

This installation guide will help you get started with MEX

Getting Started

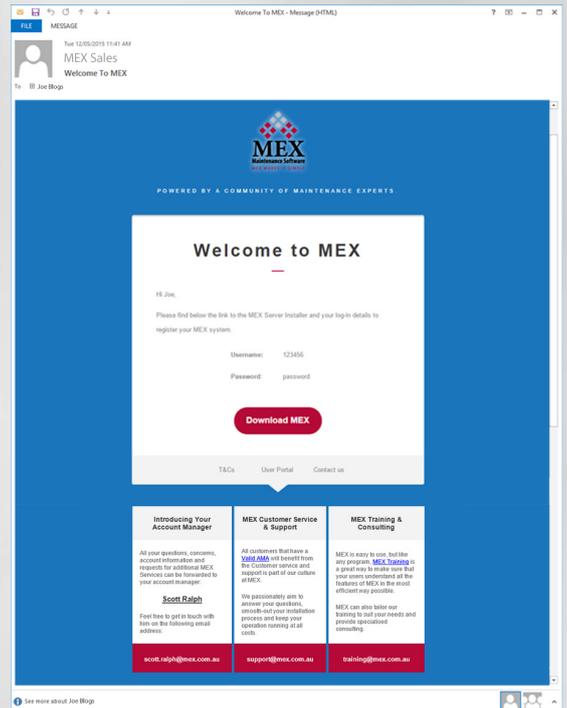
To begin setting up the MEX system, an introduction email is sent out to the appropriate user detailing:

- ❖ The specific user's MEX registration and User Portal login details
- ❖ A download link to the MEX Server Installer
- ❖ A link to the MEX Terms & Conditions
- ❖ A link to the MEX User Portal
- ❖ Sales, support and training contacts.

Once you receive this email, simply click on the Download MEX button to download the MEX server Installer and begin the MEX Server installation process.

If you don't have access to this email, you can retrieve the MEX Server installer from the MEX User Portal.

The process of downloading the MEX Server is outlined below.



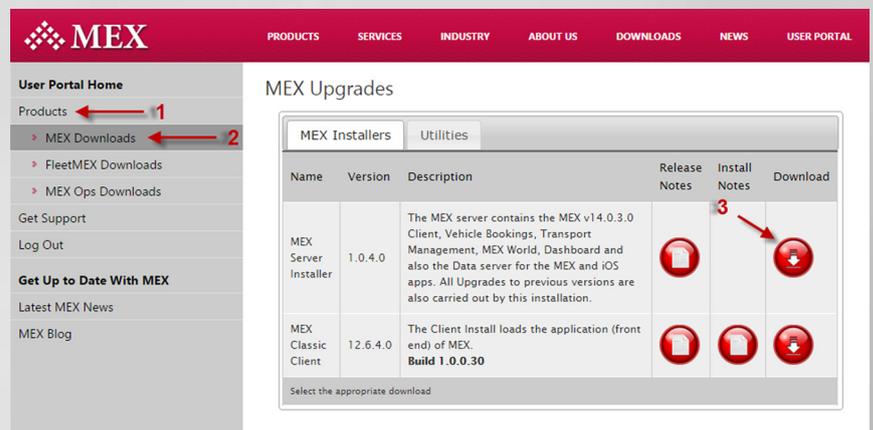
Downloading the MEX Server Installer

Go to the MEX User Portal (<http://www.mex.com.au/UserPortal/Login>) and login using your User Portal login details. You can find your details in the email described earlier. If you don't have a copy of this email please contact MEX Support to provide you with your Username and Password.

Once you have logged into the MEX User Portal, follow these steps to download the MEX Server Installer:

1. Click on Products
2. Select MEX Downloads
3. Download the MEX Server Installer (~3MB)

During the installation process the MEX Server Installer will download any components it needs that are missing from your server.



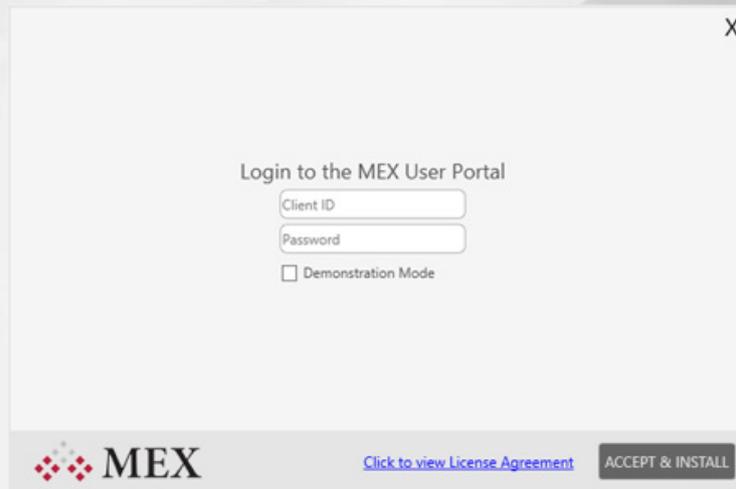
The image shows the MEX User Portal interface. The 'Products' menu is expanded, and 'MEX Downloads' is selected. The 'MEX Downloads' page shows a table of available downloads. The 'MEX Server Installer' is highlighted, and the 'Download' button is indicated by a red arrow.

Name	Version	Description	Release Notes	Install Notes	Download
MEX Server Installer	1.0.4.0	The MEX server contains the MEX v14.0.3.0 Client, Vehicle Bookings, Transport Management, MEX World, Dashboard and also the Data server for the MEX and iOS apps. All Upgrades to previous versions are also carried out by this installation.			
MEX Classic Client	12.6.4.0	The Client Install loads the application (front end) of MEX. Build 1.0.0.30			

If you do not have an active internet connection or run on a heavily secured network, an offline installer can be arranged. Please contact MEX Support for access to the Offline Installer.

Installing the MEX Data Server

When you launch the MEX Server installer you will be greeted with a login screen. Use the same User Portal login details provided in the MEX welcome email. During this login process, the MEX installer will check your network configuration and make sure it can call any required files from the internet and also that these downloads won't be blocked by a proxy.



If you do have a proxy in place, you will need to set up a bypass rule for the MEX sites. If you permit everything with 'mex.com.au' in it, this should allow you to continue downloading the required installers. If you require individual sites, create a rule for both 'www.mex.com.au' and 'app.mex.com.au'.

Once you've entered your login details into the installer and have been authenticated, you can proceed with the installation and select which components you wish to install. Your options include MEX, the MEX Database and MEX Ops. Make sure there is a tick in the top right corner of the component(s) you wish to install.



Note that from Build 58 of MEX V15 onwards, MEX Ops is integrated into MEX V15 and is no longer a separate application. Because of this, it will automatically be installed, and you're unable to deselect MEX Ops. If your license doesn't contain MEX Ops, this option will be greyed out.

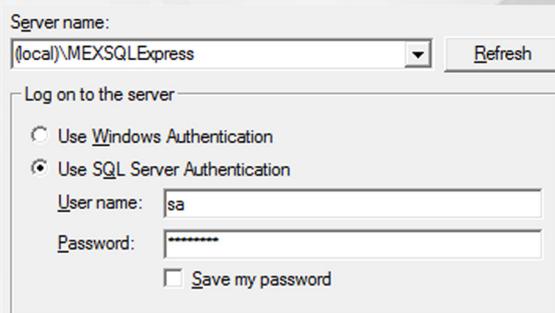
If you don't have an SQL Server installed and you wish to have everything installed on the current machine you're using, you can click '**ACCEPT & INSTALL**'. This will enable and configure IIS, as well as install a new instance of SQL Server.

For those users that already have an existing MEX database that needs upgrading, or you have an SQL instance you wish to deploy your new database onto, you will need to specify your existing SQL Server's address for the installer. To do this, expand out '**Components**' and click the '**Change**' button to set the new SQL Server address.



Installing the MEX Data Server Cont...

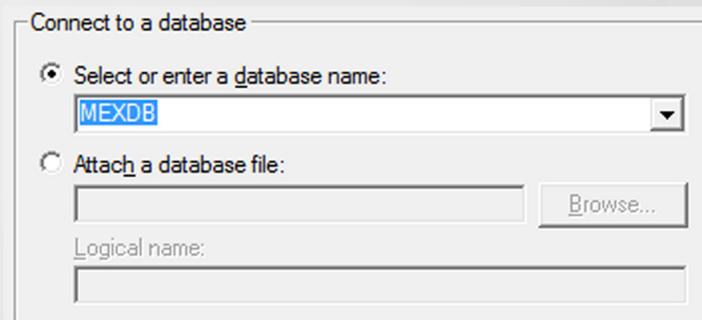
This will bring up the **Server and Database connection form**. Here you can select an existing SQL Server instance by simply clicking the **Server Name** dropdown list and searching through the list of any discoverable SQL instances. Choose your existing server name in the field by selecting it and select your preferred user to access the server with.



The screenshot shows a dialog box titled 'Server and Database connection form'. At the top, there is a 'Server name:' dropdown menu with '(local)\MEXSQLExpress' selected and a 'Refresh' button. Below this is a section titled 'Log on to the server' with two radio button options: 'Use Windows Authentication' (unselected) and 'Use SQL Server Authentication' (selected). Under 'Use SQL Server Authentication', there are two text input fields: 'User name:' with 'sa' entered and 'Password:' with a masked password. A checkbox labeled 'Save my password' is located below the password field.

SQL Authentication is the recommended form of authentication, however you can use **Windows Authentication** if you choose to. Note that, if you cannot find your SQL server, it may not be discoverable or on another network. You can try manually typing out the server and its instance name and continuing on with the installer.

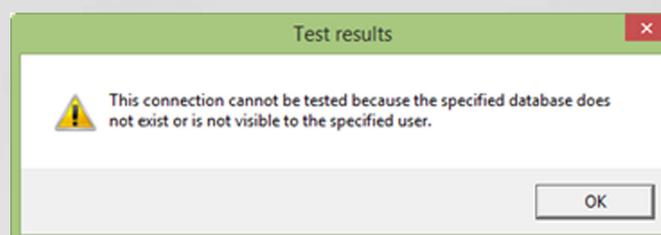
Under the '**Connect to a database**' section, you will need to set the database you wish to connect to. This is where you can either link your existing MEX database to the installer or if you do not pick an existing MEX database, the installer will create a blank database named MEXDB. To ensure you have the right access, click the Database Name drop down list. This will attempt to connect to your server and show a dropdown of your databases. If it loads for a long period of time, it might not be able to authenticate and you will need to either allow **TCP Port 1433** through your firewall, or the credentials/permissions are not correct.



The screenshot shows the 'Connect to a database' section of the installer. It has two radio button options: 'Select or enter a database name:' (selected) and 'Attach a database file:' (unselected). Under 'Select or enter a database name:', there is a dropdown menu with 'MEXDB' selected. Under 'Attach a database file:', there is a text input field and a 'Browse...' button. Below these options is a 'Logical name:' text input field.

Select your existing database or leave this as it is if you wish to create a new blank database with the name MEXDB.

Once you're happy with the settings, click on '**Test Connection**' to attempt to validate the connection. If it's an existing database you should hopefully get a successful test. Do note that if you are planning on creating a new database, the test will say the database doesn't exist, as shown below.



Creating a Blank MEX Database

If you wish to just create a new blank MEX database, and not install any MEX application, then you are able to deselect 'MEX Main Application', and simply direct the installer to where you could like to install the new database, and what its name will be. Please refer to the above section on how to change SQL instance paths.



Inversely, if you just wish to install the application, you're able to deselect the MEX database option. You may choose this option if you are wishing to create a test instance, and have no need to create a new blank database, as you are using a backup of an existing MEX database.

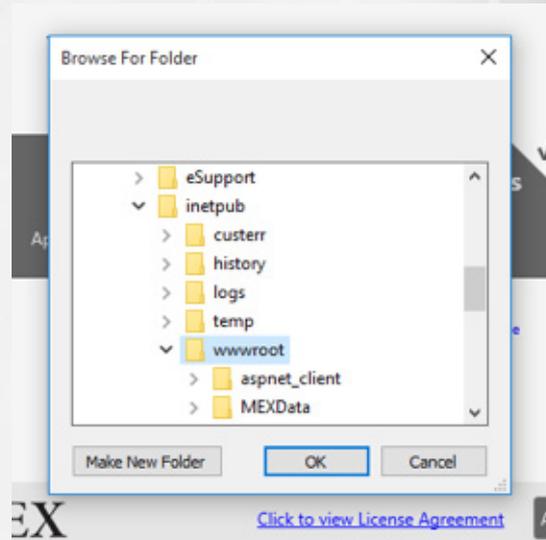
By default, MEX will install the application files to `C:\inetpub\wwwroot\MEXData`, but you are able to change this directory. To do this, select '**Change**' next to the Folder path, which will bring up a folder selector. This will allow you to navigate to an existing location, or create a new folder for the application. This feature is useful for if you already have an existing MEX instance on that server and you wish to create a separate installation, for example a testing/development site, or a separate installation for another MEX licensed branch of your company.

For example, if you wanted to name the MEX instance '`MEXData_DEV`', instead of the default '`MEXData`', but leave it in the default IIS directory, you would follow these steps:

1. Select 'Change' next to the Folder path underneath the installer's components section



- Next, navigate to C:\inetpub\wwwroot\ using the file selector



- Select 'Make New Folder' button
- Enter the name of the instance, (in this case 'MEXData_DEV'), and press OK



- Note that now on the installer that the IIS Folder path has changed.

Issue Resolution Table

If the test message loads for too long and says it can't find the server, here are some common issues and steps you can follow to rectify them:

ISSUE	RESOLUTION
The server isn't showing up in the list of servers to choose from	Check that you have the Server Browser running in the SQL Configuration Manager ; switch it on if it isn't already running.
Server browser is switched on but you cannot find the SQL instance in the server list.	An SQL instance can be installed as the default instance and not require a name if desired. If it has been installed locally as the default instance, try typing the server/computer name and see if this authenticates.
The server name was typed out manually and isn't authenticating.	Try using the server selector and pick it from the list instead. If it's not showing up in the list and you have to type it manually, make sure you're using a backslash \ and not a forward slash /.
The server was picked from the list, you're using an SQL Authentication that you manually set up, but it doesn't authenticate.	When you install SQL you can choose what kind of authentication mode you want to use. You may have only Windows authentication available and this is why the SQL authentication is not working. Use a search engine to find instructions to ' Enable Mixed Mode Authentication '. You will need Management Studio to do this easily, otherwise you can attempt to change this in the registry.
The database should exist but you still get the message: "This connection cannot be tested because the specific database does not exist or is not visible to the specified user."	You might be using an SQL or Windows login which does not have enough permissions to access and alter the MEX database. Open SQL Management Studio and make sure that the login you're using has the db_owner property of the MEX database assigned to it.

Once you're happy with the server settings you can click OK and then begin the installation by clicking the '**Accept & Install**' button.

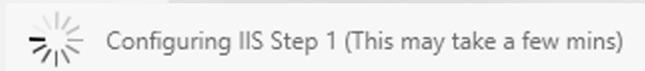
The Installation Process

Once you start the installation, the MEX installer will begin verifying your SQL Server settings. If your SQL server exists, it will continue with the installation, otherwise it will begin downloading SQL Express.

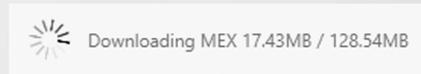
The progress of this download will be clearly shown within the MEX Installer. After the download completes, MEX will do a pre-configured install and appropriately name the new SQL instance **MEXSQLEXPRESS**.



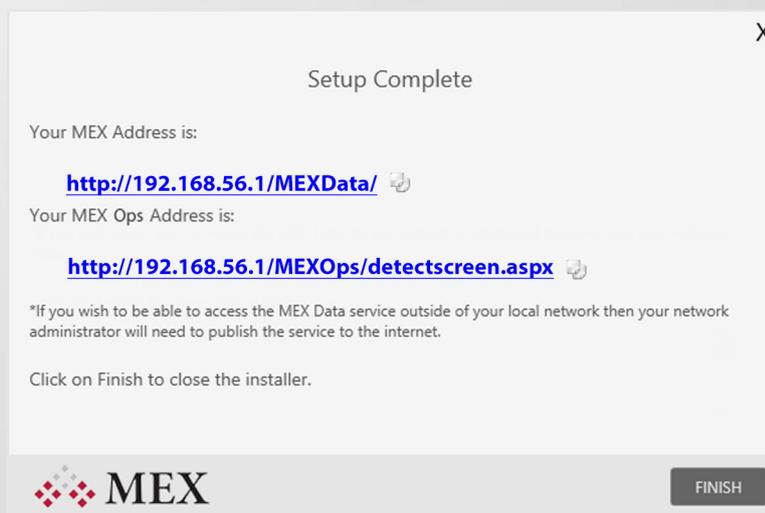
After SQL has been verified or installed, the MEX installer will begin configuring IIS to make sure it can run MEX. This can take a while, as enabling Windows features is a time consuming task.



Once IIS is configured, the MEX Server installer will begin downloading the MEX Server files. By default, this will be deployed into the **wwwroot** folder of the **inetpub** directory on the computer you are installing the MEX Server to.



Once the database has been prepared for use with MEX you will be provided with links to your MEX System. These links can then be sent out to your MEX users for use on your **internal** network. Do note that MEX will be setup to use **Port 80** by default so if you have any existing applications using this port, you will need to move your MEX Installation to a different port.



The screenshot above is an example of the link you will see at the end of an install. This will be different for every install but will be formatted in the following way: **<http://YourServerAddress/MEXData>**.

For users wanting to use the MEX iOS app, these addresses (**IPv4**) can be used to connect to MEX on the iOS devices. Just open the settings and type out the address your installer provides you in the **Internal Address** field. On Windows and Android tablets, as long as you are on the same network or have been set up on the cloud, open a browser and type in the address specified above to access MEX. Do note that the offline capabilities of the iOS app are not available through the full MEX system on Android devices.

Launching the Software & the Home Page

Your MEX System is ready to go, to launch the main application, all you need to do is type out the address given into a compatible browser* and you're away.

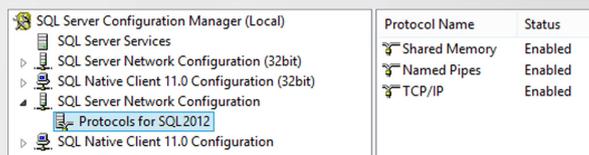


Configuring Microsoft SQL for use with MEX

If you're using an existing SQL instance or have installed one of the versions from Microsoft's website, you will need to make sure you have the correct protocols enabled. If this is the case, start by opening the **SQL Server Configuration Manager**. The SSCM icon should look similar to this.

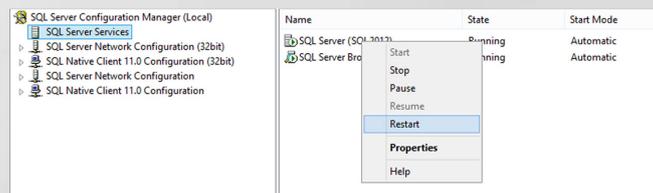


Select the **SQL Server Network Configuration** and expand it, and then click on **'Protocols for...'** Depending on what you named your SQL Instance, the name will be different than the screenshot. The installer on the MEX website will default the name to MEXSQL EXPRESS.



Enable TCP/IP

Make sure that TCP/IP is enabled, you can right click on TCP/IP and choose to enable it. If this is disabled, the server instance will need to be restarted to enable the changes. To do this select the Services on the left panel and then restart the correct server by right clicking on it and selecting Restart. Warning: Any SQL restart should be planned and executed during non-peak times and only users with the appropriate permissions can restart a MEX Server Instance, so please seek appropriate permissions.



If the SQL Server Browser isn't running, change the Start Mode to Automatic and start the service. This will help with finding the server during the MEX Server installation process.

What happens if something goes wrong?

If any errors occur in the installation of the MEX Server, please make a note of the error and call Maintenance Experts on **+61 7 3392 4777** or email MEX Support on support@mex.com.au for immediate assistance.



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