

*Industry-specific*

**QAD SOLUTIONS**

*Manufacturing Applications*

**Installation Guide**  
**QAD Demand Management**



78-0653A  
Version 4.5  
September 2006

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# About This Guide

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This guide covers how to install the QAD Demand Management Engine, which is part of the QAD application suite. QAD Demand Management lets you forecast demand based on data from QAD MFG/PRO.

For information about using the QAD Demand Management Engine, see *User Guide: QAD Demand Management*.

### QAD Web Site

The QAD Web site provides a wide variety of information about the company and its products. You can access the Web site at:

<http://www.qad.com>

For users with a QAD Web account, product documentation is available for viewing or downloading at:

<http://support.qad.com/>

You can register for a QAD Web account by accessing the Web site and clicking the Accounts link at the top of the screen. Your customer ID number is required. Access to certain areas is dependent on the type of agreement you have with QAD.

Most user documentation is available in two formats:

- Portable document format (PDF). PDF files can be downloaded from the QAD Web site to your computer. You can view them with the free Adobe Acrobat Reader. A link for downloading this program is also available on the QAD Web site.
- HTML. You can view user documentation through your Web browser. The documents include search tools for easily locating topics of interest.

Features also include an online solution database to help users answer questions about setting up and using the product. Additionally, the QAD Web site has information about training classes and other services that can help you learn about the software.

## Conventions

This document uses the text or typographic conventions listed in the following table:

<b>If you see:</b>	<b>It means:</b>
monospaced text	A command or file name.
<i>italicized</i> monospaced text	A variable name for a value you enter as part of an operating system command; for example, <i>YourCDROMDir</i> .
indented command line	A long command that you enter as one line, although it appears in the text as two lines.
<b>Note</b>	Alerts the reader to exceptions or special conditions.
<b>Important</b>	Alerts the reader to critical information.
<b>Warning</b>	Used in situations where you can overwrite or corrupt data, unless you follow the instructions.

## 4 Installation Guide — QAD Demand Management



Chapter 1

# Installing QAD Demand Management

This chapter describes how to install QAD Demand Management.

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## Overview

QAD Demand Management Engine includes the following components:

- FX\_JGD, the Engine database
- Base Unit
- Viewer
- Connection Utility
- Batch Scheduler

All the data for the Engine applications is in the FX\_JGD database. This database can exist on a server or locally on a PC. The Base Unit includes core functions to generate demand forecasts, while the Viewer is the visual user interface of the Engine. The Connection utility configures the connection between the FX\_JGD database and Engine applications. Batch Scheduler is a utility for background processing.

## Installation Prerequisites

Before installing QAD Demand Management, ensure your system meets these requirements:

- If the database exists on a server, it requires Microsoft SQL Server 2000.
- If the database exists locally, it requires either:
  - Microsoft SQL Server 2000 (Local)
  - Microsoft SQL Server 2000 Desktop Engine (MSDE)

MSDE 2000 can be downloaded from the Microsoft Download Center (<http://www.microsoft.com/downloads>).

- The Batch Scheduler Windows Service requires Microsoft .NET Framework 2.0. If it is not available, Setup will download files for .NET Framework 2.0 and install it on your computer.

## Installation Overview

There are three separate installations:

- Base Unit
- Viewer
- Batch Scheduler

The `FX_JGD` database can be installed using the Base Unit installation wizard, and the Base Unit or Viewer installation installs the Connection Utility. The Demand Management Engine installation process is completed by a series of steps, summarized in the following decisions tables.

Step	Installation Process Determines	?	Install Process Executes
1	Is a remote SQL Server 2000 installed?	Yes	Goes to step 3.
2	Is SQL Server 2000 or MSDE 2000 installed on a local machine?	Yes	Installs the <code>FX_JGD</code> database and goes to step 3.
3	Install the Engine Base Unit.		

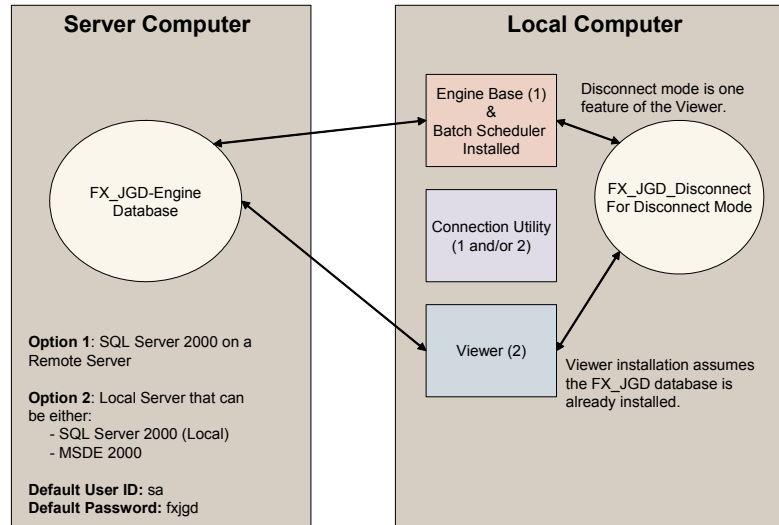
**Table 1.1**  
Base Unit  
Installation

Step	Installation Process Determines	?	Install Process Executes
1	Does the Viewer support disconnect mode?	No	Go to step 3.
2	Is an SQL Server 2000 on a local machine?	Yes	Installs the <code>FX_JGD_DISCONNECT</code> database and goes to step 3.
		No	Installs the <code>FX_JGD_DISCONNECT</code> database and goes to step 3.
3	Installs the Viewer.		

**Table 1.2**  
Viewer Installation

The following figure displays the interrelationships between the components of QAD Demand Management Engine. The left side of the figure illustrates the server or data side of the product. The right side of the figure illustrates the applications and the order in which they are installed during the process.

**Fig. 1.1**  
Engine  
Architecture



### Install on a Local Computer

For a local installation, the FX\_JGD database and Engine applications reside on the same physical machine. This applies when you are the only user of the Engine, and it is not necessary to share the Engine database data with others.

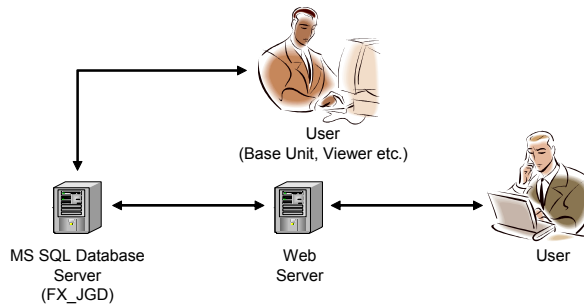
To install Demand Management Engine on your local computer:

- 1 Install Base Unit with the Create Application Database option, described in “Install Base Unit” on page 9.
- 2 Install Viewer, described in “Install Viewer” on page 15.
- 3 Install the Batch Scheduler, described in “Install Batch Scheduler” on page 21.

### Install in a Network Environment

In a network environment, the Engine database is accessible from different workstations with the database residing on a Microsoft SQL Server 2000 server.

The following figure shows two workstations that access the same Engine database. All workstations request and save data in the same database.



**Fig. 1.2**  
Typical Network  
Architecture

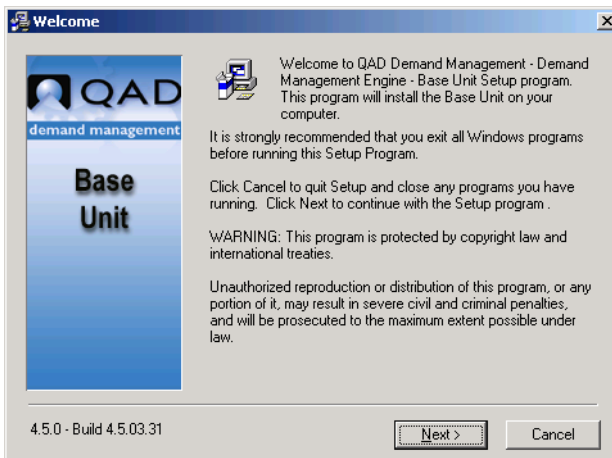
To install QAD Demand Management Engine in a network environment:

- 1 On the SQL Server 2000 server, use the Base Unit installation wizard with the Create Application Database option to install the `FX_JGD` database. See “Install Base Unit” on page 9.
- 2 On each workstation, install Base Unit with the Connect to Existing Database option.
- 3 On each workstation, install Viewer and Batch Scheduler.

## Install Base Unit

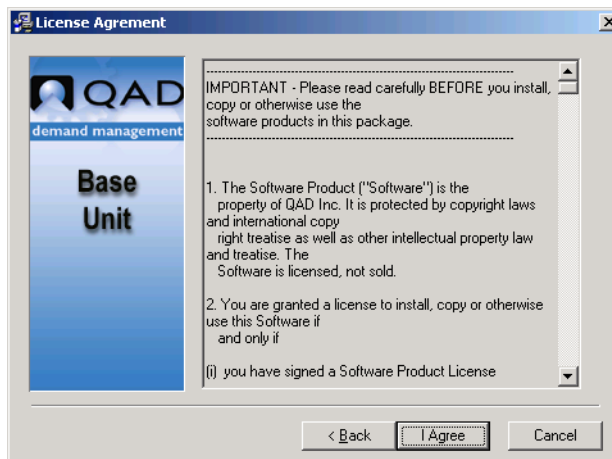
- 1 Insert the QAD Demand Management CD into your CD-ROM drive.
- 2 Navigate to the Engine installation directory and double-click `Setup QAD Base Unit.exe`.
- 3 The Welcome screen displays. Click Next to continue with the installation.

Fig. 1.3  
Welcome

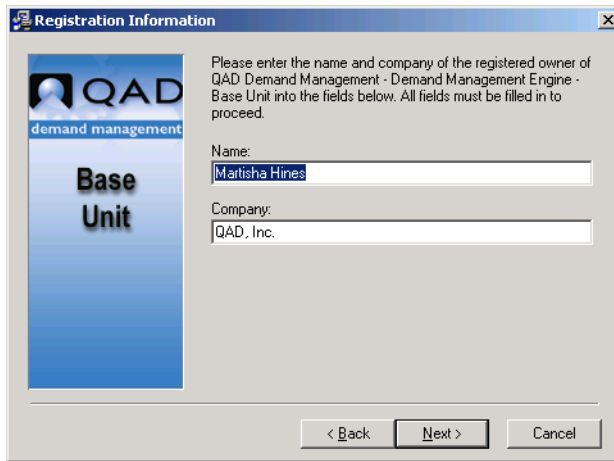


- 4 The License Agreement window displays. Click I Agree, if you agree with the terms; otherwise, click Cancel to quit.

Fig. 1.4  
License Agreement

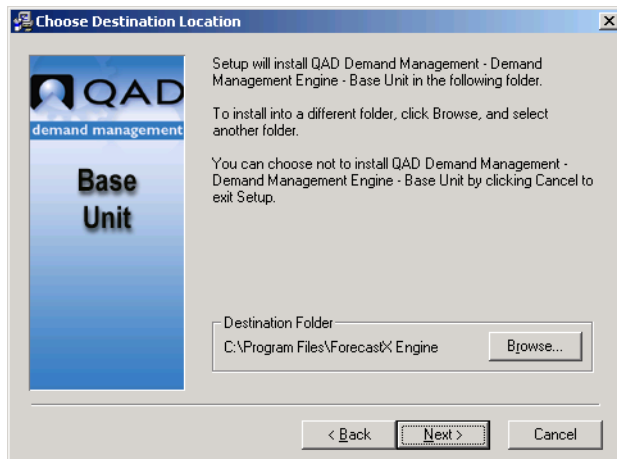


- 5 The Registration Information window displays.



**Fig. 1.5**  
Registration  
Information

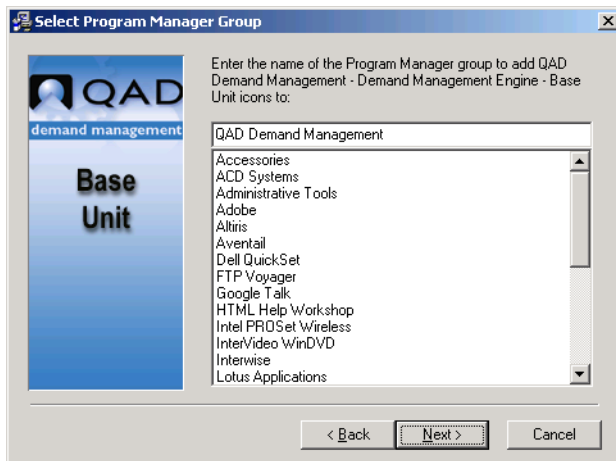
- a Enter your name in the Name field.
  - b Enter your company name in the Company field and click Next.
- 6 The Choose Destination Location window displays. To accept the default location, click Next. To install to a different location, click Browse, navigate to the appropriate location, and click Next.



**Fig. 1.6**  
Choose Destination  
Location

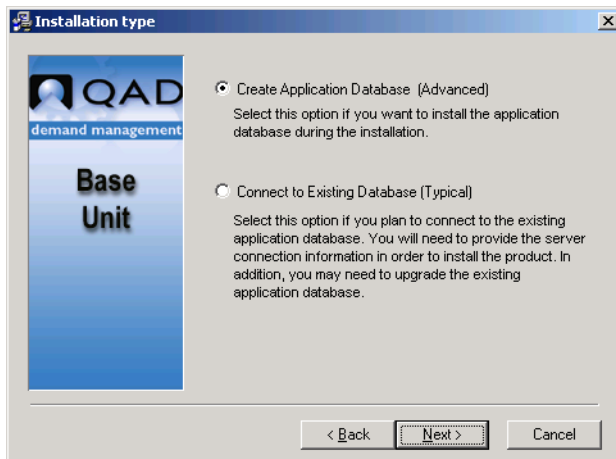
- 7 The Select Program Manager Group window displays. Specify the program group where you want to add the Base Unit icons, and then click Next.

**Fig. 1.7**  
Select Program  
Manager Group



- 8 The Installation Type window displays. Choose the type you want and click Next.

**Fig. 1.8**  
Installation Type



*Create Application Database.* Creates the QAD Demand Management Engine database.

Choose this option either for a local deployment of the Engine with its database and Base Unit installed in the same machine, or to install the database to a server for multi-user access in a network environment.

*Connect to Existing Database.* Choose this option if the Engine database has already been created for the Base Unit to connect to.

- 9 Optional. If you select Connect to Existing Database in Step 8, the SQL Server Connection window displays.

In the Server Name, Database, User ID, and Password fields, enter appropriate information for connection to the Engine database.

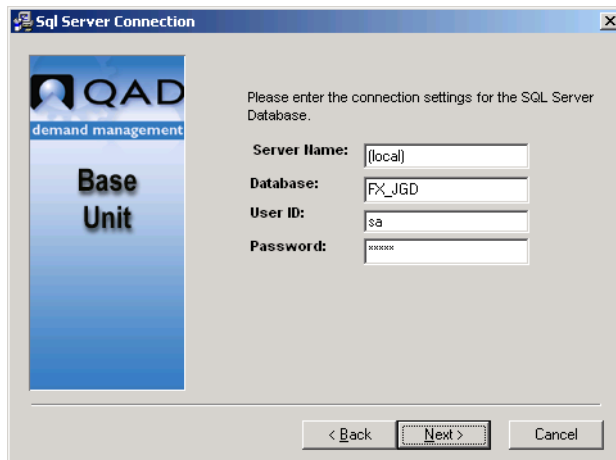


Fig. 1.9  
SQL Server  
Connection

- 10 Next you are prompted to obtain a license key. If you do not already have your key, you must call QAD at 856-273-8868 to obtain one. If you already have the key, click Yes to continue.

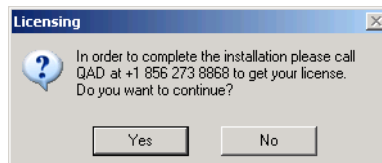


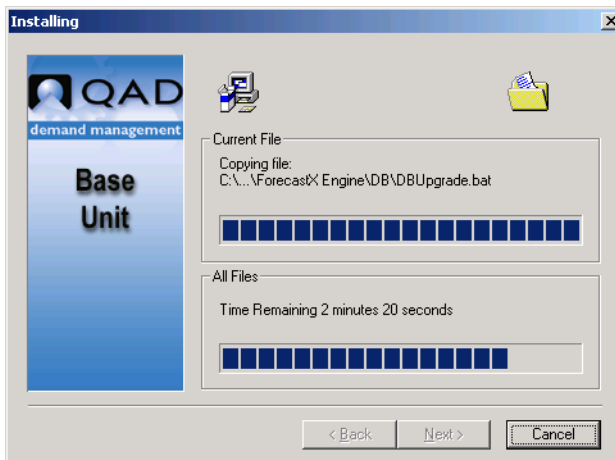
Fig. 1.10  
Licensing

In the following screen, you will also be provided a 20-character server code that is required to obtain your key.

**Note** For security reasons, the license is directly associated with the server where the product is being installed. Should the software be moved to another server, a new license code must be obtained.

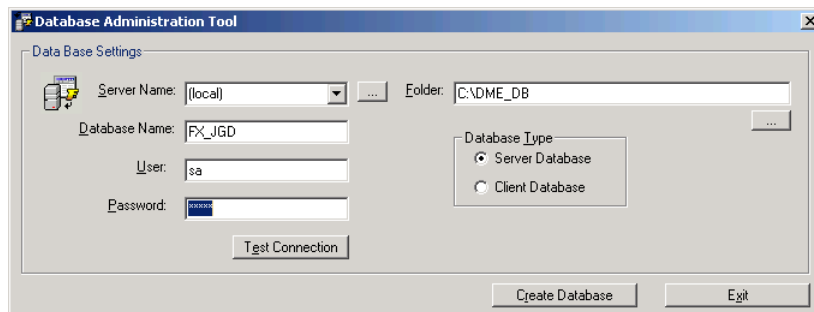
- 11 The Install Key window displays. Enter the installation key in the Key field, click Install Key, and then click Exit to continue. A confirmation of your license displays, and then the files are copied.

Fig. 1.11  
Installing



- 12 Optional. If you select Create Application Database in Step 8, the Database Administration Tool window displays.

Fig. 1.12  
Database  
Administration  
Tool



Use the following information to create the QAD Demand Management Engine database:

- Server Name: (local)
- Database Name: FX\_JGD
- User: sa
- Password: fxjgd
- Folder: Specify the directory in which to store the Engine database files.

Click Test Connection. After a message displays confirming successful connection, click Create Database.

- 13 The Install Finished window displays. Clear Run Base Unit to continue with other installations and click Finish.

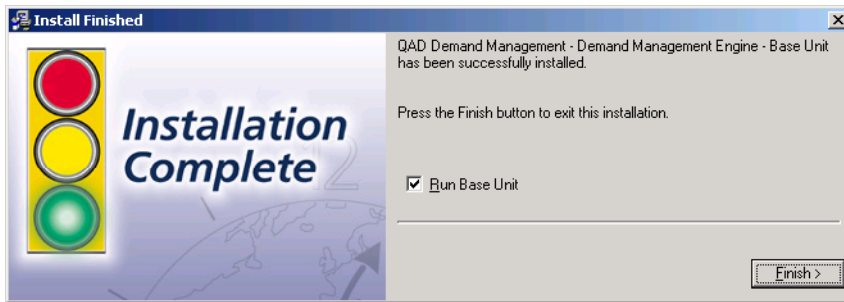


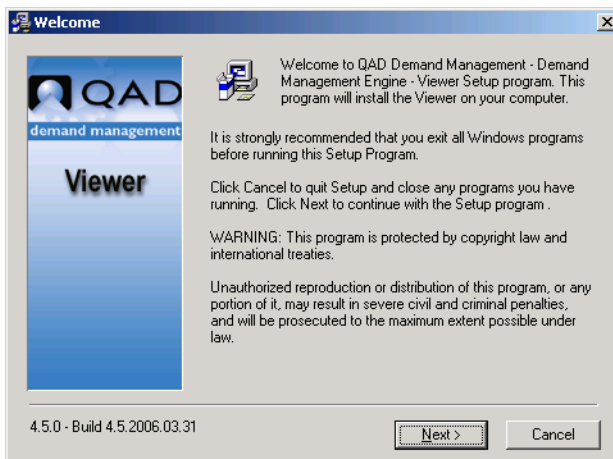
Fig. 1.13  
Install Finished

## Install Viewer

- 1 Insert the QAD Demand Management CD into your CD-ROM drive.
- 2 Navigate to the Engine installation directory and double-click Setup QAD Viewer.exe.

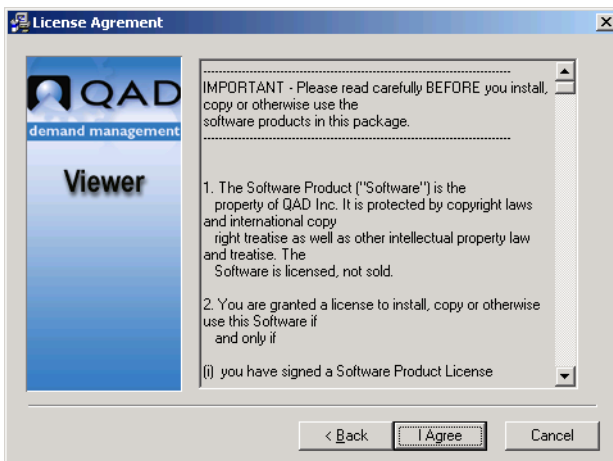
- 3 The Welcome screen displays. Click Next to continue with the installation.

Fig. 1.14  
Welcome

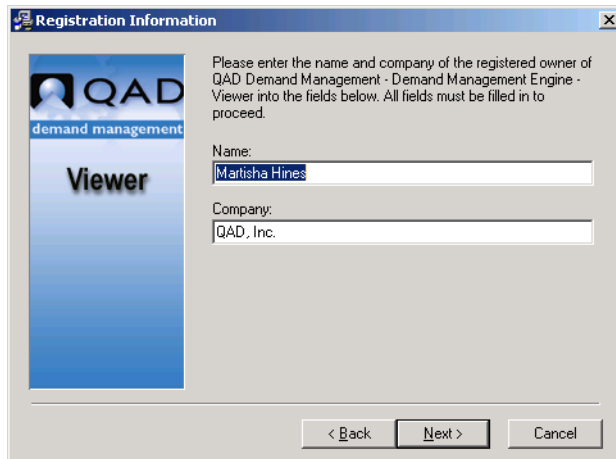


- 4 The License Agreement window displays. Click I Agree, if you agree the terms; otherwise, click Cancel to quit.

Fig. 1.15  
License Agreement

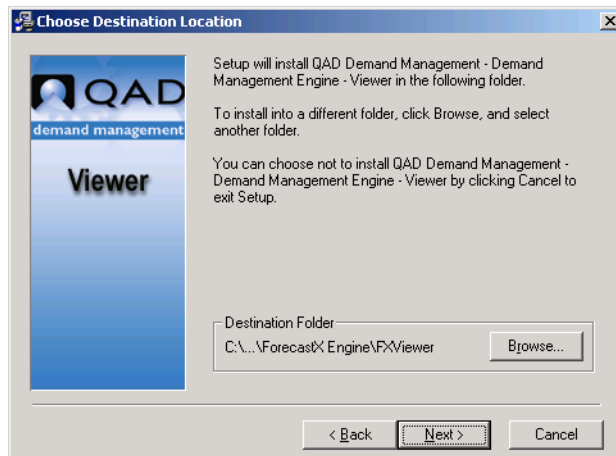


- 5 The Registration Information window displays.



**Fig. 1.16**  
Registration  
Information

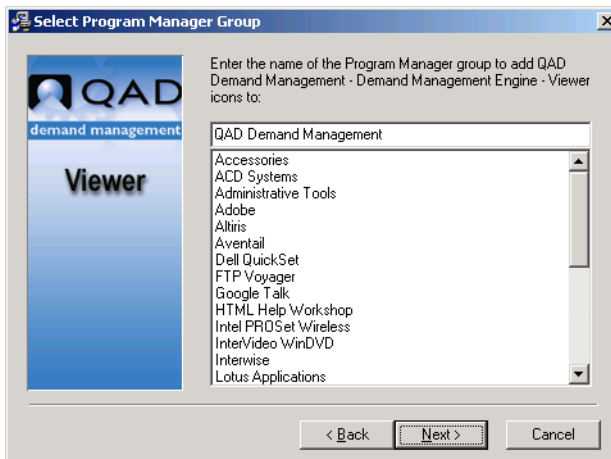
- a Enter your name in the Name field.
  - b Enter your company name in the Company field and click Next.
- 6 The Choose Destination Location window displays. To accept the default location, click Next. To install to a different location, click Browse, navigate to the appropriate location, and click Next.



**Fig. 1.17**  
Choose Destination  
Location

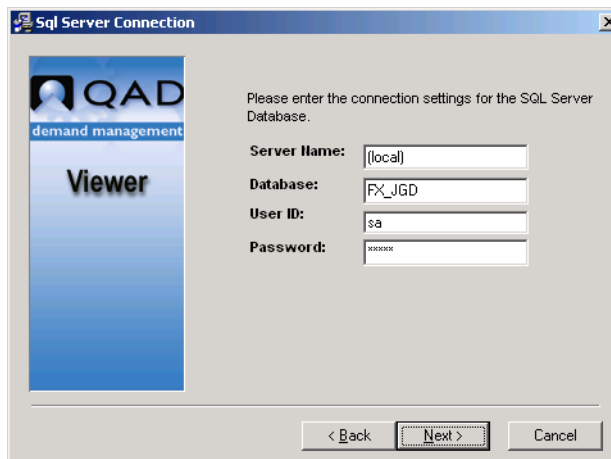
- 7 The Select Program Manager Group window displays. Specify the program group where you want to add the Viewer icons, and then click Next.

**Fig. 1.18**  
Select Program  
Manager Group

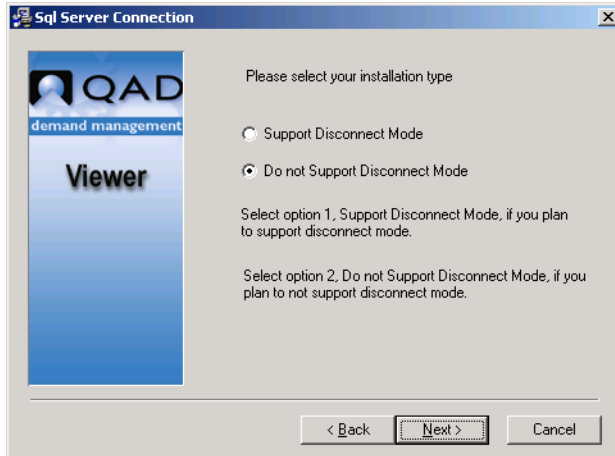


- 8 The SQL Server Connection window displays. In the Server Name, Database, User ID, and Password fields, enter appropriate information for connection with the Engine database that should have been created when you installed Base Unit.

**Fig. 1.19**  
SQL Server  
Connection

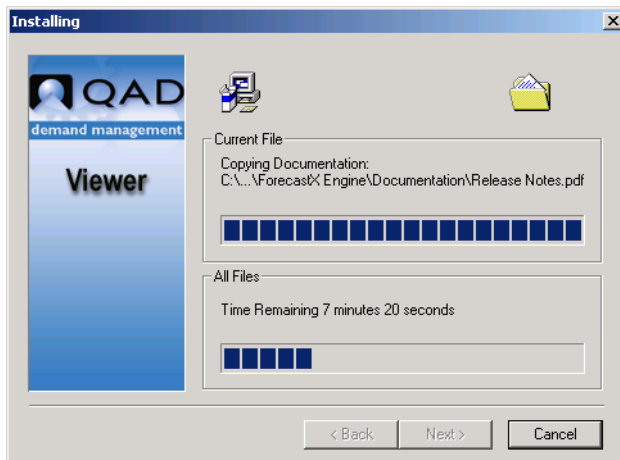


- 9 Select whether you want Viewer to support the disconnect mode that creates a separate local database for offline use.



**Fig. 1.20**  
Select Installation Type

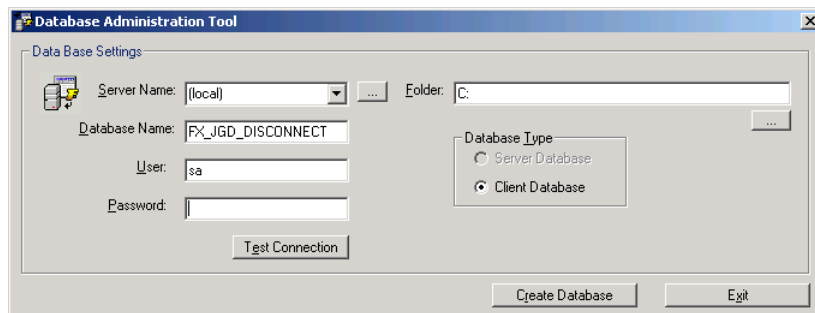
- 10 Files are copied. During the file copy, if you are asked for license information, see the licensing steps in “Install Base Unit” on page 9.



**Fig. 1.21**  
Installing

- 11 Optional. If you select Support Disconnect Mode in Step 9, the Database Administration Tool window displays.

**Fig. 1.22**  
Database Administration Tool



Use the following information to create the disconnect mode database:

- Server Name: (local)
- Database Name: FX\_JGD\_DISCONNECT
- User: sa
- Password: fxjgd
- Folder: Specify the directory in which to store the for the Engine database files.

Click Test Connection. After a message displays confirming successful connection, click Create Database.

- 12 Click Finish to finish the installation.

**Fig. 1.23**  
Install Finished



## Install Batch Scheduler

- 1 Insert the QAD Demand Management CD into your CD-ROM drive.
- 2 Navigate to the Engine installation directory and double-click Setup QAD Batch Scheduler.exe.
- 3 The Welcome screen displays. Click Next to continue with the installation.



Fig. 1.24  
Welcome

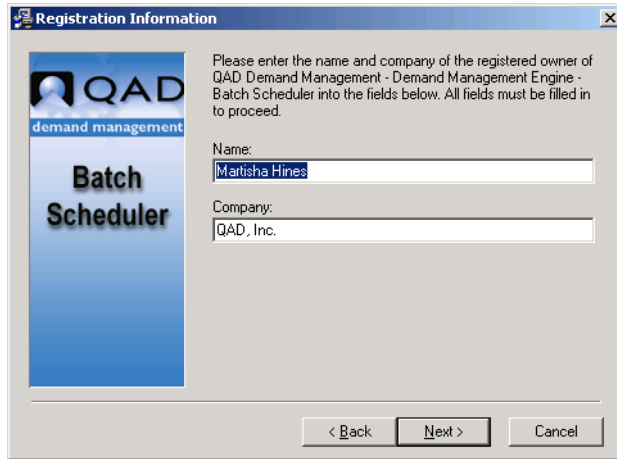
- 4 The License Agreement window displays. Click I Agree, if you agree the terms; otherwise, click Cancel to quit.



Fig. 1.25  
License Agreement

5 The Registration Information window displays.

Fig. 1.26  
Registration  
Information

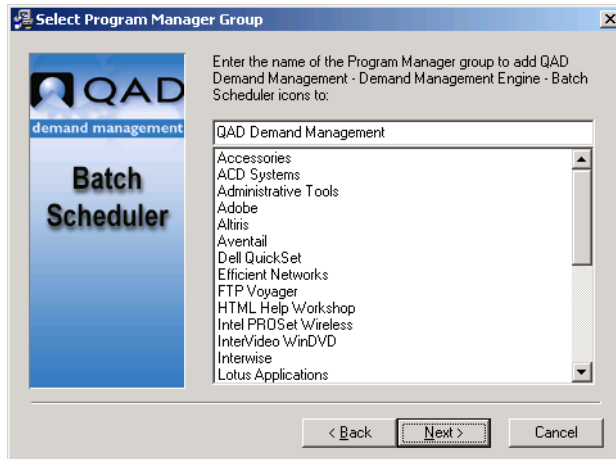


- a Enter your name in the Name field.
  - b Enter your company name in the Company field and click the Next button.
- 6 The Choose Destination Location window displays. To accept the default location, click Next. To install to a different location, click Browse, navigate to the appropriate location, and click Next.

Fig. 1.27  
Choose Destination  
Location

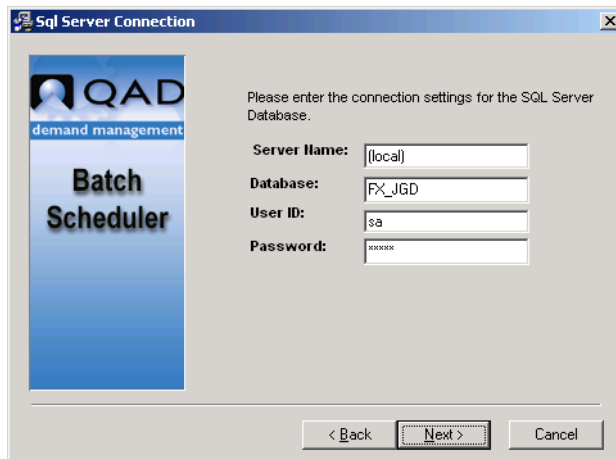


- 7 The Select Program Manager Group window displays. Specify the program group where you want to add the Batch Scheduler icons, and then click Next.



**Fig. 1.28**  
Select Program  
Manager Group

- 8 The SQL Server Connection window displays. In the Server Name, Database, User ID, and Password fields, enter appropriate information for connection with the Engine database that should have been created when you install Base Unit.



**Fig. 1.29**  
SQL Server  
Connection

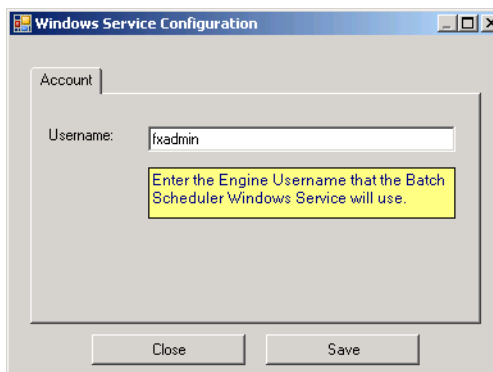
- 9 Setup copies files and launches the Batch Scheduler Windows Service installation wizard. Click Next to start the installation.

**Fig. 1.30**  
Batch Scheduler  
Windows Service



- 10 The Windows Service Configuration window displays. Enter the Engine user name that the Batch Scheduler Windows Service will use, and click Save.

**Fig. 1.31**  
Windows Service  
Configuration



- 11 Click Finish to finish the installation.

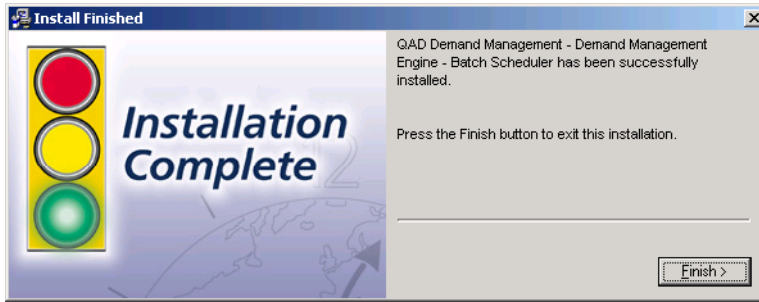


Fig. 1.32  
Install Finished

## Database Optimization

Figure 1.33 lays out the optimal disk configuration for the database server. Depending on the data volume and performance requirements, it is possible to change this configuration.

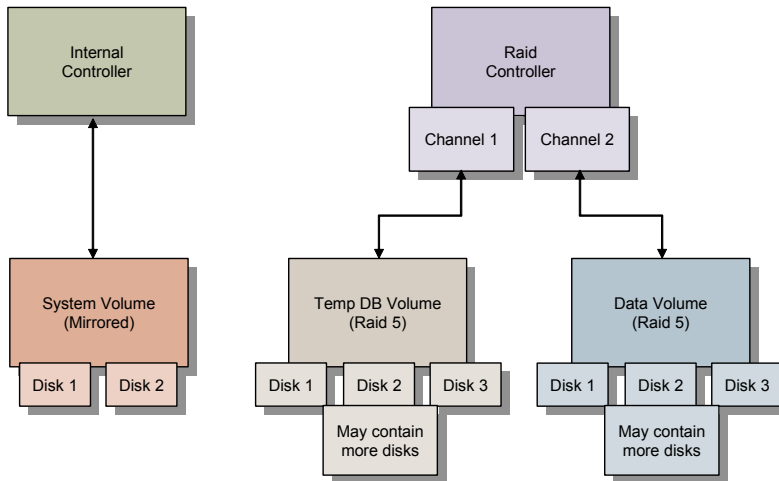


Fig. 1.33  
Optimal Disk  
Configuration

## Troubleshooting Installation

Table 1.3 lists solutions to common problems with the QAD Demand Management Engine installation.

**Table 1.3**  
Troubleshooting  
Tips

<b>Problem</b>	<b>Solution</b>
A previous version of Microsoft SQL Server 2000 is installed.	You must upgrade your existing SQL Server to Microsoft SQL Server 2000 for a Engine 4.0 installation.
MDSE could not be started.	Try to install the service manually using Start MSDE Service Manager.  When the dialog box displays, click the Start/Continue button.
Installation could not start Microsoft SQL Server 2000.	Try to start the service manually from Control Manager. If there is still an error, check the login account for the appropriate permissions.
The application database is already installed and you want to complete an update.	Back up FX_JGD before updating the database. To upgrade the database, run the SQL script shipped with the CD.
Database preparation has failed.	Check the following: <ul style="list-style-type: none"> <li>• SQL Server is running.</li> <li>• User ID, password and server name are correct.</li> <li>• Permissions to attach and detach to the databases are correct.</li> </ul>
Cannot login to the application.	If you are trying to log in with a user ID other than sa, check to make sure the permissions are correct.

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