



# **acquire GIM Suite Desktop**

## **Installation Guide**

**Document information**

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# 1 acquire GIM Suite Desktop Installation Guide

This document explains how to install acquire GIM Suite Desktop on your computer.

## 1.1 About acquire GIM Suite Desktop

acquire GIM Suite Desktop consists of the following components:

Component	Description
acquire 4	<p>acquire 4 is a Geoscientific Information Management (GIM) solution for the capture, management and delivery of geoscientific observations and measurements across a range of industries and commodities. The acquire 4 technology consists of the:</p> <ul style="list-style-type: none"> <li>• acquire Data Model (ADM)</li> <li>• acquire 4 software.</li> </ul> <p>The ADM is a relational database specifically designed for storing and managing geoscientific observation and measurement data in a logical way. The ADM also contains:</p> <ul style="list-style-type: none"> <li>• Rules to maintain data integrity</li> <li>• Views to allow data manipulation and manage presentation.</li> </ul>
acquire Licence Administrator	acquire Licence Administrator is an application designed for the management of licences for acquire GIM Suite and is packaged with the acquire GIM Suite installer.
acquire Support Application	The acquire Support Application is a single application that gives the user access to important system and product details that can help the acquire Support team when troubleshooting support incidents.

## 2 Installation

### 2.1 System requirements

See the *System Requirements for acquire GIM Suite.pdf* on the acquire [website](#) for more information.

### 2.2 Installation process

To install acquire GIM Suite Desktop, use the *acquire GIM Suite Desktop.exe* file that can be downloaded from the acquire [website](#) (existing customers only).



Multiple acquire GIM Suite versions cannot be installed on the same machine. If you have a previous version of acquire GIM Suite Desktop installed, it will automatically be upgraded when the latest version is installed. Before upgrading to new versions of acquire GIM Suite Desktop, it is strongly recommended that the latest version is tested in a test environment before deploying it in a production environment.

If you need to install the latest versions of any acquire GIM Suite Desktop components on the same machine as a previous version, contact [support@acquire.com.au](mailto:support@acquire.com.au) for standalone versions of the relevant installers.

To install the application:

1. Download and save the *acquire GIM Suite Desktop.exe* file to your local hard disk.
2. Run the *acquire GIM Suite Desktop.exe* file. The **acquire GIM Suite** dialog opens.
3. Click **next**. The **EULA** page displays.
4. Read the licence agreement. If you agree to the licence terms, select the **I have read and I accept the terms in the licence agreement** checkbox.
5. Click **next**. The **destination** page displays.
6. If required, use the **Browse** button to specify a different location for acquire GIM Suite Desktop to reside than the default that will apply. The default installation path is:
  - For a Windows 32-bit operating system, *C:\Program Files\acquire*
  - For a Windows 64-bit operating system, *C:\Program Files (x86)\acquire*.
7. Click **next**. The **acquire 4** page displays.
8. If you want to install acquire 4, click **install**.
9. Click **next**. The **acquire Licence Administrator** page displays.
10. If you want to install acquire Licence Administrator, click **install**.
11. Click **next**. The **confirm** page displays with details of the components to be installed.
12. Click **install gim suite**. After the installation is complete, the **confirm** page displays the details of the changes made.
13. Click **close installer**. The **acquire GIM Suite** dialog closes.



If you are an administrator doing a silent install for the *acquire GIM Suite Desktop.exe*, use the following code:

- For installation (include the components to install): `"acquire GIM Suite Desktop.exe" /quiet /add "acquire, licenceadmin"`
- For installation to a specified folder, add `/path` and the full path to the required destination folder, for example, `"acquire GIM Suite Desktop.exe" /path "c:\acquire" /quiet /add "acquire"`
- To uninstall all components: `"acquire GIM Suite Desktop.exe" /quiet /uninstall`
- To create a log file (optional), add this code to the end of any of the above: `/log log.txt`, for example, `"acquire GIM Suite Desktop.exe" /quiet /add "acquire" /log log.txt`

### 3 Upgrade your site's databases

Following the upgrade of the applications and configuration database, you will need to upgrade the meta system for your site's "production" database to match the version of the applications.



To perform an upgrade of your site's databases, you will need to ensure that you are connecting to the database with an account that has db\_owner privileges on the database.

The upgrade of the meta system must be performed using acQuire 4. This will ensure that the meta system for both acQuire 4 and Arena is upgraded to the latest meta version.

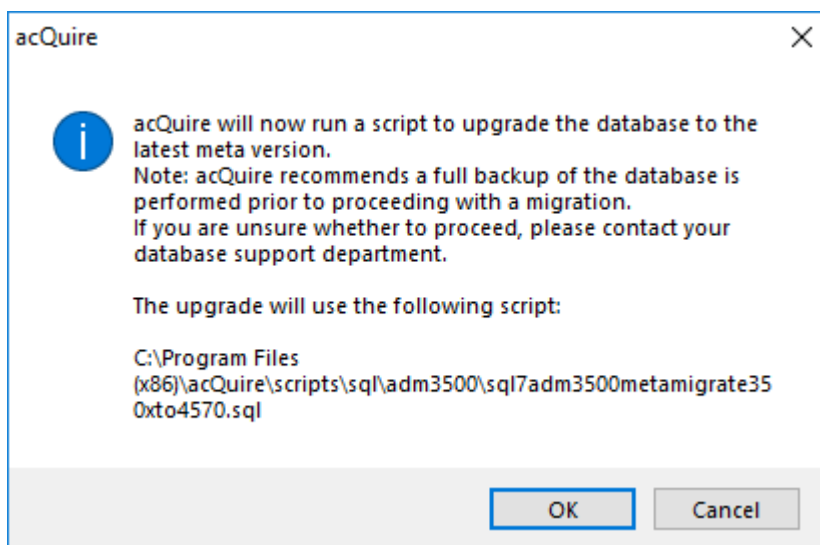
#### 3.1 Before upgrading

Before you upgrade your site's database, it is important that you have scheduled an outage period with your team. During the upgrade of the meta system, there should be no other users connected to the database. It is also highly recommended that a database backup is performed before the upgrade.

#### 3.2 Upgrade using acQuire 4

To upgrade the meta system using acQuire 4:

1. Run acQuire 4 with an acQuire Manager licence.
2. Open a workspace that connects to your site's database. A dialog will display stating that acQuire 4 will run a script to upgrade the database to the latest meta version, for example:



3. Click **OK**. The database will be upgraded to the latest meta version.



## 4 Getting started

### 4.1 acQure Licence Administrator



acQure Licence Administrator is only available if you selected acQure Licence Administrator during installation of acQure GIM Suite Desktop.

When the installation is completed, launch acQure Licence Administrator. You can now set up the licence(s) you need to use acQure products.

As this is a desktop installation guide, it will only:

- Explain the process for setting up node-locked licences on individual computers.  
For instructions on setting up floating licences on the server using acQure Licence Administrator, refer to the *acQure GIM Suite Server Installation Guide*.
- Provide instructions on setting up and activating licences.  
For details on managing licences on your computer (including checking out, deactivating, etc.), refer to the acQure Licence Administrator Online Help.

You can also refer to the [acQure Knowledge Base](#) to troubleshoot licensing issues and watch videos on licensing.

#### 4.1.1 Set up node-locked licences

If you want to use a node-locked licence, you are responsible for activating it on your computer *before* you can use it. You generally need to activate a node-locked licence only once, i.e. before its first use (unless you have deactivated the licence on your computer for some reason).

If you are unable to activate your licence, you can also submit a request to acQure for an activated licence string that you can install on your computer.

Therefore, before you can work with your acQure application using a node-locked licence, you must complete the following steps:

1. Either:
  - Activate the node-locked licence on your computer.
  - or -
  - Install an activated licence on your computer (only if you are unable to activate it yourself).

#### Activate a node-locked licence

When your organisation purchases an acQure licence, acQure Technology Solutions Pty Ltd provides an Entitlement ID (EID). An EID is not exactly a licence string. It is a 32-character key that holds all the information needed to create individual licence strings for the purchased software components of acQure products (a single EID may be provided for multiple software components, depending on the nature of the purchase). This key needs to be used during the activation process to *create* the licence strings *before* they can be used to work with an acQure software component (such as acQure 4).

You generally need to activate a licence only once, i.e. before its first use (unless you have deactivated the licence on your computer and want to activate it again for some reason).

To activate a node-locked licence:

1. Open acQure Licence Administrator.
2. From the server list, select the licence server you want to activate the licence on.
3. From the available tasks panel, click **activate a licence**. The **activate a licence** dialog opens.
4. Enter the EID that you received from acQure in the **entitlement id** field.
5. Click **Login**. The licence details are displayed under **products**.
6. Select the licence(s) you want to activate.



You can select multiple licences by clicking each available licence that you want to activate.

7. Click **Activate**. acQure Licence Administrator redisplay and the activated licences are displayed in the **properties** panel of the local device.

If you encounter any issues during the activation, contact your acQure Key Technical Contact or acQure at [licence@acquire.com.au](mailto:licence@acquire.com.au). If you are unable to activate a licence, you can install an activated licence string provided by acQure.

### Install an activated licence

Installing an activated licence is a two-part process.

#### Part 1: Request an activated licence

1. Open acQure Licence Administrator.
2. From the server list, select the licence server on which you want to install the activated licence string.
3. From the available tasks panel, click **request an activated licence**. An email is created for acQure with all the details required for requesting an activated licence.
4. Send the email.



Do not change the pre-populated email address (i.e. [licence@acquire.com.au](mailto:licence@acquire.com.au)).

When acQure receives your email, they generate an activated licence string. This activated licence string is then sent to you via email.



If you do not have access to the internet, other modes of communication can be arranged. Call your [local acQure office](#) for more options.

#### Part 2: Install an activated licence

1. Open acQure Licence Administrator.

2. From the server list, select the licence server on which you want to install the activated licence string.
3. From the available tasks panel, click **install an activated licence**. The **install an activated licence** dialog opens.
4. Enter the activated licence string that you received from acQure in the field provided.
5. Click **OK**. The **install an activated licence** dialog closes and the licence information is displayed in the **properties** panel against the appropriate device.

## 4.2 acQure 4

When the installation is completed, launch acQure 4. Before you can start using the application, you must configure it. The **Getting Started** section in the acQure 4 Help will provide further information. Select **Help > acQure Help** from the menu and navigate to that section.

## 5 Change or remove an installation



You need to be logged onto your machine with administrator privileges.

You can change or remove your installation of acQure GIM Suite Desktop.

### 5.1 Change an installation

Add new components or remove currently installed components.

To change an installation:

1. Run the *acQure GIM Suite Desktop.exe* file. The **acQure GIM Suite** dialog opens.
2. Click **next**. The **EULA** page displays.
3. Read the licence agreement. If you agree to the licence terms, select the **I have read and I accept the terms in the licence agreement** checkbox.
4. Click **next**. The **destination** page displays.
5. If required, use the **Browse** button to specify a different location for acQure GIM Suite Desktop to reside than the default that will apply. The default installation path is:
  - For a Windows 32-bit operating system, *C:\Program Files\acQure*
  - For a Windows 64-bit operating system, *C:\Program Files (x86)\acQure*.
6. On the **acQure 4** and **acQure Licence Administrator** pages, select the features that you want to install, upgrade or uninstall.
7. Click **next**. The **confirm** page displays with details of the components to be changed.
8. Click **install gim suite**. After the changes are complete, the **confirm** page displays the details of the changes made.
9. Click **close installer**. The **acQure GIM Suite** dialog closes.

### 5.2 Remove an installation

Remove all currently installed components. For example, you no longer want the acQure GIM Suite Desktop software on the computer.



Great care should be taken using **Uninstall**. All the currently installed acQure GIM Suite Desktop components will be removed.

To remove an installation:

1. In the Control Panel, open the **Uninstall or change a program** window.
2. Select **acQure GIM Suite Desktop** and click **Uninstall**. The **acQure GIM Suite** dialog displays with details of the components to be uninstalled.
3. Click **uninstall gim suite**. After acQure GIM Suite Desktop is uninstalled, the **close installer** button displays.
4. Click **close installer**. The **acQure GIM Suite** dialog closes.



## 6 acQuire Support

For any support requests, you can email acQuire Support at [support@acquire.com.au](mailto:support@acquire.com.au). Alternatively, you can phone one of our offices. Visit our [website](#) for the contact details.

## Contact

Offices	Australia, Canada, Chile, South Africa
Street address	26 Kintail Road, Applecross, Western Australia, 6153
Postal address	PO Box 933, Canning Bridge, Western Australia, 6153
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