

Chapter 2 Installation

Chapter 1 introduced SiteMeter. This chapter describes the installation procedures for SiteMeter and also provides an installation troubleshooting section.

NOTES:

a - Before continuing, use the DOS DISKCOPY command to make a working copy of the SiteMeter distribution diskettes, unless you are installing the BBS release.

b - If you are installing the BBS release, unzip the files into a directory on your local or network drive.

Before Installation

To install SiteMeter, you must:

- ☐ Be logged in to the network as a SUPERVISOR or equivalent
- ☐ Run Windows 3.1 in enhanced mode
- ☐ Have the following line in the [386Enh] section of your SYSTEM.INI file:

```
network=*vnetbios, vnetware.386, vipx.386
```

- ☐ Have a drive mapped to your system volume

The following file versions are recommended for SiteMeter's installation and use:

- ☐ IPX version 3.10
- ☐ NETX version 3.26 or greater
- ☐ Windows version 3.1 (enhanced mode) or Windows for Workgroups 3.11
- ☐ VIPX version 1.13
- ☐ NETWARE.DRV version 2.02
- ☐ VNETWARE.386 version 1.06

NOTE:

If you are using ODI drivers instead of IPX, you must have the following:

- LSL version 1.2 (2.01 is recommended)*
- IPXODI.COM version 1.2 (2.1 is recommended)*

The latest versions of these files can be found on CompuServe in the Novell Libraries (GO NOVLIB). As of this writing, the current IPX, NETX, and IPXODI are contained within the self-extracting file named DOSUP9.EXE.

The current versions of the Novell support drivers for Windows (VIPX.386, VNETWARE.386, NETWARE.DRV, etc.) can be found in the self-extracting file WINUP9.EXE.

NOTE:

As these drivers are updated and added to the CompuServe file, the number within the CompuServe filename will increment. For example, if Novell were to release a newer IPX and add it to DOSUP9.EXE, the name would change to DOSUP10.EXE.

Determining Version Numbers

You can determine the versions of the above software by using the following methods:

- ☐ To determine the installed version of IPX and the NETX shell, use the Novell NVER command.
- ☐ To determine the version and mode of Windows, run Windows and choose the About Program Manager command from the Program Manager Help menu.
- ☐ To determine the version of your Novell Windows support drivers, use the Novell VERSION command. For example, type:

```
VERSION VNETWARE.386 <ENTER>
```

- ☐ To determine the version of your IPXODI.COM file, use the Novell VERSION command. For example, type:

```
VERSION IPXODI.COM <ENTER>
```

NOTES:

Please refer to Chapter 1 for information about SMRPROXY.NLM requirements on the fileserver.

SiteMeter Installation Instructions

SiteMeter has a quick install procedure which simplifies SiteMeter's installation by including several default settings. The following lists the defaults that will be executed during the quick install:

- ☐ SiteMeter does not install the TSR option (SWATCHER). If you wish to install SWATCHER, refer to Appendix A of this manual.
- ☐ SiteMeter modifies your existing WIN.INI file and backs up the old file as *.BDI. The change made does not affect your Windows performance.

Use the following procedure to install SiteMeter on your network. You can exit the installation at any time by choosing the Exit button in the lower right corner of the installation screen.

NOTE:

Please refer to Appendix C for information about installing and configuring BTRIEVE. (BTRIEVE is only needed for SiteMeter's reporting feature.)

- 1. Verify that you have a drive letter mapped to the SYS volume for the file server on which you are installing this product.**
- 2. Start Windows in enhanced mode.**
- 3. Place distribution diskette #1 in your floppy drive if you are installing from diskettes.**
- 4. Choose Run from the Program Manager File menu.**

The Run dialog box is displayed.

- 5. At the prompt, enter the drive letter of the floppy drive where you inserted the distribution diskette or where you unzipped the program files from the BBS and then type SETUP.**

For example, type:

```
A:\SETUP <ENTER>
or
F:\SITEMETR\SETUP <ENTER>
```

At this point a log file is created and placed in your WINDOWS directory. The log file is an ASCII file listing the date, time and location of the SiteMeter installation.

The log file also lists any errors that occurred during installation. If an error that prevents completion of the installation process occurs, the log file will display automatically.

6. From the Choose Server dialog box, choose the file server on which you want to install SiteMeter, and choose the OK button.

The Choose Server dialog box displays all the file servers to which you are currently attached and have a drive mapped.

SiteMeter verifies that you have SUPERVISOR rights on the selected file server.

7. Select one of the following install options:

- ☐ **Basic Install** - runs the install process with minimal user input; automatically creates the Program Manager group McAfee (if not found) containing the SiteMeter program and Readme file icons and the Crystal Reports program and the Readme file icons. For instructions refer to page 18.
- ☐ **Upgrade** - allows you to automatically upgrade from either previous versions of SiteMeter or SiteLock with minimal user input. For instructions refer to page 20.

Refer to the appropriate section in this chapter for procedures regarding the selected install option.

Basic Install

The Basic Install process automatically performs the following operations:

- ☐ Copies SiteMeter files to the network
- ☐ Creates the Program Manager group McAfee and icons for SiteMeter and the Readme file

Continue with the following steps to complete the Basic Install procedure:

8. Enter the full path name to where SiteMeter should be installed, and choose the OK button.

The drive letter and full directory must coincide with the file server you selected earlier. SiteMeter will create the directory if it does not exist. The default drive letter is the first one found on the server you specified. SITEMETR is the default directory.

NOTE:

The installation procedure allows you to specify a drive letter that is mapped to a different server than the one you originally chose.

If SiteMeter already exists in the specified directory, an option box is displayed asking whether or not you wish to overwrite this copy of SiteMeter.

The minimum space required for SiteMeter to install is 11MB. If you do not have the minimum space in the path you specified, an error message displays and you are prompted to select a different path. If you have the minimum but not the recommended free space, you are given the option of continuing the install in the specified path or choosing another one with more space.

If you are installing from diskettes, you are prompted to insert the remaining 4 disks to complete the installation process.

9. Enter your Company Name, and choose the OK button.

The Company Name must be between 1 and 20 characters.

10. Choose the OK button in the information box indicating that the installation completed. View the Readme file for any updated product information.

- 11. A dialog box is displayed asking you if you want to restart Windows at this point to enable the changes that SiteMeter v4.3 made. Choose the Yes button to restart Windows.**

If you do not wish to restart Windows at this point, choose the No button.

Upgrade Procedures

The Upgrade Install offers you two options. You either can 1) install SiteMeter over an existing copy of the product or 2) import data from an old version of metering software.

NOTE:

Before upgrading from previous metering software, make sure you backup all existing product files. If you are upgrading from SiteMeter, you can perform the Basic Install instead of this upgrade procedure.

The Upgrade option automatically performs the following actions:

- ☐ Copies SiteMeter files to the network
- ☐ Creates the Program Manager group McAfee and icons for the SiteMeter console and the Readme file

Continue with the following steps to complete the Upgrade Install procedure:

8. Select an option from the Install Options dialog box.

The dialog box gives you the following options for upgrading:

- ☐ Upgrade from SiteMeter 4.1x
- ☐ Upgrade from SiteLock

The first option installs SiteMeter over a previous copy of the software in the same directory. The second option installs SiteMeter in a different directory than where SiteLock is located and then imports the relevant metering data from the previous product.

9. Enter the full path name to where SiteMeter should be installed, and choose the OK button.

The drive letter and full directory must coincide with the file server you selected earlier. SiteMeter will create the directory if it does not exist. The default drive letter is the first one found on the server you specified.

SITEMETR is the default directory.

NOTES:

a - The installation procedure allows you to specify a drive letter that is mapped to a different server than the one you originally chose.

b - If you chose the first upgrade option, you should enter the directory where the existing files are located. If you chose the second upgrade option, you should specify a different directory.

If SiteMeter already exists in the specified directory, an option box is displayed asking whether or not you wish to overwrite this copy of SiteMeter.

As indicated in this message box, the minimum space required for SiteMeter is 14379K; the recommended free space is 24414K. If you do not have the minimum space in the path you specified, an error message is displayed and you are prompted to select a different path. If you have the minimum but not the recommended free space, you are given the option of continuing the install in the specified path or choosing another one with more space.

If you are installing from diskettes, you are prompted to insert the remaining 4 disks to complete the installation.

10. Enter your Company Name, and choose the OK button.

The Company Name must be between 1 and 20 characters.

11. At the prompt, enter the path name of the existing copy of metering software and choose the OK button. (If you chose the first upgrade option, skip this step.)

SiteMeter verifies that you have a previous version of McAfee metering software (i.e., SiteLock), makes a duplicate copy of the files and then converts them to the SiteMeter software.

12. Choose the OK button in the information box indicating that the installation completed. View the Readme file for any updated product information.

13. A dialog box is displayed asking you if you want to restart Windows at this point to enable the changes that SiteMeter v4.3 made. Choose the Yes button to restart Windows.

If you do not wish to restart Windows at this point, choose the No button.

Installing NLMs

These instructions review the installation process and provide important information about installing the product NLMs.

WARNING:

BTRIEVE Version 6.10 or later must be properly loaded to run the SiteMeter/SiteMeter Administration program. For instruction on setting up server-based Btrieve, please see Appendix C. For instructions on setting up local PC-based Btrieve, please see Step 3 below.

NOTE:

Btrieve version 6.10c is loaded in CompuServe. Simply GO NOVLIB, Library 7 and download BTR61.EXE (947,265 bytes, December 6, 1993).

If you get the following error message (if you are using BrightWorks):

```
BrightWorks: The Novell Brequester has not been loaded.
BrightWork databases will not be optimized. To optimize
performance of this program, load the Btrieve.NLM on
your server, the Brequest.EXE TSR on your workstation
(with argument /d:17000), and restart Windows and
BrightWorks.
```

and to the best of your knowledge Btrieve has been properly loaded, please read the following and take the appropriate steps.

If you want to run BREQUEST for server based Btrieve, this error could be occurring because you have loaded the incorrect WBTRCALL.DLL file. Take the following steps:

1. **Exit Windows.**
2. **Change to the \SITEMETR directory.**
3. **Run USEBRQ.BAT.**

This program will copy the proper WBTRCALL.DLL file into the \SITEMETR directory for BREQUEST.EXE.

4. **Copy the new WBTRCALL.DLL into your \Windows directory.**
5. **Restart Windows.**
6. **Run SiteMeter again.**

This error also may occur if the BTRIEVE.NLM or the BSPXCOM.NLM is not loaded on the fileserver. Please take the following steps:

1. **At the fileserver console, type BSTOP.**

This unloads the NLMs.

2. **Type BSTART.**

This loads both BTRIEVE.NLM and BSPXCOM.NLM on the fileserver.

If you want to work with the client-based BTRIEVE instead of the server based BTRIEVE (BREQUEST.EXE), then take these steps.

1. **Exit Windows.**

2. **Run USEBTR.BAT.**

This ensures that you are running the proper WBTRCALL.DLL file for client based BTRIEVE.

3. **Add the following section to your WIN.INI:**

```
[btrieve]
```

```
options=/p:3072/f:22/t:btr.trn/e
```

4. **Restart Windows.**

5. **Run SiteMeter again.**

You also need to load the SMRPROXY.NLM. To do this, at the fileserver type:

```
LOAD SMRPROXY.NLM.
```

You can also do this through the AUTOEXEC.NCF file if you want the SMRPROXY.NLM to be loaded every time the fileserver is brought up.

Troubleshooting

If you receive any errors while installing or upgrading SiteMeter, display the log file to view the errors and possible solutions.

Error calling DLL function. This indicates that install was unable to find PROGLIB.DLL or NETWARE.DRV didn't load or wasn't configured in your SYSTEM.INI file.

This could happen if the NetWare shell was not loaded before running Windows or if the wrong NetWare driver was loaded for Windows. Please refer to the installation requirements in this manual.

Also, make sure:

-The shells are loaded.

-The following line is included in your SYSTEM.INI file in the [386Enh] section: network=*vnetbios, vnetware.386, vipx.386

-You have Write and Modify rights to your Windows directory.

Install requires temporary storage on your hard drive, approximately 300K bytes. There is not enough space on your XXXX.

XXXX is the drive name specified. This message will display if the drive you specified does not have the space required to run the installation program.

Unable to copy or decompress file: FILENAME. Make sure that you have permission to write to the designated path and that you included the drive letter and that there is enough space on the destination disk.

FILENAME is the file to be copied or decompressed. This message will display if 1) you do not have the write permission 2) there is not enough space on the destination disk or 3) the volume (i.e., SYS) that the install is trying to write to does not exist. Log in as supervisor or equivalent.

Install did not find a previously installed copy of XXXXXX in YYYYYY. Choose OK to choose another path.

XXXXXX is the name of the product which you want to upgrade. YYYYYY is the name of the path you gave for the install to check for the previously installed product. This message will display if the install did not find the previously installed product which you want to upgrade in the path you specified. Make sure you give the correct path to the install to find the previously installed product for upgrading.

This installation failed. Please run the install again to be sure that SiteMeter is installed correctly. Choose OK to exit install and view the install log file.

This message will display when the installation has encountered severe problems and has aborted. A log file may have the error message. Use Windows Notepad utility to view this file. Make the required change and then run the install again.

Fatal Error: [Error #]

Verify that you meet the SiteMeter configuration requirements and then contact McAfee Technical Support with the Error #.

Install detected problems with your Configuration. Click on OK to exit and view log file.

View the log file for information to correct your configuration in accordance with the SiteMeter installation requirements. Once you have corrected your configuration, re-run the installation process.

Unrecoverable Error

Verify that you meet the SiteMeter configuration requirements, and then contact McAfee Technical Support with the Error #.

Notes
