Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 1(49)
	Issued by Magnus Hagberg		
	Title **SAM Installation Guide**		

SAM Installation Guide

Snitcher Asset Management®

Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 2(49)
	Issued by Magnus Hagberg		
	Title **SAM Installation Guide**		

1 SAM INSTALLATION GUIDE FOR WINDOWS VISTA

1.1 Install Snitcher Asset Management

1.1.1 Purpose

The purpose of this installation guide is to describe the necessary steps to install the SAM client.

If you must have a local installation, that installation should be done after this installation according to the document "SAM Local Installation Guide" (KS011p03b05v05.pdf).

1.1.2 Prerequisites

1.1.2.1 Files

Download the compressed files from the BAMS homepage, via the Helpdesk page to your desktop or other location.

1. drvupdate-x86.exe (Microsoft Windows Mobile Device)

2. dotnetfx.exe (If not loaded from ESOE)

3. NDP1.1sp1-KB867460-X86.exe (If not loaded from ESOE)

1.1.2.2 Access rights

If you want to install MS Mobile Device Center for Windows Vista the user you logged in on the PC must have local administrator rights for the PC.

.Net framework 1.1 is recommended to be ordered from ESOE Helpdesk.

1.1.2.3 Network

The PC you are installing SAM on must have connection with one of the following application servers depending on your region:

The NALA region, \\eusaamw0314, in Atlanta US

The APAC region, \\emyklnt215, in Kuala Lumpur Malaysia

All other regions, \\esealvm092, in Alvsjo Sweden

1.2 Install SAM environment SW on the desktop PC

1.2.1 Installing Microsoft .Net Framework 1.1

There are two alternative ways to install .Net framework.

- Alternative one: let ESOE helpdesk install Microsoft .Net Framework 1.1 for you

- Alternative two: install it yourself.

Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 4(49)
		Issued by Magnus Hagberg	
	Title **SAM Installation Guide**		

1.2.1.1   ESOE Install of .Net Framework 1.1

Call your ESOE helpdesk and ask them to install .Net Framework 1.1 and .Net Framework 1.1 Service Pack 1 on your PC.

Request them to do the configuring of .Net Framework according to chapter 1.2.1.4.

### 1.2.1.2   Install the .Net Framework on your own

N.B. If .Net Framework is already installed verify that the correct revision is installed, it shall be 1.1 (English).

- If you have the correct version installed, move to chapter 1.2.1.3

- If you have the wrong version installed, remove it and continue with the new installation as described below.

Go to the location where you stored the **dotnetfx.exe** file double-click on the file
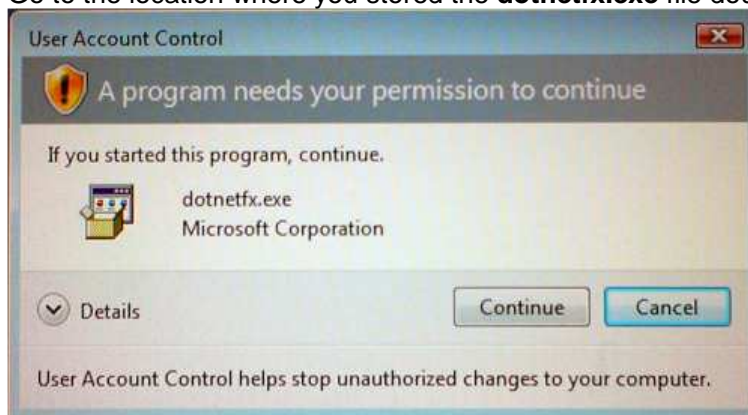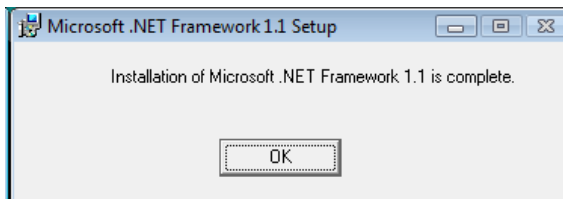

Click on **[Continue]**
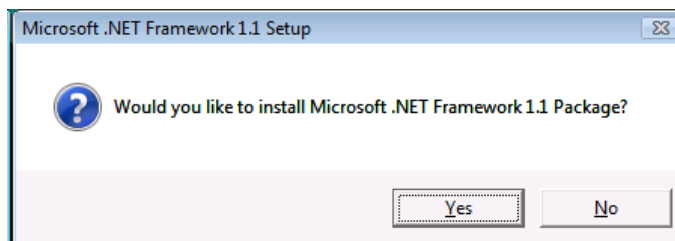
Click on **[Yes]**

The following dialog is displayed, select **[I agree]**:

Click on **[Install]**

Click on **[OK]**

The installation is now completed.

Prevas

|		Date	Ref	Page
SAM		2009-06-03	ks011p03b02env3_installat	6(49)
		Issued by		
		Magnus Hagberg		
	Title			
	SAM Installation Guide			

1.2.1.3 Install the .Net Framework Service Pack 1 on your own

N.B. If.Net Framework Service Pack 1 is not already installed, follow these instructions.
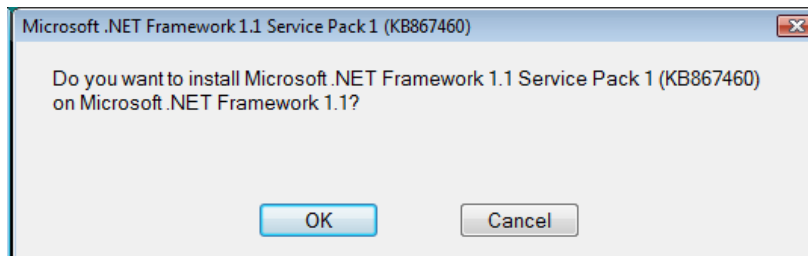
Go to the location where you stored the **NDP1.1sp1-KB867460-X86.exe** file double-click on the file
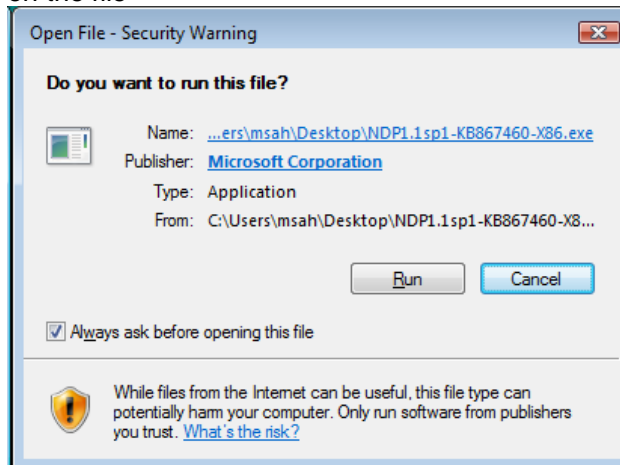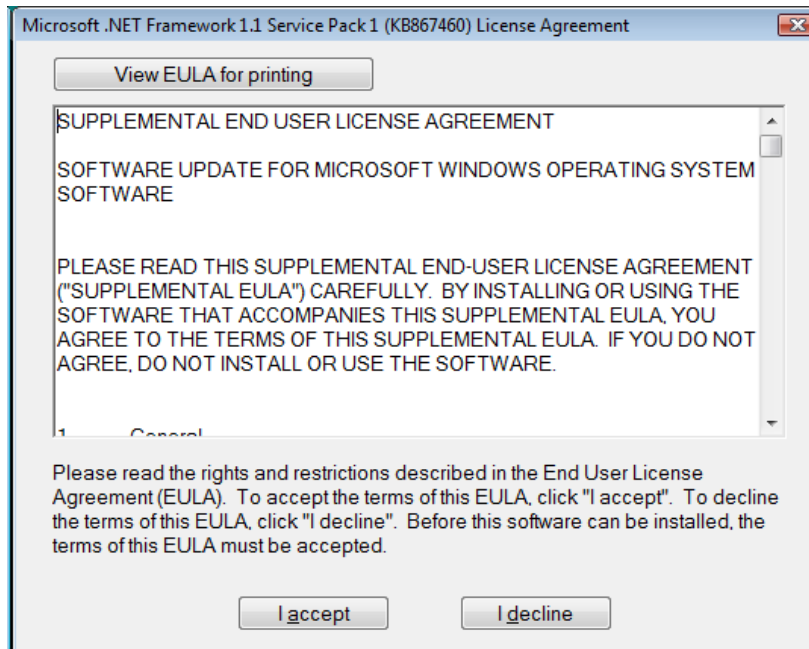

Click on **[Run]**
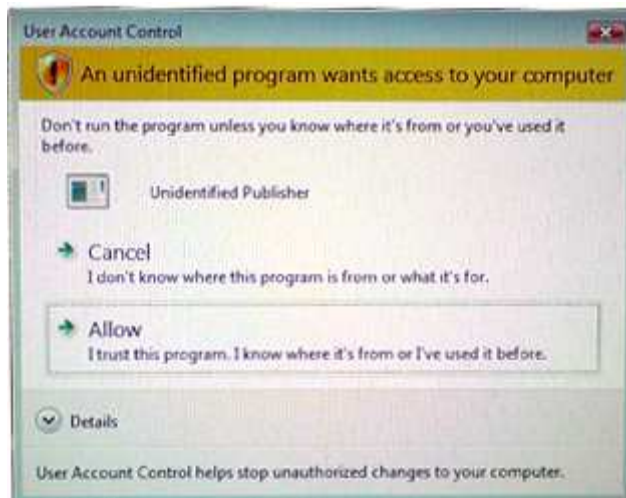
Click on **[Allow]**

Click on **[OK]**

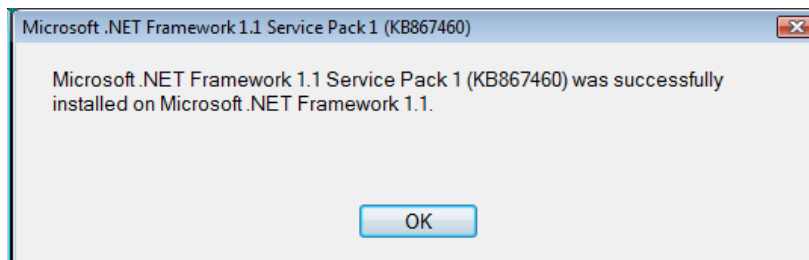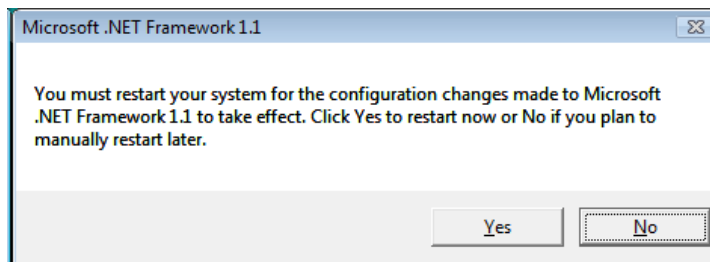Click on **[I accept]**

Click on **[OK]**

Click on **[Yes]**

The installation is now completed.

1.2.1.4 Configuration of the .Net Framework 1.1

If you shall make a local installation you do not need to do this.

1. Login as administrator.

2. Start ► Control Panel ► Administrative Tools ► Right click on "Microsoft .NET Framework 1.1 Wizards" ► Choose "Run as administrator".
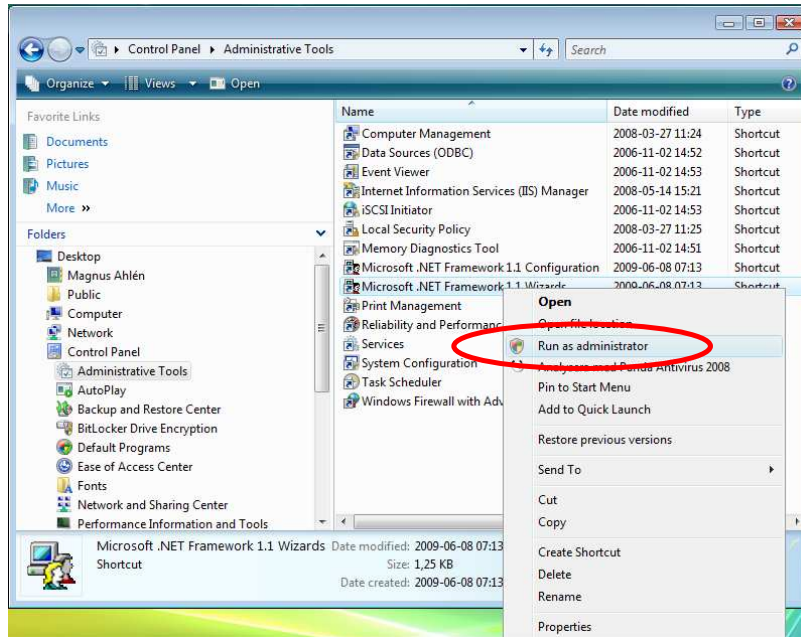
3. In the Prompt ► Choose Allow.
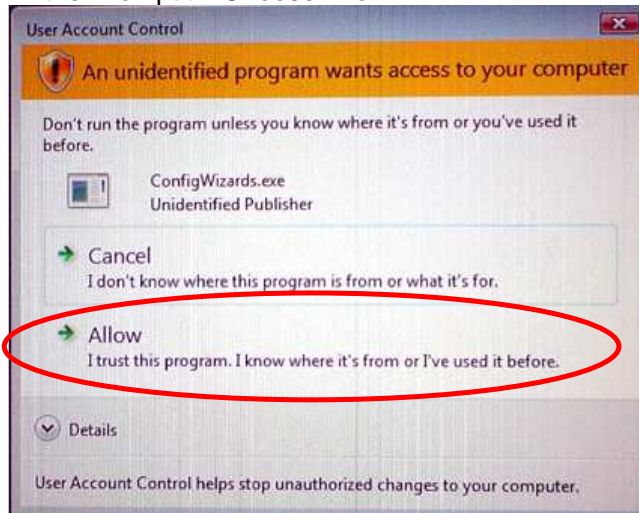
4. .NET Wizards is now open. Run "Adjust .NET Security".
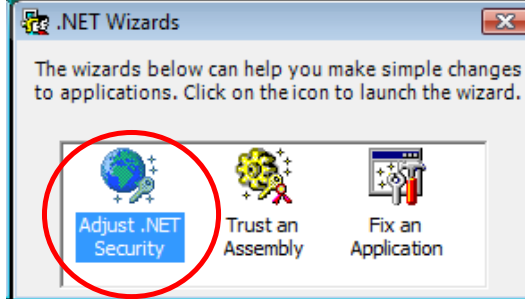
5. Choose "Make changes to this computer".

Click on **[Next]**

Prevas
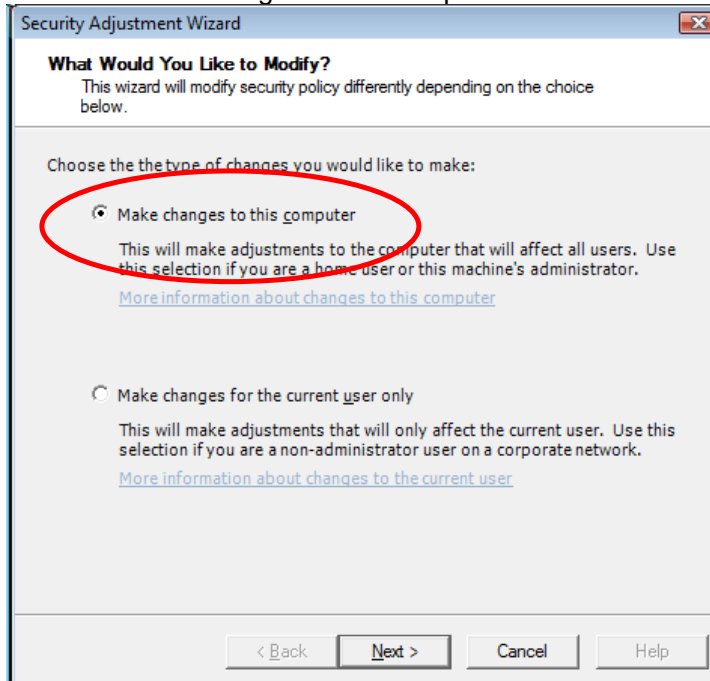
	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	10(49)
	Issued by Magnus Hagberg		

Title
SAM Installation Guide

6. Choose one by one **My Computer, Local Intranet, Trusted Sites** and drag the slider to Full trust:
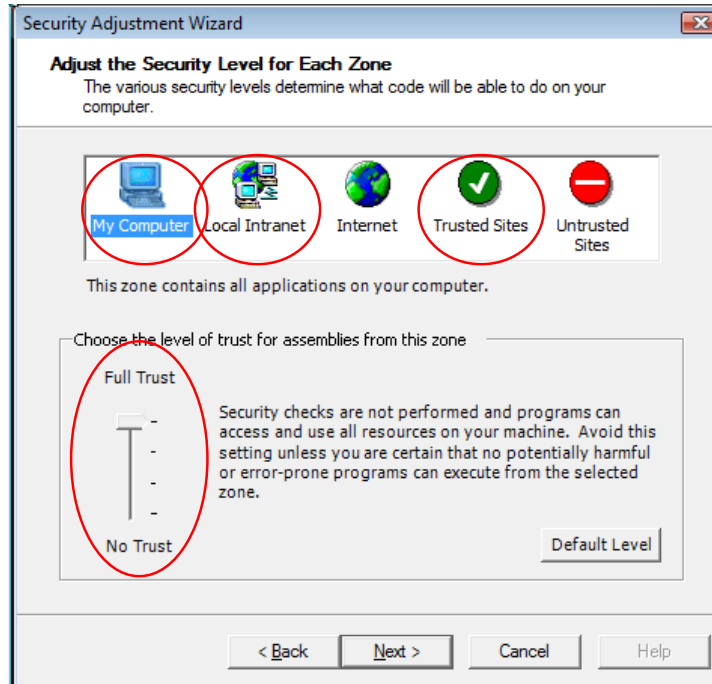
Click on **[Next]**

7. Check that "My Computer", "Local Intranet" & "Trusted Sites" have the value of Full Trust.
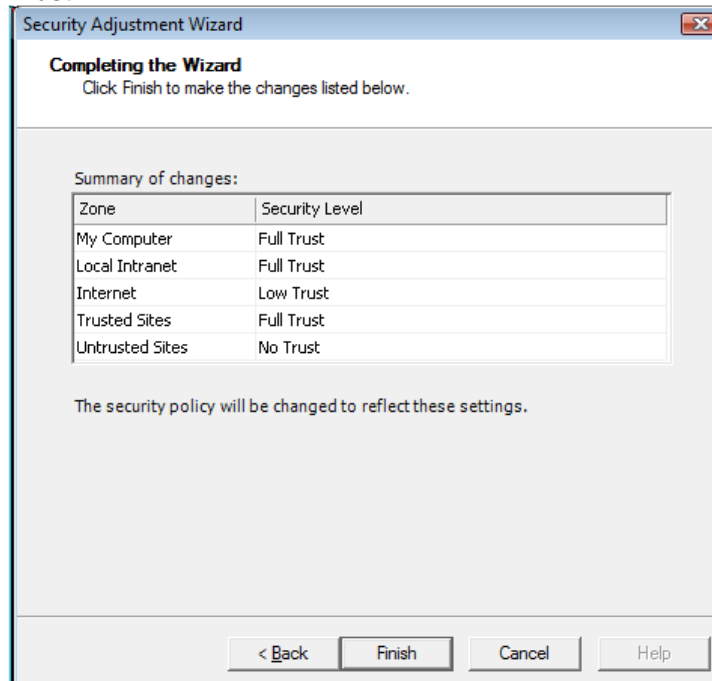
Click on **[Finish]**

![Prevas logo]

| | Title
SAM Installation Guide |
| | |

The configuration of .NET is now completed.

1.2.2 Set up Trusted Sites

Due to distances in the Ericsson Corporate Network there are a lot of firewalls, routers and other datacom equipment involved. This will in some cases make your computer think that the SAM application server is operating as if it was connected on the Internet. In those cases you need to set up the SAM application server as a trusted site on your computer.

1. Open MS Explorer

2. Select **Tools** -> **Internet Options …**

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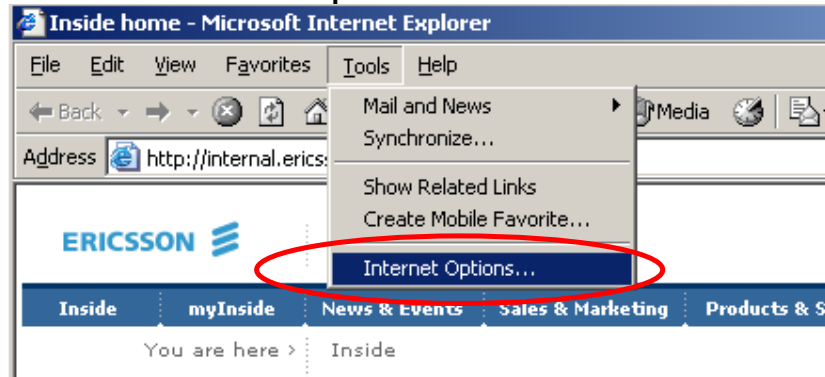
	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	12(49)
	Issued by		
	Magnus Hagberg		

	Title		
	SAM Installation Guide		

3. Select **Security**, select **Trusted Sites** and click on the **[Sites...]** button

4. Add the path to your application server or add all three.
   Remember to Uncheck the 'Require server verification...'
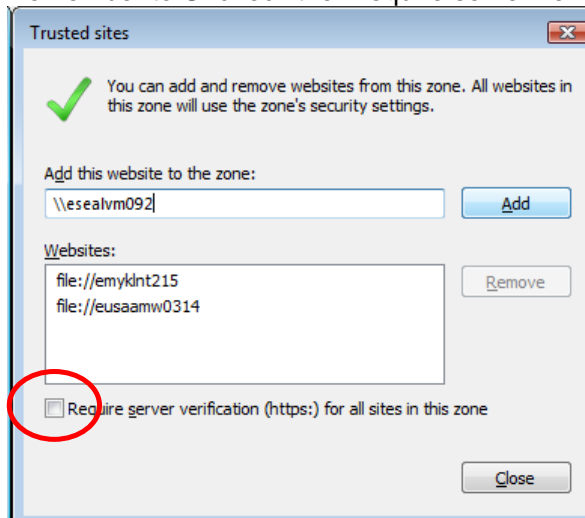
Click on **[OK]** and your Trusted Site list is ready.

		Date	Ref	Page
SAM		2009-06-03	ks011p03b02env3_installat	13(49)
		Issued by		
		Magnus Hagberg		
	Title			
	SAM Installation Guide			

1.2.3 Install Microsoft Windows Mobile Device Center

N.B. If MS Windows Mobile Device Center is not already installed follow these instructions.

1. Run the file **drvupdate-x86.exe** (or **drvupdate-amd64.exe** for 64-bit OS). Perform the installation according to local preferences and apply connection settings (guidance from the installation wizard).

2.

Click on **[Continue]**

3. When the dialog is closed, the installation is complete

1.2.4 Configuration of Microsoft Windows Mobile Device Center

1. Place the PocketPC in the cradle.

2. Connect the PocketPC Cradle to the PCs USB port.

Prevas

	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 14(49)
SAM		Issued by Magnus Hagberg	
	Title **SAM Installation Guide**		

3. MS Windows Mobile Device Center will open and show this picture:
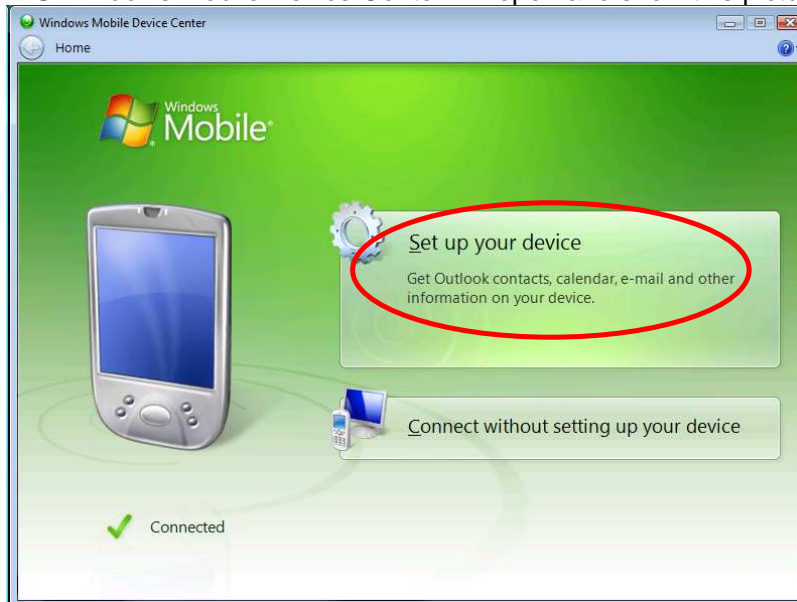
Click on **[Set up your device]**

4. **N.B.** This step is very important. Synchronization problems may arise if this step is not performed properly.

Select the checkbox **Files** (Uncheck all other checkboxes.)
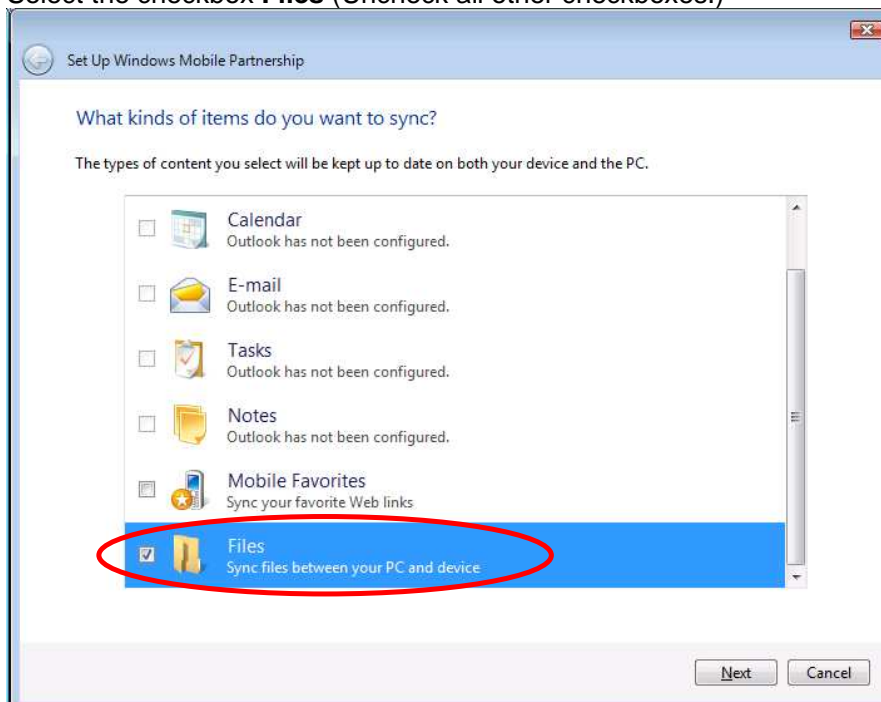
Click on **[Next]**

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	15(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

5. Enter a device name
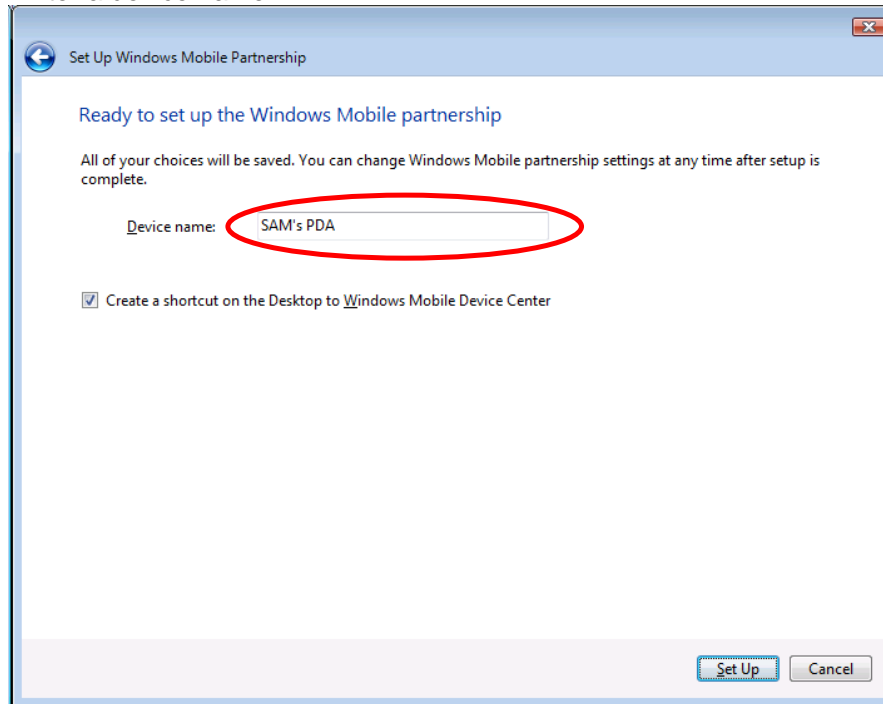
Click on **[Set Up]**

6.

The setup of partnership is now finished.

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	16(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

1.2.5 Synchronize with Sync Center

N.B. A partnership in MS Windows Mobile Device Center is required to continue.

1. Place the PocketPC in the cradle.

2. The PocketPC starts the synchronization with Sync Center automatically.

3. You can open the Sync Center to view the synchronization progress.
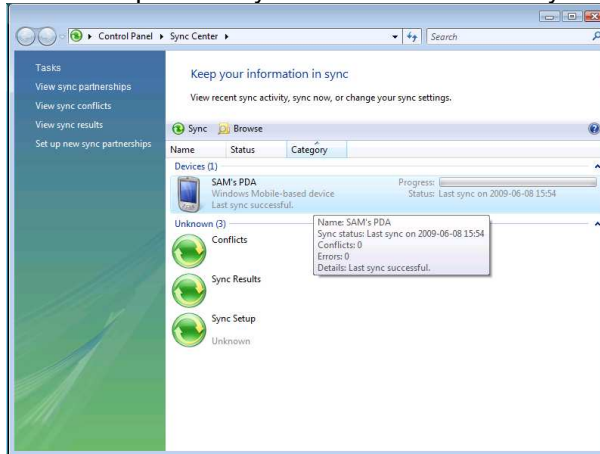
4. Right click on your device, click on **[Sync <device name>]** to force a synchronization. (<device name> = Your device)
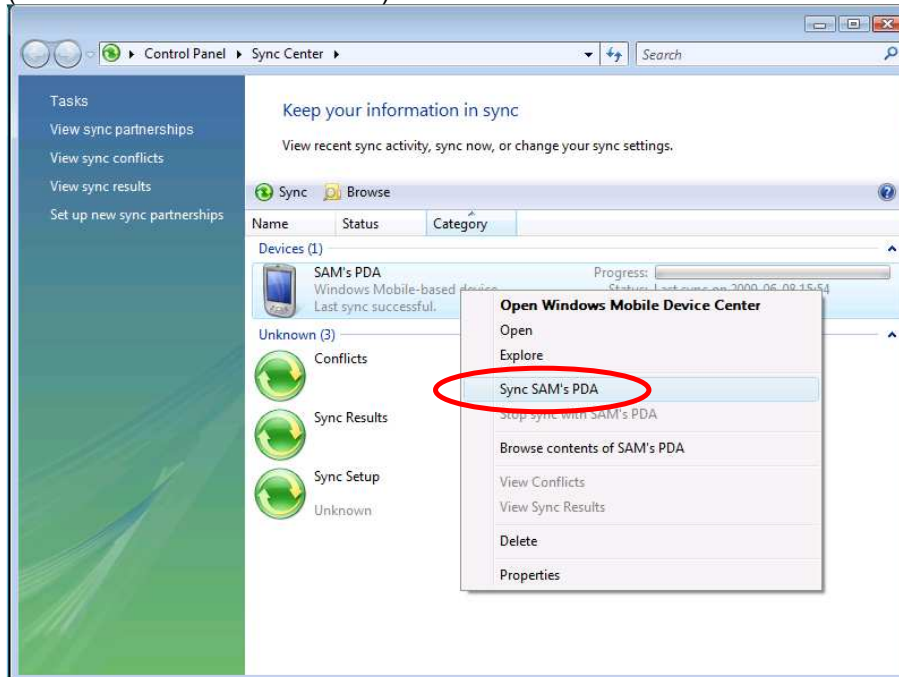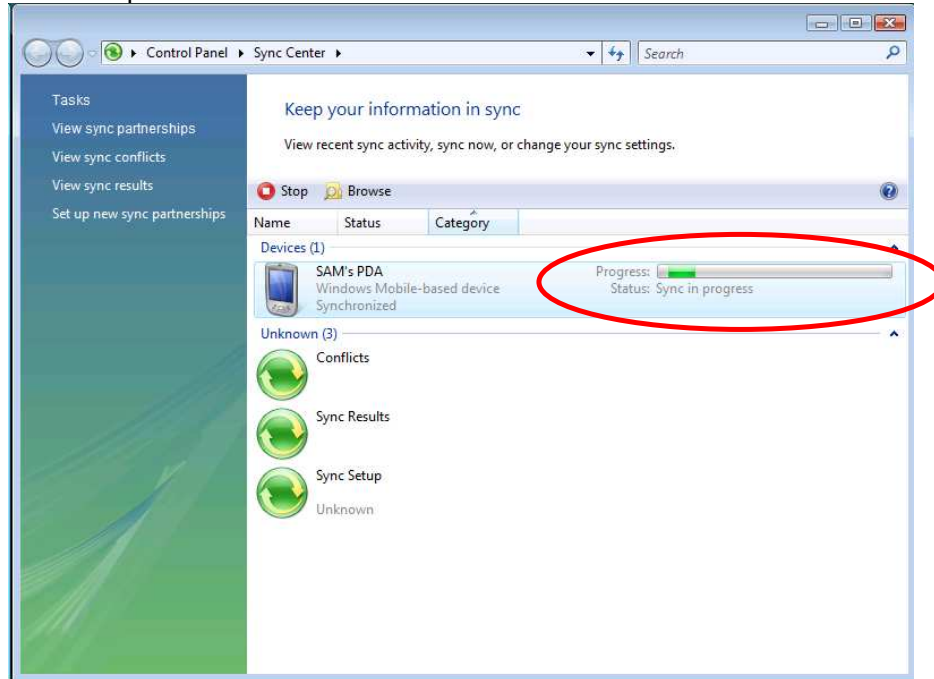
5. View the process

6. The synchronization is now completed.

1.3 Installing SAM on the client

Depending on your location, change the **application server name** in the path to one of the following:

The NALA region, \\eusaamw0314 in Atlanta, USA

The APAC region, \\emyklnt215 in Kuala Lumpur, Malaysia

All other regions, \\esealvm092 in Alvsjo, Sweden

1.3.1 Make a shortcut to the SAM client SW

If you shall make a local installation you do not need to do this.

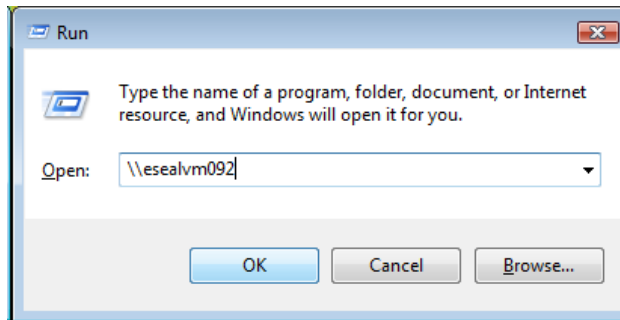To run the SAM production client, you need access to the SNITCHER.EXE file on the application server.

Click on the **[Start]** button in the taskbar.

Choose **Run…**

Type \\'ApplicationServerName'

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	18(49)
	Issued by Magnus Hagberg		

	Title
	SAM Installation Guide

Like this:

Click on **[OK]** and browse to SnitcherClients\Prod

Drag-and-drop the shortcut SAM Production to your desktop

SAM Production.lnk

Double-click on the shortcut on your desktop to verify that SAM starts on your computer

Select, which database you want to work with from the pull down menu at login.

Prod means the production Database

Bamstst2 is the user test Database, for you to make self-training on
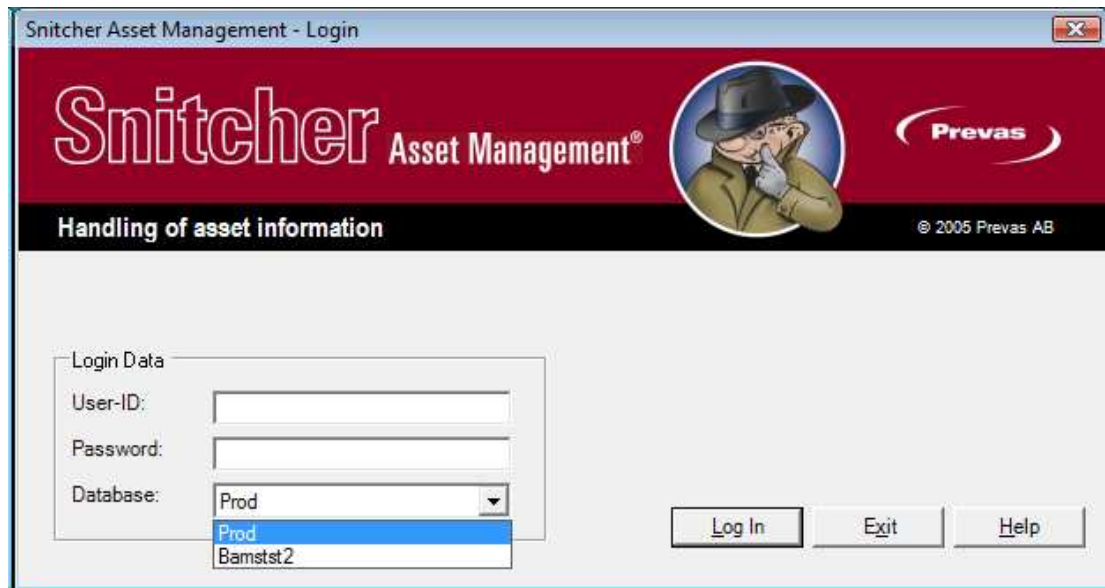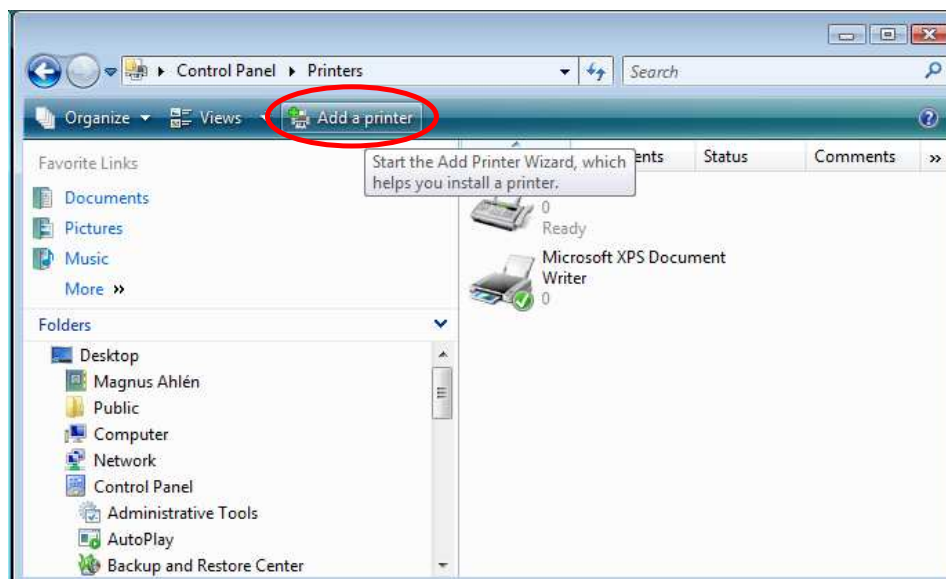
The other choices are for courses and SAT test, and should not be used.

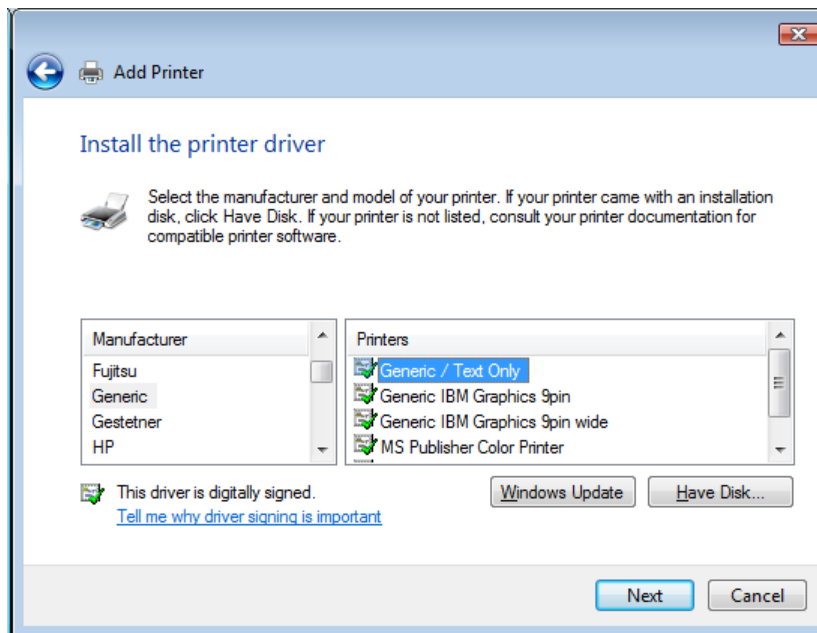The installation of the SAM application is now completed.

1.4 Adding printers

In order to use a label printer connected to the PC, you must add the printer to Windows in the normal Windows manner. Use the **Add a printer…** wizard.

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	20(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

Some hints:

Normally you shouldn't use the specific driver delivered with the printer, you must use the Generic/Text only driver already in Windows.

You can have multiple printers on one computer, as long as you have physical connections for them.

You can use any number of network printers, which means that you can map printers on other PC:s and use them in SAM.

If you set your local printer to share, other users in your group will be able to install and use the printer from their PC's.

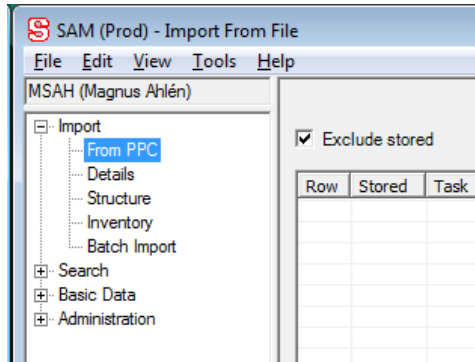**N.B.** The network printer will be connected to the current user. Each user, using the PC, needs to set up the printer in the described way.

If the printer is locally installed, with serial cable to the PC, it will be visible to all users logging in on the PC.

1.5 Settings

To set the values in this section, you must run the SAM client by double-clicking on the shortcut previously created and log in.
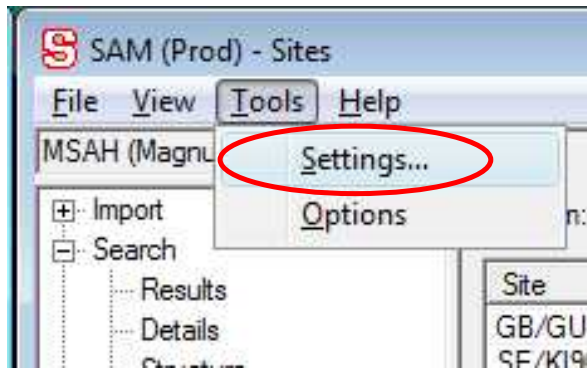
N.B. The settings chapter must be repeated for each user that logs in to SAM except for the 'Print Label Setup' that is per PC.
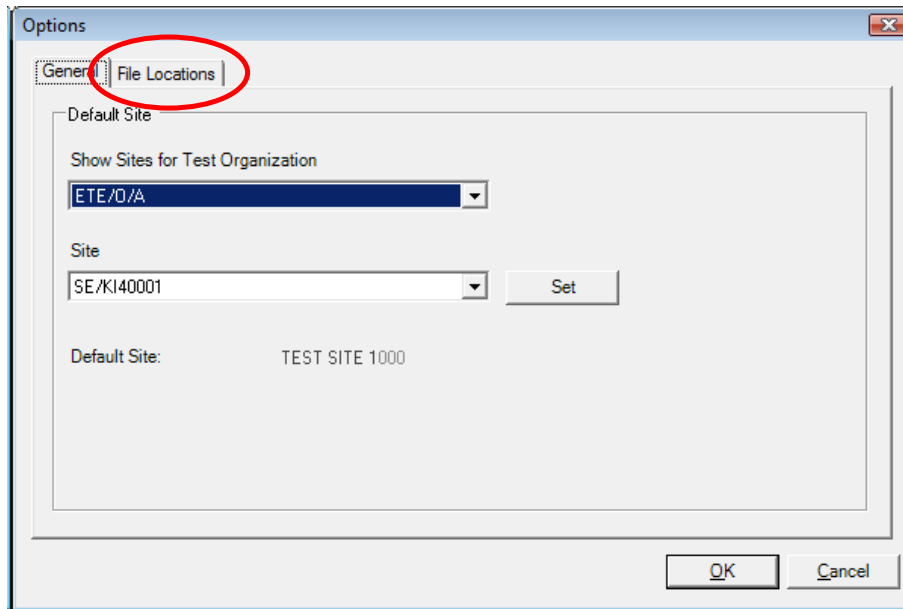
N.B. You need to do these settings for both the Production database and the Test database since they are two different DBs and have no contact with each other.

1.5.1 Setting the Settings

From the menu select **Tools/Settings**

Click on the **File Locations** tab
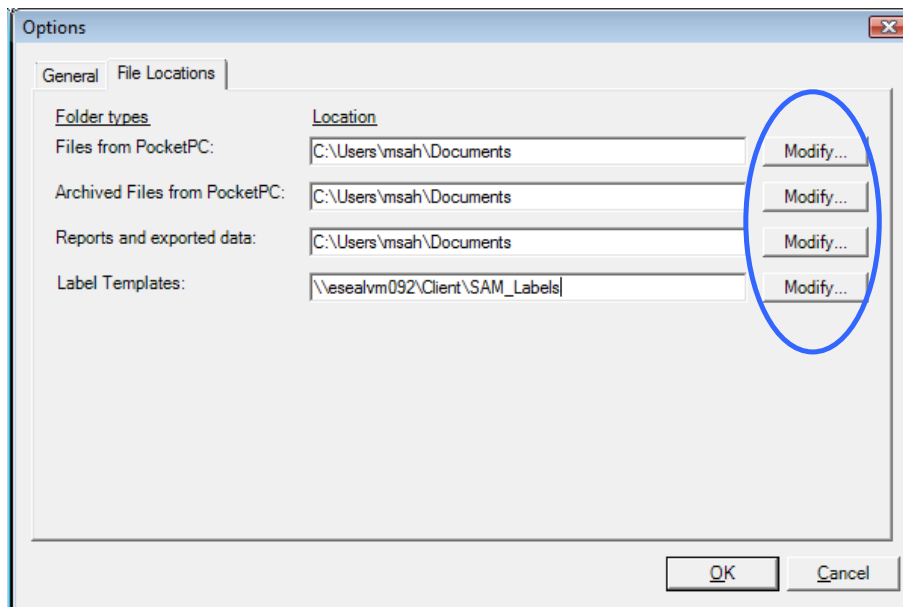
Enter the different file locations or click on **[Modify…]** to open a browse dialog.

MS Windows Mobile Device Center will use your My Document folders for making PPC folders and storing the PPC files.

If you have several PPCs it is a good idea to only specify the paths 'Files from PocketPC' to C:\Users\<your user ID>\Documents in order to get a simple search path with multiple PPC folder choices after synchronizing the different PPCs.

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	23(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

The following values are a recommendation.

This is the folder where the synchronized PPC files are stored:

Files from PocketPC: C:\Users\<your user ID>\Documents \<PPC-folder>

When you have used, Loaded and processed, the PPC files (.pdt) in SAM they will be archived in this folder:

Archived Files from PocketPC: C:\Users\<your user ID>\Documents \<PPC-folder>

This is the folder where all the data you have exported from SAM will end up, such as .csv files (comma separated values intended for for example Excel usage):

Reports and exported data: C:\Users\<your user ID>\Documents

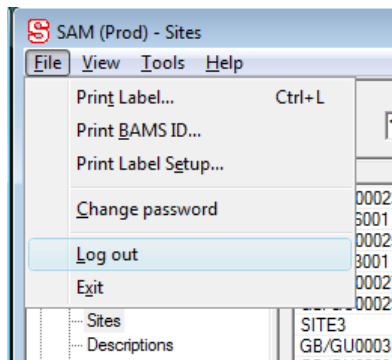This is the folder from where your *local* label templates are taken when you are printing labels. The **Default value** is \\esealvm092\Client\SAM_Labels:

Label Templates: C:\myspecial_library\

If you have special label formats or if you want to store the label templates locally for performance issues, specify the path to where they are stored locally. Or leave blank if you do not use a local library

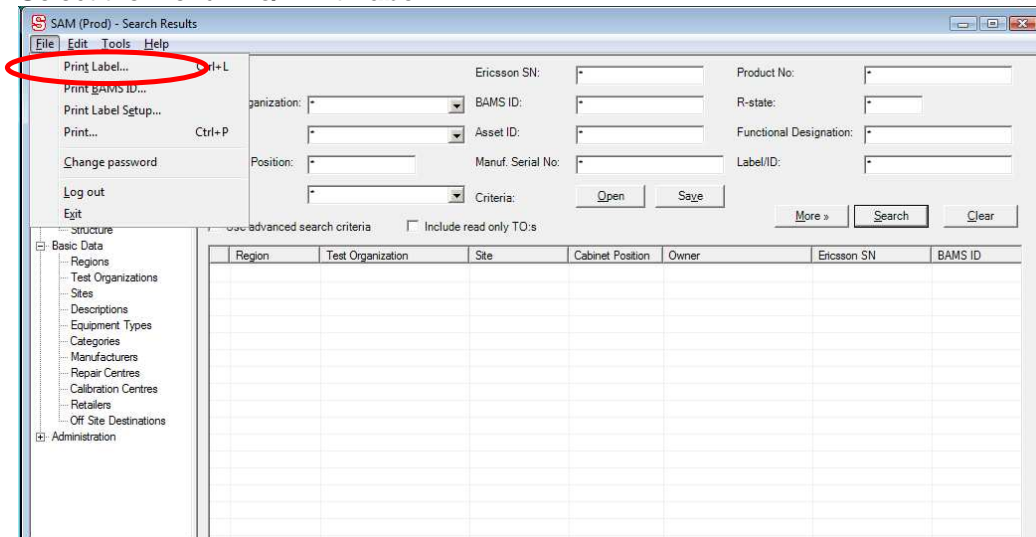Click on **[OK]** to save the locations.

If SAM does not refresh correctly so that you can use the settings at once you need to log out and log in again in order for the settings to be refreshed.
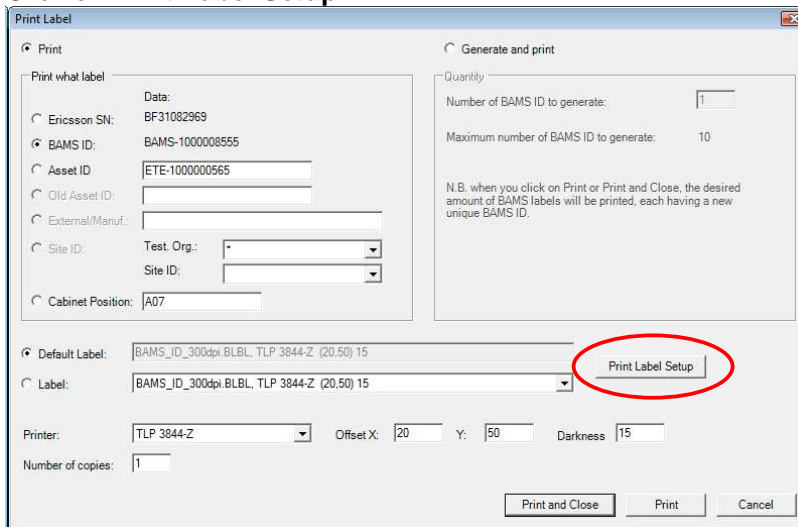
1.5.2 Print Label Setup

Select the menu **File/Print Label**

Click on **Print Label Setup**

For each of the available label types:

- Select your label type from the drop-down menu, **Label Type**

- Select the template in the **Template** drop-down.

- Select which printer to use in the **Printer** drop-down.

- Select the X and/or Y Offset if needed.

Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 25(49)
	Issued by Magnus Hagberg		
	Title **SAM Installation Guide**		

- Click on **[Add]** to add the combination to the list.

If you want any of the templates to be selected by default, mark them in the list one by one, and tick the default box.

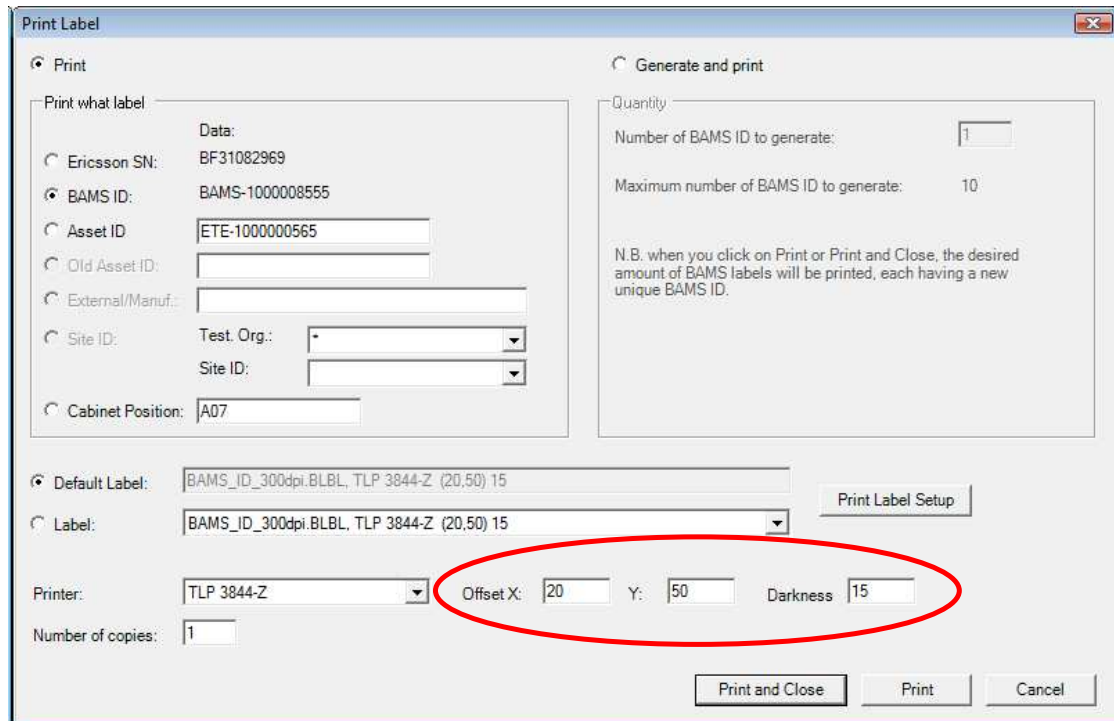Click on **[OK]** to save the template combinations.

Tips:

To make Test printouts it is a good idea to use the SAM Test Client, generate a BAMS ID and add information and then do all the test printing using the Test DB.

You will then have to manually input the X Offset (left) and Y Offset (top) values to the templates in the production DB. And possibly the Darkness value in case you get a non-readable label from the printer (not supported on Zebra printers)

When testing out the X Offset and Y Offset values it is Print Label view, set the value, print and if it is good go back to the Print Label Setup and enter the values there.

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	26(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

Label Templates with the number 600 included in the name, ie. BAMS_ID_600.BLBL, are made for 600 dpi printers. I.e. Zebra Z96 /Z110.

The label templates called AA_reset_to_300dpi.ALBL is used for resetting your 300 dpi printer to 300 dpi labels in case you by accident should have selected a 600 dpi label template and printed on the printer. The AA_reset_to_300dpi.ALBL label template will not print anything on the printer.

N.B. The Zebra TLP 3844-Z is a 300 DPI printer.

Available label types:

BAMS – is used when printing the label with the BAMS ID

ASSET – Is used for printing the label with the Asset ID

ERICSSON – Is used for printing Ericsson labels (2D and Barcode)

OLD ASSET – Is used for printing the label with your old asset ID

POSITION – Is used for printing the label with the position information

SITE ID – Is used for printing the label with the SITE ID information

Prevas

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	27(49)
	Issued by		
	Magnus Hagberg		

Title

SAM Installation Guide

2   SAM INSTALLATION GUIDE FOR WINDOWS 2000

2.1   Install Snitcher Asset Management

2.1.1   Purpose

The purpose of this installation guide is to describe the necessary steps to install the SAM client.

If you must have a local installation, that installation should be done after this installation according to the document "SAM Local Installation Guide" (KS011p03b05v05.pdf).

2.1.2   Prerequisites

2.1.2.1   Files

Download the compressed files from the BAMS homepage, via the Helpdesk page to your desktop or other location.

1. setup.msi (MS ActiveSync 4.5)

2. dotnetfx.exe (If not loaded from ESOE)

2.1.2.2   Access rights

If you want to install MS Active Sync the user you logged in on the PC must have local administrator rights for the PC.

.Net framework 1.1 is recommended to be ordered from ESOE Helpdesk.

2.1.2.3   Network

The PC you are installing SAM on must have connection with one of the following application servers depending on your region:

The NALA region, \\eusaamw0314, in Atlanta US

The APAC region, \\emyklnt215, in Kuala Lumpur Malaysia

All other regions, \\esealvm092, in Alvsjo Sweden

2.2   Install SAM environment SW on the desktop PC

2.2.1   Installing Microsoft .Net Framework 1.1

There are two alternative ways to install .Net framework.

- Alternative one: let ESOE helpdesk install Microsoft .Net Framework 1.1 for you

- Alternative two: install it yourself.

2.2.1.1 ESOE Install of .Net Framework 1.1

Call your ESOE helpdesk and ask them to install .Net Framework 1.1 on your PC.

Request them to do the configuring of .Net Framework according to chapter 2.2.1.3.

### 2.2.1.2 Install the .Net Framework on your own

N.B. If .Net Framework is already installed verify that the correct revision is installed, shall be 1.1 (English). This can be done via the 'Control Panel and Add/remove programs'.

- If you have the correct version installed, move to chapter 2.2.1.3

- If you have the wrong version installed, remove it and continue with the new installation as described below.

Go to the location where you stored the **dotnetfx.exe** file Double-click on the file

Click on **[Yes]**

The following dialog is displayed:
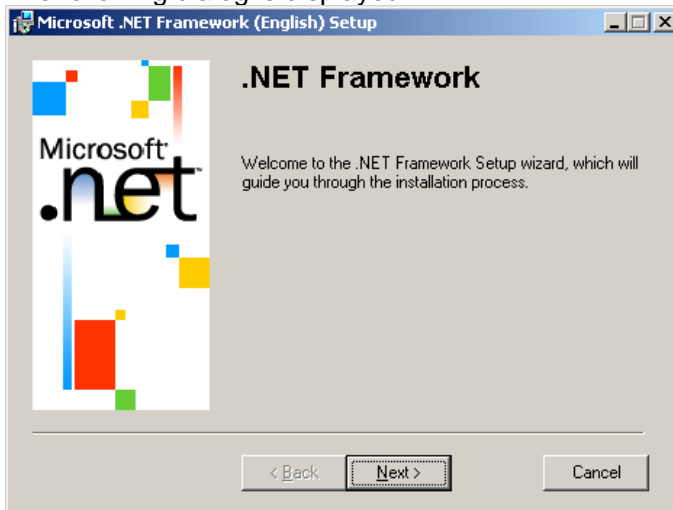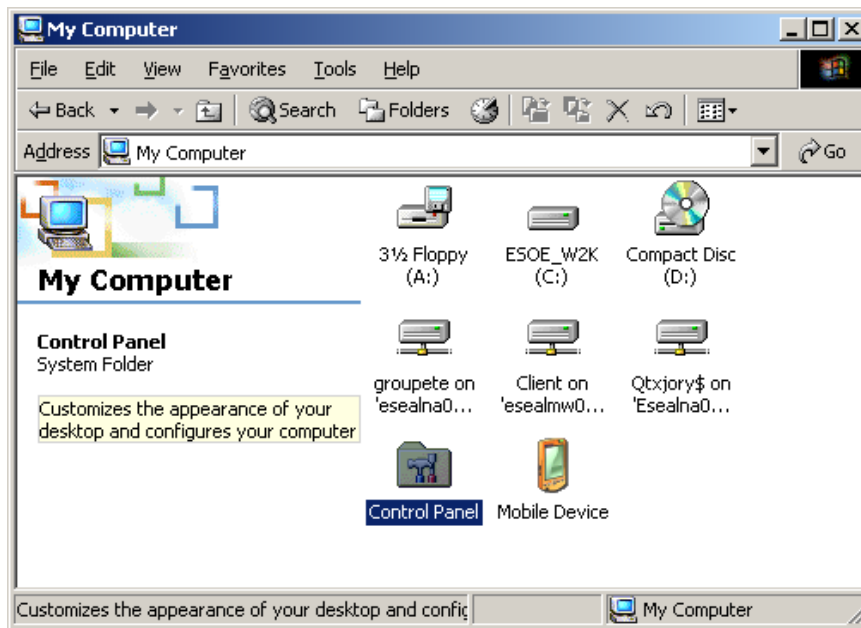

Click on **[Next]**
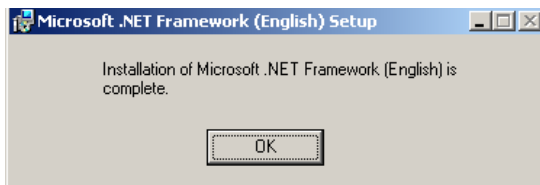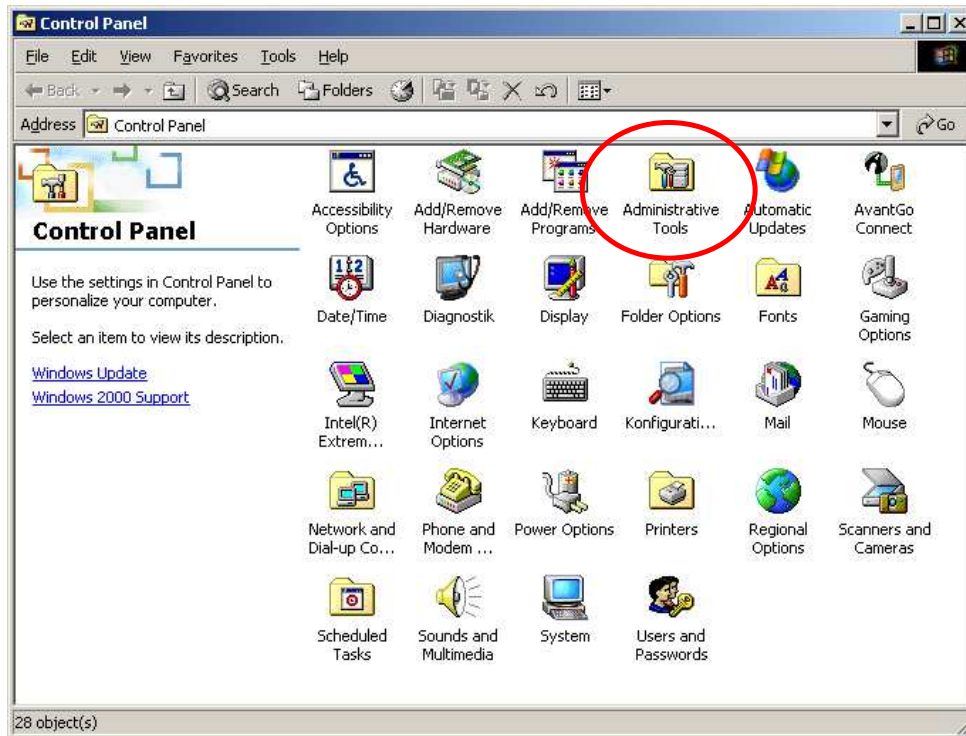

Click on **[OK]**

The installation is now completed.

2.2.1.3 Configuration of the .Net Framework 1.1

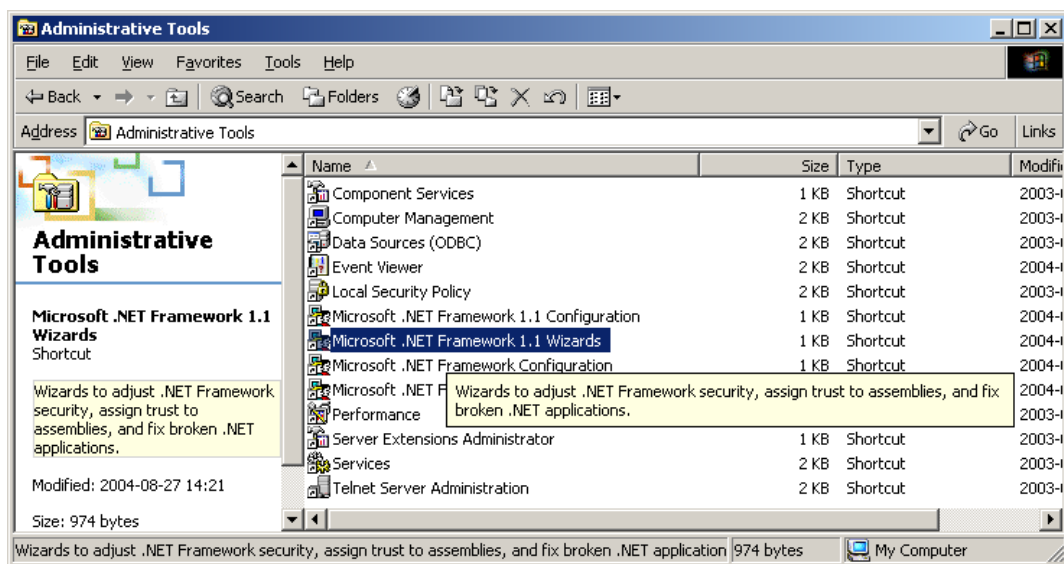If you shall make a local installation you do not need to do this.

Open the **Control Panel**

Choose **Administrative Tools**

Double click on **Microsoft .NET Framework 1.1 Wizard**

Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 31(49)
	Issued by Magnus Hagberg		
	Title **SAM Installation Guide**		

Choose alternative **Adjust .Net Security**
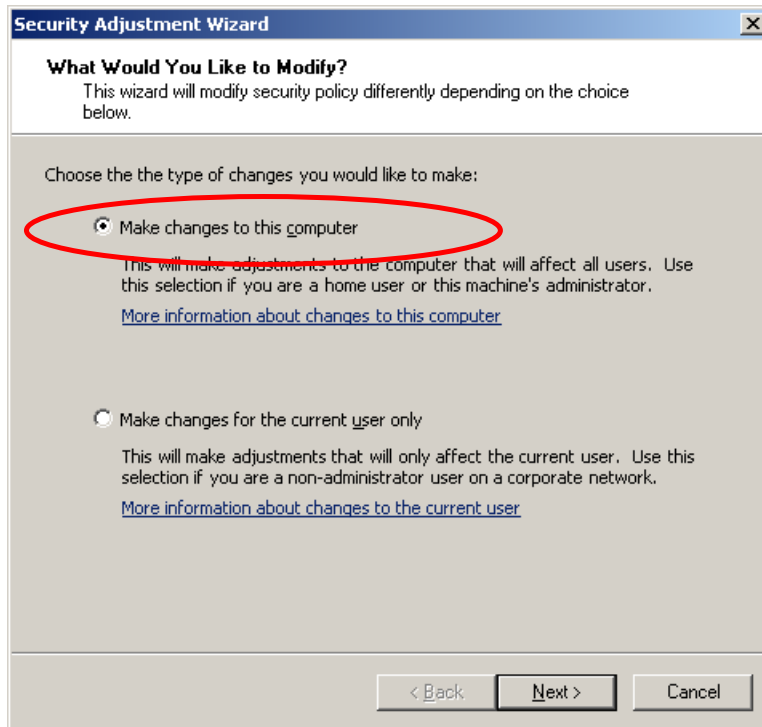
Select 'Make changes to this computer' and click on **[Next >]**

Prevas

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	32(49)
	Issued by Magnus Hagberg		

	Title
	SAM Installation Guide

Choose one by one **My Computer, Local Intranet, Trusted Sites** and drag the slider to Full trust:
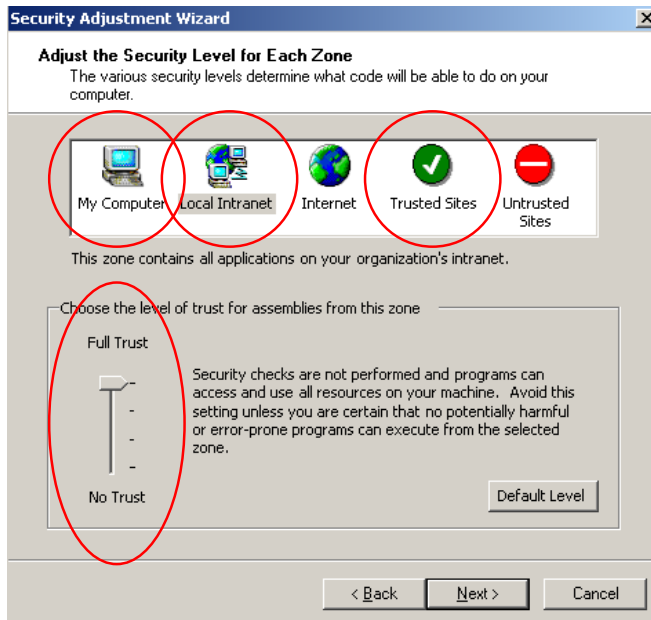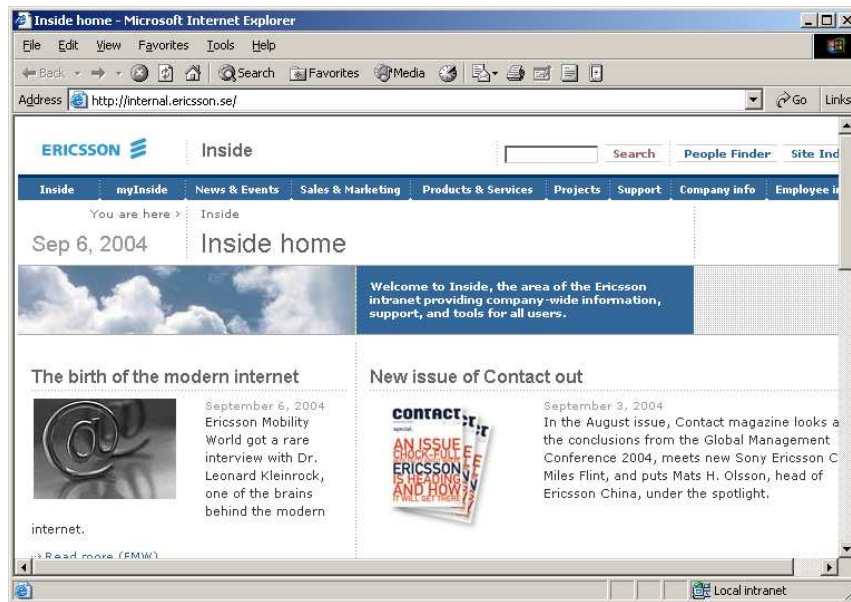

Click on **[Next]**
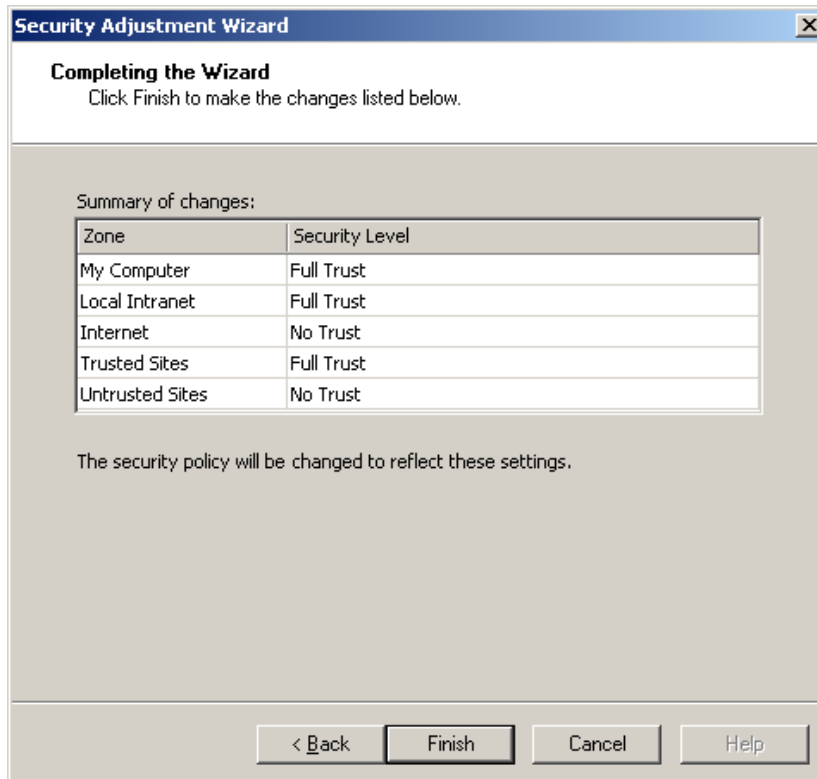
Click on **[Finish]**
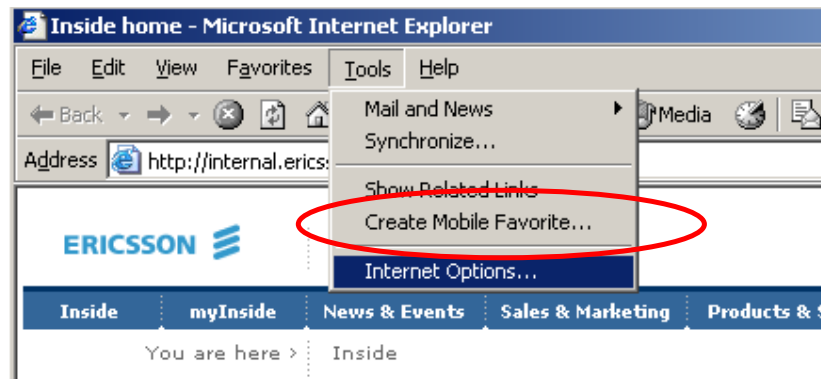
The configuration of .NET is now completed.

2.2.2 Set up Trusted Sites

Due to distances in the Ericsson Corporate Network there are a lot of firewalls, routers and other data-com equipment involved. This will in some cases make your computer think that the SAM application server is operating as if it was connected on the Internet. In those cases you need to set up the SAM application server as a trusted site on your computer.
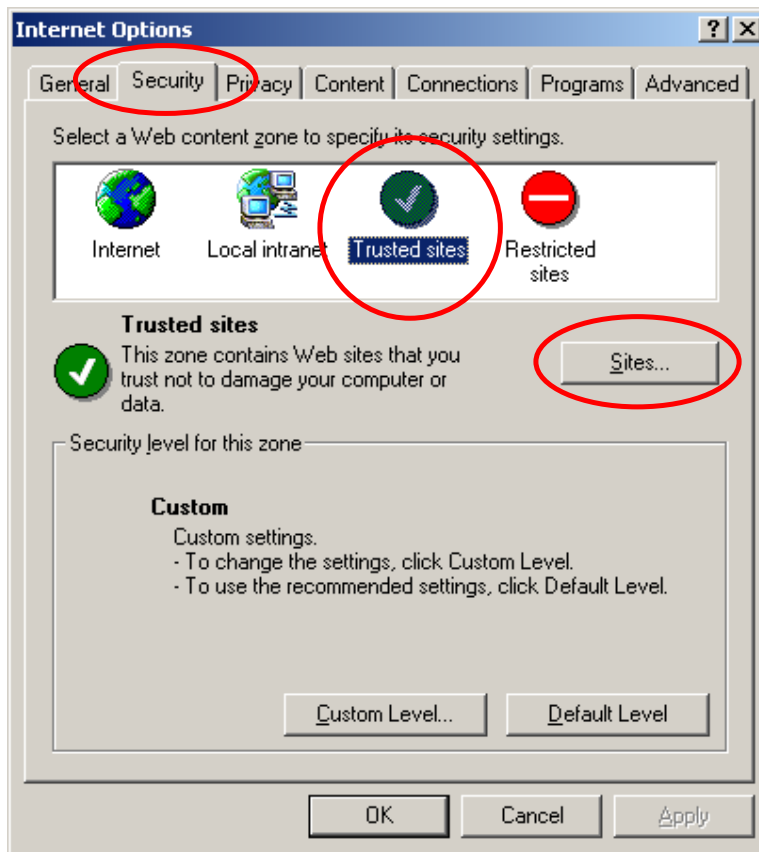
1. Open MS Explorer

2. Select **Tools** -> **Internet Options …**

Select **Security**, select **Trusted Sites** and click on the **[Sites...]** button

Add the path to your application server or add all three.

Remember to Uncheck the 'Require server verification...'

Click on **[OK]** and your Trusted Site list is ready.

2.2.3 Microsoft ActiveSync installation

N.B. If MS Active Synch is already installed verify that the correct revision is installed, it shall be 4.5 (English). This can be done via the 'Control Panel' and 'Add/remove programs'.

If you have the correct version installed, do step 1 and 2 and then move to step 7.

If you have the wrong version installed remove it and continue with the new installation as described below.

1. Connect the PocketPC Cradle to the PCs serial port.

2. Place the PocketPC in the cradle.

3. Run the file **setup.msi**. Perform the installation according to local preferences and apply connection settings (guidance from the installation wizard).
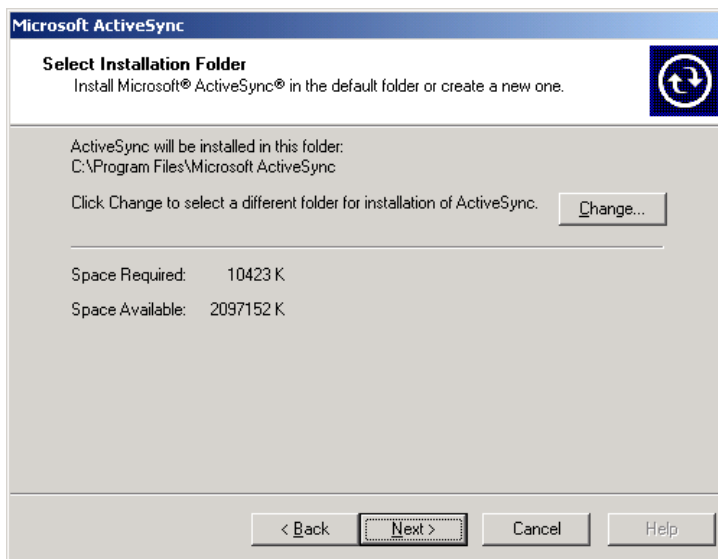
4.

Click on **[Next >]**

5.

Click on **[Next >]**

6.
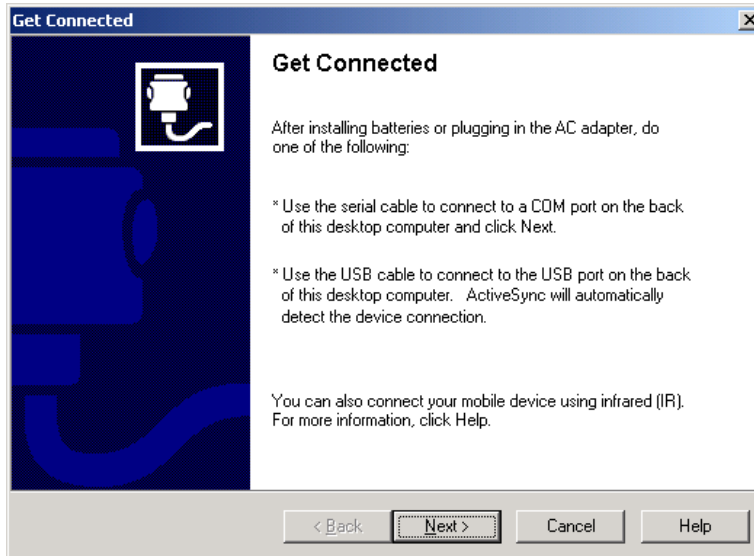
Click on **[Next >]**

7.
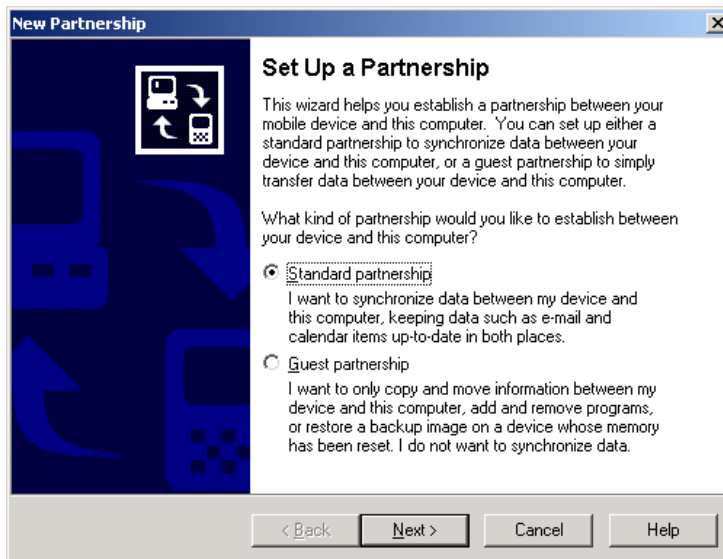
Select **Standard Partnership**
Click on **[Next]**

Prevas

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	38(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

8.
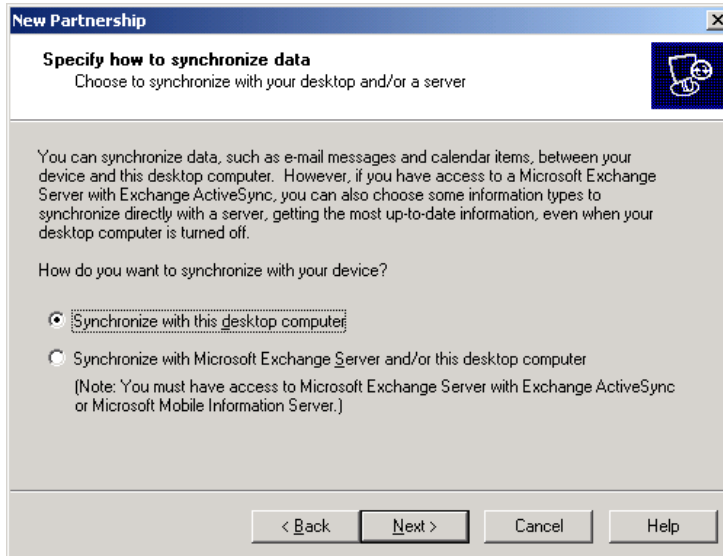
Select **Synchronize with this desktop computer**
Click on **[Next >]**

9.
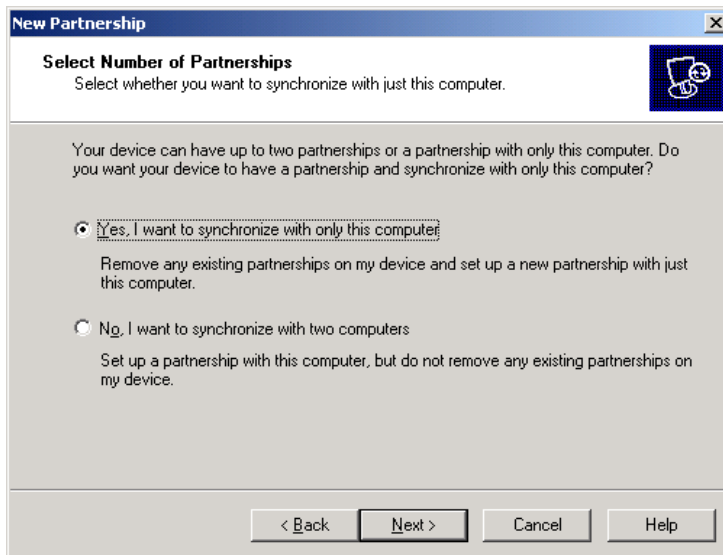
Select **Yes, I want to synchronize with only this computers**
Click on **[Next >]**

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	39(49)
	Issued by		
	Magnus Hagberg		

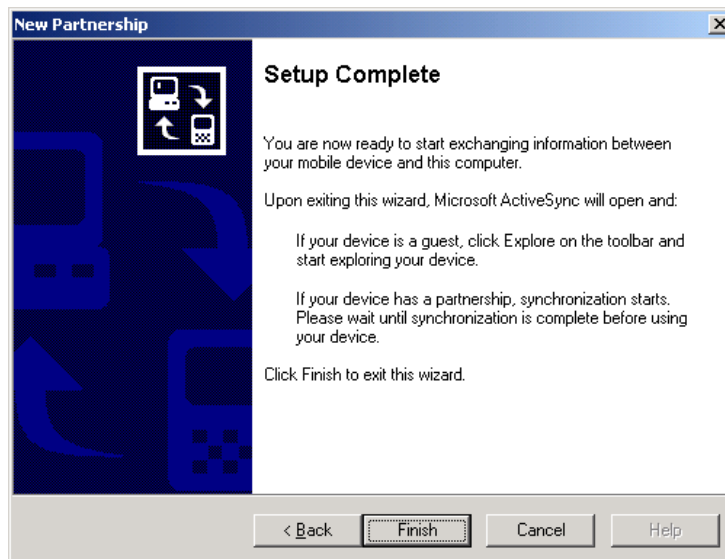|	Title	
	SAM Installation Guide	

10. **N.B.** This step is very important. Synchronization problems may arise if this step is not performed properly.

Select the checkbox **Files** (Uncheck all other checkboxes.)
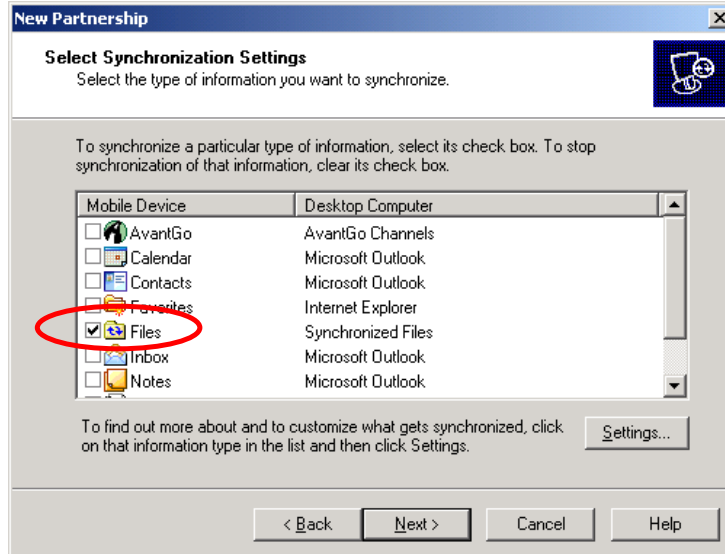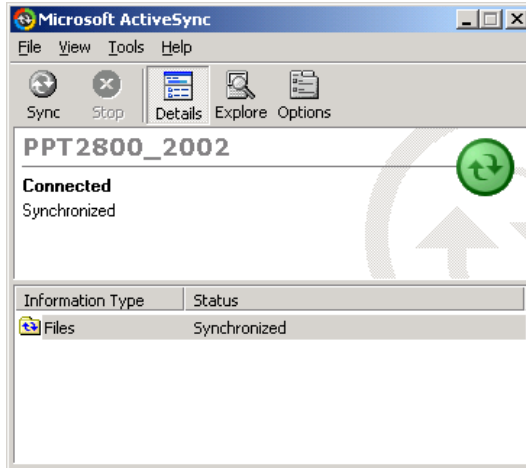

Click on **[Next]**

11.

Click on **[Finish]**

The installation is now complete. ActiveSync is started and the following dialog is displayed:

12.

2.3 Installing SAM on the client

Depending on your location, change the *application server name* in the path to one of the following:

The NALA region, \\eusaamw0314 in Atlanta, USA

The APAC region, \\\emyklnt215 in Kuala Lumpur, Malaysia

All other regions, \\esealvm092 in Alvsjo, Sweden

2.3.1 Make a shortcut to the SAM client SW

If you shall make a local installation you do not need to do this.

To run the SAM production client, you need access to the SNITCHER.EXE file on the application server.

Click on the **[Start]** button in the taskbar.
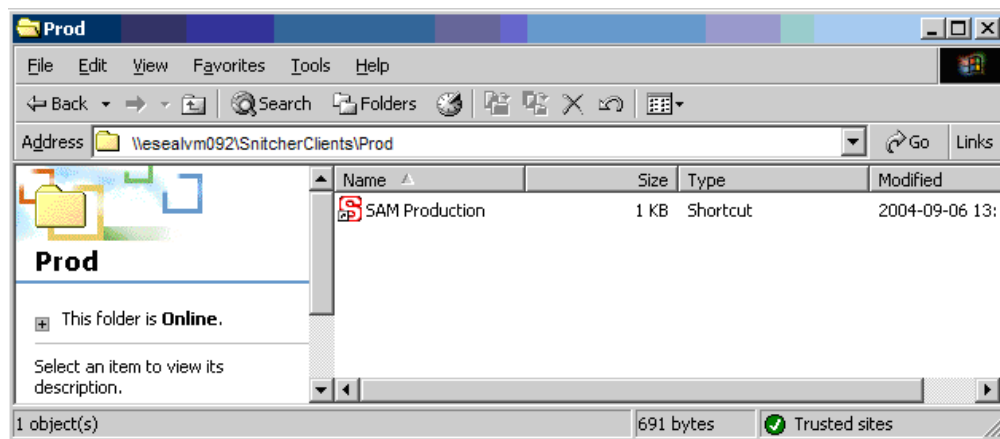
Choose **Run…**

Type \\'ApplicationServerName'

Like this:

Click on **[OK]** and browse to SnitcherClients\Prod

Drag-and-drop the shortcut SAM Production to your desktop

SAM Production.lnk

Double-click on the shortcut on your desktop to verify that SAM starts on your computer

Select, which database you want to work with from the pull down menu at login.

Prod means the production Database

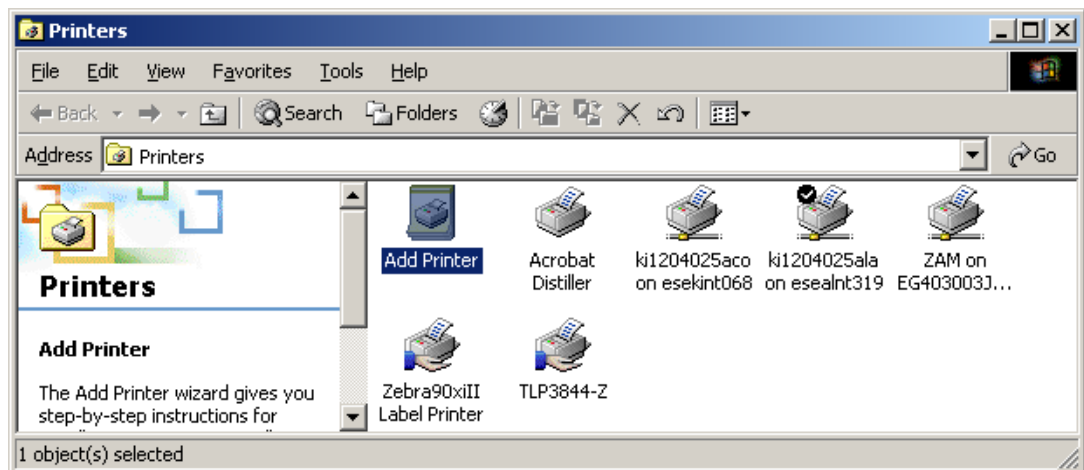SAMTST (Bamstst2) is the user test Database, for you to make self-training on

The other choices are for courses and SAT test, and should not be used.

The installation of the SAM application is now completed.
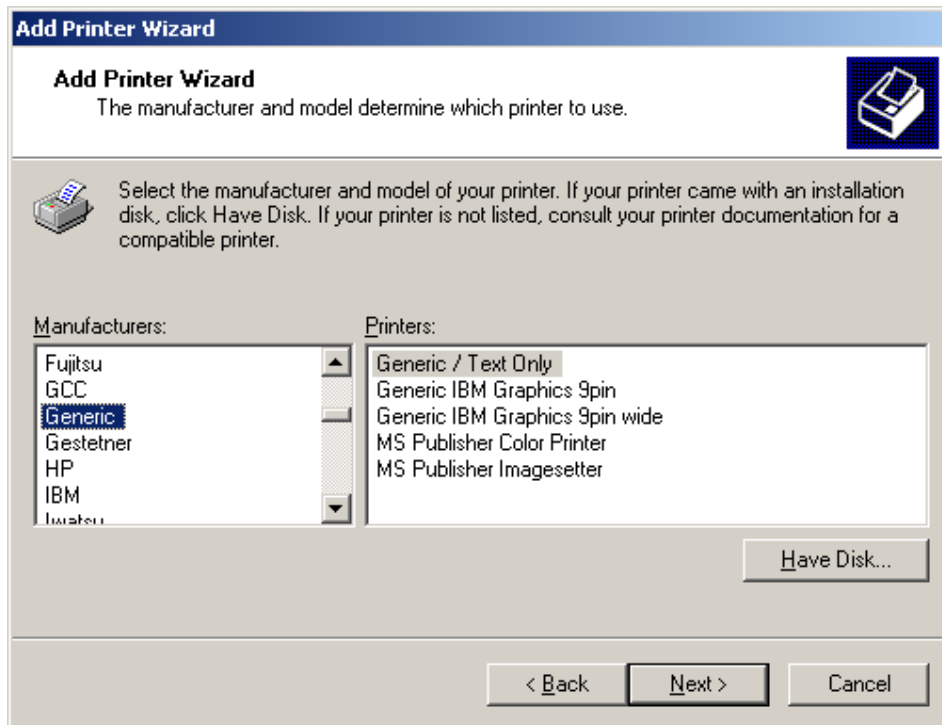
2.4 Adding printers

In order to use a label printer connected to the PC, you must add the printer to Windows in the normal Windows manner. Use the **Add Printer…** wizard.

Some hints:

	Date	Ref	Page
SAM	2009-06-03	ks011p03b02env3_installat	43(49)
	Issued by		
	Magnus Hagberg		
	Title		
	SAM Installation Guide		

Normally you shouldn't use the specific driver delivered with the printer, you must use the Generic/Text only driver already in Windows.

You can have multiple printers on one computer, as long as you have physical connections for them.

You can use any number of network printers, which means that you can map printers on other PC:s and use them in SAM.

If you set your local printer to share, other users in your group will be able to install and use the printer from their PC's.
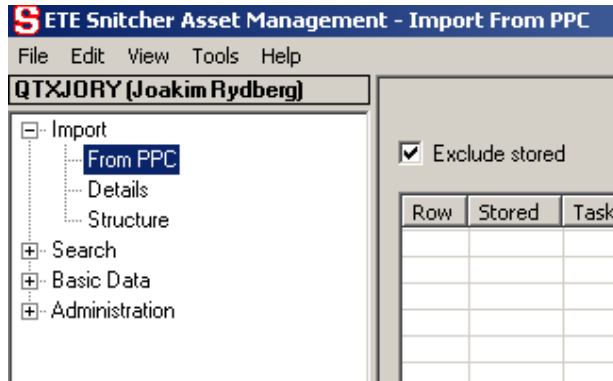
N.B. The network printer will be connected to the current user. Each user, using the PC, needs to set up the printer in the described way.

If the printer is locally installed, with serial cable to the PC, it will be visible to all users logging in on the PC.

2.5 Settings

To set the values in this section, you must run the SAM client by double-clicking on the shortcut previously created and log in.
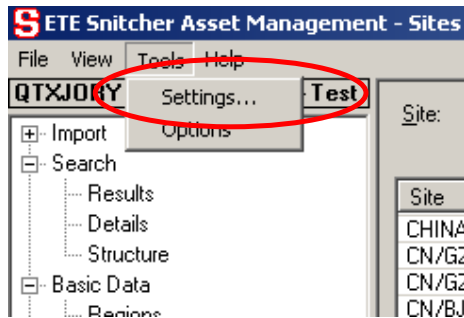
N.B. The settings chapter must be repeated for each user that logs in to SAM except for the 'Print Label Setup' that is per PC.
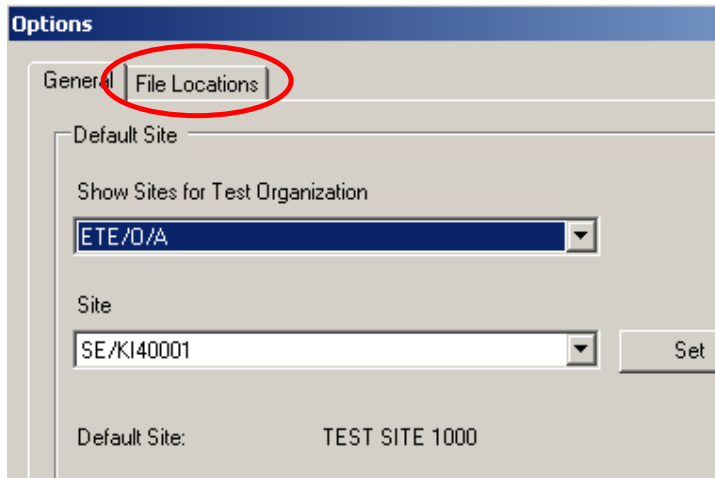
N.B. You need to do these settings for both the Production database and the Test databasesince they are two different DBs and have no contact with each other.
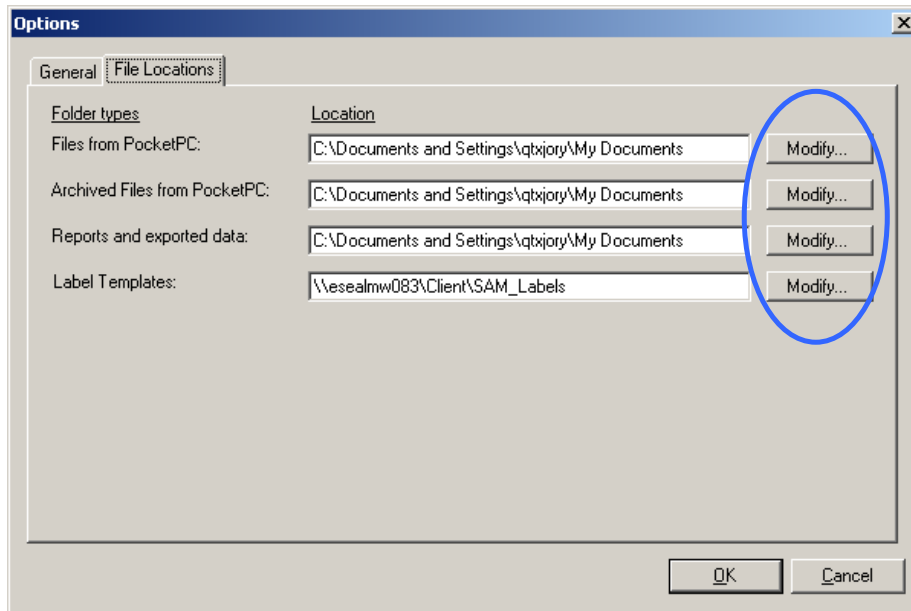
2.5.1 Setting the Settings

From the menu select **Tools/Settings**

Prevas

SAM	Date 2009-06-03	Ref ks011p03b02env3_installat	Page 45(49)
	Issued by Magnus Hagberg		
	Title **SAM Installation Guide**		

Click on the **File Locations** tab

Enter the different file locations or click on **[Modify…]** to open a browse dialog.

MS active synch will use you My Document folders for making PPC folders and storing the PPC files.

If you have several PPCs it is a good idea to only specify the paths 'Files from PocketPC' to C:\Documents and Settings\<your signum>\My Documents in order to get a simple search path with multiple PPC folder choices after synchronizing the different PPCs.

The following values are a recommendation.

This is the folder where the synchronized PPC files are stored:

Files from PocketPC: C:\Documents and Settings\<your user ID>\My Documents\<PPC-folder>

When you have used, Loaded and processed, the PPC files (.pdt) in SAM they will be archived in this folder:

Archived Files from PocketPC: C:\Documents and Settings\<your user ID>\My Documents\<PPC-folder>

This is the folder where all the data you have exported from SAM will end up, such as.csv files. (comna separated valuesintended for for example Excel usage)

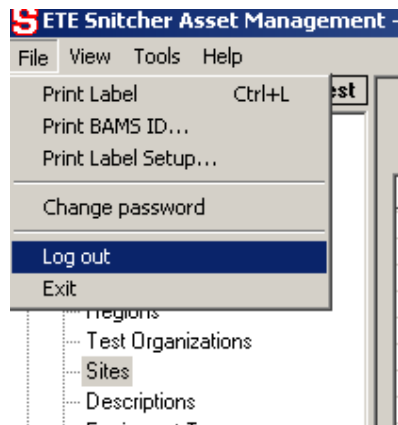**Reports and exported data:** C:\Documents and Settings\<your user ID>\My Documents

This is the folder from where your *local* label templates are taken when you are printing labels The **Default value** is \\esealvm092\Client\SAM_Labels

Label Templates: C:\myspecial_library\

If you have special label formats or if you want to store the label templates locally for performance issues, specify the path to where they are stored locally. Or leave blank if you do not use a local library
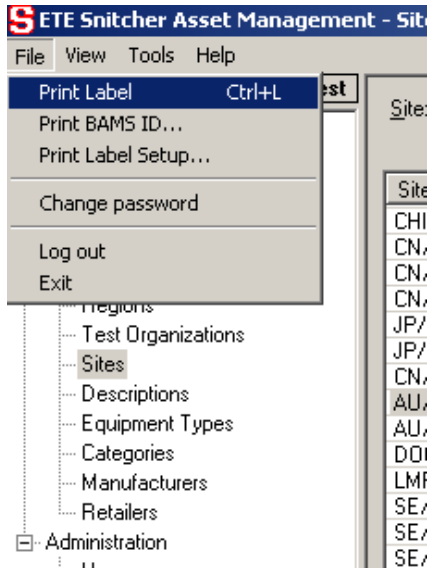
Click on **[OK]** to save the locations.

If SAM does not refresh correctly so that you can use the settings at once you need to Exit SAM (log out) and log in again in order for the settings to berefreshed.
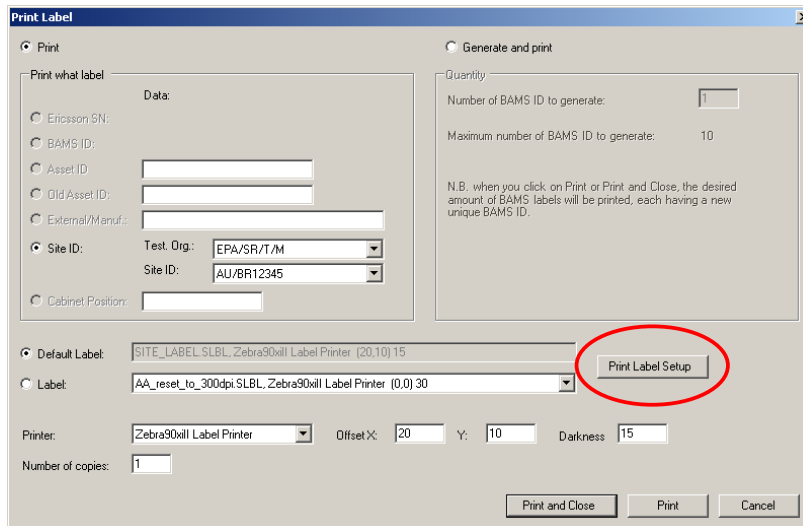

2.5.2 Print Label Setup

Select the menu **File/Print Label**

Click on **Print Label Setup**

For each of the available label types:

- Select your label type from the drop-down menu, **Label Type**

- Select the template in the **Template** drop-down.

- Select which printer to use in the **Printer** drop-down.

- Select the X and/or Y Offset if needed.

- Click on **[Add]** to add the combination to the list.

If you want any of the templates to be selected by default, mark them in the list one by one, and tick the default box.

Click on **[OK]** to save the template combinations.

Tips:

To make Test printouts it is a good idea to use the SAM Test Client, generate a BAMS ID and add information and then do all the test printing using the Test DB.

You will then have to manually input the X Offset (left) and Y Offset (top) values to the templates in the production DB. And possibly the Darkness vale in case you get a non-readable label from the printer (not supported on Zebra printers)

When testing out the X Offset and Y Offset values it is Print Label view, set the value, print and if it is good go back to the Print Label Setup and enter the values there.

Label Templates with the number 600 included in the name, ie. BAMS_ID_600.BLBL, are made for 600 dpi printers. I.e. Zebra Z96 /Z110.

The label templates called AA_reset_to_300dpi.ALBL is used for resetting your 300 dpi printer to 300 dpi labels in case you by accident should have selected a 600 dpi label template and printed on the printer. The AA_reset_to_300dpi.ALBL Label template will not print anything on the printer.

N.B. The Zebra TLP 3844-Z is a 300 DPI printer.

Available label types:

BAMS – is used when printing the label with the BAMS ID

ASSET – Is used for printing the label with the Asset ID

ERICSSON – Is used for printing Ericsson labels (2D and Barcode)

OLD ASSET – Is used for printing the label with your old asset ID

POSITION – Is used for printing the label with the position information

SITE ID – Is used for printing the label with the SITE ID information