FLUKE ®

Fluke Metrology

Software
Version 7

MET/CAL
5500/CAL
MET/TRACK

Installation and Upgrade Guide

Table of Contents

Chapter	Title	Page

Chapter 1
Installation Process Overview

Contents   **Page**

BEGIN READING HERE

The flow diagrams in this manual are intended to provide an overview and to guide the installation process. Do not rely on the flowcharts alone; the chapter texts provide important additional details. Please refer to the text as you install the software, using the flowchart for reference.

I have no Fluke Software	I have MET/TRACK Version 4.x, 5.x or 6.x MET/CAL 4.x, 5.x or 6.x Database Mode

I have MET/TRACK Version 3.x or earlier (MS-DOS)	I have MET/CAL Version 2.x or 3.x (MS-DOS)	I have MET/CAL Version 4.x or 5.x Legacy Mode

Follow **New Installation** instructions.

Networks: Chapter 2
Standalone: Chapter 3

Follow **Upgrade** instructions.

Networks: Chapter 4
Standalone: Chapter 5

Contact MET/Support

I have both MET/CAL and MET/TRACK

Are both Database Mode **?**

Yes

No

1. Locate both products on this page.
2. Follow the flowchart for the Database Mode product first, then return to this page and follow the instructions for the other product.

NOTE: If both are DOS versions, it doesn't matter which one you upgrade first.

NOTES

References to *Database Mode* mean that you are running MET/TRACK 4.0 or MET/CAL 4.2 or later using the SQL Database Engine (Watcom or Sybase).

5500/CAL Users: References to *MET/CAL* are equivalent to *5500/CAL* on the flowcharts in this manual.

5500A/EP Users: If you are upgrading from MET/CAL Version 4.2 or earlier, see the special instructions in Appendix D after performing the software upgrade.

zt23f.eps

Introduction

Begin with this manual whether you are installing Fluke Metrology Software for the first time, or whether you are already running one of the predecessor products, MET/CAL or MET/TRACK.

About the CDs

Fluke Metrology Software is provided on a set of CDs. Floppy disk installation is no longer supported.

Supported Platforms

Fluke Metrology Software runs on a variety of platforms. However, the main text of this manual describes only installation on machines running Microsoft Windows NT, Windows 2000, or Windows XP, or Windows Server 2003.

Note

The software will not install properly on any server or workstation that is not running one of the Operating Systems mentioned above. Upgrade to a 32-bit version of Windows before continuing with the instructions in this manual.

Hardware Requirements

The minimum requirements for a standalone Workstation installation are as follows:

- IBM PC or compatible with at least a Pentium microprocessor

- 800 x 600 dpi monitor

- 128 megabytes of RAM (256 recommended)

- 500 megabytes available on the hard drive. Installation space is approximately 120 megabytes, however additional space will be required for data growth and to add new procedures for various instruments to be tested.

Installation Time Requirements

The time it takes to install the Fluke Metrology Software depends on your starting point. If you are upgrading an existing installation of MET/CAL or MET/TRACK, the required time may be slightly lengthened due to the need to back up existing data and upgrading the database.

Testing of this package showed that most users complete a new network installation in about two hours.

Terminology

Some of the terms used in this manual may require clarification. Besides the following, be sure to refer to the Glossary in the *Users Manual* Appendix for the definitions of other unfamiliar terms you may come across.

MET/CAL 5500/CAL	In this manual, the term *MET/CAL* usually includes the 5500/CAL product, which is a subset of MET/CAL. Any mention of MET/CAL includes 5500/CAL.
Client/Server	Fluke Metrology Software uses the Client/Server computing model. If you are not familiar with this model, or with other networking issues, it may be of some use to study the terms in the Appendix of the *Users Manual*. You might also discuss with a local expert how your installation will mesh into the existing network.
	The appendix defines many terms associated with the Client/Server model. Look there if you come across a term with which you are unfamiliar, or whose meaning is not clear from the context.
Database Mode	MET/CAL and 5500/CAL versions prior to 6.0 were able to operate either in *Legacy Mode* or in *Database Mode*. Legacy Mode stored information in a file-oriented Fluke proprietary format database. In Database Mode, the calibration standards information is moved into an industry-standard SQL database.
	Versions later than 6.0 do not provide a Legacy Mode option.

Other Documentation

The printed manuals you received, as well as other documentation, have been provided in the form of PDF files (Portable Document Format) on the CD. PDF is a file format developed by Adobe that provides a page-for-page rendition of a printed document. A PDF viewer called *Reader* is used to access and print PDF files. If an Acrobat Reader is not already installed on your computer, Fluke provides a copy in the DOC directory on the CD. This reader installation, AR505ENU.EXE, and the PDF files will be installed in the shared MET/CAL directory on the Server so that the manuals may be accessed from a stand-alone or client installation without requiring the installation disk.

To install the Acrobat Reader on your computer, copy the file named AR505ENU.EXE to your Windows/Program Files directory, then run the file to install it. You can run the file either by double-clicking its name in Windows Explorer, or browsing to it using the Start/Run selection from the taskbar.

Installation Process Flowcharts

This chapter begins with a flowchart that graphically depicts an overview of the different types of installations. Depending on your starting point, the chart directs you to a particular chapter to perform the installation steps.

Each chapter begins with a similar, but more detailed, flowchart for each of the types of installations.

This manual is based on process flowcharts that you can use in two ways:

1. Before you begin the installation, use the flowcharts to familiarize yourself in a general way with the process you will be following.

2. During installation, check off each item on the flowchart as you complete it.

As you view Flowchart 1 at the beginning of this chapter, notice that it contains several starting points, depending on your current installation. For example, the first block in the upper left of the page is labeled "I have no Fluke software." If this is your beginning point, you are directed to either Chapter 2 or 3, depending on whether you are doing a Network or Standalone installation.

Similarly, for all the other blocks, locate your starting point, and follow the instructions that direct you to other chapters in the manual.

Preparation for Installation

Before beginning any new software installation, make sure you take the following preparatory steps on the computer:

1. Make backup copies of any existing programs and data that might be replaced during the installation. For example, if you are currently running MET/TRACK, you should backup the database and the folder where the MET/TRACK program files are stored.

2. Run a disk-checking program to ensure that the disk has no lost clusters. This normally involves running a program such as SCANDISK. You may also want to run a disk defragmentation program. Consult the computer documentation or a local support person for directions on how to perform these tasks.

3. Close all running programs except for the operating system itself.

Caution
To avoid locking up your system, make sure all applications are closed during the installation process. This includes the Microsoft Office floating tool bar.

4. Shut down and restart the computer. Doing this ensures that all programs are cleared from memory. Be sure to close any applications that may have started automatically.

Note

All instructions in this manual assume you are installing the software from the MET/BASE CD-ROMs.

The instructions in this manual assume that the "file server" and the "data server" are the same computer system.

Installation on Client workstations requires write permission on the network drive. If you are unsure whether you have such permission, perform this simple test: start up Notepad or Wordpad and create a short text file. Attempt to save it to the network drive. If you are denied permission to write the file, see your network administrator before continuing.

Process Overview

In a networked environment, the installation process goes as follows:

- First, install all of the software on the server.

- The second step is to install the client software on individual workstations.
- The installation of a client involves retrieving the needed programs from the server and does not require the MET/BASE CD.

- The final step in a network installation is to apply the licenses you have purchased. Until licenses are applied, none of the installed software is operational.

A standalone installation involves performing the same basic steps, except that all the software is installed on the single standalone PC.

Install Crystal Reports after installing the MET/BASE software and licenses. With the purchase of the Fluke software, you receive ONE license for Crystal Reports. The Crystal Reports software should be loaded on a client or stand-alone workstation.

New Installation on a Network

Contents   **Page**

Network Installation Flowchart

The chapter text provides important additional details.

Installing the Server Software

Item 1

Install SQL Anywhere

1. On the File Server* computer, Run **Setup** from the METBASE folder located on the METBASE CD.

2. Follow on-screen instructions. If SQL Anywhere needs to be installed, METBASE Setup will lead you through the install and then reboot the computer.

✓1

Item 2

Install MET/BASE

1. **Setup** will restart.

2. Select **Server Software Installation** from the Installation Options screen.

3. Setup the METCAL folder as a shared folder.

✓2

Server intallation complete.

Installing a Client

Item 3

Install a Client

1. On a Client workstation, map the METCAL folder on the file server.

2. Run **Setup** from the METCAL\client folder you just mapped.

3. Follow the on-screen instructions. Doing so installs SQL Anywhere on the Client, reboots the computer, and then installs the MET/BASE options you choose for that client.

✓3

Client installation is complete.

More Clients ?

Yes

No

Applying a License

Item 4

Apply a License

1. Ensure that the Database Engine has been started and is running.

2. On a Client workstation, start the MetTrack application, logging in as an administrator (MT).

3. Select **Setup** from the menu bar, then select **Licenses** from the dropdown list.

4. Select **Add License** button.

5. Insert the License Disk and follow on-screen instructions.

6. Repeat step 3 and 4 for all licenses.

✓4

Software Installation Complete

MET/CAL or 5500/CAL users: See Chapter 8 for further instructions.

* Windows NT Installations:
This installation may require Administrator permissions on both the Server and Clients.

zt24f.eps

Introduction

This chapter explains how to perform a new installation on a network. If you are installing the software onto a standalone workstation, the steps are nearly identical, but go to Chapter 3 in this manual for the flowchart and detailed description of the process.

A standalone workstation may actually be connected to a network. However, Fluke Metrology software considers the workstation a standalone if it does not act as a client workstation on a network where the programs and data reside on another machine. If you are unsure what kind of installation to perform, ask your system administrator or other technical support personnel.

Notes

1. *All instructions in this manual assume you are installing the software from the MET/BASE CD-ROMs.*

2. *The instructions in this manual assume that the "file server" and the "data server" are the same computer system.*

Installation Procedure: Windows Networking Applications

Refer to Flowchart 2 on the previous page. As you perform each step, place a checkmark ✓ in the box provided for that purpose. Detailed installation instructions follow.

Caution

SCREEN ILLUSTRATIONS

The display illustrations in this manual depict a typical Windows 2000 installation. Some of the screens you see on your display may vary slightly from the illustrations.

Note

<u>SHARED FOLDERS ON THE NETWORK</u>

Installing Fluke Metrology Software on a network requires making a folder shareable on the file server, and mapping that folder to a network drive on the client workstations. If you have never performed these operations, or if you are unfamiliar with these terms, you may want to consult a local network expert before beginning.

Item 1: Install the SQL Anywhere *Database Engine Software*

Caution

<u>CLOSE APPLICATIONS BEFORE SOFTWARE INSTALLATION</u>

To avoid locking up your system, make sure all applications are closed before you begin the installation process. This includes the Microsoft Office floating tool bar.

Note

<u>EXISTING COPIES OF SQL ANYWHERE</u>

After installing this version of SQL Anywhere (version 8.0), you may delete existing SQL Anywhere Version 5.5 if desired. While this is not required for proper operation, it will save disk space. During this installation, you will be asked if you wish to update any data sources you may have created with an earlier version.

Proceed as follows to install the SQL Anywhere database engine software on the Server:

Note

The software installation process described in this chapter may require you to have administrator privileges on the workstation. Ask your system administrator if you are unsure whether you require such permissions.

1. At the server, load the MET/BASE CD-ROM into a CD drive.

2. If the installation does not start when the Installation CD is inserted, browse to the METBASE folder on the CD and run SETUP.EXE to start the installation.

3. You will first see a welcome screen. If SQL Anywhere needs to be installed, the system will prompt you and the following screen appears:

ip201s.bmp

4. Next, you are asked to select directories for the software. You should see a screen similar to the following:

ip202s.bmp

5. Allow the software to install to the suggested directories unless you have an overriding reason to install to other locations.

6. The SQL Anywhere installation program will run silently and the program may appear dormant for up to ten minutes while SQL Anywhere 8.0 and any post release patches are applied.

7. You have completed the installation of the *SQL Anywhere* software, so check off *Item ✓ 1* on the flowchart at the beginning of this chapter.

Item 2: Install the MET/BASE Server Software

1. The SETUP program resumes.
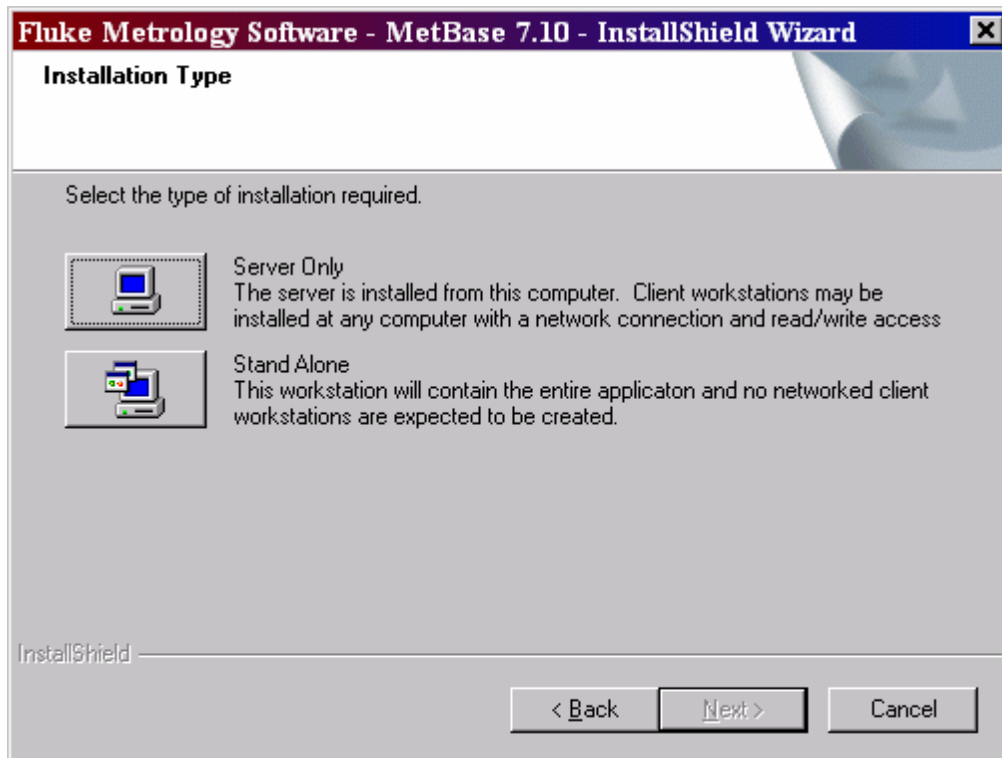
zt6a.bmp

2. From the Installation Type screen, select **Server Only**.

   As the installation program proceeds, it presents a number of screens prompting you for folders where you wish to install the software, and to confirm those selections.

   Allow the program to install to the default folders by selecting **OK** or **Next** unless you have an overriding reason for not doing so.

Note

If the MET/BASE executables or database already exist on the computer, the installation program will attempt to locate them and install to their directory.

3. At the following screen, give your database a unique name. This will prevent confusion with other databases that exist on your network.
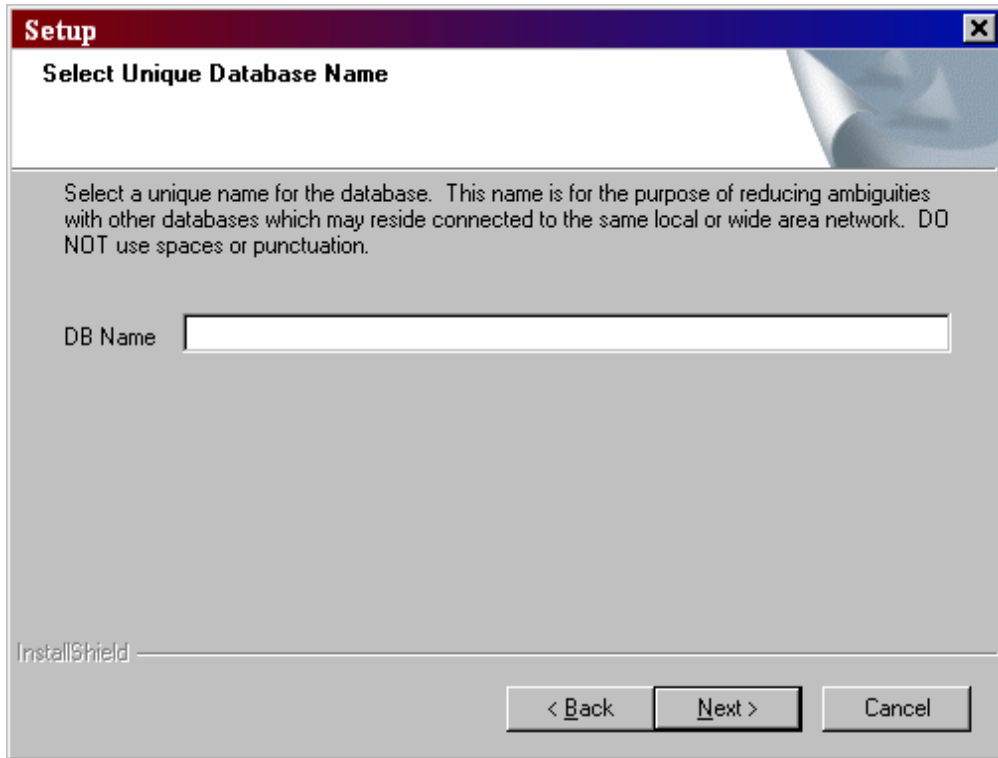
zt16s.bmp

4. When the installation of the Server software has completed, the following screen will display and the program will request an operating system reboot.
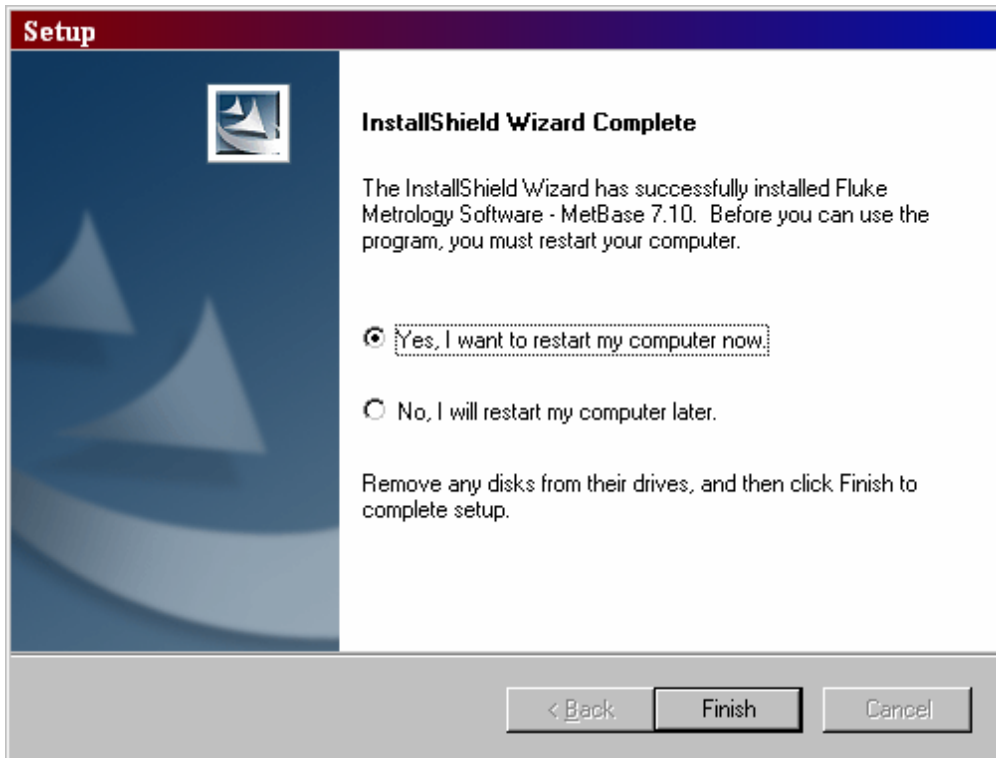
zt9a.bmp

5. The installation program has created a new folder called METCAL on the drive you previously specified (C:\METCAL, if you accepted the defaults).

    Note the location if you changed the default, because you will need to know it later during the Client installation.

6. Make the METCAL folder shareable. This operation is described in the following paragraphs:

    To make a folder shareable in Windows NT, proceed as follows:

    a. In Windows Explorer, browse to the new METCAL folder (default: C:\METCAL).

    b. Right click the folder name.

    c. Select **Sharing.** A dialog box similar to the following appears:
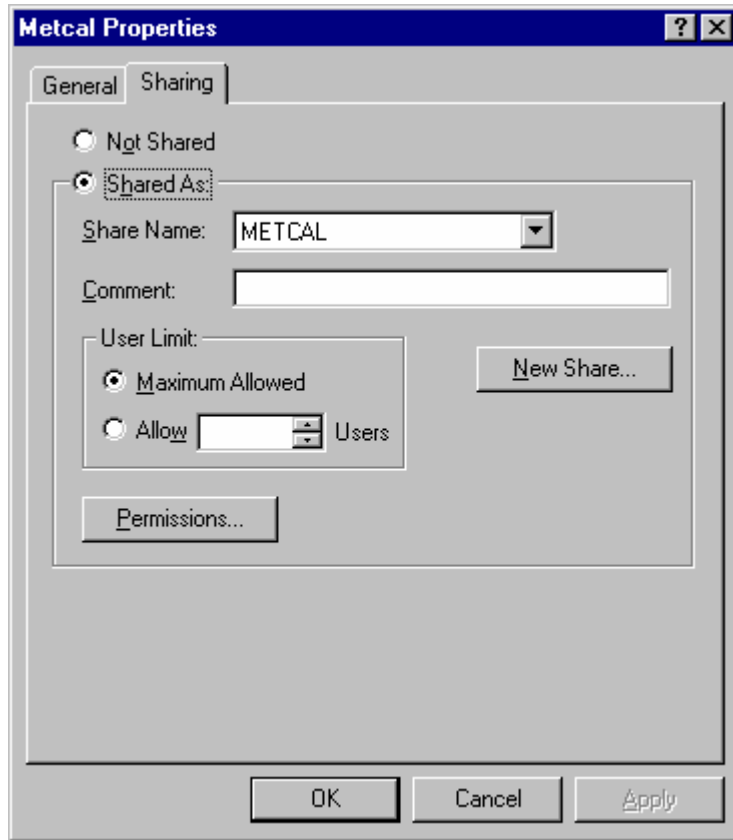
ip207s.bmp

   d. Choose the selection box **Shared As:** The name of the MET/CAL folder appears in the block labeled Share Name. This allows the folder to be shared using the same directory name as the one you right-clicked.

   e. Press **Ok** to make the folder shareable and close the dialog box.

7. Start the Calibration Data Engine. From the **Start** menu, open **Programs**, then **Fluke Metrology Software**. Select **Calibration Data Engine**.

As the Calibration Data Engine starts up, you will see it added to your Windows task bar.

8. Remove the MET/BASE CD from the CD-ROM drive and return it to its case. The CD is not needed again during the MET/BASE installation.

All the software needed for installing clients and licenses has now been installed on the File Server, and the subsequent steps are performed at the Client Workstation.

9. You have completed the installation of the MET/BASE Server software, so check off *Item ✓ 2* in the flowchart at the beginning of this chapter.

Item 3: Install the MET/BASE Client Software

The Client software is installed at each workstation. You can install it on any number of workstations.

Visit each workstation and perform the following steps:

1. At the Client workstation, map the shared folder as a network drive.

   This means that the directory you made shareable during the installation of the Server software must be mapped to a drive letter on each Client workstation. This allows the files to be shared over the network.

   • Open the Explorer's Tools Menu, and select **Map Network Drive**. Choose an unused drive letter, then pull down the list under the box labeled **Path:** and select the shared folder. If no folders are visible, double-click the name of the server computer from those that are listed.

   • When the path to the shared folder is visible in the **Path:** box, the display should look similar to the following. Click **OK** to map the drive and close the dialog box.

Map Network Drive

Drive: ⬜ G:

Path: \\USSTRIDENT\METCAL

Connect As:

☑ Reconnect at Logon

Shared Directories: ☑ Expand by Default

Microsoft Windows Network
WORKGROUP
SEAWOLF
USSTRIDENT
METCAL

OK Cancel Help

ip210s.bmp

Note

Checking on Drive Mapping

If you are unsure whether you have properly shared and mapped the folder, proceed as follows:

Open Windows Explorer. The drive letter you selected in the previous step should appear as one of the drives in the listing.

Try opening the drive. The list of files on the server should be visible.

*If the drive letter does not appear, or if no files appear in the listing, the folder is not being shared. **Be sure** the folder has been shared at the file server and that it is mapped at the client before continuing.*

2. Open Windows Explorer, if you haven't already done so, and browse to the shared directory (the one you just mapped).

3. Run **SETUP.EXE** from the Client sub-folder in the MET/BASE share executable folder. You will find it by following the path **metcal\client\setup.exe**.

4. Follow the on-screen instructions. The installation program first installs the *SQL Anywhere* Client software on the client workstation.

5. The following options screen presents the available choices:

zt8a.bmp
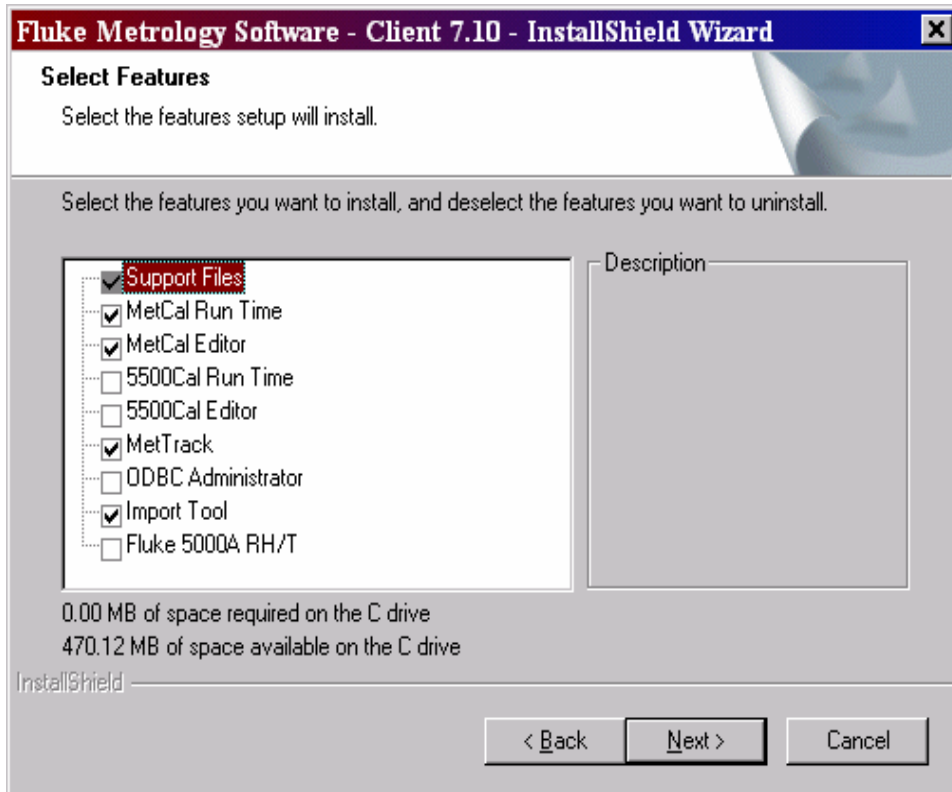
6. Select the options you wish to install on this workstation by checking them off the list.

Note

On each workstation, you can install all of the application icons, or you can install some subset of them. The option selection screen lets you specify which particular applications you want to run on each workstation.

You should only check those boxes that match the licenses you have purchased. While this dialog box permits you to check any or all of the boxes, only those applications for which you apply licenses (Step 4, upcoming) will operate, regardless of which boxes you checked.

7. Be sure to install the METTRACK application on at least one client workstation. METTRACK is the program that must be run later to apply licenses. This is done after all software is installed. When you have selected all the programs you wish to install on the workstation, press **Next** to close the dialog box and begin installation from the server.

8. Follow the prompts as the installation program displays them on the screen. Allow the software to install to the default folders by selecting **OK** or **Next** unless you have an overriding reason for not doing so.

9. At the language prompt, select the appropriate language.

10. One of the dialog boxes asks you to supply an author name. Most people use their company name.

11. When the installation program completes, it displays a dialog box similar to the following:
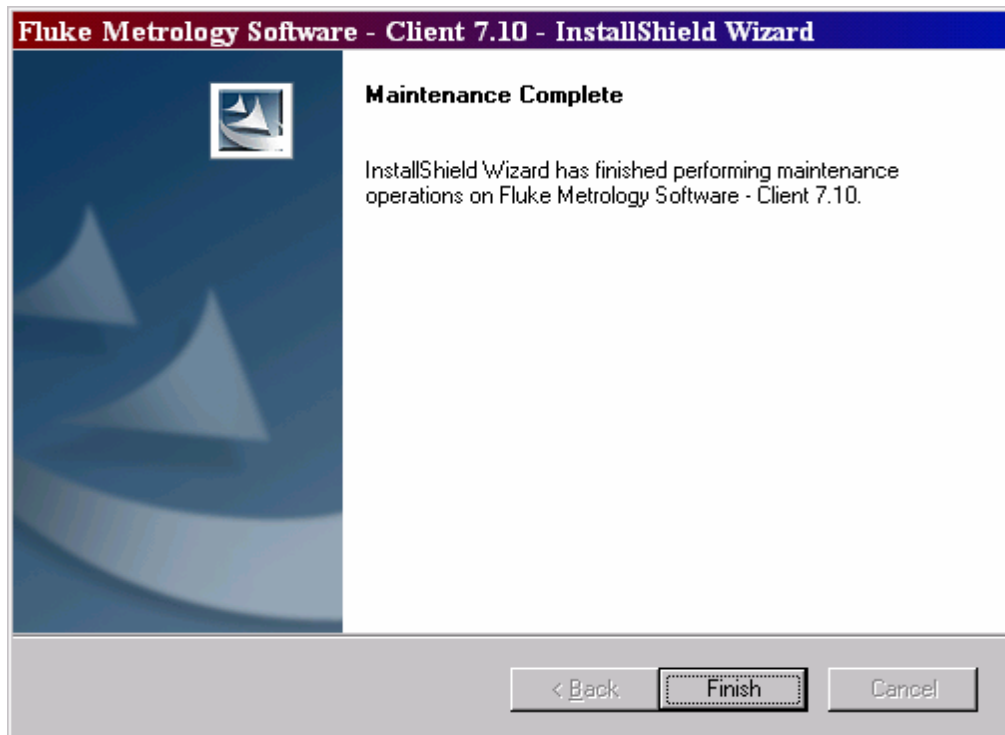
zt4a.bmp

12. This dialog box signifies that you have completed the installation of the MET/BASE Client software on one Client workstation. Click **Finish** to complete the setup.

13. Visit each of the Clients and go through the same Client software installation steps you just completed, again selecting which options you want to be available on that client.

14. After installing the Client software on all the workstations, check off *Item ✓ 3* in the flowchart at the beginning of this chapter.

Item 4: Apply Licenses

Applying licenses can be performed at any of the Client workstations. The floating licenses are maintained by the data server. They are not tied to a particular workstation, so you can apply all the licenses at one workstation.

Since the database keeps track of which licenses are available, any of the Clients can run the applications, so long as a license is available.

1. Ensure that the Calibration Data Engine has been started and is currently running on the computer where the server software was installed. If the Calibration Data Engine is not running, start it now.

   You can tell if the Calibration Data Engine is started by looking at the screen on the server. You should see either the connection messages window or the MTRACK icon.

2. Also from the Fluke Metrology Software program group, start the METTRACK application. Log in as an administrator (Login name "MT", Password "MT").

3. Select **Setup** from the menu bar.

4. Select **Licenses** from the Setup drop-down list

5. Select **Add Licenses** from the Licenses dialog.

6. Follow the on-screen instructions. When you are asked to insert the License Disk, insert it and continue to follow the on-screen instructions.

7. A display indicates that you have successfully completed the application of one license.

8. To apply other licenses, repeat the above steps.

9. Once you have applied all the licenses, check off *Item ✓ 4* in the flowchart at the beginning of this chapter.

What to Do Next

Completion of all items on the flowchart at the beginning of this chapter concludes the installation process. At this point, there are several directions you might go, depending on your own objectives and needs.

Converting Codepage and Collation
To use a character set other than US/Western European (1252 Latin1), run the Collation-Converter .EXE to change the collation and character set of the database.

MET/BASE-J Installations
If you are installing the Japanese version of Fluke Metrology Software, go now to the separate instruction sheet entitled *Converting a New MET/BASE-J to Use Japanese Run Time Reports*. After following the steps described in this instruction sheet, return here to decide how you wish to proceed.

Crystal Reports
The report writing program *Crystal Reports* is provided as part of the MET/BASE package, but requires its own installation. Before continuing, you may want to install *Crystal Reports*.

- Close any other applications that may be running (such as the Calibration Data Engine), then insert the Crystal Reports CD into the CD-ROM drive.

- From the **Start** menu, select **Run**, indicate the appropriate language and then **Browse** to the SETUP program on the CD.

- Follow the screen instructions to complete the installation.

- Note that Crystal Reports can only be installed on one computer. If additional computers need to run the software, you will need to buy additional licenses from Crystal or from Fluke.

Familiarization
The Fluke Metrology Software database that you have now installed has been pre-loaded with a number of sample assets and with two users. You can add other assets or users, or you can modify those that have been pre-loaded.

- MET/CAL and 5500/CAL users should go to the *Getting Started Guide* for some practical exercises. The Getting Started Guide helps you learn how the database operates, and guides you through your first calibration using the new system.

- MET/TRACK users should begin looking to the Users Guide for assistance in customizing the database and the Manual Entry screen.

Testing

After installing the software, you may want to perform some preliminary testing to see that everything is working properly. Note that, if the licenses were successfully applied during installation, no further client-to-server testing is needed. However, if your installation was abnormal in any way, you may want to do some confidence testing

Chapter 7 contains some simple tests that you can run to ensure that the database is properly installed and that the Clients are able to access the information it contains.

Chapter 7 also contains some basic troubleshooting information in case you should run into any difficulty.

MET/CAL Hardware Installation and Setup

For MET/CAL and 5500/CAL workstations, if the IEEE-488 boards are not yet installed, you may wish to complete the hardware and MET/CAL procedure installation before beginning testing. Instructions for these tasks can be found in the *Getting Started Guide*.

Note Regarding Database Operation:

The database requires a login name and password each time you start a Fluke Metrology Software application. Ordinarily, you must type in a user name and password every time you start one of the applications.

However, all of the Fluke Metrology Software applications include a **Tools** menu that you can use as a quick way to start up a second application. If you do not minimize the first application, just open the Tools menu and select the next program you want to run. You will not be required to provide a login name and password to the second one.

Chapter 3

New Installation of a Standalone System

Contents   **Page**

New Standalone System Flowchart

The chapter text provides important additional details.

Item 1

Install SQL Anywhere

1. Run Setup from the MET/BASE folder located on the MET/BASE CD.

2. Follow the on-screen instructions.

✓**1**

Item 2

Install MET/BASE

1. The Setup program restarts. This installs the Server Software, SQL Engine, and a MET/BASE Client. Follow the on-screen instructions.

2. Select **options** to be installed on this system.

✓**2**

Item 3

Apply the License

1. Start the database engine.

2. Start the **MetTrack** application, logging in as an administrator (MT).

3. Select **Setup** from the menu, then select **Licenses** from the dropdown list.

4. Select the **Add License** button.

5. Insert the License Disk and follow the on-screen instructions

6. Repeat Step 3 and 4 for all licenses.

✓**3**

Software Installation Complete

MET/CAL or 5500/CAL users
See Chapter 8 for further instructions.

zt25f.eps

Introduction

This chapter explains how to perform a standalone installation. If you are installing the software onto a network, go back to Chapter 2 in this manual for the flowchart and detailed description of the process.

A standalone workstation may actually be connected to a network. Fluke Metrology software considers the workstation a standalone if it does not act as a client workstation on a network where the files and data are on another machine. If you are unsure what kind of installation to perform, ask your system administrator or other technical support personnel.

Notes

All instructions in this manual assume you are installing the software from the MET/BASE CD-ROM.

Item 1: Install the SQL Anywhere *Database Engine Software*

Refer to the flowchart on the previous page. As you perform each step, place a checkmark ✓ in the box provided for that purpose. Detailed installation instructions follow.

Caution

CLOSE APPLICATIONS BEFORE SOFTWARE INSTALLATION

To avoid locking up your system, make sure all applications are closed before beginning the installation process. This includes the Microsoft Office floating tool bar.

Note

EXISTING COPIES OF SQL ANYWHERE

Installing this version of SQL Anywhere (version 8.0) allows you to delete existing SQL Anywhere Version 5.5 if desired. While this is not required for proper operation, it will save disk space. During this installation, you will be asked if you wish to update any data sources you may have created with an earlier version.

Proceed as follows to install the SQL Anywhere Data Engine software on the workstation:

1. Load the MET/BASE CD-ROM into a CD drive.

Note for Windows NT Users

The software installation process described in this chapter may require you to have administrator privileges on the workstation. Ask your system administrator if you are unsure whether you require such permissions.

2. If the install program does not start automatically, browse to the METBASE folder on the CD and run SETUP.EXE.

3. You will first see a welcome screen. If SQL Anywhere needs to be installed, the system will prompt you and the following screen appears:

ip201s.bmp

4. Next, you are asked to select directories for the software. You should see a screen similar to the following:

ip202s.bmp

5. Allow the software to install to the suggested directories unless you have an overriding reason to install to other locations.

6. The SQL Anywhere installation program will run silently and the program may appear dormant for up to ten minutes while SQL Anywhere 8.0 and any post release patches are applied.

7. You have completed the installation of the *SQL Anywhere* software. Check off *Item ✓ 1* on the flowchart at the beginning of this chapter.

Item 2: Install the MET/BASE Software

1. From the Installation Type screen, select **Stand Alone**. The installation program installs both server and client software on the workstation.
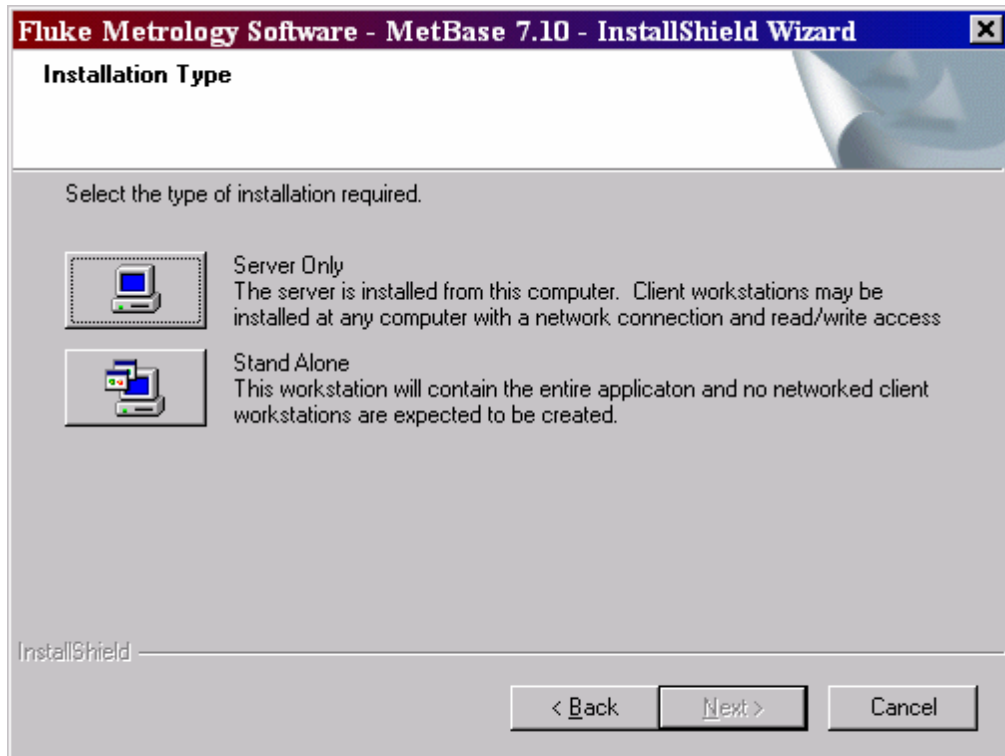
zt6a.bmp

2. Follow the on-screen instructions to designate the install location. Allow the software to install to the default folders unless there is an overriding reason to install elsewhere.

3. At the following screen, give your database a unique name. This will prevent confusion with other databases that exist on your network.

Setup	☒
Select Unique Database Name	

Select a unique name for the database. This name is for the purpose of reducing ambiguities with other databases which may reside connected to the same local or wide area network. DO NOT use spaces or punctuation.

DB Name [   ]

InstallShield ————————————————————————————

         < Back   Next >   Cancel
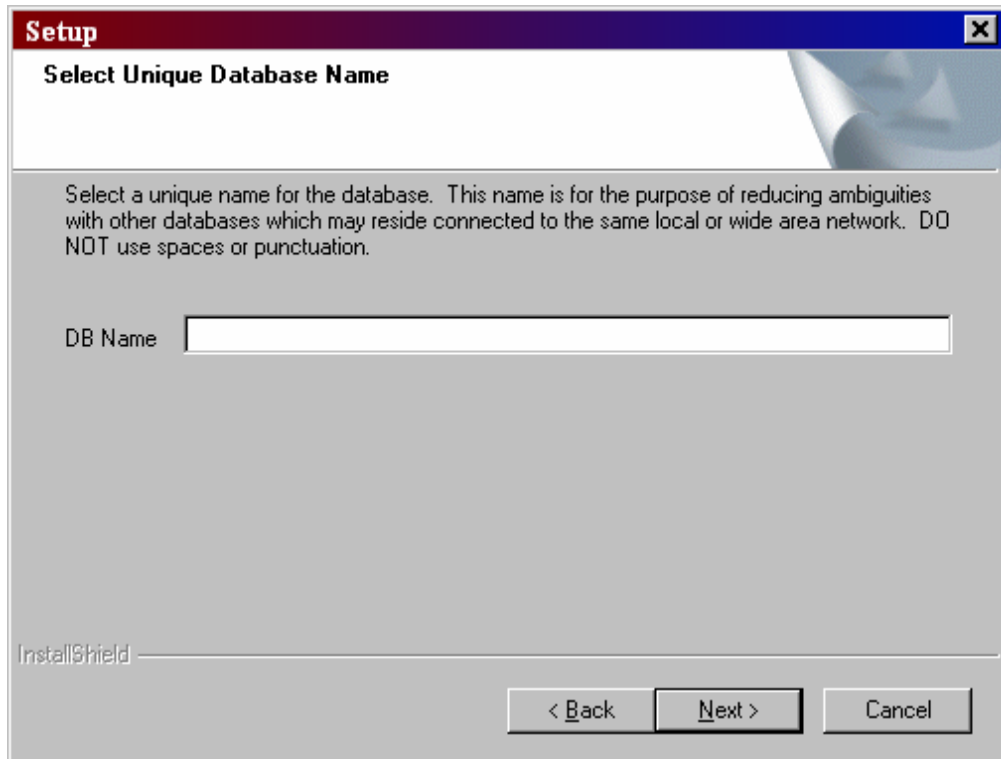
zt16s.bmp

4. Next, the program installs the MET/BASE options you choose.

5. The program will install a portion of the software, then gather more information to complete the installation.The following options screen presents the choices available to you:
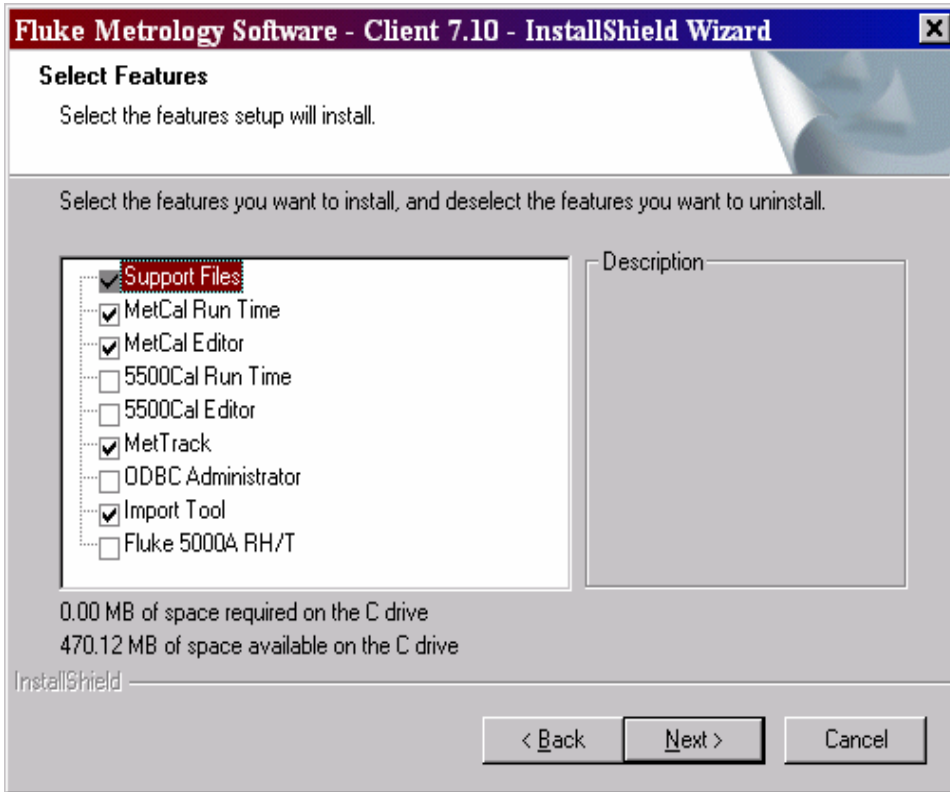
zt8a.bmp

6. Select the options you wish to install on this workstation. You can select one of the typical groups in the upper right corner, then add others individually by checking them off on the list on the left.

Note

You can install all of the application icons, or you can install some subset of them.

You should only check those boxes that match the licenses you have purchased. While this dialog box permits you to check any or all of the boxes, only those applications for which you apply licenses will operate, regardless of which boxes you checked.

Be sure to install the METTRACK application. METTRACK is the program that you must run later to apply licenses. This is done after all software is installed.

7. When you have selected all the programs you wish to install on the workstation, press **Next** to close the dialog box and begin installation from the server.

8. Follow the prompts as the installation program displays them on the screen. Allow the software to install to the default folders unless you have an overriding reason for not doing so.

9. At the language prompt, select the appropriate language.

10. When prompted to enter a procedure author, most companies use their company name.

11. When the installation program completes, it displays a dialog box similar to the following:
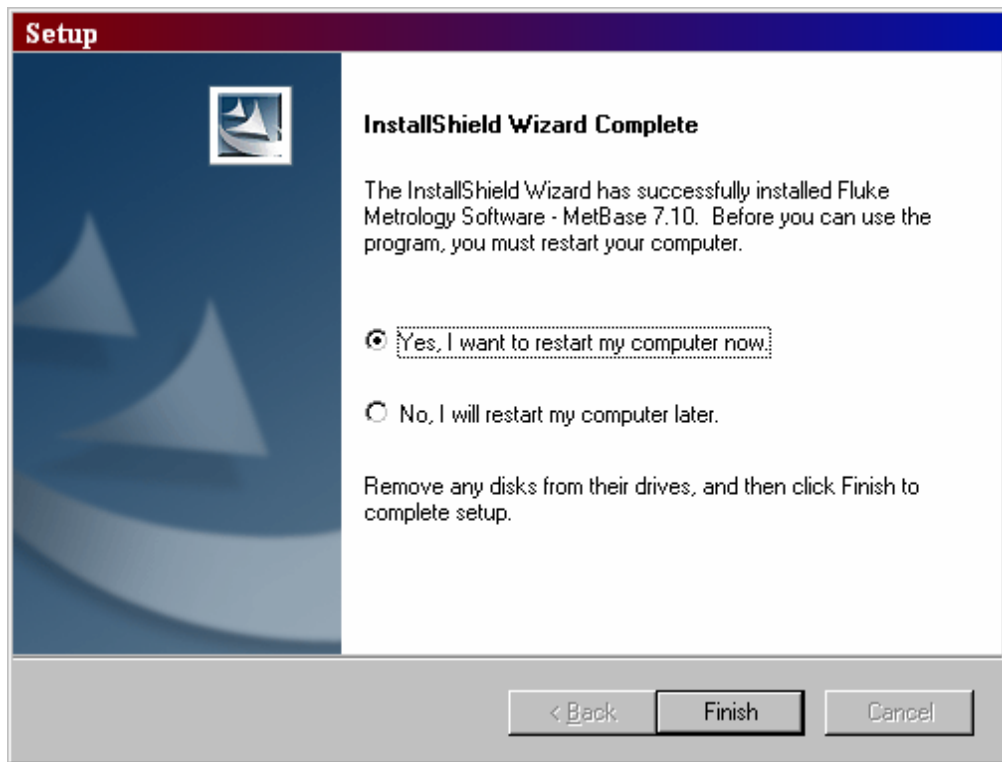
zt9a.bmp

This dialog box signifies that you have completed the installation of the MET/BASE software on the workstation. Select **Finish** to complete the setup.

12. After installing the software on the workstation, check off *Item ✓ 2* in the flowchart at the beginning of this chapter.

Item 3: Apply Licenses

In Item 2, you selected the options you wanted to install. For a standalone workstation, including METTRACK is necessary because that is the program that

applies the licenses. For Windows 95, Windows 98 and Windows NT, METTRACK is on the Start Menu.

1. Start the Calibration Data Engine. This can be done by selecting it from the Fluke Metrology Software group in the Start Menu. Select **Start**, **Programs**, **Fluke Metrology Software**, **Data Calibration Engine**.

   As the Calibration Data Engine starts up, you will see it added to your Windows task bar.

2. Go once more to the Fluke Metrology Software menu, and start the METTRACK application. Log in as an administrator (Login name "MT", Password "MT").

3. Select **Setup** from the menu bar.

4. Select **Licenses** from the Setup dropdown list.

5. Select **Add License** from the Licenses dialog box. .

6. Follow the on-screen instructions. When you are asked to insert the License Disk, insert the MET/BASE License Disk and continue to follow the on-screen instructions.

7. You have completed the application of one license. To apply other licenses, repeat the above procedure.

8. Close the METTRACK application, but leave the Calibration Data Engine running. This must be running any time you wish to run any of the Fluke Metrology Software applications. If you stop it now, you will only have to restart it later when you begin testing, configuration, and other setup activities.

Note

The installation program automatically adds the Calibration Data Engine to the Startup group on your computer. Each time you reboot (restart) the computer, the Calibration Data Engine will start automatically.

9. Remove the License Disk and the MET/BASE CD if they are still in the drives.

10. This completes the application of licenses. Check off *Item 3* ✓ in the flowchart at the beginning of this chapter.

What to Do Next

Completion of all four items on the flowchart at the beginning of this chapter signifies the conclusion of the installation process. At this point, there are several directions you might go, depending on your own objectives and needs.

Converting Codepage and Collation

To use a character set other than US/Western European (1252 Latin1), run the Collation-Converter .EXE to change the collation and character set of the database.

MET/BASE-J Installations

If you are installing the Japanese version of Fluke Metrology Software, go now to the separate instruction sheet entitled *Converting a New MET/BASE-J to Use Japanese Run Time Reports*. After following the steps described in this instruction sheet, return here to decide how you wish to proceed.

Crystal Reports

The report writing program *Crystal Reports* is provided as part of the MET/BASE package, but requires its own installation. Before continuing, you may want to install *Crystal Reports*.

♦ Close any other applications that may be running (such as the Calibration Data Engine), then insert the Crystal Reports CD into the CD-ROM drive.

♦ From the **Start** menu, select **Run**, and then **Browse** to the SETUP program on the CD.

♦ Follow the screen instructions to complete the installation.

♦ Note that Crystal Reports can only be installed on one computer. If additional computers need to run the software, you will need to buy additional licenses from Crystal or from Fluke.

Familiarization

The Fluke Metrology Software database that you have now installed has been pre-loaded with a number of sample assets, and with two users. You can add other assets or users, or you can modify those that have been preloaded.

♦ MET/CAL and 5500/CAL users should go to the *Getting Started Guide* for some practical exercises. The Getting Started Guide helps you learn how the database operates, and guides you through your first calibration using the new system.

♦ MET/TRACK users should begin looking to the Users Guide for assistance in customizing the database and the Manual Entry screen.

Testing

After installing the software, you may want to perform some preliminary testing to see that everything is working properly. Note that, if the licenses were

successfully applied during installation, no further client-to-server testing is needed. However, if your installation was abnormal in any way, you may want to do some confidence testing.

Chapter 7 contains some simple tests you can run to ensure that the database is properly installed and that the Clients are able to access the information it contains.
Chapter 7 also contains some basic troubleshooting information in case you run into any difficulty.

MET/CAL Hardware Installation and Setup
For MET/CAL and 5500/CAL workstations, if the IEEE-488 boards are not yet installed, you may wish to complete the hardware and MET/CAL procedure installation before beginning testing. Instructions for these tasks can be found in the *Getting Started Guide*.

Note Regarding Database Operation:

The database requires a login name and password each time you start a Fluke Metrology Software application. Ordinarily, you must type in a user name and password every time you start one of the applications.

However, all of the Fluke Metrology Software applications include a **Tools** menu that you can use as a quick way to start up a second application. If you do not minimize the first application, just open the Tools menu and select the next program you want to run. You will not be required to provide a login name and password to the second one.

Chapter 4

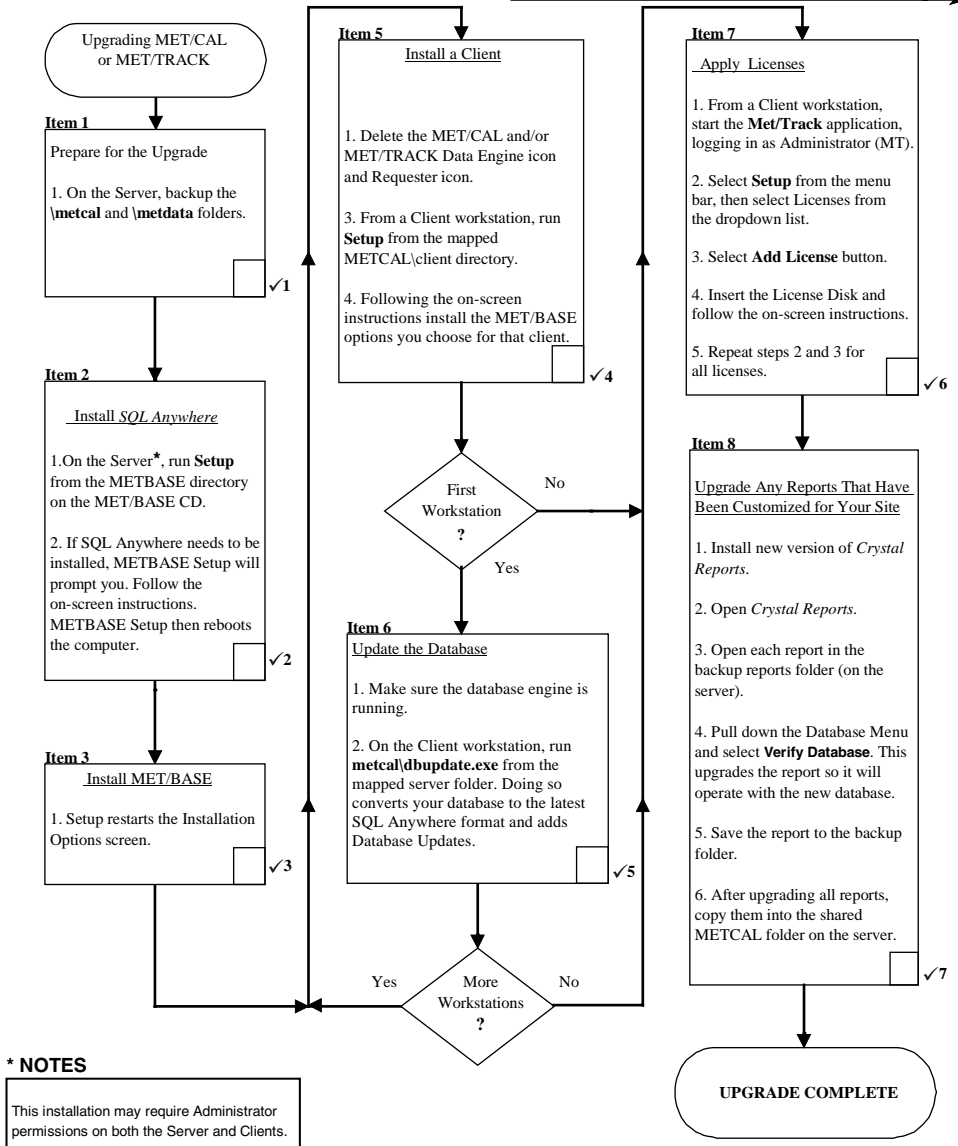# *Upgrading a Networked Site*

Contents	**Page**

Network Upgrade Flowchart

FLOWCHART 4 UPGRADING A NETWORKED DATABASE MODE
MET/CAL 4.2, MET/TRACK 4.x OR MET/BASE 5.x

The chapter text provides important additional details.

```
┌─────────────────────┐
│  Upgrading MET/CAL   │
│    or MET/TRACK      │
└─────────────────────┘
```

Item 1

Prepare for the Upgrade

1. On the Server, backup the **\metcal** and **\metdata** folders.

✓1

Item 2

Install *SQL Anywhere*

1. On the Server*, run **Setup** from the METBASE directory on the MET/BASE CD.

2. If SQL Anywhere needs to be installed, METBASE Setup will prompt you. Follow the on-screen instructions. METBASE Setup then reboots the computer.

✓2

Item 3

Install MET/BASE

1. Setup restarts the Installation Options screen.

✓3

Item 5

Install a Client

1. Delete the MET/CAL and/or MET/TRACK Data Engine icon and Requester icon.

3. From a Client workstation, run **Setup** from the mapped METCAL\client directory.

4. Following the on-screen instructions install the MET/BASE options you choose for that client.

✓4

First Workstation **?**
No →
Yes ↓

Item 6

Update the Database

1. Make sure the database engine is running.

2. On the Client workstation, run **metcal\dbupdate.exe** from the mapped server folder. Doing so converts your database to the latest SQL Anywhere format and adds Database Updates.

✓5

More Workstations **?**
Yes ←
No →

Item 7

Apply Licenses

1. From a Client workstation, start the **Met/Track** application, logging in as Administrator (MT).

2. Select **Setup** from the menu bar, then select Licenses from the dropdown list.

3. Select **Add License** button.

4. Insert the License Disk and follow the on-screen instructions.

5. Repeat steps 2 and 3 for all licenses.

✓6

Item 8

Upgrade Any Reports That Have Been Customized for Your Site

1. Install new version of *Crystal Reports*.

2. Open *Crystal Reports*.

3. Open each report in the backup reports folder (on the server).

4. Pull down the Database Menu and select **Verify Database**. This upgrades the report so it will operate with the new database.

5. Save the report to the backup folder.

6. After upgrading all reports, copy them into the shared METCAL folder on the server.

✓7

```
┌─────────────────────┐
│  UPGRADE COMPLETE    │
└─────────────────────┘
```

* NOTES

This installation may require Administrator permissions on both the Server and Clients.

zt26f.eps

Introduction

This chapter describes how to upgrade an existing networked installation of MET/CAL or MET/TRACK. If you are running both of these programs, you must upgrade the one running in Database Mode first. If both are running in Database Mode, it is only necessary to perform the upgrade one time.

MET/CAL Users

The instructions in this chapter describe how to upgrade from Version 4.2 or later in Database Mode to Version 7.

Installation Procedure: Windows Networking Applications

Refer to Flowchart 4 on the previous page. As you perform each step, place a checkmark ✓ in the box provided for that purpose. Detailed installation instructions follow.

Caution

To avoid locking up your system, make sure all applications are closed during the installation process. This includes the Microsoft Office floating tool bar.

Notes

1. *All instructions in this manual assume you are installing the software from the MET/BASE CD-ROM.*

2. *Also, the instructions in this manual assume that the "file server" and the "data server" are the same computer system.*

Item 1: Prepare for the Upgrade

Prior to performing the upgrade, complete the following preparatory steps at the File Server:

A: Shut Down the Database Engine

The database engine must not be running during the installation. The program files are to be deleted and replaced, and this cannot be done if the Calibration Data Engine is running. It is usually a good idea to stop *__all__* running applications before installing new software.

Note

*If a Windows NT Service Manager is in use for the **mtrack** database, remove it using the Watcom or Sybase Service Manager tools.*

B: Disable File Sharing (if it had been enabled)

If your MET/CAL or MET/TRACK installation had been making use of file sharing, it must be disabled prior to continuing with the installation. This is necessary before you are able to make the backup copies, the next preparatory step.

In the Explorer, right-click the folder name.
From the popup menu, select **Sharing**, then choose the **Not Shared** option.

C: Back up Current Data

Make backup copies of the \METCAL and \METDATA folders.

By making backup copies of these files, you ensure that you can easily revert to your prior operational status in case anything goes wrong during the upgrade process.

Backing up the folders is simple. In Windows Explorer, create a new folder. Copy all the files from the shared \METCAL and \METDATA folders into the new folders.

D: Back up Customized Reports

If you have customized any reports that are in other folders than those you just backed up, make a copy of them into a backup reports folder. By so doing, you make sure that any customized reports can be recovered if something should go wrong during upgrading.

To upgrade the reports, you must first install the new version of *Crystal Reports*.

E: For Upgrades from Version 4.x and 5.x Only, Delete WATCOM, MET/TRACK and MET/CAL Icons and Shortcuts

Version 7.0 includes a new database engine (Sybase *SQL Anywhere Version 8.0*). This program replaces the older Watcom engine used in MET/BASE 4.x. By deleting the older database engine, you prepare the way to install the new program.

Windows NT

- Use the Control Panel's **Add/Remove Program** selection to see if the database engine is registered. If it is listed, use the **Remove Program** selection to delete it. In this way, you delete the program files and Registry entries.

- If the database engine was **not** registered, go to the Explorer and delete the folder (typically at C:\WSQL40).

- Empty the Recycle Bin to make sure that the programs are completely removed from the system.

For all operating systems, the following steps complete the removal:

1. Delete all the icons, shortcuts, and Program Groups (if applicable) associated with your current installation. This includes the Watcom, MET/CAL, and MET/TRACK groups. Do not delete the MET/CAL directory. The information there is still needed until it is brought into the new database.

2. Look in the Startup Group and see if the Data Requester icon is there. If it is, delete it.

When you have finished these steps, you have completed the Preparation for the Upgrade, so check off *Item ✓ 1* on the flowchart at the beginning of this chapter.

Item 2: Install the SQL Anywhere *Database Engine Software*

The second main step in upgrading an existing installation is to install the *SQL Anywhere* software. This installation is done at the File Server.

Caution

SCREEN ILLUSTRATIONS

All the display illustrations in this manual depict a Windows 2000 installation. Some of the actual screens you see on your display may vary slightly from the illustrations.

Note

EXISTING COPIES OF SQL ANYWHERE

After installing this version of SQL Anywhere (version 8.0), you may delete existing SQL Anywhere Version 5.5 if desired. While this is not required for proper operation, it will save disk space.

1. At the Server, load the MET/BASE CD-ROM into a CD drive.

Note

The software installation process described in this chapter may require you to have administrator privileges on the Server as well as on any Client workstations. Ask your network administrator if you are unsure whether you require such permissions.

2. If the install program does not start automatically, browse to the METBASE folder on the CD and run SETUP.EXE to start the application.

3. You will first see a welcome screen.

4. If SQL Anywhere needs to be installed, the system will prompt you, and the following screen appears:
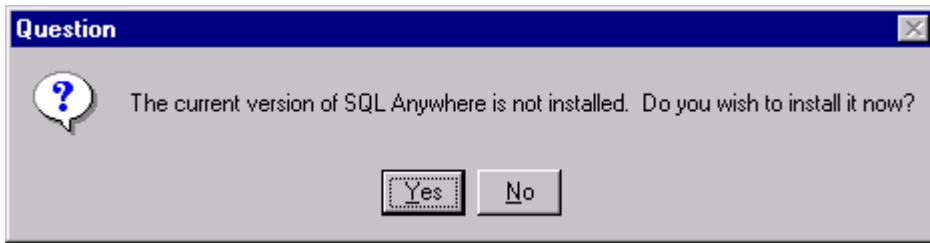
ip201s.bmp

5. You are now asked to select directories for the SQL Anywhere software. A screen similar to the following appears:
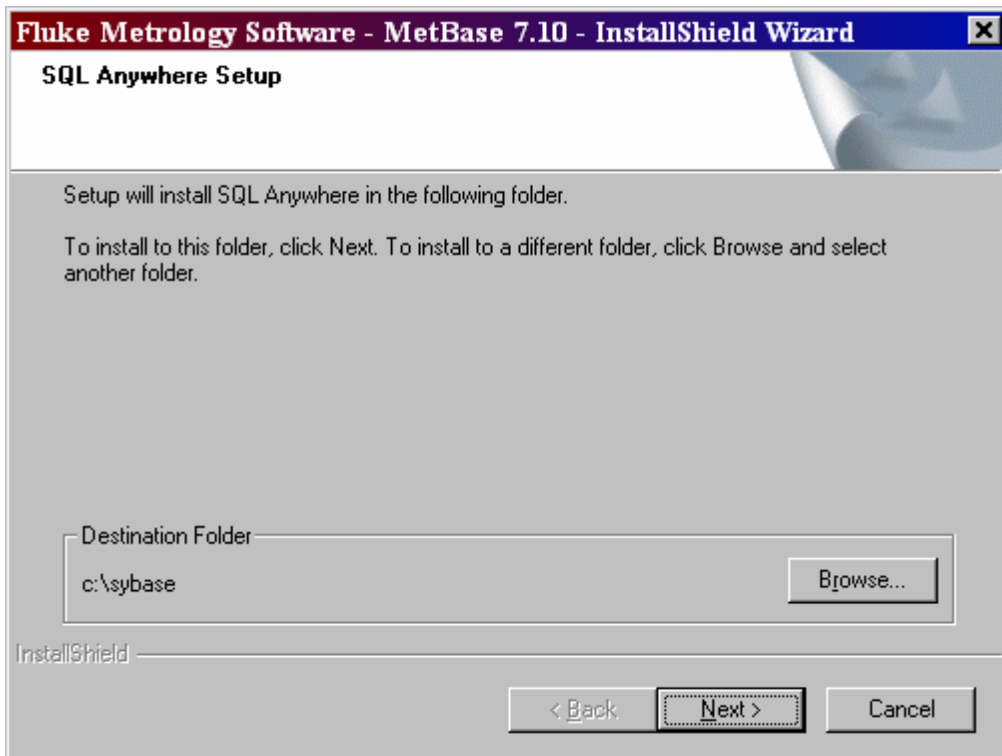
ip202s.bmp

6. Allow the software to install to the suggested directories unless you have an overriding reason to install to other locations.

7. The SQL Anywhere installation program will run silently and may appear dormant for up to ten minutes while SQL Anywhere 8.0 and any post release patches are applied.
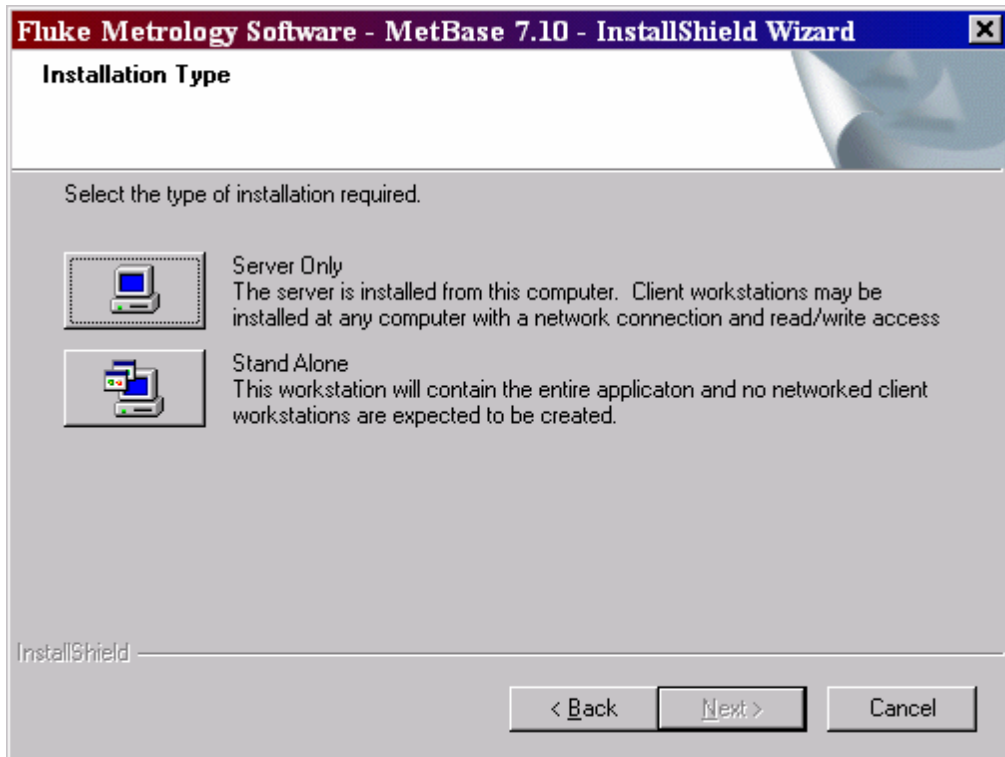
8. You have completed the installation of the *SQL Anywhere* software, so check off *Item* ✓ *2* on the flowchart at the beginning of this chapter.

Item 3: Install the MET/BASE Server Software

Fluke Metrology Software - MetBase 7.10 - InstallShield Wizard

Installation Type

Select the type of installation required.

Server Only
The server is installed from this computer. Client workstations may be installed at any computer with a network connection and read/write access

Stand Alone
This workstation will contain the entire applicaton and no networked client workstations are expected to be created.

InstallShield

< Back   Next >   Cancel

ip205.bmp

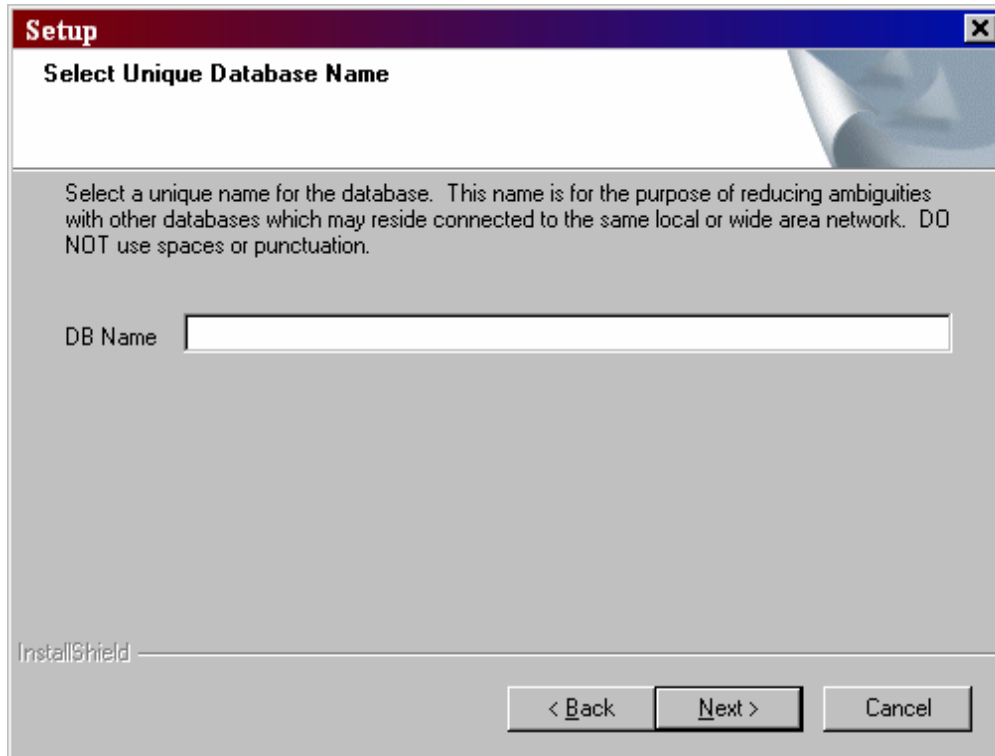1. The setup program resumes. From the Installation Type screen, select **Server Only**.

2. As the installation program proceeds, it presents a number of screens prompting you for folders where you wish to install the software, and to confirm those selections.

   Allow the program to install to the default folders by selecting **OK** or **Next** unless you have an overriding reason for not doing so.

> *Note:*
>
> *If the MET/BASE executables or database already exist on the computer, the installation program will attempt to locate them and install to their directory.*

3. The installation will prompt you to give your database a unique name at the following screen. If a name is filled in, accept the database name offered as default.
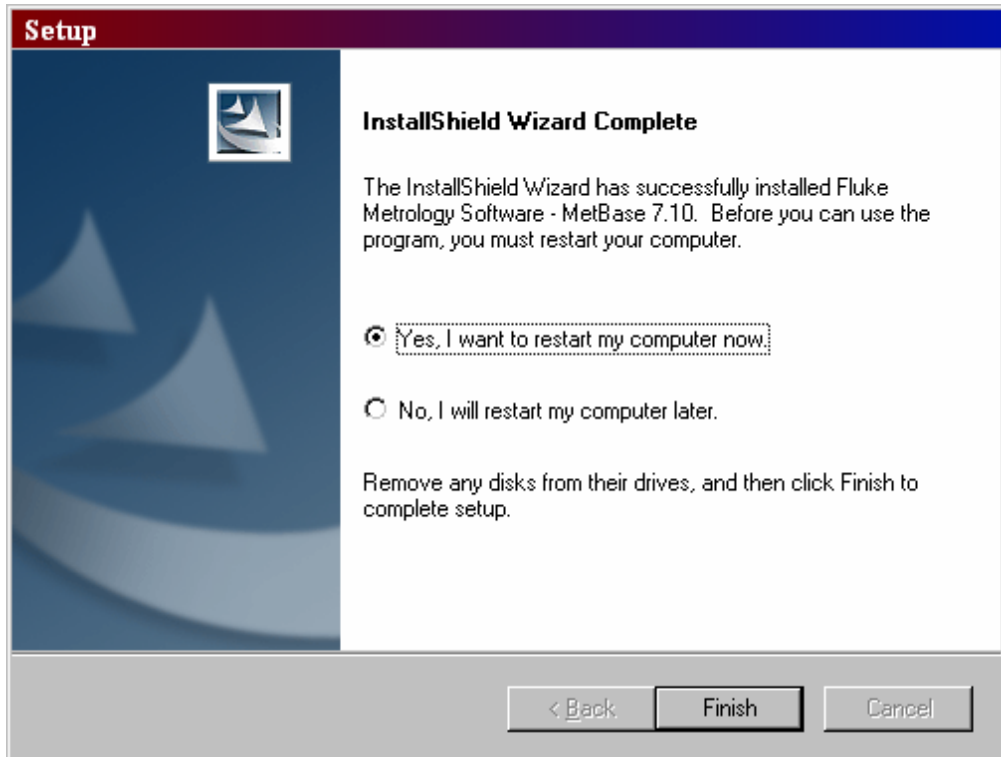
zt16s.bmp

4. When the installation of the Server software has completed, the following screen will display:

Note:
You may be prompted to restart the operating system if required..

zt9a.bmp

5. The installation program has created a new folder called METCAL on the drive you previously specified (C:\METCAL, if you accepted the defaults).

   Note the location if you changed the default, because you will need to know it later during the Client installation.

6. Make the METCAL folder shareable. This is described in the following paragraphs for Windows NT/95/98:

   To make a folder shareable in Windows NT or Windows 95/98, proceed as follows:

   a. In Windows Explorer, browse to the new METCAL folder (default: C:\METCAL).

b. Right click. the folder name.

c. Select **Sharing.** A dialog box similar to the following appears:
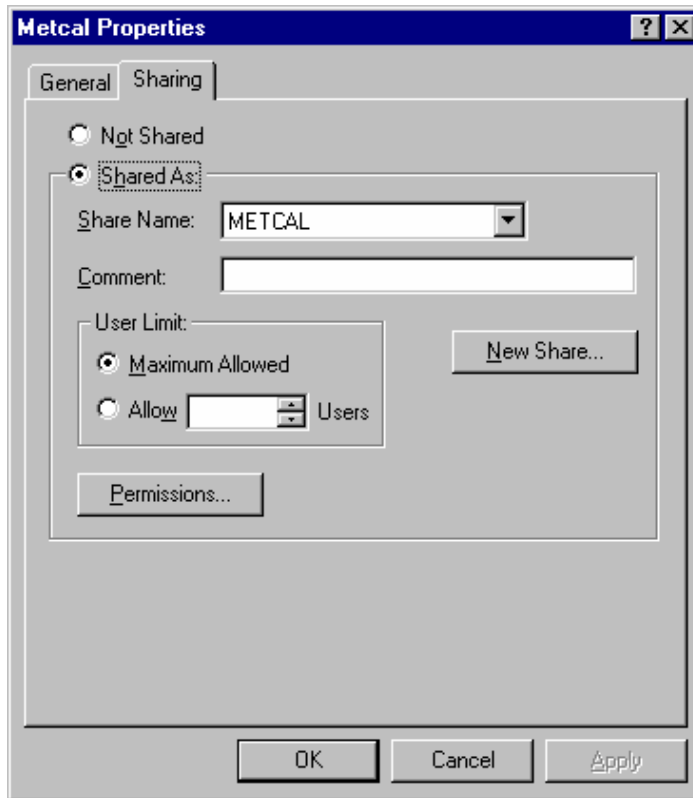
ip207.bmp

d. Choose the selection box **Shared As:** The name of the MET/CAL folder appears in the block labeled Share Name. This allows the folder to be shared using the same directory name as the one you right-clicked.

e. Press **Ok** to make the folder shareable and close the dialog box.

7. Start the Calibration Data Engine. From the **Start** menu, open **Programs**, then **Fluke Metrology Software**. Select **Calibration Data Engine**.

    As the Calibration Data Engine starts, you will see it added to your Windows task bar.

8. Remove the MET/BASE CD from the CD-ROM drive and return it to its case. The CD is not needed again during the MET/BASE installation.

All the software needed for installing clients and licenses has now been installed on the File Server, and the subsequent steps are performed at the Client Workstation.

9. You have completed the installation of the MET/BASE Server software, so check off *Item ✓ 3* in the flowchart at the beginning of this chapter.

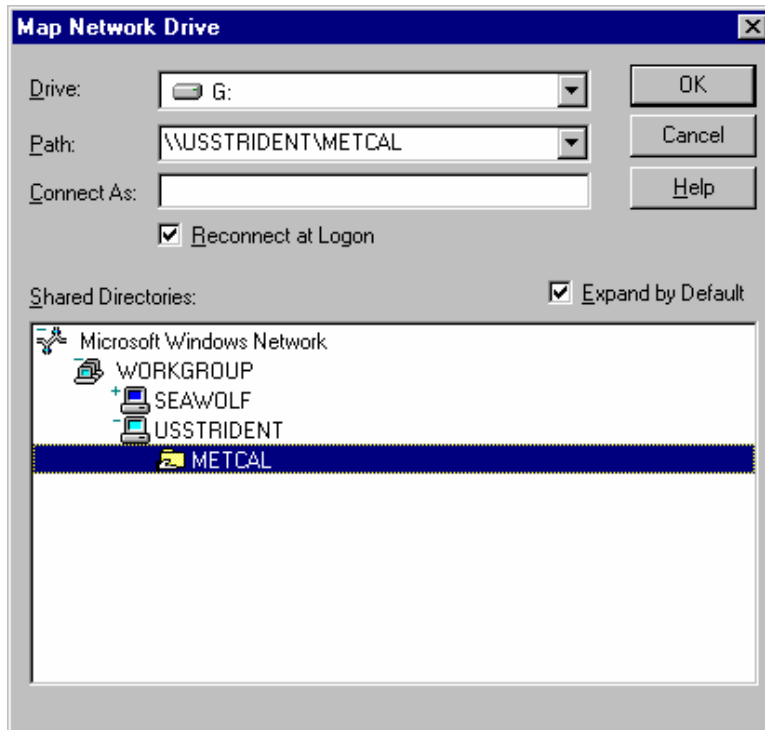### Item 4: Install the MET/BASE Client Software

The Client software is installed at each workstation, and you can install it on any number of workstations.

Visit each workstation and perform the following steps:

1. At the Client workstation, map the shared folder as a network drive.

   This means that the directory you made "shareable" during the installation of the Server software must be "mapped" to a drive letter on each Client workstation so that the files can be shared over the network.

   a. In Windows Explorer, open the Tools Menu, and select **Map Network Drive**. Choose an unused drive letter, then pull down the list under the box labeled **Path:** and select the shared folder. If no folders are visible, double-click the name of the server computer from those that are listed.

   b. When the path to the shared folder is visible in the Path: box, the display should look similar to the following. Click **Ok** to map the drive and close the dialog box.

ip210s.bmp

Note:

Checking on Drive Mapping

If you are unsure whether you have properly shared and mapped the folder, proceed as follows:

Open Windows Explorer. The drive letter you selected in the previous step should appear as one of the drives in the listing.

Try opening the drive. The list of files on the server should be visible.

*If the drive letter does not appear, or if no files appear in the listing, the folder is not being shared. **Be sure** the folder has been shared at the file server and that it is mapped at the client before continuing.*

2. Open Explorer if you haven't already done so, and browse to the shared directory (the one you just mapped).

3. Run **SETUP.EXE** from the Client sub-folder in the MET/BASE share executable folder. You will find it by following the path **metcal\client\setup.exe**.

4. Follow the prompts as the installation program displays them on the screen. Allow the software to install to the default folders by selecting **OK** or **Next** unless you have an overriding reason for not doing so.

5. At the language prompt, double-click the appropriate language.

6. The following options screen presents the available choices. Select the options you wish to install on this workstation.
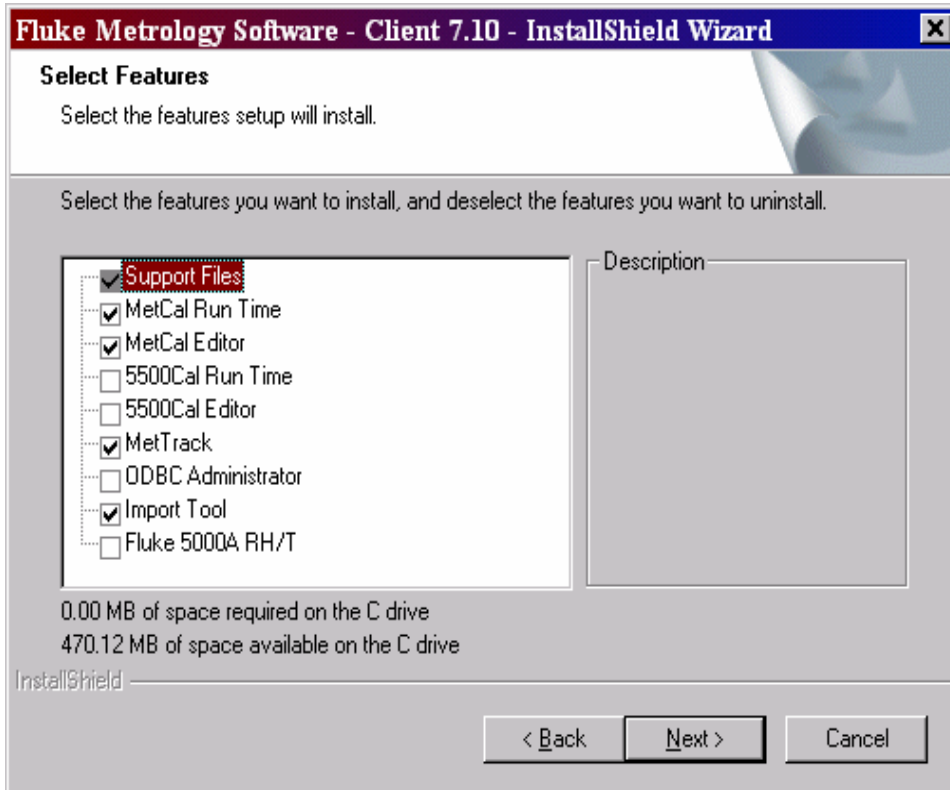
zt8a.bmps

Note

On each workstation, you can install all of the application icons, or you can install some subset of them. The option selection screen lets you specify which particular applications you want to run on each workstation.

You should only check those boxes that match the licenses you have purchased. While this dialog box permits you to check any or all of the boxes, only those applications for which you apply licenses (Step 4, upcoming) will operate, regardless of which boxes you checked.

> *Be sure to install the METTRACK application on at least one client. METTRACK is the program that you must run later to apply licenses. This is done after all software is installed.*

7. When you have selected all the programs you wish to install on the workstation, press **Next** to close the dialog box and begin installation from the server.

8. After installing the client files and shortcuts, the installation program will install the latest version of MDAC tools on the system. This may take up to ten minutes during which time the system may appear dormant except for hard drive activity.

9. When the installation program completes, it displays a dialog box similar to the following:

```
Fluke Metrology Software - Client 7.10 - InstallShield Wizard

                    Maintenance Complete

                    InstallShield Wizard has finished performing maintenance
                    operations on Fluke Metrology Software - Client 7.10.




                              < Back     [  Finish  ]     Cancel
```
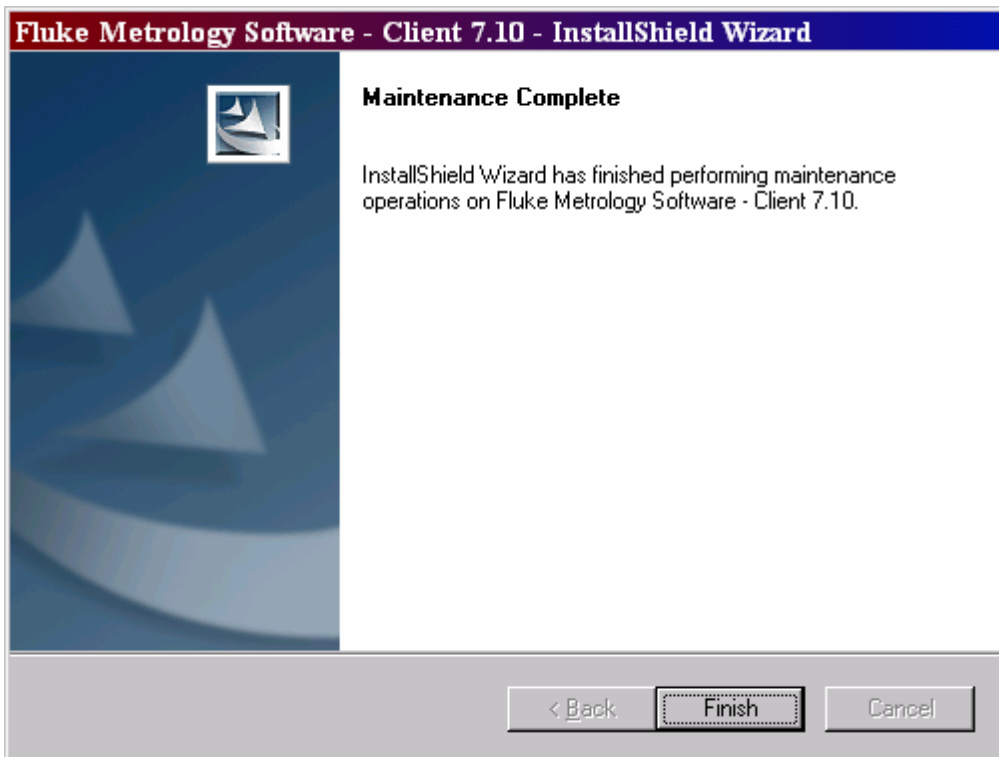
zt4a.bmp

10. This dialog box signifies that you have completed the installation of the MET/BASE Client software on one Client workstation. Click **Finish** to complete the setup.

Visit each of the Clients and go through the same Client software installation steps you just completed, again selecting which options you want to be available on that client.

11. After installing the Client software on all the workstations, check off *Item ✓5* in the flowchart at the beginning of this chapter.

Item 5: Update the Database

The following procedure applies to users performing an upgrade installation on a network from version 4.0 or later.

Note

The DBUPDATE.EXE application must be executed from the server or from a stand-alone workstation.

The application must have access to Sybase SQL Anywhere Server applications as well as the actual database files. If the server computer does not have any client applications installed, use the client installation setup program, which exists, in the CLIENT sub-folder of the MET/BASE shared executable directory.

1. Run SETUP.EXE from this directory. You may install any client application. This will set up the ODBC data source on the server and enable the DBUPDATE.EXE application to login to the database.

2. Ensure that the Calibration Data Engine has been started.

3. Execute DBUPDATE.EXE

4. Follow DBUPDATE instructions carefully. Many of the instructions on the screen require specific user actions or the update may abort.

5. Locate and run the program DBUPDATE.EXE.

6. Login is as the MT user, with the password MT, or with your password if you are upgrading an existing system.

7. Follow the on-screen instructions as they appear.

8. If there are more workstations to update, return to "Item 5: Install a Client" to continue.

9. If you desire, the Fluke Metrology Software – Client Uninstall program may be run from the system Control Panel to remove the client functions from the server machine without affecting the operation of the server.

10. If this is the last (or only) workstation you are upgrading, check off *Item ✓6* on the flowchart at the beginning of this chapter, and continue to the next item to apply the licenses.

Item 6: Apply Licenses

Applying licenses can be performed at any of the Client workstations. The floating licenses are maintained by the data server. They are not tied to a particular workstation, so you can apply all the licenses at one workstation.

Since the database keeps track of which licenses are available, any of the Clients can run the applications, so long as a license is available.

1. Ensure that the Calibration Data Engine has been started and is currently running on the computer where the server software was installed. If the Calibration Data Engine is not running, start it now.

   You can tell if the Calibration Data Engine is started by looking at the screen on the server. You should see either the connection messages window or the MTRACK icon.

2. From the Fluke Metrology Software program group, start the METTRACK application. Log in as an administrator (Login name "MT", Password "MT").

3. When METTRACK starts, elect **Setup** from the menu bar.

4. Select **Licenses** from the Setup dropdown list.

5. Select the **Add License** button from the dialog box. .

6. Follow the on-screen instructions. When you are asked to insert the License Disk, insert it and continue to follow the on-screen instructions.

   A display indicates that you have successfully completed the application of one license.

7. To apply other licenses, again open the **Security** menu and select **Add License**.

8. As with the first license, follow the on-screen instructions and insert the License Disk when the program requests it. Once you have applied all the licenses, check off *Item* ✓ *7* in the flowchart at the beginning of this chapter.

Item 7: Upgrade Customized Reports (If Necessary)

The last step in the upgrade process involves upgrading any customized reports, so that they can take advantage of the new database fields that have been added when you upgraded the Calibration Data Engine. The upgrading can be done on any Workstation where you have installed the new version of *Crystal Reports*.

1. On one of the Client Workstations, install the new version of *Crystal Reports*.

   - If you **have not** customized any reports, skip the remainder of the steps in this Item.

   - If you **have** customized any reports, start up *Crystal Reports* at any Client workstation where it is available.

2. Under the **File** menu, select **Open**, then browse to the backup reports folder that you created in Item 1 (Prepare for the Upgrade). You will need to open each of the reports that you have customized.

3. Pull down the **Database** menu and select **Verify Database**. *Crystal Reports* checks the report against the database and makes any needed changes to the report.

    When the Verify Database operation completes, *Crystal Reports* displays a message reading, "The Database is up to date."

4. Save the report back out to the backup folder and close the report.

5. Repeat this process, opening each report in your backup folder, and verifying it.

6. After you have upgraded all the reports, copy them from the backup folder into the shared METCAL folder on the server.

7. This completes the upgrading of your reports, so check off *Item ✓ 8* on the flowchart at the beginning of this chapter.

What to Do Next

Completion of all seven items on the flowchart at the beginning of this chapter signifies the conclusion of the upgrading process. At this point, there are several directions you might go, depending on your own objectives and needs.

Converting Codepage and Collation
To use a character set other than US/Western European (1252 Latin1), run the Collation-Converter .EXE to change the collation and character set of the database.

Data Migration
If you were also running one of the following, your next step should be to migrate that data into the database:

- DOS version of MET/TRACK (Version 3.x)

- MET/CAL (Version 2.x or 3.x)

- MET/CAL Version 4.x or 5.x in Legacy Mode.

Consult MET/SUPPORT.

Testing
After installing the software, you may want to perform some testing to see that everything is working properly. Note that if the licenses were successfully applied during installation, no further client-to-server testing is needed; however, if your installation was abnormal in any way, you may want to do some confidence tests.

Chapter 7 contains some simple tests that you can run to ensure that the database is properly installed and that the Clients are able to access it. Chapter 7 also contains some basic troubleshooting information in case you should run into any difficulty.

MET/CAL Hardware Installation and Setup
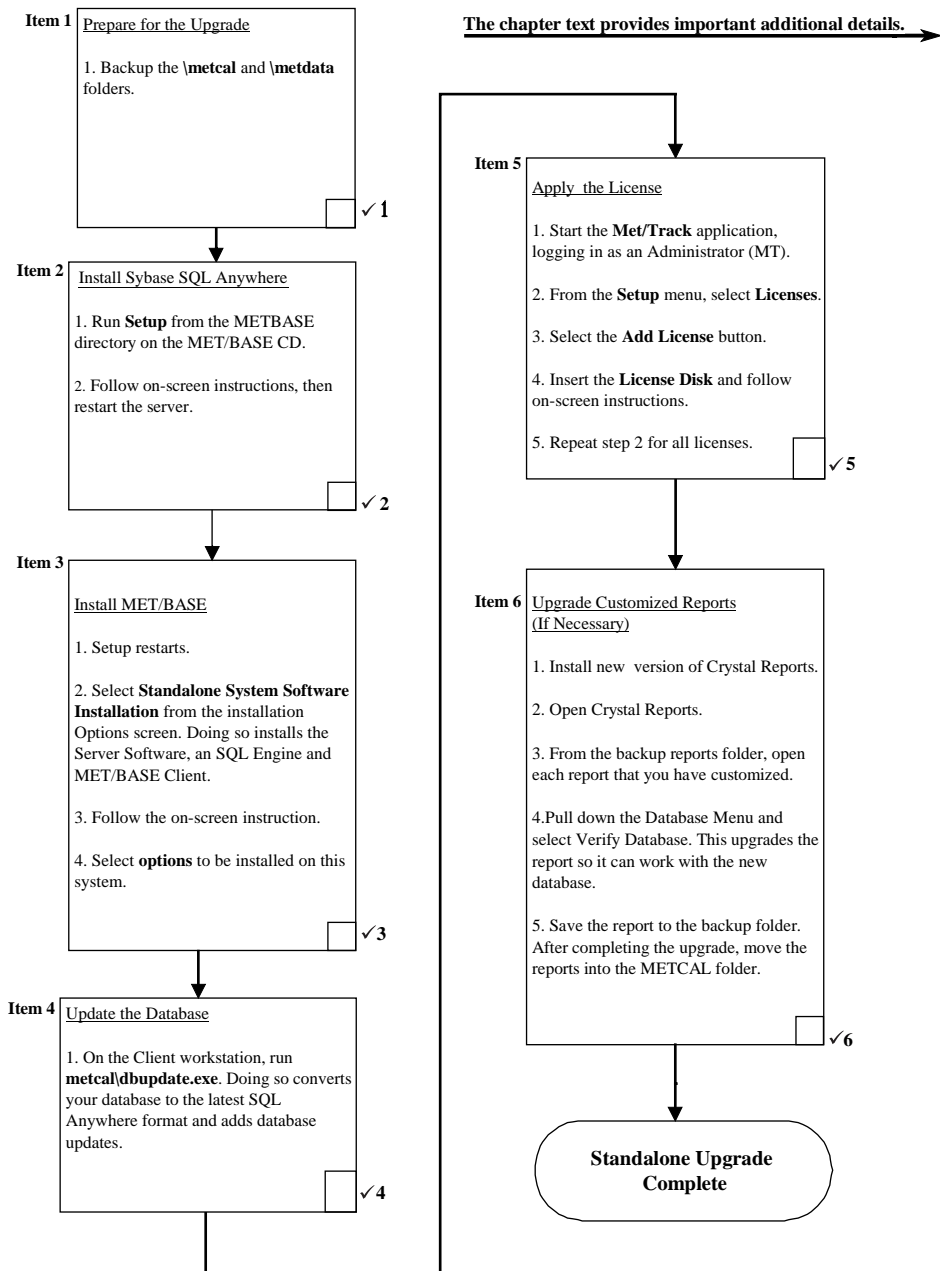For MET/CAL and 5500/CAL workstations, if the IEEE-488 boards are not yet installed, you may wish to complete the hardware and MET/CAL procedure installation before beginning testing. Instructions for these tasks can be found in the *Getting Started Guide*.

Chapter 5
Upgrading a Standalone Workstation

Contents   **Page**

Standalone Database Mode Upgrade Flowchart

Item 1

Prepare for the Upgrade

1. Backup the **\metcal** and **\metdata** folders.

✓ **1**

The chapter text provides important additional details. ➤

Item 2

Install Sybase SQL Anywhere

1. Run **Setup** from the METBASE directory on the MET/BASE CD.

2. Follow on-screen instructions, then restart the server.

✓ **2**

Item 3

Install MET/BASE

1. Setup restarts.

2. Select **Standalone System Software Installation** from the installation Options screen. Doing so installs the Server Software, an SQL Engine and MET/BASE Client.

3. Follow the on-screen instruction.

4. Select **options** to be installed on this system.

✓**3**

Item 4

Update the Database

1. On the Client workstation, run **metcal\dbupdate.exe**. Doing so converts your database to the latest SQL Anywhere format and adds database updates.

✓ **4**

Item 5

Apply the License

1. Start the **Met/Track** application, logging in as an Administrator (MT).

2. From the **Setup** menu, select **Licenses**.

3. Select the **Add License** button.

4. Insert the **License Disk** and follow on-screen instructions.

5. Repeat step 2 for all licenses.

✓ **5**

Item 6

Upgrade Customized Reports
(If Necessary)

1. Install new version of Crystal Reports.

2. Open Crystal Reports.

3. From the backup reports folder, open each report that you have customized.

4.Pull down the Database Menu and select Verify Database. This upgrades the report so it can work with the new database.

5. Save the report to the backup folder. After completing the upgrade, move the reports into the METCAL folder.

✓**6**

```
Standalone Upgrade
Complete
```

zt27f.eps

Introduction

This chapter describes how to upgrade a standalone installation of MET/CAL or
MET/TRACK. If you are running both of these programs, you must upgrade the
one running in Database Mode first. If both are running in Database Mode, it
doesn't matter which you upgrade first.

MET/CAL Users

*The instructions in this chapter describe how to upgrade from
Version 4.2 or later in Database.*

Installation Procedure: Windows Standalone Applications

Refer to Flowchart 5 on the previous page. As you perform each step, place a
checkmark ✓ in the box provided for that purpose. Detailed installation
instructions follow.

Note

*All instructions in this manual assume you are installing the
software from the MET/BASE CD-ROM.*

Item 1: Prepare for the Upgrade

Prior to performing the upgrade, complete the following preparatory steps:

A: Shut down the Calibration Data Engine and Data Requester

The Calibration Data Engine must not be running during the installation. The
program files are to be deleted and replaced, and this cannot be done if the
Calibration Data Engine is running. It is usually a good idea to stop *all* running
applications before installing new software.

B: Back up Current Data

Make backup copies of the \METCAL and \METDATA folders.

By making backup copies of these files, you ensure that you can easily revert to
your prior operational status in case anything goes wrong during the upgrade
process.

Backing up the folders is simple. In Windows 2000, Windows NT, or Windows
XP Explorer, create a new folder. Copy all the files from the \METCAL and
\METDATA folders into the new folder.

C: Back up Customized Reports

If you have customized any reports that are in other folders than those you just backed up, make a copy of them into a backup reports folder. By so doing, you make sure that any customized reports can be recovered if something should go wrong during upgrading.

To upgrade the reports, you must first install the new version of *Crystal Reports*.

D: For Upgrades from Version 4.x and 5.x Only, Delete WATCOM Folder and MET/TRACK or MET/CAL Icons and Shortcuts

Version 7.0 includes a new database engine (Sybase *SQL Anywhere Version 8.0*). This program replaces the older Watcom engine used in MET/BASE 4.x. By deleting the older database engine, you prepare the way to install the new program.

- Use the Control Panel's **Add/Remove Program** selection to see if the database engine is registered. If it is listed, use the **Remove Program** selection to delete it. In this way, you delete the program files and Registry entries.

- If the database engine was **not** registered, go to the Explorer and delete the folder (typically at C:\WSQL40).

- Empty the Recycle Bin to make sure that the programs are completely removed from the system

The following steps complete the removal:

1. Delete all the Program Groups and icons associated with your current installation. This includes the Watcom, MET/CAL and MET/TRACK Groups. Do not delete your existing MET/CAL or METRACK files or their folders!

2. Look in the Startup Group and see if the Data Requester icon is there. If it is, delete it.

When you have finished these steps, you have completed the Preparation for the Upgrade, so check off *Item 1*✓ on the flowchart at the beginning of this chapter.

Item 2: Install SQL Anywhere

The second main step in upgrading an existing installation is to install the SQL Anywhere software.

Caution

SCREEN ILLUSTRATIONS

All the display illustrations in this manual depict a Windows 2000 installation. Some of the actual screens you see on your display may vary slightly from the illustrations.

Note

EXISTING COPIES OF SQL ANYWHERE

After installing this version of SQL Anywhere (version 8.0), you may delete existing SQL Anywhere Version 5.5 if desired. While this is not required for proper operation, it will save disk space.

1. At the File Server, load the MET/BASE CD-ROM into a CD drive.
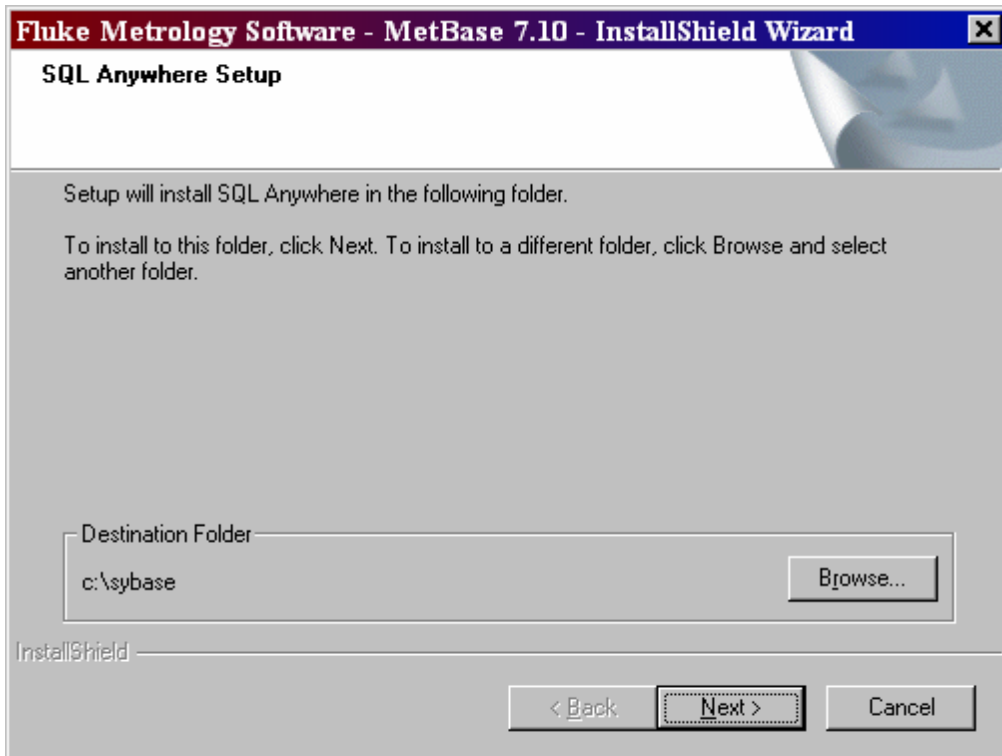
Note for Windows NT Users

The software installation process described in this chapter may require you to have administrator privileges on the server as well as on any client workstations. Ask your network administrator if you are unsure whether you require such permissions.

2. If the installation program does not start automatically, browse to the METBASE folder on the CD and run SETUP.EXE.

3. You will first see a welcome screen.

4. If SQL Anywhere needs to be installed, the system will prompt you and the following screen appears:
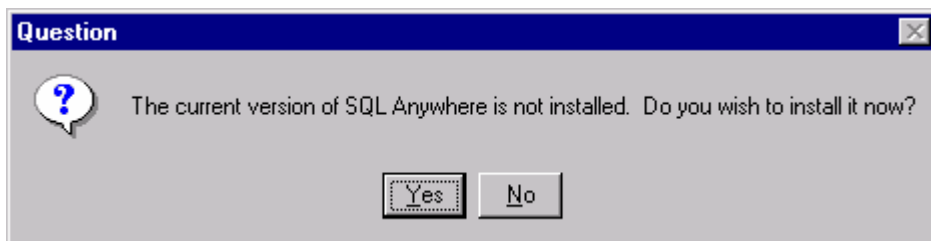
ip201s.bmp

5. Next, you are asked to select directories for the SQL Anywhere software. A screen similar to the following appears:
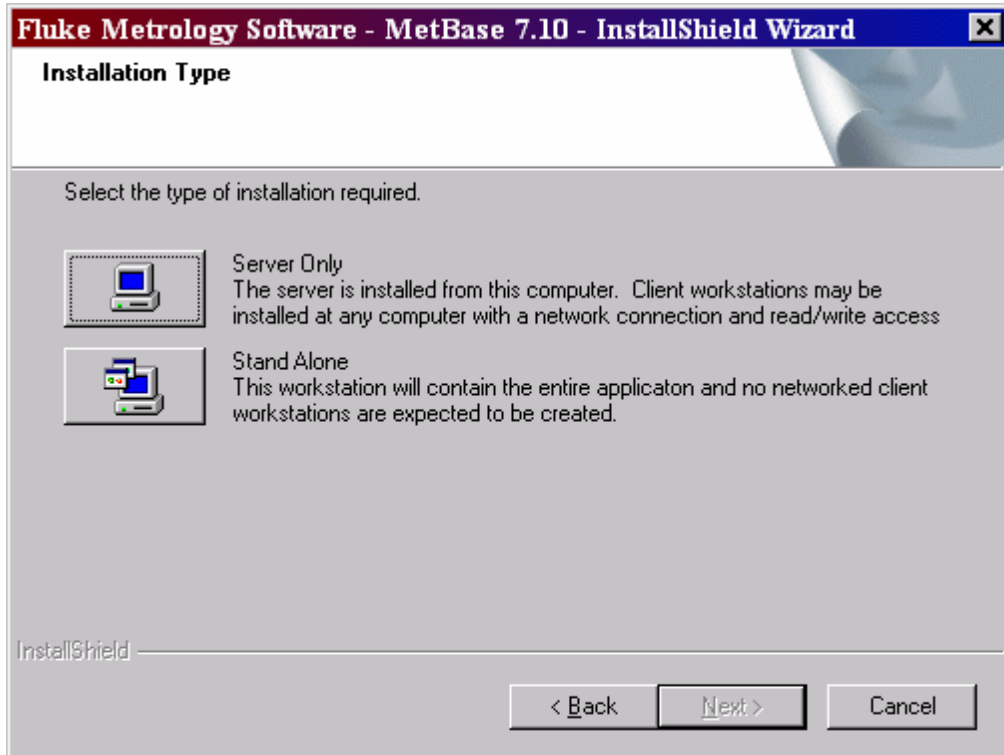
ip202s.bmp

6. Allow the software to install to the suggested directories unless you have an overriding reason to install to other locations.

7. The SQL Anywhere installation program will run silently and the program may appear dormant for up to ten minutes while SQL Anywhere 8.0 and any post release patches are applied.

8. You have completed the installation of the *SQL Anywhere* software, so check off *Item 2*✓ on the flowchart at the beginning of this chapter.

Item 3: Install the MET/BASE Software

1. The SETUP program resumes. From the Installation Type screen, select
   Stand Alone.

Fluke Metrology Software - MetBase 7.10 - InstallShield Wizard

Installation Type

Select the type of installation required.

Server Only
The server is installed from this computer. Client workstations may be
installed at any computer with a network connection and read/write access

Stand Alone
This workstation will contain the entire applicaton and no networked client
workstations are expected to be created.

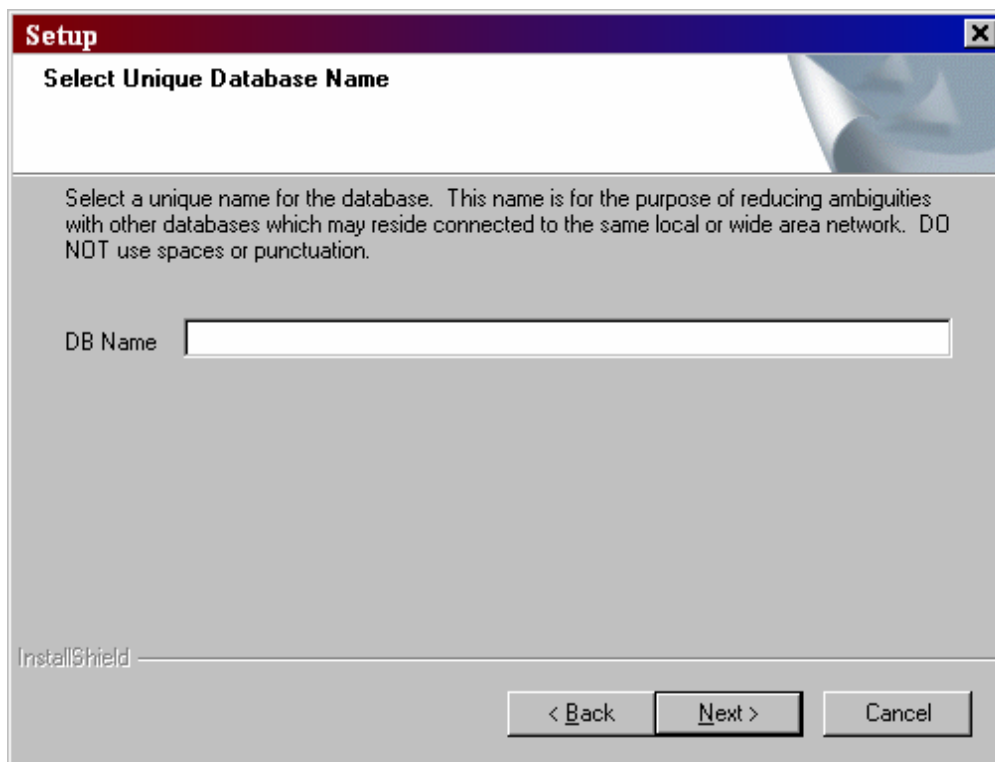InstallShield

< Back   Next >   Cancel

zt6a.bmp

2. Follow the prompts. Allow the software to install to the default folders by
   selecting **OK** or **Next** unless you have an overriding reason for not doing so.

Note:

*If the MET/BASE executables or database already exist on the
computer, the installation program will attempt to locate them and
install to their directory.*

3. The installation will prompt you to give your database a unique name at the following screen. If a name is filled in, accept the database name offered as default.
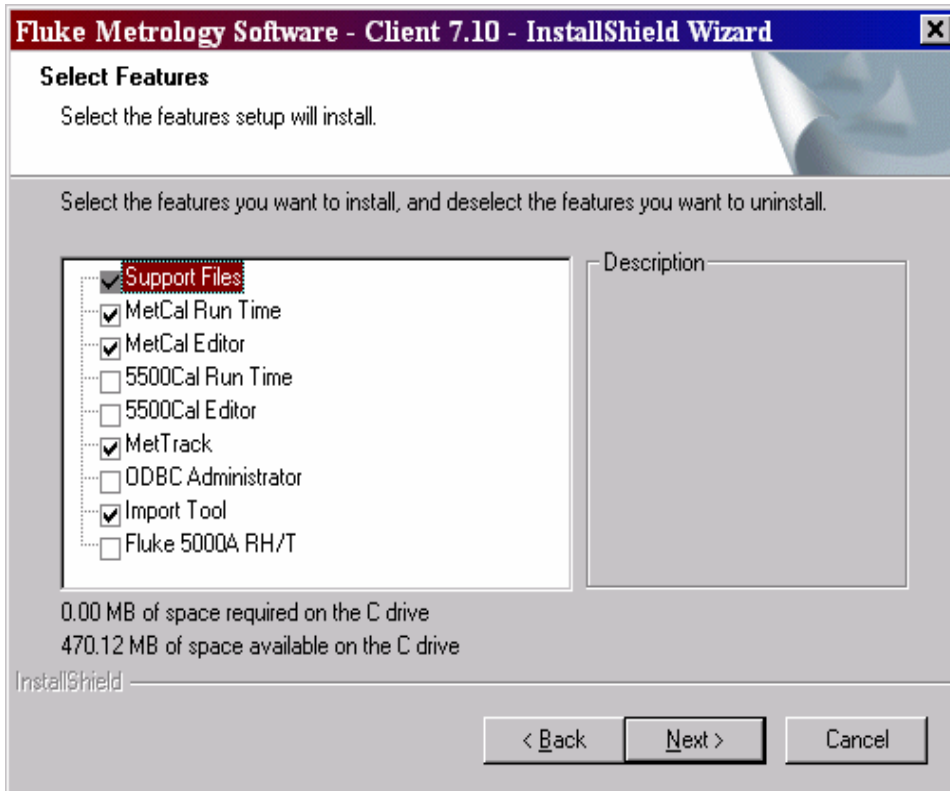
Setup ✕

Select Unique Database Name

Select a unique name for the database. This name is for the purpose of reducing ambiguities with other databases which may reside connected to the same local or wide area network. DO NOT use spaces or punctuation.

DB Name [   ]

InstallShield ————————————————————————————————

[< Back]   [Next >]   [Cancel]

zt16s.bmp

4. As you follow the prompts, allow the software to install to the default folders unless you have an overriding reason for not doing so. If you choose other folders, be sure to document your choices for later reference.

5. At the language prompt, select the appropriate language.

Note

On each workstation, you can install all of the application icons, or you can install some subset of them. The option selection screen lets you specify which particular applications you want to run on each workstation.

You should only check those boxes that match the licenses you have purchased. While this dialog box permits you to check any or all of the boxes, only those applications for which you apply licenses will operate, regardless of which boxes you checked.

Be sure to install the METTTRACK application, because in a later step after all the software is installed, you will run METTRACK to apply licenses.

Fluke Metrology Software - Client 7.10 - InstallShield Wizard

Select Features

Select the features setup will install.

Select the features you want to install, and deselect the features you want to uninstall.

- ☑ Support Files
- ☑ MetCal Run Time
- ☑ MetCal Editor
- ☐ 5500Cal Run Time
- ☐ 5500Cal Editor
- ☑ MetTrack
- ☐ ODBC Administrator
- ☑ Import Tool
- ☐ Fluke 5000A RH/T

Description

0.00 MB of space required on the C drive
470.12 MB of space available on the C drive

InstallShield

< Back   Next >   Cancel

zt8a.bmp

6. The installation program presents a dialog requesting the applications for which shortcuts are to be created. Select the options you wish to install on this workstation. You can select one of the typical groups in the upper right corner, then add others individually by checking them off on the list on the left.

7. After installing the client files and shortcuts, the installation program will install the latest Version of MDAC tools on the system. This may take up to ten minutes during which time the system may appear dormant except for hard drive activity.

8. When the installation program completes, it displays a dialog box similar to the following:
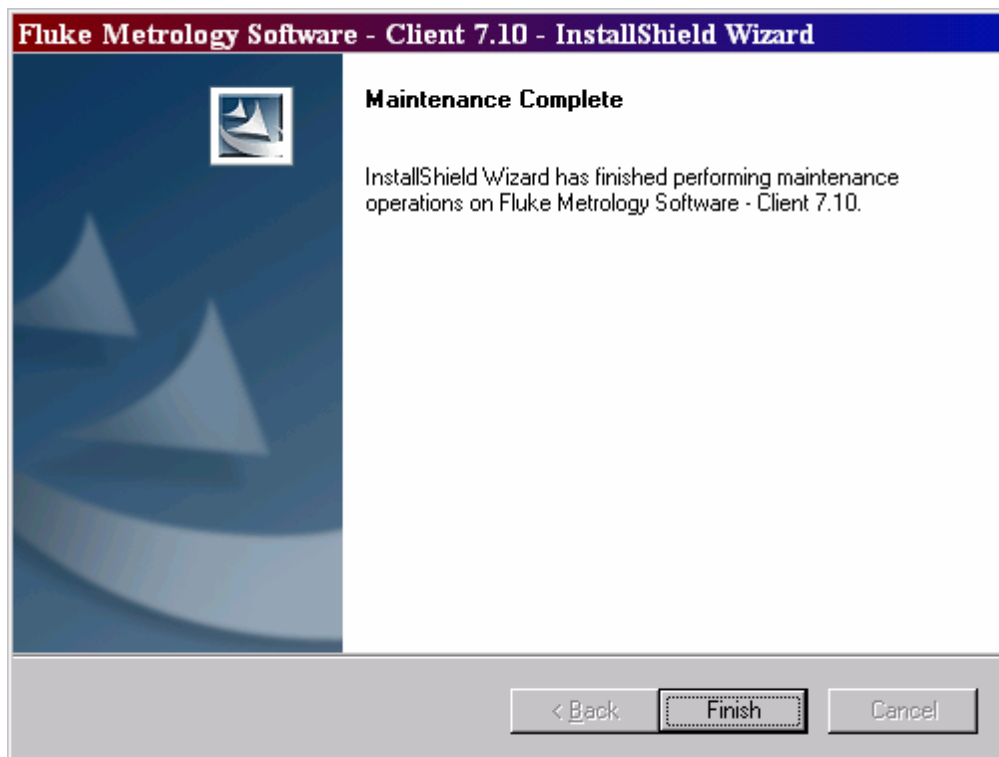
zt4a.bmp

9. Click Finish to complete your installation and reboot your computer. Remove the METBASE CD from the CD-ROM drive. All the software needed to continue the upgrade has now been installed.

10. You have completed the installation of the MET/BASE software, so check off *Item 3*✓ in the flowchart at the beginning of this chapter.

Item 4: Update the Database

To update the database, proceed as follows:

1. Ensure that the Calibration Data Engine has been started and is currently running on the computer where the server software was installed. If the Calibration Data Engine is not running, start it.

   You can tell if the Calibration Data Engine is started by looking at the screen on the server. You should see either the connection messages window or the MTRACK icon.

2. In the Explorer, browse to the shared METCAL folder on the File Server. This is the folder where you installed the MET/BASE software in a previous item. Depending on how the folder is mounted from the client, it may appear simply as a drive letter; the name METCAL may not appear.

3. Locate and run the program DBUPDATE.EXE.

4. Login is as the MT user, with the password MT, or with your password if you are upgrading an existing system.

5. Login is as the MT user, with the password MT, or with your password if you are upgrading an existing system.

6. Follow the on-screen instructions as they appear.

7. Check off *Item* ✓ *6* on the flowchart at the beginning of this chapter, and continue to the next item to apply the licenses.

Item 5: Apply Licenses

Proceed as follows to install the licenses you have purchased:

1. Ensure that the Calibration Data Engine has been started and is running. If not, start it now.

2. From the Fluke Metrology Software group, start the DBSETUP application.

   Login as administrator (use MT as the user name, and MT as the password).

3. When DB Setup starts, select Setup from the menu bar, then select **Licenses** from the Security dropdown list.

4. Select **Add License** from dialog box.

5. Insert the license disk and follow the on-screen directions.

6. If you have several licenses to install, choose **Add License** again.

7. When you have installed all the licenses you purchased, check off *Item* ✓5 on the flowchart at the beginning of this chapter.

Item 6: Upgrade Customized Reports (if Necessary)

The last step in the upgrade process involves upgrading any customized reports, so that they can take advantage of the new database fields that have been added when you upgraded from the Watcom database engine to *SQL Anywhere*. You must have *Crystal Reports* installed in order to do the report upgrading.

1. Install the new version of *Crystal Reports*.

2. Start up *Crystal Reports*.

3. Under the **File** menu, select **Open**, then browse to the backup reports folder that you created in Item 1 (Prepare for the Upgrade). You will need to open each of the reports that you have customized.

4. Pull down the **Database** menu and select **Verify Database**. *Crystal Report*s checks the report against the database and asks you to approve any needed changes to the report.

5. The system will prompt you to enter a Data Source, Server Name, User ID and Password. As shipped, the user name is "FLUKE" and the password is "FLUKE." These may be changed when you are familiar enough with the software to perform those tasks.

6. When the Verify Database operation completes, *Crystal Reports* returns to the edit screen. After all the needed changes have been identified and acted upon, run Verify Database one more time. If the report is now in synchronization with the database, *Crystal* displays a message reading, "The Database is up to date."

7. Save the report back out to the backup folder and close the report.

8. Repeat this process, opening each report in your backup folder, and verifying it.

9. After you have upgraded all the reports, copy them from the backup folder into the METCAL folder.

10. This completes the upgrading of your reports, so check off *Item* ✓7 on the flowchart at the beginning of this chapter.

What to Do Next

Completion of all the items on the flowchart at the beginning of this chapter signifies the conclusion of the upgrading process. At this point, there are several directions you might go, depending on your own objectives and needs.

Converting Codepage and Collation

To use a character set other than US/Western European (1252 Latin1), run the Collation-Converter .EXE to change the collation and character set of the database.

Data Migration

If you were also running one of the following, the next step should be to migrate that data into the database:

- DOS version of MET/TRACK (Version 3.x)

- MET/CAL (Version 2.x or 3.x)

- MET/CAL Version 4.x or 5.x in Legacy Mode.

Consult MET/SUPPORT.

Testing

After installing the software, you may want to perform some preliminary testing to see that everything is working properly. Note that if the licenses were successfully applied during installation, no further client-to-server testing is needed; however, if your installation was abnormal in any way, you may want to do some confidence testing

Chapter 7 contains some simple tests that you can run to ensure that the database is properly installed and that the Clients are able to access the information it contains.

Chapter 7 also contains some basic troubleshooting information in case you should run into any difficulty.

MET/CAL Hardware Installation and Setup

For MET/CAL and 5500/CAL workstations, if the IEEE-488 boards are not yet installed, you may wish to complete the hardware and MET/CAL procedure installation before beginning testing. Instructions for these tasks can be found in the *Getting Started Guide*.

Contents   **Page**

Introduction

This chapter provides some basic testing procedures to run after installation is complete.

- Do not begin testing until the software installation is complete. This includes the migration of existing data into the database. If you are not sure whether you have completed the installation process, review the flow diagrams at the beginning of all the preceding chapters in this manual before you begin testing.

- For MET/CAL workstations, you may wish to delay testing until you have completed the procedure installation. Refer to the *Getting Started Guide* for details.

This chapter is divided into three main sections, covering the first time startup of a standalone system, first time startup of a networked system, and finally, some network troubleshooting hints if a network installation does not seem to be working properly.

Other problems should be addressed to the Fluke MET/SUPPORT team. Phone numbers for contacting us can be found in Appendix A.

Starting a Standalone Installation for the First Time

The installation process has installed a database ready for your entries. It has been pre-loaded with a few records for you to practice with. Later on, you can easily delete these practice records.

It is a good idea to do a few tests to be sure that the Calibration Data Engine starts properly, and that a client application can properly connect to the data source. A simple test such as the one described next verifies successful database installation.

Use the following procedure to test for correct operation of the database. If you do not get the results described here, it is possible that the database or some of the software did not install correctly.

1. In the Fluke Metrology Software Program group, start the program labeled **Calibration Data Engine**. As you start the data engine, you will see it added to your Windows task bar.

2. Start the MetTrack application (also in the Fluke Metrology Software Program Group).

3. As part of its startup, the MetTrack application requires that you login to the database. Refer to the following illustration.


ip701s.bmp

4. Log in using **fluke** as the user ID and **fluke** as the password, then click **OK**. Do not make entries in the other fields.

5. When the MetTrack starts, select **Search Engine** from the **Seach** Menu**.**

6. Refer to the next illustration and enter a **?** in the Asset Number field. The question mark character is the wild-card. It should match all the assets in the database. Select the **Enter Key** and you should find assets.
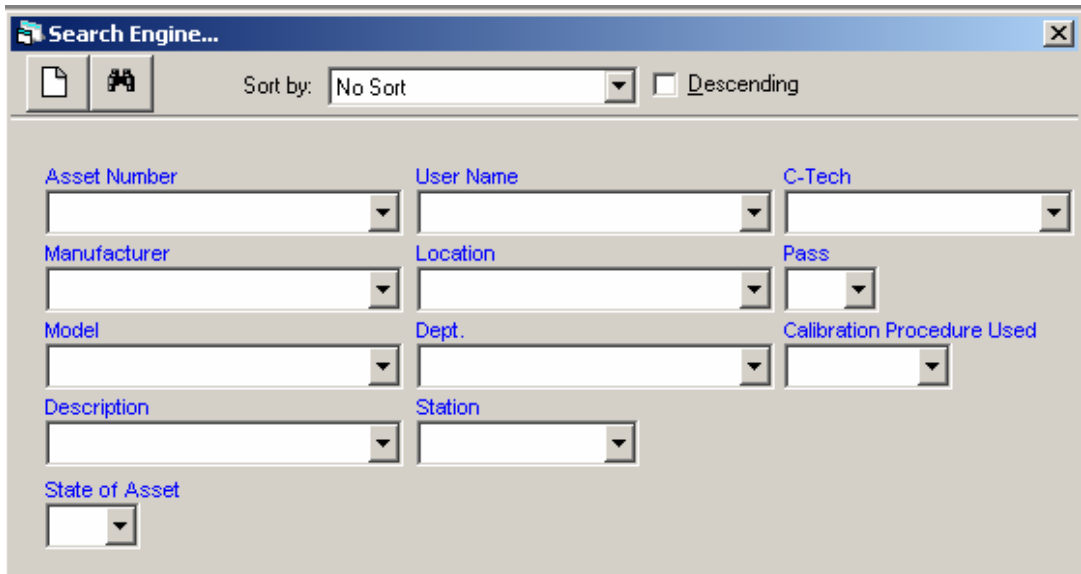
zt17s.bmp

When you use the MetTrack application to perform a Search, the wildcard character **?** matches all the assets in the database. When you press the Search button, you should see the first sample asset. The Browse Dialog should appear similar to the following illustration.

Note that the data on the left side of the screen is commonly referred to as "core data". The data on the left is referred to as "detailed data". There are tabs displayed for each of the tables the individual laboratory selects to present the data to meet specific needs. The various tables typically displayed are Inventory, Calibration, Maintenance and Location. Information on customers or clients and some custom data can also be maintained.
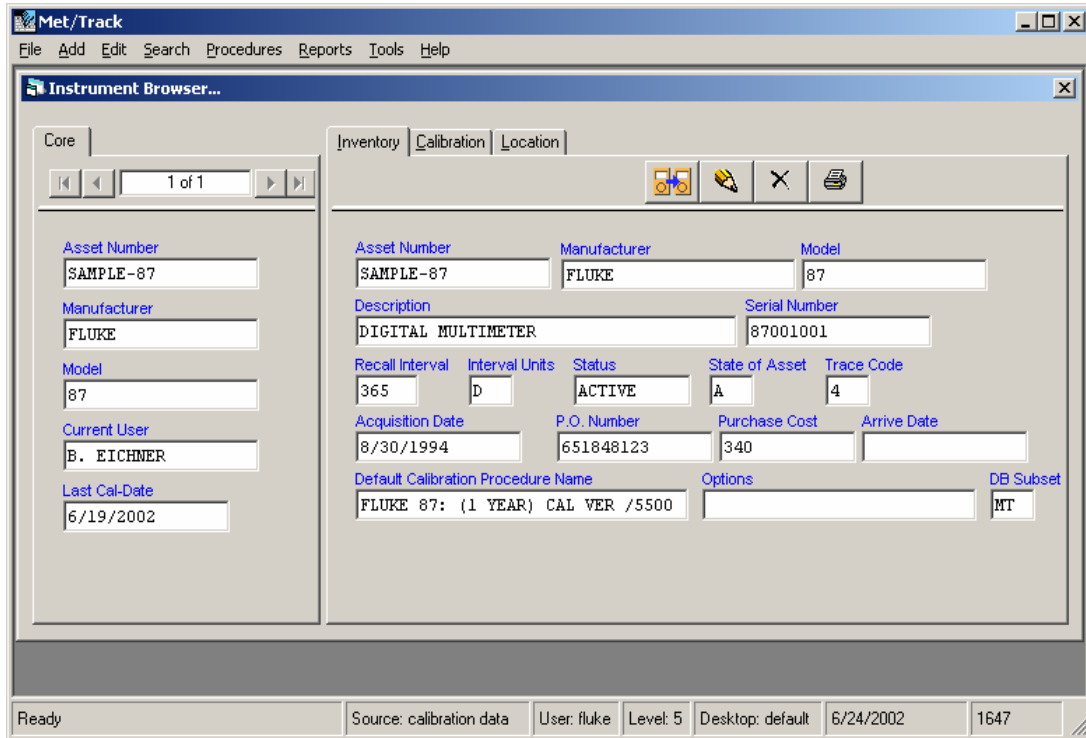
zt18s.bmp

A number of sample assets have been pre-loaded in the database for you to practice with.

Starting a Network System for the First Time

The installation process has installed a database ready for your entries. It has been pre-loaded with a few records for you to practice with. Later on, you can delete these practice records with very little effort.

It is a good idea to do a few tests to be sure that that Calibration Data Engine starts properly, and that a client application can properly connect to the data source. A simple test such as the one described next verifies that the database installation was successful.

This next set of instructions describes the first start and tests of a networked system. Use the following procedure to test for correct operation of the database.

The procedure that follows uses the database and does a search using the MetTrack application.

Start the Calibration Data Engine (Data Server)

The Data Engine (Data Server software) reads from and writes to the database files. The following describes how to start the Calibration Data Engine for Windows.

To start the Calibration Data Engine on a Windows Server:

Go to the Server workstation and from the START menu, open the Fluke Metrology Software Program Group, and start the program called **Calibration Data Engine**.

As the date engine starts, it is added to your Windows task bar.

Note

Starting with Fluke Metrology Software Version 7 which provides Sybase SQL Anywhere Version 8.0, it is no longer necessary to start a Calibration Data Requester to provide the means for the Client to communicate with the Calibration Data Engine. Instead when a client application is called, it automatically invokes a dynamic link library which has been installed and registered on the client machine which then acts as the requestor.

Start the MetTrack Application

Proceed as follows to start the MetTrack Application:

1. On the Client, start the MetTrack application (Start Menu, Fluke Metrology Software group).

Refer to the next screen illustration. When you start any of the Fluke Metrology software applications, the Sybase database engine arbitrates access to the database, and requires a login. As shipped, the database has one user, named **fluke**. Log in using **fluke** as the user ID and **fluke** as the password.

ip701s.bmp

2. After the MetTrack application starts, Select **SEARCH ENGINE** from the SEARCH menu.

3. The Search Form opens, as shown in the following screen illustration. Enter a **?** in the ASSET Number field (upper left). The question mark character is the wild card for the Manual Entry application.
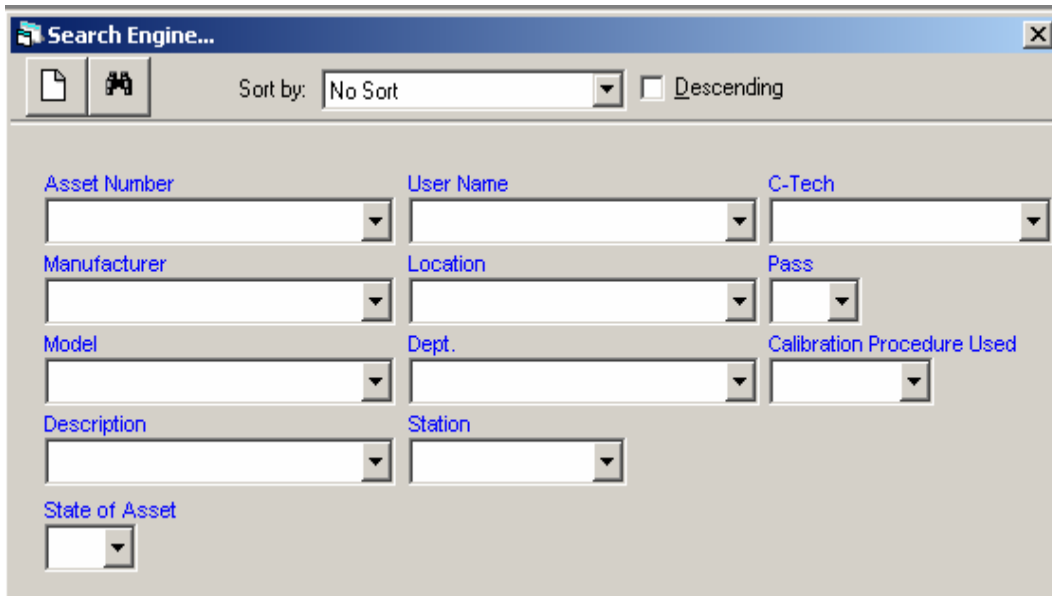
zt17s.bmp

4. Select the Enter Key and you should find the pre-loaded sample assets. An Instrument Browse Dialog opens with the first asset in the database.
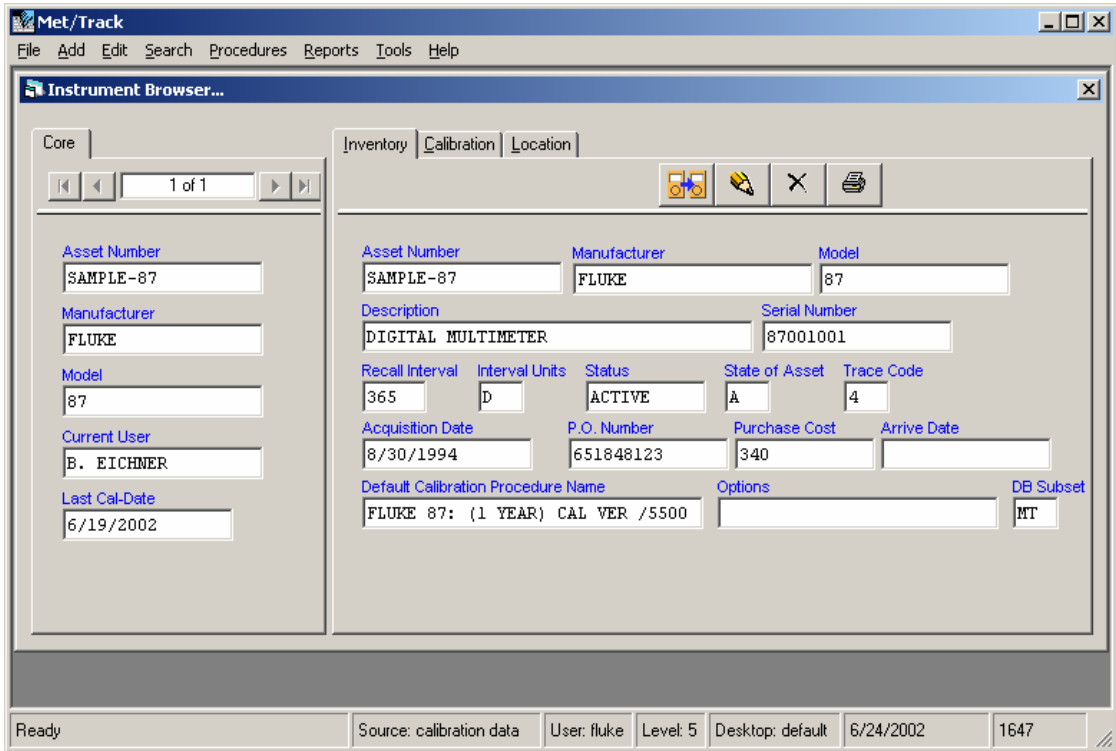
zt18s.bmp

5. Using the **—>** and **<—** buttons, browse the assets.

This simple exercise verifies that the Server and Client software are communicating with one another, and confirms the proper installation of the Fluke Metrology Software on your network. You should immediately change the password. For instructions, see the *Users Manual.*

In Case of DifficultyNetwork software involves several different components, increasing the likelihood of problems. Although some tips are provided concerning network troubleshooting here, the primary source of assistance in network troubleshooting should be the documentation and technical support for your network communications software.

How to Test a TCP/IP Protocol Stack

If you are running under TCP/IP, several applications can be used to test the compatibility of the client computer and server computer TCP/IP protocol stack. The *ping* utility provided with many TCP/IP packages is useful for testing the IP network layer.

Execute the ping command to determine if your own protocol stack is operating correctly. For example, if your workstation name is pc-client, enter the following at the command line prompt:

ping pc-client

Wait to see if the packets are routed. If they are, the output appears similar to the following:

```
c:> ping pc-client
Pinging pc-client with 32 bytes of data:
Reply from [pc-client] 191.72.109.12: bytes=32 time<10ms TTL=32
Reply from [pc-client] 191.72.109.12: bytes=32 time<10ms TTL=32
Reply from [pc-client] 191.72.109.12: bytes=32 time<10ms TTL=32
. . .
```

If the ping command works, the computer is routing packets to itself, and the IP layer is setting up correctly. If the PC cannot ping itself, this problem must be corrected.

Ensure that you can ping the computer running the database server from the computer running the network requester before proceeding.

Compatible Network Protocols

By default, both the database server and the requester attempt to use all available network protocols. The server supports client requests on any active protocol, and the client searches for a server on all active protocols.

To restrict the Server or Requester to a network protocol, use -x command line option. The list is a comma-separated list of settings, and must be one of the following:

IPX	TCPIP
NetBIOS	DDE
NamedPipes	

Use only the listed communication links. Refer to the following illustration. For example:

-x NamedPipes,IPX

In this example, the Server is forced to use only Named Pipes and IPX communications.
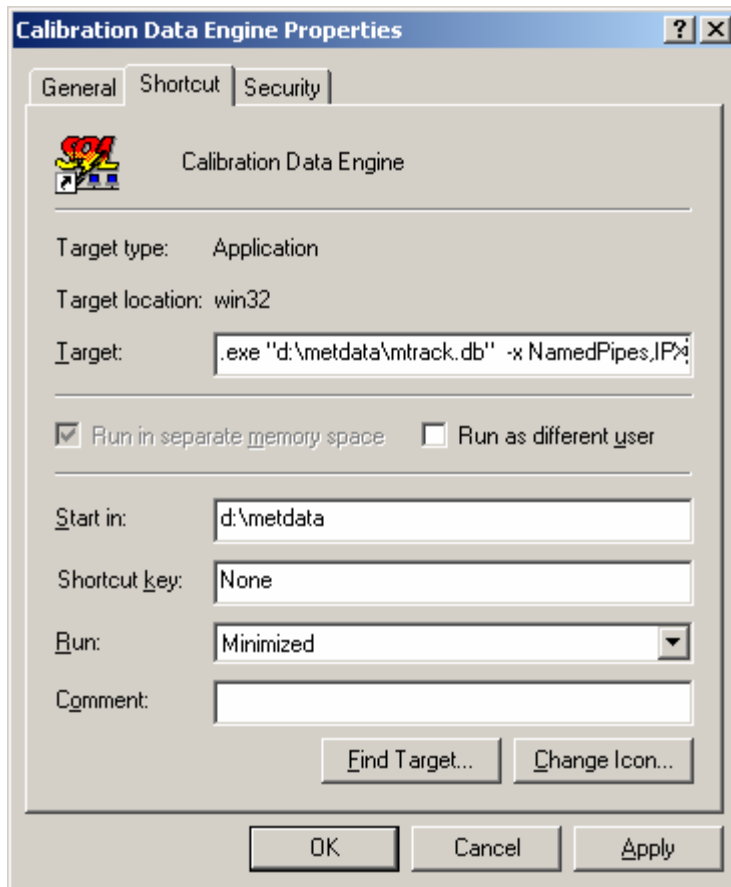
ip708s.bmp

For the TCP/IP setting, additional parameters may be provided in the following format:

-x tcpip{PARM1=value1;PARM2=value2;. . .}

The parameters are taken from the following list:

- HOST specifies additional machines outside the immediate network to be searched to avoid starting a server with a duplicate name. For example:

  -x tcpip{HOST=sentinel;HOST=exchange}

  This command looks on the machines "sentinel" and "exchange" to find database servers of the specified name, and will not start a duplicate-named server. IP is a synonym for HOST, and the period separated IP address may be used as an alternative to the hostname.

- BROADCAST (short form BCAST) specifies the special IP address used by your TCP/IP protocol implementation to identify a broadcast message, and has a default setting of 255.255.255.255, which is the most common broadcast IP address.

  Some TCP/IP implementations use instead a broadcast address consisting of the network IP address potion, with 255 as the remaining integers. For example, if the network portion of your IP address is 197, some TCP/IP implementations use 197.255.255.255 as the broadcast IP address. If your network portion is 192.023, the broadcast IP address would be 197.023.255.255.·

- TIMEOUT (short form TO) specifies the length of time, in seconds, to wait for a response when establishing TCP/IP communications. The default setting is five seconds, but you may wish to try longer times if you are having trouble establishing TCP/IP communications.

Use Current Drivers

Because old network adapter drivers are a common source of communication problems, be sure to have the latest version of the NDIS or ODI driver for the network adapter. Obtain the current network adapter drivers from the manufacturer or supplier of the card.

Network adapter manufacturers and suppliers make the latest versions of drivers for their cards available. Most card manufacturers have a BBS (bulletin board system) that you can phone and download the latest versions of NDIS and ODI drivers. You may also be able to obtain a current network adapter driver from the provider of the networking software.

Switch Off the Computer Between Attempts

Some network adapter boards do not reset cleanly when you reboot the computer. When you are troubleshooting, it is better to turn the computer off, wait a few seconds, and then turn it back on between attempts.

Verify the Data Link Layer is Working

If you <u>can</u> connect to the server computer in any way, then the data link layer is working, regardless of whether the connection is made using the same protocols you will be using for Watcom SQL Server at higher layers of the protocol stacks.

For example, you may want to try to connect to a disk drive on the computer running the database server from the computer running the network requester.

When the data link layer is verified to work, verify that other applications using the same network and transport layers as Watcom SQL Server are working.

See the README text file on the Application Notes disk and the Watcom Network Setup Manual Help File for any new information.

What to Do Next

Following the installation of Fluke Metrology software, there are a number of different tasks you may wish to complete next, depending on your own needs and inclinations.

For MET/CAL workstations, a separate manual entitled *Getting Started with MET/CAL* is supplied when you purchase a MET/CAL license. The Getting Started exercises require you to have the workstation completely set up, including the hardware and procedure installation, as described in the *Getting Started Guide*.

MET/CAL Workstations	You may wish to complete the hardware and procedure installation before beginning testing. Instructions for these tasks can be found in the *Getting Started Guide*.
	There, you will begin immediately to set up your calibration system and start working with the Run Time application.
Customization	When you have confirmed that the installation of the software has been accomplished with no errors, you may want to begin the configuration and customization of the system. A first step is to add users to the system. For details on this and other topics, see the *Fluke Metrology Software Users Guide*.

Chapter 7
# *Other Installation Procedures*

Contents	Page

Introduction

This chapter describes how to install Crystal Reports, the report-writing software that is shipped with MET/CAL. You will find more information about how to use Crystal reports in the *Users Guide*.

Information is also included to explain how to install and access the Fluke Calibration Software electronic manuals from the CD. Installing these on your system will allow all users to access to the manual material any they need.

Installing Crystal Reports

1. Insert the appropriate language CD for Crystal 8.0 in your CD drive.

2. Browse to your CD drive.

3. Run setup.exe.

4. Follow the on-screen instructions as they guide you through the installation. Accept the default selections unless you have an overriding reason for not doing so.

5. At the following screen, you are asked to enter an installation key.
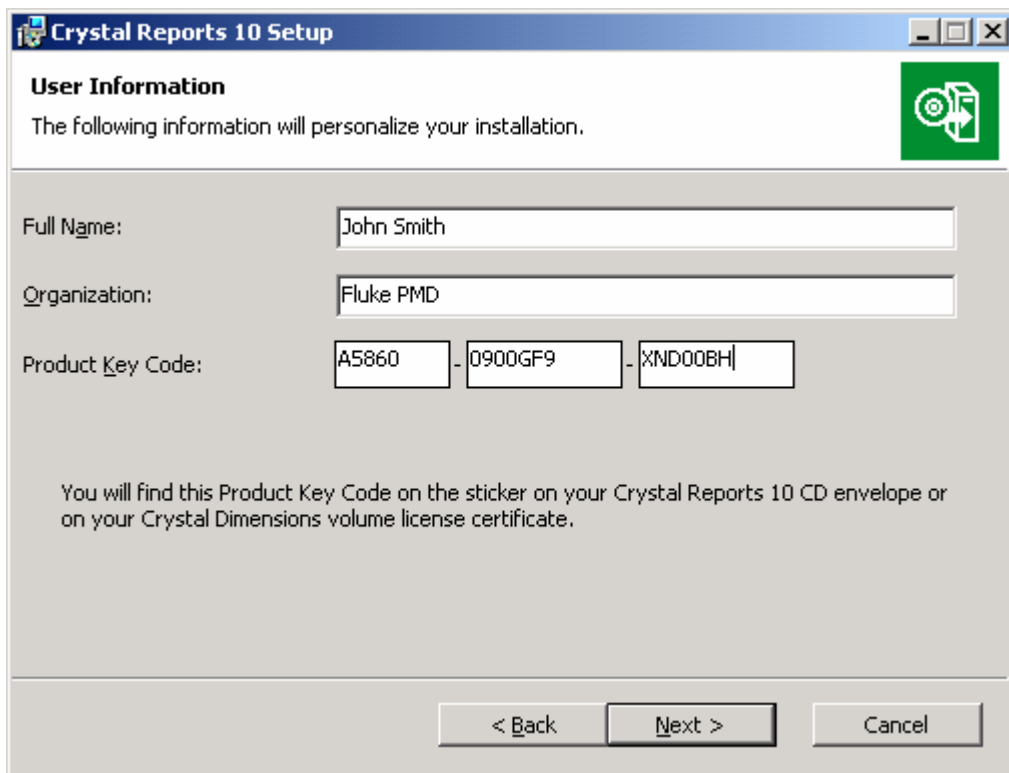
zt12s.bmp

6. Select the appropriate key from the following list. This information is also found on the Crystal CD in the readme file.

Language	Installation Key
English	A5860-0900GF9-XND00BH
French	A586G-0900GFT-WH300GR
German	A5860-1900GF1-NA3005W
Spanish	A586G-1900GF9-77200WG
Japanese	A586G-2900GF1-VJ1007V
Italian	A5680-2900GF1-37100H5
Simplified Chinese	A586G-3900GFH-A62007Y
Korean	A586G-4900GFH-A6200VY

8. Continue through the screens until the installation program indicates you are finished. Again, accept the default selections unless you have an overriding reason for not doing so.

9. When the installation is complete, you will see the following screen:
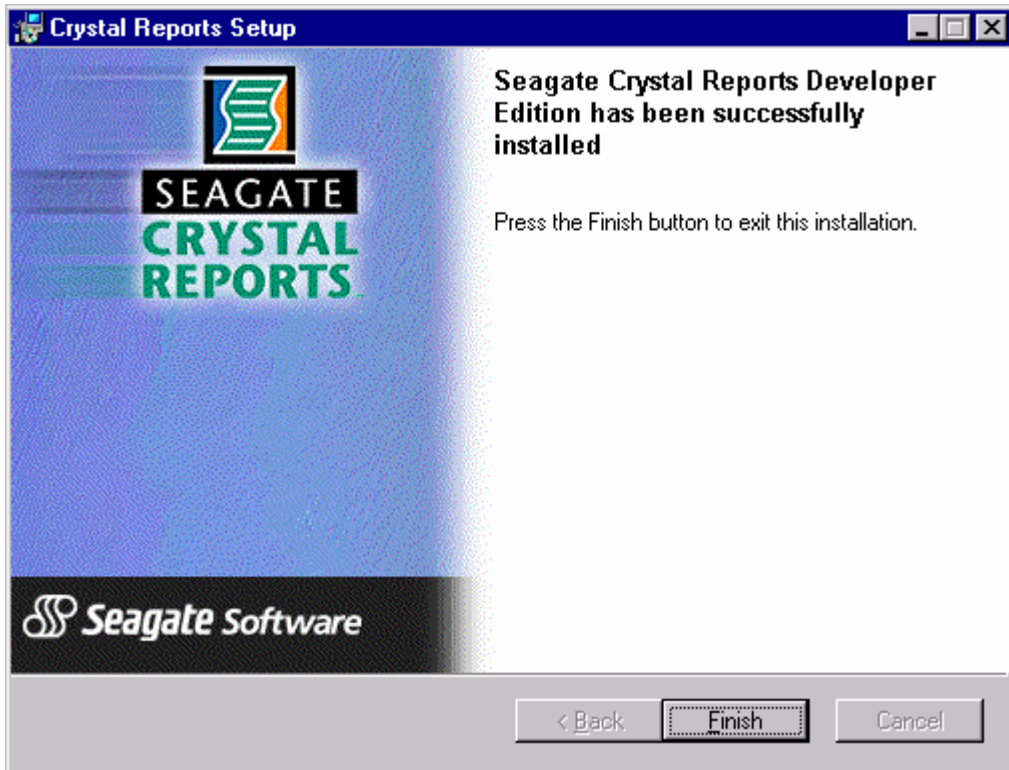
zt15s.bmp

After this screen appears, you will need to restart your computer before the new Crystal settings will take effect.

Note

The first time you run Crystal Reports after the initial installation, you will be asked to register the product. Be sure to tell Seagate you purchased the software from Fluke Corporation bundled with Fluke Metrology Software.

Installing Sybase Tools

If Sybase tools are to be loaded on a client machine, the following procedure must be performed:

1. From START | RUN, browse to the shared MET/CAL folder.

2. In the subfolder "\client\Sybase" there is a SETUP.EXE for Sybase 8.0.3. Run this with the added flag "-s".

   ```
   <SHARED EXE PATH>\client\sybase\setup.exe -s
   ```

The system will now install SQL Anywhere on the client machine, allowing it to run ISQL and Sybase Central.

Note

The installation of the Sybase Tools on the client takes approximately 10 minutes, and installs to C:\Sybase. If there is not sufficient space on the C drive, Sybase Tools will not install and MET/SUPPORT will need to be contacted for further assistance.

Installing Acrobat Reader

In order to install and use the electronic manuals provided on your MET/CAL CD, or from the shared MET/CAL file folder, you must have Acrobat Reader installed on your computer. If you already have Acrobat Reader installed, go on to the next section to find out about accessing MET/CAL electronic manuals. If you do not currently have an Acrobat Reader installed, do the following:

1. Use the Windows Explorer to view the contents of MET/CAL CD or the shared MET/CAL file folder.

2. Place the cursor on the DOC folder and open by double-clicking the left mouse button.

3. Double-click Ar505enu.exe to run the Acrobat Reader setup.

4. Follow the on-screen install instructions.

5. Once Acrobat Reader is installed, go to the next section to find out about accessing MET/CAL manuals online.

Accessing MET/CAL Manuals Online

Your MET/CAL CD also contains MET/CAL manuals in electronic format. This gives you an easy way to provide all users access to the manuals. In order to view PDF files that contain the manuals, you must have Acrobat Reader installed on your computer. If you do not have Acrobat Reader, go back to the previous section "Installing Acrobat Reader." Otherwise, follow these steps:

1. Use the Windows Explorer to view the contents of MET/CAL CD or the shared MET/CAL file folder.

2. Place the cursor on the DOC folder and open by double-clicking the left mouse button.

3. Select the User manual, Installation Guide or Getting Started guide in PDF format. Double-clicking on one of these files activates the Acrobat Reader and opens the manual in a read-only format.

Note

It may be helpful to set up Windows shortcuts to the PDF manual files in the Fluke Metrology Software shortcut folder on the START Menu.

Appendices

Appendix	Title	Page

Appendix A
How to Access MET/SUPPORT™

Introduction

Fluke Metrology Software is supported by a highly skilled and conscientious team of professionals who are available to answer questions, help solve unique problems, and assist in troubleshooting in the event you run into difficulties.

Telephone Support

Some free telephone support is available, but only to registered users of Fluke software. Be sure to register your software as soon as possible so you can make use of this service should the need arise.

Priority support is available to any current **MET/SUPPORT™ Gold** customer. A special access line is included in the Gold program information pamphlet.

Within the United States, toll free telephone support is available from 8:00 AM to 4:30 PM, Pacific Standard Time at **1-425-446-5400.**

Mail, E-mail, and FAX

You may also contact us by mail, E-mail, and FAX.

FLUKE Corporation	**E-mail**	metsupport@fluke.com
PO Box 9090	**FAX**	1-425-446-5992
Everett, WA 98206-9090		
Attention: MET/SUPPORT, M/S 275G		

Before Calling Technical Support

You may be able to discover the answer for yourself, so take the following steps before calling for support:

- Check the manual
- Check the online help

Please Have the Following Information Available

If you do find it necessary to call for assistance, take a few moments to jot down some information. If this information is readily available, the support person can more quickly get to the exact details of the difficulty you are having, and will be able to resolve the issue more efficiently.

- Product name, applicable licenses, version and serial numbers
- Manual title, part number and version
- Operating system and version
- Network information if applicable
- List of steps necessary to recreate the problem
- Version of *Crystal Reports*

Worldwide Support

For more information on worldwide MET/SUPPORT™, please contact the Fluke office nearest you or your local representative.

	TELEPHONE	FAX
Fluke Canada	1-905-890-7600	1-905-890-6866
Fluke China	86-10-6512-3435	86-10-6516-3437
UK/Europe	44-1603-256600	44-1603-256688
Fluke Japan	81-3-3434-0181	81-3-3434-0170
Fluke Singapore	65-276-5161	65-276-5759
United States	1-800-825-7411	1-425-446-5992
All other locations	1-425-446-6476	1-425-446-5992

Web Support

Fluke provides a web site exclusively for the Metrology Software user. This site provides the most current phone numbers, downloadable procedures, reports, application notes, and other pertinent information. To access this support site:

1. Enter **http://support.fluke.com/register** in your browser's URL address input box.

2. Enter **met-support** in the "**Name of the Site where you want to go:**" box.

3. Click **Register.**

4. Complete the registration questionnaire.

Approval of your registration should be complete within one or two days. You will receive an email notice of your Web/Support user name, password and the Web/Support site address.

Appendix B
5500A/EP Upgrade from MET/CAL

Introduction

This appendix provides special instructions for 5550A/EP. First perform the Version 6 upgrade as described in Chapter 4 or 5, depending on whether you are upgrading a standalone or networked system.

Following the software upgrade, 5500A/EP customers must upgrade to 5500A/EP V1.5.

To install 5500A/EP V1.6, perform the following steps:

1. Insert the MET/BASE CD in the drive.

2. Select **Start**, then **Run**.

3. Enter x:\5500ep\setup.exe, where x is the drive designator of your CD ROM drive.

4. Click **OK**.

5. After installing 5500A/EP version 1.6, you must re-characterize your 5500A before executing any of the 5500/EP procedures for the 2000, 34401A, 3478A, 8840A, or 8842A.

If you were running 5500A/EP, version 1.3 or earlier, the following files in your MET/CAL directory are no longer used. They may be deleted, although it is not necessary to do so:

```
clrerr.exe
cor_tmpl.awk
empty.cor
gawk.exe
initcor.bat
insert.exe
savecor.bat
```