

SolarWarranty Pro Setup Guide

Installation, deployment, and configuration reference

Version 2.4

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Computer Aided Business Systems

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Document Information

Property	Value
Document Version	2.4 June 2026
Product Version	SolarWarranty Pro v2.4
Audience	IT administrators, system installers, support engineers
Companion documents	Quick Start Guide (operator-facing), User Guide (feature reference), Release Notes (v2.3 → v2.4 changes)

1 Overview

This guide covers the deployment of SolarWarranty Pro v2.4 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.

What's different in v2.4. The default database backend is now an embedded SQLite database, replacing Microsoft Access. The Access Database Engine (ACE) is no longer required or bundled. The application runs as a 64-bit process. Licence activation is a single pasted block. SQL Server remains the advanced multi-user option. These changes simplify deployment considerably — most of the ACE-related steps in the v2.3 guide no longer apply.

2 System Requirements

2.1 Operating System and Runtime

Component	Required	Notes
Operating System	Windows 10 (1809+) or Windows 11	64-bit. The application runs as a 64-bit (x64) process.
.NET Framework	4.8 or later	Pre-installed on Windows 10 (1903+) and Windows 11.
Visual C++ Redistributable	2015–2022, x64 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
SQLite (.db)	Single-user installations and small dealerships (default). Most deployments.	No external installation required and no database driver to install. The application creates the SolarWarrantyPro.db file automatically on first launch.
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.

No Access Database Engine in v2.4. The 32-bit ACE driver that earlier versions required is gone. The default SQLite backend is embedded in the application and needs no external engine. This removes the most common first-launch failure point from earlier releases — there is no ACE bitness mismatch to diagnose, because there is no ACE.

3 Pre-Installation Checklist

Before running the SolarWarranty Pro installer:

- Confirm the target PC meets the requirements in §2. Run winver on the target to confirm the Windows build.
- Confirm the operator has Administrator rights on the PC for the duration of the installation. The installer requires elevation.
- 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.
- If upgrading from v2.3 with an Access database: back up the data folder first. The Access → SQLite migration runs automatically on first launch and leaves the original .accdb in place, but a backup of C:\ProgramData\SolarWarrantyPro\ is a sensible precaution. See §8.
- Have the licence block available: the single signed text block supplied by Computer Aided Business Systems. The operator will paste it during activation.

4 Installation

4.1 Running the Installer

The installer is provided as a single signed executable, typically named SWP_v2.4_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.

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\SolarWarrantyPro\. Accept the default unless your IT policy requires otherwise.
- **Start menu folder** — default SolarWarranty Pro.
- **Desktop shortcut** — ticked by default.

Click Install. The installer copies application files and registers prerequisites. There is no Access Database Engine step. Total time: typically 1–2 minutes.

64-bit install location. Because v2.4 is a 64-bit application, the default install path is C:\Program Files\SolarWarrantyPro\ rather than the Program Files (x86) path used by the 32-bit v2.3 build.

4.2 Application Folder Structure

After installation, the application folder contains:

Path	Purpose
SolarWarrantyPro.exe	The main application executable (64-bit).
*.dll	Application libraries, including PdfSharp for the Manufacturer Claim Report and the SQLite provider.
docs\UserGuide.html	The bundled User Guide opened by Help → Documentation → User Guide.
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.
unins000.exe	The uninstaller.

No drivers folder. The v2.3 layout included a drivers\ folder containing the bundled ACE installer. v2.4 has no such folder — the SQLite backend needs no external driver.

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.db	The SQLite database file (SQLite deployments). Contains all customer data in a single file.
db.config	Database configuration. Provider type and (for SQL Server) DPAPI-encrypted connection string.
licence.dat	DPAPI-encrypted, RSA-signed licence payload.
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).

Path	Purpose
The C:\ProgramData\SolarWarrantyPro\ folder is INTENTIONALLY NOT removed by the uninstaller. 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. Activation in v2.4 is a single step:

- **Licence Key** — paste the complete signed licence block from the supplier into the field.

The Machine ID for this computer is shown at the top. Copy it if you are requesting a perpetual licence or a transfer — you will provide this number to your supplier or enter it on the self-service portal.

Click Activate. On success, a confirmation dialog appears and the next setup screen follows.

TROUBLESHOOTING ACTIVATION FAILURES

Troubleshooting activation failures. The most common causes: (a) the pasted block was truncated — ensure the entire block, including its header and footer lines, was copied; (b) for PERPETUAL licences, the Machine ID has changed since the licence was issued (e.g. hardware swap). Contact support with the displayed Machine ID, or use Manage Licence Online (Help → About), for a re-issue or transfer.

5.2 Database Initialisation — No Driver Check

On SQLite deployments there is no Access Database Engine check. The application creates the SQLite database automatically and proceeds directly to the Setup Wizard. On SQL Server deployments, the wizard collects the connection details (Step 1) and the application creates the database on first connect; there is still no ACE check.

5.3 Setup Wizard

A five-step wizard collects the initial configuration:

Step	Screen	Configures
1	Database Engine	SQLite (default) or SQL Server. SQL Server requires server name, database name, authentication mode, and credentials. A 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

Step	Screen	Configures
		Claim Report PDF header band.

Click Finish Setup. The application creates the database (SQLite: a new .db file; 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 SQLite Backups

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

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

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.

The .db file may be 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. SQLite also keeps a brief -wal/-shm sidecar during operation; copying the single .db file when the application is closed captures a consistent database.

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 v2.3

See the v2.4 Release Notes §7 for the full procedure. In summary:

- **Access backend → SQLite (automatic).** Install v2.4 over the existing v2.3 installation. On first launch, the application detects the Access database and migrates its contents into a new SQLite database automatically, reporting the row counts moved. The original .accdb is left in place as a fallback.
- **SQL Server backend (no migration).** v2.4 connects to the same SQL Server database. No data migration occurs.
- **Licence.** Paste the v2.4-format licence block when the activation form appears. The Machine ID is unchanged for the same computer, so perpetual licences remain bound to the same machine.

Customer data, audit logs, claim media, and PDFs are all preserved across the upgrade.

8.2 Future In-Place Upgrades

From v2.4 onwards, in-place upgrades update only the changed files; licence.dat and the data folder are preserved. No licence re-issue is required for a point upgrade.

9 Uninstallation

To uninstall SolarWarranty Pro:

1. Open Settings → Apps. Find SolarWarranty Pro and click Uninstall.
2. The uninstaller removes the application files but PRESERVES the C:\ProgramData\SolarWarrantyPro\ data folder. This is intentional — it protects customer data across reinstalls.
3. 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:

- Application launches without errors. Login screen appears.
- Default admin password change is enforced and accepted.
- Dashboard loads with all six tiles. Tiles show “0” or accurate counts.
- At least one manufacturer is configured. Default warranty periods are seeded.
- 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.)
- Help → About displays the v2.4 version number, the licensed company name, the licence type, and (for PERPETUAL) “Never expires” or (for DEMO) days remaining. The About dialog shows a Manage Licence Online button.
- Register a single test product. Submit a test claim. Confirm the claim moves through Pending → Assigned → Approved or Rejected.
- Generate one Manufacturer Claim Report PDF. Confirm the file appears in C:\ProgramData\SolarWarrantyPro\ClaimReports\ and the PDF opens with the brand-coloured header.
- On SQLite deployments: with the application closed, copy SolarWarrantyPro.db to a backup location and confirm it restores back to the data folder.
- On SQL Server deployments: run a manual backup via SQL Server Management Studio. Confirm the backup file is written successfully.

11 Troubleshooting

11.1 Access → SQLite migration did not import all data

Cause: the automatic migration on first launch encountered a non-standard or externally-modified Access database. Solution: the migration reports per-table row counts; if any table shows a mismatch, the original .accdb is still present and unchanged. Contact support with the migration report and the original file for assisted migration. Do not delete the .accdb until the SQLite data is verified.

11.2 “Signature verification failed” or “Licence not valid” at activation

Cause: the pasted licence block was truncated or altered, or was issued for a different machine.

Solution: re-copy the entire block from the supplier message, ensuring no characters are dropped at the start or end. If the issue persists, contact support with the Machine ID shown on the activation form, or use Manage Licence Online, 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 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 Upgrade prompts to re-activate after upgrading from v2.3

Cause: the v2.4 activation form expects the single pasted licence block, which differs from the v2.3 key + .swpkey pair. Solution: paste the v2.4-format licence block supplied for the upgrade. If you do not have it, contact support with the Machine ID shown on the activation form. No data is lost — the database is already migrated or connected; only the licence needs to be applied.

12 Support

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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 SQLite or SQL Server; the exact text of any error messages; and — for activation issues — the Machine ID displayed on the activation screen.