P2 Explorer 4.0

Installation Guide

P2 Explorer

Installation Guide

First Edition (September 2014)

This edition applies to Version 4.0 of P2 Explorer and to all subsequent releases and modifications until otherwise indicated in new editions.

Description: C:\Users\trish.haynes\Desktop\Cover pages\Cover art\Logos\ISS Group RGB.wmfDescription: C:\Users\trish.haynes\Desktop\Cover pages\Cover art\Logos\ISS Group RGB.wmf

© P2 2014. All rights reserved.

40 Hasler Road, Osborne Park, WA, 6017, Australia

PO Box 1313, Osborne Park BC, Osborne Park, WA, 6916, Australia

Phone +61 8 9241 0300 • Fax +61 8 9242 8121

Reference herein to P2ES Holdings, LLC shall also include any affiliates thereof (collectively, “P2”).

Use of this product and accompanying documentation is subject to the terms and conditions set out in the P2ES Holdings, LLC standard Master Agreement terms and conditions. All information contained in these Release Notes is the confidential and proprietary property of P2ES Holdings, LLC.

The products of P2 are not a primary alarming, machine health, or asset protection system. This function must be performed by low level SCADA / Control Systems or machine monitoring equipment. P2 products are provided for advisory, informational, optimisation and diagnosis purposes.

This information may change without notice. The information and intellectual property contained herein remains the exclusive property of P2. If you find any problems in the documentation, please report them to us in writing. P2 does not warrant that this document is error-free.

Through product maintenance, P2 endeavours to keep its applications up to date with major platform version changes as these platform changes are adopted by our customers. Examples include Internet Explorer 9, Oracle 11g, Microsoft Server 2008 R2. Whilst we cannot test our products against every service pack and patch within a whole third party version release, we publish minimum required major version number, and offer support in the event that a minor patch released by a third party vendor causes an issue.

For licensing and compliance purposes, P2 may track usage of this product by capturing the following details: IP address, date/time, action (such as login, logout, timeout). No personal data such as user ID or passwords are tracked or recorded in this process.

P2 Production Operations and the P2 Production Operation logos are either registered trademarks or trademarks of P2 (and/or its affiliates) in Australia and/or other countries.

Oracle is a registered trademark of Oracle Corporation and/or its affiliates.

ActiveX, Active Directory, Authenticode, Excel, Internet Explorer, Microsoft, SharePoint, SQL Server, Visual Studio, Windows, and Windows Server are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Other product and company names mentioned herein may be the trademarks of their respective owners.

Contents

[Preface 1](#_Toc399510894)

[What’s New 1](#_Toc399510895)

[Who Should Read This Guide 1](#_Toc399510896)

[Related Documentation 1](#_Toc399510897)

[Help and Support 1](#_Toc399510898)

[About P2 Explorer 3](#_Toc399510899)

[Component Overview 3](#_Toc399510900)

[Quick Start Cheat Sheet 4](#_Toc399510901)

[Planning the Installation 5](#_Toc399510902)

[Licensing 5](#_Toc399510903)

[Required Information 5](#_Toc399510904)

[URLs 5](#_Toc399510905)

[Database Information 5](#_Toc399510906)

[Other Information 5](#_Toc399510907)

[Hardware Requirements 6](#_Toc399510908)

[Network and Hardware Setup 6](#_Toc399510909)

[Supported Technologies 7](#_Toc399510910)

[Software Prerequisites 8](#_Toc399510911)

[Supplied Software 8](#_Toc399510912)

[Installation 9](#_Toc399510913)

[Fresh Installation 9](#_Toc399510914)

[Step 1. Review Installation Requirements 9](#_Toc399510915)

[Step 2. Install Prerequisites 9](#_Toc399510916)

[Step 3. Install P2 Explorer 9](#_Toc399510917)

[Step 4. Update the Configuration File 15](#_Toc399510918)

[Step 5. Configure P2 Security 15](#_Toc399510919)

[Upgrading 17](#_Toc399510920)

[Upgrade Procedure 17](#_Toc399510921)

[Rollback Procedure 23](#_Toc399510922)

[Launching the Application 23](#_Toc399510923)

[Uninstall 24](#_Toc399510924)

[Appendix A. Installing the Database Manually 27](#_Toc399510925)

[Appendix B. Troubleshooting 28](#_Toc399510926)

# Preface

Integrated real-time visualization, analysis, and diagnostics of production and operational data.

This document outlines how to install and configure the P2 Explorer components.

## What’s New

* P2 Explorer 4.0 provides a much simpler installation and configuration process.

## Who Should Read This Guide

This guide is intended for anyone who is installing P2 Explorer into an existing enterprise system. It assumes working knowledge of:

Microsoft® Internet Explorer®

Microsoft® Windows® operating system

## Related Documentation

Documents in the P2 Explorer documentation suite are:

|  |  |
| --- | --- |
| Title | Description |
| P2 Explorer Release Notes | Release notes for the latest version of P2 Explorer. |
| P2 ExplorerInstallation Guide | How to install P2 Explorer. |
| P2 ExplorerUser’s Guide | How to use P2 Explorer. |

You may also find the following documents useful:

P2 Security Installation Guide

P2 Server Installation Guide

ISS Logger User’s Guide

These documents are available from P2 Customer Support.

## Help and Support

P2 Customer Support provides a central point of contact for software assistance and the resolution of software issues. As part of this, P2 offers a variety of professional services, online resources, and access to experienced product specialists who are able to assist with your service requests. For support and information regarding our products, the following resources are provided:

Free Documentation Resources

PDF documentation supplied in the installation directory.

Online help provided with the product (if supplied).

Online Support Portal

The P2 Customer Support Portal (<http://p2energysolutions.com/support>) provides access to online support, where you can raise service requests for P2 software, track defects, get product information, and communicate with P2 Customer Support.

Customer Communities

P2’s customer communities offer a networking environment for you and other P2 users. Our boards and user groups offer an informal setting to exchange information and discuss issues relevant to today's oil and gas companies. P2 is confident that together, we can create an interactive venue that will provide value by allowing our customers to communicate, collaborate and connect at multiple levels. For details, see [www.p2energysolutions.com/services/customer-communities](http://www.p2energysolutions.com/services/customer-communities).

Training

P2 offers a variety of standard and customised training courses (ranging from introductory courses through to administrator courses) to help you learn how to use P2 products.

Performance Tuning

P2 offers a series of system checks to make sure your P2 systems are running as efficiently as possible.

Your Feedback

To help improve what we offer you, P2 would like your feedback about this guide. Please send your comments by email to P2 Customer Support, specifying the name of the guide, as well as section headings or page numbers for our reference.

Contact Details

You can contact P2 Customer Support via phone or email for technical support on any aspect of P2’s products. Please also contact P2 Customer Support for further information on the Customer Communities, access to the online support portal, Performance Tuning services, and information on available training courses. Feedback on our products or user guides can also be sent to P2 Customer Support.

|  |  |
| --- | --- |
| **Phone:** | 1300 739 969 (Australia only) or +61 8 9241 0314 (outside Australia) |
| **Email:** | [support@issgroup.com.au](mailto:support@issgroup.com.au) or [iss.support@p2energysolutions.com](mailto:iss.support@p2energysolutions.com) |

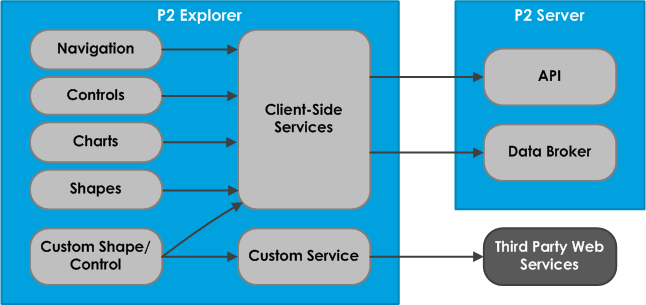
# About P2 Explorer

P2 Explorer provides integrated real-time visualization, analysis, and diagnostics of production and operational data. It builds on P2 Server’s ability to combine data from a number of different sources, with P2 Explorer representing this data through a rich visual component library.

P2 Explorer provides views for the user to navigate through the Server’s Data Dictionary and then display real-time and historical data using the Data Broker component.

## Component Overview

P2 Explorer consists of several components.



Client-Side Services

The Client-Side Services component enables P2 Explorer to communicate with P2 Server.

Custom Service

The Custom Service is a Windows service that enables P2 Explorer to communicate with third party web services.

Navigation

The navigation component provides the framework through which to navigate through P2 Explorer.

Controls

A number of controls allows P2 Explorer to present data in an easily-understood, visually appealing manner.

Charts

The Charts component allows presentation of data in various chart formats.

Shapes

P2 Explorer comes with a number of different shapes designed for visual display of data.

Custom Shape/Control

P2 Explorer allows developers to create customised shapes and controls for specific requirements.

# Quick Start Cheat Sheet

Here is a rundown of the installation process for those who wish to view a summary of the main instructions.

Note: If you encounter any issues during installation, refer to the complete linked instructions.

* **Collect your** [**database connection information**](#_Database_Information)**.**
* **Collect** [**URLs**](#_URLs) **for P2 Server Web API, P2 Server Connection Hub, and P2 Security.**
* [**Review**](#_Step_1._Review) **and** [**install**](#_Step_2._Install) **the prerequisites.**
* **Install** [**P2 Explorer**](#_Step_4._Install)**.**
* **Update the** [**configuration file**](#_Step_4._Update)**.**
* **Configure** [**P2 Security**](#_Step_6._Configure)**.**

# Planning the Installation

This section describes the requirements for installing and configuring P2 Explorer. Before you start the installation, make sure your system will support P2 Explorer.

## Licensing

Before installing P2 Explorer, make sure you have a valid License File.

To obtain a valid license file, run P2 License Manager and email the generated host information file, along with the product name and version, to [iss.support@p2energysolutions.com](mailto:iss.support@p2energysolutions.com).

P2 Customer Support will email you back with a License File as soon as they can. Please allow 24 hours during business hours (UTC+8) for the license file to arrive.

For further information on P2 License Manager, refer to the P2 License Manager User's Guide.

If you require a license file out of Perth’s office hours and the request is urgent, please contact P2 Customer Support on 1300 739 969 or +61 8 9241 0314.

Instructions for applying the license file are included in the installation steps below.

## Required Information

You need the following information to correctly install and configure P2 Explorer.

### URLs

|  |  |  |
| --- | --- | --- |
| URL Required | Description | Used In |
| **ServerAPIUrl** | The URL used to connect to P2 Server. E.g.  https://[servername]/P2.Server.API/api | P2 Explorer settings ([Step 5](#_Step_5._Connect)) |
| **DataBrokerUrl** | The URL used to connect to the P2 Server Data Broker. E.g.  https://[servername]/databrokerasync | P2 Explorer settings ([Step 5](#_Step_5._Connect)) |
| **P2 Security** | The URL used to open the P2 Security web interface. E.g.  https://[servername]/P2.Security.Connect | P2 Security settings ([Step 5](#_Step_5._Update)) |

### Database Information

|  |  |  |
| --- | --- | --- |
| Information | Description | Example |
| Database Catalog | Database catalog that will store P2 Explorer data | P2.EXPLORER.CAT |
| Database Server | Database server name that hosts SQL Server | Perdev01 |
| DBA User | Local DBA user account to access the database | sa |
| DBA Password | Password for the local DBA user |  |

### Other Information

|  |  |  |
| --- | --- | --- |
| Information | Description | Example |
| Instance Name | The name of this instance of P2 Explorer. | P2.Explorer.1 |

## Hardware Requirements

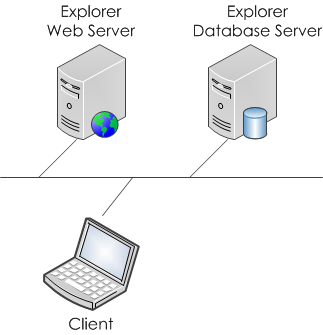
This section identifies the recommended hardware requirements for each machine.

All server class machines should have the following recommended requirements.

|  |  |
| --- | --- |
| Component | Recommended |
| **CPU** | 2 x Intel® Xeon® class E or L5000/7000 series or better |
| **RAM** | 16 GB+ |
| **Disk** | 4x 146GB 15000 rpm SAS, configured in RAID 5,10 |
| **NIC** | 1000 MBit/sec + |

## Network and Hardware Setup

The following diagram illustrates the recommended server configuration.



The servers as shown in the diagram are:

Explorer Database Server

This is the machine on which the P2 Explorer database is configured. This machine must have access to the P2 Server database and to the other servers configured in the corporate server. SQL Server must be installed on this machine prior to installing P2 Explorer.

Explorer Web Server

This is the machine on which P2 Explorer is installed. This may be located on the same machine as the Explorer Database Server or another machine, depending on the site configuration.

Explorer Clients

The P2 Explorer clients are workstations or servers which have a browser that can access the P2 Explorer web site.

## Supported Technologies

The following list displays the technologies currently supported in P2 Explorer, and the planned support and deprecation in future releases. We recommend that all customers keep their databases and operating systems current with patches and security fixes for the supported versions.

KEY:

 P2 does not warrant or support these platforms, this usually includes the very new and the very old.

 P2 does formal testing on these platforms and warrants and fully supports these installations.

 P2 generally supports these platforms/technologies outside of product maintenance; however no exhaustive testing is performed by P2 and if any major issues arise then it is recommended that only supported technologies are used.

clients

|  |  |  |
| --- | --- | --- |
| Technology / Version | 2.6 | 4.0 |
| Windows 7 |  |  |
| Windows 8 |  |  |
| Internet Explorer 8.0 (32-bit) |  |  |
| Internet Explorer 9.0 (32-bit) |  |  |
| Internet Explorer 10.0 (32-bit) |  |  |
| Internet Explorer 11.0 (32-bit) |  |  |
| Google Chrome 36 and later |  |  |

servers

|  |  |  |
| --- | --- | --- |
| Technology / Version | 2.6 | 4.0 |
| Windows 2008 Server R2 |  |  |
| Windows Server 2012 R2 |  |  |
| SQL Server 2008 R2 |  |  |
| SQL Server 2012 |  |  |
| Oracle 10 |  |  |
| Oracle 11 R2 |  |  |
| IIS 7.0 |  |  |
| IIS 7.5 |  |  |
| IIS 8.5 |  |  |

## Software Prerequisites

Software prerequisites are as follows:

Web Server Machine

* Microsoft Windows Server 2012 R2
* IIS 8.5  
  \*See [Appendix B](#_Appendix_B._How_1) for roles and features that need to be installed.
* Microsoft .Net framework version 4.5
* ISS Log Viewer 2.0.26
* P2 Security 4.0

Database Server Machine

* Microsoft SQL Server 2012  
  (Space required for schema: 500MB)

Client Machines

* Microsoft Internet Explorer 11 or  
  Google Chrome 36 or later

Note: We recommend that the latest version updates of any software is installed where possible to take advantage of improved functionality. Check the software’s release notes for any compatibility issues.

## Supplied Software

With this installation, the following items are present on the installation package. No other software is required from third party vendors.

Documents

* P2 Explorer Installation Guide
* P2 Explorer User’s Guide

Binaries

* P2 Explorer installer (Explorer.exe)

# Installation

This section describes the procedure for installing and configuring the P2 Explorer components, including the database.

## Fresh Installation

Installing P2 Explorer consists of the following steps:

1. Review the installation requirements.
2. Install the prerequisites.
3. Install P2 Explorer.
4. Update the configuration file.
5. Configure P2 Security.

These steps are described in the following sections.

### Step 1. Review Installation Requirements

1. Gather the required [Database Information](#_Database_Information) and [URLs](#_URLs).
2. Review the [software prerequisites](#_Software_Prerequisites).

### Step 2. Install Prerequisites

The following software is included in the P2 Explorer installation package and must be installed on the web server before installing P2 Explorer.

Install the following software:

1. ISS Log Viewer 2.0.26 or later (ISSLogViewerSetup.msi)

Note: Refer to the ISS Logger User's Guide for further information.

1. P2 Security 4.0

Note: You will only need to install this if it is not already installed on the network or you cannot access it. If already installed and you do have access, you will need to know the connection URL so you can correctly configure security in [Step 6](#_Step_6._Configure).

Refer to the P2 Security User's Guide for further information.

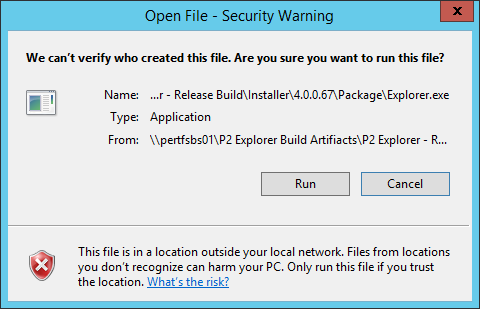
### Step 3. Install P2 Explorer

The P2 Explorer installer installs the Explorer software and database.

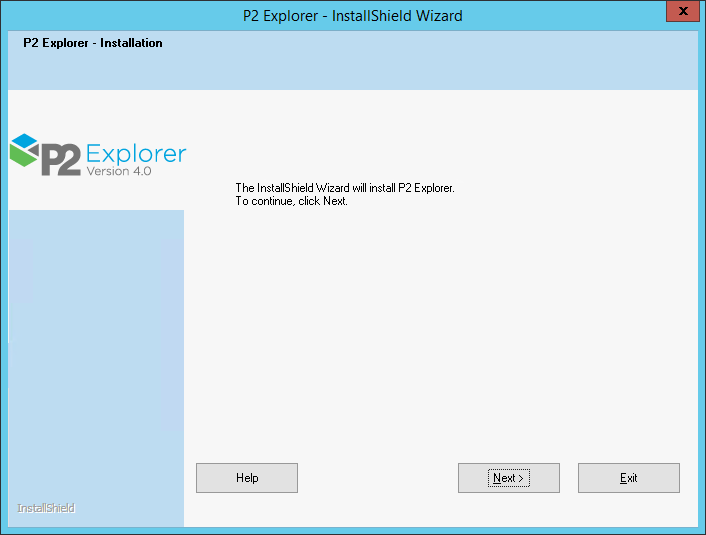
Note: You can install multiple instances of P2 Explorer on the one machine using the same installer. The installer must have administrative rights to the local machine.

To run the installer:

1. Double-click **Explorer.exe**.
2. At the Security Warning, click **Run**.

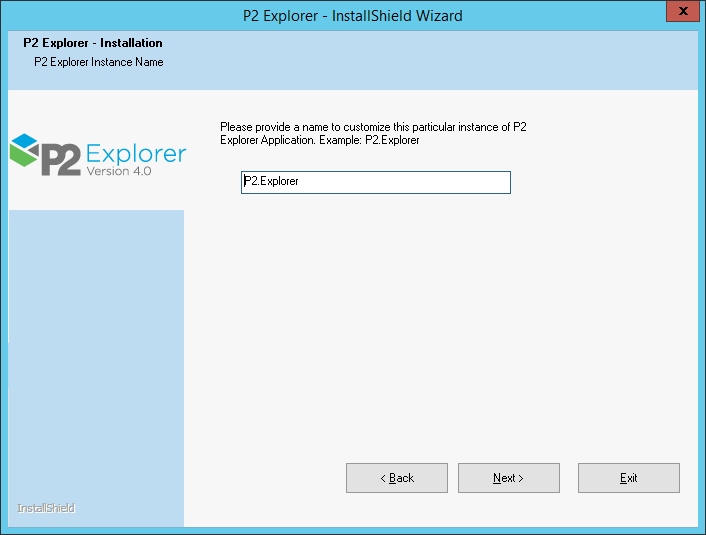


The InstallShield Wizard prepares the setup, and then displays the **Installation** page.



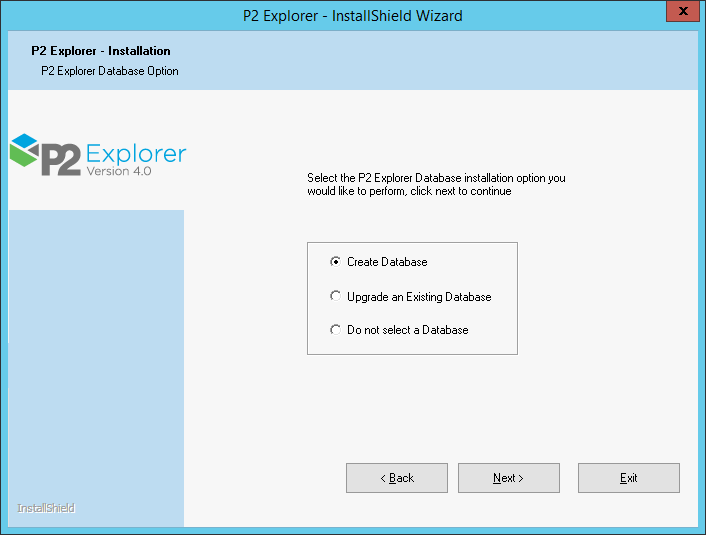
1. Click **Next**.
2. In the **P2 Explorer Instance Name** screen, type the name of the P2 Explorer instance.

This is the name of the directory that will be created in the destination folder when P2 Explorer is installed. Example: P2.Explorer.1



1. Click **Next**.

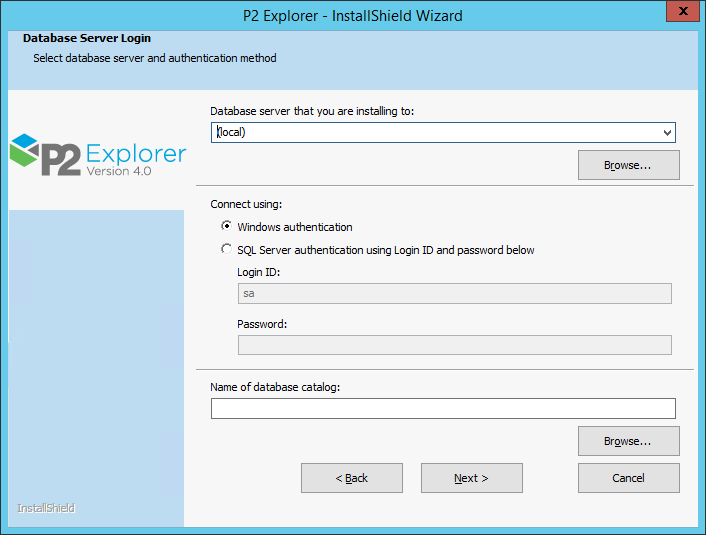
The **P2 Explorer Database Option** screen appears.



1. For fresh installations, choose **Create Database**, and then click **Next**.

Note: If you have chosen **Do not select a database**, you must manually create the database after installation. See [Appendix A](#_Appendix_A._Installing) for details.

The **Database Server Login** screen appears.



1. Specify the following (refer to [Database Information](#_Database_Information)):

**Database server you are installing to**:

Type in the name of the database server ; or

Select the name from the drop-down list. You can choose (local) if the database is to installed on the same machine as the web server; or

Click **Browse** to select the database.

**Connect Using**:

This is the authentication method used to log in to the database.

* + Windows authentication; or

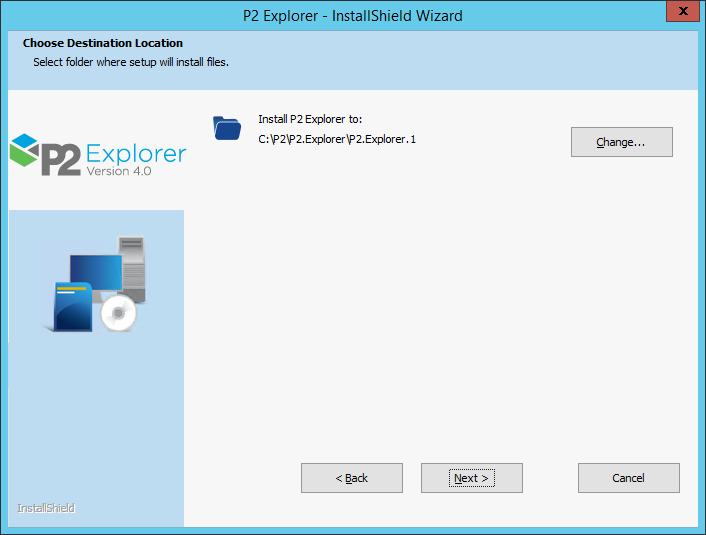
Note: If you choose Windows Authentication, you must manually update the password in the web.config file after installation, using the Password Encryption utility. See [Appendix A](#_Appendix_A._Installing) for details.

* + SQL Server authentication. If this is selected, provide the DBA user name and password.

**Name of database catalog**:

Type a name for the new catalog to be created.

1. Click **Next**.



By default, P2 Explorer installs to C:\P2\P2.Explorer\P2.Explorer.

The last folder will be named the same as the instance name specified in point 4 above.

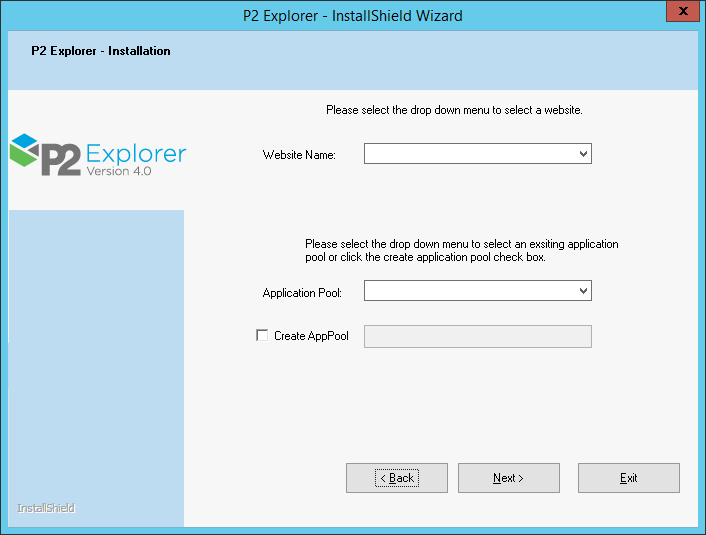
1. Click **Change** to select a different destination folder, if required.

Note: This will overwrite the instance name.

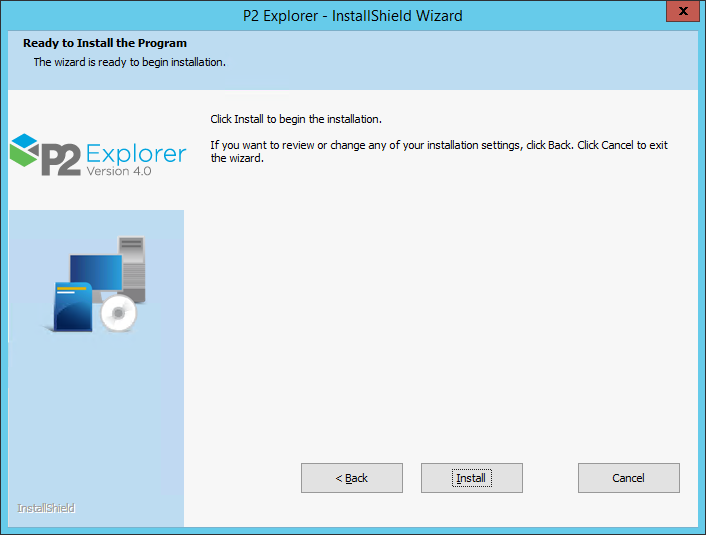
1. Click **Next**.
2. In the next screen, complete the following:

**Website Name**: Select the website from the drop-down list. E.g. Default WebSite.

**Application Pool**: Select an existing name from the drop-down list, or select the **Create AppPool** check box and type the name of a new application pool in the empty text box.



1. Click **Next**.



1. Click **Install**.

P2 Explorer installs. The installation will usually only take a few seconds.

1. When the installer has finished, click **Finish** to close the wizard.

File Directory Structure

When you install P2 Explorer, the following default file directory structure is created on your computer:

..P2

| P2.Explorer

| P2.Explorer \\ Instance name

### Step 4. Update the Configuration File

You will need to update the configuration file to connect to P2 Server and P2 Security. The **web.config** file is located (by default) at:

C:\P2\P2.Explorer

Note: If P2 Server is not yet installed, you should return to this step after P2 Server has been installed.

1. Using a text editor, open the **web.config** file.
2. Update the following settings, so that they match the P2 Server URLs listed in the [Required Information](#_URLs) section.

**ServerAPIUrl**: The URL used to connect to P2 Server.

**DataBrokerUrl**: The URL used to connect to the P2 Server Data Broker.

Example:

<server>

<add name="ServerAPIUrl" value="https://[servername]/P2.Server.API/api" />

<add name="DataBrokerUrl" value="https://[servername]/databrokerasync" />

</server>

1. Update the **SecurityServerUrl** to the correct URL for P2 Security, as listed in the [Required Information](#_URLs) section. Example:

<add name="SecurityServerUrl" value="https://[servername]/P2.Security.Connect/" />

1. Save and close the file.

### Step 5. Configure P2 Security

You will need to configure the appropriate security settings for objects in P2 Explorer. This is done using **P2 Security**. You can find detailed information on how to use P2 Security in the P2 Security User’s Guide.

1. Open P2 Security.

The URL will look something like this:

https://[servername]/P2.Security.Connect

1. Configure P2 Explorer to use P2 Security.
   1. Add the application to P2 Security, using the following URL:  
      https://[servername]/P2.Explorer/Service.svc

For instructions, refer to “Adding an Application” in the P2 Security User’s Guide.

* 1. Configure and map the required global roles.

This allows groups and users with those global roles to have the access privileges associated with the application roles.

For instructions, refer to “Managing Global Roles” in the P2 Security User’s Guide.

* 1. Configure object security for the application.

For instructions, refer to “Editing Object Privileges” in the P2 Security User’s Guide.

1. Configure user access.
   1. If required, add users to P2 Security.

For instructions, refer to “Adding, Editing, and Deleting a User” in the P2 Security User’s Guide.

* 1. Assign users to groups.

This allows the user to inherit the privileges assigned to the group.

For instructions, refer to “Assigning Users to Groups” in the P2 Security User’s Guide.

* 1. Assign users to global roles or assign groups to global roles.

This grants the user the privileges associated with the application (through the mapping of the global role to the application role). If the user has been assigned to a group, and the group has been assigned to a global role, you do not need to assign the user to a global role.

For instructions, refer to “Assigning Users to Global Roles” or “Assigning Groups to Global Roles” in the P2 Security User’s Guide.

P2 Explorer should now be correctly configured with appropriate security settings.

## Upgrading

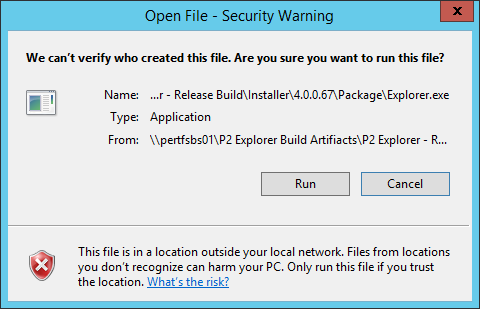
* Before upgrading, make sure you first back up your existing databases, web directories, and other customisations.

Note: You may install multiple instances of P2 Explorer on the same machine. If you wish to install a new instance using a new database, follow the instructions for [Fresh Installation](#_Fresh_Installation).

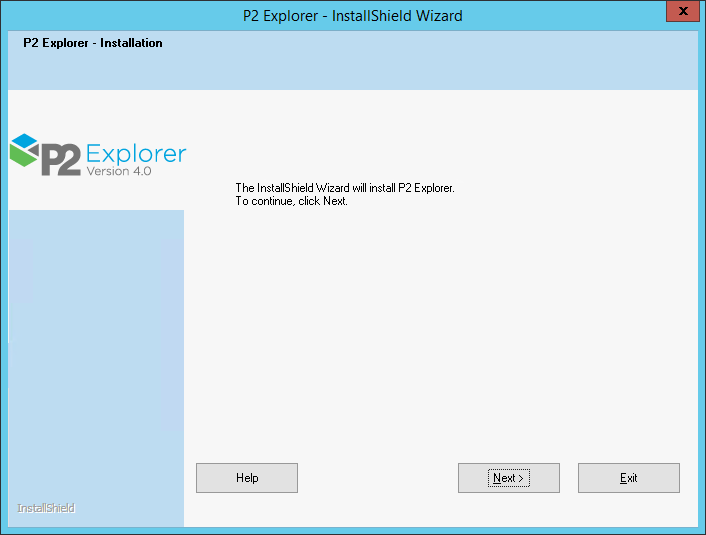
### Upgrade Procedure

This topic describes the procedure for upgrading an existing P2 Explorer database.

1. Back up the database and any modified configuration files found in the installation directory.
2. Obtain a new [license key](#_Licensing) and [install the software license](#_Step_3._Install) (see Step 3 above).
3. [Uninstall](#_Uninstall) the previous version of the software. You can do this using the new installer.
4. After the software has been uninstalled, run the installer again (double-click **Explorer.exe**).
5. At the Security Warning, click **Run**.

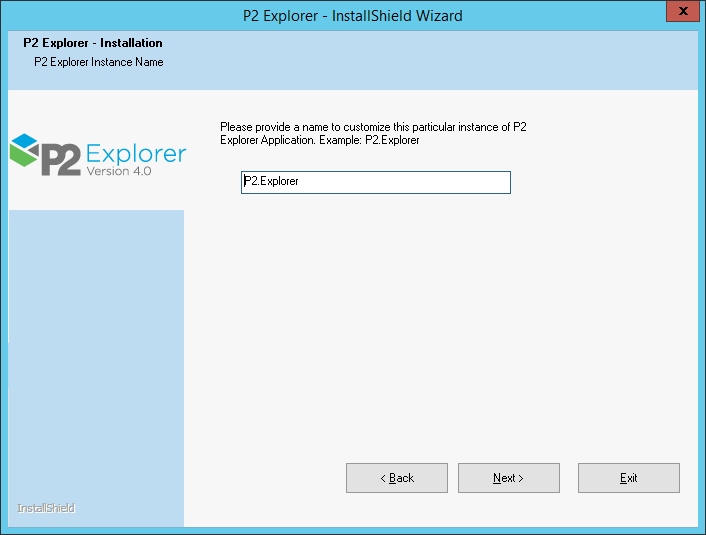


The InstallShield Wizard prepares the setup, and then displays the **Installation** page.



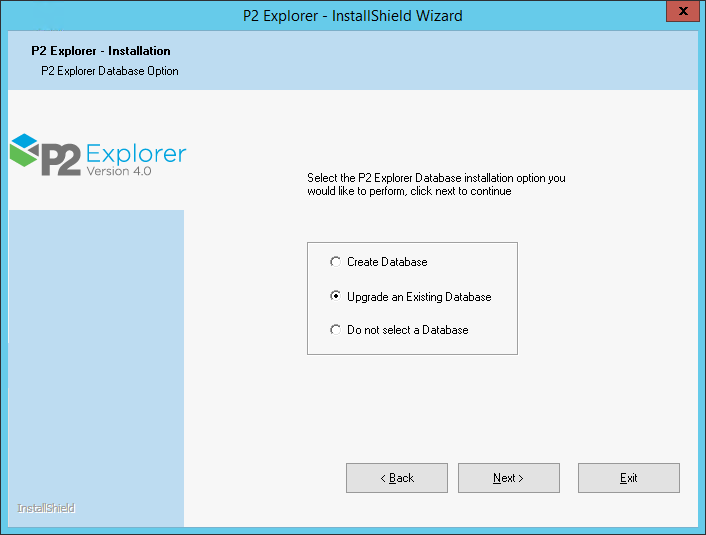
1. Click **Next**.
2. In the **P2 Explorer Instance Name** screen, type the name of the P2 Explorer instance.

This is the name of the directory that will be created in the destination folder when P2 Explorer is installed.



1. Click **Next**.

The **Installation Options** screen appears.



The options are:

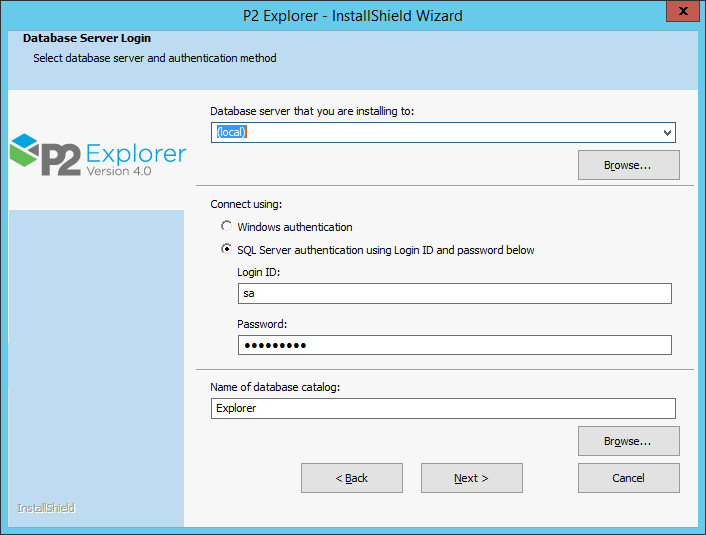
**Create a database**: Select this option to create a new database for this version of the software. This option allows you to install multiple instances of the software alongside each other.

**Upgrade an existing database**: Select this option if you want to perform a standard upgrade, which will install the new version of the software and allow you to specify the database settings at the same time.

**Do not select a database**: Select this option if you want to install the new version of the software, but you do not have DBA privileges for updating the database. Another user can then make the required database changes at a later time.

1. For standard upgrades, choose **Existing Database**, and then click **Next**.

The **Database Server Login** screen appears.



1. Specify the following (refer to [Database Information](#_Database_Information)):

**Database server you are installing to:**

Type in the name of the existing database; or

Select the name from the drop-down list. You can choose (local) if the database is to installed on the same machine as the web server; or

Click **Browse** to select the database.

**Connect Using:**

This is the authentication method used to log in to the database.

* + Windows authentication; or

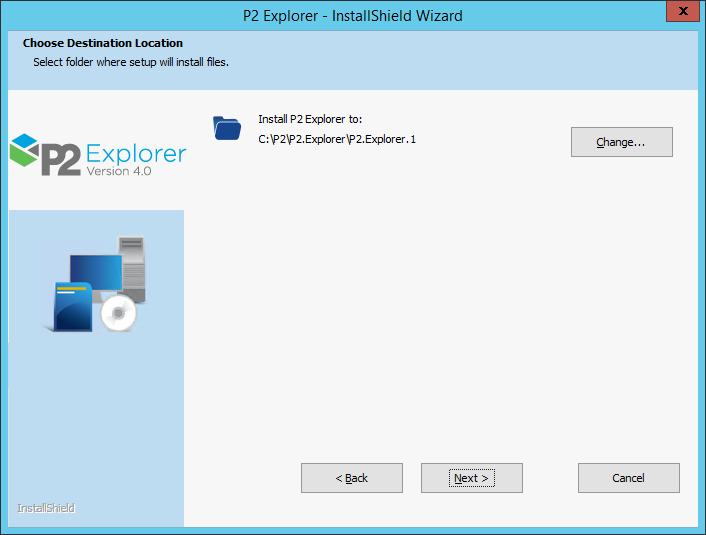
Note: If you choose Windows Authentication, you must manually update the password in the web.config file after installation, using the Password Encryption utility. See [Appendix A](#_Appendix_A._Installing) for details.

* + SQL Server authentication. If this is selected, provide the DBA user name and password.

**Name of database catalog:**

Type the name of the existing catalog, or click **Browse** to choose one from a list. If you type a name that is different to the existing database catalog, a new database will be created.

1. Click **Next**.



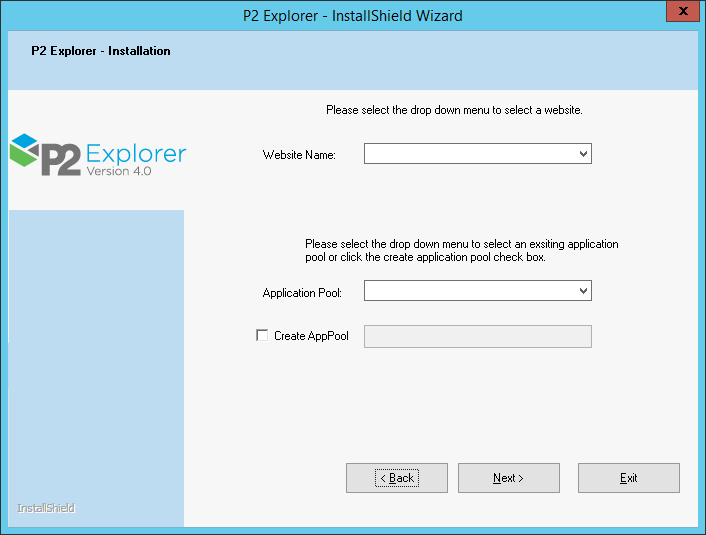
By default, P2 Explorer installs to C:\P2\P2.Explorer\.

The last folder will be named the same as the instance name specified above.

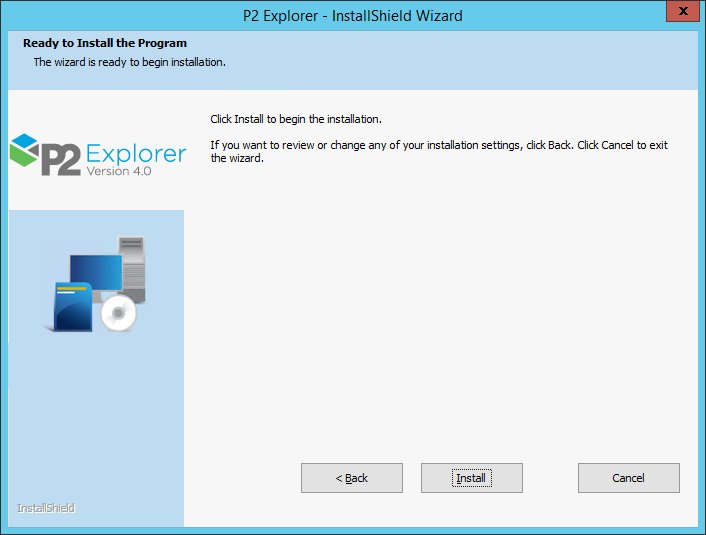
1. Click **Change** to select a different destination folder, if your previous installation was on a different path.
2. Click **Next**.
3. In the next screen, complete the following.

**Website Name**: Select the website from the drop-down list. E.g. Default WebSite.

**Application Pool**: Select an existing name from the drop-down list, or select the **Create AppPool** check box and type the name of a new application pool in the empty text box.

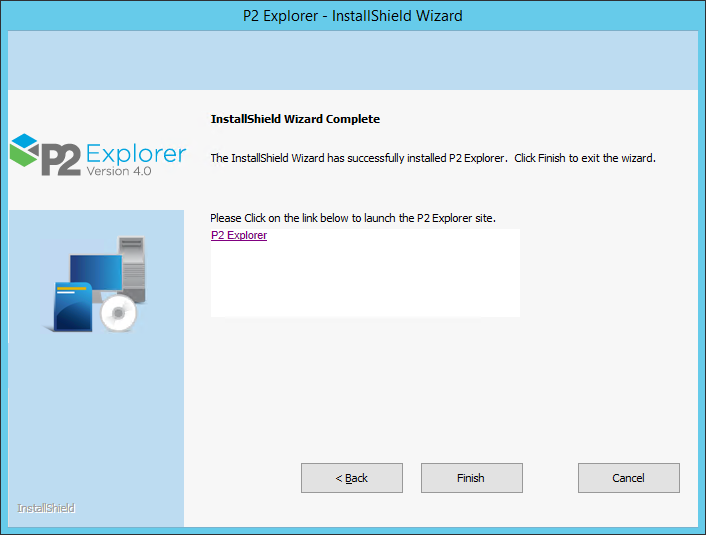


1. Click **Next**.



1. Click **Install**.

P2 Explorer installs. The installation will usually only take a few seconds.



1. When the installer has finished, click the **P2 Explorer** link to launch P2 Explorer.
2. Click **Finish** to close the wizard.
3. [Connect to P2 Server](#_Step_5._Connect).
4. Check your settings for [P2 Security](#_Step_6._Configure).

You should not need to change anything, but be aware of any new objects that may appear.

### Rollback Procedure

1. [Uninstall P2 Explorer](#_Uninstall).
2. [Install the previous version of P2 Explorer](#_Upgrade_Procedure).
3. Restore the database from backup.
4. Restore the configuration files from backup.

## Launching the Application

To open the application, open a browser and navigate to the following URL:

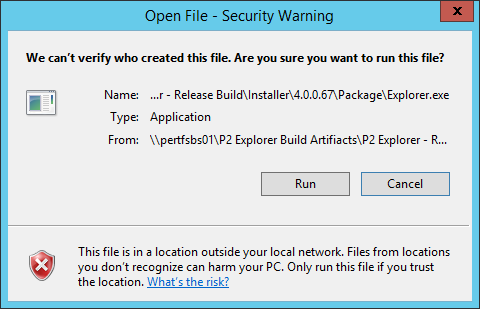
* https://[servername]/P2.Explorer

## Uninstall

After you have run the **Explorer.exe** installer, running this again offers you the options of changing your installation, repairing your installation, and removing your installation.

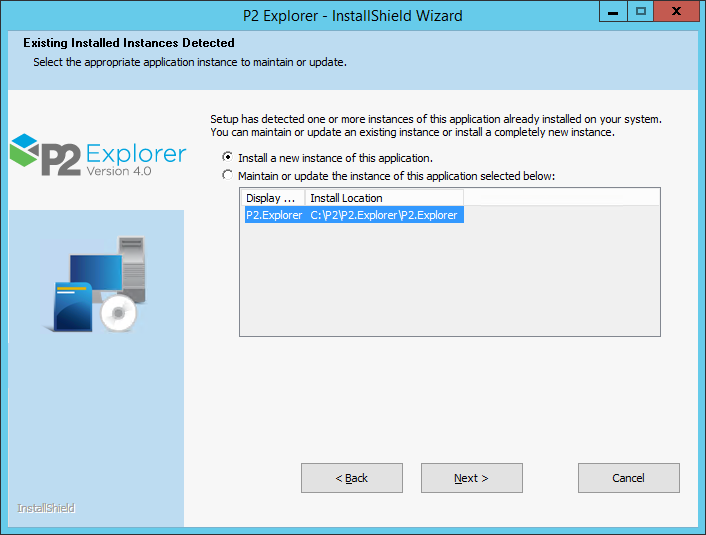
To run the installer:

1. Double-click **Explorer.exe**.
2. At the Security Warning, click **Run**.



The InstallShield Wizard prepares the setup, and then displays the **Existing Installed Instances Detected** screen.

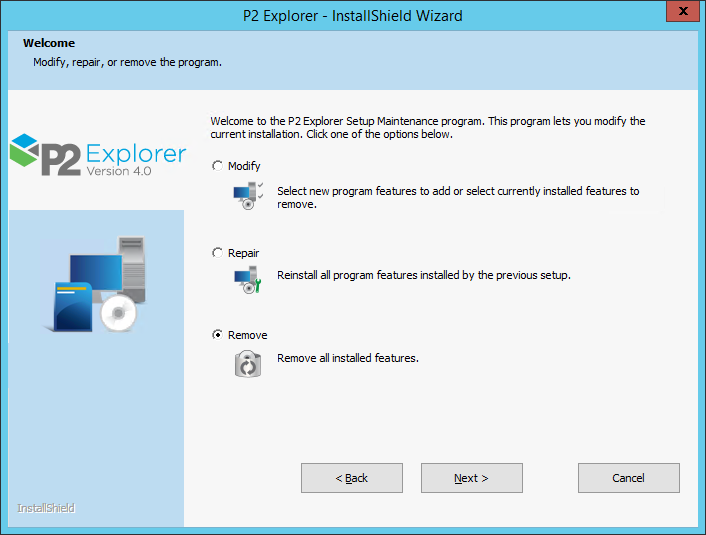
Note: You can bypass the InstallShield wizard through the **Program Features** utility (Start > Control Panel > Programs and Features). Double-click **P2 Explorer** in the list of installed programs to completely remove the application.



1. Select the “**Maintain or update**” option, and then select the instance that you want to uninstall.
2. Click **Next**.

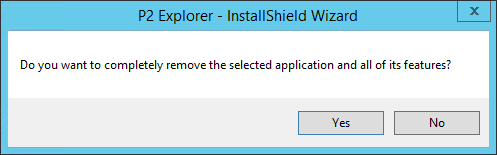
InstallShield prepares the setup and displays a welcome screen.

The following options appear:



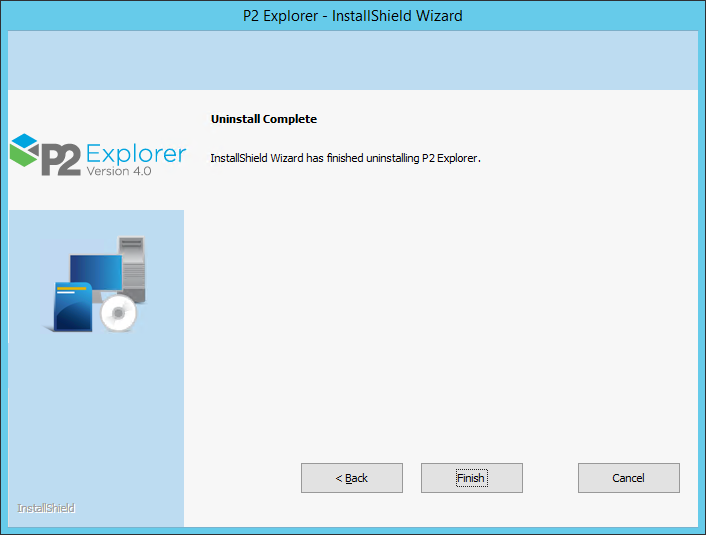
* + **Modify**: The Modify option allows you to change the installed components. Since the Explorer installation requires a complete installation of all components, this option is not applicable.
  + **Repair**: Repair allows you to fix any errors that may have occurred in the most recent installation. It fixes missing and corrupt files, shortcuts, and registry entries.
  + **Remove**: Remove allows you to remove P2 Explorer and all associated files and features from your computer. You should not do this until you have spoken to P2 Customer Support.

1. To uninstall P2 Explorer, select **Remove** and then click **Next**.



1. At the confirmation prompt, click **Yes**.

The InstallShield wizard removes P2 Explorer.



1. When the uninstall has been completed, click **Finish**.

Note: The installer will not remove the Explorer database. If you want to remove the database, you must do this manually using the appropriate database tool.

# Appendix A. Installing the Database Manually

If you chose to not create or update a database during installation, you should use the SQL script provided in the installation directory to do the update/create manually. This must be done by a user with DBA create privileges on the database.

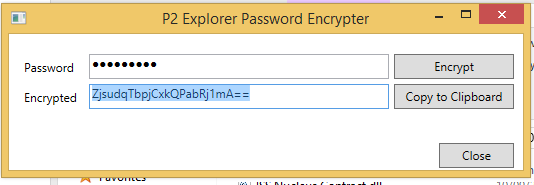
1. Locate and run the database script: C:\P2\P2.Explorer\scripts

After running the SQL script, you need to manually update the database username and password in the configuration file. The password must be an encrypted password.

1. To generate an encrypted password, use the P2 Explorer Password Encrypter utility, located in the bin directory of your installation folder.

C:\P2\P2.Explorer\bin

* 1. In the P2 Explorer Password Encrypter utility, type your password into the Password field.
  2. Click the **Encrypt** button.
  3. Highlight the generated password in the **Encrypt** field, and click **Copy to Clipboard**.
  4. Click **Close**, to close the utility.



You now need to manually update the database username and password in the **web.config** file.

1. Using a text editor, open the **web.config** file, located at: C:\P2\P2.Explorer
2. Copy the encrypted password from the clipboard, to the password parameter in the connection string:

<connectionStrings>

<add name="ExplorerContainer" connectionString="metadata=res://\*/Data.Explorer.csdl|res://\*/Data.Explorer.ssdl|res://\*/Data.Explorer.msl;provider=System.Data.SqlClient;provider connection string=&quot;data source=persql2012\CADILLAC;initial catalog=Explorer;persist security info=True;user id=sa;**password**=ZjsudqTbpjCxkQPabRj1mA==;MultipleActiveResultSets=True;App=EntityFramework&quot;" providerName="System.Data.EntityClient"/>

</connectionStrings>

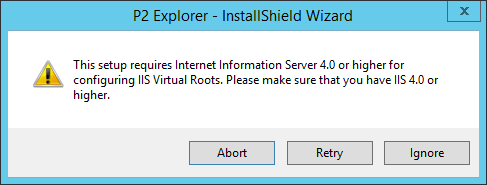
1. Save and close the web.config file.

# Appendix B. Troubleshooting

This section describes some problems that may occur during installation, and how to resolve them.

Problem: P2 Explorer fails to install

**Description**: After clicking Install on the last page pf the installer, the installation process is interrupted with a warning stating that IIS 4.0 or higher is required.

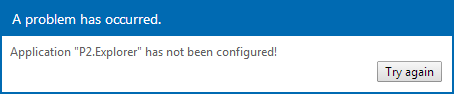


**Cause**: IIS has not been properly configured.

**Resolution**: To resolve this, refer to [Appendix B](#_Appendix_B._How).

Problem: P2 Explorer does not work

**Description**: After logging in to Explorer for the first time, a message appears stating that the application has not been configured.



**Cause**: Some settings have not been properly configured in the web.config file.

**Resolution**: To resolve this:

1. Open the **web.config** file located in the installation directory (C:\P2\wwwrootssl\P2.Explorer).
2. Make sure the following settings are correct:

<section name="Default">

<setting name="Application Name" type="String" value="P2 Explorer"/>

<setting name="Security Server Url" type="String" value="https://cadrondev01.petroleumplace.com:44444/P2.Security.Connect/"/>

…

</section>

<!-- Security Module -->

<section name="Security HTTP Module">

…

<setting name="Security Server Url" type="String" value="https://cadrondev01.petroleumplace.com:44444/P2.Security.Connect/"/>

…

</section>

<section name="Security">

<setting name="Application Name" type="String" reference="/Default/Application Name" **value="**P2 Explorer**"**/>

…

</section>

<!-- Providers -->

<section name="Web Provider">

…

<setting name="Security Server Url" type="String" value="**https://cadrondev01.petroleumplace.com:44444/P2.Security.Connect/**" />

…

</section>

<instance name="Security">

<section name="Web">

<setting name="Url" type="String" value="https://cadrondev01.petroleumplace.com:44444/P2.Security.Connect/"/>

</section>

<appSettings>

…

<add key="Application Name" value="P2 Explorer - Dev"/>

…

</appSettings>