



FH[®]



FIREHOUSE Software **FH Analytics** **Installation and Update Guide**



A **xerox**  Company

© 1993 - 2012 ACS, A Xerox Company,
Xerox Corporation and Affiliated Computer Services Inc. All rights reserved.
2900 100th St., Suite 309
Urbandale, IA 50322
All rights reserved

WSpell ActiveX Spelling Checker © 1997 - 2002
Wintertree Software, Inc.
PDF Rasterizer.NET © 2001 - 2005
TallComponents BV

FIREHOUSE Software® is a registered trademark of ACS, A Xerox Company. All rights reserved. Microsoft, MS, MS-DOS, Microsoft Visual FoxPro, and Microsoft Access are registered trademarks. Windows is a trademark of Microsoft Corporation. CAMEO is a registered trademark. iPad is a registered trademark of Apple, Inc. All other products or services mentioned in this manual are identified by the trademarks or service marks of their respective companies or organizations. ACS disclaims any responsibilities for specifying which marks are owned by which companies or organizations.

FIREHOUSE Software is protected by the copyright laws that pertain to computer software. It is illegal to make copies of the Software except for backups. It is illegal to rent, lease, sublicense, or otherwise transfer any of the materials. It is illegal to remove or obscure proprietary notices. It is illegal to duplicate and distribute the Software by any other means, including electronic transmission. To protect trade secrets contained in the Software, you may not decompile, reverse engineer, disassemble, or otherwise reduce the Software to human perceivable form. You may not modify, adapt, translate, rent, lease, or create derivative works based upon the Software or any part thereof.

ACS warrants the original media are free from defects in material and workmanship, assuming normal use, for ninety (90) days from the date of purchase. Except for express warranty of the original media set forth above, ACS grants no other warranties, express or implied, by statute or otherwise, regarding the media related materials, their fitness for any purpose, their quality, their merchantability, or otherwise. The liability of ACS, under the warranty set forth above, shall be limited to the amount paid by the customer for the product. In no event shall ACS be liable for any special, consequential, or other damages for breach of warranty.

© 2012 ACS - Printed in the United States. All rights reserved. No part of this work covered by copyright hereon may be reproduced in any form by any means -- graphic, electronic, or mechanical -- including photocopying, recording, taping, or storage in any information retrieval system, without the written permission of the copyright owner.

Technical support

FIREHOUSE Software Technical Support:

Phone: 800-921-5300, option 2

support@firehousesoftware.com

Sales contacts

Jim Brandariz

Phone: 800-796-1614, 530-621-0981

Fax: 530-626-8582

Jim.Brandariz@acs-inc.com

AZ, CA, NV, OR, WA

Mike Rogers

Phone: 888-941-3473, 214-504-0242

Fax: 214-504-0244

Mike.Rogers@acs-inc.com

AR, KS, LA, MO, MS, OK, TX

Justin Powell

Roger DeDoncker

Rebecca Sanger

Phone: 800-921-5300, ext. 1

Fax: 515-288-4825

fhsales@acs-inc.com

AK, AL, CO, GA, FL, HI, ID, IA, IL, MI, MN,
MT, NC, ND, NE, NM, SC, SD, TN, UT, WI,
WY, International

Peter Eleftherakis

Phone: 888-362-4446, 508-362-4446

Fax: 508-362-5932

Peter.Eleftherakis@acs-inc.com

CT, MA, ME, NH, NY, RI, VT, Ontario

Forest Nace

Phone: 800-285-8685

Fax: 724-283-9086

Forrest.Nace@acs-inc.com

DE, IN, KY, MD, NJ, OH, PA, VA, WV

FIREHOUSE Software License Agreement

Carefully read the following terms and conditions before installing software from **FIREHOUSE** Software. Only an Authorized Representative of the purchaser should install the software. Installing the software indicates acceptance of these terms and conditions specified in the License Agreement. ACS Government Systems, Inc.

(“ACS”) and the party who installs this software (“you”) hereby agree as follows:

- 1. Licensed Software:** “Licensed Software” means the software component and modules ordered and paid for by you, as listed in ACS’ client database of licensed products, and as evidenced by your customer receipt. Licensed Software includes all documentation relating to our software. It also includes any upgrades, modifications, and customizations (collectively, “Improvements”) to our software, should such Improvements be delivered to you at a later time.
- 2. End Users:** “End User(s)” means (i) your employees with a need to access the Licensed Software; and (ii) third party consultants engaged by you who have a need to access the Licensed Software, and who are fulfilling legitimate business functions for you on your behalf.
- 3. Materials:** This document contains links to downloaded files and applicable manual(s) relating to the Licensed Software.
- 4. License Grant:** ACS hereby grants a revocable, non-exclusive, non-transferable license to use the Licensed Software on a single microcomputer, in the United States of America. The number of End Users authorized to access the Licensed Software concurrently is reflected on your invoice and in this License Agreement. You may increase the maximum number of concurrent End Users by procuring additional licenses from ACS based upon the then-current license fee schedule. You may not make use of any object code for any component(s) or modules(s) for which you have not expressly obtained a license for use under this Agreement. Any rights not expressly granted in this Agreement are expressly reserved. You agree not to (a) rent, lease, sublicense, assign or otherwise transfer the Licensed Software, including any of the materials or your rights hereunder, (b) remove or obscure our proprietary notices, (c) translate, alter, decompile or disassemble any of the materials, (d) copy any of the materials without our prior written consent, (e) use the software for other agencies. You shall have no right to access, copy or otherwise use the source code for software licensed under this license. You are prohibited from causing or permitting the reverse engineering, disassembly or decompilation of the software licensed under this license. You are prohibited from modifying, improving or otherwise enhancing the software licensed under this license.
- 5. Terms:** This license is effective until terminated. You may terminate it at any time by destroying the materials and all copies of any material made from the original materials and notify ACS immediately. This license terminates automatically upon breach of any of the conditions of this license. Upon termination, you agree to destroy all copies of the materials. Use of the materials without a valid license of the materials is unauthorized and may subject you to monetary penalties.
- 6. Confidentiality:** You receive the right to use the Licensed Software and materials as specified herein, but you do not become the owner of the Licensed Software and materials. The Licensed Software and materials are exclusive property of ACS and are protected by trade secret, copyright, and trademark law. You acknowledge that the materials are ACS property and contain valuable, confidential, unpublished information developed by ACS at a great expense. You agree to protect the materials from unauthorized reproduction, distribution, disclosure, or use of publication. You may not transfer any materials or software to anyone or entity without the written consent of ACS authorized personnel.
- 7. U.S. Government Restricted Rights:** The Licensed Software and documentation related thereto were developed at private expense and are provided with “RESTRICTED RIGHTS”. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in FAR 52.227-14 and DFAR 252.227-7013 et seq. or its successor.

8. **Export Laws:** You may not export the Licensed Software and agree to comply with all laws, regulations, orders or other restrictions of the U.S. Export Administration Regulations.
9. **Warranty:** We warrant the downloadable files to be free from material defect in normal use for 90 days from the date of receipt of materials. We do not warrant the error-free operation of the Licensed Software contained in the downloadable files, or that such Licensed Software will meet your requirements. The Licensed Software is licensed "as is". We will, however, attempt to correct or bypass any actual reproducible and significant error in the software, provided you notify us and describe it in writing within 90 days from the date of receipt of the materials, and we will, within a reasonable time, at our option, provide either a corrected copy or work around instructions. This does not cover altered software or require us to customize our software to meet your hardware or operating system requirements. Section 11 specifies your exclusive remedy for any breach by us of this section. No dealer, company, or person is authorized to expand, alter this section or any other provision of this agreement. Any such agreement will not bind ACS. ACS MAKES NO OTHER WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, WITH REGARD TO THE SOFTWARE LICENSED UNDER THIS LICENSE, IN WHOLE OR IN PART. ACS EXPLICITLY DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE. ACS EXPRESSLY DOES NOT WARRANT THAT THE LICENSED SOFTWARE, IN WHOLE OR IN PART, WILL BE ERROR FREE, WILL OPERATE WITHOUT INTERRUPTION OR WILL BE COMPATIBLE WITH ANY HARDWARE OR SOFTWARE OTHER THAN THE EQUIPMENT. LICENSEE WAIVES ANY CLAIM THAT THE LIMITED WARRANTY SET FORTH IN THIS SECTION OR THE REMEDY FOR BREACH OF SUCH LIMITED WARRANTY FAILS OF ITS ESSENTIAL PURPOSE.
10. **Limitation of Liability:** ACS' LIABILITY IN CONNECTION WITH THE LICENSED SOFTWARE UNDER THIS LICENSE, OR ANY OTHER MATTER RELATING TO THIS LICENSE WILL NOT EXCEED THE FEE THAT YOU ACTUALLY PAID TO ACS FOR THE SOFTWARE GIVING RISE TO THE LIABILITY. REGARDLESS WHETHER ANY REMEDY SET FORTH HEREIN FAILS OF ITS ESSENTIAL PURPOSE OR OTHERWISE, IN NO EVENT WILL ACS BE LIABLE TO YOU FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, INDEMNIFICATION, OR OTHERWISE, AND WHETHER OR NOT ACS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. YOU ACKNOWLEDGE THAT ACS HAS SET ITS FEES AND ENTERED INTO THIS LICENSE IN RELIANCE UPON THE LIMITATIONS OF LIABILITY AND THE DISCLAIMERS OF WARRANTIES AND DAMAGES SET FORTH IN THIS LICENSE, AND THAT THE SAME FORM AN ESSENTIAL BASIS OF THE BARGAIN BETWEEN THE PARTIES.
11. **Remedy:** In the event that ACS breaches this agreement, your sole remedy is to notify us of such breach within the applicable warranty period and we will at our sole option, either cure the breach or refund the license fee paid to us for the materials. In no event will ACS be responsible for any damage beyond the amount of the license fee or for any indirect, special, incidental, consequential or similar damages or profits to you or any other person, or entity, regardless of the legal basis, even if ACS has been advised of the possibility of such damages, except to the extent applicable state law specifically prohibits such exclusion.
12. **General (System Only):** This license shall be governed by laws of the State of Iowa. All prior correspondence oral or written including without limitation, all understandings with respect to the Licensed Software or materials relative thereto are hereby superseded. This license constitutes your and our entire agreement and understanding regarding the Licensed Software and materials relative thereto.
General (Evaluation Only): This evaluation program is provided free of charge to the registered requestor of the evaluation software and is to be used solely as an evaluation copy.
13. **Software Maintenance Agreement:** 90 days free phone support is provided with purchase of FIREHOUSE Software. A separate software maintenance contract is available for an additional charge. This software maintenance contract is not mandatory but highly recommended. The annual maintenance contract includes phone support and program updates. The cost of the software maintenance contract is based on the type and number of modules installed. In the event that the 90 day free support period has expired and no software maintenance contract has been established, a "per call" fee will be billed to you for telephone or other technical support.

Table of Contents

- Introduction** 1
- System requirements** 1
- Download FH Analytics** 2
- Install FH Analytics** 4

Introduction

The **FIREHOUSE** *Software Analytics Installation and Update Guide* is designed to help you install or update FH® Analytics.

FH® technical support staff is available to answer your questions by telephone or email. Technical support hours are from 7:00 A.M. to 7:00 P.M. Central time, Monday through Friday, and from 8:00 A.M. to 12:00 P.M. on Saturday. Call 800-921-5300, option 2, for support voicemail and leave a message as to when you are available for a return call. You can also send an email to support@firehousesoftware.com.

System requirements

Note: Because FH Analytics is an in-memory analysis technology, memory requirements are directly related to the quantity of data analyzed.

FH Analytics systems with less than five users require the following.

	32-bit machines	64-bit machines
Operating system	<ul style="list-style-type: none">• Windows XP• Windows Vista• Windows 7• Windows Server 2003• Windows Server 2008	<ul style="list-style-type: none">• Windows XP Professional• Windows Vista• Windows 7• Windows Server 2003• Windows Server 2008• Windows Server 2008 R2
Processor	Intel Core Duo or higher	<ul style="list-style-type: none">• Intel Core 2 Duo or higher• Multi-core x64 compatible processors
RAM	<ul style="list-style-type: none">• 1 GB minimum• 4 GB recommended (depending on data volume)	<ul style="list-style-type: none">• 4 GB minimum• 8 GB recommended (depending on data volume)
Disk space	350 MB for installation	400 MB for installation
Video resolution	<ul style="list-style-type: none">• Microsoft Active Directory• NTLM	<ul style="list-style-type: none">• Microsoft Active Directory• NTLM

Web systems for five users (or more) also require the following.

	32-bit machines	64-bit machines
RAM	4 GB minimum, depending on data volume	8 GB minimum, depending on data volume
Web server	Microsoft 6 or 7	Microsoft 6 or 7

To install and run FH Analytics, you also need to install and configure the following software on the FH server in your department.

- One of the following web browsers:
 - Microsoft Internet Explorer 7 or 8
 - Firefox 3.6
- Microsoft .NET Framework 4, available at <http://www.microsoft.com/download/en/details.aspx?id=17851>.
- FH Standard or FH Enterprise 7.9.14 or later, available from your FH sales representative.
- (If using FH Standard) Microsoft OLE DB Provider for Visual FoxPro 9.0, available at <http://www.microsoft.com/download/en/details.aspx?id=14839>.

Download FH Analytics

After you purchase FH Analytics, you will receive an email with a link to download the FH Analytics installation package.

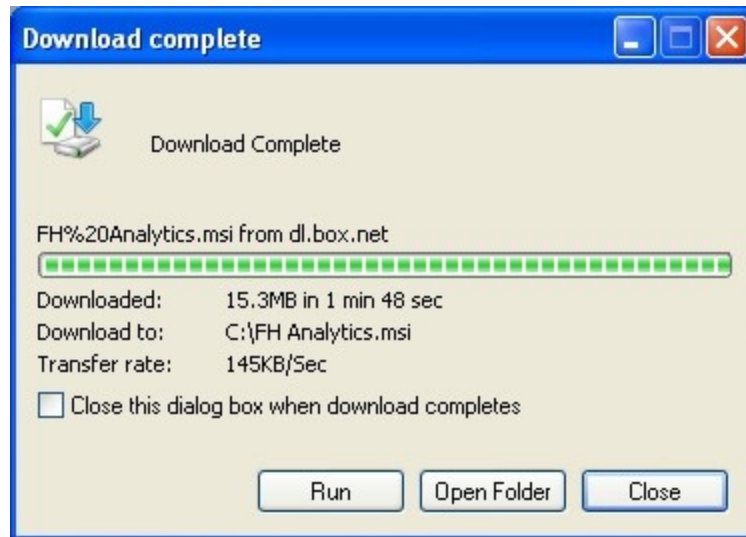
1. Open the email, and click on the link in the email or copy and paste the link provided into the address line of your Internet browser and press **Enter**.

The **File Download** dialog box appears.



2. Click **Save**.
The **Save As** dialog box appears.
3. Navigate to a location on your hard drive and save the FH Analytics installation package.

When the installation package finishes downloading, the **Download complete** dialog box appears.



4. Depending on what you want to do next, do one of the following.

To do this	Do this
Install FH Analytics later	<ul style="list-style-type: none"> Click Close.
Install FH Analytics immediately	<ul style="list-style-type: none"> Click Run. <p>The Open File dialog box appears.</p>

5. Continue with **Install FH Analytics**, on page 4.

Install FH Analytics

If you decided to install FH Analytics immediately after downloading , the **Open File** dialog box is visible. If you decided to install FH Analytics immediately later, you need to access the **Open File** dialog box to install FH Analytics.

1. (If the **Open File** dialog box is not visible) Navigate to the location where you saved the FH Analytics installation package, and then double-click `FH Analytics.msi`.

The **Open File** dialog box appears.



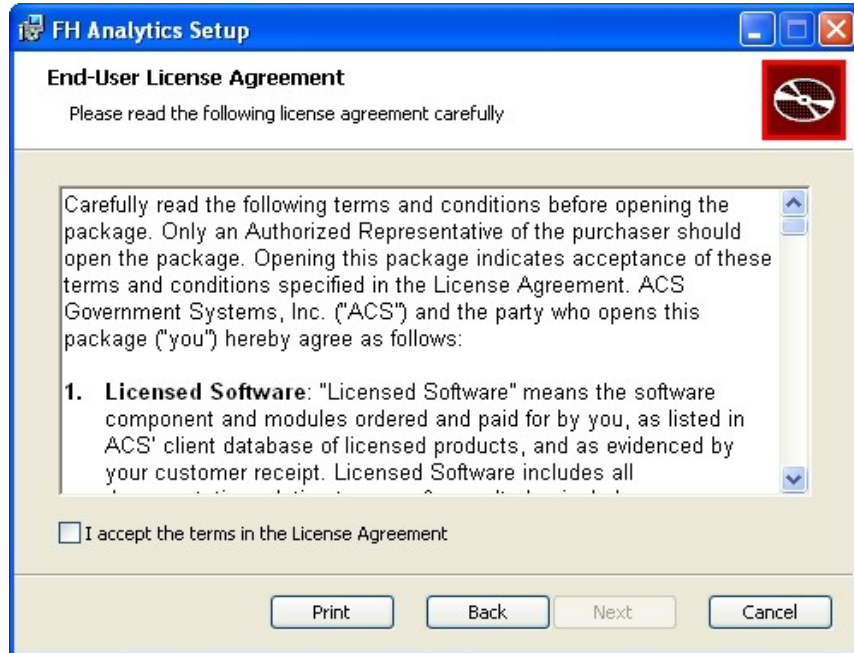
2. Click **Run**.

The **FH Analytics Setup** dialog box appears, set to the **License Agreement** screen.



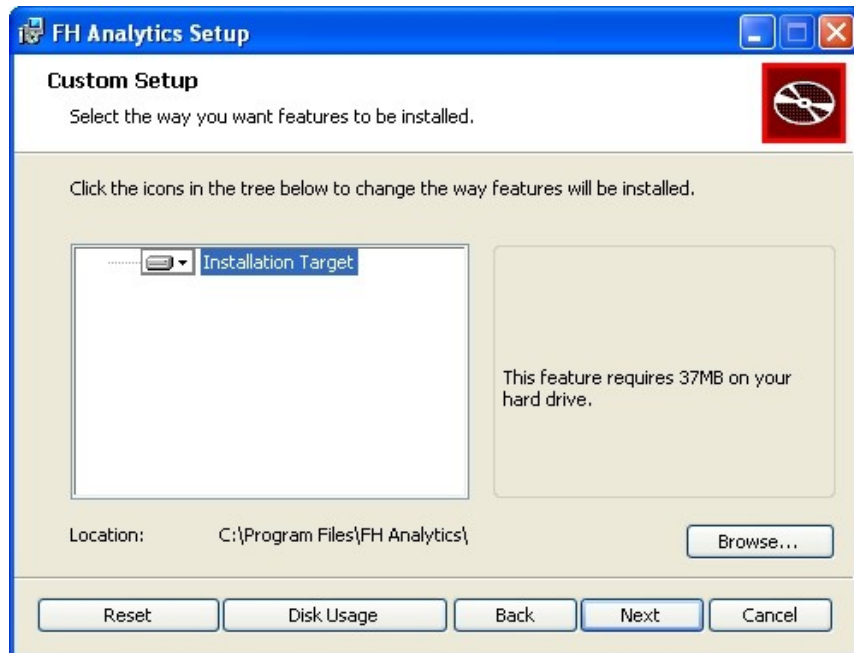
3. Click **Next >**.

The **End-User Agreement** screen of the dialog box appears.

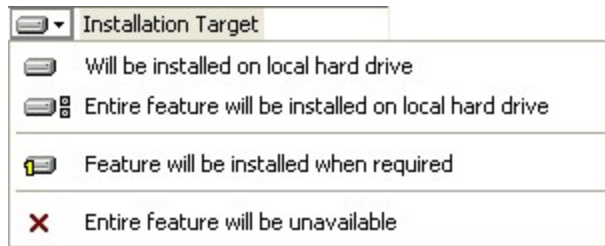


4. Select **I accept the terms in the License Agreement**, and then click **Next >**.

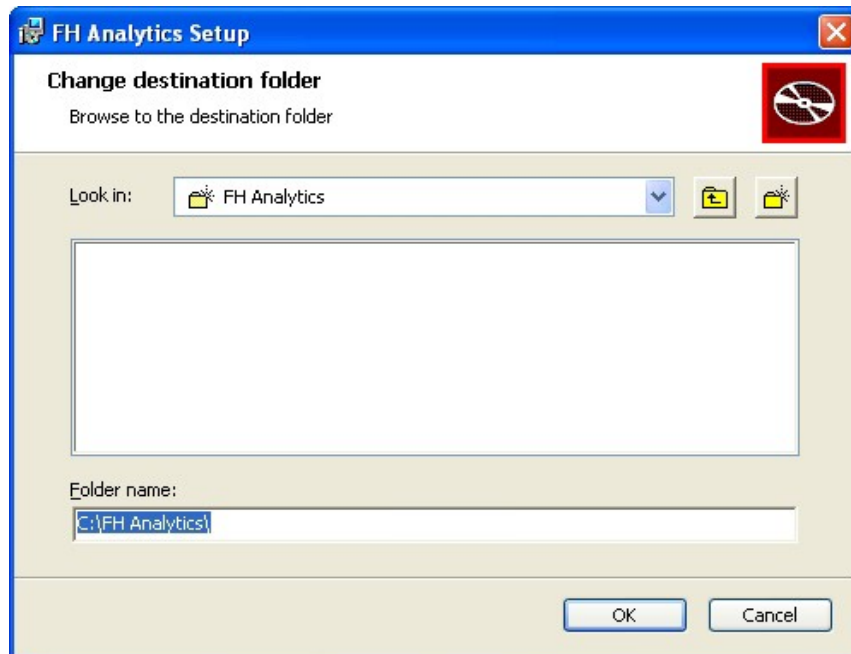
The **Custom Setup** screen appears in the installation wizard.



- From **Installation Target**, select the timing and location where you want to use for installing FH Analytics.



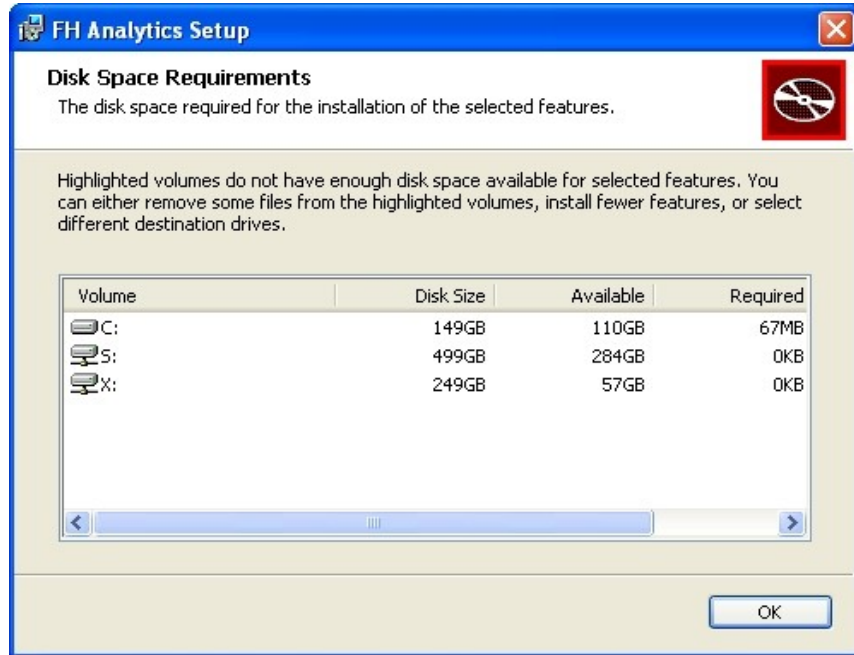
- (Optional) Click **Browse**, use the **Change destination folder** screen that appears to change the path to where FH Analytics is installed, and then click **OK**.



The **Custom Setup** screen reappears in the installation wizard.

- (Optional) Click **Disk Usage** and verify that you have enough room to install FH Analytics on the drive you plan to install it on, and then click **OK**.

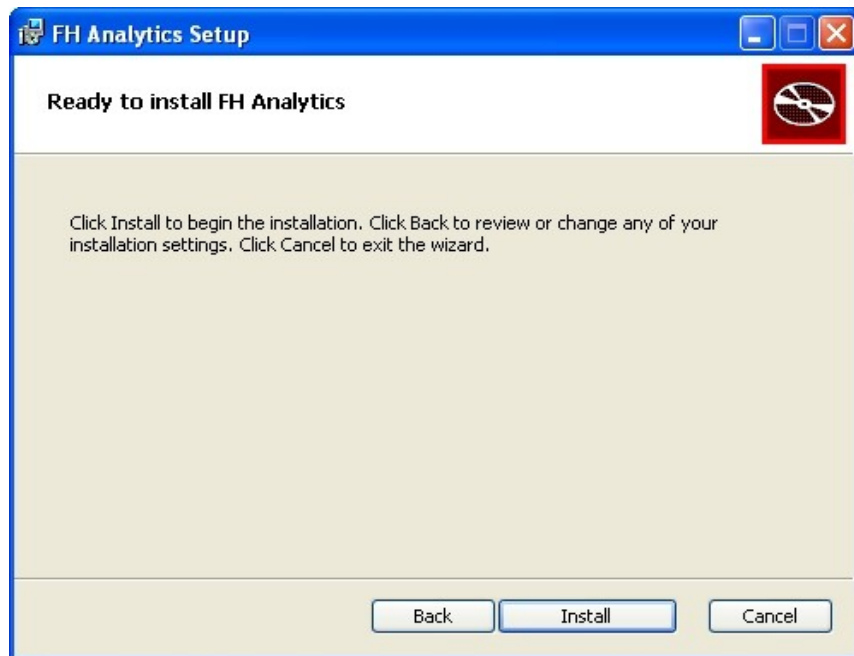
The **FH Analytics Disk Space** dialog box appears. This dialog box only displays information for your reference, and can be closed by clicking **OK**.



The **Custom Setup** screen reappears in the installation wizard.

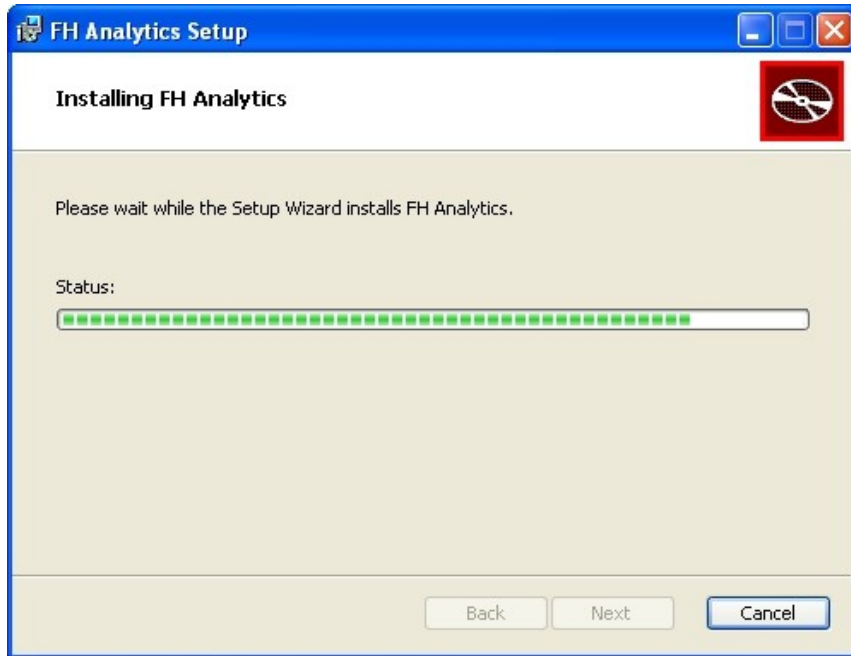
- Click **Next >**.

The **Ready to install FH Analytics** screen appears in the wizard.



- Click **Install**.

The **Installing FH Analytics** screen appears in the wizard as FH Analytics installs.



When the installation completes, the **Completed** screen appears.



10. Click **Finish**.

Information on using FH Analytics is available in the **FIREHOUSE Software Analytics Quick Start Guide** and **FIREHOUSE Software Analytics User's Guide**.