Install Touch N Go Corporate Edition on Windows 7 64-bit

Date: August 1, 2011

TNG Version: Setup200.exe

Testing Level: Basic Workaround

User Level: Network administrator

**Resolution:** 

A. Network location in install program not working in Windows 7 and install will not complete.

B. Vsocx6.ocx errors when running tng corporate in Windows 7 and program will not run correctly.

## On the server machine to host the tng server

Step 1: Install to Server using normal steps from the tng manual and ensure that network permissions are set.

## On the local workstation to host the tng workstation client

Step 2: Windows xp sp2 compatibility mode to run the setup for the tngserver. Tngserver will be installed to the local c drive as a way to workaround the tng corporate installer problem with network locations in Windows 7. Right click the setup200.exe file and select troubleshoot compatibility and select windows xp sp2 as the compatibility



	23
🕞 🗟 Program Compatibility	
Select troubleshooting option	
<ul> <li>Free-form Snip</li> <li>Try recommended settings</li> <li>Select this option to test run program using recommended compatibility settings</li> </ul>	
Troubleshoot program Select this option to choose compatibility settings based on problems you notice	
C	ancel

Click 'Try Recommended Settings'

	×
🕞 🗟 Program Compatibility	
Test compatibility settings for the program Settings applied: Windows compatibility mode: Windows XP (Service Pack 2)	
You need to start the program to make sure these new settings have fixed the problem. After running the program using these settings, click Next to continue.	
Start the program	
Next Can	cel

Click 'Start the Program'

Say yes to UAC screen.



# Click 'Next'

😼 Start Installation	
	You are now ready to install the Touch N' Go Corporate Edition Press the Next button to begin the installation or the Back button to review the Welcome Screen.
	< <u>B</u> ack <u>Next</u> > Cancel

Click 'Next'



Select Destination Directory	×
The Touch N' Go Corporate will be installed into th following directory.If you would like to install it into a different directory/drive, use the browse list below.	e a
Destination Directory:	
C:\tngcsvr	
🗁 c:V	*
🛅 \$Recycle.Bin	
Documents and Settings	=
Program Files	
Program Files (xob)	
	-
The covery	· ·
	•
OK	







Select Program Manager Group	
Please select the Program Manager Group that you would like to place the Touch N' Go Corporate Server icons into.	
You can select from an existing group or create a new one.	
Group Name:	
Touch N' Go Corporate	
Accessories Administrative Tools	
Maintenance	
Startup Sun VirtualBox Guest Additions	
Tablet PC Tablet NI Sa	
OK Cancel	



😼 Installation Complete		×
	Touch N' Go Corporate has been successfully installed.	
	Press the Finish button to exit this installation.	
	< <u>B</u> ack <b><u>Finish &gt;</u> Canc</b>	el

Click 'Finish'

3. Windows xp sp2 compatibility mode to run the setup for the tngworkstation and point to the tngserver to the local c drive tngsvr install folder.



#### Click 'Start the program'



# Click 'Next'

😼 Start Installation	
	You are now ready to install the Touch N' Go Corporate Edition Press the Next button to begin the installation or the Back button to review the Welcome Screen.
	< <u>B</u> ack <u>Next&gt;</u> Cancel

Click 'Next'

Select Components to Inst	all 💽
Please select the software co want to install to your compu appropriate boxes below. Pre continue or press the Cancel installation.	omponents you ter by checking the ess the OK button to I button to abort the
⊂ Server ● Workstation	
ОК	Cancel



Make Backups?		<b>—</b>
This installation car replaced during the backups of the repl	n create backup o installation. Do y aced files?	copies of all files ou want to create
Yes	No	Cancel

Click 'Yes'



Server N	Aust Be installed first
<b></b>	The next will prompt you for the Server installation directory. This is the directory on the fileserver or shared computer where Touch N' Go Corporate Server has been installed. This needs to be completed prior to running this setup routine. The directory on the server must also be shared, and have read, write properties set for all users intending to use Touch N' Go Corporate.
	OK Cancel

Select Server Directory
Touch N' Go needs to know where the server installation resides please browse to locate. The Server version of Touch N' Go Corporate must be Installed prior to running this setup.
Server Directory
C:V
<ul> <li>Program Files</li> <li>Program Files (x86)</li> <li>ProgramData</li> <li>Recovery</li> <li>System Volume Information</li> </ul>
C Ingesvr C Users C Windows ▼
🖃 C: 🔍 🔽
OK Cancel

Click 'tngcsvr' and THEN

Select Server Directory
Touch N' Go needs to know where the server installation resides please browse to locate. The Server version of Touch N' Go Corporate must be Installed prior to running this setup.
Server Directory
C:\tngcsvr
c:\
🚰 tngcsvr
n backup
tngcwrk
🖛 c:
OK Cancel



😼 Installation Complete		×
	Touch N' Go Corporate Workstation has been successfully installed. Press the Finish button to exit this installation.	
	< <u>B</u> ack <b><u>Finish &gt;</u> Cance</b>	

Click 'Finish'

	×		
🧼 🗟 Program Compatibility			
Test compatibility settings for the program			
Settings applied: Windows compatibility mode: Windows XP (Service Pack 2)			
You need to start the program to make sure these new settings have fixed the problem. After running the program using these settings, click Next to continue.			
Start the program			
Next Can	cel		

Click 'Next'



Click 'YES,...'

) 🔄 Program Compatibility		×
Troubleshooting has completed		
Issues found		
Incompatible Application	Detected	<u> </u>
Close the troubleshooter		
Explore additional options		
View detailed information		
		Close

Click 'Close the troubleshooter'

4. Register the vsocx6.ocx files to avoid these errors when running tng corporate on the workstation. Do not skip these steps.

Program Error Intercepted				
An unexpected 'component 'vsocx6.ocx' or one of its dependencies not correctly registered: a file is missing or invalid' error occured in corp32. 1 error(s) are logged.				
To help resolve the problem, please enter what you were doing.				
Type in what you were doing here.				
	0.1			
	Lontinue	Print		

Register the 'vsocx6.ocx' file in both the c:\windows\system32 folder and the c:\windows\syswow64 folder under command prompt (run as administrator)

Regsvr32 c:\....\vsocx6.ocx

- 5. Create mapped drive to server data location and make sure that the connection is persistent with a user account that has the necessary permissions.
- 6. Start notepad in administrator mode. Then edit the tng.ini file in the 'C:\Program Files (x86)\tngcwrk' to point the network server install location in UNC format.