

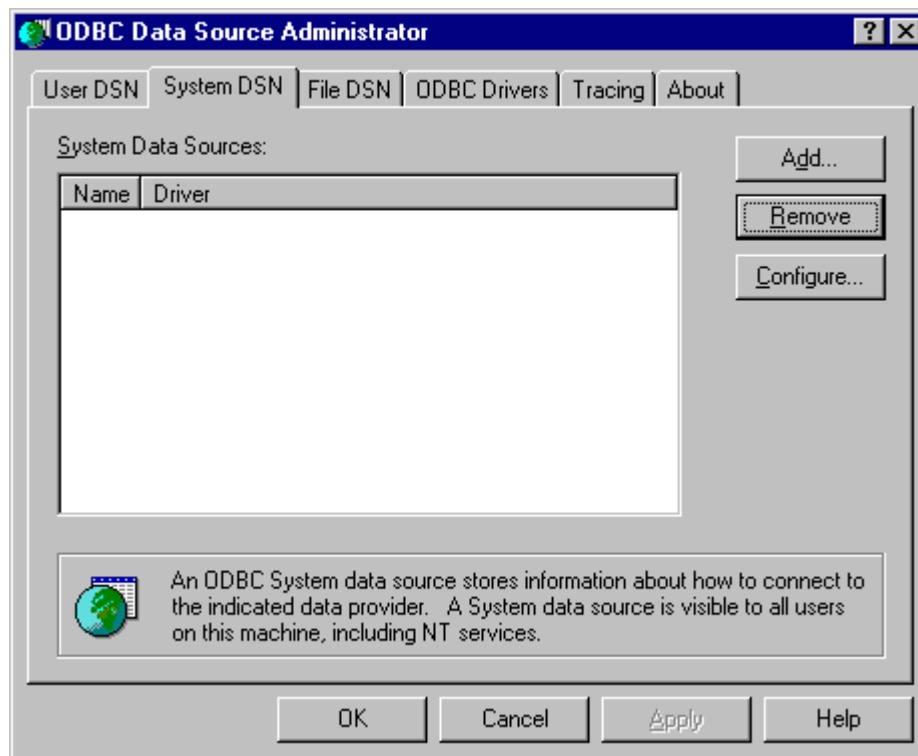
Workstation Loading Instructions For ProHelp™ EPM, Release 5.00

This application note describes the steps necessary to install the ProHelp™ EPM, Release 5.00, software on a workstation computer.

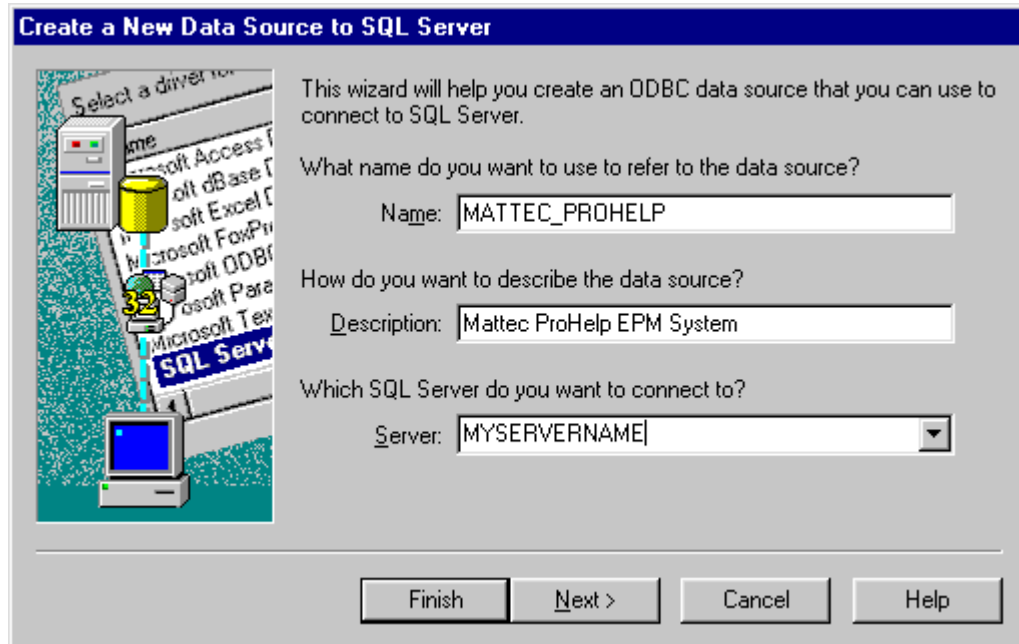
1. Create an ODBC Data Source

Before installing the ProHelp™ EPM software on a workstation computer, it is necessary to create an ODBC Data Source that points to the ProHelp™ EPM server. To do this, follow these steps:

- On the workstation computer, click on the **Start Menu**, select **Settings**, and select **Control Panel**.
- In the **Control Panel** window, double-click on the **ODBC Data Sources** icon. The **ODBC Data Source Administrator** window will be displayed.



- In the ODBC Data Source Administrator window, select the **system DSN** tab. Press the **add** button.
- When prompted to **select a driver for which you want to set up a data source**, select **SQL Server**. Press **Finish**.



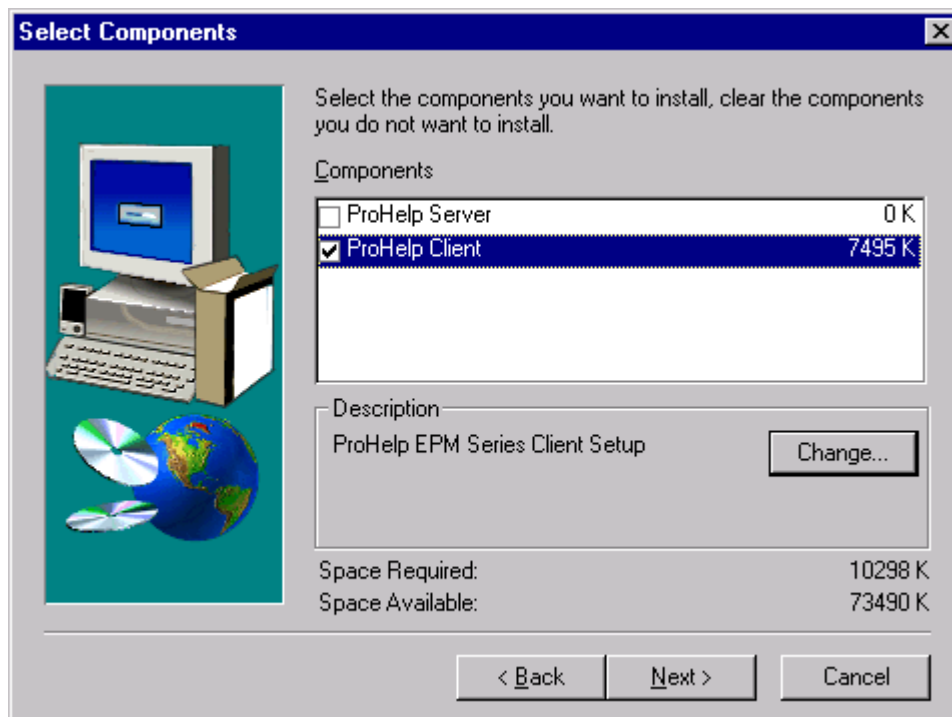
- When prompted, specify **MATTEC_PROHELP** as the **Data Source Name**, where **MATTEC_PROHELP** is the data source name that was used on the server. Use the name of your ProHelp™ EPM Server in the **server** field. Press **FINISH**.
- Select to **Test Data Source**. Do not continue until the data source test completes successfully.

If the test fails, you may need to create an advanced ODBC Data Source setup. Contact your System Administrator or refer to the Microsoft documentation that came with your ProHelp™ EPM system for additional information.

2. Typical Workstation Installation

The typical workstation will be configured to load the ProHelp™ EPM programs from the server. To install the ProHelp™ EPM software on a workstation computer, follow these steps:

- Create an ODBC Data Source on the workstation computer, as described in Section 1.
- Insert the ProHelp™ EPM Installation CD in the workstation computer's CDROM drive. The installation program should start automatically.



- Most user workstations should be configured to run software from the Server. This is the default action. When prompted to **select the components you want to install**, ensure that **ProHelp Client** is selected, as shown above.
- When prompted to **Enter the name of the computer where SQLServer exists**, enter **MYSERVERNAME**, where **MYSERVERNAME** is the name of the ProHelp™ EPM server.
- When prompted to enter the ODBC DSN, enter **MATTEC_PROHELP**, where **MATTEC_PROHELP** is the ODBC Data Source Name that you created above.

Note that this must also be the Data Source Name on the ProHelp™ EPM Server

- When prompted to **specify ProHelp's path environment variable**, specify `\\MYSERVERNAME\ProHelp`, where `\\MYSERVERNAME` is the name of the ProHelp™ EPM server and `ProHelp` is the name of the shared directory on the server where the ProHelp™ EPM files are located.

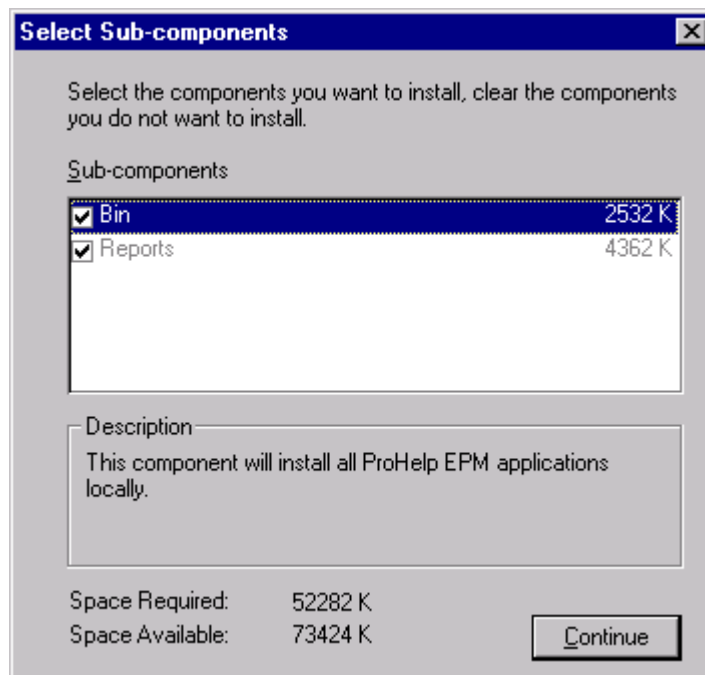
3. Advanced Installation

Recall that most user workstations should be configured to run software from the Server. However, you must install the client applications on a workstation computer (rather than run them from the server as described in Section 2) in the following situations:

1. This user, but not all users, will connect to more than one ProHelp™ EPM server.
2. Network problems prevent the user from running the application software from the server.

To install the application software onto a workstation computer, follow these steps:

- Create an ODBC Data Source on the workstation computer, as described in Section 1.
- Install the workstation software as described in Section 2. When prompted to **select the components you want to install**, select **ProHelp Client** and press the **change** button. Select to install all sub-components, as shown below.



- On the workstation computer, run the system names edit program `c:\Program Files\Mattec\ProHelp\Bin\Util\SysNamesEdit.exe`. Create a system name for every ProHelp™ EPM system that you wish to access. Ensure that you set the `DB Root Directory` to `C:\Program Files\Mattec\ProHelp\Sys`.
- It may be necessary to manually modify the permissions on files in the user's `C:\Program Files\Mattec\ProHelp\Sys` directory. This would be necessary to prevent the user from having write access to some applications.

4. Troubleshooting Guide

Use the following to help troubleshoot client connections.

PROBLEM: The ProHelp™ EPM installation program does not start automatically.

ACTION: Using **Explorer**, navigate to the CDROM drive and manually execute the program **Setup\Setup.exe**.

PROBLEM: When I start the **main Menu** and press a button (for example, **Edit Facilities**), the selected program does not run.

ACTION: Using **Network Neighborhood**, navigate to the **C:\Program Files\Mattec\ProHelp\Bin** directory on the server computer. Try manually running the selected program (for example, **EditFacilities.exe**). This may help indicate if you are missing any DLLs.

PROBLEM: Some programs run, while others do not.

ACTION: Using the **ODBC Data Source Administrator** (available on the **Control Panel**), test the data source that you are using to connect to the ProHelp™ EPM system. The test should run with no errors.

PROBLEM: The ODBC Data Source connection test fails.

ACTION: If another workstation in your facility is already able to connect to the ProHelp™ EPM system, look at its configuration. This configuration will likely be similar to the configuration that is needed for the new workstation.

PROBLEM: Reports will not run.

ACTION: Ensure that Crystal Reports (development license) is not installed on the workstation computer.

PROBLEM: Some programs do not run or the ODBC Data Source connection test fails.

ACTION: Contact your System Administrator and verify the user's Windows NT permissions.