

# Program Installation & Update Guide for MediaStar Users (Technical)



## Program Information

### Setup

It takes about five minutes to install the program.

### Minimum PC Specifications

- \_ Display: 256 colours or better
- \_ Display resolution: 800 x 600, 1024 x 768 recommended
- \_ Minimum Processor: Pentium class 600Mhz
- \_ RAM: 256Mb
- \_ Free hard Disk Space: 25Mb for program (excludes databases)
- \_ Operating Systems: Windows 2000, Windows XP. The program will also run under Windows emulation.

### Program Information

- \_ Program written in Borland C++
- \_ Program size: 10 - 20Mb (dependent on options)
- \_ Program supplied as a single executable install set
- \_ Contains windows executable program(s) plus DLL & help files
- \_ All program files are installed in a single directory
- \_ Proprietary database format used for fast data access
- \_ Installation instructions supplied
- \_ Windows 2000 client & server compliant
- \_ Requires additional folder with client Read/Write access for temporary user data

### Registration Details (only required for MediaStar Advanced)

- \_ Program requires registration request generated before use.
- \_ Registration key is locked to host machine/server hardware.
- \_ Hardware changes may require program to be re-registered.
- \_ Network platform independent.
- \_ Instant registration via the Internet is available for PC's with Internet access.

## Overview of a Single Installation

It is very quick to get the program ready to use. The following is an overview of the steps. If you require more detail, full instructions can be found in this document.

**1** Unzip the supplied setup file archive.

**2** Run the program setup file.

**3** Follow the on-screen instructions to install the program.

**4** When installation is complete, start the application.

**5** If required, allocate a User File Location.

**6** MediaStar Advanced users only : Complete the registration information dialog and chose one of the following registration methods:

Register via the Internet Ensure you have an active Internet connection, tick 'Register via the internet', then click OK.

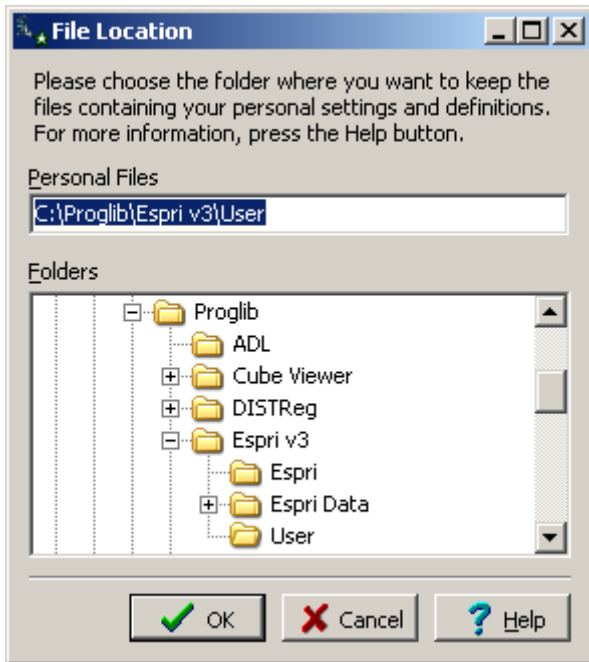
Save as File Tick 'Save as file', click OK and email the file. When you receive the validated registration file back, copy it over the original file.

Run the application.

## Creating a User File Location

If you have not previously installed an Information Tools program on the PC you will need to nominate a User File Location. This is where temporary files and user created axes (\*.axe) will be stored.

1 When you run the program for the first time, if you do need to set up a User File Location, the following box will appear:



2 A default location will be suggested. If you want to choose another location (which has been done for this example), ensure that the folder is one that the user has read/write access to. Note: It can be almost any location on the local drive or network, although a laptop user who works off-line should choose a location on the local drive. The User File Location contains items specific to individual users, therefore it is recommended you do **not** use the folders where databases are stored, the program directory, or the User File Location for another user. This folder should be backed up regularly as User Created Axis files (\*.axe) will be saved here. Once you have confirmed the User File Location click OK.

3 You may then be asked if you want to move any existing user files to the new File Location. Click NO.

The program will now need to be registered (MediaStar Advanced users only).

## MediaStar Advanced - Registering a Single Installation

Once you have finished installing the program, it will need to be registered before you can use it. Unless are not a MediaStar Advanced user, you can skip this section

The registration process involves four steps:

**1** Create a registration request (an \*.rgs file if registering via e-mail, or a 'virtual' file if registering via the internet).

**2** Send the registration request (via e-mail or via the internet).

**3** Receive the registration confirmation.

**4** Update your PC with the confirmed, validated file.

All new installations need to be registered. If you make major changes to the computer, you may also need to re-register. If your PC does need to be registered, the registration box will be displayed when you run the program.

**Updating** the program version on your PC will not require re-registration.

You can see if your machine is registered, or if your registration is due to expire within a week by going to the File menu in the program and selecting Registration. Although registrations are generally managed so you will be sent updated registration files before your registration expires, you can also initiate re-registration yourself. This may be useful if you will be away from the office and unable to connect to the internet or e-mail when the registration is due to expire.

### How to Register

#### To register your local copy of the program:

**1** Run the program to bring up the Registration window:

**2** In the Registration window enter your User Name (your first and last names), the name of your company, and the city and country you are based in. Your e-mail address is optional but we encourage you to supply an e-mail address so we can contact you if necessary regarding your registration. Any information collected for your registration will remain confidential and will not be distributed to any third party.

Select a registration method: Register via the Internet (an automated registration process) or Save as File (involves e-mailing a registration file).

#### **Register via the Internet**

1. Ensure the Register via the Internet tick box is checked and click OK. The program will connect to the internet and automatically receive a temporary registration, allowing you to use the program for four days. To register via the internet, you will require a live internet connection.

2. For the next few days, you will continue to see the registration screen when you start the program. Click OK again. The program will check to see whether the registration request has been confirmed. If so, an extended registration will be downloaded, and you won't see the registration screen again until your registration period is due to run out.

If your registration has not been extended, you will see the registration screen again the next day, and you should repeat the process until either the confirmed registration has been downloaded or the temporary registration expires. Note that it may take a few days before your registration request is validated. If your registration expires when you were expecting it to be extended, please contact your software supplier.

If the validated registration file is not downloaded within four days you can download it at a later date, however the temporary four day registration would have expired so you

will not be able to access the program until the validated registration has been downloaded.

### **Save as File**

1. Check the Save as File tick box and click OK. The registration file will be created and the next window will tell you where the file is saved, what it is called and where to send it.

2. The next step is to e-mail your registration file (\*.rgs) to reg@register-user.com for validation. Click Send Now and the program will attempt to create a new e-mail message that contains your registration details and has your registration file attached. If the program can't connect to your e-mail program, you will need to create your own e-mail message. You can copy the e-mail address from the registration window, then click the Open button to open the folder containing your registration file so you can attach the file to an e-mail. If you don't have access to e-mail please contact your software supplier.

3. Your registration file will be validated and returned to you. When you receive it, save the file back into the directory it came from (as per above), overwriting the original file. It is important that the name of the registration file and its location do not change.

4. When you restart the program it will automatically detect your validated registration file and you will then be able to use the program until your registration expires.

If the program does not detect a confirmed registration file when it is run, you will see a window that tells you what to do. Either send the registration file to reg@register-user.com (if you haven't done so already) and/or await the confirmed file [click OK], or restart the registration process (which will create a new registration file) [click Restart].

Unless you have been instructed otherwise, please click the OK button and await the confirmed registration file. Note, that there may be cases where your registration may take a few days to be returned to you.

## Locating the Items for Analysis

You can store your items for analysis (eg databases, cubes, reports) in any number of different locations both locally or across networks. Note though that databases accessed across networks can incur delays due to the network speed or traffic on the network.

We recommend that you save items for analysis in their own folder; they should not be saved in the same directory as the program or the User File Location. Items for analysis can be saved in common folders that are shared by other users. The user must have read access to these folders and they should be backed up regularly.

To view items for analysis you need to nominate folders for the program to look in. You can choose just one folder or many folders and you can change these folders at any time.

**1** In the Select screen, click the Folders button.

**2** The Folders window will appear (as below). This can be resized by dragging the corner.

**3** At the bottom right side of the Folders window, navigate to the folder that contains the item(s) that you wish to investigate.

**4** Click on the folder. Tick the Include Sub-folders box if you want to include all sub-folders of the selected folder. Double-click on the folder, or click once on the folder then click Add.

**5** Repeat Steps 3 and 4 until you have selected the required folders.

**6** You can de-select folders by double-clicking them or clicking them once then Remove.

**7** Click OK.

**8** Items for analysis in the nominated folders will appear on the left side of the Select screen.

For help on individual items in the window, click in the window's title bar, then move the cursor over the item you want help on. Further help is available by clicking the HELP button.

## Application Update

The process of updating the program is the same as when you install the program in the first instance, however in this process the installation program installs a newer version on your PC. Updating the program will not affect the current registration.

Before you commence the update process you should ensure that the program is not currently running.

You will receive the updated setup file for the program in a zip file, either downloaded via the internet or on a CD.

**1** Using Winzip, or a similar archive tool, unzip the file and save the installation program in a suitable location.

**2** Double click on the <application>-setup.exe file to start the update process.

**3** The Installation Guide will confirm twice that you want to install the program. Click YES then NEXT to continue.

**4** Read the License Agreement (if applicable), click "I accept the agreement" then NEXT.

**5** The Installation Guide will recommend a folder located on the PC to save the program in. We suggest you follow the recommendation of the Installation Guide. To accept this folder, click NEXT. If it is necessary to change the folder, click BROWSE and choose a new location. Note: ensure that the directory location specified is where your currently registered program resides. This will be on the user's local machine (the default directory is - //Program Files/<application>). The location must be a place the user has read access to. Click OK, then NEXT.

**6** The Installation Guide will ask to create a folder in your Start menu. To accept the name of the folder, click NEXT. To change the folder name, click Browse and either click on an existing folder from the list given, or type the new folder name in the Browse for Folder box, then click OK and NEXT.

**7** The Guide will ask if you require a desktop icon. If so, tick the box before clicking NEXT.

**8** The Guide will confirm the information you have given. If the details are correct, click INSTALL. To change any of the details, click BACK and changes where necessary.

**9** The Installation Guide will now update the program.

**10** When the update is complete, choose via the tick box whether or not to launch the program, then click FINISH.

**11** To ensure that the update has been successful, run the program and click on Help then About. This will show you the version number and date of the program that is currently installed.

You can now delete the setup files.