

APIS IQ-Tools

Installation Manual

Network Installation

Unattended-Install

Installation of Service-Packs

APIS Informationstechnologien GmbH

System Requirements

A complete CIFS/SMB implementation including file and record locking must be provided by the file server, that will host the IQ program and data files.

To install the IQ software, the Microsoft Installer version 2.0.2600.0 or newer must be available. This requirement is fulfilled when using Windows 2000 SP3 / Windows XP or any newer version of Windows.

Managing Access Rights

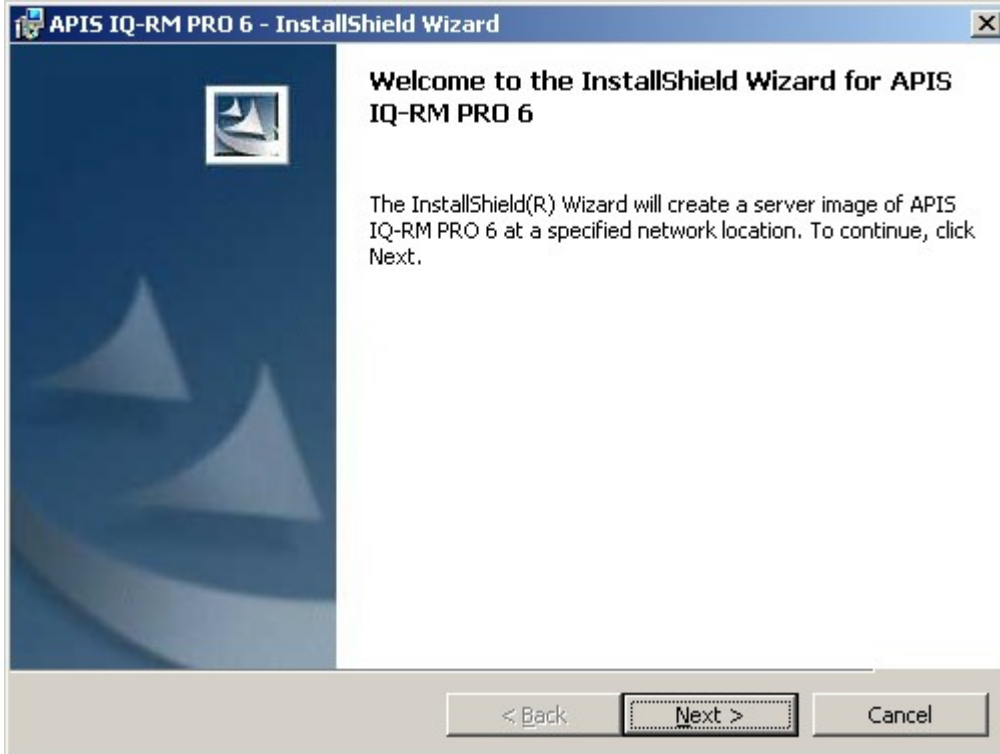
- Full access rights (read, write, delete) for the installation (program) directory are required for a first time installation and when installing any service packs
- Clients running IQ software need read access and record locking access for the program directory and any subdirectories that are created by the installer
- It is recommended to provide clients with write access for the “workgroup” subdirectory to be able to 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 version:

Option 1: guided installation

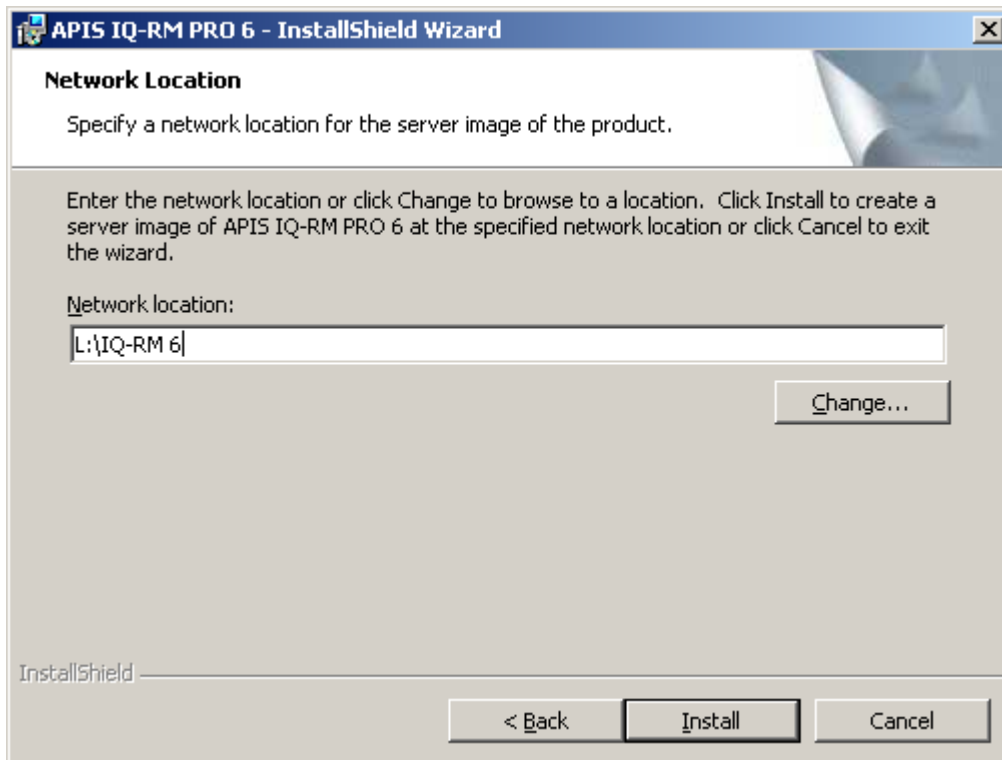
Step #1: installing the files on the file server

Insert the installation CD and double click “SETUP.EXE”, if the CD does not start automatically.



Choose a directory in the following dialog, 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. 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. Uninstalling the server image is being done, by deleting the directory containing the corresponding files.



Step #2: installing the client

Depending on the licence you purchased, two kinds of client setup are possible: the regular client and the NLX client.

Installing the regular client:

The installation process associates the file extension and copies some files to the local hard disk, i.e. the help files (using help files from a file server, requires to lower security settings).

The installation on the client computer is being done by double clicking the “IQ-Tools.msi” from a network drive, where the files reside, that were installed by step #1. The client installation creates an entry in the “installed programs” section, that allows you to uninstall the client part of the software.

Installing the NLX client:

The NLX client will be provided on an additional CD and must be installed from this CD. The installation of the NLX client works like the installation of a local version. When the NLX client is being started for the first time, you must select the directory of the network files, installed by step #1. Now you can choose at each start of the client, whether you like to use the network licence or check out a licence for time limited local use. The network licence will be have a reduced number of licences while licences have been checked out.

Option #2: installing via command line

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 (Start menu|Run...) or the command window (Accessories).

1) Installation of the network components (network version):

Command:

```
msiexec /qn /a "X:\DISK1\IQ-Tools.msi" TARGETDIR="Y:\IQ-RM 6"
```

"X:\DISK1\IQ-Tools.msi" references the location of the source MSI file, e.g. CD. The parameter TARGETDIR defines the target directory for the network installation.

2) Installation of the components of the local installation (local version / client setup):

Command:

```
msiexec /qn /i "X:\DISK1\IQ-Tools.msi" INSTALLDIR="C:\IQ-RM 6" OVERRIDEDEFAULTTARGET=1
```

In case of a local installation "X:\DISK1\IQ-Tools.msi" references the location of the source MSI file, e.g. CD. In case of a network version, the path to the "IQ-Tools.msi" of the server image has to be inserted. 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 6".

Installing a Service Pack

Attention! - Please verify that no clients are running the IQ software, when installing a service pack.

1) Updating the components of the network installation (for network version only):

Installing a service pack for the server image can only be done via command line!

Command:

```
msiexec /a "Y:\IQ-RM 6\IQ-Tools.msi" /p ServicePack.msp
```

This command updates the network installation (part of the software which is stored on the server).

In this example "Y:\IQ-RM 6\IQ-Tools.msi" is the path to the MSI file of the server installation and "ServicePack.msp" is the service pack file. If this file is not in the current directory, the full path name has to be specified.

2) Updating the components of the local installation:

Option 1: guided installation

Double click the file "ServicePack.msp" to start the installation of the service pack. This updates the local parts of APIS IQ Tools, like all components of a single user version or the local help files of the network version. All suitable IQ Versions that are installed on the workstations are recognized and updated automatically. An additional selection of a target directory is not required.

Option 2: installation via command line

Command:

```
msiexec /update ServicePack.msp
```

Like option 1, but can be performed via command line.

Potential errors and solutions when installing 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 anti virus 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 file “ServicePack.msp” has been double-clicked to update a server image. A server image must be updated using the command line option.
- the version of IQ software already has been updated to the version of the service pack, or is even newer than the service pack. Please check the version of IQ software (Help | Info) and check if the service pack file is a suitable update for this version.

During the installation of 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](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 "Y:\IQ-RM 6\IQ-Tools.msi" /p ServicePack.msp /log iq-tools.log
```