



MeltView 2 Installation Guide

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MeltView 2 Installation Guide
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1 Introduction

MeltView 2 Software—developed by Stanford Research Systems (SRS)—provides a set of applications to control SRS Optimelt instruments (MPA100) and to manage its data. The MeltView 2 Software comes in 2 editions: *MeltView 2* (free) and *MeltView 2 Pro*. The *MeltView 2* edition runs as a stand-alone software in a file-based environment, whereas the *MeltView 2 Pro* edition operates in a client-server model in conjunction with a database server. Only the *MeltView 2 Pro* edition supports FDA 21 CFR Part 11. As its model suggests, the *MeltView 2 Pro* installation consists of 2 parts: a database server, and one or more clients.

The sections that follow provide information about using the installers:

- How to satisfy hardware requirements and software prerequisites before installing MeltView 2 Software as well as restrictions and recommendations of the installation.
- Step-by-step instructions explaining the installation options available with the setup wizard.
- Detailed information about uninstalling MeltView 2 Software.

1.1 Typographical Conventions Used in this Guide

Certain typographical conventions are used in this manual to clarify the meaning and usage of various commands, statements, programs, examples, etc. This section provides a summary of these conventions.

In the following descriptions a term refers to any word or group of words that are language keywords, user-supplied values, literals, etc. A term's exact meaning depends upon the context in which it is used.

- *Italic font* introduces a new term, typically, in the sentence that defines it for the first time.
- Fixed-width (mono-spaced) font is used for terms that must be given literally such as commands, keywords.
- Square brackets [] denote that the enclosed term may be substituted. For example, [a], means choose "a" or none.

1.2 Installer Files

MeltView 2 Software installers include following files:

- **MeltView 2 Pro Edition** (supports FDA 21 CFR Part 11):
 - MeltView-<version>-Pro-server-x64.exe
 - This installer provides installation of PostgreSQL database server and set up the database to use with MeltView 2 Pro client applications.
 - Requires one installation for the whole system.
 - This installer is available for 64-bit platforms only.
 - Refer to section [Installing MeltView 2 Pro Server](#) for installation instruction.
 - MeltView-<version>-Pro-client[-x64].exe
 - This installer installs MeltView 2 Pro client applications. Besides being able to acquire data from SRS Optimelt instruments, it uses a database to manage users, to keep track of data, to sign-off on data, and to track changes with the audit trail.
 - The software gives a number of data acquisition trials. After that, a license is required to acquire more data on the same instrument. Contact SRS Sales for more information on the licensing.
 - Can be installed on multiple computers on the local network.
 - The installer is available for 32-bit and 64-bit platforms.
 - Read the [Software Installation Restrictions](#) for more information before installing this file.
 - Refer to section [Installing MeltView 2 Pro Client](#) for installation instruction.
- **MeltView 2 Edition**
 - MeltView-<version>[-x64].exe
 - This installer installs MeltView 2 stand-alone applications which operate in a file-based environment. It DOES NOT support FDA 21 CFR Part 11. There's no user information, and data tracking is limited.
 - The installer is available for 32-bit and 64-bit platforms.
 - Refer to section [Installing MeltView 2 \(Free Edition\)](#) for installation instruction.

2 Requirements Overview

2.1 Supported Platforms

The MeltView 2 Software has been tested to work on following platforms:

- 32-bit & 64-bit Windows:
Windows 7 SP1, 8.1, and 10.

2.2 Hardware Requirements

The following installation requirements assume you have selected the default options during the installation process. The minimum hardware required to install and run

- MeltView 2 Pro client or MeltView 2 stand-alone applications
 - 1 GHz processor
 - 1 GB of RAM
 - 128 MB of HDD
- MeltView 2 Pro server (via PostgreSQL database)
 - 1 GHz processor
 - 2 GB of RAM
 - 512 MB of HDD

Please note that additional disk space is required for data or supporting components.

2.3 Software Prerequisites

User Privileges

The MeltView 2 Software installers require administrator privileges to run on Windows. If you are installing from a non-admin account, you can assume sufficient privileges to invoke the installer by right clicking on the name of the installer and selecting `Run as administrator` from the context menu. If prompted, enter an administrator password to continue.

Windows-specific Software Requirements

Make sure to apply Windows updates before invoking the installers. If (during the installation process) the installer encounter errors, exit the installation, and ensure that your version of Windows is up-to-date before restarting the installer.

2.4 Software Installation Restrictions

The following restrictions apply only if you install MeltView 2 Pro *server* and MeltView 2 Pro *client* applications on a same system.

If you install MeltView 2 Pro server (via PostgreSQL database) and MeltView 2 Pro client applications on a same system, the installing platform architecture must match, either both 32-bit or 64-bit. For example:

- If you have an existing 32-bit PostgreSQL installed on your system, you must install MeltView 2 Pro client applications using the 32-bit installer file `MeltView-<version>-Pro-client.exe`. Or if you have an existing 64-bit PostgreSQL installed, then you must use the 64-bit installer file `MeltView-<version>-Pro-client-x64.exe`.
- If you installed MeltView 2 Pro server using the 64-bit installer `MeltView-<version>-Pro-server-x64.exe`, you must use the 64-bit installer `MeltView-<version>-Pro-client-x64.exe` to install the MeltView 2 Pro client applications. It's required only if they both are installed on a same system.

2.5 Software Installation Recommendations

The following recommendations are suggested for MeltView 2 Pro, the edition that supports FDA 21 CFR Part 11.

The goal of the recommended system setup is to protect the data from unauthorized access. In MeltView 2 Pro setup, the data is kept under the data directory of PostgreSQL database server—the software that powers the MeltView 2 database. Therefore, to secure MeltView's data, it is necessary to keep the PostgreSQL's data directory out of reach of unauthorized users.

If you choose to install MeltView 2 Pro server and MeltView 2 Pro client applications on a same machine, it is recommended to install both of them on a Windows' administrator account where a regular user doesn't have direct access to the database's data directory. Protect your Windows' account with a password. The regular users, who have only standard privileges and log in from a separate account, can run the MeltView 2 Pro client applications from their account. The MeltView 2 Pro client applications will use local host IP address `127.0.0.1` to connect to the MeltView 2 Pro server.

It is considered a secure setup if you install MeltView 2 Pro server on a dedicated machine and keep the database's data directory secure. Protect your Windows' account with a password. Regular users will connect to the MeltView 2 Pro server using the server's IP address.

3 Installing MeltView 2 Pro

MeltView 2 Pro operates in a client-server model. Installation of MeltView 2 Pro consists of 2 parts:

- MeltView 2 Pro *server* – requires 1 server for the whole system.
- MeltView 2 Pro *client* – can be installed on multiple computers on the local network.

The following figure shows an overview of the system available in MeltView 2 Pro edition:

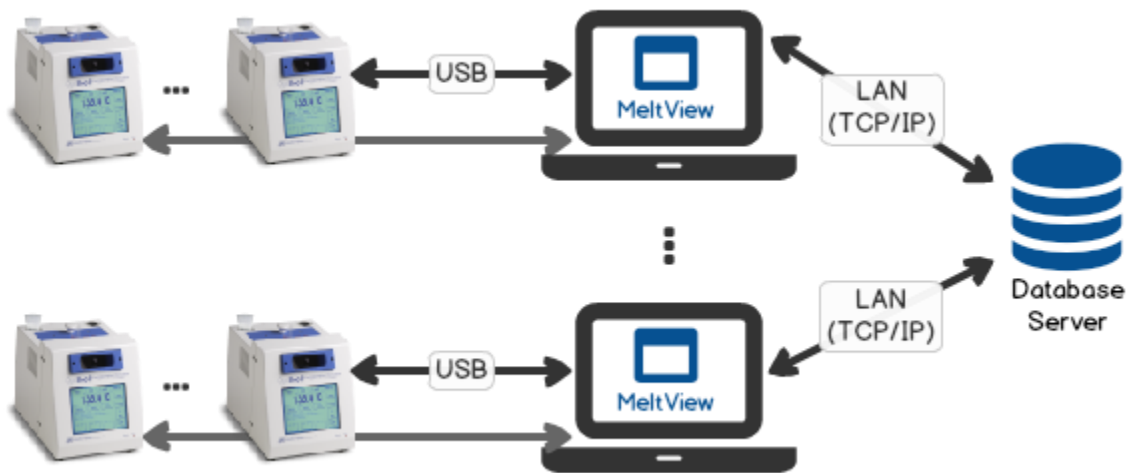


Figure 3.1 – System overview available in MeltView 2 Pro edition.

3.1 Installing MeltView 2 Pro Server

The installer for MeltView 2 Pro server provides a graphical installation wizard that lead you through the installation process. When all the information is collected, the setup wizard will perform an installation based on the selections made.

The `MeltView-<version>-Pro-server-x64.exe` installer is available for download from SRS's website at:

<https://thinksrs.com/downloads/soft.html>

To perform an installation using the graphical installation wizard, you must have administrator privileges. To start the installation wizard, double-click the installer file; if prompted, provide a password.

Note that in some versions of Windows, you can invoke the installer with Administrator privileges by right clicking on the installer file and selecting `Run as Administrator` from the context menu.

On a Windows system, open File Explorer and navigate to the directory in which the installer resides. Invoke the installer by double-clicking the file:

```
MeltView-<version>-Pro-server-x64.exe
```

On systems that enable *User Account Control* (UAC) notification, you may see a confirmation dialog box such as Figure 3.1.1.

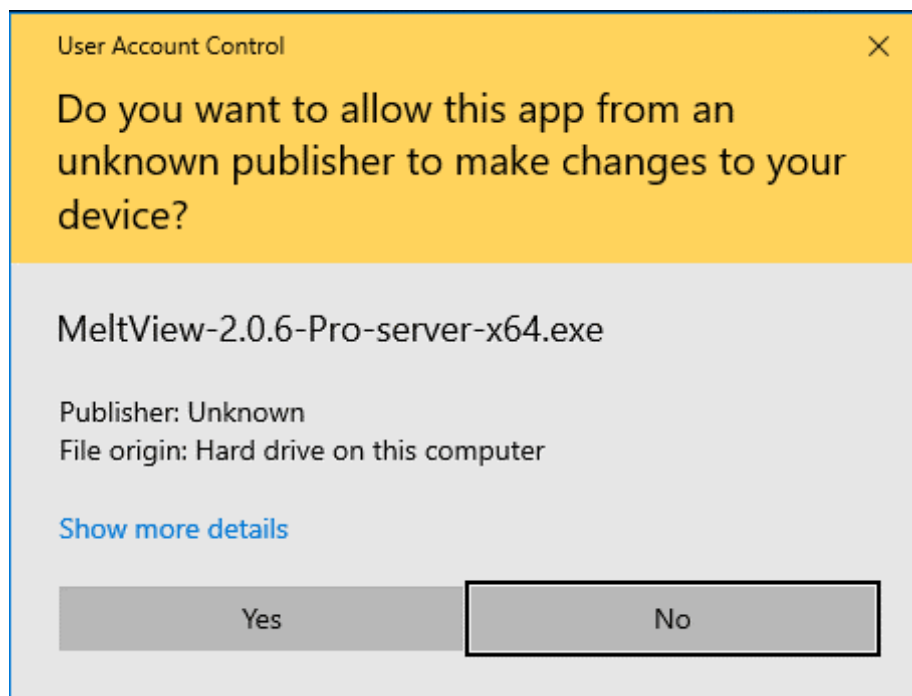


Figure 3.1.1 – User Account Control confirmation dialog

Click on `Yes` to continue. The setup wizard will open as shown in Figure 3.1.2



Figure 3.1.2 – Welcome dialog box.

Click Next to continue. The License Agreement window opens as shown in Figure 3.1.3.

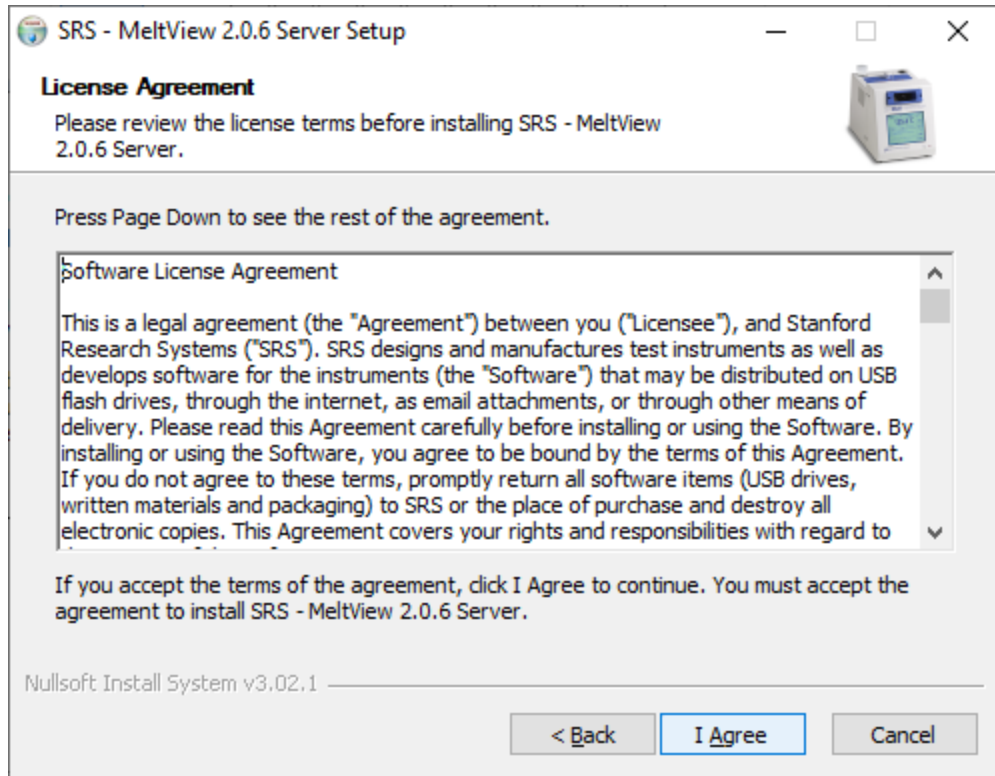


Figure 3.1.3 – The License Agreement dialog box.

Review the Software License Agreement and click I Agree to proceed to next step. The Choose Components (Figure 3.1.4) opens.

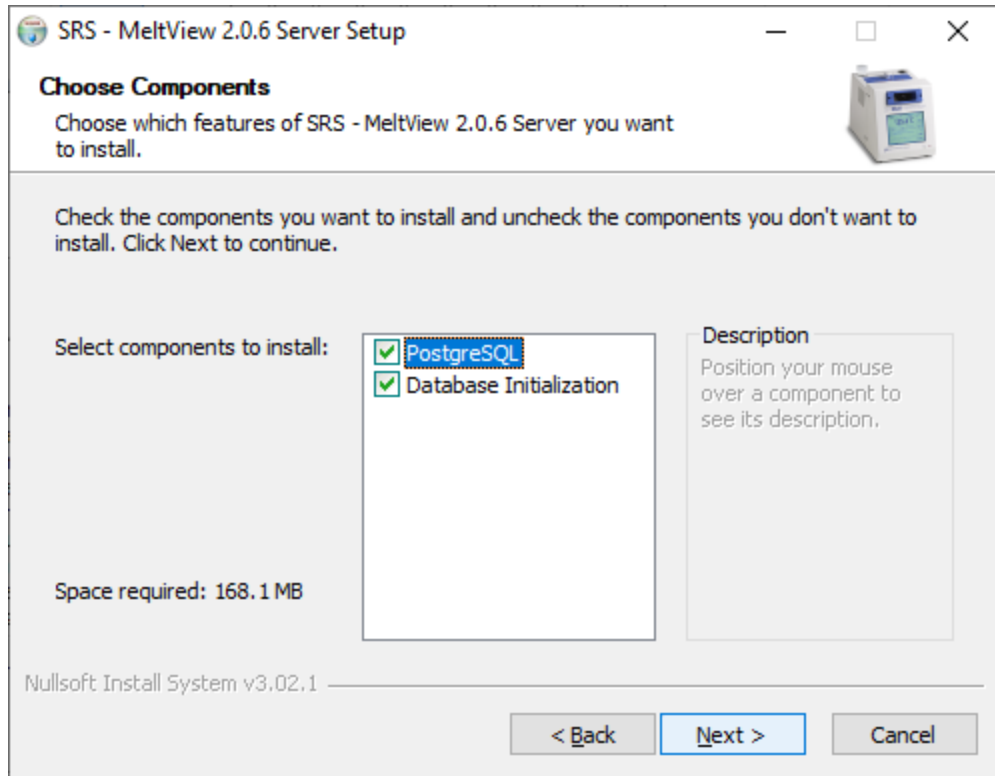


Figure 3.1.4 – The Choose Components dialog box.

Use options on the Choose Components dialog box to select which software components will be installed. Select:

- The PostgreSQL component to install the PostgreSQL database server version 10.6. Further required information will be prompted. You can skip this component if you previously install a same PostgreSQL database server.
- The Database Initialization component to set up a database schema to work with the MeltView 2 Pro client applications. You can rerun the installer to select only this component to reinitialize the database. Please note that all existing data will be lost if you select to run this component. Running this component alone requires an existing PostgreSQL database server running.

Click Next to go to the next step. Follow the steps of [Installing PostgreSQL Component](#) if you select PostgreSQL component (and optionally Database Initialization). These 2 components are selected by default. Skip to [Installing Database Initialization Component Only](#) if you select Database Initialization only.

3.1.1 Installing PostgreSQL Component

Following steps apply if you select to install PostgreSQL database. Any existing PostgreSQL database server must be stopped before continuing.

The `Installation Directory` dialog box (Figure 3.1A.1) opens next.

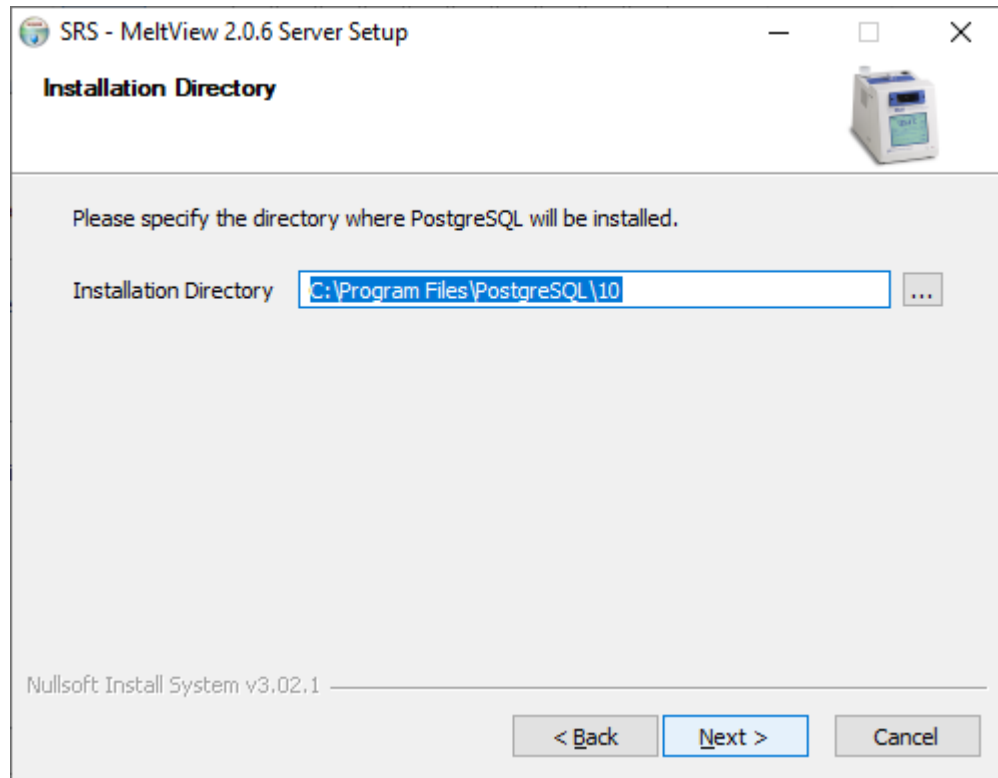


Figure 3.1A.1 – The Installation Directory dialog box.

Accept the default installation directory, or specify an alternate location and click `Next` to continue.

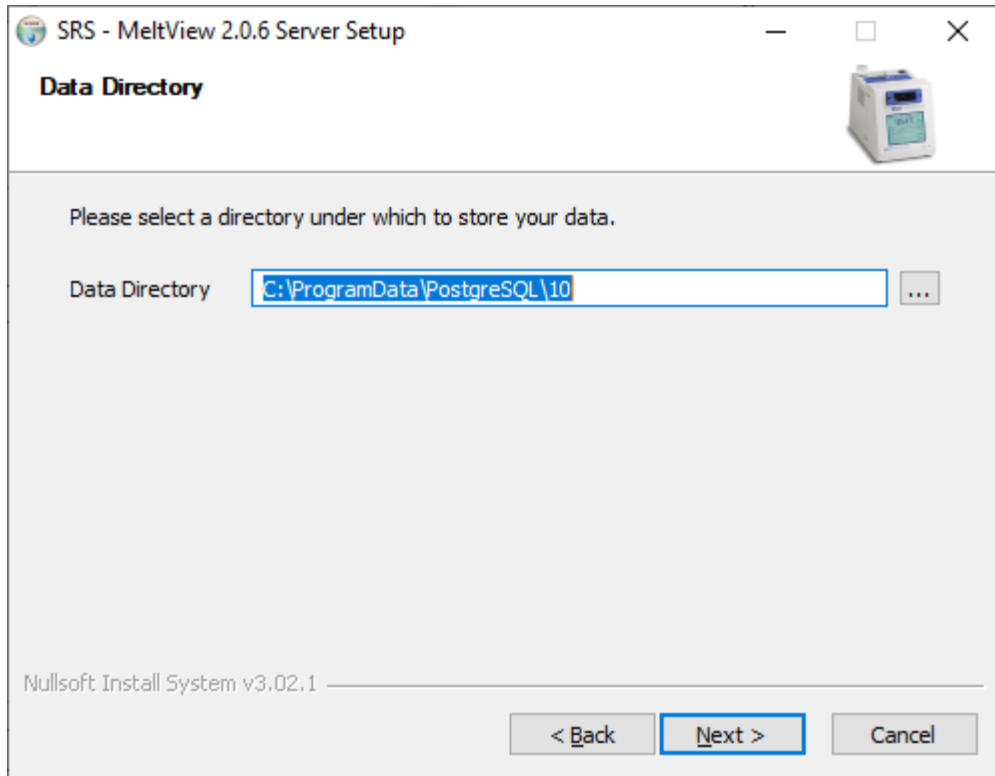


Figure 3.1A.2 – The Data Directory dialog box.

The `Data Directory` dialog box opens as shown in Figure 3.1A.2. Accept the default data directory, or specify the location where you want to store your database data. To keep the data secure, the location should only be accessible by the administrator.

Click `Next` to continue. The `Server Port` dialog box (Figure 3.1A.3) opens.

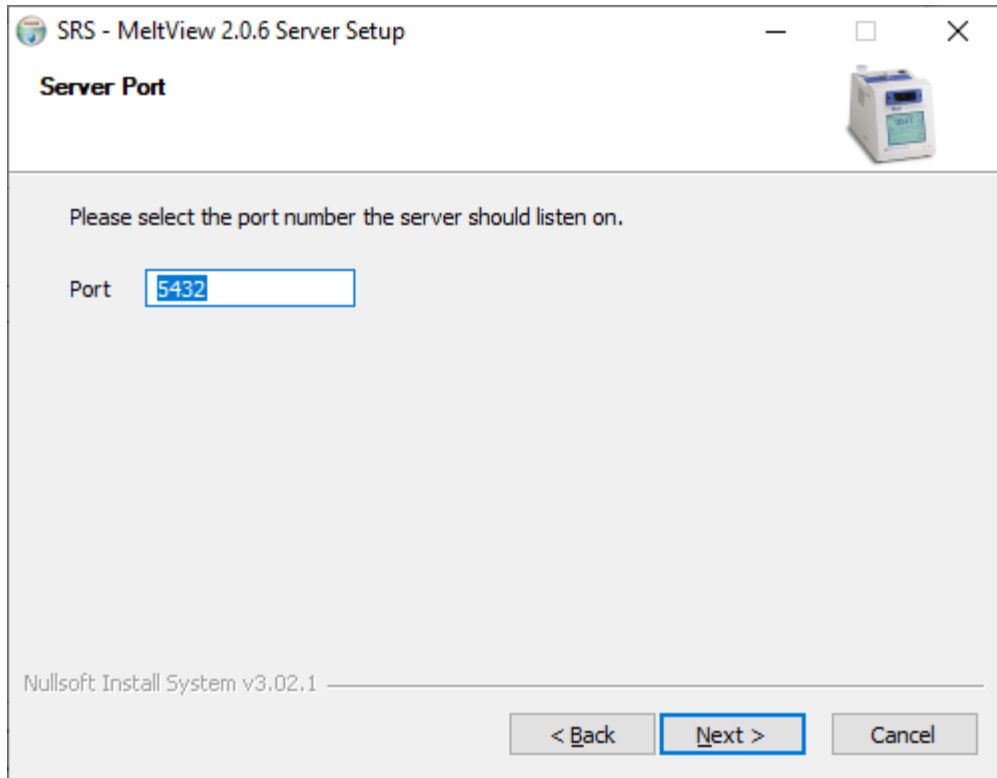


Figure 3.1A.3 – The Database Server Port dialog box.

Specify the port the database server should listen on, or accept the default port and click `Next` to continue. The `Superuser Account` dialog box (Figure 3.1A.4) opens.

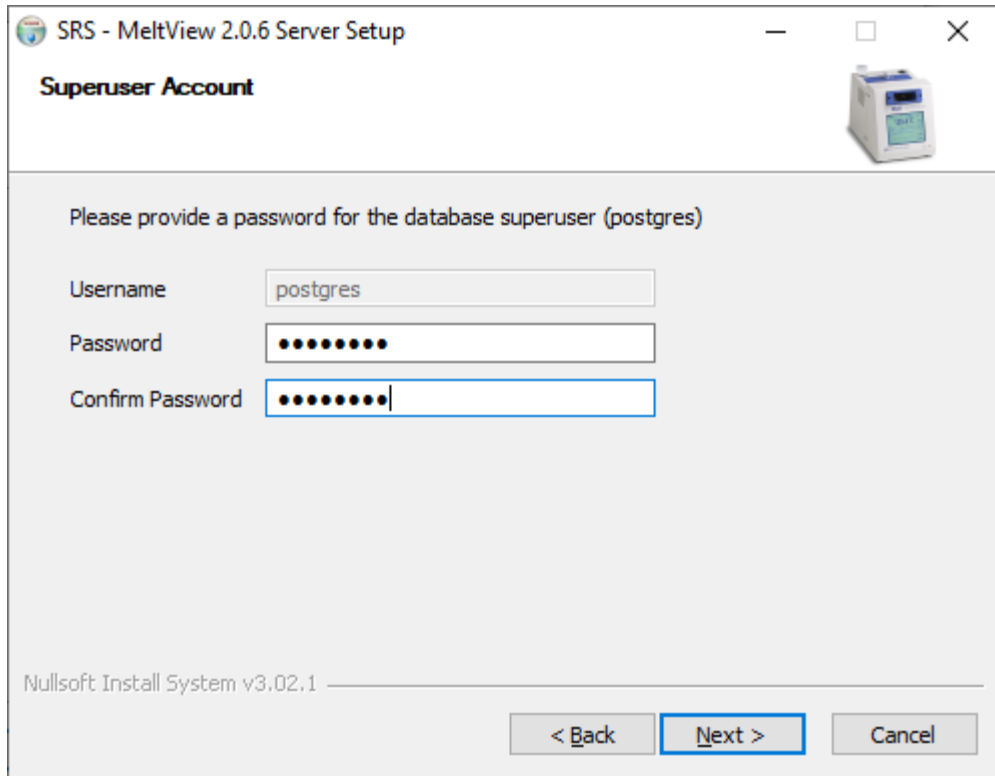


Figure 3.1A.4 – The Superuser Account dialog box.

Provide the password for the default superuser account `postgres`. The superuser has all privileges to access and manage the database system therefore the superuser account should not be shared openly. **Please note that even though `postgres` account can access the database server using PostgreSQL tools, you can't use it to log into MeltView 2 Pro client applications. It's used for background operations only.**

PostgreSQL uses the specified password for both the database superuser and the PostgreSQL service account. PostgreSQL runs as a service, namely `postgresql-x64-10`, in the background.

Confirm the password and click `Next` to continue to `Pre-Installation Summary` dialog box (Figure 3.1A.5)

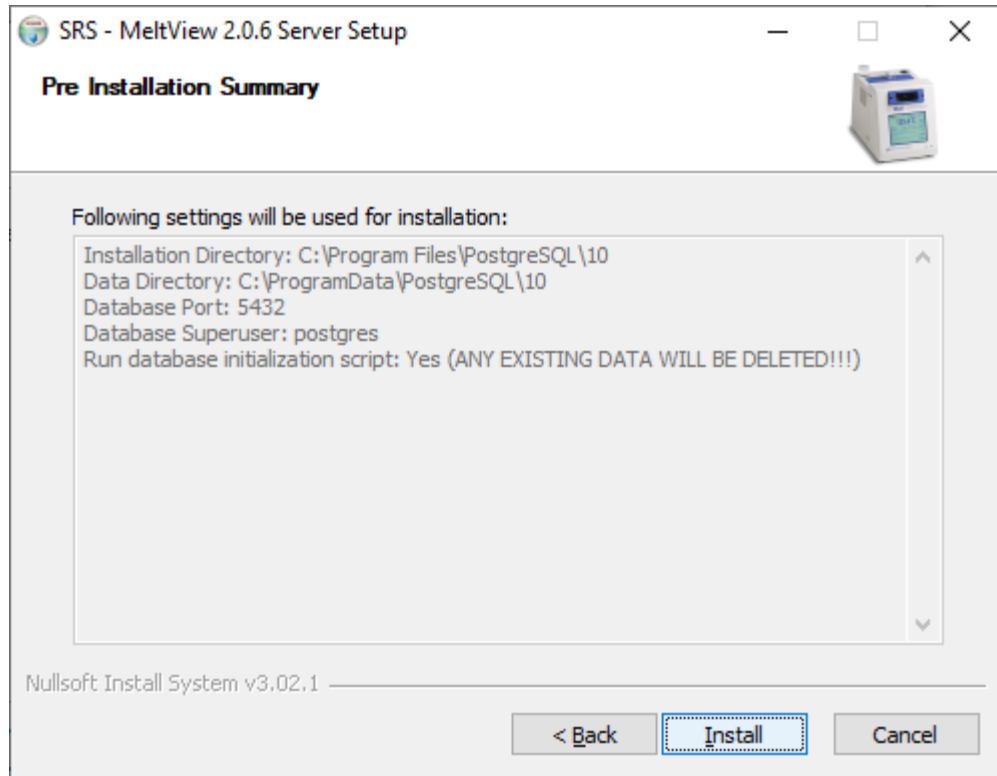


Figure 3.1A.5 – The Pre-Installation Summary dialog box.

The summary shows the selection you have provided. The summary shown on Figure 3.1A.5 includes the Database Initialization option.

Review your selection and click `Install` to start installing the components. The installer will install components based on your selection. The `Installing` dialog box (Figure 3.1A.6) shows the progress of the installation.

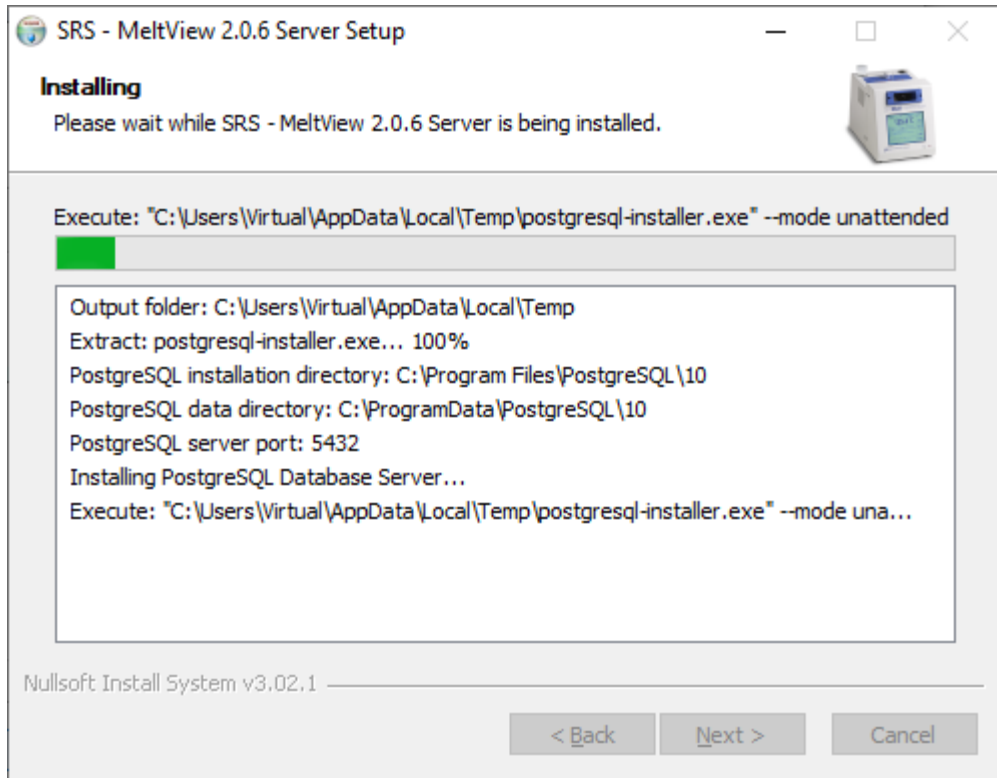


Figure 3.1A.6 – The Installing dialog box.

The Figure 3.1A.7 & Figure 3.1A.8 show the components and progress for PostgreSQL installation. These components are skipped if you select Database Initialization component only.

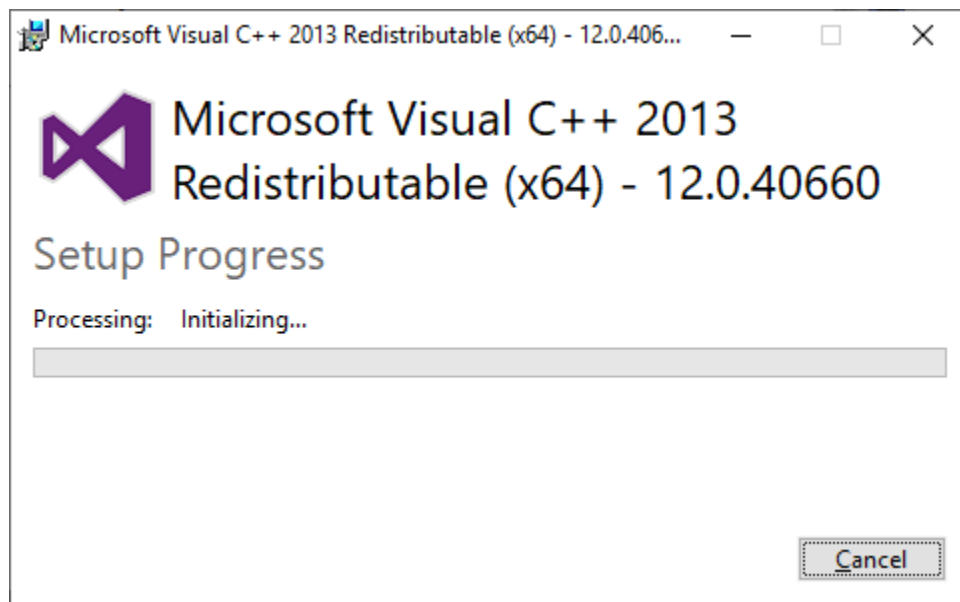


Figure 3.1A.7 – The PostgreSQL's required component.

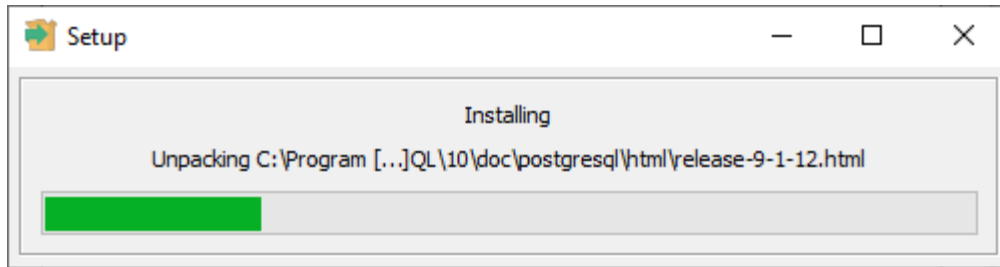


Figure 3.1A.8 – The PostgreSQL installing progress.

If the installation completes without errors, you would see the `Installation Complete` dialog box as shown on Figure 3.1A.9.

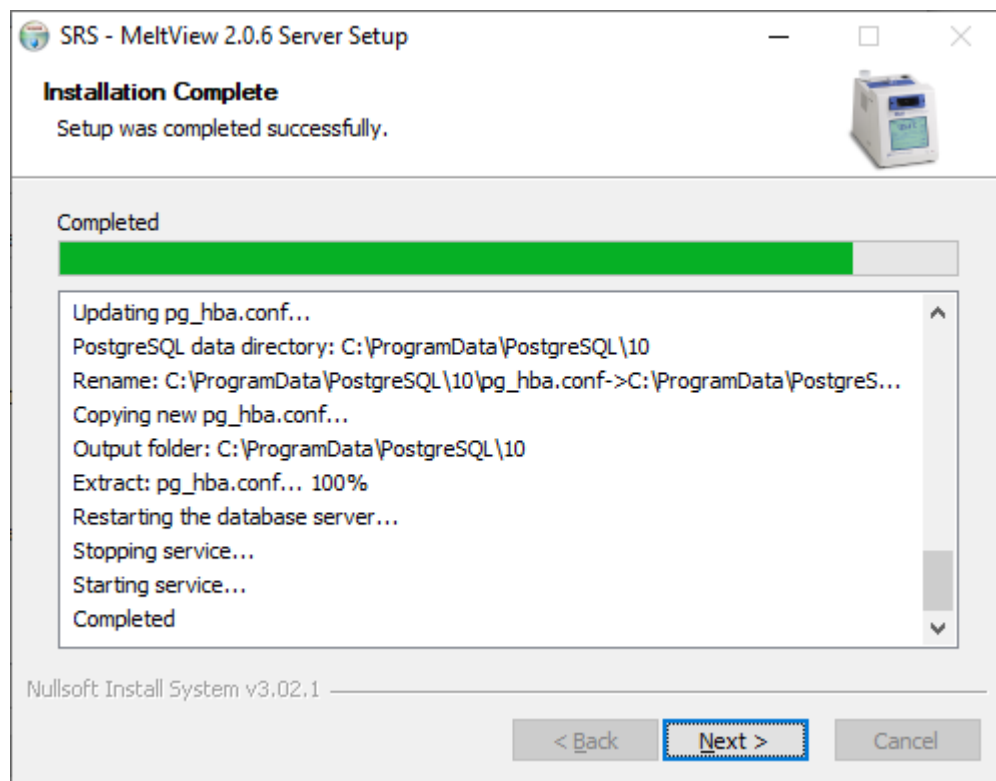


Figure 3.1A.9 – The Installation Complete dialog box.

Any error that causes the installation to fail will be output to the text box of the `Installing` dialog box. It provides clues to the cause of the error.

Click `Next` on `Installation Complete` dialog box to continue to the `Finish` dialog box (Figure 3.1A.10).

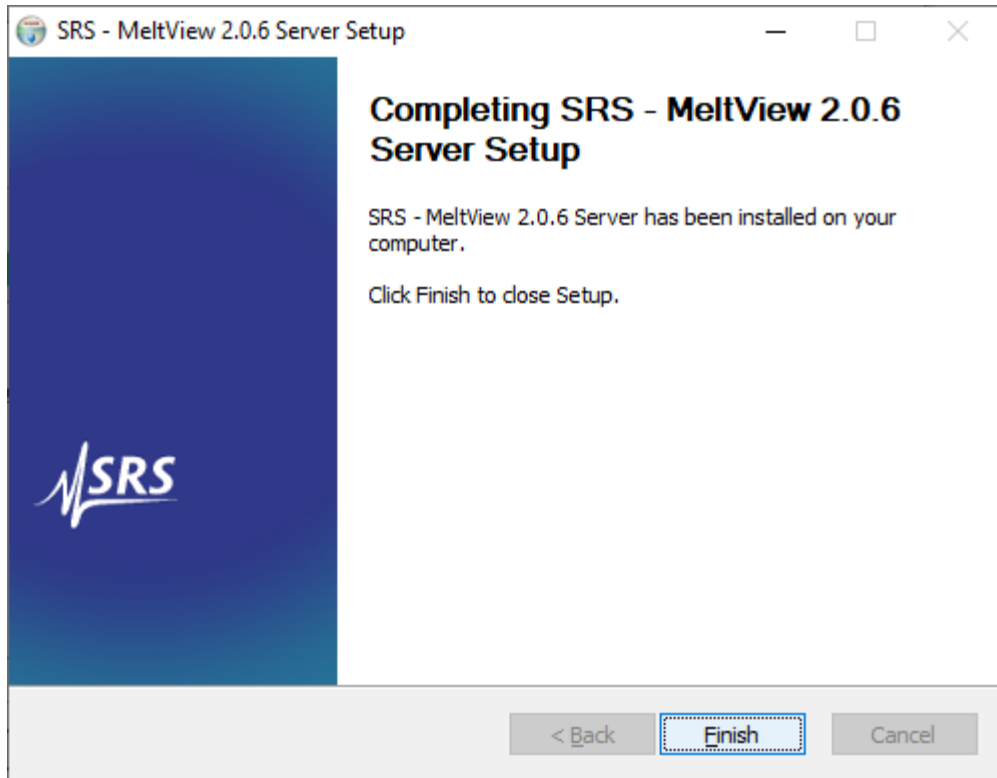


Figure 3.1A.10 – The Finish dialog box.

Click on **Finish** to close the installer.

3.1.2 Installing Database Initialization Component Only

This section applies if you select `Database Initialization` component **ONLY**. In this case, you must have an existing PostgreSQL database server running, and the superuser `postgres` account available.

Please note that any existing data will be deleted.

The `Password` dialog box opens as shown on Figure 3.1B.1 to prompt for the existing superuser `postgres` password.

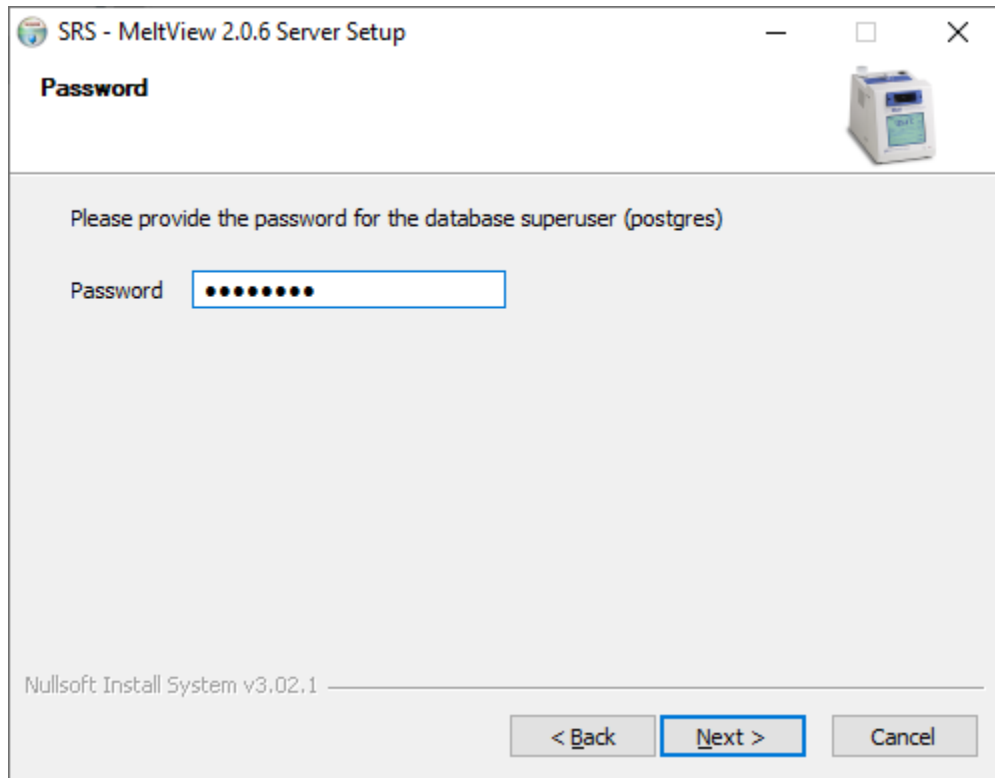


Figure 3.1B.1 – The Password dialog box.

Provide the superuser password and click `Next` to continue to the `Pre-Installation Summary` dialog box (Figure 3.1B.2).

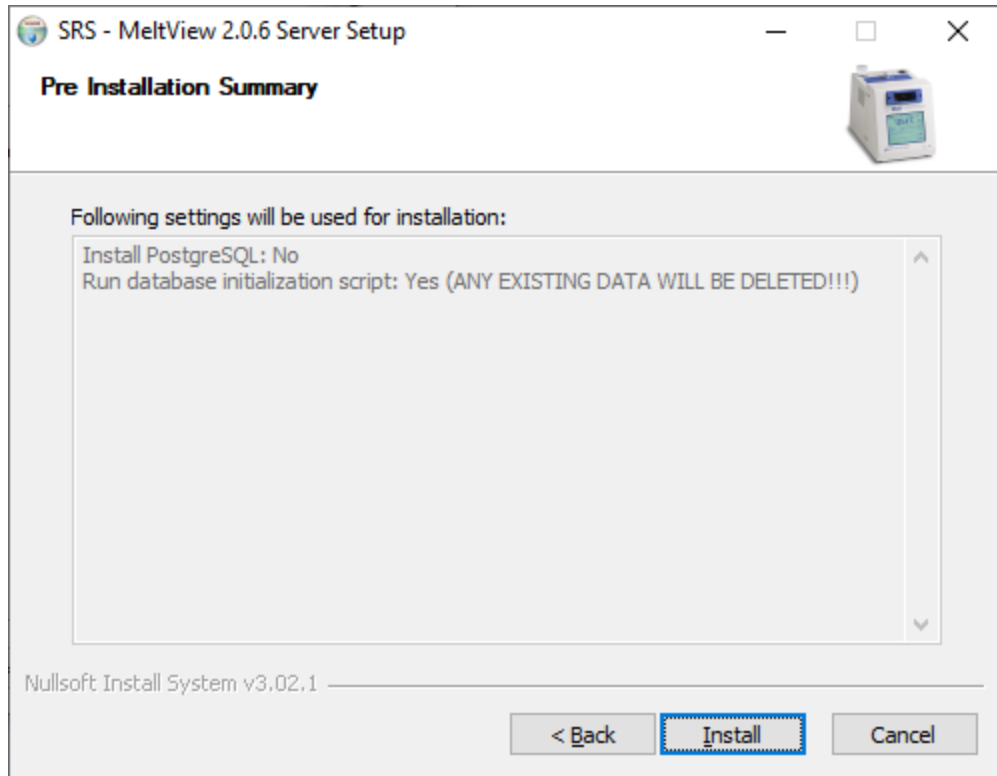


Figure 3.1B.2 – The Pre-Installation Summary dialog box (Database Initialization only)

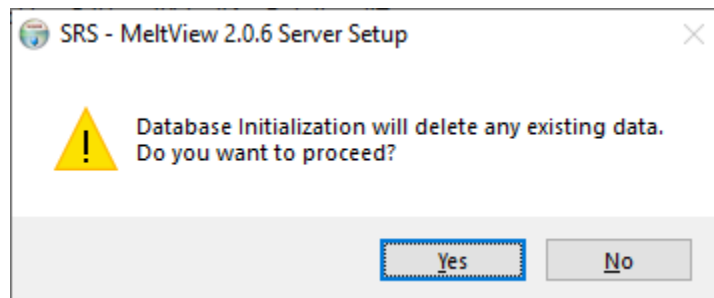


Figure 3.1B.3 – The Database Initialization confirmation dialog box.

Click on **Install** button on the **Pre-Installation Summary** dialog box (Figure 3.1B.2), and click **Yes** on the next confirmation dialog box (Figure 3.1B.3) to start installing the components. The **Installing** dialog box (Figure 3.1B.4) opens.

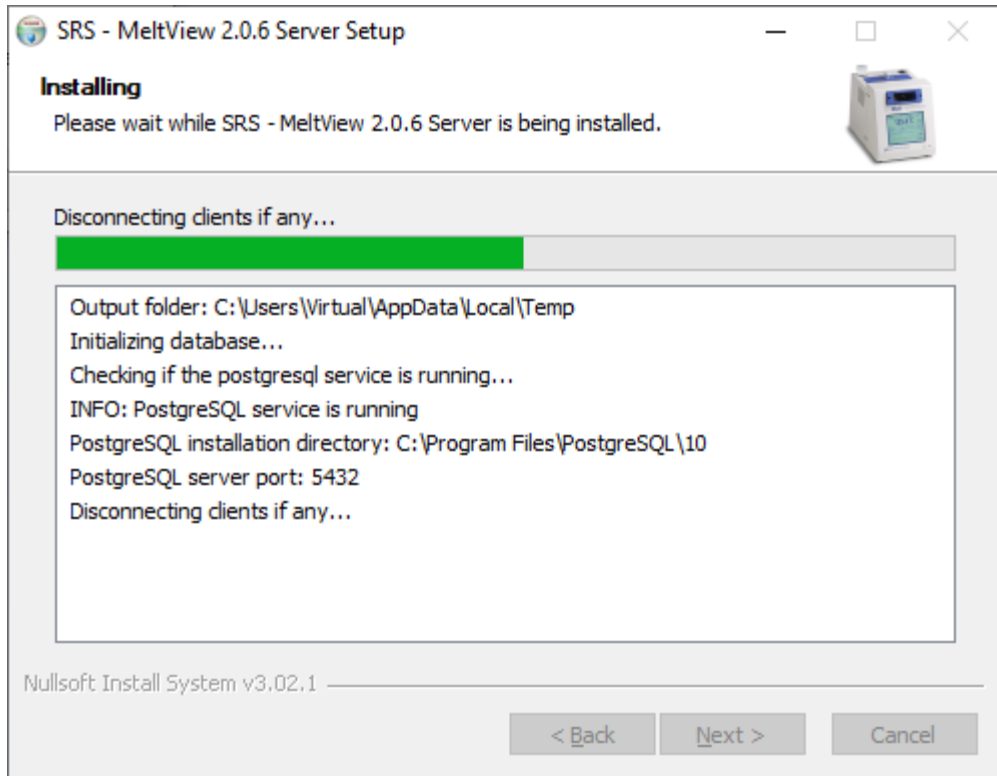


Figure 3.1B.4 – The Installing dialog box.

Installation progress and status of each step is shown on the text box of the `Installing` dialog, giving clues to the cause of errors if any. If the installation completes without errors, you would see the `Installation Complete` dialog box (Figure 3.1B.5).

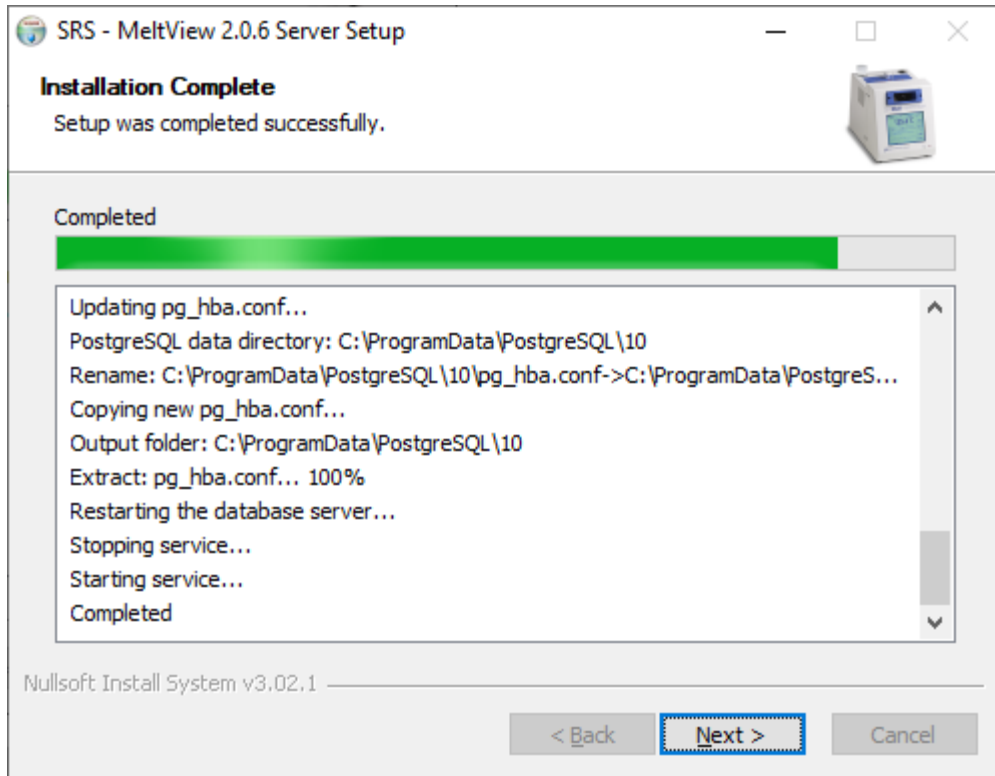


Figure 3.1B.5 – The Installation Complete dialog box.

If there's an error, you would see a similar dialog, the `Installation Aborted` dialog box. Examine the log to determine the cause of the error and rerun the installer. It might be just an incorrect password that cause a failed connection to the server.

Click `Next` on `Installation Complete` dialog box to continue to the `Finish` dialog box (Figure 3.1B.6).

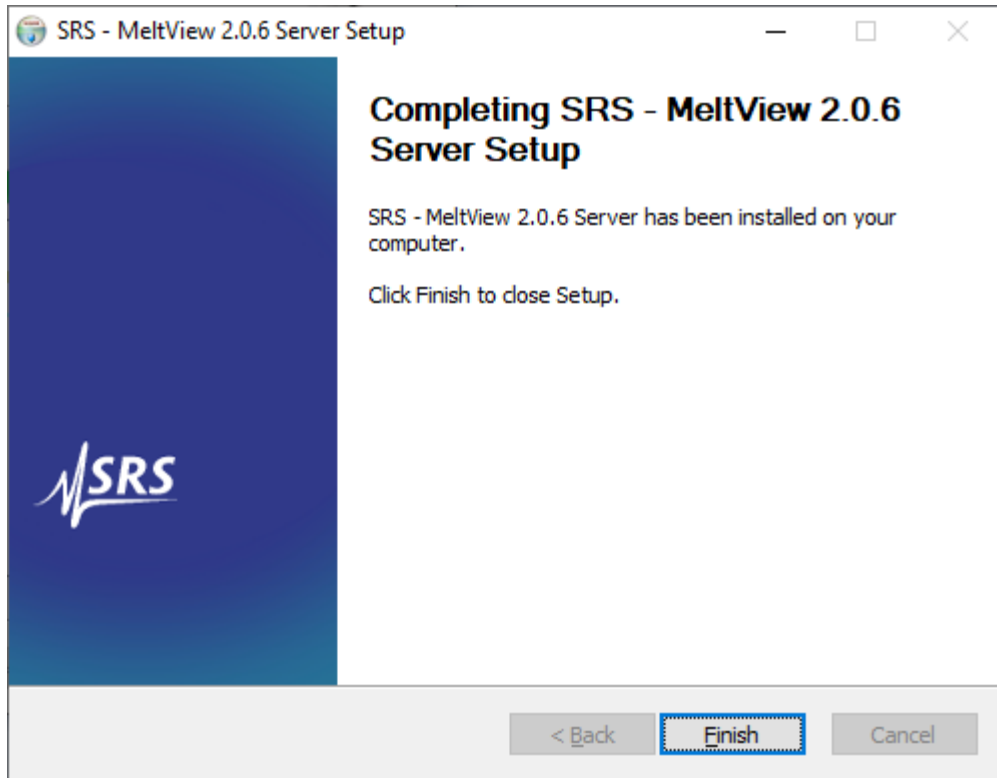


Figure 3.1B.6 – The Finish dialog box.

Click on Finish to close the installer.

3.2 Uninstalling MeltView 2 Pro Server

When you install a MeltView 2 Pro Server, you actually install a PostgreSQL database server along with a database to support MeltView 2 client applications. Therefore, the MeltView 2 Pro Server can be removed by uninstalling the PostgreSQL database server. This section describes the steps to uninstall the PostgreSQL database server.

The PostgreSQL uninstaller, `uninstall-postgresql.exe`, is created in the PostgreSQL installation directory. The default installation directory is `C:\Program Files\PostgreSQL\10`. It can be different if you choose a different directory when you install.

You can invoke the uninstaller by double-clicking on `uninstall-postgresql.exe`, or by selecting **Uninstall** from Windows' Control Panel. (On Windows 10, select `Windows Settings > Apps > Apps & features > PostgreSQL 10 > Uninstall`). The uninstaller will launch and open **Uninstallation Mode** dialog box (Figure 3.2.1).

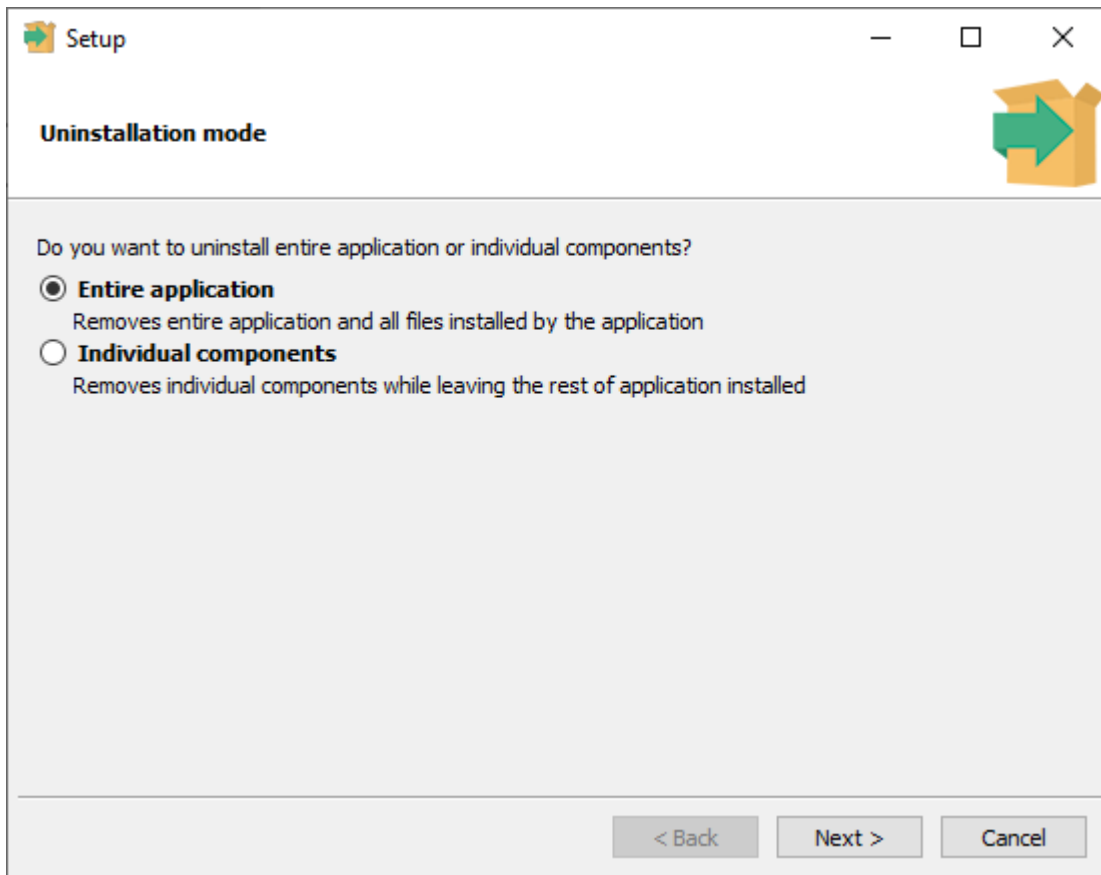


Figure 3.2.1 – The Uninstallation Mode dialog box.

Select **Entire application** and click **Next** to continue. The **Uninstalling PostgreSQL** (Figure 3.2.2) opens to show the progress of uninstallation.

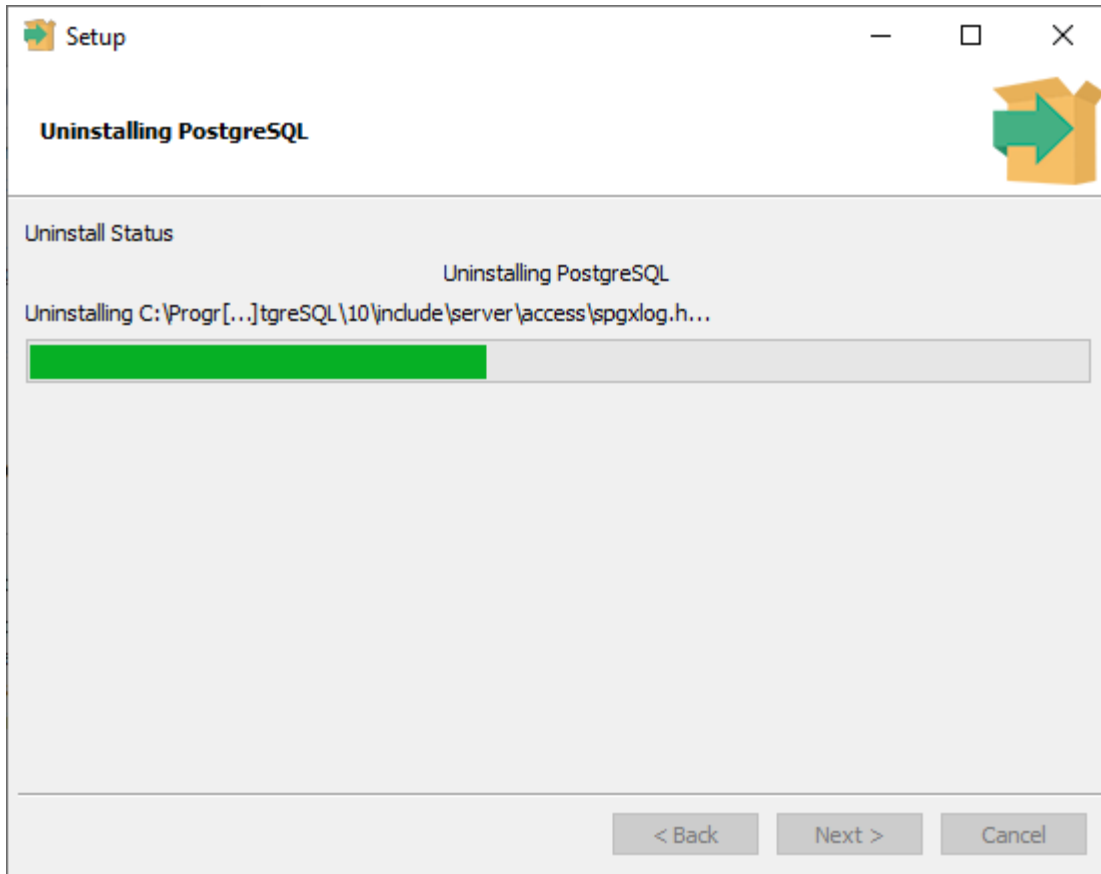


Figure 3.2.2 – The Uninstalling PostgreSQL dialog box.

When the uninstaller finishes, a `Warning` notifies you that the `data` directory has not been removed (see Figure 3.2.3). You can manually remove the `data` directory after the uninstallation.

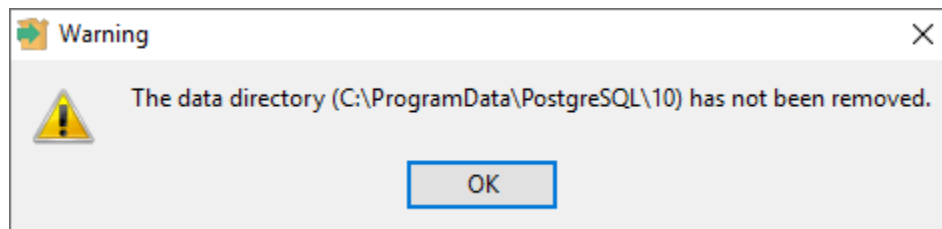


Figure 3.2.3 – Confirming database data that has not been removed.

Click `OK` to close the `Warning`; an `Info` popup informs you that the uninstallation is complete (see Figure 3.2.4)

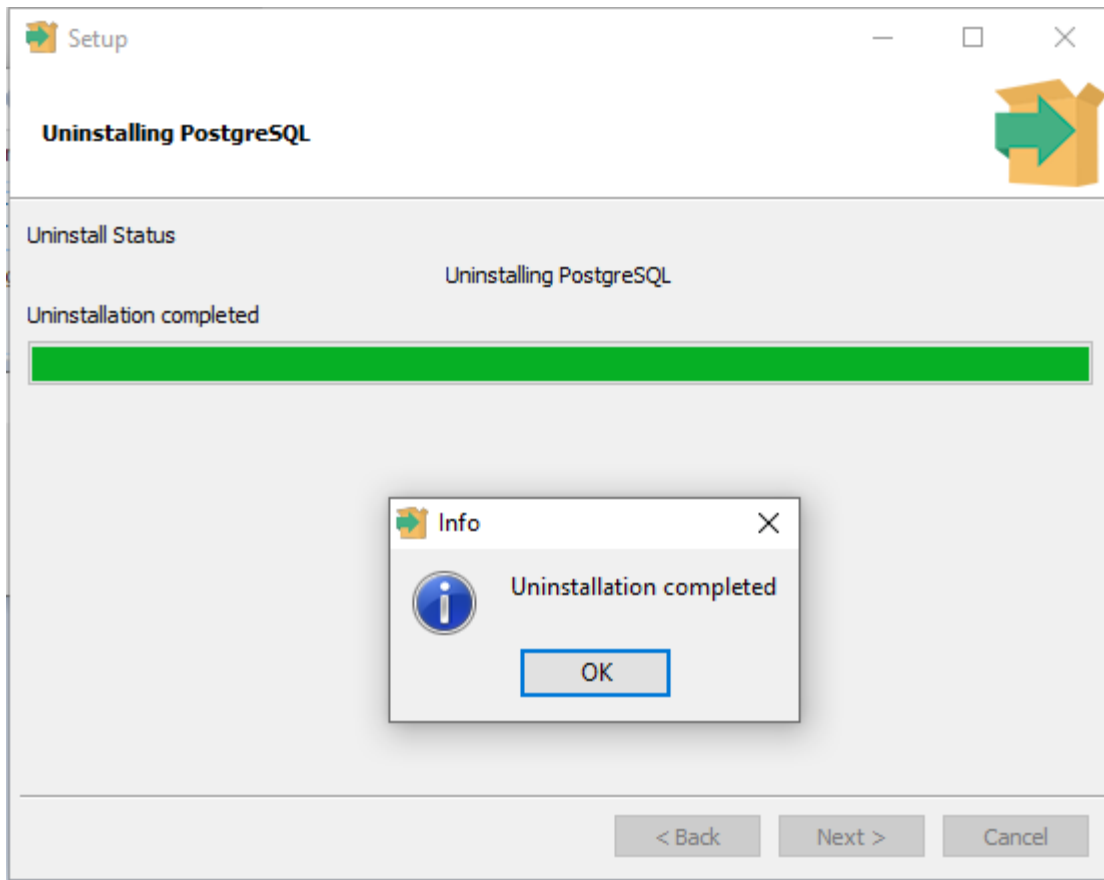


Figure 3.2.4 – The Uninstallation is completed.

Click OK to exit the uninstaller.

3.3 Installing MeltView 2 Pro Client

MeltView 2 Pro client applications include a set of applications that control SRS Optimelt instruments (MPA100) and manage the data via a database. Refer to section [Installing MeltView 2 Pro Server](#) on how to install the database server.

The installer for MeltView 2 Pro client provides a graphical installation wizard that lead you through the installation process. When all information is collected, the setup wizard will perform an installation based on the selections made during the setup process.

The 32-bit and 64-bit installers are available for download from SRS's website at:

<https://thinksrs.com/downloads/soft.html>

- MeltView-<version>-Pro-client.exe (32-bit)
- MeltView-<version>-Pro-client-x64.exe (64-bit)

See the [Software Installation Restrictions](#) section if you plan to run the MeltView 2 Pro client applications and MeltView 2 Pro server on a same system.

To perform an installation using the graphical installation wizard, you must have administrator privileges. To start the installation wizard, double-click the installer file; if prompted, provide a password.

Note that in some versions of Windows, you can invoke the installer with Administrator privileges by right clicking on the installer file and selecting `Run as Administrator` from the context menu.

On a Windows system, open File Explorer and navigate to the directory in which the installer resides. Invoke the installer by double-clicking the file:

```
MeltView-<version>-Pro-client[-x64].exe
```

On systems that enable *User Account Control* (UAC) notification, you may see a confirmation dialog box such as Figure 3.3.1.

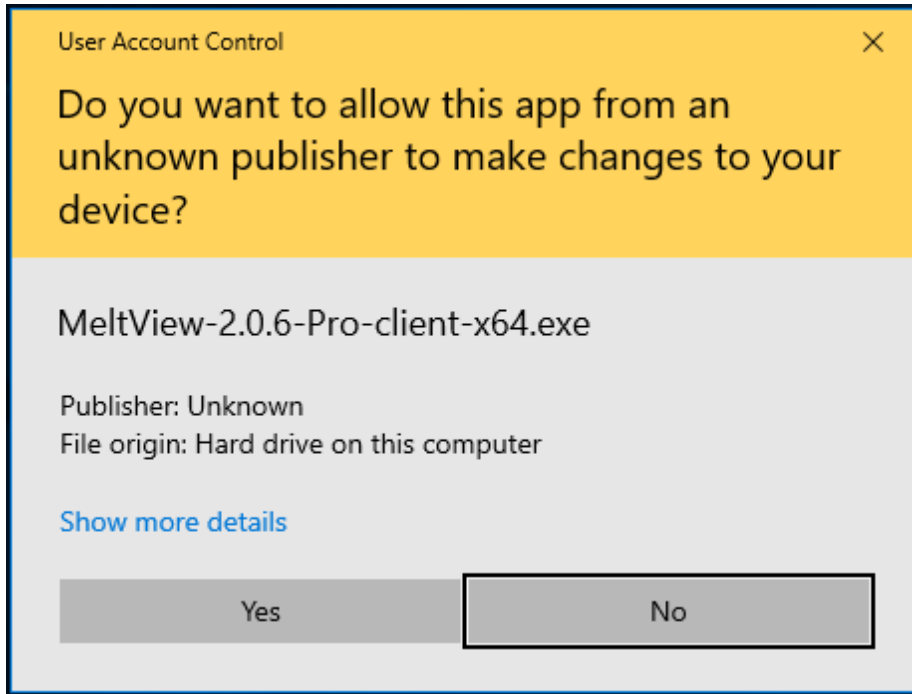


Figure 3.3.1 – User Account Control confirmation dialog

Click on Yes to continue. The setup wizard will open as shown in Figure 3.3.2



Figure 3.3.2 – Setup wizard welcome dialog box.

Click Next to continue. The License Agreement window opens as shown in Figure 3.3.3.

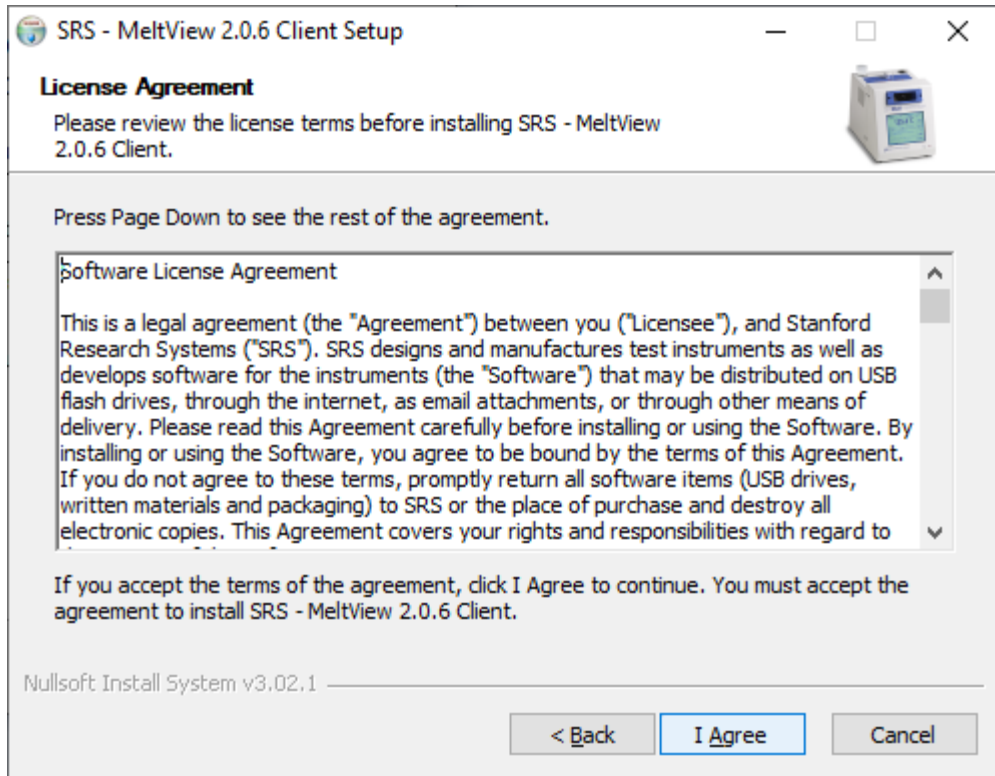


Figure 3.3.3 – The License Agreement dialog box.

Review the Software License Agreement and click I Agree to proceed to next step. The Software Information dialog box (Figure 3.3.4) opens next.

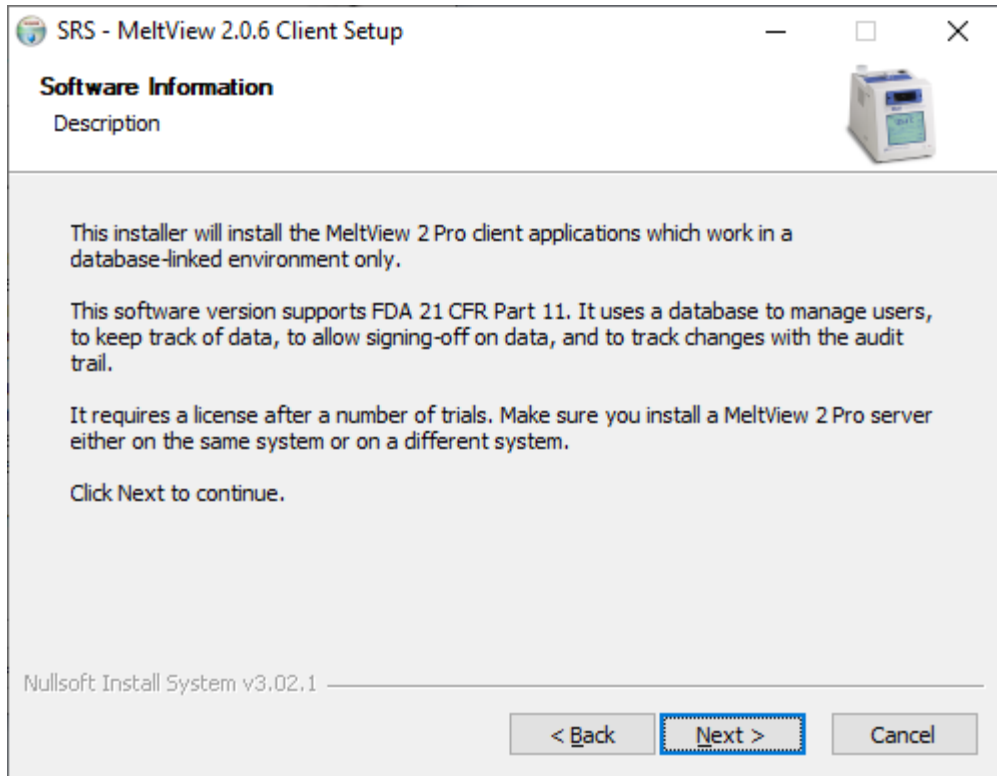


Figure 3.3.4 – The Software Information dialog box.

Read the description to confirm the software edition. Click `Next` to continue. The `Choose Install Location` dialog box (Figure 3.3.5) opens next.

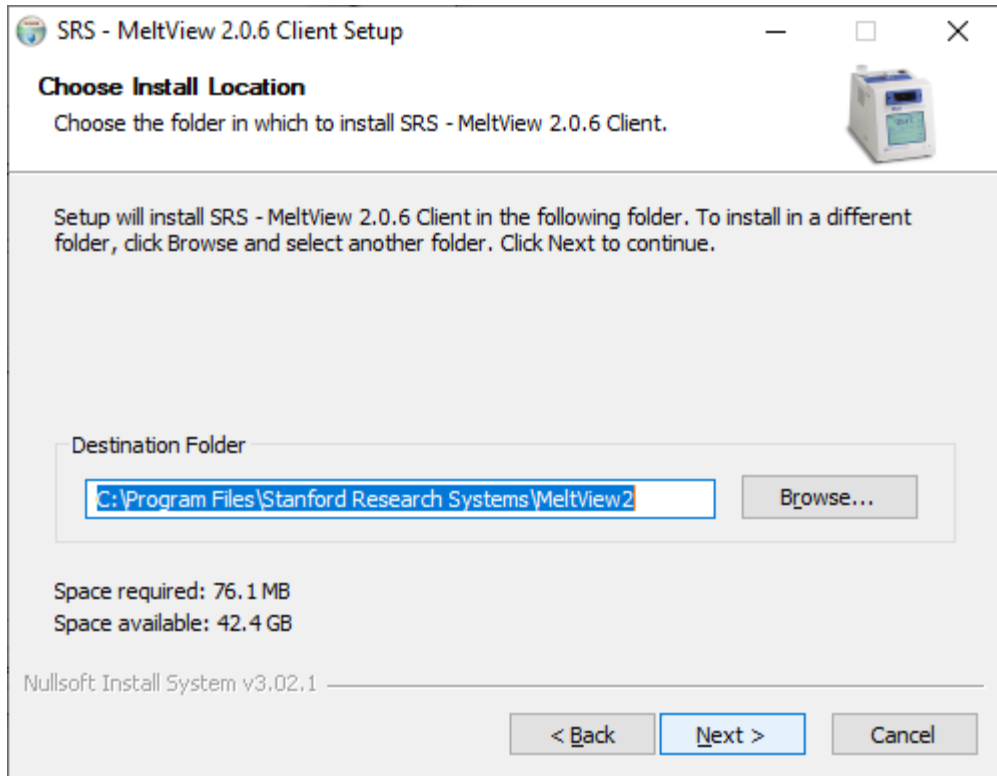


Figure 3.3.5 – The Choose Install Location dialog box.

Accept the default location or specify an alternate directory where you want to keep the application binaries and click **Next** to continue to the **Start Menu Folder** dialog box (Figure 3.3.6).

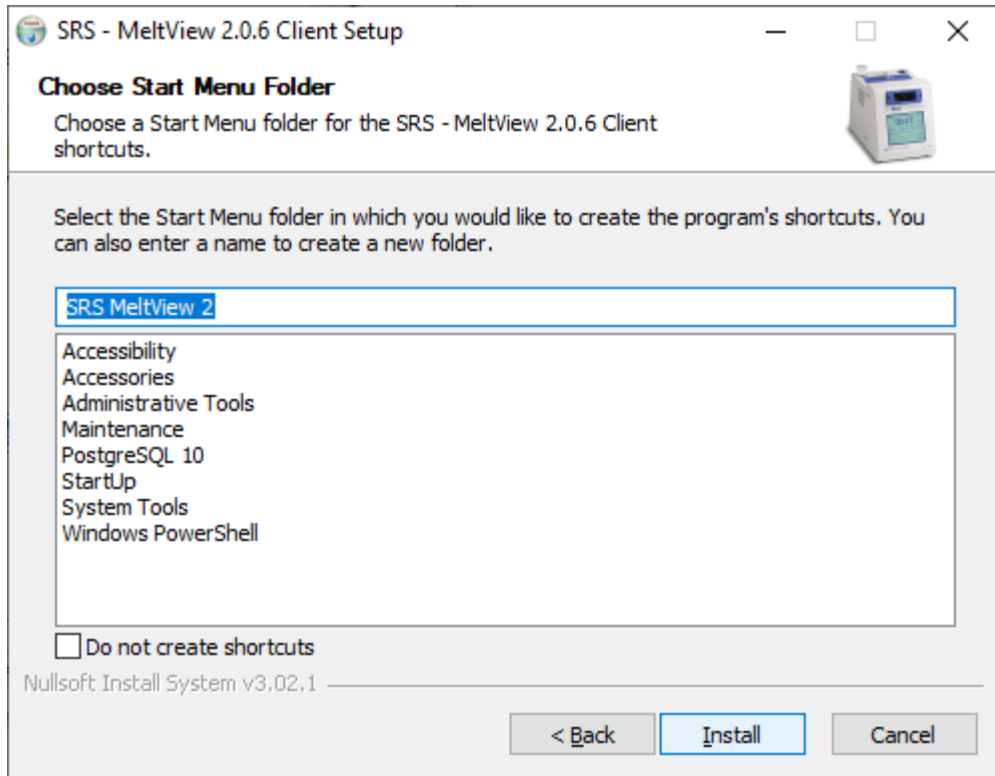


Figure 3.3.6 – The Start Menu Folder dialog box.

The Start Menu Folder holds the shortcuts to MeltView 2 Pro client applications. Accept the default or specify an alternate name for the folder. You can also select not to create the folder by checking on Do not create shortcuts box.

Click Install to start installing MeltView 2 Pro client applications to the selected location. The Installing dialog box (Figure 3.3.7) opens.

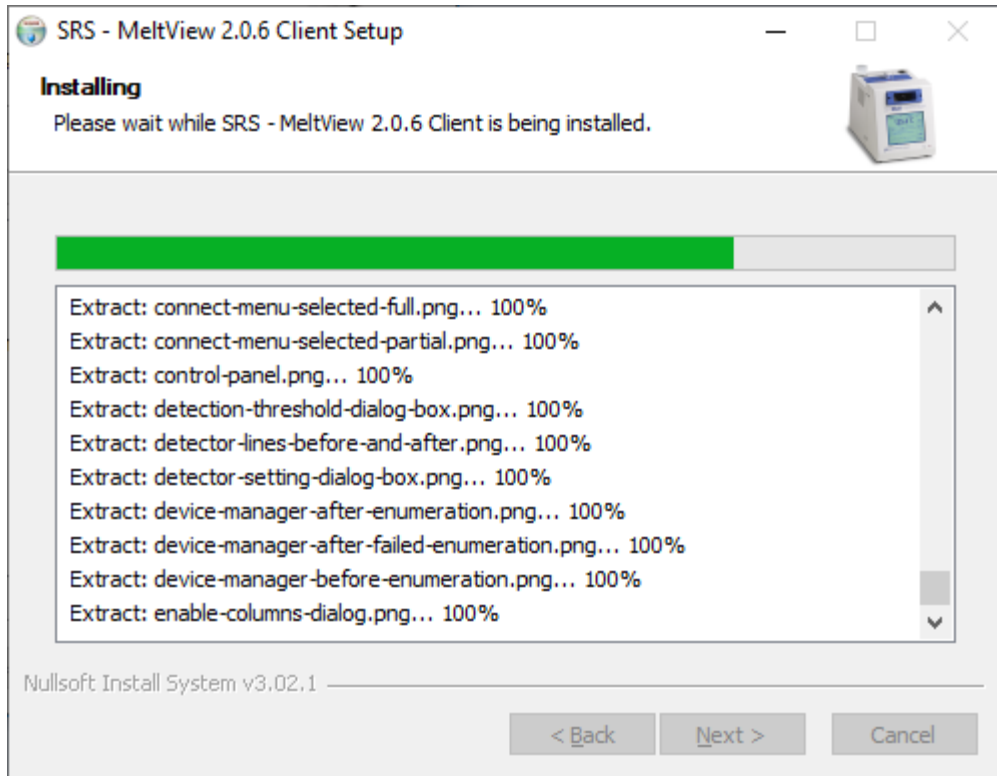


Figure 3.3.7 – The Installing dialog box.

If the installation completes without errors, the Finish dialog box (Figure 3.3.8) opens next. The text box on Installing dialog box will show errors and more information will be displayed if the installation failed.

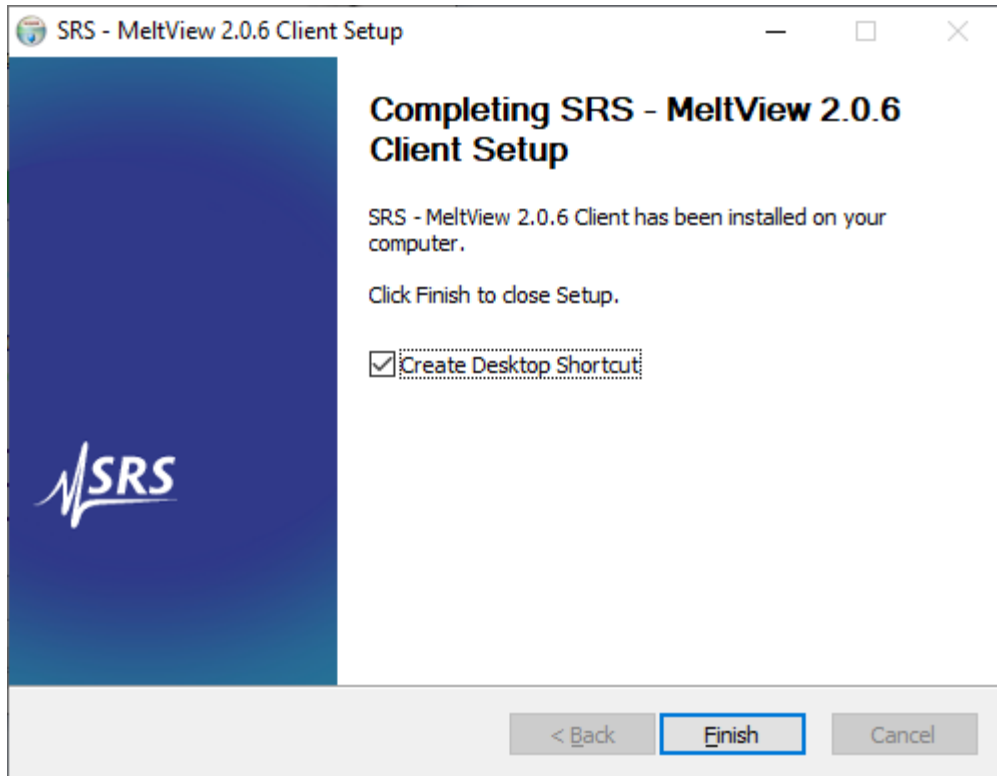


Figure 3.3.8 – The Finish dialog box.

You have the option to create a desktop shortcut on the Finish dialog box. Deselect Create Desktop Shortcut if you don't want the desktop shortcut. Click Finish to exit the installer.

3.4 Uninstalling MeltView 2 Pro Client

The installer for MeltView 2 Pro client applications creates an uninstaller, `uninstall.exe`, in the installation directory (e.g. a 64-bit installation has a default installation directory `C:\Program Files\Stanford Research Systems\MeltView2`). To invoke the uninstaller, either double-clicking `uninstall.exe` or clicking `Uninstall MeltView 2` shortcut from *Windows Start Menu Folder*. The default folder is `SRS MeltView 2` but it can be different if you use a different name when installing.

On systems that enable *User Account Control* (UAC) notification, you may see a confirmation dialog box such as Figure 3.4.1

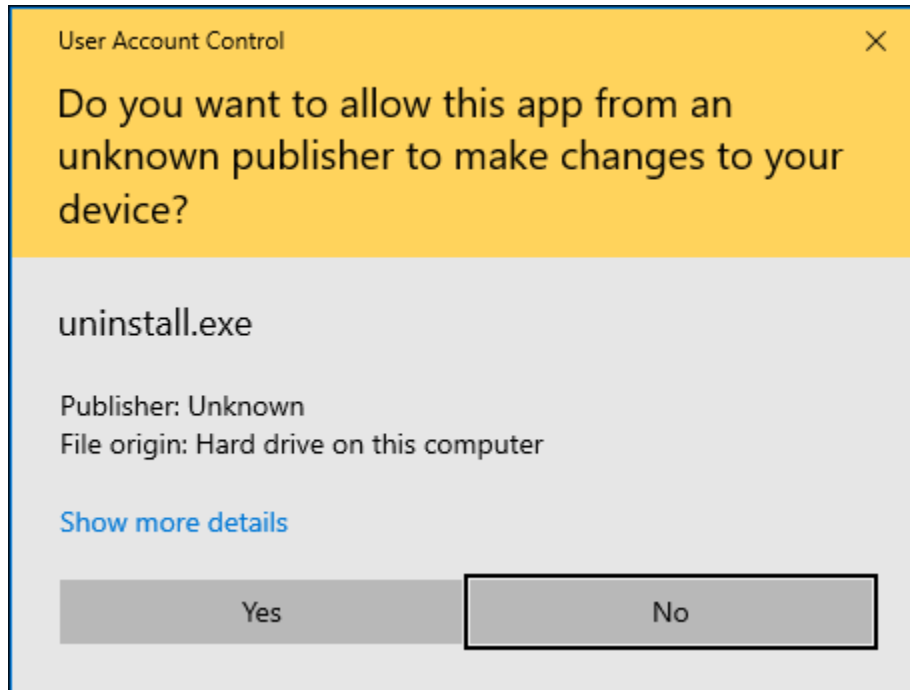


Figure 3.4.1 – User Account Control confirmation dialog

Click on `Yes` to continue. The uninstall wizard will open as shown in Figure 3.4.2

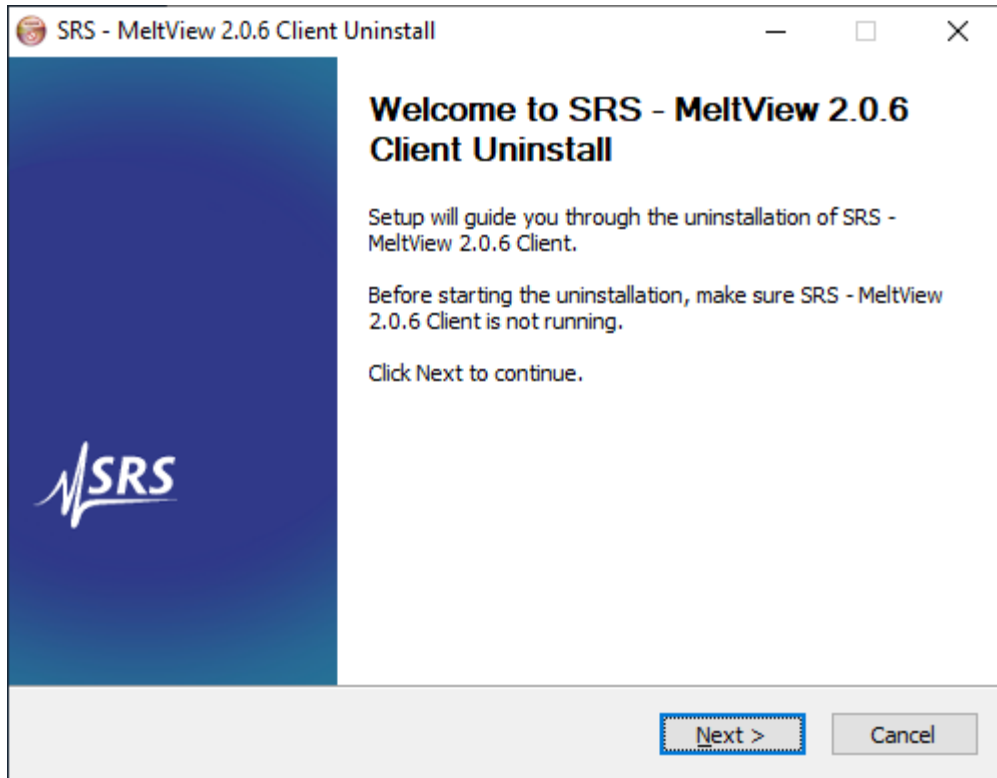


Figure 3.4.2 – The Uninstall Welcome dialog box.

Click **Next** to continue. The Uninstalling Location dialog box (Figure 3.4.3) opens.

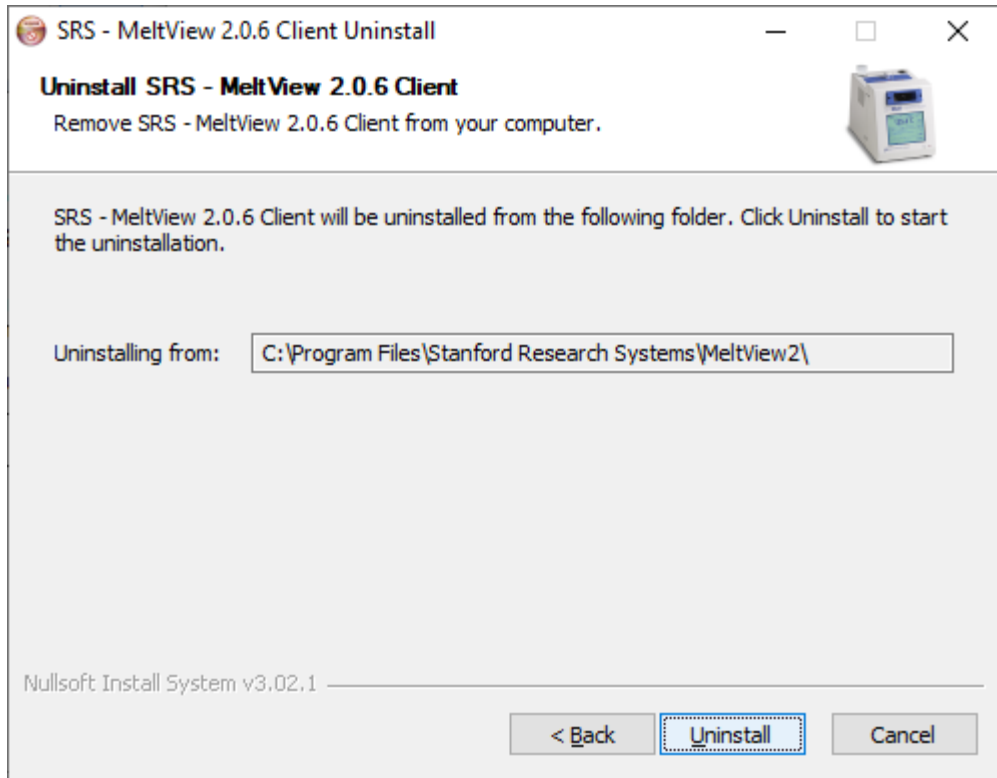


Figure 3.4.3 – The Uninstalling Location dialog box.

The Uninstalling Location dialog box shows the directory where you previously install MeltView 2 Pro client applications. Click Uninstall to start uninstalling.

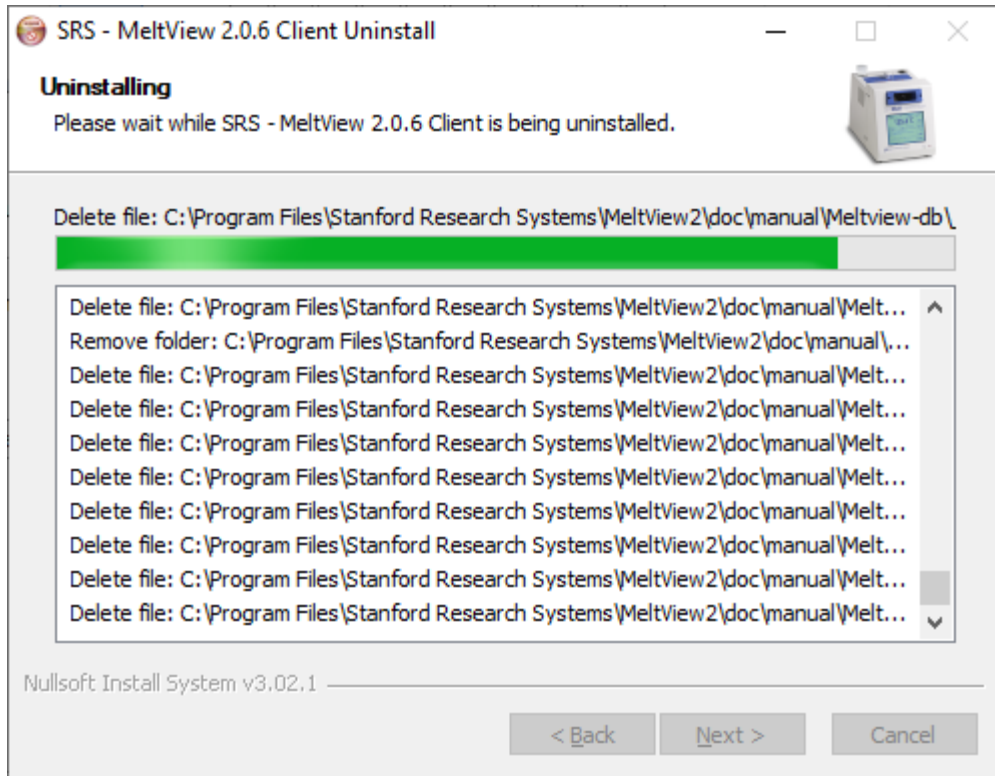


Figure 3.4.4 – The Uninstalling dialog box.

The Uninstalling dialog box informs you the progress of uninstallation. The Uninstall Finish dialog box (Figure 3.4.5) will opens next if the uninstallation completes without errors.

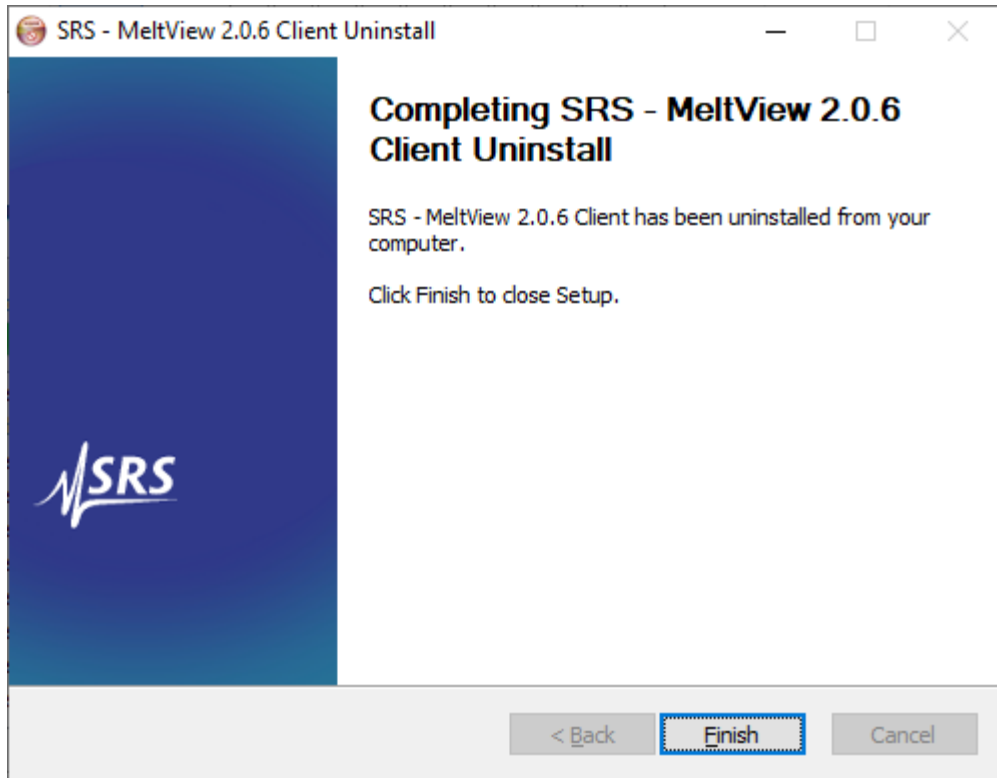


Figure 3.4.5 – The Uninstall Finish dialog box.

Click `Finish` to exit the uninstaller.

4 Installing MeltView 2 (*Free Edition*)

MeltView 2 (free) edition provides stand-alone applications that operates without a need of a database server. User information is not available, and data is saved as files. This software edition does not support FDA 21 CFR Part 11. The following figure shows a system over available in MeltView 2 (free) edition.

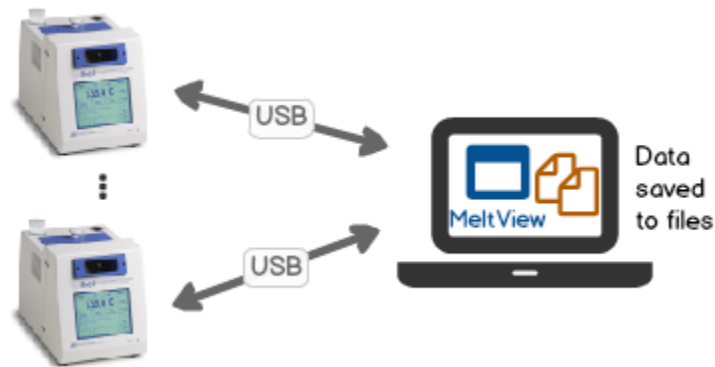


Figure 4.1 – System overview available in MeltView 2 (free) edition.

The installer for MeltView 2 applications provides a graphical installation wizard that lead you through the installation process. When all information is collected, the setup wizard will perform an installation based on the selections made during the setup process.

The 32-bit and 64-bit installers are available for download from SRS's website at:

<https://thinksrs.com/downloads/soft.html>

- MeltView-<version>.exe (32-bit)
- MeltView-<version>-x64.exe (64-bit)

Section 4.1 demonstrates using the graphical installation wizard to install MeltView 2 applications.

4.1 Running the MeltView 2 Installation Wizard

To perform an installation using the graphical installation wizard, you must have administrator privileges. To start the installation wizard, double-click the installer file; if prompted, provide a password.

Note that in some versions of Windows, you can invoke the installer with `Administrator` privileges by right clicking on the installer file and selecting `Run as Administrator` from the context menu.

On a Windows system, open File Explorer and navigate to the directory in which the installer resides. Invoke the installer by double-clicking the file:

```
MeltView-<version>[-x64].exe
```

On systems that enable *User Account Control* (UAC) notification, you may see a confirmation dialog box such as Figure 4.1.1.

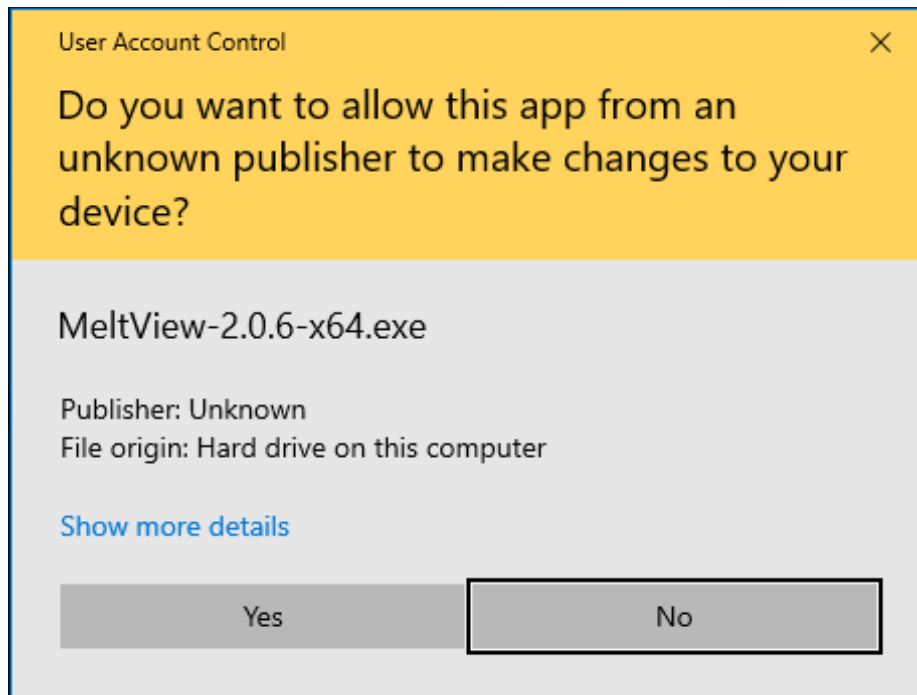


Figure 4.1.1 – User Account Control confirmation dialog

Click on `Yes` to continue. The setup wizard will open as shown in Figure 4.1.2



Figure 4.1.2 –Setup wizard welcome dialog box.

Click **Next** to continue. The **License Agreement** window opens as shown in Figure 4.1.3.

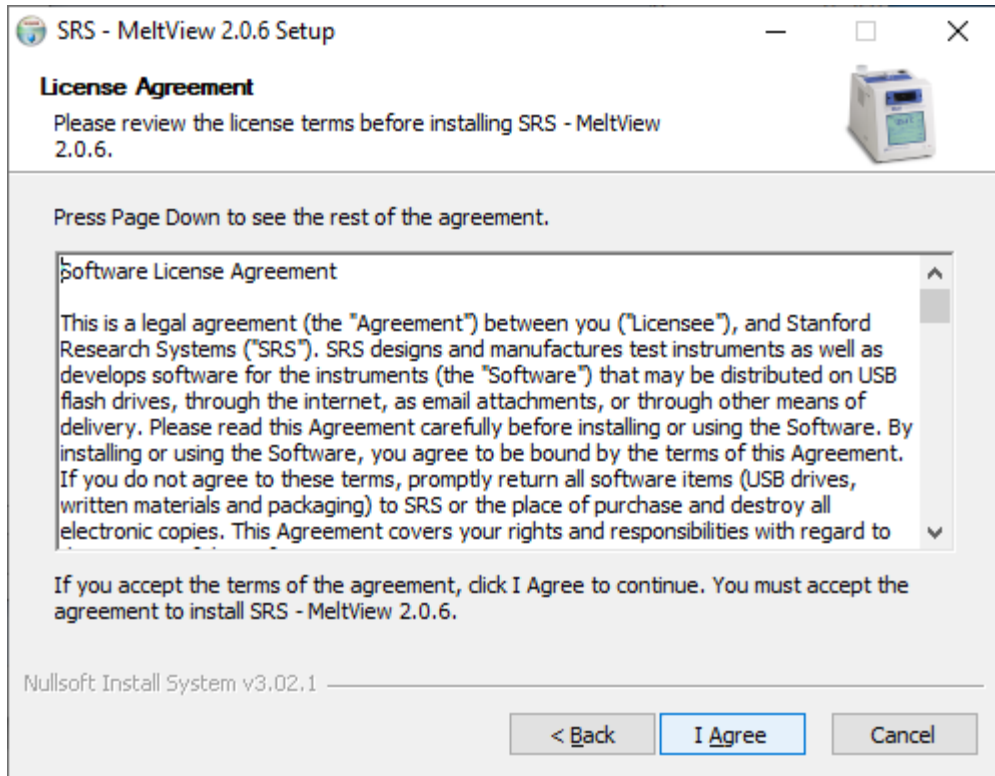


Figure 4.1.3 – The License Agreement dialog box.

Review the Software License Agreement and click I Agree to proceed to next step. The Software Information dialog box (Figure 4.1.4) opens next.

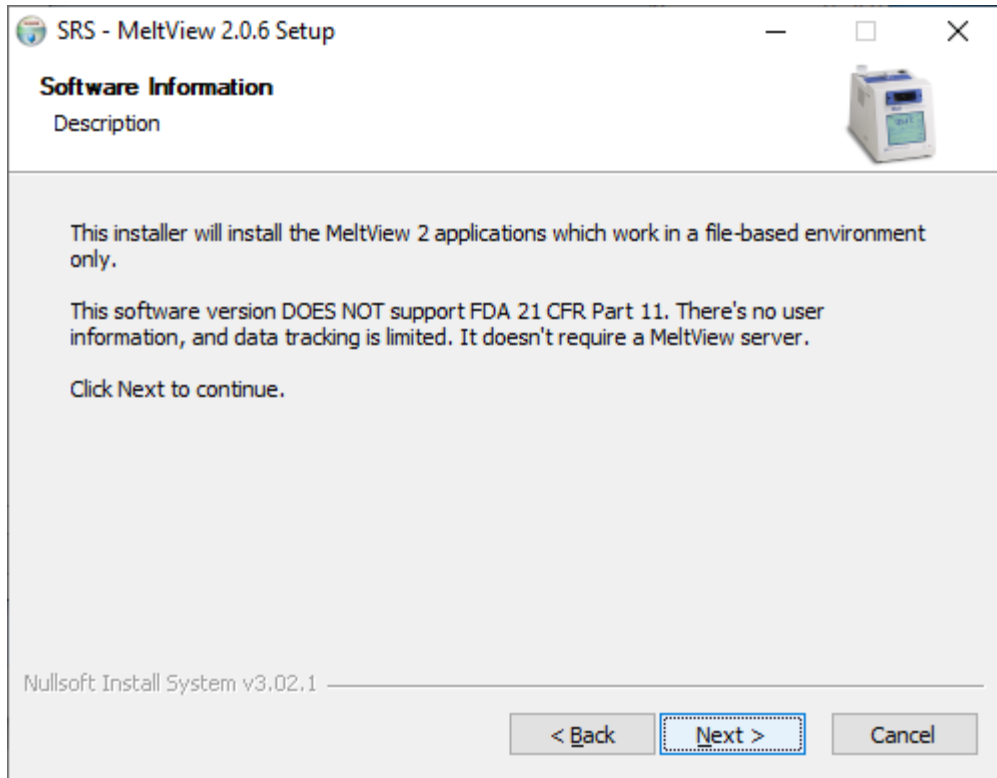


Figure 4.1.4 – The Software Information dialog box.

Read the description to confirm the software edition. Click `Next` to continue. The `Choose Install Location` dialog box (Figure 4.1.5) opens next.

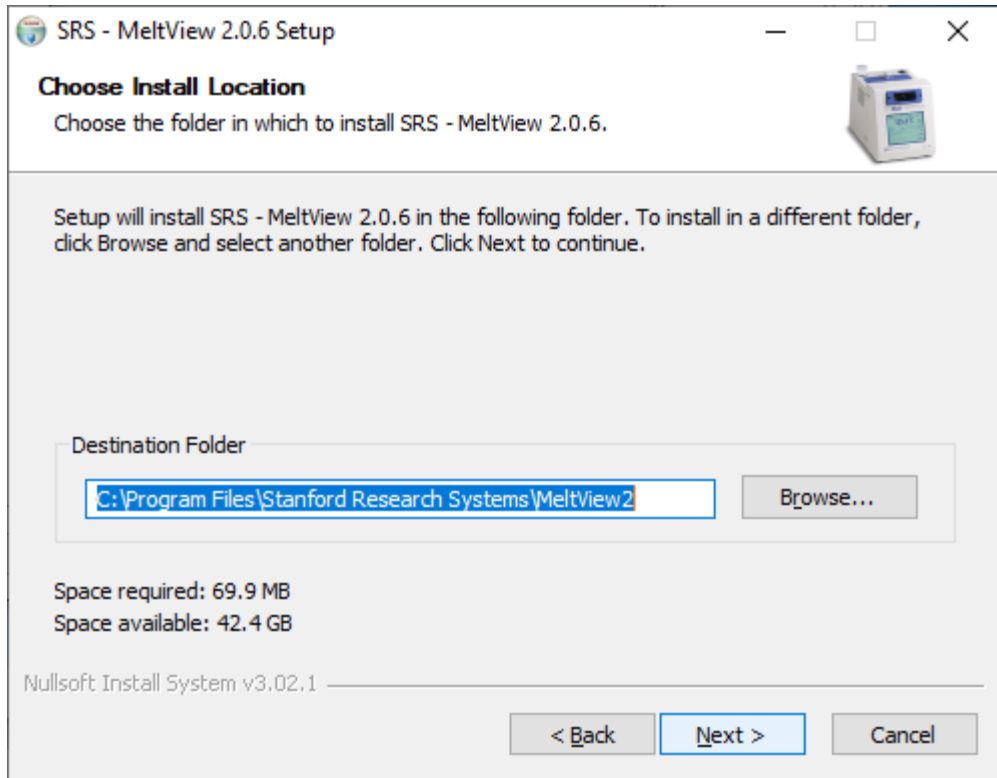


Figure 4.1.5 – The Choose Install Location dialog box.

Accept the default location or specify an alternate directory where you want to keep the application binaries and click `Next` to continue to the `Start Menu Folder` dialog box (Figure 4.1.6).

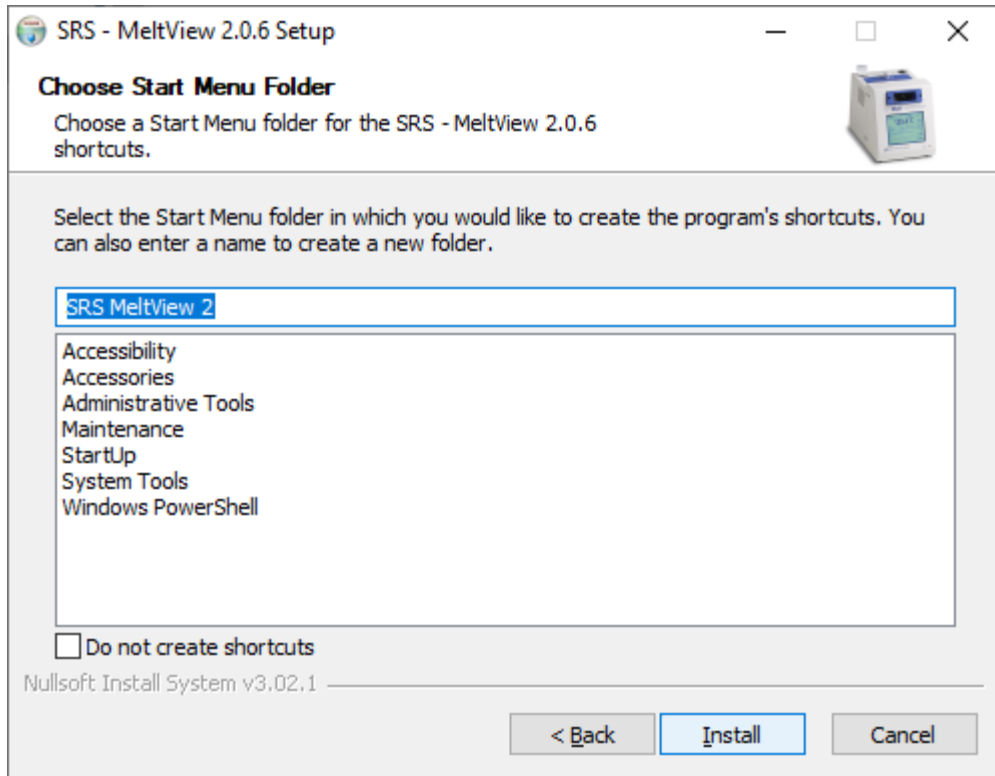


Figure 4.1.6 – The Start Menu Folder dialog box.

The Start Menu Folder holds the shortcuts to MeltView 2 applications. Accept the default or specify an alternate name for the folder. You can also select not to create the folder by checking on Do not create shortcuts box.

Click Install to start installing MeltView 2 applications to the selected location. The Installing dialog box (Figure 4.1.7) opens.

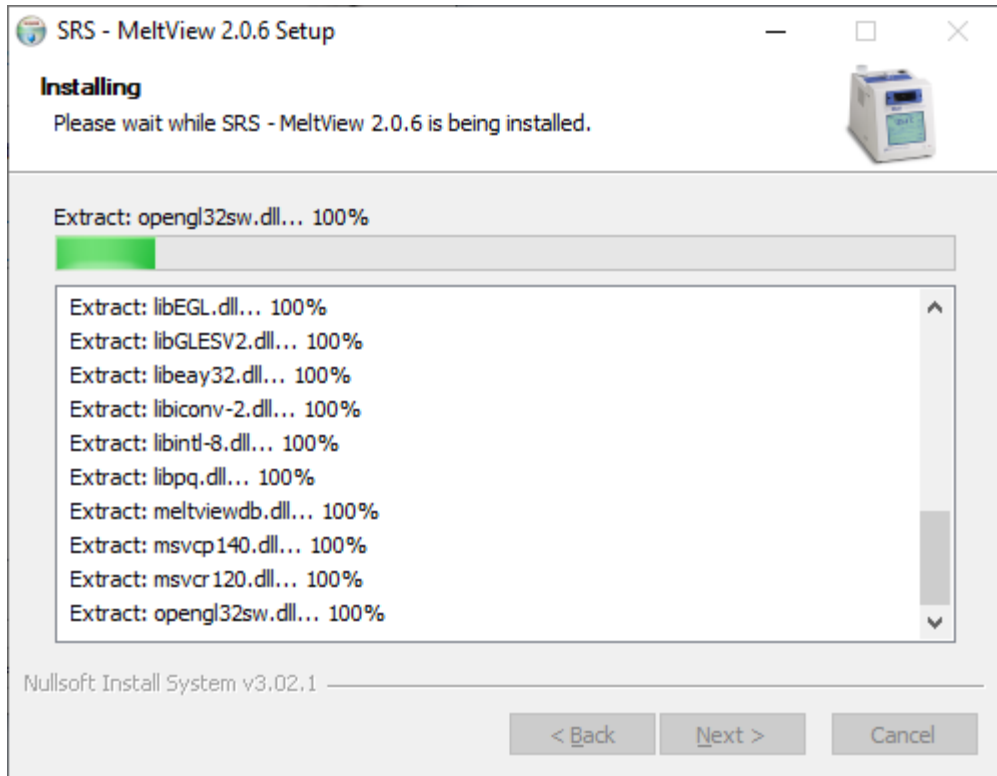


Figure 4.1.7 – The Installing dialog box.

If the installation completes without errors, the Finish dialog box (Figure 4.1.8) opens next. The text box on Installing dialog box will show errors and more information will be displayed if the installation failed.

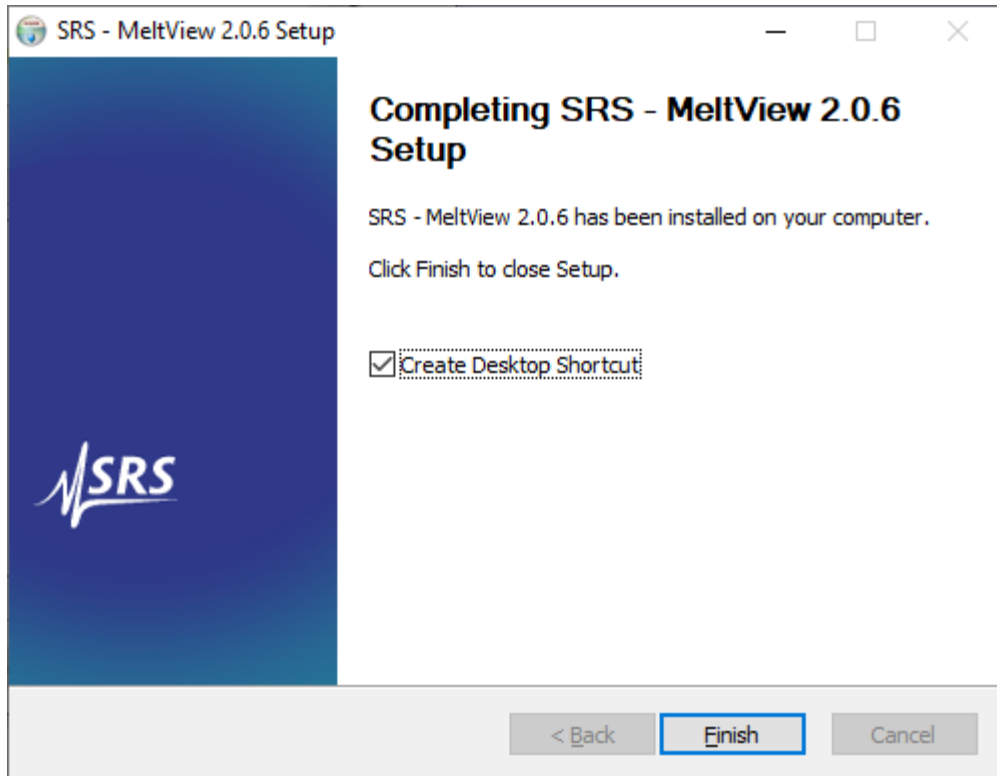


Figure 4.1.8 – The Finish dialog box.

You have the option to create a desktop shortcut on the Finish dialog box. Deselect Create Desktop Shortcut if you don't want the desktop shortcut. Click Finish to exit the installer.

4.2 Uninstall MeltView 2 (*Free Edition*)

The installer for MeltView 2 applications creates an uninstaller, `uninstall.exe`, in the installation directory (e.g. a 64-bit installation has a default installation directory `C:\Program Files\Stanford Research Systems\MeltView2`). To invoke the uninstaller, either double-clicking `uninstall.exe` or clicking Uninstall MeltView 2 shortcut from Windows Start Menu Folder. The default folder is `SRS MeltView 2` but it can be different if you use a different name when installing.

On systems that enable *User Account Control* (UAC) notification, you may see a confirmation dialog box such as Figure 4.2.1

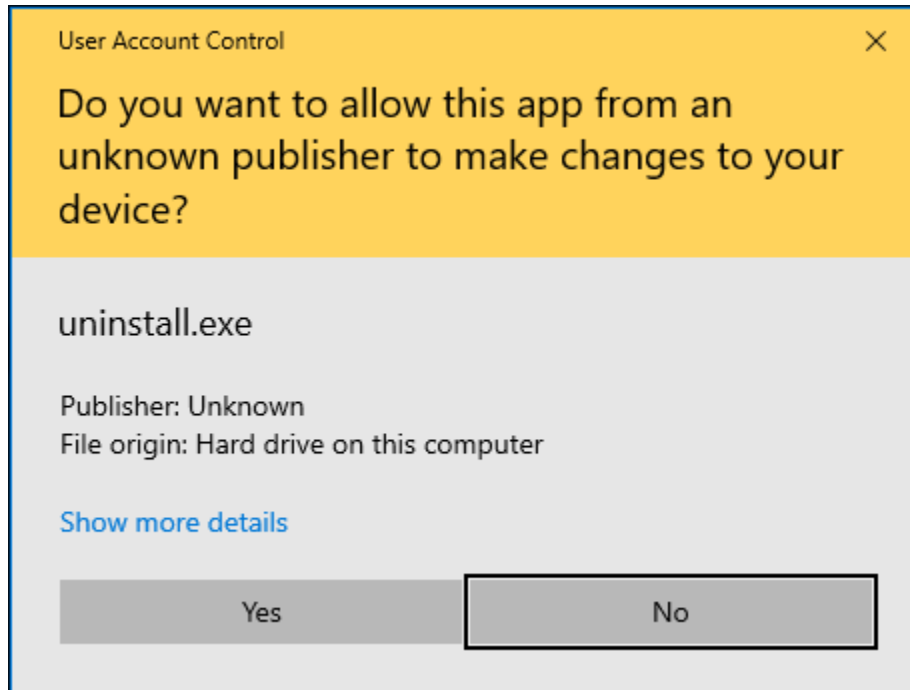


Figure 4.2.1 – User Account Control confirmation dialog

Click on `Yes` to continue. The uninstall wizard will open as shown in Figure 4.2.2



Figure 4.2.2 – The Uninstall Welcome dialog box.

Click **Next** to continue. The Uninstalling Location dialog box (Figure 4.2.3) opens.

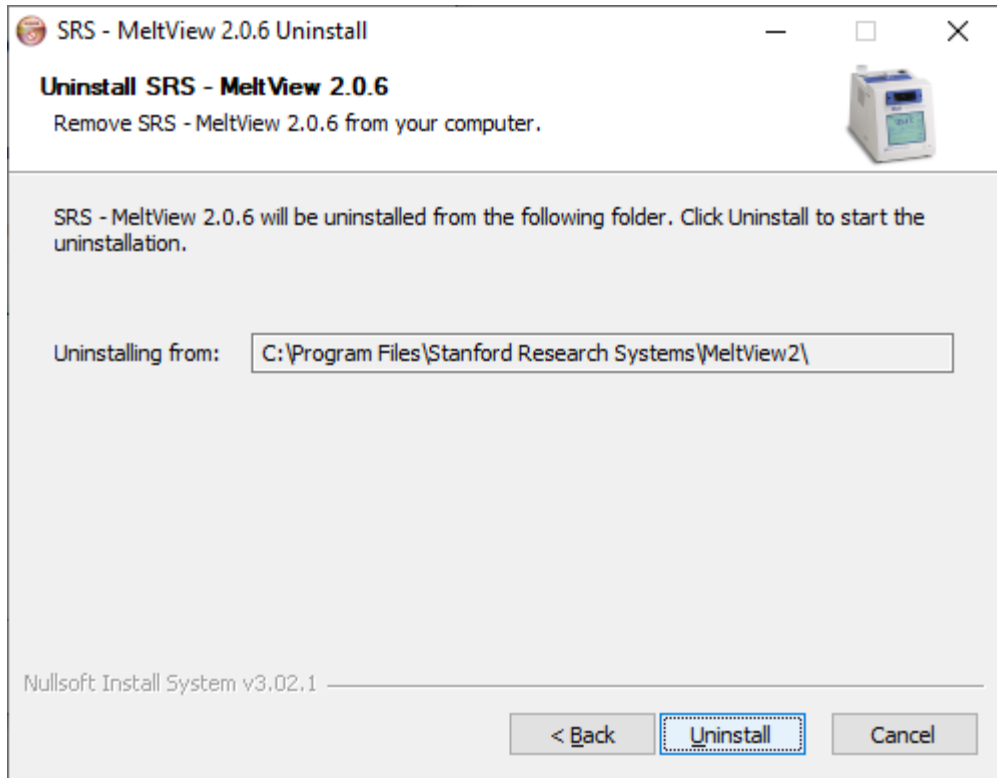


Figure 4.2.3 – The Uninstalling Location dialog box.

The Uninstalling Location dialog box shows the directory where you previously install MeltView 2 applications. Click Uninstall to start uninstalling.

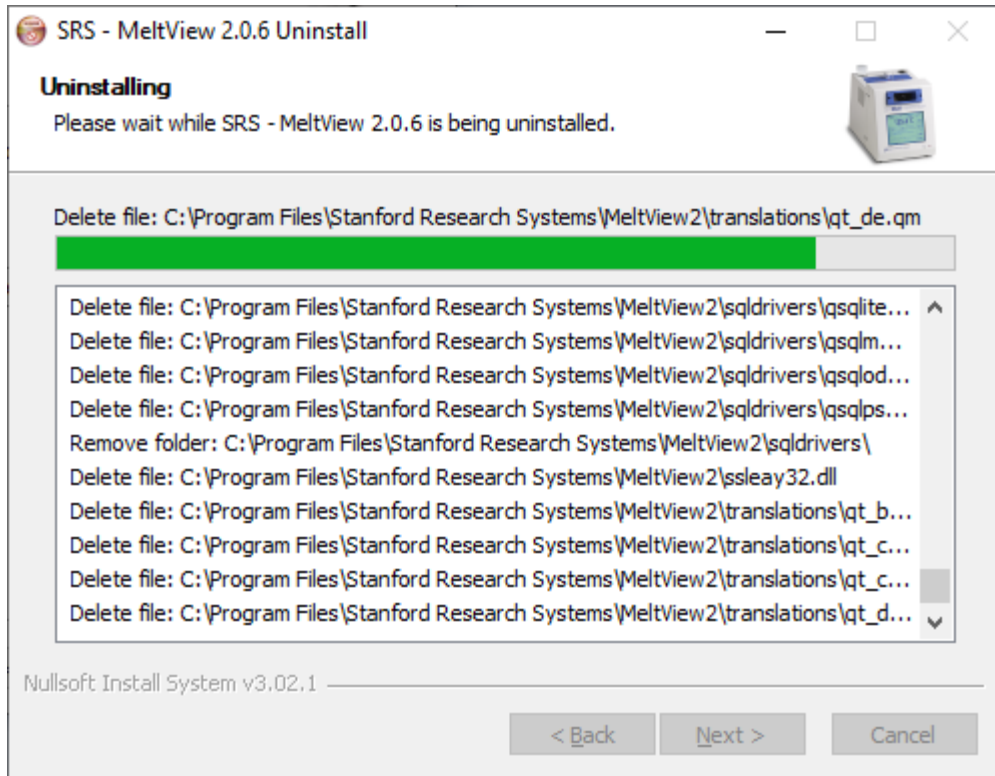


Figure 4.2.4 – The Uninstalling dialog box.

The Uninstalling dialog box informs you the progress of uninstallation. The Uninstall Finish dialog box (Figure 4.2.5) will opens next if the uninstallation completes without errors.

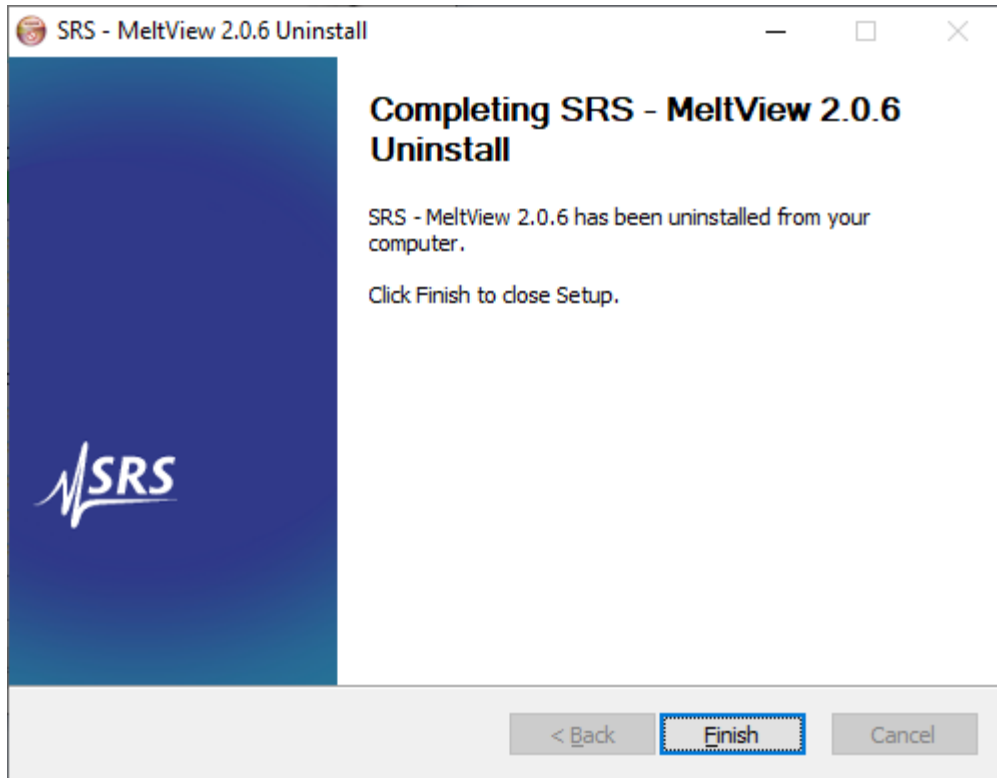


Figure 4.2.5 – The Uninstall Finish dialog box.

Click `Finish` to exit the uninstaller.

5 Installation Troubleshooting

If you encounter errors when install the software using:

- MeltView-<version>-Pro-server-x64.exe, refer to section [MeltView 2 Pro Server Installation Troubleshooting](#).
- MeltView-<version>-Pro-client[-x64].exe **OR** MeltView-<version>[-x64].exe, refer to section [MeltView 2 \[Pro Client\] Installation Troubleshooting](#).

5.1 MeltView 2 Pro Server Installation Troubleshooting

Following sections describe some errors that you may run into and how to resolve them.

5.1.1 Errors During a PostgreSQL Installation

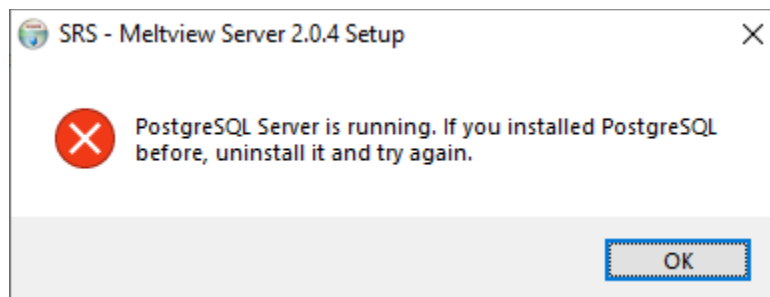
If you encounter an error during the installation of PostgreSQL (before you see “*Initializing database...*” from the installation log text box), exit the installation, and ensure that your version of Windows is up-to-date. After applying any outstanding operating system updates, re-invoke the installer.

5.1.2 Initialization Script Errors

The “*Failed to run the initialization script*” error occurs when the installer fails to perform some operations on the running database server. The installation log on the progress dialog box usually gives you some clues where the failure occurs. Sometimes a timeout in a database operation could stop the script. Simply rerun the installer with `Database Initialization` option selected only in that case.

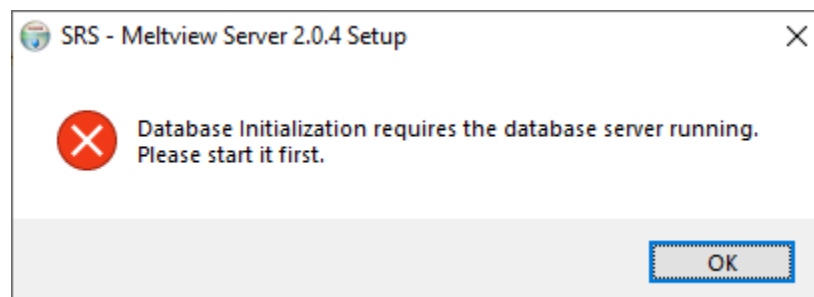
5.1.3 PostgreSQL Server Running Error

You see the following error if you have an existing PostgreSQL database server installed on the system and it’s running. It is because either you have installed a MeltView-Server before (PostgreSQL comes with MeltView-Server), or you have installed a PostgreSQL server for other purposes. Follow section [3.2 Uninstalling MeltView 2 Pro Server](#) to uninstall the PostgreSQL and rerun the installer. It is not recommended to share the MeltView 2 database with other databases on a same server.



5.1.4 PostgreSQL Server Not Running Error

If you select “`Database Initialization`” option on the *Components* wizard page without the option “`PostgreSQL`” and if the PostgreSQL server is not running, you will see the following error.



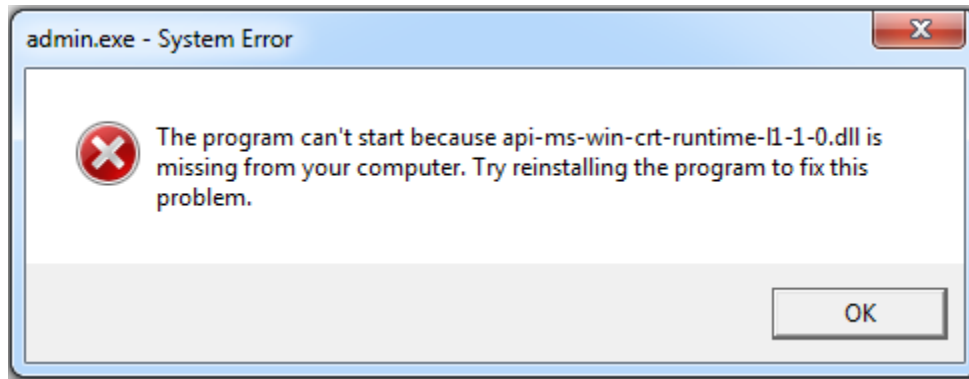
To start the PostgreSQL server, open Windows’ **Services** tool. You can type “`services.msc`” on the *Windows Search* or *Run* to locate the tool. On the **Services** tool, locate service `postgresql-x64-10`. Right-click on the service and select *Start* or *Restart*.

5.2 MeltView 2 [Pro Client] Installation Troubleshooting

Following sections describe some errors that you may run into and how to resolve them.

5.2.1 Errors While Launching the Application

When you try to launch the application, you get the following error message:



Solution: The missing `api-ms-win-crt-runtime-l1-1-0.dll` is installed with a Windows update. To resolve this issue, download and install the [Update for Universal C Runtime in Windows](https://support.microsoft.com/en-us/kb/2999226) from Microsoft (<https://support.microsoft.com/en-us/kb/2999226>).

Note: To install this update, you must have the following operating system updates installed on your system.

- Windows 8.1: [Update 2919355](http://support.microsoft.com/kb/2919355) (<http://support.microsoft.com/kb/2919355>).
- Windows 7: [Service Pack 1](http://support.microsoft.com/kb/976932) (<http://support.microsoft.com/kb/976932>).
- Windows Vista: [Service Pack 2](http://support.microsoft.com/kb/948465) (<http://support.microsoft.com/kb/948465>).

6 Appendix A

6.1 PostgreSQL Database Server Configuration

The database used by the MeltView 2 Pro client applications is powered by PostgreSQL Database Server—a well-known and reliable database server. There are many options in configuring the PostgreSQL server to suit an organization’s operating environment. Such details are not under the scope of this document. More information on PostgreSQL configurations are available at <https://www.postgresql.org/docs/10/index.html>. The following paragraphs discuss the default configuration set up by the installer when you install MeltView 2 Pro Server.

The installer sets up the PostgreSQL Server to run as a Windows service that automatically starts when Windows boots up. The service is named `postgresql-x64-10 - PostgreSQL Server 10`. The installer also modifies the client host-based authentication file (`pg_hba.conf`) to allow all users from hosts that are on the same subnet with the database server to log in. Also, it allows connections from any server’s own IP addresses:

#	TYPE	DATABASE	USER	ADDRESS	METHOD
host		MeltView	all	samehost	md5
host		all	all	samehost	md5

You can customize the `pg_hba.conf` file to enforce stricter security based on the user and the client host IP address. For example, to allow user `johndoe` to log into the database server from a host identified by IP address `192.168.12.10` you can add the following line:

#	TYPE	DATABASE	USER	ADDRESS	METHOD
host		MeltView	johndoe	192.168.12.10/32	md5

Restart the `postgresql-x64-10` service after changing the `pg_hba.conf` file to apply the new configuration. More information on the `pg_hba.conf` file are available at <https://www.postgresql.org/docs/10/auth-pg-hba-conf.html>.

NOTE: The original `pg_hba.conf` is renamed by the installer as `pg_hba.conf.orig.<timestamp>`.
