

Windows network installation of Renovator2

Notes for Network Managers

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General

In order to install the program to a server, you must log on to the network using an account or workstation with **sufficient privileges** – a system manager's account is the best choice here.

In the case of a repeat installation or update, it is vital that no other users are running the application during the proceedings.

The server itself need not be a Windows machine but may be running any operating system that is capable of acting as, and is configured for, a fileserver for workstations running Windows.

Installing

Preinstallation, from Download – Follow the instructions in the accompanying email to download and prepare your installation files by opening the file and clicking Extract All. The download contains support materials for your application. You are encouraged to review the support materials prior to installation. To install Renovator, run 'Setup.exe' from the folder containing the extracted files

Preinstallation, from CD - Place the distribution CD in the CD-ROM drive of a suitable **workstation**, not the server. If Autorun is enabled for that drive, the *Ferret Product Selection* window will appear automatically after a slight delay. If autorun is not enabled for that drive, browse the CD and run 'StartCD'. The CD contains support materials for your application. You are encouraged to review the support materials prior to installation. To install Renovator, click on the **Renovator** entry in the list.

The Renovator setup program will display a splash screen identifying the version number, and may display last-minute notes at this stage – if so please read these. Click Next to continue. Pick or specify the destination folder as prompted. The default presented here is to install to the **local** drive. You should instead pick a drive that is mapped to a shared folder on the target server.

For the purposes of this document, the directory specified during installation is referred to as the **installation folder**, while the sub-directory of this that holds the application files is called the **application folder**. For example, if Renovator is installed on network drive N, in folder NETAPPS, then a directory structure will be created as follows:

N:\NETAPPS — the installation folder

N:\NETAPPS\RENOVATOR2 — the application folder.

Click Next to continue. If you receive the message 'Unlicensed (demo) products must be installed to a local fixed drive' this means either that

- the licence files were not extracted from the zip-file (see Preinstallation instructions above), or
- the distribution files have not been licensed for deployment on a network, in which case contact Ferret Support to resolve.

Otherwise, you are asked to specify a start menu Programs entry to contain the application icons. You can accept the default entry name, choose an existing entry, or specify a new one. Click Next to continue and you have the option of creating a shortcut on the desktop of the current workstation.

The 'Ready to install' screen is now displayed; choose Install to proceed.

Preliminary test

When the above procedure is complete, and while still logged on as a privileged user, run the application by double-clicking its icon. Verify that the program runs successfully – if there is a problem at this stage contact the *Helpline* on 029 2064 4444.

Access permissions

Users must have *execute* permission for executable files (*.exe) in the application folder. In particular, they need such access to **Renovate.exe** and to **conman.exe**. Other executables in the application folder are utilities and not intended to be run by users.

Users must have *read/write* (i.e. the Modify permission) access to the concurrency file **Renovate.cnt** that is located in the application folder. Failing that, a message 'Failed to obtain lock on concurrency file:' may appear at any attempt to run the application.

Additional access controls may also be applied at the operating system level. If this is done, however, it is essential that future updates be performed by a user logged on with a privileged account (with Full access to those files), otherwise the update will be unable to replace existing files with their updated versions.

User issues

By default, Renovator saves and loads case files for a user in their drive/directory that is current when the program is started. Using the standard file dialogs, however, users may navigate to any other drives/directories to which they have access.

Note that some versions of Windows will default the start-up directory for Renovator either to the "My Documents" folder specific to the user, or to that most recently used.

Concurrency Manager

A message 'There are too many concurrent users ...' is issued when the licensed number of concurrent users is exceeded. This message originates from the Concurrency Manager program (conman.exe) that is used to start the application. A full list of messages from the Concurrency Manager can be found in the file conman.txt located in the installation folder.

It sometimes happens that one or more users fail to quit the program properly – via network disconnects, or switching off (or rebooting) the workstation before the program has ended. In these circumstances the Concurrency Manager has no opportunity to note that there is one less active user, and subsequently the available concurrent usage is reduced by one.

Eventually, there may be no concurrent usage available, and the '... too many concurrent users' message will be issued at **any** attempt to run the program.

In this situation, you should run the *Revive* utility, as located in the application folder, to reset the available concurrent usage to the licensed maximum. To do so:-

choose Start|Run and specify the command line as:

N:\NetApps\Ferret\Renovator2\Revive renovate

e.g. **N:\NetApps\Ferret\Renovator2\revive renovate**

where '**N:\NetApps**' is the chosen installation drive/directory.

This should be run when no other users are running the program, for otherwise the concurrency file may be locked and a sharing violation will result.

'Installing' to Additional clients - The Cloner utility

When the application is installed, icons are added to a specified start menu entry – on the workstation where the installation is done. Windows itself provides no single standard way to 'clone' these icons to other workstations on the network, though there are various tools available that automate this process.

The *Cloner* program is a simple utility that performs this task. It is present as file Cloner.hta in the application folder, but may be copied or moved elsewhere as convenient.

Each user at each workstation that is to have access to the application can double-click the Cloner icon in Windows Explorer and a suitable entry will be created in their start menu under Programs, of the same name as that chosen above.

They will also be offered the option of creating a shortcut on their desktop.

Please note that all workstations should use identical mapped-drives for this to work.

Where Cloner doesn't work, start menu entries and desktop icons can be copied from the original workstation, and shared with other users.

Updating

When updates to the software are released, emails are sent to anyone who has asked to be notified. Please contact updates@ferret.co.uk if you wish to receive these notifications. The emails contain a link to download the update, which can be run on a workstation or account with **suitable permissions**.

There is an additional facility within **Renovator2** to invoke this process, where the user has the appropriate permissions.

Holding

www.ferret.co.uk/updates/

The latest version of this document can be found at:

<https://www.ferret.co.uk/support/downloads/?c=technical>

SUPPORT

FAQs for Ferret's Renovator2 software can be found on the Ferret website -

www.ferret.co.uk/support/faqs/?c=technicalissues

Queries can be submitted at www.ferret.co.uk/support/Query.aspx

or by phone to Ferret's Helpline on 029 2064 4444, Mon-Fri, 0900-1700.

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