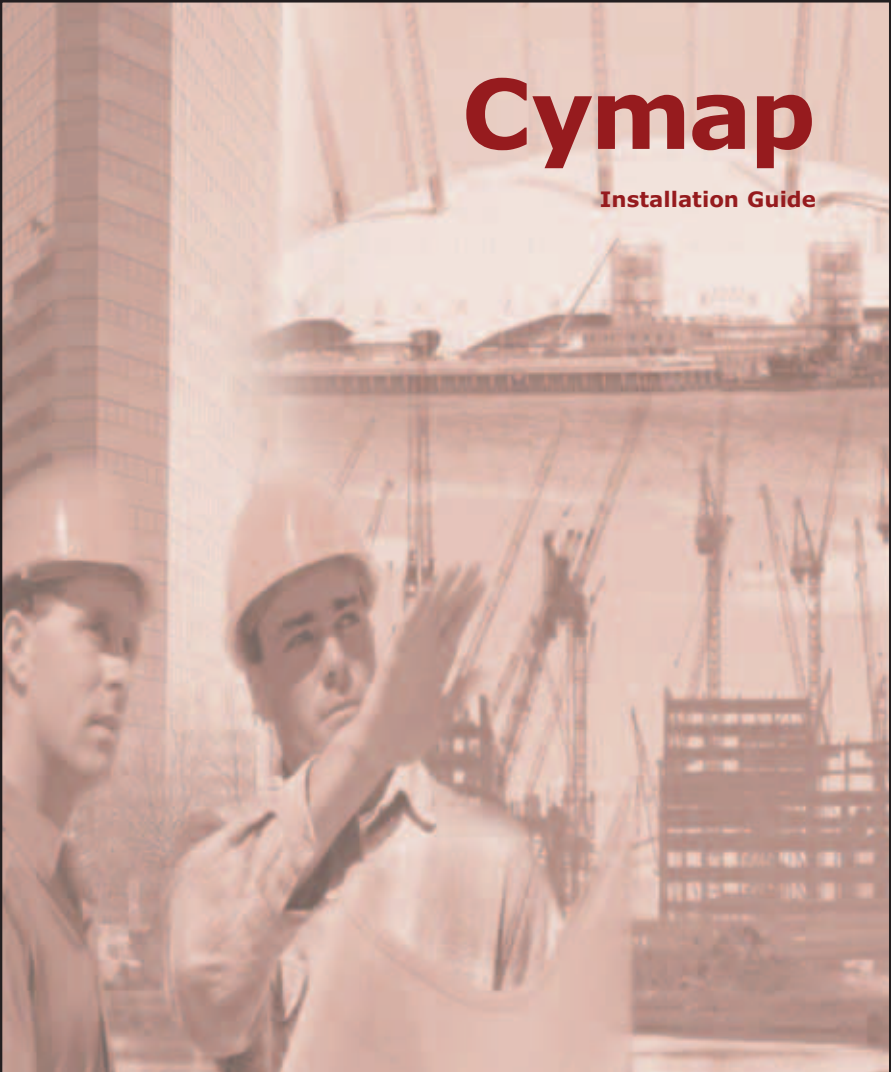


Cymap

Installation Guide



Cymap

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INTRODUCTION

The Cymap Installation Guide provides you with all the information you need to install both stand-alone and network versions.

The installation process is supported by the Setup Wizard, which will guide you through the necessary steps. **If you have any problems there are comprehensive troubleshooting sections.**

Cymap is designed to coexist with previous versions, providing that it is not installed to the same folder as a previous release i.e when installing version 10 the default folder is 'Cymap version 10'. We advise users to accept this folder name.

SYSTEM REQUIREMENTS

To install Cymap you need:

1. A CD-ROM drive.
2. A Pentium 300 CPU or better.
3. A 14" SVGA monitor or better.
4. A Microsoft-compatible mouse.
5. 128Mb RAM or more.
6. At least 800Mb disk space (for complete installation) although the installer may require more space than this for it's temporary files. We recommend at least 1Gb free disk space.
7. Microsoft Windows 95\98\ME or NT4\NT2000\XP Professional.
8. An appropriate dongle (and configuration disk if applicable).

IMPORTANT NOTES

Internet Explorer 4.01 or higher required

The Cymap Help files require IE 4.01 or later to be installed. This is present on most modern versions of Windows and Windows NT. If you do not have it already installed, it can be downloaded directly from Microsoft's website (<http://www.Microsoft.com>).

Administrator Rights under Windows NT/2000/XP

Installing Cymap network dongles under these operating systems requires an Administrator account. Installing Cymap Server and Client versions also requires an Administrator account.

Firewalls

In these days of connected computers and the internet, it has become increasingly important to protect the computer and network against unwanted intrusions from outside the user's computer/network. A firewall is a barrier which controls access to a computer or network, and needs to be configured to allow only those connections or actions which the computer's owner/administrator knows to be safe. Microsoft recognised that many users of it's Windows family of products did not have this protection and include one in their XP SP2 release of Windows. This has implications for dongles in the Cymap software. The firewall may need to be configured to allow communication between the Cymap software and the dongle. The IT administrator for your company will have the ability to do this.

ABOUT DONGLES

Cymap is protected from illegal copying by the use of a dongle. Dongles hold your company name, license number, and a record of the programs you have purchased. A dongle is a hardware device that plugs into your computer enabling the software to operate. Dongles are also known as hardware keys and 'locks'. Cymap supports the following types:

DESKey DK2

A DK2 dongle plugs into the parallel port. Devices such as printers can be plugged into the back of the dongle. A separate DK2 dongle is programmed for each customer.

Rainbow NetSentinel

A Network dongle plugs into any parallel port on your Windows NT or NetWare server. A Network dongle permits access to Cymap from anywhere on your network. The number of licenses you have purchased controls the number of users. A Cymap network dongle is provided with a Configuration Disk.

DESKey DK12

A DK12 is identical to a DK2 dongle but requires a separate Configuration Disk. These dongles are no longer available for Cymap but the software still supports them for backwards compatibility.

NB: The parallel port must NOT be set to bi-directional printing when using this dongle type. Consult your system administrator if you're not sure how to check the settings.

DESKey DK38

A DK38 is a PC Card (PCMCIA) dongle for use on notebook computers. It emulates a DK2 dongle. The DK38 dongle should be the chosen option when installing.

Wibu Dongles

Wibu dongles are the newest type of dongle supported by Cymap and use either the parallel port or the USB interface. The USB port must be version 1.1 (or later) compliant. They support both stand-alone and network operation.

BEFORE YOU START

To make your installation as easy as possible ensure that you have the following information available before you start:

1. The type of dongle that you will be using, i.e. DK2, Wibu, Network, DK12 or DK38
2. Any accompanying dongle configuration or driver disk.

Stand-alone Installation - For step-by-step instructions go to page 4
Network Installation - For step-by-step instructions go to page 9

STAND-ALONE INSTALLATION

Firstly, plug in your dongle, unplugging your printer cable if necessary. Plug the printer cable into the back of the dongle if applicable. Make sure that the arrows on the dongle point towards the computer.

NB: Only one Cymap dongle should be plugged-in at any one time.

1. On most machines, after inserting the Cymap CD-ROM, the autoplay will display a 'contents' page. (If nothing happens run autorun.exe from the CD-ROM)
2. Select the Cymap link. The splash screen will appear as the installer loads.
3. The 'Cymap Welcome' screen will appear.

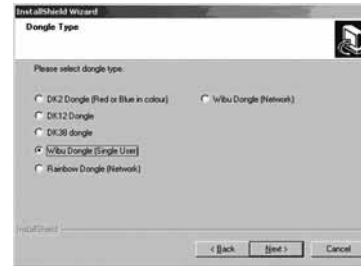


4. Click 'Next>'.
5. The 'License Agreement' screen will appear.



6. Read and click 'Yes' if you agree to the terms and conditions.

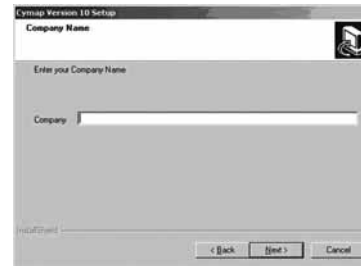
7. The 'Dongle Type' screen will appear.



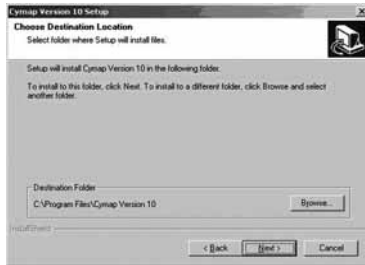
8. Select the appropriate dongle option by clicking on the radio button provided. If the dongle drivers are not on the computer already they will be installed. Click 'Next>'. The drivers will now be installed by the relevant install routine. In the case of Wibu Dongle users see the extra information at the bottom of this section and appendix 1 for expected screens.

NB: If you select a DK2, DK38 or DK12 dongle it is automatically assumed you are installing a stand-alone Workstation version.

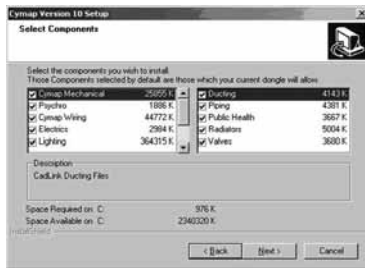
9. For stand-alone Wibu Dongle users, the following screen appears next. Enter your company name and click 'Next>'.



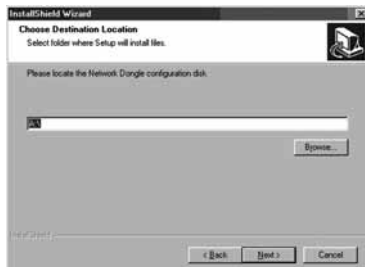
10. The following screen will appear.



11. Select your destination folder. Click 'Next>'.
12. The following screen will appear.



13. Select those options that you wish to install.
NB: You may tick all boxes, but only those options that you have purchased will be available when you run Cymap. Click 'Next>'.
14. For DK12 dongle users, a screen will appear requesting the DK12 Configuration Disk supplied with the product. Put the disk in and Click 'Next>'.
15. The following screen will appear.



16. Change the program folder, if required from the default of drive A:\. Click 'Next>'. Cymap will now install.



17. Once all the files have installed, the following screen appears.



18. Tick the 'View the Cymap Readme file' check-box if you wish to view the latest information on Cymap.
NB: We strongly advise reading this since it may contain information not available in Cymap itself. Click 'Finish>' to complete the installation.

The following screen appears.



- NB:** Cymap will not run properly until you reboot your computer. After rebooting you will be ready to run Cymap!

IF YOU HAVE PREVIOUSLY INSTALLED AN EARLIER VERSION OF CYMAP

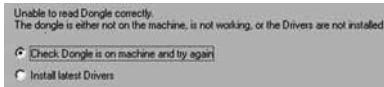
This Cymap is a new version, so it should be installed to a new folder.
NB: If you have a new release of Cymap, you will be unable to open new project files with the previous version, you can of course open and upgrade previous files with the latest release of Cymap.

INSTALLING ON A NOTEBOOK WITH A DK38

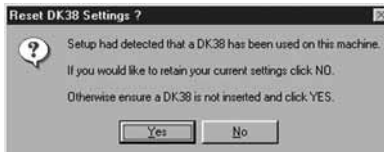
1. Insert the DK38 (into Pc Card slot) or DK2 (into the parallel port), or Wibu dongle, into the USB port or parallel port.

NB: For Wibu Single User see the section entitled **'Wibu – Single User'** above.

2. Run the Cymap Setup. You will see the 'Welcome to Cymap' set-up screen. Click Next.
3. The License Agreement appears. Click Next.
4. The dongle selection screen appears.
5. Select the DK38 or DK2 Dongle as appropriate, then click Next.
6. The following screen appears...



7. Select 'Install latest Drivers'. This launches a separate dongle installation routine. If you have a previous version of the DK2 or DK38 dongle drivers installed (for example, if you were running Cymap 9.2 on your notebook) then you will be asked whether to install a newer version of the dongle drivers...



8. Select 'Yes'. New 32-bit DK38 dongle drivers will be installed automatically, and your notebook will be rebooted.
9. The DK2 or DK38 Dongle should now be detected.
10. Choose the Cymap installation path (i.e. where you want it to be installed).
11. Select components.
12. Select program folder. The installation process begins.
13. When the installation process finishes you will be asked whether you wish to view the Readme.txt, and/or create a shortcut link to your desktop.
14. Your machine will then reboot automatically (if it does not, reboot manually). You must reboot before Cymap will run properly.

You're now ready to run Cymap.

NETWORK INSTALLATION

GENERAL

BEFORE YOU START

Installation should only be carried out by a designated system administrator with appropriate technical knowledge.

The installation process consists of the following stages, which should be done in the following order:

1. Setting up a shared folder on the server.
2. Installing the network dongle and drivers.
3. Installing the Cymap server software.
4. Installing Cymap clients.

These are each described in the following sections.

System requirements for the server component

1. **Windows NT 4.0 (SP6)/Windows 2000/windows XP /Windows 2003**
2. **Win32 TCP/IP network**

NB: Do not share the Cymap CD-ROM via a network server when installing network clients – the software must be installed directly from the Cymap CD-ROM on each client machine.

TYPES OF NETWORK INSTALL

There are 2 different stages of network installation. On NT systems both must be carried out by an Administrator:

1. **Server.** This installs all of the Cymap files to a central server from a workstation.
2. **Network Client.** This installs a minimum number of system files on each workstation connected to the server, allowing each workstation to run Cymap from a central server.

NB: The workstation machine from which the server version is installed will automatically become a client workstation, and no further installation is necessary.

Also note that whenever the server version is upgraded, it must be from the same workstation from which it was originally installed.

In all cases dongle validation is carried out on the server.

AN EXAMPLE INSTALLATION

The server contains a shared folder on the e: drive:

e:\Cymap

When installing the server from (the first client machine), which has the s: drive mapped to the above folder, the following installation folder is used:

s:\Cymap 10 Server

When installing the remaining clients enter the same path that was used to install the server.

This means on the server the actual installation path is

e:\Cymap\Cymap 10 Server

STAGE 1 – SETTING UP THE SHARED DRIVE

1. Set up a base folder on the server, we recommend calling it Cymap. It is best to avoid including the version number as this base folder can also be used for future versions.
2. Share this folder and grant appropriate permissions for the users of Cymap. Each client must map to this share with read-write access.

STAGE 2 - INSTALLING THE NETWORK DONGLE

Firstly, make sure your network dongle is attached to the server, and that you have your network dongle configuration disk to hand.

NB: For Wibu USB Dongle Users

If you are using the new Wibu USB dongle, you will be prompted by your computer to install device drivers for this (if Plug and Play is installed, the message will pop-up automatically. If not, please do a system check for new devices). The device drivers can be found on the Cymap CD-ROM in \Dongle Drivers\

RAINBOW DONGLE ON WINDOWS NT/2000

To access the Rainbow dongle on an NT server you will first need to install the device drivers.

1. **Run the appropriate Set-up program contained within the \Dongle Drivers\Rainbow Server\Win32\WIN_9x or WIN_NT folder:**

- On an Intel NT Server run SETUPx86.EXE
- On an Alpha NT Server run SETUPXP.EXE
- On a PowerPC NT Server run SETUPPPC.EXE

Although we provide drivers for Alpha and PowerPC we are unable to support these, however we will make every effort to help you get your system working.

A dialog should appear with one menu option, Functions. From this menu select Install Sentinel Drivers.

2. Load the Network Dongle Server program.

In order that the dongle can communicate with the network you will need to load a Network Dongle Server program. Do this by copying the file, NSRVGX.EXE, from the CD-ROM (Dongle Drivers\Rainbow Server\Win_32\ folder to your file server, to \WINNT\SYSTEM32.

Run the nsrvgx.exe program and the dongle should be available from anywhere on the network.

To ensure that this module is reloaded whenever your server is started we recommend that you add a shortcut or icon in your start-up group.

WIBU NETWORK DONGLE ON WINDOWS NT/2000

To access the Wibu dongle on an NT server you will first need to install the device drivers, **before plugging the dongle in**. Once the drivers are installed, plugging in the dongle may trigger the 'New Hardware found' dialog. It should be possible to go through the wizard with the defaults and Windows will recognise the drivers that were installed previously.

NB: For Wibu USB Dongle Users

If you are using the new Wibu USB dongle, you will be prompted by your computer to install device drivers for this (if Plug and Play is installed, the message will pop-up automatically. If not, please do a system check for new devices).

Insert the Cymap CD-ROM and run 'WkRt-US.exe' from the \Dongle Drivers\Wibu Server\NT sub-folder on your Cymap CD.

1. Installing the dongle drivers

See **appendix 1** for detailed instructions on installing this dongle type.

NB: You can look at your Wibu dongle status at any time by opening the Wibu control applet in Control Panel.

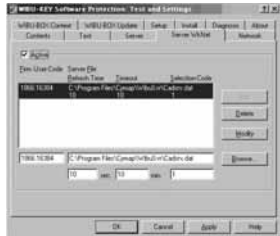


Double-click this at any time to check the Wibu dongle status:



2. Configure the server settings

If you are not using TCP/IP to connect to the server, you will need to set some additional configuration options, using the Wibu Control Panel applet.



Type the values into the boxes at the bottom of the tab. The second box should contain the local path to the **cadsvr.dat** file, installed by default in the WibuSrv folder within your Cymap folder.

Click the Add or Modify button to store the new values.

Click Ok. You are now ready to start the Network Server.

3. Load the Network Dongle Server Program.

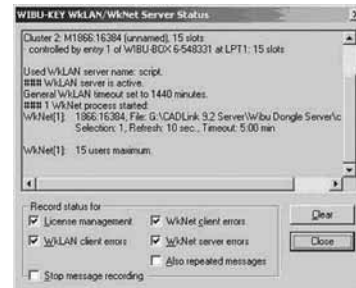
In order that the dongle can communicate with the network you will need to load a Network Dongle Server program.

The Wibu installer should have placed a shortcut to the Network Server program into your Start Menu, in the **Programs, WIBU-KEY** group. Run it. The following screen will appear:



The dongle can be run either as an NT service or as a program. Choose, and click OK.

Right clicking the window or task bar icon allows you to change various settings. It also allows you to choose between running in a window or as an icon in the task bar.



The standard Wibu Dongle installer, when run on a Windows machine, will install a Network Monitor program. This can be used to check the status of the dongle server, and to remove users from the server (if their computer has crashed, for instance).

STAGE 3 - INSTALLING THE CYMAP SERVER SOFTWARE

1. From a workstation that will be used as a Cymap Client, insert the Cymap CD-ROM and run **Setup.exe** (on most machines this will happen automatically if Auto play is installed).
2. The 'Cymap Set-up' screen will appear. Click 'Next>'.
3. The 'License Agreement' screen will appear. Read and click 'Yes' if you agree to the terms and conditions.
4. The 'Dongle Type' screen appears.



5. Select the relevant 'Network Dongle' option (Wibu Network or Rainbow) by clicking on the radio button provided. Click 'Next>'.
6. The 'Choose Installation type' screen appears. Select the Server option by clicking on the radio button provided. Click 'Next>'.
7. The 'Choose Destination Location' screen will appear. Choose the mapping to the server you wish to install to (this should have been created, along with the share, by the network administrator). And type (or browse to) a folder name. Click 'Next>'.

NB: You cannot install to the root of the mapping, but must choose a folder i.e. "E:\Cymap 10 Server". If no folder has been created then the installation will create one, so the name must be entered into the box.

8. The 'Select Components' screen appears. Select programs you have purchased. By default all the programs are unchecked. Click 'Next>'.
9. The screen appears asking you to insert the dongle configuration disk. Insert the disk and click 'Next>'.
10. The 'Select Program Folder' screen appears. Press 'Next>' (or edit if you wish to change the default folder name from 'Cymap'). Program installation will now begin.
11. When installation is complete you will be prompted to add a desktop shortcut to the workstation and whether you wish to read the Readme.txt.
12. You will be asked if you wish to reboot the machine. Choose 'Yes' (note Cymap will not run properly until the machine is rebooted).

STAGE 4 - INSTALLING OTHER CYMAP CLIENTS

INSTALLING CYMAP CLIENTS MANUALLY

NB: This option can only be used after a server installation (see previous section) and is used for setting-up individual workstations.

1. Insert the Cymap CD-ROM and run Cymap Setup.exe (on most machines this will happen automatically if Auto play is installed).
2. The 'Cymap Set-up' welcome screen will appear. Click 'Next>'.
3. The 'License Agreement' screen will appear. Read and click 'Yes' if you agree to the terms and conditions.
4. The 'Dongle Type' screen appears. Choose the type that matches the server dongle. Click 'Next>'.
5. The 'Choose Installation type' screen appears. Select the Network Client option by clicking on the radio button provided. Click 'Next>'.
6. The 'Locate Network Installation' screen appears. Use the 'Browse...' button to locate the Cymap server install folder. Click 'Next>' (a warning will appear telling you if you have specified the wrong location). Click 'Next>'.
7. The 'Select Program Folder' screen appears. Press 'Next>' (or edit if you wish to change the default folder name from 'Cymap'). Program installation will now begin.
8. When installation is complete you will be prompted to add a desktop shortcut to the workstation (choose 'Yes' if you wish to run the client server version from this workstation) and whether you wish to read the Readme.txt.
9. You will be asked if you wish to reboot the machine. Choose 'Yes' (note Cymap will not run properly until the machine is rebooted).

Repeat steps 1 to 9 for each client workstation you wish to install.

NB: Under Windows 95\98 an automatic extra reboot of the workstation from which Cymap is being installed will take place, to allow the installation of DCOM and MDAC files. This is not necessary under Windows NT4/2000/XP.

AUTOMATING THE INSTALLATION OF CYMAP CLIENTS

Deploying a multi-user application has been a difficult issue for medium sized/large organisations. It either means individually installing on each workstation from CDs or alternatively using a "push" deployment method such as Microsoft's Systems Management Server Installer (SMSI), which requires skilled resources to produce the deployment set. Cymap provides a middle-way to deploy to workstations.

It requires the installation of the server and first workstation in one operation as described in the Installation Guide. Following this, the next workstation is installed using an extra command line switch. This records a script file, which can be used to deploy to the remaining workstations.

1. Install the server and first workstation as described in the installation manual.
2. For the second client: load the Cymap CD into a network accessible CD drive. The path to this drive should be consistent across the network. Alternatively copy the entire CD-ROM contents onto a network drive.
3. Install the second workstation by running the Cymap\Setup.exe program on the CD with the -r parameter.

e.g. H:\Setup.exe -r

Where H: is the accessible network drive.

This generates the response file c:\winnt\setup.iss.

4. Copy the response file to a network location accessible by all workstations. E.g h:\CymapCD\Script\
5. Email a link to all other users. The link should be of the form:

h:\CymapCD\setup.exe -s -f1h:\CymapCD\Script\Setup.iss

NB: No space should be included after the -f1 section of the above command.

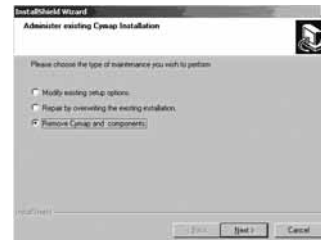
The email should instruct users to close all applications, click on the link and wait for the job to appear in the taskbar *1. Then wait until the job disappears from the task bar after the machine is rebooted. The whole process is automatic including the reboot so the user will only have to log back onto the network when prompted.

***1 It takes a few seconds for the job to start up. Do not do anything until the process has finished. If after 30 seconds no taskbar item has appeared, try running it again.**

See also the troubleshooting section.

INSTALLATION ADMINISTRATION

This can be accessed by running the setup.exe program from the CD-ROM or from the control panel.



Choose 'Modify...' if you wish to change the Cymap components you have installed; for example, if you have recently purchased a new module i.e. Wiring.

Choose 'Repair...' if wish to over-write the existing installation from scratch.

Choose 'Remove...' if you wish to remove Cymap from your system.

NB: IF YOU HAVE ANY PROBLEMS DURING INSTALLATION, CONSULT THE TROUBLESHOOTING SECTION FOR THE TYPE OF INSTALL.

UNINSTALLING CYMAP

UNINSTALLING CYMAP WORKSTATION

There are two methods:

1. Inserting the Cymap CD, running Set-up, and choosing the 'Remove' option.
2. Using Window's Control panel, 'Add\Remove Programs' facility.

USING CYMAP SET-UP TO UNINSTALL

To uninstall Cymap:

1. Insert the Cymap CD-ROM
2. Double-click the 'Set-up.exe' icon if it does not run automatically.
3. Go to Section '6', below.

USING WINDOW'S CONTROL PANEL TO UNINSTALL

To uninstall Cymap:

4. Open the Windows Control panel.
5. Double-click on the 'Add/Remove Programs' icon...



6. The Install/Uninstall dialog box appears. Highlight 'Cymap'.
7. Click the 'Add/Remove...' button. You will be asked if you wish to remove Cymap and all its components...



8. Click 'OK'
9. Cymap files will now be uninstalled from your system.
10. If a shared file is found (i.e. one that is needed by another application) you will be asked whether you wish to keep it. Important: If you are in any doubt about whether the shared file is used by another program or application, click 'No' to all.

UNINSTALLING CYMAP SERVER

To delete Cymap server simply delete the Cymap folder from the server. There is no need to do anything else.

UNINSTALLING VERSION 9.2 – SPECIAL NOTE

Uninstalling Cymap 9.2 having already installed Cymap will remove some shared library files located in the Windows System folder. It is recommended that either:

- Cymap 9.2 is uninstalled prior to installing Cymap 10, or
- After uninstalling Cymap 9.2, run the Cymap 10 installation from the CD-ROM, and choose the 'repair' option on the installer dialog.

TROUBLESHOOTING

STAND-ALONE INSTALLATIONS

Wibu USB/parallel dongles

Make sure that the USB port is enabled in the BIOS of every machine that will be using one. Under NT4 'Plug and Play' should also be enabled in the BIOS. If you are unsure how to do this, please contact your system administrator. For Wibu USB dongles to work properly, the USB port must be version 1.1 compliant, or later.

From our experience in support there are a number of problems which crop up again and again.

1. WIBU DONGLE NOT FOUND.

Wibu dongle drivers are fussy about the order things are done. Therefore for new installations we recommend installing Cymap, which includes the drivers before plugging the dongle in. When the dongle is plugged in later it will trigger the 'Found new hardware' wizard which should find the drivers installed previously. At this stage do not let Windows hunt around on the internet of CDs, but choose to let Windows install the drivers automatically. **Cancelling this dialog will probably result in the drivers not being properly registered, which will cause problems finding the dongle.**

Running the Wibu application from the Control Panel will let you see if the dongle is recognised by the drivers. It should appear as an entry consisting of 8- followed by the dongle serial number, under the Contents tab, under either USB or LPT1. If the dongle isn't visible there then the drivers may not be installed properly.

Contact the www.wibu.com website for further troubleshooting tips and to download the latest drivers. Currently the latest drivers available are v4.10c, which will work with all current Windows operating systems, including Server 2003.

If you are updating the drivers, always unplug the dongle and uninstall the previous version first. Then install the new drivers and plug in the dongle, letting Windows complete its update.

If there are dongle problems it is worth installing the latest drivers.

2. Cymap displays a message saying the dongle has expired.

This is a false message, as Cymap dongles have no expiry date. The problem has been found to be caused by an incompatibility between the computer and the dongle drivers. Downloading the latest drivers from the www.wibu.com should fix the problem.

3. USB Wibu dongle not found.

There has been an explosion in the number of devices containing USB ports and it seems that there are differences in the way they behave with Wibu Dongles. We have had problems particularly with USB ports on monitors and hubs. It is always worth testing the dongle in a port directly into the back of the computer.

NB: At the time of writing (April 2005) we have not had a Wibu problem we have been unable to solve. Usually, removing the drivers and reinstalling (either from the CD or from the web) noting the above tips, solves the problem.

Can't Find DK2 or DK12 Dongle

Is the dongle plugged into a printer port on your computer?

Make sure it is plugged into your computer with the arrows on the dongle pointing towards the computer.

Is a printer connected to the back of the dongle?
Check that the printer is turned on.

The Set-up Program fails to find the dongle

1. Try installing the dongle drivers manually as described in this section.
2. If using a DK12 dongle make sure your parallel port is not set-up as bi-directional. This can be changed in your computer's BIOS. If you are not sure, please contact your system or network administrator.

Installing Dongle Drivers Manually

Cymap can be used with Windows 95/98 and Windows NT/2000/XP operating systems. In order to support these different operating systems the dongle is treated like any other device (e.g. a printer) connected to your computer. We use special device drivers to access the dongle.

A complete set of dongle drivers for each dongle and operating system are provided on the Cymap CD-ROM in the Dongle Drivers folder. The drivers are named according to the dongle type and operating system. Each program is a self-extracting Install-Shield™ set-up program. The latest version of these files can always be found on our Web site at <http://www.cymap.com>.

To install the drivers for your dongle and your operating system follow the following instructions:

DK2 Dongle

Windows 9x & NT 4/2000/XP	Run the Program: DK2WN32.EXE
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DK12 Dongle

Windows 9x & NT 4/2000/XP	Run the Program: DK12WN32.EXE
---------------------------	--------------------------------------

NB: Additional information about your dongle installation can be found by selecting the DESKey icon in Control Panel.

KNOWN DONGLE & PRINTER COMPATIBILITY ISSUES

Canon BJC 610

Problem: DK2 dongle, cannot print through dongle.

Solution: Requires a second parallel port.

Canon LBP 460

Problem: DK2 & DK12 dongle, dongle interfering with printer access.

Solution: Requires a second parallel port.

HP DeskJet 660c

Problem: DK2 & DK12 dongle, communications lost between status monitor and printer.

Solution: Disable Bi-directional communications for the HP driver Using HPFCFGxx.EXE or install a second parallel port.

HP DeskJet 850c

Problem: DK2 & DK12 dongle, communications lost between status monitor and printer.

Solution: Disable Bi-directional communications for the HP driver Using HPRCFGxx.EXE or install a second parallel port.

HP LaserJet 5L

Problem: DK2 & DK12 dongle, printer starts in compatibility mode and Bi-tronics communication is disabled; not apparent until cover opened etc.

Solution: Install the printer's PCL driver or install a second parallel port.

HP LaserJet 5P

Problem: DK12 dongle, communications lost between status monitor and printer.

Solution: Install a second parallel port.

OKI OKIPage 4W

Problem: DK2 & DK12 dongle, printing stops when the dongle is accessed.

Solution: Use dongle drivers with GDI printer support added.

NB: For further information relating to hardware incompatibilities please see the dongle manufacturers' website:

Rainbow (Now called SafeNet) Dongles – www.rainbow.com

DK2/DK12/DK38 – www.des.co.uk

Wibu Dongles – www.wibu.com

NETWORK INSTALLATIONS

(For dongle problems see also the previous section on troubleshooting stand-alone problems.)

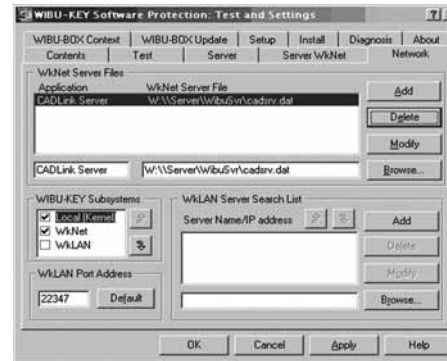
Network File Protection

In order that only one engineer at a time can work on a Cymap file the Cymap Network Software locks any file in use. If you name a Cymap file that is already in use, a message to that effect is displayed, together with the name of the workstation currently using it.

Releasing Licenses

It is possible to reset a computer, and restart Cymap Software several times within ten minutes, each time using-up one of the licenses and eventually locking all the licenses for the next ten minutes. There are two ways to free these licenses:

1. Wait for at least ten minutes for the timers on each license to reset.
2. For Wibu dongles the Network Monitor program can be run. It is installed as part of the default Wibu installation, and can be found in the Start Menu. From here clients can be removed from the dongle server.



On each client machine run the Wibu-Key applet in the control panel. On the Network tab you can configure what types of network connection are searched for, and in what order. Uncheck the one marked **WkLAN** (the TCP/IP system). The time spent searching for the dongle should now be reduced.

APPENDICES

APPENDIX 1

During this installation accept the defaults. The screens are shown for information only.

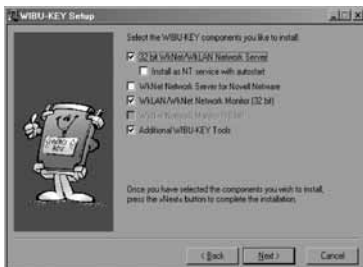
The following screen will appear.



Click 'Next>'. The following screen will appear.



Select your language (the default is English). Click 'Next>'. The following screen will appear.



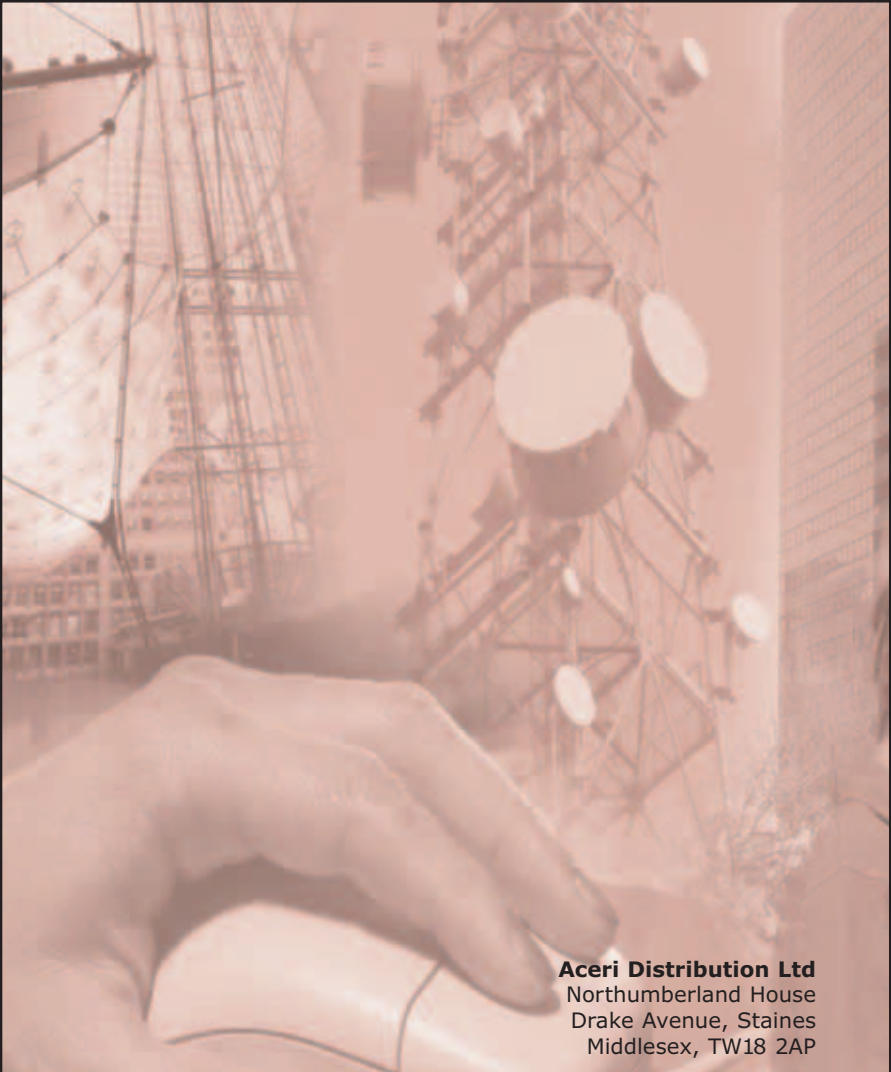
Accept the defaults by clicking 'Next>'. The following screen will appear.



Click 'Next>'. The Wibu files will now be copied.



Click 'Finish' to complete the Wibu dongle set-up.



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Cymap