



How to install Fleet Manager 2002

Requirements

The Fleet Manager 2002 software runs on the following operating systems: Windows 98SE, Windows ME, Windows NT4 (from SP6), Windows 2000 and Windows XP Professional.

Installation Overview

Installation of the Fleet Manager 2002 software is accomplished by running a single setup program from the Fleet Manager 2002 CD-ROM. The installation process consists of several steps and takes approximately **30 to 60 minutes** to complete.

This setup program executes the following third party installation sets required by the Fleet Manager 2002 software, before installing the Fleet Manager 2002 software itself.

Microsoft Snapshot Viewer – a stand-alone viewer program allowing report images to be viewed on screen and printed. Also includes technology used by the Fleet Manager to display report images.

Microsoft Access Runtime – a runtime version of Microsoft Access 97. The Fleet Manager reporting engine uses this to generate report images.

DCOM98 – distributed component objects required by the Fleet Manager software.

Microsoft Data Access Components (MDAC) – data access components required by the Fleet Manager software.

Microsoft SQL Server Database Engine (MSDE) – the royalty free version of the Microsoft SQL Server Database Engine.

HTML Help Update – the runtime engine required to view HTML help files.

Common Controls Update – updated common controls required by the Fleet Manager software.

The setup program detects the presence of these third party programs on your computer and installs only the ones it does not find. **It is important that you do not cancel any of these installations, as doing so will prevent the Fleet Manager software from operating correctly.**

Due to interdependencies of the components mentioned above, the setup program restarts your computer when necessary to ensure that subsequent steps will work correctly. These restarts usually occur after the installation of DCOM and again after the installation of the common control update.

The setup program has been designed to restart after the machine reboots. If your computer requires that you log in before using it, you must log in before the setup program will restart. In the event that the setup program does not restart automatically, you can run it again manually. It will then continue at the correct point in the setup process.

Upgrading From a Previous Release

If you have an old version of the Fleet Manager software installed on your computer, **please ensure that the software is not running before starting the installation.** When the Fleet Manager software generates a report, the Microsoft Access Runtime (MSAccess.EXE) remains loaded in the background for 15 minutes or until the computer is shut down. You must ensure that it is not loaded before proceeding with the installation. The safest way to ensure that there are no components loaded is to close the Fleet Manager application and restart your computer before starting the installation.

If you are upgrading from a beta release of Fleet Manager 2002, you must uninstall the beta release and remove the Fleet Manager program folder before starting the installation.

If you are upgrading from a previous (non-beta) release of Fleet Manager 2002, you need not uninstall the previous version before starting the installation. You should create a backup of the Fleet Manager database using the Backup function of the Fleet Manager Administration Utility before starting the installation.

The Installation Process

Step 1. Starting the installation

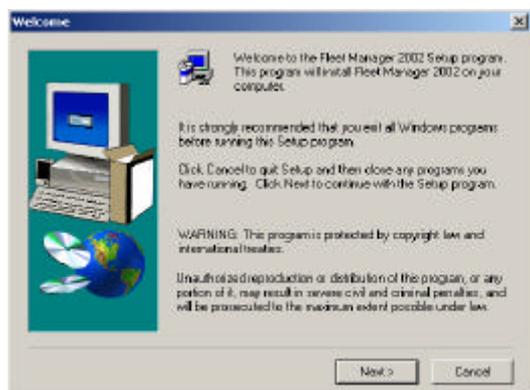
Running the program SETUP.EXE from the root folder of the CD-ROM starts the installation. You can run this program in one of the following ways.

- ? In the Windows Explorer, navigate to the root folder of your CD drive and double click on the program SETUP.EXE.
- ? Click the Start button on your desktop and select the Run option. Enter the command D:\SETUP and click the Ok button. This assumes that your CD drive is your D drive. If not, merely replace the D in the command with the correct drive letter.

Step 2. The Setup Wizard



Once the setup program has started, it will prompt you to select a language for the installation process. Select a language from the combo box and click the Ok button.



Next, the setup wizard will display a series of dialogs. You can navigate through these dialogs by clicking the Next> and <Back buttons.

The first step of the setup wizard is a welcome dialog. Please take note of the instruction to ensure that no other programs are running on your personal computer before clicking the Next> button to continue.



The second step of the setup wizard displays the end user license agreement for the Fleet Manager software. Please make sure you read this agreement. Clicking the Yes button of this step indicates your acceptance of the terms and conditions of the agreement.



The third step of the setup wizard allows you to select the folder into which the Fleet Manager software is to be installed. You may click the Browse button to select a different folder for the Fleet Manager if required.

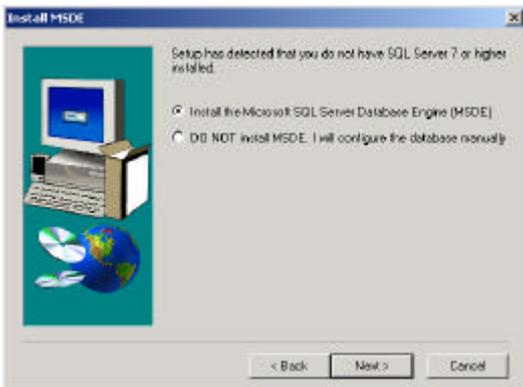
Note: If you have an old version of Fleet Manager software on your computer and you would like to keep it, ensure that you install the Fleet Manager 2002 into a different folder.



The fourth step of the setup wizard allows you to specify a name for the Fleet Manager program folder.



The fifth step of the setup wizard allows you to specify whether you would like driver reports to be enabled or not. In some regions, it is unlawful to generate reports that provide a direct comparison of drivers.



If you do not have Microsoft SQL Server 7 or higher installed on your computer, the setup wizard will ask you whether you would like to install the Microsoft SQL Server Database Engine (MSDE).

Note: If you would like the Fleet Manager database to be created on an existing SQL Server elsewhere on the network, or if a Fleet Manager database already exists on another computer elsewhere on the network, you should not install MSDE.

When you click the Next> button, the setup program will commence with the installation of the third party components and the Fleet Manager itself.

Step 3. Installing the Microsoft Snapshot Viewer



Next, the setup program will launch the Microsoft Snapshot Viewer install set if necessary.

Click the Continue button to proceed.

Do not cancel the Snapshot Viewer installation program by clicking the Exit Setup button. Doing so will prevent the Fleet Manager program from working correctly.

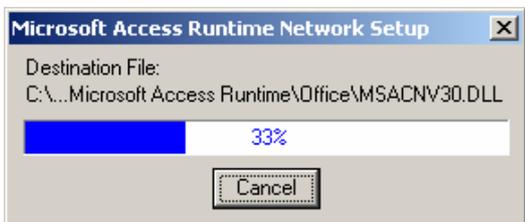


You may click the Change Folder button to select a different folder for the Snapshot Viewer if required.



Click the large button labeled Complete Install.

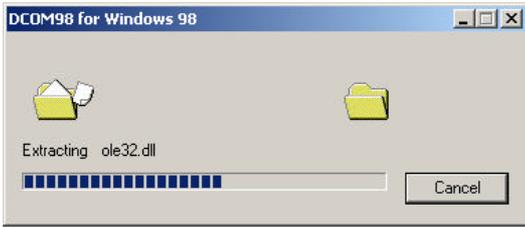
Step 4. Installing the Microsoft Access Runtime



Next, the setup program will launch the Microsoft Access Runtime install set if necessary.

Do not cancel the Access Runtime installation program. Doing so will prevent the Fleet Manager program from working correctly.

Step 5. Installing DCOM



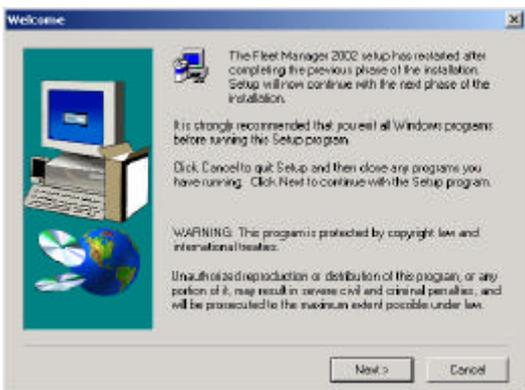
Next, the setup program will launch the Microsoft DCOM install set if necessary.

Do not cancel the DCOM installation program. Doing so will prevent the Fleet Manager program from working correctly.

Step 6. Restarting your computer for the first time



Once the DCOM installation program has completed, the setup program will restart your computer.



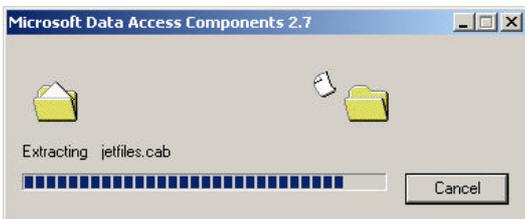
The setup program has been designed to restart automatically after you computer restarts. If your computer requires that you log in before using it, you must log in before the setup program will restart. In the event that the setup program does not restart automatically, you can run it again manually. It will then continue at the correct point in the setup process.

After choosing a language, the setup wizard will indicate that it has restarted after completing the previous phase of the installation. Click the Next> button to continue.

Step 7. Installing Microsoft Data Access Components (MDAC)



Next the setup program displays a warning message, informing you that you must not instruct the MDAC install set to restart your computer. **Please heed this warning.**

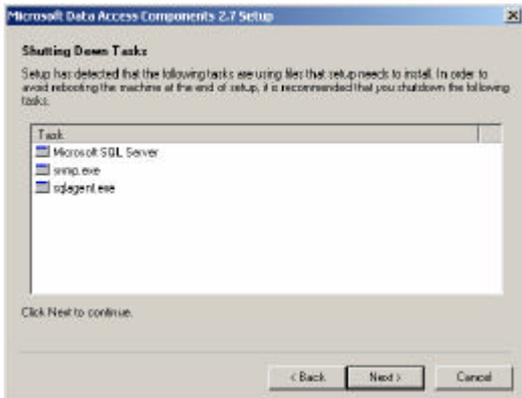


Next, the setup program will launch the Microsoft Data Access Components install set if necessary.

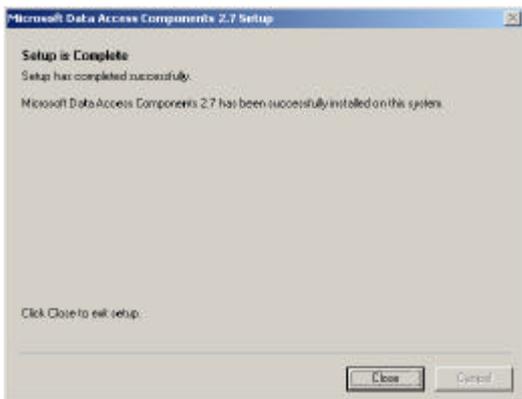
Do not cancel the MDAC installation program. Doing so will prevent the Fleet Manager program from working correctly.



Please read the MDAC End User License Agreement. Clicking the Yes checkbox and the Next button indicates your acceptance of the terms and conditions of the agreement.

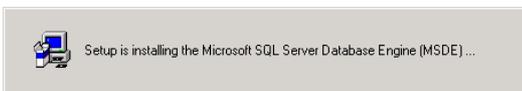


The setup program will warn you if certain tasks or services are running that use files that the Microsoft Data Access installation requires, and recommends that these be shut down before proceeding. This will prevent another reboot. This task should only be performed by experienced server administrators. If you are unsure, allow the Microsoft Data Access installation to handle these tasks automatically.



The setup program will now install the Microsoft Data Access program files. When the MDAC setup is completed, click the Finish button to continue the Fleet Manager 2002 installation.

Step 8. Installing the Microsoft SQL Server Database Engine (MSDE)



If you elected to install the MSDE, it will be installed now.

Note: The MSDE may take a long time to install (up to 20 minutes).

Step 9. Installing the HTML Help Update



Next, the setup program will launch the HTML Help install set if necessary.

Step 10. Installing the Common Control Update

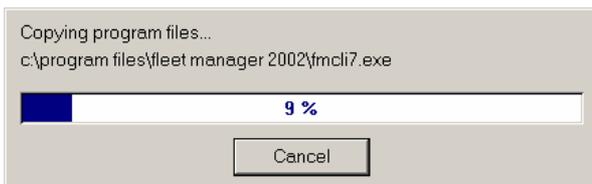
Next, the setup program will launch the Common Control Update install set if necessary.

Once again, **do not** cancel the Common Control Update installation program. Doing so will prevent the Fleet Manager program from working correctly.

Step 11. Restarting your computer for the second time

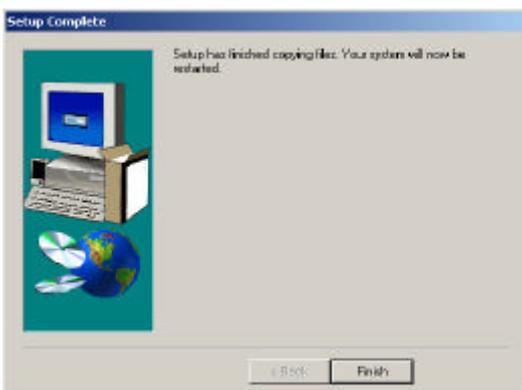
Once the Common Control Update installation program has completed, the setup program will restart your computer again.

Step 12. Installing the Fleet Manager 2002 files



After the restart, the setup program will install the Fleet Manager program files. This is the last phase of the installation process.

Step 13. Restarting your computer for the last time



After the setup program has finished copying the FM2001 files successfully, you will be prompted to restart your computer for the last time. You must restart your computer before attempting to use the Fleet Manager program.

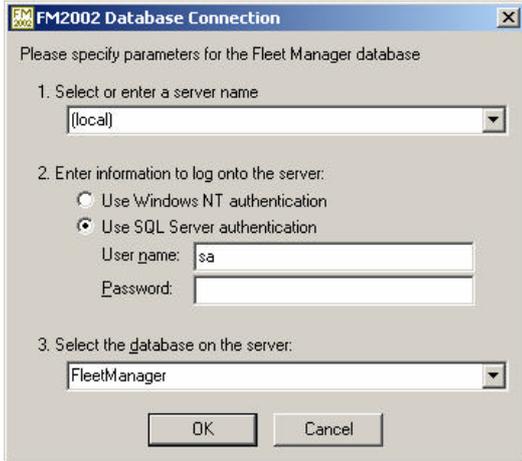


Step 14. Creating or upgrading the database

After the final restart, the setup program will launch the database creation program, which will prompt you for information required to

create (or update if you are upgrading from a previous release) the Fleet Manager database.

Select a language and click the Ok. The language you select here will be used by the database creation program to name objects in the Fleet Manager database.



a. Creating a new FM2002 database on the local computer:

If you elected to install the MSDE on your computer in step 8, and would like the Fleet Manager database to be created on the local computer, click Ok.

b. Upgrading an existing FM2001 or FM2002 database on the local computer:

If you wish to upgrade an existing FM2002 database located on this computer, enter the appropriate credentials and select the database to be upgraded, then click Ok.

c. Creating a new FM2002 database on an SQL Server located elsewhere on the network:

If you would like to create a new FM2002 database on an SQL Server located elsewhere on the network, enter the Server's name and appropriate login credentials as well as a name for the new database, then click Ok.

d. Upgrading an existing FM2001 or FM2002 database on an SQL Server located elsewhere on the network:

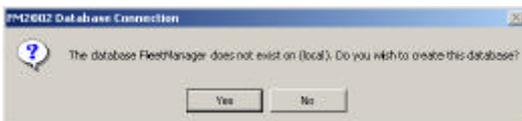
If you would like to upgrade an existing FM2002 database on an SQL Server located elsewhere on the network, enter the Server's name and appropriate login credentials, then select the database to be upgraded before clicking Ok.

e. Upgrading an existing FM98 or FM2001 database:

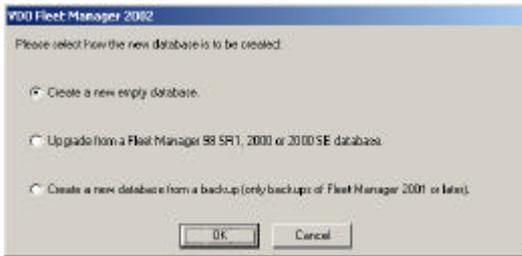
To upgrade an existing FM98 or FM2000 database, do the same as you would for creating a new database on the local computer (step a above), or on another SQL Server (step c above).

The database creation program will attempt to connect to the specified SQL Server.

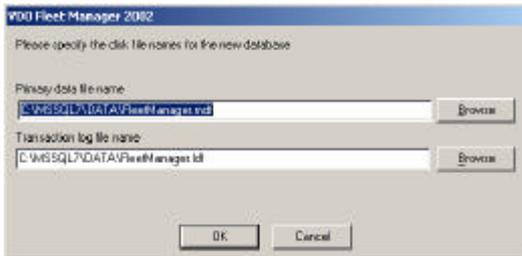
Note: This may take a while, as the SQL Server service may need to be started, especially if this is the first time SQL Server is being used on your computer.



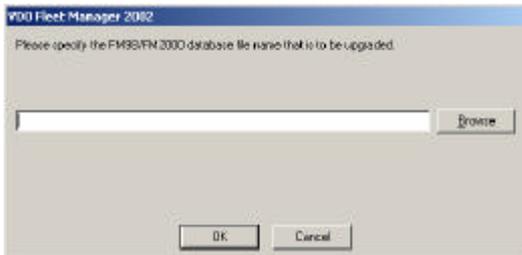
If you chose to create a new Fleet Manager database, the database creation program will require confirmation. Click Yes.



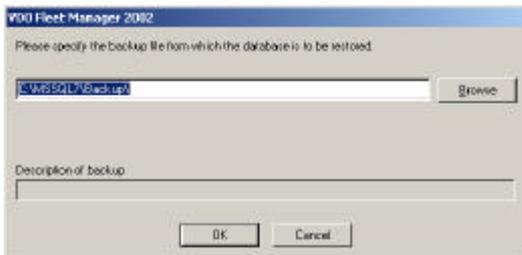
At this point you can choose whether to create a new, empty database, upgrade an existing FM98 or FM2000 database, or create a new database from a backup of an FM2001 database.



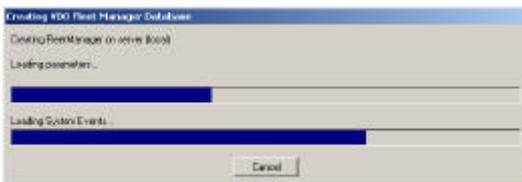
If you are creating a new database, the database creation program will prompt you for a physical disk file name for the new database. The physical file name will default to match the logical database name. You need not change this under normal circumstances.



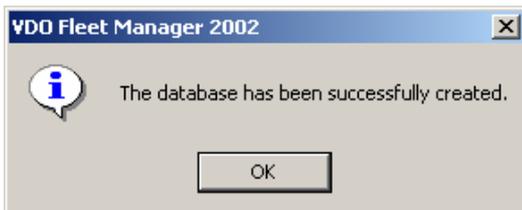
If you have selected to upgrade from an existing FM98 or FM2000 database you will be prompted to select the database. This can be entered manually if you know the path or it can be selected by clicking on the Browse button.



If you have selected to upgrade from a backup of a Fleet Manager 2001 database you will be prompted to select the database backup file. This can also be entered manually if you know the path or it can be selected by clicking on the Browse button.



The database creation will now create a new database or upgrade an existing database as required.



Once the database has been created or upgraded successfully, a message box will be displayed. Click Ok. You may now run the Fleet Manager 2002 application.

Troubleshooting

There may be known issues that have been encountered when installing the Fleet Manager 2002 software under certain specific conditions. These issues, solutions and/or workarounds will be described in knowledge base articles, which can be located on the Control Instruments web site at <http://www.cidev.com/>.

To access the knowledge base, click on 'Search the Knowledge Base' in the menu bar at the top of the home page. The knowledge base search page will be displayed in your browser. Enter "FM2002 install" in the keywords field (without the quotes), select "all" in the "Show me" combo-box and click the search button.

Please note: The knowledge base search facility does not work correctly with Microsoft Internet Explorer version 3.x.

If you are not able to locate an article describing the problem you are experiencing, please contact the distributor. However, in urgent cases where a timeous solution cannot be reached it is possible to log a request directly with the development teams via this web site.

To log a support request, click on the "Support" link in the menu bar at the top of the home page. Enter your details and the details of the problem you are experiencing before clicking the Submit button. Please enter the exact description of any error messages that are displayed. The more information you are able to provide, the easier it will be for our developers to locate and correct the problem.