

Time Shadow®



Time Shadow Installation Guide

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Revision 2

Introduction

This document is intended to help you with installing the various editions and versions of the Software Maniacs, Inc. product called Time Shadow®. This document assumes the reader is familiar with installing software on Windows OS based computers and has a general understanding of computer hardware terminology.

It will also be beneficial to read the document “Getting Started with Time Shadow” for additional information about the product. This document is available from the Software Maniacs, Inc. website and is installed with all editions of Time Shadow v1.75.

Overview

Time Shadow is available in the following two editions, Standard and Professional. The main difference between the two editions is the Billing module. The Billing module allows a user to create invoices and statements from the time entries recorded by Time Shadow. The Professional edition has the billing module and the Standard edition does not.

The Standard Edition of Time Shadow® can operate as both a single user or multi-user application. However, the Professional Edition of Time Shadow® is only available as a single user application.

Licenses

All software provided by Software Maniacs, Inc. is available as fully functional trial versions. This means that all the features are available for you to try. Trial installations are in fact the full version of the software with a limitation on number of uses. You are free to use and evaluate the software during the trial license period as specified by the license agreement. However, at the end of the trial you will need to purchase a license or discontinue using the software. If you need additional time to evaluate the software please contact support@softwaremaniacs.com for assistance.

When you are ready to purchase a license of Time Shadow you can visit our website for ordering information. The fastest way to obtain a registration code is to use our online ordering system. Once you have made a purchase the registration information will be emailed to you. Entering the registration information into the software validates the use of the software and disables all notices about the trial. This registration information also specifies how the software operates. If you obtain a single user license then the software will only function as a single user application. If you obtain a multi-user license then the software can support multiple users sharing a single database.

Single User Installations

This is the easiest type of installation. Simply run the installer for the edition of Time Shadow that you want to evaluate. (For a brief description see "Overview" section above) In some circumstances you might be prompted to choose between a single user or multi-user installation. You should choose single user and then specify the other options that suite your particular needs as with any other software installation.

System Requirements

Windows 98SE/ME/NT4/2000

Pentium 300MHz or better, 450MHz recommended

32MB of RAM, 64MB or more recommended

VGA or higher resolution monitor

Mouse or other compatible point device recommended

NOTE: Microsoft NT4 and 98 machines may have older versions of the Microsoft Data Access Components ("MDAC") installed. **Single user versions of Time Shadow require at least MDAC 2.5.** If you are running one of these operating systems you may need to upgrade your MDAC components prior to running Time Shadow. It is recommended that you download the MDAC 2.8 installation from <http://msdn.microsoft.com/data/downloads/updates/default.aspx#MDAC> and install this prior to installing Time Shadow.

Multi-user Installations

Installing a multi-user version of Time Shadow requires some additional software to support the database. Software Maniacs, Inc. provides a compatible multi-user database as a separate installation called "Time Shadow Multi-user Database" and it can be download from our website. There is no additional charge for this database, however it does have some limitations and it may not be suitable for licenses over 10 users or in other heavy load circumstances. As another alternative, Time Shadow is 100% compatible with "Microsoft SQL Server 2000" available directly from Microsoft and many other software vendors.

NOTE: Time Shadow Professional Edition cannot operate as a multi-user application.

The first step in a multi-user installation is to determine where the multi-user database should be installed. Some things to consider for the location of the multi-user database:

- Does the machine meet or exceed the system requirements for the multi-user database? (see below)
- Is the machine on the network?
- Does the machine have an un-interruptable power supply?
- Is the machine always running throughout a workday?
- Is the machine a dedicated server?

In general you should install your multi-user database on a fast machine that is not used by anyone as a workstation (i.e. network server).

After you've determined what machine will be used as the database you should install the appropriate database software for your requirements. Again, Software Maniacs, Inc. offers the "Time Shadow Multi-user Database" or you can obtain Microsoft SQL Server 2000.

Time Shadow Multi-user Database

Please review the following system requirements before installing.

System Requirements

Windows 98SE/ME/NT4/2000/XP/2003
Pentium 450MHz or better recommended
64MB of RAM minimum, (128MB for XP) using more is recommended
100MB of hard drive space
VGA or higher resolution monitor
Mouse or other compatible point device recommended

NOTE: Microsoft 98,NT4, and some 2000 machines may have older versions of the Microsoft Data Access Components (“MDAC”) installed. This can cause problems with the installation. It is highly recommended that you download the MDAC 2.8 installation from <http://msdn.microsoft.com/data/downloads/updates/default.aspx#MDAC> and install this prior to installing the Time Shadow Multi-user Database.

Follow these steps to install.

1. Download TimeShadowMSDE.exe from the Software Maniacs, Inc. website. (probably best to download it to the machine that will be the database server)
2. Please verify that your computer name (Network Identification) is actually all upper case letters and that the first character is a letter (not a number). Computer names that have lower case letters or mixed case (ie. MyServer or myserver) may cause the installation to fail.
3. **Please reboot the machine before you begin the installation** and then close all unnecessary applications.

NOTE: It is absolutely necessary that all non-essential services and applications be stopped. Especially important to stop any services or applications that use ODBC drivers. The following are some examples of things that should be disabled for this installation.

- Microsoft Internet Information Services (IIS)
 - Microsoft Systems Management Server
 - Microsoft Access
 - Oracle database applications.
4. If you are on a Windows NT4, 2000, 2003 or XP machine be sure to logon as the Local System Administrator or use a logon with the administrator rights.
 5. Run TimeShadowMSDE.exe on the machine that will be the database server.

NOTE: This is a very long installation. Please wait for it to complete.

6. Follow all instructions. Especially rebooting the machine.
7. If you are on a Windows NT4, 2000, 2003 or XP machine be sure to logon as the same user after the machine reboots at the end of the installation.
8. Test the database connection by clicking on the Windows Start button and choosing “Programs→Time Shadow Multi-user Database→Test Database Connection” from the menu.

NOTE: A dialog titled “Choose database server” will be displayed.

9. Please choose the machine where the database is installed from the list by clicking on the name in the list. This should be the machine you are currently using. If there are no machine names in the list or the machine you are using is not in the list you will have to manually enter the machine name in the field labeled “Server”. *If you need help to determine the machine name of the computer please contact your network administrator.*
10. Click the button labeled “Test”.
11. You should be prompted to confirm your test. Answer “Yes” and then wait.

12. Please refer to the following items to determine what to do next.
 - If the message “Test succeeded!” is displayed then the database connection test was good and you should proceed to step 12.
 - If any other message is displayed there is a problem connecting to the multi-user database, please see the section “*Trouble Shooting Database Connections*” for additional help.
13. If the test was successful then click the OK button on the message dialog.

NOTE: For Windows NT4, 2000, 2003, and XP the machine name in the “Server” field may be altered to have a trailing “\SOFTWAREMANIACS” during the test. This is normal and should be left as changed.

14. Then click the OK button on the “Choose database server” dialog.

At this point you should have a working multi-user database installed. Please contact support@softwaremaniacs.com for specific setup instructions concerning installing Time Shadow for use with Microsoft SQL Server 2000

Time Shadow Standard Edition (multi-user)

Once you have the multi-user database installed then you can install Time Shadow Standard Edition to use with the multi-user database.

NOTE: If you are upgrading an existing “single” user installation of Time Shadow Standard Edition you will need additional assistance from support@softwaremaniacs.com

Please review the following system requirements before installing.

System Requirements

Windows 98/ME/NT4/2000

Pentium 300MHz or better, 450MHz recommended

32MB of RAM, 64MB or more recommended

VGA or higher resolution monitor

Mouse or other compatible point device recommended

NOTE: Microsoft 98,ME, NT4 and some 2000 machines may have older versions of the Microsoft Data Access Components (“MDAC”) installed. **Multi-user versions of Time Shadow require at least MDAC 2.6.** If you are running one of these operating systems you may need to upgrade your MDAC components prior to running Time Shadow. It is recommended that you download the MDAC 2.8 installation from <http://msdn.microsoft.com/data/downloads/updates/default.aspx#MDAC> and install this prior to installing the Time Shadow as multi-user.

Follow these steps to setup a new multi-user installation of Time Shadow Standard Edition.

1. Download Time Shadow Standard Edition (v1.75) from the Software Maniacs, Inc. website.
2. Run the TimeShadowSE.exe installation and follow the normal setup prompts answering questions as appropriate.
3. During the installation you will be prompted to choose between a single user or multi-user installation. Choose the multi-user option.
4. After choosing the multi-user installation option you will be prompted with a “Choose database server” dialog identical to the one mentioned in the “Time Shadow Multi-user Database” installation steps. Please enter the machine name of the machine where you installed the multi-user database into the field labeled “Server”. This should match the machine name you entered during step 8 of the installation for the multi-user database. (The name may or may not appear in the white list box. If it is you can simply click on the name.)
5. Now click the button labeled “Test”.
6. You should be prompted to confirm your test. Answer “Yes” and then wait.
7. Please refer to the following items to determine what to do next.
 - If the message “Test succeeded!” is displayed then the database connection test was good and you should proceed to step 12.
 - If any other message is displayed there is a problem connecting to the multi-user database, please see the section “*Trouble Shooting Database Connections*” for additional help.
8. If the test was successful then click the OK button on the message dialog.
9. Then click the OK button on the “Choose database server” dialog.
10. Continue with the installation answering questions as appropriate to complete the setup.

Repeat this process on other machines as necessary and according to the allowances in the Time Shadow license agreement.

Additionally, it may be beneficial to read the document “Getting Started with Time Shadow” available with all editions of Time Shadow v1.75 or from our website.

Trouble Shooting Database Connections

Connections from one machine to another on a local area network (LAN) can be difficult to trouble shoot. This section of the document is intended to provide some assistance in establishing a database connection for Time Shadow Multi-user Database on your LAN.

Note: If you are reading this section to begin trouble shooting the database connection problem it would probably be beneficial to have a network support person available to lend a hand.

During an installation of Time Shadow Standard Edition or using the “Test Database Connection” utility after installing the Time Shadow Multi-user Database, you will be prompted with a dialog titled “Choose database server”. This dialog can be used to test the database connection from any machine to the database server machine. Entering the machine name, of the computer where the multi-user database is installed, into the field labeled “Server” should result in successful test when the test button is clicked. However, if you’re reading this section of the document the test must have failed.

The following may help to resolve the database connection trouble.

- Verify that you typed the machine name correctly. It is important that you have entered it exactly as it appears in the “Entire Network” under “My Network Places” or “Network Neighborhood”.
- Time Shadow uses a TCP/IP connection to communicate with the database. For various reasons the machine name may not be resolving to an IP address. Certain network support protocols could be disabled on your network. Instead of typing the machine name you can type the IP address (in the form xxx.xxx.xxx.xxx) of the machine where the database is installed.
- There are many ways to test for connectivity outside of using the “Choose database server” dialog. From a command prompt you can use the utility ping to determine if the database machine can be seen. If the machine name is BIGSERVER then you can type the command “ping BIGSERVER” from a command prompt. If the utility returns “Unknown host BIGSERVER” then the machine name is not resolving to an IP address (or you typed it wrong).
- Multi-user installations of Time Shadow require the Microsoft Data Access Components version 2.6 (or greater) to be installed. You may need to download and install these components. You can obtain the MDAC installation from <http://www.microsoft.com/data/>
- Firewall software and hardware can prevent some kinds of network traffic. If you’re still unable to connect to the multi-user database and there is firewall software or hardware installed **on a machine involved with your test**, try temporarily disabling the firewall to eliminate it as a possible problem.

If you’re still having trouble after using this section of the document please contact support@softwaremaniacs.com for assistance.