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# **Viewer Software**

Installation Guide

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### Introduction

The Viewer Software Installation Guide is a step-by-step procedure for software installation. It includes hardware and software system requirements and a section on how to troubleshoot problems.

The Viewer Software is delivered on CD or DVD. The software and the most current update are also available at:

http://www.fluke.com/810Software

# How to Contact Fluke

To contact Fluke, call one of the following telephone numbers:

- Technical Support USA: 1-800-44-FLUKE (1-800-443-5853)
- Calibration/Repair USA: 1-888-99-FLUKE (1-888-993-5853)
- Canada: 1-800-36-FLUKE (1-800-363-5853)
- Europe: +31 402-675-200
- Japan: +81-3-3434-0181
- Singapore: +65-738-5655
- Anywhere in the world: +1-425-446-5500

Or, visit Fluke's website at www.fluke.com.

To register your product, visit http://register.fluke.com.

To view, print, or download the latest manual supplement, visit <u>http://us.fluke.com/usen/support/manuals</u>.

### Hardware Requirements

The hardware requirements to operate this software are:

Processor • Minimum: 600 MHz Pentium processor or equivalent Recommended: 1 GHz Pentium processor or higher Ram • Minimum<sup>.</sup> 512 MB Recommended: 2 GB or more Hard Disk • Minimum: 600 MB available space Recommended: 1 GB available space **CD or DVD Drive** . **Display Resolution** Minimum: 800 x 600 256 colors 1024 x 768 high color, 32-bit Recommended:

# **Operating System Software Requirements**

To start the installation:

- Browse to the computer drive location for the Viewer Software Installation files. 1.
- 2. Select the Viewer Software setup file and double-click on the icon 🐸 .

The setup program searches for the prerequisites that the Viewer Software needs before installation. Depending on the operating system and already installed applications, the program displays a pending list for installation, see Figure 1.

Note

To install the Viewer Software, you must have Administrator rights or be part of the Administrator group for the computer.

Viewer Software v1.5.0 - InstallShield Wizard
Viewer Software v1.5.0 requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Pending Windows Mobile Device Center Driver Update(x64) Pending Microsoft SQL Server 2005 Express (x64) Pending Microsoft SQL Server Compact 3.5 SP1 English Pending Microsoft SQL Server Compact 3.5 SP1 English(x64) Pending Microsoft SQL Server Compact 3.5 SP1 for Devices English(x64)
Install Cancel

#### Windows XP Requirements

The software requirements for the Windows XP operating system are:

- Windows Installer 3.1
- Microsoft .NET Framework 3.5 SP1
- Microsoft SQL Server 2005 Express SP2
- Microsoft SQL Server Compact 3.5 SP1 English
- Microsoft SQL Server Compact 3.5 SP1 for Devices English
- Microsoft ActiveSync

#### Windows 7 and Vista Requirements

The software requirements for the Windows 7 and Vista operating systems are:

- Windows Installer 3.1
- Microsoft .NET Framework 3.5 SP1
- Microsoft SQL Server 2005 Express SP2
- Microsoft SQL Server Compact 3.5 SP1 English
- Microsoft SQL Server Compact 3.5 SP1 for Devices English
- Windows Mobile Device Center Driver Update

## System Software Installation

This section has instructions for installation of each program required before the Viewer Software installation.

#### Windows Installer 3.1

Windows Installer 3.1 is available by default in Windows XP, Windows Vista, and Windows 7. If this software has been uninstalled or corrupted, it will display in the pending software installation list, see Figure 2. Click **OK** to continue and install Windows Installer 3.1.

If this program continues to show in the pending list, see *How to Troubleshoot Software Installations*.

InstallShi	eld Wizard
	iewer Software requires that the following requirements be installed on your computer prior installing this application. Click OK to begin installing these requirements:
Status	Requirement
Pending Pending	Windows Installer 3.1 SQL Express 2005
	<u> </u>

Figure 2. Software Requirements for Installation

glq002.png

### .NET Framework

If the .NET framework 3.5 SP1 is not installed in your system, the setup dialog shows it in the pending software list, see Figure 3.

Viewer Software v1.5.0 - InstallShield Wizard
Viewer Software v1.5.0 requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Pending Microsoft .NET Framework 3.5 SP1
Install Cancel

Figure 3. .NET Framework Installation

Click **Install** to start the installation. The setup program extracts and installs the software in the default location, see Figure 4.

Viewer Software v1.5.0 - InstallShield Wizard
Viewer Software v1.5.0 requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Extracting Microsoft .NET Framework 3.5 SP1
Extracting: dotnetfx35.exe
Install Cancel

Figure 4. Extract and Install .NET Framework

#### Windows Mobile Device Center

For the Windows Vista and Windows 7 operating systems, the Windows Mobile Device Center Driver Update is required for communication with the 810 Vibration Tester. The setup program extracts and installs the software in the default location, see Figure 5.

٧	iewer Soft	ware v1.5.0 - InstallShield Wizard
	Cli	ever Software v1.5.0 requires the following items to be installed on your computer. ck Install to begin installing these requirements.
	Status	Requirement
	Installing Pending Pending Pending Pending	Windows Mobile Device Center Driver Update(x64) Microsoft SQL Server 2005 Express (x64) Microsoft SQL Server Compact 3.5 SP1 English Microsoft SQL Server Compact 3.5 SP1 English(x64) Microsoft SQL Server Compact 3.5 SP1 for Devices English(x64)
	Installing W	(indows Mobile Device Center Driver Update(x64)
		Install Cancel

glq005.png

Figure 5. Mobile Device Installation

As the software program installs the status changes to "Succeeded" and it starts to install the next software program in the pending list, see Figure 6.

Viewer S	Softwa	are v1.5.0 - InstallShield Wizard
ځ	View Click	er Software v1.5.0 requires the following items to be installed on your computer. Install to begin installing these requirements.
Statu	IS	Requirement
Succe Succe Succe Instal Pendi	eeded eeded eeded Iling ing	Windows Mobile Device Center Driver Update(x64) Microsoft SQL Server 2005 Express (x64) Microsoft SQL Server Compact 3.5 SP1 English Microsoft SQL Server Compact 3.5 SP1 English(x64) Microsoft SQL Server Compact 3.5 SP1 for Devices English(x64)
Validati	ing inst	tall Install Cancel

glq006.png

Figure 6. Software Installation Status

#### SQL Server

The SQL Server 2005 Express SP2 software program is a database application and is required for the Viewer Software to store test and configuration data. The Installer setup extracts the files to a temporary directory in preparation for the installation, see Figure 7.

Viewer Softw	are v1.5.0 - InstallShield Wizard
ど Click	er Software v1.5.0 requires the following items to be installed on your computer. Install to begin installing these requirements.
Status	Requirement
Succeeded Installing	Extracting Files
Pending Pending	Extracting File: Setup\Program Files\Microsoft SQL To Directory: f:\a9a8394bb5c7779508d8
Installing Mic	rosoft SQL Server 2005 Express SP2
	Install Cancel

Figure 7. SQL Server Installation

glq007.png

To install SQL Server 2005 Express Edition SP2:

1. When the End User License Agreement displays, check the "accept" box and click **Next**, see Figure 8.

Microsoft SQL Server 2005 Setup
End User License Agreement
MICROSOFT SOFTWARE LICENSE TERMS
MICROSOFT SQL SERVER 2005 EXPRESS EDITION SERVICE
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft
* updates,
* supplements,
* Internet-based services, and
* support services -
✓ I accept the licensing terms and conditions
Print Cancel

Figure 8. SQL Server License Agreement

glq008.png

- 2. Wait while the program installs the prerequisites for SQL Server 2005 (Native Client and supported files).
- 3. Click Install to continue, see Figure 9.

Microsoft SQL Server 2005 Setup	
Installing Prerequisites Installs software components required prior to installing SQL Server.	
SQL Server Component Update will install the following components required for SQL Server Setup:	*
Microsoft SQL Native Client Microsoft SQL Server 2005 Setup Support Files	
Click Install to continue.	
	-
Install Cano	cel

**Figure 9. SQL Server Prerequisites** 

glq009.png



The Installer scans the computer's configuration, see Figure 10.

glq012.png

Figure 10. SQL Server Configuration Check

- 4. When the component installation is complete, click Next to continue.
- 5. When the SQL Server Installation Wizard displays, click **Next** to continue, see Figure 11.



glq013.png

Figure 11. SQL Server Installation Wizard

SQL Server 2005 setup checks the System Configuration to make sure that the installations are complete for all software requirements, see Figure 12. Otherwise, the Viewer Software will not work properly. Be sure to verify that the status for all requirements is "Success" before you continue. If not, see *How to Troubleshoot Software Installations*.

	Success	13 Total	0 Error	
~	000000	13 Success	0 Warning	
<u>D</u> eta	ils:			
	Action	Status	Message	*
0	Minimum Hardware Requirement	Success		
0	Pending Reboot Requirement	Success		
0	Default Installation Path Permission Re	Success		
0	Internet Explorer Requirement	Success		
0	COM Plus Catalog Requirement	Success		
0	ASP.Net Version Registration Require	Success		Ξ
0	Minimum MDAC Version Requirement	Success		
	Edition Change Check	Success		

Figure 12. SQL Server Configuration Status

glq014.png

- 6. Click **Next** to continue.
- 7. Enter the Registration information, see Figure 13.

😸 Microsoft SQL Server 2005 Express Edition Setup	×
<b>Registration Information</b> The following information will personalize your installation.	
The Name field must be filled in prior to proceeding. The Company field is optional.	
N <u>a</u> me:	
slin	
J	
Company:	
Fluke	
Hide advanced configuration options	
Help < Back Next > Cancel	

glq015.png

Figure 13. SQL Server Registration

- 8. Click Next to continue.
- 9. Select the authentication mode as Window Authentication Mode, see Figure 14.

Two authentication modes are available—Windows Authentication Mode and Mixed Mode. Windows Authentication uses the Windows user name and password for credentials checking and is the default configuration for the Viewer Software.

😾 Microsoft SQL Server 2005 Express Edition Setup			
Authentication Mode The authentication mode specifies the security used when connecting to SQL Server.			
Select the authentication mode to use for this installation.			
<u>Windows Authentication Mode</u> <u>Mixed Mode</u> (Windows Authentication and SQL Server Authentication)			
Specify the sa logon password below: Enter password: Confirm password:			
Help     < Back			

Figure 14. SQL Server Authentication

glq016.png

- 10. Click Next to continue.
- 11. When the Feature Selection window displays, leave the default selection as **Database Services**, see Figure 15.
- 12. To change the installation path, click Browse and pick a different location.

📸 Microsoft SQL Server 2005 Express Edition Setup			
Feature Selection Select the program features you want installed.			
Click an icon in the following list to change how a feature is installed.			
Database Services     Client Components     Connectivity Components     Software Development Kit	Feature description Installs the SQL Server Database Engine, tools for managing relational and XML data, and replication. This feature requires 118 MB on your hard drive. It has 2 of 3 subfeatures selected. The subfeatures require 99 MB on your hard drive.		
Installation path C:\Program Files\Microsoft SQL Server\	B <u>r</u> owse Disk Cost		
Help < Back	Next > Cancel		

Figure 15. SQL Server Feature Selection

- 13. Click **Next** to continue.
- 14. When the Configuration Options window displays, leave the default selection as **Enable User Instances**, see Figure 16.



glq018.png

glq017.png

- Figure 16. SQL Server Configuration Options
- 15. Click Next to continue.

16. When the Error and Usage Report Settings window displays, leave the checkboxes unchecked, see Figure 17.

😾 Microsoft SQL Server 2005 Express Edition Setup		
Error and Usage Report Settings Help Microsoft improve some of the SQL Server 2005 components and services.		
Automatically send Error reports for SQL Server 2005 to Microsoft or your corporate error reporting server. Error reports include information regarding the condition of SQL Server 2005 when an error occurred, your hardware configuration and other data. Error reports may unintentionally include personal information, which will not be used by Microsoft.		
Automatically send Eeature Usage data for SQL Server 2005 to Microsoft. Usage data includes anonymous information about your hardware configuration and how you use our software and services.		
By installing Microsoft SQL Server 2005, SQL Server and its components will be configured to automatically send fatal service error reports to Microsoft or a Corporate Error Reporting Server. Microsoft uses error reports to improve SQL Server functionality, and treats all information as confidential.		
Help         < Back         Next >         Cancel		

Figure 17. SQL Server Error and Usage Report

glq019.png

- 17. Click Next to continue.
- 18. When the Ready to Install window displays, click **Install** to install SQL Server Database Services, see Figure 18.



glq020.png

#### Figure 18. SQL Server Installation

19. When the installation is complete, click **Next** to continue.

20. When the Completing Setup window displays (see Figure 19), click **Finish** to return to the Pending List.

Microsoft SQL Server 2005 Setup	×		
Completing Microsoft SQL Server 2005 Setup			
Setup has finished configuration of Microsoft SQL Server 2005			
Refer to the setup error logs for information describing any failure(s) that occurred d setup. Click Finish to exit the installation wizard.	uring		
Summary Log			
To minimize the server surface area of SQL Server 2005, some features and services are disabled by default for new installations. To configure the surface area of SQL Server, use the			
Surface Area Configuration tool.			
Express	-		
<ul> <li>For improved manageability and security, SQL</li> </ul>	-		
Server 2005 provides more control over the SQL			
Server surface area on your system. To minimize			
the surface area, the following default			
configurations have been applied to your			
Instance of SQL server.			
<ul> <li>TCP/IP connections are disabled</li> </ul>			
a Namad Pinea is disabled	<b>T</b>		
Help	Einish		

Figure 19. SQL Server 2005 Installation Complete

#### SQL Server Compact 3.5 SP1

After successful installation of SQL Server 2005, the Installer begins the SQL Server Compact 3.5 SP1 installation, see Figure 20. This software is a requirement for communication with the 810 Vibration Tester.



Figure 20. SQL Server Compact Installation

glq025.png

glq024.png

The software installs automatically, without any further prompts.

#### SQL Server Compact for Devices

After successful installation of SQL Server Compact 3.1 SP1, the Installer begins the SQL Server Compact 3.1 SP1 for Devices installation, see Figure 20. This software is a requirement for communication with the 810 Vibration Tester.

The software installs automatically, without any further prompts.

#### ActiveSync

With the Windows XP operating system, the Viewer Software requires Active Sync v4.5. If not already installed, the Installer will prompt you to install this program, see Figure 21.

Viewer Software v1.5.0 - InstallShield Wizard
Viewer Software v1.5.0 requires the following items to be installed on your computer. Click Install to begin installing these requirements.
Status Requirement
Pending Microsoft ActiveSync v4.5
Install Cancel

Figure 21. ActiveSync Installation

glq027.png

Click **Install** to continue and finish the installation for ActiveSync. When complete, the popup message in Figure 22 displays. You can ignore this message. Click **OK** to continue.



Figure 22. Mail Client Popup Message

# Viewer Software Installation

When all the prerequisite software installations are done, the Viewer Software installation begins, see Figure 23.



Figure 23. Viewer Software Install Wizard

To install:

- 1. Click Next to continue.
- 2. When the License Agreement displays, check the "I accept the terms" box.

3. Click **Next** to continue, see Figure 24.

😸 Viewer Software v1.5.0 - InstallShield Wizard	×
License Agreement	
Please read the following license agreement carefully.	FLUKE.
© 2010 Fluke Corporation.	<b>A</b>
The information contained in this document is subject to notice.	o change without
Fluke and the Fluke logo are trademarks of Fluke Corport trademark of Microsoft Corporation. Pentium is a tradem Corporation. All other trademarks are the property of the	oration. Windows is a nark of Intel eir respective holders.
END USER LICENSE AGREEMENT (EULA)	-
I accept the terms in the license agreement	Print
◎ I do not accept the terms in the license agreement	
InstallShield	
< <u>B</u> ack	Next > Cancel
	gi

Figure 24. Viewer Software License Agreement

4. When the Customer Information window displays, enter the user and organization names, see Figure 25.

X
FLUKE.
Next > Cancel

Figure 25. Viewer Software Customer Information



- 5. Click Next to continue.
- 6. Select setup type, see Figure 26. To install in the default location, select the **Complete** option. To change the installation location, select the **Custom** option.



Figure 26. Viewer Software Setup

7. Click **Next** to continue. For a custom setup the next window lets you change the installation path, see Figure 27.

😸 Viewer Software v1.5.0 - InstallShield Wizard	<b></b>	
<b>Custom Setup</b> Select the program features you want installed.	FLUKE.	
Click on an icon in the list below to change how a feature is installed.		
······	Feature Description This item installs the Viewer Software. This feature requires 137MB on your hard drive.	
Install to:		
C:\Program Files (x86)\Fluke810\Viewer Software\	Change	
InstallShield		
Help Space < Back	Next > Cancel	

Figure 27. Viewer Software Custom Setup

- 8. Change the installation path.
- 9. Click Next to continue.

10. When the Ready to Install the Program window displays, click **Install** to continue. See Figure 28.



Figure 28. Viewer Software Ready to Install

11. Wait until you see the prompt to connect the 810 Vibration Tester.



glq038.png

12. Connect to the 810 Vibration Tester.

13. Click **OK** to continue. The Installation Completed window displays, see Figure 29.

Note

Windows 7 and Vista require installation of Windows Mobile Device Center to work with the 810 Vibration Tester. You must connect the Tester to the computer before running the Viewer Software. As soon as the Tester connects to the computer it will start the installation automatically for Windows Mobile Center. See "810 Vibration Tester Installation."

FLUKE.       InstallShield Wizard Completed         Image: State S
The InstallShield Wizard has successfully installed Viewer Software v1.5.0. Click Finish to exit the wizard.
Show the Windows Installer log
< Back Finish Cancel

Figure 29. Viewer Software Installation Complete

- 14. Click Finish to continue. The Registration window displays, see Figure 30.
- 15. Click **Continue** to register the Tester if not already done. Or, close the window to bypass the registration step.



Figure 30. On-line Registration for Fluke 810 Vibration Tester

# 810 Vibration Tester Installation

Note

*The 810 Vibration Tester must be connected during the entire 810 Vibration Tester installation procedure.* 

If the Viewer Software installation is in Windows 7 or Windows Vista, an additional update installs to the computer when you connect the 810 Vibration Tester to the computer. When the License Terms window displays, see Figure 31, click **Accept** to continue.

⊌ Windows Mobile Device Center	×
MICROSOFT SOFTWARE LICENSE TERMS MICROSOFT WINDOWS MOBILE DEVICE CENTER 6	* III
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft	r
updates,	
supplements,	
Internet-based services, and	
support services	
Print Accept Declin	ne

Figure 31. Software License Terms for Windows Mobile Device

glq041.png

The Viewer Software installation is complete and ready to use.

# How to Troubleshoot Software Installations

This section includes these topics in the knowledge base:

- After Installation the Viewer Software Program Does Not Open
- During Installation of SQL Server 2005 Express Edition, SQL Server Fails
- Popup Message Displays Error 2147749896
- Popup Message Displays "SQL Server Setup Failed to Execute a Command for Server Configuration"
- The SQL Server 2005 Express Edition Fails to Install
- 810 Tester Is Not Connecting with the Viewer Software
- Windows Installer 3.1 Is Not Installing
- Auto Run Viewer Software Device Detection (Windows Startup) Does Not Work
- Popup Displays Asks for the Removable Disk when Installing
- Database Backup Folder is Empty
- How To Identify if a System is 32 Or 64-Bit
- How To Manually Backup Viewer Software Data
- How To Automatically Run Any Application As An Administrator
- Mobile Device Center Setup Screen Appears
- 810 Vibration Tester Does Not Connect to the Viewer Software using Mobile Device Center

#### After Installation the Viewer Software Program Does Not Open

#### **Causes:**

- Prerequisites are not installed properly.
- Installation canceled or some of the files partially installed by other third party software.
- SQL server user instance is not created properly.
- SQL Server service is not started.

#### Solution:

If you are not able identify the specific problem, the best solution is to reinstall the Viewer Software and all of the prerequisites again. To do so, you need to uninstall:

- SQL Server 2005
- SQL Server Native Client
- SQL Server Setup Support Files (English)
- MSXML 6.0 Parser or MSXML 6.0 SP2
- .NET Framework 3.5 SP1
- SQL Server Compact 3.5 SP1 English
- SQL Server Compact 3.5 SP1 for Devices English
- ActiveSync (Windows XP only)
- Windows Mobile Device Center Driver Update (Windows 7 and Vista only)
- Fluke Viewer Software

Reinstall the Viewer Software and it will reinstall all the prerequisites and the Viewer Software.

#### During Installation of SQL Server 2005 Express Edition, SQL Server Fails

#### Causes:

- An older version of SQL Server is installed on the computer.
- The previous installation by a third-party software failed.
- Not all the components were installed.
- Installation was interrupted.
- MSXML Service Pack 2 is installed already.

#### Solution:

- 1. Uninstall:
  - The older version of SQL Server 2005, see Figure 32
  - SQL Server Native Client
  - SQL Server Setup Support Files (English)
  - SQL Server VSS Writer
  - MSXML 6.0 Service Pack 2 or any other version found

🐻 Add or Re	mov	e Programs		
	^	Currently installed programs:	odates Sort by: Name	*
C <u>h</u> ange or Remove		등 Microsoft SharedView	Size	7.65MB 🔷
Programs		Microsoft SQL Server 2005	Size	285.00MB
<b></b>		C Microsoft SQL Server Compact 3.5 Design Tools ENU	Size	8.42MB
Add <u>N</u> ew		👚 Microsoft SQL Server Compact 3.5 ENU	Size	2.14MB
Programs		👚 Microsoft SQL Server Compact 3.5 SP1 for Devices English	Size	47.33MB
6		🔀 Microsoft SQL Server Database Publishing Wizard 1.2	Size	6.19MB 🔳
Add/Remove		📄 Microsoft SQL Server Management Studio Express	Size	79.74MB
<u>W</u> indows Components		📄 Microsoft SQL Server Native Client	Size	4.18MB
~		📄 Microsoft SQL Server Setup Support Files (English)	Size	21.81MB
		Microsoft SQL Server VSS Writer	Size	0.67MB
Set Pr <u>o</u> gram Access and Defaults	~	🧼 Microsoft Visual C++ 2005 Redistributable	Size	5.25MB 🔽

Figure 32. Add/Remove Programs

glq042.png

glq043.png

 Uninstall the Viewer Software. To do so, go to Start>All Programs>Fluke>Uninstall Viewer Software, see Figure 33.

		•
	🛗 Fluke	🕨 🧭 Uninstall Viewer Software
All Programs	🔰 🛅 Yahoo! Messenger	Viewer Software
	🛅 FileZilla FTP Client	•
	🔄 Microsoft SharedView	
🐉 start 🛛 🕅	💴 💿 Microsoft ActiveSync	tus N 🌔 🖉 SQL Server 2005 Inst

Figure 33. Uninstall Viewer Software from Start Menu

3. Or, go to Control Panel>Add/Remove Program>Viewer Software, see Figure 34.



Figure 34. Uninstall Viewer Software from Control Panel

#### Popup Message Displays Error 2147749896

#### Cause:

During the SQL Server 2005 Express Edition install procedure, the error message shown in Figure 35 displays.



Figure 35. Error Message Popup for Configuration Checker

#### Solution:

Copy the script that follows into a text editor and save as fixwmi.cmd to the "c:" drive. From a command line, run c:\fixwmi.cmd.

```
FIXWMI.CMD
-----
@echo on
cd /d c:\temp
if not exist %windir%\system32\wbem goto TryInstall
cd /d %windir%\system32\wbem
net stop winmgmt
winmgmt /kill
if exist Rep_bak rd Rep_bak /s /q
rename Repository Rep bak
for %%i in (*.dll) do RegSvr32 -s %%i
for %%i in (*.exe) do call :FixSrv %%i
for %%i in (*.mof,*.mfl) do Mofcomp %%i
net start winmgmt
goto End
:FixSrv
if /I (%1) == (wbemcntl.exe) goto SkipSrv
if /I (%1) == (wbemtest.exe) goto SkipSrv
if /I (%1) == (mofcomp.exe) goto SkipSrv
%1 /RegServer
:SkipSrv
goto End
:TryInstall
if not exist wmicore.exe goto End
wmicore /s
net start winmgmt
:End
```

# *Popup Message Displays "SQL Server Setup Failed to Execute a Command for Server Configuration"*

#### Cause:

During the SQL Server 2005 Express Edition install procedure, you see the error message, "SQL Server Setup Failed To Execute A Command For Server Configuration." This issue can happen if the System Date or Time is incorrect.



#### Solution:

Double-click the clock in the Windows System tray or access the Date/Time Properties in the Windows Control Panel to ensure that the Date and Time settings are accurate. After you make a change, press **Retry** to continue the installation.

#### The SQL Server 2005 Express Edition Fails to Install

#### Cause:

An error message displays that a higher version of MSXML 6.0 Server Pack 2 is installed and you cannot uninstall MSXML 6.0 from the Control Panel (Add/Remove Program).

#### Solution:

Uninstall the MSXML 6.0 Server Pack 2 and complete the installation of the SQL Server 2005 Express. A third-party tool must be used to uninstall the MSXML 6.0 Service Pack 2. From the internet, download the "Windows Installer CleanUp Utility 2.5.0.1" program to the computer. Run this program to uninstall MSXML 6.0 Service Pack 2.

#### ▲ Caution

The Windows Installer CleanUp Utility is provided "as is" to help resolve installation problems for programs that use Microsoft Windows Installer. If you use this utility, you may have to reinstall other programs.

#### 810 Tester Is Not Connecting with Viewer Software

#### Windows XP OS:

- 1. Check that the 810 Tester is switched ON.
- 2. Check that the 810 Tester is connected correctly to the port.
- 3. Check that the USB port is working.
- 4. Check that Microsoft ActiveSync is connected (see the taskbar icon).



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5. Disconnect and reconnect the 810 Tester to the computer 2 to 3 times.

- 6. If above is OK, then reinstall from Control Panel>Add/Remove Programs:
  - MS ActiveSync 4.5
  - SQL Server Compact 3.5 SP1 for Devices English

#### Windows 7 and Vista OS:

- 1. Check that the 810 Tester is switched ON.
- 2. Check that the 810 Tester is connected correctly to the port.
- 3. Check that the USB port is working.
- 4. Check that Microsoft ActiveSync connected (see the taskbar icon ).
- 5. Disconnect and reconnect the 810 Tester to the computer 2 to 3 times.
- 6. If above is OK, reinstall from Control Panel>Add/Remove Programs:
  - Windows Mobile Device Center Driver Update
  - SQL Server Compact 3.5 SP1 for Devices English

#### Windows Installer 3.1 is Not Installing

#### Cause:

By default, Windows Installer 3.1 is installed with the Windows XP, Windows 7, and Vista operating systems.

If the Viewer Software shows as a "pending" status, the operating system could be corrupted.

🔲 КВ89	KB893803v2 Setup Error 🛛 🔀					
8	Setup has detected that the Service Pack version of this system is newer than the update you are applying.					
	There is no need to install this update.					
-	OK					

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#### Solution:

Install a new version of Windows Installer from the Microsoft website. Windows Installer 4.5 is at:

http://www.microsoft.com/downloads/en/details.aspx?FamilyID=5a58b5 6f-60b6-4412-95b9-54d056d6f9f4&displaylang=en

Filename: WindowsXP-KB942288-v3-x86.exe

#### Auto Run Viewer Software Device Detection (Windows Startup) Does Not Work

#### Cause:

On a Windows 7 or Vista system, this is a Windows security issue.

#### Solution:

- 1. Restart the computer and check for the program blocker icon in the taskbar.
- 2. Right-click on the icon and run the blocked program.

	_	
Show or remove blocked startup programs		
Run blocked program	۲	FlukePopUp
View help		
Exit		
< 🛇 💷 🥸 🗤	<b>9</b> -1-5	🖗 🔫 🚺 🙀 🚯 9:10 AM

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#### Popup Display Asks for the Removable Disk When Installing ActiveSync

#### Cause:

ActiveSync is not installed properly, see Figure 36.

Microsoft ActiveSync 4.5 Please wait while Windows configures Microsoft ActiveSync 4.5	
Cancel  Cancel  Microsoft ActiveSync 4.5	glq050.png
The feature you are trying to use is on a CD-ROM or other removable disk that is not available. Insert the 'Microsoft ActiveSync' disk and click OK.	
Use source: 1 Browse	qla051.png

Figure 36. ActiveSync Error Message Popup

#### Solution:

1. Uninstall ActiveSync from Control Panel>Add/Remove Programs. See Figure 37.

🐻 Add or Re	move Programs				X
5	Currently installed programs:	Show updates	Sort by: Name	4	~
C <u>h</u> ange or Remove	👸 Microsoft .NET Framework 2.0 Service Pack 2		Size	184.00MB	^
Programs	🔀 Microsoft .NET Framework 3.0 Service Pack 2		Size	169.00MB	
-	🛃 Microsoft .NET Framework 3.5 SP1		Size	29.41MB	
Add New	S Microsoft ActiveSync		Size	18.43MB	
Programs	Microsoft Device Emulator version 3.0 - ENU		Size	2.30MB	
-	🙀 Microsoft Document Explorer 2008		Size	26.27MB	
<u> </u>	Microsoft Expression Blend 3		Size	88.00MB	
Add/Remove <u>W</u> indows	SDK Microsoft Expression Blend 3 SDK		Size	10.53MB	=
Components	Og Microsoft Office Professional Plus 2010		Cina	E14 00MD	

#### Figure 37. Remove ActiveSync

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2. If you have Internet access, go to the following URL and download Microsoft ActiveSync, see Figure 38:

http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-register.mspx

# Before you download—register for ActiveSync updates

Register with Windows Mobile and stay up-to-date with the latest information on Microsoft ActiveSync upgrades, help, free downloads and more:

Sign up for Windows Phone News, the Windows Mobile newsletter, and then Download ActiveSync 4.5

- Stay up to Date Receive Windows Phone News—your source for information on Microsoft ActiveSync upgrades, special offers, new Windows Mobile devices, tips and tricks, cool downloads and more.
- Get going quickly Help, Getting Started tutorials, and the E-mail Setup Wizard
- Personalize Free ringtones\* to personalize your device.
- Work smarter, play harder free productivity and entertainment software\*

Download ActiveSync 4.5 without Newsletter Registration >

\*Subject to limitations and restrictions, limited time offer, U.S. residents only.

Figure 38. ActiveSync Update

glq053.png

- 3. Click on the highlighted link to download and install the update in your computer.
- 4. Uninstall Viewer Software from Control Panel>Add/Remove Programs. See Figure 39.

🐻 Add or Re	move Programs				
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name		~
C <u>h</u> ange or Remove	🚦 SQL Server System CLR Types		Size	0.81MB	^
Programs	🛞 Symantec Endpoint Protection		Size	452.00MB	
	🛅 Viewer Software v1.5.0		Size	139.00MB	
Add New	🔂 Visual Studio 2005 Tools for Office Second Edition Runtime		Size	6.84MB	
Programs	🔀 Visual Studio Tools for the Office system 3.0 Runtime		Size	5.15MB	
4	📥 VLC media player 1.1.4		Size	76.53MB	
<u> </u>	💋 Windows Internet Explorer 7		Size	2.64MB glq	054.png

Figure 39. Remove Viewer Software

Note

Older versions of the Viewer Software do not display the version number. If you see more than one version, remove all.

- 5. After you remove the Viewer Software, reinstall. The pending list displays as shown in Figure 21.
- 6. Click **Install** and follow the on-screen prompts. This will install Microsoft ActiveSync as well as the Viewer Software.
- 7. Open the Viewer Software.

#### Database Backup Folder is Empty

#### Cause:

After a Viewer Software upgrade to version 1.5.x in Windows 7 or Vista, the database backup folder is empty. This is a known issue for new UAC Technologies for Windows Vista and Windows 7. System will not allow the user to write or modify any file to the Program Files folder. Instead, the operating system is redirecting to a Virtual Store folder in the user's hidden folders.

#### Solution:

Follow these steps before uninstalling or upgrading:

1. Open Windows Explorer and go to the Users folder. This folder location will be based on the Windows installation. For example:

C:\Users\<User Name>\AppData\Local\VirtualStore\Program Files\Fluke810\Viewer Software

<User Name> = Windows logon username

This is a hidden folder that you may not see. If not, enable "hidden folders" to view.

2. Copy the files shown in Figure 40 to your preferred location for the database backup folder.

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😋 🔵 🗢 📕 🕨 Computer 🕨 OS (C:) 🕨 Users	▶ Test Station ▶ AppData ▶ Local ▶ Vir	tualStore 🕨 Program Files 🕨	Fluke810 Fluke810	Software	✓ 4 Search Viewe	r Software		٩
Organize 🔻 Include in library 👻 Share w	ith 🔻 New folder							0
★ Favorites	Name A	Date modified	Type	Size				
Desktop Downloads	ViewerSoftware_log	9/1/2010 11:35 AM	SQL Server Databa	2,048 KB				
Ibraries         Ibraries         Music         Ibraries         Ibraries								
<ul> <li>CD Drive (E) WD SmartWare</li> <li>My Book (F:)</li> <li>Removable Disk (G:)</li> <li>Network</li> </ul>								
2 items	2 items							

#### Figure 40. Hidden Folders in Windows Explorer

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- 3. Install the latest version of the Viewer Software.
- 4. Delete the folder "Fluke810\Viewer Software" under the "VirtualStore\Program Files\".
- 5. Run the Viewer Software application.

#### How To Identify if a System is 32 or 64-Bit

Before you install the Viewer Software, determine if the operating system is 32 or 64-bit. To do so:

- 1. Go to My Computer.
- 2. Right-click and select **Properties**. Figure 41 shows the location for the system information on a Windows Vista operating system.

~ _			
🖉 🗸 💌 🕨 Control Panel 🕨	System	▼ 4 Search	ډ
Tasks         Device Manager         Remote settings         System protection         Advanced system settings	View basic informatic Windows edition Windows Vista <sup>™</sup> Home I Copyright © 2007 Micro Service Pack 2 Upgrade Windows Vista	on about your computer Basic Isoft Corporation. All rights reserved.	
	System Manufacturer: Rating: Processor: Memory (RAM): System type:	Dell Dell Mindows Experience Index : Unrated Intel(R) Celeron(R) CPU 450 @ 2.20GHz 2.19 GHz 1.00 GB 32-bit Operating System	Dell
	Computer name, domain, au Computer name: Full computer name: Computer description: Workgroup:	nd workgroup settings VOSTRO VOSTRO WORKGROUP	€Change settings
See also Windows <u>U</u> pdate Security Center Performance	Windows activation Windows is activated Product ID: 89572-OEM	-7332166-00096 Change product <u>k</u> ey	ask for genuine Microsoft software

Figure 41. My Computer Properties

For Windows XP or Windows 7 operating systems, use the same basic steps. For more information about how to determine what your operating system is, go to: <u>http://support.microsoft.com/kb/827218</u>.

#### How To Manually Backup Viewer Software Data

To manually backup the Viewer Software data:

- 1. Go to My Computer>C:\Program Files\Fluke810\Viewer Software.
- 2. Copy the ViewerSoftware.mdf and ViewerSoftware\_log.ldf files, see Figure 42.
- 3. Save these files to another location, for example **D:\backup**.

🗁 Viewer Software							
Eile Edit View Favorites Tools Help							
🔇 Back 🝷 🕥 - 🏂 🔎 S	🚱 Back 🔹 🌍 🚽 🏂 Search 🎼 Folders 🔢 🕂						
Address 🛅 C:\Program Files\Fluke810\	Viewer Software				💌 🔁 Go		
	Name 🔺	Size	Туре	Date Modified	File Vers 📥		
File and Folder Tasks 🛛 🕙	SIRAccess3.0.dll	504 KB	Application Extension	5/4/2010 10:42 AM			
	🔊 IRAccess.dll	706 KB	Application Extension	4/15/2010 5:09 PM			
Other Places 🛛 😵	🔊 itextsharp.dll	3,184 KB	Application Extension	5/4/2010 10:45 AM	4.0.2.0		
	🔊 Microsoft.SqlServerCe.Client.dll	386 KB	Application Extension	5/4/2010 10:44 AM	3.5.5692		
Details	🔊 OpenNETCF.Desktop.Commu	56 KB	Application Extension	5/4/2010 10:44 AM	2.9.2244		
Decails	SetupCustomAction.dll	5 KB	Application Extension	5/24/2010 5:30 PM	1.0.0.0		
Viewer Software	🔊 system.data.sqlserverce.dll	258 KB	Application Extension	5/24/2010 5:30 PM	3.5.5692		
File Folder	🖬 Thermal1.IS2	2,643 KB	IS2 File	9/1/2010 7:01 PM	-		
Date Modified: Yesterday,	💼 Thermal1.jpg	2,643 KB	JPEG Image	8/23/2010 8:57 PM	_		
September 16, 2010, 10:00 PM	📴 ViewerSoftware.mdf	30,720 KB	SQL Server Databa	9/17/2010 1:59 AM	=		
	[ ViewerSoftware_log.ldf	2,816 KB	SQL Server Databa	9/17/2010 1:59 AM			
	S WPFToolkit.dll	509 KB	Application Extension	5/4/2010 10:42 AM	3.5.3101 🗸		
	<			]	>		
					glq059.png		

Figure 42. Backup for Viewer Software Data

# *How To Automatically Run any Application as an Administrator in Windows 7 and Vista*

In Windows 7 and Vista, to automatically run an application as an administrator:

- 1. Right-click the Program Shortcut to run as an administrator.
- 2. Click **Properties** from the context menu.

Note

For Shortcuts pinned to the Taskbar you will need to right-click the icon and then right-click the program name from the jump list, see Figure 43.



**Figure 43. Shortcut Properties** 

glq060.png

3. Once you are in the Properties dialog box, click the **Shortcut** tab at the top of the dialog box. Click on **Advanced**, see Figure 44.

🌮 Internet Explo	internet Explorer Properties						
Security General	Details Shortcut	Previous Versions Compatibility					
f Int	Internet Explorer						
Target type:	Application						
Target location:	Internet Explorer						
Target:	<sup>3</sup> rogram Files (x86)\Inter	net Explorer\iex <mark>, l</mark> ore.exe''					
Start in:	%HOMEDRIVE%%HOM	EPATH%					
Shortcut key:	None						
Run:	Normal window	•					
Comment:	Finds and displays inform	nation and Web Les on th					
Open File Lo	Open File Location Change Icon Advanced						
	ОК	Cancel Apply					

Figure 44. Shortcut Advanced Properties

glq061.png

- 4. Check the box for **Run as administrator**.
- 5. Click **OK** to finish, see Figure 45.

Now your shortcut will automatically run your program in administrator mode without any extra steps or special permission.



Figure 45. Run as Administrator

glq062.png

#### Mobile Device Center Setup Screen Appears

#### Cause:

The 810 Vibration Tester is connected with the Viewer Software through Windows Mobile Device Center to a PC with Windows 7 or Vista operating system. By default, this window opens every time you connect to the Tester, see Figure 46.

#### Solution:

Do not change any of the device settings, close this window, and continue your work in the Viewer Software.



Figure 46. Mobile Device Connected

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# 810 Vibration Tester Does Not Connect to Viewer Software using Mobile Device Center

#### Cause:

Setting the device partnership with the computer can cause this problem, see Figure 47.



Figure 47. Mobile Device Not Connected

#### Solution:

To end the partnership:

1. Open the windows mobile device center screen, see Figure 48.

Windows Mobile Device Center     Home      End a Partnership	
	Select the partnership name from the list and click End partnership. Ending a partnership removes any Device Center information associated with that device from this computer.
tester's Device	Desktop Partnerships Choose which partnership to end: tester's Device End partnership
Not Connected	
	«back
	ala065.c

Figure 48. Disconnect and Connect a Mobile Device



2. Click End partnership. The screen shown in Figure 49 displays.

Figure 49. End a Partnership for Mobile Device

- 3. Click Yes and close this window. Now the 810 Vibration Tester will connect.
- 4. If not, disconnect the Tester and connect again.

