

Installing and Using RISC Analysis

System Requirements:

Win 98 & above
Microsoft Internet Explorer
Local Hard Drive (server installs are not supported).

All new installations of RISC Analysis require registration.

As with installing any software, please close any open or running applications first (and definitely close RISC Analysis if it is running).

If you have a previous version of RISC Analysis installed, the new version will overwrite the existing version.

User Names

We require a valid user name for registration.

(For existing clients, valid User Names may include a target PC reference such as "Warehouse 1")

French clients, please note:- First Name is your First Name and NOT your Last Name.

email Address

We require a valid dedicated email address on a corporate domain.

email addresses using info@, sales@ etc. will be rejected since these are not dedicated to a specific user.

AOL, Yahoo, Hotmail etc. accounts will be ignored and rejected - they are not corporate domains.

Remote Activation Concept.

RISC Analysis uses Remote Activation.

The principle behind this is very simple. When you register RISC Analysis, we create an encrypted activation file which resides on one of our servers. The activation file is unique to the PC on which RISC Analysis is installed. When RISC Analysis starts, it will confirm the presence of the activation file. This can also be done by clicking the 'Web Sync' item on the tools menu.

Although dedicated licenses (non Group Licenses) do not require a constant or persistent web connection, RISC Analysis does need to check its activation status every few weeks. This is done automatically and is transparent to the end user.

Troubleshooting / Known Problems

We are aware of the following problems.

Microsoft Internet Explorer (MSIE)

RISC Analysis uses the MSIE Application Object to submit user registration and to administer Group License log-ins. Therefore, MSIE (5.0 and above) is required to be installed on the system.

Microsoft Internet Explorer Cache Settings

Microsoft's default setting for caching web pages is 'Automatic'. Since MSIE is not the most intelligent of applications, the Automatic setting can cause problems when retrieving normal web pages and when retrieving RISC Analysis activation file and Group User information.

The recommended setting for MSIE's cache is 'Every Visit'.

To modify this value,

1. Start MSIE and click Tools -> Internet Options
2. Select the 'General' tab
3. In the section for 'Temporary Internet Files', click the 'Settings' button.
4. Change the value for 'Check for newer versions of Stored Pages' to 'Every visit to the page'.

Windows Management Interface (WMI)

Since Windows 98, Microsoft have made available the WMI for application developers to interface with the Windows Application.

RISC Analysis makes extensive use of the WMI. However, Microsoft have acknowledged several bugs with WMI. These Microsoft bugs can cause RISC Analysis to reset to an inactive license under certain conditions.

We mainly use WMI to do the following

- a) Establish if the target PC is Server or Stand Alone Workstation
- b) Identify the Volume Serial of the local 'C' drive (and the target drive if different to the 'C' drive).
- c) Identify the Target System MAC address (unique Ethernet identifier)
- d) Identify the Operating System for compatibility issues

Items b and c are used in conjunction with other parameters to create a Unique System ID. If WMI is disabled or corrupt upon the target system, RISC Analysis will not be able to create a unique system ID and we can not issue an activation file.

Typically, the Microsoft WMI bugs impact Win2K. If your installation of RISC Analysis is impacted by this issue (we can determine this when you register), we will notify you with recommendations on how to fix the problem.

Server Installations, Thin/Fat Client Installations etc.

RISC Analysis is designed to be installed only to a stand alone computing device, such as a workstation PC or Lap Top. We do not support installations to Servers of any type. We will not activate any server installation. Additionally, RISC Analysis must be installed to a local disk drive only - not a network or shared drive.

Proxy Servers

If you or your organization use a Proxy Server:

At the very least, the proxy server **MUST** be set to never cache pages from <http://www.rsandata.com>

It is recommended that the PC local settings be set to **not use the proxy server** for <http://www.rsandata.com>