

Installation Steps for the Resource Monitor Trial Version

Attention: Anti-spyware users. Some anti-spyware software stops our installation program from making certain registry settings. These settings are required for our software to capture Internet Usage and automatically start when the system starts. If you experience this issue, please have your anti-spyware software allow any changes for "INetSpeak" and the program Rmc80.exe.

Symantec Users – Please visit <http://www.resourcemonitor.com/sbs/support/symantec.html>

Although the current version is Symantec friendly, this page contains several easy steps to allow Resource Monitor to install for older versions.

1. Resource Monitor consists of three components.
 - The Administrative client is typically installed on an administrator's workstation that will be reviewing the data and maintaining features within the software.
 - The Monitoring client is installed on every system that you desire to monitor. The trial is limited to three clients and has to be manually installed on those systems. The purchase version allows you to create a push/silent installation script if you have many systems to monitor. More information on the silent installation procedure is available on the Support/FAQ page.
 - The database will be installed when you install the Administrative client. The installation program will ask you to locate the folder that you created earlier and place the database in that folder.
2. Create a folder on your network with **full control** permissions.
 - The installation program places the database and other files in this folder.
 - The database is secured. Only the administrative program will be allowed access.
 - If a Monitoring client fails to report to the database, it is typically due to a permission issues.
3. Place the downloaded trial software (Rmtrial.exe) in the network folder that you created. Placing the software in this folder will make it easier when you install the Monitoring clients.
4. Install the Administrative client.
 - A firewall might possibly try to block the administrative client from communicating to our servers. You might need to configure your firewall to permit the product executable of Rmsbs.exe to communicate to our servers. The administrative client communicates to our servers to obtain the latest Microsoft Updates and Hot Fixes. It also updates Internet keywords and categories to classify URLs visited by your users.
 - You can optionally install the Monitoring client at the same time as installing the Administrative client. Typically, this is good idea for evaluating the software.
 - During the installation process, you will be asked to browse to the network folder to place the database. It is a good practice not to use a mapped drive letter since this could change from profile to profile. Instead, either type in a UNC reference or browse through My Network Places to obtain a UNC reference. The path should look like \\OurServerName\DatabaseFolder.
 - If you installed the Monitoring client along with the Administrative client, make sure you restart your system.
 - Start the Administrative client. The software is easy to navigate and you can press F1 at any time for the on-line help system.
5. Install the Monitoring clients.
 - Go to workstations that you desire to monitor and run the same installation program.
 - Select only to install the Monitoring client.
 - During the installation process, it will ask you to browse to the folder where you placed the database. Again, please use the UNC method as described above.
 - Restart the system after the installation.

Trouble shooting:

1. For most of the time, if a Monitoring client fails to report, it is due to a permission issue. Please make sure everyone has proper permissions to the database folder on the network.

You might need to provide additional permissions on the system that has the monitoring client installed. The installed files for the client are located in a folder called C:\Documents and Settings\All Users\Application Data\Microsoft\Msapps\RM. The RM folder might be hidden. If so, change your folder options by clicking on the menu item called "Tools and select "Folder Options". Once that screen opens, click on the "View" tab. Look for and click on the option for "Show Hidden Files and Folders". After you click on that feature, click on the "Apply" button and you should be able to see the folders.

2. If the monitoring client fails to report, you can email an error log file called RmClient.ini to support@resourcemonitor.com. The file is located in a folder called C:\Documents and Settings\All Users\Application Data\Microsoft\Msapps\RM.
3. If you are running an Anti-Spyware program, have it accept any settings for Inetspeak, BHO or the reference registry key of {D6862A22-1DD6-11D3-BB7C-444553540000}. All data captured from the monitoring client is retained in your database and does not leave your network. This step might not be necessary if the monitoring clients correctly report to the database.

Uninstalling the Software:

1. Open the administration client and select "Shutdown Monitoring Client" under the administration menu. You can select "All" or a specific system to shutdown the Monitoring client. Shutting down the Monitoring client allows the uninstall program to remove all of the files that it installed.
2. Uninstall the Monitoring clients.
3. Uninstall the Administrative client.
4. Manually delete the network folder where you placed the database.