check to see whether "Authentication – Windows" is set to Read/Write.



14.8.5 SQL Server Driver Error After Migration



After migrating your SQL server database, if you see an error similar to the figure above, you may try running the following query on your CIP_E database.

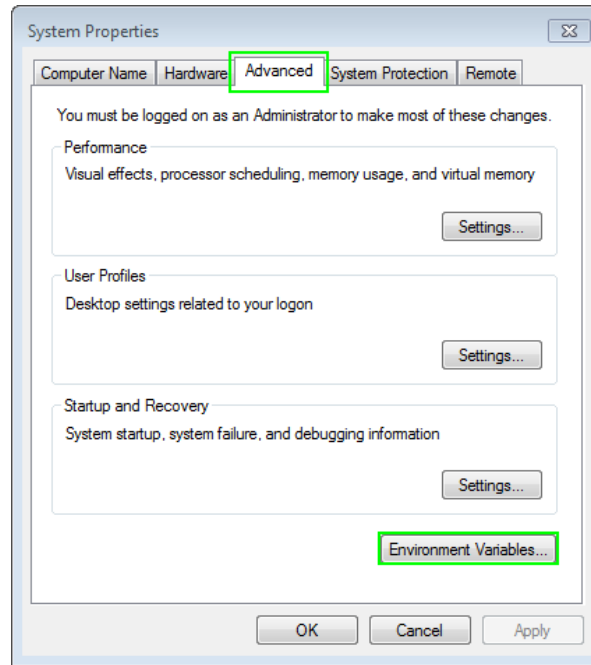
```
use CIP_E
go
sp_ChangeDbOwner 'sa'
go
```

14.9 Verify License Server Info

If you are getting a license error, you will need to verify that your licensing environment variable has been correctly set.

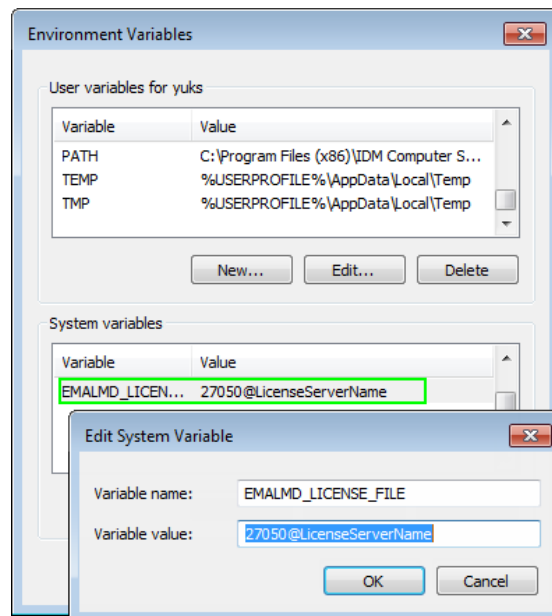
If you configured licensing during the CIP Web application installation, verify that the EMALMD_LICENSE_FILE variable is set correctly.

To verify the environment variable, select **Start > Control Panel > System > Advanced system settings**. Select **Advanced** Tab and then click on the **Environment Variables** button.



Edit Environment Variable

Verify that the environment variable has been added as a system environment variable and that it has the correct port and server name.



If this information is correct and you are still not getting a license, you may need to check the license file itself. If you did not specify the license file during license manager installation, edit the license file and specify the port@machinename of the FlexLM license server to be used for CIP licensing. See [Modifying the CIP License File](#) below for the license file syntax.

If you are using multiple license servers, separate each port@machinename entry with a semi-colon; for example:

```
EMALMD_LICENSE_FILE="27501@machinename1;27501@machinename2"
```

NOTE: See the Flexadmin documentation if you are configuring redundant license servers