



Technical Note COMPASS_TN006_180706 01

Subject: Additional steps for COMPASS 2018 installation
Product affected: COMPASS v4.1|Release: 2018
Function affected: Software installation (upgrade or new installation)
Type of action: Follow the instructions in this Technical Note.

1. .NET Framework 4.7

As a prerequisite, COMPASS v4.1|Release: 2018 (COMPASS 2018) installation needs .NET Framework 4.7 (which is included in the COMPASS 2018 installation). However, if the following windows update package cannot be found on the PC, the installation will be interrupted. When this occurs, the following windows update package KB4019990 must be installed:

1. Download it from <https://www.catalog.update.microsoft.com/search.aspx?q=kb4019990>.
2. Install the windows update and start the COMPASS installation again.

2. Additional steps for installation of COMPASS on non-English Operating Systems

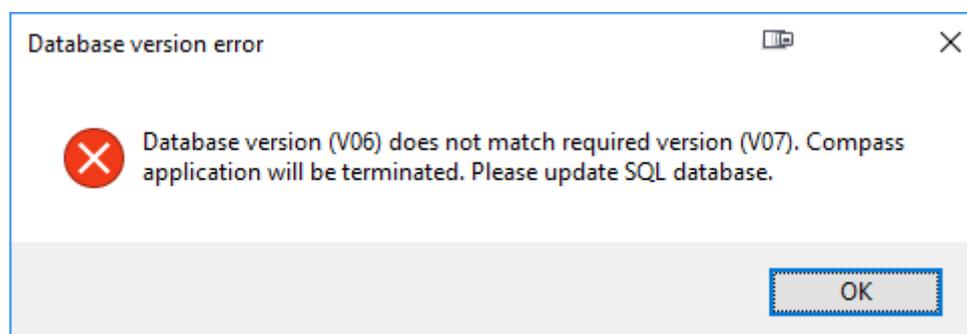
When installing COMPASS 2018 on a PC with a non-English Operating System, the below error message may appear in the following situations:

1. Upgrading COMPASS

Starting COMPASS application after installing COMPASS 2018 on a PC where an older version of COMPASS is already installed.

2. New installation (provided that SQL is already installed)

During installing COMPASS 2018 on a PC where no older version of COMPASS has been previously installed.



To avoid this error message, **first** run the provided SQL script (see Section 2.1) **and then** upgrade or continue the installation the COMPASS Software.



2.1. Action to Take

1. Before upgrading or installing, connect to **SQL Management Studio**.
2. Go to **Security > Logins** and search for **NT AUTHORITY\System**; if the window is in English, perform the Compass Software upgrade or installation without additional requirement.
3. If the **NT AUTHORITY\System** window is in another language, follow Section 2.1.2 to execute the SQL script provided via download from the Support Portal (see Section 2.1.1). Ensure that the SQL has been installed before running the script.

2.1.1. Download SQL Script

There are two versions of SQL script:

- For SQL Server versions 2012 and higher: *Script SQL Server 2012.sql*
- For SQL Server version 2008: *SQL Server 2008.sql*

Please download the suitable version of the script in the tile of **Useful Technical Materials Configuration files** on the **Start Page** of IBA Dosimetry Service Portal at:

<https://iba-portal.com/>.

2.1.2. Execute SQL Script

1. Open the **SQL Server Management Studio** (under **Start > Microsoft SQL Server**).
2. Connect to the Server. Administrator rights on the SQL Server is required.
3. In the menu bar, click on **File > Open > File...** and select the SQL script file from the folder you downloaded it.
4. In the menu bar, press the **Execute** button. This will execute the script and process the necessary changes in the database.
5. In the lower part of the window you will read the success message "*Command(s) completed successfully*" or some error message. If an error like "...user, role or group already exists." appears, the script has finished successfully.

Please feel free to contact us as follows if you have any further questions

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