



**HEXAGON**

Installation Guide

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# **Installation Guide**

Geospatial Licensing 2020

9 September 2019



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## Overview

This document describes the installation process for Geospatial Licensing 2020. This document does not provide all the details about the product's capabilities. See the Geospatial Licensing document delivered with your product or online Help for more information.

### Geospatial Licensing Document Set

The following documents are installed (or available for installation) with the product or provided on the delivery media:

#### Geospatial Licensing 2020 User Documentation

Document	Description
Geospatial Licensing 2020 Installation Guide*	A PDF file that contains instructions for installing the products.
Geospatial Licensing 2020 Help*	.A CHM file that contains instructions for using tools and commands.
Geospatial Licensing 2020 Release Guide**	A PDF file that lists issues resolved for the current release, enhancements for the current release, and supported software configurations (required and optional) for the products.

\* To access these documents, navigate from the **Start** menu to **Geospatial Licensing 2020**. You can also access the Geospatial Licensing 2020 Installation Guide from the link on the Geospatial Licensing 2020 **Hexagon Geospatial Setup Manager** dialog.

\*\* To access this document, select the links on the **Hexagon Geospatial Setup Manager** dialog, or follow this path: <drive>:\Program Files (x86)\Hexagon\Geospatial Licensing 2020\En to the folder.

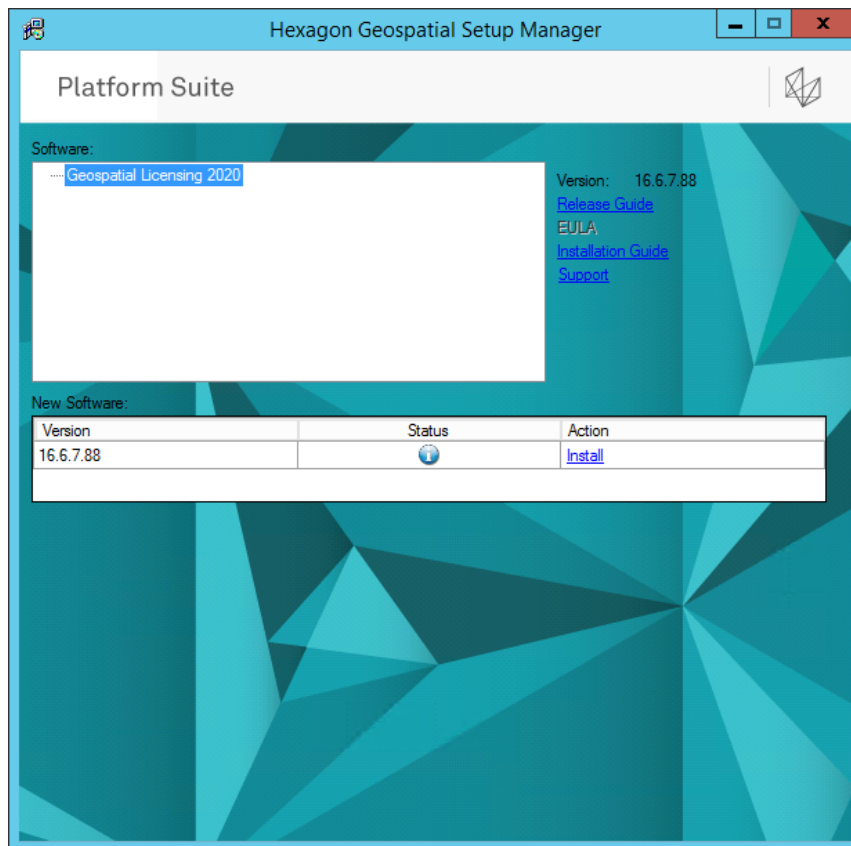
Users can display context-sensitive Help with items in the application window by pressing F1 to display Help on the active window or dialog. Also press SHIFT+F1 and the mouse cursor changes to an arrow with a question mark. Then, select a ribbon item, toolbar, or area of a window or dialog. You can also open the Help table of contents by selecting > **Help** > <Product> > **Help** or by clicking the Help button at the upper right of the ribbon. Installing Geospatial Licensing 2020 using Setup Manager

## Installing Geospatial Licensing 2020

Geospatial Licensing uses **Hexagon Geospatial Setup Manager** to install the software.

### Hexagon Geospatial Setup Manager Dialog

The Hexagon Geospatial Setup Manager dialog opens when Setup.exe starts the installation process.



Hover the cursor over an entry in the Software list to see a descriptive tooltip.

## Dialog Options

### Software

The **Software** box displays the list of products available for install. Select these one at a time to install or update software. When you select a product, the user interface updates to display the current status of the software installation, which is also reflected in the **New Software** or **Installed Software** list.

### Documentation

Information about the selected software is available by clicking the links under the **Version** number. Follow the **Support** link to go directly to the [Customer Support Portal](https://www.hexagongeospatial.com/resources/support) website: <https://www.hexagongeospatial.com/resources/support>. If a document is not available for the selected software, the corresponding link is disabled.

### Patent Link

If the software has one or more patents, click the **Patent** link to the website where patent documents are available.

### New Software or Installed Software



If no software products have been installed, use the **New Software** box to begin installation. Once software is installed, the label changes to **Installed Software**. The **Version**, **Status**, and **Action** columns are explained below:

Version	Status	Action
<p>If installing the software, this field displays the version available for installation.</p> <p>If modifying, repairing, or removing software, this read-only field displays the current version installed on your computer.</p>	<p>Displays an icon reflecting the status of the software selected. See the Icons section below for more information.</p>	<p>The links displayed under Action change to reflect what actions can be performed during the installation or update process.</p>

The following icons appear in the Status list. These icons and their corresponding tooltips change to reflect the current status of the installation or update process.

Icon	New or Installed Software	Configuration	Complementary Software
	<p>Indicates the selected software is not installed.</p> <p>Or</p> <p>Indicates an installation failure. Check the Event Log for information.</p>	<p>Indicates the installed application of the selected software is not configured.</p> <p>Or</p> <p>Indicates a configuration failure. Check the Event Log for information.</p>	<p>Indicates the complementary software is available but is not installed.</p> <p>Or</p> <p>Indicates an installation failure. Check the Event Log for information.</p>
	Installation is in progress.	Configuration is in progress.	Installation is in progress.
	Installation is successful.	Configuration is successful.	Installation is successful.

## Installation Prerequisites

- Verify that you have Microsoft® .NET Framework Version 4.7.2 or higher installed before installation.
- If you do not have .NET installed, running Setup.exe will cause an error. If this occurs, you can run Setup.vbs, which automatically installs .NET first, and then automatically runs Setup.exe.
- If you have the previous version of the product you want to install, the installer will remove the previous version as part of installation process. However, if there are products other than the previous version of the product being installed, a dialog listing those products opens. Exit the setup, remove the listed products using standard Control Panel procedures, and then run setup again. This process is explained in detail later in this guide.
- TLS 1.2 should be enabled in Internet Explorer>Internet Options

## Installation Steps

1. From your delivery media, right click Setup.exe and select **Run as Administrator**.
2. Select the product or update from the list from the New Software box.

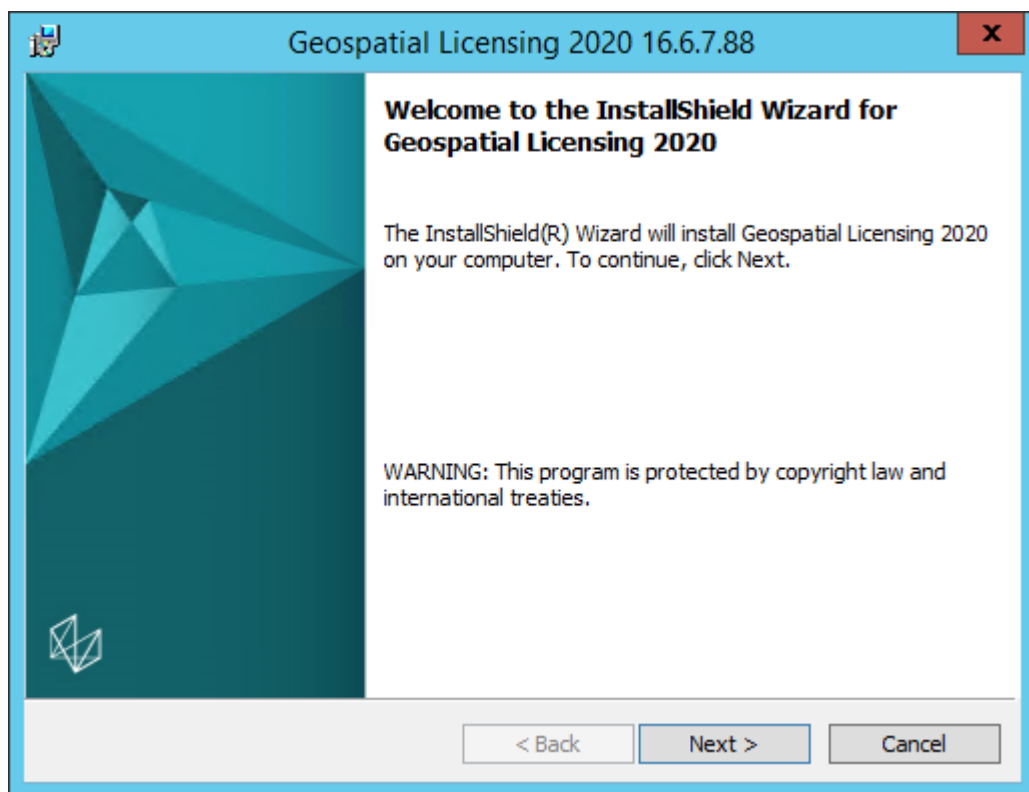


- Optional: Click the link on the right of the **Software** list to review documentation as required for the selected product.
- Click the Install link in the Action section.

New Software:		
Version	Status	Action
16.6.7.88		<a href="#">Install</a>

The splash screen and InstallShield Wizard appear as the installation process begins.

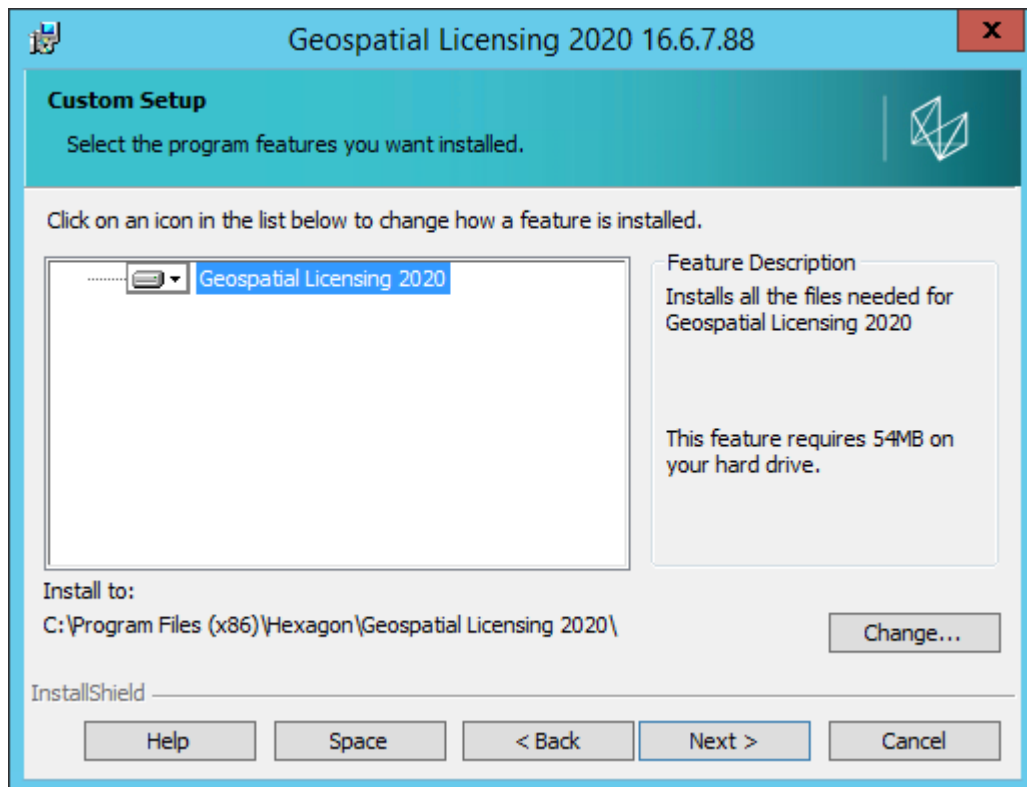
- Click **Next** on the InstallShield Wizard Welcome screen.



- Accept the terms in the license agreement, then click **Next**.
- Optional: Click **Change** on the **Custom Setup** dialog to change the installation location using the **Change Current Destination Folder** dialog, and then click **OK** to return to the **Custom Setup** dialog.

OR

Continue to the next step without changing the destination folder.



8. Click **Next** on the **Custom Setup** dialog.  
The installer checks for the presence of Geospatial Licensing product older than 2020 and automatically uninstalls the older version if present.
9. Click **Install** to start installation.
10. When the product is installed, click **Finish**.  
The **New Software** title on the **Hexagon Geospatial Setup Manager** dialog changes to **Installed Software**, and the **Action** column displays **Modify, repair, or remove** for the selected software.  
After installation, Geospatial Licensing 2020 is located in the **Control Panel > Programs and Features > Hexagon Geospatial Licensing** list.

## Troubleshooting Installation Using Logs

If the installer fails, there are options for information on how to proceed:

- Create a Log file for the installation - Request the file with a registry key or by specifying command-line parameters.
- Examine (and possibly Export) the Application Event Log - Access OS events generated during installation and configuration.

## Enabling Microsoft Windows Installer (MSI) Logging

You can enable MSI logging for every installation action occurring on the system.



1. From the Microsoft Windows Start menu, click Run, and type regedit to open the Registry Editor.
2. Find or add the subkey Installer in the Windows registry: **HKEY\_LOCAL\_MACHINE > Software > Policies > Microsoft > Windows > Installer**
3. Create a new value named Debug as a REG\_DWORD and set its value to 7.
4. Create a new value named Logging as a REG\_SZ and set its value to voicewarmup.

Once the registry strings above have been created, every install, repair, modification, or removal creates a log located in the directory identified as TEMP environment variable.

## Creating an MSI Log for One Specific Installation

Turning on MSI Logging from the command line is not recommended.

It is preferred to use the registry key detailed above to enable MSI logging because it allows for standard install, uninstall, and repair workflows. The workflow below should only be used in special circumstances. For example: if the permission needed to update the system registry is not available, or only one MSI log is needed, and the exact problem can be reproduced on the command line.

A log for one specific installation can be requested if the specific command-line parameters required to reproduce the problem is known. Entering wrong parameters (like omitting the ACCEPT\_EULA switch required by the Install in Silent Mode process) can cause the command-line installation to fail for reasons unrelated to the problem being investigated.

MSI Log example for Product XYZ:

```
msiexec /l*v "C:\1LogInstallation\logs\InstallationXYZ.log" /i "C:\msi\XYZ.MSI  
ACCEPT_EULA=1"msiexec /l*v "C:\1LogInstallation\logs\InstallationXYZ.log" /i  
"C:\msi\XYZ.MSI AC-CEPT_EULA=1"
```

## Logging the Patching of a Product that was Installed Previously

It is also possible to log the installation of an MSP (a patch or hot-fix).

MSI Log example for MyProduct:

```
msiexec /l*v MyProdMSP.log /p MyProduct.msp REINSTALL=ALL REINSTALLMODE=omus /qbb
```

## Viewing and Exporting Application Event Log Information

Installation and Configuration of software products generates events seen by the Microsoft Windows Operating System. This type of logging is always available – no need to enable it. Launch the Event Viewer and save the events for analysis.

1. Select **Start > Search programs and files**, and type `eventvwr` to start the Event Viewer.
2. On the left, select **Windows Logs > Application**.
3. On the right, click **Save All Events As**.
4. Save the file as type **Event Files (\*.evtx)**.





## Hexagon Geospatial Setup Manager Logging

As noted above, logging from the registry key is preferred. However, if logging from the command line is necessary, use these examples:

```
Setup.exe /s CLCUSRx86 /ni ACCEPT_EULA=1 /L* MyLogFileName.log
```

```
Setup.exe /s CLCUSRx86 /ni ACCEPT_EULA=1 /V"/L* MyLogFileName.log"
```

## Tips for Resolving Installation Log Issues

### Component Based Servicing Log

The Component-Based Servicing Log is helpful if this message appears in your Installation log:

```
MSI (s) (44:14) []: Assembly Error (sxs): To get more diagnostic information, enable the Component Based Servicing Log.
```

The Component Based Servicing Log is located in %windir%\logs\cbs\cbs.log (C:\Windows\Logs\CBS)

To get the cbs log, you may first need to set:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Component Based Servicing EnableLog=dword:00000001
```

### Windows Installer SDK Tools

Wilogutl.exe assists with the analysis of log files from a Windows Installer installation and displays suggested solutions to errors found in a log file including debugging the installation, repair, or removal of a product.

For more information go to: <https://docs.microsoft.com/en-us/windows/win32/msi/wilogutl-exe>



# Installing Geospatial Licensing 2020 in Silent Mode

This section contains information useful for users who want to use the Windows command line to deploy Geospatial Licensing and its related Update or Service Packs installers. Using the command line to deploy a product is useful when executing silent installations or uninstallations of Windows Installer based installers is desired. To enable logging during an installation or uninstallation, there are guidelines to follow noted in the Troubleshooting Installation Problems Using Logs topic.

This document assumes a basic knowledge of Windows command line scripting techniques and familiarity with both Windows environment variables and concepts of variables and properties.

## Prerequisite Installations

Verify that you have Microsoft® .NET Framework version 4.7.2 or higher installed on your system.

## Basic Parameters for Hexagon Geospatial Setup Manager

To start the **Hexagon Geospatial Setup Manager**, which is *Setup.exe* in the root directory of your media, use the following syntax format for all commands:

```
setup.exe /s CLCUSRx86 Operation OptionalArguments
```

Where:

*Operation* and *OptionalArguments* are explained in the **Operation and Optional Arguments Parameters Table** below.

## Operation and Optional Arguments Parameters Table

Operation	Description	Optional Arguments
<code>/n[i r s x]</code>	Install/modify/upgrade, repair, status of install, remove software	Parameters to be passed to Geospatial Licensing product setup, for example:  <code>ACCEPT_EULA=1</code>
<code>/u[s]</code>	Launches customer-authored complementary software setup within the script <i>Repository\SubfolderName\ComplementarySoftwareSetup.wsf</i>	Parameters to be passed to complementary software setup.

There are a variety of scripting languages that can be used to set up an unattended installation. All examples demonstrate the batch script commands an administrator would need to install or modify Geospatial Licensing.

These batch script commands should be run from the root directory of the DVD or extracted zip file that contains the installation.

## Complete Set of Parameters for Hexagon Geospatial Setup Manager

Parameters that are available for **Hexagon Geospatial Setup Manager** are listed in the following tables.



Option	Parameters (CLCUSRx86)	Description
/s	Geospatial Licensing 2020	Specifies silent mode
Option	Parameters	Description
/n	[i r s x] OR [i] PROPERTY=VALUE	Installs/modifies/upgrades, repairs, returns installation status, or uninstalls the specified Geospatial Licensing product. The /n option requires the /s option above.
		<p>Used to install new software, modify a current installation, or upgrade a previous installation. It is a default parameter. Windows Installer public property values can be appended at the end of this parameter. Spaces are not allowed between property name, =, and property value.</p> <p>i When a property value contains spaces, you must enclose that property value with triple backslash and double quotation mark (\\").</p> <p>Example: INSTALLDIR=\\\\"c:\Test Installations\\\"</p>
		r Repairs existing software installation in silent mode. Optional.
		<p>s Returns installation status. Optional. Valid exit code values are as follows: 0 – Not installed.</p> <ul style="list-style-type: none"> <li>1 – Installed version is up-to-date.</li> <li>2 – Installed version is lower.</li> <li>3 – Installed version is higher.</li> <li>-1 – Unable to find installation status.</li> </ul>
		x Uninstalls software in silent mode. Optional.
	Geospatial Licensing 2020 products public properties	<p>The following are the public properties:</p> <p>INSTALLDIR - Destination folder for the installation.</p> <p>ACCEPT_EULA - End user license agreement flag.</p> <ul style="list-style-type: none"> <li>0 - The EULA is not accepted. This is the default value.</li> <li>1 - The user has read and accepted the EULA. The software does not install until the value is 1.</li> </ul>



	Windows Installer public properties	<p>Some commonly used standard Windows Installer public properties are as follows:</p> <p><b>ADDLOCAL</b>-Installs a list of selectable features delimited by commas, or ALL. Features are listed in the Geospatial Licensing 2020 Installer Features table. Feature names are case sensitive.</p> <p><b>REMOVE</b>-Uninstalls a list of selectable features delimited by commas, or ALL. Features are listed in the Geospatial Licensing 2020 Installer Features table. Feature names are case sensitive.</p> <p>Also note that any msiexec.exe options can be added to the Hexagon Geospatial Setup Manager command line as long as they are added after the /n option. All options listed after the /n option are passed down to underlying processes. So for example if the user wants to display the progress GUI, they could add after the /n option the /passive option for msiexec.exe.</p>
Option	Parameters	Description
/u	[s] OR [<ParameterList>]	<p>Launches customer-authored complementary software setup within the script <i>Repository\SubfolderName\ComplementarySoftwareSetup.wsf</i> or returns the complementary setup install status. Requires the /s option above.</p>
		<p>A complementary software setup program can support installation, repair, upgrade, and removal including silent/batch mode support based on its requirements. See Commentary Software later in this section.</p> <p>A complementary software setup program defines its own parameter list. A complementary software setup program can take parameters using command line arguments or a file (for example, .xml, .config or any other file type). The file name and location can be an input command line argument.</p> <p>When a property value contains spaces, you must enclose that property value with triple backslash and double quotation mark (\\").</p> <p>Example:</p> <pre>INSTALLDIR=\\\"c:\Test Installations\\\"</pre>
	s	<p>Returns complementary software setup status. Valid exit code values are as follows:</p> <ul style="list-style-type: none"> <li>• 0 – Not configured.</li> <li>• 1 – Configured.</li> <li>• -1 – Unable to find complementary software install status.</li> </ul>



# Technical Support and Information

Hexagon's Geospatial division provides several ways to access information and contact support, including self-help tools, Hexagon Geospatial Community, Hexagon Geospatial Developer Network, and phone support.

## Hexagon Geospatial Community

Find support-related discussion boards with experienced users across the entire Hexagon Geospatial product offering on the Hexagon Geospatial Community. Users can also recommend new features they would like to see adopted in future releases in the Ideation Board. Find more information about the community on the Community blog.

## Blogs

Get the latest news on our products and technologies including real-world problems solved with Hexagon Geospatial products, Developer Tips and Tricks, Industry related news and more.

## Developer Network

Share technical information with developers experienced with Hexagon Geospatial's SDKs and M.App Portfolio. For full access to the Developer Network, a Hexagon Geospatial Developer Network (HGDN) Subscription must be purchased. HGDN offers broad access to several Hexagon Geospatial development products in one location, as well as access to powerful toolkits, including currently published APIs and SDKs, and in-depth resources such as tutorials, collaborative samples, and web-based training.

Find more information about HGDN on a Community blog (<https://community.hexagongeospatial.com/>).

## eTraining

Short, demonstrations showcasing specific workflows for many tasks are organized by product. New videos are added constantly, so check back often.

## Tutorials

Get started with the products by using our written, step-by-step instructions for the most commonly requested tasks including helpful hints and easy to follow training materials.

## Professional Service Team

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