APIS IQ-Tools

Installation Manual Version 7

Network Installation

Local Installation

Unattended Install

Installation of Service Packs

APIS Informationstechnologien GmbH

Contents

Installation Videos

Large parts of the following instructions are also described with installation videos. These are provided on the APIS website (www.apis-iq.com) and can be consulted instead of or in addition to this Installation Manual.

System Requirements

General

- PC with a IA32 (x86) compatible processor
- Hard disk with 500 MB free space
- At least 1024 MB of free memory (RAM) and a screen resolution of at least 1024 x 768 pixels

4 GB RAM, CPU 2 GHz and above, and a screen resolution of at least 1600 x1024 pixels are recommended.

Additional Server requirements

A complete CIFS/SMB implementation including file and record locking must be provided by the file server, that will host the IQ software and data files.
To install the APIS IQ-Software, the Microsoft Installer version 2.0.2600.0 or newer must be available. This requirement is fulfilled when using Windows Server 2008 R2 / Windows 7 or any newer version of Windows.

Local

- Microsoft Windows 7, Windows 8.x (Desktop mode) or Windows 10

Managing access rights for network installations

- Full access rights (read, write, delete) for the installation (program) directory are required for a first time installation and when installing any service packs.
- Clients running a network installation of the IQ software, need read access and record locking access for the program directory on the server and any subdirectories that are created by the installer.
- It is strongly recommended, to provide clients with full access rights for the "**Workgroup**" subdirectory to be able create or modify template and similar files. If write access for the "**Workgroup**" subdirectory is denied, some features of the software may be disabled or may otherwise be inaccessible.
- If IQ data files should also be saved on a file server, file locking (sharing modes) must be enabled.

Installing a network license:

Option 1: guided installation

Step #1: installing the files on the file server

If the software was delivered by e-mail, click on the link to download the installation archive (zip file) and save it. Afterwards extract the content of the archive. Then start the installation routine via double click on the file `SETUP.EXE`.

If you received the software on a CD, the installation routine for the APIS IQ-Software should be started automatically. For this, the **auto run** functionality needs to be active. If this not the case, the `SETUP.EXE` which is stored on the CD in the folder **Setup**, needs to be started manually, e.g. by double click on that file in the Windows Explorer.
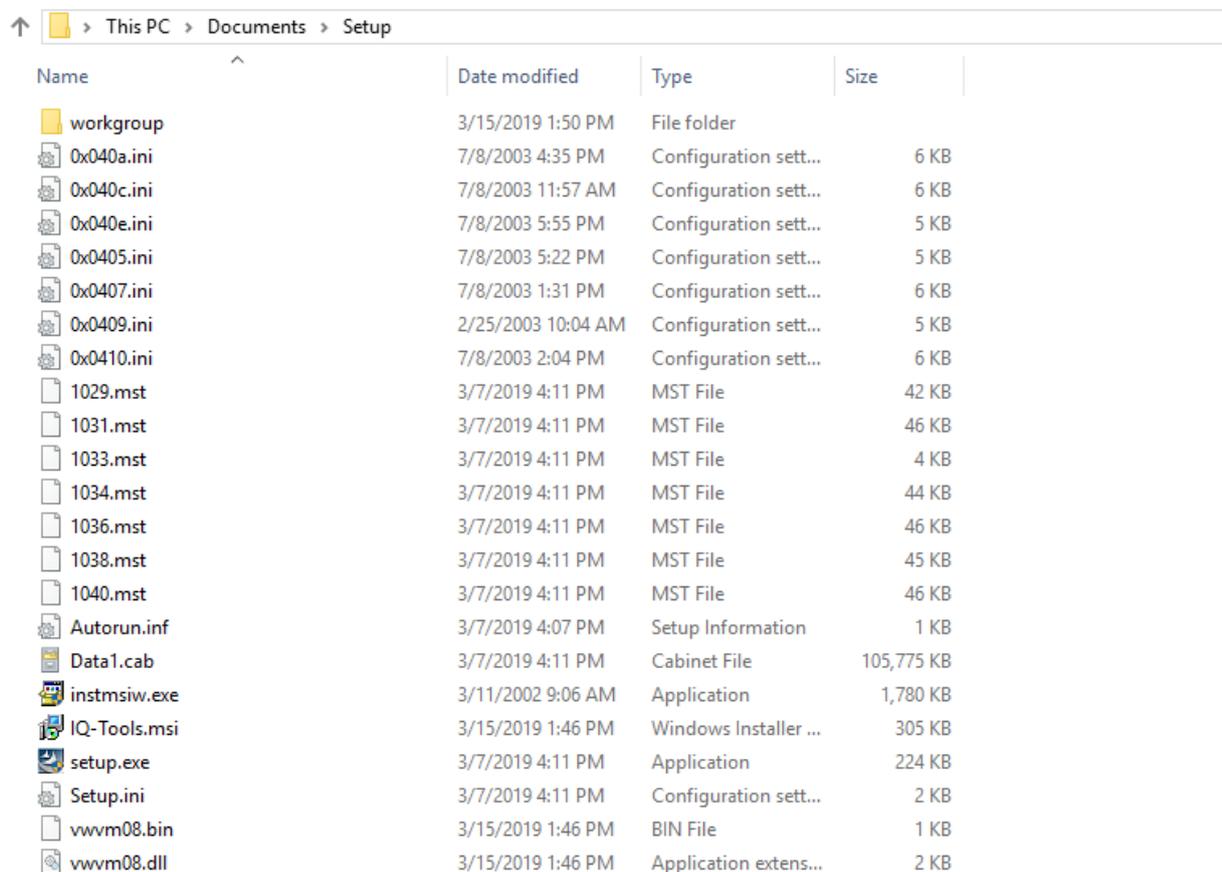
| Name	Date modified	Type	Size
workgroup	3/15/2019 1:50 PM	File folder	
0x040a.ini	7/8/2003 4:35 PM	Configuration sett...	6 KB
0x040c.ini	7/8/2003 11:57 AM	Configuration sett...	6 KB
0x040e.ini	7/8/2003 5:55 PM	Configuration sett...	5 KB
0x0405.ini	7/8/2003 5:22 PM	Configuration sett...	5 KB
0x0407.ini	7/8/2003 1:31 PM	Configuration sett...	6 KB
0x0409.ini	2/25/2003 10:04 AM	Configuration sett...	5 KB
0x0410.ini	7/8/2003 2:04 PM	Configuration sett...	6 KB
1029.mst	3/7/2019 4:11 PM	MST File	42 KB
1031.mst	3/7/2019 4:11 PM	MST File	46 KB
1033.mst	3/7/2019 4:11 PM	MST File	4 KB
1034.mst	3/7/2019 4:11 PM	MST File	44 KB
1036.mst	3/7/2019 4:11 PM	MST File	46 KB
1038.mst	3/7/2019 4:11 PM	MST File	45 KB
1040.mst	3/7/2019 4:11 PM	MST File	46 KB
Autorun.inf	3/7/2019 4:07 PM	Setup Information	1 KB
Data1.cab	3/7/2019 4:11 PM	Cabinet File	105,775 KB
instmsiw.exe	3/11/2002 9:06 AM	Application	1,780 KB
IQ-Tools.msi	3/15/2019 1:46 PM	Windows Installer ...	305 KB
setup.exe	3/7/2019 4:11 PM	Application	224 KB
Setup.ini	3/7/2019 4:11 PM	Configuration sett...	2 KB
vwvm08.bin	3/15/2019 1:46 PM	BIN File	1 KB
vwvm08.dll	3/15/2019 1:46 PM	Application extens...	2 KB

After the installation routine was started, the following Welcome dialog appears. Click **Next** to proceed.
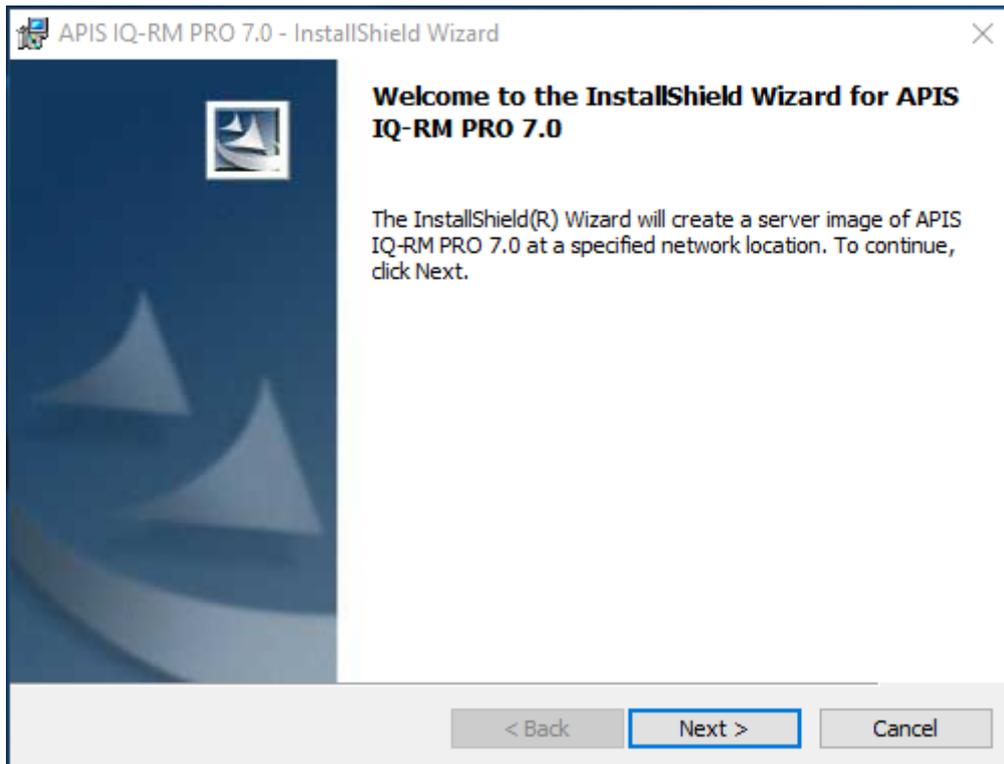
In the following dialog choose a directory, where the files, called the "server image", should be installed. By clicking the **Change** button, you can select or create a directory for the installation. Installing the files into a root directory is not recommended.

Clicking the button **Install** will start the installation process.
In the case of the network installation that means, that only files are being copied into the selected directory. Neither the registration database is being modified, nor an uninstall entry in installed programs is being created. To uninstall the network license, simply delete the APIS IQ program directory on the server.
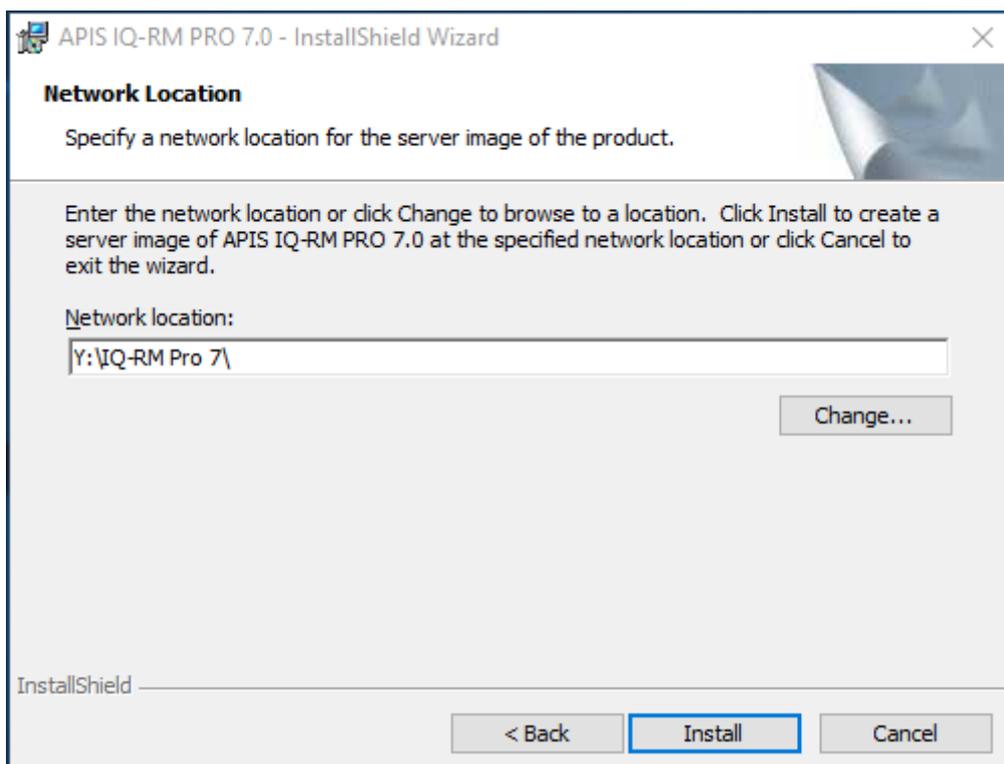
After all the files were copied to the chosen location, the Wizard reports, that the Installation is completed. Click **Finish** to close the Wizard.
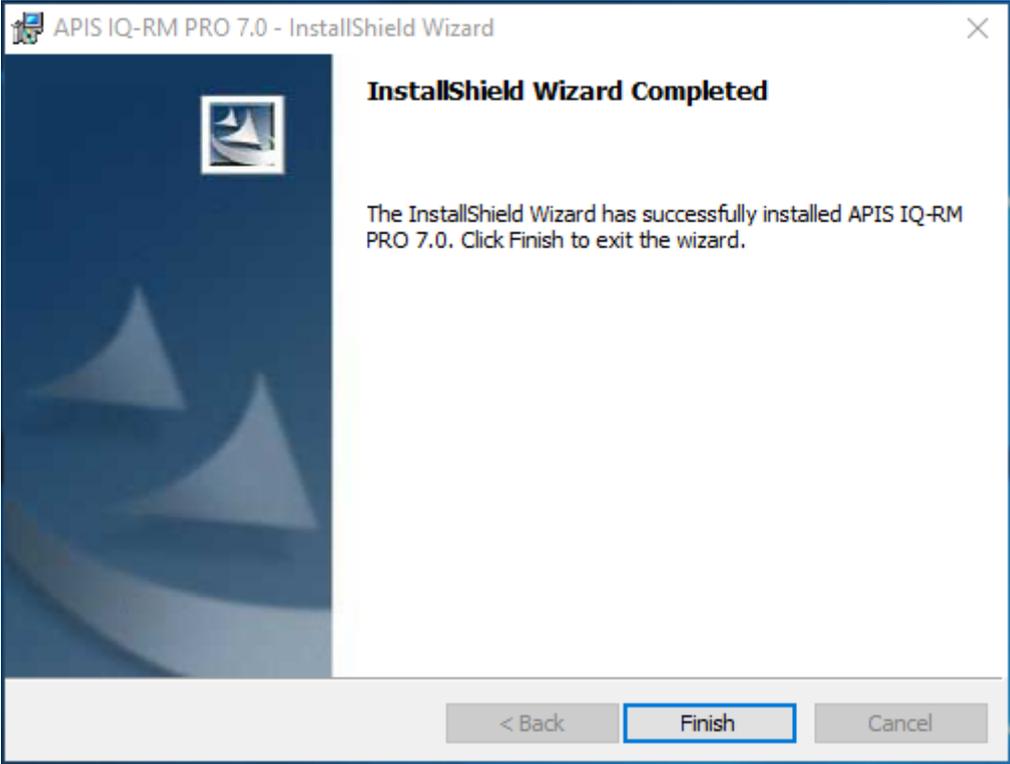
Step #2: Installing the client for the network license (no NLX client) - optional

Executing the so-called client setup for a network license has several advantages. The client setup

- creates an entry in the list of installed programs (apps) in the Control Panel.
- also creates a start shortcut for the APIS IQ-Software in the list of all available programs
- creates a local copy of the Help files
- assigns the file extension ".`FME`" to the APIS IQ-Software. That means, the software can be started by double click on any `FME` file.

To start the client setup, go the APIS IQ program directory on the server (see Step #1). Then execute a double click on the file **IQ-Tools.msi**, which is included there. Once the Wizard started, proceed with a click on **Next**.
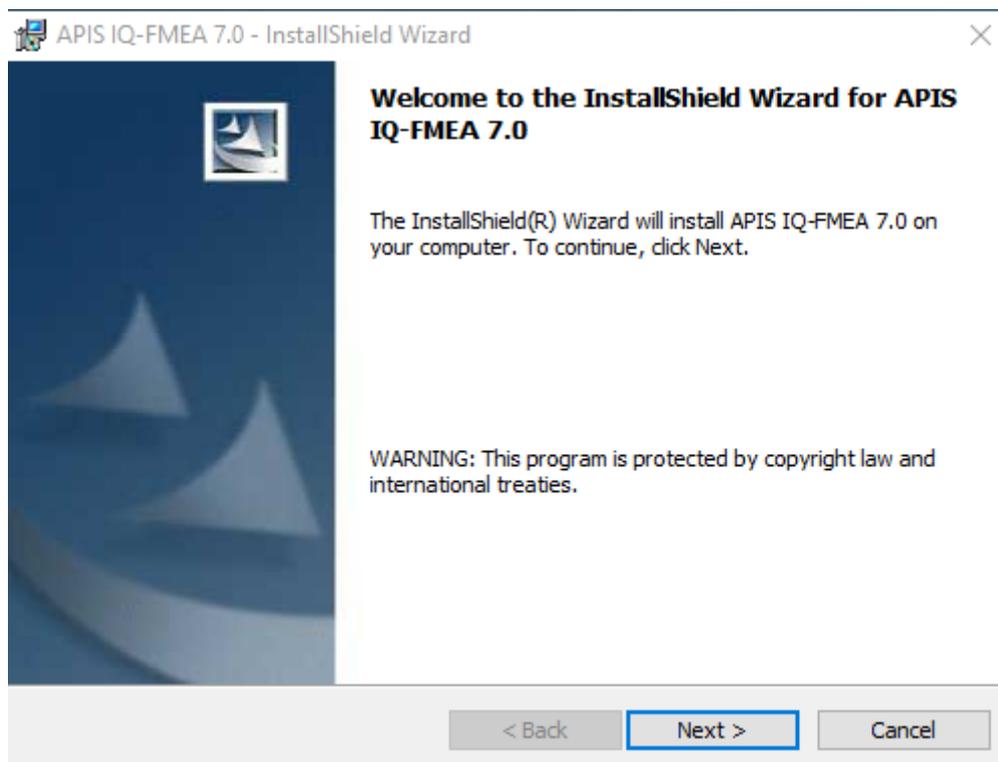

Choose a target directory for the client setup. With **Change** you can choose a different than the suggested path. Selecting a root directory is not recommended. Proceed with a click on **Next**.
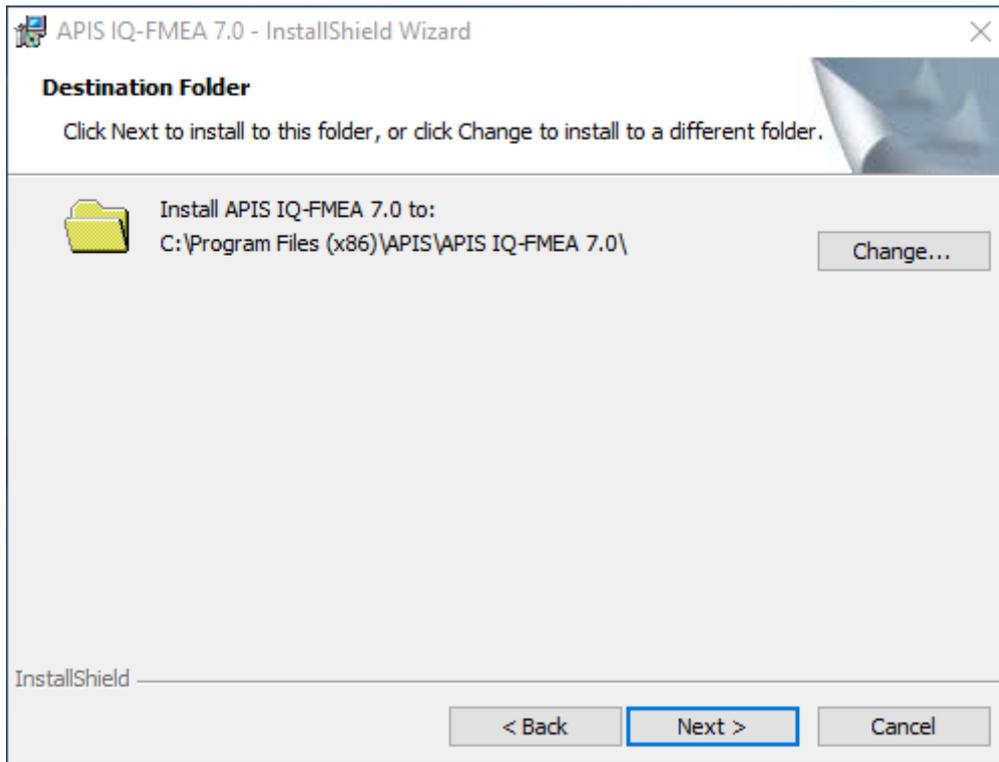
In the next dialog confirm with a click on **Install**.

When the Wizard reports, that the installation is completed, click on **Finish** to close the Wizard.
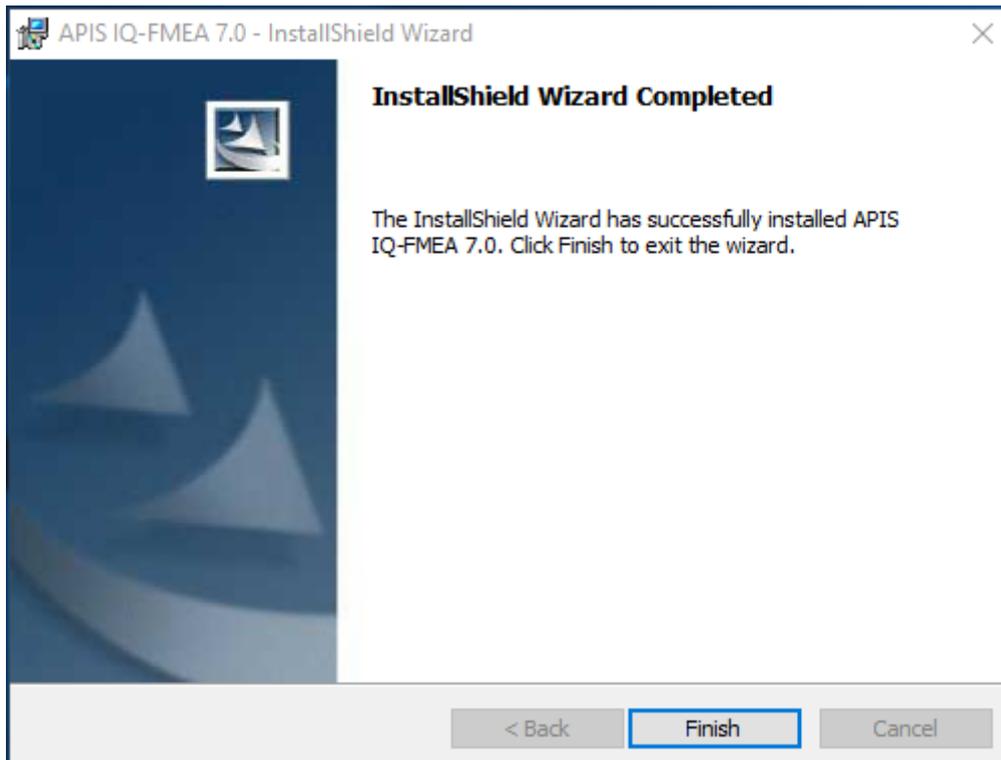
Apart from the usual procedure via Setup.exe there is the possibility to perform an unattended installation. This eases the installation process for large scale role outs. The lines marked as "**Command**" should be entered into the "**Run..**" dialog (right click on Windows Icon | Run...) or the **Command Prompt** window (Windows System).

Step #1 installing the files on the file server
Command:

```
msiexec /qn /a "Y:\APIS Installation source\IQ-Tools.msi" TARGETDIR="X:\IQ-RM Pro 7"
```

`"Y:\APIS Installation source\IQ-Tools.msi"` references the location of the source MSI file, i.e. the downloaded and extracted installation archive or CD.
The parameter `TARGETDIR` defines the target directory for the network installation.

Step #2: Installing the client for the network license (no NLX client) - optional
To learn more about the advantages of the client setup see (***Option 1: guided installation***).
Command:

```
msiexec /qn /i "X:\IQ-RM Pro 7\IQ-Tools.msi" INSTALLDIR="C:\APIS\IQ-RM Pro 7"
```

In case of a client setup `"X:\IQ-RM Pro 7\IQ-Tools.msi"` references the location of the source MSI file. This is the path to the `IQ-Tools.msi` of the APIS IQ program directory on the server (see ***Step#1***).
The parameter `INSTALLDIR` defines the target directory.
`OVERRIDEDEFAULTTARGET=1` always has to be included, otherwise the APIS IQ Software is installed into the default directory, e.g. "`C:\Program Files\APIS\IQ-RM PRO 70`".

Installing a local license or NLX client

Option 1: guided installation

Note: To install an *NLX client*, follow the normal installation routine for local licenses. Additional steps to get an NLX client started, will be described after that.

If the software was delivered by e-mail, click on the link to download the installation archive (zip file) and save it. Afterwards extract the content of the archive. Then start the installation routine via double click on the file `SETUP.EXE`.

If you received the software on a CD, the installation routine for the APIS IQ-Software should be started automatically. For this, the **auto run** functionality needs to be active. If this not the case, the `SETUP.EXE` which is stored on the CD in the folder **Setup**, needs to be started manually, e.g. by double click on that file in the Windows Explorer.

After the installation routine was started, the following Welcome dialog appears. Click **Next** to proceed.
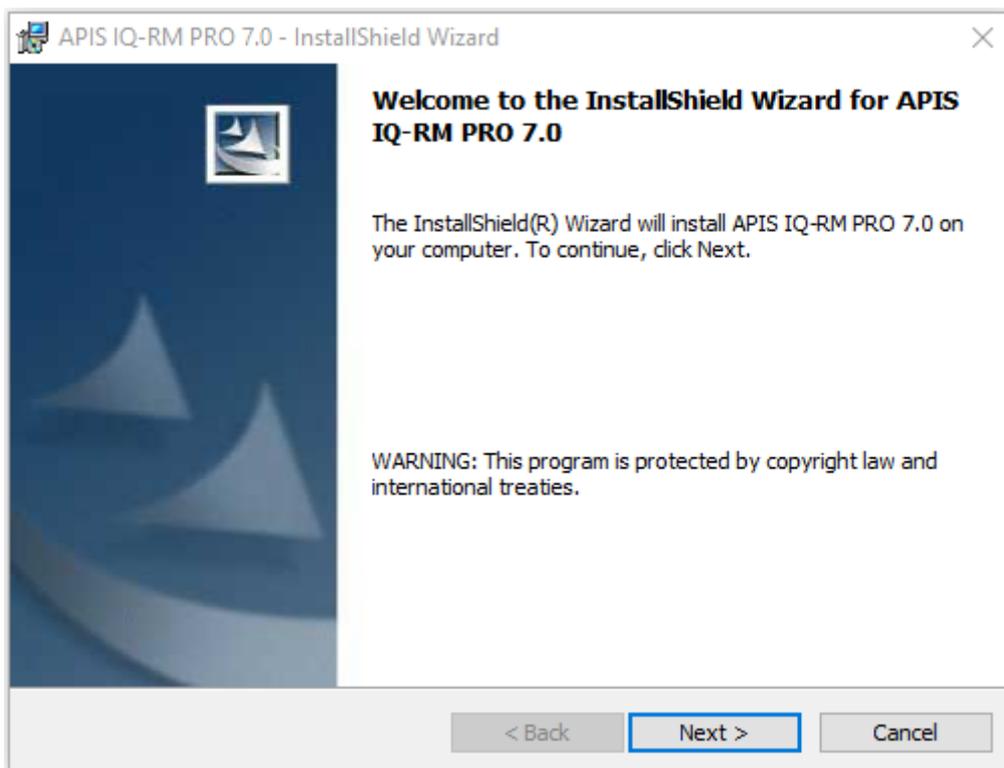
In the following dialog choose a directory, where the APIS IQ-Software, should be installed. By clicking the **Change** button, you can select or create a directory for the installation. Installing the files into a root directory is not recommended. Proceed with a click on **Next**.
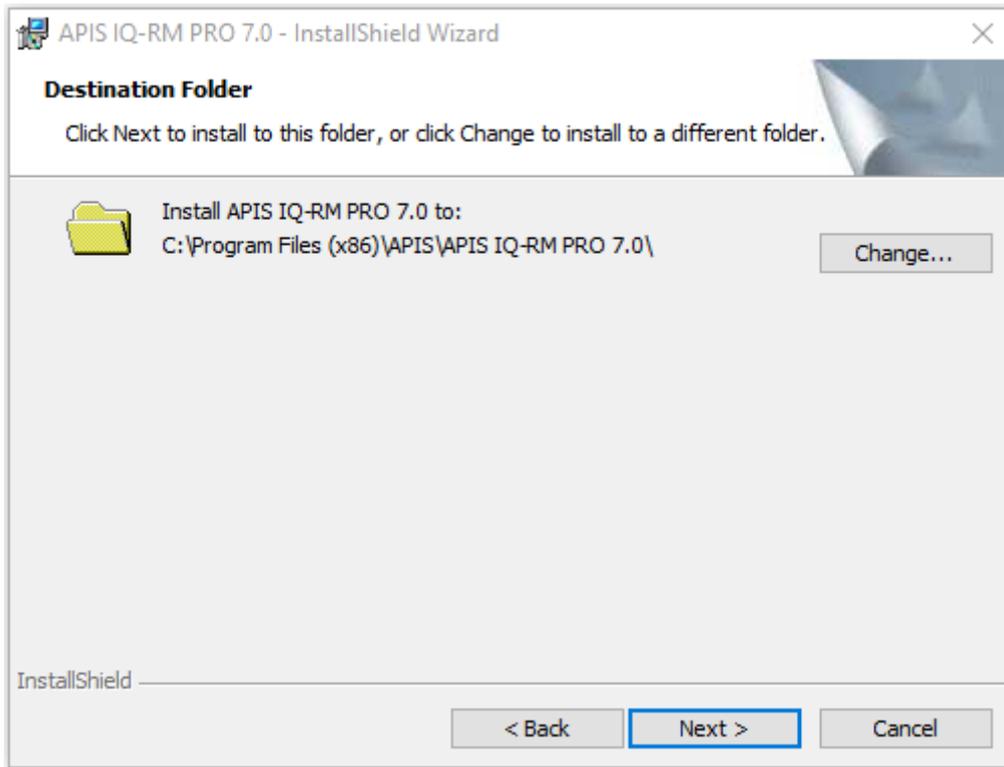
In the next dialog confirm with a click on **Install**.
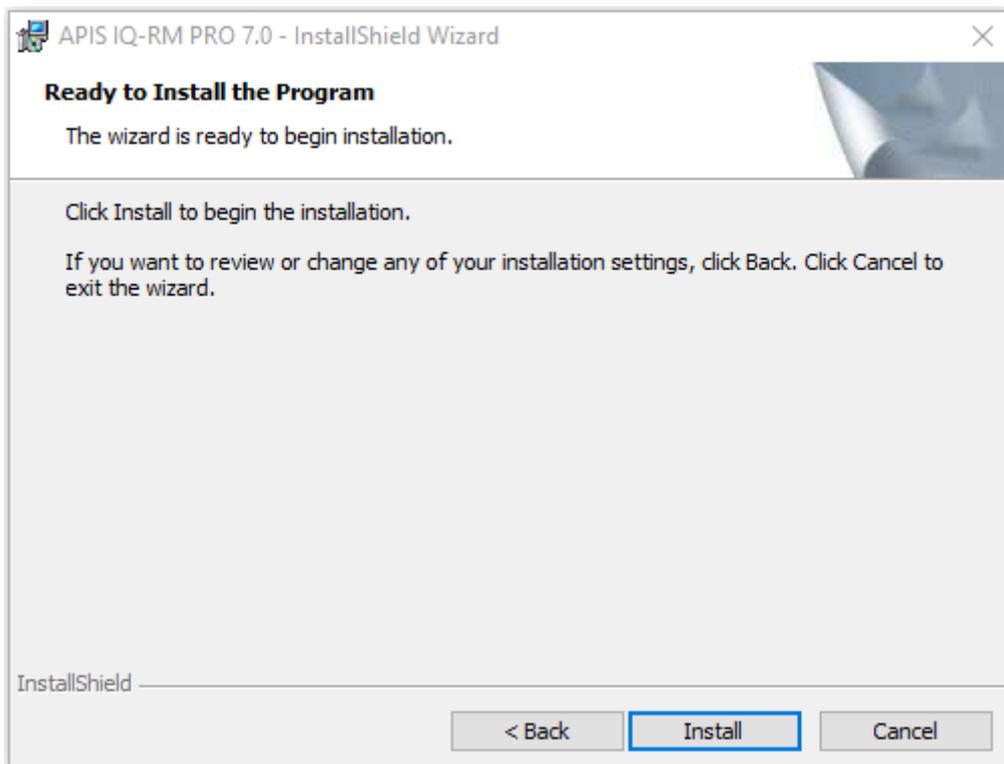
When the Wizard reports, that the installation is completed, click on **Finish** to close the Wizard.
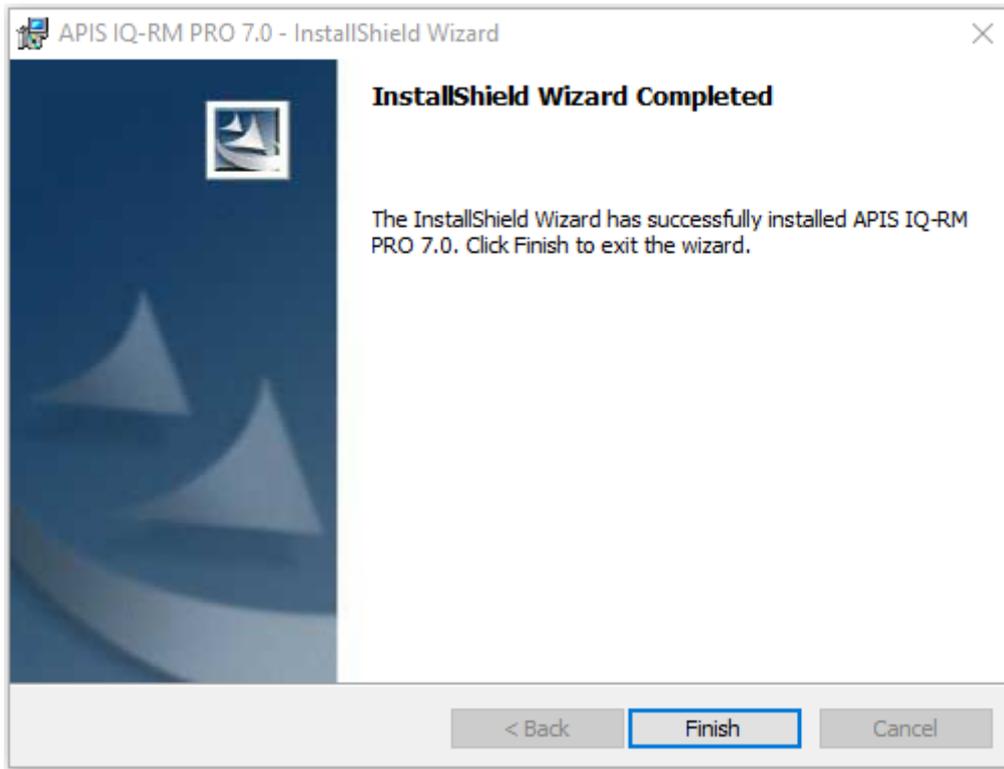
Additional steps for NLX clients:

During the initial start of an NLX client the connection to the installation of the NLX network part on the server needs to be established. When you start the APIS IQ-Software for the first time, it asks for an **Environment Directory** (see "Initial start of the APIS IQ-Software"). After you chose this, the software asks you to select or enter the path to the program directory of the network installation on the server. If you are not sure about this path, ask your administrator for the respective information.
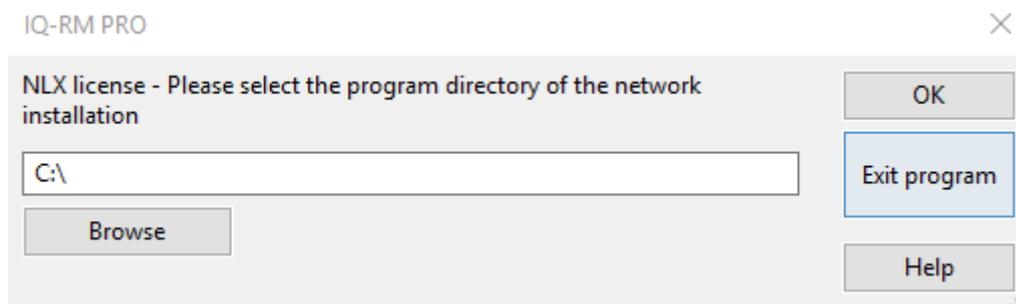
Option 2: Installing via command line – unattended install

Apart from the usual procedure via Setup.exe there is the possibility to perform an unattended installation. This eases the installation process for large scale role outs. The lines marked as "**Command**" should be entered into the "**Run..**" dialog (right click on Windows Icon | Run...) or the **Command Prompt** window (Windows System).

Command:

```
msiexec /qn /i "Y:\Installation source\IQ-Tools.msi" INSTALLDIR="C:\APIS\IQ-RM Pro 7" OVERRIDEDEFAULTTARGET=1
```

`"Y:\APIS Installation source\IQ-Tools.msi"` references the location of the source MSI file, i.e. the downloaded and extracted installation archive or CD.
The parameter `INSTALLDIR` defines the target directory.
`OVERRIDEDEFAULTTARGET=1` always has to be included, otherwise the APIS IQ Software is installed into the default directory, e.g. "`C:\Program Files\APIS\IQ-RM PRO 70`".

Initial start of the APIS IQ software

When you start the APIS IQ software for the first time, you are asked to choose an **Environment Directory**. This is the place where your personal settings are stored. We recommend, to confirm the suggested path and folder. Otherwise, at least a local folder should be taken, where you have full write access.
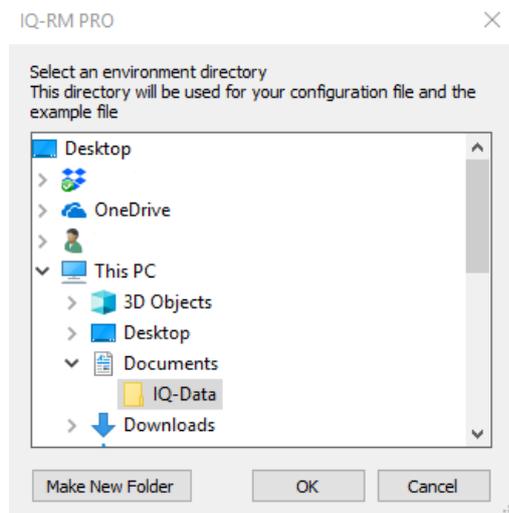
After that, the software will offer a dialog with several customization options. We recommend, to choose **Full functional range** at first, to get a better overview about the available features.
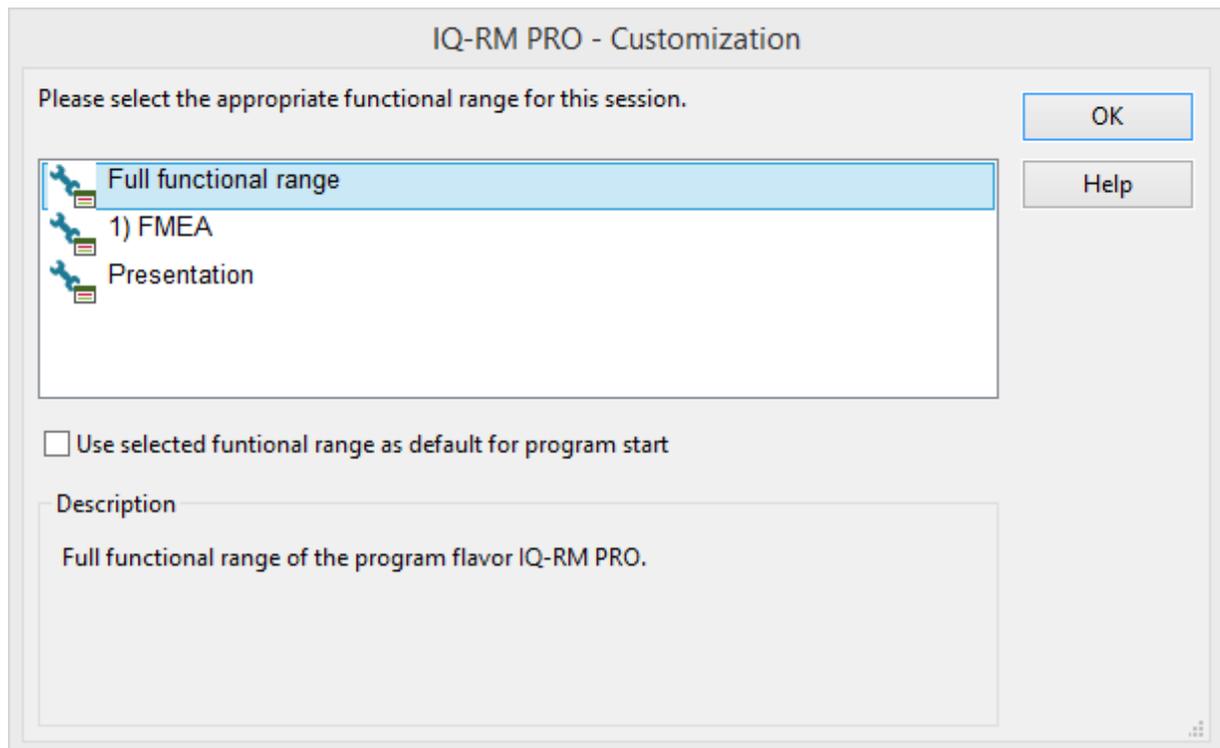
Installing a Service Pack

Update from within the APIS IQ-Software

This kind of update can be used for all license types, except the network part of an NLX license.

1. Open the IQ-Software and go to the **Help** menu.
2. A click on **Update program** version will open a separate dialog.
3. In that dialog you can see a list of all service packs, which were released after the one you currently use.
4. Next to the latest service pack a button is displayed. With a click on **Download and install service pack** you can start download of the service pack.
5. Choose a location to save the `MSP` file. If you don't get any dialog here, your Web browser stored the `iqsp70.msp` in the default location (e.g. **Downloads**).
6. Afterwards you are informed, that before starting the installation, the software needs to be closed. With **Yes** you proceed to the installation process, with **No** you cancel the installation. If you are updating a network license, the system executes a check on used seats. If another user apart from yourself is currently working with the software, you will be notified. Additionally, the installation routine will be canceled.
7. The Installation Wizard will start now. Click on **Next** to proceed.
   If you are updating a network license, confirm or choose the path to the program directory on the server
   If you are updating a local license (also dongle and NLX client), the location of the program directory will be detected automatically.
8. The installation process will have started now. At its end, the Wizard will notify you, that the update was installed successfully, and you can close the Wizard with a click on **Finish**.

Guided update from outside the APIS IQ-Software

This can only be used for local licenses (including Dongle and NLX client)!

1. Go to the APIS website (www.apis-iq.com) and download the latest service pack. We strongly recommend, to save this file outside the program directory!
2. After you saved the `MSP` file to your workstation, start the update by double click.
3. The installation Wizard will start now. Click on **Next** to proceed.
4. The Wizard automatically detects the location of the program directory and starts the installation process. At its end, the Wizard will notify you, that the update was successfully installed, and you can close it with a click on **Finish**.

Updating the APIS IQ-Software via Command Line

This update method can be used for all license types.

Attention! – if you intend to update a network license, first verify, that no clients are running the IQ software, when installing a service pack.

This can be done in the **Command Prompt**: Go to the server, where the APIS IQ-Software is installed. Then open the Command Prompt and execute the command "**net files**". This should show you, whether any files in that directory are in use. You could combine that with **"find"** to filter for files in the APIS IQ program directory.

<u>For example:</u> C:\Users\admin>net files | find "IQ-RM Pro 7"

The lines marked as "**Command**" should be entered into the "**Run..**" dialog (right click on Windows Icon | Run...) or the **Command Prompt** window (Windows System).

Go to the APIS website (www.apis-iq.com) and download the latest service pack. We strongly recommend, to save this file outside the program directory!

1) Updating the components of the network installation (network license and NLX network part):

Command:

```
msiexec /a "X:\IQ-RM Pro 7\IQ-Tools.msi" /p "C:\Users\my user\Documents\iqsp70.msp"
```

In this example `"X:\IQ-RM Pro 7\IQ-Tools.msi"` is the path to the MSI file of the server installation and `"iqsp70.msp"` is the service pack file itself. If this file is not in the current directory, the full path name needs to be specified. In this example the service pack file was stored in `"C:\Users\my user\Documents"`.

2) Updating the components of the local installation (local licenses including Dongle and NLX client):

Command:

```
msiexec /update "C:\Users\my user\Documents\iqsp70.msp"
```

In this example "`C:\Users\my user\Documents`" is the path, where the service pack file was stored. "`iqsp70.msp`" is the name of the service pack file itself.

Troubleshooting: Potential errors and solutions when installing the APIS IQ-Software:

If you get any error messages during the installation, please verify:

- if you can modify and delete files in the installation directory
- that enough free disk space is available for the installation directory and for the drive holding temporary files (usually drive C:)
- that 3rd party software does not interfere with the installation process, such as antivirus software, document management software, undelete software. Disable that kind of 3rd party software temporarily and retry the installation.

During installation of the IQ service pack, the following error message may appear:

"The installer cannot install the upgrade patch because the program being upgraded may be missing or the upgrade patch updates a different version of the program. Verify that the program to be upgraded exists on your computer and that you have the correct upgrade patch."

Causes:
- the `MSP` file has been double-clicked to update a server image. A server image must be updated using the command line option.
- the version of APIS IQ-Software is already up to date. Please check the exact version info (Help | About) and check, if the service pack file is a suitable update for this version.

During the installation of APIS IQ-software or the IQ service pack an error like this appears:

"Windows installer error: xxxx", where "xxxx" is a 4/5 digit number. In this case it may be helpful to check this Microsoft web site: http://msdn.microsoft.com/en-us/library/aa372835(VS.85).aspx

If you still have problems installing the IQ software, please try installing IQ software with logging enabled and attach the log file, when contacting APIS support.
To enable logging, the software must be installed using the command line interface. Please add the option "/log <logfile>". Here is an example how to install a service pack with logging enabled:

```
msiexec /a "X:\IQ-RM Pro 7\IQ-Tools.msi" /p "C:\Users\my user\Documents\iqsp70.msp" /log iq.-tools.log
```