

Installing the Visual Intercept Incident Management System

This document contains information about installation of the Visual Intercept Incident Management System on specific Windows operating systems.

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1.0 General Notes

The Visual Intercept Incident Management System is comprised of several MFC based applications and DLL's that use ODBC and OLE technologies. Thus, the installation is fairly sophisticated. This lists the major installation components and where they will end up on your system.

Visual Intercept product directory

isadmin.exe	- Visual Intercept Administrator
isapi.dll	- Visual Intercept API
isdoc.dll	- Visual Intercept Document Manager
isengine.dll	- Visual Intercept Incident Engine
ismail.dll	- Visual Intercept Mail Manager
ismanage.exe	- Visual Intercept Manager
isnotify.exe	- Visual Intercept Notification
isnotecl.dll	- Visual Intercept Notification Server
isnotesv.dll	- Visual Intercept Notification Client

isreport.dll	- Visual Intercept Report Manager
issccs.dll	- Visual Intercept Source Code Control Manager
issecure.dll	- Visual Intercept Security Manager
iswizard.exe	- Visual Intercept Project Wizard
readme.txt	- General product information
install.wri	- Installation issues (this document)

Visual Intercept database directory

intercpt.mdb	- Visual Intercept Database - Access 2.0
intercpt.sql	- Visual Intercept Database - SQLServer installation script
intercpt.ora	- Visual Intercept Database - Oracle installation script

Visual Intercept reports directory

<*.rpt>	- Visual Intercept Reports
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System directory

mfc42.dll	- MFC required DLL
msvcirt.dll	- MFC required DLL (iostream Run time libraries)
msvcrt.dll	- MFC required DLL (C Run time libraries)
mapivim.dll	- MAPI to VIM interface
msvcrt10.dll	- ODBC required DLL
crpe32.dll	- Crystal Reports Engine DLL
pg32.dll	- Crystal Reports Engine DLL
co2c4oen.dll	- Crystal Reports Engine DLL
p2sodbc.dll	- Crystal Reports Engine DLL
implode.dll	- Crystal Reports Engine DLL
u2lbar.dll	- Crystal Reports Engine DLL
u2ldts.dll	- Crystal Reports Engine DLL
u2lsamp1.dll	- Crystal Reports Engine DLL

2.0 Installation requirements for Windows NT 3.51

The Visual Intercept Incident Management System requires the Windows 95 common controls. For this reason, you must be running **Windows NT 3.51**, which incorporates the common controls into the OS.

The comctl32.dll for Windows NT 3.50 will **not** work due to changes in the common control interfaces.

3.0 Installation requirements for Windows 95

The Visual Intercept Incident Management System will install successfully in the Windows 95 OS.

4.0 Installation requirements for Windows NT 4.0

The Visual Intercept Incident Management System will install successfully in the Windows NT 4.0 OS.

5.0 Installation requirements for Windows 3.x

The Visual Intercept Incident Management System requires a 32 bit OS and the Windows 95 common controls. For this reason, you must be running the Win32s 1.30 subsystem to run successfully on a Windows 3.x OS. The Visual Intercept installation will determine if you need to install the Win32s subsystem and will prompt you accordingly. You can install Win32s separately if you think you have a better, more recent version.

6.0 Installing ODBC

The Visual Intercept Incident Management System uses an ODBC (Open Database Connectivity) interface to connect to a multitude of backend databases, allowing you to determine the database that best fits your needs. Visual Intercept comes with an Access 2.0 database, a SQLServer installation script, and an Oracle installation script that can build the Visual Intercept database.

The Visual Intercept installation will ask you which databases and drivers to install. Make sure you select the driver that matches the Visual Intercept Incident Management database.

There are many sources for ODBC drivers so if you already have drivers you are comfortable with, you can skip installing ODBC. You can also get the latest ODBC drivers for many databases directly from Microsoft's web site at www.microsoft.com.

7.0 Installing the Visual Intercept Incident Management System

Before installing the Visual Intercept Incident Management System, decide which database best suites your needs. At this time, MS Access 2.0 and SQL Server are supported. If you select a directory based database such as MS Access be sure you have enough room to hold the database as it grows with use. If you select a server based database such as SQL Server be sure that not only do you have enough room, but you have rights to build an entirely new database.

To install the Visual Intercept Incident Management System:

1. Insert the disk labeled "Visual Intercept Disk 1" in the disk drive.
2. From Program Manager select File Run... from the menu.
3. Enter A:\setup where A is the drive letter of the disk drive.
4. Select OK.
5. Follow the installation prompts, installing the components you need.

Currently the product installer can not automatically build the database against a server. Instead, the product installer copies an installer script to the database directory and you must manually run the script through ISQL to build the Visual Intercept database.

To install the Visual Intercept Incident Management Database into a server.

1. Run the intercept.sql install script through ISQL against the target server.

When you launch a Visual Intercept application you will be prompted to logon to a datasource with a userID and password. The **guest** userID with no password is provided and will allow you into the system. The first time you launch an application, you may create a data source connection through ODBC to the Intercept database. You can do this by selecting the New... button on the logon dialog and following these instructions.

Attaching a datasource to the Visual Intercept Incident Management Database.

1. Click the New button in the Logon dialog box when you launch a Visual Intercept application.
2. Click the Add button from the Data Sources dialog box.
3. Select the ODBC driver that matches the Visual Intercept database you installed during the product installation from the Add Data Source dialog.
4. Enter a meaningful Data Source Name which is how you refer to the Visual Intercept database. (i.e., Intercept, Incidents, Bug List, MyProduct)
5. Enter a general description of the purpose for the data source. <optional>
6. Locate the existing database that was installed during the product installation process. *Every ODBC driver can manage this step differently. The only advice is to remember you are connecting the ODBC driver you have previously selected with an actual, specific, existing database that was built or installed during product installation.*
7. Click the OK button. This will return you to the Data Sources dialog box. You should see your new Data Source listed.
8. Click the Close button. This will return you to the Logon dialog box.
9. Select the new data source in the listbox.
10. Click the OK button.

This process can be accomplished by going to the Control Panel and executing the ODBC Administrator application. Follow steps 2-8. The next time you launch a Visual Intercept application that data source will appear in the combobox. Once a data source has been created, you do not have to go through these steps again unless you want to establish a different datasource for an alternate database.