

Statistical Management System

(SMS)

Installation Guide

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Abstract

This document is the guide to the installation of Labuan FSA SMS application for the reporting entities. It includes steps for re-installation of a newer version, initial setup steps and troubleshooting.

System Requirement

- CPU Intel Core 2 Duo 1.0Ghz or above
- 1Gb DDR 2 Ram or above
- 10Gb Free Hard Disk Space or more

Software Requirements:

- Windows XP
- Windows Vista

Only Microsoft Windows of the above two versions are supported. Non-windows operating system is not supported.

In both cases, user must login as System Administrator to install the software.

It is recommended to have an additional hard disk space of 1GB per user instance created.



1. Installation

- The LOFSA SMS installation client can be downloaded from: <u>http://wcms2.lofsa.gov.my:8080/patches/setup.exe</u>.
- If a previous version of the SMS application is already installed, this version must be fully uninstalled before proceeding. (Refer <u>Uninstallation</u>)
- If a Full Application is being done on a computer with Windows XP SP3, a utility by Microsoft must be executed first prior to installation. (Refer <u>Troubleshooting: Windows XP SP3</u>)



1.1 Double click on the setup.exe file.

LOFSA SMS Client 1.0 Setup			
	Welcome to the LOFSA SMS Client 1.0 Setup Wizard		
	This wizard will guide you through the installation of LOF5A SMS Client 1.0.		
	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.		
	Click Next to continue.		
	Next > Cancel		

1.2 Click Next.



LOFSA SMS Client 1.0 Setup		
Choose Components Choose which features of LOFS	A SMS Client 1.0 you want to inst	al.
Check the components you wan install. Click Install to start the ir	t to install and uncheck the comp istallation.	onents you don't want to
Select the type of install: Or, select the optional components you wish to install:	▼ ▼ Application Services ▼ Client	Description Position your mouse over a component to see its description.
Space required: 417.5MB		
Nullsoft Install System v2.38	< <u>B</u> ack	<u>I</u> nstall Cancel

- 1.3 Type of installation is depends on whether a user database will be created or not. Full installation will install a user database. The Client Only installation requires the user site to already have a full installation already done. (Refer to LOFSA SMS User Guide (RE) Architecture for details)
- 1.3.1 If Full installation is required, choose Full installation type. Then click on Install.
- 1.3.2 If **Client Only** installation is required, choose **Client Only** installation type. Then click on **Install**.



LOFSA SMS Client 1.0 Setup	_ 🗆 🗵
Installing Please wait while LOFSA SMS Client 1.0 is being installed.	1 <mark>8</mark>
Extract: setupdb.bat 88%	
Checking your .NET Framework version MSI3.1 already installed .NET Framework Version 2 found. Proceeding with remainder of installation. Output folder: C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp\1\lofsinst Extract: setupdb.bat 88%	
Nullsoft Install System v2.38	Cancel

1.4 Wait while the setup extracts itself.

🖟 Microsoft .NET Framework 2.0 Setup	
Installing components	
The items you selected are being installed.	
Installation Progress:	
Validating install Property: DD_IE501FOUND_X86.3643236F_FC70_11D3_A536_0090278A1BB8, SearchForIE501_ENU_X86.3643236F_FC70_11D3_A536_0090278A1BB8	Signature:
	Cancel

1.5 If Microsoft .NET Framework 2.0 is not already installed, the setup will automatically install it. This is a required component. Otherwise, the setup will skip this part.



SQL Server Component Update will install the following componer required for SQL Server Setup: 	nts
Microsoft SQL Server 2005 Setup Support Files	
Configuring components	

1.6 The setup will then proceed to install the SQL 2005 Express database if the installation is **Full** type. **Client Only** installation will not perform this step.

etup Progress The selected components are being c	onfigured		
Product	Status		
	Configuring o	omponents	
SQL Setup Support Files	Setup finishe	<u>d</u>	
SQL Native Client	Setup finishe	<u>d</u>	
SQL VSS Writer	Setup finishe	<u>d</u>	
SQL Server Database Services			
Status			
<u></u>			

1.6.1 The installation of the SQL 2005 database could take a while.



1.7 Wait while the files are being copied into the hard drive.





 The last step is the starting of the LOFSA SMS service. This is only for the Full application installation. Client Only installation does not do this.



1.9 Click on **Finish** to complete installation.



2. Uninstallation

If a previously installed instance exists, then this instance must be fully uninstalled before installing.

Administrator				
Manage Your Se	erver	😏 My Comp	uter	
Windows Explor	rer	Control Par	nel	ł
Command Prompt		Administrat	tive Tools d Faxes	
Notepad			··~~rt	
	Windows	Catalog Update	_	
Services	 Accessori Administr 	ies ative Tools	> >	
SQL Server Cor Manager	📆 Startup 🎒 Internet I	Explorer	•	
M Paint	 Outlook E Remote 4 	Express Assistance		
All Programs 🕨	Microsoft	SQL Server 2005) • ⊮ 10	
		Log Off		ninstall
🏄 Start 📙 📴 🥭	🗍 🔕 Netv	vork Connections		C:\Documents

2.1 Execute the uninstall application.

(Start \rightarrow LOFSA SMS Client \rightarrow Uninstall)

LOFSA SM	15 Client 1.0 Uninstall		×
?	Are you sure you want to com	pletely rei	move LOFSA SMS Client 1.0 and all of its components?
2		Yes	



2.2 Click **Yes** to confirm.

LOFSA SMS Client 1.0 Uninstall	
Uninstalling Please wait while LOFSA SMS Client 1.0 is being uninstalled.	(interest of the second
Delete file: C:\lofsasms\client\chrome\sxclient\content\js\dojo1.1.1\dijit\the	emes\tundra\image
Delete file: C:\lofsasms\client\chrome\sxclient\content\js\dojo1.1.1\dijit\t Delete file: C:\lofsasms\client\chrome\sxclient\content\js\dojo1.1.1\dijit\t	hemes\tund hemes\tund hemes\tund hemes\tund hemes\tund hemes\tund hemes\tund hemes\tund hemes\tund
ulisoft Install System v2.44	Cancel

2.3 The uninstall process will take a few minutes.

S LOFSA	SMS Client 1.0 Uninstall
į	LOFSA SMS Client 1.0 was successfully removed from your computer.
	ОК

2.4 A message will appear upon completion.

If the installed application is the **Full Application** then proceed. Otherwise the SMS application is already uninstalled.



National Services				
<u>File Action View</u>	Help			
← → 🖪 🖆	2 🖹 😫 🖬 🕨 🔳 💷 🕨			
🍇 Services (Local)	Name 🛆	Description		
	Security Accounts Manager	The startup of this service signals other services that the Se		
	Server 👘	Supports file, print, and named-pipe sharing over the netwo		
	Shell Hardware Detection	Provides notifications for AutoPlay hardware events.		
	🦓 Smart Card	Manages access to smart cards read by this computer. If thi		
	Special Administration Console Helper	Allows administrators to remotely access a command prompt.		
SQL Server (LOFSASMS)		Provides storage, processing and controlled access of data		
	🖓 SQL Server Active Directory Helper	Enables integration with Active Directories.		
	SQL Server Browser	Provides SQL Server connection information to client comput		
	SQL Server VSS Writer	Provides the interface to backup/restore Microsoft SQL serv		
	System Event Notification	Monitors system events and notifies subscribers to COM+ E		
	🖓 Task Scheduler	Enables a user to configure and schedule automated tasks o		
	TCP/IP NetBIOS Helper	Provides support for the NetBIOS over TCP/IP (NetBT) servi		
	🖓 Telephony	Provides Telephony API (TAPI) support for clients using pro		
	🖏 Telnet	Enables a remote user to log on to this computer and run pr		
	Terminal Services	Allows users to connect interactively to a remote computer -1		
	Extended A Standard			

To find out if the installed version is a Full Application, go to:

Start \rightarrow Settings \rightarrow Control Panel \rightarrow Administrative Tools \rightarrow Services.

Look for **SQL Server (LOFSASMS)**. If this service is found then this is a Full Application.

** Click on the name column header to sort the services.



🔄 Control Panel			×
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> ools	Help	4	
🕝 Back 👻 🕤 👻 🎓 Search 🗍	🏱 Folders 🛛 🖽 🗸		
Address Control Banal			
Agaress Control Parler	Teolo IV		
Folders ×	Name	Comments	-
🞯 Desktop	S Accessibility Options	Adjust your comput	
🗄 My Documents	Add Hardware	Installs and trouble	
🖂 😼 My Computer	Add or Remove Programs	Install or remove pr	
🗄 🍶 3½ Floppy (A:)	Administrative Tools	Configure administr	
🛨 🥯 Local Disk (C:)	Automatic Updates	Set up Windows to	
🕀 🥝 DVD-RW Drive (D:)	Configure a	dministrative settings for your compu	iter.
🖃 📴 Control Panel	S Display	Customics the disel	1000
🦏 Administrative Tools		Add change and	
🖾 Fonts	Come Controllers	Add, change, and	
S Network Connections		Add, remove, and c	
표 🛄 Portable Media Devices	Weinher Options	Curtaniza your Intern	
🐏 Printers and Faxes		Customize your key	
🖽 🎭 Scanners and Cameras	Maura	Changes licensing 0	
🕍 Scheduled Tasks			
🗉 🧐 My Network Places		Connects to other c	
🥑 Recycle Bin	Phone and Modern Options	Configure your tele	
🛅 full	Portable Media Devices	view the portable m	
🚞 scr	No. 1	Configure energy-s	
🛅 unins	Printers and Faxes	Shows installed prin	
	Regional and Language Options	Customize settings	
	Scanners and Cameras	Add, remove, and c	
	Scheduled Tasks	Schedule computer	
	Sounds and Audio Devices	Change the sound s	
	Speech	Change settings for	
	Stored User Names and Passwords	Manages stored cre	M

2.5 To completely remove the SMS application, the SQL2005 engine instance will also have to be removed. First go to Control Panel \rightarrow Add/Remove Programs.



ize ize	e (
ize ize	e 8	
ize		88.
	e (<u>91.</u>
ed <u>occ</u>	l <u>occa</u>	ccasio
Dn 3/ e f	n 3/: F	3/30) Ren
ize		4.
ize	e 2	22.
ize	e	1.
ize		
ize ize ize		

2.6 Search for Microsoft SQL 2005 in the add/remove program window. Click on Remove to start the removal.



Microsoft SQL Server 2005 Uninstall	×
Component Selection Select SQL Server 2005 components to uninstall.	G
To uninstall existing components, select components to remove and click Next.	
Remove SQL Server 2005 instance components	
LOFSASMS: Database Engine	
Remove SQL Server 2005 common components	
Workstation Components	
	Report

2.7 In the subsequent uninstall window, select LOFSASMS: Database Engine and click on Next.

stall			×
ents to uninstall.			G
pe uninstalled from	n your machine	e. To proceed,	
			*
			-
			Þ
< Back F	Finish	Cancel	Help
	stall ents to uninstall. be uninstalled fror < Back F	stall ents to uninstall. be uninstalled from your machine < Back Finish	stall ents to uninstall. be uninstalled from your machine. To proceed,



2.8 Click on Finish to confim.

nerosore sole server 2000 secop			×
Setup Progress			
The selected components are being config	gured		
SQL Server setup is preparing to make the re	quested config	uration changes.	
_ Status			
Status			
Status			
Status			



The selected components are being co	onfigured
Product	Status
MSXML6	
SQL Setup Support Files	
SQL VSS Writer	
SQL Server Database Services	
Status Preparing Registry Backups	

2.9 The removal process could take a while to complete.



	<u></u>		
Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	
🛃 Microsoft .NET Framework 2.0		Size	88.3
Microsoft SQL Server 2005		Size	<u>91.3</u>
<u>Click here for support information.</u>		Used o	occasio
		Last Used On	3/30/2
To change this program or remove it from your	computer, click Change or Remove.	Change	Rem
📄 Microsoft SQL Server Native Client		Size	4.1
📒 Microsoft SQL Server Setup Support Files (Eng	ish)	Size	22.6
MSXML 6.0 Parser		Size	1.3
🗊 VMware Tools		Size	11.8
		5126	11

2.10 After the removal is complete the screen should return to the add/remove program window.



3. Multi-instance

Note:

This is only applicable to those that manage the submissions of multiple companies.

This setup is optional. Multi-instance should only be done if the RE is in charge of multiple OFIs. In this case, each OFI will need to have its own submission instance, registered with its Labuan FSA profile, on the RE Full Application. A new instance means a separate OFI database in the RE Full Application.





3.1 Instance Creation

Instance creation utility (createApp.bat) is located in the c:\lofsasms\tools folder.

:\lofsasms\tools						
e <u>E</u> dit <u>V</u> iew F <u>a</u> vorites	Tools	Help				
Back 🔻 🕤 👻 🍞 🗐 🔎 Se.	arch	🏷 Folders 🛛 🛄 🗸				
ress 🛅 C:\lofsasms\tools						💌 🔁 Go
	1.05	Name	Size	Туре 🔺	Date Modified	Attributes
File and Folder Tasks	*	ant		File Folder	6/8/2009 7:09 PM	
ன Maka a naw faldar .		🚞 conf		File Folder	6/8/2009 7:09 PM	
Make a new rolder		🚞 templates		File Folder	6/8/2009 7:09 PM	
Publish this folder to the		junction.exe	19 KB	Application	12/1/2003 12:00 AM	А
Share this folder		💽 createApp.bat	3 KB	Windows Batch File	6/5/2009 12:47 PM	A
Share this folder		🐻 listApp.bat	1 KB	Windows Batch File	6/5/2009 12:36 PM	А
		💽 removeApp.bat	З КВ	Windows Batch File	6/5/2009 4:02 PM	А
Other Places	*	🔮 replace.xml	2 KB	XML Document	6/4/2009 5:36 PM	А
🛅 lofsasms						
My Documents						
My Computer						
Mu Network Places						
S My Network Places						
Details	¥					

A new OFI database instance is created by the steps below:

- 2.1.1 Execute createApp.bat.
 - 2.1.1.1 For Windows XP, simply double-click on createApp. The logged in user must have administrative rights to the machine.
 - 2.1.1.2 For Vista, right-click on createApp and click on "Run as administrator.



	Open Open file location	
۲	Run as administrator	
R	Scan for viruses	
	Pin to Start Menu	
	Add to Quick Launch	
	Restore previous versions	
	Send To +	
	Cut	
	Сору	
	Create Shortcut	
	Delete	
	Rename	
	Properties	4

2.1.2 A console screen will appear.

🔤 C:\WINDOWS\system32\cmd.exe	
Existing LOFSA Form Submission System Apps: nick Nick2 ROOT	4
Enter user database to create (Alphanumeric only, max: 20 characters): _	

The top part of the screen (red box above) is the listing of the existing instances.

2.1.3 Type the name of the new instance to be created (yellow box above). The instance name is an alphanumeric field but must begin with an alphabet. Wildcard characters (like \$ % ^ & #) and space are not allowed.





2.1.4 A confirmation dialog will appear. To confirm, input 'Y' or 'y' and hit enter, otherwise input any key and hit enter.





- 2.1.5 The instance creation process will then begin. The message "Press any key to continue . . ." (green box above) signals the completion of processing.
- 2.1.6 Take note of the URL created (red box above). This will be the server URL for the server connection setup in the LOFSA SMS application.





2.1.6.1 To copy the server URL, right click on the console screen and

click on Mark.



2.1.6.2 Then select the portion of the screen to copy by holding down left click. When the texts have been selected let go of the left click button and right click.





2.1.6.3 Paste the copied text into any text editor like normal (ctrl-v).Keep this text editor open for later use.

🔮 Login Form		_ 🗆 🗵
CLogin Information		
User Id :		
Password :		
Server Name :	SMS@RE	
	Ok	Cancel

2.1.7 The newly created instance needs to be configured in the SMS application. In the login dialog, click on Server Name to bring up the server connection settings (yellow box above).



🌑 Server Connecti	on Settings
Connection Settings	
Server Name :	SMS@RE
Server URL :	http://127.0.0.1:81/
Storage Version :	4
Server List	
Name	
SMS@RE	
Save/	Add Delete Ok Cancel

2.1.8 In the server connection settings, click on Add to create a new server connection.



🔮 Server Connectio	n Settings		
Connection Settings			
Server Name :	SMS@RE		
Server URL :	http://127.0.0.1:81/		
Storage Version :	4		
Server List Name SMS@LOFSA SMS@RE SMS@RE			
Save	dd Delete	Ok	Cancel

- 2.1.9 Assign a server name for the connection (yellow box above). This is for visual purposes, so it is best to use a recognizable name. For example, if the connection is for Insurance Company XYZ, assigning SMS@InsuranceXYZ would be a good idea.
- 2.1.10 The server URL (red box) comes from step 3.1.6. Copy the URL stored and replace the one in the Server URL field.



🔮 Server Connectio	n Settings	
Connection Settings		
Server Name :	SMS@Test1	
Server URL :	http://127.0.0.1:81/Test1/	
Storage Version :	4	
Server List		
Name SMS@LOFSA SMS@RF		
SMS@Test1		
Save A	dd Delete Ok	Cancel

2.1.11 Click on Save (red above) when done. The server list will be updated with the newly added server name (blue above). Click on OK (yellow above) to apply the change.

🔮 Login Form		_ 🗆 🗙
CLogin Information -]
User Id :		
Password :		
Server Name :	SMS@Test	1 🔽
	Ok	Cancel

2.1.12 To login to this instance, select the server name (green above) from the login dialog.



3.2 Instance Deletion

Instance creation utility (removeApp.bat) is located in the c:\lofsasms\tools folder.

The ROOT instance cannot be removed.

An OFI instance can be removed by the steps below:

3.2.1 Execute removeApp.

3.2.1.1 For Windows XP, simply double-click on removeApp. The logged in user must have administrative rights to the machine.

	Open Open file location	
۲	Run as administrator	
R	Scan for viruses Pin to Start Menu Add to Quick Launch	
	Restore previous versions	
	Send To	•
	Cut	
	Сору	
	Create Shortcut	
	Delete	
	Rename	
	Properties	

3.2.1.2 For Vista, right-click on removeApp and click on "Run as administrator.



🙉 C:\WINDOW5\system32\cmd.exe	
LOFSA Form Submission System Apps Listing: nick Nick2 ROOT Test1	
Enter user database to remove (Alphanumeric only, max: 20 characters):	

3.2.2 A console screen will appear. It will show the current instance already created (yellow above). Enter the instance that needs to be removed (red box) and hit enter.

(Note: ROOT cannot be deleted.)



3.2.3 A confirmation is required (red above). Punch in 'Y' or 'y' and hit enter to confirm. Otherwise, input any key and hit enter to cancel.





3.2.4 The database instance files are moved to c:\lofsasms\db\detach. It is recommended to copy the files out and keep this folder empty.

4. Setting Up

The SMS application for reporting entities (REs) needs to be registered with a login user profile. This is done at the Full Application machine.

The process to register the user profile:

4.1 Execute LOFSA SMS application by double clicking



4.2 Double click on Login.



٢	- LOF9	ia si	MS					
Eil	e <u>V</u> ie	w (<u>G</u> o	Tools	<u>H</u> elp	User:	[Not logged in]	Logout
	.ogin							
D	one							11.

4.3 Select the server to login to. (default: SMS@RE) Enter the below:

User Id:	readmin
Password:	password
Then click OK	

🔮 Login Form		_ 🗆 🗵
C Login Information		
User Id :		
Password :		
Server Name :	SMS@RE	•
	Ok	Cancel

- Note: This login profile (readmin) is only for the registration purpose and has no rights for any other functions.
- 4.4 Double click on Setup.



* -	Lofsa S	M5 v(0.2 [SM	5@RE]			
Eile	⊻iew	<u>G</u> o	<u>T</u> ools	Help	User:	readmin	Logout
⊟ Wo	orkspace						
	Setup						
L							
L							
L							
L							
Don	e						

4.5 Enter the User ID and Password assigned by Labuan FSA. Click OK. It will take a few seconds to a few minutes to update the RE application.

🔮 System Setup		_ 🗆 🗵
Server URL	http://wcms2.lofsa.gov.my:8082/	
Server User Id	testnick	
Server Password	*****	
Location	RE	7
	Ok	Cancel

If this step is successful, step below can be skipped.



4.6 If the user profile is **already registered** then an error will prevent the registration. This is to prevent one Principal Officer from having two sets of submission data.

Alert	×
	Failed to update settings. Error: User profile is already registered and cannot be registered again.
	ОК

When this happens, Labuan FSA has to be contacted for a profile unlock. Apart from the machine currently being registered, any other machines utilizing the same user profile have to be disabled from doing submissions in the future. This is to prevent duplicate submissions done on behalf of the same reporting entities.

🔮 Lofsa SMS v0.2 [SMS@RE]			
<u> Eile View Go T</u> ools <u>H</u> elp	User: re	eadmin	Logout
Workspace			<
Setup			\sim
Done			//.

4.7 To exit, click on <u>Logout</u> on the top right corner of window.



4.8 After registration is done, reporting entities can now login with their assigned profile. Double click on Login, and enter Labuan FSA assigned username and password. Then click OK.



5. Troubleshooting

This section covers the troubleshooting for installation.

5.1 Windows XP SP3

This only applies to **Full Application** installation.

According to the Microsoft support center, SP3 includes a newer version MSXML 6 than what is being deployed by the MSSQL 2005. So installation of the MSSQL 2005 will fail on XP SP3 machines. (<u>http://support.microsoft.com/kb/968749</u>)

What is required is to download the cleanup utility from <u>http://support.microsoft.com/kb/290301</u> and run this first.

In the cleanup utility only select the MSXML 6 SERVICE PACK 2 for cleanup.

For further information, go to http://support.microsoft.com/kb/290301.

If an installation has failed due to this, the scenario below will occur during the installation of the Full Application SQL 2005 database engine.



	Status		
MSXML6	Setup failed. Refer to the Setup log for		
SQL Server Books Online	Setup finished		
SQL Setup Support Files	Setup finished		
SQLXML4	Setup finished		
SQL Native Client	Setup finished		
2 <u>0WC11</u>	Setup finished		
SQL Server Backward-Compatibility Files	Setup finished		
Workstation Components, Books Onlin	Setup failed. Refer to the Setup log for		

5.2 Login - Invalid user id or password





Possible cause:

🔮 Login Form		
Login Information -		
User Id :	testnick	
Password :	****	
Server Name :	SMS@RE	•
	Ok	Cancel

- Wrong User Id
- Wrong password

Troubleshooting:

- Registration step with id "readmin" must be successful before a user can login with the Labuan FSA provided ID. Refer LOFSA SMS Training Guide (RE) section 3.1.
- If registration step is done, check the user ID and password provided by Labuan FSA.

5.3 Login – Failed to contact server

🌑 Ajax callback e	xception	
Failed to contact se	rver	
1	Class.	Chan Dataila a a
	LIOSE	

Possible cause:



🔮 Login Form		_ 🗆 ×
C Login Information -		
User Id :	testnick	
Password :	******	
Server Name :	SMS@RE	
	Ok	Cancel

- The SMS application cannot contact the SMS service configured in the Server Name.
- The SMS service as referred to in the Server Name is not running.

Troubleshooting:

• Check the SMS service configured in Server Name.

🌑 Server Connectio	n Settings	<u>_ X</u>
Connection Settings		
Server Name :	SMS@RE	
Server URL :	http://127.0.0.1:81/	
Storage Version :	4	
Server List		
Name		
SMS@RE		
Save 4	dd Delete Ok	Cancel

The default connection should be the above.

```
(http://127.0.0.1:81/)
```



Use the above configuration when connecting from the Full Application. Otherwise, replace the IP address in Server URL with the IP address of the full application.

Refer: Labuan FSA SMS Training Guide (RE) section 3.2.

• Check SMS service.

If the SMS service is down on the SMS Full Application machine, then the SMS application will not be able to function. Refer to <u>SMS service test</u>.

• Check network connection.

A ping test on the connecting machine can determine if the SMS service machine is accessible. Refer to <u>Ping test</u>.

• Check destination port.

A telnet test can determine if the necessary ports in the Full Application machine is accessible. This test should only be done if the ping test was successful. This test can be done on the Full Application machine itself or on the machine connecting to it. Refer to <u>Telnet test</u>.

5.4 Setup – Fail to obtain Middle-Tier

Signal and the second s	
Failed to obtain Middle-Tier	
Close Show D	etails >>



Possible cause: Full Application computer is unable to locate the local MSSQL 2005 database.

Troubleshooting: Proceed with MSSQL 2005 database test.

5.5 Registration – Failed to update settings

This usually happens when registering the Labuan FSA profile with the initial "readmin" login.

Alert		×
	Failed to update settings. Error: WrappedException: java.net.UnknownHostException:wcms2.lofsa.gov.my	
	ОК	

Alert		×
1	Failed to update settings. Error: WrappedException: java.net.ConnectException:Connection timed out: connect	

Possible cause:

- The Full Application machine is unable to establish a connection to Labuan FSA.
- The LOFSA SMS application server may be down.

Troubleshooting:

- Check the connectivity to Labuan FSA.
 A <u>ping test</u> should be done from the Full Application machine to the URL http://wcms2.lofsa.gov.my (LOFSA SMS application server).
- If the ping test is successful, then a <u>telnet test</u> should be done using the port 8082.



5.6 Tests – SMS service

At the full application machine, go to the service listing by: Start \rightarrow Settings \rightarrow Control Panel \rightarrow Administrative Tools \rightarrow Services

A Services (Local)		Description	Status	Startup Type	Log On As	-
SNS DOLLICOD (LOCAL)	IPSEC Services	Provides e	Started	Automatic	Local System	
	Kerberos Key Distribution Center	On domain	003599907	Disabled	Local System	
	License Logging	Monitors a		Disabled	Network S	
	LOFSASMS	LOFSA Sta	Started	Automatic	Local System	
	Logical Disk Manager	Detects an	Started	Automatic	Local System	
	Logical Disk Manager Administra	Configures		Manual	Local System	
	Messenger	Transmits		Disabled	Local System	
	Microsoft Software Shadow Co	Manages s		Manual	Local System	
	Net Logon	Maintains a		Manual	Local System	
	NetMeeting Remote Desktop Sh	Enables an		Disabled	Local System	
	Network Connections	Manages o	Started	Manual	Local System	
	Network DDE	Provides n		Disabled	Local System	
	Network DDE DSDM	Manages D		Disabled	Local System	
	Network Location Awareness (N	Collects an	Started	Manual	Local System	
	Network Provisioning Service	Manages X		Manual	Local System	
	NT LM Security Support Provider	Provides s		Manual	Local System	
	Performance Logs and Alerts	Collects pe		Automatic	Network S	
	Plug and Play	Enables a c	Started	Automatic	Local System	

The LOFSASMS service must be in Started state in order for the SMS application to function.

The LOFSASMS service is not found

Possible root cause:

- Error in installation.
- Corrupted installation file.

Proposed solution:

- Download the installation package again.
- Fully uninstall the application and try re-installing.



5.7 Tests – SQL Service

At the full application machine, go to the service listing by: Start \rightarrow Settings \rightarrow Control Panel \rightarrow Administrative Tools \rightarrow Services

😓 Services 📃 🔲 🗙					
<u>File Action Vi</u> ew <u>H</u> elp					
🎭 Services (Local)	Name 🛆	Description	Status	Startup Type	Log On As 🔺
	Security Accounts Manager	Stores security inform	Started	Automatic	Local System
	Security Center	Monitors system securi	Started	Automatic	Local System
	Server .	Supports file, print, an	Started	Automatic	Local System
	Server Intelligence Agent (THER	Manages BusinessObj		Manual	Local System
	Shell Hardware Detection	Provides notifications f	Started	Automatic	Local System
	SigmaTel Audio Service	Manages SigmaTel Au	Started	Automatic	Local System
	🆏 Smart Card	Manages access to sm		Manual	Local Service
	SQL Server (LOFSASMS)	Provides storage, proc	Started	Manual	Network Service
	SQL Server (SQLEXPRESS)	Provides storage, proc		Manual	Network Service
	SQL Server Active Directory Helper	Enables integration wit		Disabled	Network Service
	SQL Server Browser	Provides SQL Server c	Started	Automatic	Network Service
	SQL Server Integration Services	Provides management	Started	Automatic	Network Service
	SQL Server VSS Writer	Provides the interface	Started	Automatic	Local System
	SQLSERVERAGENT			Manual	Local System
	SSDP Discovery Service	Enables discovery of U	Started	Manual	Local Service
	Sybase BCKServer _ THEREISN			Manual	Local System 📃 💌
	Extended Standard				

The SQL Server (LOFSASMS) service must be in Started state in order for the SMS application to function.

The SQL Server (LOFSASMS) service is not found

Possible root cause:

- Error in installation.
- Corrupted installation file.
- Refer <u>Windows XP SP3</u>.

Proposed solution:

- Download the installation package again.
- Fully uninstall the application and try re-installing.



5.8 Tests – Connectivity test

Go to Start \rightarrow Run. Type in cmd and hit enter. A console screen will appear.

Type in: ping "wcms2.lofsa.gov.my"

And hit enter.

🔤 C:\WINDOWS\system32\cmd.exe	
C:\Documents and Settings\user>ping "wcms2.lofsa.gov.my"	_
Pinging wcms2.lofsa.gov.my [219.93.30.148] with 32 bytes of	data: 📃
Reply from 219.93.30.148: bytes=32 time=70ms TTL=243 Reply from 219.93.30.148: bytes=32 time=81ms TTL=243 Reply from 219.93.30.148: bytes=32 time=80ms TTL=243 Reply from 219.93.30.148: bytes=32 time=71ms TTL=243	
Ping statistics for 219.93.30.148: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), Approximate round trip times in milli-seconds: Minimum = 70ms, Maximum = 81ms, Average = 75ms	
C:\Documents and Settings\user>_	
	-
	► //.

The IP address (219.93.30.148) after the ping command should be the IP address of the target machine.

If the target machine is contactable, a reply would be received. This means the test is a success.

Example:

• Reply from 202.190.174.181: bytes=32 time=68ms TTL=53

If the target machine cannot be reached (ping test failed), the reply would be:

- o Reply from 202.190.174.181: Destination host unreachable.
- Request timed out.

This means the target is unreachable.



5.9 Tests – Telnet

Go to Start \rightarrow Run. Type in cmd and hit enter. A console screen will appear.



Type in: telnet "IP Address" "Port"

And hit enter.

The IP Address is the IP Address of the target machine, and the Port is port number the connection utilizes.



🗛 Telnet 219.93.30.148	
-	▲
	-
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A blank console screen will appear on successful connection.



To exit, press ctrl-]. Then key in quit and hit enter.





A failed telnet test will result in the error message:

Connecting To 219.93.30.148...Could not open connection to the host, on port 81: Connect failed

This means a connection cannot be established with the machine (219. 93. 30. 148) using the port 81.

This could be caused by:

- Firewall preventing outgoing traffic.
- Network policies preventing this connection.
- Target is unreachable or target port is closed.