
Installation Guide

Installing SQL Server

Version: V1



Vista Entertainment Solutions Ltd.

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About Vista

Vista Entertainment Solutions develops software for the Cinema Exhibition industry. The Vista software system consists of a number of integrated products that cover almost all aspects of managing and operating cinemas. The product line is scalable so as to be suitable to exhibitors who run from one cinema to hundreds of cinemas.

The Vista Point of Sale and Vista BackOffice (base Vista) provide all Cinemas level function for Box Office and Concessions. At least one installation of Base Vista is required for all Vista customers. All other modules are optional.

The optional modules are:

- **Web Ticketing** - a customisable system that enables ticket sales on the Internet along with display of show times and movie information.
- **IVR Ticketing System**- an automated touchtone phone booking system.
- **Vista Kiosk** - a customisable ATM ticketing system that features touch screen and state of the art multimedia technology for remote ticket sales either on or off-site.
- **Call Center** - provides a central web based application for booking and selling seats across a circuit of cinemas.
- **MobilePOS** - utilises a Pocket PC based PDA's to sell tickets and concessions while connected to the Vista system via a wireless network.
- **Vista Signs** - manages configured animated messages on cinema signs including LED, TV Monitors and Plasma.
- **Vista Projection** - controls the export of cinema show-time schedules to automated projection systems.
- **Vista Air Conditioning** - provides an interface between base Vista and the air conditioning system to regulate air circulation and temperature depending on head count information stored in the Vista database.
- **HeadOffice** - provides central maintenance of key cinema data, uploading of cinema performance data to HeadOffice, a film settlements system and a business intelligence system for analysing circuit wide performance.
- **CashDesk** - a companion product for Vista BackOffice for cinemas that wish to have higher levels of cash and treasury control within the cinema.
- **Employee Scheduling** - provides a graphical employee roster system at cinema locations, along with a HeadOffice module that consolidates all roster information.
- **Film Programming and Scheduling** - a companion product to HeadOffice. It is a system for planning and booking films across a circuit from a central location. The booking system generates best fit schedules to download to the cinema.
- **Voucher Management** - a companion product to Vista HeadOffice that controls the ordering, stocking, transfer, and redemption of coupons, vouchers and passes.
- **Loyalty** - a customer relation management program for the creation, maintenance and evaluation of loyalty programs.

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Using This Guide

This guide is for anyone who needs to setup SQL Server 2000, SQL Server 7, or SQL MSDE, prior to installing and configuring Vista Applications.

After completing the steps in this guide, you may need to review and complete:

- 1 Installation of Vista Version 3 (see the 'Installing Vista Version 3' Guide).
- 2 Configuring Vista Cinema V3 (see the 'Configuring Vista Cinema V3' Guide).

Warning about changing the Computer Name

Once Microsoft SQL Server has been installed on a fileserver, the name of the computer (ie the fileserver), must never be changed. This is because the name of the computer is recorded within the configuration settings of SQL Server. If the name of the computer gets renamed, SQL Server does not recognise the new fileserver name.

This is also an issue for any site that use products like Symantec Ghost to take an image of a fileserver and restore it on the new fileserver, as the name of the computer on the restored fileserver would need to be changed.

CHAPTER 1

SQL 2000 Installation

Steps to Install SQL 2000:

If you have not already created a domain user with Domain Admin privileges called **SQLExecutive** then do it now (password = **SQLExecutive01**). This user account will be defined during setup as the account to run SQL Services under.

- 1 Insert the Microsoft SQL Server 2000 CD into the fileserver CD-ROM drive. Open Windows Explorer and double-click on:
`<CDROM drivename>:\Standard\Autorun.exe` (do not install the Personal Edition from the Personal folder).
- 2 The SQL Server Server 2000 **Standard Edition** installation screen appears. Select **SQL Server 2000 Components**. The **Install Components** screen displays.
- 3 Select **Install Database Server**. The **Welcome** screen displays.
- 4 Click **Next**. The **Computer Name** screen displays.
- 5 Select **Local** and click **Next**. The **Installation Selection** screen displays.
- 6 Select "Create a new instance of SQL Server, or install client tools." Click **Next**. The **User Information** screen displays.
- 7 Enter a name and company details and click **Next**. The **Software Licence Agreement** screen displays.
- 8 Click **Yes**. The **Installation Definition** screen displays.
- 9 Select "Server and Client tools" and click **Next**. The **Instance Name** screen displays.
Note: If the intention is to run separate instances of SQL Server 2000 on this fileserver, then deselect **Default** and click **Next** to continue. For a standard Vista installation, accept **Default** and click **Next**. The **Setup Type** screen displays.
- 10 Accept the **Custom** setup type. Change both destination folders to **D:\Program Files\Microsoft SQL Server** and click **Next** to continue. The **Service Accounts** screen displays.
- 11 The **Select Components** screen is displayed. Select **Next**.
- 12 Select "Use the same account for each service. Autostart SQL Server Service. Under **Service Settings** select "Use a Domain User account" and use the **SQLExecutive** user account that was created previously, for this purpose. Click **Next**. The **Authentication Mode** screen displays.
- 13 Select "Mixed Mode". Leave the password blank for **sa** and click **Next** to continue.
Note: MAKE SURE THE FOLLOWING COLLATION ORDER IS SET CORRECTLY!
- 14 Under **SQL Collations** scroll up to select "Dictionary Order, Case-Sensitive, for use with 850(Multilingual) Character Set", then click **Next**. These settings are very important to Vista:
 - Character Set is: **850 Multilingual**
 - Sort Order is: **Dictionary order, case sensitive**
- 15 The **Network Libraries** screen is displayed, select **Next**.
- 16 The **Start Copying Files** is Screen displayed, select **Next**.
- 17 Click **Next**. The **Choose Licensing Mode** screen displays.

Note: For a standard Cinema Fileserver installation, we recommend you purchase licences on a Per Seat basis. A separate client licence will be required for each device you have requiring a database connection. A Per Processor basis could be used for a top-end Web Server if required. Select **Per Seat** for x number of devices equal to the number of client licences you have purchased. Click **Continue** to initiate the installation.

Setup Issues:

If you have issues when setting up SQL 2000, check the following:

- If MDAC 2.6 has not been installed on the fileserver, setup will detect this and initiate MDAC 2.6 setup first.
- It is possible that during setup the system will return a message informing you that it has to shut down the `svchost.exe` process to avoid rebooting the computer at the end of setup. Ignore this message by clicking **Next** as this process cannot be shutdown using Task Manager and a reboot is a good idea anyway.
- After installation you will notice that registration of the new SQL Server is automatic. Also, any database created under SQL Server 2000 can have any collation order or code page that could previously only be selected once during installation.

CHAPTER 2

SQL 7 Installation

Pre-Requisites:

Make sure the following have been installed:

- NT 4.0 Service Pack 6.
- Internet Explorer 4.01 SP2.
- A domain user belonging to the Domain Admins Group has been created, called SQLExecutive, password SQLExecutive01.

Installing Internet Explorer 4.01 SP2 for VISTA:

On the Vista Installation CD, go to Third Party Software/IE401 SP2/ folder, and follow these steps:

- 1 Double click ie4setup.exe click 'Next'.
- 2 Select accept license agreement, then click 'Next'.
- 3 Select Standard Installation then click 'Next'.
- 4 Select "No" for Windows Desktop Update, then click 'Next'.
- 5 Select "None" in Active Channel Selection , then click 'Next'.
- 6 Leave the default destination folder and click 'Next'.

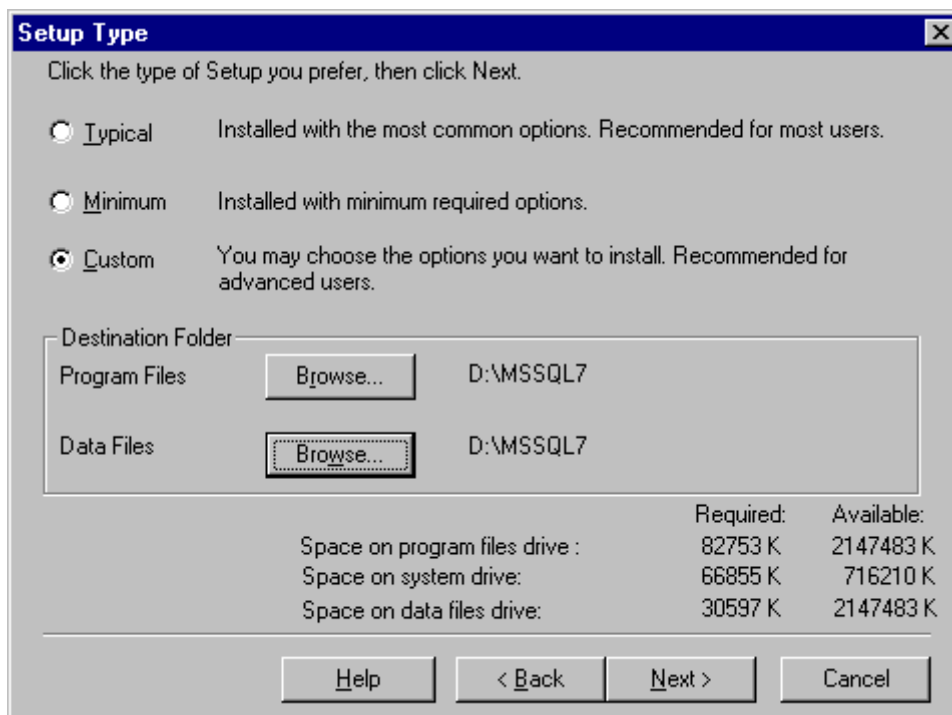
It may take about 15 minutes, then you must restart your machine to finish the installation.

Steps to Install SQL 7

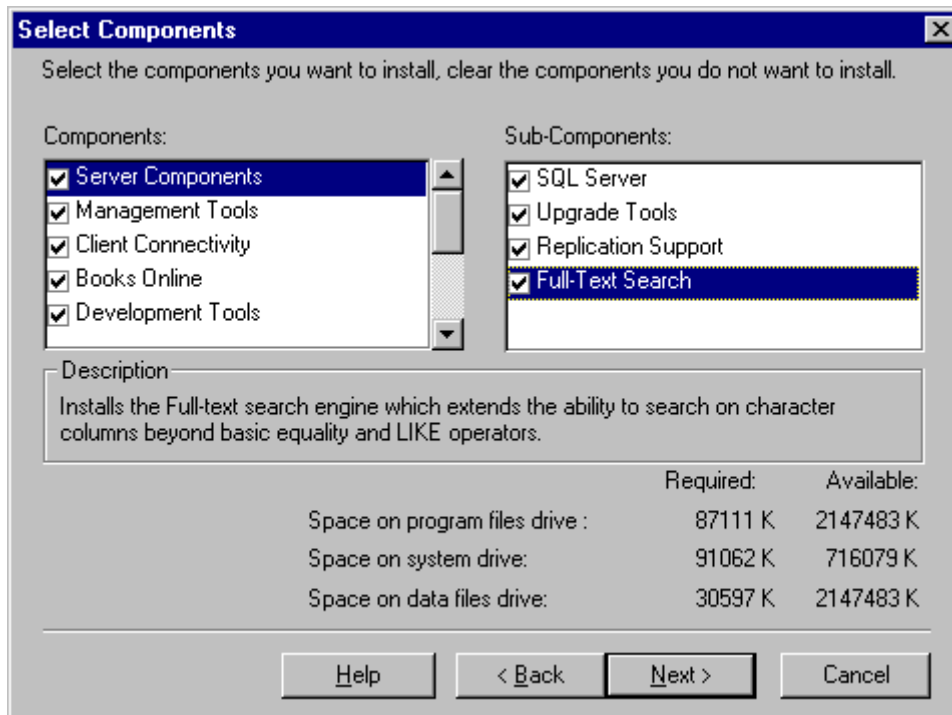
- 1 Close all the running programs and insert the SQL Server Compact Disc (CD) into your CD-ROM. If the CD does not autorun, double-click Autorun.exe in the root directory of the compact disc (restart the server if there is problem upgrading ODBC components). If the problem persists go to Control Panel>Services.

Look for Backup Exec [™] 7.0 Agent Browser service and stop the service.

- 2 Click Install SQL Server 7.0 Components.
- 3 Click Database Server – Standard Edition.
- 4 Select Install Method – Local Install – Install to the local machine.
- 5 Click Next (Welcome screen).
- 6 Click Yes (Software License Agreement screen).
- 7 Name: <Cinema's Name>, Company: <Cinema's Name>, Click 'Next'.
- 8 Enter 10 Digit CD Key, then click OK, click OK.
- 9 Select setup type - Custom
 - Change Program Files folder to D:\MSSQL7
 - Change Data Files folder to D:\MSSQL7
 - Then click 'Next'.



- 10 Select all the components and sub-components, then click 'Next'.



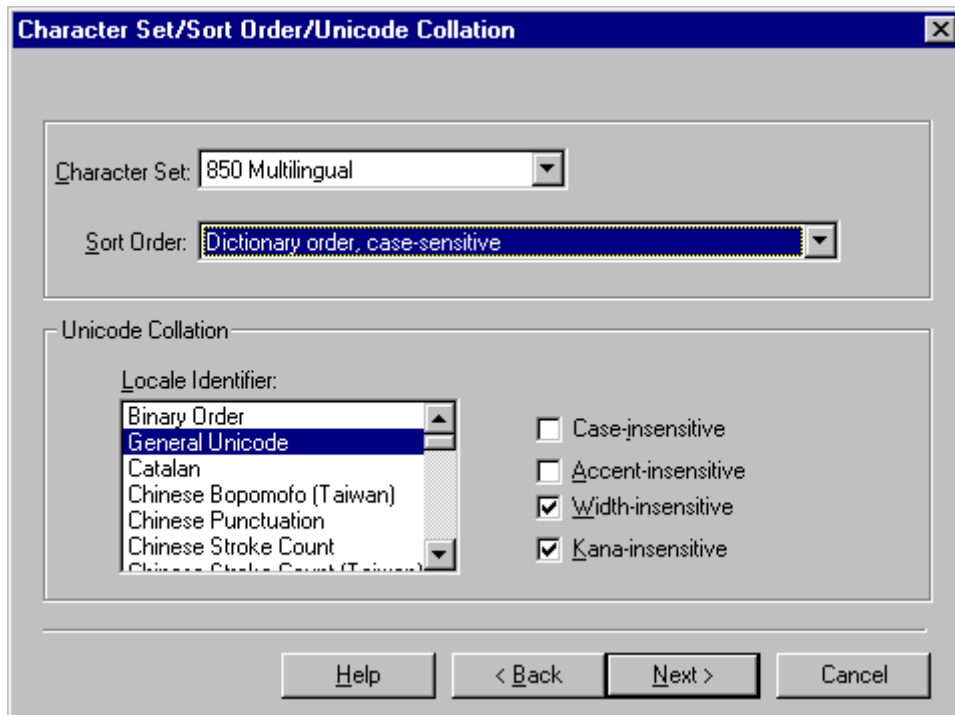
- 11 You MUST change in exactly the order stated, else the setup program automatically changes them back.
- 1 - Select Character set **850 Multilingual**.
 - 2 - Select Sort Order **Dictionary order, case sensitive**.
 - 3 - Select Unicode Collation **General Unicode**.

DO NOT TOUCH the check-box labelled 'Case-insensitive' as it will change all the settings you have made.

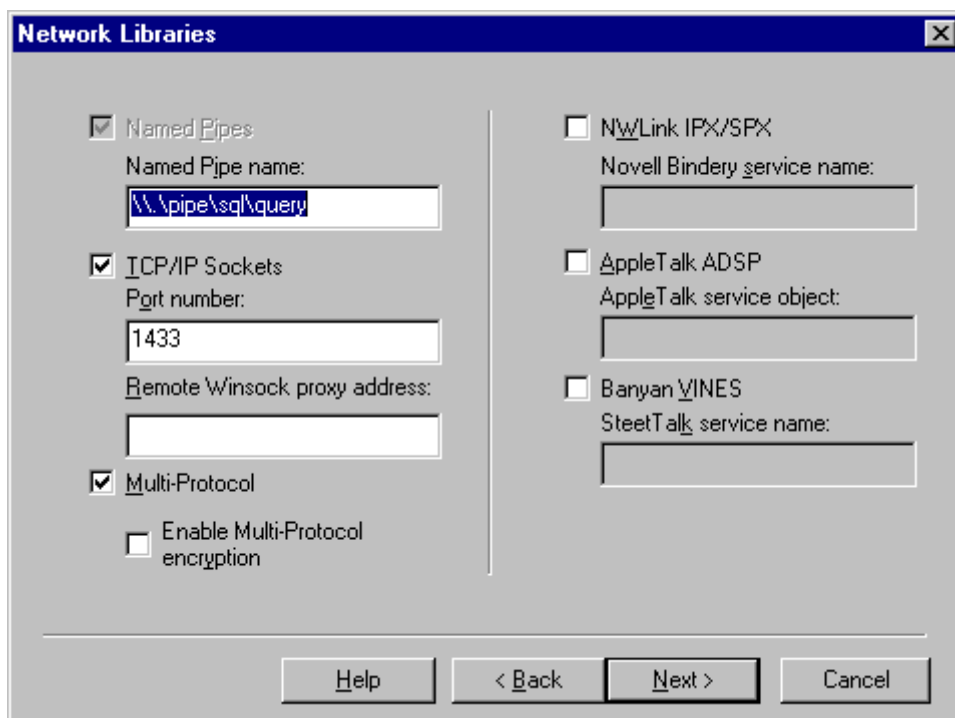
At this point recheck that the:

- Character Set is: **850 Multilingual**
- Sort Order is: **Dictionary order, case sensitive**

If they are not correct, select the Back button to go to the previous tab, then press Next to come back to this Tab and try again. Click 'Next'.



- 12 Make sure Names Pipe, TCP/IP (port number: 1433), and Multiprotocol are checked. All the others should be unchecked.
- 13 Click 'Next'.



- 14 Select "Use the same account for each service. Auto start SQL Server Service". Select "Use a Domain User Account".

- 15 Enter SQLExecutive as user name, type SQLExecutive01 as the password (you created this account earlier - the SQL Server Agent service and the SQL Server service use the same account). Click Next.

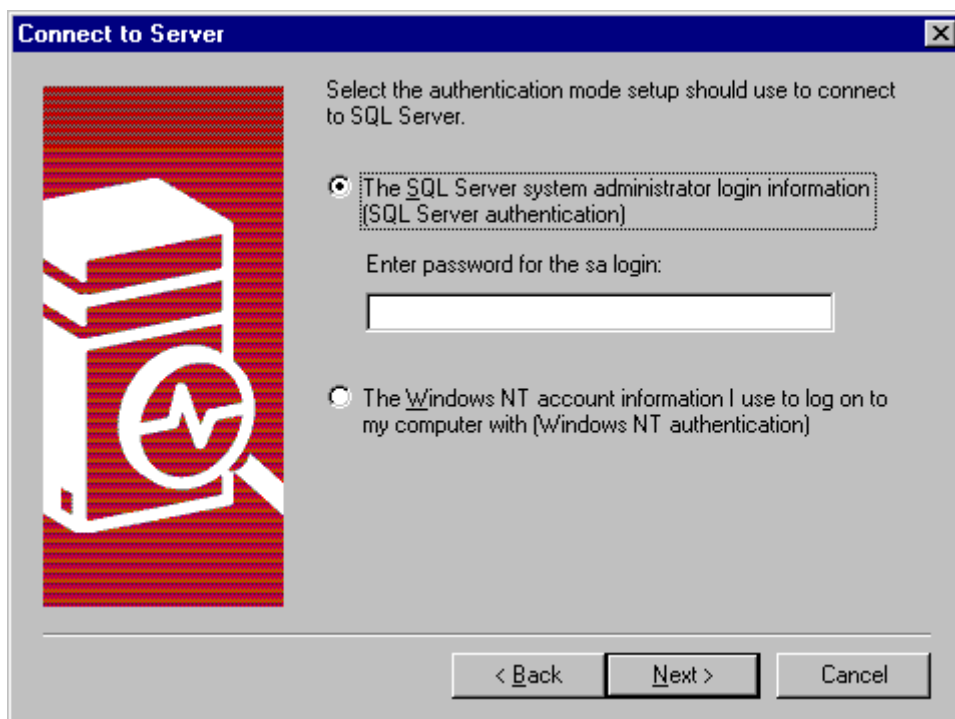
The screenshot shows the 'Services Accounts' dialog box. It has two main sections: 'Services' and 'Service Settings'. In the 'Services' section, there are two radio buttons: 'SQL Server' and 'SQL Server Agent'. In the 'Service Settings' section, there are two radio buttons: 'Use the Local System account' and 'Use a Domain User account'. The 'Use a Domain User account' option is selected. Below these are three text boxes: 'Username' with the value 'SQLExecutive', 'Password' with the value 'xxxxxxx', and 'Domain' with the value 'MENDOZA_DOM'. At the bottom of the 'Service Settings' section is a checkbox labeled 'Auto Start Service' which is unchecked. At the very bottom of the dialog are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

14. Click Next.
15. Select Per Server as Licensing Mode and add 50 licenses and check the "I agree", click OK, click OK , then click Continue (takes approx 15 minutes).
16. Click Finish button as the end of Installation.
17. Change service settings to ensure SQLServerAgent is set to start automatically when NT starts. Also, *after* rebooting, open the MSSQL Server Services Manager running in the taskbar and select SQL Server Agent from the dropdown box. Click inside the Autostart Service checkbox to enable (Control Panel, Services, SQLServerAgent).

Steps to Install Service Pack 1 (SQL 7)

Follow these steps to install Service Pack 1 for SQL Server 7.

- 1 Use Windows Explorer to find Setup.bat file at Service Pack 1 for Microsoft SQL Server 7.0 folder and double-click Setup.bat file:
 - CD \Vista\3rdParty Software\SQL70\ServicePack1\Setup.bat
- 2 Click Next (Welcome screen).
- 3 Click Yes (Software License Agreement screen).
- 4 Select "The SQL Server system administrator login information (SQL Server authentication mode)", and leave password as blank, then click Next.



- 5 Wait for a loading to complete.
- 6 Click Next (Start Copy Files screen).
- 7 Service Pack 1 upgrading takes about 15 minutes.
- 8 Select "Yes, I want to restart my computer now" and click Finish to restart the computer.

Check Installation

- 1 Reboot your computer.
- 2 Check that the sort order is correct by running SQL Query Analyser and the following command over the Master Database: **sp_helpsort**. This command should return the following Sort Order Description:

Sort Order Description

Character Set = 2, cp850

Code Page 850 (Multilingual) character set.

Sort Order = 41, dictionary_850

General purpose dictionary sort order for use with several

Western-European languages including English, French, and

German. Uses the Code Page 850 character set and is case-sensitive.

- 3 Check that SQLServerAgent has started automatically on reboot.

CHAPTER 3

SQL MSDE Installation

Vista software can be run on MSDE (Microsoft Data Engine) instead on SQL Server. MSDE can be distributed for free thereby decreasing the cost of setting up a small cinema complex.

The fileservers in this kind of configuration typically fulfils a dual role of the Back Office computer as well. However, Vista Entertainment Solutions Ltd highly recommend that the only software installed on the fileservers in this configuration is the software indicated by these instructions.

Before you Begin:

Ensure you have a computer with a full SQL Server version installed from which you can access and administer the Vista database on the MSDE cinema fileserver. This computer will hereafter be referred to as the **support computer**.

Note: All work referred to in this manual that is performed in SQL Server 7.0 Enterprise Manager or SQL Server 7.0 Query Analyser is performed on the support computer whilst accessing the MSDE installed fileserver.

This manual does not provide instructions on performing common tasks through the command line interface utility (OSQL) that is bundled with an MSDE installation.

Pre Requisites:

The following software must be installed on the fileserver before you install MSDE:

- Windows NT 4.0 Service Pack 4 or greater.
- Internet Explorer 4.01 with Service Pack 1 or Internet Explorer 5.0.
- Microsoft Office 2000, Access 2000 or Office Server Extensions both found on the Microsoft Office 2000 CD-ROM.
- A domain user has been created called SQLExecutive, password SQLExecutive01.

Steps to Install MSDE

MSDE does not install with the standard Office 2000 setup program. To install MSDE you must run the SetupSQL.exe from the \SQL\X86\Setup folder on the Office 2000 CD-ROM.

Important: You must be logged on as Administrator to install MSDE on Windows NT Server 4.0.

- Use Windows Explorer to navigate to the \SQL\X86\Setup folder and double-click on SetupSQL.exe to start the MSDE setup program.
- Alternatively, in the **Start>Run** dialog box type: \SQL\X86\Setup\SetupSQL.exe.
- Follow the setup program as per the SQL 7 installation section to complete the setup.

Note: Although the SQL 7 installation steps will refer to SQL Server, rest assured you are actually installing MSDE. You will not be provided the opportunity to install all of the components and sub-components that are available with a full version of SQL Server 7. Tick all options you are provided with and complete the setup program exactly as you would complete the SQL Server installation.

- Reboot the computer to start the SQL services running. Check that they are running by opening the SQL Services Manager dialog box found in the taskbar.

Steps to Install Service Pack 1 (MSDE)

Follow these steps to install Service Pack 1 for SQL MSDE.

Note: The SQL Service Pack 1 Setup program will determine whether you are installing SP1.0 for SQL Server or MSDE.

Run the program from the following directory on the Vista CD:

- \\Vista\3rdParty Software\SQL70\ServicePack1\Setup.exe.
- Use Windows Explorer to find Setup.bat file at Service Pack 1 for SQL Server 7.0 folder, double-click Setup.bat file.
- Click Next (Welcome screen).
- Click Yes (Software License Agreement screen).
- Select "The SQL Server system administrator login information (SQL Server authentication mode)", and leave password as blank, then click Next.



- Wait for loading to complete.
- Click Next (Start Copy Files screen).
- Service Pack 1 upgrading takes about 15 minutes.
- Select "Yes, I want to restart my computer now" and click Finish to restart the computer.

Make Connection to Fileserver

Make a connection to the Fileserver from the support computer (where the full version of SQL Server has been installed) by following these steps:

- 1 Map a network drive from the support computer to the **D: drive** on the MSDE Fileserver.
- 2 Register the new Fileserver in Enterprise Manager under a new group called "Remote Support". This means "add the server to the list displayed in Enterprise Manager".
- 3 Select Menu: **Action>New SQLServer Registration**. Select the following options:
Server name: Network name of the fileserver you are working on. e.g. BNNT01.
Tick **Use Standard Security**.
Login ID: sa.
Password: (blank).
Select **Register>Close**.

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