

CAN-8 Client Installation and Update Procedure

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CAN-8 client overview

This version of CAN-8 will run on any Operating System currently supported by Microsoft, including 64-bit OS.

To use the new features implemented in this version of the CAN-8 client, the server files must be updated to the version provided in the same distribution.

Previous version of the CAN-8 client software (16 and 32 bit) will not connect to the updated server files.

CAN-8 can be installed and run locally on the workstation or placed and run on a Network share accessible by all workstations.

Please make sure to read the *Statement of Minimum Requirements* before proceeding with the installation.

The reference manual for this CAN-8 client is included in this distribution and will be accessible from the interface.

Generic Installation

The SVSETUP.EXE file delivered is meant for a generic installation of the CAN-8 client software. To create a pre-configured customized self-install file for your site, see the section: [Create a customized installation file](#).

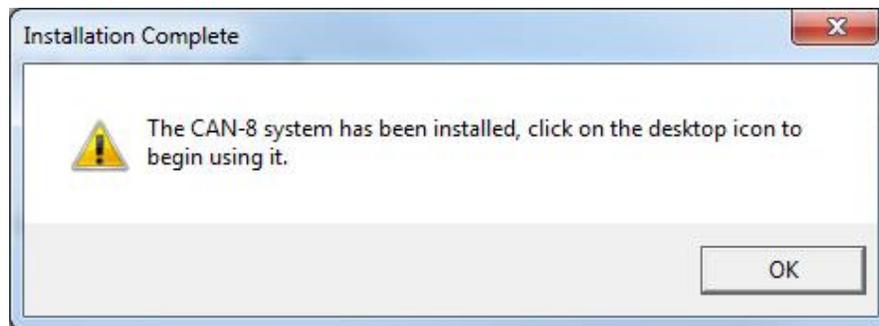
Procedure:

1. Run the svsetup.exe provided to start the installation wizard.
2. Once the License contract is read and accepted, click on the **Next** button.
3. **Installation directory.**



You can keep the default installation directory or change the path in this field, then select **Install**.

4. The file then searches for other CAN-8 clients that may be present on the station:
 - If none is found, or if the CAN-8 files found are less recent the version you are installing, the system is installed or updated, and the installation concludes:



- If the version you are currently installing is less recent or identical to the one identified on your machine, the installation is terminated with this message.



- The Reference Manual is installed in the same directory than the software. This is the default path to access it from the CAN-8 interface.
If you need to place the manual in a shared folder, you must create a customized installation file.

IMPORTANT NOTE:

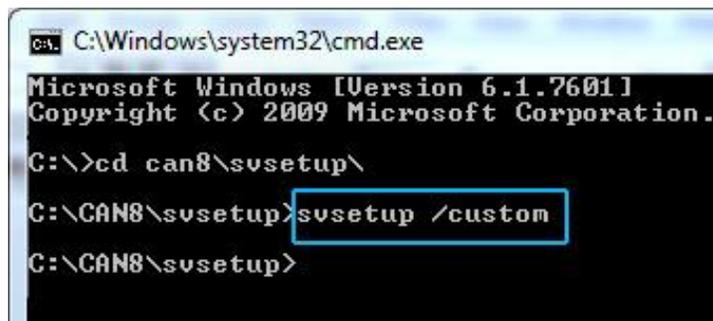
If you wish to revert to an earlier version of CAN-8, you will have to first un-install CAN-8 from the workstation using the "Add/Remove Program" panel. You will not be able to install an older version otherwise.

Create a customized Installation file

You may need to distribute the CAN-8 client to remote users or may want to set the server information (locked or hidden), without having to edit the registry manually.

The same SVSETUP.EXE file can be run with the /CUSTOM parameter to create a new customized self install file, which can then be distributed or installed locally:

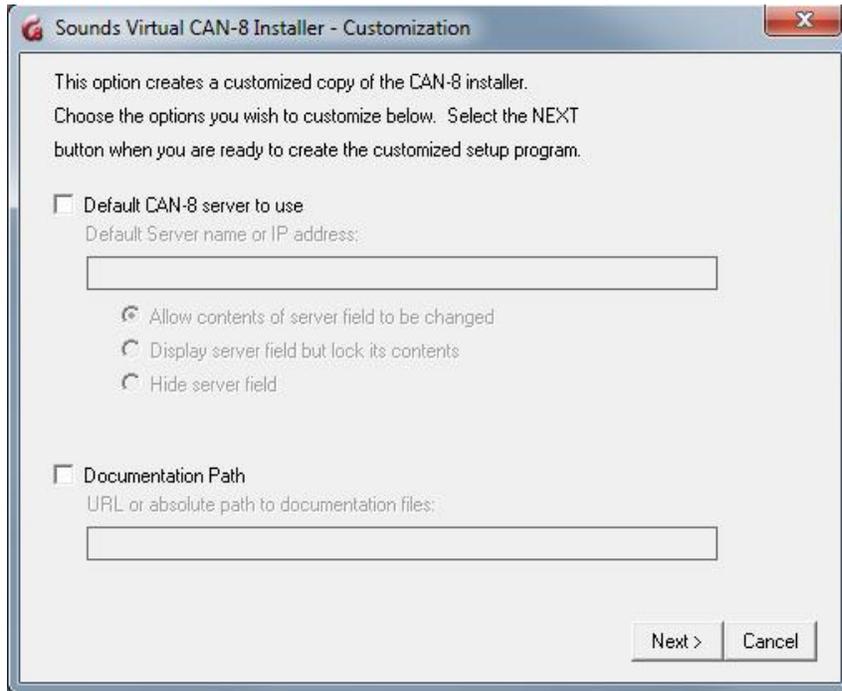
- Open a command prompt (you cannot run the /custom parameter from the Windows interface)
- Change to the directory to where the SVSETUP.EXE file is located then type the following command:
svsetup /custom (With a space between svsetup and /custom)



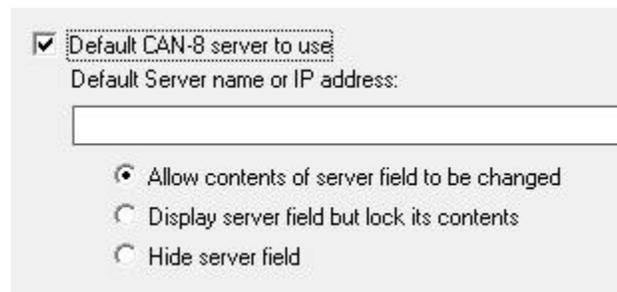
```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation.

C:\>cd can8\svsetup\
C:\CAN8\svsetup>svsetup /custom
C:\CAN8\svsetup>
```

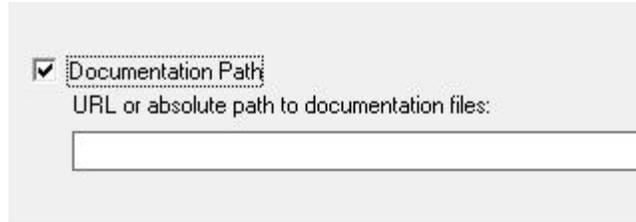
- The customization console comes up.



- To customize the **Server** field, select *Default CAN-8 server to use*, and type the DNS name or IP address of the CAN-8 server.



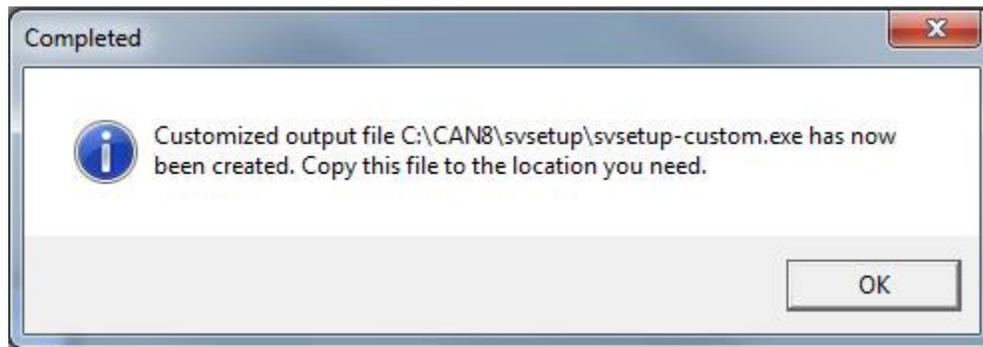
- Next select one of the 3 options:
 - **Allow contents of server field to be changed:** The server name or IP address will show by default when a user opens the login screen; the user can however change it.
 - **Display server field but lock its contents:** The server name or IP address shows when the user opens the login screen; it is however greyed out and locked. The user cannot change it.
 - **Hide server field:** The **server** field is hidden from the login interface. The user cannot see nor change the server name.
- If you want to change the default path for the reference manual to a network share, select **Documentation path** and type the URL or absolute path to the documentation:



Documentation Path
URL or absolute path to documentation files:

Then click on the **Next** button.

- The customized self-install file is created in the same directory the SVSETUP.EXE was run from. It is named SVSETUP-CUSTOM.EXE.



NOTES:

- You may need to create several customized self-install files (one for your LAN and one for remote access for example). Before creating the second customized self-install, rename the first one created or move it to a different directory to prevent it from being over written by the newer one.
- You CANNOT create a self-install file from a SVSETUP-CUSTOM.EXE. You must use the original SVSETUP.EXE provided.
- The SVSETUP-CUSTOM.EXE file cannot be edited. If the information included has changed, you must create a new /CUSTOM file.
- If a client has been customized with a locked server field and installed on a workstation, and you wish to change the information or unlock this field, you need to create a new custom SVSETUP with the “**Allow contents of server field to be changed**” option, then run this new customized self-install on the existing installation to unlock it.
- Running the generic SVSETUP.exe on an existing installation will not remove previously installed settings. It only updates the client files.

Silent Installation

To install the CAN-8 client software in silent mode:

1. Open a command prompt.
2. Change to the directory where the SVSETUP.EXE file is located then type the following command:
svsetup /q
or
svsetup /quiet
3. The icon will appear on the workstation's desktop.

Deploying CAN-8 VirtualLab via Windows Group Policy Objects (GPO)

The installation / Upgrade of the system and of the needed registry keys can also be done via Microsoft Group Policy Objects

Although the steps required will be different for each site depending on what other GPO tasks have been established, the rough outline is as follows:

1. On a test machine with the same existing pre-update configuration, run the CAN8 client installation program (as administrator) and isolate the newly created registry keys for use in the GPO.
2. Create a GPO task to update the existing executable (SVMGR.EXE) with the newly installed one from the test machine.
3. Add any additional tasks such as creating a desktop shortcut to point to the CAN-8 executable. The .ico file is available from our download page.

You may now deploy this to all users with the same GPO.

Note:

During a local installation of an updated CAN-8 client, CAN-8 is required to be run once with administrative privileges to create the registry keys under HKEY_LOCAL_MACHINE instead of the HKEY_CURRENT_USER. Microsoft Group Policy Objects however will let you update the needed registry entries at the same time than the software, thus preventing this step.

Uninstall CAN-8

To uninstall the client software

- Go to *Start > Control Panel*.
- **Add/Remove Program** or **Programs > Uninstall a program**
- In the software list, select CAN-8 and click on the **Remove** button or right click on CAN-8 and select **Uninstall/Change**.

This process will uninstall the software, the desktop icon and the registry keys created during the installation.