

## 1 Minimum system requirements

<b>Operating system</b>	32-bit version of: <ul style="list-style-type: none"><li>▪ Windows XP Professional SP2</li><li>▪ Windows Vista Business/Enterprise/Ultimate</li><li>▪ Windows 7 Professional/Ultimate/Enterprise</li><li>▪ Windows 8 Professional/Enterprise</li><li>▪ Windows Server 2003</li><li>▪ Windows Server 2008</li><li>▪ Windows Server 2008 R2</li></ul> 64-bit version of: <ul style="list-style-type: none"><li>▪ Windows 7 Professional/Ultimate/Enterprise</li><li>▪ Windows 8 Professional/Enterprise</li><li>▪ Windows Server 2008 R2</li><li>▪ Windows Server 2012</li></ul>
<b>RAM</b>	2 GB
<b>Hard disk space</b>	Program: 1 GB Data: 4 GB
<b>USB ports</b>	For devices with USB interface (USB version 1.1 and higher)
<b>Screen</b>	Resolution 1,024 x 768
<b>Network</b>	10 Mbit/s, stable and permanent Communication via TCP/IP

The Windows user must have administrator rights in order to be able to install the **viva** software.



### Caution

Data loss may occur if the PC changes to sleep mode during a determination. The **sleep mode** should therefore be **deactivated** in the energy settings of the operating system.

## 2 Single workplace installation

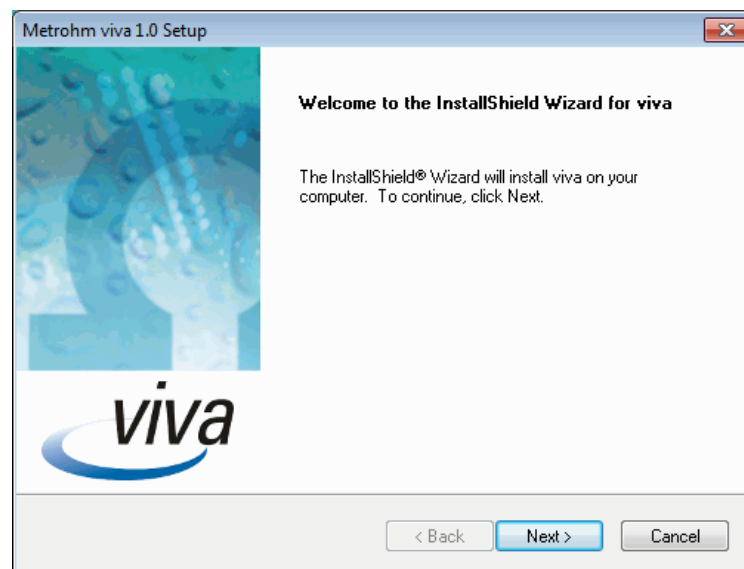
With the single workplace version **viva full**, you can install the client and the database on your computer.

- 1 The installation process starts automatically when you insert the CD into the drive. If this option is deactivated on your computer, double-click on the file **setup.exe**.

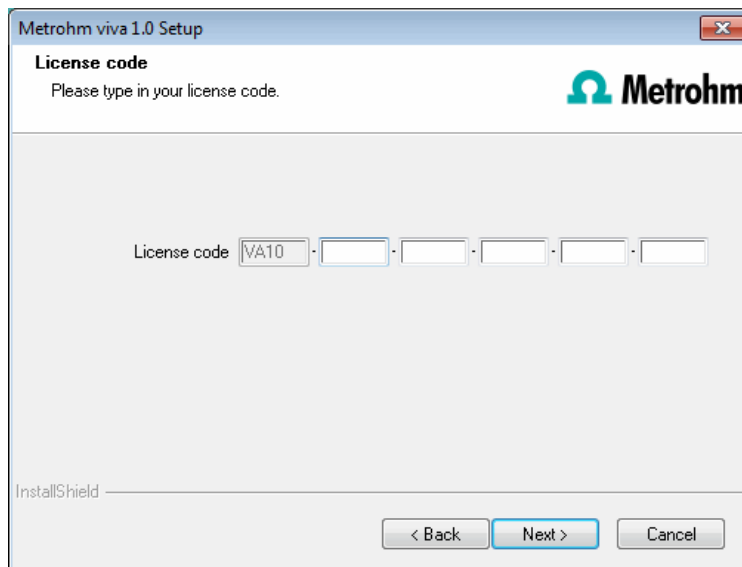
If the minimum system requirements are not met (see above) an appropriate message appears. Click on **[Yes]** if you would like to install the program nonetheless.

Afterwards, click on **[Next >]**.

- 2 During the installation process, the Welcome screen appears first. Click on **[Next >]** to install the software.

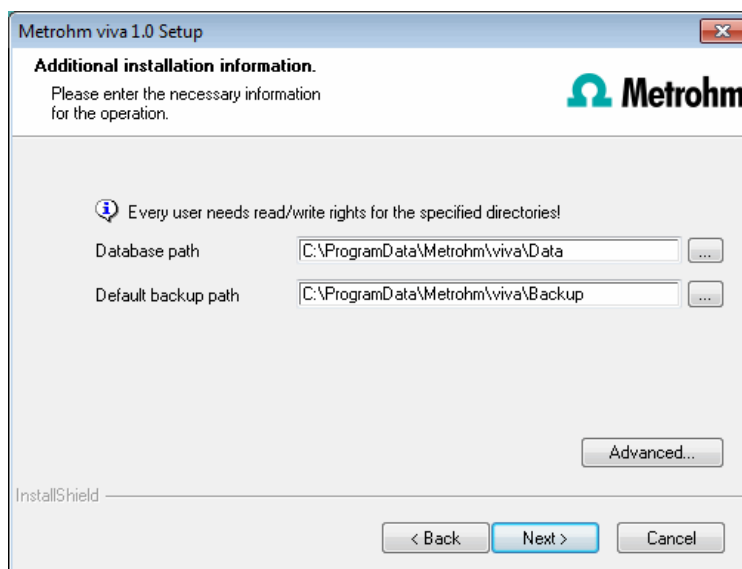


- 3 After having read the license agreement for **viva** and accepted it with **[Yes]**, a window will appear where you can enter the license code.
- 4 Enter the license code for **viva full** and click on **[Next >]**.



5 Now confirm the target folder for the **viva** installation with **[Next >]** or select a different target folder with **[Browse...]**.

6 In the **Additional installation information** window you can define the paths for the database and backup files:

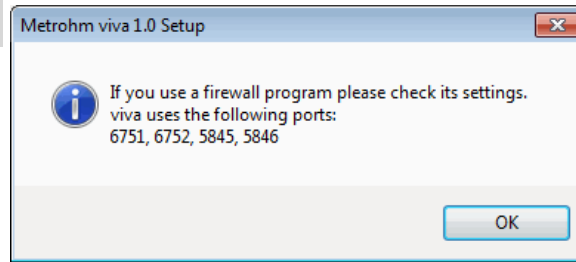


### Note

The default paths are different for the different Windows versions.  
A path to a network drive is only permitted for the **default backup path**.

You can change the ports **viva** uses to communicate with the database server and the administration server with the button **[Advanced...]**. If the ports are already used, an appropriate error message will appear. Ask your system administrator for more information about this. Continue with **[Next >]**.

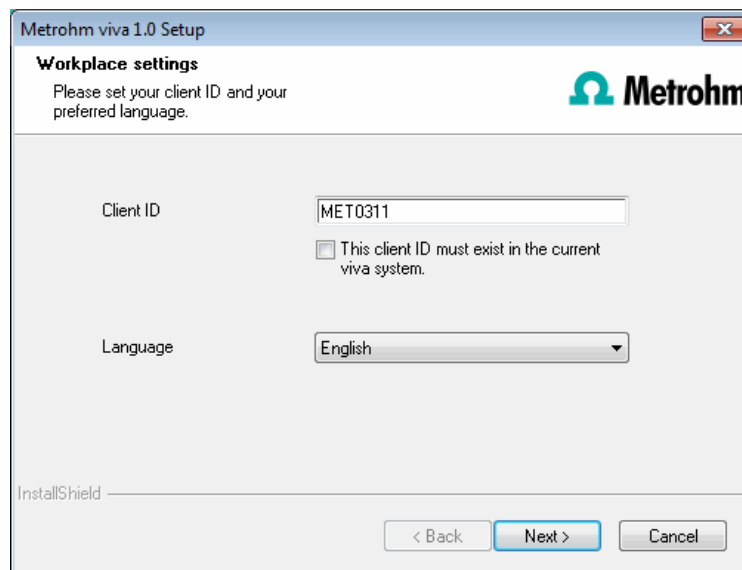
7



This message points out again which ports **viva** uses. Write down these ports and inform your system administrator in case **viva** is not able to connect to the database. Confirm the message with **[OK]**.

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Once the copying procedure has been completed you can make further workplace settings:



The option **This client ID must exist in the current viva system** is only selectable if a database from a previous installation already exists on your computer or if you want to connect to a database server which has been installed on another computer.

If you activate this option, then **viva** checks whether the identifier you have entered exists in the database. If this is true the identifier and all associated settings will be adopted. With this option reinstalling a client is much easier.

Click on **[Next >]**. If the database ports are not available, an appropriate error message will appear and the installation will be canceled. In this case, check your server and firewall settings before installing the program again.

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At the end of the installation, the file **info.txt** will be created. This file contains all relevant information concerning your current **viva** installation. Save this file on your hard drive for future reference and print it (add to IQ).



#### Note

An **InstallLog** file can be found in the installation directory of **viva** under `...bin\InstallLog`. It contains a listing of all files copied to your computer during the installation and a confirmation that the installation has been successfully completed.

- 10 Complete the installation with **[Finish]**.

## 3 Client/server installation

With the **viva multi** version (client/server version with three licenses) you can select during the installation whether you want to install a **client** or the **server** (incl. client) on your computer.

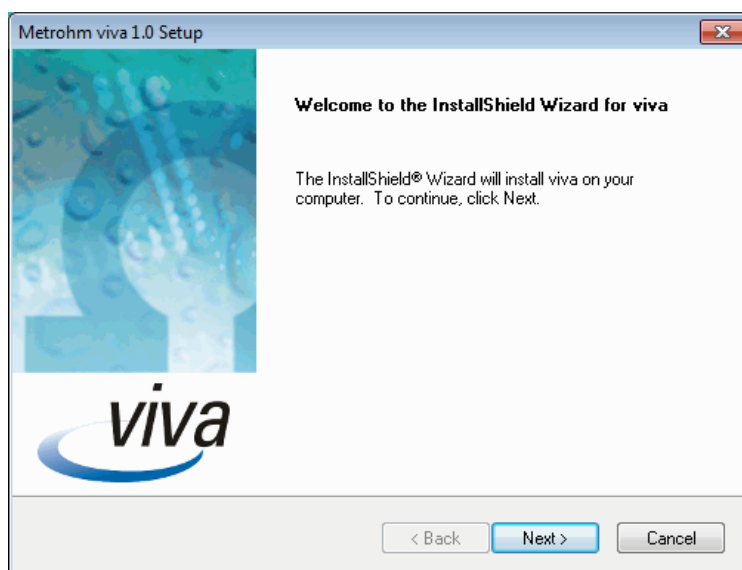
If you want to install only a client on your computer, a server to which the client will be connected must have been previously installed on another computer.

- 1 The installation process starts automatically when you insert the CD into the drive. If this option is deactivated on your computer, double-click on the file **setup.exe**.

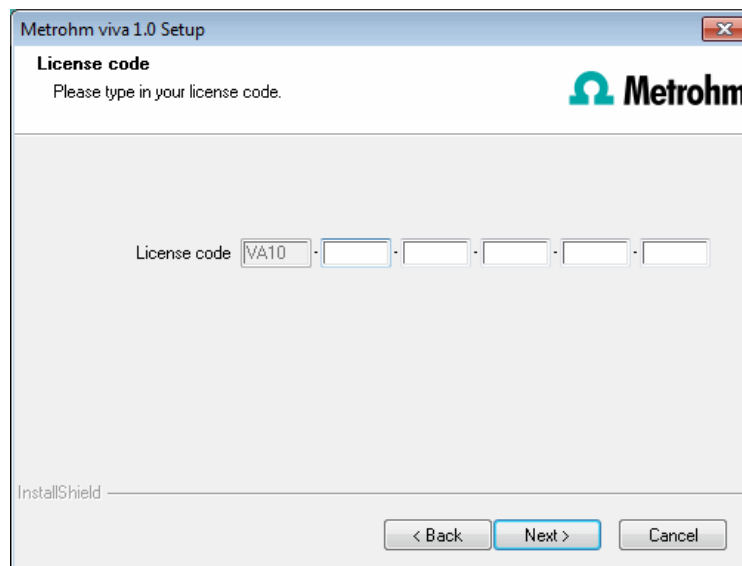
If the minimum system requirements are not met (see above) an appropriate message appears. Click on **[Yes]** if you would like to install the program nonetheless.

Afterwards, click on **[Next >]**.

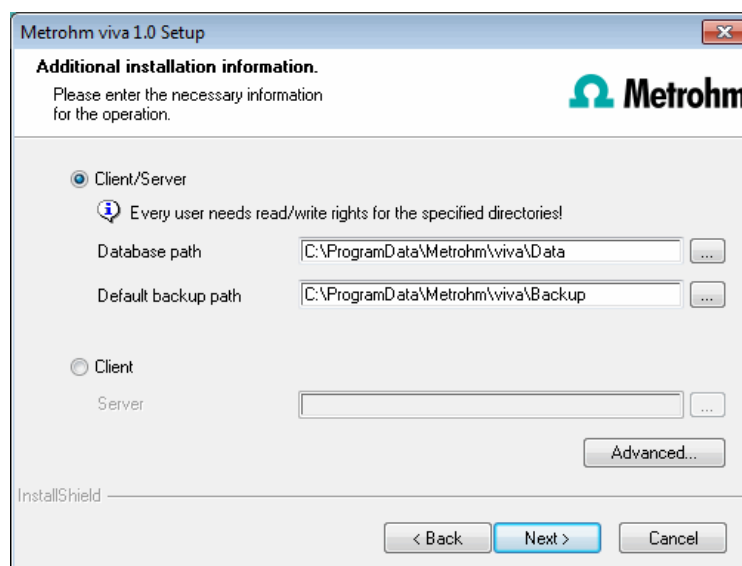
- 2 During the installation process, the Welcome screen appears first. Click on **[Next >]** to install the software.



- 3 After having read the license agreement for **viva** and accepted it with **[Yes]**, a window will appear where you can enter the license code.
- 4 Enter the license code for **viva multi** and click on **[Next >]**.



- 5 Now confirm the target folder for the **viva** installation with **[Next >]** or select a different target folder with **[Browse...]**.
- 6 The **Additional installation information** dialog appears. Here you can select whether you want to install a **client** or the **server**:



The option **Client/Server** installs the client and the database server on your computer. Select this option if your computer will be used as server.

With **Client**, only the **client** will be installed and you have to select the database server (has to be installed in advance!) you would like to use with **[...]**. The network server name or the IP address is accepted as the name.

With the button **[Advanced...]** the ports **viva** uses to communicate with the database and administration server can be changed. If the ports are already used, an appropriate error message will appear. Ask your system administrator for more information about this. Continue with **[Next >]**.

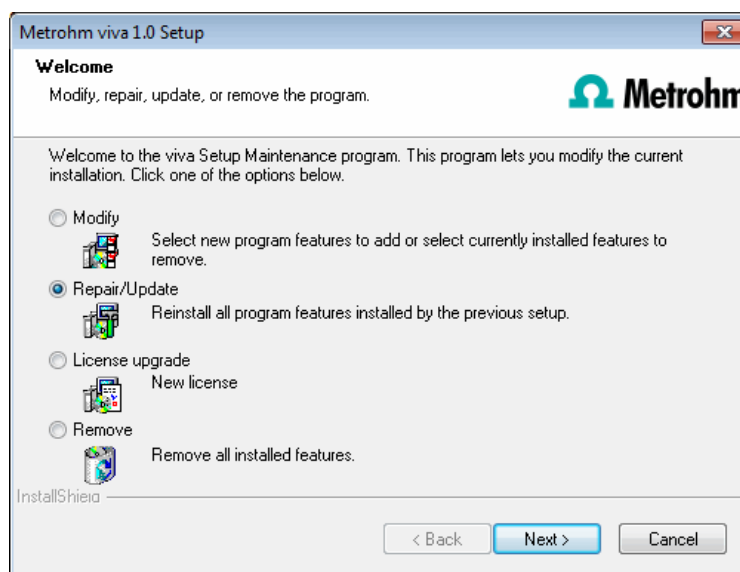
- 7** All further installation steps correspond to those of the single workplace installation from **point 7** onwards.

## 4 Modifying/repairing/removing the installation and upgrading the license

In order to carry out modifications on the current **viva** installation, start the file **setup.exe** on the installation CD or click under:

- Windows XP - **Control Panel ▶ Software**
- Windows Vista / Windows 7 / Windows 8 - **Control Panel ▶ Programs and Features**

on **Metrohm viva**. Then select **Change/Remove**:



### Modify

With this option you can change the paths to the database and backup files and set the ports which **viva** uses for communication. With the **viva multi** version you can additionally change the path to the database server.

If the database path is changed, the existing databases are automatically copied to the new location.

### Repair/Update

With this option you can **repair** an existing defective installation or **update** an older installation.

- **Repairing the installation**

In case of a defective **viva** installation because, for instance, a DLL file is missing or a program file has been deleted by mistake, **viva** can be repaired with this option.

- **Updating the installation**

In case an older version of **viva** is installed, it will be updated to the new version of **viva**.

## License upgrade

A direct upgrade of your current installation to a **viva** version with additional features is possible with this option:

- **viva full to viva multi**

In order to do this, enter your new license code in the next dialog window.

## Remove

This option removes your **viva** installation. Data which has been generated after the installation (e.g. database entries, log files, exported data, etc.) will not be deleted.

# 5 Program update with viva full

During the program update, the configuration database (system configuration, methods, templates) and the determination databases are automatically updated for further use.



### Note

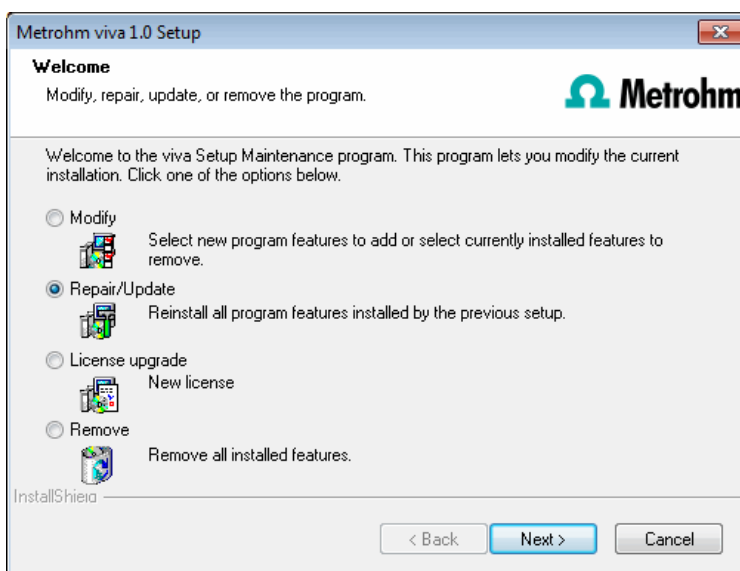
The files in the database directory and the backup directory will be retained when the program is updated.

Files in the subdirectories **bin**, **jre**, **lib**, **res**, **doc** and **examples** will be overwritten by the update. Those files in these directories which are not updated during the update will be deleted. The deleted files are listed in the **Install-Log**.

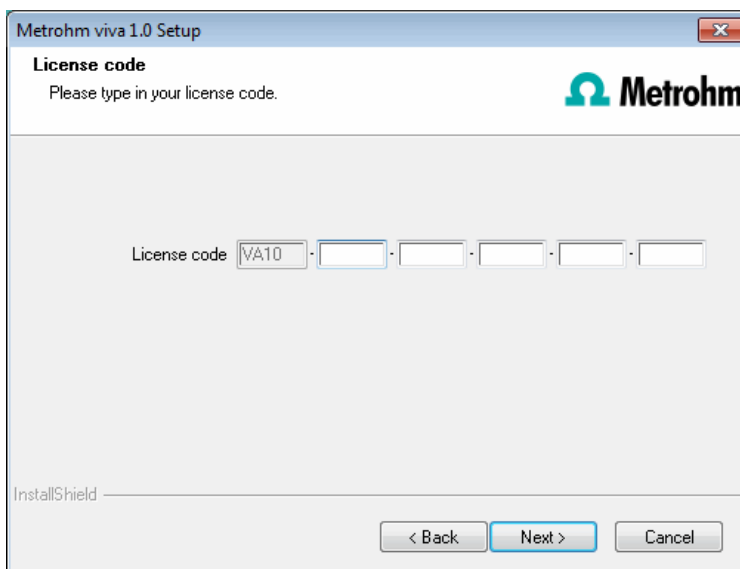
- 1 Save the configuration database into an external directory using the backup function of **viva**. In the **Configuration** program part, select the **File ► Backup ► Manually** menu item. Select the **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is created. It is recommended to copy the backup file to CD/DVD afterwards.
- 2 If desired, export the methods in addition to the automatic backup with the configuration database (see above) into an external directory. In the **Method** program part, select the **File ► Method manager...** menu item. Select the desired **Method group**, mark all methods to be exported and click on **[Edit] ► Export....** Select the desired export direc-

tory and click on **[OK]**. The methods are exported into the desired directory. It is recommended to copy the method files to CD/DVD afterwards.

- 3** Save all determination databases created by you into an external directory using the backup function of **viva**. In the **Database** program part, select the **File ► Database manager...** menu item. Select the desired database and click on **[Backup]**. Select the **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is created. It is recommended to copy the backup file to CD/DVD afterwards.
- 4** Save further files created by you in the installation directory (e.g. export files) into an external directory or to CD/DVD.
- 5** Close **viva**. Insert the installation CD and double-click on the file **setup.exe**. Then select **Repair/Update** and click on **[Next >]**.



- 6** Enter your update license code and click on **[Next >]**.



- 7 Complete the installation with **[Finish]**.

An **UpdateLog** file with a list of all files that have been copied to your computer during the program update and with a confirmation for a successful installation is saved in the **viva** installation folder (default: C:\Program Files\Metrohm\viva) under bin\InstallLog.

## 6 Program update with viva multi

During the program update, the configuration database (system configuration, methods, templates, user-specific data for all clients) and the determination databases on the server are automatically updated for further use with the new version of **viva multi**.



### Note

The files in the database directory and the backup directory will be retained when the program is updated.

Files in the subdirectories **bin**, **jre**, **lib**, **res**, **doc** and **examples** will be overwritten by the update. Those files in these directories which are not updated during the update will be deleted. The deleted files are listed in the **Install-Log**.

- 1 Make sure **viva multi** is closed on all clients.



### Note

In the **bin** subdirectory of the **viva** installation, you can find the **Clients.exe** application, with which all clients and their status can be displayed.

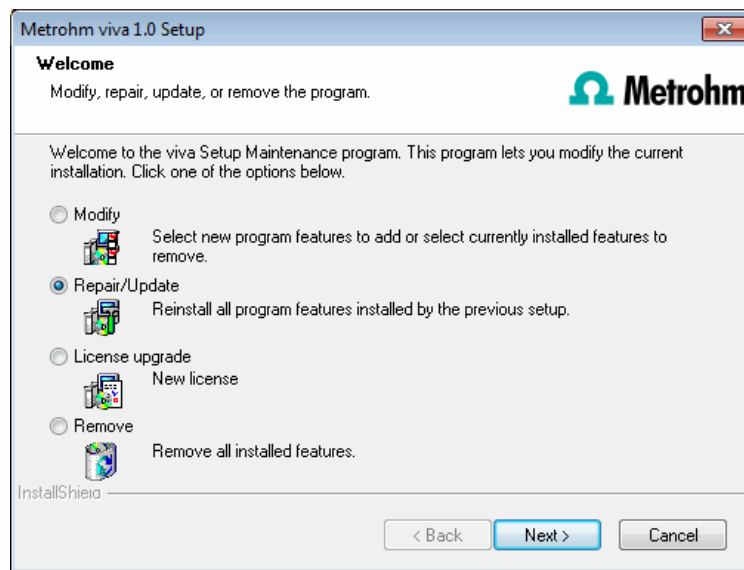
- 2 Open **viva multi** on the server and save the configuration database into an external directory using the backup function of **viva**. In the **Configuration** program part, select the **File ► Backup ► Manually** menu item. Select the **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is created. It is recommended to copy the backup file to CD/DVD afterwards.
- 3 If desired, export the methods in addition to the automatic backup with the configuration database (see above) into an external directory. In the **Method** program part, select the **File ► Method manager...** menu item. Select the desired **Method group**, mark all methods to be exported and click on **[Edit] ► Export...** Select the desired export directory and click on **[OK]**. The methods are exported into the desired directory. It is recommended to copy the method files to CD/DVD afterwards.

4 Save all determination databases on the server into an external directory using the backup function of **viva**. In the **Database** program part, select the **File ► Database manager...** menu item. Select the desired database and click on **[Backup]**. Select the **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is created. It is recommended to copy the backup file to CD/DVD afterwards.

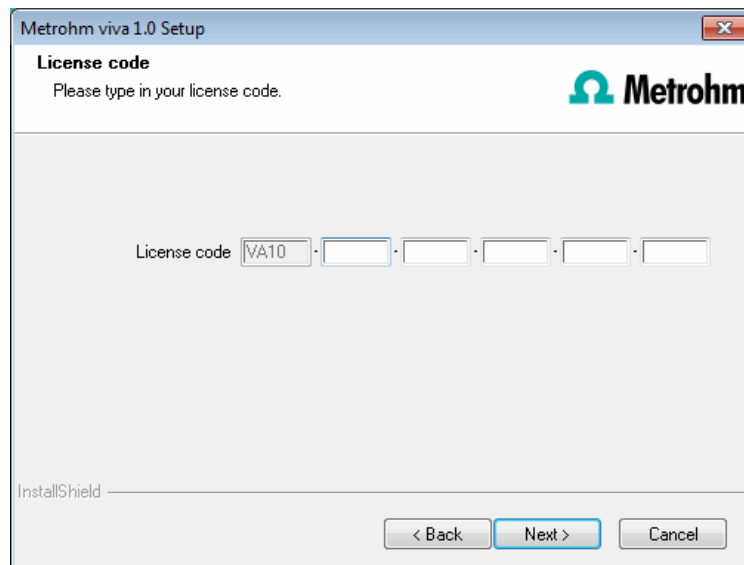
5 Save further files created by you in the installation directory (e.g. export files) into an external directory or to CD/DVD.

## 6 Updating the server

Close **viva multi** on the server and on all clients. Insert the installation CD on the **server** and double-click the file **setup.exe**. Then select **Repair/Update** and click on **[Next >]**.



7 Enter the update license code for **viva multi** and click on **[Next >]**.



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#### Note

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The update of **viva multi** consists of the server license and three client licenses. If an existing installation contains additional client licenses, these will be deleted.

Click on **[OK]** in the corresponding message in order to continue the installation.

9 Complete the installation with **[Finish]**.

An **UpdateLog** file with a list of all files that have been copied to the server during the program update and with a confirmation for a successful installation is saved in the server's **viva** installation folder (default: C:\Program Files\Metrohm\viva) under bin\InstallLog.

10 In case additional licenses have been removed during the server update or if further additional licenses are to be added, the **Administrator** can enter them in **viva** (dialog: **Configuration ▶ Tools ▶ Program administration... ▶ Licenses ▶ Add licenses**).

11 **Updating clients**

For each client, insert the installation CD and double-click the file **setup.exe**. Then select **Repair/Update** and click on **[Next >]**. Complete the installation with **[Finish]**.



#### Note

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In order to facilitate the updating of many clients, the installation can be copied from the CD to a writeable medium and the file **viva\_init.ini** can be modified. There, user-defined parameters for the installation (license code, installation path, server name, etc.) can be set in advance, which allows you to only have to click through the installation.

An **UpdateLog** file with a list of all files that have been copied to the client computer during the program update and with a confirmation for a successful installation is saved in the client's **viva** installation folder (default: C:\Program Files\Metrohm\viva) under bin\InstallLog.

## 7 Adding additional licenses with Windows Vista or newer

### General

Since Windows Vista, Microsoft has introduced the UAC (User Account Control), which permits running tasks either as non-administrator or as administrator (without changes of user, switching off or similar).

<http://technet.microsoft.com/en-us/library/cc709691%28WS.10%29.aspx>

<http://technet.microsoft.com/en-us/magazine/2007.06.uac.aspx>

This function can, however, cause difficulties with client-server installations of **viva**.

### Problem description

One would like to add additional licenses for the program; the license code for an additional 5 licenses, for example, is added (on the server) in the program part **Configuration** in the dialog window **Program administration** (accessible via menu item **Tools ▶ Program administration...**, tab **Licenses**).

The file **license.mlic**, which contains the standard license code and the additional license codes, is stored in the **bin** directory of the program installation (**C:\Program Files\Metrohm\viva\bin**).

If one adds the 5 licenses and then looks at this file **license.mlic**, only the standard license code will be listed (for 3 licenses).

If one highlights the file **license.mlic** and presses **Compatibility files** in the bar, then one will arrive in the directory **C:\Users\User\AppData\Local\VirtualStore\Program Files\Metrohm\viva\bin** ('User' being the abbreviation (UID) for the user logged in on the operating system). The file **license.mlic** with the license codes for the standard licenses and the 5 newly added licenses is to be found here, i.e. the additional licenses are stored in the **VirtualStore** only for the Windows user who was logged in on the PC at the time the additional licenses were added.

On the server, the program recognizes all of the licenses; the operating system adds the file **license.mlic** from the directory **C:\Users\User\AppData\Local\VirtualStore\Program Files\viva\bin** to the detail list of the directory **C:\Program Files\Metrohm\viva\bin**.

For the client-server functionality of the database server, however, the file **license.mlic** in the directory **C:\Program Files\Metrohm\viva\bin** is relevant, and here only the basic license is listed. Therefore, problems are to be anticipated when adding additional clients (more than the 3 clients present in the default settings).

## Remedy

### ■ For new installations

- To enter additional licenses, the program must be started as administrator (position the mouse on the Program icon and click the right mouse button – select **Run as administrator** there).
- If one then adds the license code for additional licenses in the usual way, then the file **license.mlic** in the directory **C:\Program Files\Metrohm\viva\bin** will contain both license codes.

### ■ For existing installations

- First of all, the file **license.mlic** in the directory **C:\Users\User\AppData\Local\VirtualStore\Program Files\Metrohm\viva\bin** must be deleted.

This file must not be present in the **VirtualStore** of any user – a check must be made to make sure of this, and any such files which may be found must be deleted.

- Afterwards, the program must be started as administrator (position the mouse on the Program icon and click the right mouse button – select **Run as administrator**).

If one then adds the license code for additional licenses in the usual way, then the file **license.mlic** in the directory **C:\Program Files\Metrohm\viva\bin** will contain both license codes.

## 8 User rights for viva

In order that the logged in user be able to access all functions with **viva**, the windows system administrator must ensure that the permissions are set for the directories as listed below:

Directory	Permission	Group name or user name
<b>Database directory</b> Directory where the databases will be saved (...Data)	<b>Modify</b>	<b>SYSTEM</b> <b>User*</b>
<b>Backup directory</b> Directory where the backups will be stored (...Backup)	<b>Modify</b>	<b>User*</b>
<b>%ALLUSERSPROFILE%\Application Data\Metrohm</b> (Windows 2000, Windows XP)**	<b>Modify</b>	<b>User*</b>
<b>%PROGRAMDATA%\Metrohm</b> (Windows Vista, Windows 7) **	<b>Modify</b>	<b>User*</b>
<b>Export directories</b> Directories where the exported files are to be saved.	<b>Modify</b>	<b>User*</b>
<b>PDF directories</b> Directories where the PDF files are to be saved.	<b>Modify</b>	<b>User*</b>
<b>Desktop</b>	<b>Modify</b>	<b>User*</b>
<b>%PROGRAMFILES%\Metrohm\viva</b>	<b>Read Execute</b>	<b>User*</b>

- \* **User** = name of the user who is logged in
- \*\* During installation of **viva** the permission **Full Control** is set for the following groups: **SYSTEM, Administrators, User, Guests, Main users.**