

# **Installation Guide for DMI-Services Web Services Release Version 2.3.3**

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# Installation Guide

## System Requirements

Before installing and using DMI-Services, be sure the system meets the following minimum system requirements:

- Pentium processor
- 128 MB RAM
- 200 MB available disk space for installation, 6MB after installation
- Any Microsoft Windows Operating System currently supported by Microsoft
- 56K Modem (Minimum Required) or Broadband (Recommended)
- CD-ROM Drive
- Port 80 open

**PERFORMANCE:** If a COG's existing computer system performs well, it should continue to perform well after DMI-Services is installed.

If the COG has a fast Internet connection such as DSL or cable, the COG can expect faster responses from DMIS. Likewise, if a COG Operator has attached a 20MB photograph to an incident record using a dial-up connection, the response from DMIS will take longer.

DMIS performance is directly related to the speed of the COG's Internet connection.

**SMARTPASS:** Please install the new version of SmartPass from the DMI-Services CD. This version is configured for use with the latest DMI-Services software and will function within the installed operating system.

Consult the System Administrator about the configuration of SmartPass to ensure that the newer version is compatible with the other applications currently using it.

## Before Installing DMI-Services



If DMIS Web Services Release Version 2.2 or later is installed, the latest upgrades will automatically be updated. All versions **PRIOR** to 2.2 will automatically **uninstall** and the latest upgrade will automatically **install**.

After installation, a few remaining files from the previous version of DMIS will remain resident in the DMIS Web Services SP2 Folder. If desired, the Operator may remove these files and any private files they may have stored.

To remove these files manually:

1. Open the Windows Explorer;
2. Navigate to C:\Program Files\DMIS WebServices SP2
3. Remove the folder.



**NOTE:** Smart Pass 4.6 may conflict with existing compression software. If a problem arises **STOP** and contact the DMI-Services Help Desk at 1-800-451-2647 or send an email to [help@dmi-services.org](mailto:help@dmi-services.org).

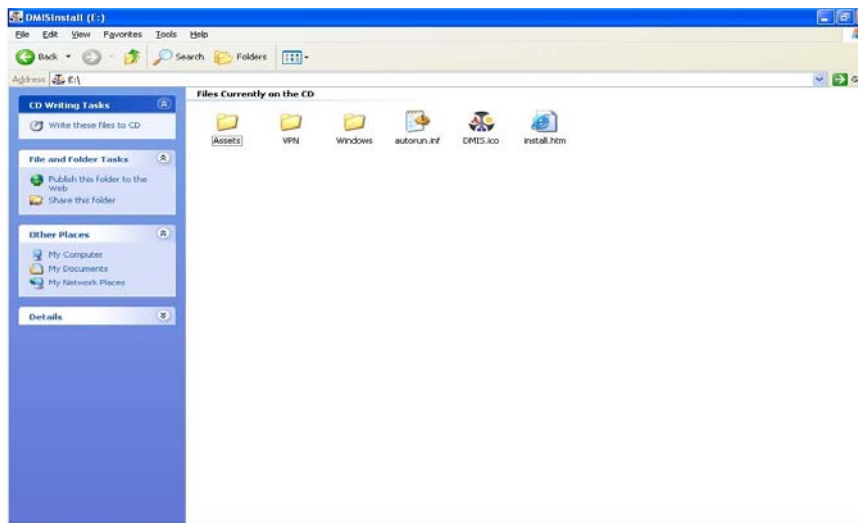
# Installing DMI-Services from the CD

1. Close all programs.
2. Insert the DMI-Services CD into the CD ROM drive.

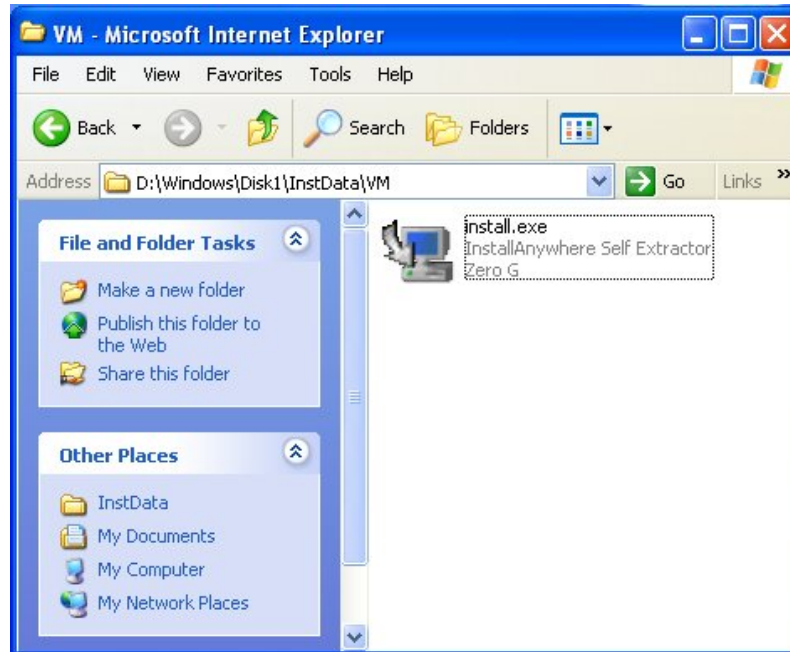



If Auto Run is enabled on the system, the installation will start automatically (skip steps 3 and 4).

3. Using either **Windows Explorer** or **My Computer**, display the contents of the CD.



**NOTE:** If there is no web browser (such as Netscape or Internet Explorer) installed on the machine, the Operator will not be able to use the install.htm file to install DMI-Services. In this case, open the Windows folder, click on the Disk1 folder, then on the InstData folder, then on the VM folder and launch the file called install.exe. If the Operator is starting the installation process this way, skip steps 4 - 6.



4. Launch the **Install.htm** file by either double-clicking the icon  **install.htm** OR selecting the file name and selecting **Open** from the **File** menu.

The web browser will display the following web page:



From this screen, the Operator can access documentation and training resources for DMI-Services.

5. From the Install.htm web page, select the **Install Now** option under the **DMI-Services Installation** heading.

If the web browser has a security feature enabled, the **Security Warning** screen will open.



**NOTE:** If there's a Java plug-in enabled in the browser software, the **Security Warning** screen will not appear and there will only be a large gray box in the middle of the screen. If this occurs, close the browser window and disable the Java plug-in.



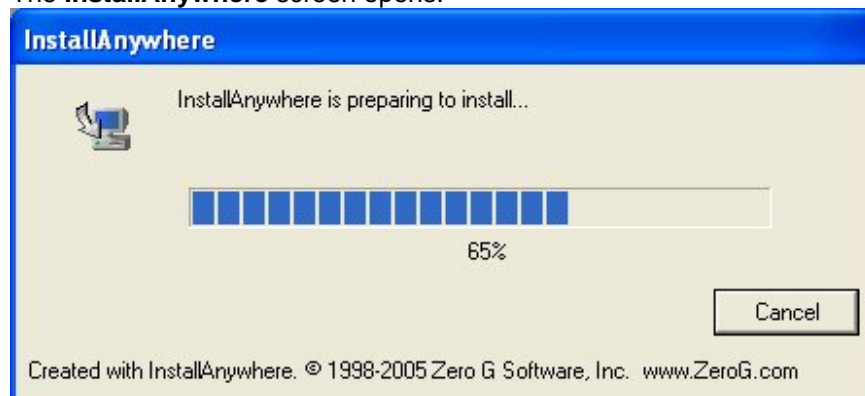
6. From the **Security Warning** screen, click the **Run** button to continue the installation.

**NOTE:** At this point you may get a security warning window stating publisher could not be verified.



If so select **RUN** to continue the process

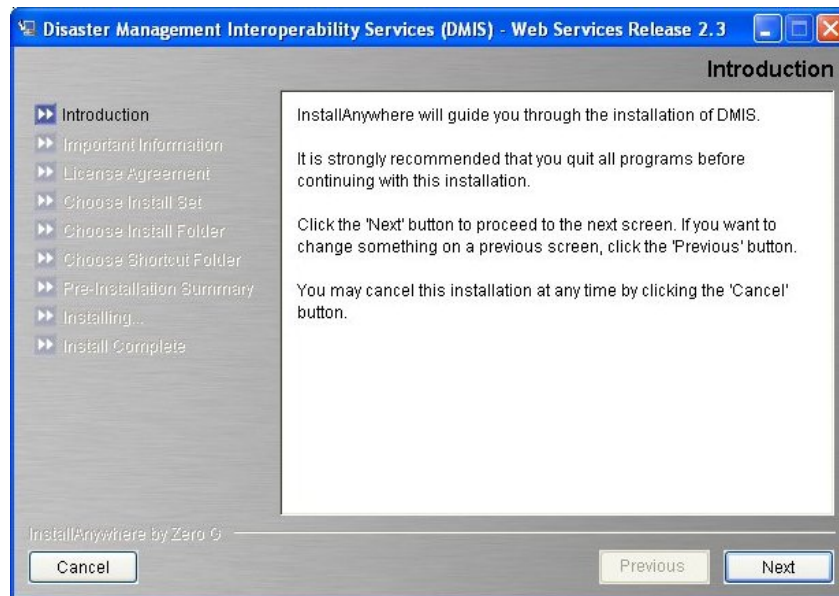
The **InstallAnywhere** screen opens.



After the InstallAnywhere Wizard is installed. . . .



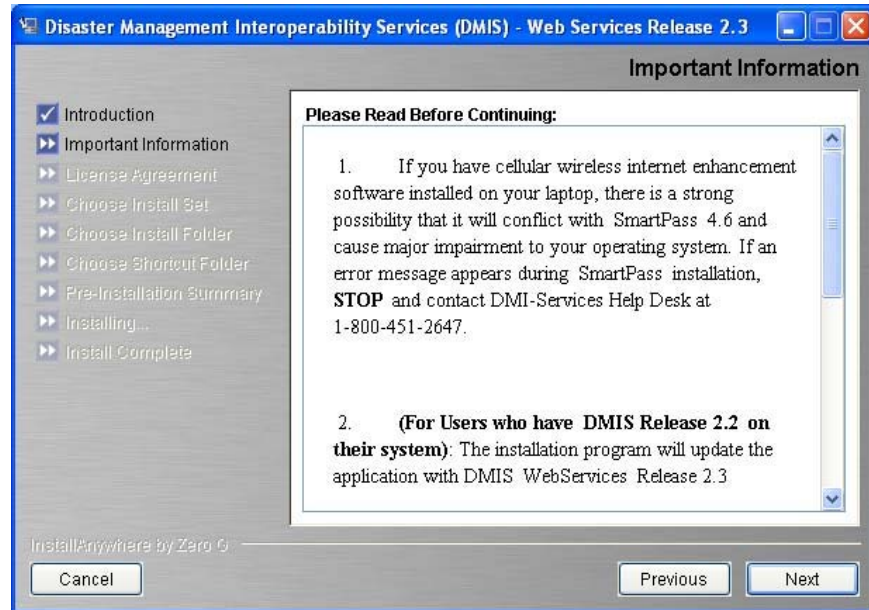
...the Installer begins and displays the **Installer Introduction** screen.



7. Click the **Next** button to continue the installation.



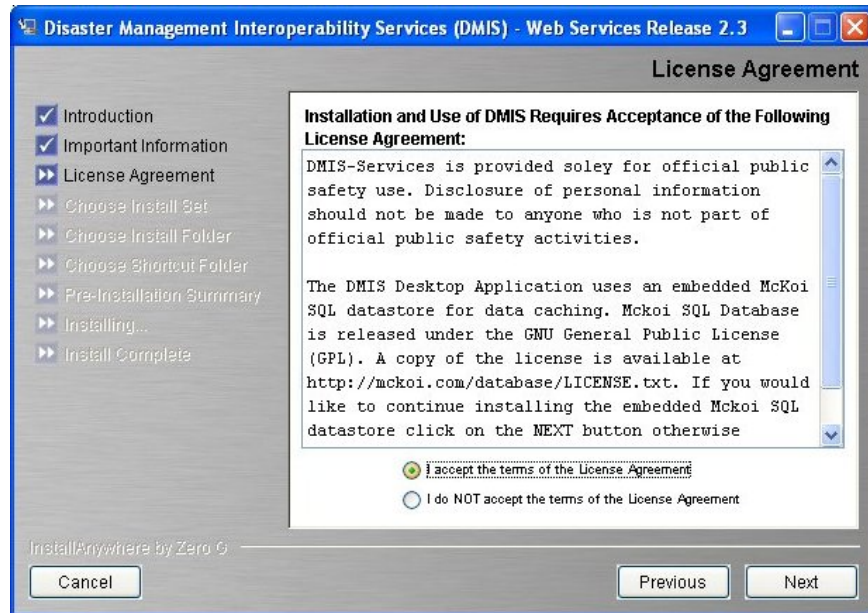
The **Important Information** screen displays:



8. Read these notes and click the **Next** button.

The DMI-Services Installer will automatically Un-Install the previous version of DMI-Services.

Then the **License Agreement** screen displays.



9. **Select** the appropriate radio button to **Accept** the terms of the License Agreement and then click the **Next** button. Or, select the radio button for "I do NOT accept the terms of the License Agreement." and click the **Next** button.



**NOTE:** If the Operator does not accept the terms, the Installation will be cancelled.



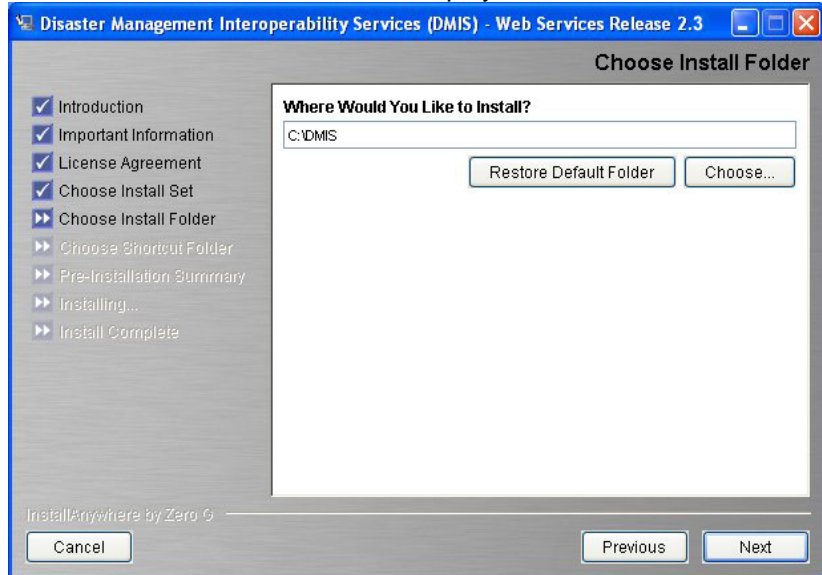
If **DMIS** Web Services Release Version 2.2 or later is installed, then the **Pre-Installation** screen will display after the **License Agreement** screen. (Proceed to Step 12)

The **Choose Install Set** screen displays.



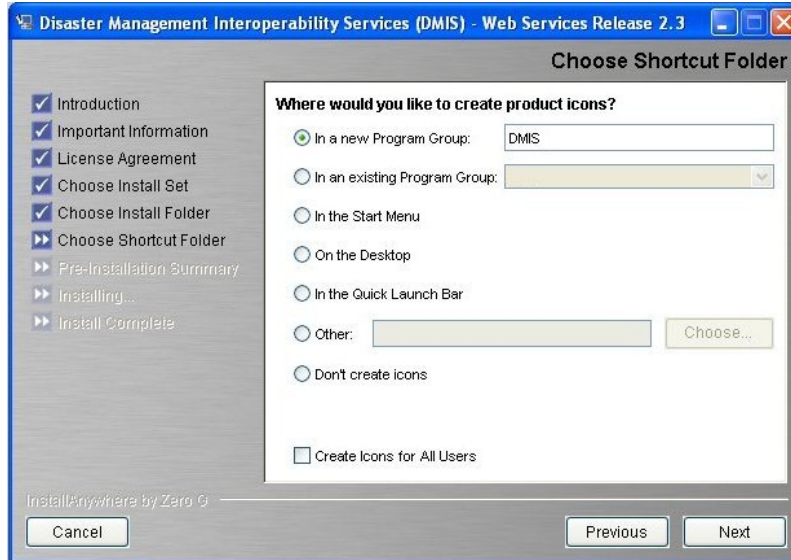
10. Select the appropriate installation and press the **Next** button.

The **Choose Install Folder** screen displays.



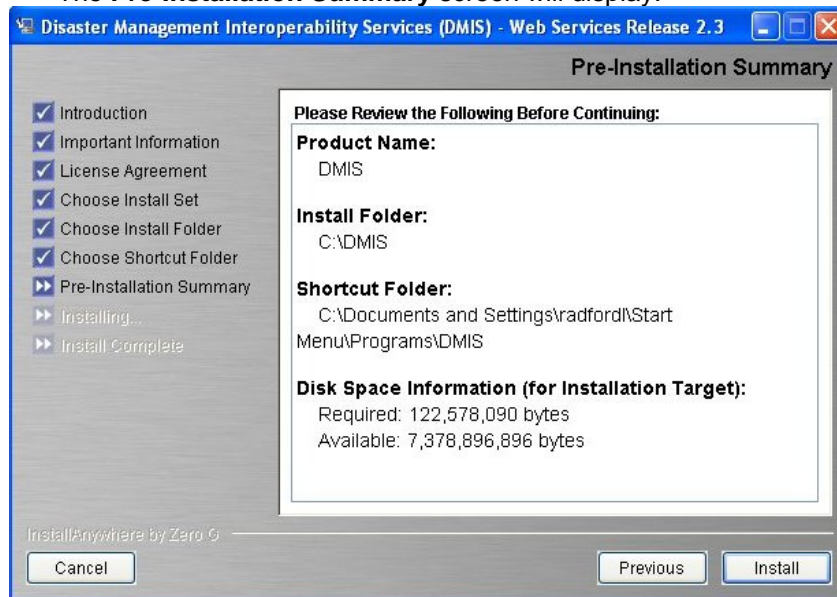
11. Navigate to and select the folder where DMIS will be installed and press the **Next** button.

The **Choose Shortcut Folder** screen displays.



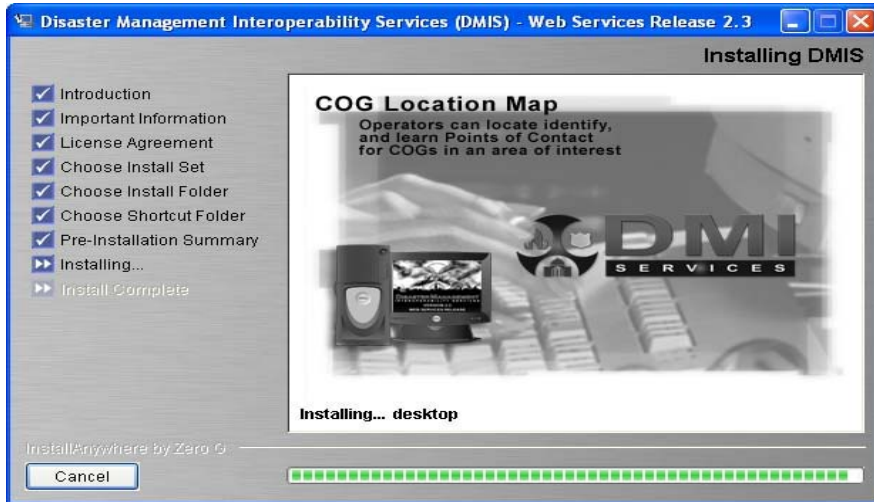
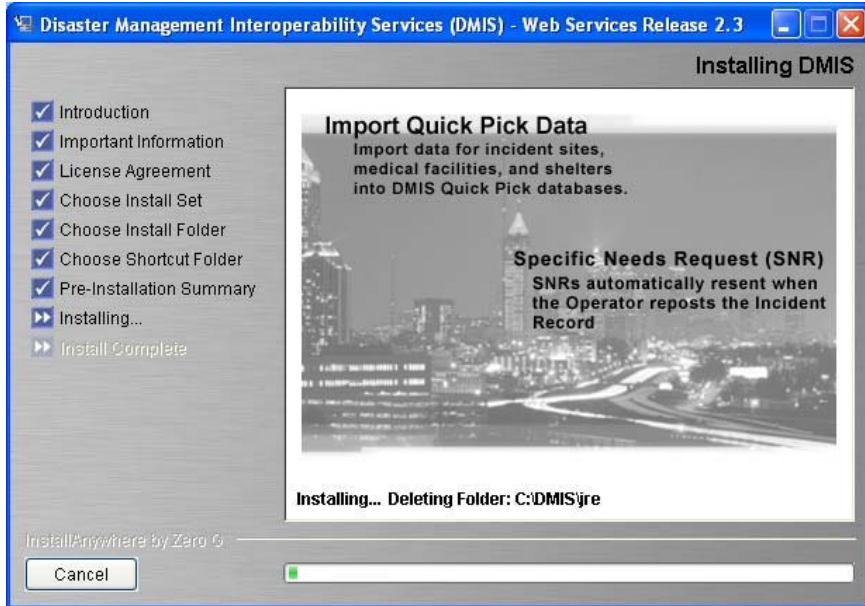
12. Select the appropriate location where DMIS product icons will be displayed and press the **Next** button.

The **Pre-Installation Summary** screen will display.



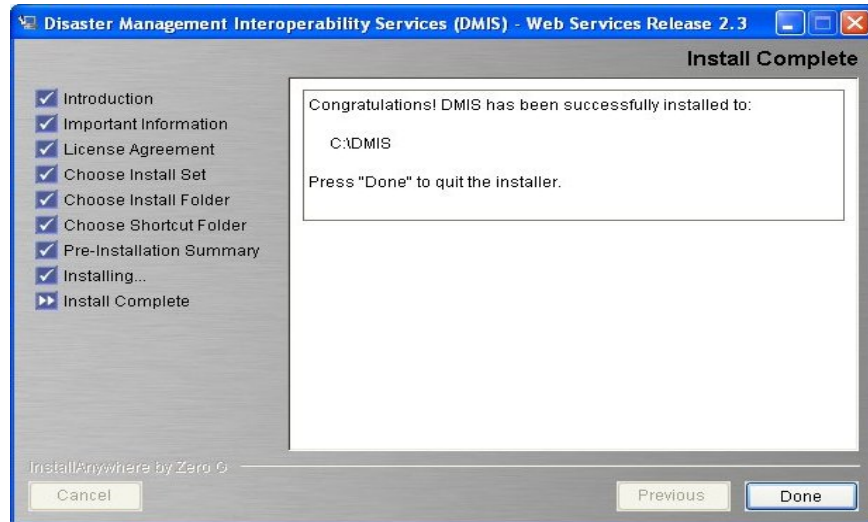
13. Review the **Pre-Installation Summary** then click the **Next** button to continue the installation. (If necessary, click the **Previous** button to return to the previous screen or click the **Cancel** button to cancel the installation.)

The following **Installing DMIS** screens will display.



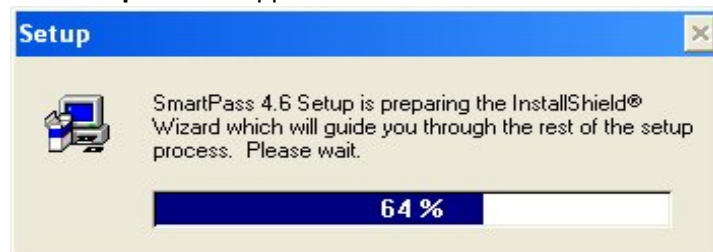
If necessary, click the **Cancel** button to cancel the installation on any of the above screens.

When the installation process is complete, the following message box and screen display.



14. Click the **Done** button.

The **Setup** window appears.



The Installation Wizard begins the setup to install SmartPass.



**It is necessary to install SmartPass to upgrade to the latest release.**



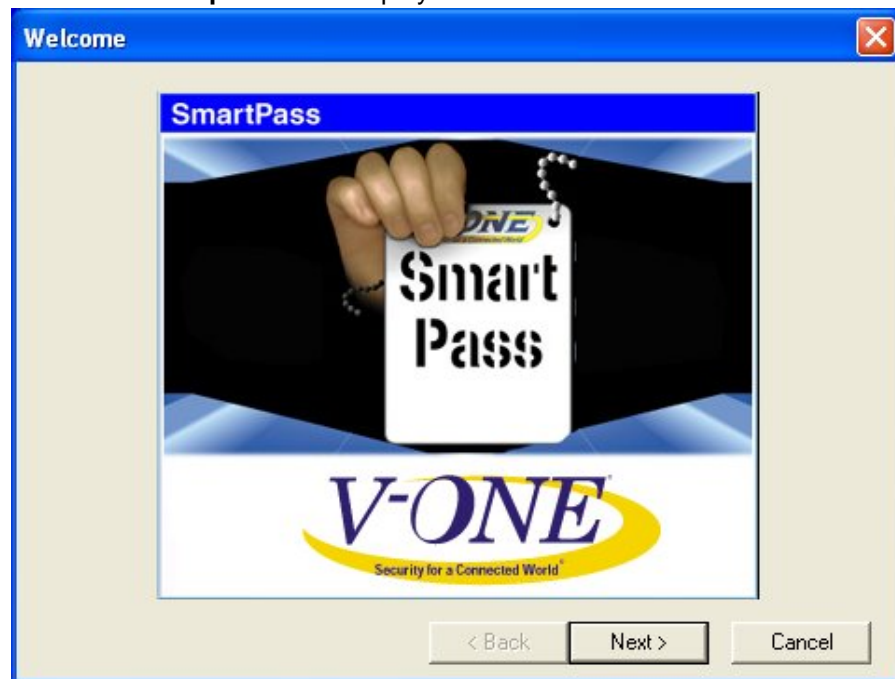
# Installing Smart Pass



**NOTE:** Smart Pass 4.6 may conflict with existing compression software. If a problem arises **STOP** and contact the DMI-Services Help Desk at 1-800-451-2647 or send an email to [help@dmj-services.org](mailto:help@dmj-services.org).

**NOTE:** If the Operator does not install SmartPass, (s)he will not be able to use DMI-Services. The SmartPass software is used to ensure all DMI-Services information is secure. If re-installing DMI-Services, SmartPass must also be re-installed.

The **V-One Setup** screen is displayed after DMI-Services is installed.



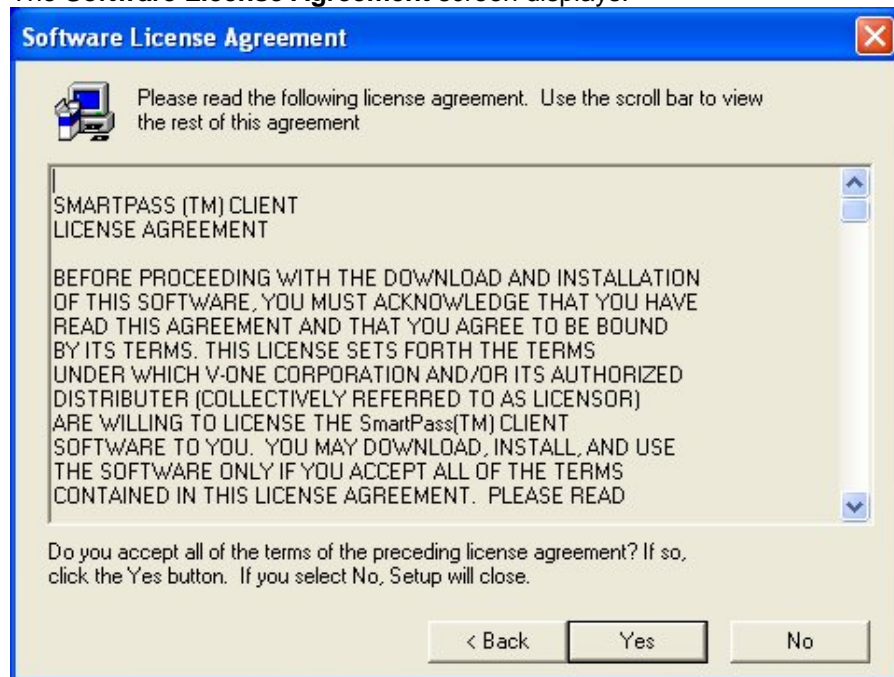
1. From the **Welcome** screen, click the **Next >** button to **install** SmartPass. (Clicking **Cancel** will **cancel** the rest of the installation process.)

The SmartPass **Welcome** screen displays.



2. Click **Next >** to continue installation. (If the **Cancel** button is clicked, the rest of the installation process will be cancelled.)

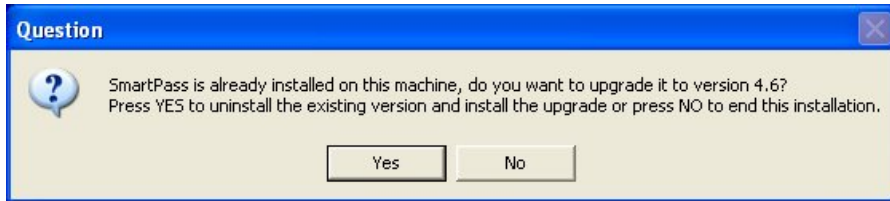
The **Software License Agreement** screen displays.



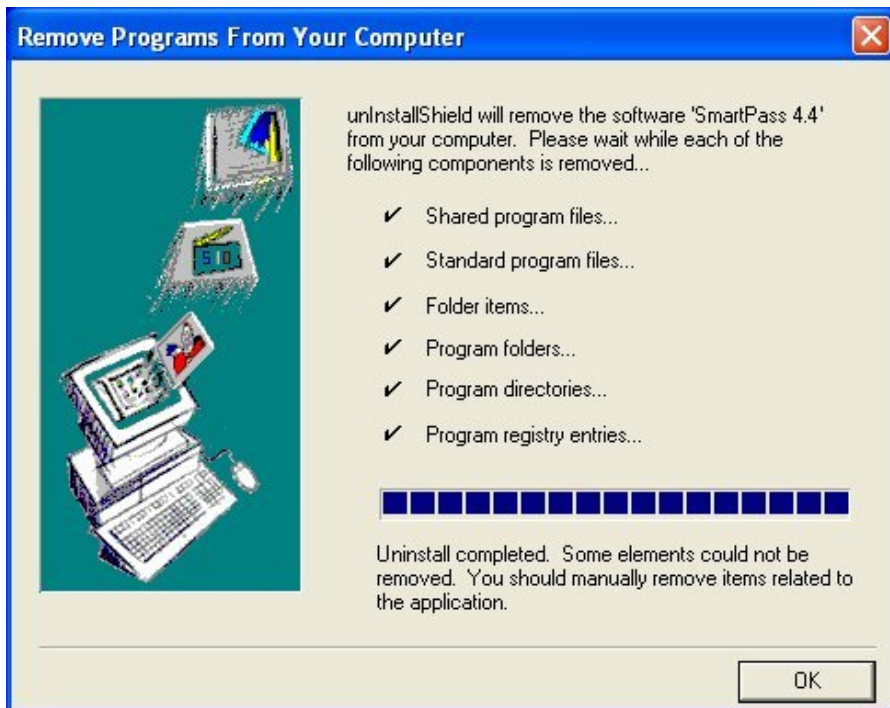
3. Click the **Yes** button to continue the installation. (Click the **Back** button to return to the previous screen. Click the **No** button to **cancel** the installation.)

If this is a re-installation, the **Question** screen will appear.



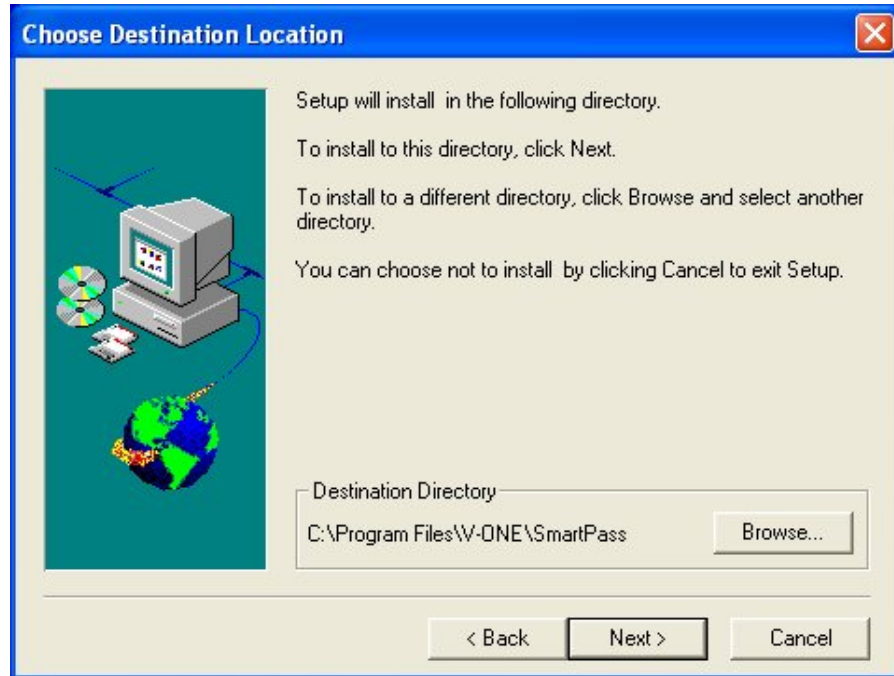


4. Click **Yes** to **install** the latest version of SmartPass. (Click **No** to **cancel** the installation.) It is strongly recommended that SmartPass be upgraded to ensure that DMI-Services operates properly.
5. If SmartPass was already installed, the Installer software automatically uninstalls the earlier version and the **Remove Programs From Your Computer** screen opens.



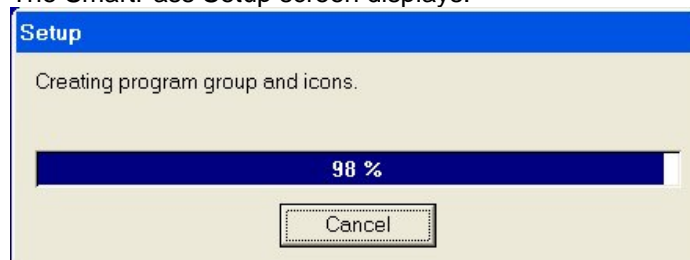
6. Click **OK** to continue the installation process.

The **Choose Destination Location** screen opens.

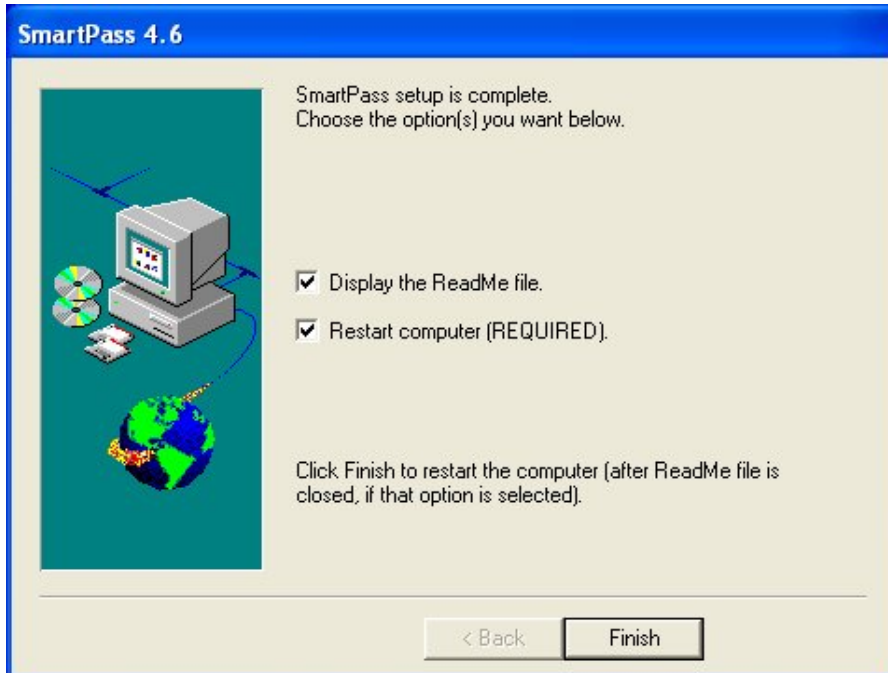


7. If desired, change the directory where SmartPass will be installed. Click the **Browse** button to select another directory.
8. Click the **Next** button to continue the installation. (Click the **Back** button to **return to the previous screen**. Click the **Cancel** button to **cancel** the installation.)

The SmartPass Setup screen displays.



The SmartPass InstallShield screen displays.



9. To skip reading the ReadMe file, unselect the **Display the ReadMe File** checkbox. Otherwise, click the **Finish** button to automatically open the ReadMe.txt file in **NotePad**.
10. To skip restarting the computer, unselect the **Restart computer** checkbox. (**NOTE:** The computer must be restarted to run properly.)
11. Click the **Finish** button to complete the installation.

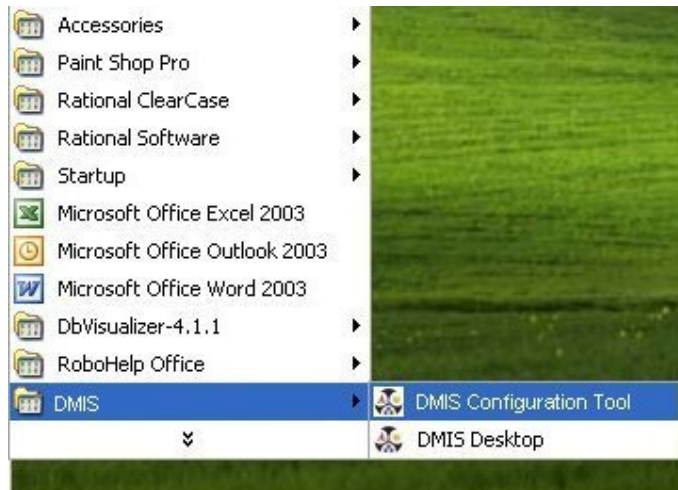


**NOTE:** To use DMI-Services for the first time, use the **Configuration Tool** to add COGs to the workstation.

## Configuring DMI-Services for the First Use

Use the **Configuration Tool** to add the first COG(s) to the workstation before using DMI-Services for the first time.

1. Launch the **Configuration Tool**, which is located in the DMIS folder.



To access the **DMIS** folder:

- a. Using the **Start** button, open the Programs menu.
- b. From the Programs menu, select the **DMIS** folder.
- c. From the **DMIS** folder, select the **Installation Configuration Tool**.

The **Configuration Tool** screen appears.



2. If desired, type the COG's Name into the **Search COG List** field and click the **Search** button. This will filter the list to bring the **COG Name** into the viewable area of the COG Name list.
3. Select one or more COGs from the **COG Name** listbox by holding down the **Control (Ctrl)** key and selecting the appropriate COGs with the cursor.
4. Click the **Configure** button.

While DMI-Services is configuring the machine, the **Configuration Progress** bar displays the progress.

5. Click the **Close** button.

**DMI-Services is now ready for its first use!**

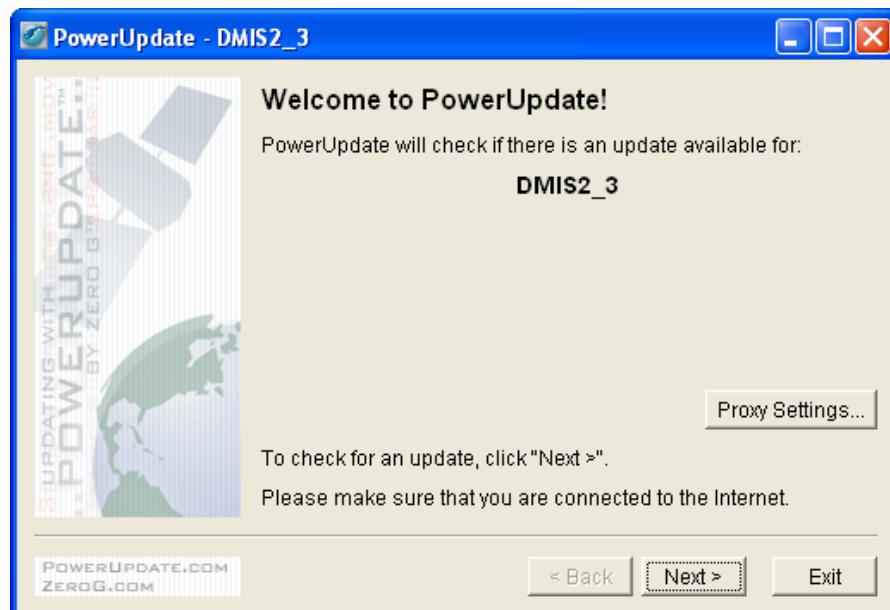
# Updating DMI-Services via the Update Server

Update DMI-Services by using the PowerUpdate function as follows.

## Launch DMI-Services:

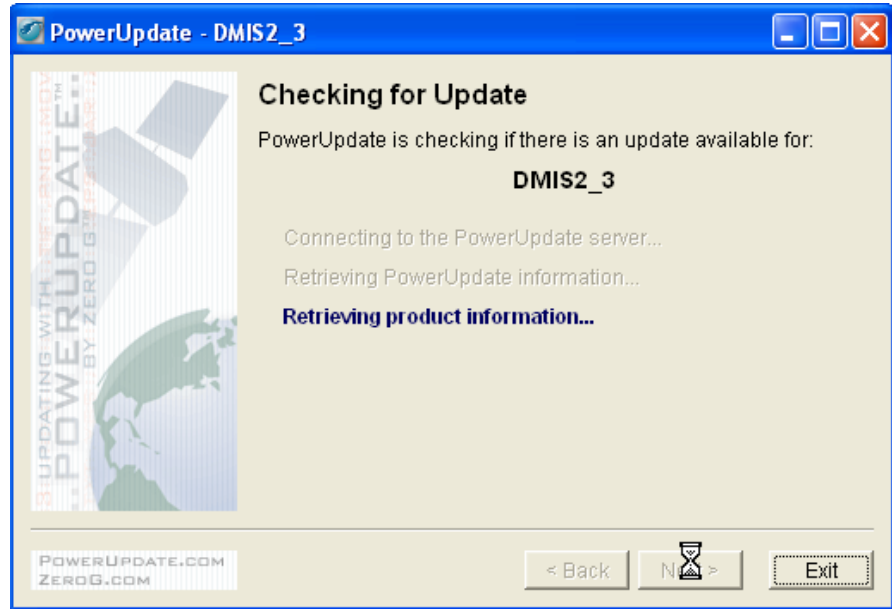
1. Navigate to and open the Programs menu from the Start button.
2. Select the **DMIS** folder from the Programs menu
3. Select **DMIS Desktop** from the **DMIS** folder.

Immediately after, the operator is prompted with the following dialogue box.



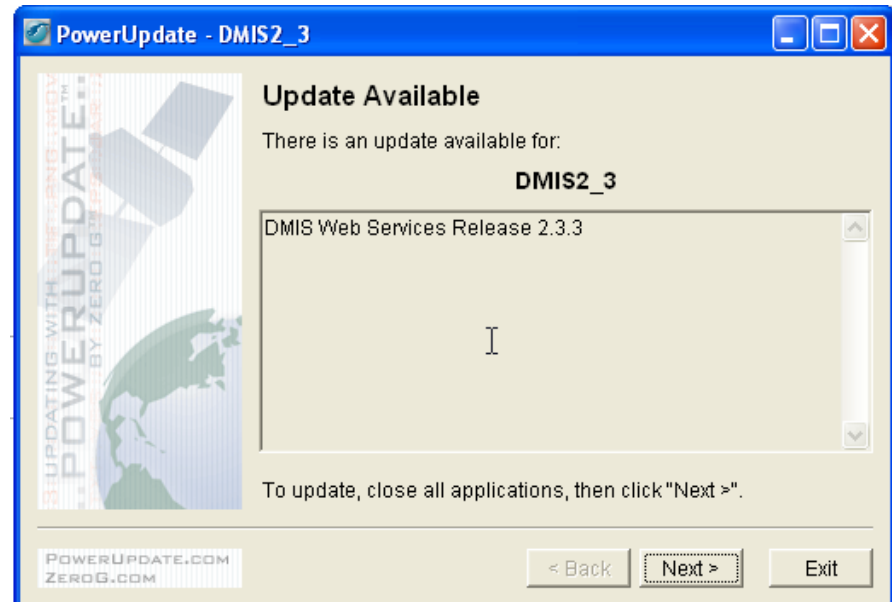
Close all applications on your desktop and click **Next**.

Within seconds, the installer will first connect to the PowerUpdate server. Second, it will retrieve PowerUpdate information. Finally, it will retrieve product information.



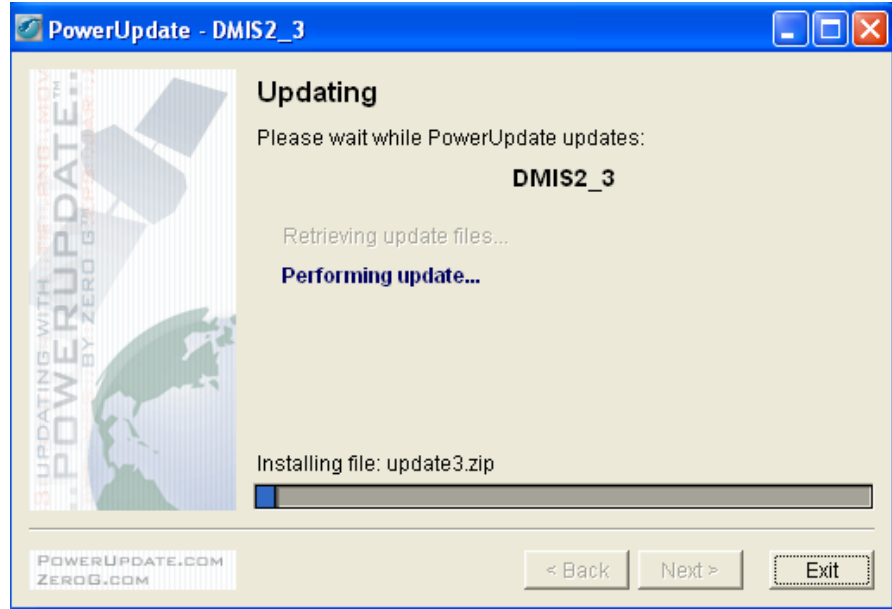
Next, the install screen will display any updates. Click **NEXT** button.

If necessary, click the **EXIT** button to cancel the installation.



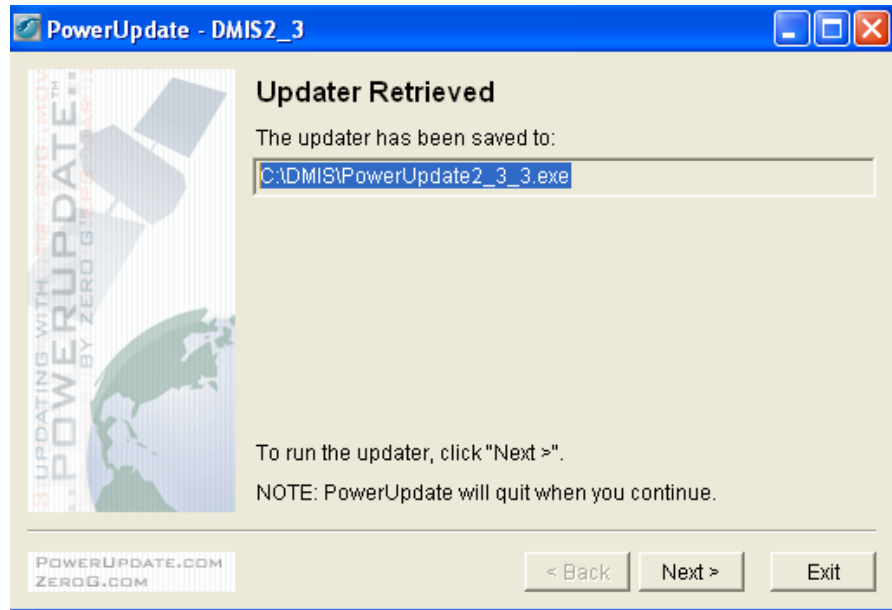
The installer will begin to update the operator's PC with the update.

Depending on bandwidth/transfer rate the download could take anywhere from 5 to 25 min.



When the update is complete, the installer will prompt the operator to run the updater by clicking **NEXT**.

By running the updater, the Installer is essentially installing DMIS program files and configuring DMIS for the next update.





Immediately after clicking next, the operator will be prompted with a message to do as follows:

**‘Please delete the PowerUpdate2\_3\_3.exe file under the DMIS Installation folder once this update is complete.’**

Accordingly, go to the DMIS installation folder and delete the PowerUpdate2\_3\_3.exe file.

The Install is now complete and you’re ready to run DMIS 2.3.3 from your PC.



**Remember to delete the PowerUpdate2\_3\_3.exe file**

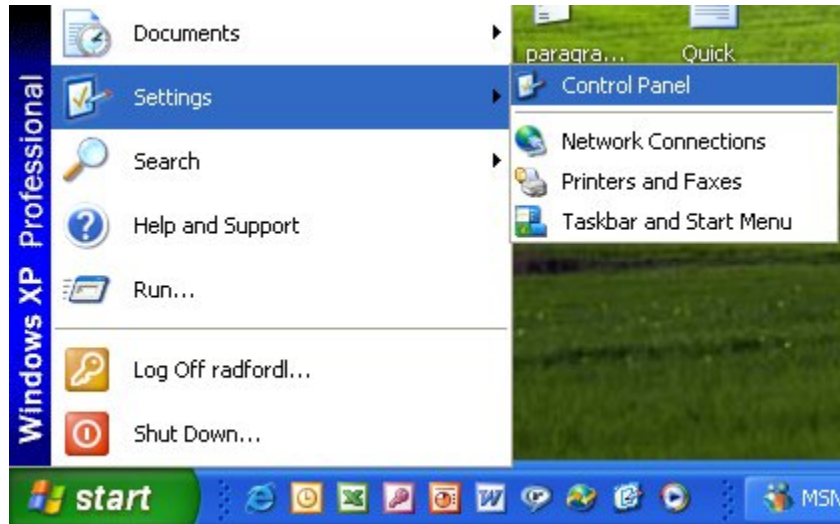


**NOTE:** For further step-by-step installation instructions, please refer back to Page 8, Step 7. (Review the **Important Information** screen on page 8 of this Installation Guide). Follow all subsequent steps.

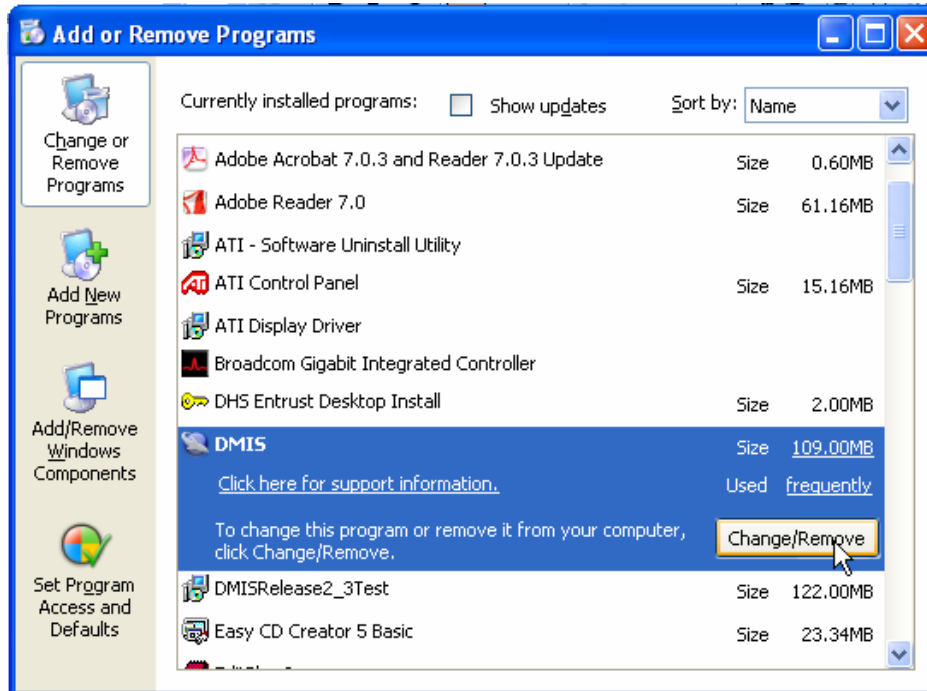
# Uninstalling DMI-Services

To uninstall DMI-Services:

1. Close all programs.
2. Open the Windows **Control Panel**. (To access the Windows **Control Panel**, click the Windows **Start** button and select the **Settings** menu option.)

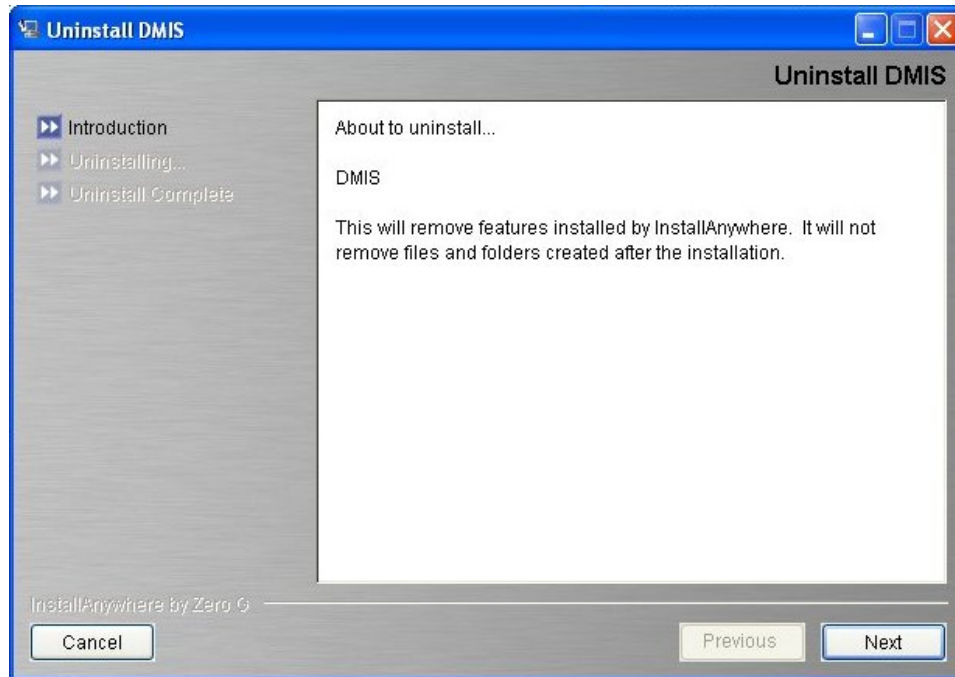


3. From the **Control Panel**, open the **Add/Remove Programs** utility by double-clicking on the icon.
4. Select **DMIS** from the list of currently installed programs.

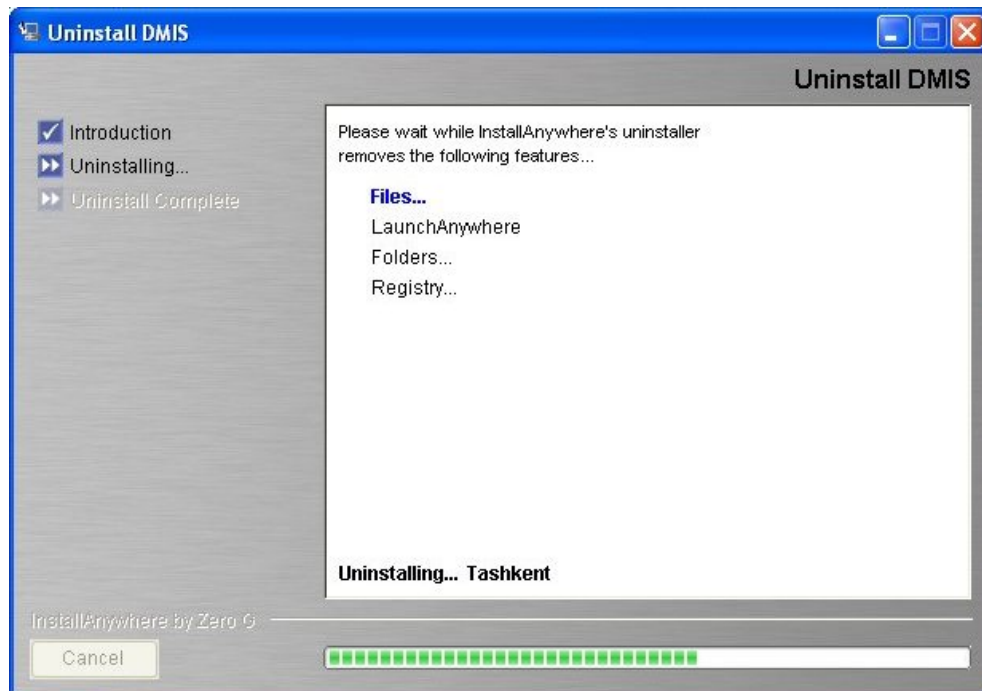


5. Click the Change/Remove button (which should appear when the Operator selects DMI-Services).

The **Uninstaller** screen displays.

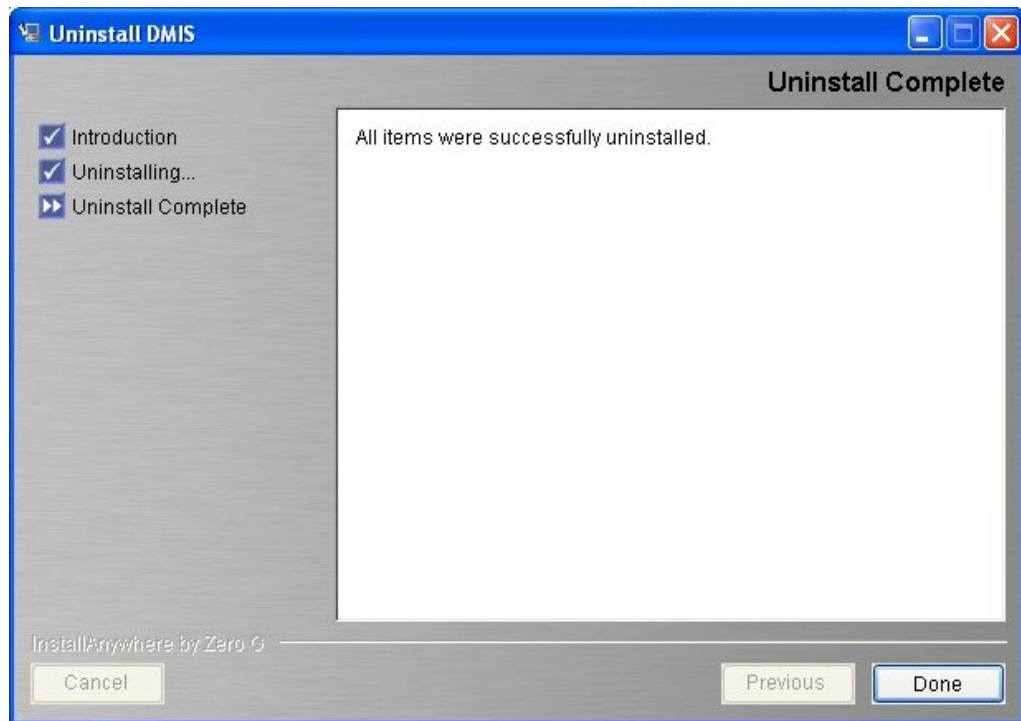


6. To continue, click **Next** (or click the **Cancel** button to cancel the Uninstaller). InstallAnywhere's Uninstaller screen displays the features being uninstalled.



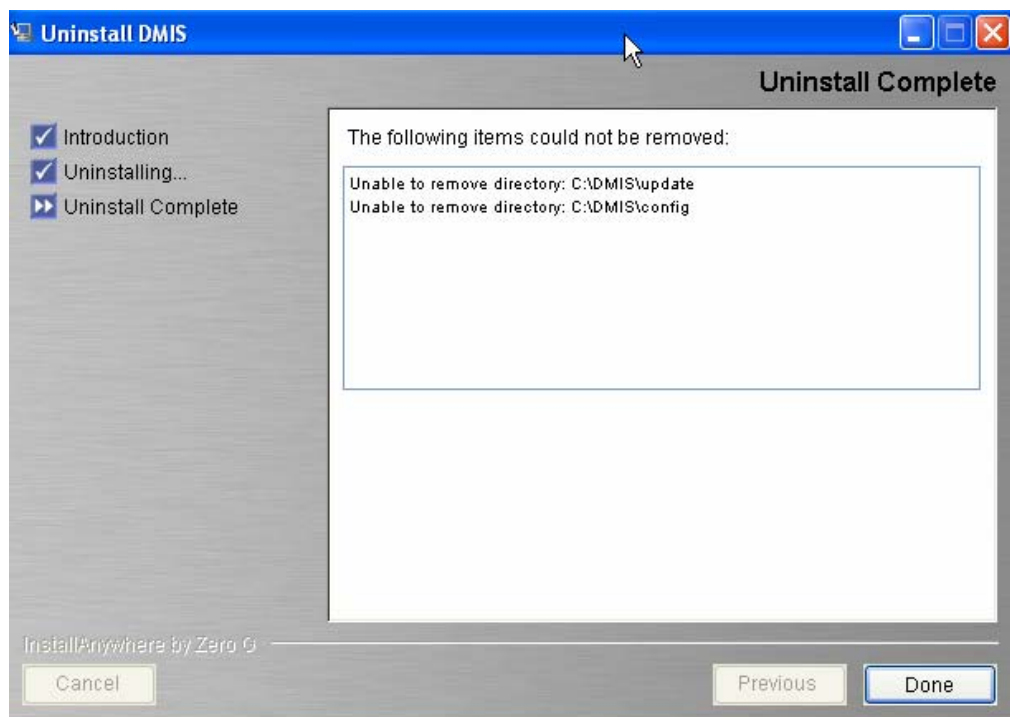
7. Click **Next** to continue. (Click the **Back** button to return to the previous screen. Click the **Cancel** button to cancel the uninstall process.)

The **Uninstall Complete** screen displays.



The **Uninstall Complete** screen displays the following message: “All items were successfully uninstalled.”

If the **Uninstall Complete** screen doesn't display a successful uninstall then you'll need to manually remove the directories.



8. Click the **Done** button to close the screen.
9. Next, locate the **DMIS** folder created in the installation phase. (If necessary, refer back to page 11)
10. Once located, remove the DMIS folder.

**NOTE:** To access the Program Files directory, use **My Computer** or **Windows Explorer**.

## Contacting DMI-Services

For help using DMI-Services or to submit comments, contact DMI-Services Support at 1-800-451-2647.

To get help via email, send questions to [help@dmi-services.org](mailto:help@dmi-services.org).

**Thank you for using DMI-Services.**