

AIMS VERSION 3.6



aims installation guide

Document Version: 3640
November 2009

Lasa is the trading name of Lasa Charity UK Limited, a registered charity in England and Wales. Charity Reg No: 800140. It is a private company limited by guarantee, registered in England and Wales. Company Reg No: 1794098. Registered office: Universal House 88-94 Wentworth Street, London E1 7SA. VAT No 524965032.

London Councils is committed to fighting for more resources for London and getting the best possible deal for London's 33 councils. London Councils has a website about its grants service. To read about our grants funding and the work of some of the 300 groups we support please visit www.londoncouncils.gov.uk/grants



CONTENTS

- AIMS Installation Guide 3
- System Requirements 4
- Installing the AIMS Demonstration Software 6
- DEMO Installation - Additional Information 10
- Installing AIMS Access 12
- AIMS Access Standalone Installation 13
- AIMS Access Network Installation 19
- AIMS Access Server configuration 20
- Installing AIMS Access on the server 21
- Configuring client workstations to connect to AIMS 24
- Installing AIMS Firebird SQL 27
- Installing the Firebird database server 28
- Installing the AIMS application, data and help files 30
- Restarting the Firebird Server application 36
- Configuring the client workstations to connect to AIMS 37
- Troubleshooting the AIMS Firebird installation 41
- Installing AIMS MS SQL 44
- Microsoft SQL Server configuration 45
- Installing the AIMS application, data and help files 55
- Configuring the client workstations to connect to AIMS 60
- Troubleshooting AIMS SQL Server installation 61
- Opening AIMS and entering the license keys 64



AIMS Installation Guide

The AIMS software is available in three versions, AIMS Access and AIMS Firebird SQL and AIMS Microsoft SQL.

The Access version is intended for use on standalone machines, or on a Local Area Network (Client / Server) with relatively light usage, where up to 15 users will be accessing the database at the same time. Please note, the AIMS Access Core free version will only support 5 users accessing the database at one time.

AIMS Firebird SQL is based on the open source Firebird client/server relational database management system. The Microsoft SQL version requires the installation of Microsoft SQL Server 2000 or above on the server that will run AIMS. AIMS Firebird SQL and Microsoft SQL versions are expected to be more stable than AIMS Access in a networked environment with heavy usage (more than 15 users needing access to the database at the same time), and / or where AIMS needs to be accessed over a Wide Area Network (e.g. from other offices).

Follow the installation instructions for the version of AIMS you have purchased. If in doubt look at your licence (red paper) which will clearly state your AIMS version

AIMS Access Core Free users will not have a licence certificate. Follow the Access installation instructions (either stand alone or networked), and when asked for your User licence click on the Cancel button. Please also note that FREE users without a support contract are not able to use the telephone helpline. If you require a support contract please call the AIMS team on 020 7377 2806.



Installing a different version of AIMS to that shown on your licence certificate will mean that the licence number on the certificate will not activate the software after installation. It may also mean that you install some 3rd party software unnecessarily



System Requirements

The minimum recommended specification for computers that run AIMS is as follows:

For Workstations or Stand Alone computers:

366Mhz Pentium III processor with 64 MB RAM running a Windows 98 operating system or later. There should be at least 100 MB of space available on the hard drive.

For Servers:

1GHz Pentium III processor with 128 MB RAM running a Novell or Microsoft operating system. There should be at least 300 MB of space available on the hard drive.

For SQL Server 2005 Standard Edition, Microsoft recommends the following:

600-megahertz (MHz) Pentium III-compatible or faster processor with 512MB RAM running Microsoft Windows 2000 Server with Service Pack (SP) 4, Windows 2000 Professional Edition with SP 4, Windows XP with SP 2, Windows Server 2003 Enterprise Edition, Standard Edition or Windows Small Business Server 2003 with SP 1. There should be at least 350 MB of available hard-disk space for the installation.

For Firebird running on a Windows Server, the recommended requirements are:

Pentium 100Mhz with 64MB RAM running Windows NT 4.0 with Service Pack 6a, Windows 95/98/ME , Windows 2000 (SP1) / 2003 or Windows XP. There should be at least 12MB of hard-disk space available for the installation.



Supported Networks

The AIMS Team does not support any technical issues arising from non-Local Area Network Client-Server configurations. For Peer-to-Peer Networks, Wireless Networks, Wide Area Networks, solutions using CITRIX or Terminal Server, or any other configuration, we are only able to provide support for AIMS users in their day-to-day usage of AIMS i.e. on how to do things within AIMS.

Please refer to the AIMS support contract for more information.

If you are considering installing AIMS on any network other than a LAN using a Client-Server configuration, please contact us to discuss the likely issues that you may face either by email at aims@lasa.org.uk or by telephone on 020 7377 2806.

PLEASE READ THIS SECTION CAREFULLY BEFORE CONTINUING WITH THE INSTALLATION

The AIMS software is a complex case management database which requires that several pre-configuration issues are considered before the software can be used.



As some of these choices need to be made just after the software has been loaded and before any data can be input it is highly recommended that you have first used the AIMS Demonstration software and essential that you have read the Pre-Configuration Guide before installing AIMS.

The Instructions for loading the AIMS Demonstration software are given on the following page.

If you have already loaded the Demonstration software and read through the Pre-Configuration Guide then go directly to one of the installation processes described below:

- Page 13 **AIMS Access Standalone Installation** – Instructions for loading the Access version of the software onto a **single machine**. AIMS will only be available on that machine.

- Page 19 **AIMS Access Network Installation** – Instructions for loading the Access version of the software onto a **server**. AIMS can then be accessed by workstations across your organisation.

- Page 27 **AIMS Firebird Installation** – Instructions for loading the **Firebird SQL version of the AIMS software onto your network**. Choose this option only if you have purchased a license for the Firebird SQL version of AIMS.

- Page 44 **AIMS MS SQL Installation** – Instructions for loading the **Microsoft SQL version of the AIMS software onto your network**. Choose this option only if you have purchased a license for the MS SQL version of AIMS.



Please note, the AIMS demonstration software is designed to be loaded on a stand alone machine (NOT on a network).

1. Insert the AIMS 3 CD into your computer. The 'AIMS software Ver 3 Installation' instructions should automatically open on screen.
2. Click on the link for AIMS Demo. The 'AIMS Installation Guide' described in this section is the same as the one you are now reading.
3. Please read through the instructions on this page and when you are ready, click the link to load the 'AIMS Demonstration' software.
4. If you are using Microsoft Internet Explorer, you may see a warning about active content (see fig.1), if you get this click the Yes button. You will then be asked whether you would like to 'Run' or 'Save' the file (see fig.2). Select 'Run'.

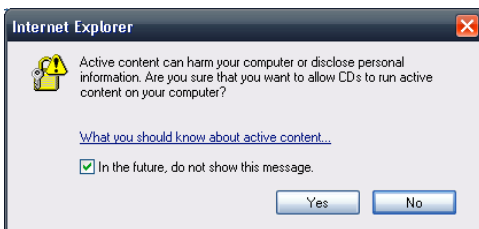


fig. 1

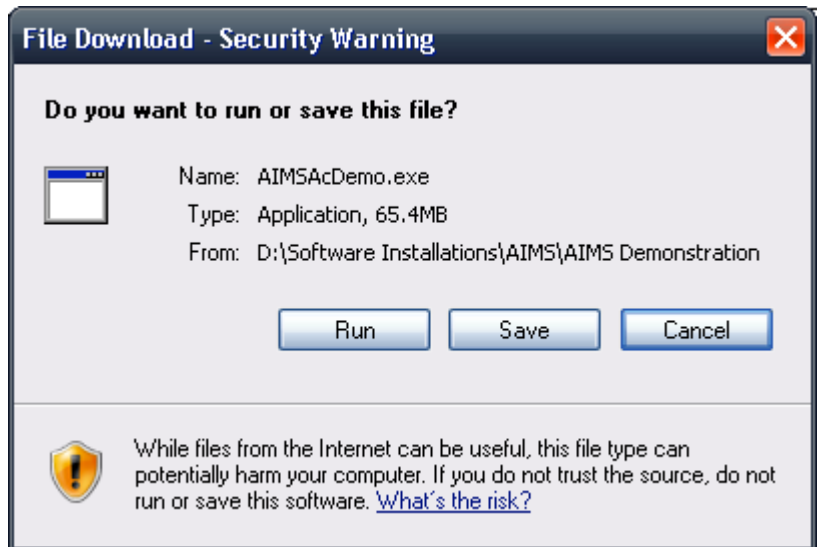


fig. 1

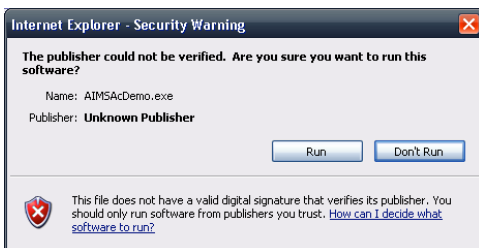


fig. 3

On older versions of windows these messages may be different.

On some systems you may receive a Security Warning (see fig.3). This is because the publisher is unknown to your operating system. Click 'Run' to continue loading the software.



If the Installation Program does not appear after 60 seconds, click the 'START' button and select 'Run'. In the run dialogue box type 'D:\setup' where 'D' is the address of your CD drive.

- Firefox users may be prompted to save the file (fig 4), If so click 

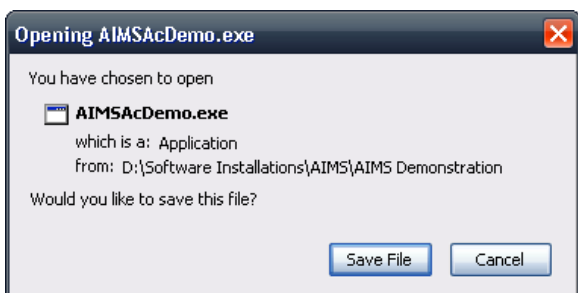


fig. 4

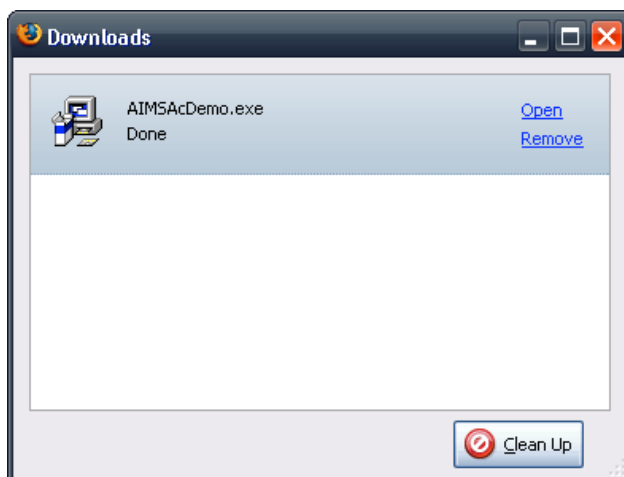

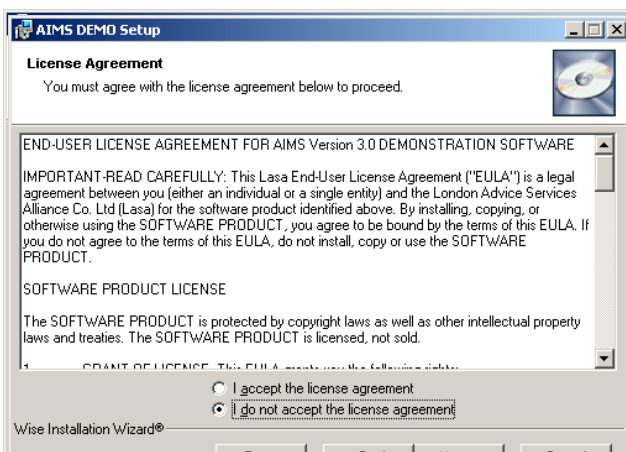


fig. 5

- If you are prompted to select a location for the file, accept the default (or select your desktop) and then click 
- You should see a download box similar to fig. 5
- Once the download has completed, click [Open](#) at the top right of this screen
- The AIMS demo should now start to load
- If you have an alternative browser to Firefox or Internet Explorer, the messages above will be different
- The next screen to appear will be the AIMS Demonstration Welcome screen. You are advised to exit all Windows programs before continuing with the setup.
- Clicking the next button will take you to the Software Licence Agreement. Please read the contents before confirming your agreement to continue.
- Accepting the agreement takes you to the loading instructions (Readme) screen.
- The next screen is the Destination location screen. The default directory is C:\Program Files\AIMS Demo.

You should only change this if you have valid reasons for wanting to save the

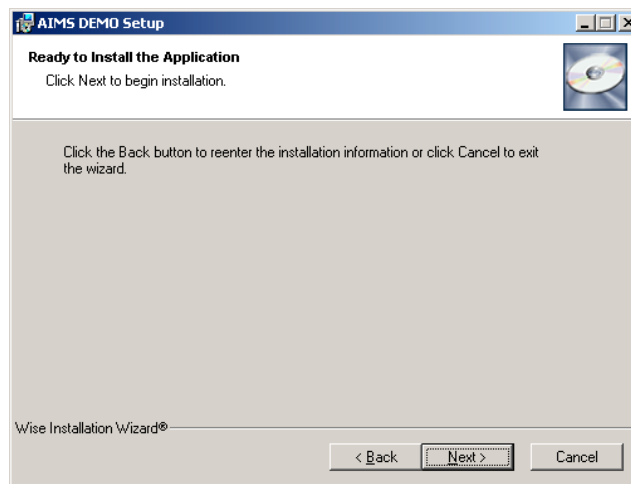


software in a different directory.



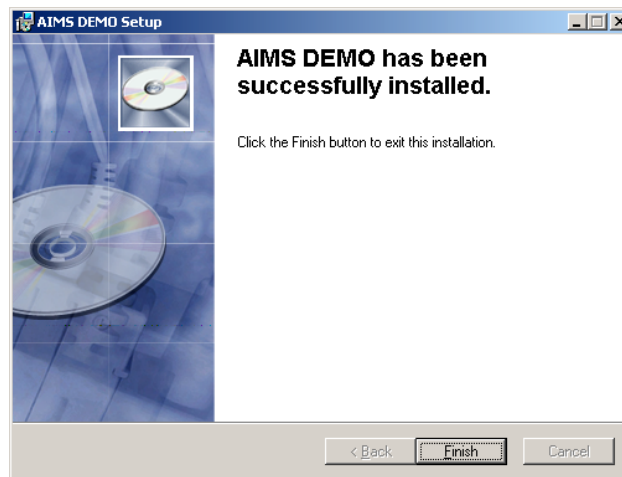
Any changes made at this point will mean that you will not be able to use the mail merge facility in the database or run the 'Install Clean Database' option.

15. You should now have enough data to start the installation of the files.



Clicking the Next button starts this process which will take a minute or so.

16. To complete the installation, click the Finish button.



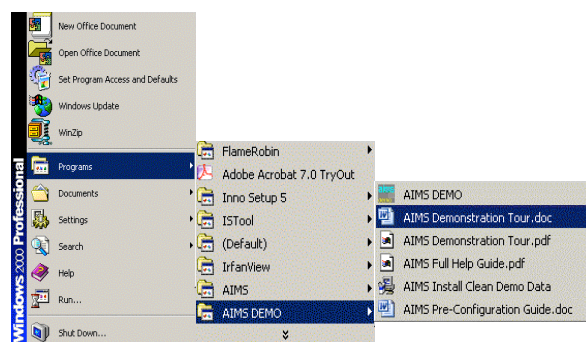
17. You may need to restart your machine after the installation. The installation software copies a shortcut for running the demonstration software to your computer's desktop:





DEMO Installation - Additional Information

1. The AIMS Demo, help guide, and pre-configuration can also be accessed by going through START → ALL PROGRAMS → AIMS DEMO.



The following shortcuts are installed in this folder:

AIMS DEMO – Used to launch the demo.

AIMS Demonstration Tour – An Adobe Acrobat (PDF) document that takes you through a guided tour of the database functions*.

AIMS Full Help Guide – This is the comprehensive help guide for AIMS users*.

AIMS Install Clean Demo data – This is used to remove any data you have entered, if you wish to start the demo again. Running the program will overwrite the AIMS Demo database in the default installation directory C:\Program Files\AIMS Demo.

AIMS Pre-Configuration Guide – This is a guide that helps you setup or configure a full version of the software*.

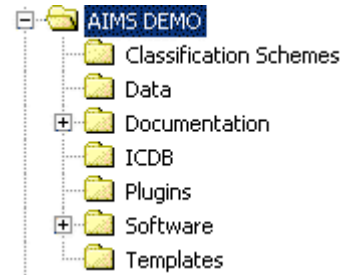


Once you have loaded a copy of the AIMS Demonstration software we recommend that you print off a copy of the Demonstration Tour and go through it to familiarise yourself with AIMS.



* All AIMS PDF documents require Adobe Acrobat 5 or above to be installed on your computer. The Acrobat Reader installation software can be found in the Software directory in the AIMS DEMO installation folder and on the AIMS installation CD if required.

2. The following folders are installed in the AIMS demo directory on your computer:



Classification schemes: These are the five subject classifications that can be available as the main description of problems brought to you by clients. In this demonstration version, only the AIMS Stats classification is enabled.

Data: This contains the data file for the database.

Documentation: This contains subdirectories for the various AIMS documentation

ICDB: This folder contains the file needed to run the install clean Demo data option.

Software: This folder contains the additional software that AIMS needs to be setup successfully or that will enable you to maximise the use of the database.

Templates: This folder contains the Word merge letters used in conjunction with the AIMS database.



Installing AIMS Access

The Access version of AIMS can be installed either on a single standalone computer where AIMS will only be available on that machine; or on a network where AIMS can then be accessed by workstations across your organisation. The following pages provide step by step instructions for both installation types.



AIMS Access Standalone Installation

This is the option that should be selected when organisations are not networked or where only one machine will be running AIMS. Before installing this version you are advised to install the demonstration version and become acquainted with the configuration options needed for your organisation.

All files will be installed on the machine that the software is being run on. The default folder that will be created is C:\Program files\AIMS SA.



Please note: The AIMS Stand Alone Installation should not be loaded on to your network server. The installation is designed to be loaded on to a stand alone machine only.

1. Insert the AIMS 3 CD into your computer. The 'AIMS software Ver 3 Installation' instructions should automatically open on screen.
2. Click on the link for AIMS Access and please read through the instructions on this page. When you are ready, click the link to load the 'AIMS Stand Alone Installation' software.
3. If you are using Microsoft Internet Explorer, you may see a warning about active content (see fig.1), if you get this click the Yes button. You will then be asked whether you would like to 'Run' or 'Save' the file (see fig.2). Select 'Run'.

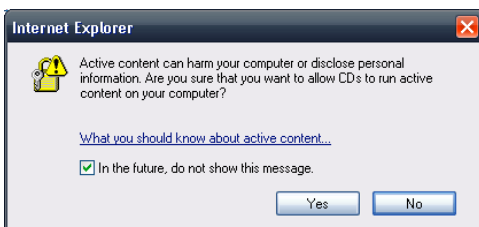


fig. 1

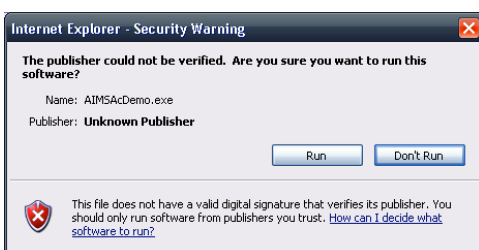


fig. 3

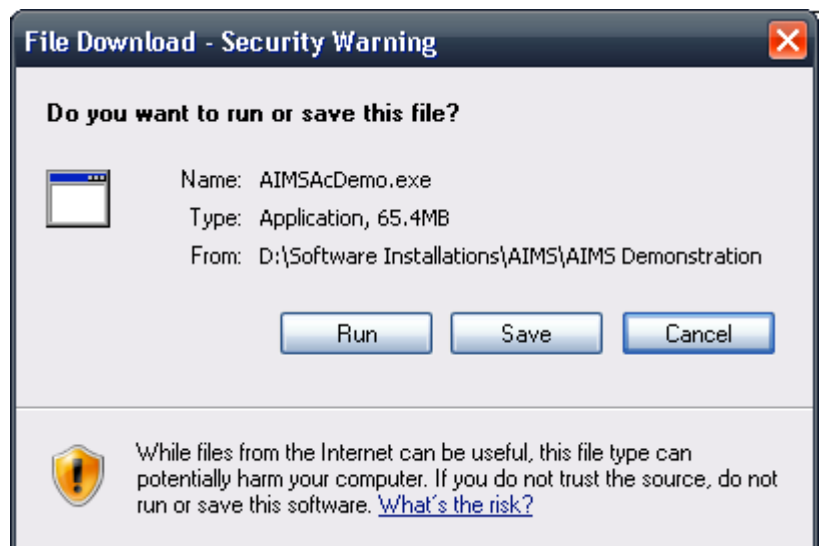
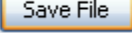


fig. 2

On older versions of windows these messages may be different.

On some systems you may receive a Security Warning (see fig.3). This is because the publisher is unknown to your operating system. Click 'Run' to continue loading the software.

4. Firefox users may be prompted to save the file (fig. 4), If so click 

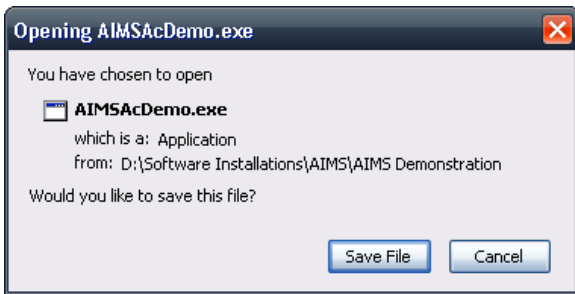


fig. 4

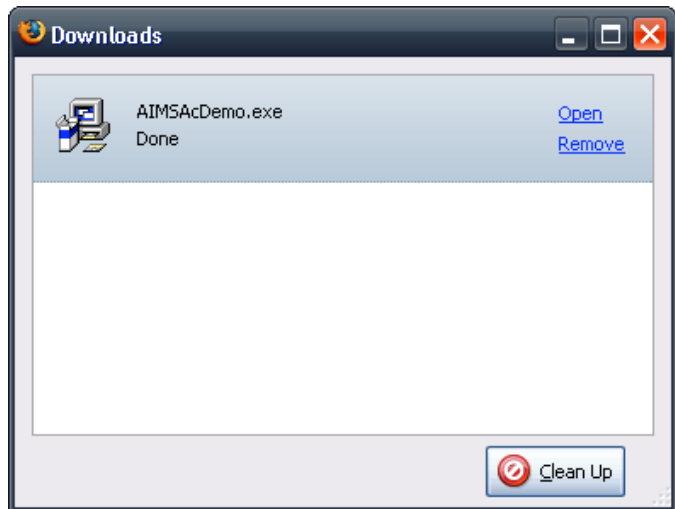
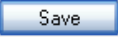


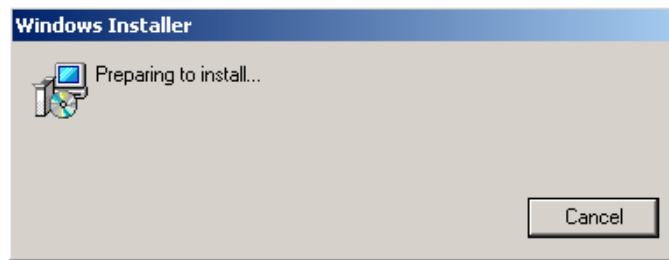
fig. 5

5. If you are prompted to select a location for the file, accept the default (or select your desktop) and then click 
6. You should see a download box similar to fig. 5
7. Once the download has completed, click [Open](#) at the top right of this screen
8. The AIMS Access Stand Alone should now start to load
9. If you have an alternative browser to Firefox or Internet Explorer, the messages above will be different

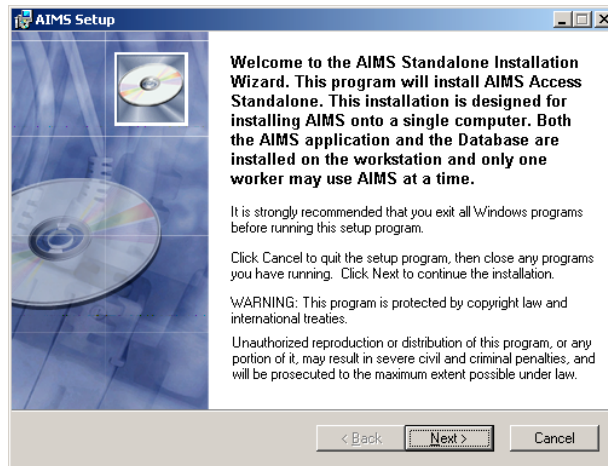


If the Installation Program does not appear after 60 seconds, click the 'START' button and select 'Run'. In the run dialogue box type 'D:\Index.htm' where 'D' is the address of your CD drive.

1. The next screen to appear will be the Windows Installer screen



2. After a few seconds the AIMS Stand Alone Welcome screen will appear



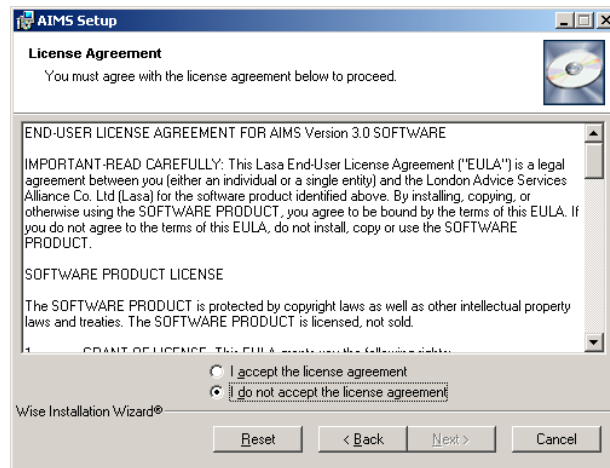
You are advised to exit all Windows programs before continuing with the setup.



The AIMS software requires Microsoft MDAC and JET components in order to run. This installation will install JET if it is not already on your computer. MDAC is built into Windows 98 and later versions of windows. MDAC is not included in this installation, if you need MDAC please download from the Microsoft site.

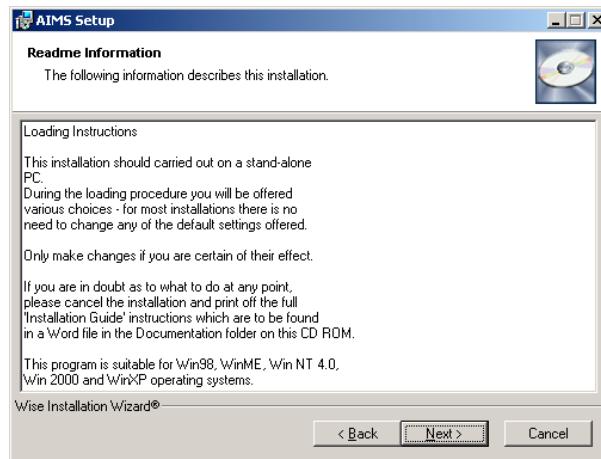
Note: It is not possible to use AIMS on workstations that use the Windows 95 operating system.

- Clicking the next button will take you to the Software Licence Agreement.

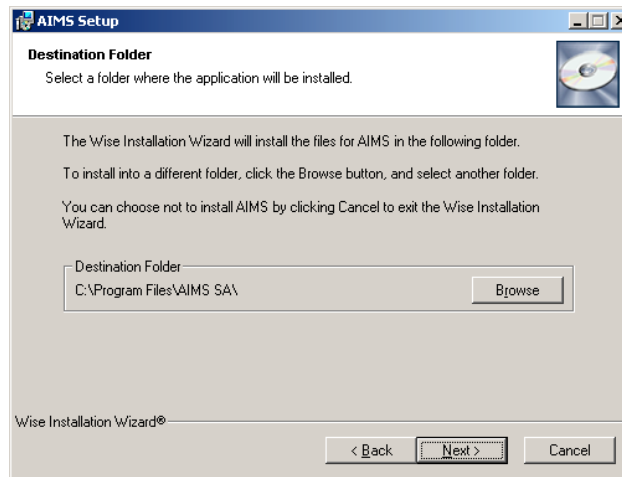


Please read the contents before confirming your agreement to continue.

- Accepting the agreement takes you to the loading instructions (Readme) screen.

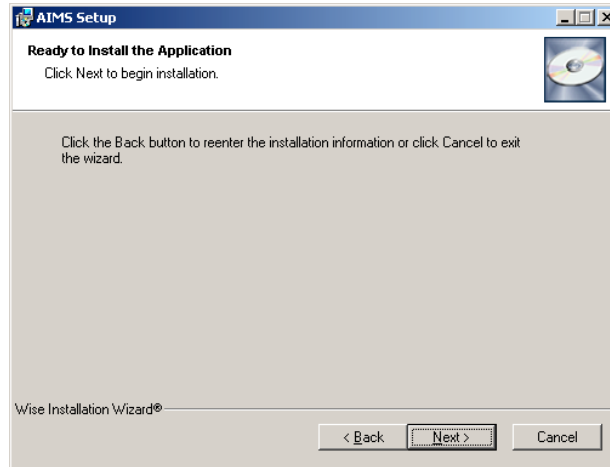


- The next screen is the Destination location screen. The default directory is C:\Program Files\AIMS SA.

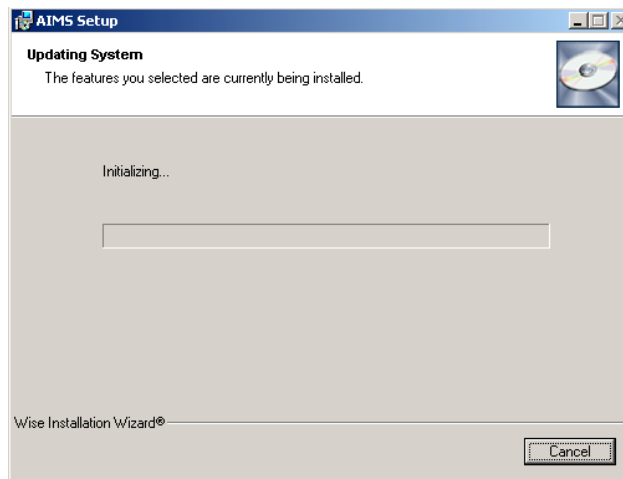


Accept the default destination location unless you have valid reasons for wanting to install the software in a different directory.
(If you do wish to install in a different directory, clicking on the browse button allows you to select a new destination location).

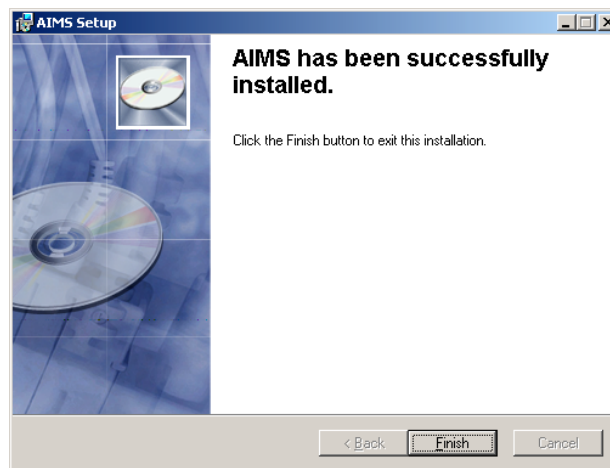
6. Clicking on the next button opens the ready to install application screen.



7. Clicking the next button will begin the installation which will take a minute or so.



8. Once the installation is complete you will see the installation successful screen. Click on the finish button to exit the installation wizard.



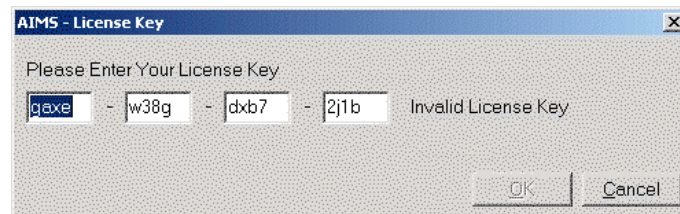
- The installation software copies a shortcut for running the AIMS software to your computer's desktop. Clicking this icon will start the program.



- Once you have successfully loaded AIMS, on opening it you will be asked to login (User ID= Admin, Password= password), after which you will be asked to provide a 12 character Licence Key to activate it. This switches AIMS on and allows you to start configuration. Please read the Pre-configuration Guide carefully as certain choices cannot be changed once any data is entered.

If you are an AIMS Access Core free user you do not have a licence key. When faced with the licence key screen press the Cancel button.

Please read the Pre-configuration Guide carefully as certain choices cannot be changed once data is entered.



- To access the AIMS Full Help Guide click on the shortcut to the PDF version on your desktop.





AIMS Access Network Installation

The AIMS application, data and help files are first loaded onto the server. The various PC's are then configured so that they can run the AIMS software by running the client installation either directly from the CD ROM or by browsing to the Client Installation folder which is installed with the server installation and running the AIMSAcCL.exe file from here.

This part of the guide details all the necessary steps required to install the software on a network, the preparations needed to set up the directories, how to install the software files on the server and client machines and simple tests to ensure the system has been properly installed. The Network Installation assumes that a network administrator or dedicated IT worker will install the software.



The AIMS software will work on any local area client server network configuration. For information on using AIMS with other types of network, including peer to peer, please contact the AIMS Team either by email at, aims@lasa.org.uk or by phone on 020 7377 2806.



AIMS Access Server configuration



The following operations will require that you have the necessary administrative rights to work on the server.

Before attempting to load the software you will first need to create a directory on the server to store the AIMS program and database files. This is best located on the drive where you store other software applications.

e.g. Q:\Apps\Aims NS or \\Lasa01\Apps\Aims NS

In the above example, '**Q:**' is the name of a network drive available to all users or '**Lasa01**' is the name of the server. We will use drive 'Q:' for all the examples in this guide.

Please ensure you have at least 300Mb of free space on that drive.

Once the drive has been created, it must be shared with all the users who will need to have access to AIMS from their workstations. Each user must be able to see and to write to the new directory.

Please keep a note of the name of the directory, as this will be used later on in the network installation process.

You are now ready to install the necessary files from the AIMS CD.



Installing AIMS Access on the server

Once the drive has been created on the server you are ready to install the AIMS application and Data files. This should be done from any workstation that has access to the network directory rather than from the server itself.

1. Insert the AIMS 3 CD into your computer. The 'AIMS software Ver 3 Installation' instructions should automatically open on screen.
2. Click on the link for AIMS Access and please read through the instructions on this page. When you are ready, click the link to load the 'AIMS Network Installation' software.
3. You will now see more detailed instructions for installing AIMS Access Network. Please read this page carefully before continuing. The Installation Guide referred to on this page is the document you are reading now.
4. When you are ready, click on the 'AIMS Access Network Server Installation' link
5. If you are using Microsoft Internet Explorer, you may see a warning about active content (see fig.1), if you get this click the Yes button. You will then be asked whether you would like to 'Run' or 'Save' the file (see fig.2). Select 'Run'.



fig. 1

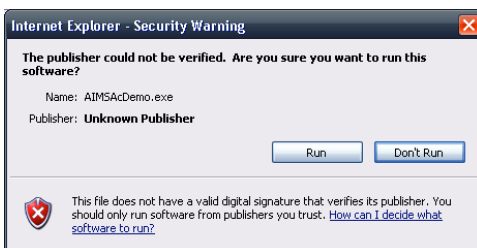


fig. 3

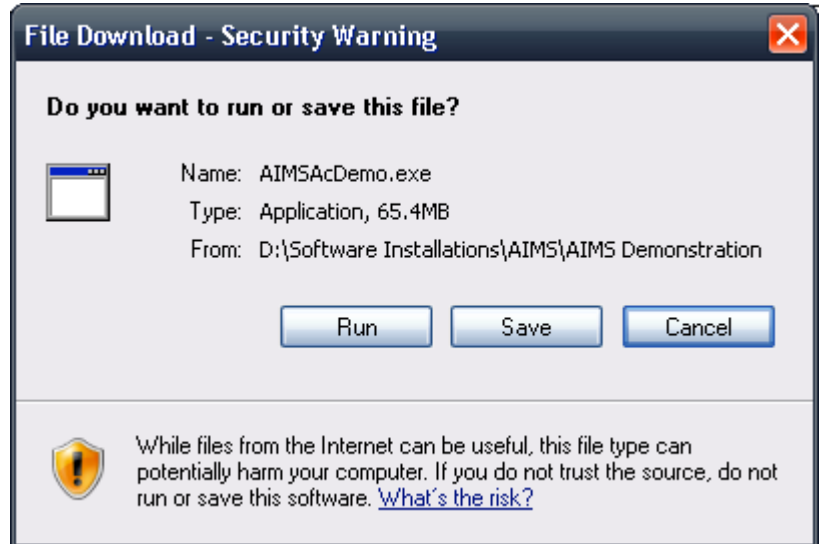



fig. 2

On older versions of windows these messages may be different.

On some systems you may receive a Security Warning (see fig.3). This is because the publisher is unknown to your operating system. Click 'Run' to continue loading the software.

6. Firefox users may be prompted to save the file (fig. 4), If so click 

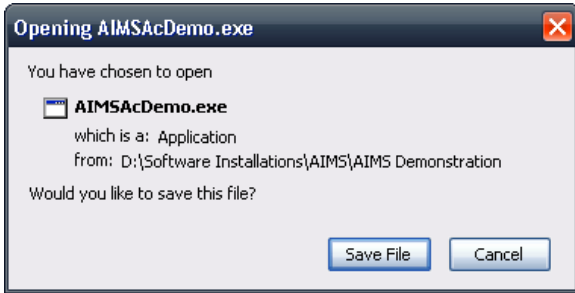


fig. 4

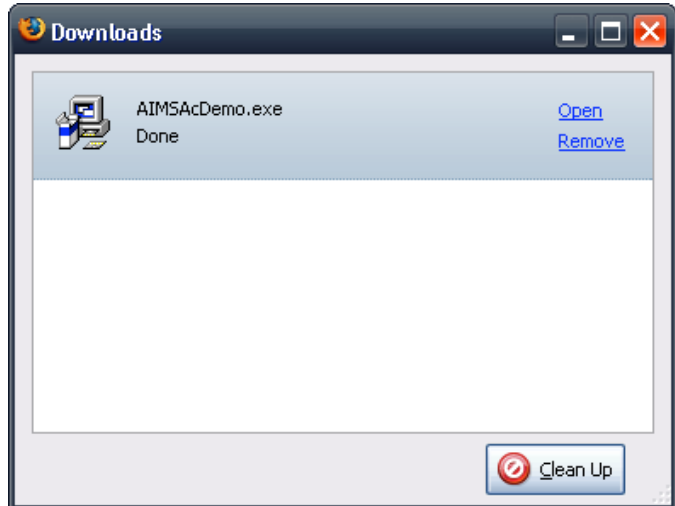



fig. 5

7. If you are prompted to select a location for the file, accept the default (or select your desktop) and then click 
8. You should see a download box similar to fig. 5
9. Once the download has completed, click [Open](#) at the top right of this screen
10. The AIMS Access Network should now start to load
11. If you have an alternative browser to Firefox or Internet Explorer, the messages above will be different
12. The next screen to appear will be the Windows Installer screen, after a few seconds the AIMS Network Server Welcome screen will appear. You are advised to exit all Windows programs before continuing with the setup.
13. Clicking the next button will take you to the Software Licence Agreement. Please read the contents before confirming your agreement to continue.
14. Accepting the agreement takes you to the Destination location screen. The default directory is C:\Program Files\AIMS NS.

You will need to change this directory (C:\Program Files\..) to the directory that you have created on your server. Using our example above, possible directories might be:

Q:\Apps\AIMS NS or \\Lasa01\Apps\AIMS NS



If the Installation Program does not appear after 60 seconds, click the 'START' button and select 'Run'. In the run dialogue box type 'D:\Index.htm' where 'D' is the address of your CD drive.

Please keep the final directory name of 'AIMS NS' as this will help us to identify where files have been placed on your server should you need technical help at some point in the future.

Click the Browse button and navigate to the correct directory. When you have located the correct directory, click OK and then click the Next button when you are ready.

15. You should now have enough data to start the installation of the files.

Clicking the Next button starts this process which will take a minute or so.

16. The following folders have been installed in the AIMS NS directory on your server.

Classification schemes: These are the five subject classifications that can be available as the main description of problems brought to you by clients.

Client Installation: This directory contains the AIMSAcCL.exe file which will need to be run on all the workstations that need to access AIMS. It also contains a shortcut to the AIMS application which can be copied and pasted onto the workstation desktop.

Data: This contains the data file for the database.

Help Guides: This folder consists of all the help guides available at the time the software is distributed. These are in Adobe Acrobat format. An up to date list of help files will be available from the download section of our website.

Installation Guides: This folder has all the guides you will need to install or configure the AIMS database, in PDF format.

Software: This folder contains the additional software that will enable you to maximise the use of the AIMS application and help guides.

Templates: This folder will contain Word merge letters that are used in conjunction with the AIMS database. These will be created by your organisation and are not supplied with AIMS.

17. The AIMS Network Server Installation is now complete and the workstations should now be configured (see below).



Configuring client workstations to connect to AIMS

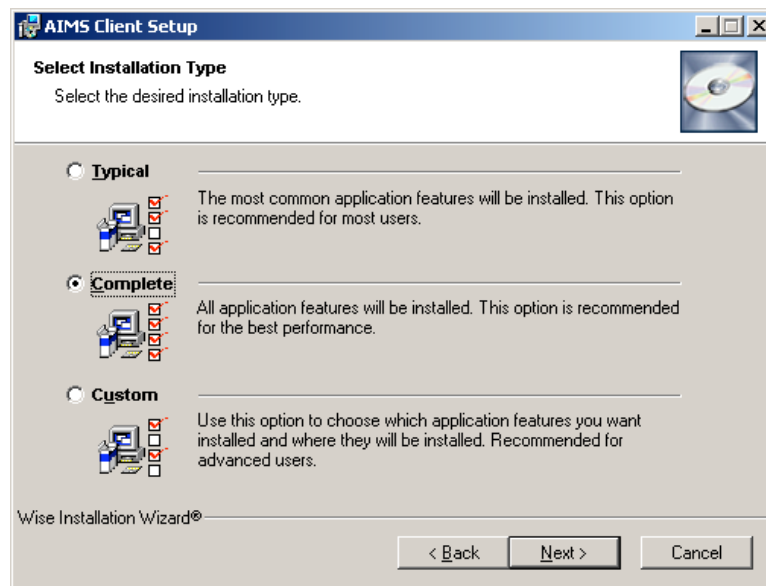
Now that you have loaded the AIMS Software onto your server the next stage is to configure the workstations that will be using AIMS.

1. The client set-up program can be run directly from the CD ROM. Alternatively you can browse to the directory on your server where you installed AIMS, and then to the client installation sub directory, and run the **AIMSACCL.exe** file from here.

When running the client setup directly from the CD, if you have not been automatically returned to the Network Installation Instructions page on the CD, please navigate there now. If necessary re-insert the AIMS CD as described above.

2. The client setup program installs Microsoft JET components on the workstation if they are either not installed, or an earlier version exists. These components are required in order for AIMS to work properly. Microsoft MDAC is also required but is built into Windows version later than Windows 98. If you need MDAC, go to www.microsoft.com/downloads and search for MDAC.

Accepting the default installation type “complete” also installs a pdf version of the AIMS Full Help Guide (requires Acrobat Reader 5 or higher) on the client machine and places a shortcut to the guide on the desktop.

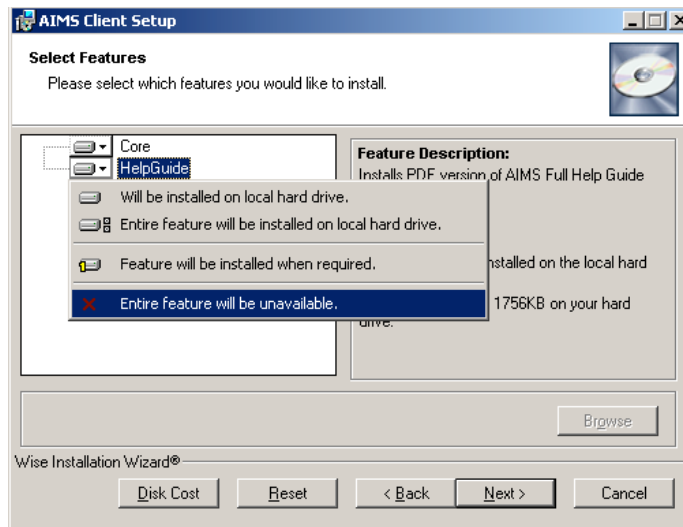


The client installation directory on the server also contains a shortcut to the AIMS application which can simply be copied and pasted onto the workstation desktop.

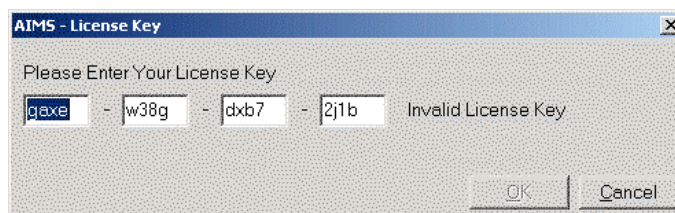


You will need to run the client set-up program on each workstation that needs to access the AIMS application.

If for any reason you do not wish to install the pdf version of the help guide on the workstation, select “Custom” from the installation type screen above. This will open the “Select Features” screen shown below. Choose the option “entire feature will be unavailable”.



3. The next stage is to create a shortcut from the desktop of the workstation to the AIMS application (AIMS.exe) on the network server. A shortcut to the application is available in the AIMS Installation directory on your server and can simply be dragged onto the workstation desktop. Alternatively you can create the shortcut manually. There are several ways to do this - one method is to right click the mouse on the desktop of the workstation and select 'New' and then select 'Shortcut'. You can then use the 'Browse' button to navigate to the AIMS directory on the network server and create the shortcut using the 'AIMS.exe' file.
4. Once you have completed this last stage for a particular workstation you should be able to open AIMS successfully. Click the shortcut on the desktop to check that this is so. If AIMS has not been opened before, clicking the shortcut should take you to the 'AIMS - License Key' screen (see below) otherwise the 'AIMS - Login' screen will be displayed
5. When you open AIMS for the first time you will be asked to login (User ID= Admin, Password= password), after which you will be asked to provide a 12 character Licence Key to activate it. This switches AIMS on and allows you to start configuration. Please read the Pre-configuration Guide carefully as certain choices cannot be changed once any data is entered.



If you are an AIMS Access Core free user you do not have a licence key. When faced with the licence key screen press the Cancel button.

Please read the Pre-configuration Guide carefully as certain choices cannot be changed once data is entered.

AIMS Firebird SQL uses the open source Firebird client/server relational database management system to store your data.

The Firebird server software is available on the AIMS installation CD.

It is strongly recommended that this installation is carried out by your IT systems administrator or other suitably competent person. The installation instructions assume a certain level of IT skill. You should read the instructions carefully before attempting the installation.

There are three main steps to installing the AIMS Firebird on a network:

- Installing the Firebird Server software on your server
- Installing the AIMS application, data, and help files on your server
- Configuring the workstations to connect to AIMS



The AIMS Team is unable to provide technical support for installation or administration of the Firebird SQL Server or client software. Please refer to the Firebird website and relevant documentation for help with issues concerning the Firebird software:
<http://firebird.sourceforge.net/>.



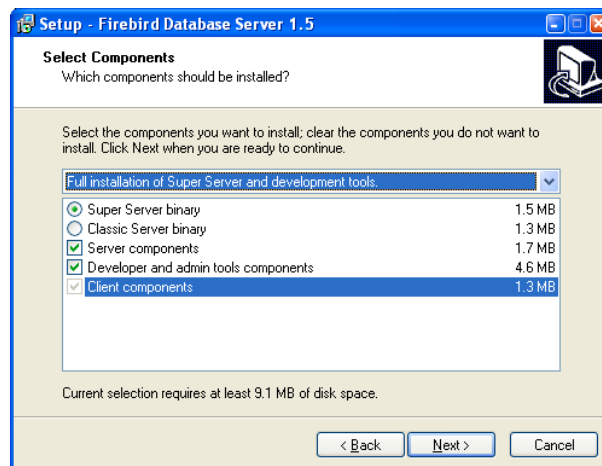
Installing the Firebird database server



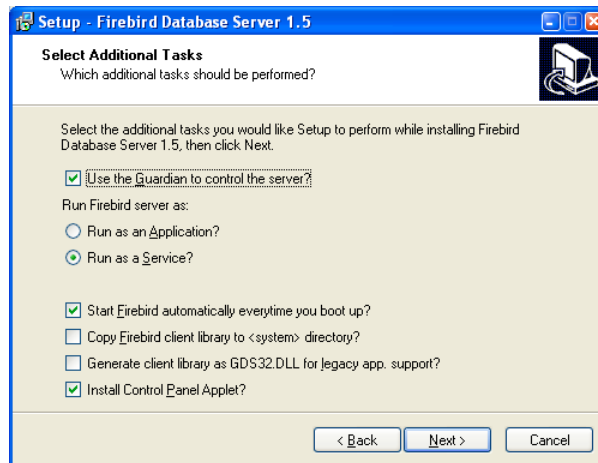
The following operations will require that you have the necessary administrative rights to work on the server.

The Firebird Server software needs to be installed on the machine that will be hosting your AIMS database. If you already have Firebird Server Software installed on this machine, you can omit this stage and move onto the next stage “Installing the AIMS application, data and help files on your server”. AIMS has been tested with Firebird Server versions 1.5.1 and 2.1.3.

1. Using your AIMS Installation CD, navigate to the AIMS Firebird installation page section on *Installing the Firebird SQL Server software on your server*, and follow the link to Run the Firebird Database Server Setup program **Firebird-1.5.1.4481-Win32.exe**.
2. From the opening screen you will need to agree to the terms and conditions of the software and choose a location where you would like to install Firebird server. Choose the Superserver installation and ensure the boxes next to “Server components”, “Developer and admin tools components” and “Client components” are ticked as shown in the screenshot below. Once this is done click Next.



3. When prompted to select additional tasks, select the following options: “Use the Guardian to control the server”; “Run as a service”; “Start firebird automatically every time you boot up”. You can also select “Install control panel applet” – but see notes below. Leave other options unselected as shown in the screenshot below. Once this is done click Next.



The Firebird Server Applet referred to above is not compatible with Windows 98, Windows ME, Windows Vista or Windows 7.

For these operating systems you could use the Firebird Control Centre software, available from <http://www.achim-kalwa.de/fbcc.phtml>, or you can control the Firebird Server using the Services administrative tool built in to Windows.

4. The default installation of Firebird uses port 3050. You may need to adjust the firewall settings on your server and client machines to open that port. If for some reason you cannot use that port, please refer to the Firebird documentation for details of how to select an alternative port.



Installing the AIMS application, data and help files



Please ensure the Firebird Server is installed and running before proceeding with this step.

The installation routine is designed to be run on the same machine that the Firebird Server is installed on. If that is not possible for you, please contact Lasa.

Before installing AIMS, first create the directory where you will install the AIMS program and database files. This is best located on the drive where you store other software applications.

e.g. **Q:\Apps\AIMS FB** or **\\Lasa01\Apps\AIMS FB**

In the above example, '**Q:**' is the name of a network drive available to all users or '**Lasa01**' is the name of the server. We will use drive '**Q:**' for all the examples in this guide.

Please ensure you have at least 300Mb of free space on that drive.

Once the directory has been created, it must be shared with all the users who will need to have access to AIMS Firebird from their workstations. Each user must be able to read and to write to the new directory and its sub-directories.

Please keep a note of the name of the directory, as this will be used later on in the installation process.

You are now ready to install the necessary files from the AIMS CD:

1. Insert the AIMS 3 CD into your computer. The 'AIMS software Ver 3 Installation' instructions should automatically open on screen.
2. Click on the link for AIMS for Firebird SQL and please read through the instructions on this page. When you are ready, click the link to load the 'AIMS Firebird Server Setup.exe' software.
3. If you are using Microsoft Internet Explorer, you may see a warning about active content (see fig.1), if you get this click the Yes button. You will then be asked whether you would like to 'Run' or 'Save' the file (see fig.2). Select 'Run'.



Figure 1

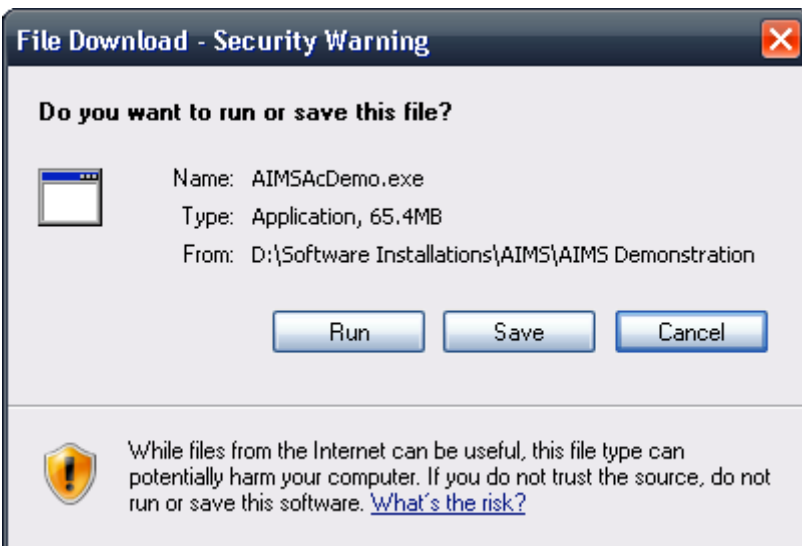


Figure 3

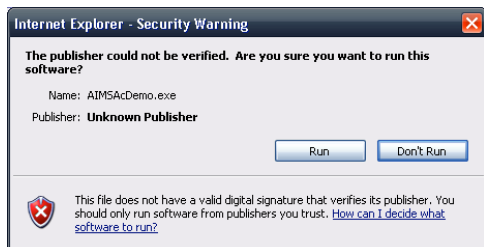


Figure 2

On older versions of windows these messages may be different.

On some systems you may receive a Security Warning (see fig.3). This is because the publisher is unknown to your operating system. Click 'Run' to continue loading the software.

- Firefox users may be prompted to save the file (fig. 4), If so click 

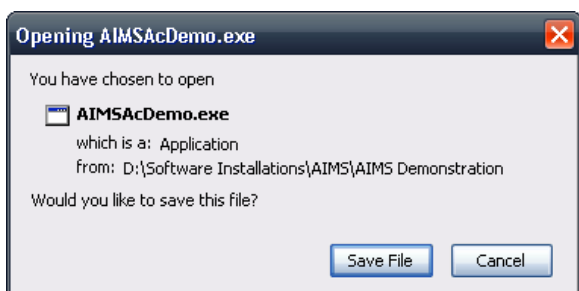


Figure 4

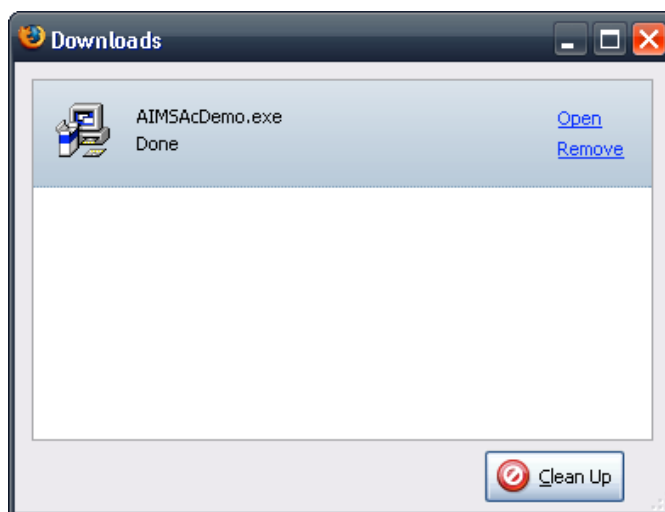
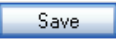
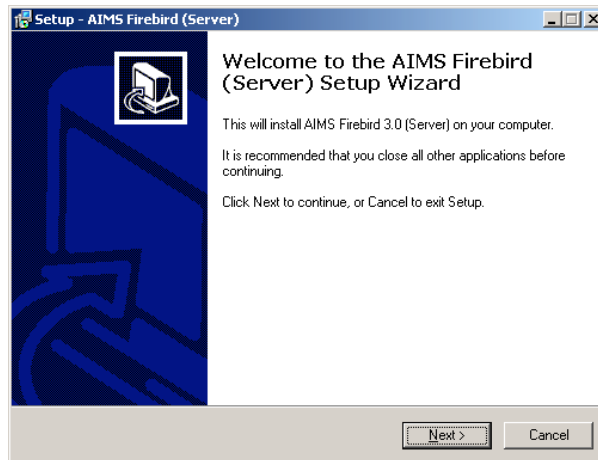


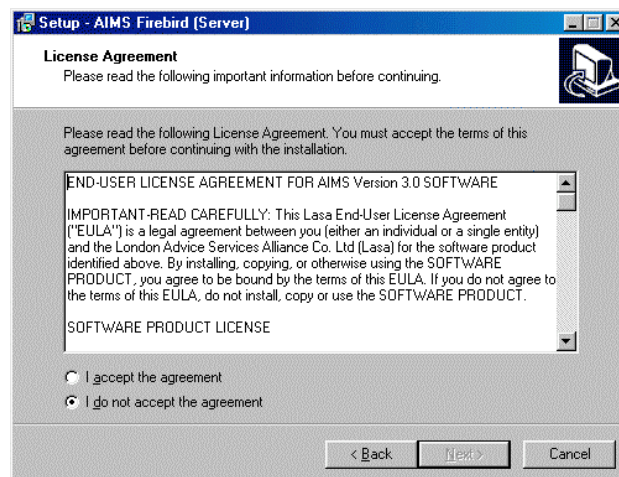
Figure 5

- If you are prompted to select a location for the file, accept the default (or select your desktop) and then click 
- You should see a download box similar to fig. 5
- Once the download has completed, click [Open](#) at the top right of this screen
- The AIMS Firebird Server Setup program should now start to load

9. If you have an alternative browser to Firefox or Internet Explorer, the messages above will be different
10. The AIMS Firebird Welcome screen will appear.

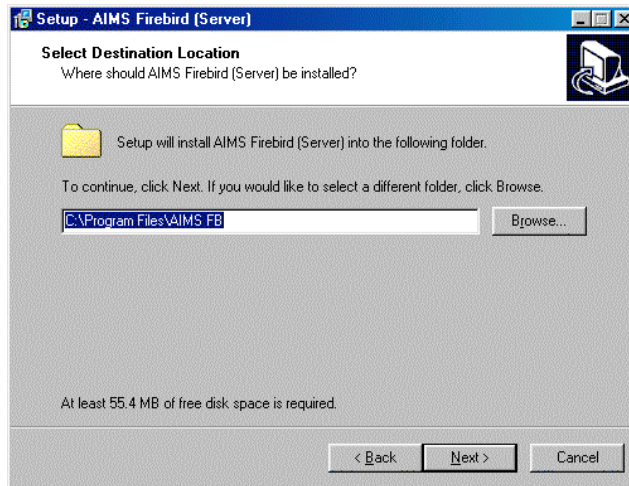


11. Clicking the next button will take you to the software License Agreement. Please read the agreement before confirming your agreement to continue.

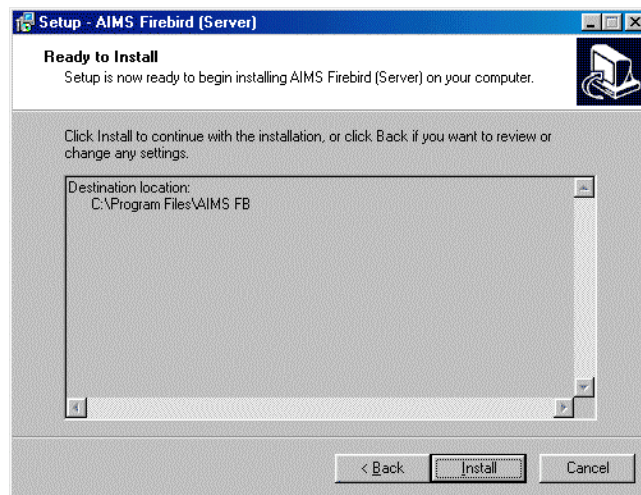


12. The next screen is the destination location screen. The default directory is C:\Program Files\AIMS FB. You should change this location to the directory you created on your server earlier in the section "AIMS Firebird – Server Configuration" above. Using our example above, possible directories might be:

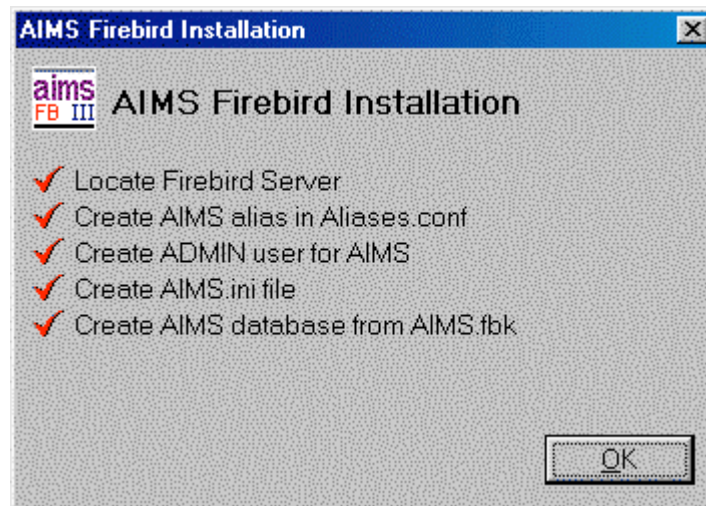
Q:\Apps\AIMS FB or \\Lasa01\Apps\AIMS FB



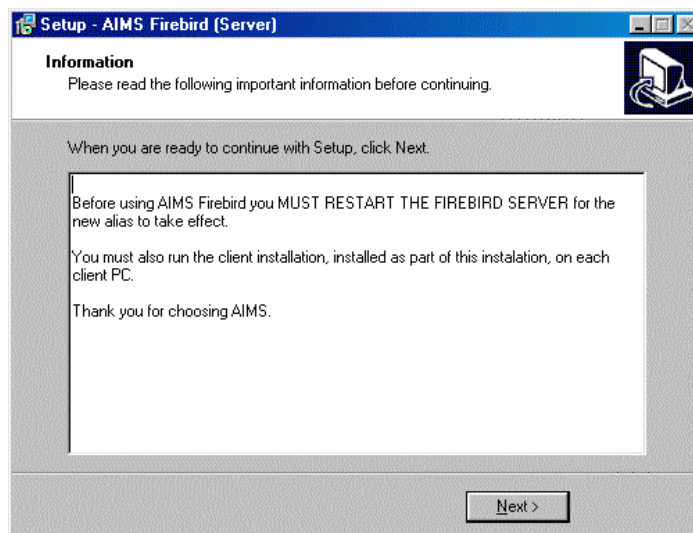
13. Clicking the install button starts this process which will take a few seconds.



14. The AIMS installation program automatically configures the Firebird Server aliases.conf file which tells the Firebird Server the path to your AIMS database, creates an ADMIN user for AIMS on the Firebird Server, creates and configures the AIMS.ini file which points to the location of your Firebird Server, and creates the AIMS database itself. Once these tasks have been completed successfully you will see the screen shown below.



15. Click OK to continue installation of the remaining files. The next screen is an information screen. Please read the screen carefully.



16. Clicking next completes the installation. Click finish to exit the setup program. You will need to restart the Firebird Server (see further instructions below) and install the client software before using AIMS.
17. The following folders have been installed in the AIMS FB directory on your server:

Classification schemes: These are the five subject classifications that can be available as the main description of problems brought to you by clients.

Client Install: This directory contains the AIMS_Firebird_Client_Setup.exe file which will need to be run on all the workstations that need to access AIMS. It also contains a shortcut to the AIMS application which can be copied and pasted onto the workstation desktop.

Data: This contains the data file for the database.

Help Guides: This folder consists of all the help guides available at the time the software is distributed. These are in two different formats, Word and PDF (Acrobat Reader 5 or later required). An up to date list of help files will be available from the download section of our website.

Installation Guides: This folder has all the guides you will need to install or configure the AIMS database, in Word and PDF formats.

Software: This folder contains the additional software that will enable you to maximise the use of the AIMS application and help guides.

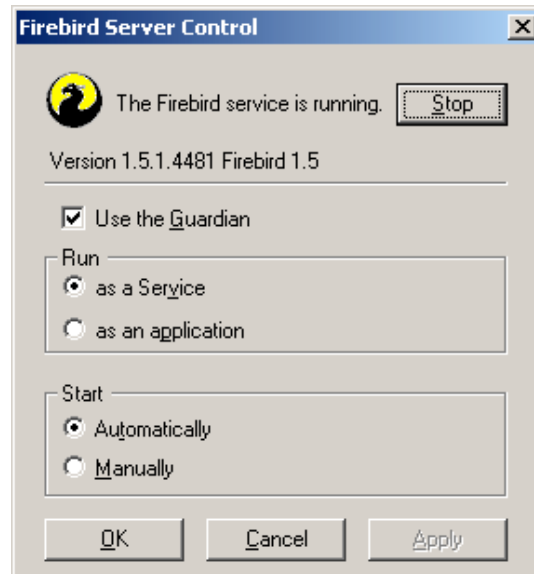
Templates: This folder will contain Word merge letters that are used in conjunction with the AIMS database. These will be created by your organisation and are not supplied with AIMS.



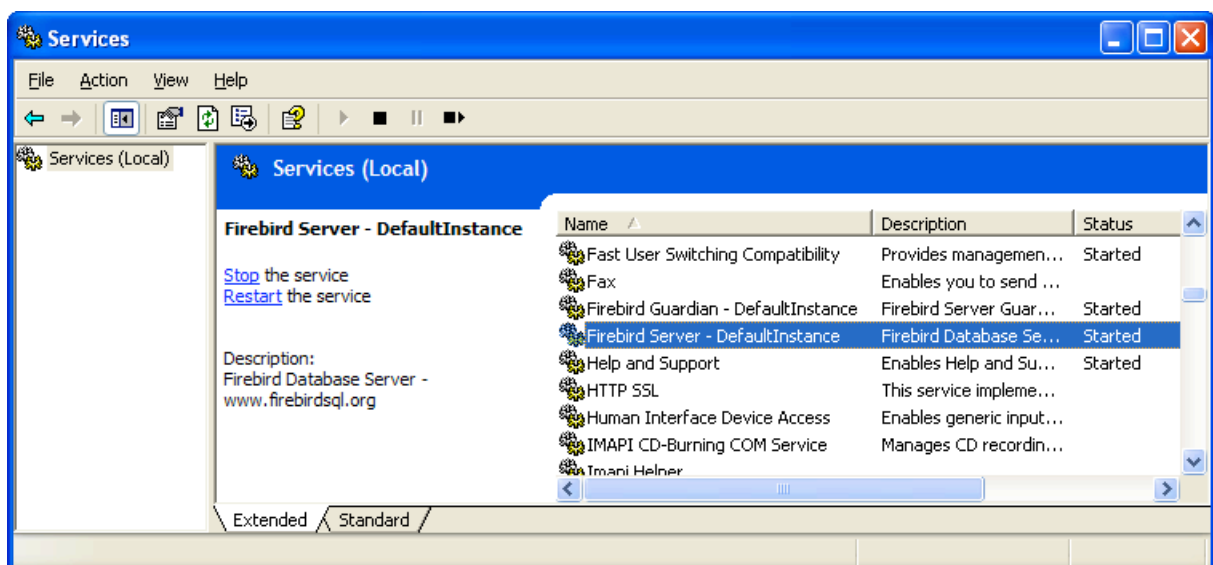
Restarting the Firebird Server application

The AIMS server installation creates a new Firebird alias. In order to register the new alias, or whenever you make changes to aliases.conf, you need to stop and then re-start the Firebird Server application.

If you installed the Firebird Server Manager, open the Windows Control Panel (Start → Settings → Control Panel) and locate the Firebird Server Manager icon. Double-click it, and you should see the dialog box shown below. Click stop and the server will stop. The button then changes to “Start”. Click start to re-start the server.



If you do not have the Firebird Server Manager installed, open the Windows Control Panel (Start → Settings → Control Panel) and find the Administrative Tools icon. Open that folder, and select Services. You should see a window like the one shown below. Locate the entry for the Firebird Server and select it. You should then see an option to restart the service.





Configuring the client workstations to connect to AIMS

Once you have installed the Firebird Server and AIMS application on your server the client workstations can be configured. We recommend you complete the client installation on one machine and test it before configuring the remaining clients. If your client cannot connect to AIMS, see the troubleshooting sections that follow this section.



Please install the ODBC driver included in the installation - version 1.2. At the time of writing, version 2.x is not finalised, and is not compatible with AIMS.

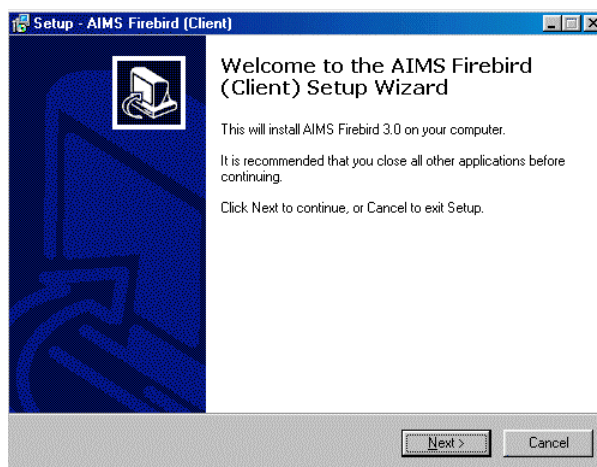
The AIMS client setup program installs the Firebird Client and Firebird ODBC drivers. Versions of windows prior to Windows 98 may also require the installation of the Microsoft MDAC components, available from www.microsoft.com/downloads.

By running the client installation program you are agreeing to the licence terms for all the above components (copies are available on the installation CD in the Licence Agreements folder).

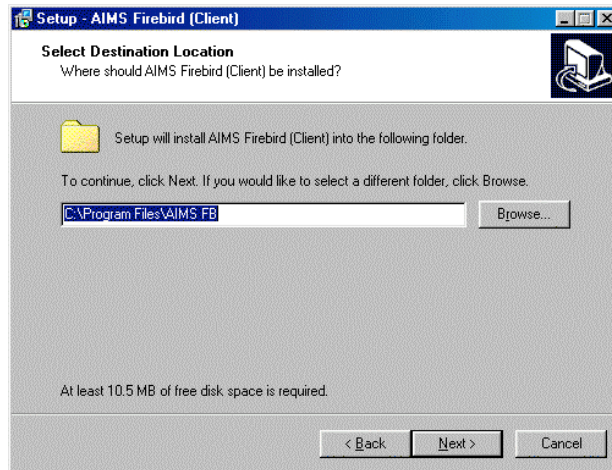
The AIMS client installation program optionally installs the AIMS Full Help Guide.

The following instructions need to be carried out for each machine that needs to use AIMS.

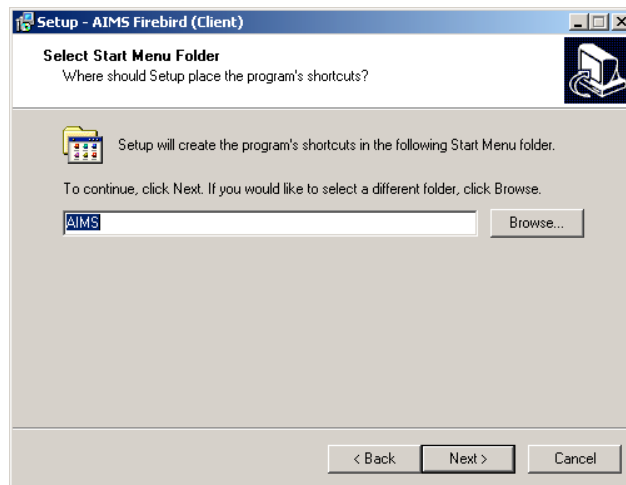
1. Navigate to the location where you have installed AIMS on your server, you will see a subdirectory "Client Install". Inside this directory is the AIMS client setup file, AIMS_Firebird_Client_Setup.exe. Double click on the file to run it.
2. This will open the AIMS Firebird (Client) setup screen



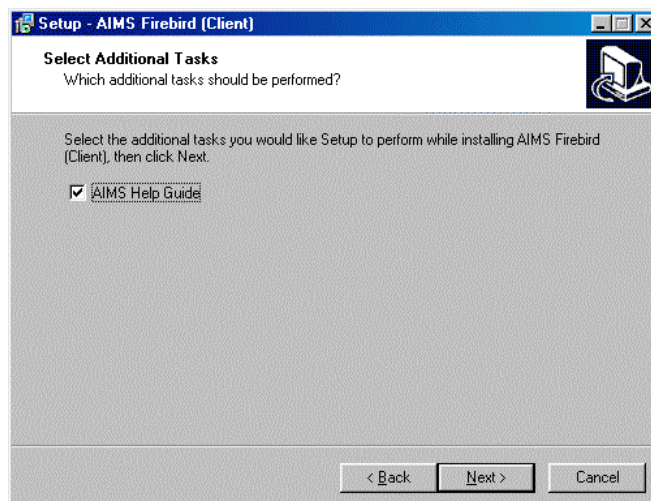
3. Clicking next opens the installation destination screen. The default directory is C:\Program Files\AIMS



4. Clicking next opens the screen below. The default location for the shortcuts in the start menu folder is AIMS



5. Clicking next allows you to select whether to install the AIMS Help Guide on the workstation. This requires Adobe Acrobat Reader 5.0 or higher (copy of which can be found on the AIMS installation directory on your server or on installation CD if required).

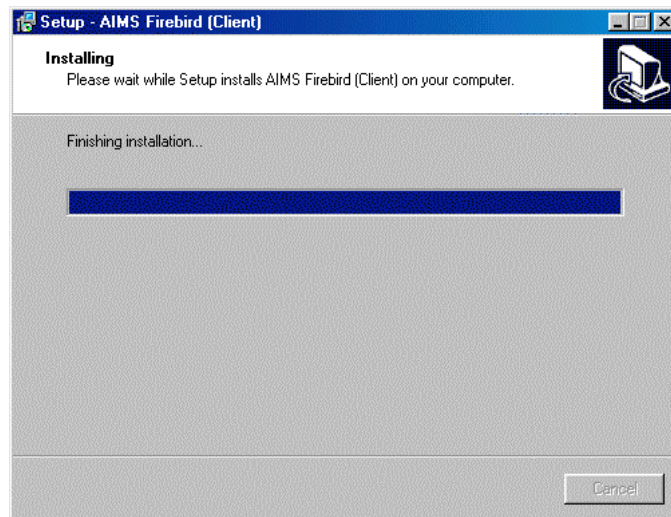




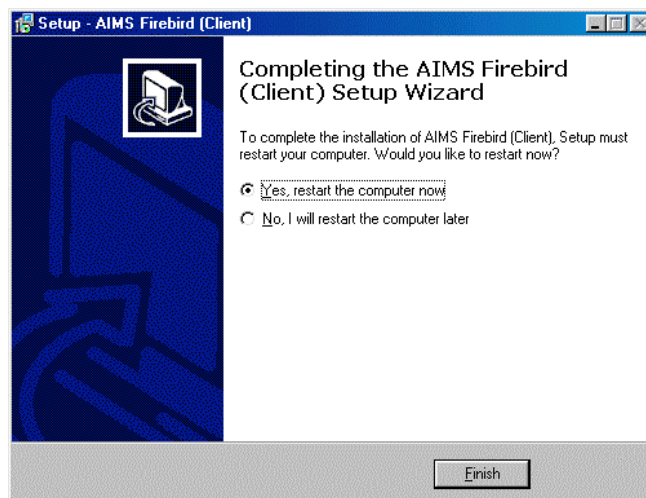
It is highly recommended that you provide access to the AIMS help guide on each workstation where AIMS will be used.

This important document contains detailed information on using AIMS, and should be the first point of reference for any queries users may have. If you do not wish to install the help guide on a workstation, it is recommended that you place a shortcut to the PDF version that is installed on your server.

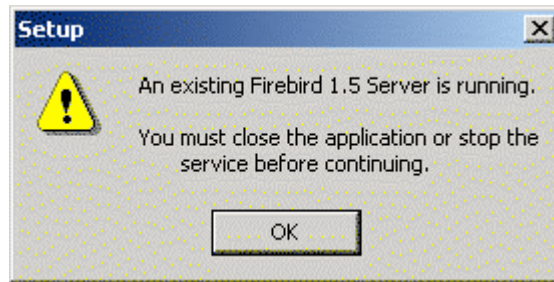
6. Click next to continue the installation of client components. This will take a few moments.



7. Once the installation is complete you will be prompted to restart the computer (recommended).



On some machines you may get a message about an existing Firebird Server running. You can safely ignore this message and click ok. There is no need to stop the Firebird Server.



8. The Windows Start Menu should now contain a folder 'AIMS'. Inside that folder should be a shortcut to the AIMS application, and if you opted to install it, the Help file. Copy those shortcuts on to the Windows desktop.

You should now be able to open AIMS successfully. Double click the shortcut to the 'AIMS.exe' on the desktop to check that this is so. If AIMS has not been opened before, clicking the shortcut should take you to the 'AIMS - licence Key' screen otherwise the 'AIMS - Login' screen will be displayed.



The SQL version of AIMS requires two different keys to be added to activate the system. The licence key switches the system on and the subscription key activates the reports module.

See the final section of this document **Activating the License and Subscription Keys** for details of how to enter your subscription key

Do not enter any data until you have read the pre-configuration guide.

aims III Troubleshooting the AIMS Firebird installation



If you have any problems setting up AIMS, please read this section before contacting Lasa.

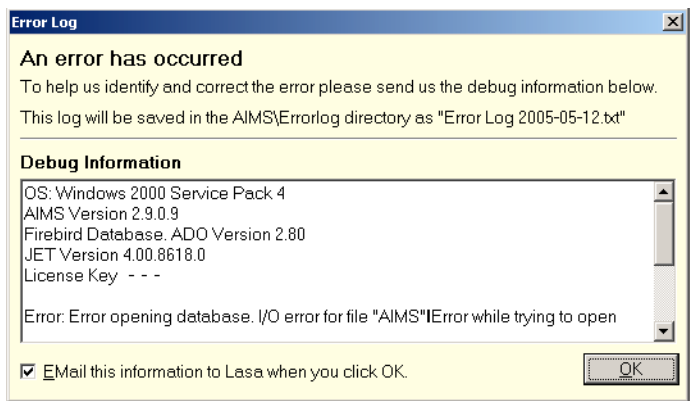
The AIMS network installation is designed to be as simple and flexible to install and maintain as possible. The AIMS software, manuals and client installation programs are installed on the network file server so they are accessible from each client workstation.

Client machines get a link to the AIMS program file (AIMS.exe) on the server – this means that if you need to upgrade the program at some future time, you only need to do it in one place. Information about the database server required to make a database connection is kept in a text file, AIMS.ini, installed in the same location as AIMS.exe.

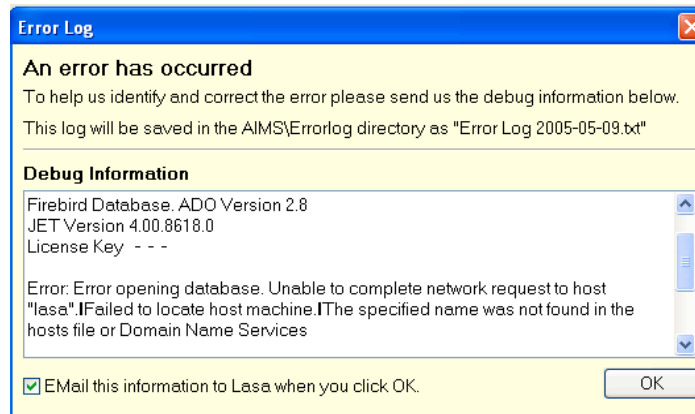
If you have problems getting AIMS to run and connect to the database, please follow the steps below.

On the client machine:

1. Check that the shortcut to the AIMS.exe is pointing to the AIMS.exe file installed on your server. There should not be an AIMS.exe file on the client machine.
2. Please ensure you have run the client installation program to install the Firebird client and ODBC driver.
3. If you see an error like this, check the aliases.conf file on the server



4. If you see an error like this, check the AIMS.ini file on the server



On the server machine:

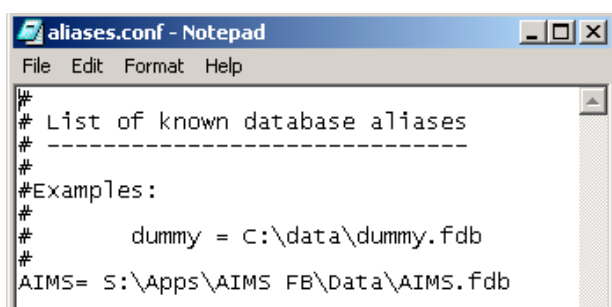
1. Check the Firebird Server is installed and running
2. Check the aliases.conf file. The Firebird Server aliases.conf file tells the Firebird Server the path to your AIMS database. When you configure your clients they will all connect to the database using the alias "AIMS". This means that if you need to move the database for any reason you only need to re-edit the **aliases.conf** file and not reconfigure each workstation.

The Firebird Server **aliases.conf** file is automatically configured during the installation of the AIMS application, on the server. However if you do decide to move the location of your AIMS database for any reason, or if you get an error message similar to the one above you will need to edit the **aliases.conf** file.

Browse to the directory on the server where you have installed Firebird. If you used the default directory that will be "C:\Program Files\Firebird\Firebird_1_5". Look for a file named "aliases.conf". Open the "aliases.conf" using Notepad or other plain text editor, and enter an alias (path) for the location of your database

The Alias should always start with **AIMS =** followed by the path to the AIMS Firebird database file AIMS.fdb. This will be in the 'data' subdirectory of your AIMS installation directory.

In the example given in the screenshot below, the path is **S:\Apps\AIMS FB\Data\AIMS.fdb** where 'S:' is the name of the network drive. The path entered must be the path as it appears on the server, NOT how it appears on the client machines, if they are different.

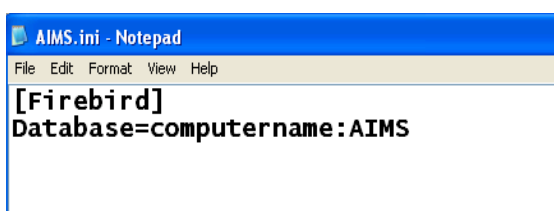


Save the aliases.conf file. If you are using Notepad make sure it does not add the extension.txt when you save the file, e.g. “aliases.conf.txt”!

Stop and re-start the Firebird Server application for the new alias to take effect.

3. Check the **AIMS.INI** file. This file is automatically configured during the installation of the AIMS application, on the server. However if you decide to change the location of the Firebird Server for any reason, you will need to edit this file.

Browse to the folder where you installed the AIMS program (AIMS.exe) and you should find the AIMS.ini file there. Open it using Notepad or another plain text editor. It should look similar to the example below:



All computers on your network have a computer name that has been assigned to it by your systems administrator. Ensure that instead of **computername**, above, you have the name of the machine on which the Firebird Server is installed.

Save any changes you make to the AIMS.ini file, taking care that Notepad does not save the file as “AIMS.ini.txt”. There is no need to re-start the Firebird Server, just re-start AIMS on a client machine.

4. 64-bit Windows Clients: If you are installing AIMS on a 64-bit version of Windows, you still need to install 32-bit ODBC drivers and 32-bit Firebird client software because AIMS is a 32-bit application.

AIMS SQL Server uses Microsoft's SQL Server to store your data. AIMS will work with SQL Server versions 2000 and upwards. AIMS will also work with SQL Server Express versions 2005 and upwards.

It is strongly recommended that this installation is carried out by your IT systems administrator or other suitably competent person. The installation instructions assume a certain level of IT skill. You should read the instructions carefully before attempting the installation.



The AIMS Team is unable to provide technical support for installation or administration of the Microsoft SQL Server or client software.



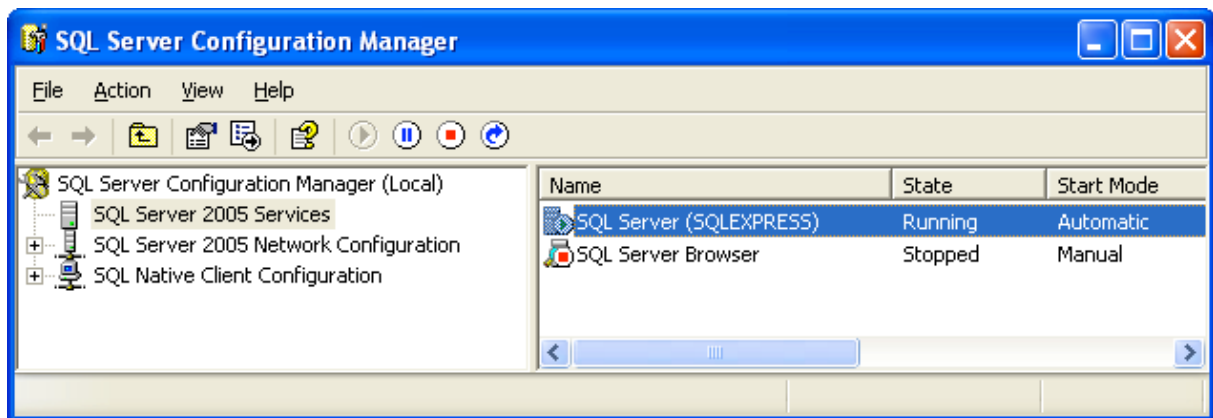
Microsoft SQL Server configuration

This section summarises some of the SQL Server configuration options required for a successful AIMS installation. The screenshots are taken from two tools – ‘SQL Server Configuration Manager’ and ‘SQL Server Management Studio’. If you are using an Express version of SQL Server you may not have SQL Server Management Studio installed, but you can download it free from Microsoft.

If you are using SQL Server 2000, ‘SQL Server Configuration Manager’ replaces three programs – ‘Service Manager’, ‘Server Network Utility’, ‘Client Network Utility’ but still provides the same configuration options. Likewise, ‘SQL Server Management Studio’ replaces the old ‘Enterprise Manager’ tool but has very similar functionality.

SQL Server Instance Name

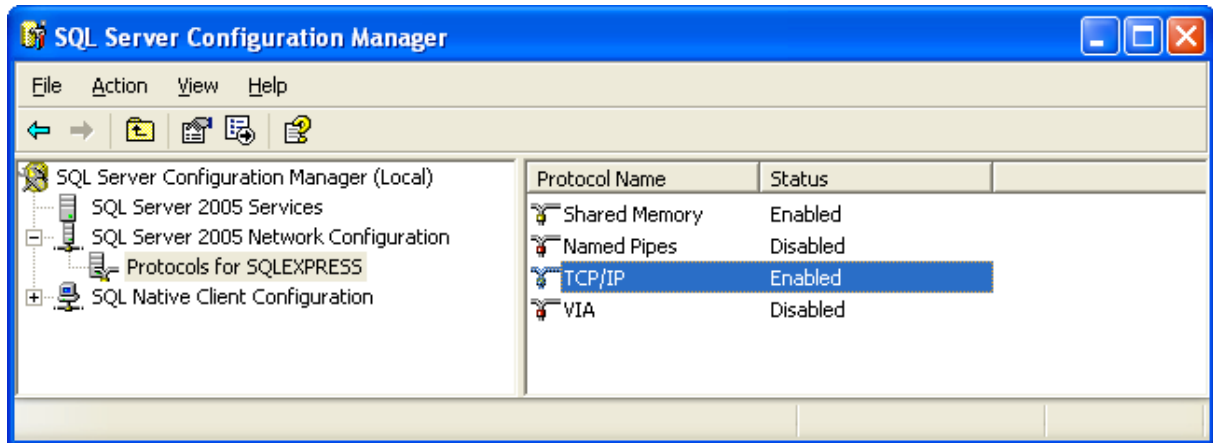
Launch the SQL Server Configuration Manager, select ‘SQL Server Services’ in the left hand panel, and check to see if the SQL Server state is ‘Running’. Start Mode should be set to ‘Automatic’. The name in brackets, in this case ‘SQLEXPRESS’, is the instance name. You will need this name, and the name of the machine on which the SQL Server is running, in order to connect to the database.



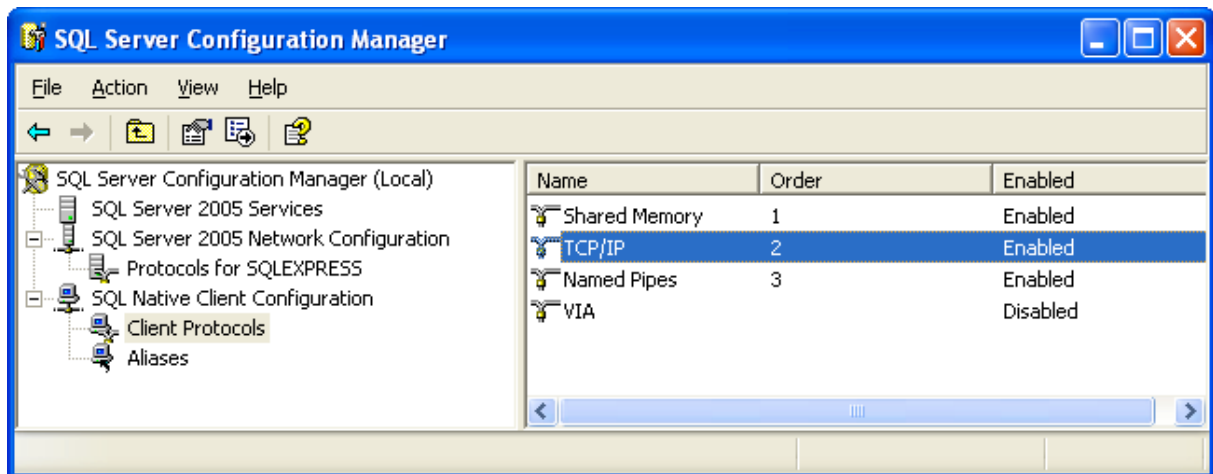
You do not have to have the SQL Server Browser service running if you are using the default TCP/IP port settings for SQL Server. However, if your clients are unable to connect to the SQL Server, start the SQL Server Browser service and try again.

Network Protocol

AIMS clients use the TCP/IP protocol to communicate with the SQL Server. Ensure that this protocol is enabled for both the server and the clients. By default, in more recent versions of SQL Server, this protocol is turned off. Enable the protocol by right-clicking on the protocol name and selecting ‘enable’.



You also need to enable the TCP/IP protocol for the SQL Native Clients, again, right-click on the protocol name and select 'enable'.



You need to stop and re-start the SQL Server for these changes to take effect. Select the SQL Server Services icon in the left-hand panel to restart the server.



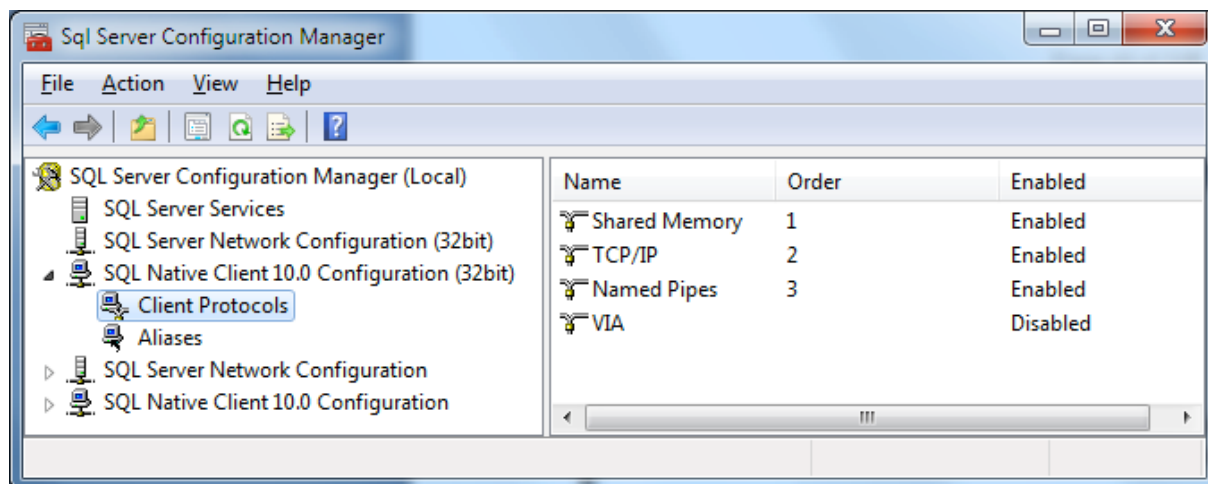
You do not need to leave the other protocols enabled. However, in earlier releases of SQL Server 2005 there was a bug that meant if you only enabled TCP/IP, although it appeared enabled it was not. The work around was to enable all protocols, re-start the server, then disable the unwanted protocols and re-start again.

Firewalls

Because AIMS uses TCP/IP to communicate with the SQL Server, you need to ensure that the firewall software on your client and server machines is allowing communication to take place on the SQL Server port. Refer to the SQL Server documentation for more information.

64-bit Windows Versions

If you are using a 64-bit version of Windows, ensure that you install and configure the 32-bit versions of the SQL Server native client. Because AIMS is a 32-bit program it uses the 32-bit client to communicate with the server.



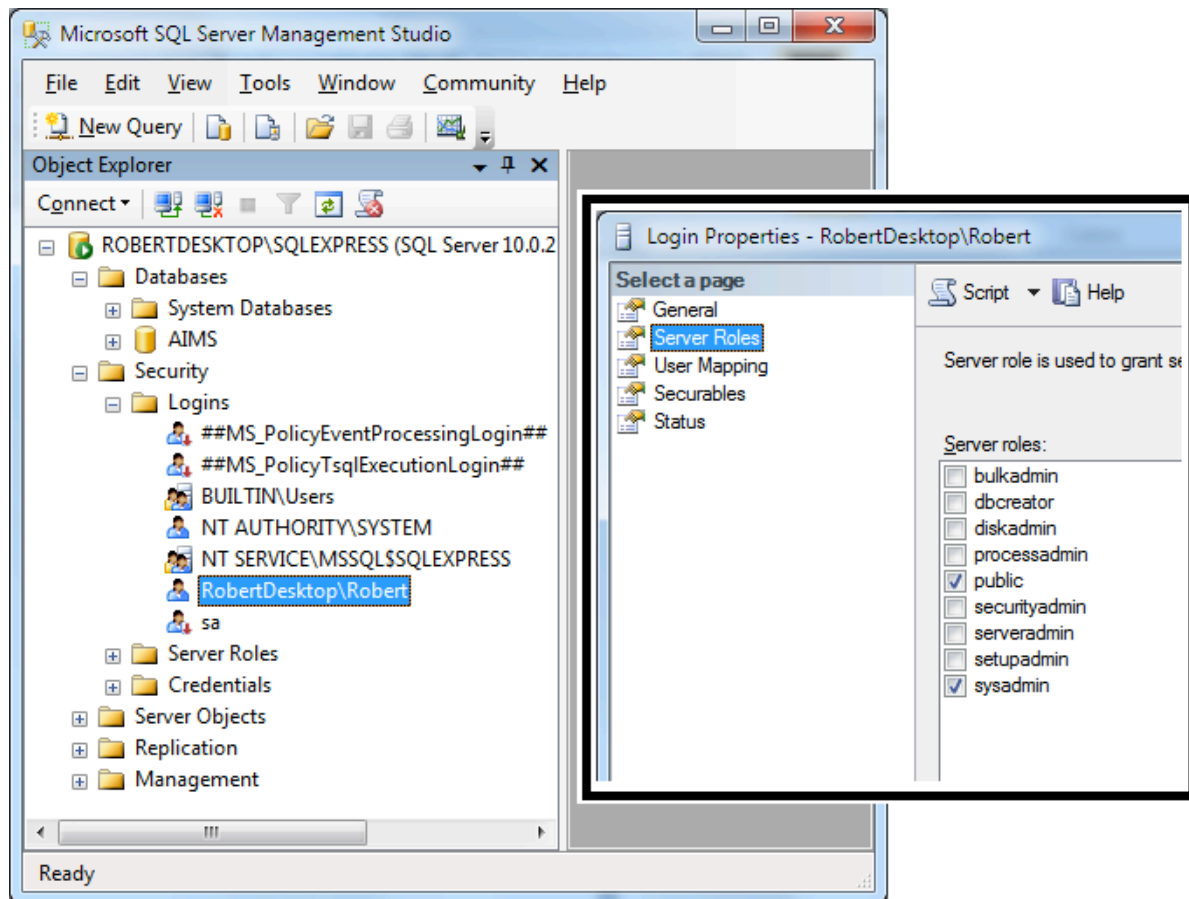
SQL Server Permissions

When you are installing AIMS, you must have 'sysadmin' permissions in order to create the AIMS database. The screen below shows how to locate the server-wide user logins, and the inset image shows the properties for the login 'RobertDesktop\Robert' with the 'sysadmin' permission.

Ordinary AIMS users do not need this permission level. See below for more details.

It is important to understand the difference between Logins and Users in SQL Server. In the screen below, note that we have selected the 'Security' folder at the first level in the hierarchy. This is where Logins are located.

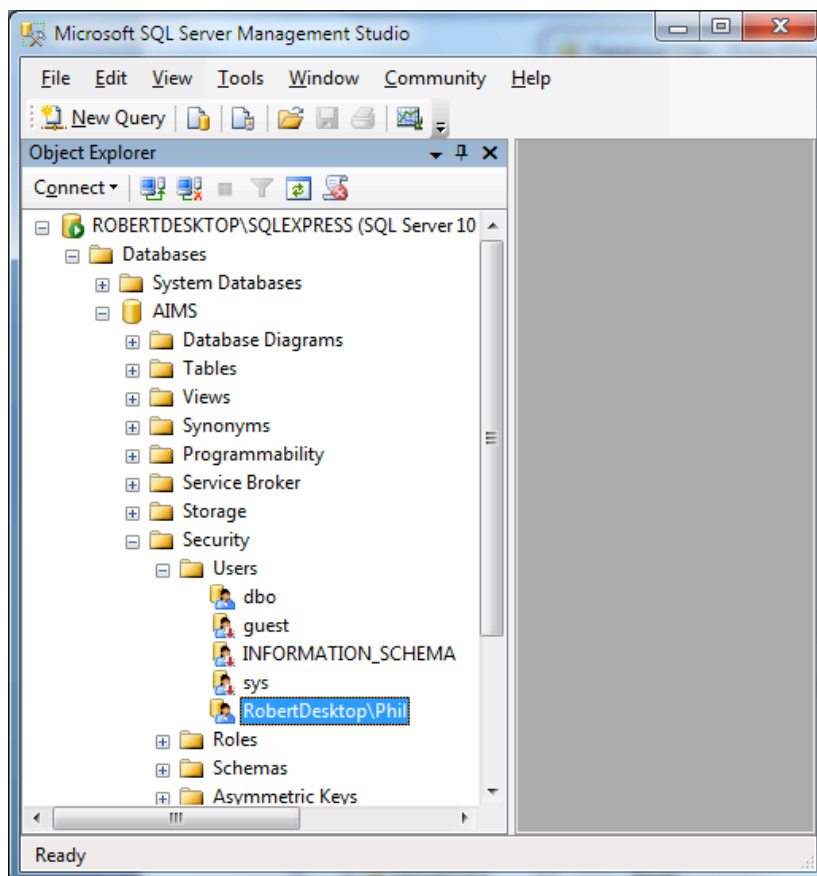
Each database also has a 'Security' folder as one of its sub-folders. These folders contain the users of that database. The user and the login are related but different.



To create an AIMS user, you should use the functionality built in to AIMS itself. If, for some reason, there is a problem, here is an explanation of how users work.

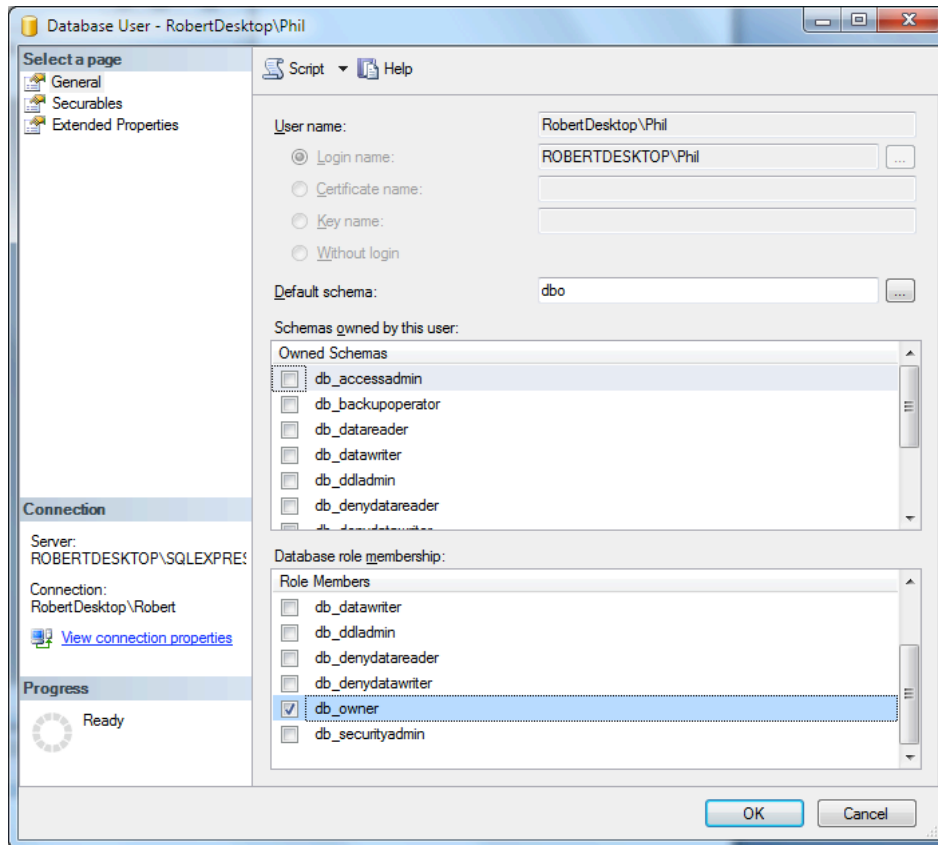
Before you can create a user, you must first create a Login. Right-click the Logins folder, shown above, and select 'New Login...'. Fill in the Login Name, usually the same name used to log in to Windows, and if you are using Windows Authentication, select the 'Windows Authentication' radio button, and save. If you are not using Windows Authentication, see the next section. There is no need to change the Server Roles or any other settings.

Next, find the AIMS database underneath the Databases folder. Remember that the database may have a different name in your system. In the screen below, you can see that we have opened the Databases folder, selected the AIMS database, and under that folder we have located the security folder. Note that the folder underneath is called 'Users', not 'Logins'.



To add a new user, right-click the Users folder and select 'New User...'. You should see a screen like the one shown below. Enter a User name for the user, and select the Login name for that user. They need not be the same, but if they are it is less confusing.

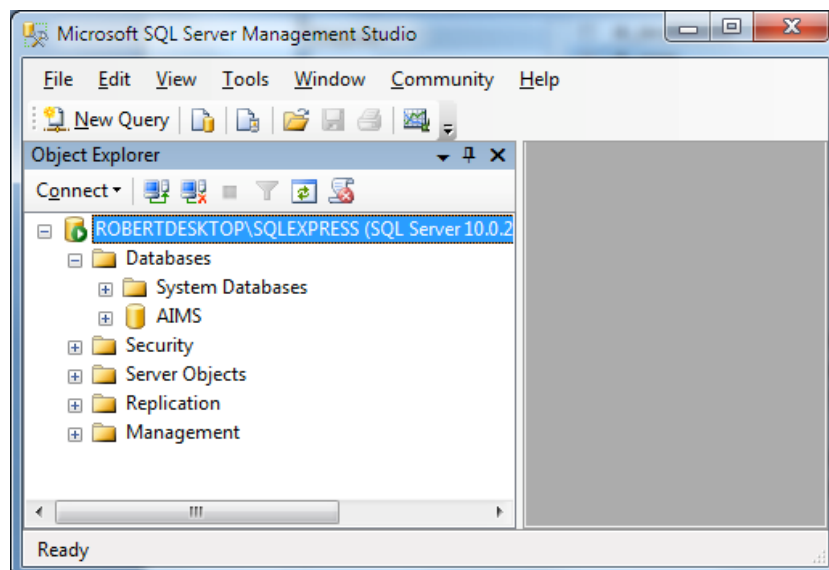
Default schema should be 'dbo' and in the Database Role membership section, select 'db_owner'. AIMS has functionality to modify table structure and to add or remove users built in, for this functionality to work, you must specify 'db_owner'. Network administrators who object to granting this level of permission can specify 'db_datareader' and 'db_datawriter' instead, but some administration options in AIMS will no longer work.



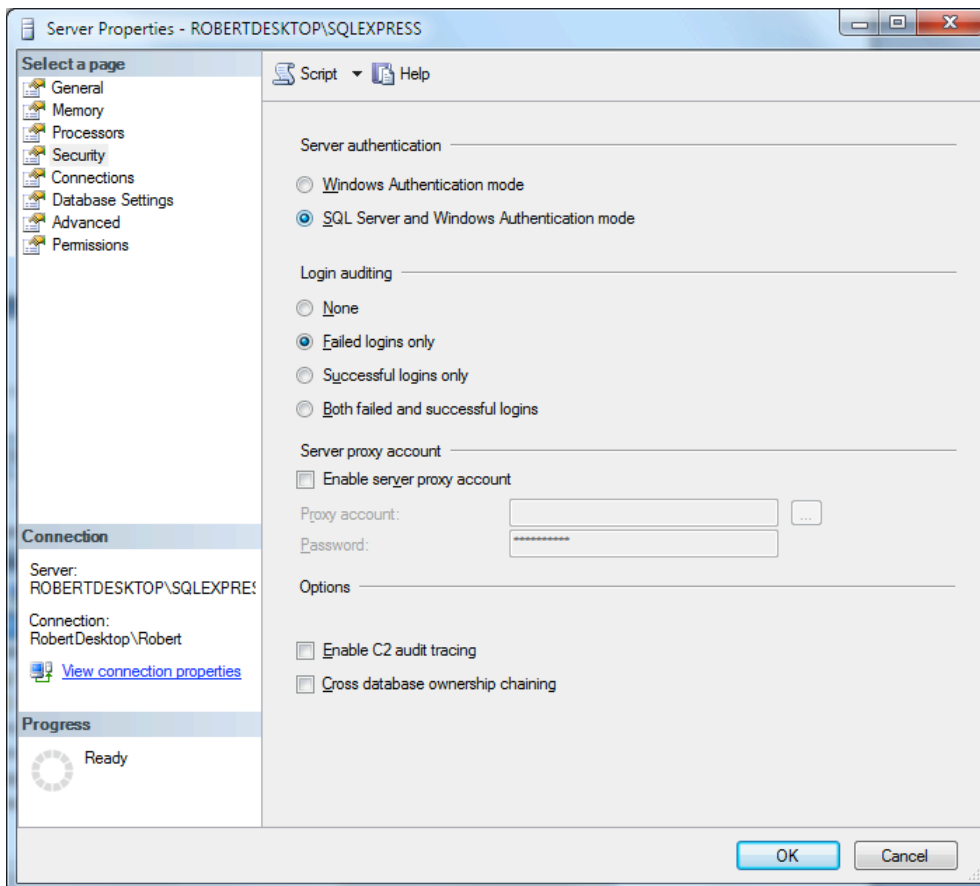
Windows Authentication

Lasa strongly recommends that you use windows authentication when using SQL Server for greater security. You can use the user administration options in the AIMS software to link AIMS users to Windows logins.

If you choose not to use Windows Authentication, then your SQL Server must be configured to use 'SQL Authentication'. In Microsoft SQL Server Management Studio, right-click your SQL Server instance and select 'Properties'.

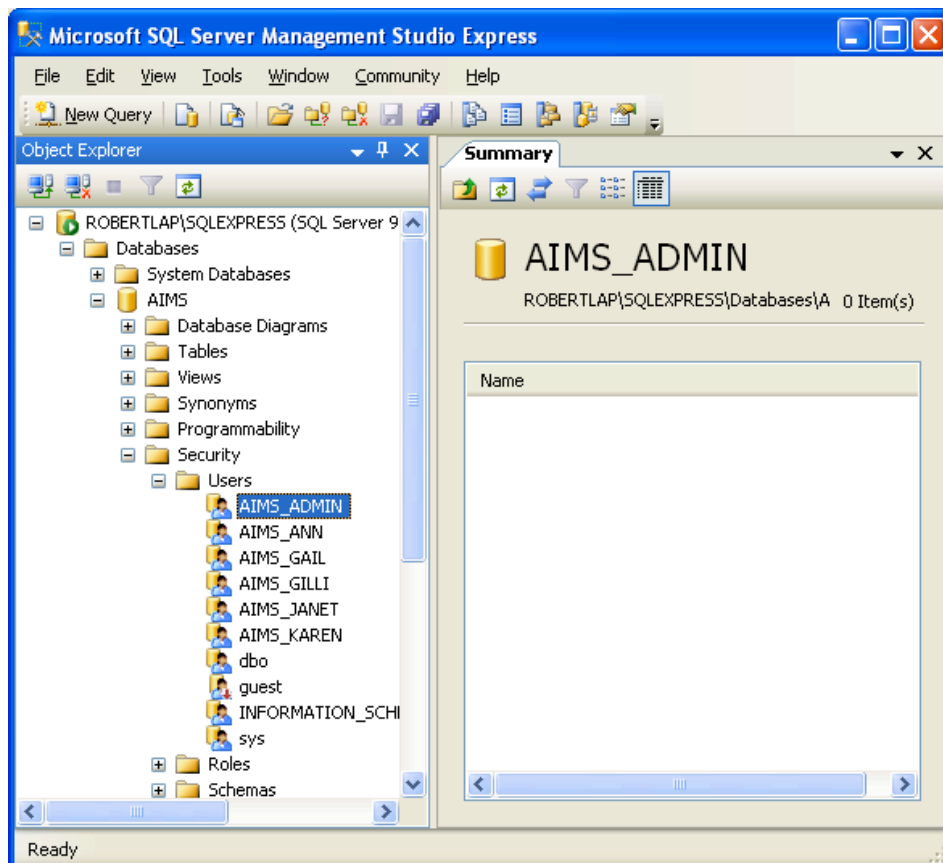
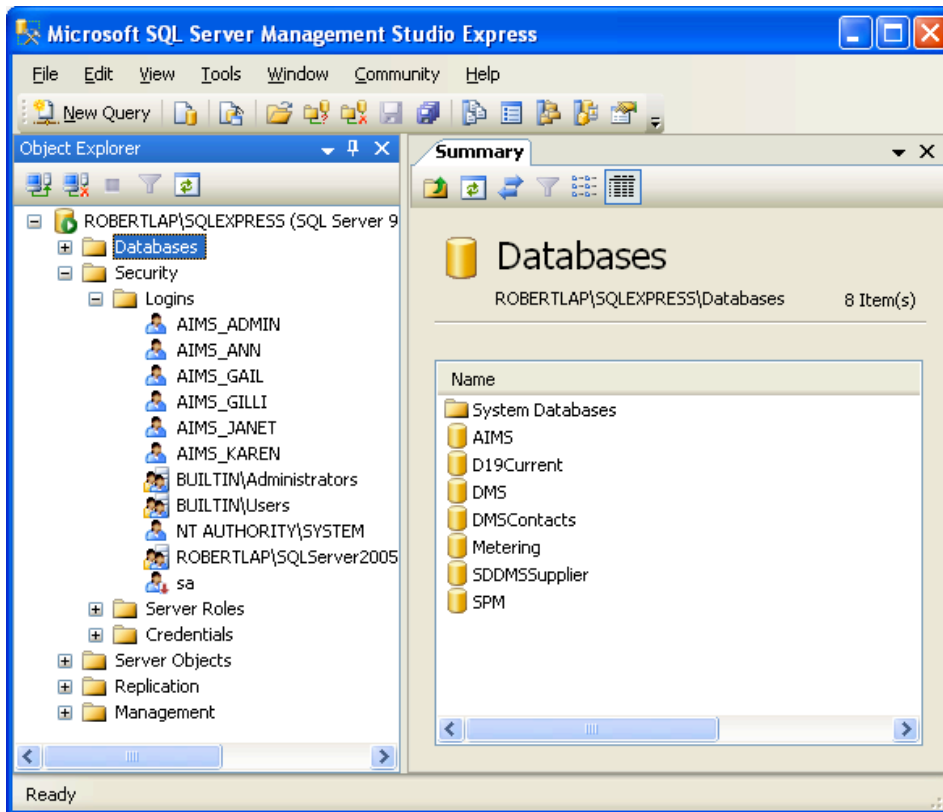


In the left-hand pane of the properties window, select the 'Security' page. In the top section, Server Authentication, select the option for SQL Server and Windows Authentication mode. In this mode, you will be able to create Logins which are not linked to a Windows user, and from these logins you can create AIMS users.



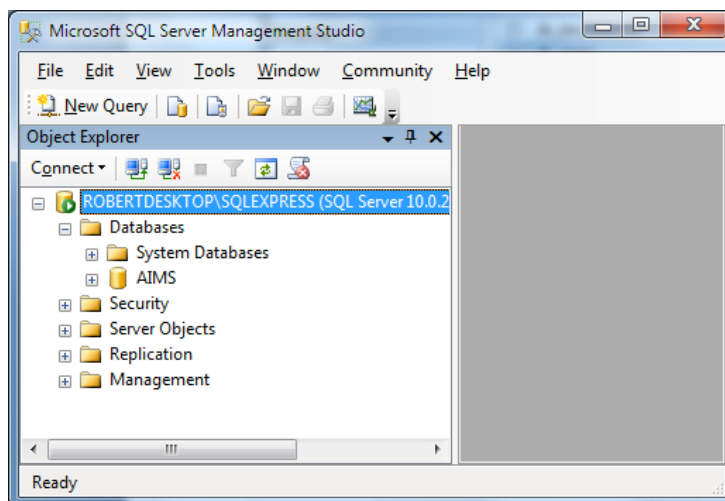
In a non-Windows Authenticated system, all AIMS Logins and Users have the prefix 'AIMS_'. The suffix is the User ID used inside the AIMS software itself. For example, AIMS is installed with a default User ID 'ADMIN'. The Login and User in SQL Server that is used by this AIMS user is 'AIMS_ADMIN'. The prefix is used to distinguish AIMS users from any other logins in the SQL Server. Each Login is given the same password, 'AIMS'. Clearly this is insecure, and this is why we recommend using Windows Authentication instead!

The screens below show the Logins and the Users in a non-Windows Authenticated AIMS installation.

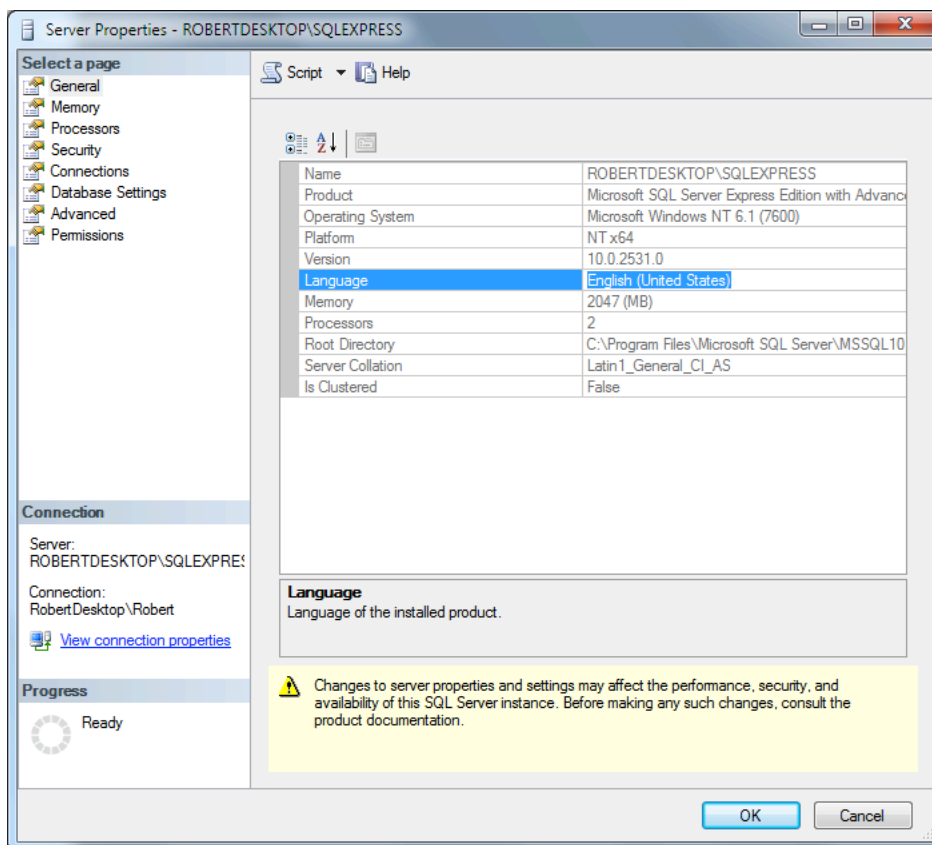


Language Settings

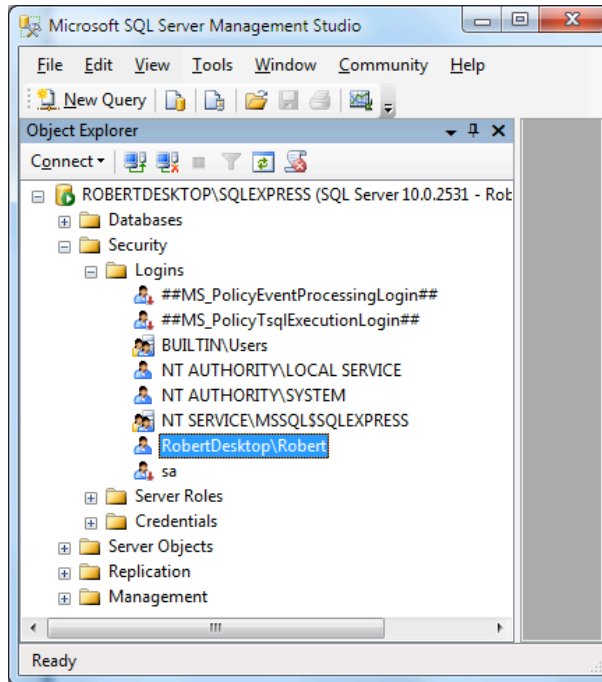
By default, SQL Server uses American English as its language and AIMS will work with this setting. If you change the language setting, ensure that you use the same setting for both the SQL Server and the client connections. If you do not, you may find that date values have the day and month transposed when they are saved to the database. To check the setting, in Microsoft SQL Server Management Studio, right-click your SQL Server instance and select 'Properties'.



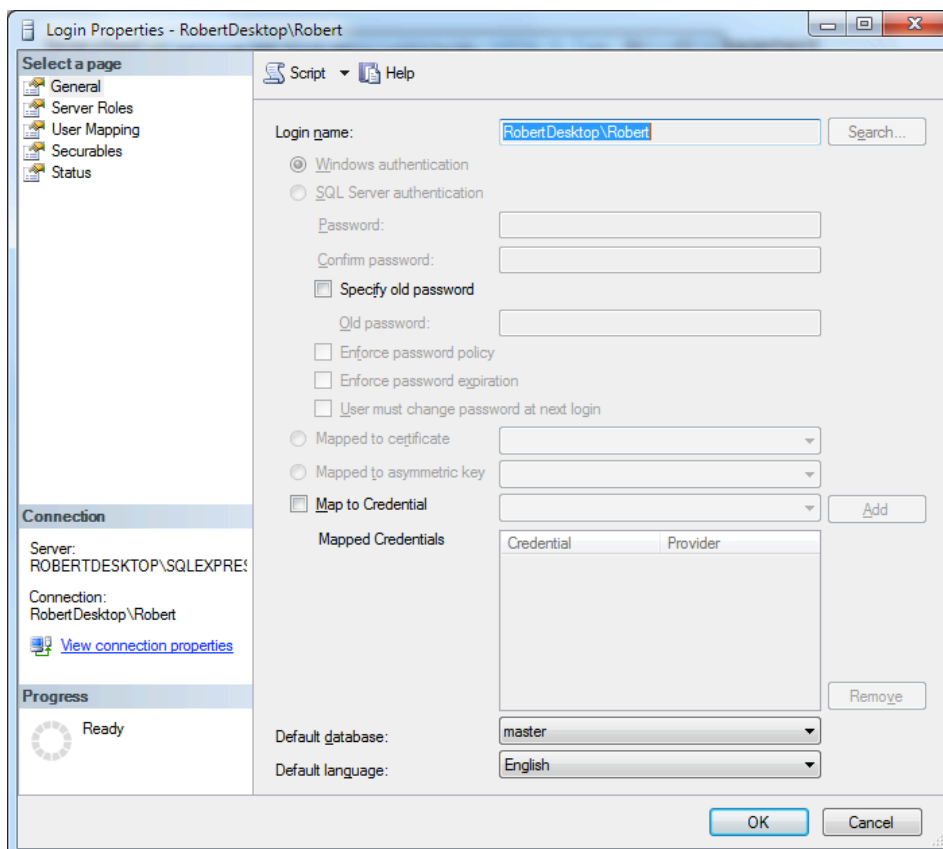
In the Server Properties window, on the General page, you will see what language the SQL Server is using.



Now check the language that your Logins are using. In SQL Server Management Studio, go to the Logins section, under the Security heading and select a login. Right-click on the login and select Properties.



At the bottom of the login properties page you will see the setting 'Default Language'. This should be the same as the SQL Server language, above. In this instance, "English" means American English. There is another setting for "British English".





Installing the AIMS application, data and help files



Please ensure that SQL Server is installed and running before running the install routine.

To create the AIMS database and users, you will need to use a SQL Server login with the "sysadmin" role. See the previous section on configuring SQL Server for more details.

The AIMS server installation routine performs the following tasks:

- Connects to the Microsoft SQL Server
- Creates the AIMS database
- Creates the AIMS.ini file
- Creates the AIMS Admin user
- Installs the AIMS application AIMS.exe

You should run the installation on the machine where you wish the AIMS application (AIMS.exe) to be installed. This need not be the same machine where SQL Server is installed, but this machine must have SQL Server's bcp utility, Microsoft's SQL-DMO and Microsoft's SQL Server ODBC driver installed first. It might be easier to run the installation on the machine with SQL Server installed and then move the AIMS program to another server, if preferred.



If you are using SQL Server 2005 or later, you may not have SQL-DMO installed. Please visit www.microsoft.com/downloads and search for "Microsoft SQL Server 2005 Backward Compatibility Components" and install those.

Before running the installation program, create the directory where you will install the AIMS program and database files. This is best located on the drive where you store other software applications.

e.g. **Q:\Apps\AIMS SQL** or **\\Lasa01\Apps\AIMS SQL**

In the above example, 'Q:\' is the name of a network drive available to all users or 'Lasa01' is the name of the server. We will use drive 'Q:' for all the examples in this guide.

Please ensure you have at least 300Mb of free space on that drive.

Once the directory has been created, it must be shared with all the users who will need to have access to AIMS from their workstations. Each user must be able to read and to write to the new directory and its sub-directories.

Please keep a note of the name of the directory, as this will be used later on in the installation process.

You are now ready to install the necessary files from the AIMS CD:

1. Insert the AIMS 3 CD into your computer. The 'AIMS software Ver 3 Installation' instructions should automatically open on screen.
2. Click on the link for AIMS for MS SQL and please read through the instructions on this page. When you are ready, click the link to load the 'AIMS SQL Server Setup.exe' software.
3. If you are using Microsoft Internet Explorer, you may see a warning about active content (see fig.1), if you get this click the Yes button. You will then be asked whether you would like to 'Run' or 'Save' the file (see fig.2). Select 'Run'.

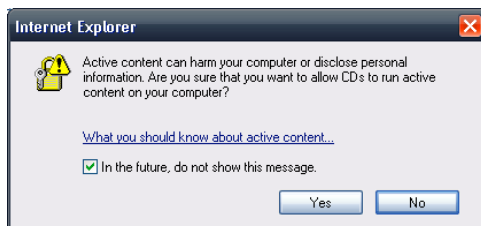


Figure 6

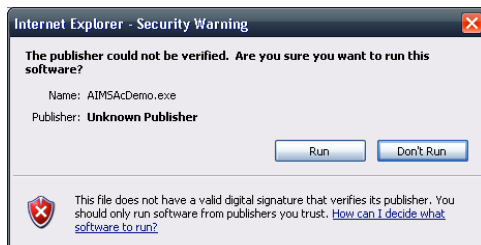


Figure 7

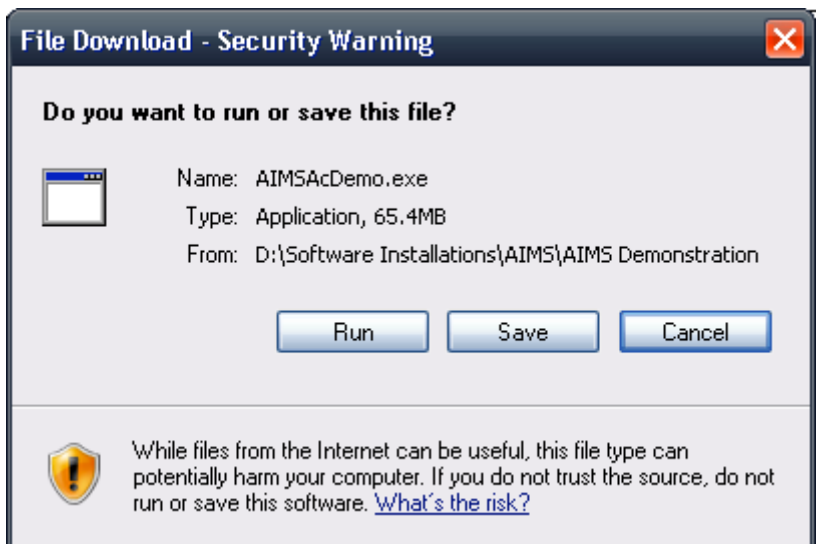


Figure 8

On older versions of windows these messages may be different.

On some systems you may receive a Security Warning (see fig.3). This is because the publisher is unknown to your operating system. Click 'Run' to continue loading the software.

4. Firefox users may prompted to save the file (fig. 4), If so click 

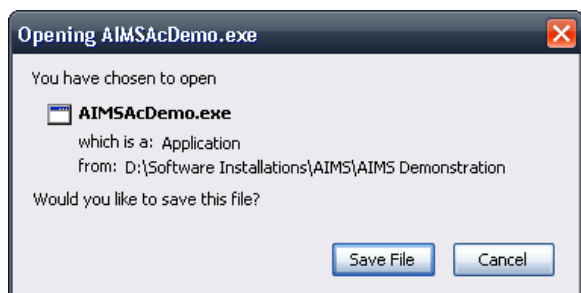


Figure 9

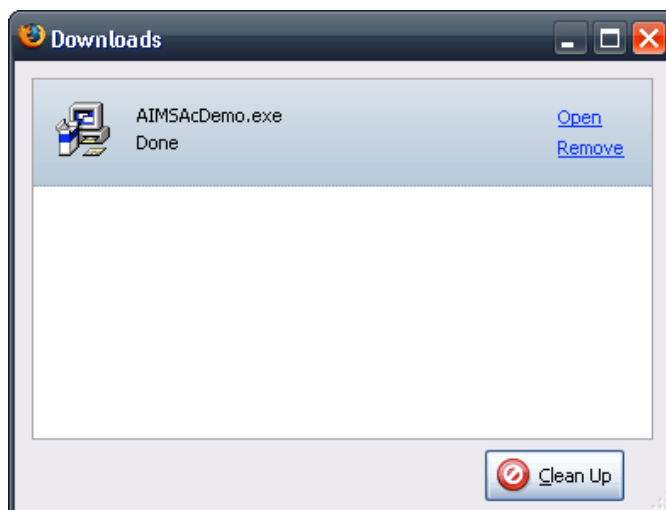

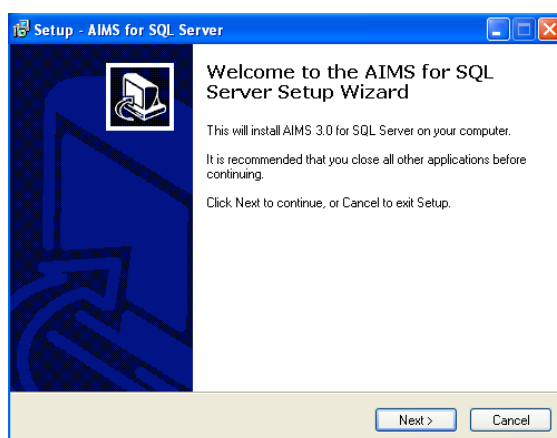
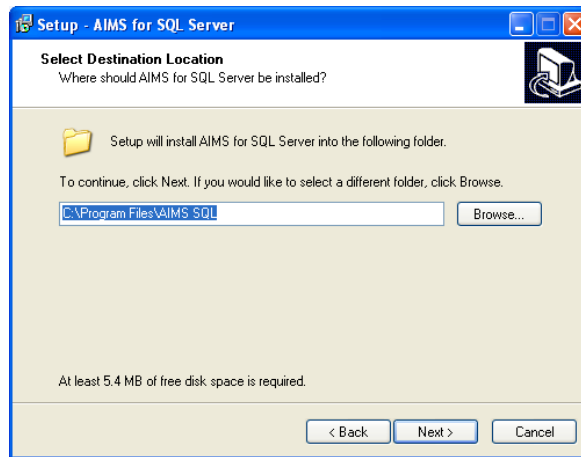


Figure 10

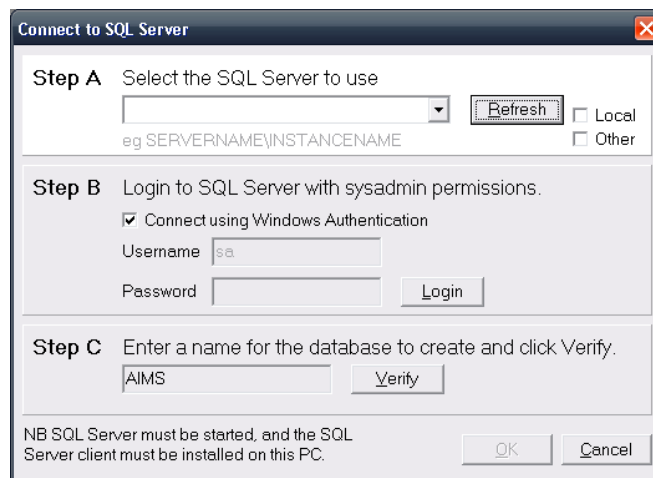
5. If you are prompted to select a location for the file, accept the default (or select your desktop) and then click 
6. You should see a download box similar to fig. 5
7. Once the download has completed, click [Open](#) at the top right of this screen
8. The AIMS MS SQL Server Setup program should now start to load
9. If you have an alternative browser to Firefox or Internet Explorer, the messages above will be different
10. The AIMS MS SQL Welcome screen will appear.



11. Clicking the next button will take you to the software license agreement. Please read the license before confirming your agreement to continue.
12. Follow the on screen prompts and select the destination location for installing AIMS.



13. The next screen allows you to select a shortcut location.
14. The setup program will begin the AIMS installation according to the choices you made in the steps above.
15. To create the AIMS database, you must connect to your SQL Server. If you have the SQL Server Browser service running, you can click 'Refresh' and you should see a list of SQL Server instances. It may take a minute or so to populate the list. If the server you require is not in the list, but is on the machine you are using, you may select 'local'. This will not work with a named instance.



For a name instance, select 'Other' and type the name of the SQL Server instance into the box, and press ENTER to move to step B.



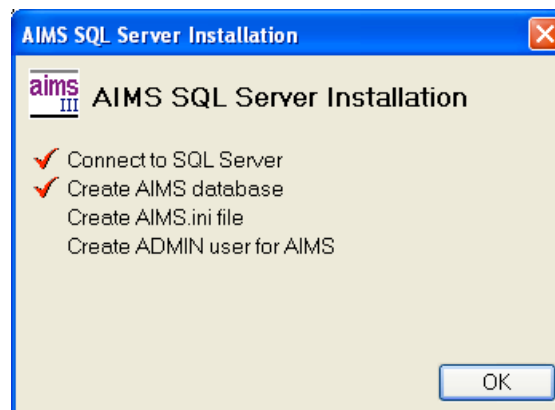
16. Step B should now be highlighted. If you are logged in as a user with SYSADMIN privileges on SQL Server, and you are using Windows Authentication, click the 'Connect using Windows Authentication' check box. If

not, un-tick the check box and supply the user name and password for the SQL Server administrator. Click 'Login' to proceed to step C.

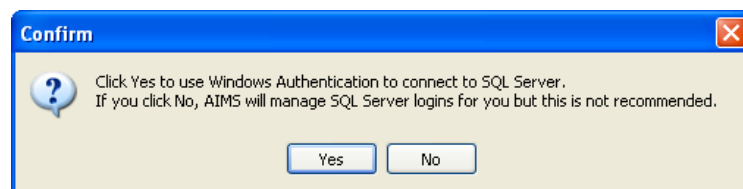
17. Step C should now be highlighted. Enter a name for the AIMS database, we recommend you leave it as 'AIMS'. Click the 'Verify' button. If the database name is not already in use, you should see the message 'Verified'. Click OK to verify the name.



18. Once steps A, B and C are complete, the 'OK' button at the bottom of the screen will be enabled. Click 'OK' to proceed with the installation. You should see the following screen, with ticks appearing next to each task as it is completed.



19. At this point you will be prompted to confirm that you wish to use Windows Authentication for the client connections to AIMS. **We strongly recommend that you click 'Yes' to use Windows Authentication.** If you select 'No', then AIMS will manage user logins, but this is NOT recommended.



20. The setup program will then complete the remaining tasks. When it is finished, click OK and then Finish



Configuring the client workstations to connect to AIMS

Once you have installed the AIMS application and SQL Server database on your server the client workstations can be configured. We recommend you complete the client installation on one machine and test it before configuring the remaining clients. If your client cannot connect to AIMS, see the troubleshooting sections that follow this section.

1. Ensure that the client PC has the correct SQL Server client software for both the version of Windows on the client and the version of SQL Server you are using.



AIMS uses the SQL Server Native Client on the client workstations to connect to the SQL Server. Look on www.microsoft.com/downloads for a version for your client and server.

2. On the Windows desktop, create a shortcut to the AIMS.exe file on your server. You should also create a shortcut to the AIMS Help pdf file on the server.

You should now be able to open AIMS successfully. Double click the shortcut to the 'AIMS.exe' on the desktop to check that this is so. If AIMS has not been opened before, clicking the shortcut should take you to the 'AIMS - licence Key' screen otherwise the 'AIMS - Login' screen will be displayed.



The SQL version of AIMS requires two different keys to be added to activate the system. The licence key switches the system on and the subscription key activates the reports module.

See the final section of this document **Activating the License and Subscription Keys** for details of how to enter your subscription key

Do not enter any data until you have read the pre-configuration guide.



Troubleshooting AIMS SQL Server installation



If you have any problems setting up AIMS, please read this section before contacting Lasa.

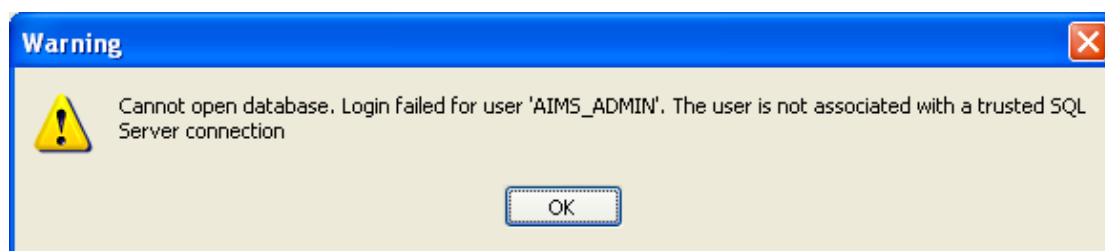
The AIMS network installation is designed to be as simple and flexible to install and maintain as possible. The AIMS software, manuals and client installation programs are installed on the network file server so they are accessible from each client workstation.

Client machines get a link to the AIMS program file (AIMS.exe) on the server – this means that if you need to upgrade the program at some future time, you only need to do it in one place. Information about the database server required to make a database connection is kept in a text file, AIMS.ini, installed in the same location as AIMS.exe.

If you have problems getting AIMS to run and connect to the database, please follow the steps below.

On the client machine:

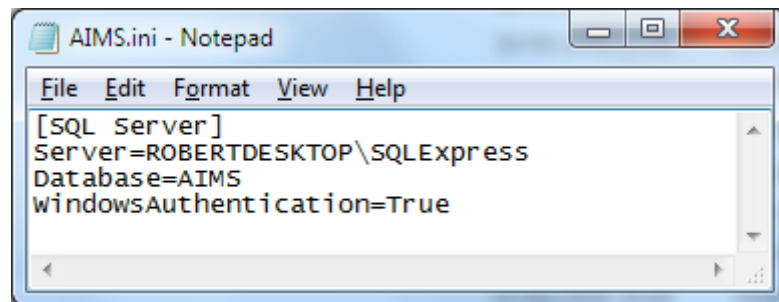
1. Check that the shortcut to the AIMS.exe is pointing to the AIMS.exe file installed on your server. There should not be an AIMS.exe file on the client machine.
2. Please ensure you have run the client installation program to install the SQL Server native client appropriate to your SQL Server version.
3. If AIMS runs but is unable to connect to the database, check the AIMS.ini file on the server
4. If you are trying to connect to SQL Server without using Windows Authentication and you see the warning below, then your SQL Server is not configured to allow connections using SQL Server authentication. See the section on Microsoft SQL Server Configuration, above.



On the server machine:

1. Check the SQL Server is installed and running
2. Check the **AIMS.INI** file. This file is automatically configured during the installation of the AIMS application, on the server.

Browse to the folder where you installed the AIMS program (AIMS.exe) and you should find the AIMS.ini file there. Open it using Notepad or another plain text editor. It should look similar to the example below:



The first line should say “Server=<Machine>\<Instance>” where <Machine> must be the correct name for the machine where SQL Server is running, and <Instance> is the name of the SQL Server instance where the AIMS database is installed. In the above example, the machine is ‘ROBERTDESKTOP’ and the instance is ‘SQLExpress’. For more information about instance names, see the section on SQL Server Configuration, above.

The line “Database=” must have the correct name of the AIMS database in SQL Server. By default this is ‘AIMS’ but it is possible that your installation may be different.

If you are using Windows Authentication, as recommended, then the final line should say “WindowsAuthentication=True”. If you are not using Windows Authentication, then change this line to “WindowsAuthentication=False”. For more information about windows authentication, see the section on SQL Server Configuration, above.

Save any changes you make to the AIMS.ini file, taking care that Notepad does not save the file as “AIMS.ini.txt”. There is no need to re-start the SQL Server, just re-start AIMS on a client machine.

3. Refer to the SQL Server Configuration section, above, and ensure that you have enabled the TCP/IP protocol in BOTH the network and native client areas of the SQL Server Configuration Manager. Make sure that the port you are using is not firewalled on the client or server machines.
4. If you are not using the default TCP/IP port, 1433, for SQL Server you should ensure that the SQL Server Browser service is started on the server.

5. 64-bit Windows Clients: If you are installing AIMS on a 64-bit version of Windows, you still need to install a 32-bit SQL Server client because AIMS is a 32-bit application.
6. If you notice that date values are not being saved correctly, and that the date and month are being transposed, for example 1st February 2009 (01/02/2009) is saved as 2nd January 2009 (02/01/2009), then check that the language settings in your SQL Server and the login you are using are the same – see the section on SQL Server Configuration, above. You should also check the international settings on your Windows PC and ensure the PC is using the dd/mm/yyyy date format.



Opening AIMS and entering the license keys

Once you have successfully loaded AIMS, on opening it you will be asked to login (User ID= Admin, Password= password), after which you will be asked to provide a 12 character Licence Key to activate it. This switches AIMS on and allows you to start configuration. Please read the Pre-configuration Guide carefully as certain choices cannot be changed once any data is entered.

The MS SQL and Firebird versions of AIMS requires two different keys to be added to activate the system. The licence key switches the system on and the subscription key activates the reports module.



Do not add any test data until you have read the pre-configuration guide.

Activating the Licence and Subscription Keys (AIMS Firebird and AIMS SQL only)

AIMS MS SQL and AIMS Firebird SQL both need an annually renewable subscription Key. Your 9 character Subscription key can be found on the invoice and in the box at the bottom of the renewal letter.

The 9 character Subscription Key activates the reports module. The Subscription Key only works in conjunction with the correct AIMS Licence Key which will already have been encoded.

To input your Subscription Key you will need to be logged into AIMS as an administrator. **Make sure no-one else is in the database.** Go to the Admin drop down from the main menu bar and select Subscription Key.

Now fill in the boxes putting three characters in each box. Or if updating with a subsequent years subscription renewal, over write the existing key details.

The subscription expiry date will be updated the next time you log in to AIMS.

End.