



# Ariadne Installation and Setup Guide

Version: 2.11

Add-On Products Roms Hule 8 – 7100 Vejle – Denmark Phone: +45 7944 7000 Fax: +45 7944 7001

Mail: info@add-on.com Internet: www.add-on.com



No parts of this publication may be reproduced in any form or by any means or used to make any derivative such as translation, transformation, or adaptation without the permission from Add-On Products.



# Table of contents

Table of contents	. 2
CHAPTER 1.	3
Introduction	3
CHAPTER 2.	4
Ariadne Overview	4
Definitions, Acronyms and Abbreviations	5
CHAPTER 3. Installation	$ \begin{array}{c} 6 \\ . 6 \\ . 6 \\ . 6 \\ . 7 \\ . 7 \\ . 8 \\ . 8 \\ . 11 \\ 16 \\ 19 \\ 226 \\ 30 \\ 33 \\ 33 \\ 33 \\ 33 \\ 33 \\ 33 \\ 33$
CHAPTER 4.	35
Post-Installation Setup and Maintenance	35
Setting up a new Ariadne system	35
Trouble Shooting	35
Ariadne system fails to install	35
Ariadne Application Fails to Start	36
Error 500.19	36
Error 2104	36
Signs on Ariadne production server appears to be offline	36
CHAPTER 5.	37
Appendices	37
Appendix A: IIS Log	37
Appendix B: MIME type implementation	38
Configuring Ariadne website in IIS 6.0	38
Appendix C: Sign Configuration	40
Appendix D: Grant rights for writing to server folders	41



# CHAPTER 1. Introduction

The Ariadne is a server-client system for controlling display of electronic signs. There is a server part with a web-based user interface for content management. The signs are clients of the system. The signs poll the server for instructions about what to display and display the content at its monitor. The signs have different capabilities; some support only text and images and other also support rich media such as flash or video.

Sincerely, The Ariadne Team



# CHAPTER 2. Ariadne Overview

The Ariadne is a server-client system for controlling display of electronic signs. There is a server part with a web-based user interface for managing the content. The signs are clients of the system. The signs poll the server for instructions about what to display and displays the content at its monitor. The signs have different capabilities; some supports only text and images and other also rich media such as flash or video.

The primary applications of sign systems are a combination of visual information: Directory to Events (way finding), Visitor information, Room Event information, Specific and general Information, Message.

Each type of visual information can be displayed in separate windows on a sign and are prioritized according to the general Layer specification.

The Ariadne system contains the following components:

- Ariadne Database
- Ariadne IUI
- Ariadne Scheduler Service
- Ariadne External Booking Service
- Data Synchronization Service

Ariadne Database is a database used to store Ariadne Application's data

Ariadne IUI Application is a Silverlight application for user to view and edit items.

Ariadne Scheduler Service is to generate schedule files for signs to read and display information. To send event successfully to signs, Scheduler Service must be installed on the target computer.

Ariadne External Booking Service is used to import events booked by other booking system to Ariadne database.

**Data Synchronization Service** is running to synchronize the data in the Ariadne Database's tables. The service is also for create new element in series event which has been in a specific time range compare to the current date. When day pass (at midnight), the service would check if an element in a series event satisfy the time range condition and create an event if it does. The **Data Synchronization Service** runs in 1 hour time interval and synchronizes data for the customer whose is at 12pm.



# Definitions, Acronyms and Abbreviations

Term	Definition
Internet Information Services (IIS)	A Web server with integrated, reliable, scalable, secure, and manageable capabilities available over an intranet, the Internet, or an extranet, and is a tool for creating a strong communications platform of dynamic network applications.
Microsoft SQL Server	A database management system that supports Structured Query Language (SQL).
Microsoft .NET Framework	A set of Microsoft software technologies for connecting information, people, systems, and devices. It enables a high level of software integration through the use of Web services – small, discrete, building-block applications that connect to each other as well as to other, larger applications over the internet.
IUI	Intuitive User Interface
Sign	A physical stand with a built in monitor and client system to interpret the instructions from the server part of the system and visually display the output for the Viewers.

Table 1. Terminology List



# CHAPTER 3.

This chapter describes how to install and set up Ariadne application. In this chapter:

- System Requirements
- Installing Prerequisite Software
- Installing Ariadne
- Removing Ariadne
- Post-Installation Setup

### System requirements

This section elaborates on the essential system requirements that should be met prior to beginning the Ariadne installation.

### **Hardware Requirements**

- 4Gb of RAM
- Processor Xeon Dual Core 2.83 GHz or higher
- 100 GB hard disk space available for the Ariadne Web Server.
- 100 GB hard disk space available for the Ariadne database.

### **Software Requirements**

### Ariadne server:

The table below shows the compatible installation options for components used in the Ariadne server to some certain operating systems:

Component		Database			Cohodular	External	Data	
os	IUI	SQL 2008 32bits	SQL 2008 R2 64bits	SQL 2012 Native	Service	Booking Service	ervice Service S	Synch Service
Windows 2008 (32 bit)	Y	Y	Ν	Ν	Υ	Y	Y	
Windows 2008 R2 (64 bit)	Y	Ν	Y	Ν	Y	Y	Y	
Windows 2012 Standard (64 bit)	Y	Ν	Ν	Y	Y	Y	Y	

Y: The component can be installed into the relevant operating system.

N: The component cannot be installed into the relevant operating system.

### REMARK:

- The English Windows server and SQL server must be employed.
- Make sure that no website uses port 80 on the machine where Ariadne server is installed.

### Installing Prerequisite Software

Ariadne can run on the following operation systems: Windows Server 2008 (32 bit), Windows 2008 R2 (64 bit) and Windows 2012 Standard (64 bit).



### Installing Microsoft .NET Framework

To run Ariadne you will need to have installed Microsoft .NET Framework 4.5.1

Microsoft .NET Framework 4.5.1 Redistributable Package is available here

**REMARK:** You can check whether you have.NET Framework installed or check the installed version by looking in **Control Panel, Add or Remove Programs**. If .NET Framework is installed on your machine, it should appear on the list.

### Installing Microsoft Internet Information Services

Ariadne web application is hosted on a server running Internet Information Services (IIS). Prior to installing Ariadne application, you must make sure that IIS is installed on the target computer or a computer within your network.

If the version of IIS is 6.0, it must include the components below:

- Common Files
- Internet Information Services Manager
- World Wide Web Service:
  - Active Server Pages
    - Internet Data Connector
    - Server Side Includes
    - World Wide Web Service

If the version of IIS is 7.0, it must include the components below:

- Common HTTP Features
- Application Development
- Security
- Management Tools

#### Installing Microsoft SQL Server

Ariadne uses Microsoft SQL Server to store data in a database. Prior to installing Ariadne, you must make sure that SQL Server is installed on the target computer or a computer within your network.

For information on how to install Microsoft SQL Server, please refer to the standard Microsoft SQL Server documentation.

Information about Microsoft SQL Server is available here.

Microsoft SQL Server Management Client tool must be setup to manage SQL Server. The SQL server has to be set to use Mixed mode security (Windows and SQL):

1. Right click at the SQL server in the main menu and select Properties





왕 왕 부 비 비	
Image: Security       Image: Security       Image: Security       Image: Security       Image: Security       Image: Security	Connect Disconnect Register
Carter Bentlication     Carter Bentlication	New Query
Munugement	Start
	Stop
	Pause
	Resume
	Restart
	Reports +
	Refresh
	Properties

Figure 1. Object Explorer

2. In the Server Properties window, select Security on the left panel and set the Server authentication as SQL Server and Window Authentication mode



Figure 2. Server properties window

### Installing Ariadne system

### Ariadne Database installation

Launch the Ariadne installer by double clicking the file named Installer.exe



Ariadne Installer X
Powered by Products
Install Components Database Upgrade Configuration About
Welcome to the Ariadne Installer.
Please select the components to install:
Ariadne Database
Ariadne IUI
Ariadne Scheduler Service
Ariadne External Booking Service
Ariadne Data Synchronization Service
Access Database Engine
Ariadne Sign Server
Read the Ariadne Installation and Upgrade Guide Cancel

Figure 3. Ariadne Installer wizard

Click the [Ariadne Database] button to start the Ariadne database installation.

🙀 Ariadne Database - Install	5hield Wizard	×
	Welcome to the InstallShield Wizard for Ariadne Database	
	The InstallShield(R) Wizard will install Ariadne Database on your computer. To continue, click Next.	
Ariadne Database		
	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

Click [Next] to proceed.



🖶 Ariadne Databas	e - InstallShield Wizard	×
Database Server		
Select database s	erver and authentication method	
<u>D</u> atabase server th	at you are installing to:	
(local)	<b>_</b>	Browse
Connect using		
Connect using:	anticution availabile of survey user	
🗢 windows auti	nentication credentials or current user	
<ul> <li>Server auther</li> </ul>	ntication using the Login ID and password below	
Login ID:	sa	
Password:		-
	1	
InstallShield		
	< Back Next >	Cancel

Select the database server where the Ariadne database will be installed. If your current login user does not grant you the right to create a new database on the database server, you must provide the installer with user name and password which has the right to create new database. Click [**Browse**] to find the database server on your local network.

Ariadne Database - InstallShield Wizard Ready to Install the Program		
Click Install to begin the installation.		
If you want to review or change any of your exit the wizard.	installation settings, click Back. Click Ca	incel to
InstallShield	< Back Install	Cancel

Click [Install] to perform the Ariadne database installation.



🙀 Ariadne Database - I	nstallShield V	Vizard		
Installing Ariadne Da	abase			
The program features	/ou selected ar	e being installed.		
Please wait may take se	while the Install veral minutes.	Shield Wizard instal	s Ariadne Database	e. This
Status:				
Inscalbhield		< Back	Next 5	Cancel
		< Dduk	NEXC >	Cancer
Ariadne Database - Ir	stallShield W	'izard		2
	Insta	llShield Wizard	Completed	
	Insta		completed	
	The Ins	stallShield Wizard h se. Click Finish to e	as successfully inst wit the wizard	alled Ariadne
	Databa			
Ariadhe Databas	e			
Million Contraction				
Add-On				
PRODUCTS				

Click [Finish] to close the Ariadne database installer wizard.

After the installation, Ariadne Database can be upgraded by the Database Upgrade tool described in the Upgrading Ariadne Database section in this guide.

1

#### **Ariadne IUI installation**

On initial screen of Ariadne Installer Wizard, click the [Ariadne IUI] button to start the Ariadne web server installation.





Click [Next] to continue.

🙀 Ariadne	IUI - InstallShield Wizard	×
<b>Destinati</b> Click Nex	<b>on Folder</b> <t a="" change="" click="" different="" folder,="" folder.<="" install="" or="" th="" this="" to=""><th>3</th></t>	3
	Install Ariadne IUI to: C:\Program Files\Add-On Products\Ariadne IUI\ 	Change
	Data Folder: C:\Ariadne\	Change
InstallShield -	< Back Next >	Cancel

Select the location for Ariadne IUI installation folder and the *Data folder* where all dynamic content will be placed.

Click [Next] to continue.





Riadne IUI - Ins Ariadne Website Enter Ariadne we	stallShield Wizard Information absite information			×
Website Name	Ariadne3		Host Name Kolding	
IP Address	192.168.1.50		Port 80	
InstallShield				
		< <u>B</u> ack	<u>N</u> ext >	Cancel

Input Domain name and host name of the site, and enter the IP which the Ariadne site will be using. Click [Next] button to continue.

🙀 Ariadne IUI	- InstallShield Wizard 🛛 🗙
Database Se Select datab	Parver Dase server and authentication method
<u>D</u> atabase ser (local)	ver that you are installing to:  Browse
Login ID: Password: Name of data	Ariadne2AppUser
Ariadne2	
InstallShield ——	< Back Next > Cancel

Enter IP or name of the Ariadne database server.





Click [Install] to begin the install process.

🚼 Ariadne	IUI - InstallShield Wizard
<b>Installing</b> The prog	gram features you selected are being installed.
1	Please wait while the InstallShield Wizard installs Ariadne IUI. This may take several minutes.
	Status:
InstallShield -	
	< Back Next > Cancel





Click [Finish] to close the Ariadne web server installer.



### **Post-installation Setup**

You have to manually check and, if needed, setup MIME types for the Ariadne website as in the table below:

Extension	МІМЕ Туре
.sch	application/schedule+xml
.rss	application/rss+xml
.ply	application/playlist+xml
.xaml	application/xaml+xml
.xap	application/x-silverlight-app
.xbap	application/x-ms-xbap

For more information of how to setup MIME types in IIS 7, refer to the Appendix B: MIME type implementation.

NOTE: Time of Ariadne database server and Ariadne IUI server must be the same.

### Microsoft Office Access database engine 2007 installation

On initial screen of Ariadne Installer Wizard, click the [Access Database Engine] button to start the Microsoft Office Access database engine 2007 installation. Then follow the Microsoft Office Access database engine 2007 wizard's instruction to install the engine.

### Ariadne Scheduler Service installation

On initial screen of Ariadne Installer Wizard, click the [Ariadne Scheduler Service] button to start the Ariadne scheduler service installation.



Click [Next] to continue.



🙀 Ariadne :	Scheduler Service - InstallShield Wizard
<b>Destinati</b> Click Nex	ion Folder kt to install to this folder, or click Change to install to a different folder.
	Install Ariadne Scheduler Service to: C:\Program Files\Add-On Products\Ariadne Scheduler Service \ Change
	Data Folder: C:\Ariadne\ Change
InstallShield -	
	< Back Next > Cancel

Select location for Scheduler Service installation folder and the *Data folder* which is the same data folder that you selected during the Ariadne IUI installation. The data folder path is used for saving Scheduler file and logging purposes.

Click [Next] to continue.

🙀 Ariadne Scheduler Sei	vice - InstallShield	Wizard		×
Website Idenfitication				
Enter Website Identifica	tion			C
	40.40.0.400		_	
Application WWW Root:	10.10.2.103		Po	ort:  80
InstallShield				
		< Back	Next >	Cancel

Select the Ariadne IP, and click [Next].



Database S Select data	erver abase server and authentication method	2
<u>D</u> atabase se	rver that you are installing to:	rowse
, Login ID: Password:	Ariadne2AppUser	
Name of data	abase catalog:	
JAriadhez		
nstallShield —		

Enter IP or name of the Ariadne Database server then click [Next] to proceed.

🚰 Ariadne Scheduler Service - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	
Click Install to begin the installation.	
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.	
InstallShield	_

Press [Install] to begin the installation process.



🙀 Ariadne	Scheduler Service - Install	Shield Wizard			
Installing	Ariadne Scheduler Service	e being installed		4	
	ji ann reactires you selected are	being inscalled.			
15	Please wait while the InstallS This may take several minute	hield Wizard install s.	s Ariadne Scheduler	Service.	
	Status:				
	Registering product				
InstallShield -					
		< Back	Next >	Cancel	

🔂 Ariadne Scheduler Service ·	· InstallShield Wizard	×
	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed Ariadne Scheduler Service. Click Finish to exit the wizard.	
Ariadne Scheduler Service		
	< Back. Finish Cancel	

The Ariadne scheduler service installation has now been finalized.

Click [Finish] to close the installer.

Scheduler Service will start automatically after the installation.

### Ariadne External Booking Service installation

On initial screen of Ariadne Installer Wizard, click the [Ariadne External Booking Service] button to start the Ariadne External Booking Service install.





Click [Next] to continue.

🙀 Ariande	External Booking Service - InstallShield Wizard	×
FTP Desti Click Ne:	ination Folder <t a="" change="" click="" different="" folder,="" folder.<="" install="" or="" th="" this="" to=""><th>と</th></t>	と
	Install Ariande External Booking Service to: C:\Program Files\Add-On Products\Ariande External Booking Service\	Change
	Data Folder: C:\Ariadne\	Change
InstallShield -	< Back Next >	Cancel

Select the location for External Booking Service installation folder and the **Data folder** which is the same data folder that you selected during the Ariadne IUI installation. The data folder path is used for logging purpose as External Booking Service log file would be placed in the Log folder located in the data folder.

Click [Next] to continue.



🚼 Ariande B	External Booking Service - InstallShield Wizard	×
FTP Destin Click Nex	<b>nation Folder</b> At to install to this folder, or click Change to install to a different folder.	3
	FTP Destination Folder: C:\Ariadne\FTP\	Change
InstallShield —	< Back Next >	Cancel

Enter the location where xml import data should be imported from.

🚽 Ariande Ex	ternal Booking Service - InstallShield Wizard	×
Database S	erver	4
	Dase server and auchentication method	
Database se	rver that you are installing to:	Browse
Login ID:	Ariadoe2Apol Iser	
Password:	••••••	
Name of data	ibase catalog:	
Ariadne2		
nstallShield —		
	< Back Ne	ext > Cancel

Enter IP or name of the Ariadne Database server, and click [Next].



<b>Friande External Booking Service</b> Ready to Install the Program The wizard is ready to begin installation	InstallShield W	/izard	2
Click Install to begin the installation.			
If you want to review or change any o exit the wizard.	f your installation	settings, click Back	. Click Cancel to
installShield			
	< Back	Install	Cancel

Press [Install] to begin the installation process.

🙀 Ariande	🥵 Ariande External Booking Service - InstallShield Wizard 📃 🗆 🗙		
<b>Installing</b> The prop	gram features you selected are being installed.		
P	Please wait while the InstallShield Wizard installs Ariande External Booking Service. This may take several minutes.		
	Status:		
InstallShield -			
	< Back Next > Cancel		



🙀 Ariande External Booking S	iervice - InstallShield Wizard	×
	InstallShield Wizard Completed The InstallShield Wizard has successfully installed Ariande External Booking Service. Click Finish to exit the wizard.	
Ariadne External Booking Service		
	< Back Finish Cancel	

The Ariadne external booking service installation has now been finalized. Click [Finish] to close the installer.

Ariadne External booking service will start automatically after installed.

### Ariadne DataSynchronization Service installation

On initial screen of Ariadne Installer Wizard, click [Data Synchronization Service] button to install the Data Synchronization Service.

🙀 Ariadne DataSynchronizat	ion Service - InstallShield Wizard	×
	Welcome to the InstallShield Wizard for Ariadne DataSynchronization Service	MUMMER
Ariadne Data Synchronization Service	The InstallShield(R) Wizard will install Ariadne DataSynchronization Service on your computer. To continue, click Next.	
Add-On	WARNING: This program is protected by copyright law and international treaties.	
	< Back Next > Cancel	

Click [Next] to continue.



Hriadne Destinati Click Nex	DataSynchronization Service - InstallShield Wizard on Folder xt to install to this folder, or click Change to install to a different folder.	×
	Install Ariadne DataSynchronization Service to: C:\Program Files (x86)\Add-On Products\Ariadne DataSynchronization Service\ —	Change
	Data Folder: C:\Ariadne\	Change
InstallShield -	< Back Next >	Cancel

Select the destination folder where the Ariadne DataSynchronization Service files should be placed and the **Data folder** which is the same data folder that you selected during the Ariadne IUI installation. The data folder path is used for logging purpose as External Booking Service log file would be placed in the Log folder located in the data folder.

Click [Next] to continue.

Ariadne Da	taSynchronization Service	- InstallShiel	d Wizard	
Database S	erver			
Select data	base server and authentication	method		C
Database se	ver that you are installing to:			
(local)	ver chac you are installing to.		<b>-</b>	Browse
Login ID:	Ariadne2AppUser			
Password:	•••••			
<u>N</u> ame of dat	abase catalog:			
Ariadne2				
stallSbield				
arsanan menar		< Back	Next >	Cancel

Enter IP or name of the Ariadne Database server.





Click [Install] to begin the installation process.

🙀 Ariadne I	DataSynchronization Service - InstallShield Wizard 📃 🔲 🗙
Installing The prog	Ariadne DataSynchronization Service gram features you selected are being installed.
P	Please wait while the InstallShield Wizard installs Ariadne DataSynchronization Service. This may take several minutes.
	Status:
InstallShield -	
	< Back Next > Cancel





The Ariadne DataSynchronization Service installation has now been completed.

Click [Finish] to close the installer.

Ariadne DataSynchronization Service starts automatically after the installation.

### Ariadne HWI Server installation

On initial screen of Ariadne Installer Wizard, click [**Ariadne Sign Server**] button to start installing Ariadne HWI Server. This will open the Ariadne Sign Service installation wizard:



Click [Next] to continue...

The default installation destination or data folder can be changed by clicking [Change]... and browse the customized folders.



Click [Next] to the next step.

🙀 Ariadne	Sign Service - InstallShield Wizard	×
<b>Destinati</b> Click Nex	<b>on Folder</b> At to install to this folder, or click Change to install to a different folder.	$\bigcirc$
	Install Ariadne Sign Service to: C:\Program Files\Add-On Products\Ariadne Sign Server\	Change
	Data Folder: C:\Ariadne\	Change
InstallShield -	< Back Next >	Cancel

Enter Ariadne Sign Server IP into the box and click [Next]

🙀 Ariadne Sign Se	rvice - InstallShield Wizard	×
Ariadne Sign Se	rver IP	<b>D</b>
IP Address	192.168.1.50	
InstallShield ———	< Back	Next > Cancel

Select the Database server that you are installing by choosing from the list or using [**Browse**] button. Click [**Next**] to continue...



Database S Select data	e <b>rver</b> base server and authentication me	thod		٢
Database se	ver that you are installing to:			Prouto
Login ID: Password:	Ariadne2AppUser			browse
<u>N</u> ame of dat Ariadne2	abase catalog:			
stallShield —				
e source contract of the fight		(Back (	Novta	Canad

Click [Install] to start installation progress...

🙀 Ariadne Sign Service - InstallShield	Wizard	×
Ready to Install the Program The wizard is ready to begin installation		<b>D</b>
Click Install to begin the installation.		
If you want to review or change any of exit the wizard.	your installation settings, click	Back. Click Cancel to
InstallShield	< Back Instal	Cancel

You can see some progresses like this:





Click [Finish] to complete the Ariadne Sign Service installation:

🙀 Ariadne Sign Service - InstallShield Wizard		
	InstallShield Wizard Completed	
	The InstallShield Wizard has successfully installed Ariadne Sign Service. Click Finish to exit the wizard.	
Ariadne Sign Server		
	Show the Windows Installer log	
	< Back Finish Cancel	



# Upgrading or Removing Ariadne

### **Upgrading Ariadne Database**

On initial screen of Ariadne Installer Wizard, select Database Upgrade tab:

Ariadne Installer
Powered by PRODUCTS
Install Components Database Upgrade Configuration About
Press here to run the database upgrade tool:
Database Upgrade
Read the Ariadne Installation and Upgrade Guide Cancel

### Figure 4. Ariadne Installer Wizard

Cliking Database Upgrade button opens the Ariadne Database Upgrade Tool as shown in the figure below:



🔲 Ariadne Database U	Ipgrade Tool			
Step 1: Specify Databa	se Step 2: Run Update Scripts			
Specify the Ariadne	e database			
Server:		Test Connection		
Database:	Ariadne2			
C Use Windows	authentication			
Use SQL Serv	rer authentication			
Login Name:	Ariadne2AppUser			
Password:	******			
			Cancel	Next >

Figure 5. Ariadne Database Upgrade Tool – Step 1

In the Step 1 displayed on the interface, you have to specify necessary information of Ariadne database. After that, click [**Next**] button to proceed to step 2:

Ariadne Database Upgrade Tool	
Step 1: Specify Database Step 2: Run Update Scripts	1
Select update scripts to run	
Please select the SQL scripts to run (the topmost script will be executed first): O104-Projecte103-Modulav102 - Ariedne101 Ariedne3103 - Release Deckene1Ariedne 3.1344 Release Conductor 3.01.112013	Eor Customer/Setun/Database upgrad
Add Remove Remove all	
< Back	Cancel Run Script(s)

Figure 6. Ariadne Database Upgrade Tool – Step 2

You can see your current database version as highlighted in the above figure. Select the script to execute upgrading, then click [**Run script(s)**]. A confirmation message appears:





Figure 7. Confirmation message

Click [Yes] to proceed, the script(s) will be executed until the result notification shows up:

Result	X
Database upgrading	completed.
	ОК

After clicking **[OK]**, you can see that the version of your database has been changed to a new one:

Select update scripts to run		<u> </u>		
Version of the current Aria	dne database: 2.6.41			
Please select the SQL scr	ipts to run (the topmost script will be exec	uted first):		
O:\04-Projects\03-Modulex	(02 - Ariadne\01 Ariadne3\03 - Release p	ackage\Ariadne 3.13.4.4 Relea	ase Candidate 3_01 11 2013\For Cust	omer\Setup\Database upgrad
Add R	emove Remove all			

Figure 8. Finish upgrading database

Click [Finish] to complete upgrading Ariadne database.



### Upgrading other components

To perform an upgrade for Ariadne Scheduler Service, Ariadne External Booking Service and Ariadne Data Synchronization Service, execute the Installation file which has new version than the installed Ariadne IUI version.

For instance to upgrade Ariadne Scheduler Service: On initial screen of Ariadne Installer Wizard, click [Ariadne Scheduler Service] button to start the installation.

Ariadne So	cheduler Ser <del>v</del> ice	$\times$
?	This setup will perform an upgrade of 'Ariadne Scheduler Service'. Do you want to continue?	
	Yes No	

Figure 9. Ariadne Scheduler Service upgrading dialog box

Click [Yes] to confirm and follow instruction of the setup wizard to perform the upgrade.

### **Removing Ariadne**

You are able to repair, modify or remove any installed Ariadne components by opening the Ariadne installer wizard, select an installed component and then follow the instruction of the wizard.

**NOTE:** To perform this action, the version of the setup file must be the same version as the setup wizard which is used to install Ariadne IUI.

For instance to upgrade Ariadne IUI: On initial screen of Ariadne Installer Wizard, click [Ariadne IUI] button to start the Ariadne web server uninstallation.

🙀 Ariadne IUI - InstallShield 🕯	🙀 Ariadne IUI - InstallShield Wizard 🛛 🛛 🔀				
	Welcome to the InstallShield Wizard for Ariadne IUI The InstallShield(R) Wizard will allow you to modify, repair, or				
Ariadne Intuitive User Interface	remove Ariadne IUI. To continue, click Next.				
Add-On PRODUCTS					
	< Back Next > Cancel				



Modify, repair	, or remove the program.
C Modify	
<b>B</b>	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.
C Repair	
F	Repair installation errors in the program. This option fixes missing or corrupt files, shortcuts, and registry entries.
· Remove	
8	Remove Ariadne IUI from your computer.
tallShield ——	

It is also possible to remove Ariadne by Windows tool: Start  $\rightarrow$  Control Panel  $\rightarrow$  Programs and Features. The list of all programs installed on your computer will appear. It will look similar to the figure below:

Programs and Features				
🚱 🕞 🖉 🔹 Control Panel 🕶 I	Programs and Features	👻 🛃 Sea	arch	
File Edit View Tools Help				
Tasks View installed updates Get new programs online at Windows Marketplace	Uninstall or change a program To uninstall a program, select it from the list and then Uninstall 🔹 🏢 Views 🔹 🍕 Uninstall 🔗 C	ı click "Uninstall", "Change", or "R hange 🛛 ઊ Repair	epair".	0
	Name A	- Publisher	▼ Installed On ▼	Size 🔹
	🔂 Ariadne Database	Add-On Products	5/11/2010	8.08 MB
	🔂 Ariadne IUI	Add-On Products	5/11/2010	34.1 MB
	🔂 Ariadne Scheduler Service	Add-On Products	5/11/2010	1.28 MB
	Hicrosoft .NET Framework 3.5	Microsoft Corporation	3/25/2010	29.0 MB
	쯓 Microsoft Silverlight	Microsoft Corporation	3/3/2010	14.9 MB
	📋 Microsoft SQL Server 2005 (64-bit)	Microsoft Corporation	2/10/2010	485 MB
	Microsoft SQL Server 2005 Backward compatibility	Microsoft Corporation	2/9/2010	46.2 MB
	Microsoft SQL Server 2005 Books Online (English)	Microsoft Corporation	2/9/2010	118 MB
	Microsoft SQL Server Native Client	Microsoft Corporation	2/9/2010	5.68 MB
	Microsoft SQL Server Setup Support Files (English)	Microsoft Corporation	2/9/2010	26.4 MB
	Microsoft SQL Server VSS Writer	Microsoft Corporation	2/9/2010	1.08 MB
	SQLXML4	Microsoft Corporation	2/9/2010	2.20 MB

Select an Ariadne component entry in the list and click [Uninstall].



# CHAPTER 4. Post-Installation Setup and Maintenance

This chapter describes how to set up and maintain Ariadne system.

### In this chapter:

- Setting up a new Ariadne system
- Trouble shooting

### Setting up a new Ariadne system

After installation, you have to set up a new customer and other essential settings:

- 1. Create New customer
- 2. Import License file
- 3. Customer properties
- 4. Choose language
- 5. Date/Time settings
- 6. Add/remove modules
- 7. Setting up External Booking
- 8. Register Sign
- 9. Select Sign using license
- 10. Import License and select signs.
- 11. Import Pictures, Fonts, and pictograms and other media files.
- 12. User/Groups
- 13. Setting "Write" permission for Network service at the StyleSetXMLFiles folder. Refer to Appendix C.
- 14. Import StyleSet
- 15. Assign StyleSet to Sign
- 16. Create Room template
- 17. Create rooms, room groups, areas, accessories
- 18. Create WayFinding template
- 19. Create Guest tempalate
- 20. Assign template to StyleSet
- 21. Assign Room to Sign

For information about how to do these steps, refer to the *Ariadne Administrator Guide*. About step 6, refer to the *Ariadne User Guide* for detailed information.

### **Trouble Shooting**

This section describes common problems that you may encounter when using Ariadne along with recommendations on how to avoid or solve these problems.

### Ariadne system fails to install

- 1. In the installation process, you might encounter the error: *The current identity (NT AUTHORITYWETWORK SERVICE) does not have write access to 'C:\windowsWicrosoft.NET\Framework\v2.0.50727Temporary ASP.NET Files'*. To fix this, you have to add write permission for the current user or install by a user which has write permission in this folder.
- 2. After install, when enter the web application, you see the **Http 404** error, try to re-register .NET framework 2.0.



### **Ariadne Application Fails to Start**

If you cannot access Ariadne application in the Web browser and you are shown an error page, please make sure that:

- You entered the correct address to the Ariadne application.
- The port for HTTP connections is not blocked by a firewall between the client PC and the server with the Ariadne application.
- If you have more than one version of .NET Framework installed on the machine with Ariadne Application, make sure version 3.5 is specified for the Ariadne Web server.

### Error 500.19

After installing Ariadne Web server, if you encounter the error 500.19, please check if you have installed the .Net feature of IIS 7.

### **Error 2104**

When you open the Ariadne Web application, if you encounter the error 2104, please setup three different MIME types for the Ariadne website as in the table below:

Extension	МІМЕ Туре
.xaml	application/xaml+xml
.xap	application/x-silverlight-app
.xbap	application/x-ms-xbap

### Signs on Ariadne production server appears to be offline

The symptom of this issue is that all screens (for all customers) seem to be off-line, but actually they are not. When this happens, please check the time on Ariadne database server and Ariadne IUI server. Make sure the times in these servers are the same.



# CHAPTER 5. Appendices

### Appendix A: IIS Log

The IIS Log is an integrated part of IIS 6 and 7, which logs any access to a web page. This feature is valuable if you wish to do statistics, measure traffic or detect hacking attempts. Unfortunately Microsoft has not implemented a cleanup routine for this feature, which means that this data will just accumulate and take up space on the system drive. Meanwhile the Ariadne software generates a lot of this log (~50 Mb/day) because of the way it drives some web services, so you are advised to simply deactivate IIS logging.

- 1. Open IIS Manager and select the Ariadne website.
- 2. In Features View, double-click Logging.



3. On the Logging screen view, in Actions pane, click Disable to disable logging.



	Actions
	Ev Apply
e this feature to configure how IIS logs requests on the Web server.	Ex Cancel
ne log file per:	Disable
ite v	I Help
	Online Help
Log File	
Format:	
W3C    Select Fields	
Directory:	
%SystemDrive%\inetpub\logs\LogFiles Browse	
Encoding:	
UTF-8	
	=
Log File Rollover	
- Select the method that IIS uses to create a new log file.	
Schedule:	
Daily	
Maximum file size (in bytes):	
Do not create new log files	
Use local time for file naming and rollover	-
Features View ह Content View	

Figure 10. Logging screen view

### Appendix B: MIME type implementation

In order to ensure that the Ariadne system displays content correctly on signs, it is important that MIME types are correctly configured on the web site that hosts the rich media contents for the signs.

### Configuring Ariadne website in IIS 6.0

In the IIS Manager, right click at Ariadne3 website and select properties



Internet Information Services (IIS) Manager				
j Eile Action View Window Help				
← → 🗈 🖬 🗙 😭 🗟	🔮 💷   💂   ▶ ■	1		
Internet Information Servic ARIADNE (local comput ARIADNE (local comput Application Pools Ariadne3 Browse Brows	me Customers aspnet_client bin Booking (CMS nin om Here pes	Path C:\Ariadne\Customers\	Status	
Properties				

Figure 11. IIS Manager window

Help

Opens the properties

In [HTTP Headers] tab, set MIME types for the Ariadne website as below:

inn

riadne3 Properties ? > Web Site Performance ISAPI Filters Home Directory Documents Directory Security HTTP Headers Custom Errors ASP.NET	
Enable content expiration         Web site content should:         © Expire immediately         © Expire after 1         Day(s)         © Expire on Saturday , February 20, 2010         at 12:00:00 AM         Custom HTTP headers         X-Powered-By: ASP.NET         Add         Edity         Remove	MIME Types       X         Registered MIME types (file extensions):
Content rating         Image: Second stress of the second	MIME type details Extension: MIME type: OK Cancel

Figure 12. Ariadne properties in IIS Manager

Apply the new setting, and close Properties windows.



## Appendix C: Sign Configuration

To set up a sign, follow the steps below:

- 1. Plug in LAN cable, screen, power to the sign and turn the sign on
- 2. Get the IP address of the Sign that will be displayed on the screen (e.g.: 192.168.1.118)
- 3. Open browser and type the IP address into address bar.
- 4. Enter user name and password to login (e.g.: Username: admin/ Password: W52N22). This password is provided by the sign provider.
- 5. Afterward, the default home page of the sign **Sign Schedule Status** will be opened. Click the **Configuration page** button to open Ariadne Event Sign Configuration

e of Contents wit Home Page sion 4.6					<b>&gt;</b> N	nod	ulex	
			Sign	Schedule Status				
Refresh now Current time is 11 Jun 2009 10:15:07 UTC								
	State	Status	Window	URL	Starttime	Endtime		
	show(2)	image/png	-	/background_5929.png	08:15:00	11:00:00		
	void	400	200x650+800+50	/tay nguyen.swf	08:15:00	11:00:00		
	show(3)	application/rss+xml	1024x50+0+710	/22_337_f5084ce0-92cd-4f4e-8e66-fd7b158d512a.rss	08:15:00	11:00:00		
	loaded(4)	image/png	-	/background_5930.png	11:00:00	12:45:00		
	void	400	200x650+800+50	/tay nguyen.swf	11:00:00	12:45:00		
	*void	200	-	/static.png	12:45:00	-		
Reload scheo Configuration	dule file page							
ted by <u>this</u> Web <u>98-2008 Prevas</u>	Script™ <u>A/S</u>							

### Figure 13. Sign Schedule Status

6. In the Configuration page, fill out the necessary fields:

le of Contents ault Home Page sion 4.6		> modulex.					
	Ariadne Event Sign	Configuration					
Network Setup	Password Setup Time Setup Schedule Status						
Default image:	Change Default Image						
Event Sign Name:	Add-on test machine						
Schedule file URL:	http://192.168.1.248/cms/schedule.aspx	Auto-append MAC to schedule URL.					
	Example: http://www.m-sign.ariadne.info/cms/schedule.aspx						
Registration URL:	http://192.168.1.248/cms/register.aspx?customerid=593						
	Example: http://www.m-sign.ariadne.info/cms/register.aspx?customerid=xxxx						
Time Configuration	ration Synchronize time and date with the schedule file web server.						
Poll Rate (sec):	30 -						
Power Save Time:	Start: 22:00 - Stop: 06:00 -						
RSS colors:	Text: ffffff Background: e40505 , 24-bit RGB hex, e.g. f	i0000 is red.					
Pre-load Pages:	Active pages: 25/99						
Save changes	Reset						
Register Sign	Save changes before Register Sign.						
Firmware update							
Switch to Installation	n Mode						
ted by <u>this</u> WebSc 998-2008 Prevas A/:	1pt 70 2						

Figure 14. Ariadne Event Sign Configuration



a. Schedule file URL indicates where the sign will obtain its schedule file. In this example it is on the hosted solution. And onsite solution requires the Ariadne server's IP address or DNS name to be used.

NOTE: You must select auto append MAC to schedule URL.

- b. **Registration URL** shows the registration string of the sign with the server name, unique customer ID and the sign type
- c. Time Configuration directs the sign to pull the date and time from the server when checked.
- d. Backlight tells the sign the level of brightness to use when illuminating the screen.
- e. **Poll Rate (sec)** determines how often to poll the server for changes to the signs configuration. This is only a pull by the sign and not a push from the server.
- f. Power Save determines the sleep and wake times of the sign based on GMT time.
- g. **RSS colours** determines the colors of the text and background for the message band.
- h. Pre-load Pages determines the Number of pages to be loaded in the sign memory.
- 7. Click [Save changes] button to save the above information.
- 8. Click the [Register Sign] button to register the sign into Ariadne system.
- 9. Enter the Ariadne New Admin page to assign styleset to the new registered sign.
- 10. If the assigned styleset has door object, you have to assign a room to the sign.

REMARK: For more information about how to assign styleset and room for sign, refer to Ariadne Administrator Guide.

### Appendix D: Grant rights for writing to server folders

In the folder where Ariadne IUI is istalled, there is a sub folder named '\\Admin\StyleSetXMLFiles'.

For example, if we have installed Ariadne IUI into 'C:\Program Files\Add-On Products\Ariadne IUI', that sub folder will be 'C:\Program Files\Add-On Products\Ariadne IUI\Admin\StyleSetXMLFiles'.

We need to grant the user '*NETWORK SERVICE*' to write to that sub folder.