INSTALLATION INSTRUCTIONS

Trimble®
LiveCount™ Server
Software

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◈ Trimble

Introduction

Note – *The Trimble® LiveCount™ server application is a separately licensed, purchasable application. Please contact your Trimble Sales Representative for more information.*

All Trimble Accubid LiveCount software information (except drawing files) is stored in two databases:

- The Project database keeps all project specific information (drawing file names, measurements, annotations, quantity worksheet items, etc.).

- The Standards database keeps information used across projects (standard scales, traces, layers, etc.)

Most LiveCount software customers keep separate copies of this information for each user on that user's computer. In some environments, multiple estimators may work on the same estimate at one time. This requires the use of common databases. All access to information is via the computer network from the estimator's computer to a server.
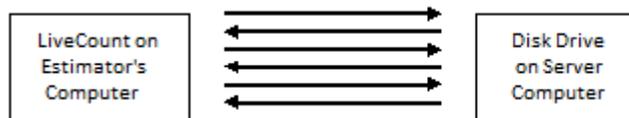

The standard (non-server) version of the LiveCount software supports this configuration. Unfortunately, the transfer of information is done in many small steps due to computer limitations. Each step requires the following steps:

- Request sent to the server from the workstation

- Server receives the information

- Sends it back to the workstation

Because of this process, additional time is required for each network message. When there is a substantial amount of information that requires transfer, the delays can be serious. This is typically seen when working with larger projects.

The Client/Server version of the LiveCount application avoids this problem. Instead of exchanging many messages, a general command is sent to a server application on the server computer. This application then performs the numerous steps required to get the information from the workstation. The response is then returned in a single message.
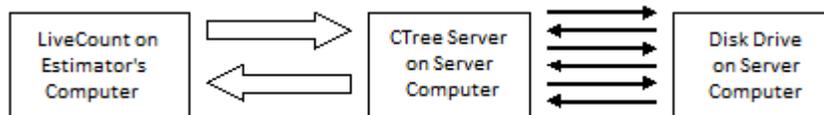
This improves performance substantially; however, it also requires a more complex configuration requiring expertise to set up and maintain. In order to properly install and configure the application, an individual must know how to:

- Install software on the server.

- Configure an application so that it starts each time the server starts.

- Configure the LiveCount server and backup scripts so files are properly backed up. (See below for instructions.)

- Determine the IP address of the server.

Tip – Your IT professional should have the expertise required to accomplish these tasks. Trimble MEP Client Service cannot assist you with configuration issues on your server.

Installation Procedures

Tip – Everyone must exit the LiveCount application during this installation process.

Preliminary Steps

- You must have a valid license file from Trimble to proceed.

- Determine the estimator database you want used on the server.

  Note – *Other estimators should export any projects they want to keep. Once they have switched to the new database, these projects can be imported back into the master database.*

- Trimble recommends that your IT Professional review the C-tree Server Administrator's Guide. It is available at:

  http://www.faircom.com/doc/ctserver/

  Pay special attention to the *Operating the c-treeACE Server* section, as this is the primary area of interest.

  The Network Administrator is responsible for configuring the server so that the CTree server is properly started and stopped whenever the server hardware is started or stopped.

  Also, the CTree server should be stopped before backing up the LiveCount data and restarted after backup.

Installing the Server

1. The server application is the C-tree Server. It is provided by FairCom. The LiveCount software for the server (including special configuration information) can be downloaded from the Trimble Client Portal.

   Note – *You may need to download that file to the server and Run it as Administrator.*

   By default, the server software is installed in the folder
   C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server.
   This folder location is used in the remaining instructions. Keep in mind that if you override the folder location, the CTree utility paths must also be changed.

2. ***You must perform this step BEFORE you start the server!***

    Have a valid license file.

    ☼ **Tip –** If you have security concerns you can use the CTree utility

    *C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server**ctadmn.exe***
    to change the CTree administrator password from the default (username
    ADMIN | default password ADMIN). B**e sure to record this change! Y**ou can
    also set up a non-administrative account for the client software.

3. Create a folder to contain the LiveCount databases.

    Note – *The LiveCount CTR files and the LiveCount Server need to reside on the
    same server or the LiveCount Server functionality will not work.*

4. Copy the selected estimator databases to the folder. When the LiveCount
    software is installed on the users computer, a shortcut to this folder is created
    on the desktop. The filenames for the database are version dependent:

Version	Standards Database	Project Database
3.0	LiveCount3.0Standards.ctr	LiveCount3.0Projects.ctr
2.5	LiveCount2.5Standards.ctr	LiveCount2.5Projects.ctr
2.0	LiveCount2Standards.ctr	LiveCount2Projects.ctr
Earlier	RViewStds.ctr	RViewProj.ctr

    ☼ **Tip –** Please make sure you are using LiveCount version 3.0.5 or later.

5. Copy the data conversion program

    *C:\Program Files (x86)\Trimble\LiveCount\LiveCount
    Server**LiveCountDBCvt.exe***

    to the database folder and run it. It will perform any needed data conversion.

    Note – *This should be run on the server. If you run it from the client, process
    times will be very slow.*

6. Determine the IP Address (or domain name) of the server. You will need this
    and the database folder name when installing the clients. ***Note:*** The Windows
   program *ipconfig* displays this information.

Client Installation

☼ **Tip –** You must perform these steps on ***each*** estimator's computer.

1. Download and install the latest version of the LiveCount software from the
    Trimble Client Portal.

2. In the LiveCount programs folder find and run the application LvCntCnfg.exe.

    C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server***LvCntCnfg.exe***

The following dialog displays.
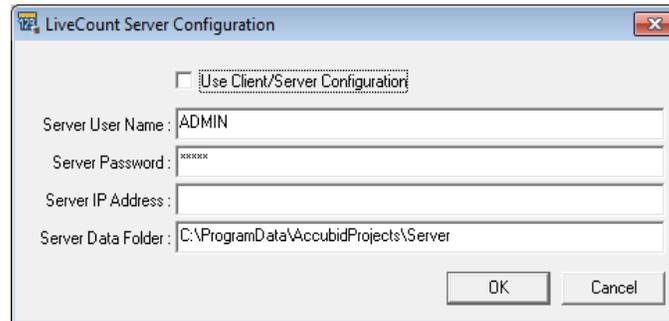
3. Complete the following in this dialog:

   Use Client/Server Configuration
   Be sure this checkbox is selected ✔ . If you ever need to use LiveCount standalone, you can clear this checkbox without losing your server settings.

   Server User Name
   Enter the user name. This is ADMIN if you are using the administrative account for all users.

   Server Password
   Enter the user password. This is ADMIN if you are using the administrative account (and have not changed the password as referenced in the Tip on .**)**

   Server IP Address
   Enter the IP address for the server (or its domain name). If the server is running on the estimator's computer, leave this blank.

   Server Data Folder
   The data folder should be the folder's name ***on the server*** (not the folder as seen from the estimator's computer). For example, the estimator's computer may see the file as F:\LiveCountData. But the estimator's F: drive is mapped to the server's C: drive. So from the server perspective, the folder is C:\LiveCountData.

   Click **OK** when you are done.

Data Recovery

If the CTree server is not properly stopped, the next time it is started users may encounter error 14 when trying to access the LiveCount data. In this case, the following steps will fix the problem:

1. Stop the CTree server (use c-treeACEMonitor.exe).

2. Backup the two database *.ctr database files (see the table above).

3. Run the CTree utility on the two files.

   C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server***ctscmp.exe***

4. Restart the CTree server.

Database Upgrades

Major releases of the LiveCount software often require database conversions. Database conversions must be performed when the files are not being used. Trimble recommends you perform all conversions during a non-busy time of the day, or after work hours to eliminate work slow downs.

Keep in mind that anytime there is an upgrade, all clients must be upgraded to the new release before they can access the converted data. Perform the steps in the order presented below.

Each Client

Make sure the estimator is not using LiveCount.

Server

1. Stop the server.

2. Install the server software upgrade (if there is one).

3. Copy the data conversion program to the database folder and run it. It will perform any needed data conversion.

C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server***LiveCountDBCvt.exe***

⚠ **CAUTION –** This ***must*** be run on the server. Running it from the workstation may cause very long conversion times if run on a CTR file located on remote disk.

4. Restart the server.

On Each Client

Install the software upgrade.

Appendix A: Trimble® LiveCount™ Client Server

This document provides information to assist you in using the LiveCount Client Server application.

Faircom Dynamic Dumping

While the server is running, copies of the databases cannot be created. Because the server caches (remembers) much of the data, simply copying the files will cause incomplete data.

⚠ **Caution** – Shutting down the server to copy the files (and then restarting) causes problems. This causes errors for users logged into the server at the time of the shutdown the next time they access the database (even when the server is restarted).

Faircom provides a *Dynamic Dumping* function that dumps data while the server is still running. The databases can then be restored from the resulting file. These files are driven by a script. The LiveCount software provides a Dimension script.

The provided script assumes you are using the default folder structure:

Server Software	C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server
Dimension Databases	C:\ProgramData\Trimble\LiveCountProjects

💡 **Tip -** If you are using folders other than the defaults, you will have to modify the backup scripts. The scripts are simple text files you can edit with Notepad or any other text editor.

Dimension Script

The script for Dimension is DimensionDump.txt. The default contents as provided in LiveCount software:

```
!DUMP C:\ProgramData\Trimble\LiveCountProjects\Backup\DimensionDump.bak
!FREQ 24
!TIME 03:00:00
!IMMEDIATE_RESTORE
!REDIRECT C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server\data\
C:\ProgramData\Trimble\LiveCountProjects\Backup\
!REDIRECT C:\ProgramData\Trimble\LiveCountProjects\
C:\ProgramData\Trimble\LiveCountProjects\Backup\
!FILES
C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server\Data\FAIRCOM.FCS
C:\ProgramData\Trimble\LiveCountProjects\LiveCount4.0Projects.ctr
C:\ProgramData\Trimble\LiveCountProjects\LiveCount4.0Standards.ctr
!END
```

- The specification of the Server Software folder is highlighted in yellow. If you use a server software folder other than the default, you must modify these parts of the script.
- The specification of the Dimension Database folder is highlighted in cyan. If you use a server software folder other than the default, you must modify these parts of the script.
- The time and frequency of the dump is highlighted in light green.
- Field formats follow:

!FREQ	• *Frequency of the dump* • *Formatted as HH* *In this case, the dump is performed every 24 hours.*
!TIME	• The dump time is formatted as HH:MM:SS. • pm hours use 12:00:00 through 23:59:59 *In this case, the dump is performed at 3:00am.*

Additional Information

If you want to review the result of the dump, you can read this file using Notepad (or any other text editor) here:

C:\Program Files (x86)\Trimble\LiveCount\LiveCountServer\Data\CTSTATUS.FCS

The dump should always be scheduled before the actual backup. When the backup is complete, it should restore the dumped/restored files (not the database files used by the server).

LiveCount Dimension

C:\ProgramData\Trimble\LiveCountProjects\Backup\LiveCount40ProjData.ctr

C:\ProgramData\Trimble\LiveCountProjects\Backup\LiveCount40StdsData.ctr

The execution of the dump scripts can be done manually, however it is easier to put a simple command in the CTSRVR.CFG file to run them automatically. The default CTSRVR.CFG includes the following commands:

```
; CUSTOM FOR ETAKEOFF
DUMP C:\ProgramData\Trimble\LiveCountProjects\DimensionDump.txt
```

The first and third lines have a semicolon prefix, indicating comments. The second line loads the script for Dimension.

Appendix B: Trimble® LiveCount™ Client Server

This document provides information to assist you in using the LiveCount Client Server application.

Troubleshooting the Install

- *When I start the server, it stops after a few seconds*

    Solution:

    – The most common reason for this is the license file has not been copied into the server software folder. You should have received this file from Trimble. (It is named similar to *ctsrvr39001234.lic*.) This file needs to be saved in the server software folder (default location):

    > C:\Program Files (x86)\Trimble\LiveCount\LiveCount Server

    – If you find that the license file is resident in the proper location, using Notepad or any text editor, open the file *CTSTATUS.FCS* in the data subfolder of the server software folder. Scroll to the end of the file and look for any error messages.

    Note: *If you see the message "LICENSE ERROR: License initialization failed: Missing license file (1)" refer to the first bullet above to correct the issue.*

    If you cannot determine the nature of the problem or how to correct the issue, send the file to accubidsupport@trimble.com fully describing the problem. Please include your contact information in this email.

- *The server is running, but the client is still using local database files.*

    Solution: You may not have configured the client to use the server. *Client Installation* section in the *Trimble® LiveCount™ Server Software Installation Instructions* document. Make sure the **Use Client/Server Configuration** checkbox is selected ☑.

- *The server is running, but the database cannot open the database files.*

    Solution: Refer to the *Client Installation* section in the *Trimble® LiveCount™ Server Software Installation Instructions* document. Under Step 4, make sure the folder you have entered on the workstation computer is the server folder (and not the folder *on the workstation*).

- *When we switched to client/server, we lost the LiveCount projects for most of our estimators.*

    Solution: Your estimators most likely had independent databases before you moved to the Client Server. When you changed to the Client Server, you are using a main database for all workstations (estimators). To correct the issue check all workstations for the following:

    1. Temporarily switch the workstation to back local databases. Go to *Client Installation* section in the *Trimble® LiveCount™ Server Software Installation Instructions* document. Clear the **Use Client/Server Configuration** checkbox ☐.

2. Export all projects needed with the **Use the Project List in LiveCount** command.
3. Go back to the *Client Installation* section in the *Trimble® LiveCount™ Server Software Installation Instructions* document. Select the **Use Client/Server Configuration** checkbox ☑.
4. Restart the LiveCount software and import the needed projects from the backup files created (.tpx).

- *When I try to run the LiveCount software, I get error 941 or 942 connecting to the server.*

  Solution: You need to upgrade the client to Trimble® LiveCount ™ to the latest version. Contact MEP Client Services at accubidsupport@trimble.com or 1-800-361-3030 if you have any questions pertaining to version compatibility.

- *When I try to run the LiveCount software, I get error 133 when connecting to the server.*
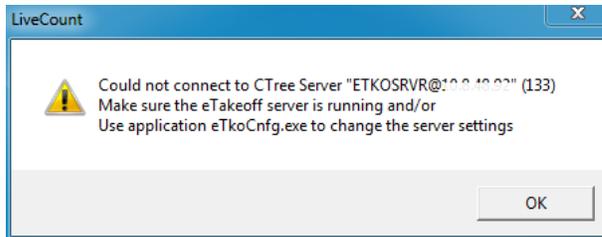
  Solution: You need to verify the client has connection to Trimble® LiveCount ™ Server. The best way to verify the connection is to ping the server from the client and the client from the server. Contact MEP Client Services at accubidsupport@trimble.com or 1-800-361-3030 if you have any questions.