

Installation Guide

PigCHAMP Mobile Manager and Handhelds Mobile Version 3.0



PigCHAMP ›
Mobile

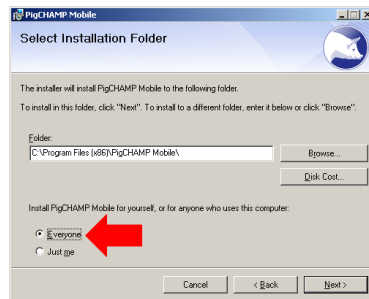
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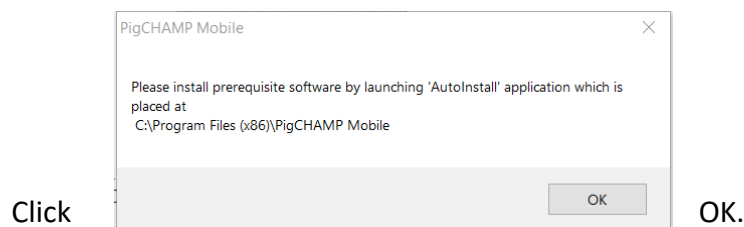
This document will explain how to install PigCHAMP Mobile Manager on 64 bit computers using the Windows 7, 8.1 or 10 operating systems. There are differences between the operating systems listed. These instructions assume that basic navigation of the operating system is understood.

Installing PigCHAMP Mobile Manager 3.0

1. PigCHAMP Mobile 3.0.0 can be found at the following location:
<https://www.pigchamp.com/software-downloads>
2. Once downloaded navigate to your download directory
 - a. Right click and select to extract the zip files to your desktop
3. Double click on the PigCHAMP Mobile Setup folder
 - a. Double click on setup.exe
4. Welcome to the PigCHAMP Mobile Setup Wizard
 - a. Select Next.
5. License Agreement
 - a. Read the agreement. You must select "I agree" to continue.
 - b. Choose Next.
6. Select Installation Folder
 - a. Select Everyone
 - b. Click Next



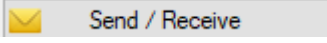
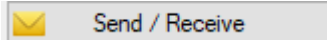
7. Confirm Installation
 - a. Click Next
8. If you have a Windows 10 computer, and Windows Mobile Device Center and/or Microsoft SQL are not installed, you may see the following:



9. Once the installation completes click Close.
10. Browse to the location where PigCHAMP Mobile was installed. If you did not change this from the default, this path should be C:\Program Files (x86)\PigCHAMP Mobile.

11. If you did not receive the “Autoinstall” message in step 7, skip to step 12.
12. If you received the “Autoinstall” message in step 7:
 - a. Right click on “Autoinstall”, choose Run as Administrator
 - b. A window will display which software needs to be installed
 - i. Click Next
 - c. It may ask for the location of Windows Mobile Device Center or SQL 2014 Express install media
 - i. Windows Mobile Device Center for 64-bit computers can be downloaded from here: <https://www.microsoft.com/en-us/download/details.aspx?id=3182>
 - ii. SQL 2014 Express can be downloaded from here: <https://www.microsoft.com/en-us/download/details.aspx?id=42299>
 1. There are several choices – for 64 bit computers, you will need SQLEXP_x64_ENU.exe.
 - d. Once the installation has completed, you can click on Close.
13. Locate the file “HDM.exe” (you may or may not be able to see the .exe part.) Right click on top of HDM.exe and select Properties.
14. Select the Compatibility tab. On the Compatibility tab place a check mark next to “Run this program as an administrator.” Click Apply and OK.
15. Proceed with licensing the program (instructions below)

Licensing PigCHAMP Mobile Manager 3.0

1. When you open PigCHAMP Mobile Manager for the first time after installing you will receive a message, "License file is missing. Please import license file." Click OK.
2. Go to Help > About and Registration and click on the Customer Information tab.
3. Fill out the information requested. Fields with a * are required.
4. Click the  button.
 - a. Your information will be sent to PigCHAMP licensing.
 - b. When the information has been processed you will receive an email to the address entered notifying you that your license is ready.
 - c. Click on  again to pull in the new license.

If the Send / Receive Button Does not work:

5. Click on Export Registration. A box will appear allowing you to browse for a location to save the file.
 - a. Save the file to a location which you are familiar.
 - b. By default the file will be named "MobileRegistrationInfo.xml."
 - c. Click Save.
6. Open a new email and address to reg@pigchamp.com.
 - a. Attach the registration file to the email and enter a Subject.
 - b. In the body of the email include the following:
 - i. Account Number and Farm Name
 - ii. Number of mobiles
 - c. Send the email.
 - d. You can delete the MobileRegistrationInfo.xml file. It is no longer needed.
 - e. Once the registration file has been processed by PigCHAMP the email address that sent the registration file will receive the license file.
 - f. When the license file is returned, continue to step 7 below.
7. Import the License File
 - a. Save the license file to a location you are familiar with.
 - b. Open Mobile Manager and click OK to the message about the missing license file.
 - c. Go to Help > About and Registration.
 - d. Select Import License
 - e. Browse for the location of the Mobile License file, select it and click Open.
 - f. You should receive a message that the program has been licensed.

Configure SQL Server

Prior to using PigCHAMP Mobile Manager, settings must be changed in the SQL Server Configuration Manager. Follow the instructions below to make the changes:

1. Open SQL Server Configuration Manager
2. Expand “SQL Server Network Configuration”
3. Select “Protocols for PigCHAMPDATA”
4. Double Click on TCP/IP
5. Select the IP Addresses Tab
6. Scroll Down to the IPALL Section.
7. “TCP Dynamic Ports” must be blank; if there are **any** numbers in there; delete them.
8. The TCP Port must be set at 7894; if it is not already set for 7894 change it and click Apply and OK.
 - a. You will receive a message that the service will need to be stopped and restarted. Click OK to accept this message.
9. From the left select “SQL Server Services”
10. Right click on “SQL Server (PIGCHAMPDATA)” and select “Restart” from the menu.
11. Once PIGCHAMPDATA restarts you have completed the SQL configuration.

Configure Windows Firewall

If the Windows Firewall is turned on you will need to create “exceptions” for Microsoft SQL Server in order for the mobile sync process to work. If the Windows Firewall is NOT being used (turned off) you will **not** need to do these steps. You may need to create these exceptions in another firewall application if you are using one. Contact that company for help if you do not know how to add exceptions to it.

1. Open the Control Panel
 - a. Depending on the PC’s settings, the Control Panel will either show as Category View or Small/Large Icon view. These instructions are based off Small/Large Icon view.
2. Open “Windows Firewall”
3. Towards the upper left hand corner of the screen select “Allow an app or feature through Windows Firewall.”
4. Select “Allow another app...” located towards the bottom right hand side of this window.
 - a. If “Allow another app...” is not available for selection click on “Change settings,” which is located towards the top of this screen.
 - b. “Allow another app...” will now be available to select.
5. The “Add another app...” box will appear. Select Browse.
6. Browse to > Local Disk C > Program Files > Microsoft SQL Server > MSSQL12.PIGCHAMPDATA > MSSQL > Binn. Select “sqlservr.exe” and click Open.
7. Click Add
8. The recently added file will be highlighted. Make sure a checkmark is under the firewall which this computer will connect to (you can check them all to be sure.)
9. Select “Allow another app...” then select Browse.
10. Browse to Local Disk C > Program Files (x86) > Microsoft SQL Server > 90 > Shared. Select sqlbrowser.exe and click Open.
11. Click Add
12. The recently added file will be highlighted. Make sure a checkmark is under the firewall in which this computer will connect to (you can check them all just to be sure.)

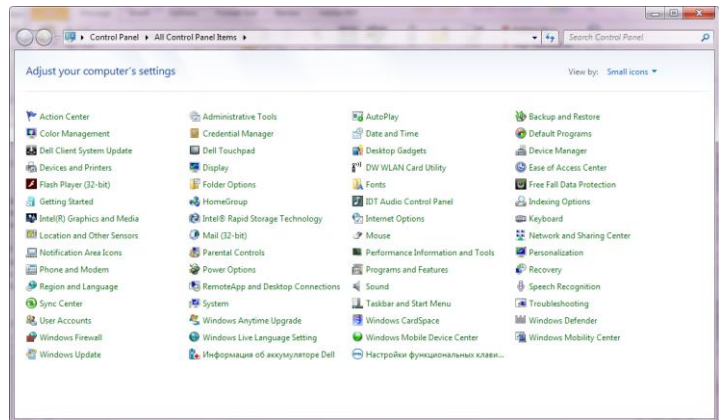
Allow port

(Create an inbound rule in the firewall)

Depending on the Firewall settings, it may be necessary to adjust the exceptions in the Firewall to allow port 7894 so that the PigCHAMP Mobile Program can communicate with the Handheld. To do this, please follow the steps as outlined.

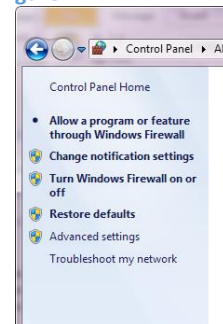
Go to Start> Control panel (Figure 1) if your view does not look the same as depicted in the screen, in the top right hand corner of your control panel screen is a 'View by' option. Change this to small icons. Select the Windows Firewall option.

Figure 1



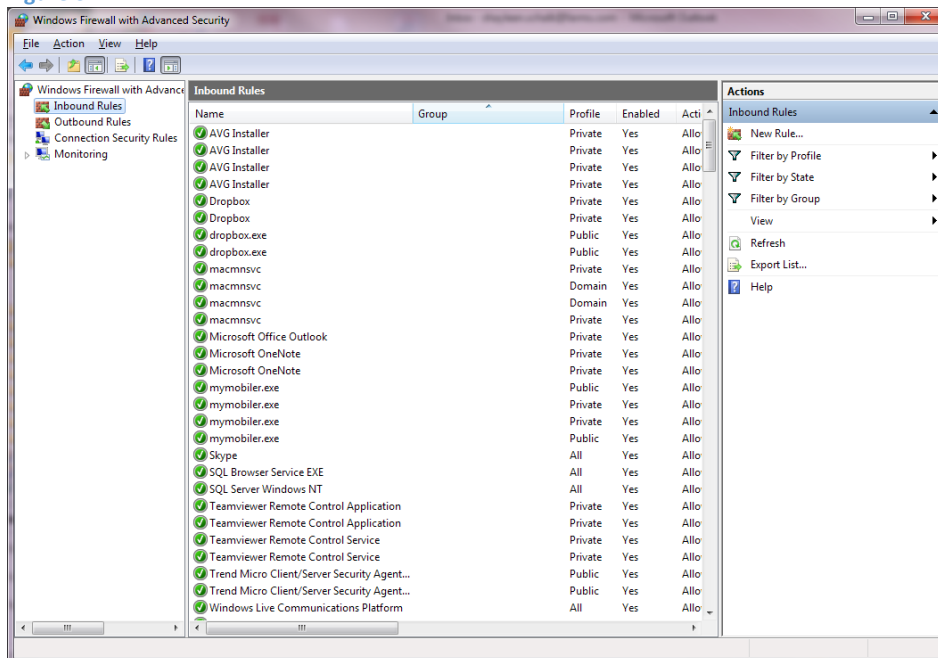
When the firewall settings appear (Figure 2) on the left-hand side will be an option for 'Advanced settings; select this option. An additional window will now appear (Figure 3).

Figure 2



Adjust the Inbound Rules, to allow the handheld to send data to the computer. In the Advanced Settings window on the left panel, select the 'Inbound Rule' option. On the right-hand pane an option for a 'new rule' will appear (Figure 3); select this option.

Figure 3



For Rule Type, add a Port; select the Port option on this screen (Figure 4) and then select Next.

The following screen asks whether the rule applies to TCP or UPD ports. For PigCHAMP Mobile; select the TCP option (Figure 5). Allow a specific port through the firewall; select the Specific Local Ports option and enter in 7894 (Figure 5). Select Next.

The next screen asks what type of action should be taken when the connection exists; select the option to Allow the Connection (Figure 6) and then select Next.

The Profile screen will then appear asking when the rule applies. By default, Domain, Private and Public will be selected. Leave this screen as is and select Next.

Lastly the Name Screen will allow you to enter in a name for this new rule. This can be a name of your choosing. It is recommended that you provide a name that will allow you to recognize the reason for this rule, something similar to PigCHAMP Mobile Port.

Figure 4

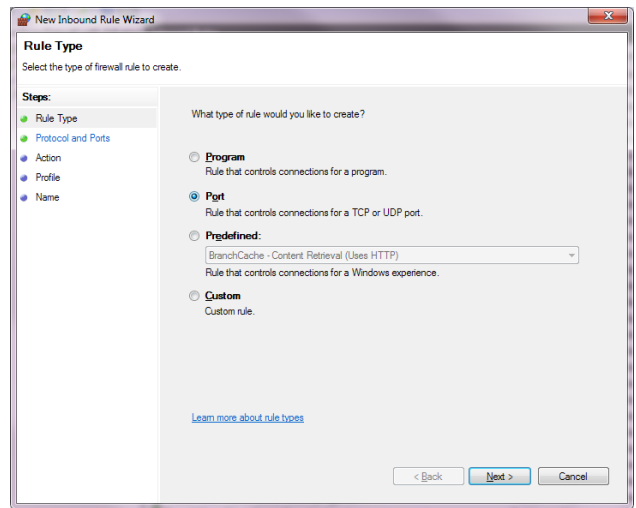


Figure 4

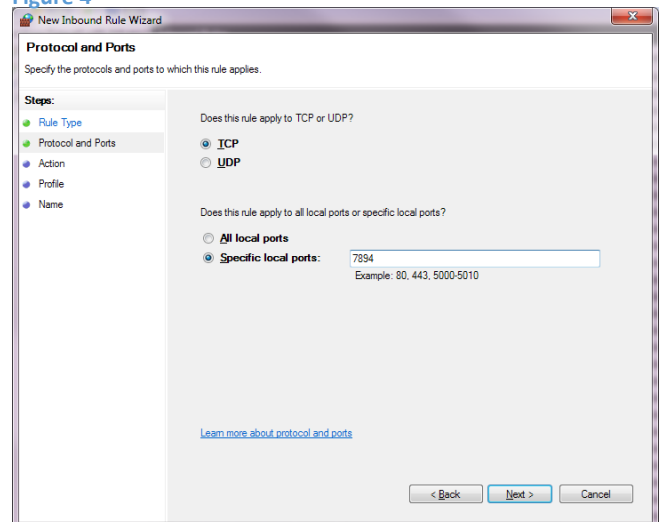
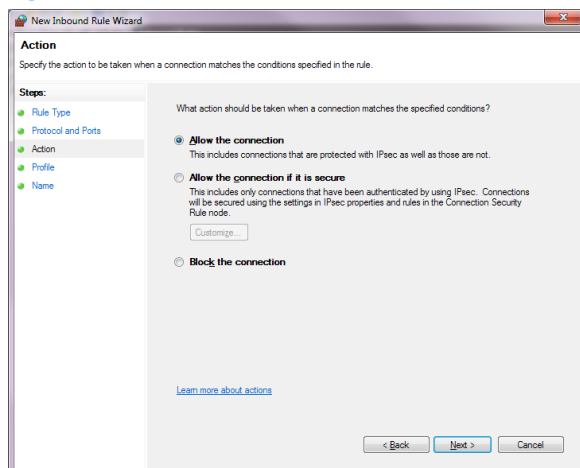


Figure 5



Connecting the Handheld Device to the Computer

In order to install the PigCHAMP Mobile program on the mobile device it must be connected to the computer where Mobile Manager is installed. Windows Mobile Device Center (WMDC) must recognize the mobile device. Once that is done you can use PigCHAMP Mobile Manager on the computer to install the PigCHAMP Mobile program onto the mobile device.

1. Connect the mobile device to the computer using the USB data cable that came with your mobile device.
2. The computer will begin to recognize the mobile device.
 - a. If the connection is successful, WMDC will show the handheld as "Connected".
 - b. If the connection is not successful, perform the steps in the Appendix for **"Settings up Windows Mobile Device Center Manually on Windows 10"**

Installing PigCHAMP Mobile onto the Mobile Device


Special Note: Before continuing please connect your mobile device to the computer via the USB cable.

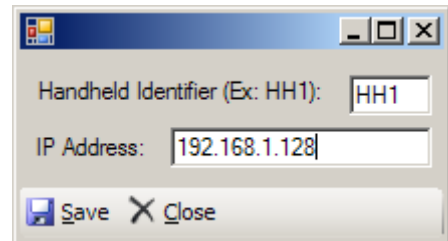
For each Mobile Unit being used, do the following:

1. Launch PigCHAMP Mobile Manager on the computer.
2. If the Mobile Unit and PC are connected properly Windows Mobile Device Center should indicate it is connected.
3. Click on Install > SQL Mobile 2005
 - a. NOTE: you will NOT install the first option "Compact Framework." Ignore it.
4. A message will appear on the computer, DO NOT click OK at this time.
5. On the mobile you may receive a message prompting where to install to.
 - a. Select Device on the mobile (which should already be selected) and tap Install on the mobile.
6. If prompted to reboot the mobile do so now.
7. Click OK on the message that appeared on the computer.
8. If the mobile had to restart wait for it to start up and be recognized by the computer again.
9. In PigCHAMP Mobile Manger click Install > PigCHAMP Mobile
10. A message will appear on the screen of the computer. Do NOT click OK at this time.
11. PigCHAMP Mobile will be installed on the Mobile Unit.
 - a. You may need to accept a security warning on the mobile to allow "pcmobile" to run.
 - b. On the mobile, you may be prompted for where to install the program. Select "Device" on the mobile (which should already be selected) and tap Install on the mobile.
12. A message will appear on the mobile telling you the install is complete.
13. Click OK on the message that appeared on the computer.
14. Disconnect the mobile from the computer and configure it to the wireless network.
15. Do the above steps for each mobile device.

Configure Mobile on the Wireless Network and add it to Mobile Manager

PigCHAMP data will be synchronized to and from the mobile device using the network, either wireless or cabled. These instructions explain the wireless configuration, if you used the wired configuration the basic concept still applies, so continue using these instructions to add the mobile devices into the Mobile Manager program.

1. Connect the mobile device to the network.
 - a. If you have a wireless network you will need to enable the WiFi on the mobile and configure it to the wireless network.
 - b. If you have a hard wired connection you will need to ensure your mobile is connected to the network.
2. Obtain the IP address of the mobile device.
 - a. All mobile devices are different. Read the user guide associated with your mobile to determine where the IP address is located once it has been connected to a network, either wireless or hard wired.
3. Once you know the IP address of each mobile you must enter it into the Mobile Manager program on the computer. Select the “Add a New Handheld” icon  located in the upper left hand corner of Mobile Manager.
4. In the box that appears enter the
 - a. Handheld Identifier – this can be 3 characters long and contain letters and numbers.
 - b. IP Address – this is the IP Address of the mobile device.
 - c. When all the information has been entered select “Save.”
 - d. The box will stay on the screen allowing you to enter another mobile device. After all mobiles have been added select “Close” to close this box.



You are now ready to synchronize your mobile. You may need to configure the PigCHAMP program prior to doing your first synchronization, so read “Preparing Reproductive.” Use the “Sync Reference Guide_All on Farm” for instructions on how to synchronize the mobiles. See the “PigCHAMP Mobile Tips” section of this document for more helpful information.

PigCHAMP Mobile Tips

1. If you open Mobile Manager on the computer and receive a message similar to "Microsoft .NET Framework Unhandled Exception" error you will need to set the Mobile Manager program to run as Administrator
 - a. Open C:\Program Files (x86)\PigCHAMP Mobile
 - b. Right click on top of "HDM.exe" and select Properties
 - c. Select Compatibility tab
 - d. Select "Run this program as an administrator."
 - e. Apply > Ok.
 - f. Open the program again, did the message go away?
2. If SQL or the Firewall is not configured properly then during the first sync an error will appear on the mobile stating "Cannot communicate with HDM."
 - a. Review the sections on configuring SQL and the Windows Firewall and then import the HSF again and attempt to sync.
3. Regarding licensing Mobile Manager. When you open Mobile Manager to export the license make sure the computer is connected to the network in the same way that it will be connected on a daily basis.
 - a. Example: If you are installing Mobile Manager and are connected to the network using the Wireless but the computer will be connected to the network using the Ethernet (hard wire) connection this will cause the license to become invalid once it is moved off the wireless network and to the Ethernet network.
4. If User Account Controls had to be disabled be sure to re-enable them when done with the installation and configuration.
5. For best results turn as much of the power-saving options OFF on the mobile. This is different for each mobile, however the basic concept is:
 - a. Start > Settings > System > Backlight
 - i. On the "On Battery" tab, remove check next to "Turn off backlight if device is not used for..."
 - ii. On the "On External" tab, remove check next to "Turn off backlight if device is not used for..." (this may already be unchecked.)
 - iii. Tap the word 'power' in the sentence, "Go to power applet."
 - iv. On the "Advanced" tab ensure both boxes are not marked. Tap OK twice.
6. If you sync with an HSF and the sync process fails you should always import the HSF file again before attempting to sync again.

Appendix

Installing SQL 2014 Express Manually

1. If PigCHAMP Reproductive will be installed on the same computer as PigCHAMP Mobile Manager, install Reproductive first and then skip to page 4 to configure the SQL Server.
 - a. If PigCHAMP Reproductive is NOT going to be installed on the computer with Mobile Manager continue with step 2.
2. Turn off User Account Controls for the duration of the installation
3. Log into the computer as someone with local Administrative rights, preferably as the user who will be signing into the computer and using Mobile Manager on a day-to-day basis.
4. Download Microsoft SQL 2014 Express
 - a. <https://www.microsoft.com/en-us/download/details.aspx?id=42299>
 - b. 64 bit computers download: ENU\x64\SQLEXPRESS_64_ENU.exe
 - c. 32 bit computers download: ENU\x86\SQLEXPRESS_86_ENU.exe
5. Install SQL 2014 Express Manually using the proper instructions:
 - a. Instructions can be found here:
<http://pigchamp.crmdesk.com/image.aspx?mode=file&id=13725>
 - b. If the link above does not work, you can find the same info on <http://pigchamp.crmdesk.com/faq.aspx>, use the keywords “sql 2014” (without the quotes) to find the “SQL Express Manual Installation” help topic.

Setting up Windows Mobile Device Center Manually on Windows 10

Short Description: Workaround to get Windows Mobile Device Center to function with Windows 10 (Build 1703 and above) for PigCHAMP Mobile Manager/ PigCHAMP Mobile handheld connection.

Process:

Step 1: Identify Windows 10 Version

On the computer running PigCHAMP Mobile Manager, verify that you do indeed have Windows 10 version 1703 or higher:

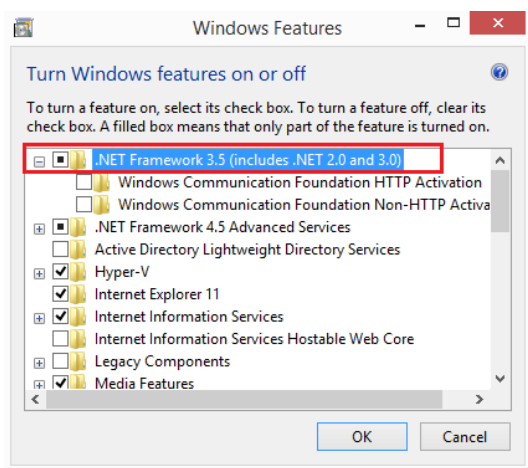
- Right click on the Start button
 - Choose Settings
 - Click on System
 - Click on About
 - Check the version number

If you do have Windows 10 Version 1703 or higher, proceed to Step 2.

Step 2: Verify that .NET Framework 3.5 is installed/enabled

Go to Control Panel > Programs and Features > Turn Windows Features On or Off

Enable .NET framework 3.5



Step 3: Add entries to the registry

Right-click on the Start button and choose Run.

In the run box copy and paste the following:

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\RapiMgr /v SvcHostSplitDisable /t REG_DWORD /d 1 /f
```


Step 3: Continued

Hit Enter.

In the run box copy and paste the following:

```
REG ADD HKLM\SYSTEM\CurrentControlSet\Services\WcesComm /v SvcHostSplitDisable /t REG_DWORD /d 1 /
```

Hit Enter.

Verify that the entries were placed in the registry:

In the run box type: regedit and hit Enter.

Navigate to HKEY_Local_Machine\System\CurrentControlSet\Services\RapiMgr and make sure the SvcHostSplitDisable value is in the list and set to 1.

If it is not, you must add it manually:

- Right click on the screen and select New > DWORD
- The new entry name must be: SvcHostSplitDisable
- Double click on SvcHostSplitDisable and set the value to 1

Navigate to HKEY_Local_Machine\System\CurrentControlSet\Services\WcesComm and make sure the SvcHostSplitDisable value is in the list and set to 1.

If it is not, you must add it manually:

- Right click on the screen and select New > DWORD
- The new entry name must be: SvcHostSplitDisable
- Double click on SvcHostSplitDisable and set the value to 1

Close the registry editor.

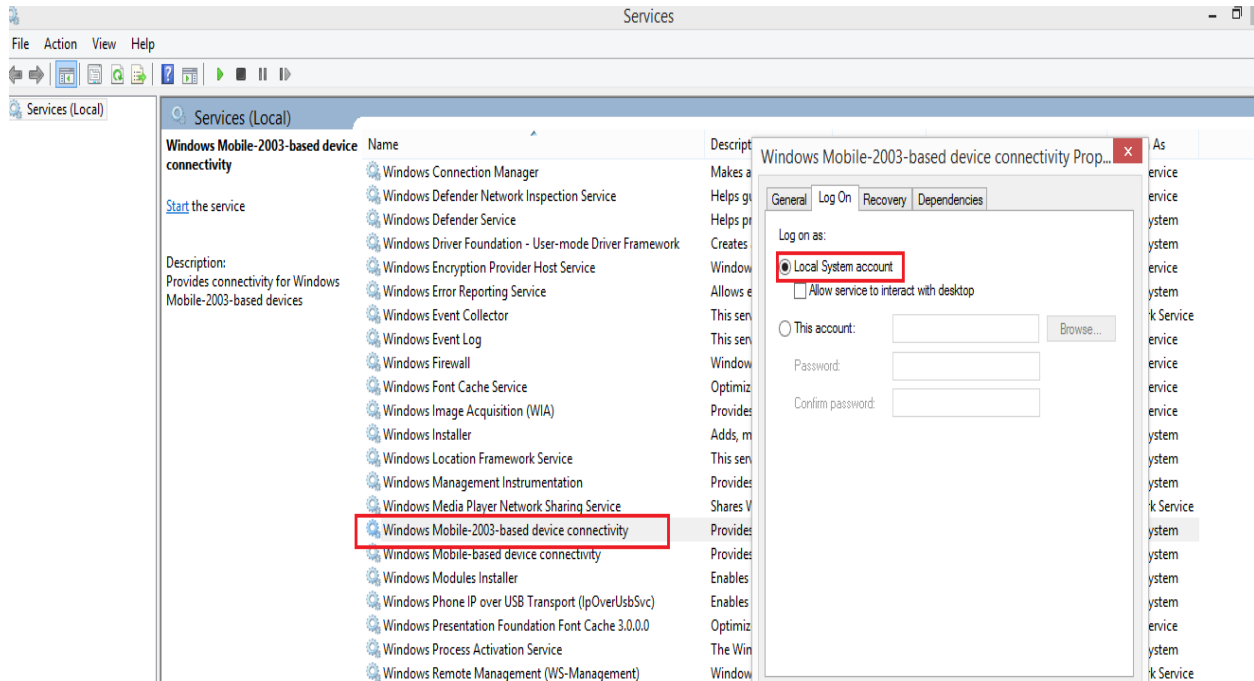
Step 4: Edit/Start Services

Go to Control Panel > Administrative Tools > Services

Right click on Windows Mobile-Mobile-2003-based device connectivity and change the Log On to Local Service.

Right click on Windows Mobile-Mobile-based device connectivity and change the Log On to Local Service.

Start or restart both services.



Note: If you receive an error that the log on accounts are different and cannot start, change both accounts to log on as Local Service.

Make sure both accounts show as Running.

Close Services window.

****VERY IMPORTANT** Reboot the computer when these steps are complete.**

You should now be able to start Windows Mobile Device Manager for connection to the Mobile handheld device. When the handheld connects to the host(computer) you should see a screen like this



Once the computer has recognized the mobile you can install PigCHAMP Mobile onto the mobile device.