

SolarWarranty Pro

Setup Guide

Installation, deployment, and configuration reference

Version 2.3

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Computer Aided Business Systems

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Document Information

Property	Value
Document Version	2.3 April 2026
Product Version	SolarWarranty Pro v2.3
Audience	IT administrators, system installers, support engineers
Companion documents	Quick Start Guide (operator-facing), User Guide (feature reference), Release Notes (v2.1 → v2.3 changes)

1 Overview

This guide covers the deployment of SolarWarranty Pro v2.3 on a customer site. It is intended for the IT administrator or installer who provisions the application, configures the database backend, applies the licence, and verifies the installation before handing it over to operators.

For day-to-day operation of the application, refer to the User Guide. For the 30-minute first-look orientation, refer to the Quick Start Guide. For the application's technical architecture, refer to the System Design Document.

2 System Requirements

2.1 Operating System and Runtime

Component	Required	Notes
Operating System	Windows 10 (1809+) or Windows 11	64-bit OS. The application is x86 (32-bit process) regardless of OS bitness.
.NET Framework	4.8 or later	Pre-installed on Windows 10 (1903+) and Windows 11.
Visual C++ Redistributable	2015–2022, x86 build	Bundled with the SolarWarranty Pro installer.
Disk space	500 MB minimum	200 MB application + ~300 MB database growth allowance.
Memory	4 GB minimum, 8 GB recommended	Larger inventories with photo attachments benefit from more RAM.
Display	1280×720 minimum	1920×1080 (Full HD) recommended for the dashboard and management screens.

2.2 Database Engine

SolarWarranty Pro supports two database backends. Choose at first-run setup; this choice is persisted in db.config and cannot be changed without re-running the Setup Wizard.

Backend	Best for	Setup
Microsoft Access (.accdb)	Single-user installations, small dealerships (1–3 concurrent users)	No external installation required. Application creates the database file automatically. Microsoft Access Database Engine 2016 (32-bit) must be present — the SolarWarranty Pro installer offers to install it.
Microsoft SQL Server	Multi-user networked deployments, larger dealerships, high-volume operations	Requires an existing SQL Server instance (2016 or later). Application creates the SolarWarrantyPro database automatically on first connect. Connection string is encrypted with Windows DPAPI in db.config.

NOTE The application is x86 regardless of OS bitness. On 64-bit Windows, you must install the 32-bit version of Microsoft Access Database Engine 2016. Installing the 64-bit version will not satisfy the runtime requirement and the application will fail to open the Access database. The bundled installer in the SolarWarranty Pro setup is the correct 32-bit build.

3 Pre-Installation Checklist

Before running the SolarWarranty Pro installer:

1. Confirm the target PC meets the requirements in §2. Run winver on the target to confirm the Windows build.
2. Confirm the operator has Administrator rights on the PC for the duration of the installation. The installer requires elevation.
3. If using SQL Server: confirm a SQL Server instance is reachable from the target PC. Note the server name, authentication mode (Windows or SQL), and login credentials. Test connectivity with sqlcmd or SQL Server Management Studio before installation.
4. If migrating from v2.1: complete the customer-side deactivation procedure FIRST. See the v2.3 Release Notes §6 for details. Do not run the v2.3 installer over an active v2.1 licence — you can install v2.3 over v2.1 either way, but the v2.1 deactivation must happen on the v2.1 build.
5. Have the licence email available: the typed licence key and the .swpkey file attachment. Save the .swpkey to the desktop or a memorable folder — the operator will Browse for it during activation.

4 Installation

4.1 Running the Installer

The installer is provided as a single signed executable, typically named SWP_v2.3_Setup.exe. Right-click and choose Run as administrator. The installer is digitally signed with an Extended

Validation (EV) code-signing certificate, so Windows SmartScreen will display a clean publisher-trusted prompt rather than the unsigned-installer red warning.

NOTE — Verified Publisher. The Windows SmartScreen prompt will show "Verified publisher: JD & Sons Audio Production, LLC". This is the United States legal entity that holds the SolarWarranty Pro code-signing certificate on behalf of Computer Aided Business Systems. Every other screen — the installer wizard, the application, the documentation, and your support contact — continues to identify Computer Aided Business Systems. Both names refer to the same product. If your organisation's software-installation policy or AppLocker rule set checks the Authenticode publisher, allow-list "JD & Sons Audio Production, LLC".

The installer asks for:

- Install location — default C:\Program Files (x86)\SolarWarrantyPro\. Accept the default unless your IT policy requires otherwise.
- Start menu folder — default SolarWarranty Pro.
- Desktop shortcut — ticked by default.
- Install Microsoft Access Database Engine 2016 — ticked by default. Untick only if you are sure ACE 2016 (32-bit) is already present.

Click Install. The installer copies application files, registers prerequisites, and (if ticked) silently installs the Access Database Engine. Total time: typically 1–3 minutes.

4.2 Application Folder Structure

After installation, the application folder contains:

Path	Purpose
SolarWarrantyPro.exe	The main application executable.
*.dll	Application libraries, including PdfSharp for the Manufacturer Claim Report.
docs\UserGuide.html	The bundled User Guide opened by the Help → Documentation → User Guide menu item.
docs\UserGuide.pdf	PDF copy of the User Guide for offline reading or printing.
docs\QuickStart.pdf	The Quick Start Guide.
docs\SetupGuide.pdf	This document.
docs\ReleaseNotes.pdf	The release notes.
docs\TrainingManual.pdf	The Training Manual.
drivers\accessdatabaseengine.exe	The bundled ACE 2016 32-bit installer (used by the prerequisite check on first launch).
unins000.exe	The uninstaller.

4.3 Data Folder Structure

Customer data is stored in C:\ProgramData\SolarWarrantyPro\, which is automatically created on first launch. This folder is preserved across reinstalls and upgrades.

Path	Purpose
SolarWarrantyPro.accdb	The Access database file (Access deployments only). Contains all customer data.
db.config	Database configuration. Provider type and (for SQL Server) DPAPI-encrypted connection string.
licence.dat	DPAPI-encrypted licence payload, RSA-signed in v2.3.
ClaimReports\	Manufacturer Claim Report PDFs are written here, one file per claim.
ClaimMedia\	Photo evidence uploaded by technicians during inspections.
Logs\	Application diagnostic logs (rolling, capped at 10 MB total).
IMPORTANT The C:\ProgramData\SolarWarrantyPro\ folder is INTENTIONALLY NOT removed by the uninstaller in v2.3 and later. This protects customer data across reinstalls. To remove all customer data, delete this folder manually after uninstalling.	

5 First-Launch Setup

At first launch, SolarWarranty Pro runs a sequence of one-time setup screens:

5.1 Licence Activation

The Licence Activation screen appears first. Two inputs:

- Licence Key — type the SWPRO-XXXXX-XXXXX-XXXXX-XXXXX value from the supplier email.
- Licence File — click Browse and select the .swpkey file the supplier sent as an attachment.

The Machine ID for this computer is shown at the top. Copy it to the clipboard if you are requesting a perpetual licence — you will email this number to your supplier.

Click Activate. On success, a success dialog confirms activation and the next setup screen appears.

TROUBLESHOOTING ACTIVATION FAILURES The most common causes of activation failure: (a) the .swpkey file is not the one issued for this machine — check the email; (b) the typed licence key has been mistyped — dashes and case must match; (c) for PERPETUAL licences, the Machine ID has changed since the licence was issued (e.g. hardware swap). Contact support with the displayed Machine ID for a re-issue.

5.2 Microsoft Access Database Engine Check

On Access deployments, SolarWarranty Pro tests for ACE 2016 32-bit by attempting to open a temporary database file. If the test fails, a dialog offers two options:

- **Install Now** — launches the bundled installer (drivers\accessdatabaseengine.exe) silently. Recommended.
- **Open Microsoft Download Page** — opens the Microsoft download URL in your default browser. Use this if the bundled installer is missing or corrupt.

After installation completes, click **Retry** to repeat the check. SolarWarranty Pro proceeds when the check passes. SQL Server deployments skip this check entirely.

5.3 Setup Wizard

A five-step wizard collects the initial configuration:

Step	Screen	Configures
1	Database Engine	Microsoft Access (default) or SQL Server. SQL Server requires server name, database name, authentication mode, and credentials. Test Connection button verifies reachability before proceeding.
2	Company Details	Dealership name, tagline, address, phone, email, website. Appears on login screen, reports, and the Manufacturer Claim Report.
3	Manufacturer	Primary manufacturer name and website URL. Additional manufacturers can be added later via Admin > Manage Manufacturers.
4	Currency	Currency symbol, ISO code, date format, locale code. Presets available for NGN, GHS, USD, GBP, EUR; custom values supported.
5	Brand Colour	Primary brand colour (hex code or colour picker). Applied to the menu bar, login screen, dashboard title, grid headers, and the Manufacturer Claim Report PDF header band.

Click **Finish Setup**. The application creates the database (Access: from an embedded template; SQL Server: via CREATE DATABASE), runs the schema migrations, seeds the default manufacturer and warranty periods, and shows the login screen.

5.4 First Login and Forced Password Change

Default admin credentials: username admin, password Admin@1234. The application FORCES a password change on the very first login — this is a security feature. Choose a password meeting the complexity rules (at least 8 characters with one upper, one lower, one digit) and click **Change Password**.

6 SQL Server Deployment Notes

SQL Server deployments have a few additional considerations beyond the steps in §5:

6.1 Connection String

The connection string is built from the values entered in Setup Wizard Step 1, then encrypted with Windows DPAPI (LocalMachine scope) and stored in C:\ProgramData\SolarWarrantyPro\db.config. The encryption is bound to the machine: copying db.config to a different machine renders the encrypted blob unreadable, and the Setup Wizard will be re-run on first launch.

To re-encrypt for a different machine — for example after a hardware migration — delete db.config and re-run the Setup Wizard.

6.2 Authentication

- Windows Authentication is recommended. The user account running SolarWarranty Pro must have permission to CREATE DATABASE on the SQL Server instance (one-time, for the initial database creation), then db_owner or sufficient permissions on the SolarWarrantyPro database thereafter.
- SQL Authentication is supported. The login and password are stored in the encrypted connection string in db.config.

6.3 Initial Database Creation

On first connect, SolarWarranty Pro issues IF DB_ID(N'SolarWarrantyPro') IS NULL CREATE DATABASE SolarWarrantyPro. The database name is fixed; if you need a different name (e.g. multi-tenant on the same instance), contact support.

6.4 Backup

SQL Server backups are managed by the SQL Server agent and are independent of SolarWarranty Pro. Configure a regular backup schedule (full nightly, log every 4 hours is a reasonable starting point). The application does not need to be quiesced during a backup — SQL Server's online backup is transparent to the application.

7 Backup and Recovery

7.1 Access Backups

For Access deployments, the entire database is a single file: C:\ProgramData\SolarWarrantyPro\SolarWarrantyPro.accdb. Backup is a file copy:

```
robocopy "C:\ProgramData\SolarWarrantyPro" "\\backupserver\SWP_Backup\%date%" SolarWarrantyPro.accdb
```

Run nightly via Task Scheduler. Retain at least 14 days of backups. Test restore quarterly by copying a backup to a non-production location and opening it in SolarWarranty Pro.

WARNING The .accdb file is locked while SolarWarranty Pro is running. Schedule backups when no operator is logged in (e.g. 02:00). For 24/7 operations, consider switching to SQL Server which supports online backup.

7.2 SQL Server Backups

Use SQL Server's built-in backup. A typical schedule:

- Full backup nightly at 02:00.

- Differential backup every 4 hours during business hours.
- Transaction log backup every 15 minutes (if recovery model is FULL).

Retain backups for at least 30 days. Replicate to off-site storage. Test restore monthly in a non-production environment.

7.3 Photo Evidence and Claim Reports

Photo evidence and Manufacturer Claim Report PDFs live OUTSIDE the database in:

- C:\ProgramData\SolarWarrantyPro\ClaimMedia\ — photo evidence
- C:\ProgramData\SolarWarrantyPro\ClaimReports\ — generated claim PDFs

Back these folders up alongside the database. They are not included in any database backup.

8 Upgrades

8.1 Upgrading from v2.1

See the v2.3 Release Notes §6 for the full migration procedure. In summary:

6. Customer side: deactivate the v2.1 licence via Help → About → Deactivate Licence and email the .swpdr file to support@solarwarrantypro.com.
7. Supplier side: process the request, return a .swpdt token file and a new .swpkey licence file.
8. Customer side: apply the .swpdt token in v2.1, then install v2.3, then activate with the new key + .swpkey.

No data migration is required. The database schema is identical between v2.1 and v2.3. Customer data, audit logs, claim media, and PDFs are all preserved.

8.2 Future In-Place Upgrades

From v2.3 onwards, in-place upgrades will be supported without a licence re-issue. The v2.3 installer detects an existing v2.3 installation and updates only the changed files; licence.dat is preserved.

9 Uninstallation

To uninstall SolarWarranty Pro:

9. Open Settings → Apps. Find SolarWarranty Pro and click Uninstall.
10. The uninstaller removes the application files but PRESERVES the C:\ProgramData\SolarWarrantyPro\ data folder. This is intentional — it protects customer data across reinstalls.
11. To remove customer data after uninstalling, manually delete C:\ProgramData\SolarWarrantyPro\. WARNING: this is irreversible. The deletion includes the licence file, database, photos, and audit logs.

10 Verification Checklist

After installation, verify each of the following before handing over to operators:

12. Application launches without errors. Login screen appears.

13. Default admin password change is enforced and accepted.
14. Dashboard loads with all six tiles. Tiles show "0" or accurate counts.
15. At least one manufacturer is configured. Default warranty periods are seeded.
16. Help → Documentation → User Guide opens UserGuide.html in the default browser.
Help → Documentation → Quick Start Guide opens QuickStart.pdf in the default PDF viewer. (System Design is not bundled with the customer installer; it is an internal supplier document.)
17. Help → About displays the v2.3 version number, the licensed company name, the licence type, and (for PERPETUAL) the expiry "Never expires" or (for DEMO) days remaining.
18. Register a single test product. Submit a test claim. Confirm the claim moves through Pending → Assigned → Approved or Rejected.
19. Generate one Manufacturer Claim Report PDF. Confirm the file appears in C:\ProgramData\SolarWarrantyPro\ClaimReports\ and the PDF opens with the brand-coloured header.
20. On Access deployments only: copy SolarWarrantyPro.accdb to a backup location and confirm it can be opened independently in Microsoft Access (if available) or restored back to the data folder.
21. On SQL Server deployments only: run a manual backup via SQL Server Management Studio. Confirm the backup file is written successfully.

11 Troubleshooting

11.1 "ACE Driver Not Found" at first launch

Cause: the 32-bit Microsoft Access Database Engine 2016 is not installed. Solution: click Install Now in the dialog, or run drivers\accessdatabaseengine.exe from the application folder manually. If the bundled installer fails (rare), download the engine from the Microsoft website.

WARNING You may have the 64-bit ACE installed already (from Microsoft Office, for example). The application requires the 32-bit version. Both can coexist on the same machine via the /passive command-line flag, but Microsoft's standard installer refuses to install the 32-bit ACE if 64-bit Office is present. The bundled SolarWarranty Pro installer uses /passive to bypass this; if you install ACE manually, run accessdatabaseengine.exe /passive from an elevated command prompt.

11.2 "Licence file not found" or "Signature verification failed"

Cause: the .swpkey file selected during activation does not match the typed key, has been corrupted, or was issued for a different machine. Solution: re-download the .swpkey file from the supplier email (browser file caches sometimes corrupt downloads). If the issue persists, contact support with the Machine ID shown on the activation form for a re-issue.

11.3 SQL Server "Cannot connect to server"

- Confirm the server name is correct (use server\instance for named instances).
- Confirm SQL Server Browser is running (required for named instances).
- Confirm TCP/IP is enabled in SQL Server Configuration Manager.
- Confirm the Windows Firewall allows port 1433 (default) or the configured port.

- For Windows Authentication: confirm the user has CREATE DATABASE permission for first run, and db_owner thereafter.
- For SQL Authentication: confirm the login is enabled and the password is correct.

11.4 Application opens but shows a blank dashboard

Cause: the database has been created but seeding failed (rare — typically caused by a permission issue on the data folder). Solution: confirm the user account has read/write permission to C:\ProgramData\SolarWarrantyPro\. The folder ACL should grant Modify to Users by default; if it has been hardened, restore inheritance or grant the running user explicit Modify permission.

11.5 "The version 2.1 licence is no longer supported" at first v2.3 launch

Cause: a v2.1 licence file is present but v2.3 cannot accept it. Solution: follow the migration procedure in the Release Notes §6. Contact support with your v2.1 .swpdr request file for a free replacement v2.3 licence. No data is lost.

12 Support

Computer Aided Business Systems

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Email: support@solarwarrantypro.com

Web: <https://solarwarrantypro.com>

When contacting support about a deployment issue, please include: the version number from Help → About; the Windows version (winver); whether the deployment uses Access or SQL Server; the exact text of any error messages; and — for activation issues — the Machine ID displayed on the activation screen.