

Installation Step for Resource Monitor Access Version

1. If you are upgrading from a trial version, please follow these steps:
 - Shutdown all monitoring clients by using the "Shutdown" feature under the administrative client.
 - Uninstall the previous version of the administrative client and restart your system.
 - Install the purchased version. You can optionally install the monitoring client at this time on the same workstation.
 - If you place the database in the same location as the trial, the installation program will delete the trial database with the required purchase version. By doing so, you will not have to reinstall the monitoring clients from the trial version.
 - If you decide to install the database to another location other than the trial location. You should either reinstall the monitoring clients or you can edit the file, Rm.ini located in the default windows folder. Manually change the database path to the new location.
2. If you are upgrading from a previous version, please follow these steps:
 - Shutdown all monitoring clients by using the "Shutdown" feature under the administrative client.
 - Rename the file RM.sbs to Rmold.sbs
 - Uninstall the previous version of the administrative client and install the new version. You can optionally install the monitoring client at this time on the same workstation.
 - Uninstall the monitoring clients for the old version and install the new monitoring client on the workstations. It is not required to uninstall the old version although the old version will still appear in the Add/Remove software list within the control panel if you do not.
3. Review the second page of this document to add your client licenses.
4. Install the monitoring clients on the system you need to monitor.
5. Please review our website for information concerning a silent installation if you prefer that method.

Additional Notes:

1. 98% of the time, if a monitoring agent fails to report, is due to permission issues. Please make sure everyone has read and write permissions to the location of the database. If your systems hard drives are formatted using NTFS, you might need to provide additional local permissions. Please visit our FAQ page for more information.
 - a. <http://www.resourcemonitor.com>
2. Please use a UNC reference instead of a mapped drive letter when installing the monitoring client. This reference is automatically created, by in the installation program, if you browse thru My Network instead of a mapped drive.
3. If your organization has heavy Internet Usage then you should consider placing the database warehouse on a server with little I/O activity. High Internet Usage does create increased I/O on your network and increases the size of the database.
4. Resource Monitor should only be installed on a Local Area Network.

Resource Monitor

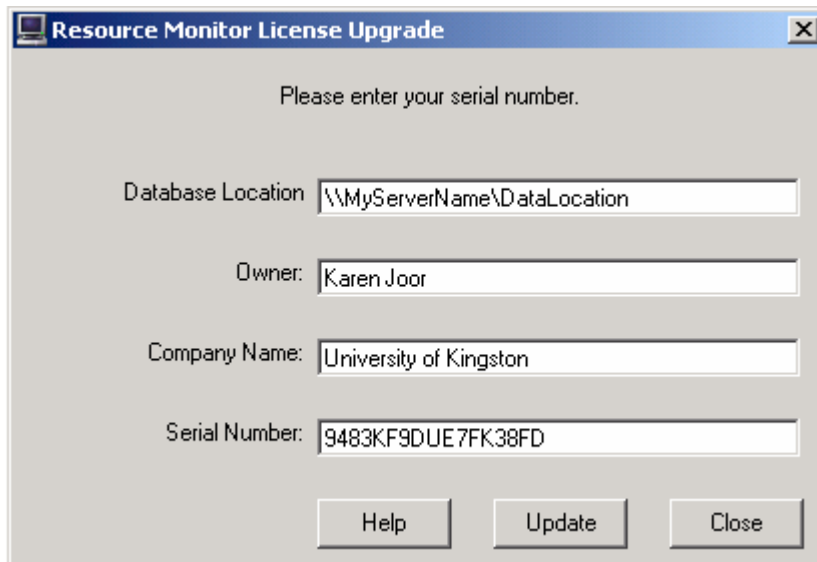
Software License Management & Employee Productivity Solutions

Installation of Initial and Additional Licenses

Adding License Packs

- License packs are sold in 25, 50, 100 and 250 node increments.
- A license pack can only be used one time.
- To add your initial or additional license pack, open the administrative client and select “Add License Packs” from the administration menu.
- Enter the database folder location where the database is located.
- Once the serial number has been validated, the number of licenses will be increased.

Access Screen



The screenshot shows a dialog box titled "Resource Monitor License Upgrade" with a close button (X) in the top right corner. The dialog contains the following fields and buttons:

- Text: "Please enter your serial number."
- Text field: "Database Location" with the value "\\MyServerName\DataLocation".
- Text field: "Owner:" with the value "Karen Joor".
- Text field: "Company Name:" with the value "University of Kingston".
- Text field: "Serial Number:" with the value "9483KF9DUE7FK38FD".
- Buttons: "Help", "Update", and "Close" at the bottom.