



# **ManitouNEO and BoldNetNEO Installation Guide**

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This paper is for informational purposes only. The system descriptions and diagrams contained within should be used as guidelines only. Each ManitouNEO and BoldNetNEO installation might require modifications to meet specific requirements. BOLD TECHNOLOGIES MAKES NO WARRANTIES, EXPRESS, OR IMPLIED IN THIS DOCUMENT.

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# ManitouNEO and BoldNetNEO Installation Guide

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## System Requirements

Minimum	Recommended
<ul style="list-style-type: none"><li>• Windows Server 2012 R2</li><li>• 8 Gb Memory</li><li>• Dual Core Processor</li><li>• MS SQL Express</li><li>• Google Chrome Version 34+ Browser</li><li>• Self-Signed SSL Certificate for IIS</li><li>• 2 Gb of Free Space for Database</li></ul>	<ul style="list-style-type: none"><li>• Windows Server 2012 R2</li><li>• 16 Gb Memory</li><li>• Quad Core Processor</li><li>• MS SQL Server 2014</li><li>• Google Chrome Version 34+ Browser</li><li>• SSL Certificate for IIS</li><li>• 20Gb of Free Space for Database</li></ul>

## Installation Steps

1. Update the Manitou Application Server with the Manitou Distributor service.
  - a. Rename the existing Distributer folder, normally located in C:\Program Files (x86)\Bold Technologies\Manitou, to **Distributer163** or **DistributerOld**.
  - b. Create a new Distributer folder.
  - c. Move Patch 1 and DistList.txt over to the new Distributer folder.
  - d. Stop all Manitou services (including the Bold Monitor in the Service Manager).
  - e. Open the Distributer Commander.
  - f. Select the servers/workstations that will be updated.
  - g. Click **Admin | Prepare for a New Release (Selected Clients)**. You can also do "All Clients."
  - h. Keeping the servers/workstations highlighted, click **Commands | Update to the Latest Patch (Selected Clients)**. You can also do "All Clients."
2. Update the Manitou Database with the DBManager.
  - a. Open the DBManager **as an administrator**.
  - b. Click **File | New**.
  - c. Type a **Database System Name**.
  - d. Verify that the **Database System Type** is set to **Manitou**.
  - e. Enter the correct values for your system in the following fields:
    - i. Server Name
    - ii. Login
    - iii. Password
    - iv. Database (Select the **Manitou** Database)
    - v. Database Type (Select **Standard**)
  - f. Click **File | Save** to keep this configuration.
  - g. Click **Database Updates** from the sidebar menu.
  - h. Select your **SYSTEM.Manitou** database from the **Database** drop-down list box.
  - i. Verify that the **Database Update Type** is set to **Manitou Database Upgrade (1.64.0.0)**.
  - j. Click **Apply**.
  - k. Click **Populate Tables** from the sidebar menu.

- l. Select your *SYSTEM.Manitou* database from the **Database** drop-down list box.
  - m. Click the **Repair Reverse Command Tables** button if it is active.
3. Open the Bold Manitou MSM application and start the services.

**TIP:** If the Bold services fail to start due to an error in the MSM concerning the version of the Bold Monitor service not being compatible, please follow these steps to restart the Bold Monitor service. Then return to the MSM and start the rest of your Bold services.

1. Click **Start**.
2. Type **services.msc** and then press Enter.
3. Locate the Bold Monitor service and right-click it.
4. Click **Start** or **Restart** as appropriate.

4. Right-click the **Manitou\_Ver\_Neo\_Setup.exe** or **BoldNet\_Neo\_Setup.exe** file (as applicable) and select **Run as Administrator**.

**Important:**

- If this is an upgrade, the values from the previous installation will be populated on the setup form (with the exception of the password).
  - If this is a new installation, the setup populates the values of the machine names and username.
  - If you are performing a ManitouNEO installation you will also need to type a **Utility Service Port** number and a **Video Service Port** number. You must use the same port numbers on the server as on the client. The default values are 7020 and 7022, respectively.
- a. If the UAC message is displayed, do one of the following:
    - i. If you are logged on as a standard user, or if UAC is configured to always require credentials, enter the appropriate administrative credentials, and then click **OK**.
    - ii. If you are logged on as an administrator and UAC is not configured to always require credentials, click **Yes** to start the application.

**The ManitouNEO Setup application and BoldNetNEO setup application will automatically perform the following procedures:**

- b. Install the core ManitouNEO or BoldNetNEO website application files (as applicable).
- c. You are prompted for the appropriate configuration settings:
  - i. The name of your IIS Server (the server you are currently installing on)
  - ii. The name of your Manitou Application Server machine
  - iii. The name of your Web Membership SQL Server machine (**Note:** BoldNetNEO only)

**Note:** You might also need the instance name. For example: \instance

1. The SQL administrator account credentials
2. The SA password

d. Modify IIS

- i. Create the NeoAppPool Application Pool (outline settings)
- ii. Create the following three IIS Applications and assign them to the NeoAppPool:
  1. Api
  2. Manitou
  3. Oauth
- iii. Modify the following web.config files:
  1. Api – web.config
    - a. Set the WebGateway to locate the configured Manitou WebGateway service.
    - b. Set the Sentry to locate the configured Manitou Sentry service.
    - c. Set the ReportTemplate directory to the local installation path.
    - d. Set the UploadsFolder directory to the local installation path.
    - e. Set the connection string to the Web Membership SQL Server values provided above. (**Note:** BoldNetNEO only)
  2. Manitou – Web.config
    - a. Set the WebGateway to locate the configured Manitou WebGateway service.
    - b. Set the TokenURL to the correct IIS Server address.
    - c. Set the ManitouApiUrl to the correct IIS address.
  3. Oauth – web.config
    - a. Set the WebGateway to locate the configured Manitou WebGateway service.
    - b. Set the Sentry to locate the configured Manitou Sentry service.
    - c. Set the connection string to the Web Membership SQL Server values provided above. (**Note:** BoldNetNEO only)

**Specific to the ManitouNEO Setup, the following additional procedures are performed:**

1. Creates a new local certificate using the Local Certificate Utility.
2. Installs the Bold Local Utility Service service (and sets it to run on startup and starts the service).
3. Installs and starts the Bold Launcher and creates the Start menu shortcut.
4. Sets the ports for the Connection Manager port and the SignalR port – stored as dword values in:  
HKLM\SOFTWARE\WOW6432Node\Bold Technologies\Manitou\LocalUtilityService.

5. Log on to **ManitouNEO** or **BoldNetNEO**!

The default internet address is: [https://\[machine name\]/Manitou](https://[machine name]/Manitou)

## Additional Steps For Multi-Server Setup

If your SQL Server is located on a separate machine from your IIS Server, please follow these steps to complete the BoldNetNEO installation. (**Note:** BoldNetNEO only)

**Note:** If Silverlight is already installed for BoldNetNEO, performing these steps is not necessary.

1. Copy the BoldNet Dbs directory to your Web Membership SQL Server machine. The default location of this folder is C:\inetpub\wwwroot\Manitou\BoldNet Dbs.
2. Attach the two database files (ASPNETDB and WEBPREFSDB) to your Web Membership SQL Server.
  - a. In Microsoft SQL Server Management Studio Object Explorer, connect to an instance of the SQL Server Database Engine, and then expand that instance.
  - b. Right-click **Databases** and click **Attach**.
  - c. In the **Attach Databases** dialog box, to specify the database to be attached, click **Add**. And in the **Locate Database Files** dialog box, select the disk drive where the database resides and expand the directory tree to find and select the .mdf file of the database. For example: C:\BoldNet Dbs\ASPNETDB.mdf
  - d. More information on this topic can be found at <https://msdn.microsoft.com/en-us/library/ms190209.aspx>.

## Remote Web Application Access

You need to have the following installed on each ManitouNEO client:

### Bold Local Utility Service

This Windows service handles the background communication between the workstation and the Manitou server system. It passes the Workstation ID to the Application Server for authentication and verification against the authorized workstation's data within the Supervisor Workstation.

### Bold Launcher

This Windows utility resides in the system tray and launches local files or applications on request.

**Note:** These are not necessary for the BoldNetNEO client.

## Uninstall Steps

1. Open the IIS Manager.
  - a. Expand the **Default Web Site**.
    - i. Right-click and remove the following IIS Applications:
      1. Api
      2. Manitou
      3. Oauth
  - b. Right-click and remove the NeoAppPool Application Pool.
2. Uninstall **BoldNetNEO** using the Windows **Add/Remove Programs** dialog.

**Note:** The following step is for BoldNetNEO only.

3. Open SQL Server Management Studio.
  - a. Detach the following databases:

(Select a database, right-click, and then click **Tasks | Detach.**)

- i. ASPNETDB
- ii. WEBPREFSDB



## Troubleshooting Notes

- In some cases the Bold Monitor will not restart automatically on its own. After running the updates, any server/workstation that runs the Bold Monitor will need to be restarted manually by way of the Service Manager to ensure it is running the latest software.
- You must define a Transmitter range to add transmitters within BoldNetNEO.
  1. Open the Manitou Operator Workstation.
  2. Press F10 and select your dealer.
  3. Select **TX ID Ranges** from the **Jump To** menu.
  4. Define a **Transmitter Range**.
- You must have selected **Transmitter Types** for your dealer in order to add transmitters within BoldNetNEO.
  1. Open the Manitou Operator Workstation.
  2. Press F10 and select your dealer.
  3. Select **TX Types** from the **Jump To** menu.
  4. Add your **Available Transmitter Types**.
- You must have **Add Permissions** defined for your web profile in order to add Transmitters or Programming within BoldNetNEO.
  1. Open the Manitou Supervisor Workstation.
  2. From the **Maintenance** menu, select **Setup** and then select **Permissions** from the fly-out menu.
  3. Expand the following node in the tree and edit the associated permissions for your Neo system to allow **Visibility**, **Adding**, **Editing**, or **Deleting** permissions:
    - a. Maintenance
      1. Customer
        - a. Systems
          - i. Programming
          - ii. Transmitters
- To allow access to the BoldNetNEO web application, you'll need to give your users access to a Web Profile. This requires a connection to the ASPNETDB database.
  1. Open Manitou Supervisor Workstation.
  2. Click **Tools | Options**.
  3. Under the **System** node, select **Web membership database details**.
  4. Enter the proper values for each of the following fields:
    - a. Web Server (should be same as your Web Database Server)
    - b. Web Application Name
    - c. Web Database Server
    - d. Web Database Name (ASPNETDB)
    - e. Web Database User
    - f. Web Database Password
- The session timeout value can be changed from the default (20 minutes) by editing the following value in the C:\inetpub\wwwroot\Manitou\manitou\web.config. This setting value is in minutes and setting this to "0" will cause the BoldNetNEO web application to never time out.

<add key="Timeout" value="20" />

## Upgrade from Previous Release

- Follow the [Installation Steps](#) in this document.
- The upgrade installation will overwrite the existing installation.