



# Data Workbench

Installation Guide

Version 2

## Document History

Version	Author	Date	Reviewer	Date	Approver	Date	Comments
1	Matt Rutledge	07/22/2011	Rob Read	8/1/2011	Charles Evans	8/1/2011	First Publication
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## Overview

This document describes in detail how to install Quadrate's Data Workbench software. Both installation types, Stand Alone and Enterprise Server, are described in this document.

## System Requirements

- x86 Processor: 1.0 GHz or x64 Processor: 1.4 GHz; 2.0 GHz or faster recommended
- 512 megabytes (MB) of RAM or more; 1 gigabyte (GB) or more recommended
- Approximately 811 MB of available hard-disk space for the recommended installation
- 50 MB or more per user for template storage
- Super-VGA (800x600) or higher resolution monitor
- Keyboard and Microsoft Mouse or compatible pointing device
- Supported Operating Systems (64 and 32 bit):
  - Microsoft Windows 8 and 8.1
  - Microsoft Windows 10
  - Microsoft Windows Server 2012 R2
- SAP GUI installed locally
- Components installed (where required):
  - Microsoft .NET Framework 3.5 (Enabled in Windows features)
  - Windows Installer Version 3.1 or later
  - MDAC Components 2.8 SP1 or later
  - Microsoft SQL Server 2014 Express (Optionally can use your own SQL Database Server)

## Installation

### Choosing the Installation Type

ERP<sup>2</sup> can be installed in a variety of ways depending on the user's environment, the number of users and the license types.

The Stand Alone installation installs the application and all required components on a single machine. This type of installation is best suited for a single user of the product within a company or multiple users that do not want centralized security or the ability to share templates and upload mappings.

The Enterprise installation is best suited for multiple users within an organization and enables the following features:

- Centralized security
- Easy sharing of templates and upload mappings
- Centralized scheduling engine

### Performing a Stand Alone Installation

1. Run the installation application (**DataWorkbenchSetup.exe**).
2. Click **Next** on the *Welcome* page (see Figure 1).

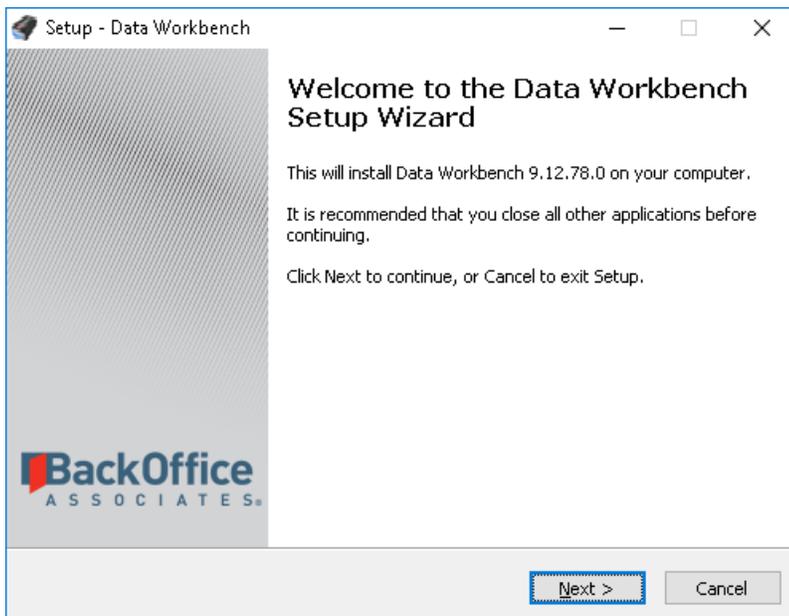


Figure 1

3. Read through the end-user license agreement and click the **I accept the agreement** option and then the **Next** button if you accept the agreement. If you do not accept the agreement, click the **Cancel** button to exit the installation procedure (see Figure 2).

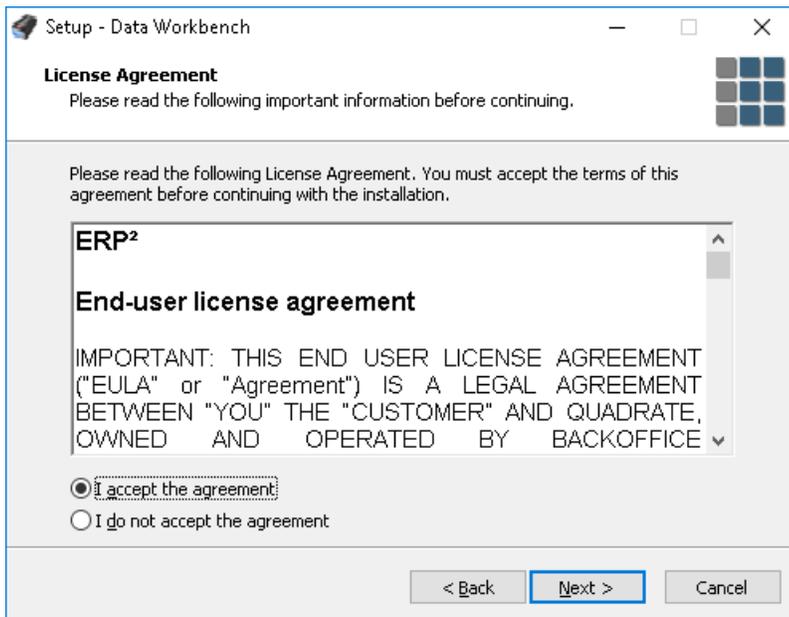


Figure 2

**NOTE:** If you select **Cancel**, ERP<sup>2</sup> will **not** be installed or usable.

4. Read through the *Installation Type Information* page. Click the **Next** button to continue (see Figure 3).

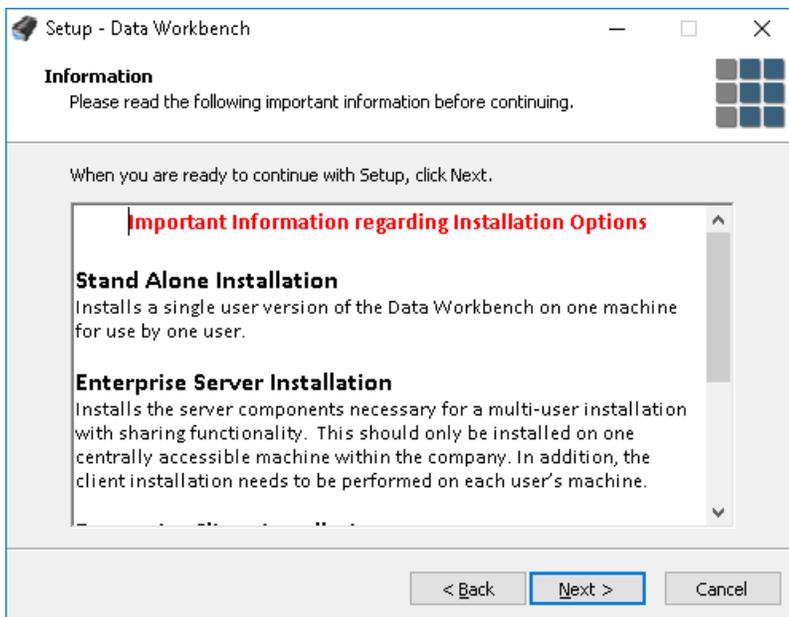


Figure 3

5. On the *Select Components* page (see Figure 4), accept the default value of **Stand Alone Installation** and click the **Next** button.

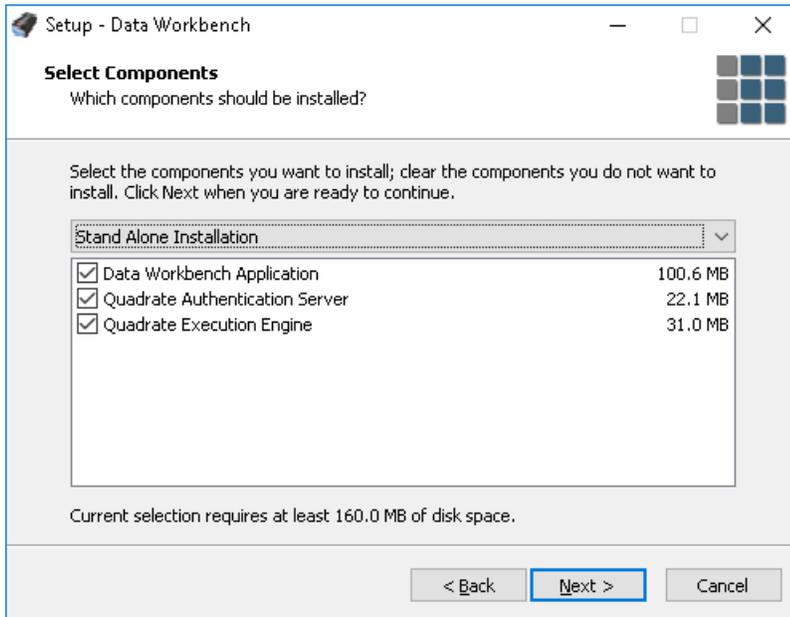


Figure 4

The final page of the installation (see Figure 5) displays which required components will also be installed. The components that may be installed are listed below.

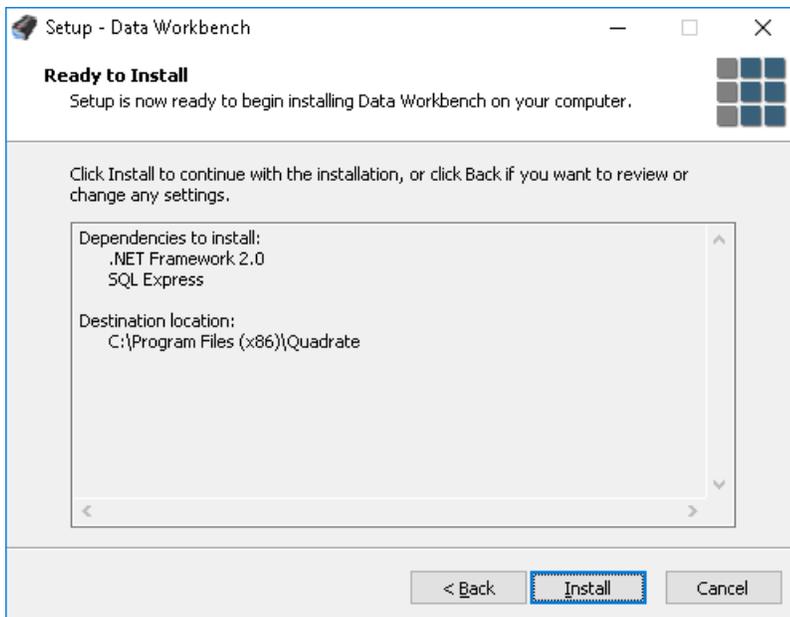


Figure 5

## .NET Framework

The .NET Framework is a Microsoft component that provides the development platform upon which the Data Workbench has been developed. If required, Windows will detect that .NET Framework 3.5 (includes .NET 2.0 and .NET 3.0) needs to be installed and will download it. This feature must be enabled to run the Data Workbench application (see Figure 6).

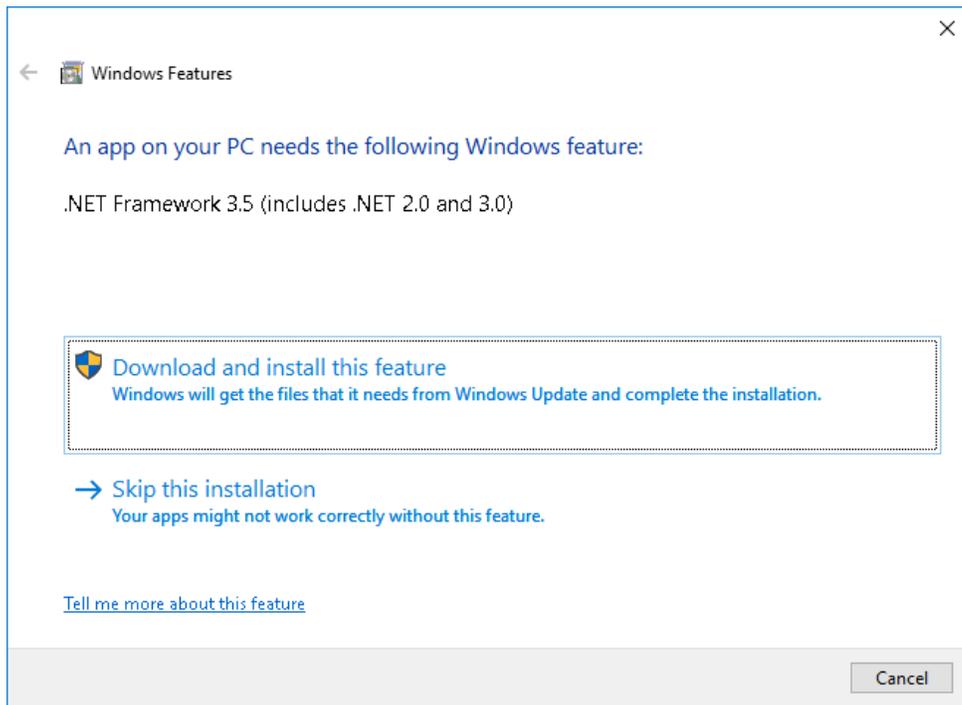


Figure 6

## SQL Express

SQL Express is a Microsoft database engine that is used for storage of templates, upload mappings, logs and other system information.

6. Click the **Install** button; this will install any of the required components and the Data Workbench application.
7. Browse to a temporary directory for extracted files or click **Ok** button to accept the default (see Figure 7).

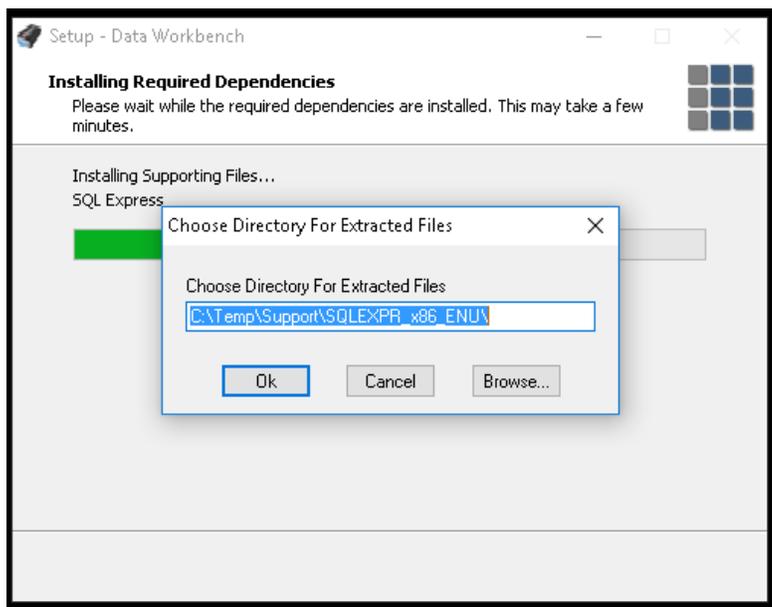


Figure 7

8. Once the installation is completed, click the **Finish** button to exit the installer.

**NOTE:** If an error is received during the SQL server installation, cancel the Data WorkBench install, and refer to the section [SQL Server Installation](#) for the steps on how to manually install the SQL Server.

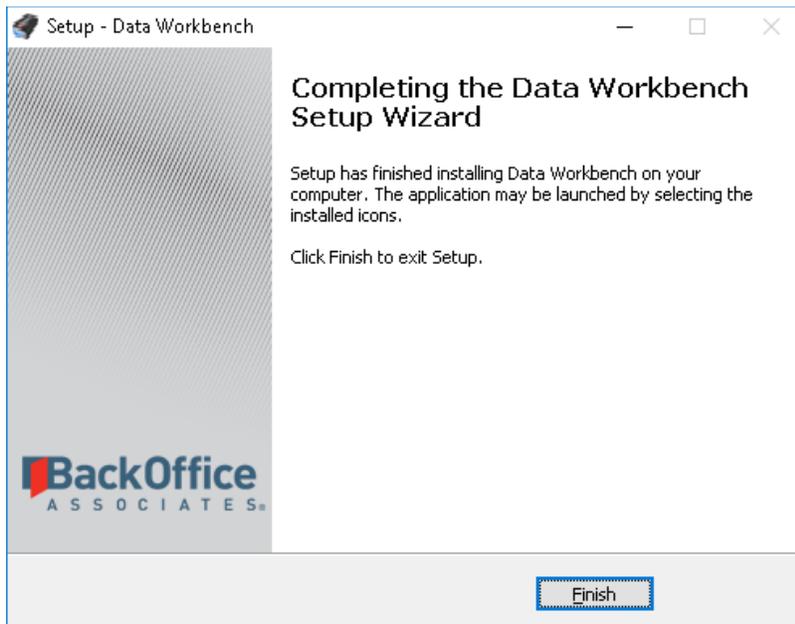


Figure 8

## Performing an Enterprise Installation

### Server Installation

The following steps must be followed if a dedicated machine will be used to host the server components of the Data Workbench.

**NOTE:** If one of the users will host the server components, refer to [Performing a Stand Alone Installation](#) for more information. All other users must follow the instructions in [Client Installation](#).

1. Run the installation application (**DataWorkbenchSetup.exe**).
2. Click **Next** on the *Welcome* page.
3. Read through the end-user license agreement and click the **I accept the agreement** option and then the **Next** button if you accept the agreement. If you do not accept the agreement, click the **Cancel** button to exit the installation procedure.

**NOTE:** If you select Cancel, ERP<sup>2</sup> will **not** be installed or usable.

4. Read through the *Installation Type Information* page. Click the **Next** button to continue.
5. On the *Select Components* page (see Figure 9), select **Enterprise Server Installation** from the drop down list and click the **Next** button.

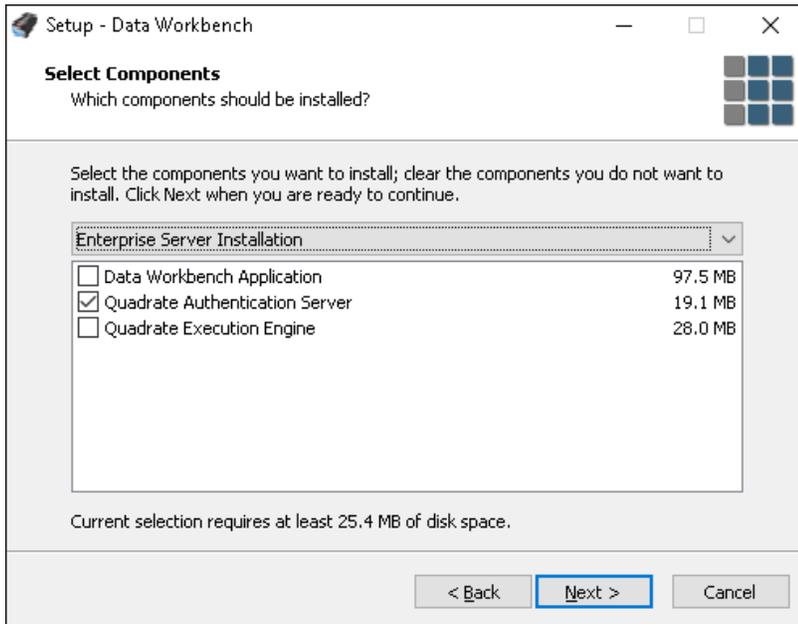


Figure 9

The final page of the installation (see Figure 10) displays which required components will also be installed. The components that may be installed are listed below.

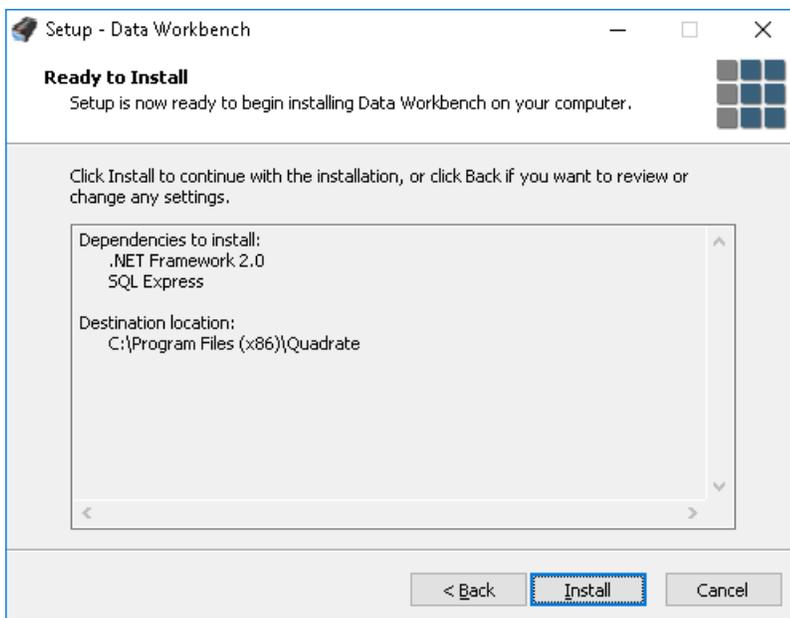


Figure 10

## .NET Framework

The .NET Framework is a Microsoft component that provides the development platform upon which the Data Workbench has been developed. If required, Windows will detect that .NET Framework 3.5 (includes .NET 2.0 and .NET 3.0) needs to be installed and will download it. It is required that this feature is enabled in order to run the Data Workbench application (see Figure 11).

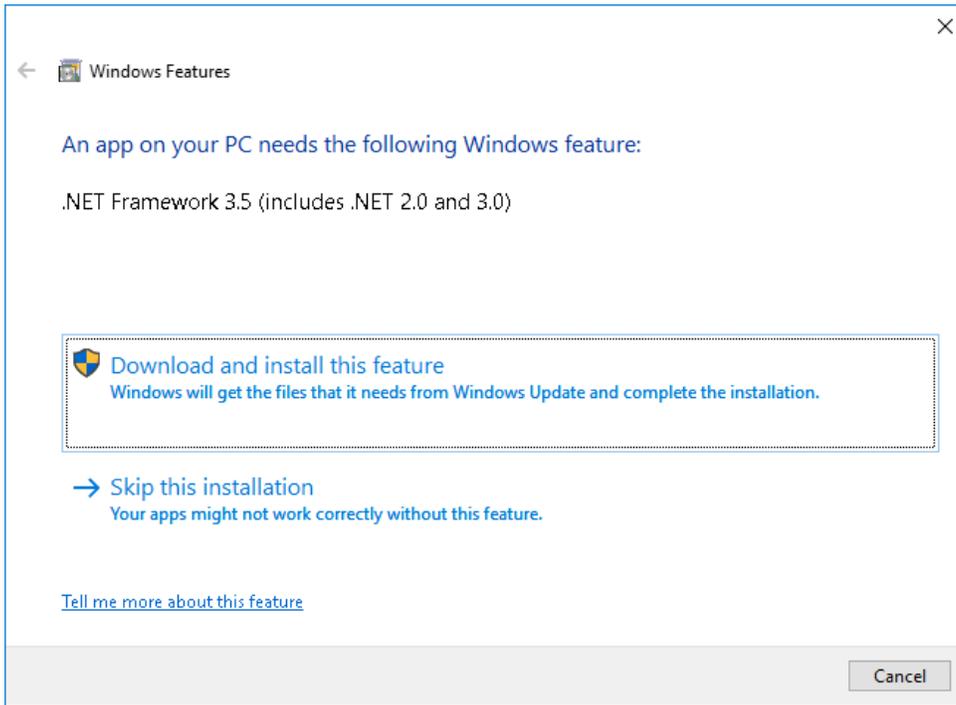


Figure 11

## SQL Express

SQL Express is a Microsoft database engine that is used for storage of templates, upload mappings, logs and other system information.

6. Click the **Install** button; this will install any of the required components and the Data Workbench application.
7. Browse to a temporary directory for extracted files or click **Ok** to accept the default (see Figure 12).

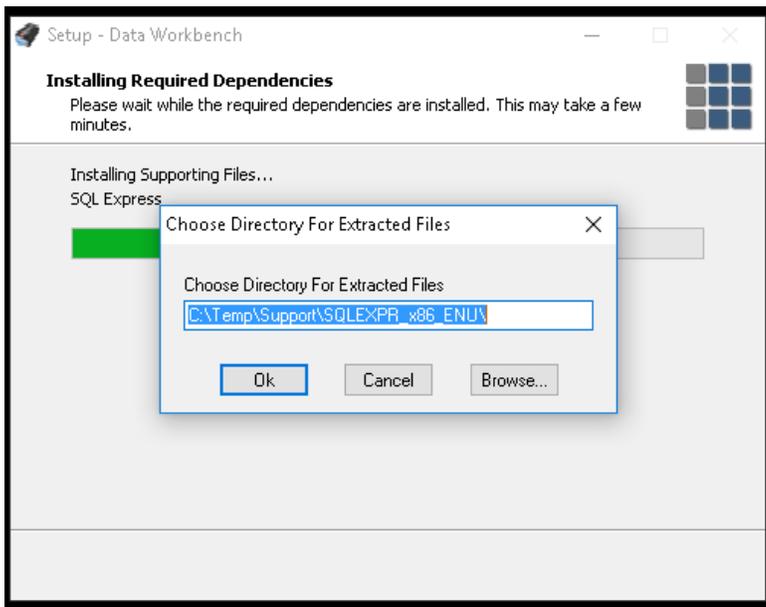


Figure 12

8. Once the installation is complete, click the **Finish** button to exit the installer.

**NOTE:** If an error is received during the SQL server installation, cancel the Data WorkBench install, and refer to the section [SQL Server Installation](#) for the steps on how to manually install the SQL Server.

9.

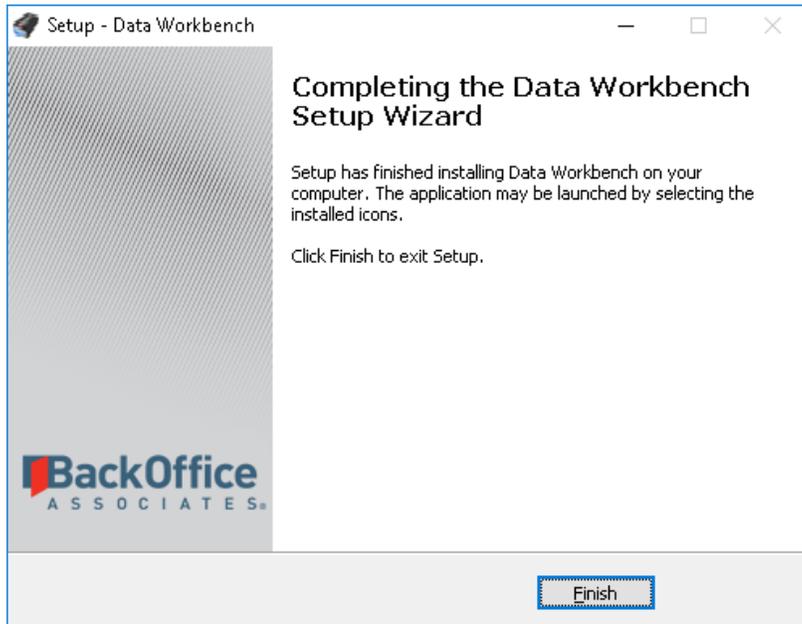


Figure 13

## Client Installation

The following installation steps must be used for clients that will be connecting to server components that have been installed on a separate machine.

1. Run the installation application (**DataWorkbenchSetup.exe**).
2. Click **Next** on the *Welcome* page.
3. Read through the end-user license agreement and click the **I accept the agreement** option and then the **Next** button if you accept the agreement. If you do not accept the agreement, click the **Cancel** button to exit the installation procedure.

**NOTE:** If you select **Cancel**, ERP<sup>2</sup> will **not** be installed or usable.

4. Read through the *Installation Type Information* page. Click the **Next** button to continue.
5. On the *Select Components* page (see Figure 14), select **Enterprise Client Installation** from the drop down list and click the **Next** button.

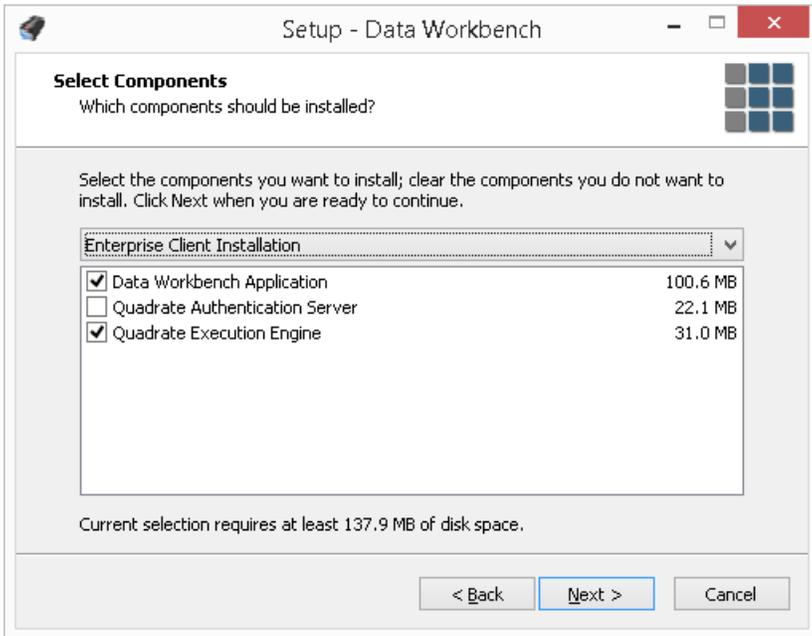


Figure 14

The *Enterprise Server Setup* page (see Figure 15) is where the details of the Enterprise Server are entered.

6. Enter the name or IP address of the computer that is hosting the server components in the **Server Name** text box. If the port of the enterprise server was changed during the server installation process, the new port number must be entered in the **Port** text box. Click the **Next** button once complete.

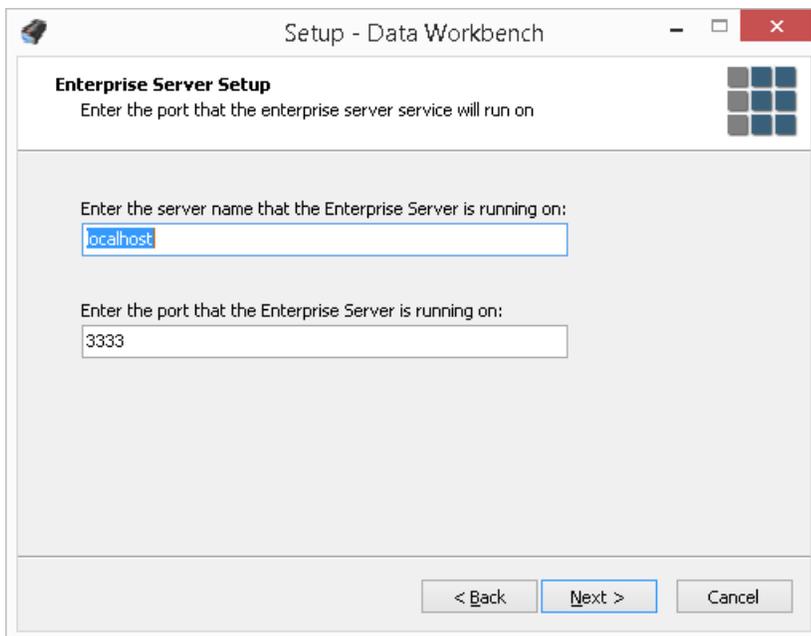


Figure 15

The final page of the installation (see Figure 16) displays the required component that will also be installed.

## .NET Framework

The .NET Framework is a Microsoft component that provides the development platform upon which the Data Workbench has been developed.

7. Click the **Install** button; this will install any of the required components and the Data Workbench application.

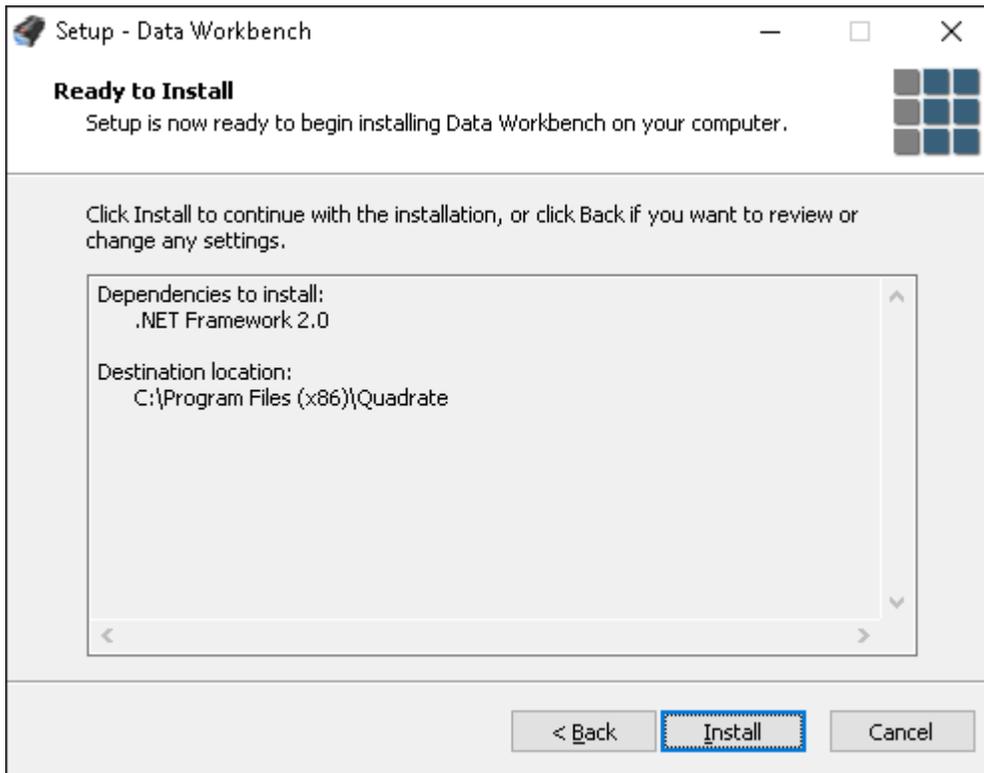


Figure 16

8. Once the installation is complete, click the **Finish** button to exit the installer.

## Activating Data Workbench

When Data Workbench requires activation, an Activation Wizard displays when the Data Workbench Client runs. This wizard allows you to activate the product in one of two ways.

1. Online Activation
2. Offline License File Activation

### Online Activation

1. Enter the Product Code into the text box on the first page of the Activation Wizard (see Figure 17) then click **Next**.

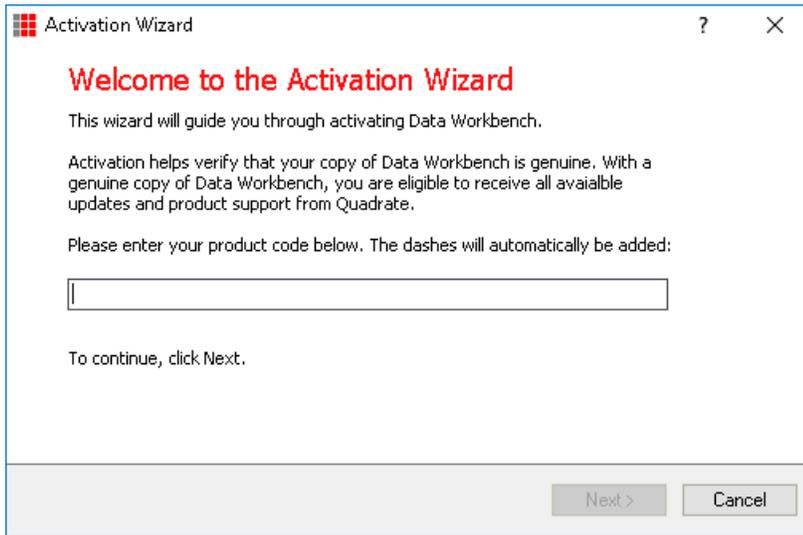


Figure 17

2. Select the **Activate Online** option and click the **Next** button (see Figure 18).

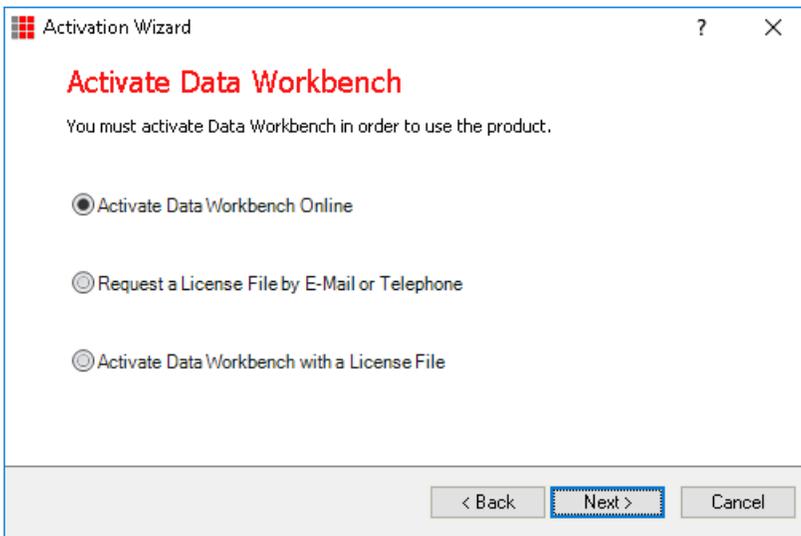


Figure 18

If you are connecting through a proxy and your proxy requires authentication you will be prompted for your username and password. This information can be obtained from your internal IT Department.

3. After Online Activation has finished, click the **Finish** button.

## Offline License File Activation

1. Enter the **Product Code** into the text box on the first page of the Activation Wizard (see Figure 17) and click **Next**.
2. Select the second option: **Request a License File by E-Mail or Telephone**. Click the **Next** button to continue (see Figure 18).
3. Click the **Click here to request a license file by e-mail** link.

**NOTE:** This link will bring up your e-mail client with a message ready to send to Quadrate. When the message appears in your email client, click the send button.

**NOTE:** If an email does not get created automatically, follow the instructions from the *License File Requested* page which will explain how to manually compose an activation email to send to Quadrate. Alternatively you may call Quadrate and give them the key that is displayed at the bottom of the page (see Figure 19).

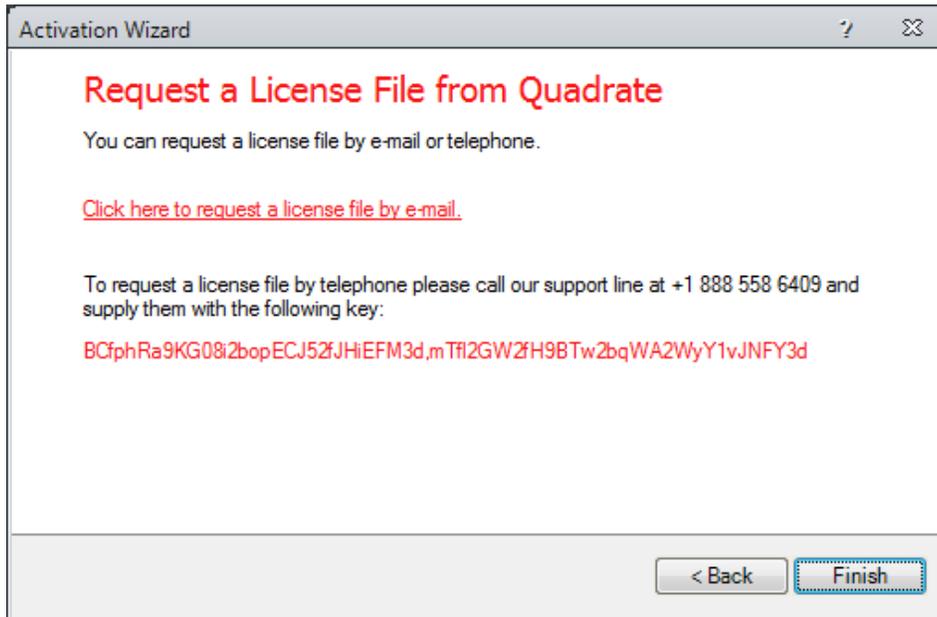


Figure 19

4. Click the **Finish** button and wait for the response e-mail with your license.
5. Once the license file is received, save the attached QLIC file to your desktop and start Data Workbench again.
6. Enter the Product Code into the text box on the first page of the Activation Wizard (see Figure 17).
7. Select the **Activate Data Workbench with a License File** option. Click the **Next** button to continue.
8. Select the **Browse** button shown in Figure 20 to locate the file that was saved in step 5. Click the **Next** button to continue.

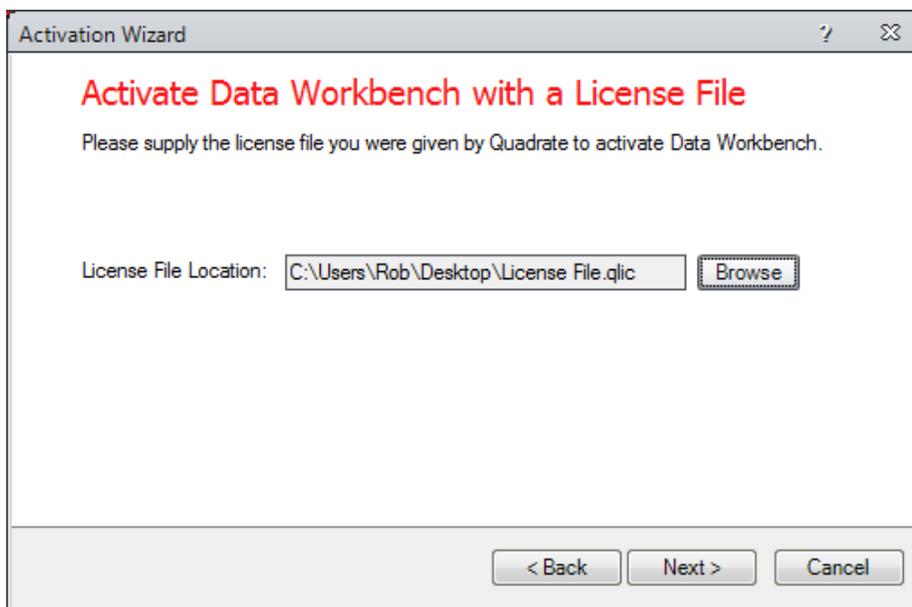


Figure 20

9. After the activation process is complete, click the **Finish** button.

## Performing Initial Application Configuration

### Logging on for the first time (Enterprise Installation Only)

If you are running in an Enterprise Installation model, a username and password is required to access ERP<sup>2</sup>. The default usernames and passwords can be configured in the administration section after logging in. The default username and password is:

<b>Username</b>	admin
<b>Password</b>	admin

### Adding SAP Systems

Each SAP system that will be accessed via ERP<sup>2</sup> must first be added into System Instance section of the application. If the application was installed in an enterprise configuration, the systems will only need to be added once and will automatically be shared amongst the other users. For security measures, users are not automatically allowed to log on to any system in the system instance list. The administrator must grant user access to each system in the User Security section.

To add system instances:

1. Open ERP<sup>2</sup> and log on using default username and password.
2. Click the **Administration** tab.
3. Click the **Systems** button.
4. Click the **Add System** command (See Figure 21).
5. Select from your list of SAP connections.
6. Click **OK**.

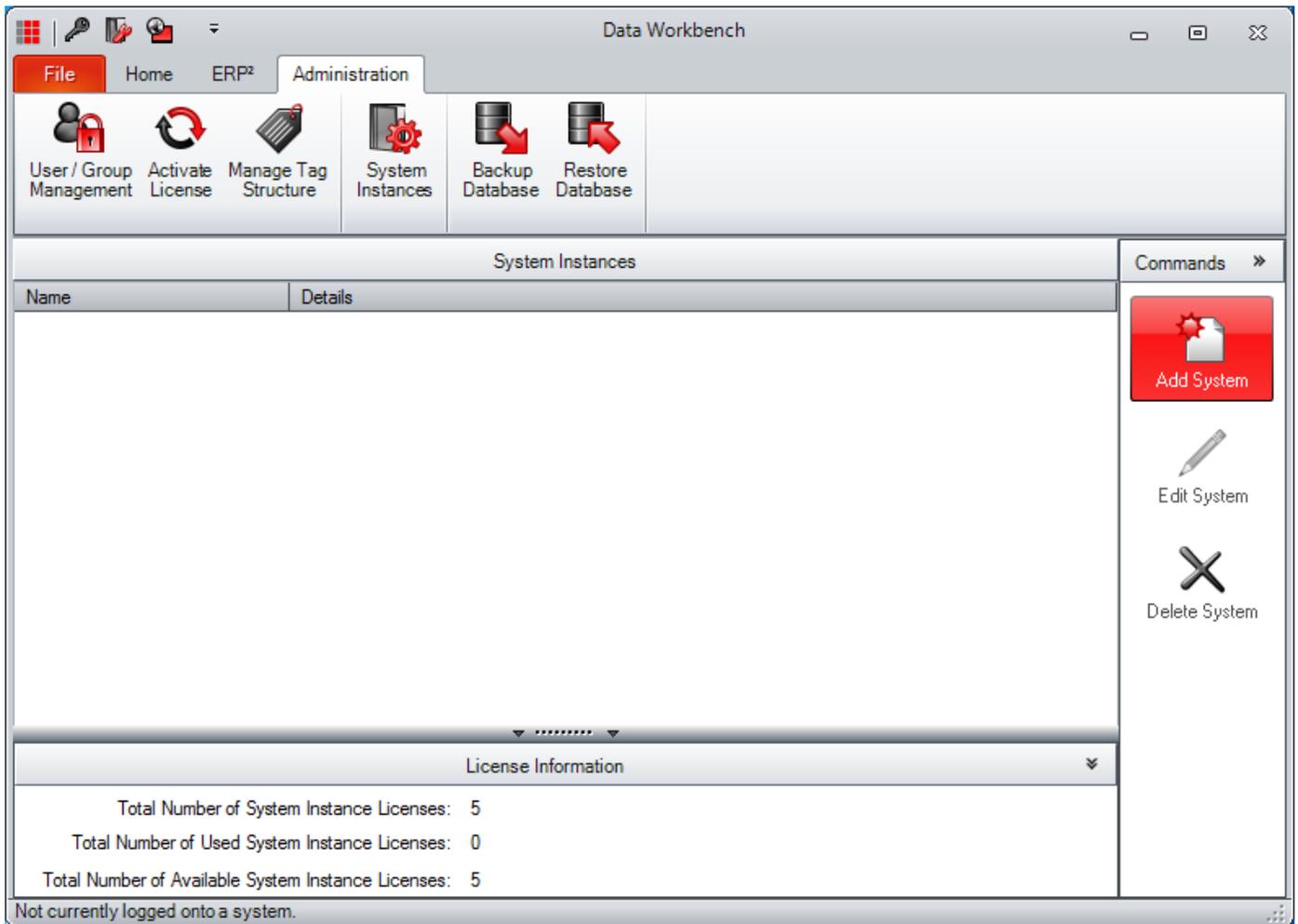


Figure 21

To grant access to a system:

1. From the **Administration** tab, click the **User/Group Management** icon.
2. Drill down and select the relevant user.
3. Select the **Administration** tab.
4. Click the **Allowed** checkbox to grant or deny access to each system (See Figure 22).
5. Click the **Save** button.

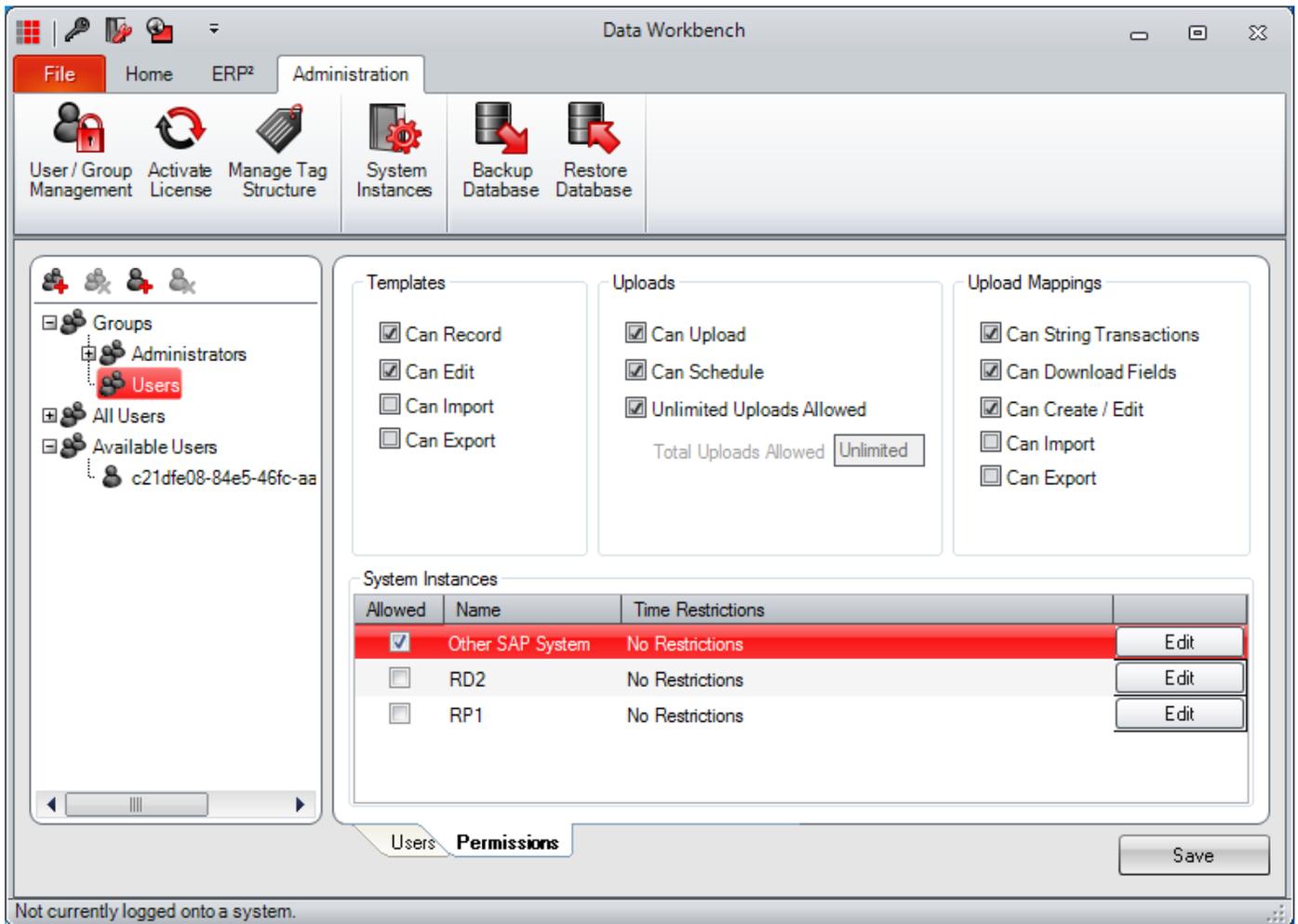


Figure 22

## Additional Execution Engine Setup

The Execution Engine service is automatically configured to run under the Local System account. This account does not have sufficient privileges to access files external to the current computer. In order to allow the service to read and write from network shares and other external locations, the service must be configured to run as a user with the correct privileges. If the current user can access these locations then the current user details can be used.

Communication to the SMTP (Email) server is also performed under the Local System account. This could cause problems where anonymous users do not have permission to send emails outside the company domain. If external email addresses will be used for notification emails, the account for the Execution Engine must be changed to a user that has sufficient privileges to send external emails.

To change the user credentials of the service:

1. Open **Control Panel**.
2. Open **Administrative Tools**.
3. Open **Services**.
4. Double-click the **Quadrate Execution Engine** entry.
5. Click the **Log On** tab. (See Figure 23).

6. Select the **This account** option.
7. Enter the new username in the first text box adjacent to the **This account** option.
8. Enter and re-enter the password in the **Password** and **Confirm password** text boxes.
9. Click the **OK** button.
10. Right-click the **Quadrante Execution Engine** entry and select the **Restart** option.

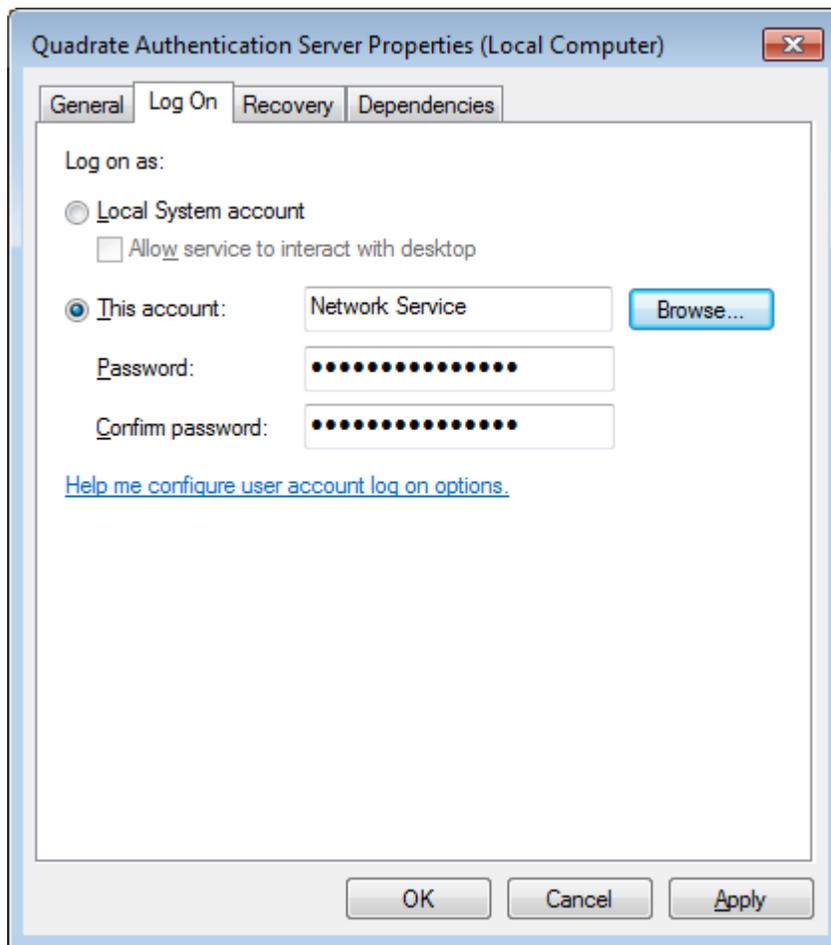


Figure 23

## Additional Configuration for SQL Express Security

If the following error message appears and the Windows firewall is enabled, please follow these steps to add exceptions to the firewall to allow communication to the database from other computers.

**An error has occurred while establishing a connection to the server. When connecting to SQL Server 2014, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections.**

## Create Exceptions in Windows Firewall

These steps apply to the version of Windows Firewall that is included in Windows 8.1. If you are using a different firewall system, see your firewall documentation for more information.

**NOTE:** If you are running a firewall on the computer that is running SQL Server 2014, external connections to SQL Server 2014 will be blocked unless SQL Server 2014 and the SQL Server Browser service can communicate through the firewall. You must create an exception for each instance of SQL Server 2014 that you want to accept remote connections and an exception for the SQL Server Browser service.

SQL Server 2014 uses an instance ID as part of the path when you install its program files. To create an exception for each instance of SQL Server, you must identify the correct instance ID.

To obtain an instance ID, follow these steps:

1. On the Windows *Start* menu, select **Programs > Microsoft SQL Server 2014 > Configuration Tools**, and then click **SQL Server Configuration Manager**.
2. In *SQL Server Configuration Manager*, click the **SQL Server Browser** service in the right pane, right-click the instance name in the main window, and then click **Properties**.
3. On the *SQL Server Browser Properties* page, click the **Advanced** tab, locate the instance ID in the property list, and then click **OK**.
4. To open Windows Firewall, click **Start**, click **Run**, type **firewall.cpl**, and then click **OK**.

### Create an Exception for SQL Server 2014 in Windows Firewall

To create an exception for SQL Server 2014 in Windows Firewall, follow these steps:

1. Search for “firewall” in the Windows 8 Start menu. Click **Windows Firewall**.
2. Click **Allow an app or feature through Windows firewall** in the Windows Firewall page.
3. Click **Change settings** in the next page.
4. Click **Allow another app...** in the bottom right corner.
5. Select an app to add in the window that pops up, and then click **Add** to add the exception to the list. In this case, navigate to **C:\Program Files (x86)\Microsoft SQL Server\MSSQL12.QUADRATE\MSSQL\Binn\sqlservr.exe** or whatever location SQL Server executable resides.

**NOTE:** The path may be different depending on where SQL Server 2014 is installed. MSSQL12.QUADRATE is a placeholder for the instance ID that you obtained in step 3 of the previous procedure.

6. Repeat steps 1 through 5 for each instance of SQL Server 2014 that needs an exception.

### Create an Exception for the SQL Server Browser Service in Windows Firewall

To create an exception for the SQL Server Browser service in Windows Firewall, follow these steps:

1. In *Windows Firewall*, click the **Exceptions** tab, and then click **Add Program**.
2. In the *Add a Program* window, click **Browse**.
3. Click the **C:\Program Files\Microsoft SQL Server\90\Shared\sqlbrowser.exe** executable program, click **Open**, and then click **OK**.

**NOTE:** The path may be different depending on where SQL Server 2014 is installed.

# Windows Server 2012 Install

## Adding .NET Framework Features

For Windows Server 2012, enabling the .NET Framework features cannot be automated so it must be done manually. .NET Framework 3.5 and 4.0 are required in order for the Data Workbench application to work correctly. Follow these steps for adding the .NET Framework features on Windows Server 2012.

1. From Server manager select **Add Roles and features** (See Figure 24).

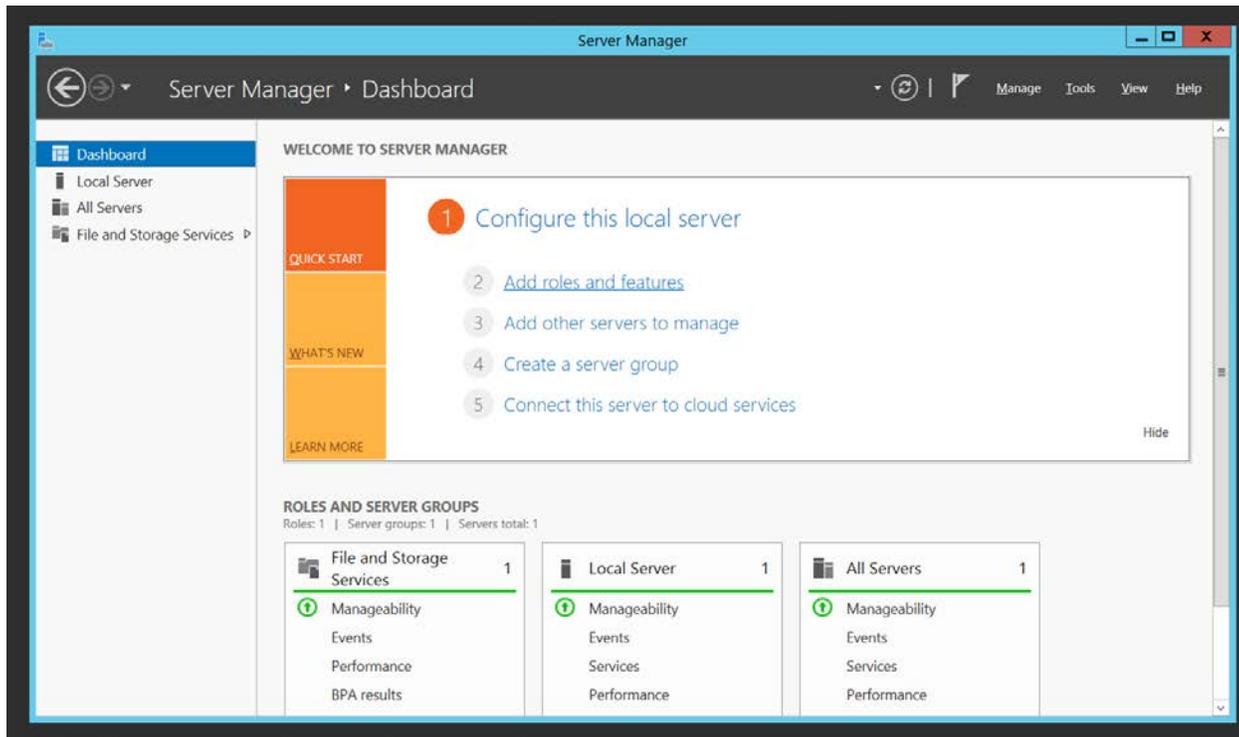


Figure 24

2. If “Before you begin” section is available, click Next (see Figure 25).

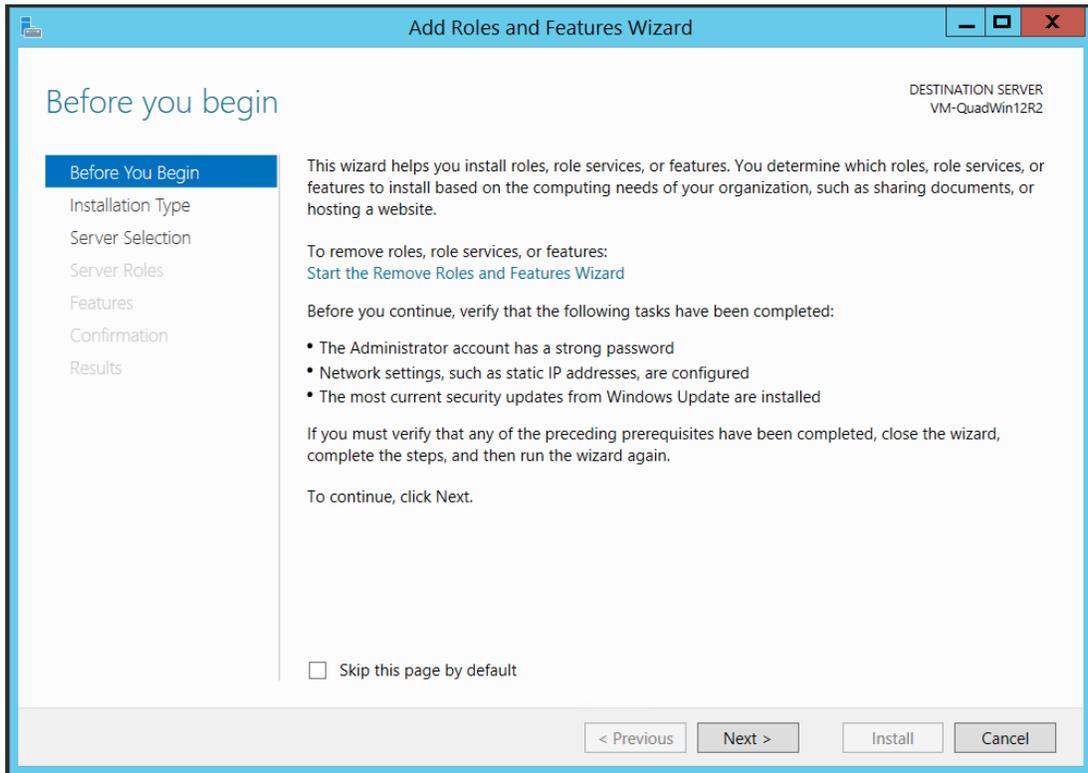


Figure 25

3. Select the Role-based or feature-based installation option and click Next (see Figure 26).

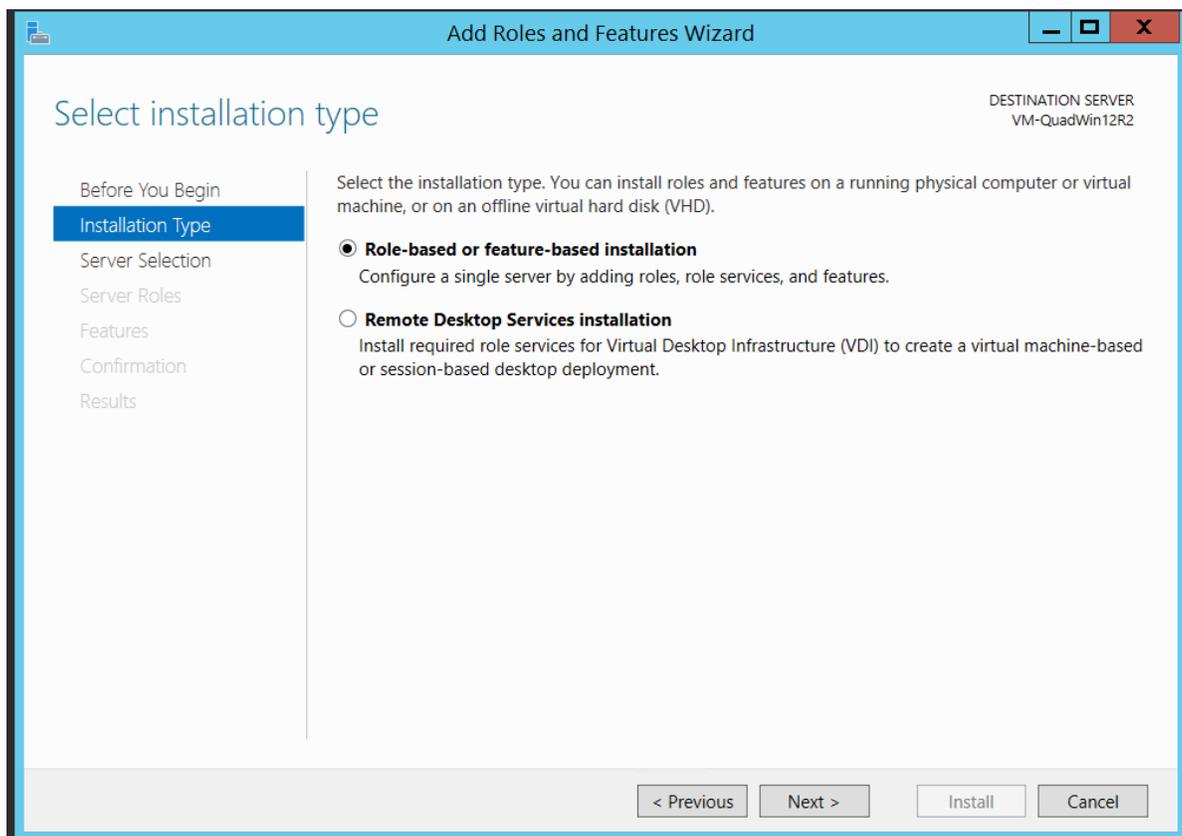


Figure 26

4. Click the Select a server from the server pool option.
5. From the Server pool list, select the server where you want to install the Data Workbench application. Click Next button (see Figure 27).
6. The Data Workbench application does not require new Server Roles. Click Next.

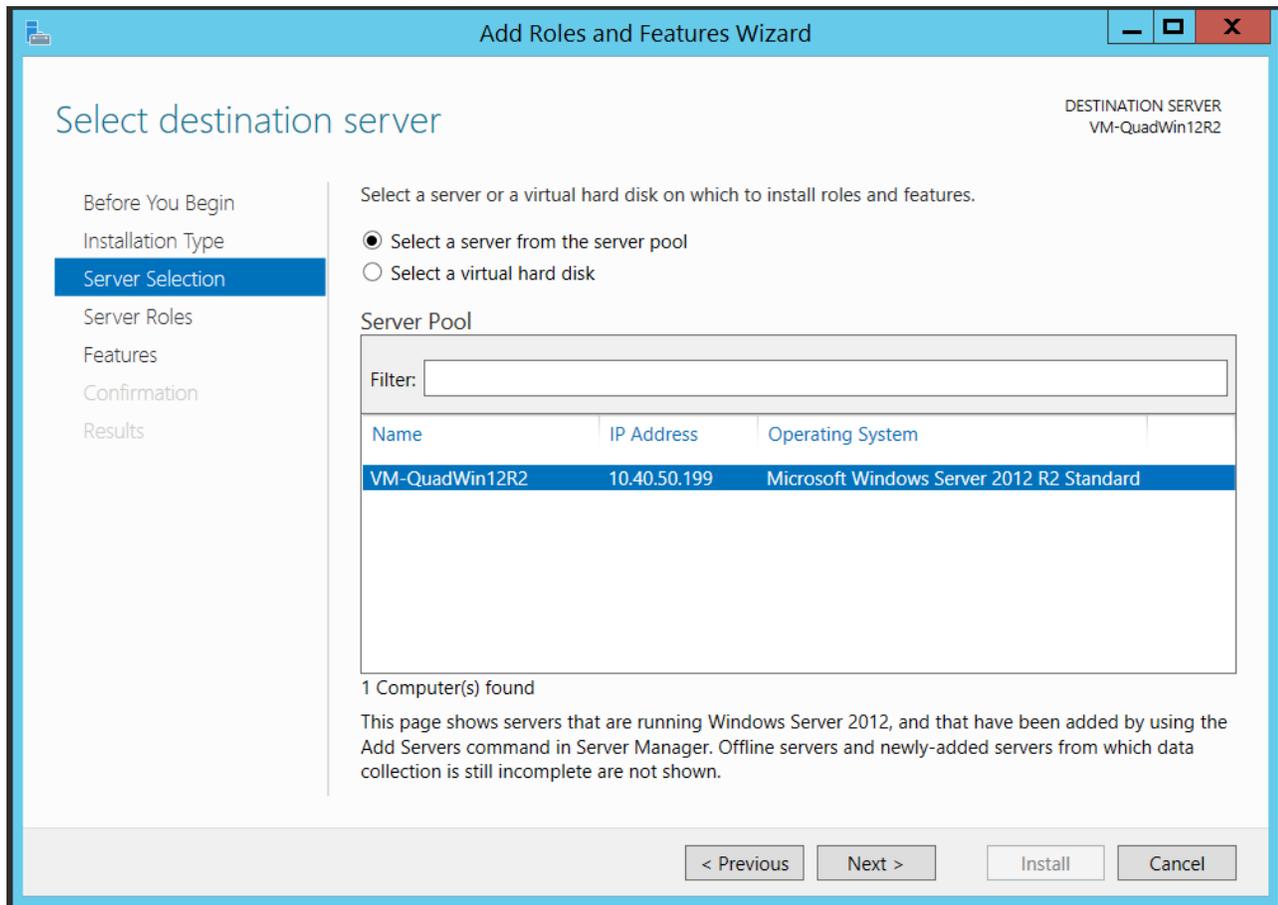


Figure 27

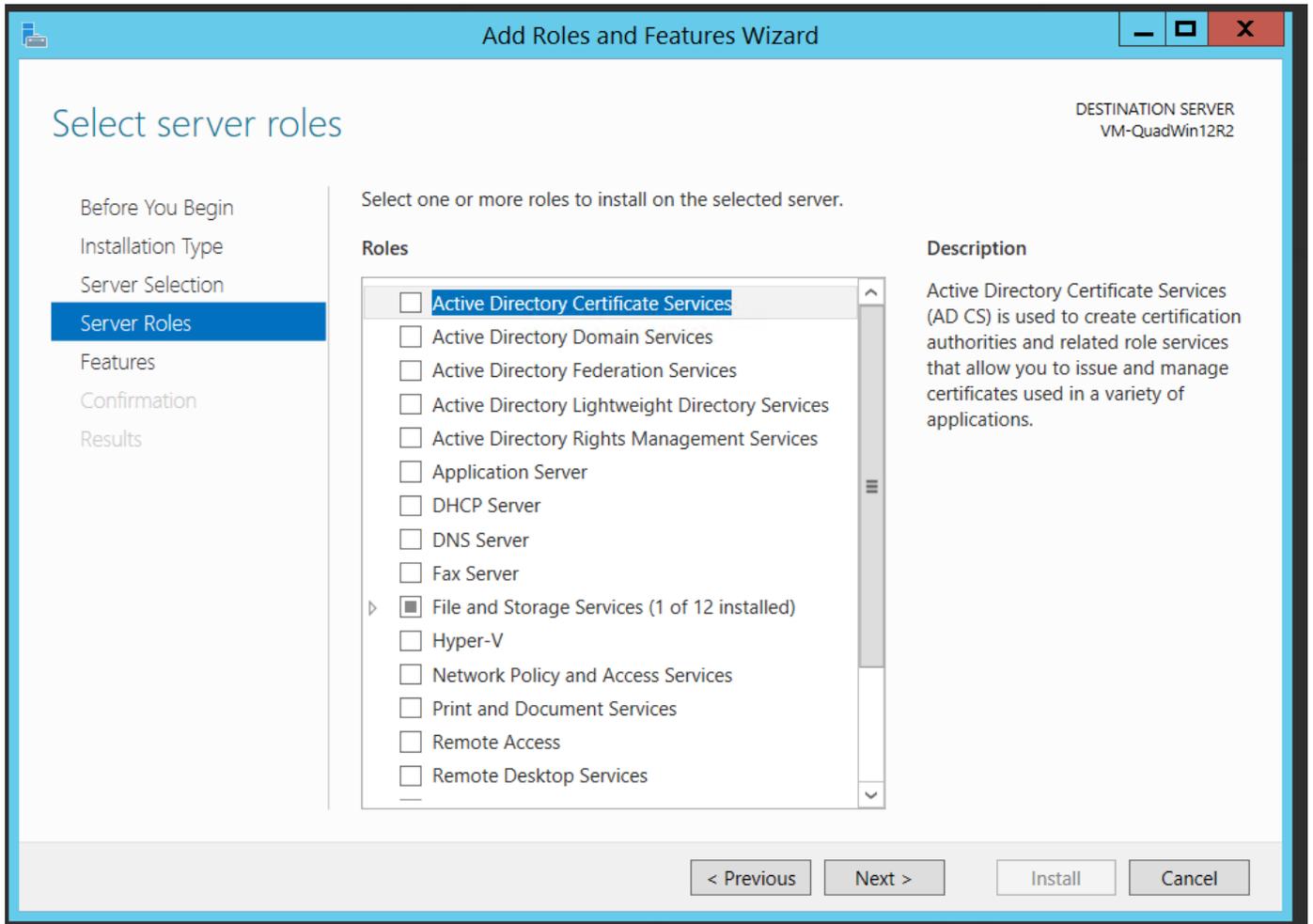


Figure 28

7. From the features list, select the following options (see Figure 29).
  - .NET Framework 3.5 Features
  - .NET Framework 3.5 ( includes .NET 2.0 and 3.0)
  - .Net Framework 4.5 Features
  - .NET Framework 4.5 (usually installed by default on Server).
8. Click **Next** button

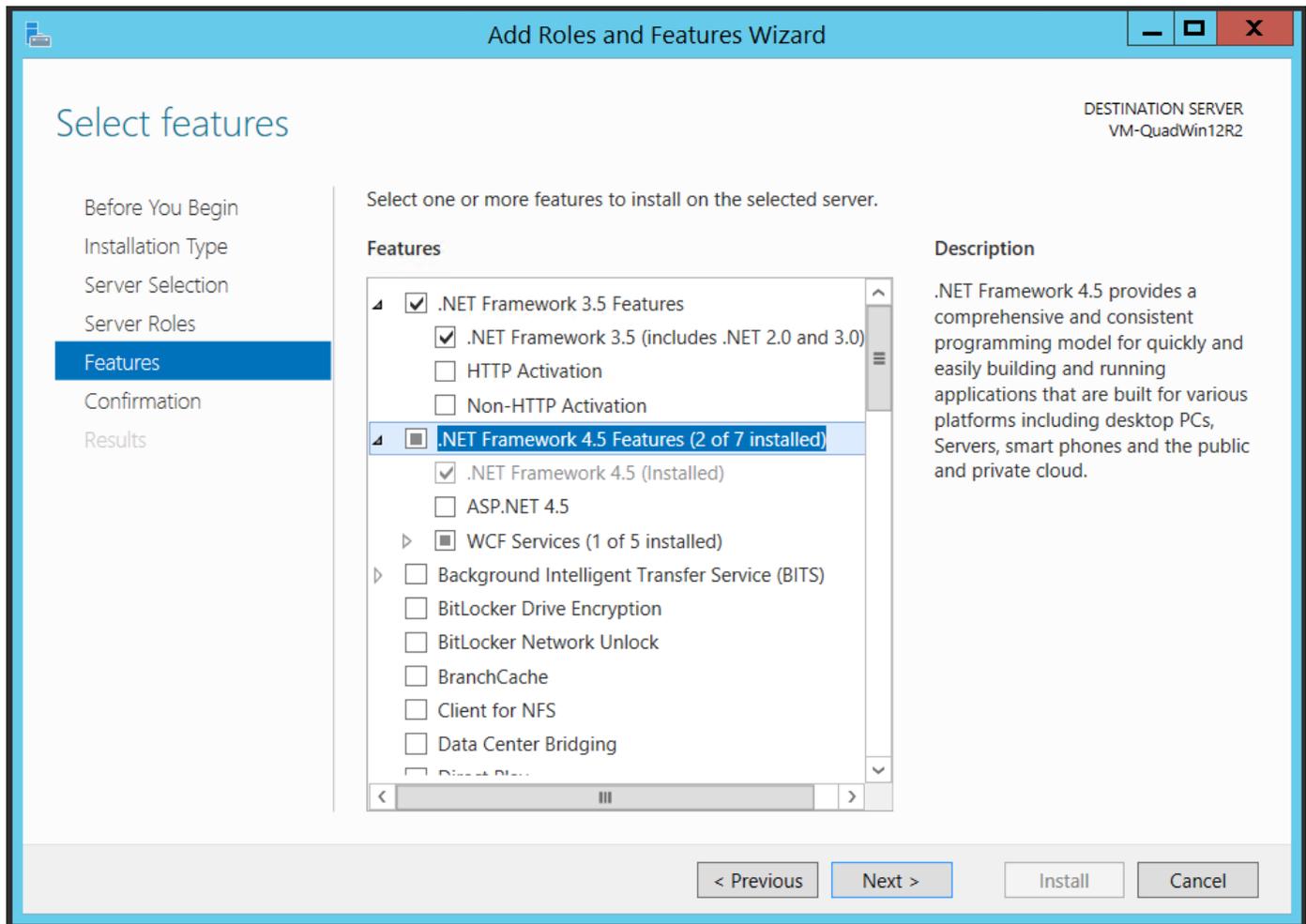


Figure 29

9. Click Install button (see Figure 30).

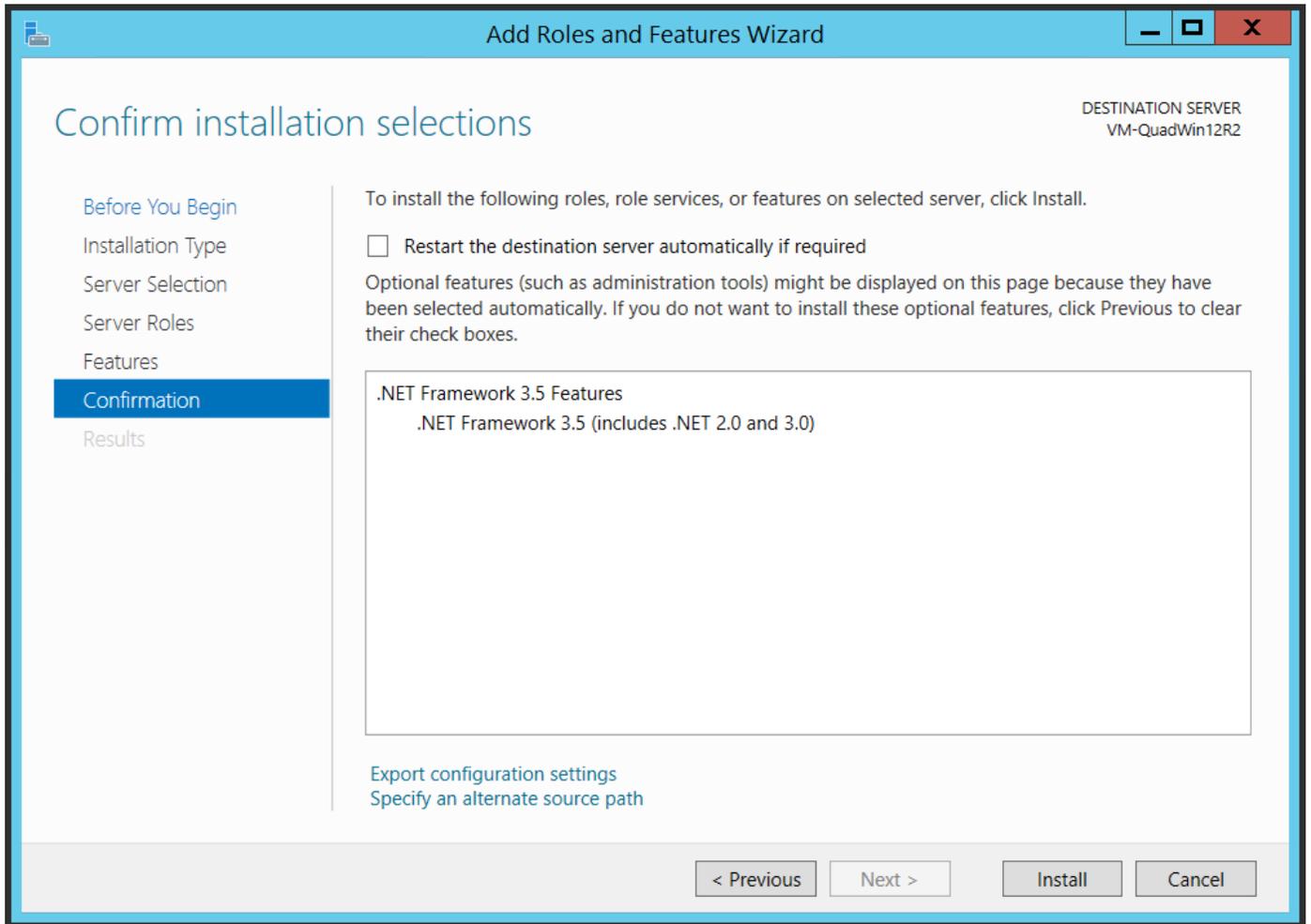


Figure 30

10. When the installation process is completed, click Close (see Figure 31).

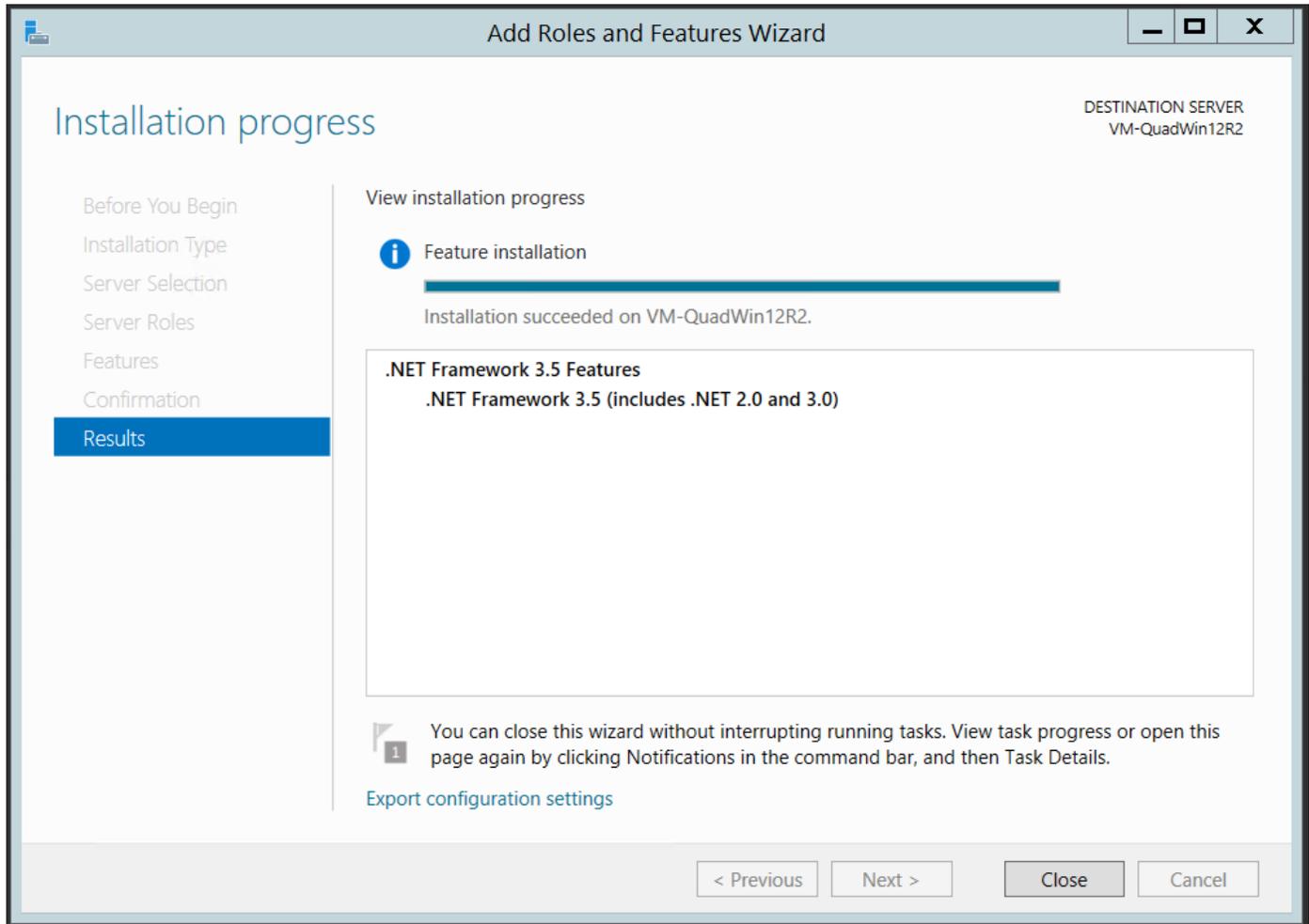


Figure 31

## SQL Server Installation

For Windows Server 2012, SQL Server 2014 must be installed manually.

**NOTE:** These steps can also be used if during the Quadrate Data WorkBench install, the SQL Server Installation fails.

If you wish to use your own version of SQL Server, please contact Quadrate support for instructions.

1. Download the SQL Server 2014 Express from the Microsoft website or contact support for a download link.
2. Once downloaded, click the installer executable.
3. On the initial page of the installer, select **New SQL Server stand-alone installation or add features to an existing installation** (see Figure 32).

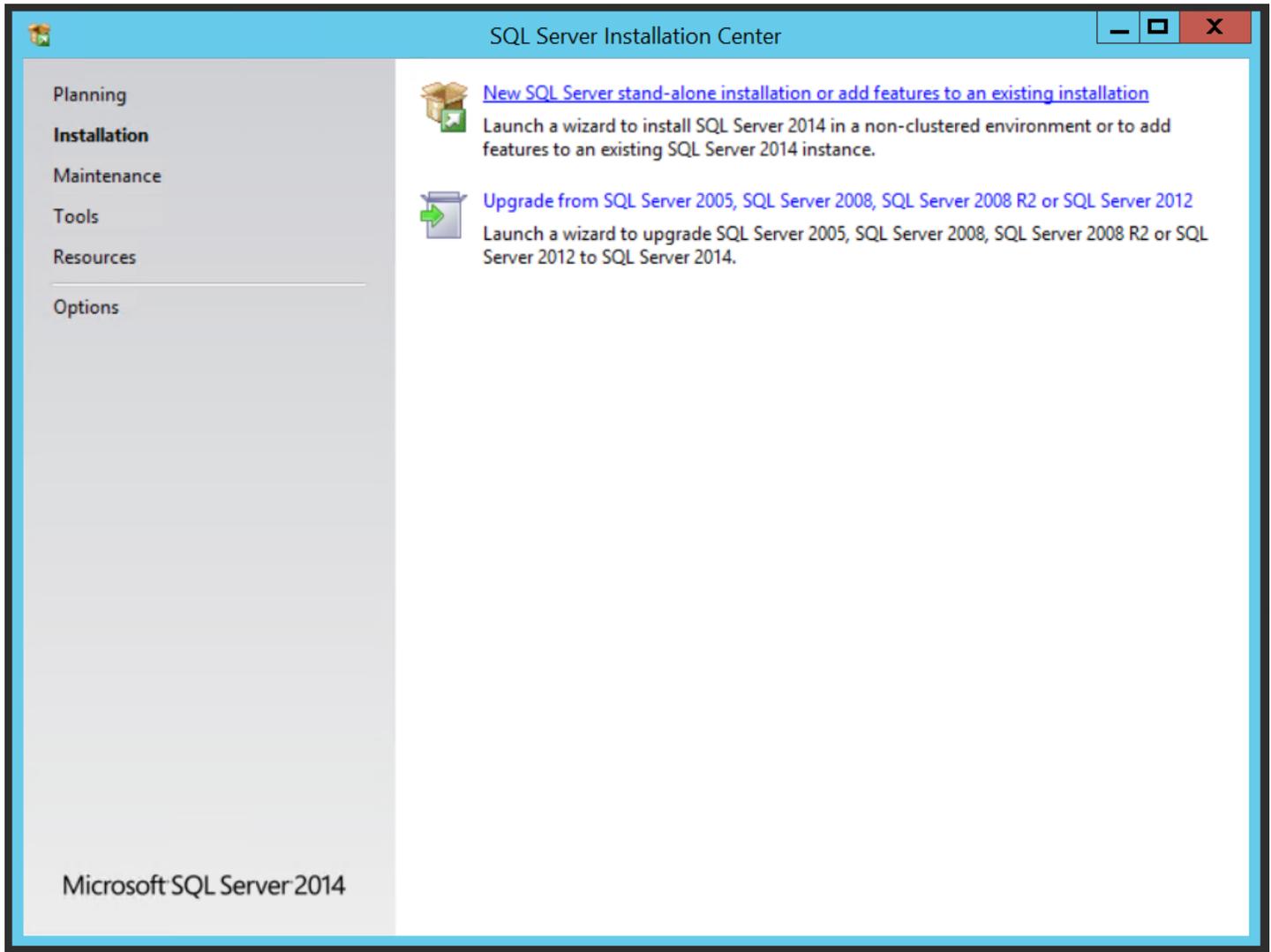


Figure 32

4. Click the **I accept the license terms** check box. Then click **Next** button (see Figure 33).

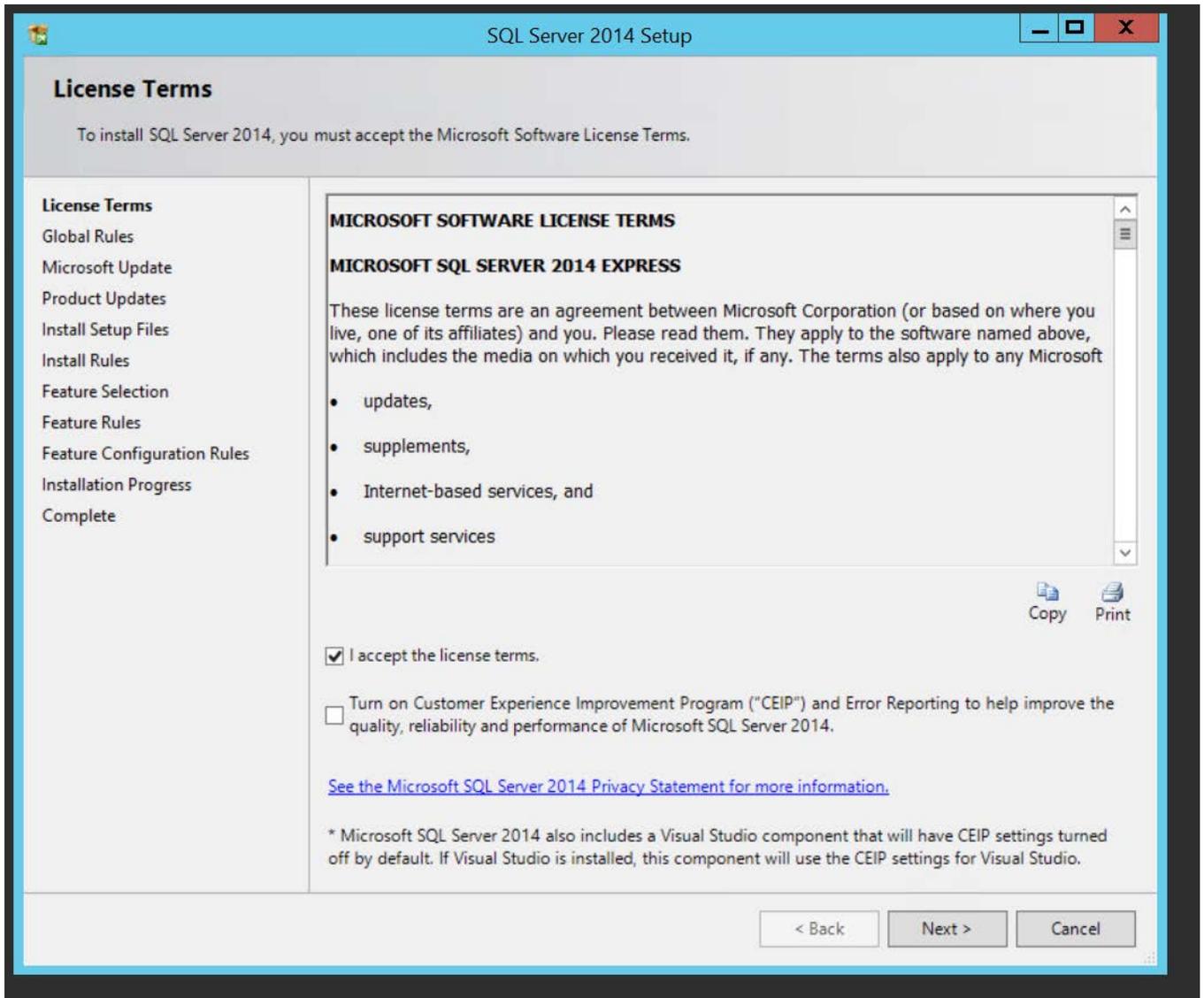


Figure 33

5. The Global Rules page identifies any issues that may occur during the install. If there are any failures, correct them before Setup can continue (see Figure 34).

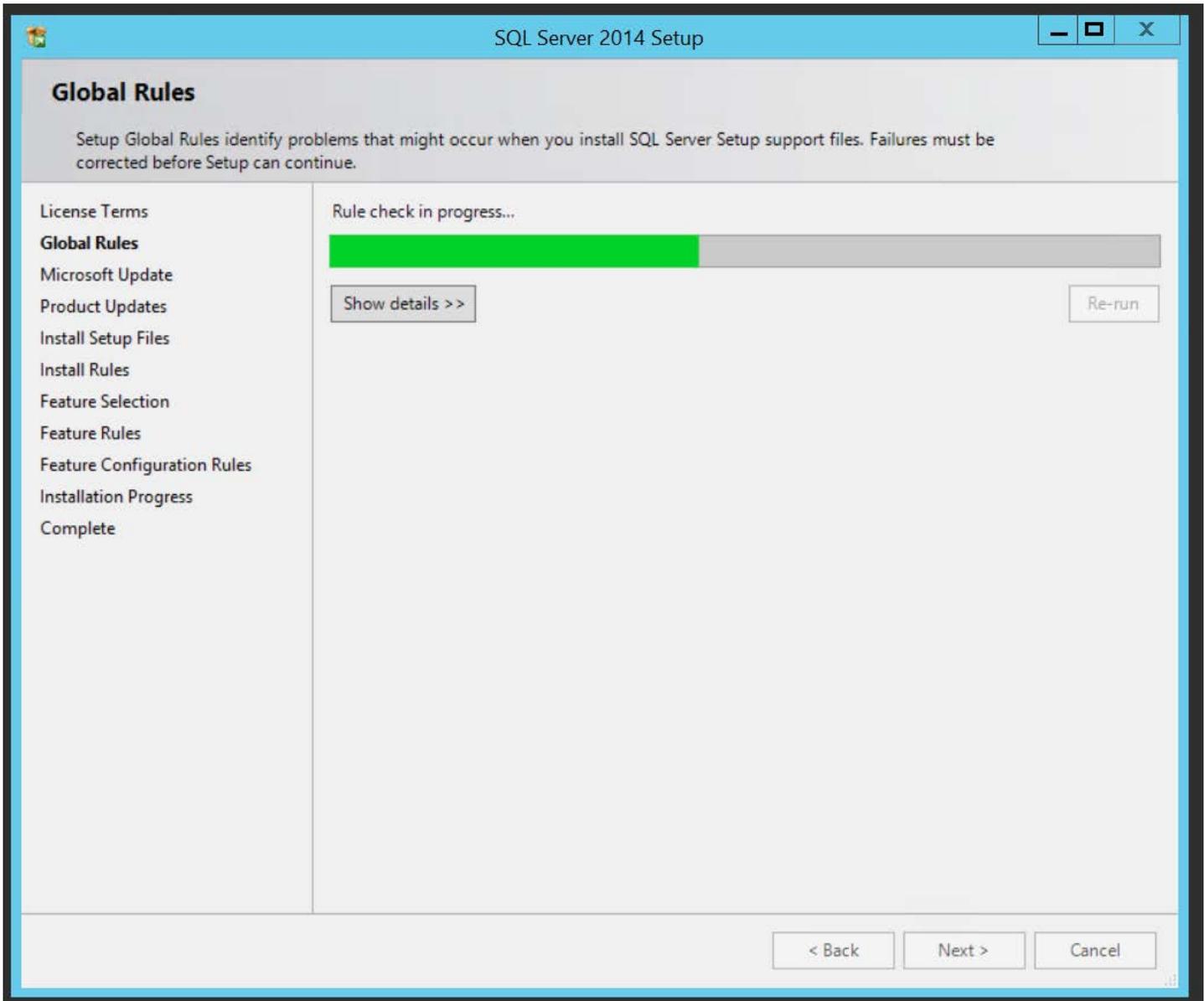


Figure 34

6. Click the **Use Microsoft Update to check for updates (Recommended)** check box.

**NOTE:** This step is not technically required for use of the Data Workbench application but is recommended by Microsoft (see Figure 35).

7. Click **Next**.

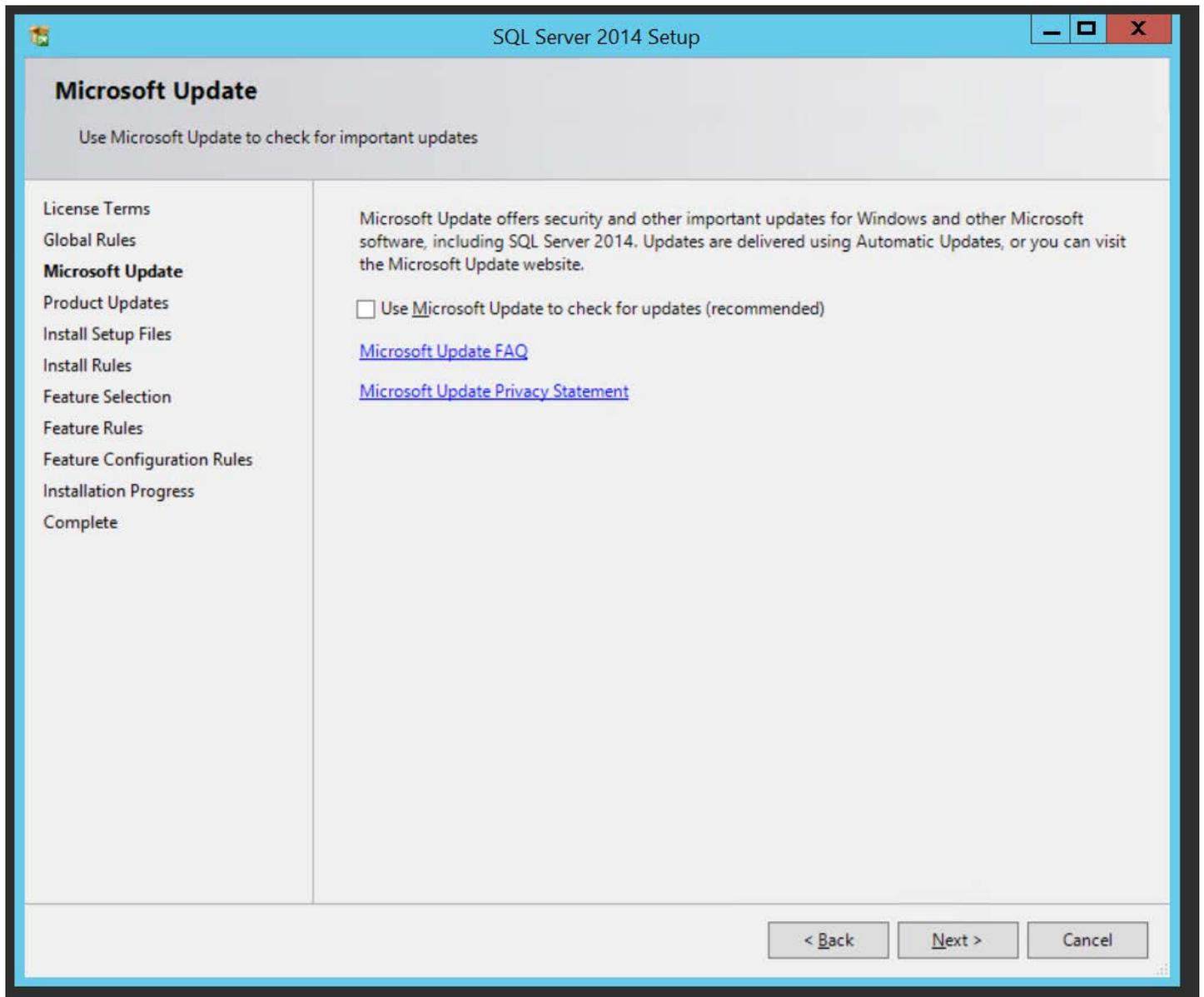


Figure 35

8. If the option to check for updates was chosen, it will search for updates from Microsoft updates. Click **Next** when it is finished (see Figure 36).

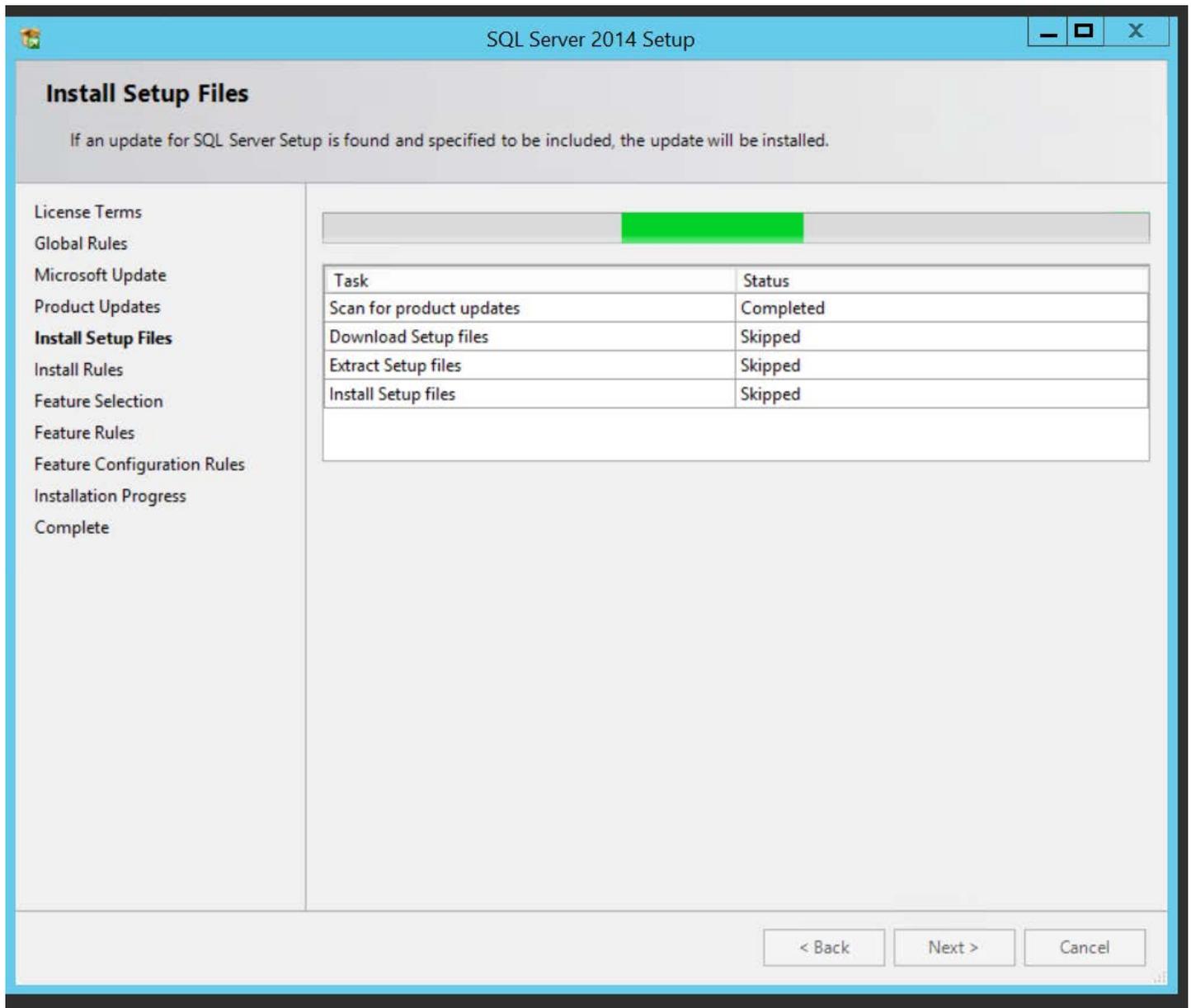


Figure 36

9. Choose **Database Engine Services** which is required by Data Workbench.

**NOTE:** Other features are optional. It is recommended to leave the default directories but these can be changed if required.

10. Click **Next** (see Figure 37).

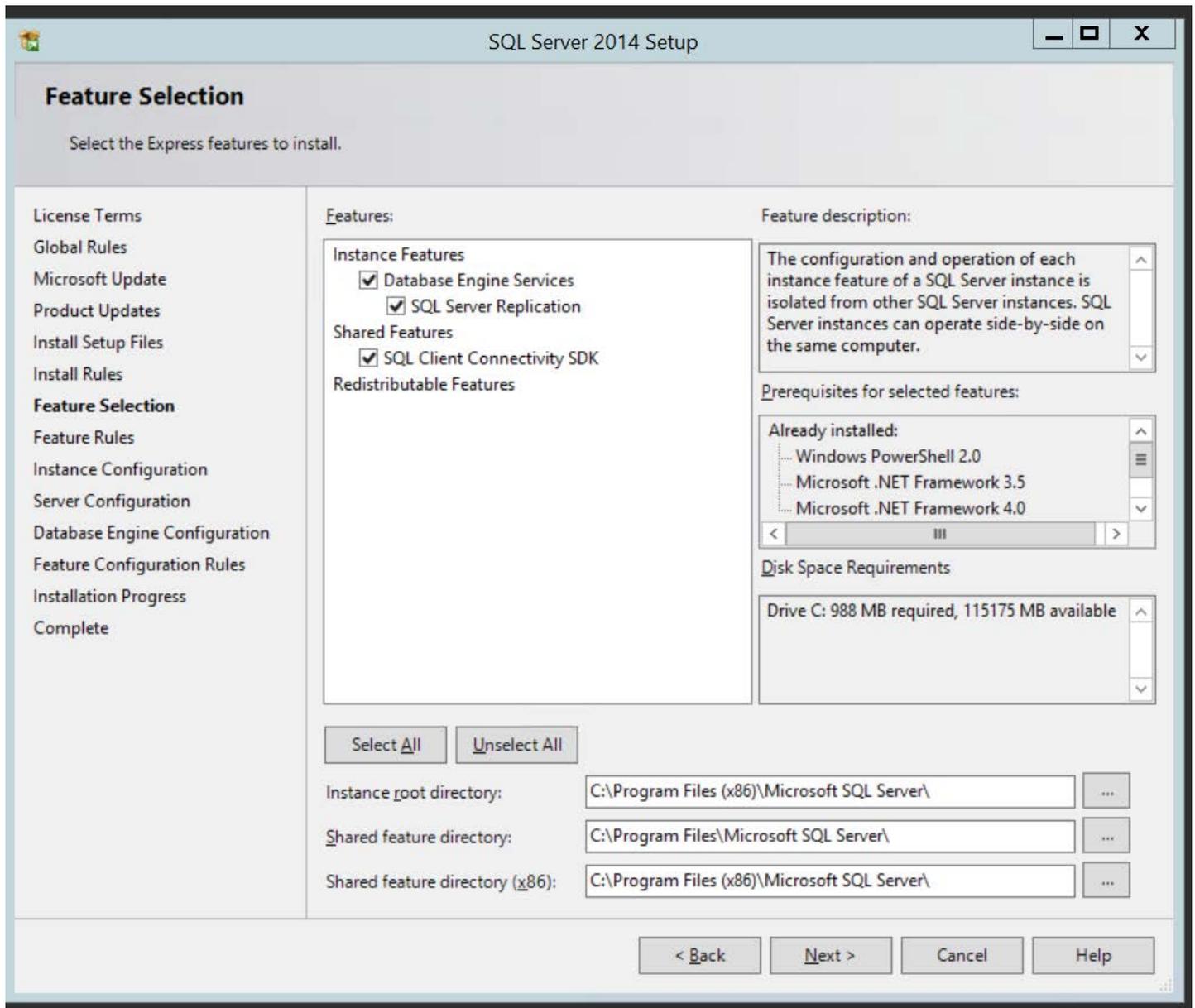


Figure 37

11. Click the **Named Instance** option and enter **QUADRATE** into the text box for Named Instance **and** Instance ID (see Figure 38) and click **Next** button.

**NOTE: Both the named instance and the instance ID must be QUADRATE.** If the installation environment or process does not allow this, please contact support for instruction on how to do a custom SQL Installation.

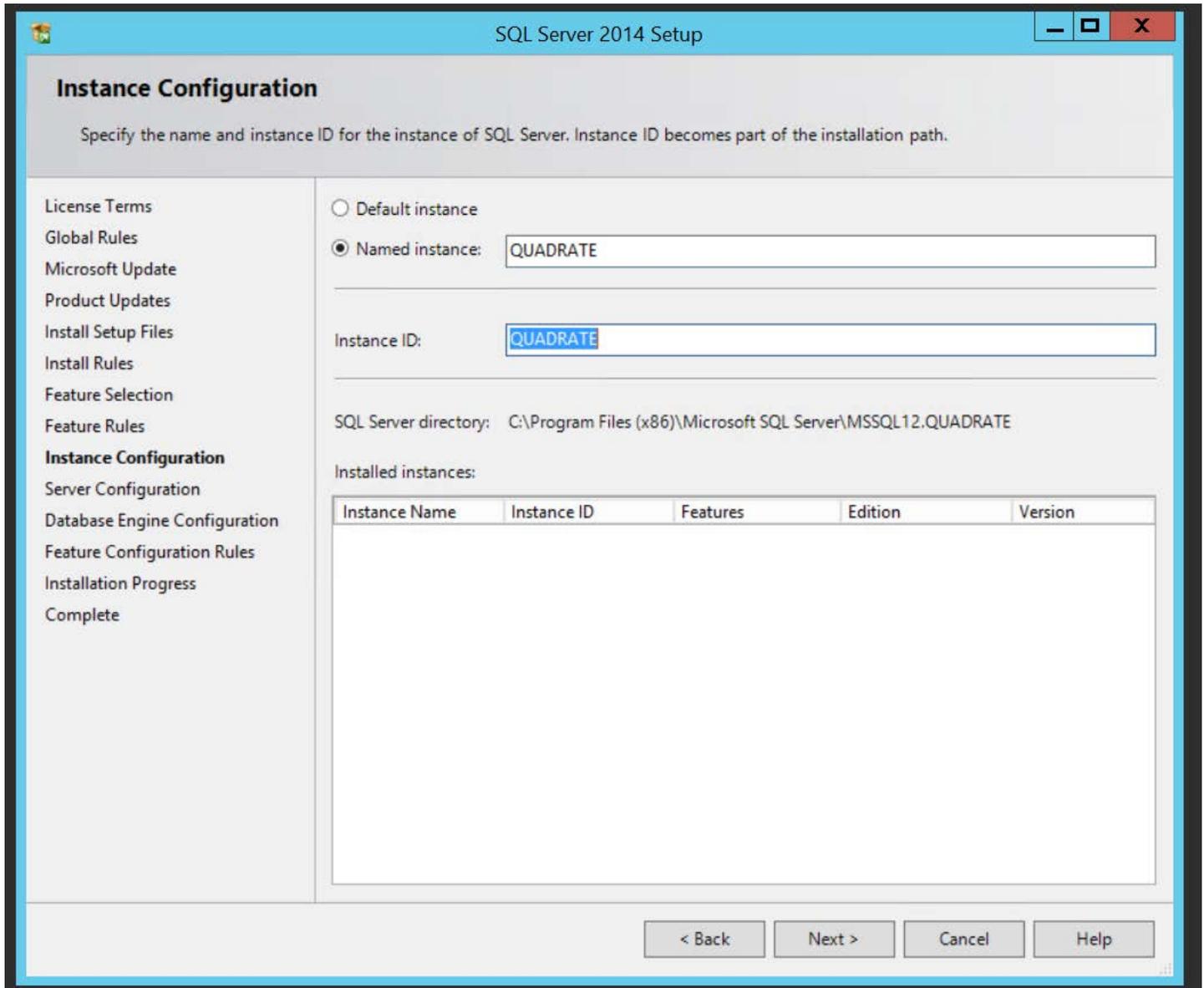


Figure 38

12. Click **Next** (see Figure 39).

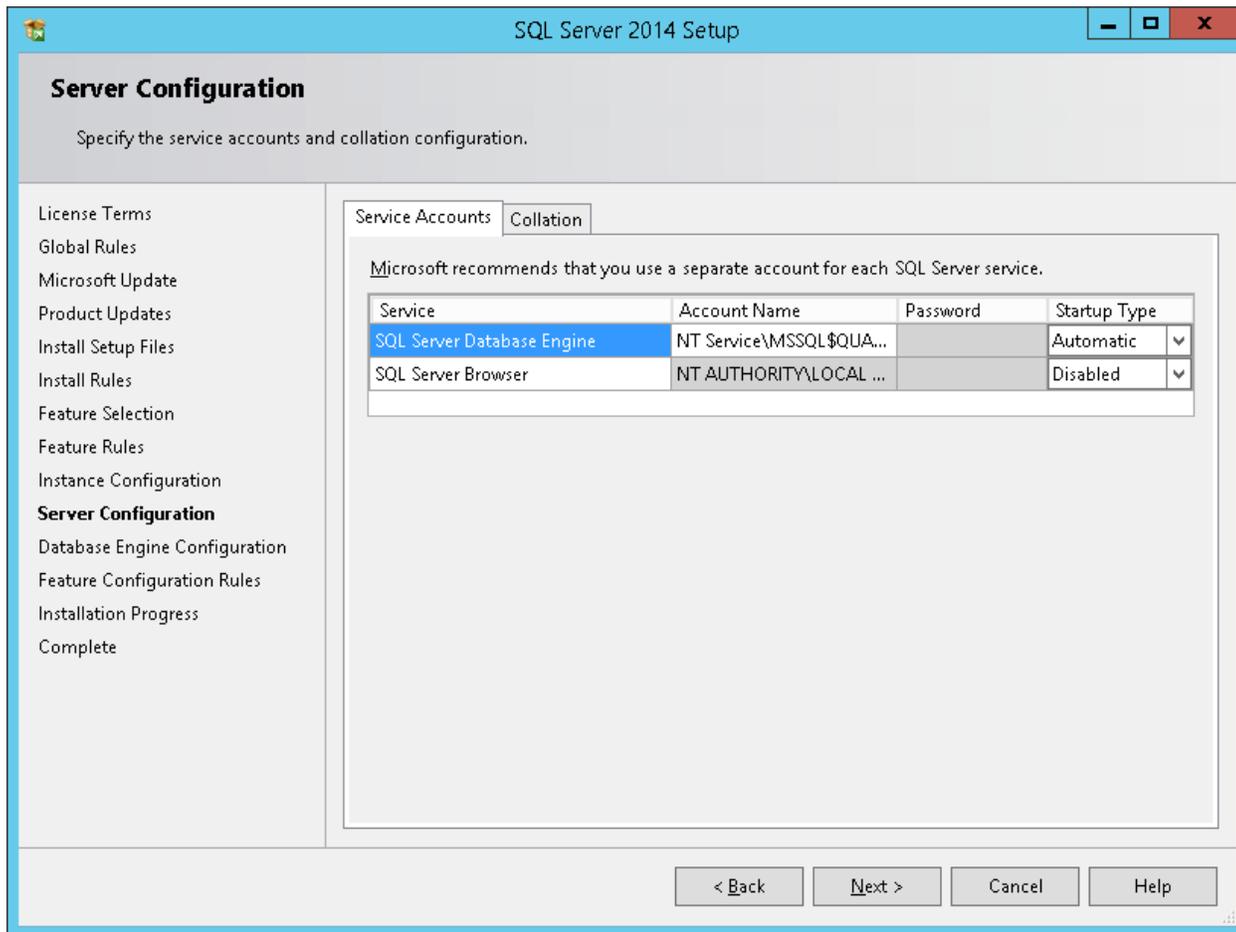


Figure 39

13. On the Server Configuration tab, click the **Mixed Mode (SQL Server authentication and Windows authentication)** option and create a strong password for the SQL Server Administrator (sa) account (see Figure 40). Then click **Next**.

**NOTE:** Be sure to note the sa password. If forgotten, it is not easily recreated.

**NOTE:** Consult with your Windows System Administrator to determine the rules for a strong password if needed.

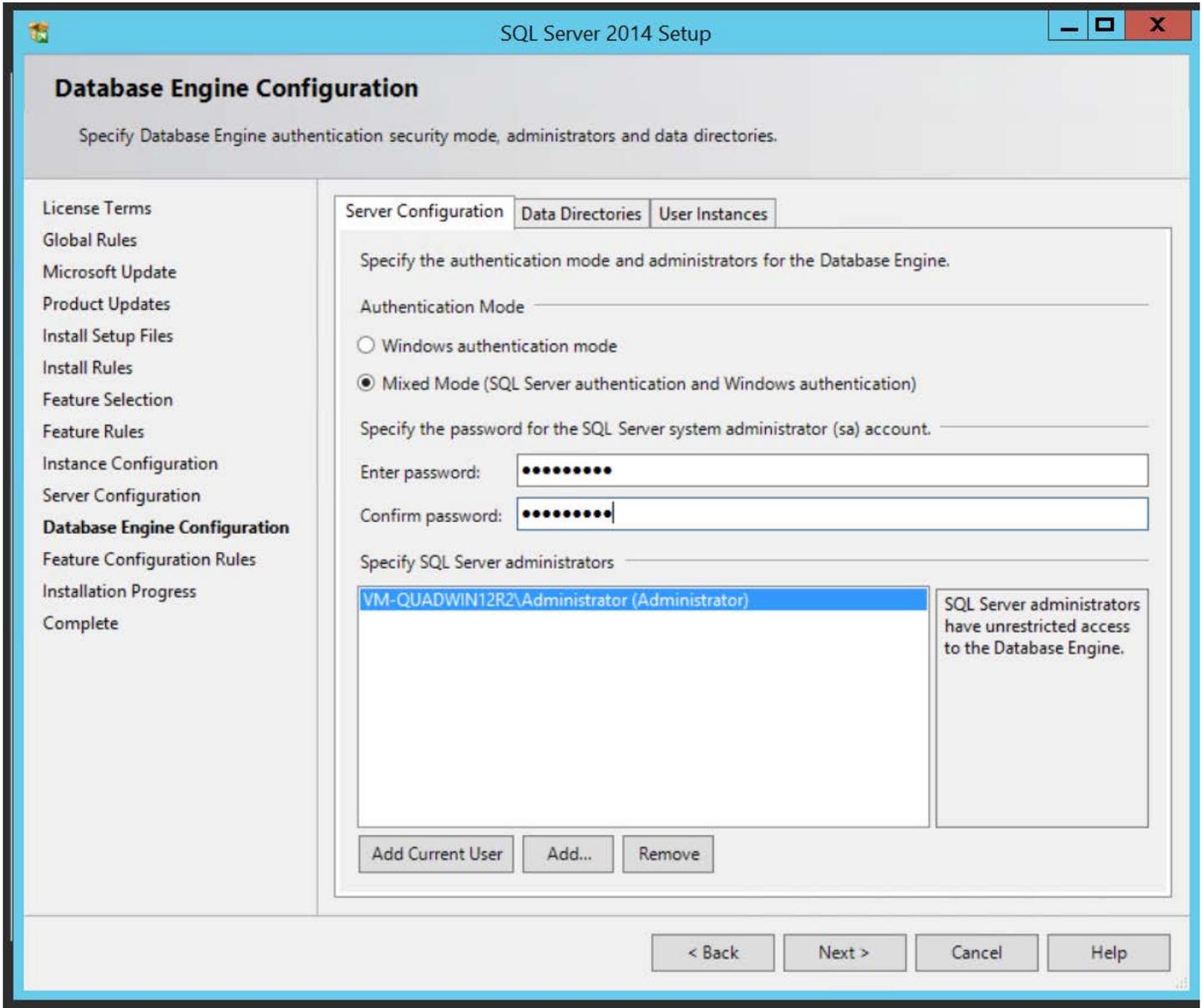


Figure 40

14. Wait until the installation completes. Click **Next** when the button is enabled (see Figure 41).

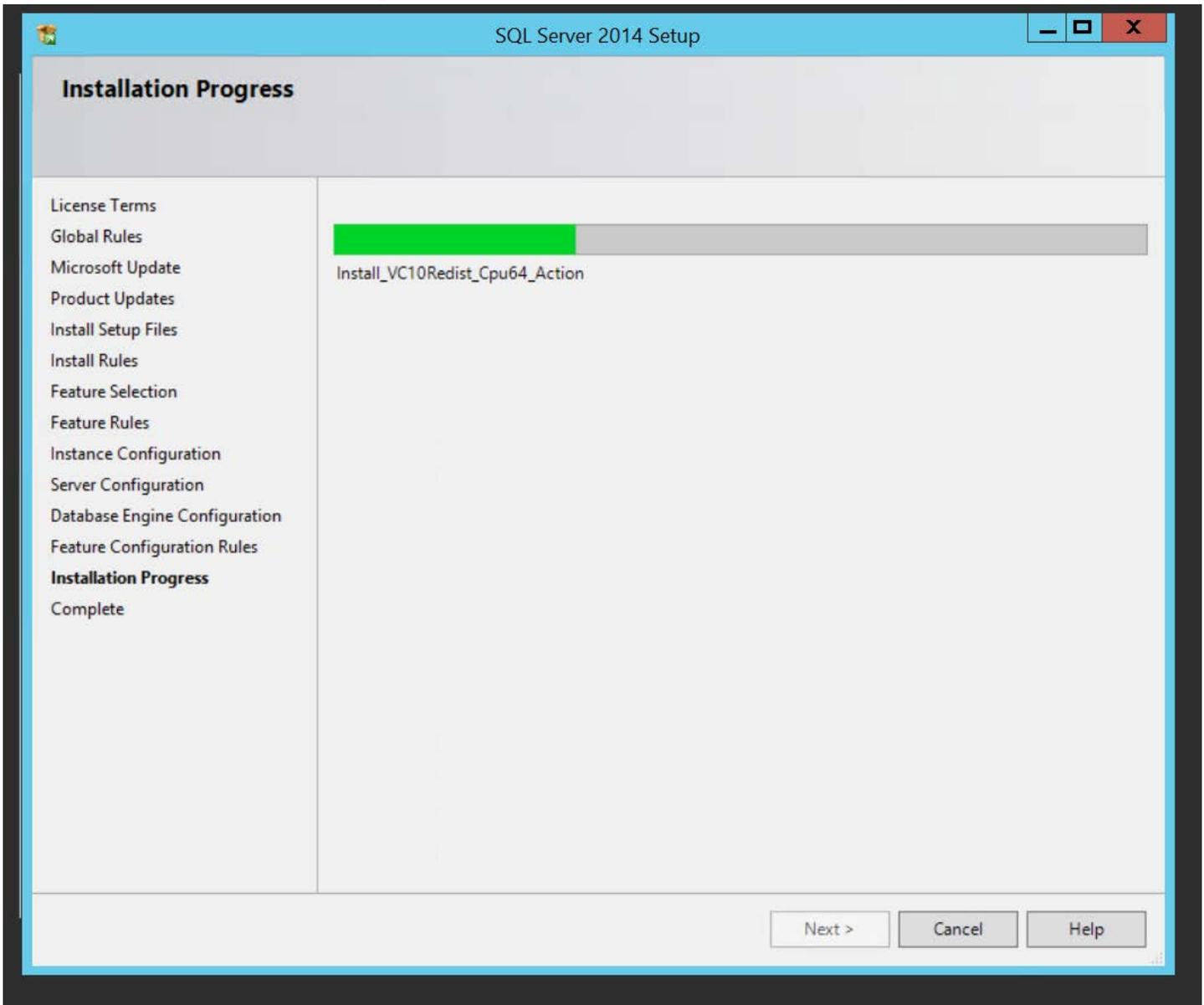


Figure 41

15. Finally, ensure all the tasks have succeeded. Follow any recommendations for next steps if there are any failures. Then click Close (see Figure 42).

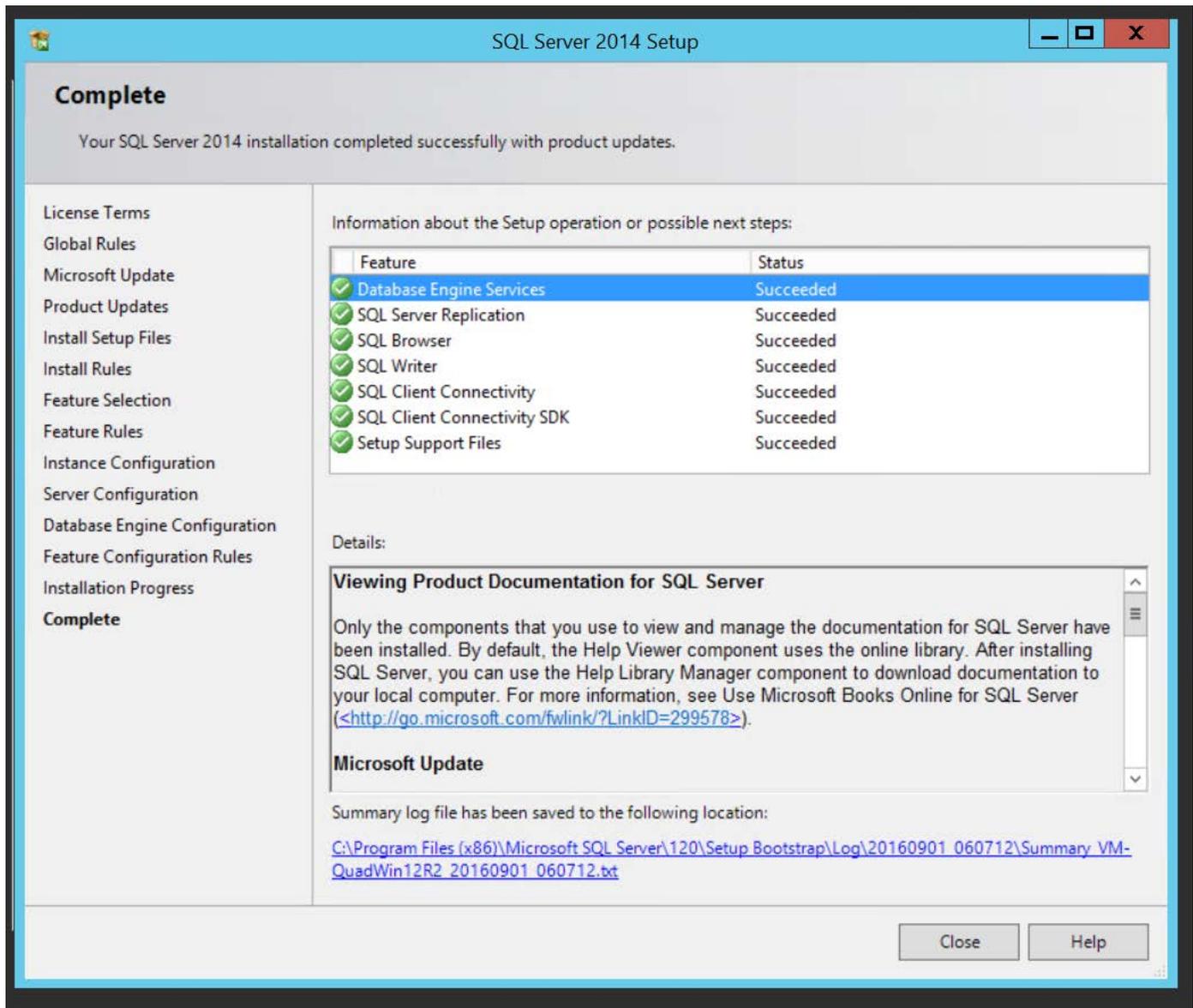


Figure 42

## Enable TCP/IP for SQL Server

TCP/IP will need to be enabled for the SQL Server.

1. Run the **SQL Server 2014 Manager**.
2. Click **SQL Server Network Configuration (32Bit)** (see Figure 43).

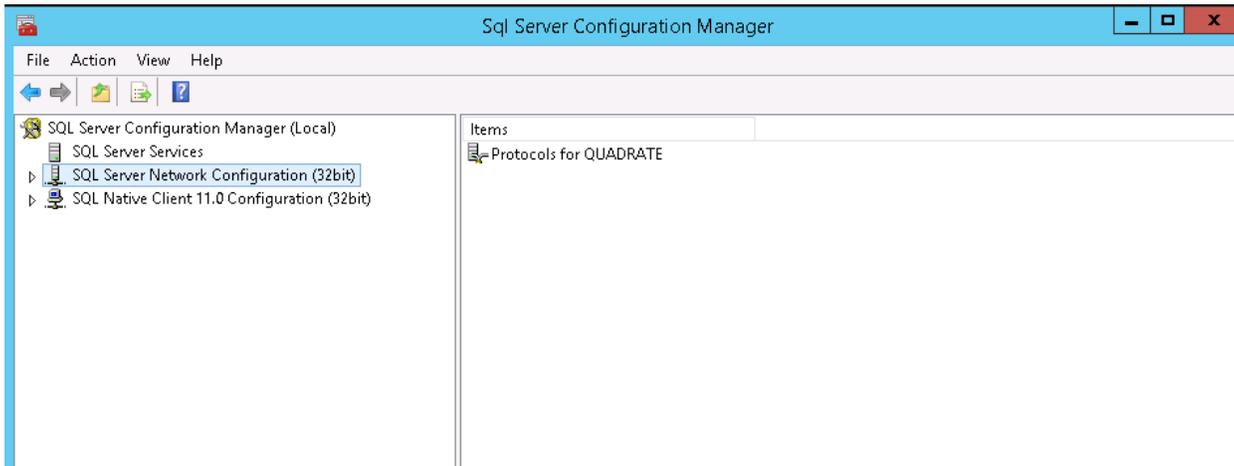


Figure 43

3. Expand the **SQL Server Network Configuration (32bit)** (see Figure 44).

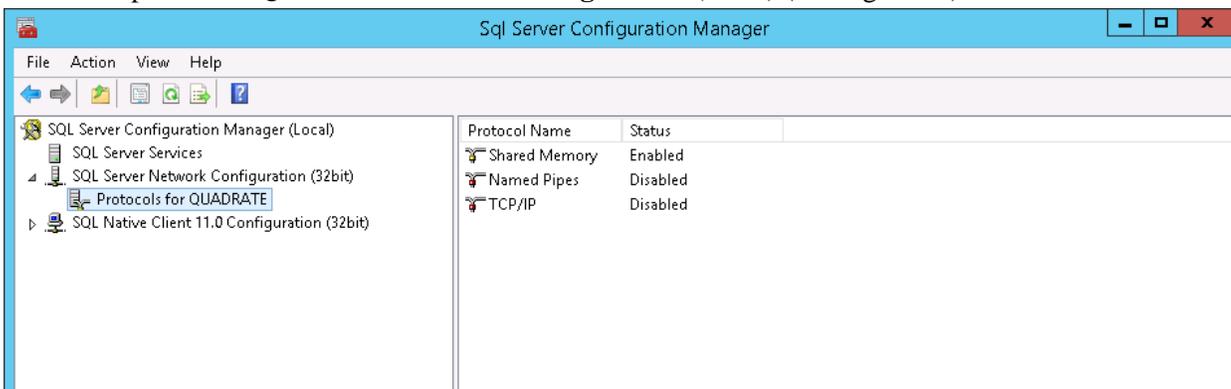


Figure 44

4. Right-click **TCP/IP** in the right pane and select **Enable** on the drop down menu (see Figure 45).

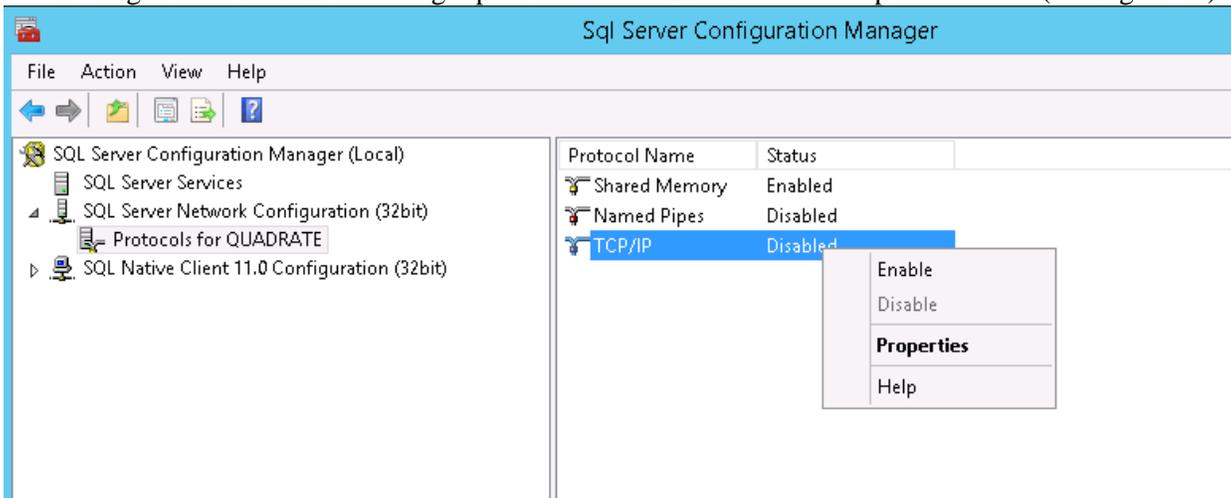


Figure 45

5. A Warning box displays; click **OK** (see Figure 46).

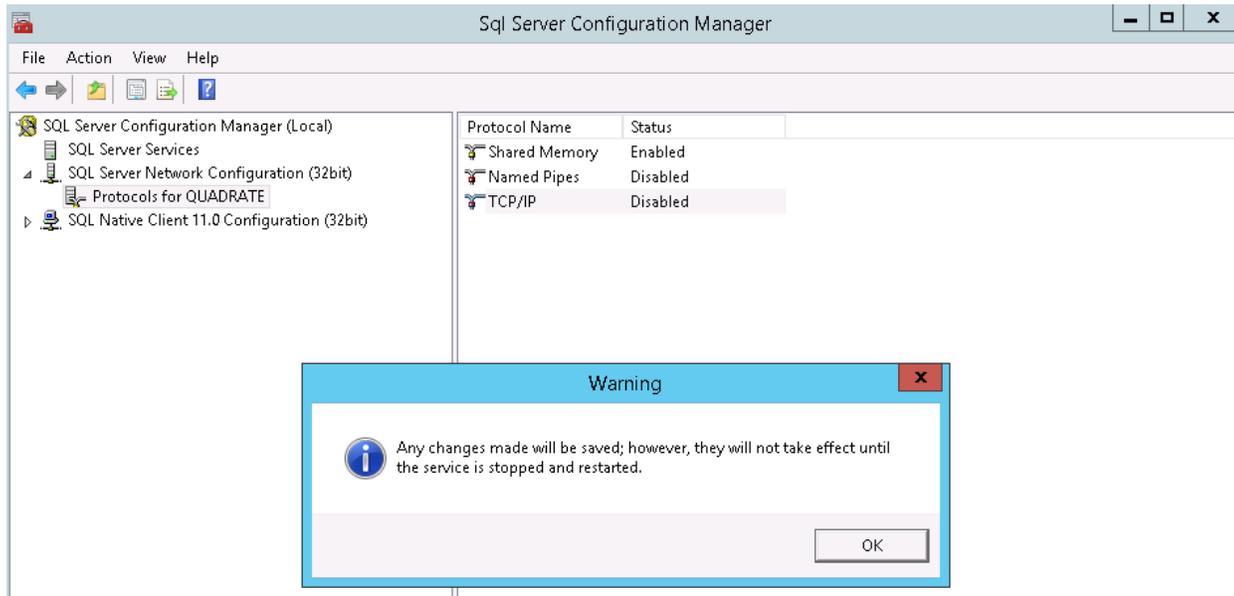


Figure 46

NOTE: TCP/IP is now enabled (see Figure 47).

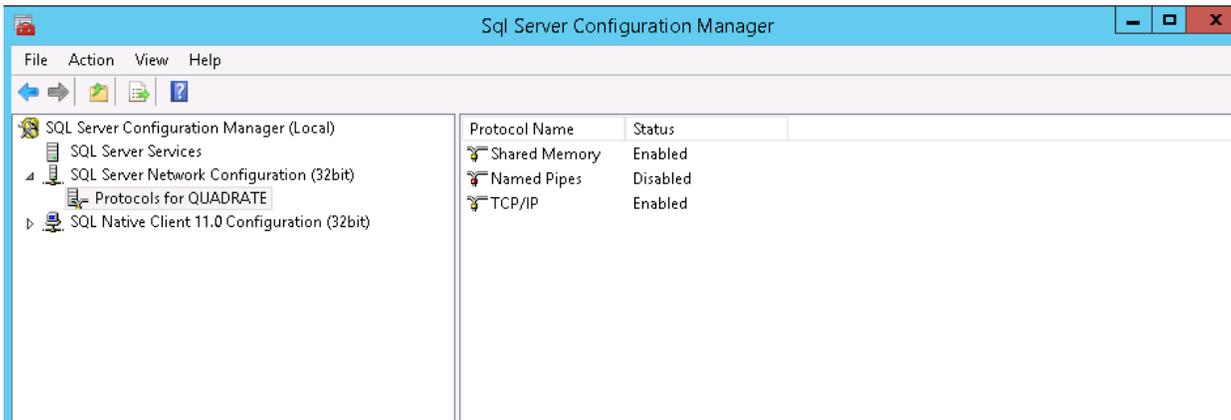


Figure 47

6. To restart the SQL Server services, click **SQL Server Services** (see Figure 48)

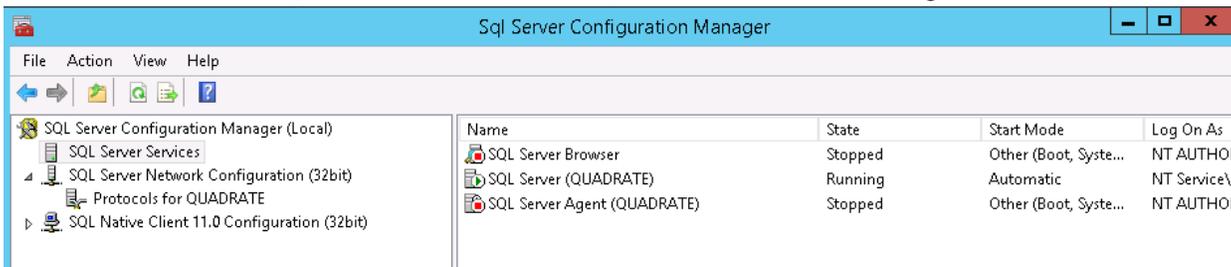


Figure 48

7. Right-click **SQL Server (QUADRATE)** in the right pane (see Figure 49).

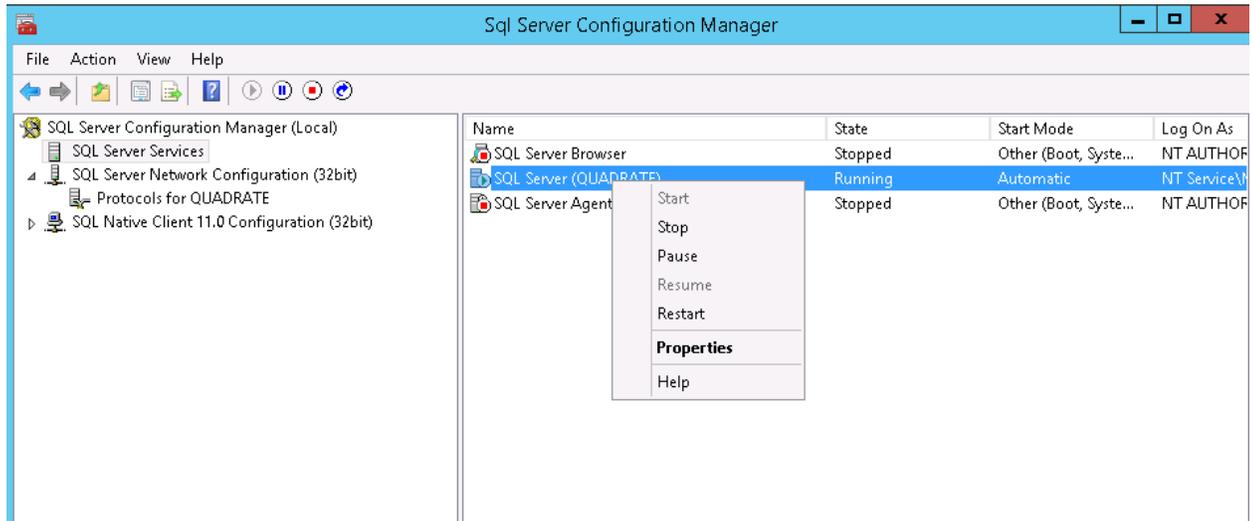


Figure 49

8. Click **Restart** on the drop down.

### Start SQL Server Browser Service

1. Click in the **Start Search** box, type **services.msc**, and then press the **Enter** key (see Figure 50).

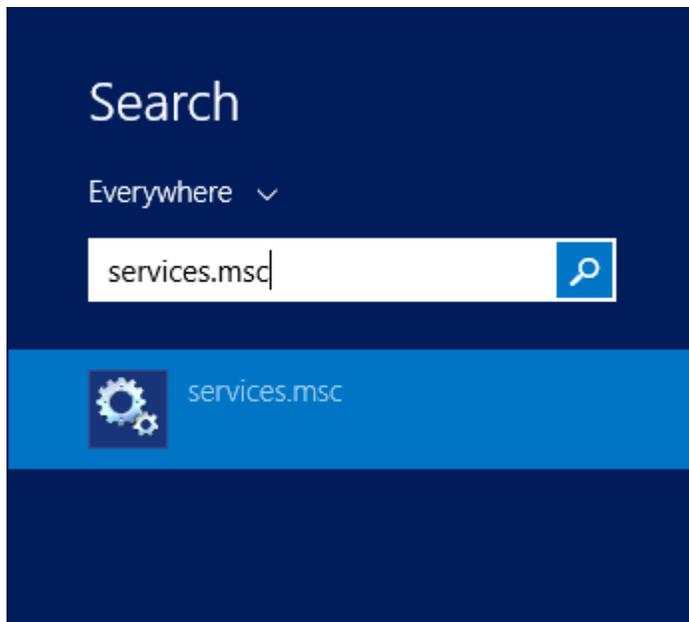


Figure 50

2. Right-click the **SQL Server Browser** service and choose **Properties** (See Figure 51).

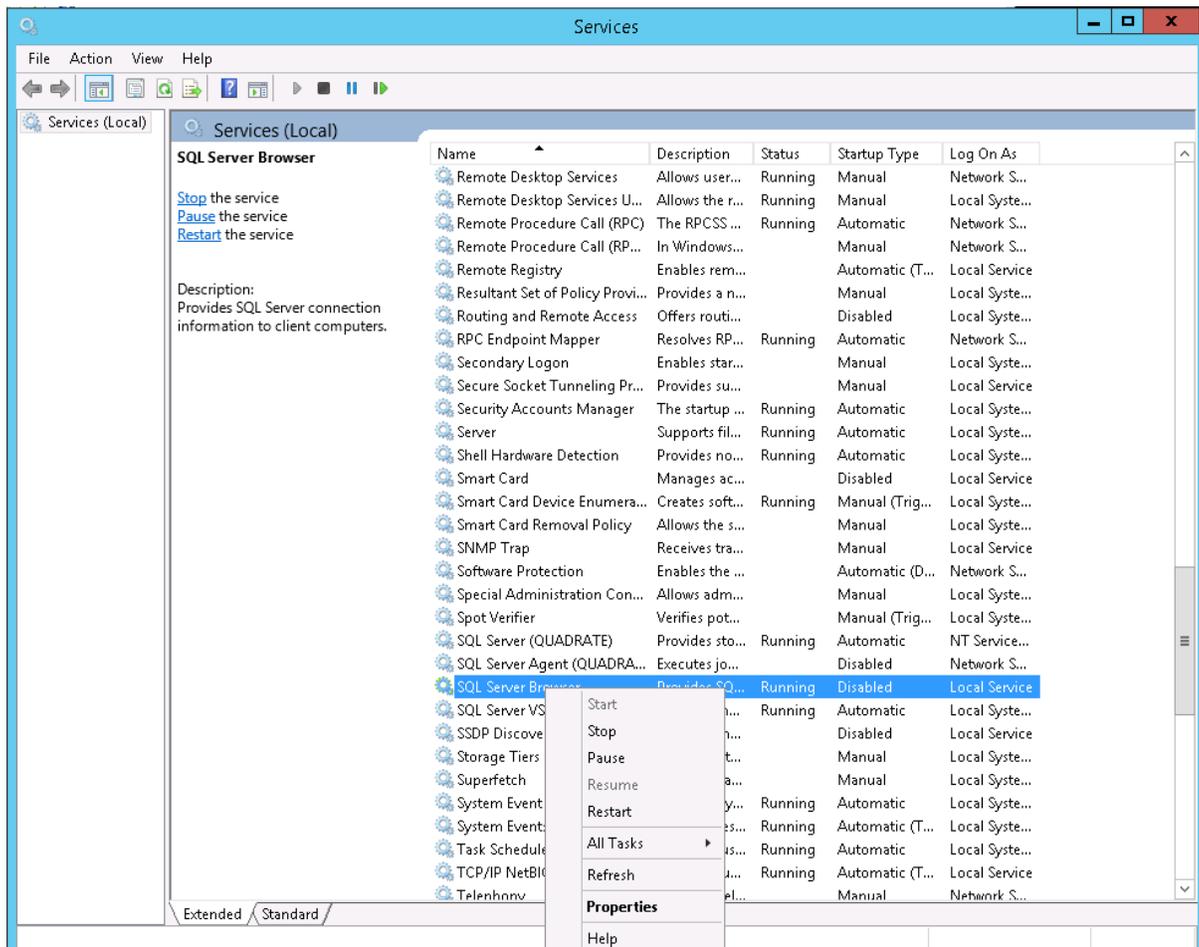


Figure 51

3. Change **Startup Type** from **Disabled** to **Automatic** and click **Apply** button then **OK** button (see Figure 52).

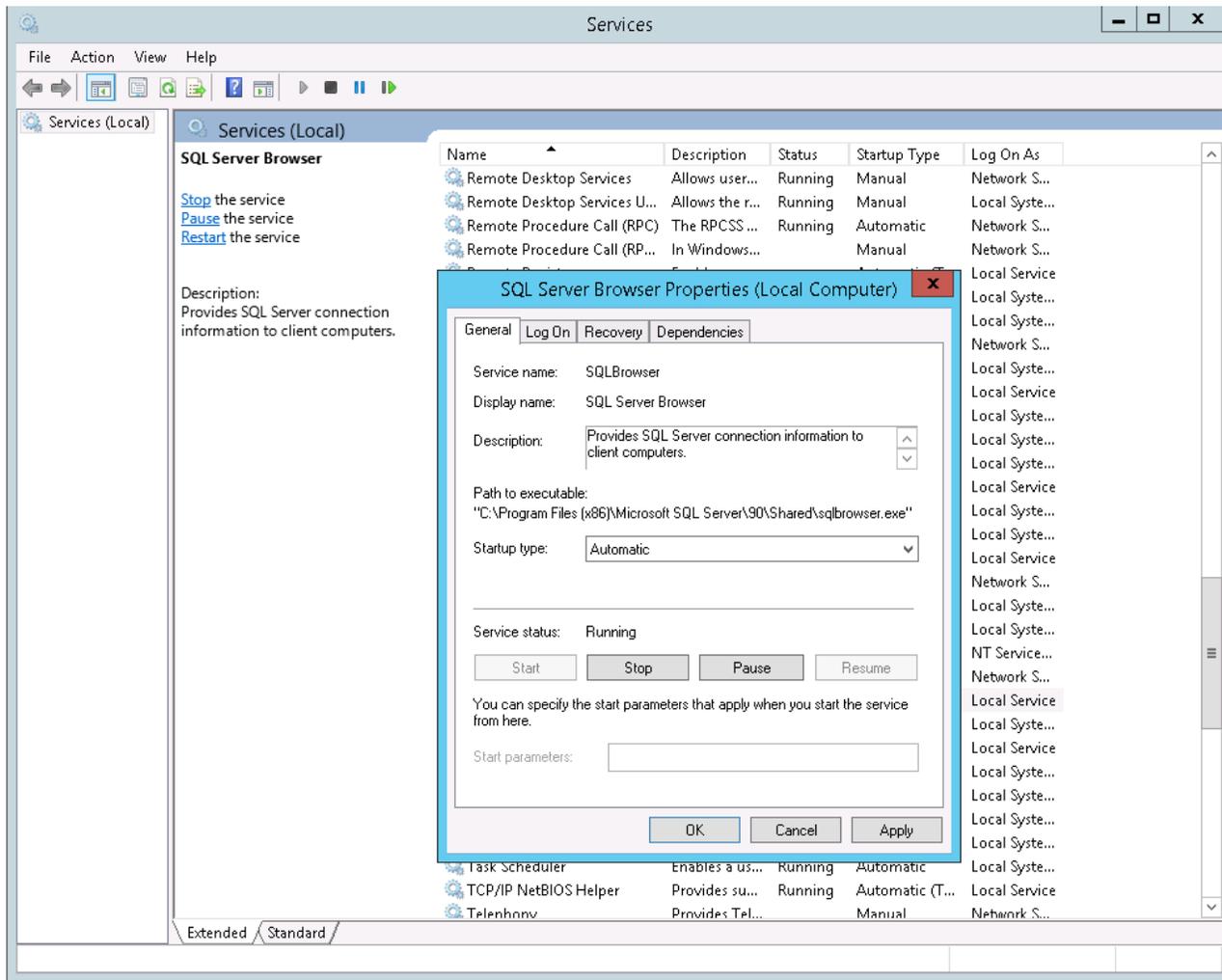


Figure 52

4. Close the **Windows Services** screen.
5. Run the **SQL Server 2014 Manager** (see figure 53).

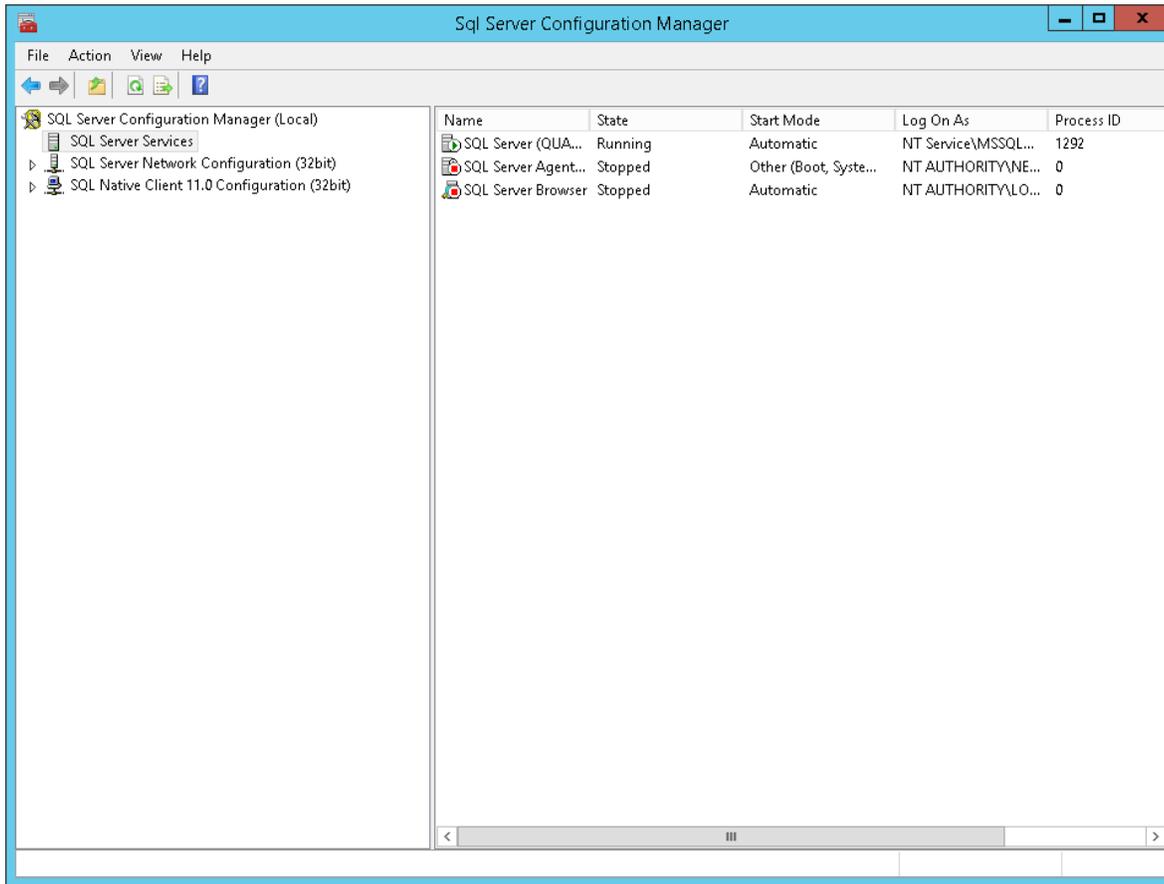


Figure 53

6. Click **SQL Server Services** in the left pane and right-click the **SQL Server Browser** in the right pane and click **Start** (see Figure 54).

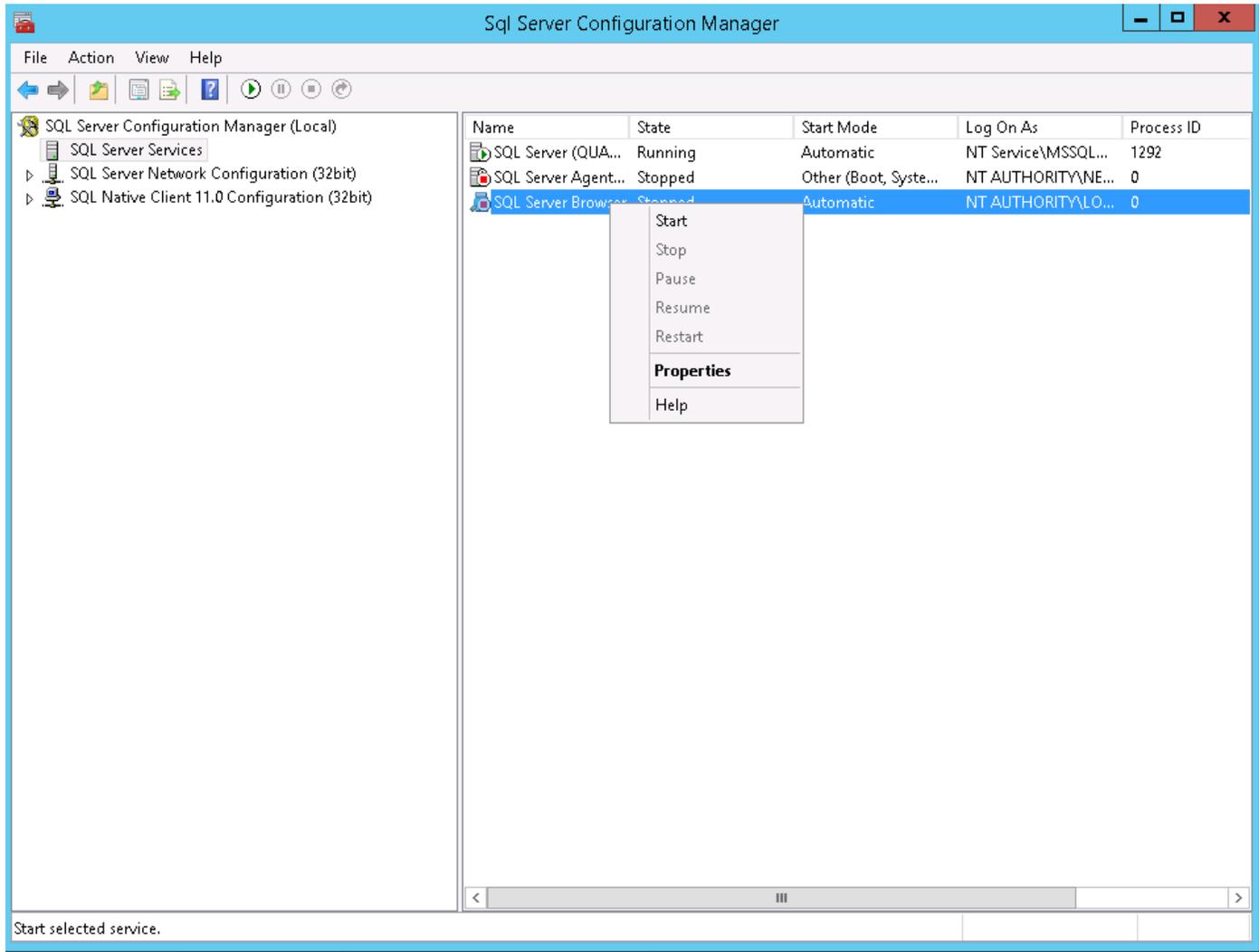


Figure 54

**NOTE:** A window stating that the service is starting displays and closes.

7. Close the **SQL Server Configuration Manager**.

## Command Line Options

The Setup program accepts optional command line parameters. These can be useful to system administrators, and to other programs calling the Setup program.

Command Line Parameter	Description
/CUSTOMDB	Disables the installation of the SQL Express database allowing you to manually configure and install the database on the server of your choice. If you choose this option Quadrate will need to send you the database installation scripts.
/QASSERVER=server name	Allows the user to specify the name of the server that is running the Quadrate Enterprise Server.
/QASPORT=server port	Specifies the port that the Enterprise Server is running on. By default it runs on port 3333.
/QEPORT=execution engine port	Specifies the port that the Execution Engine is running on. By default it runs on port 3334.

/EMAILSERVER=smtp server	Specifies the SMTP server that the Quadrante Execution Engine will send e-mails through for scheduled uploads.
/SP-	Disables the <i>This will install... Do you wish to continue?</i> prompt at the beginning of Setup. Of course, this will have no effect if the <b>DisableStartupPrompt [Setup]</b> section directive was set to <b>yes</b> .
/SILENT, /VERYSILENT	<p>Instructs Setup to be silent or very silent. When Setup is silent the wizard and the background window are not displayed but the installation progress window is. When a setup is very silent this installation progress window is not displayed. Everything else is normal so, for example, error messages during installation display and the startup prompt is visible (if you haven't disabled it with <b>DisableStartupPrompt</b> or the '/SP-' command line option explained above).</p> <p>If a restart is necessary and the '/NORESTART' command isn't used (see below) and Setup is silent, it will display a <i>Reboot now?</i> message box. If it's very silent it will reboot without asking.</p>
/SUPPRESSMSGBOXES	<p>Instructs Setup to suppress message boxes. Only has an effect when combined with '/SILENT' and '/VERYSILENT'.</p> <p>The default response in situations where there's a choice is:</p> <ul style="list-style-type: none"> <li>• Yes in a 'Keep newer file?' situation.</li> <li>• No in a 'File exists, confirm overwrite.' situation.</li> <li>• Abort in Abort/Retry situations.</li> <li>• Cancel in Retry/Cancel situations.</li> <li>• Yes (=continue) in a DiskSpaceWarning/DirExists/DirDoesntExist/NoUninstallWarning/ExitSetupMessage/ConfirmUninstall situation.</li> <li>• Yes (=restart) in a FinishedRestartMessage/UninstalledAndNeedsRestart situation.</li> </ul> <p>5 message boxes are not suppressible:</p> <ul style="list-style-type: none"> <li>• The About Setup message box.</li> <li>• The Exit Setup? message box.</li> <li>• The FileNotInDir2 message box displayed when Setup requires a new disk to be inserted and the disk was not found.</li> <li>• Any (error) message box displayed before Setup (or Uninstall) could read the command line parameters.</li> <li>• Any message box displayed by [Code] support function <b>MsgBox</b>.</li> </ul>
/LOG	<p>Causes Setup to create a log file in the user's TEMP directory detailing file installation and [Run] actions taken during the installation process. This can be a helpful debugging aid. For example, if you suspect a file isn't being replaced when you believe it should be (or vice versa), the log file will tell you if the file was really skipped, and why.</p> <p>The log file is created with a unique name based on the current date. (It will not overwrite or append to existing files.)</p> <p>The information contained in the log file is technical in nature and therefore not intended to be understandable by end users. Nor is it designed to be machine-parseable; the format of the file is subject to change without notice.</p>
/LOG="filename"	Same as /LOG, except it allows you to specify a fixed path/filename to use for the log file. If a file with the specified name already exists it will be overwritten. If the file cannot be created, Setup will abort with an error message.
/NOCANCEL	Prevents the user from cancelling during the installation process, by disabling the Cancel button and ignoring clicks on the close button. Useful along with '/SILENT' or '/VERYSILENT'.
/NORESTART	Instructs Setup not to reboot even if it's necessary.
/LOADINF="filename"	<p>Instructs Setup to load the settings from the specified file after having checked the command line. This file can be prepared using the '/SAVEINF=' command as explained below.</p> <p><b>NOTE:</b> Use quotes if the filename contains spaces.</p>

<code>/SAVEINF="filename"</code>	Instructs Setup to save installation settings to the specified file. <b>NOTE:</b> Use quotes if the filename contains spaces.
<code>/LANG=language</code>	Specifies the language to use. <i>language</i> specifies the internal name of the language as specified in a [Languages] section entry. When a valid /LANG parameter is used, the <i>Select Language</i> dialog will be suppressed.
<code>/DIR="x:\dirname"</code>	Overrides the default directory name displayed on the <i>Select Destination Location</i> wizard page. A fully qualified pathname must be specified.
<code>/GROUP="folder name"</code>	Overrides the default folder name displayed on the <i>Select Start Menu Folder</i> wizard page. If the [Setup] section directive <code>DisableProgramGroupPage</code> was set to <code>yes</code> , this command line parameter is ignored.

## Troubleshooting

### Trace Files

If there is an error that occurs in any of the three components (Data Workbench, the Quadrate Authentication Server or the Quadrate Execution Engine), the errors are logged in the component's individual trace file. When troubleshooting errors, viewing the trace files is important because any underlying exceptions may be logged and displayed in the trace files which can be helpful in determining the cause of the problem.

To view any of the trace files follow these instructions:

1. Open the *Diagnostic and Configuration Utility* located in **C:\Program Files\Quadrate\DataWorkbench\DiagnosticUtility.exe**. It is also available in the Windows *Start* menu under **Quadrate\DataWorkbench**.
2. Click the **View Trace Files** button.

**NOTE:** The drop down list labeled **Trace Files** allows you to select any of the trace files that have been generated. The text box labeled **Trace File Location** shows the path where the trace file is located.

3. From there, you can browse to the path and open from a text editor such as notepad or press the **Copy File to Clipboard** button which allows you to paste into a text editor.

### Trace File Default Locations

Data Workbench	%APPDATA%\Quadrate\dataworkbenchtrace.txt
Quadrate Authentication Server	%PROGRAMFILES%\Quadrate\QAS\trace.txt
Quadrate Execution Engine	%PROGRAMFILES%\Quadrate\QEE\qeetrace.txt

Last Updated: March 16, 2017