



Phoenix Installation Manual

2011

This manual provides the steps needed to install the Phoenix Alarm Automation Software and additional software needed for Phoenix to work properly

X.4.2.0



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ABM DATA SYSTEMS
896 SUMMIT STREET, SUITE 107
ROUND ROCK, TX 78664
(512) 388-3250

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How to Contact ABM Data Systems

Correspondence and Billing Address

ABM Data Systems

896 Summit Street, Suite 107

Round Rock, TX 78664

(512) 388-3250

Sales

ABM Sales hours are Monday through Friday, 8:00 a.m. to 5:00 p.m.
Central Standard Time.

Sales Phone: **(800) 767-7067**

Sales Fax: **(512) 215-4110**

Sales Email: sales@abmsystemsllc.com

World Wide Web Address: www.abmsystemsllc.com

Technical Support

ABM Support hours are Monday through Friday, 8:00 a.m. to 5:00
p.m. Central Standard Time.

Support Phone: **(800) 729-4226**

(512) 388-3250

Support Fax: **(512) 215-4110**

Support Email: support@abmsystemsllc.com

Please contact our Technical Support Department if we can help in any way.

I. Installing Apache

This procedure describes the installation of Apache. It assumes that you either have Windows XP Professional, Windows 7 Professional, Windows 2003 Server or Windows Server 2008 already installed; all with the latest service packs or updates.

1. Windows Login

On the Phoenix computer, log on to Windows using a **login ID that has full administrative privileges**.

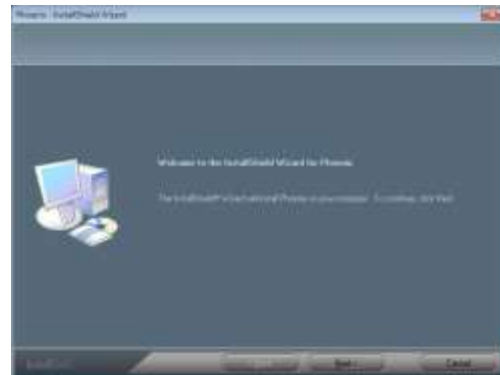
2. Phoenix Release x.4.2.0 CD

Insert the **Phoenix Release x.4.2.0** CD in the CD-ROM drive. Wait a few seconds for the Wizard to load.

If the CD does not auto start: Open Windows Explorer, choose the CD drive and double-click on setup.exe in the disk directory.

3. Welcome Window

Read the information in the **Welcome** window and click on the **Next** button.



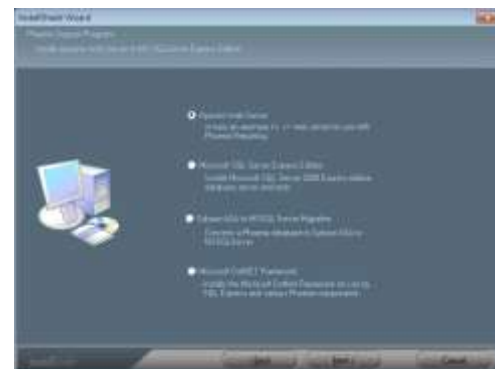
4. Setup Type Window

In the **Setup Type** window, select **Support Programs** and click on the **Next** button.



5. Setup Type – Phoenix Support Programs Window

In the **Setup Type – Phoenix Support Programs** window, select **Apache Web Server** and click on the **Next** button.



a) *Apache - Welcome Window*

Read the information in the **Apache Welcome** window and click on the **Next** button.



b) *Apache - License Agreement Window*

In the **License Agreement** Window, read agreement then **select** "I accept the terms in the license agreement"

Click on **Next** button.



c) *Apache - Read This First Window*

In the **Read This First** window, that tells you what Apache is, **click** on **Next** button



d) *Apache - Server Information Window*

In the **Server Information** window, **verify** that the following information is correct: **Network Domain**
Server Name
Administrators

Email
Select for All Users

Click on the **Next** button



e) Apache – Setup Type Window

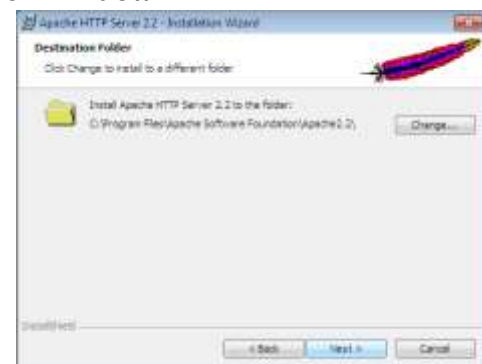
In the **Setup Type** window, select **Typical**

Then **click** the **Next** button

**f) Apache – Destination Folder Window**

In the **Destination Folder** window, keep default path

Click on **Next** button

**g) Apache – Ready to Install the Program Window**

In the **Ready to Install the Program** window, **click** on **Install** button

**h) Apache – Installing Apache HTTP Server 2.2.17 Window**

In the **Installing Apache HTTP Server 2.2.17** window, this will show the progress of the install



i) **Apache – Installation Wizard Completed Window**

Once the installation is complete, the **Installation Wizard Completed** window will pop up.

Click on the **Finish** button



j) **Reboot the Phoenix Server**

II. Installing SQL Database

A. Installing Microsoft SQL Server 2005

This procedure describes the installation of Microsoft SQL Server 2005. It assumes that you either have Windows XP Professional, Windows 7 Professional, Windows 2003 Server or Windows Server 2008 already installed; all with the latest service packs or updates.

1. **Windows Login**

Login to Windows on the Phoenix computer using an **ID with full administrative privileges**.

2. **Microsoft SQL Server 2005 CD**

Insert the **Microsoft SQL Server 2005** CD in the CD-ROM drive. Wait a few seconds for the wizard to load.

If the CD does not auto start, open Windows Explorer, choose the CD drive and double-click on the setup.exe in the disk directory.

3. **Start Window**

From the **Start** window,

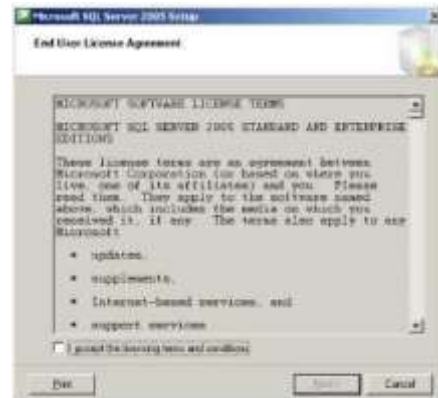
Click on **Install – Server components, tools, Books Online and samples**.



4. End User License Agreement Window

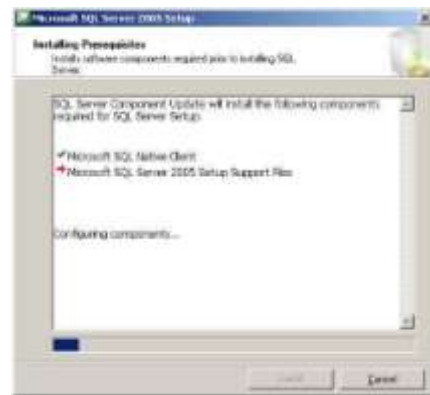
In the **End User License Agreement** window, carefully review the agreement. To continue with the install, select the **"I accept the licensing terms and conditions"** checkbox,

Click on the **Next** button.



5. Installing Prerequisites Window

In the **Installing Prerequisites** window, allow these files to be installed. Click on the **Next** button when available.



6. System configuration Check Window

Click the **Next** Button to continue.



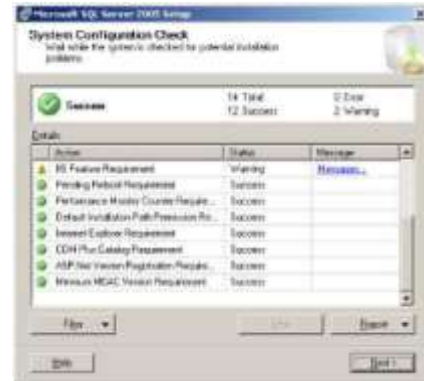
7. Welcome to the Microsoft SQL Server Installation Wizard Window

Read the information in the **Welcome to the Microsoft SQL Server Installation Wizard** window, click on the **Next** button.



8. System Configuration Check Window

In the **System Configuration Check** window, allow the system to run a self-diagnostics to ensure the server configuration meets the minimum specification to run Microsoft SQL Server 2005. If the server meets the minimum requirements, click on the **Next** button.



9. Registration Information Window

In the **Registration Information** window, accept the defaults

Click on the **Next** button.



10. Components to Install Window

In the **Components to Install** window, select the following options:

- **SQL Server Database Services**
- **Integration Services**
- **Workstation components, Books Online and development tools**

Click on the **Next** button.



11. Instance Name Window

In the **Instance Name** window, ensure that Default is checked and then click on the **Next** button.



12. Service Account Window

Select **Use the built-in System account**

In the Start services at the end of setup section:

Select **SQL Server**

Select **SQL Server Agent**

Click on **Next** button

**13. Authentication Mode Window:**

Select **Mixed Mode**

Specify the **sa** logon password

This password will be needed during the installation of the Phoenix software.

Click on the **Next** button

**14. Collation Settings Window**

Accept the defaults

Click on the **Next** button

**15. Error and Usage Report Settings Window**

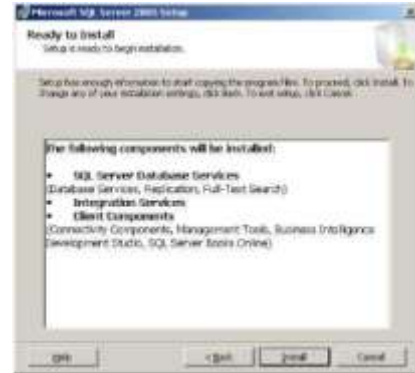
Accept the defaults

Click on the **Next** button



16. Ready to Install Window

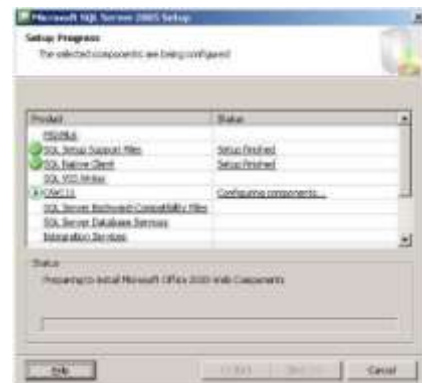
Click on the **Install** button



17. Setup Progress Window

Files are copied from the CD to the specified folder.

MSSQL Setup performs a number of activities, which takes several minutes.



If the installation is taking place from a CD you will be prompted to exchange CDs' during this phase of the installation. If you are loading from a DVD installation will proceed without interruption.



*If using CDs', click on the **OK** button after inserting Disc 2*

18. In the Completing Microsoft SQL Server 2005 Setup Window

Accept the defaults and click on the **Finish** button.

B. Installing Microsoft SQL 2008 Server Express

This procedure describes the installation of Microsoft SQL Server 2008 Express. It assumes that you either have Windows XP Professional, Windows 7 Professional, Windows 2003 Server or Windows Server 2008 already installed; all with the latest service packs or updates.

1. Login to Windows

Log-On the Phoenix computer using an ID with full administrative privileges.

2. Insert the Phoenix X.4.2.0 Installation CD

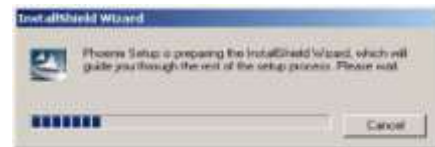
In the CD-ROM drive; wait a few seconds for the Wizard to load

If the CD does not auto-start, open Windows Explorer choose the CD drive and double-click on the setup.exe in the disk directory.

3. Install Shield Wizard

Once the Wizard finishes unpacking, the Phoenix Welcome screen appears.

Click on the **Next** button

**4. Setup Type Window,**

Select the **Support Programs** option

Click on the **Next** button.

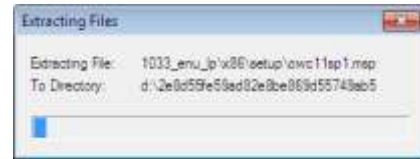
**5. Setup Type – Phoenix Support Programs Window**

Select **Microsoft SQL Server Express Edition**

Click on the **Next** button.



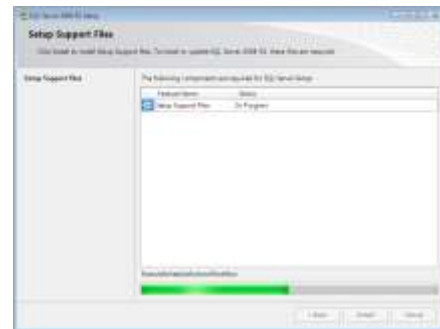
a) ***Windows will unpack***



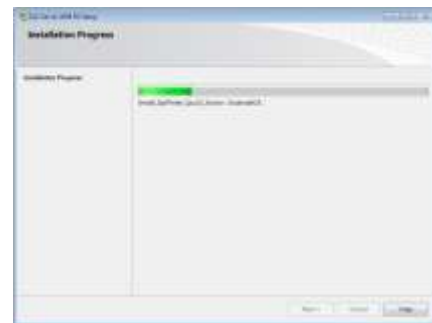
b) ***SQL Server 2008 R2 will pop up***



c) ***The Setup Support Files window will open***



d) ***When the program finishes***
It will close automatically.



6. Reboot the server after installation.

After reboot, there should be an instance named:

server_name\SQLEXPRESS

User: sa

Password: Flight!2

Password is case sensitive

III. Installing Phoenix Application Server Release x.4.2.0

Now that you have the database installed, you can load the Phoenix software onto the computer using the Phoenix Release X.4.2.0 CD.

*Before file transfers are complete, you may exit Setup by clicking on the **x** in the top right corner. If you choose Exit Setup before the install has completed, use the [Uninstall instructions](#) beginning on page 36 to remove all files on your hard drive before trying the installation again.*

1. Login to Windows

Log into the Phoenix computer; using a login ID with full administrative privileges.

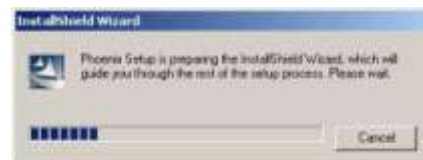
2. Attach the HASP Key

To a USB port; The HASP Key was shipped with the Phoenix software.

3. Insert the Phoenix Release X.4.2.0 CD

In the CD-ROM drive; wait a few seconds for the Wizard to load.

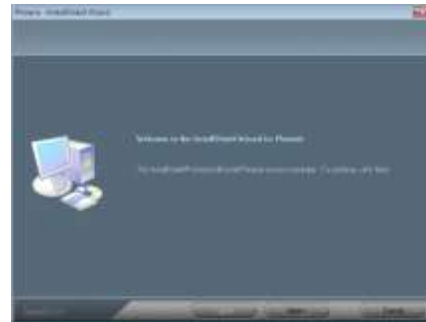
*If the CD does not auto-start, open Windows Explorer, choose the CD drive and double-click on **setup.exe** in the disk directory.*



4. Welcome Window

Read the information in the **Welcome** window

Click on the **Next** button.



5. Setup Type Window

Select the **Server Components** option

Click on the **Next** button.



This window has a number of choices, some of which are dimmed depending on which Phoenix components (if any) are found on the machine.

- a) **Server Components**
 - choose this option to install Phoenix components on a server. This option allows you to selectively install all Phoenix programs, the Collects, database files required by Phoenix, and the Reporting system.
- b) **Client Components**
 - choose this option to install Phoenix components on a client workstation; See [“Phoenix Release x.4.2.0 Client Installation”](#) on page 33.
- c) **Add-on Components**
 - choose this option to install components for Phoenix Add-ons (Alarm Forwarding, Alarm Video, Remote Data Entry with Reporting, Field Tech Access, Relay and Watchdog)
- d) **View Documentation**
 - choose this option to view (in Acrobat Reader) the upgrade instructions, release notes, or install instruction documents.
- e) **Upgrade Phoenix**
 - choose this option to upgrade the version of Phoenix that you are running. The CD contains upgrades to three versions of Phoenix;
 - From x.4.1.1 to x.4.2.0
 - From x.4.1.2 to x.4.2.0
 - From x.4.1.3 to x.4.2.0Please contact ABM Technical Support Department for the appropriate Upgrade code. For upgrade instructions for these three versions, see the **Phoenix Upgrade Instructions** document (*not included in this document*).
- f) **Support Programs**
 - choose this option to install:
 - Apache Web Server; See [“Installing Apache Web Server”](#) on page 5.
 - Microsoft SQL Express database; See [“Installing Microsoft SQL Express”](#) on page 16.
 - Sybase ASA to MSSQL Server Migration
 - Microsoft DotNET Framework
- g) **Uninstall Phoenix**
 - choose this option to uninstall all Phoenix components or some Phoenix components. See [“Uninstalling Phoenix”](#) on page 36.

Click on Cancel to exit Setup without loading anything onto the computer.

6. **License Agreement Window**
Carefully review the agreement. To continue with the install,

Select "I accept the terms of the license agreement"

Click on the **Next** button.



7. **Choose Destination Location Window**

Choose the drive on the computer where you want all of the Phoenix files to be installed.

Click on the **Next** button.



8. **Select Features Window**

Check the corresponding box of each component to be installed.



*ABM recommends the following features to be installed; if all the services are on the same server: **Application Server, Database, and Reporting.***

***Scroll** through the list of available collects; **check** the appropriate box for your receiver manufacturer/output format. **More than one collect** may be selected at this time if appropriate.*

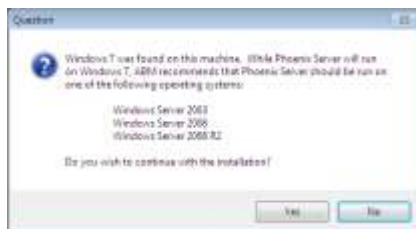
If the **Database** will run on a separate machine, uncheck Database and install the Database later by making it the only selection on this screen.

If the **Collects** will run on a separate machine, uncheck Collect and install the Collects later by making it the only selection on this screen.

If the **Reporting** system will run on a separate machine, uncheck Reporting and install Reporting later by making it the only selection on this screen. Or if you choose to not load Reporting now, you may load it at any time later.

9. Question Boxes

Click on the **Yes** buttons when the two **Question Boxes** pop up.



10. User Information Window

Enter user information:

- Review** the **User Name** and **Company Name** information from the **Windows** setup. You may change it as necessary.
- In the **Serial Number** box, enter the **HASP Key** number. The HASP Key number is in the Installation and Support letter enclosed with the Phoenix software.



Click on the **Next** button.

11. Select Server Type Window

Choose Primary Phoenix Server if you have only one server or if you are installing Phoenix on the Primary server and click on the **Next** button.

Choose Backup Phoenix Server if you are currently installing Phoenix on the backup server, the machine that will act as the server when the primary server fails. This option installs everything that is installed on the primary server, but all services are set to manual start.



12. **License Registration Window**
Enter the **appropriate code** for the number of Users and the number of Collects for which you have purchased licenses.

The two codes are in the Installation and Support letter enclosed with the Phoenix software.

Click on the **Next** button.



13. **Select Collect Ports Window**
Select the Com port(s) or TCP sections that will connect the receiver(s) to the Phoenix computer. *If more than one receiver is checked, each displays in a separate dialog box.*

Check the appropriate Com Port (or TCP section)

Click on the **Next** button for each



14. **Client Setup Window**
Verify the **Appsrv** machine name.

Check the **Create a shortcut for Phoenix Manager**

If you have a backup server that doesn't failover automatically (cold redundant) and you want shortcuts pointing to that backup server as well as the primary server, you will need to setup those manually. The "create backup shortcuts" are not ready at this time.

Click on the **Next** button



15. **Email Setup Window**

Check the "Automatically launch Phoenix e-mail checkbox" if you have Recurring Reports setup to automatically email or if you use the emailing feature in the Alarm Forwarding module.



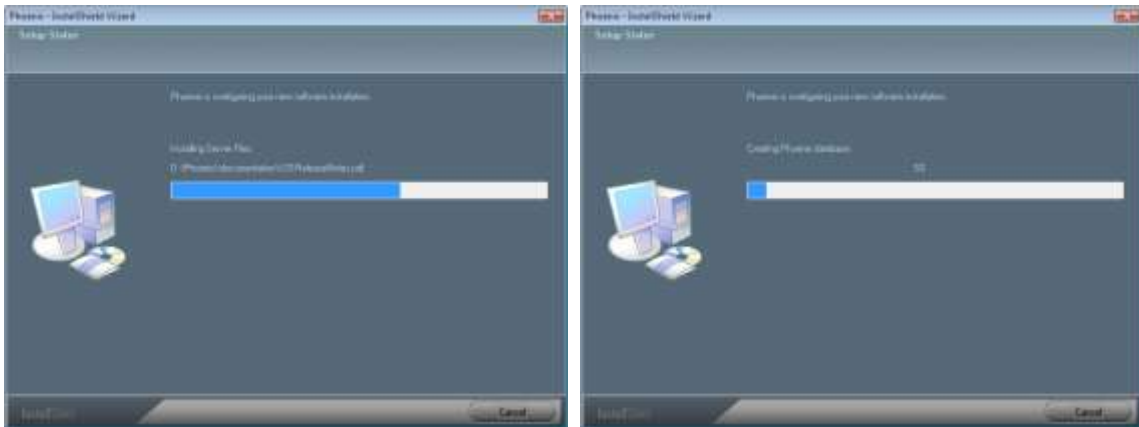
16. Current Settings Window

Verify that the values you entered are correct

Click on the **Next** button.



The install program starts copying files from the CD to the computer.



17. Enter the Database Instance Name Window

Instance: ***Enter in the database server name***



18. Enter sa password Window

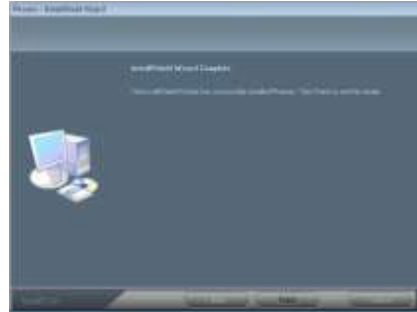
The password is going to vary depending upon the installed database:

- Microsoft SQL Express** – installed from the Phoenix 3.4.2.0 Installation CD, the default password is 'Flight!2'.
- Microsoft SQL Express** – installed from a different medium, contact your system administrator for assistance.
- Microsoft SQL 2005** – contact your system administrator for assistance.
- Microsoft SQL 2008** – contact your system administrator for assistance.



19. Installation Complete Window

Click on **Finish** to close the Phoenix InstallShield Wizard



20. Reboot the Server and test the Phoenix Alarm Automation Software

If you saw error messages during the install or after reboot, you can uninstall the software (see "[Uninstalling Phoenix](#)" on page 36) and try installing it again. Any problems please contact [ABM's Technical Support](#).

IV. Modifying Collects Installed

You may install or uninstall Collects as desired, but a receiver license is still required for every collect that actually runs on your system. Call ABM Sales Department to purchase additional receiver licenses if necessary. ***Make sure all Phoenix Services are stopped, collects and Phoenix Application Service.***

1. Windows Login

On the computer with the Collects installed (usually the Phoenix Server), log on to Windows using a **login ID that has full administrative privileges.**

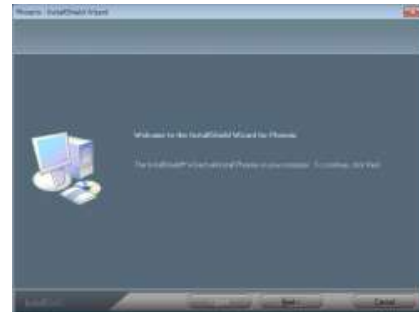
2. Phoenix Release x.4.2.0 CD

Insert the **Phoenix Release x.4.2.0** CD in the CD-ROM drive. Wait a few seconds for the Wizard to load.

If the CD does not auto start: Open Windows Explorer, choose the CD drive and double-click on setup.exe in the disk directory.

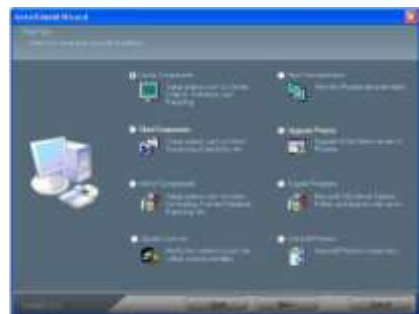
3. Welcome Window

Read the information in the **Welcome** window and click on the **Next** button.



4. Setup Type Window

In the **Setup Type** window, select **Server Components** and click on the **Next** button.



5. License Agreement Window

Carefully review the agreement. To continue with the install,

Select "I accept the terms of the license agreement"

Click on the **Next** button.



6. Phoenix Install-Shield Wizard Window

A dialog box will display indicating that some Phoenix components have been previously installed. Click **OK** to continue the installing or removing collects.



7. Select Features Window

DO NOT un-check any components unless you wish to uninstall them. The only options that should be modified are collect files.



8. User Information Window

Ensure the **data** is accurate

Click on the **Next** button

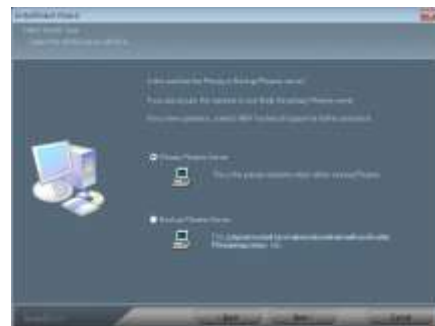


9. Select Server Type window

Choose Primary Phoenix Server

If you have only one server or if you are installing Phoenix on the primary Phoenix server

Click on the **Next** button.



10. License Registration Window

Review the **User** and **Collect License codes** were entered appropriately.

Click on the **Next** button.



11. Select Collect Port Window

Check the COM port(s) or TCP sections that will connect the receiver(s) to the Phoenix computer. If you checked more than one receiver, each displays in a separate dialog box. Check the appropriate COM Port (or TCP section) and click on the **Next** button for each.



12. Client Setup Window

Review the information

Click on the **Next** button



13. Email Setup Window

Check the “Automatically launch Phoenix e-mail checkbox” if you have Recurring Reports setup to automatically email or if you use the emailing feature in the Alarm Forwarding module.



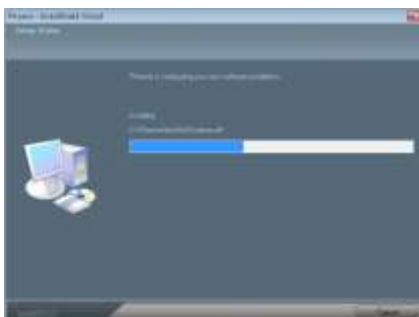
14. Phoenix 3.4.2.0 Window

Review the settings and, if correct, **click** on the **Next** button.

*If the **choices** listed are **incorrect**, **click** on the **Back** button and **check** or **uncheck** the appropriate boxes.*



The install program starts copying files from the CD to the Client computer.



15. Installation Complete Window

Click Finish to close the Phoenix Install Shield Wizard.



If you saw error messages during the install, you may uninstall the software (See [“Uninstalling Phoenix”](#) on page 36) and try installing it again. Contact [ABM’s Technical Support Department](#) if problems continue.

V. Modifying User and Collect Licenses

You may install or uninstall User or Collects as desired; but a user license is needed for every concurrent user using the system and a receiver license is still required for every collect that actually runs on your system. Call [ABM Sales Department](#) to purchase additional user or receiver licenses if necessary. ***Make sure all Phoenix Services are stopped, collects and Phoenix Application Service.***

1. Windows Login

On the Phoenix Server, if updating users, or if updating receivers, the Computer with the Collects (usually the same Phoenix Application Server), login to Windows using an account with full administrative privileges.

2. Phoenix Release 3.4.2.0 CD

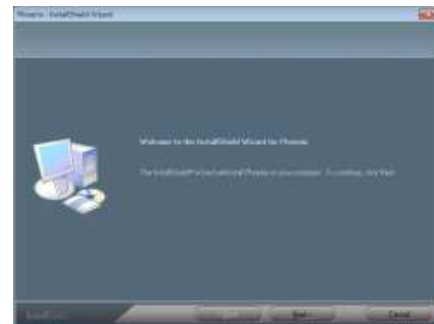
Insert the **Phoenix Release 3.4.2.0 CD** in the CD-ROM drive. Wait a few seconds for the Wizard to load.

*If the CD does not auto-start, **open** Windows Explorer, **choose** the CD drive and **double-click** on the **setup.exe** in the disk directory.*

3. Welcome Window

Read all information in window

Click on the **Next** button



4. In the Setup Type window

Select **Update Licences**

Then **click** on the **Next** button.



5. Carefully review the Software License Agreement.

To continue with the install, **select** the **“I accept the terms of the license agreement”** radio button

Click on the **Next** button



6. **Phoenix Install-Shield Wizard Box**

A dialog box will display indicating that some Phoenix components have been previously installed. Click **OK** to continue the installing or removing collects.



7. **Select Features Window**

DO NOT un-check any component(s) unless you wish to uninstall them. The only options that should be modified are collect files.



8. **User Information Window**

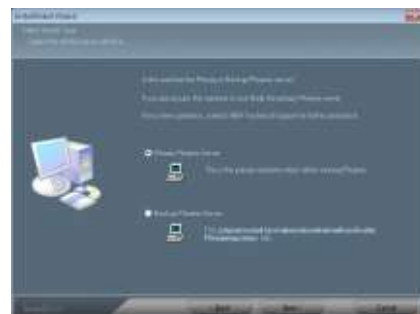
Ensure the **data** is accurate; the hasp key should already be there

Click on the **Next** button



9. **Select Server Type Window**
Choose Primary Phoenix Server, If you have only one server or if you are installing Phoenix on the primary Phoenix server

Click on the **Next** button.



10. **License Registration Window**
Enter the new license codes that were given to you by either ABM Technical Support or Sales.

Click on the **Next** button.



11. **Select Collect Port Window**
Check the COM port(s) or TCP sections that will connect the receiver(s) to the Phoenix computer.
If you checked more than one receiver, each displays in a separate dialog box. Check the appropriate COM Port (or TCP section)
Click on the **Next** button for each.



12. **Client Setup Window**

Review the information
Click on the **Next** button



13. **Email Setup Window**

Check the **Automatically launch Phoenix e-mail box** if the Phoenix Mail program is to start when the computer is started.



14. **Current Settings Window**

Verify that the values you entered are correct and then **click** on the **Next** button.
If the choices listed are incorrect, click on the Back button and check or uncheck the appropriate boxes.



The install program copies files and performs several activities.

15. **Installation Wizard Complete Window,**
Click on the **Finish** button to close the Install Shield window.
If you saw error messages during the install, you may uninstall the software (see [“Uninstalling Phoenix”](#) on page 36) and try installing it again.
Call [ABM’s Technical Support Department](#) if problems continue.

VI. Installing Phoenix Client Release x.4.2.0

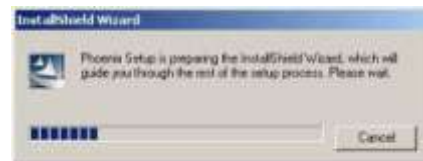
1. Login to Windows

Log into the Phoenix client computer; using a login ID with full administrative privileges.

2. Insert the Phoenix Release X.4.2.0 CD

In the CD-ROM drive; wait a few seconds for the Wizard to load.

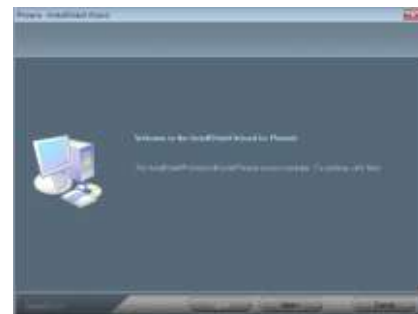
*If the CD does not auto-start, open Windows Explorer, choose the CD drive and double-click on **setup.exe** in the disk directory.*



3. Welcome Window

Read the information in the **Welcome** window

Click on the **Next** button.



4. Setup Type Window

Select Client Components option and **click** on the **Next** button



5. License Agreement Window

Carefully review the agreement. To continue with the install,

Select "I accept the terms of the license agreement"

Click on the **Next** button



6. Choose Destination Location Window

Choose the drive on the computer where you want all of the Phoenix files to be installed.

Click on the **Next** button.



7. Client Setup Window,

Enter the **name** of the **Phoenix Server**.

If you have a backup server that does not failover automatically (cold redundant) and if you want shortcuts on the client machine to the backup server, you will need to setup those manually. The “create backup shortcuts” are not ready at this time.



**** By default the Phoenix Manager application is *not* installed on the Client computer, to *install* Phoenix Manager, check the *Create a shortcut to Phoenix Manager* ****

8. Reporting Setup Window

Check the “Create a shortcut to the Phoenix Reporting system” box and **enter** the **name** of the **Phoenix Server**. *An IP address of the Phoenix Server can also be used.*



9. Email Setup Window,

Check the Automatically launch Phoenix e-mail box if you would like the Phoenix Mail program to start when the computer is started.

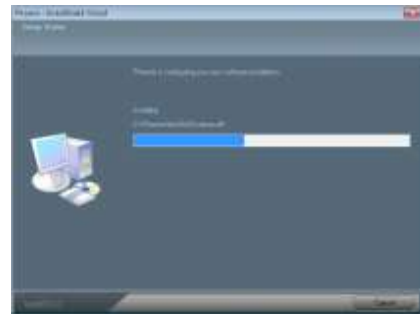


10. Current Setting Window

Verify that the **values** you entered are correct and then **click** on the **Next** button.



The install program starts copying files from the CD to the Client computer.



11. Installation Complete Window

Click Finish to close the Phoenix Install Shield Wizard.



If you saw error messages during the install, you may uninstall the software (See [“Uninstalling Phoenix”](#) on page 36) and try installing it again. Contact [ABM’s Technical Support Department](#) if problems continue.

VII. Uninstalling Phoenix

You can choose to uninstall all Phoenix components or selected components for any one of the versions of Phoenix. The Phoenix database is removed if you choose All Phoenix Components or if you choose Specific Phoenix Components, then Phoenix Database.

Backup the data before running the uninstall program.

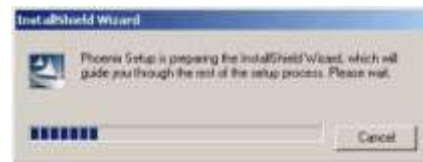
1. Login to Windows

Log into the Phoenix computer; using a login ID with full administrative privileges.

2. Insert the Phoenix Release X.4.2.0 CD

In the CD-ROM drive; wait a few seconds for the Wizard to load.

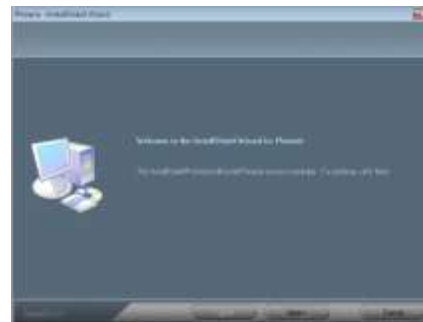
*If the CD does not auto-start, open Windows Explorer, choose the CD drive and double-click on **setup.exe** in the disk directory.*



3. Welcome Window

Read the information in the **Welcome** window

Click on the **Next** button.



4. Setup Type Window

Choose the **Uninstall Phoenix** option

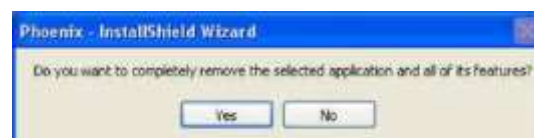
Click on the **Next** button.



5. Uninstall Pop Up Window

To **remove All** Phoenix Components **click Yes**

To **remove Specific** Components **click No**



6. Select Features Window

If you **choose** to **delete Specific** Phoenix Components by selecting **No**, the Phoenix Components window will display. The installed components are designated with a check-mark. **Uncheck** the **specific** component(s) to be **uninstalled**.



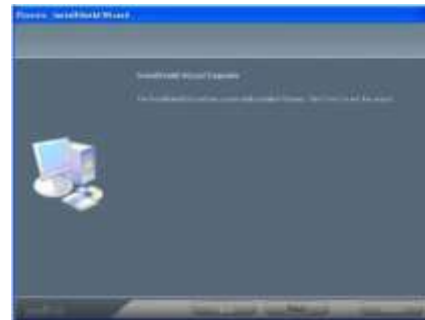
Checked components will remain on the computer.

The Uninstall program removes either the specific components or all Phoenix components and the database.



7. Setup Complete Window

Click on **Finish** to complete the uninstall.



If you saw error messages during the uninstall, Contact [ABM's Technical Support Department](#).