



HEXAGON
SAFETY & INFRASTRUCTURE

INTERGRAPH NETWORKS ADMINISTRATOR INSTALLATION GUIDE

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SECTION 1

Introduction to NetWorks Administrator

Document Set

The documents listed below are installed (or are available for installation) with the product, or they are provided on the delivery media.

The *Installation Guide*, *Supported Environments*, *Release Notes*, *Version Compatibility*, and *Issues Resolved* are available from links on the **Intergraph Setup Manager** dialog box. These documents are current as of the RTM date.

The most current versions of the *Supported Environments*, *Release Notes*, and *Issues Resolved* documents are available on the *Intergraph Support* (<https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>) website.

Document	Description
<i>Intergraph NetWorks Installation Guides</i>	PDF files that contain instructions for installing and configuring the Intergraph NetWorks products.
<i>Intergraph NetWorks Release Notes</i>	A PDF file that lists the enhancements for the current release.
<i>Intergraph NetWorks Supported Environments</i>	A PDF file that lists the supported software configurations, required and optional.
<i>Intergraph NetWorks Database Software Compatibility</i>	A PDF file that lists the Intergraph NetWorks database to Intergraph NetWorks software compatibility.
<i>Intergraph NetWorks Administrator Guide</i>	A Web Help file that contains administrator instructions for Intergraph NetWorks.

Licensing

NetWorks Administrator and NetWorks are licensed based on the packaging described in the NetWorks Release Notes. The services you are allowed to use as well as the ability to control the behavior is based on that license. Run-time licenses are not enforced in this release for the web services. If you use Administrator for access to Legend Builder, a G/Technology Administrator license is acquired at run-time.

See the *Licensing Resources* (<http://www.http://support.intergraph.com/licensing.asp>) page, Licensing for G/Technology Products, for further information regarding the generation of licenses..

To generate your run-time licenses, go to www.intergraph.com/sgi/license (<http://www.https://sgilicense.intergraph.com/flexnet/operationsportal/index.html>) and log in with your LAC. This web site provides detailed instructions on how to generate the licenses. Other information is also required by the Hexagon Safety and Infrastructure Licensing Web Site, including the License Authentication Code (LAC), as described in the Help located on the website.

Supported Environments

Intergraph NetWorks products have required and optional dependencies. Various combinations of these dependencies are the supported environments.

IMPORTANT Many Intergraph NetWorks processes use 8.3 short names to process files and scripts. Disabling 8.3 name generation may interfere with these processes. The following registry key defaults to 2 and should be set to a value of 2:

```
HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Control > FileSystem > NtfsDisable8dot3NameCreation.
```

Changing this key to 1 disables 8.3 name generation and is not supported.

To set 8dot3 name creation run fsutil.exe in the command window to enable 8.3 name creation on a per volume basis.

To view the Supported Environments:

Click the **Supported Environments** link on **Intergraph Setup Manager**.

OR

Go to the *Support page*

(<https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>).

Under the **Please Sign In** heading, type your username and password and click **Login**. If you are not a registered user, click the **Not a Registered User?** link.

Click the **Products (A-Z)** tab.

From the **Product Family** list, click the link to your product family.

On the **Family** page for your product, click the link for your product. On the Intergraph NetWorks page, click the link to the **Supported Environments**.

Installation and Setup

Prerequisites

1. Uninstall Web Deploy if installed before making the following changes in Features and Roles. Web Deploy will be installed after these changes have been implemented.

Windows 2012 Server Operating System

a. Windows Features

Using "Turn Windows features on or off" command to set the following features.

1. .NET Framework 4.5

Go to **Control Panel > Programs > Programs and Features > Turn Windows features on or off**

Select

- **Microsoft .NET Framework 4.5**
- **WCF Services**
- **TCP Activation**

2. Message Queuing

b. Go to **Control Panel > Programs > Programs and Features > Turn Windows features on or off**

c. Select

- **Message Queuing**
- **Message Queuing Services**
- **Message Queuing Server**

a. Windows Process Activation Service

a. Go to **Control Panel > Programs > Programs and Features > Turn Windows features on or off**

b. Select both

1. **Configuration APIs**
 - **Process Model**

Windows Roles

1. Web Server (IIS)

-
- a. Go to **Control Panel > Programs > Programs and Features > Turn Windows features on or off**
 - b. Select
 2. **Management Tools**
 - **IIS Management Service.**

Windows 7 Operating System

If using Windows 7 operating system "Turn Windows features on or off" command to set the following features.

1. **Internet Information Services**
 - b. **Web Management Tools**
 3. **IIS Management Service**
2. **Internet Information Services**
 - c. **World Wide Web Services**
Application Development Features
 4. **NET Extensibility**
 - **ASP.NET**
 - **ISAPI Extensions**
 - **ISAPI Filters**
3. **Common HTTP Features**
 - a. **Default Document**
4. **Security**
 - a. **Request Filtering**
5. **Microsoft Message Queue (MSMQ) Server**
 - a. **Microsoft Message Queue (MSMQ) Server Core**
6. **Windows Process Activation Service**
 - b. **Configuration APIs**
 - c. **Process Model**

Web Deploy

1. Download and install Web Deploy 3.5 from *this site* (<http://www.microsoft.com/en-us/download/details.aspx?id=39277>).
<http://www.microsoft.com/en-us/download/details.aspx?id=39277>
2. Select the Complete install option when installing Web Deploy.

G/Technology

If required, uninstall any prior version G/Technology.

Install the G/Technology version for required for the NetWorks suite of products.

See *G/Technology_Installation_Guide.pdf* for installation instructions.

Upgrading the Database

Run the following scripts in the database:

1. InsertAdminToolsAddOn.sql

c:\Program Files(x86)\Intergraph\Networks\ADM\PLSQL\InsertAdminToolsAddOn.sql

NOTE This script is required for Legend Builder.

2. InsertNetWorksAddOn.sql

C:\Program Files (x86)\Intergraph\NetWorks\PLSQL

NOTE This script is required for Intergraph NetWorks and must be executed after InsertAdminToolsAddOn.sql or the script will error.

installduct.sql

C:\Program Files (x86)\Intergraph\GTechnology\PLSQL\MetaData

Parameter 1: Your temp directory for log file generation

Parameter 2: The G/Technology installation directory - i.e C:\Program Files (x86)\Intergraph\GTechnology

3. installductconstraints.sql

C:\Program Files (x86)\Intergraph\GTechnology\PLSQL\MetaData

NOTES

- Duct configuration metadata is required for Dialog Web Service. You need not add any features or metadata content - the tables simply need to be present in the database and published in the metadata.
 - Do not run a metadata publish at this time or you will receive an error. Proceed to the next step with Database Upgrade Wizard which will publish metadata after the upgrade steps are completed.
4. Run Database Upgrade Wizard
 5. Run the G/Technology dialog web service (GTDWS) procedure by executing the InstallingMetadataPLSQL.bat file.

5. From the <delivery directory>\NetWorks\<version number>\Repository\PLSQL\GTDWS

Parameter1: Username/Password@ServiceAliasName

Parameter2: Location of the batch file

For example:<delivery directory>\NetWorks\<version number>\Repository\PLSQL\GTDWS\InstallMetadataPLSQL.bat" <username>/<password>@<servicealiasname> c:\>"C:\program files <x86>\Intergraph\NetWorks\PLSQL\GTDWS"

-
6. Connect to the database as the SYS user or as a user with DBA privilege, but not as the schema owner and execute the following statements:

- Creating 'ADMINTOOLSMODULE' diagnostic module

```
INSERT INTO "GTECHDIAG"."DIAG_MODULE" ("MODULE_ID", "DESC") VALUES  
("GTECHDIAG"."DIAG_MODULE_SEQ".NEXTVAL, 'ADMINTOOLS');
```

- Grant read permissions to schema owner on GTECH_DIAG_LOG directory.

```
GRANT READ,WRITE ON DIRECTORY GTECH_DIAG_LOG TO  
<<GTECH_SCHEMA_OWNER>>;
```

NOTE Ignore if there is an error for duplicate entries on ADMINTOOLS module while executing the insert statement.

Intergraph NetWorks Administrator

Installing Intergraph NetWorks

1. If you are installing Intergraph software from a network share for the first time and if you do not have .NET 4.5 or a later version:

Go to this *link* (<http://www.microsoft.com/en-us/download/details.aspx?id=30653>), and install .NET 4.5 or later.

Run the AllowSetupEXEtoLaunchFromNetworkshare.bat file provided on the delivery media.

NOTE You do not have to run this file for subsequent installations. Select Setup.exe. Right click and run as Administrator.

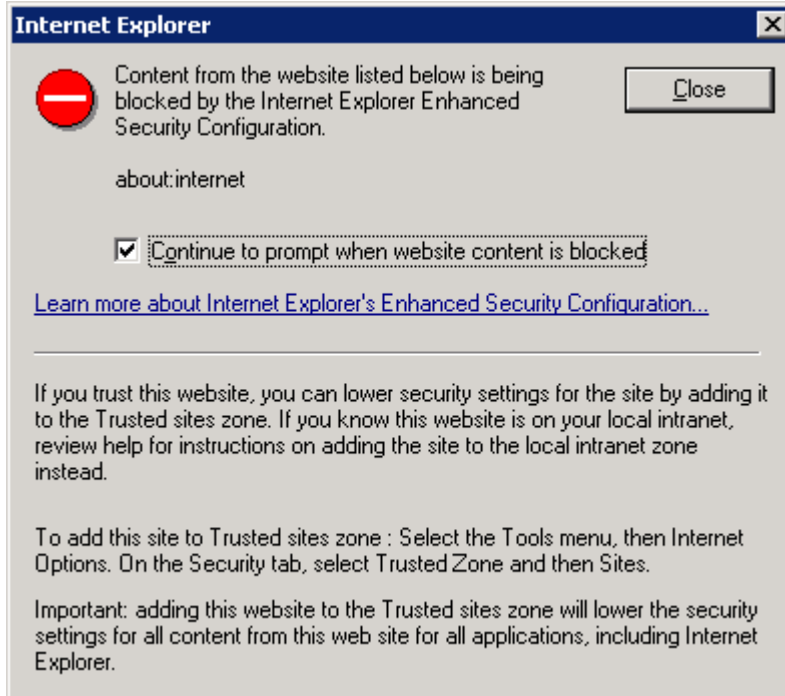
2. Select **Install**

NOTES

- The dialog that displays default location for the installation will display c:\program files (x86)\Intergraph\NetWorks will be added to the path automatically during installation.
The path can be changed in this dialog. However, \NetWorks will be appended to the path using the default or another location specified.
 - If NetWorks Administrator is installed prior to the installation of G/Technology the installation path for G/Technology must be the same as NetWorks Administrator.
3. Accept the license agreement
 4. Select the Administrator Tools
 5. Select **Next** and **Install**
 6. Configure All Applications in Setup Manager
 7. Configure Legend Builder in Setup Manager
 8. Exit Intergraph Setup Manager.

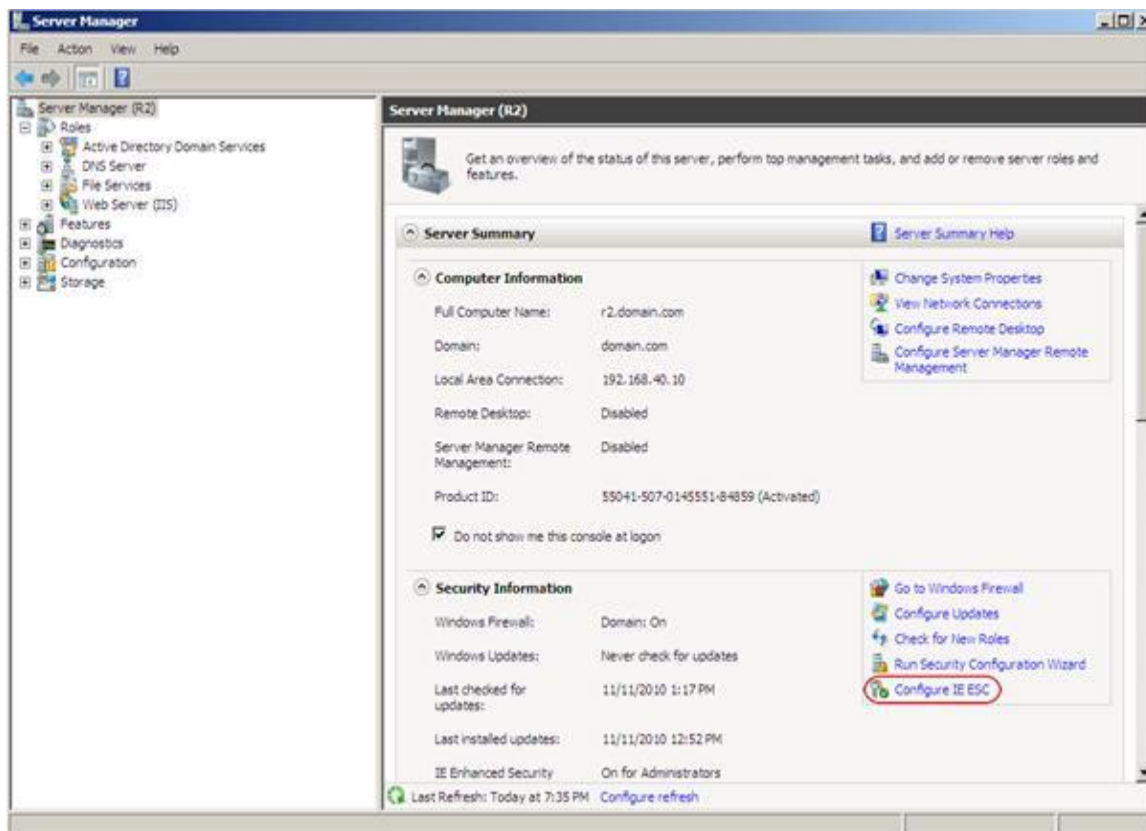
Turning off Internet Explorer Enhanced Security Configuration to show Web Help on Windows Server

When help is invoked, the following error displays:

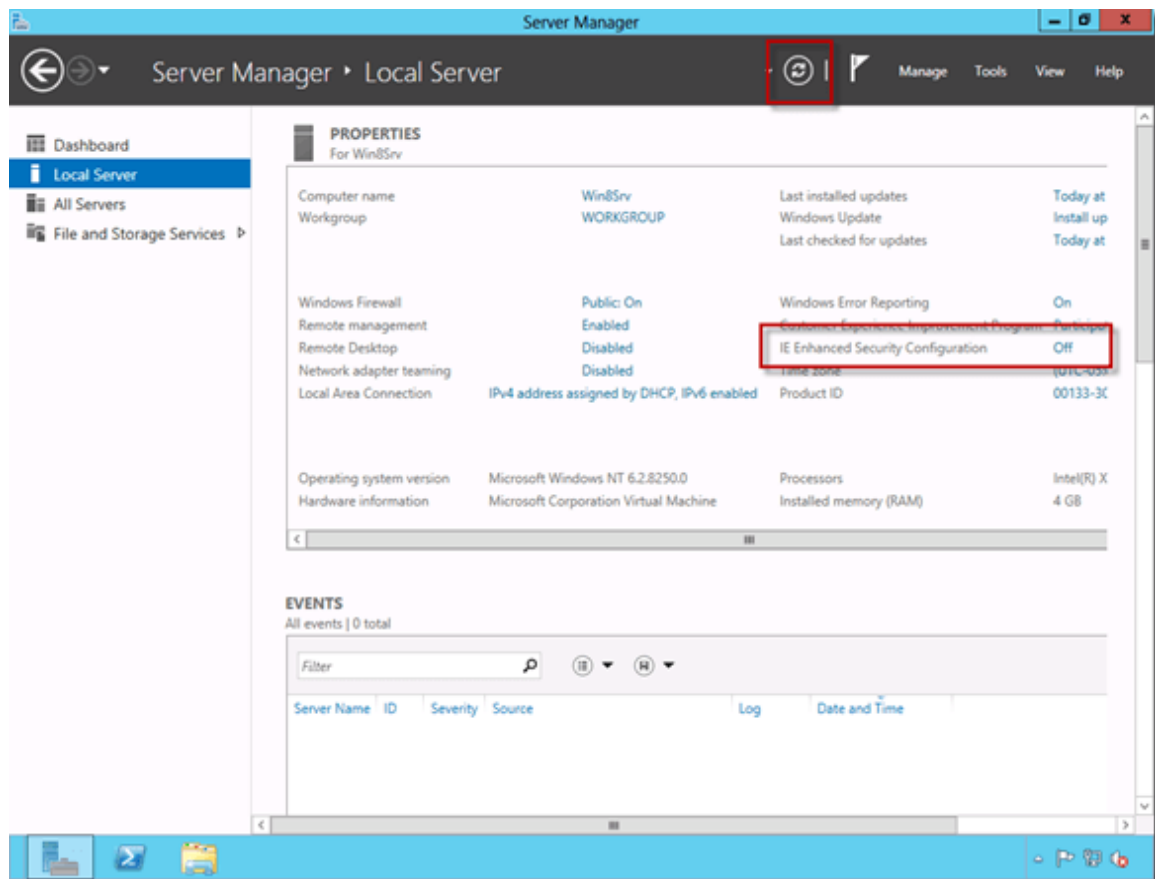


Resolution

1. Close any open Internet Explorer windows
2. Open Server Manager
3. If your server is running Windows Server® 2008 R2, in the Security Information section **Server Summary**, click **Configure IE ESC** to open the **Internet Explorer Enhanced Security Configuration** dialog box.



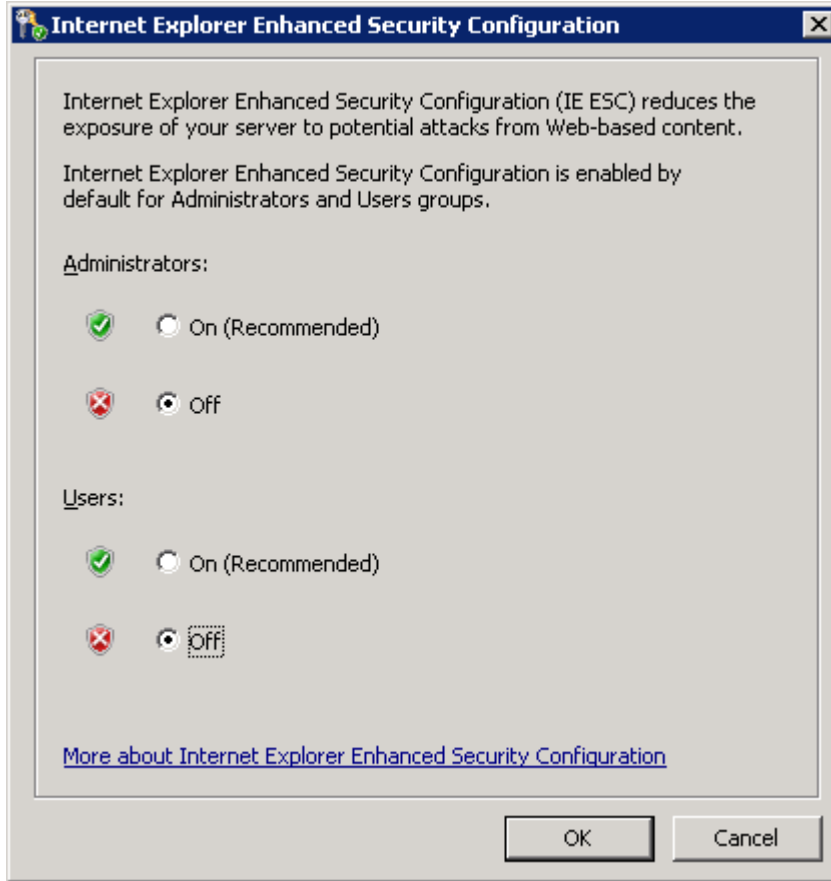
4. If your server is running Windows Server® 2012, click **Configure this local server** to open the **Local Server** configuration page. Then, in the **Properties** area, next to **IE Enhanced Security Configuration**, click **Off** to open the **Internet Explorer Enhanced Security Configuration** dialog box.



5. To use Internet Explorer Enhanced Configuration when members of the local Administrators group are logged on, under **Administrators** click **Off**.



6. To use Internet Explorer Enhanced Configuration when all other users are logged on, under **Users** click **Off**.



7. Click **OK** to apply the changes

Modifying and Removing Intergraph NetWorks

NOTE When removing Intergraph NetWorks products, it is recommended that you remove Intergraph NetWorks installation before removing the Intergraph NetWorks Administrator installation.

From your delivery media, right click Setup.exe and select **Run**, otherwise, double click Setup.exe.

In the **Software** list box, select the Intergraph NetWorks Administrator software to Modify, repair or remove.

8. On the Program Maintenance dialog select the action (Remove is the default).

Once the remove is complete, the Setup Manager Action column will display the Install option.

Setup Manager Administrator Overview

Depending on the way Intergraph has delivered your product, you might have Configuration and/or Complementary Software options in addition to the New or Installed Software option.

You can also create scripts that will let you run configuration steps and install and configure site-specific complementary software.

You can run Intergraph Setup Manager in both interactive and *batch or silent mode* (see "Installing Software in Batch or Silent Mode" on page 21). In interactive mode, you have links that provide access to the selected software documentation, for example, the End User License Agreement (EULA), release notes, issues resolved, version compatibility, supported environments, installation guide, and the Intergraph Support Web site. When a document is unavailable for the selected software, the link is disabled. The documentation is available in English, or, if localized, versions of the documents are available, in other languages. These documents are stored in the `\Repository\<SoftwareDeploymentFolderName>\Program Files\Intergraph\<SoftwareProgramFolder>[\<SubFolder>]\<LCID>\` folder. A configurable fallback language (English) folder is specified for cases when the documents have not been localized.

The fields on the **Intergraph Setup Manager** dialog box are controlled by the following files in the `\Repository\<SoftwareDeploymentFolderName>` folder on the delivery media:

ProductInfo.xml (on page 18) file provides software information such as `<SoftwareName>`, `<SoftwareDisplayName>`, `<SoftwareDeploymentFolderName>` and configurable program information.

ComplementarySoftwareSetup.wsf, provides a stub script so *complementary software* (see "Complementary Software Setup" on page 17) can be deployed to extend the functionality of the installed core software.

The **Software** list box, software documentation links, the **New or Installed Software** box and the **Configuration** box are configured by Intergraph.

APPENDIX A

Complementary Software Setup

The **Intergraph Setup Manager** can execute complementary software setup steps from a Windows script file called *ComplementarySoftwareSetup.wsf*. This file is provided on the delivery media in the `<SoftwareDeploymentFolderName>` folder. You can perform any complementary software deployment and configuration steps in the stub job *ComplementarySoftwareSetups* defined in the script file *ComplementarySoftwareSetup.wsf*. Any Windows-script-compatible scripting engine (such as Microsoft Jscript and VBScript) or other script engines (such as Perl, REXX, and Python) can be used to author complementary software setup steps.

The complementary software setup can be located on a network share, on a separate DVD, or on a single DVD containing both product and complementary software setups. If complementary software is available and the *ProductInfo.xml* (on page 18) file is appropriately updated for your software, the **Complementary Software** box appears after the initial software installation is completed. The following are examples of complementary software:

- .NET extensions
- Industryware
- Custom setups
- Custom product extensions
- Custom updates to application

Complementary Software Setup Authoring Requirements

The following are the complementary software setup authoring requirements:

Supports both interactive and silent/batch modes.

Allows re-run to facilitate editing/changing of complementary software that is already installed and configured. The specific processing done in the re-run scenario depends on what you include in the *ComplementarySoftwareSetups* job of your complementary software. When required, a *ComplementarySoftwareSetups* job can support scanning, archiving, and loading configuration settings from a previous version of the software. It can also upgrade or merge a previous version's configuration settings and merge them with the new version's configuration settings.

Updates the complementary software status at the following registry location after completion. (The stub job *ComplementarySoftwareSetups* has sample code.)

7. These registry settings are located in the registry tree.
8. HKEY_LOCAL_MACHINE\SOFTWARE\Intergraph*SoftwareName*\Configuration

Key Name	Description
ComplementarySoftware	Location of complementary software developed to expand an SG&I core application. When this key does not exist, the Intergraph Setup Manager displays the configuration status as Not Configured . The value name is Status of type

Key Name	Description
	REG_WORD. Valid values are 0 or 1.

The **Intergraph Setup Manager** reads the complementary software status from the registry location. When needed, your *ComplementarySoftwareSetups* job can store or cache the parameters at the same registry location.

Publishes the parameter list and supported options.

Logs the completion of the complementary software setup in the Event log with a success or failure message in both interactive and silent/batch modes.

In interactive mode, the complementary software setup completion displays a success/failure message.

To create a script that installs complementary software:

9. In the \<SoftwareDeploymentFolderName> folder, edit the stub job *ComplementarySoftwareSetups* defined in *ComplementarySoftwareSetup.wsf* file to meet your site-specific complementary software deployment and configuration requirements.

In the \<SoftwareDeploymentFolderName> folder, edit the *ProductInfo.xml* file to set the *ComplementarySoftware* element's *DisplayName* attribute value. Set the *Visible* attribute value to true (case sensitive).

If applicable, set the *Reconfig* attribute value to true (case sensitive).

If applicable, add UI arguments to the *Arguments* attribute of the *ConfigurationFile* element. Any command line arguments specified in silent or batch mode will be passed to the *ComplementarySoftwareSetups* job in the *ComplementarySoftwareSetup.wsf* file.

Deploy any complementary software setup files on a network share, on a separate DVD, or on a single DVD that contains both the product software and the complementary software setups.

ProductInfo.xml

ProductInfo.xml, delivered in the \<SoftwareDeploymentFolderName> folder, provides a way for you to follow a software installation with complementary software installation steps. If the *ComplementarySoftwareSetup.wsf* file stub script is appropriately completed with corresponding modifications to the *ProductInfo.xml* file, the **Complementary Software** box appears on the **Intergraph Setup Manager** dialog box. Based on your site-specific requirements, you should only change the *ComplementarySoftware* element attribute values in *ProductInfo.xml*. The other elements and attributes are reserved for the Intergraph product center.

The following table lists the element and attributes in the *ProductInfo.xml* file for software information. See *ProductInfo.xsd* (on page 20) to review the *.xsd* diagram.

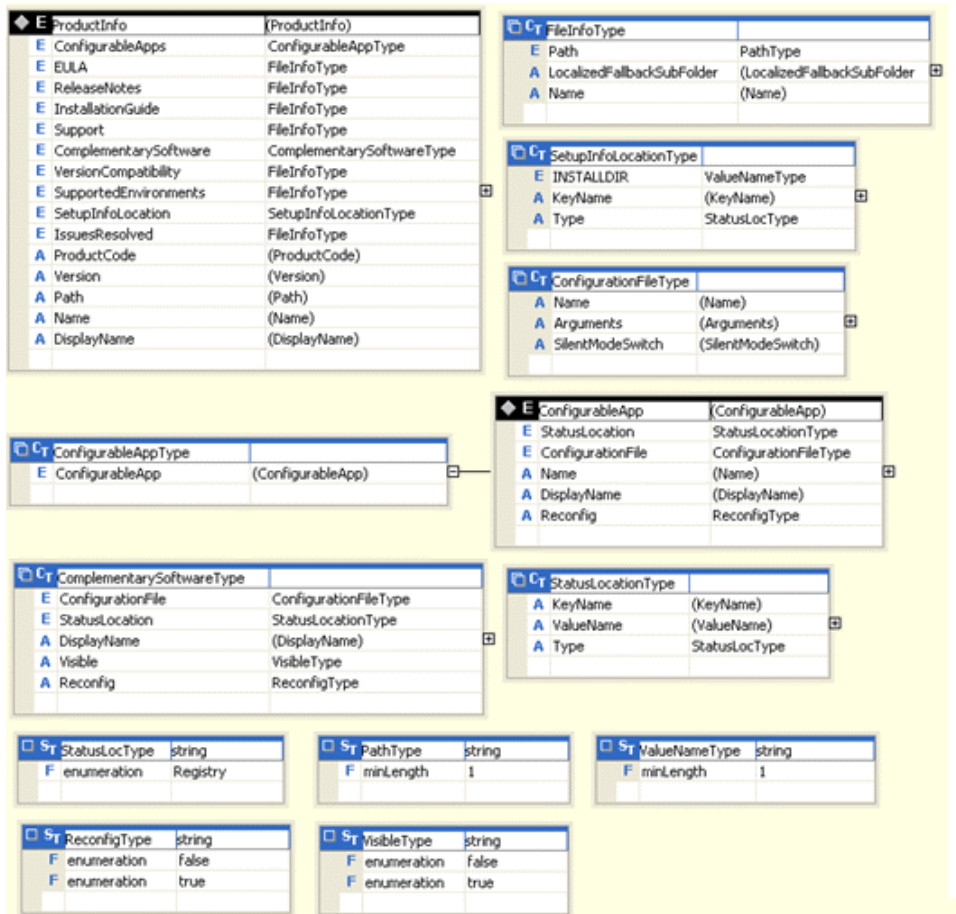
Element	Attribute	Description
ProductInfo	DisplayName	Name that appears on the Software box. It is referred to as <code><SoftwareDisplayName></code> in this document.
	Name	Name that should be used in batch mode. It is referred to as <code><SoftwareName></code> in this document.
	Path	Deployment location. Referred to as <code>!<SoftwareDeploymentFolderName></code> in this document.

The following table lists the elements and attributes in the *ProductInfo.xml* file for complementary software configuration and specifies the ones you can change. See *ProductInfo.xsd* to review the *.xsd* diagram.

Element	Attribute	Description
ComplementarySoftware	DisplayName	Name of your complementary software that appears on the Complementary Software dialog box Application field.
	Visible	Set to true so that the software is visible on the Intergraph Setup Manager dialog box. The default value is false. The value is case sensitive.
	Reconfig	Set to true if your complementary software setup needs to reinstall when the selected software is upgraded or modified. The default value is false. The value is case sensitive.
ConfigurationFile	Name	Name of the executable that launches your complementary software steps. No configuration or change is recommended.
	Arguments	Arguments for batch or silent installation.
	SilentModeSwitch	Switch for silent or batch mode. No configuration or change is recommended.
StatusLocation	KeyName	Registry location to store the complementary software. This is <code>HKEY_LOCAL_MACHINE\Software\Intergraph\<Software</code>

Element	Attribute	Description
		Name>\Configuration\ComplementarySoftware. No configuration or change is recommended.
	ValueName	Valid values are 0 or 1. No configuration or change is recommended.
	Type	Registry. No configuration or change is recommended.

ProductInfo.xsd



APPENDIX B

Installing Software in Batch or Silent Mode

The **Intergraph Setup Manager** (*Setup.exe*) can be run in a batch or silent mode from a command prompt. If needed, map a drive to the deployment media.

NOTE Use these options as different command line parameters:

```
/n[i|r|s|x]  
/c[s]  
/u[s]
```

NOTE Replace references to the software Name parameter in your installation syntax. Open the *ProductInfo.xml* file located on the installation media in the `<SoftwareDeploymentFolderName>` folder. The *ProductInfo* element, Name attribute value is your software Name. In the *ConfigurableApps* section, each *ConfigurableApp* element's Name attribute value specifies the name of a Configuration (see configurable application below).

Example:

The Name attribute value for the Identity and Access Management Services is *IAMServer*. The *DisplayName* is Identity and Access Management Services.

```
Name="IAMServer" DisplayName="Identity and Access Management Services"
```

The following table describes available parameters:

Option	Parameters	Description
/s	<Name>	Silent mode
/n	[i r s x] Or [i] PROPERTY=VALUE	Installs/repairs/upgrades, uninstalls, or returns the installation status of a software application. The /n option requires the /s <Name> option above. i – Used to install new software or to upgrade an existing installation. It is a default parameter. Windows Installer public property values can be appended at the end of this parameter. Spaces are not allowed between the property name, =, and the property value. When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\"). Example INSTALLDIR=\\c:\Test

Option	Parameters	Description
		<p>Installations\”</p> <p>r – Repairs the existing software installation in silent mode. Optional.</p> <p>x – Uninstalls the software in silent mode. Optional.</p> <p>s – Returns the installation status. Optional.</p> <p>The following are <SoftwareName> public properties:</p> <p>INSTALLDIR – Destination folder for the installation.</p> <p>ACCEPT_EULA – End user license agreement flag.</p> <p>0 – The EULA is not accepted. This is the default value.</p> <p>1 – The user has read and accepted the EULA. The software does not install until the value is 1.</p> <p>The following are some commonly used standard Windows Installer public properties:</p> <p>ADDLOCAL – Installs a list of available applications delimited by commas. Application names are case sensitive.</p> <p>REMOVE – Uninstalls a list of installed applications delimited by commas. Application names are case sensitive.</p> <p>The following are the valid exit code values:</p> <p>0 – Not installed.</p> <p>1 – Installed version is up-to-date.</p> <p>2 – Installed version is lower.</p> <p>3 – Installed version is higher.</p> <p>-1 – Unable to find installation status.</p>
/c	<p>[s]</p> <p>ConfigurableApplicationName</p> <p>OR</p> <p>ConfigurableApplicationName</p>	<p>Launches an installed configurable application’s configuration program or returns the configuration status. Requires the /s <SoftwareName> option above.</p> <p>A configuration program can support configuration, repair, upgrade, and removal,</p>

Option	Parameters	Description
	me [<ParameterList>]	<p>including silent/batch mode support based on its requirements.</p> <p>Each configuration program defines its own parameter list. A configuration program can take parameters using command line arguments or a file (for example, an <i>.xml</i>, <i>.config</i>, or any other file type). The file name and location can be an input command line argument.</p> <p>When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").</p> <div data-bbox="862 737 1399 877" style="border: 1px solid black; padding: 5px;"> <p>Example</p> <pre>INSTALLDIR=\"c:\Test Installations\"</pre> </div> <p>s – Returns the configuration status. The following are the valid exit code values:</p> <ul style="list-style-type: none"> 0 – Not configured. 1 – Configured. -1 – Unable to find configuration status.
/u	[s] OR [<ParameterList>]	<p>Launches authored complementary software setup within the script \<SoftwareDeploymentFolderName>\ <i>ComplementarySoftwareSetup.wsf</i> or returns the complementary setup install status. Requires the /s option.</p> <p>A complementary software setup program can support installation, repair, upgrade, and removal, including silent/batch mode support based on its requirements. A complementary software setup program defines its own parameter list. A complementary software setup program can take parameters using command line arguments or a file (for example, <i>.xml</i>, <i>.config</i>, or any other file type). The file name and location can be an input command line argument.</p> <p>When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").</p>

Option	Parameters	Description
		<p>Example</p> <pre>INSTALLDIR="c:\Test Installations\"</pre> <p>s – Returns complementary software setup status. The following are the valid exit code values:</p> <p>0 – Not configured.</p> <p>1 – Configured.</p> <p>-1 – Unable to find complementary software install status.</p> <p>a.</p>

Intergraph NetWorks Software and Display Names

9. The following table lists the Software Name, Display Name input for this command and whether the product can be configured (such as, is Configuration options enabled in Setup Manager for this product) for the Intergraph NetWorks suite of products.

Networks Software Name	Display Name	Configurable?
IntergraphAdminConsole	Intergraph Networks Administrator	Yes
IntergraphNetWorksServices	Intergraph Networks	No

Batch Mode Examples

This topic provides examples of ways to use the Intergraph Setup Manager in batch or silent mode for your products. You will replace <SoftwareName> with the name of the product.

To install default products at the default install folder

10. Setup.exe /s <SoftwareName> /n ACCEPT_EULA=1
11. OR
12. Setup.exe /s <SoftwareName> /ni ACCEPT_EULA=1

To install specific features at the 'C:\Test Installations' folder

13. Setup.exe /s <SoftwareName> /n ADDLOCAL=<FeatureName>
ACCEPT_EULA=1 INSTALLDIR="c:\Test Installations\"

-
14. OR
 15. `Setup.exe /s <SoftwareName> /ni ADDLOCAL=<FeatureName>
ACCEPT_EULA=1 INSTALLDIR="c:\Test Installations\"`

To get the install status of your product

16. Pseudo code only; syntax depends on the scripting language.
17. `RetVal = Setup.exe /s <SoftwareName> /ns`

To update an existing installation

18. `Setup.exe /s <SoftwareName> /n`
19. OR
20. `Setup.exe /s <SoftwareName> /ni`

To repair an existing installation

21. `Setup.exe /s <SoftwareName> /nr`

To uninstall a product

22. `Setup.exe /s <SoftwareName> /nx`

To configure/edit 'All Applications' (Specify parameter values in the AllAppsWizard.exe.config file.)

23. `Setup.exe /s <SoftwareName> /c MaxiCore`

To get the configuration status of 'All Applications'

24. Pseudo code only; syntax depends on the scripting language.
25. `RetVal = Setup.exe /s <SoftwareName> /cs MaxiCore`

To remove 'All Applications' (The parameter 'Remove' value should be set to True in the AllAppsWizard.exe.config file.)

26. `Setup.exe /s <SoftwareName> /c MaxiCore`

To get the complementary software setup status

27. Pseudo code only; syntax depends on the scripting language.
28. `RetVal = Setup.exe /s <SoftwareName> /us`

To uninstall the complementary software setup

When the complementary software setup has /x: as the parameter specifying remove.

29. `Setup.exe /s <SoftwareName> /u /x`

To uninstall a removable update

30. `Setup.exe /s <SoftwareName> /n MSIPATCHREMOVE=UpdateID`
31. OR
32. `Setup.exe /s <SoftwareName> /ni MSIPATCHREMOVE=UpdateID`

33. The UpdateID is listed in */Program/UpdateInfo.txt*.

APPENDIX C

Troubleshooting

Enabling Windows Installer Logging

You can enable Microsoft Windows Installer logging to help with troubleshooting new or installed software.

To enable Windows Installer logging:

10. Run the Registry Editor.

Find or add the following subkey Installer in the Windows registry: **HKEY_LOCAL_MACHINE > Software > Policies > Microsoft > Windows > Installer.**

d. Insert Debug as a `REG_DWORD` and set its value to 7.

Insert Logging as a `REG_SZ` and set its value to `voicewarmup`.

Identify the setting for the TEMP environment variable. This is where the Microsoft Windows Installer log files are output. The format of the log file names is `MSI*.log`.

Technical Support and Information

Hexagon Safety & Infrastructure provides several ways to access information and to contact support, including self-help tools and phone support.

Self-Help Support Tools

Hexagon provides several electronic self-help support tools to answer your support questions 24 hours a day, 7 days a week.

11. Go to the *Support page*

(<https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>).

Under the **Please Sign In** heading, type your username and password and click **Login**. If you are not a registered user, click the **Not a Registered User?** link.

Click the **Products (A-Z)** tab.

From the **Product Family** list, click the link to your product family.

On the **Family** page for your product, click the link for your product.

On the product page, do one of the following:

Use the **Knowledge Search** fields to search the knowledge base. Type the string to search for in the left field, and optionally type/select the product name in the right field. (The right field is case-sensitive.) Then click the Search (magnifying glass) button.

Under **Product Information**, if the documents are listed, click the document you want to read.

Under **Product Information**, if the **Product Releases** are listed, click the product release. On the **Product Release** page, click the document you want to read:

- To read about new or enhanced features, click **Release Notes**.
- To read about defects that have been fixed, click **Issues Resolved**.
- To read about system requirements, click **Supported Environments**.

NOTE **Release Notes** and **Issues Resolved** might not be available for the initial release of a product because an initial release has all new features and no updated features. Some minor releases might not provide **Release Notes** or **Issues Resolved**.

Phone Numbers

For general Hexagon information, please call 800.345.4856 (US). For worldwide support, please contact your *local Hexagon office* (<http://www.hexagonsafetyinfrastructure.com/global-locations>). For North American Phone Support, please call the appropriate number in the following table:

Product Family	Phone Numbers	Additional Information
Hexagon Geospatial ECW ERDAS APOLLO ERDAS ER Mapper ERDAS Extensions for ArcGIS® ERDAS Imagine® ERDAS Other GIPS GIES LPS	800.661.8134	Monday – Friday, 8:00 a.m. – 5:00 p.m., EST
Camera Systems Digital Cartographic Suite GeoMedia GIS Imaging ImageStation IntelliWhere MGE TerraShare	800.661.8134	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST
US Federal Customers (IGS)	800.661.8134	Email questions to supportdesk@intergraphgovsolutions.com
Infrastructure G/Technology FRAMME NetWorks	877.463.1217	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems
InService	877.822.8921	

Product Family	Phone Numbers	Additional Information
Public Safety BI Direct for CAD BI Direct for WebRMS BI Premium I/CAD I/LEADS inPursuit Video Analyst	877.822.8921	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems
Security Security EdgeFrontier Video Responder	877.822.8921	Monday – Friday, 7:00 a.m. – 7:00 p.m., CST 24/7 support for P1 Critical System Down problems

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Other Links

To submit sales inquiries, general questions, and comments, click the appropriate tabs at the top of the **Contact Support** page.