

RoutXpress™

Installation Guide



Your Software Authority for Printing Management!

American Printware, Inc.
www.apwi.com



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SYSTEM REQUIREMENTS

RoutXpress installation package consists of Server and Client components.

RoutXpress Server requirements

RoutXpress Server needs to be installed on a Windows Server platform. It currently supports both Server 2003 and Server 2008 in either 32 or 64 bit, either static or virtual environments.

Operating Systems

- Windows 2003 Server, Windows 2008 Server
- .Net 2.0, or higher
- All operating systems should be patched to their latest versions

Hardware Requirements

- 3.2GHz or faster Pentium Computer (Multi-Core processors preferred)
- 2GB of memory
- At least 1GB of available disk space with more necessary if the printing volume is high
- If you are running Windows Server on the machine with good response times RoutXpress Server should also run well. RoutXpress is not a heavy machine user

RoutXpress Client requirements

RoutXpress Client can be installed on any Microsoft supported Windows PC platform.

Operating Systems

- Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 2003 Server, Windows 2008 Server
- .Net 2.0, or higher
- All operating systems should be patched to their latest versions

Hardware Requirements

- If you are running Microsoft Office on the machine with good response times RoutXpress Client should also run well. RoutXpress is light machine user

Distribution Media

The primary form of RoutXpress distribution is electronic. It can be downloaded from the American Printware website at: <http://www.apwi.com/>. Please contact us first at support@apwi.com for more specific download information.

If requested RoutXpress can also be shipped on a CD.



INSTALLING ROUTXPRESS

RoutXpress is Already Installed

If a previous version of RoutXpress is already installed you need to uninstall it first before proceeding with the new version. See the section [UNINSTALLING ROUTXPRESS](#) first. After uninstalling RoutXpress come back to this page.

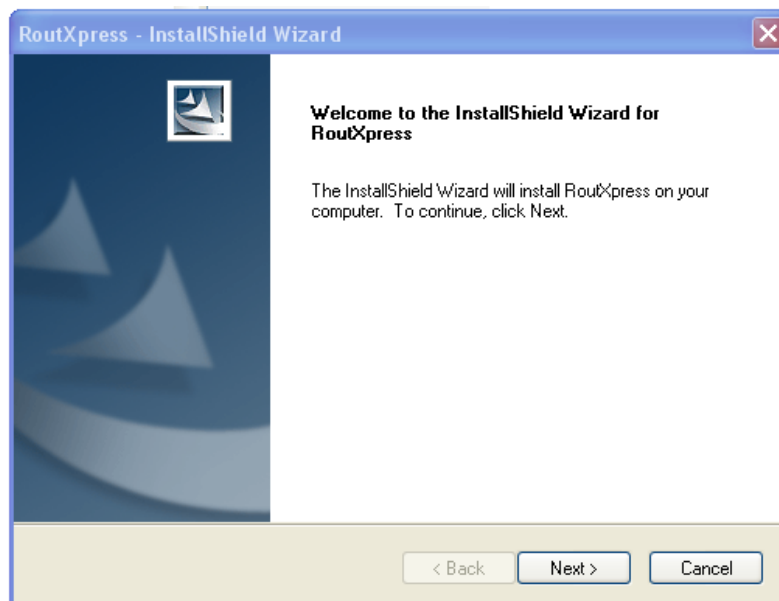
RoutXpress Setup

In Windows Explorer, navigate to the location where you downloaded the setup **RoutXpress Installer.exe** file and double-click it. Our installer will take over from there.

The RoutXpress installation consists of two phases. In the first phase we unpack RoutXpress components into the Deployment folder. In the second phase we deploy the components under your direction to the same machine on which the installer is running. If you want to deploy some of the components to other machines, usually the IM Client, we provide instructions how to do it.

Below we will take you through the screens you will see during the installation:

1. RoutXpress Setup window will appear as shown below.

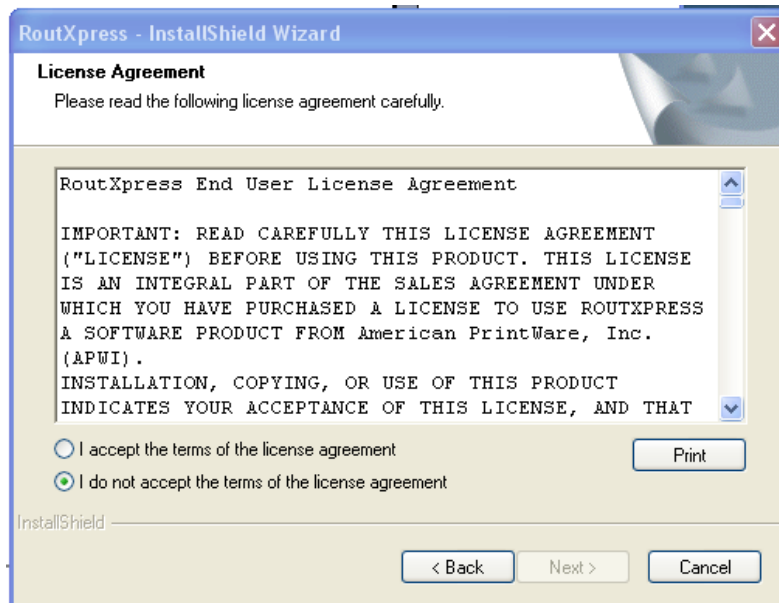


RoutXpress Setup Screen

2. Click **Next**.

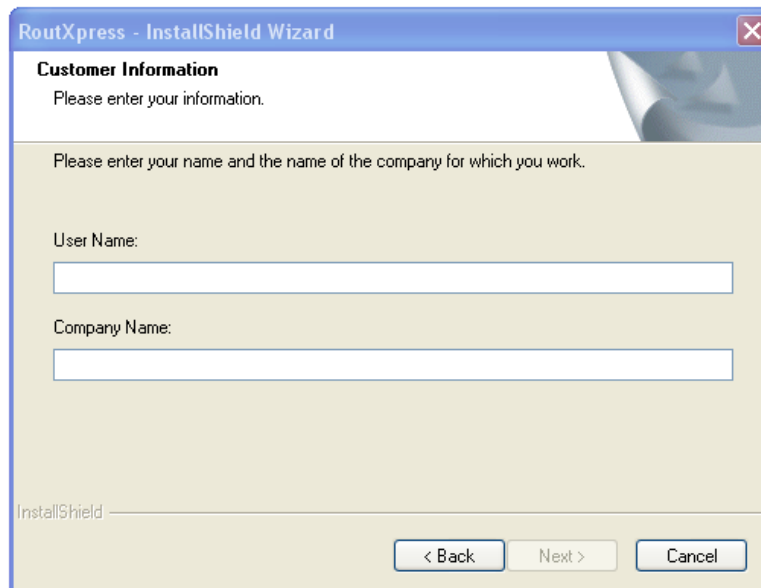


The End User License Agreement will appear.



End User License Agreement Screen

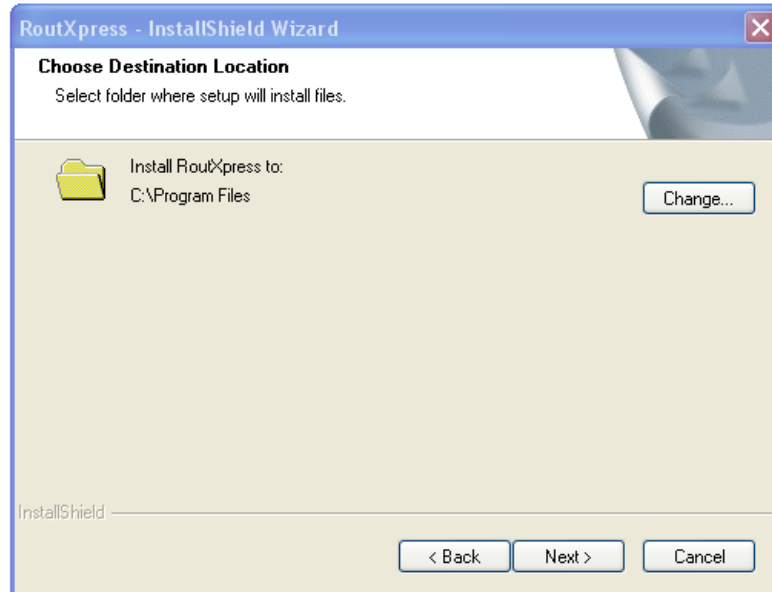
3. Click the "I accept..." radio button, which enables the **Next** button.
4. Click **Next**.
5. You will be asked to enter your name and company name here. Once you have finished entering your name and company name, click **Next**.



RoutXpress Customer Information

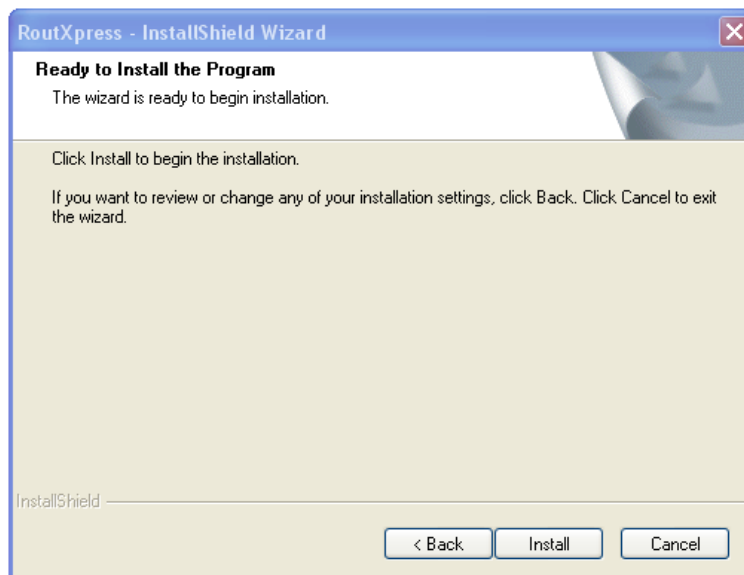


- You will be asked to select the root location where RoutXpress will unpack its components. You should typically leave the default location unless you want it on a drive other than C.



RoutXpress Install Location Selection Screen

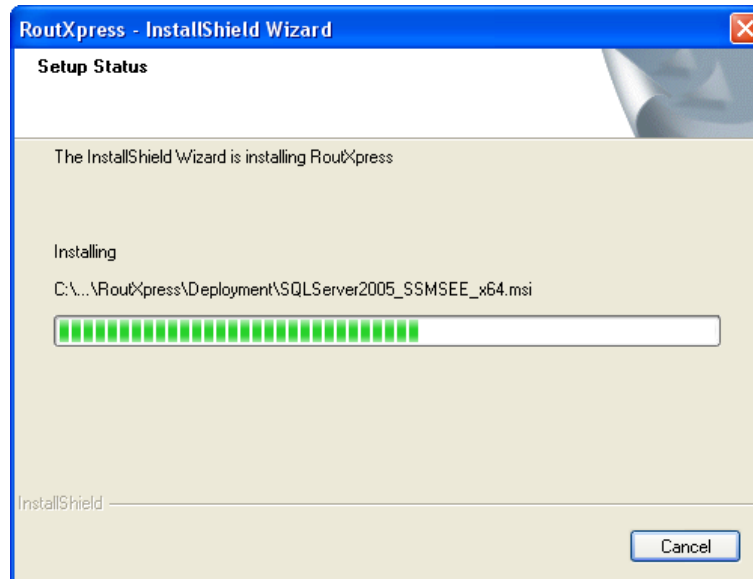
- Once you have selected the root location the installer lets you know that it is ready to install. Click **Install** to begin the unpacking process.



RoutXpress Install Screen

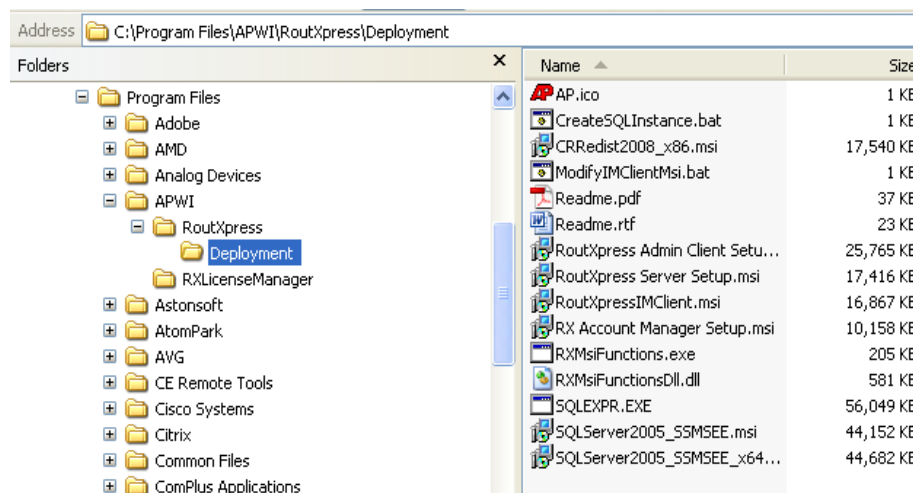


- RoutXpress Installer indicates the progress of unpacking components to the Deployment folder below:



RoutXpress Install Progress Screen

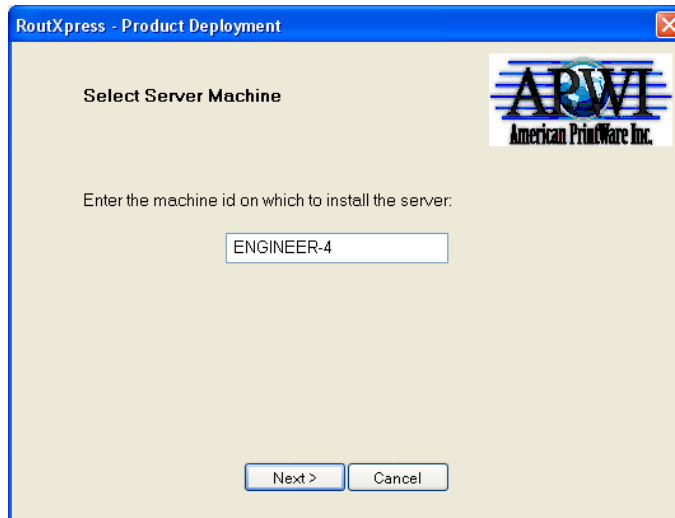
- At this point the installer unpacked all RoutXpress components into the Deployment folder. This folder can be found at the root directory you selected above plus the following: \APWI\RoutXpress\Deployment. Below are typical contents of this folder:



- This marks the end of the unpacking phase. Now you will be asked to deploy RoutXpress components. The RoutXpress Server is usually installed on the same computer you are currently running the Installer but you can choose a

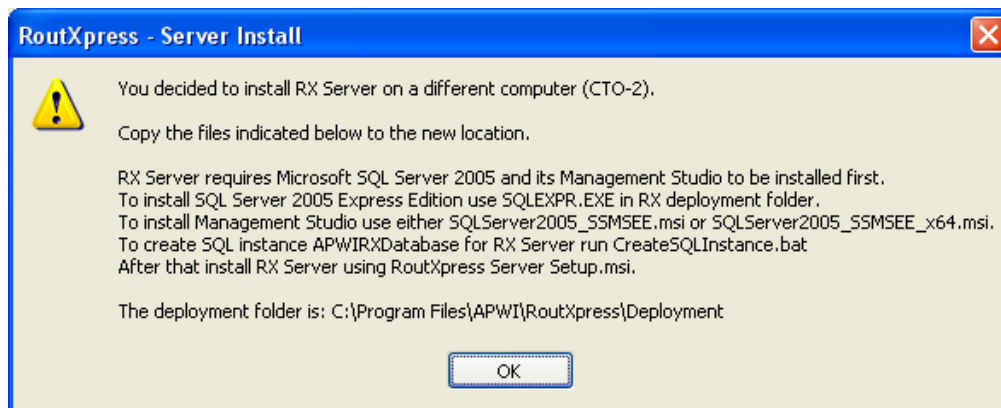


different one. The computer name is displayed in the window. You may change it to another machine.



RoutXpress Server Name Screen

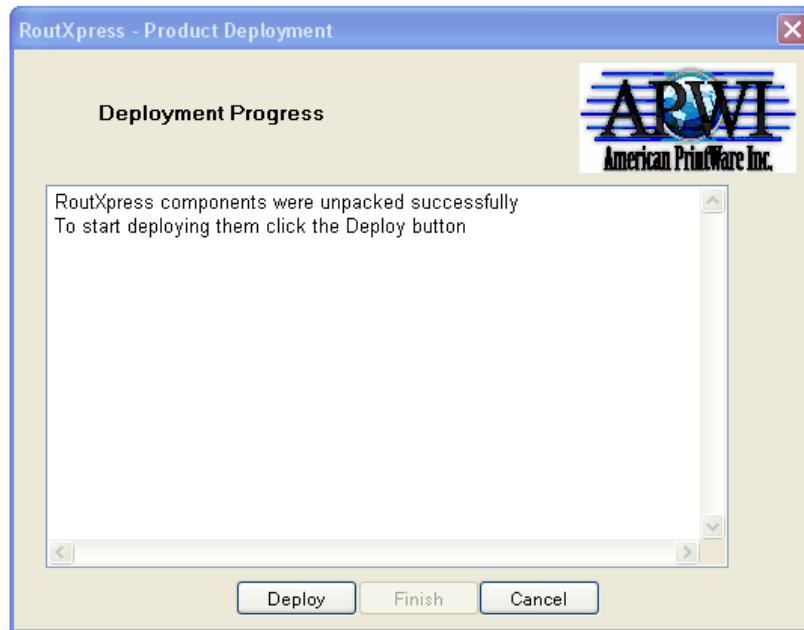
11. If you choose a different computer to install the Server the following pop up will appear instructing you what components need to be moved the target machine you chose and installed there:



Server Name Screen

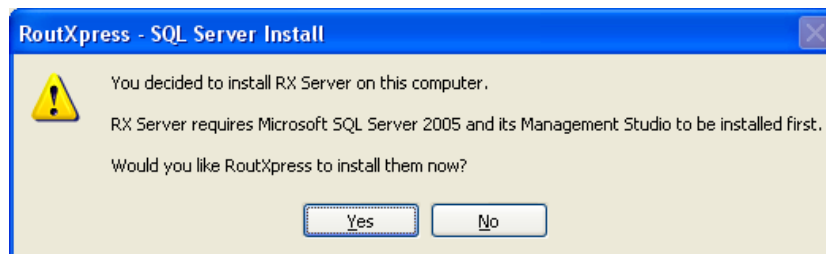
12. The Deployment Progress Screen will appear. This screen will be up through the rest of the installation and show you the status of each component as it installs.





RoutXpress Deployment Progress Screen

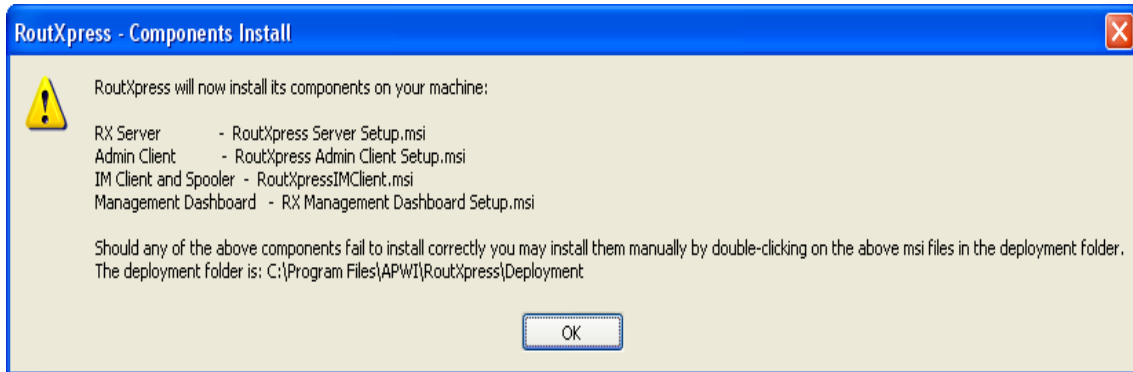
13. Click the **Deploy** button to start the deployment of RoutXpress components. The first item to be installed is SQL Express 2005 and its associated Management Studio. If these are already installed then this step can be skipped but if not, or if you are not sure, click **Yes** to continue



SQL Express installation startup Screen

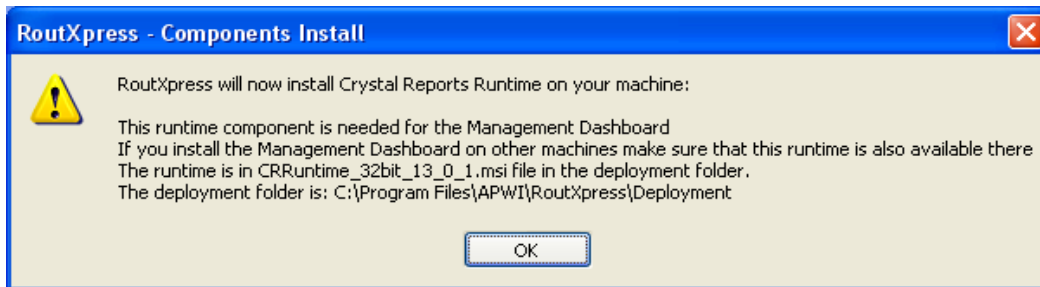
14. If you do not have Microsoft SQL Server installed on the server machine you need to install SQL Express 2005 which comes with our installation package before you can proceed with RoutXpress server installation. Go to section [MICROSOFT SQL SERVER](#) which will guide you through SQL Express 2005 installation.
15. After Microsoft SQL Server is installed RoutXpress then installs its major components. They are listed in the panel below. Take note and click **OK**.





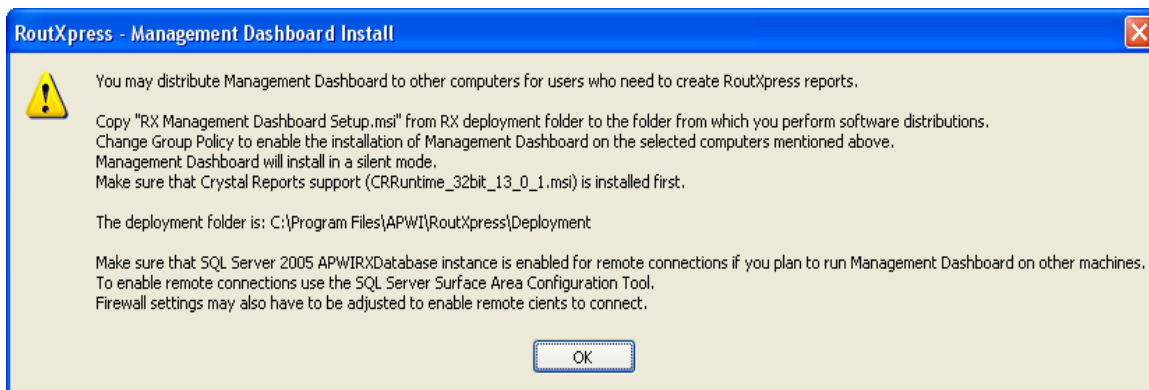
RoutXpress Major Components

16. Our Management Dashboard requires Crystal Reports. Take note and click **OK**.



Crystal Reports for Management Dashboard

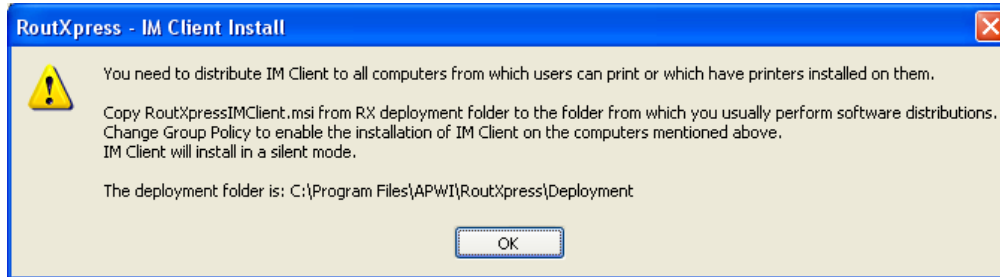
17. Management Dashboard information panel. Take note and click **OK**.



Management Dashboard Distribution Information

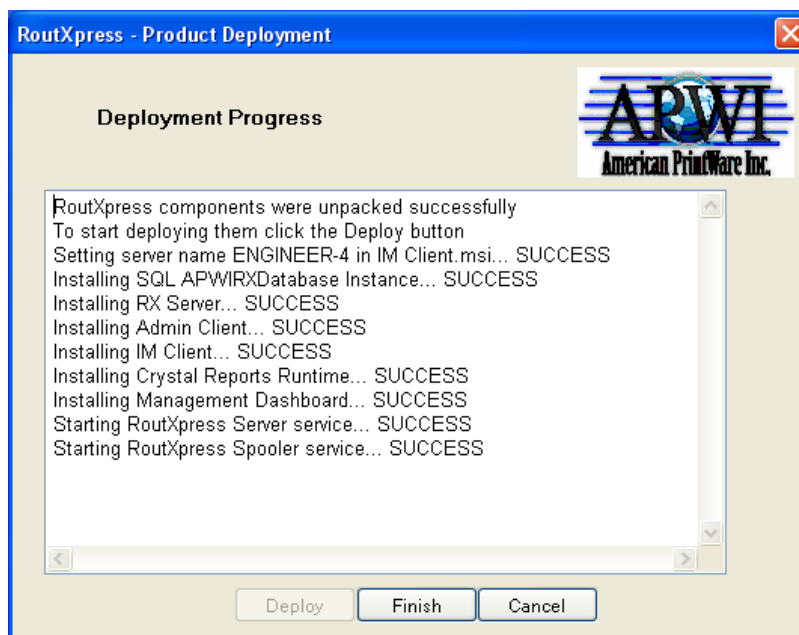


18. IM Client information panel. More information can be found in the [IM Client Push-out](#) section. Take note and click **OK**.



IM Client Distribution Information

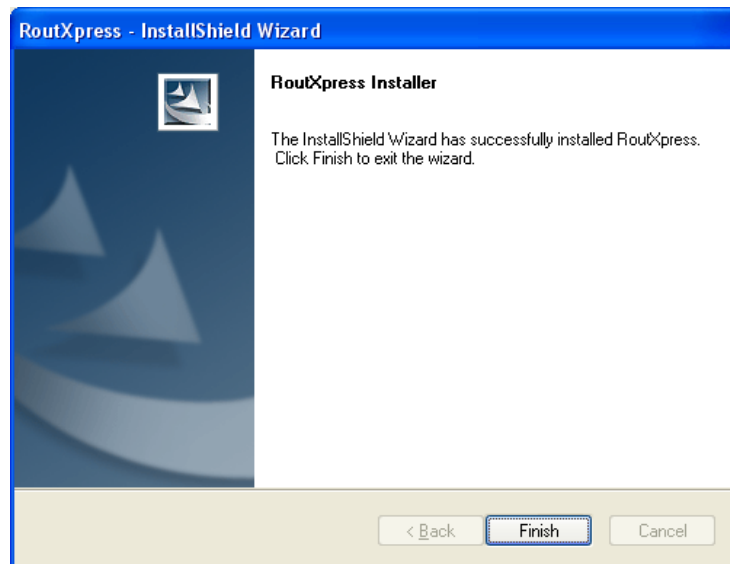
19. At the end of the Deployment phase this panel should look like this. Click **Finish**.



RoutXpress Deployment Progress



20. Final installation panel. Click **Finish**.



Installation Final Panel



IM Client Push-out

IM Client component must be installed on all machines from which users submit print jobs or on which printers are installed. IM Client and its companion RoutXpress Spooler interact with RoutXpress Server and inform it about print jobs submitted, their progress and any special requests that the user may have. The Server informs the user through IM Client when a job finished printing. For RoutXpress to be of a benefit to you, you need to install it on all computers in your organization for which you want to control printing costs and activity.

Copy the "RoutXpressIMClient.msi" file from the Deployment folder to the location from where you normally do software distribution. It is important that you do it only after RoutXpress Installer finished successfully. The Installer inserts into the "RoutXpressIMClient.msi" file the location of the Server. That is how IM Client and the Spooler later know how to find it.

IM Client installs on the designated machines in a silent mode. Your users would only be minimally impacted by the push out.

Once you have copied the msi file you can push it out to the users on your network using Windows Server. You have probably done it many times before for other products but to give you idea what is required below is an excerpt from Microsoft Windows Server 2003 documentation:

FOR MICROSOFT WINDOWS SERVER 2003

You can deploy and upgrade software to remote computers in managed environments by using Group Policy Software Installation to assign Windows Installer packages. Windows Installer packages are deployed and managed within a Group Policy object, which is in turn associated with a particular Active Directory container—either a site, a domain, or an organizational unit. You can use Add or Remove Programs in Control Panel to install, upgrade, or manage an application on a local computer. You can also use Remote Desktop Connection to install or upgrade an application by using Add or Remove Programs on a remote computer. For more information, see Add or Remove Programs overview and Remote Desktop Connection.

Some of the most common tasks are deploying software to remote computers, upgrading software on remote computers, and installing or upgrading software on a local computer.

To deploy software to remote computers

Open Group Policy Object Editor.

Do one of the following:

- To assign software applications to computers, in the console tree, double-click **Computer Configuration**.
- To assign or publish software applications to users, in the console tree, double-click **User Configuration**.

Double-click **Software Settings**, and then click **Software Installation**.



Where?

- *Group Policy object*
- Computer Configuration or User Configuration
- Software Settings
- Software Installation

Right-click **Software Installation**, click **New**, and then click **Package**.

Click the Windows Installer package you want to assign, and then click **Open**.

In **Deploy Software**, click **Assigned**.

Notes

- To complete this procedure, you must be logged on as a member of the Domain Administrators security group, the Enterprise Administrators security group, or the Group Policy Creator Owners security group.
- Group Policy Software Installation is available to computers running Windows 2000, Windows XP Professional, and the Windows Server 2003 family in an Active Directory environment.
- To use Group Policy Software Installation, you must create a new Group Policy object or edit an existing Group Policy object for a site, domain, or organizational unit. You can also link a Group Policy object to a site, domain, or organizational unit in Active Directory Users and Computers or Active Directory Sites and Services. For more information about ways to open Group Policy Object Editor, see Group Policy.
- Many software applications come with Windows Installer packages (.msi files). For more information, see your software manufacturer's documentation.

To upgrade software on remote computers

Open Group Policy Object Editor.

Do one of the following:

- To upgrade software applications on remote computers, in the console tree double-click, **Computer Configuration**.
- To upgrade software applications for users, in the console tree, double-click **User Configuration**.

Double-click **Software Settings**, and then click **Software Installation**.

l Where?

- *Group Policy object*
- Computer Configuration or User Configuration
- Software Settings
- Software Installation

Right-click **Software Installation**, click **New**, and then click **Package**.

Click the Windows Installer package that will serve as the upgrade package, and then click **Open**.



In **Deploy Software**, click **Assigned**.

In the details pane, right-click the Windows Installer package that will function as the upgrade (not the package to be upgraded).

Click **Properties**, and then click the **Upgrades** tab.

Click **Add** to create or add to the list of packages that are to be upgraded by the current package.

Under **Choose a package from**, click **Current Group Policy object (GPO)** or **A specific GPO** as the source of the package to be upgraded. If you click **A specific GPO**, click **Browse**, and then click the Group Policy object that you want.

Review the list of packages under **Package to upgrade**, which lists all of the other packages that are assigned or published within the selected Group Policy object. Depending on the Group Policy object, this list may have zero or more entries.

Click the package that you want to upgrade, and then do one of the following:

- To replace an application with a completely different application, click **Uninstall the existing package, then install the upgrade package**.
- To install a newer version of the same product while retaining the user's application preferences, click **Package can upgrade over the existing package**.

On the **Upgrades** tab, select the **Required upgrade for existing packages** check box if you want the upgrade to be mandatory. If this is an upgrade under Computer Configuration in the Group Policy console tree, the check box is unavailable and selected, because packages can only be assigned to computers, not published.

Notes

- To complete this procedure, you must be logged on as a member of the Domain Administrators security group, the Enterprise Administrators security group, or the Group Policy Creator Owners security group.
- Group Policy Software Installation is available to computers running Windows 2000, Windows XP Professional, and the Windows Server 2003 family in an Active Directory environment.
- To use Group Policy Software Installation, you must create a new Group Policy object or edit an existing Group Policy object for a site, domain, or organizational unit. You can also link a Group Policy object to a site, domain, or organizational unit in Active Directory Users and Computers or Active Directory Sites and Services. For more information about ways to open Group Policy Object Editor, see Group Policy.
- Many software applications come with Windows Installer packages (.msi files). For more information, see your software manufacturer's documentation.

To install or upgrade software on a local computer by using Add or Remove Programs



Open Add or Remove Programs in Control Panel.

Click **Add New Programs**, and then click **CD or Floppy**.

Follow the instructions on your screen.

Notes

- To open Add or Remove Programs, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add or Remove Programs**.
- When using Add or Remove Programs, you can only install programs that were written for Windows operating systems.

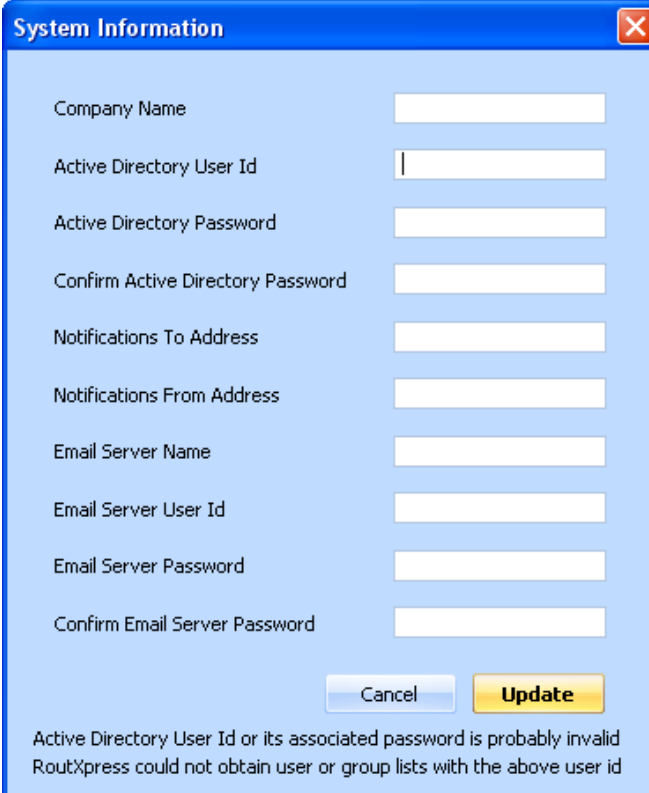
Disclaimer: The push-out feature documentation has been taken from Microsoft's Help and Support Center and is provided here AS IS and as a convenience to the user.



System Settings

One final thing you need to do before you can enjoy the benefits of RoutXpress is to update System Information panel in Admin Client. RoutXpress interacts closely with Active Directory and uses the email server to send printer alerts and other messages. **If you do not fill in the System Information panel correctly RoutXpress will not operate properly.**

Start up Admin Client. Login screen will appear. Enter the password. If this is the first time you are using Admin Client the password will be saved for subsequent logins. While blank password is acceptable it is not recommended. If you have never filled in the System Information panel before this empty screen will appear right away:



System Information

Company Name

Active Directory User Id

Active Directory Password

Confirm Active Directory Password

Notifications To Address

Notifications From Address

Email Server Name

Email Server User Id

Email Server Password

Confirm Email Server Password

Active Directory User Id or its associated password is probably invalid
RoutXpress could not obtain user or group lists with the above user id

If you are not sure what some of the fields mean mouse-over them and a help pop up will appear.

In the Company Name enter the name of your organization.

Enter the Active Directory User Id and its associated password. RoutXpress uses it to retrieve information about users and user groups from Active Directory. **It does not perform any updates.** You may have to create a special user name for this purpose. To minimize your maintenance effort it is best if the password never expires. If you encounter problems with this entry, and the warning messages at the bottom of the screen persist, you should seek help from the Administrator responsible for Active Directory.

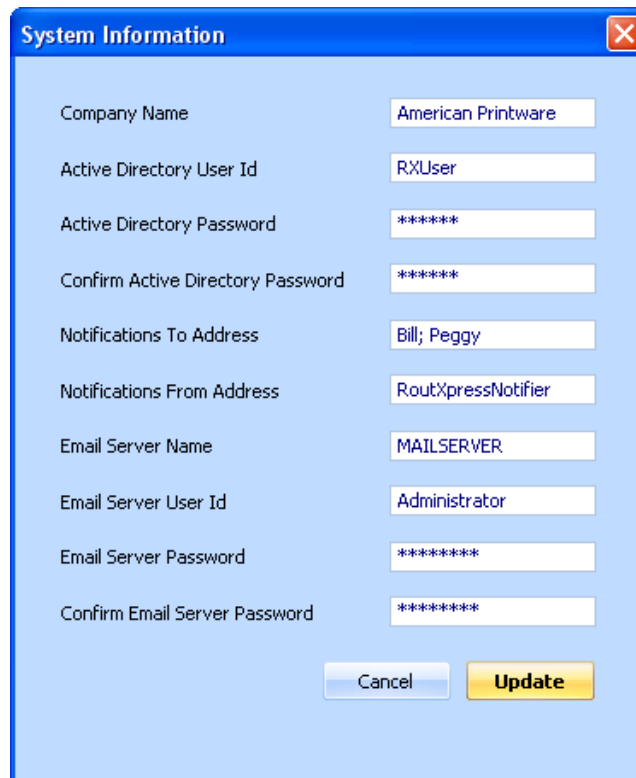
Next you need to provide information for RoutXpress to use your email system to send alerts about important events. In the Notifications To Address enter the email addresses of persons that you would like to receive notices when somebody changes this panel. This acts as a security audit. Any license issues will also be sent to these addresses. You can enter multiple addresses separated by semicolon (;), like "Bill@compnayx.com; Peggy@companyx.com" or just "Bill; Peggy".

In the Notification From Address enter the email address that will appear in the From field in the emails sent by RoutXpress. You may have to create special email address for this purpose. "RoutXpressNotifier" is usually a good unambiguous choice.

In the Email Server Name enter the email server that RoutXpress will connect to. In the Email Server User Id enter the user id RoutXpress will use to connect to the email server. In the Email Server Password enter the password associated with the email user id. For your convenience the password should never expire.

After you have entered all fields press the Update button. Users listed in the Notifications To Address should receive at least one email informing them what fields have been changed in this panel. Keep modifying the above fields until you start receiving emails.

Properly filled in System Information panel should look like this:



Company Name	American Printware
Active Directory User Id	RXUser
Active Directory Password	*****
Confirm Active Directory Password	*****
Notifications To Address	Bill; Peggy
Notifications From Address	RoutXpressNotifier
Email Server Name	MAILSERVER
Email Server User Id	Administrator
Email Server Password	*****
Confirm Email Server Password	*****

Cancel Update

You have successfully installed RoutXpress and made it operational. Congratulations!

Please switch over now to the User's Guide to learn how create rules, set user and group budgets, monitor printing activity and start deriving benefits from RoutXpress.



MICROSOFT SQL SERVER

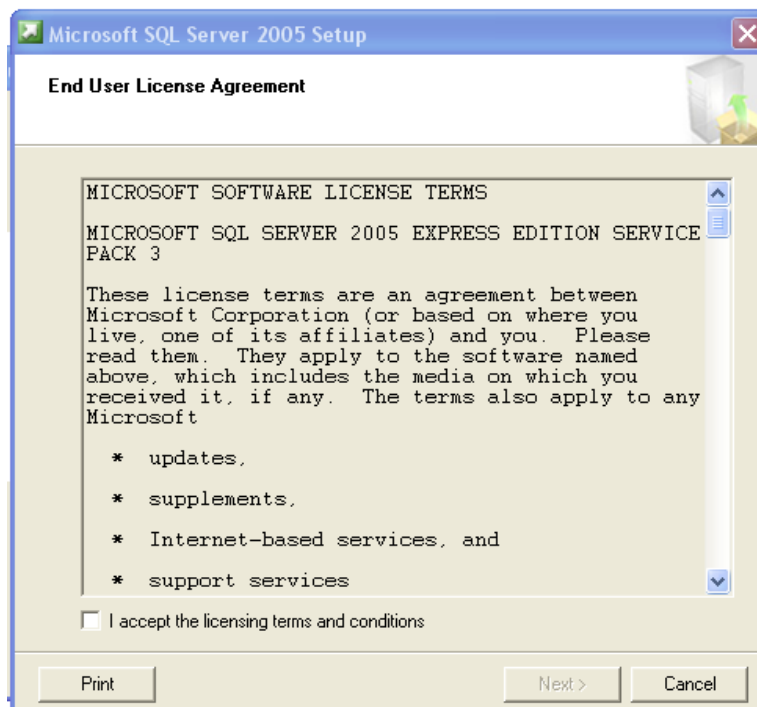
SQL Express 2005 Installation

If you are installing SQL Express on the same machine as RoutXpress Server RoutXpress Installer will start this installation for you.

If you are installing it on a different machine you need to copy SQLEXPRESS.EXE file from the Deployment folder to the target machine and then double-click it.

Below we will take you through the screens you will see during the installation. This documentation is provided for your convenience only. Ultimately, Microsoft is responsible for providing the correct information on SQL Express installation.

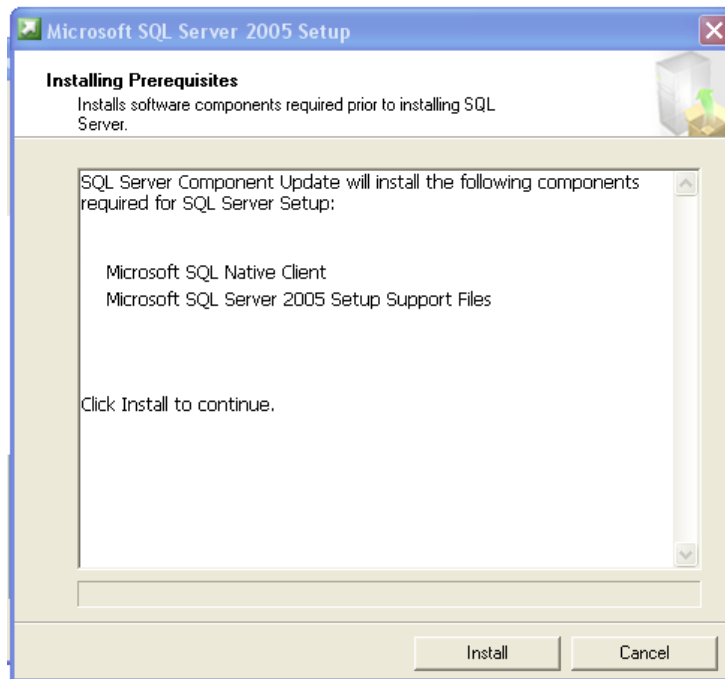
1. SQL Express will start with the following screen:



SQL Server License Screen

2. Click the "I accept..." box. **Next** button will appear. Click **Next**.





SQL Server Prerequisites

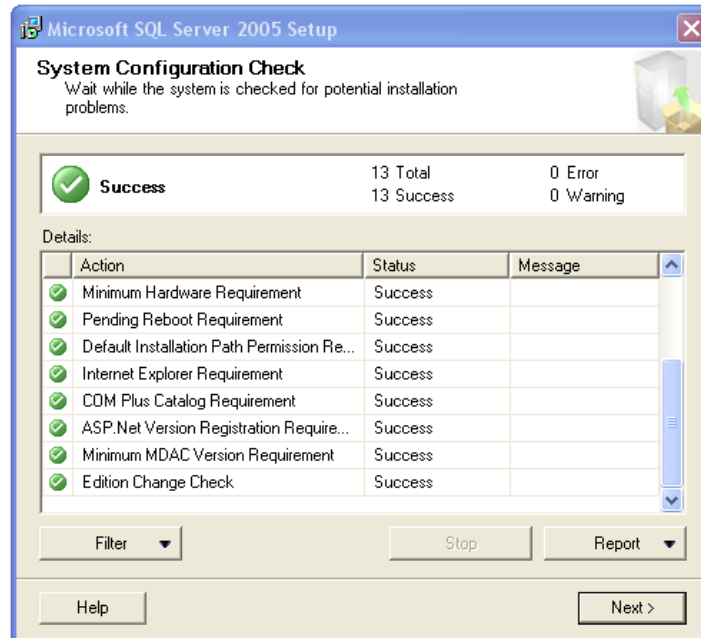
3. Click **Install**.



SQL Server Installation Screen

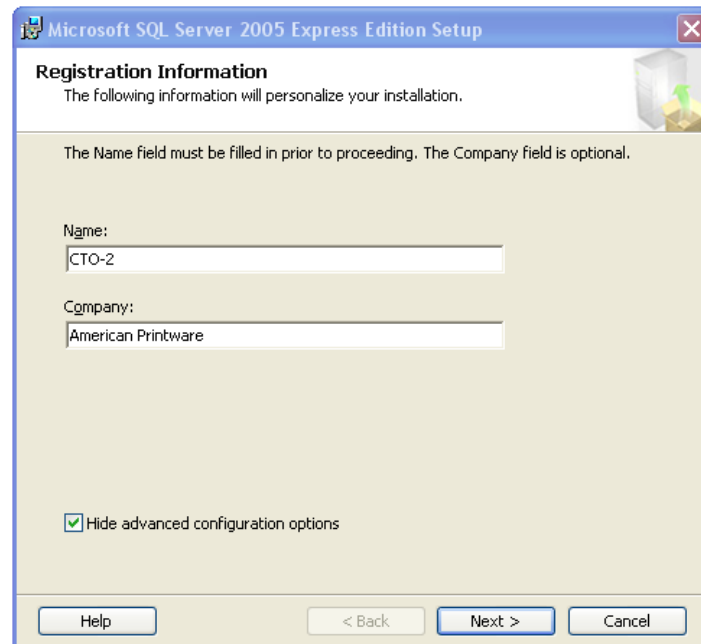
4. Click **Next**.





SQL Server system Configuration Check

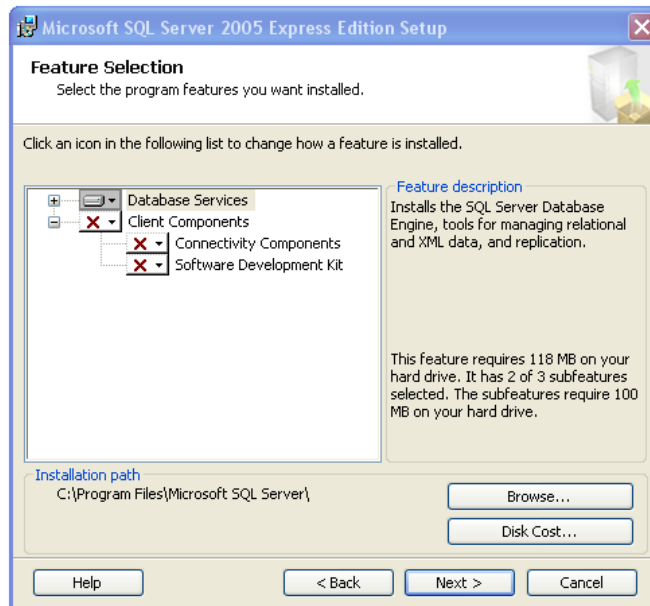
5. Click **Next**.



SQL Server Registration Information

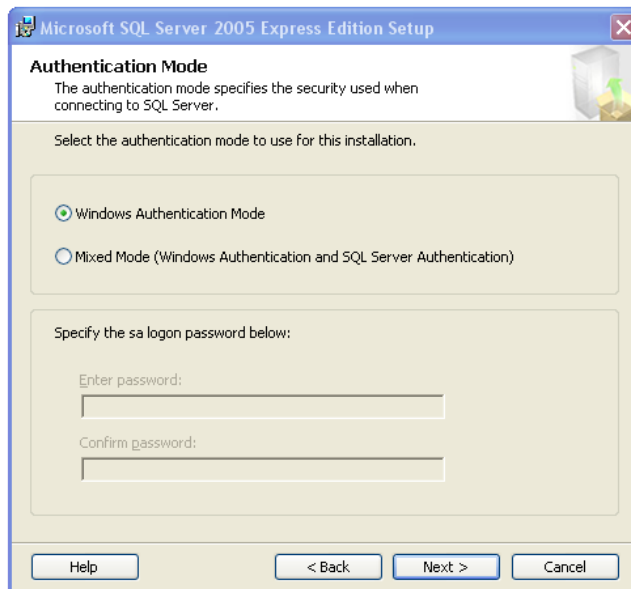
6. Click **Next**.





SQL Server Feature Selection

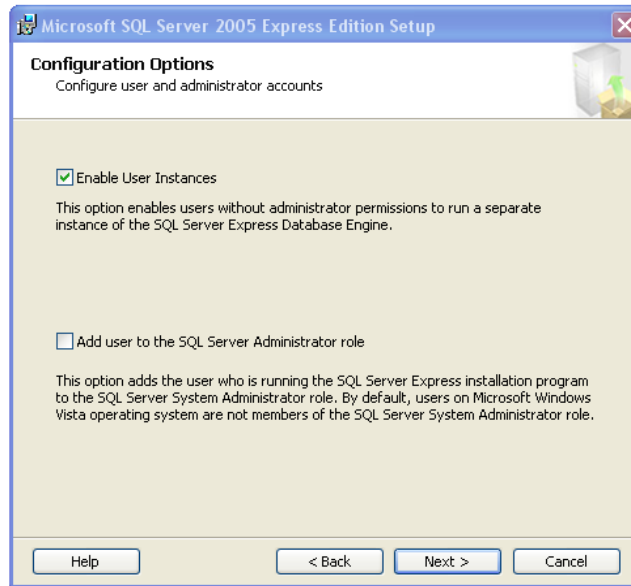
7. Click **Next**.



SQL Server Authentication Mode

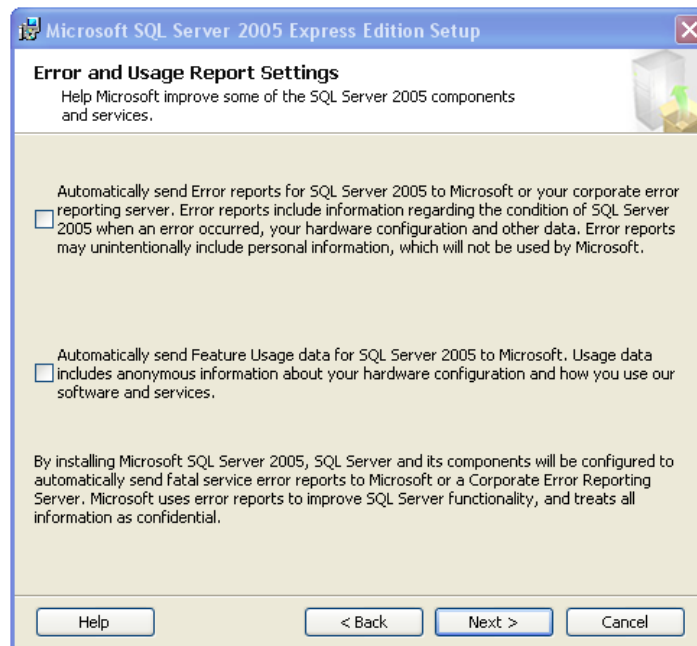
8. Choose "Windows Authentication Mode" and click **Next**.





SQL Server Configuration Options

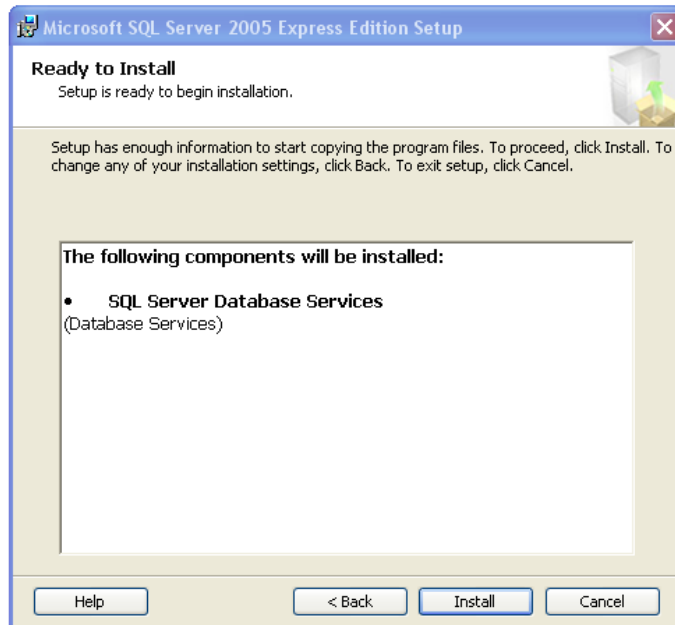
9. Click **Next**.



SQL Server Error and Usage Report Settings

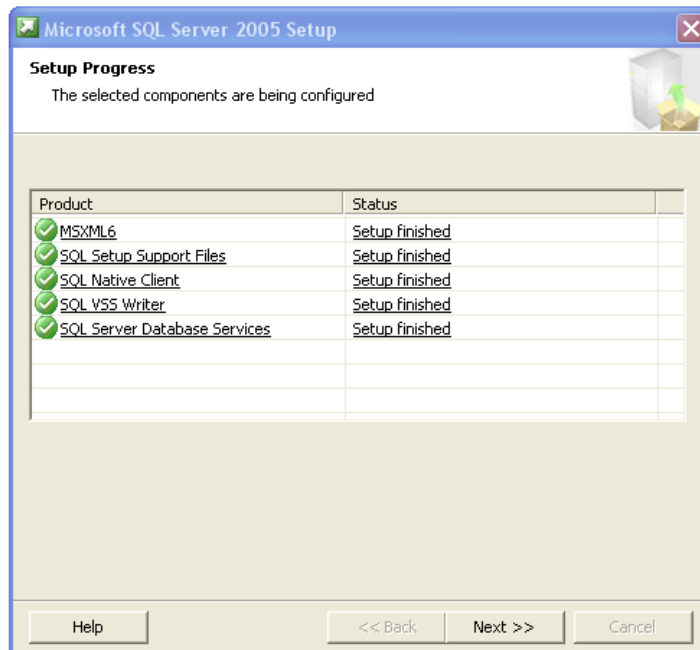
10. Click **Next**.





SQL Server Ready to Install

11. Click **Install**.

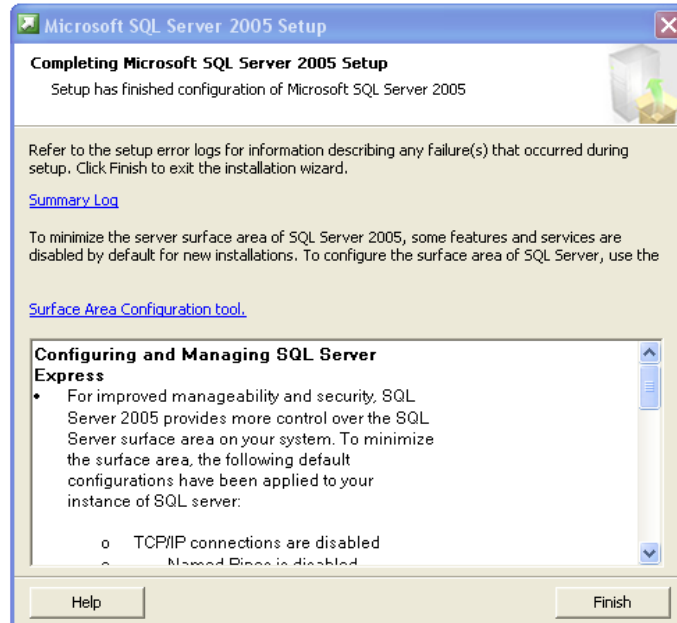


SQL Server Setup Progress

12. This is how this panel should look like after successful install. Click **Next**.
IMPORTANT! If there are errors indicated on this panel this is usually caused



by the user trying to install SQL Server again not realizing that it is already installed.



SQL Server Completion Message

13. Click **Finish**.

SQL Server Management Studio Express Installation

In addition to SQL Express its Management Studio is also needed to run RoutXpress at your organization.

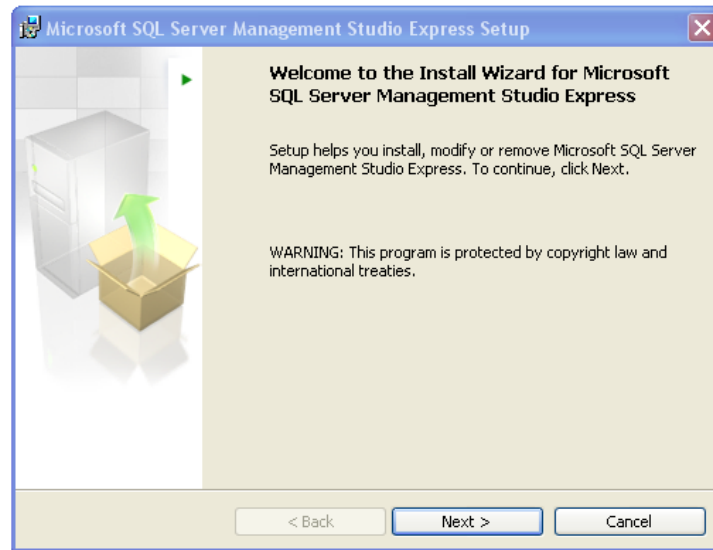
If you are installing SQL Express on the same machine as RoutXpress Server RoutXpress Installer will start this installation for you.

If you are installing it on a different machine you need to copy either SQLServer2005_SSMSEE.msi or SQLServer2005_SSMSEE_x64.msi file from the Deployment folder to the target machine and then double-click it. Use the SQLServer2005_SSMSEE_x64.msi file if you are running 64 bit version of Windows.

Below we will take you through the screens you will see during the installation. This documentation is provided for your convenience only. Ultimately, Microsoft is responsible for providing the correct information on SQL Server Management Studio Express installation.

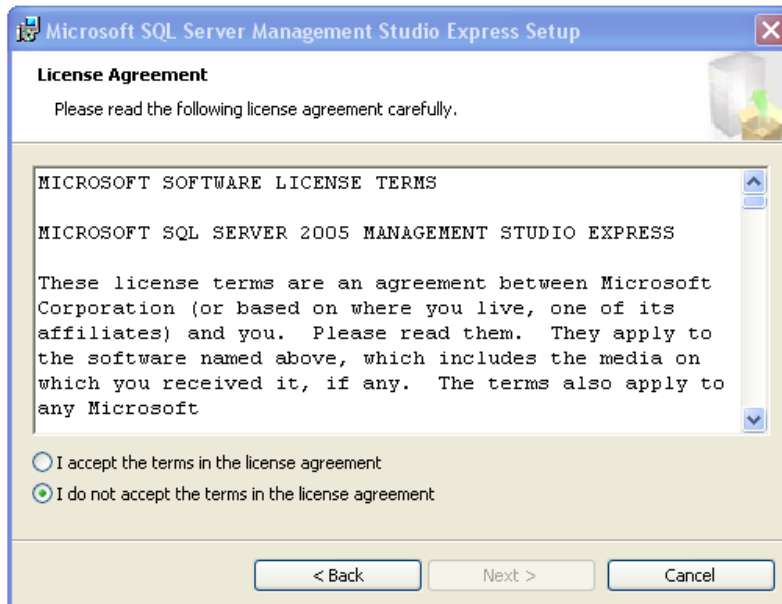
1. SQL Server Management Studio Express will start with the following screen:





SQL Server Management Studio Setup

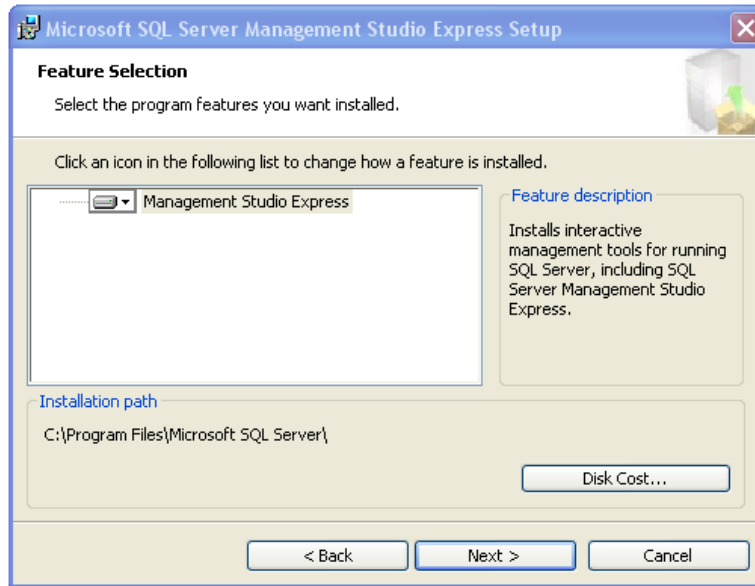
2. Click **Next**.



SQL Server Management Studio License Agreement

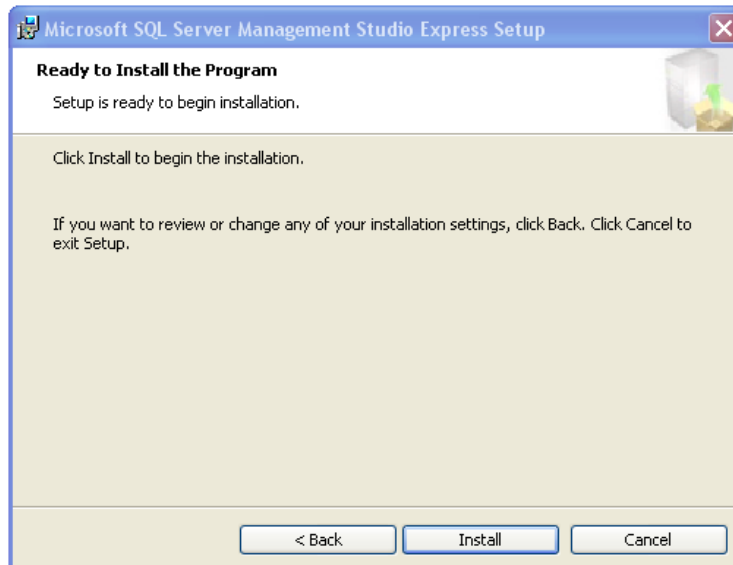
14. Choose the "I accept..." option. **Next** button will appear. Click **Next**.





Feature Selection

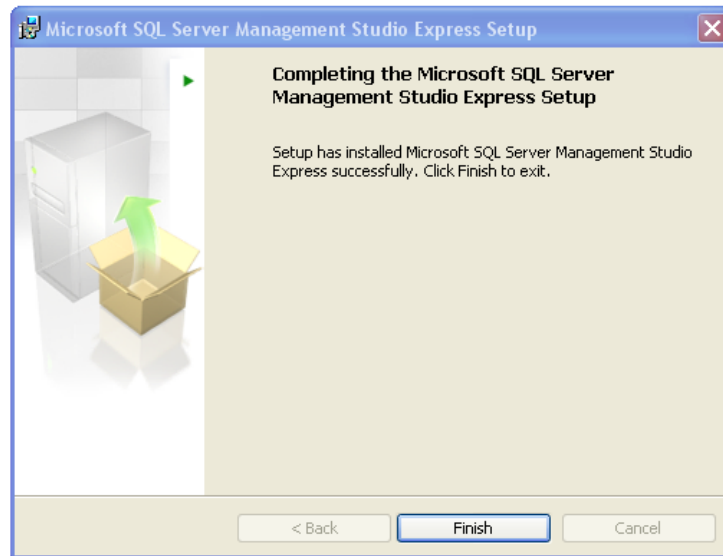
3. Click **Next**.



Ready to install

4. Click **Install**.





Completion

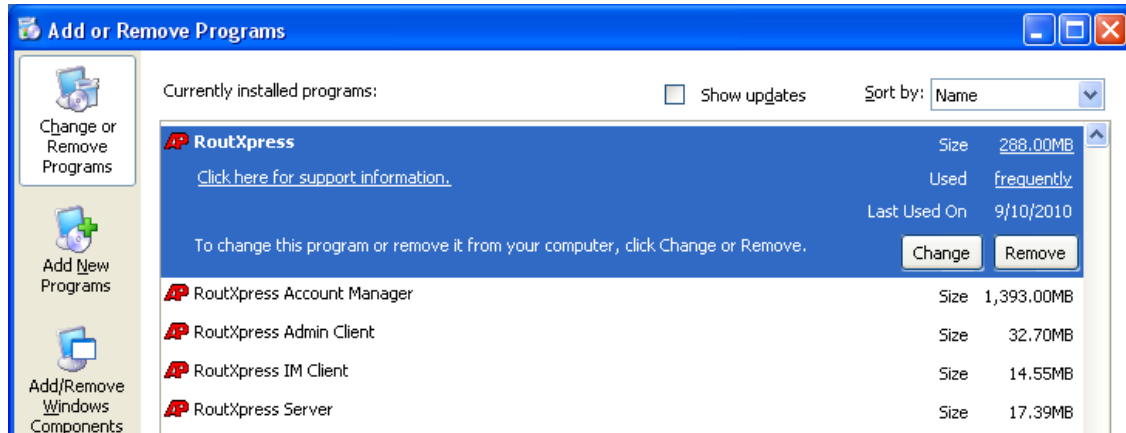
5. This is how successful installation panel looks like. Click **Finish**.



UNINSTALLING ROUTXPRESS

Uninstalling RoutXpress Server Components

The easiest way to uninstall RoutXpress Server components is to use Windows Control Panel -> Add or Remove Programs and select RoutXpress application as shown below:



Click the **Remove** button.

Windows should remove the main application and all the RoutXpress sub-applications one by one. You will be prompted by additional screens. Make sure you always select Remove instead of Modify.

In case some of the sub-applications do not get removed you can remove them manually.

Uninstalling RoutXpress Client Components

If you are planning to reinstall RoutXpress there is no need to uninstall IM Clients on all the machines to which they were distributed. With each new release we change the product code in the msi file which would cause your Group Policy to reinstall IM Clients when you push out new release.

