

SERVICE SUPPORT AND BUSINESS APPLICATIONS SERVICE LINE LOGISTICS APPLICATION SERVICES

LOGFAS 6.3.1 databases not installed

KB-2018-02

Applies to: LOGFAS 6.3.1 Last Updated: 05 MAR 2018

Table of contents

Forewords	3
Workaround for LOGFAS 6.3.1 database installation's failure	3

Document change log			
Version	Comments	Date	Author
1.0	Initial version	23-FEB-2018	Simon MAUNOURY
1.1	Update on Forewords	05-MAR-2018	Simon MAUNOURY

Forewords

Depending on the Security Policy in your environment, it may occur that the database engine cannot be installed properly during LOGFAS 6.3.1 installation.

This document describes the workaround that has to be manually run by an administrator to set the permissions on the installation folder for your LOGFAS databases.

It may be applied on Workstations, or on Servers **only** if you have backed up all login roles by following the related section in the Knowledge Base article called '20180201 KB 2018-01.docx'.

Workaround for LOGFAS 6.3.1 database installation's failure

Please proceed to the following steps immediately after LOGFAS 6.3.1 has failed to install the database.

- 1. Check first that you have a backup for each of your databases.
- 2. Go into Programs & Features and uninstall "LOGFAS 6.3.1".

When you are prompted for the options for keeping the databases or not, please select "Remove the LOGFAS database entirely".

COGFAS - Instalishield wizard			
Select the setup type that best suits your pee	de		
Select the setup type that best suits your nee			
You have the option of removing only LOGFAS but keeping the database on your computer:	i SW		
Keep LOGFAS database for later use.			
Remove the LOGFAS database entirely.			
InstallShield			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

3. After the end of uninstall, browse to the LOGFAS 6.3.1 installation folder, which is not deleted by the uninstallation, and get into the properties of LOGFAS folder (by default: C:\Program Files (x86)\NATO\LOGFAS6).

👃 LOGFAS6 Properties 🛛 💽
General Sharing Security Previous Versions Customize
Object name: C:\Program Files (x86)\NATO\LOGFAS6
Group or user names:
& CREATOR OWNER
SYSTEM
& Administrators (AMNWSW764ENLOG \Administrators)
To change permissions, click Edit.
Permissions for CREATOR
OWNER Allow Deny
Full control
Modify
Read & execute
List folder contents
Bead
Write
For special permissions or advanced settings, Advanced click Advanced.
Learn about access control and permissions
OK Cancel Apply

4. In the 'Security' Tab, click on 'Edit' then check if the account called 'NETWORK SERVICE' is in the list. If it's in the list then check that this account has 'Full Control' permissions on this folder. In case this account is not there, click on 'Add...'.

👃 Permissions for LOGFAS6		×	
Security			
Object name: C:\Program Files (x86)\NATO\LOGFAS6			
<u>G</u> roup or user names:	Group or user names:		
& CREATOR OWNER			
SYSTEM			
📔 🧏 Administrators (AMNWSW76	4ENLOG \Adminis	trators)	
Sers (AMNWSW764ENLOC	G/Users)		
Sector 2 August 2 Aug			
	A <u>d</u> d	<u>R</u> emove	
Permissions for CREATOR			
OWNER	Allow	Deny	
Full control			
Modify			
Read & execute			
List folder contents			
Read			
ОК	Cancel		

NATO UNCLASSIFIED

5. Then type 'NETWORK SERVICE' (1), click on 'Check Names' (2) and check that 'NETWORK SERVICE' becomes underlined and finally confirm by clicking on 'OK' (3).

Select Users, Computers, Service Accounts, or Groups	? 💌
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
Erom this location:	
mds.ncsa.nato.int	Locations
Enter the object names to select (<u>examples</u>):	
NETWORK SERVICE 1. 2.	Check Names
<u>A</u> dvanced 3. OK	Cancel

6. Back to 'Security' Tab, select 'NETWORK SERVICE' (1), then in Permissions for NETWORK SERVICE, select 'Full Control' and finally click 'OK'.

👃 Permissions for LOGFAS6		×
Security		
Object name: C:\Program Files (x	86)\NATO\LOGF	AS6
<u>G</u> roup or user names:		
& CREATOR OWNER		
SYSTEM .		
Administrators (AMNWSW/764	ENLOG\Administr	ators
METWORK SERVICE	V Isersi	
		1.
[A <u>d</u> d	<u>R</u> emove
Permissions for NETWORK SERVICE	Allow	Deny
Full control	2. 🔽	
Modify	V	
Read & execute		
List folder contents	\checkmark	
Read	v	
Learn about access control and permissions		
3. ОК	Cancel	Apply

7. Now you can proceed to the installation of LOGFAS 6.3.1 following the Client or Server Installation Manual.