DOVICO Timesheet™ v9
DETAILED INSTALLATION GUIDE

DOVICO™
SOFTWARE

Get Time on Your Side

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Important Notes

1. This guide is intended for **those installing** DOVICO Timesheet. If you are upgrading from a previous version of DOVICO Timesheet or Track-IT Suite, then please refer to the Upgrade Guide available from our website at http://www.dovico.com/client.html.

2. DOVICO Timesheet requires either SQL Express 2005 or SQL Server 2005 as the database engine. SQL Express 2005 is included with DOVICO Timesheet, but you may use your existing SQL Express 2005 or SQL Server 2005 installations.

3. During the Installation process you may be required to reboot your server/computer.

System Requirements

Operating systems

Compatible with Microsoft Windows operating system versions 2000, 2003, XP and most Vista editions. Windows XP Home Edition, Vista Start and Vista Home Basic cannot be used due to limitations with IIS (Internet Information Services).

Minimum Server Requirements

- Windows 2000
- Pentium III 750 MHz
- IIS 5.0 or higher (Internet Information Services)
- .NET 2.0 (included with DOVICO Timesheet)
- SQL Express 2005 (included with DOVICO Timesheet)
- 256 MB RAM
- 300 MB free hard drive space on the targeted partition (the destination DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks

Optimal Server Requirements

- Windows 2003 SP2 with Internet Information Services
- Pentium 4 or greater
- .NET 2.0 (included with DOVICO Timesheet)
- SQL Server 2005
- 1 GB RAM
- 300 MB free hard drive space on the targeted partition (the destination DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks

Workstation (End-User) requirements (optimized for Internet Explorer)

- A computer with a HTML web browser (Internet Explorer 6.0 or greater or FireFox 1.0 or greater)
  - ✓ A web browser supporting ActiveX controls (when using the Microsoft Project Link)
  - ✓ JavaScript and cookies enabled
  - ✓ Popup blockers disabled or have the site where DOVICO Timesheet is installed designated as safe in the popup blocker's settings
- Network/Internet connectivity
- Adobe Reader version 5.1 or above
- For Offline Timesheet functionality: If a user's My Documents folder is located on a remote server, that computer must be configured to use "offline files".

Installing DOVICO Timesheet 9.x

Preliminary Steps

1. ❏ IIS (Internet Information Services) must be installed on the target machine prior to installing DOVICO Timesheet. For instructions on installing IIS, please refer to an article on our Knowledge base: http://www.dovico.com/KBase/WebHelp/kbase2/installing_internet_information_services.html

2. If you are using **Windows XP 64 bit** or **Windows Server 2003** and above, then verify that the Web Service Extension for ASP.NET 2.0 is set to 'Allow' rather than 'Prohibit'.

    a. ❏ Go to **Control Panel**, **Administrative Tools**, **Internet Information Services**.

    b. ❏ Expand the local computer, and then click the **Web Service Extensions** folder.

    c. ❏ In the details pane, click the **ASP.NET 2.0 extension**.

    d. ❏ Click **Allow**.

3. ❏ If you are using SQL Server 2005, DOVICO Timesheet requires **Mixed Authentication** configuration. Windows Only Authentication is not supported.

4. ❏ If you are installing on a Windows Vista operating system, please refer to the following article on our Knowledge base: http://www.dovico.com/KBase/WebHelp/dv1111_vista_installation_issue.htm

5. ❏ If you did not originally download the installation file after signing up for the 30 day demo, you can download the file (DovicoTimesheetV9.exe) from our website: http://www.dovico.com/download.html.

If you are also planning to upgrade from Microsoft Project Server 2003 to Microsoft Project Server 2007, please review the Microsoft Project Server Migration article on our Knowledge Base. Search for "DV1113" on DOVICO's Knowledge Base at http://www.dovico.com/techtips.html ⬗ .

Installation steps

1. ❏ On the server/computer where DOVICO Timesheet will be installed, close all open applications, shut down any non-system critical services and stop all Anti-Virus/Anti-Spyware software. Failing to perform this step may cause installation problems.

2. ❏ Run the installation file (**DovicoTimesheetV9.exe**).

3. Typical prompt windows and questions are displayed during the installation. The following (3a - 3c) describes a few prompts and questions which are particular to DOVICO Timesheet.

    a. ❏ On the Setup Type screen, select **Typical** and click **Next**. The Web Services API option installs additional components which can be used by developers for custom programming.

    b. ❏ Configure Application Sharing (Windows Firewall): If you are running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 then you will be prompted to open the **HTTP** port on the Windows Firewall. Select **Yes** and click **Next**. If you select No then no other users will be able to access the DOVICO Timesheet application.

    c. ❏ Upgrading from a previous version? Select **No** when prompted about upgrading from a previous version.

4. ❏ On the **Installation Wizard Complete** screen, click **Finish**.

5. After a few moments, the **Installing/Configuring SQL Express** screen is displayed. From this point you have the option to (A) install SQL Express 2005 or (B) use an existing SQL Server 2005 or SQL Express 2005 installation.

Option A:

a. ❑ Select the **Install SQL Express** option.

b. ❑ Note the default installation directory or use the **Browse** button to install to a different directory.

c. ❑ If you wish you can now change the 'sa' account password. If your environment requires complex passwords (mixture of upper and lower case, minimum length, etc) we recommend that you do not accept the default password and enter a new password matching your requirements. If you change the password, please make careful note of the new password as this cannot be retrieved in any way.

d. ❑ Click **OK**.

Option B:

a. ❑ Select the **"I already have a SQL Server 2005 or Express installation I wish to use"** option.

b. ❑ Enter the **SQL Server Name, SQL User ID** and **Password**.

   Important: The following step is only required if you are configuring DOVICO Timesheet to use a remote SQL Server located on a different server.

c. ❑ Enter the **Database path** on the **SQL Server**. This must be a Local Drive Path as it exists on the remote server. It cannot be a UNC or Mapped Network Drive Path. (**ex**. C:\Program Files\Microsoft SQL Server\MSSQL\Data)

d. ❑ Click **OK**.

6. ❑ You may be prompted to **permit access** to the database from other computers within your network. Select **Yes** to allow administrative users on other computers to access the database when linking data using DOVICO Timesheet's QuickBooks or Import/Export integration utilities.

Notes:
- You may be required to reboot your computer at this point.
- After rebooting, DOVICO Timesheet will generate a demo database. This will take a few minutes.

7. ❑ Before using DOVICO Timesheet, **popup blockers** should either be disabled or have the site where DOVICO Timesheet is installed flagged as a safe site for your popup blocker.

8. ❑ When the Installation is complete, select **Start**, **All Programs**, **DOVICO Timesheet**, **DOVICO Timesheet**.

9. ❑ When you start DOVICO Timesheet for the first time, the software will prompt you to create an **Administrator Account** for the demo database. Take careful note of the User ID and Password you enter.

Refer to the **User's Guide** or the Quick Start Guide for assistance is setting up DOVICO Timesheet. Both guides are available from our website (http://www.dovico.com/client.html). You may also use the Help files accessible from the application's toolbar 	 .

IMPORTANT: If there are difficulties with the installation, an alternative is to perform a clean/complete uninstall of DOVICO Timesheet (see page 4) and attempt the installation again.

Performing a clean un-install of DOVICO Timesheet

Removing DOVICO Timesheet

1. ❑ **Backup** all DOVICO Timesheet databases to a **safe location** on your computer. A location other than DOVICO's default installation directory.

2. ❑ Go to Start, Control Panel, Administrative Tools, Services and **stop** the **DOVICO Job Scheduler** service (if applicable).

3. ❑ Select **Start**, **Control Panel**, **Add or Remove Programs**.

4. ❑ Any DOVICO Timesheet Service packs must be removed first. They must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, etc…).

5. ❑ Un-install **DOVICO Timesheet**.

Removing DOVICO shared instance of MSDE/SQL Express 2005

IMPORTANT: The following steps should not be performed if MSDE or SQL Express is in use by any other application.

1. ❑ Select **Start**, **Control Panel**, **Add or Remove Programs**.

2. ❑ Un-install the database engine used by DOVICO Timesheet. Either the DOVICO shared instance of **SQL Express 2005** or the **DOVICO Instance of SQL Server 2005**.

3. ❑ Go to **Control Panel**, **Administrative tools**, **Internet Information Services** (May also be called **Internet Services Manager**). Delete the **dovtimesheet** virtual directory located under Default Website (if applicable).

4. ❑ Go to the DOVICO installation directory (by default C:\Program Files\) and delete the **DOVICO Software** folder.

Cleaning up left over registry entries

WARNING: The following steps require you to use Registry Editor. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. DOVICO cannot guarantee that you can resolve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

Note: The following registry keys may not exist with every installation.

1. ❑ Select **Start**, **Run**, type `regedit` and click **OK**.

2. ❑ Navigate to the following registry key.

   HKEY_CURRENT_USER\Software

   ↻ Right click on the **DOVICO** folder and select **Delete**.

3. ❑ Navigate to the following registry key.

   HKEY_LOCAL_MACHINE\Software

   ↻ Right click on the **DOVICO** and/or **Dovico Software** folder and select **Delete**.

Technical Support, Resources and Documentation

DOVICO Technical Knowledge Base

To find answers to common problems, go to our Knowledge Base for all the latest information regarding errors, installation problems, upgrade instructions and the latest technical documentation.
http://www.dovico.com/techtips.html

DOVICO Developer Resources

Our developer center has the latest up to date information on linking, import/exporting and detailed database schema diagrams and descriptions. You may also view code written by other programmers. Please feel free to submit your code for publication on our web site.
http://www.dovico.com/developer.html

DOVICO Client Resources

See our client center for free training materials, information on linking with other software or to download free custom reports.
http://www.dovico.com/client.html

DOVICO Technical Support

If you require technical assistance with your software or you would like to report any problem that you may be experiencing with our products, please see our support form to submit a technical support request by email or contact technical support by phone at (506) 855-4154.

Toll Free North America: 1-800-618-8463
Toll Free International: +800 4618 8463

http://www.dovico.com/support.html

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