FLUKE®

Viewer Software

Installation Guide

Table of Contents

Title	Page

Introduction

The Viewer Software Installation Guide is a step-by-step procedure for software installation. It includes hardware and software system requirements and a section on how to troubleshoot problems.

Go to http://www.fluke.com/810Software and download the software.

How to Contact Fluke

To contact Fluke, call:

- Technical Support USA: 1-800-44-FLUKE (1-800-443-5853)

- Calibration/Repair USA: 1-888-99-FLUKE (1-888-993-5853)

- Canada: 1-800-36-FLUKE (1-800-363-5853)

- Europe: +31 402-675-200

- Japan: +81-3-6714-3114

- Singapore: +65-6799-5566

- China: +86-400-921-0835

- Brazil: +55-11-3530-8901

- Anywhere in the world: +1-425-446-5500

Or, visit Fluke's website at www.fluke.com.

To register your product, visit http://register.fluke.com.

To view, print, or download the latest manual supplement, visit http://us.fluke.com/usen/support/manuals.

Hardware Requirements

The hardware requirements to operate this software are:

- **Processor**
  Minimum: 600 MHz Pentium processor or equivalent
  Recommended: 1 GHz Pentium processor or higher
- **Ram**
  Minimum: 1 GB
  Recommended: 2 GB or more
- **Hard Disk**
  Minimum: 600 MB available space
  Recommended: 1 GB available space
- **Display Resolution**
  Minimum: 800 x 600 256 colors
  Recommended: 1024 x 768 high color, 32-bit
- **Ports**
  Minimum: 1 USB

Operating System Software Requirements

The software checks for required software and installs any components that are not found.

Windows Requirements

The minimum software requirements for the Windows 7, 8, and 10 operating systems are:

- Microsoft .NET Framework 4.0

- Microsoft SQL Server 2014 Express

- Microsoft SQL Server Compact 3.5 SP1 English

- Microsoft SQL Server Compact 3.5 SP1 for Devices English

- Windows Mobile Device Center Driver Update

Prepare to Install

The installation requires you run the application as an Administrator. To automatically run an application as an administrator:

1. Right-click on **Viewer Software Setup.exe**.

2. Select **Run as administrator**.

System Software Installation

This section has instructions for installation of each program required before the Viewer Software installation. Viewer installation requires programs that are available by default in supported operating systems. If the required software has been uninstalled or corrupted, the installer prompts you to reinstall. As the software program installs the status changes to *Succeeded* and it starts to install the next software program in the pending list.

To start the installation:

1. Browse to the computer drive location for the Viewer Software Installation files.

2. Select the **Viewer Software Setup** file and double-click on the icon .

The setup program searches for the prerequisites that the Viewer Software needs before installation. Depending on the operating system and already installed applications, the program displays a pending list for installation.

3. Click **Install**.

Note

To install the Viewer Software, you must have Administrator rights or be part of the Administrator group for the computer.

.NET Framework

If the .NET framework 4.0 is not installed in your system, the setup dialog shows it in the pending software list. Click **INSTALL** to continue and install .NET framework.

Windows Mobile Device Center

The Windows Mobile Device Center Driver Update is required for communication with the 810 Vibration Tester. The setup program extracts and installs the software in the default location.

SQL Server

The SQL Server 2014 Express software program is a database application that is required for the Viewer Software to store test and configuration data. The Installer setup extracts the files to a temporary directory and installs the software without user intervention.

Important Note

For Windows 7 only, a known issue exists that prevents proper installation of SQL Server Express 2014.

To work around this issue:

1. Go to https://www.microsoft.com/en-us/download/details.aspx?id=42299 and when you click the **Download** button, choose **Express 32BIT\SQLEXPR_x86_ENU.exe**.

2. Run the installer.

3. At the Instance Configuration screen, choose the radio button for 'Named instance' and specify the name **SQLEXPRESS2014**.

4. At the Server Configuration screen, change the account name for the SQL Server Database Engine component to **NT AUTHORITY\SYSTEM**.

5. At the Database Engine Configuration screen, choose **Mixed Mode** authentication and use the password **Newuser@123**.

6. Continue the installation.

7. Install the Viewer Software.

SQL Server Compact 3.5 SP1

After successful satisfaction of the SQL Server dependency, the Installer begins the SQL Server Compact 3.5 SP1 installation. This software is a requirement for communication with the 810 Vibration Tester. The software installs automatically, without any further prompts.

SQL Server Compact for Devices

After successful installation of SQL Server Compact 3.5 SP1, the Installer begins the SQL Server Compact 3.5 SP1 for Devices installation. This software is a requirement for communication with the 810 Vibration Tester. The software installs automatically, without any further prompts.

Viewer Software Installation

When all the prerequisite software installations are done, the Viewer Software installation begins. Follow the onscreen instructions. Make these selections.

- In Customer Information, enter your user name and organization.

- In Setup Type, select **Complete** unless you want to change the installation location.

- The installation will prompt you to connect the 810 Vibration Tester.

Note

Windows requires installation of Windows Mobile Device Center to work with the 810 Vibration Tester. You must connect the Tester to the computer before running the Viewer Software. As soon as the Tester connects to the computer it will start the installation automatically for Windows Mobile Center. See the Installation *section in the* 810 Vibration Tester Users Manual.

- Make sure to register your 810 Vibration Tester.

810 Vibration Tester Installation

Note

The 810 Vibration Tester must be connected during the entire 810 Vibration Tester installation procedure.

If the Viewer Software installation is in Windows 7 or Windows Vista, an additional update installs to the computer when you connect the 810 Vibration Tester to the computer. When the License Terms window displays, click **Accept** to continue.

The Viewer Software installation is complete and ready to use.

Troubleshooting Software Installations

Table 1. Troubleshooting

Problem	Cause	Solution
After installation, the Viewer Software program does not open	• Prerequisites are not installed properly. • Installation was canceled or some of the files partially installed by other third-party software. • SQL server user instance is not created properly. • SQL Server service is not started.	If you cannot identify the specific problem, reinstall the Viewer Software and all the prerequisites again. First, uninstall: • SQL Server 2014 Express • SQL Server Native Client 2012 • SQL Server Setup Support Files (English) • .NET Framework 4.0 • SQL Server Compact 3.5 SP1 English • SQL Server Compact 3.5 SP1 for Devices English • Windows Mobile Device Center Driver Update • Fluke Viewer Software
During installation of SQL Server 2014 Express Edition, SQL Server fails	• An older version of SQL Server is installed on the computer. • The previous installation by a third-party software failed. • Not all the components were installed. • Installation was interrupted.	Uninstall: • The older version of SQL Server 2005 • SQL Server Native Client • SQL Server Setup Support Files (English) • SQL Server VSS Writer

Table 1. Troubleshooting (cont.)

Problem	Cause	Solution

Message shows error 2147749896	SQL installation detected an error.	Copy this script into a text editor and save as `fixwmi.cmd` to the "c:" drive. From a command line, run c:\fixwmi.cmd.
		
		`FIXWMI.CMD`
		`----------------`
		`@echo on`
		`cd /d c:\temp`
		`if not exist %windir%\system32\wbem goto`
		`TryInstall`
		`cd /d %windir%\system32\wbem`
		`net stop winmgmt`
		`winmgmt /kill`
		`if exist Rep_bak rd Rep_bak /s /q`
		`rename Repository Rep_bak`
		`for %%i in (*.dll) do RegSvr32 -s %%i`
		`for %%i in (*.exe) do call :FixSrv %%i`
		`for %%i in (*.mof,*.mfl) do Mofcomp %%i`
		`net start winmgmt`
		`goto End`
		`:FixSrv`
		`if /I (%1) == (wbemcntl.exe) goto SkipSrv`
		`if /I (%1) == (wbemtest.exe) goto SkipSrv`
		`if /I (%1) == (mofcomp.exe) goto SkipSrv`
		`%1 /RegServer`
		`:SkipSrv`
		`goto End`
		`:TryInstall`
		`if not exist wmicore.exe goto End`
		`wmicore /s`
		`net start winmgmt`
		`:End`

Message: SQL Server Setup Failed to Execute a Command for Server Configuration	System date or time is incorrect.	Double-click the clock in the Windows System tray or access the Date/Time Properties in the Windows Control Panel to make sure that the Date and Time settings are accurate. After you make a change, press **Retry** to continue the installation.

Table 1. Troubleshooting (cont.)

Problem	Cause	Solution

810 Tester Is not connecting with the Viewer Software	Possible installation error.	1. Make sure the 810 Tester is switched ON.
		2. Make sure the 810 Tester is connected correctly to the port.
		3. Make sure the USB port is working.
		4. Make sure Microsoft ActiveSync is connected (see the taskbar icon).
		5. Disconnect and reconnect the 810 Tester to the computer 2 to 3 times.
		6. If above is OK, reinstall from **Programs and Features** or **Add or Remove Programs**:
		  • Windows Mobile Device Center Driver Update
		  • SQL Server Compact 3.5 SP1 for Devices English
		  • Viewer Software
		Note
		Older versions of the Viewer Software do not display the version number. If you see more than one version, remove all.
		7. After you remove the Viewer Software, reinstall the software. The pending list shows.
		8. Click **Install** and follow the on-screen prompts. This will install Microsoft Windows Mobile Device Center as well as the Viewer Software.
		9. Open the Viewer Software.

Auto Run Viewer Software device detection (windows startup) does not work	Windows security issue	1. Restart the computer and check for the program blocker icon in the taskbar. 2. Right-click on the icon and run the blocked program.

Database backup folder is empty	After a Viewer Software upgrade to version 1.5.x in Windows 7 or Vista, the database backup folder is empty. This is a known issue for new UAC Technologies for Windows Vista and Windows 7. System will not allow the user to write or modify any file to the Program Files folder. Instead, the operating system is redirecting to a Virtual Store folder in the user's hidden folders.	Follow these steps before uninstalling or upgrading:
		Open Windows Explorer and go to the Users folder. This folder location will be based on the Windows installation. For example:
		`C:\Users\<User Name>\AppData\Local\VirtualStore\Program Files\Fluke810\Viewer Software`
		`<User Name> = Windows logon username`
		This is a hidden folder that you may not see. If not, enable "hidden folders" to view.

Table 1. Troubleshooting (cont.)

Problem	Cause	Solution
Mobile device center setup screen appears	The 810 Vibration Tester is connected to the Viewer Software through Windows Mobile Device Center to a PC with Windows. By default, this window opens every time you connect to the Tester.	Do not change any of the device settings, close this window, and continue your work in the Viewer Software.
810 Vibration Tester does not connect to the viewer software using mobile device center	Setting the device partnership with the computer can cause this problem.	To end the partnership: 1. Open the Windows Mobile Device Center screen. 2. Click **End partnership**. 3. Click **Yes** and close this window. Now the 810 Vibration Tester will connect. 4. If not, disconnect the Tester and connect again.

Uninstall/Reinstall

Note

Uninstall instructions will vary for different operating systems.

To uninstall/reinstall:

1. To uninstall the SQL Server software, go to **Start**>**Programs and Features** (or **Add or Remove Programs**) and select the software to uninstall. Select the main program, client, support files, and writer.

2. To uninstall the Viewer Software, **Start**>**Programs and Features Features** (or **Add or Remove Programs**) and select the Viewer Software.

3. Copy the files to your preferred location for the database backup folder.

4. Reinstall the latest version of the Viewer Software.

5. Delete the folder **Fluke810\Viewer Software** under the **VirtualStore\Program Files**.

6. Start the Viewer Software application.

Manually Backup Viewer Software Data

To manually backup the Viewer Software data:

1. Go to **My Computer**>**C:\Program Files\Fluke810\Viewer Software**.

2. Copy the **ViewerSoftware.mdf** and **ViewerSoftware_log.ldf** files.

3. Save these files to another location, for example **D:\backup**.