

LYNQ

# LYNQ 2020 Installation Guide



# Contents

- How to use this guide.....2
- Important Information .....3
- Internet Information Services .....4
- Download & run the product updater ..... 7
- Installing LYNQ aps .....8
- Installing LYNQ mom..... 9
- Installing LYNQ api .....11
- Upgrading LYNQ..... 13
- Uninstalling LYNQ..... 14

## How to use this guide

### LYNQ Licensing Server

LYNQ provide a physical copy of the licence which can be provided during the installation. However, if you do not have the physical license file you only need your license name to install LYNQ. When entering your license name the installer will validate your license against the LYNQ licensing server.

### LYNQ administrators

When requested to enter administrator names, you must enter your windows username.

### User Account Control

Remember to turn on User Account Control after installing LYNQ.

The following instructions explain how to install all the components of LYNQ 2020. Prior to commencing the installation, you must ensure that the specification of servers, clients and data collection devices (Web Clients) where LYNQ will be deployed to, meet the minimum requirements as detailed in the [System Requirements](#) document

During the installation of LYNQ, you will be requested for the following information. To prepare for the installation, it is recommended that you have the following information to hand.

Please note, you must be logged on as a windows administrator to perform the install and User Account Control must be disabled on each server or client computer.

Requested Information	Notes
LYNQ License Name	
Web Server Name	
SQL Server Name	
ERP Database Name or ERP Staging Database Name	
LYNQ Administrator Name(s)	

## Important information

### Product Updater

The Product Updater is a proprietary application that has been designed to deliver applications that you are licensed for. If an installation has been customised by the LYNQ team, the Product Updater will provide you with a warning when upgrades are applied. This is to ensure that you are made aware of any changes that may need to be re-applied after the upgrade has finished.

### Product Updater

The Product Updater can be saved to a network **share so it's easily accessible** to all LYNQ users.

### Firewall Rules

The Product Updater does not automatically create firewall rules. Rules must be setup manually.

LYNQ comprises of the following components

Component Name	Description
LYNQ mom	Web application installed on IIS (installed to default website)
LYNQ aps	Desktop application installed locally or on an application server
LYNQ api	Web application installed on IIS (Installed to default website)

The installation of LYNQ 2020 is managed through the Product Updater. The Product Updater must be run manually on the web server to install the web components and from all desktop computers to install the LYNQ aps component. Unattended installs and deployment of LYNQ aps via group policy is not currently supported in this version. Note: The Product Updater must be used to install, upgrade, repair and remove versions of LYNQ.

Periodically, improvements are made to the Product Updater and you may be requested to download a new version of this file. Please note that the upgrades available for LYNQ are not dependant on the version of the Product Updater you are running. Therefore, if you download Product Updater version 3.10.0, you will be able to install the same upgrades with Product Updater version 3.15.0

Click [here](#) to download the Product Updater Download file.

Note: If there are any firewall rules blocking access to port 80/443 on the web server and port 1433 on the database server these will need to be reviewed and opened accordingly. If you are using other bindings in IIS or using SQL on a non-default port you must ensure these ports are opened for the users of LYNQ.

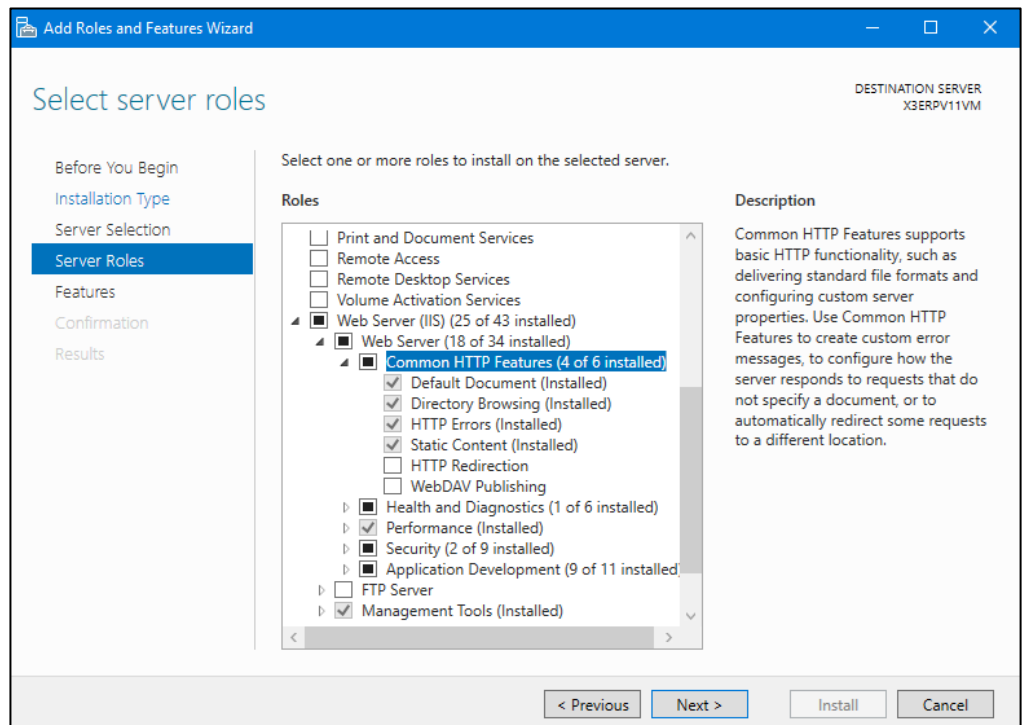
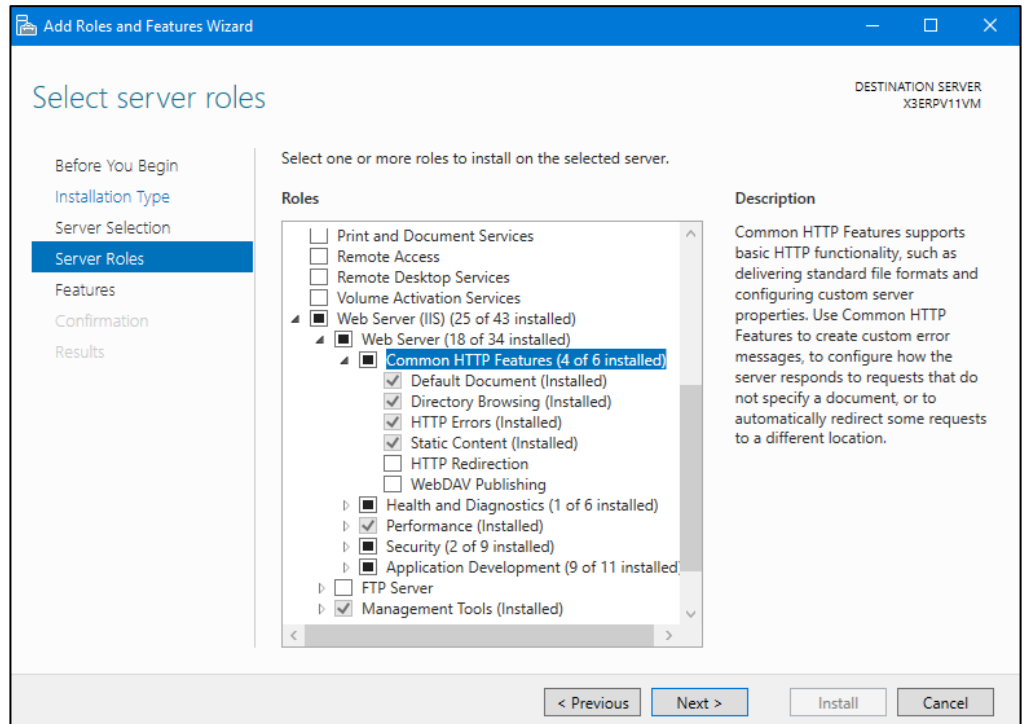
Server	Port No.	Open To
Web Server	80 for HTTP, 443 for HTTPS	Database Server/LYNQ aps Desktop computers/Data Collection Devices
Database Server	1433 (SQL Default Instance)	Web Server and LYNQ aps Desktop computers

### Local Installations

For demonstration and training purposes you can install LYNQ on a local computer or laptop. Remember to enable these features prior to your installation. It's likely that none of these features or roles are installed.

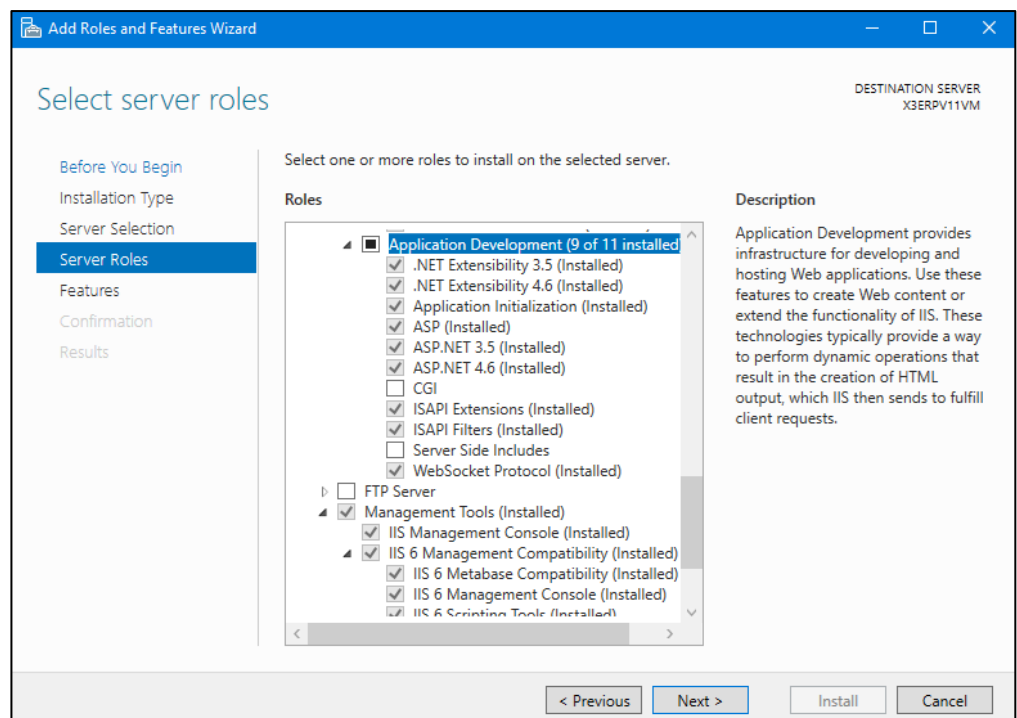
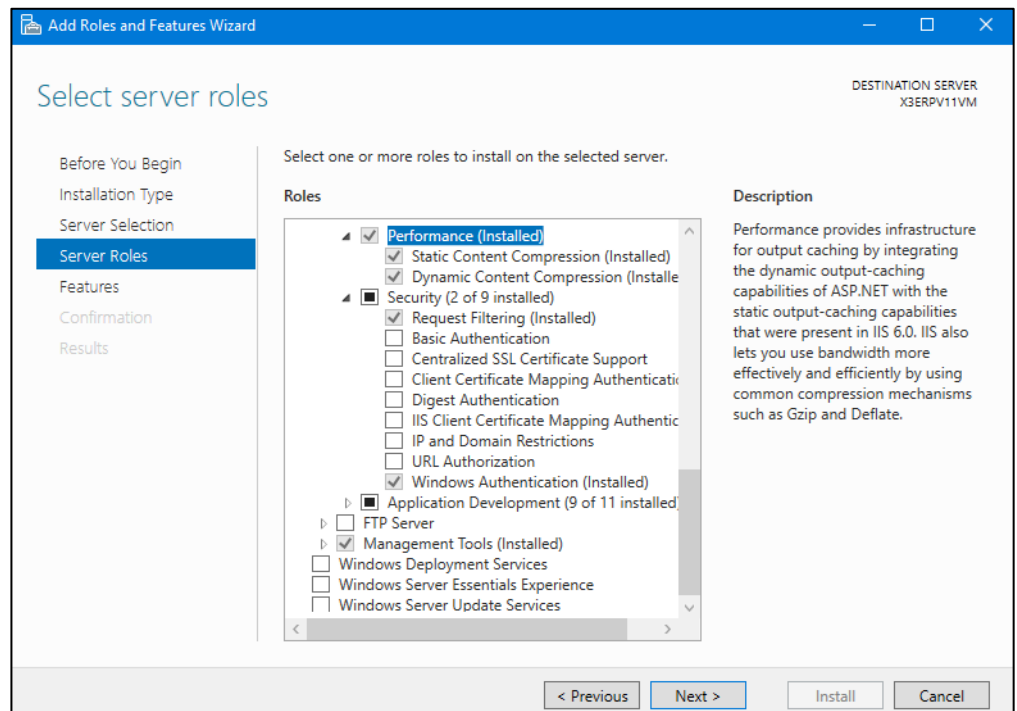
LYNQ mom and LYNQ api are web-based applications and will need to be installed on a server where Internet Information Services is installed. Prior to commencing with this installation ensure the following server roles and features are installed.

### Server Roles



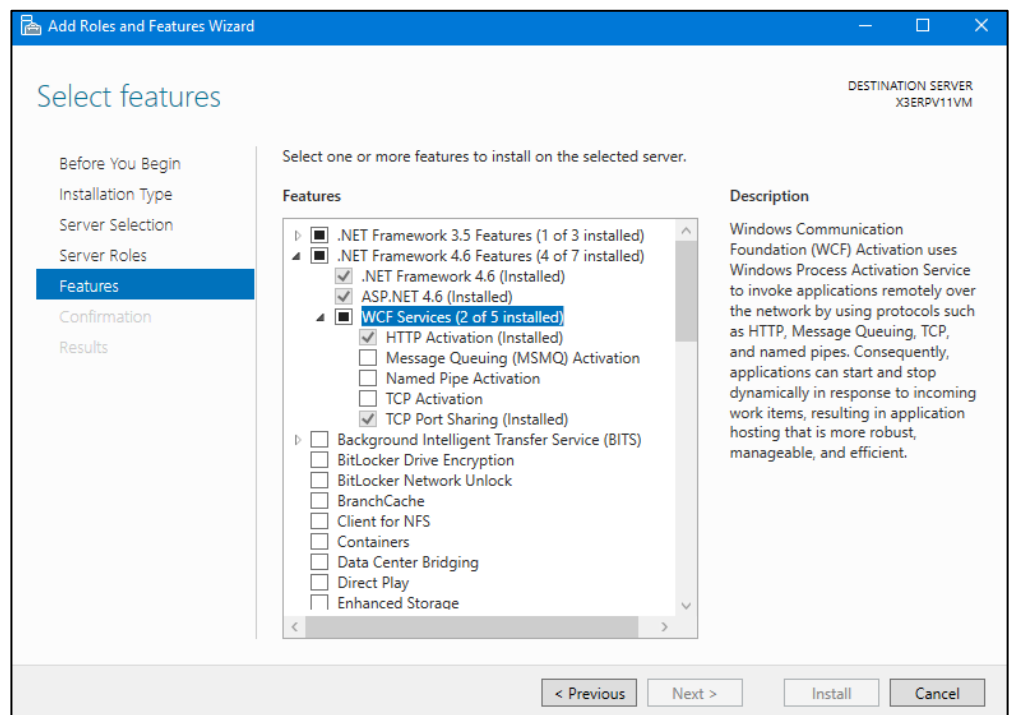
### Authentication

Users of LYNQ mom and LYNQ api, must connect to the web sites using windows authentication. Make sure Windows Authentication is enabled in the security section. LYNQ will fail to load if this is not enabled.



### WCF Services

Failing to enable HTTP Activation will prevent LYNQ api from loading. Remember to enable this feature before you start the installation



LYNQ mom and LYNQ api require Microsoft.Net Framework 4.8 to be installed on the Internet Information Services Server. The Product Updater will check whether the correct version of .Net Framework 4.8 is installed by querying the registry.

SOFTWARE\Microsoft\NET Framework Setup\NDP\v4\Full\  
Key: Release

If the release value is less than 528040, the Product Updater will prompt you to download the correct version before continuing.

Alternatively, Microsoft .Net Framework 4.8 can be downloaded from

<https://dotnet.microsoft.com/download/dotnet-framework>

Once all pre-requisites have been installed and you have available all the information in the table in the How to use this guide section you are ready to complete the installation of LYNQ.

### Order of components

When installing LYNQ it's best to install the different components in the same order as documented in this guide.

### Product Updater Updates

LYNQ generally release a new Product Updater every 3-6 months. This is to provide you with the latest updates which may include improvements to the overall UX or technical changes. Keep the link to the download site in your browser Bookmark!

The following instructions explain step by step how to install each component of LYNQ. It is important that you complete all the steps in the order listed below. If at any time you require any assistance or have any queries regarding your installation, please contact the Support Team at [support@lynqmes.com](mailto:support@lynqmes.com).

1. Download and extract the Product Updater Download file.  
<https://support.lynqmes.com/Download/>
2. Once downloaded
3. **Right click on the LYNQ Product Updater file and select 'Run as administrator'**
4. Enter your LYNQ License Name
5. Accept the License Agreement
6. The Product Updater will show you software that you are licensed for
7. You are now ready to start installing LYNQ



### On First Use

The first time you open an Enterprise Resource Planning Database with LYNQ aps, a number of SQL objects are created in the Database. This only happens on first use and you must ensure that the user opening the company is a SQL SysAdmin user or with equivalent security rights to create Tables, Views, Stored Procedures and Functions.

### Knowledgebase

Check out the knowledgebase for further information on how to create LYNQ aps users. [support.lynqmes.com](https://support.lynqmes.com)

1. Logon to the computer with Administrator rights (both Windows and SQL)
2. **Right click on the LYNQ Product Updater file and select 'Run as administrator'**
3. Enter your LYNQ License Name
4. Accept the License Agreement
5. Locate the product LYNQ aps
6. Select an installation path by clicking on the folder button
7. Click Install
8. From the product version drop down list, select the latest version and click on OK.
9. The installation of LYNQ aps will take a few minutes to complete. Once the installation has completed, place a tick next to launch LYNQ aps
10. Click on Close
11. Once LYNQ aps has loaded, select the Open Company option and enter the following details to connect to the ERP Database. You **must** open the company with a user that has SQL Sysadmin rights.
  - Server: Enter your name of the SQL Server where the Enterprise Resource Planning Database resides
  - Authentication: Windows Authentication or SQL
  - Company : Set the company name to the correct Enterprise Resource Planning Database
12. If you receive a message that the Licence Key is invalid, please click on OK and enter the licence name as provided, followed by Get Licence Online
13. From the user access screen, enter the names of the Windows Users that will access LYNQ aps. (Do not enter the domain prefix)
14. Click on the option to Use the LYNQ Application Role Object.
15. Click OK when all users have been entered
16. Click on the Home menu and select the option to Import Work Units. You must import at least 1 work unit during the installation process. Select a work unit and set the resource type to Machine. Accept all other defaults
17. You must install the same version of **LYNQ aps on all other user's** computers by using the product updater. Once installed you will need to create a new database connection on each computer.
18. For each LYNQ aps user, create a windows or SQL login per user (or use Windows Groups) and update their respective Login user mapping settings in the SQL Management Studio so that the public role for the Enterprise Resource Planning Database is enabled. This will allow the application role setting on the connection screen to work correctly.

### Administrators

Separate multiple administrators with the (;) semi colon character. Administrators have full rights to the application.

### Changing Administrators

You can easily change LYNQ mom administrators at a later date by entering the Settings page in LYNQ mom. You must be logged in as an administrator to do this.

### Database Names

When specifying the database names for LYNQ mom, ensure that you include in the database name an identification of the Enterprise Resource Planning Database it will related to. For example, if the installation of LYNQ is for your production company, specify the database names as MOM\_ProdA\_Data, MOM\_ProdA\_Config, MOM\_ProdA\_Logic.

### SQL Server Authentication

Use SQL Authentication if using Microsoft Azure SQL.

During the installation of LYNQ mom, you will be presented with the LYNQ Configurator screen. Within this screen you must configure all the settings, to successfully install LYNQ mom. Prior to starting the installation take a moment to review the image and table below, so you understand the information that will be requested.

Use the table below as a guide to populate the configuration details for a new instance of LYNQ mom. NOTE: Please check whether LYNQ requires a staging database for your Enterprise Resource Planning application by logging into the support portal [support.lynqmes.com](https://support.lynqmes.com) and searching the knowledgebase using the keywords 'Configuring LYNQ api'.

Configuration	Value	Example
Display Name	Your company Name	Company A
Site Name	Web Site Name	Lynqmes_A
Server	SQL Server	SQLServer1
Database	ERP/Staging Database*	CompanyA
SQL User	SQL User Name	lynqmes
Password	SQL User Password	lynqmes123
Create Mapping	Creates User Mapping	Yes, for all <u>except</u>
Create User	Creates User Login	Yes, if the user
DataSource	ERP with Planning	ERP with Planning
Administrators	Windows Usernames	Administrator
SQL Server Authentication	How to connect to SQL to perform the installation	Windows

When installing a new instance of LYNQ you must select 'Create Database' and 'Create User' for all databases except for the first row 'ERP' in the configurator screen. The row labelled ERP specifies the name of the ERP database the instance will connect to. In most cases the ERP database will already exist. The only exception is when LYNQ does not directly connect to the ERP database and instead, requires a staging database to store downloaded data from Enterprise Resource Planning. In this case, it is **safe to tick the 'Create Database' option**.

### Start Up Configurator

The Start-Up Configurator provides you with the minimal steps you must complete to be able to fully access LYNQ mom. All configuration of the application is completed in Advanced Settings. **It's unlikely you will need to go into Advanced Settings when you are just installing the software.**

### On First Use

The first time you open LYNQ mom, a number of SQL objects are created in the associated Enterprise Resource Planning database and in the LYNQ mom databases. This only happens on first use and you must ensure that the user opening LYNQ mom is a SQL SysAdmin user or with equivalent security rights to create Tables, Views, Stored Procedures and Functions.

1. From the Server where IIS (Internet Information Services) is installed, right click on the LYNQ Product Updater file and select Run as administrator.
2. Enter your LYNQ License Name
3. Accept the License Agreement
4. Locate the product LYNQ mom
5. Select an installation path by clicking on the folder button
6. Click Install
7. From the product version drop down list, select the latest version and click on OK
8. Complete the requested values on the LYNQ Configurator screen and click on OK
9. The LYNQ Configurator will validate the values provided and will prompt if there are any issues. (i.e. invalid SQL Server name, Database Names, SQL Usernames and Passwords). You must correct these to proceed
10. Once installed you can connect to the LYNQ mom site in the browser <http://servername:port/sitename>
11. Enter your License Name and click Get License Online
12. Once LYNQ mom has loaded you will see the start-up configuration screen.
13. From the profile tab, tick the checkbox for the desired language option
14. Click Load Selected and click OK to accept the warning. Wait a few minutes for the profile to load. The browser will stop refreshing when this is done
15. Click on the Seats Tab and click Import (see notes at the bottom of page)
16. Click Import Employees
17. Select the Employees from Enterprise Resource Planning that will be used for data collection purposes and click OK
18. Click Import and click Import Equipment
19. Select the work units that need to be imported to LYNQ mom. NOTE: you can only import equipment that has been already been imported to APS.
20. Click OK
21. Select ALL imported resources and click Activate
22. Now go to Data Collection, Workbench
23. Select the Advanced Terminal
24. Enter one of the employee codes that you have imported in step 17
25. Click Login
26. If you have managed to setup resources correctly you should see a start day option.

NOTE: If using a staging database to store Enterprise Resource Planning data, you will not be able to complete steps 15 to 26 until LYNQ api has been configured. Come back to these settings once data has been downloaded.

### On First Use

The first time you open LYNQ api, a number of SQL objects are created in the Enterprise Resource Planning database and in the LYNQ api databases. This only happens on first use and you must ensure that the user opening LYNQ api is a SQL SysAdmin user or with equivalent security rights to create Tables, Views, Stored Procedures and Functions.

### Administrators

Separate multiple administrators with the (;) semi colon character. Administrators have full rights to the application.

### Changing Administrators

You can easily change LYNQ api administrators at a later date by entering the Roles Administration page in LYNQ api. You must be logged in as an administrator to do this.

1. From the Server where IIS (Internet Information Services) is installed, right click on the LYNQ Product Updater file and select Run as administrator.
2. Enter your LYNQ License Name
3. Accept the License Agreement
4. Locate the product LYNQ api
5. Select an installation path by clicking on the folder button
6. Click Install
7. From the product version list, select the latest version and click OK
8. In a few minutes the configurator window will appear.
9. Enter the correct values using the image and table below as a guide
10. Click OK
11. Once installed open the LYNQ api site using the sitename specified in the configurator window. (i.e. <http://webservername/sitename>) You will be requested to apply the license. Type the license name in the customer field and then click Get License Online.

NOTE: Use the same SQL Username and Password that was supplied when installing LYNQ mom.

Configuration	Value	Example
Site Name	Web Ste Name	Lynqapi
Port	Port to Use	80
Server	SQL Server	SQLServer1
Database	Database Name	Lynqapi
SQL User	SQL Username	Lynqmes
Password	SQL User Password	Lynqmes123
Create Database	Creates User Mapping	Yes
Create User	Creates User Login	Yes
Administrators	Windows Usernames	Administrator
Shutdown Time	300	300
Regular Time Interval	Off	Off
Specific Time Interval	01:00 or when site is	01:00

### Administrators

Separate multiple administrators with the (;) semi colon character. Administrators have full rights to the application.

### Changing Administrators

You can easily change LYNQ api administrators at a later date by entering the Roles Administration page in LYNQ api. You must be logged in as an administrator to do this.

You must configure instance and integration settings to enable LYNQ to connect with your Enterprise Resource Planning Application. To learn how to configure the integration in LYNQ api, you must logon to the support portal [support.lynqmes.com](https://support.lynqmes.com) and search the knowledgebase using the keywords 'Configuring LYNQ api'. You will only see articles relating to configuration once you are logged into the portal.

### Clocking Users Out

Before upgrading any of the components of LYNQ, it is best to ensure all users are clocked out. You can temporarily stop the LYNQ application pools in Internet Information Services to prevent users from clocking into LYNQ whilst the upgrade is being performed.

You must use the Product Updater to upgrade the components of LYNQ. You must run the Product Updater on the computer or server where LYNQ is installed.

1. Right click on the LYNQ Product Updater file and select Run as administrator.
2. Enter your LYNQ License Name
3. Accept the License Agreement
4. Locate the product that you want to update
5. Click on Update
6. If presented with a configurator screen you can ignore and click cancel
7. Open the product once the upgrade is complete to finalise the upgrade

Note: When upgrading LYNQ aps, LYNQ tables will be updated in the Enterprise Resource Planning or Staging Database with the version number that has been installed. You must upgrade all other computers and servers running LYNQ aps after upgrade. Failure to do so will result in a version mismatch error.


### Removing SQL Objects

Please contact the Support Team [support@lynqmes.com](mailto:support@lynqmes.com) for a script to remove tables from the Enterprise Resource Planning database if this is required

You must use the Product Updater to uninstall the components of LYNQ. You must run the Product Updater on the computer or server where LYNQ is installed.

1. Right click on the LYNQ Product Updater file and select Run as administrator.
2. Enter your LYNQ License Name
3. Accept the License Agreement
4. Locate the product that you want to uninstall
5. Click on Remove

Note: When removing LYNQ, database files associated with the applications are not deleted automatically. You must delete these manually using the SQL Management Studio if you want to remove these.



LYNQ Ltd. 8 Barnes Wallis Road,  
Fareham, Hampshire, UK PO15 5TU

**LYNQ** Your business.  
Understood.