

Environmental Matrix for Housing Installation Documentation

Overview

This document contains information regarding the 'Environmental Matrix for Housing' (EMH) software.

Technical Support advises that this document must be read very carefully before commencing an installation of the EMH software – especially if you have a previous copy of the EMH already installed.

Installation Prerequisites

Hardware Requirements

This table shows the hardware requirements for installing and running the EMH.

Hardware	Minimum Requirements
Computer	Intel Pentium or compatible, 400 MHz or higher
Memory (RAM)	256 MB on Windows Server 2003 128 MB on Windows XP and Windows 2000 64 MB minimum on all other operating systems
Hard disk space	250 MB (Available)
Drive	CD-ROM

Operating Systems Requirements

To use the EMH, you must have one of these operating systems installed:

- Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition, Windows Server 2003 Datacenter Edition
- Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Datacenter Server
- Windows NT Server 4.0, SP6 or later; Windows NT Server 4.0, Enterprise Edition, SP6 or later; Windows NT Workstation 4.0, SP6 or later
- Windows XP Professional, SP1 or later, Windows XP Home Edition, SP1 or later
- Windows 2000 Professional
- Windows Millennium Edition
- Windows 98 Second Edition

Note: Windows 95 and Windows 98 First Edition (SR1) are NOT supported.

Software and System Requirements

The EMH requires Microsoft Internet Explorer 5.0 or later be installed. A minimum installation is sufficient, and Internet Explorer does not have to be the default browser.

If you are installing a 'Complete' or 'Custom – Server' installation of the EMH then MSDE 2000 Release A will be installed on the computer. MSDE 2000 Release A has a number of prerequisites depending on the operating system:

Windows 98 and Window Millennium Edition

File and print sharing must be active in order to install MSDE 2000 Release A. To verify:

1. In Control Panel, double-click **Network Connections**.
2. On the **Advanced** menu, click **Advanced Settings**.
3. On the **Adaptors and Bindings** tab, ensure that **File and Print Sharing for Microsoft Networks** is selected.

Windows 2000 and Windows XP

The MSDE 2000 Release A installation will fail if either of the following security policies has been set to **Do not allow installation**:

- The **Devices: Unsigned driver installation behaviour** local security policy for Windows XP.
- The **Unsigned non-driver installation behaviour** local security policy for Windows 2000.

If you use the **Do not allow installation** setting, you must change it to **Silently succeed** before installing MSDE 2000 Release A. If necessary, you can return the policy to its previous setting after the installation is complete.

Note: **Do not allow installation** is not the default setting for these security policies.

To set these policies:

1. In Control Panel, double-click **Administrative Tools**.
2. Double-click **Local Security Policy**.
3. Expand **Local Policies**.
4. Select **Security Options**.
5. Ensure that the following option in the right pane is set to **Silently Succeed** before installing MSDE 2000 Release A:
 - On Windows XP and Windows 2003: **Devices: Unsigned driver installation behavior**.
 - On Windows 2000: **Unsigned non-driver installation behavior**.

Windows NT4

If you are intending to install the EMH on Windows NT4 SP6, MSDE 2000 Release A requires that you apply hotfix described in Microsoft Knowledge Base article [258437](#).

Installing the EMH

The EMH software can be installed to run in a variety of different scenarios; ranging from running the EMH on a single standalone machine, running in a networked environment where several clients connect to the same database, or running in a thin client environment.

If you already have a copy of the EMH version 1 or 1.5 (Build 32 to 41a), and wish to upgrade to version 2 of the EMH then please read the section 'Upgrading an existing version of the EMH' before installing the new version. **If you do not read the information regarding upgrading an existing version of the EMH you may lose any existing EMH data.**

If you are a new EMH user then please read the following sections on installing the EMH, one of the sections will be applicable to how you would like to setup the EMH.

If you have any questions not covered in the following sections regarding the installation of the EMH then please contact Technical Support.

Installing the EMH on a Standalone Computer

This section pertains to the following scenarios:

- You want the EMH to run on a single machine.
- You want the EMH to run on a single machine initially, but at a later point may want to access the EMH database from other machines on a network.

Please follow the guide below to install a complete version of the EMH on a single machine.

1. Log onto the machine using an account which has Local Machine Administrator privileges (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
2. Insert the EMH CD into the CD-Drive of the machine.
3. The InstallShield Wizard for the Environmental Matrix for Housing will automatically run, if it does not please run 'setup.exe' from the CD.
4. Follow the InstallShield Wizard, when prompted to select the 'Setup Type' please select 'Complete'
5. Continue to follow the instructions on screen.
6. When prompted to enter the 'Site ID', please enter the 'Site ID' as provided to you when you received your EMH CD. If you do not have a 'Site ID' please contact Technical Support before continuing.
7. When you have completed the InstallShield Wizard the EMH will be installed on the machine.
8. Once the installation has completed you will be prompted to reboot the machine, please note that the machine **MUST** be rebooted before you try and run the EMH software. Also note that you must leave the EMH CD in the drive of the machine whilst the machine reboots.
9. After the machine has been rebooted log onto the machine with the same Local Machine Administrator account that you initiated the EMH installation process with (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
10. When you have logged back into the machine, the EMH will have completed its installation and you can now take the EMH CD out of the machines CD drive.

You can now use the EMH. Please read the section 'Running the EMH for the first time'.

Installing the EMH in a Networked Environment

This section pertains to the following scenarios:

- You want to install the EMH Database on a dedicated machine, using MSDE 2000 Release A as provided in the EMH installer.
- You want to install the EMH Database on an existing SQL 2000 Server in your organisation.
- You want to install EMH Client machines which connect to an EMH database on a dedicated machine running MSDE 2000 Release A or to a dedicated SQL 2000 Server.

If you have an existing SQL 2000 Server in your organisation on which you would like to store the EMH database, then please follow the instructions 'Installing the EMH Database on an existing SQL 2000 Server', if you do not have a SQL 2000 Server but you would like the EMH Server and Database installed on a dedicated machine then follow the instructions 'Installing the EMH Server and Database'.

Installing the EMH Database on an existing SQL 2000 Server

You must manually attach the EMH SQL Database to your existing SQL 2000 Server, please follow these guidelines:

1. Copy the EMH SQL Database (EMM.mdf) and Transaction Log (EMM_Log.ldf) files from the EMH CD to the machine running SQL 2000 Server. The files can be found in the 'Support\Database' folder.
2. Once the files have been copied to the machine, make sure that they are NOT Read-Only.
3. Run SQL Enterprise Manager, and attach the database and transaction log files to the SQL 2000 Server (note that when attached the database should be called EMM).
4. You must now run a stored procedure in the EMH database, which configures the database for use; this must be run for the EMH database to be usable. Use the SQL Query Analyser to execute the following stored procedure in the EMH database (EMM), please replace the <SITEID> with your 'Site ID' that was provided to you when you received the EMH CD (if you do not have an EMH 'Site ID' then please contact Technical Support), and <ORGANISATIONNAME> with your organisation name:

```
EXEC sp_UpdateFirstRunDetails <SITEID>,'<ORGANISATIONNAME>'
```

The EMH Database has now been configured, note that the EMH Clients use SQL Authentication to connect to the database using the 'sa' account login. After you have installed the Client Software on a machine (see 'Installing the EMH Client Software') you must set the 'sa' login password for your SQL 2000 Server in the EMH INI file (EMHINIv2.ini) using the 'EMH Client Password Tool' application (EMHClientPasswordTool.exe) that can be found in the 'Support\Tools' folder on the CD.

Installing the EMH Server and Database

Please follow the guide below to install a dedicated EMH server (MSDE 2000 Release A) and Database using the EMH installer:

1. Log onto the machine using an account which has Local Machine Administrator privileges (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
2. Insert the EMH CD into the CD-Drive of the machine.
3. The InstallShield Wizard for the Environmental Matrix for Housing will automatically run, if it does not please run 'setup.exe' from the CD.
4. Follow the InstallShield Wizard, when prompted to select the 'Setup Type' please select 'Custom'
5. When prompted to select the features to install, select 'Server'
6. Continue to follow the instructions on screen.
7. When prompted to enter the 'Site ID', please enter the 'Site ID' as provided to you when you received your EMH CD. If you do not have a 'Site ID' please contact Technical Support before continuing.
8. When you have completed the InstallShield Wizard the EMH Server and Database will be installed on the machine.
9. Once the installation has completed you will be prompted to reboot the machine, please note that the machine **MUST** be rebooted after the installation has finished. Also note that you must leave the EMH CD in the drive of the machine whilst the machine reboots.
10. After the machine has been rebooted log onto the machine with the same Local Machine Administrator account that you initiated the EMH installation process with (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
11. When you have logged back into the machine, the EMH Server and Database will have completed its installation and you can now take the EMH CD out of the machines CD drive.

You should now install the EMH Client software on any machines that are required to run the EMH (see 'Installing the EMH Client Software').

Installing the EMH Client Software

Please follow the guide below to install the EMH Client software on a machine that connects to a dedicated EMH server:

1. Log onto the machine using an account which has Local Machine Administrator privileges (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
2. Insert the EMH CD into the CD-Drive of the machine.
3. The InstallShield Wizard for the Environmental Matrix for Housing will automatically run, if it does not please run 'setup.exe' from the CD.
4. Follow the InstallShield Wizard, when prompted to select the 'Setup Type' please select 'Custom'
5. When prompted to select the features to install, select 'Client'
6. Continue to follow the instructions on screen.
7. When prompted to enter the name of the EMH SQL Database Server, please enter the name of the instance of MSDE / SQL Server on which the EMH database is running. Where you installed the database on an existing SQL Server please enter the name of this server, and where you have installed the EMH server via the EMH installer the server name will

- be <MACHINENAME>\EMH (where <MACHINENAME> should be replaced by the NetBios name of the machine).
8. When you have completed the InstallShield Wizard the EMH Client Software will be installed on the machine.
 9. Once the installation has completed you will be prompted to reboot the machine, please note that the machine MUST be rebooted after the installation has finished. Also note that you must leave the EMH CD in the drive of the machine whilst the machine reboots.
 10. After the machine has been rebooted log onto the machine with the same Local Machine Administrator account that you initiated the EMH installation process with (note this only applies to NT based operating systems e.g. Windows 2000, XP etc).
 11. When you have logged back into the machine, the EMH Client Software will have completed its installation and you can now take the EMH CD out of the machines CD drive.

You can now use the EMH. Please read the section 'Running the EMH for the first time'.

Installing the EMH in a Thin Client Environment

Please contact EMH Technical Support (Acumen Business Systems Ltd) in order to discuss the installation process.

Upgrading an existing version of the EMH

This section of the document deals with upgrading an existing version of the EMH e.g. version 1 or 1.5 to version 2. Please note that if you need to keep any existing data stored in the EMH, the database will need converting and a charge may be applicable. Please contact Chris Barnett Associates for more information.

The upgrade of the EMH consists of the following phases:

- Backup the existing EMH Database to a file
- Send the Backup File to Technical Support
- Receive the converted EMH Database from Technical Support
- Uninstall your existing EMH
- Install the latest version of the EMH
- Restore the EMH Database backup sent from Technical Support

Backup the existing EMH Database to a file

The EMH contains a backup facility, which allows users to backup the EMH database to a file. To backup the EMH database please follow these instructions:

Launch the EMH, and log into the application.

Select 'Data Backup' from the main menu.

Select 'Back-up the database to a remote storage device' and click 'OK'

Configure the backup as in the screenshot 'Figure 1 – Database Backup Screen' then click the 'OK' button to start the backup process.

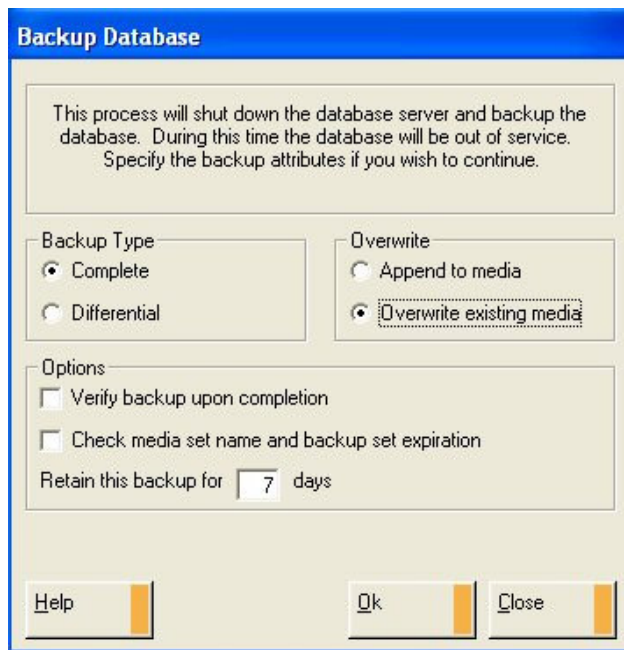


Figure 1 – Database Backup Screen

Send the Backup File to Technical Support

Technical Support should be sent the EMH Database backup file that has been created.

The backup file named 'EMM.bak' can be found in the folder 'C:\MSSQL7\Backup'. It is recommended that the backup file is compressed before sending it to Technical Support, a good compression tool is WinZip (<http://www.winzip.com>).

The compressed backup should be sent to Technical Support via email to support@acumensystems.com or if email is an unviable option then burn the backup file onto a CD and send to Technical Support via the postal service.

Receive the converted EMH Database from Technical Support

When Technical Support has converted the EMH database that was sent, they will send it back via email (in compressed in .zip format) or on CD via the postal service.

Uninstall your existing EMH

The existing version of the EMH MUST be completely removed before the latest version is installed. Please follow these instructions to completely remove the EMH:

Removing the EMH

- Open 'Add/Remove Programs' from 'Control Panel'.
- Find and select 'Environmental Matrix for Housing' from the list of installed programs.
- Remove/uninstall 'Environment Matrix for Housing'.
- Once the application has uninstalled reboot the computer.

Removing MSDE v1.0

Technical Support recommends that the instance of MSDE v1.0 that your existing version of the EMH installed should be removed. Please ensure that no other applications use the copy of MSDE that you're about to remove.

- If there is a 'SQL Server Service Manager' icon in the taskbar of the computer (Figure 2 - SQL Server Service Manager Icon), then the computer is currently running the MSDE Service and it needs to be stopped before MSDE can be removed.



Figure 2 - SQL Server Service Manager Icon

Stop the MSDE Service running by double clicking on the icon, clicking on the red 'Stop' button, closing the 'SQL Server Service Manager' and then right clicking over the icon in the taskbar and selecting 'Exit'.

- Open 'Add/Remove Programs' from 'Control Panel'.
- Find and select 'MSDE' from the list of installed programs.
- Remove/uninstall 'MSDE'.
- Once the application has uninstalled reboot the computer.

Install the latest version of the EMH

Please review the 'Installing the EMH' section for instructions.

Restore the EMH Database backup sent from Technical Support

Copy the EMH database that Technical Support sent onto the machine which acts as the EMH Server computer (if the file has been zip compressed then please unzip the file first and then copy it to the EMH Server computer). The file is a converted database backup and needs to be restored, please follow these instructions.

- Click the Windows 'Start Button'
- Select the 'Programs' folder.
- Select the 'Environmental Matrix for Housing' folder.
- Launch the 'EMH Database Tools' application.
- Select the 'Restore' tab from the top of the application.
- Select the file to restore – this is the EMH database backup that Technical Support sent and that you have copied to the computer.
- Click the 'Restore' button.

The EMH database file will have been restored to the EMH Server, this means that you should now be able to run the latest version of the EMH and it will have all the data that had been entered from the version that you upgraded.

If you have purchased the 'Full Environmental Management System' then it **MUST** be re-enabled after the database upgrade and restore process has been completed. Please see the 'Enabling the EMH' section in the EMH Help file available from within the software.

Running the EMH for the first time

Running the software

The installation installs shortcuts on the machines Start menu when it is installed. To run the EMH perform the following actions:

- Click on the Windows 'Start' menu.
- Select 'Programs'.
- Select 'Environmental Matrix for Housing' Folder.
- Click on the 'Environmental Matrix for Housing' Shortcut to launch the EMH.

Registering the EMH

The EMH must be registered in order to run. When running the EMH for the first time (and subsequent times until you register) you will be presented with the registration screen.

To register the EMH please email the 16 character software code, quoting your name and organisation details to EMH Technical Support (support@acumensystems.com), if you do not have email then please telephone instead. When technical support have received your Software Code they will generate and send you two 16 character registration/unlock codes, for you to register you copy of the EMH with. After you receive the registration/unlock codes, run the EMH software and when presented with the registration screen click on the 'Enter Registration Codes' button, enter the registration codes provided to you by technical support and click the OK button. The software will then be registered and can be used.

Note that the EMH must be registered on every client machine that you are running, and the software code that you will need to send to technical support in order to register your copy of the EMH will be different for each machine.

Logging into the EMH

The default username is: Administrator
The default password is: emh

You can create a separate login for each user and for security purposes you can change the EMH Administrator password.

Enabling the Full Environmental Matrix

At this stage you have registered the software and successfully logged in but all the functionality of the software is not yet enabled – only Affordable Warmth. If you are entitled to use the full environmental matrix contact technical support with your site ID and you will be sent an encrypted 'Enabler' file. Once you have this file go to the Administration section, select Enable the full environmental matrix and follow the on-screen instructions.

Non-Technical Support Contact

For all non-technical support related queries that you may have regarding the EMH, e.g. purchasing the Full Environmental Management System, EMH User Training etc. please contact Chris Barnett Associates:

Chris Barnett Associates
PO Box 14
Tewkesbury
Gloucestershire
GL20 7YL

Tel: 01 386 882 490
Fax: 01 386 882 302

Email: emh@chrisbarnettassociates.com
Web: <http://www.chrisbarnettassociates.com>

Technical Support Contact

Technical support of the EMH software is provided by Acumen Business Systems Ltd. If you have any EMH technical related questions or issues then please visit the EMH support website <http://www.acumensystems.com/emh> or contact Acumen directly:

Acumen Business Systems Ltd
Suite 5
Cash's Business Centre
Cash's Lane
Coventry
CV1 4PB

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Fax: +44 (0) 24 76 63 36 94

Email: support@acumensystems.com
Web: <http://www.acumensystems.com/emh>