



IM5207 Hanwell Synergy

Installation Manual



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IMPORTANT

You must read Sections 2 and 3 before proceeding with the installation process.

Failure to comply with the instructions in these Sections may cause problems.

The procedures outlined in this manual apply to all operating systems that Synergy can be installed on and operate with.

The style of controls displayed during this process depends on both target operating system type, and the target machine configuration; as such the style of controls shown on your machine may vary from those shown in this manual.

Where a unique procedure needs to be performed for a specific operating system, this is identified in the procedure's description.

Document History

Document Number: IM5207

Issue No.	Issue Date	Changes	By
0	10 th April 2013	First Draft, not for release	C.Burnell
1	16 th April 2013	First issue. Released with Synergy Version 1	C.Burnell
1.1	14 nd May 2013	Update to reflect Configuration Utility changes.	C.Burnell
1.2	30 th May 2013	Add Remote Sensor Management.	C.Burnell
1.3	11 th July 2013	Password change, Import change. Added detailed install descriptions.	B.Greenwood
1.4	26 th July 2013	Add Synergy upgrade information. Firewall note change.	C.Burnell
1.5	28 th August 2013	Added detailed installation description.	B.Greenwood
1.6	24 th September 2013	Added upgrade information. Remove incorrect install section.	C. Burnell
1.7	20 th December 2013	Added Email Acknowledgement and W700A / W700B changes.	C. Burnell
1.8	13 th February 2013	Make W700B user 'network user'	C. Burnell
1.9	14 th April 2014	Add CR2 USB service, and explicit W700B comments to Management Tools install.	C. Burnell
1.10	19 June 2014	Port 1434 for SQL client install	RAB
1.11	3 November 2014	Windows Server 2012/2012 R2 section added.	RAB
1.12	24 November 2014	Procedures to turn off IE Enhanced Security added. Server Removal section added.	CRB/RAB
1.13	23 December 2014	Procedure to turn off USB Suspend on Windows 7 Professional machines added.	CRB/RAB
1.14	28 January 2015	More detail added to procedure to deactivate a licence.	CRB
1.15	24 August 2015	More detail added for SR2 Service installs.	CRB
1.16	10 December 2015	Changes for version 1.5	CRB

1.17	14 January 2016	Remove Import / Export section	CRB
1.18	24 May 2016	Add Selsium, WCF, and update to SQL 2014 Express.	CRB

1 RadioLog Concept Differences

Where RadioLog operated on a single site, connecting to a single type of data collection device SR2's or CR2s. Synergy systems can have multiple distributed sites, and allow the connection of multiple distributed data collection devices.

As a result, there are some conceptual differences between RadioLog and Synergy.

1.1 Control Device Groups

A Control Device Group is a collection of one or more control devices and associated sensors; it has a name and defines the polling interval for control devices in the Group. These effectively replace the NetID numbers used in RadioLog.

1.2 Physical Identifier (PID)

PID numbers replace the TxID numbers used in RadioLog. All sensors associated with a Control Device Group must have a unique PID in the range 1→255; e.g. there can only be 255 sensors in a Control Device group.

1.3 Control Device Types

There are currently three types of control device, and plans for one more in the immediate future:

SR2, CR2USB, CR2GPRS, and in the near future CR2IP.

SR2 and CR2 USB Control Device types connect to Synergy via their own Windows Service, known as a hardware service; CR2GPRS devices do not have a separate Hardware service.

Hardware Services can be local or remote to the Synergy Server; and with the exception of the CR2 USB Service, Hardware Services can handle connections to multiple control devices, which may themselves be distributed remotely. Each CR2USB device connected to a Synergy system, requires a separate PC with the CR2USB Service installed.

1.4 iSense

iSense sensors are handled as a special sensor in Synergy. They are not part of a Control Device Group, and have a special PID value of zero.

Synergy collects iSense data by making an outgoing TCP/IP connection to the IMC Remote Data Service. As this connection is made to the standard HTTP port – 8081 - on the IMC Remote Data Service, the system operates in the vast majority of cases, with no need to make network or Firewall configuration changes.

1.5 Single Channel Linear Sensor

In RadioLog, the second channel of a Dual Linear Sensor could be removed, by deleting the second channel 'Title' field entry in the calibration data.

This will be replaced in Synergy by the provision of a Single Linear Sensor. To add a single channel Linear Sensor, use the standard Dual Linear Sensor hardware, but add it to the system as a Single Linear Sensor. If RadioLog data is imported, with existing sensors that have had the second channel 'Title' field deleted, these will automatically be converted to Single Channel Linear Sensors. The Single Channel Linear Sensor has a RadioLog sensor type of 14, so 14 will no longer be used for any future sensor designs.

1.6 Alerts

1.6.1 Email Alerts

The Synergy system enables users to use password authenticated logins to the customer's SMTP server; during import of RadioLog data with an Email configuration, the user is asked to provide a username and password for authenticated login to the SMTP server.

The password is stored as encrypted data, using a machine specific key; as such, moving Synergy data from one machine to another will break the key and the password will need to be reset using the E-Alarm Configuration screen in a browser.

If required, and a suitable POP3 or IMAP email server is available, the Synergy system can be configured to enable the use of email replies to acknowledge Alarm alerts.

1.6.2 SMS Alerts

The Synergy SMS Alert messages contain considerably more data than the equivalent RadioLog SMS-Alarms, exceeding the character limit for a single SMS message; and as such are a concatenation of two messages.

Some older phones do not always receive concatenated messages correctly, this is feature of the receiving handset, not the Synergy system, if messages appear to be corrupt, first try a different handset.

RadioLog assigns SMS active days and times to each recipient; in Synergy SMS Alert Group does this. If the customer wants the same alarms, but different active days or times for recipients in a Group, then a separate Alert Group can be created for each set of active days/times.

1.6.3 Email / SMS System Alerts

RadioLog has a number of system alarm options. Synergy currently has System Start up, (includes previous System Shutdown information); and Activity Log entries such as Login Fail, and Edit.

Synergy is a web-based product, with a number of backend services, running on a server; a user closing the programme cannot shut it down, and there are three possible shutdown scenarios: software failure, administrator action, or power fail. In order to facilitate fast shutdown, (reducing the risk of consequential data loss), the Data Service detects and writes details of a shut down to an XML file; this file is then used to generate an activity log entry when the system is next started, and the Data Service will then send SMS / Email Alerts.

Synergy has no concept of timer, online or offline.

1.7 Sites and Zones

Synergy introduces the concept of sites; this enables the collection of data from distributed systems and locales. Sites can have Sub-Sites; there is no functional difference between a Site and a Sub-Site. Sites can have Sensors grouped together into Zones; Zones replace the RadioLog grid system.

1.8 Synergy Management Tools

The Synergy Management Tools are a collection of applications that enable direct communication setup and configuration tasks that cannot be performed from a browser; these are intended for use by Synergy administrators.

The management Tool can be used to Synchronise and Calibrate sensors, set SR2 network settings and view sensor data. Hanlog is an application that allows sensor data to be merged with the database.

1.8.1 Synergy Management Tools Description

Synergy management tools enable Synergy administrators to synchronise sensors and set up SR2s from the Synergy server or computers on the LAN local to the Synergy server.

In general, this tool should be used where there is no hardware firewall/internet connection between the Synergy management tools and the Synergy server.

The use of this tool requires an SQL connection to the Synergy server. IMC recommends that users do not open SQL connections through externally facing firewalls.

1.8.2 Remote Synergy Management Tools Description

Synergy Remote Management Tools enables Synergy administrators to synchronise sensors and setup SR2's on computers that are remote to the Synergy server.

In general, this tool should be used where there is a hardware firewall/internet connection between the Synergy management tools and the Synergy server. The use of this tool requires http :(port80) connection to the Synergy server.

1.9 User Names and Passwords

Because Synergy's primary user interface is browser based, (allowing users to connect from any browser on the local network, and potentially from remote locations as well), all users must login with a User Name and Password.

Synergy Passwords are case sensitive, user names are not.

2 SQL

Synergy uses Microsoft SQL, and is shipped in two variants:

- **W700A** is distributed with a SQL Express 2008 R2, (with tools), Bootstrapper, which will install SQL and Microsoft SQL Server Management Studio on the Synergy server.
- **W700B** is distributed without SQL, and is intended for installation where the customer wishes to use an existing SQL instance.

During **W700A** installation, the SA password is set to P3nd13H0us3. This is done solely to provide a password without user interaction, Synergy does not use the SA account.

Restoring an SQL database requires all other connections to the database to be closed. If doing this from SSMS or similar, run the MS Services MMC (Microsoft Management Console) and make sure Apache 2.2 and all the Synergy services are stopped first; also, close any open SSMS edit windows connected to the database being restored.

2.1 Existing Microsoft SQL Instance

If there is an existing Microsoft SQL server, on the target server or LAN, that you wish to use for Synergy, then the following conditions must be met:

1. **Synergy W700B** must be used.
2. SQL Instance must be set to SQL login and Windows Authentication mode.
3. The installing Windows login should be a member of the sys admin role, and must have full administrative privileges on the SQL Instance.
4. SQL Server Browser service must be running during Synergy install and Synergy Config utility operation.
5. SQL Server Management Studio, (SSMS), must be installed.

3 Installation

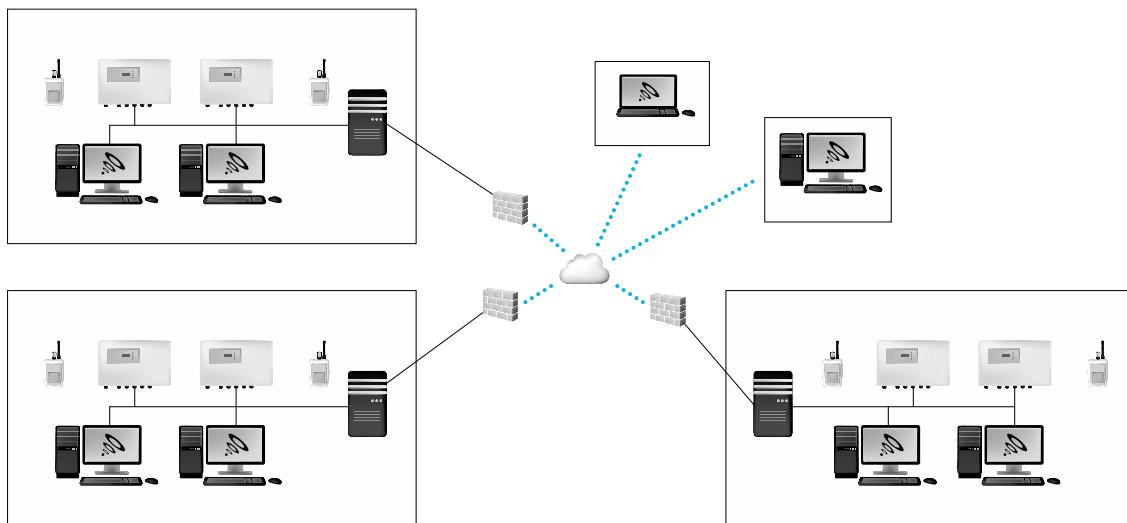
3.1 Synergy Server Components

When installing the Synergy Server, the install will check for and install the following software:

- .Net framework 4
- .Net framework 3.5
- MS SQL 2008R2
- Synergy Data Service – includes various components and Synergy web files.

3.1.1 Multi-Site Example

Figure 1



The above diagram shows a possible multi-site installation, (it assumes the customer has an inter-site VPN in place); in this scenario, the installing engineer would install the following components:

Server: Synergy Server Components, SR2 Service, CR2 USB Service.

Workstation A: SR2 Service.

Workstation B: CR2 USB Service.

The Synergy Management Tools will also need to be installed on a Synergy administrator's workstation, or the Synergy Server; the host machine will need network connection to the Synergy Server, and at least one spare USB port.

When installing distributed Hardware Services, the Synergy IP Address / hostname must be set during installation of the Hardware Service. This must match the address of the Synergy server where the Data Service is installed.

Note: For this system, at least one SR2 Service and one CR2 USB Service will need to have non-default Service names set during installation; the non-default Service name would then need to be added to the **Hardware Service** dialog box, when creating the new system from the Synergy Config Utility.

The Customer is responsible for installing browsers on the **Computers** and **Laptop**, and for configuring **Firewalls** to enable the SQL connection from the Synergy Management Tool to the Synergy Server, inter-site communications and external HTTP access to the Server for the **Laptop**.

3.2 TCP/IP Ports & Addresses

Service		XML Data	Command	Debug
SynergySR2Service			10992 TCP	11002 TCP
SynergyCR2Service			10993 TCP	11003 TCP
SynergyDataService		10991 TCP (DB set)		11004 TCP
SynergyArchiveService	8080 TCP			11010 TCP
SynergyCR2USB			10996 TCP	11007 TCP
Synergy Management Tool - SQL connection	1433 TCP, 1434 UDP			
Apache Web Server	80 TCP			
Synergy WCF Connection	8081 TCP			

There are no IANA registered Port numbers for Synergy; instead it uses unassigned port numbers, (Ref: <http://www.iana.org/assignments/service-names-port-numbers/service-names-port-numbers.xml> as of 17/12/2012). The SQL and Apache Web Server ports are all IANA registered port numbers, and should be available.

If a conflict arises on the host machine, Synergy TCP/IP ports can be configured during installation; for the majority of systems the default ports will suffice.

Where port numbers need to be changed, care should be taken to avoid well-known and assigned port numbers; consult the IANA website and do not use port numbers below 1024. If port numbers are altered, make a note of any changes, and then modify the matching service data during database configuration. Where Hardware Services are installed on distributed machines, port numbers can be shared amongst the distributed machines.

The Synergy IP Address / hostname and Port number can be set during installation of the Hardware Services; this must match the address of the Synergy server and the Data Service Port No. set for the hardware services during initial system configuration.

The Hardware Service command listening ports will be automatically updated by the Data Service, when each Hardware Service initially makes contact; so these can be altered without manually updating the database.

The Debug ports are solely used by the Service Debug Viewer for IMC maintenance purposes; so again these can be altered without modifying the database. Debug port numbers are altered by editing the Hardware Services *setup.xml* file, found in the services Common Application Data Folder.

3.3 Computer Specification

IMC recommends the below computer specifications as a **minimum** to run Synergy.

Windows 2008 R2 or 2012 R2 Server

Processor	2.5GHz or faster
Ram	8GB
Hard-drive: Physical Machine Virtual Machine	X2 250GB set up as RAID 70GB
Media	DVD-ROM drive
USB	USB ports minimum 2 spare
Network	1GB Ethernet network port

The Host machine must **NOT** be configured as a Web Server (IIS), if the Web Server Role is enabled on the target server, remove the Role before installation, instructions on how to configure this setting can be seen in section 3.3.1.

Synergy W700A or W706A must NOT be installed on a Domain Controller. SQL Server security restrictions mean that the installation will usually fail.

Synergy can NOT be installed, if the operating system GUI has been uninstalled.

Windows 7 Professional/Enterprise, Windows 10 Pro/Enterprise

Very small installations would typically consist of up to 25 sensors, one Site, up to two SR2s, and up to five users with LAN-only browser access. Synergy for such a Site may be installed on a dedicated Windows 7 Service Pack1 or later machine, with the specification below. The operating system must be a Professional or Enterprise variant.

Processor	2.5GHz or faster
Ram	2GB (32-bit) 4GB (64-bit)
Hard-drive	250GB
Media	DVD-ROM drive
USB	USB ports minimum 2 spare
Network	1GB Ethernet network port

Ensure that the host machine for Synergy has all the latest Windows updates before installing the Synergy software.

Failure to meet minimum computer specification may result in poor performance and incorrect operation.

The Customer should provide a backup system, with Microsoft SQL integration, appropriate to their data protection requirements. The IMC Group strongly recommends the use of an appropriately rated uninterrupted power source, with automatic shutdown technology.

3.3.1 Internet Information Services (IIS) Web server configuration

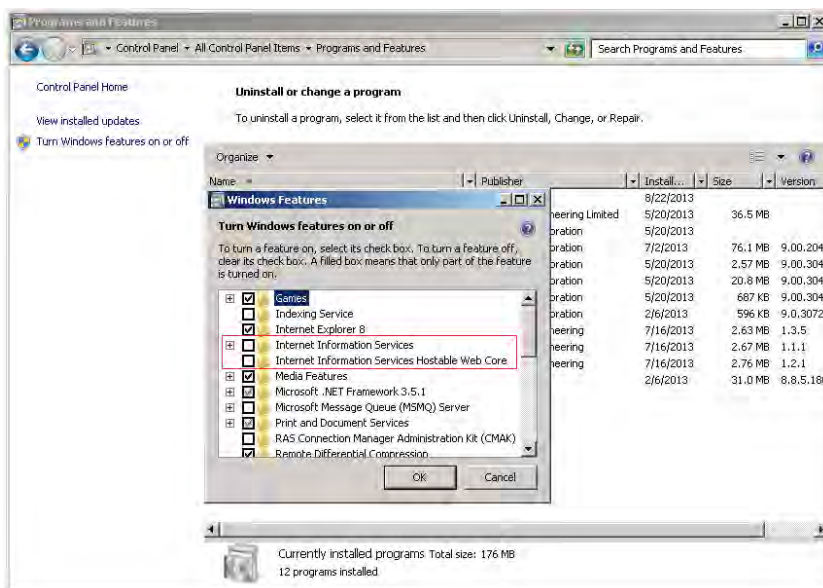
The instructions below describe how to turn off the IIS (Internet information services) on a Windows 7 machine and windows servers.

3.3.1.1 For Windows 7 and Windows 10

1. Navigate to the '**Control Panel**'
2. Select '**Programs and features**'
3. Navigate to the left hand pane and select '**Turn Windows Features on or off**'
3. Then uncheck 'Internet information services' and 'Internet information services hostable web core'

See Figure 2.

Figure 2

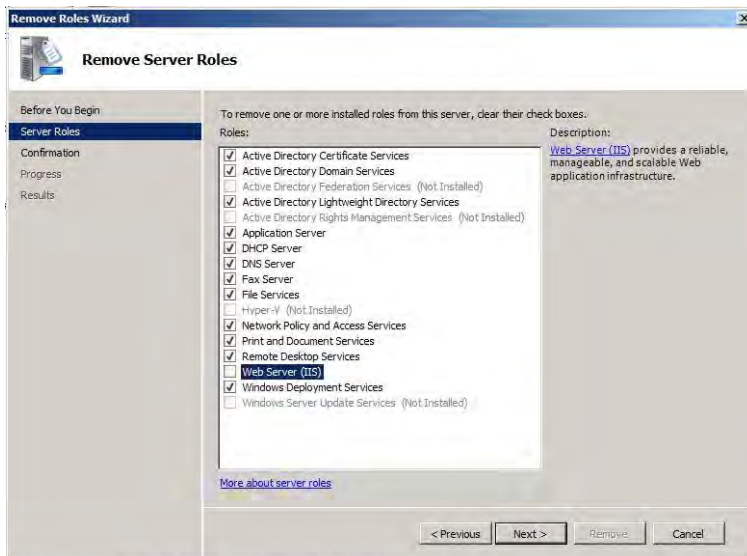


3.3.1.2 For Windows Server 2008, 2008 R2, and Severe 2012 R2

1. Open '**Windows Server Manager**' from the start menu
4. Click '**Roles**' in the tree on the left
5. Click '**Remove roles**' on the right (if Web server (IIS) is installed)
6. Uncheck '**Web Service (IIS)**'
7. Click '**Remove Dependant Features**'
8. Click '**Next**'
9. Click '**Remove**' (a system restart may be required after this process has completed)

See Figure 3 below.

Figure 3



3.4 Windows Server 2008, 2008R2 and Server 2012R2 Prerequisites

The installer includes bootstrappers for the Microsoft .Net Framework (3.5 and 4.5) and will install automatically, where required, during the install process. However, on machines running Windows Server 2008 or Server 2012 onwards, you must enable the .Net Framework manually on the server, prior to Synergy installation.

3.4.1 Checking if .Net 3.5.1 is enabled

The procedure below describes how to **check** if .Net 3.5.1 is enabled on the server:

1. Start 'Server Manager'; this can be started from either the *Administrative Tools* window, or the *Taskbar*.
2. **Server 2008 / 2008R2** - Within the 'Server Manager' interface, click 'Features' (this will display all installed Features in the right hand pane).

Server 2012 - From the Dashboard select Local Server, and scroll down to **Rolls and Features** section.

3. Verify that '.Net Framework 3.5.1' is listed.

The instructions below describe how to enable the .Net Framework if it is not listed as stated above.

3.4.2 Enabling .Net Framework 3.5.1

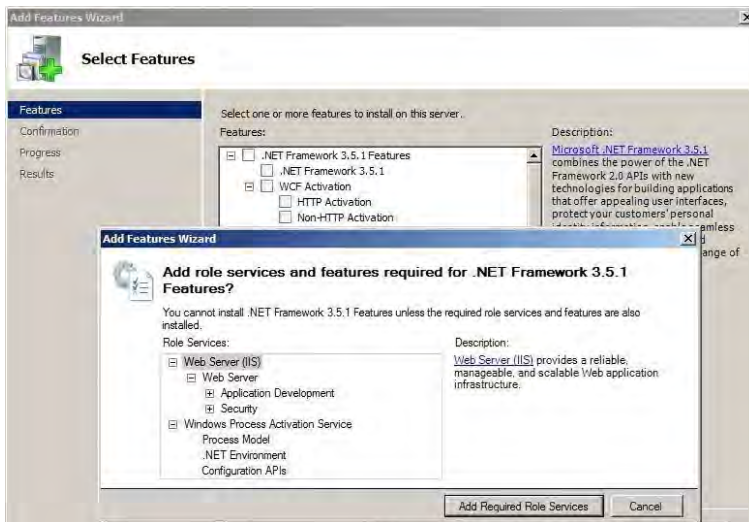
1. Start 'Server Manager'; this can be started from either the *Administrative Tools* window, or the *Taskbar*.
2. **Server 2008 / 2008R2** - Within the Server Manager Interface, select 'Add Features' (this will display a list of possible features)

Server 2012 - From the Dashboard select **Add roles and features**; on the **Add Roles and Features Wizard**, select **Server Selection**, make sure the local server is selected, then select **Features**.

3. In the Select Features Interface, 'expand .Net Framework 3.5.1 Features'
4. Once expanded you will see two tick boxes, one for .Net Framework 3.5.1 and the second for WCF Activation. Check the box next to '.Net Framework 3.5.1' and click **Next**.

Note: If you do not expand '**.Net Framework 3.5.1 Features**' and check it, you will get a pop-up titled '**Add Features Wizard**' as shown, see Figure 4 below.

Figure 4



Click **Cancel** and expand **.Net Framework 3.5.1 Features** and then check **.Net Framework 3.5.1** tick box below it

You cannot install .NET Framework 3.5.1 Features unless the required role services and features are also installed.

In the **Confirm Installation Selections** interface, review the selections and then click **Install**. Allow the installation process to complete and then click **Close**. Where IMC is supplying a pre-built system, this can be done using the Server manager Microsoft Management Console.

4 Installation/Upgrade Procedure

4.1 Synergy W700B Preparation

4.1.1 User Credentials

If W700B is to operate a Microsoft SQL server running on a separate machine; then Synergy will require Windows network login credentials to operate. The login username and password will be required at various stages during the installation process.

The login used for Synergy **MUST** have password set to never expire. This login **MUST not** be the login used to install Synergy, using the same login causes database creation to fail (and would in any case result in a worse security situation post install, as the Notion Pro services would be left running as Administrator on the local system, and as an SQL Administrator on the SQL server).

Customers should **not** add this Synergy System login to their SQL Server. The login will be added automatically during Synergy installation (allowing the installation to add the Synergy service logins to the SQL server gives the best security situation, because the service login will only be granted access to the databases created for Synergy, with the minimum roles required to operate the system).

IMC recommends that customers create a network user login specifically for the Synergy system.

4.1.2 W700B SQL LAN Connection

Various Synergy services and tools will need connectivity to the Microsoft SQL Server. The Customer **MUST** ensure connectivity to the SQL Server from the Synergy Server machine. This may include the necessity to create Firewall rules to allow TCP and UDP access on either port 1433 or Customer specified instance port number to the SQL Server (port 1434 for client install).

4.1.3 Installation Issues

Some antivirus programs may detect a false positive on the Synergy installer. If this happens, you should disable your antivirus program during the installation process.

If installation of the Synergy Server Components is interrupted or fails for any reason; then you should perform a complete removal of the Synergy Server Components, before attempting a re-installation. Follow the procedure described in section **13 Synergy Server Removal** to completely remove any existing Synergy Server Components.

4.2 Upgrades

4.2.1 Preparation

IMC recommends that customers back up all their data, prior to any major maintenance task, such as a system upgrade.

If new columns and/or tables need to be added to the database, then the Install will detect that the system is being upgraded and add the required objects.

Note: Unless specifically instructed to do so by IMC, do **NOT** uninstall Synergy components prior to an upgrade. Doing so may result in incorrect operation after the system has been upgraded

4.2.2 Upgrading

To upgrade a Synergy Server installation, run the latest version of the Synergy Install on the existing host machine.

Do **NOT** attempt to upgrade a **Synergy W700A** system with **Synergy W700B**, or vice versa.

Do **NOT** attempt to upgrade a **Synergy W700** system with **Synergy W706**, or vice versa.

The upgrade process is largely the same as the primary system installation, except for as follows:

4.2.2.1 Synergy 1.4.10 or Earlier

When upgrading Synergy version prior to version 1.5.0, the installer will need to find and uninstall the old versions of Apache and PHP. A dialog will show with the message **Existing Synergy install detected; install will now look for and uninstall Apache HTTP Server, and PHP**. Select **Ok** to continue uninstalling Apache and PHP; if you cancel out of this dialog, the installation cannot proceed and will stop at this point,

4.2.2.2 SQL Express/.Net Framework

Where these are already installed, the Install will detect this and quietly move on to the next installation step.

4.2.2.3 Same Version Components

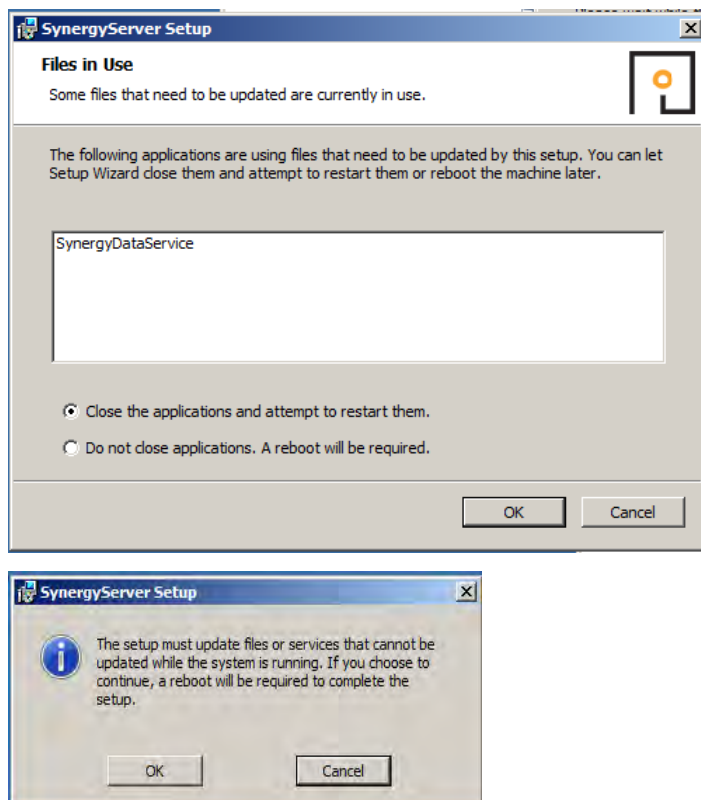
Where a component with the same version is already installed, the Install will detect this and either: give the user the option to keep or repair the current installation; or show an error that the component cannot be installed, this is normal, and should be ignored.

Unless you believe the current version of a component to be damaged, it is recommended that you keep the current version.

4.2.2.4 Service Shutdown

During Upgrade the installer will need to stop Synergy Services that are running, in order to upgrade the executable code. In these cases, you will be presented with dialog boxes similar to the ones below.

Figure 5



Keep the default selections and click **OK** to continue.

4.2.2.5 Settings

The Install will read your current settings, and use these values to populate the initial values of user entry fields.

4.3 Step by step installation procedure sections

You must follow each installation step carefully, and ensure you fully understand what you are changing if making a change during the installation, as an incorrect change could potentially render Synergy non-functional.

4.3.1 Windows 7 and Windows 10 - USB Suspend Disable Procedure

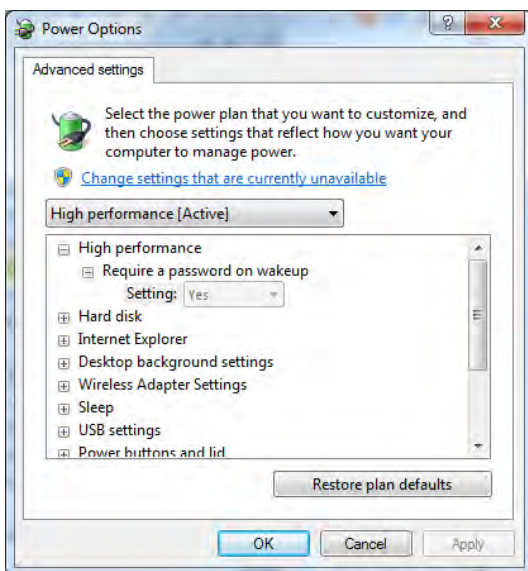
Note: If you planning to connect a CR2 or AW04 device through USB, then USB Suspend must be disabled in Advanced Power Settings on all machines that the CR2(s) or AW04 are connected to.

This procedure is not applicable to Server operating systems.

Proceed as follows:

1. Select **Start>Control Panel** to give the Windows Control Panel.
10. Select View by: **Small icons** (or **Large icons**).
11. Select **Power Options**.
12. Select **Change plan settings** (for either power plan).
13. Select Change advanced power settings.
14. The windows Power Options dialog box is displayed, see Figure 6

Figure 6

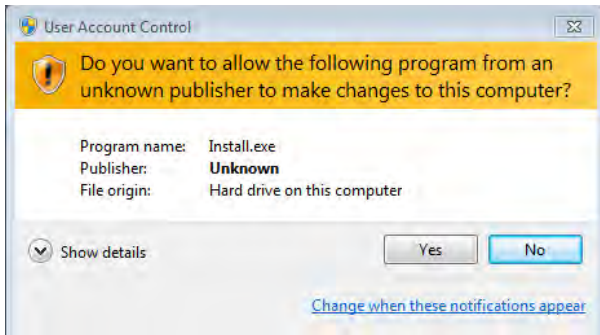


15. Click the + sign next to USB settings.
16. Click the + sign next to USB selective suspend setting
17. Select **Enabled**
18. Select Disabled from the pull-down menu.
19. Click **OK**.

4.3.2 Synergy Installation Procedure

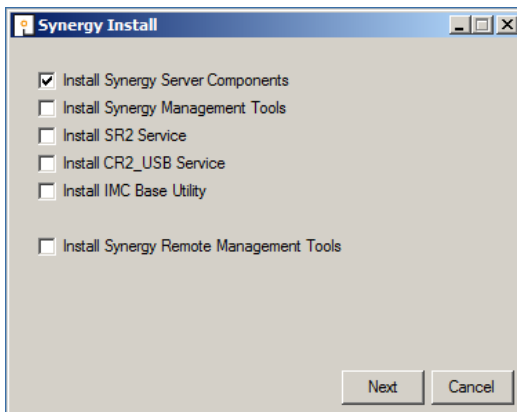
Insert the Synergy DVD and click run installation, if user account control is enabled click **Yes**, see Figure 7 below. If user account control is not enabled, skip this step.

Figure 7



If this is the Synergy Server select 'Install Synergy Server Components', see Figure 8 below.

Figure 8



If you wish to Synchronise sensors from this machine, select 'Install Synergy Management Tools'. The Management Tools must be installed on a machine on the Synergy Server LAN, with any necessary firewall changes made to allow SQL access to the Synergy server, see Figure 9 below.

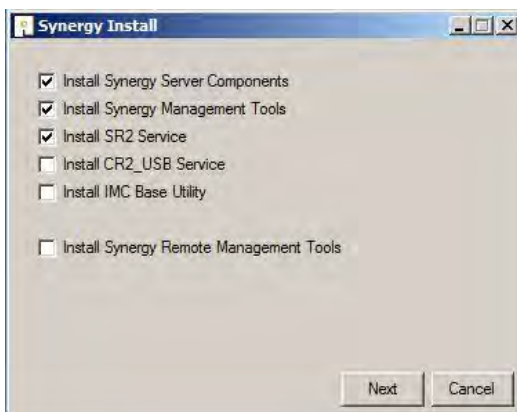
If SR2s will be controlled from this machine, select 'Install SR2 Service'. Any necessary firewall changes must be made to allow data and command port connections between the **SR2 Service** and the **Synergy Server**, see Figure 9 below.

If you wish to use connect to a CR2 via USB from this machine, select 'Install CR2_USB Service'. Any necessary firewall changes must be made to allow data and command port connections between the **CR2_USB Service** and the **Synergy Server**, see Figure 9 below.

If you are installing Selsium, an IMC ARB Module, or an IMC SMS Module, you will need to install the IMC Base Utility on either the Synergy server, or another machine on the LAN; see **IM5653 IMCBaseUtilityManual** for further details.

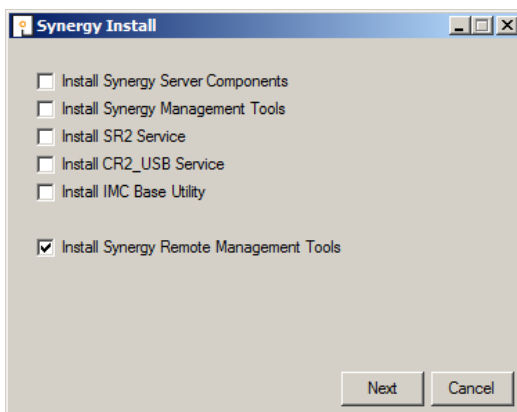
It is usual to make multiple selections for a single install. However; the **Remote Management Tools** may not be selected, with the **Synergy Server Components** or Synergy **Management Tools** as shown in Figure 9 below.

Figure 9



If the machine is remote to the **Synergy Server**, and will be used to Synchronise sensors, select **Install Synergy Remote Management Tools**; there must be a HTTP, (port 80), connection enabled between the **Remote Management Tools** and the **Synergy Server**, see Figure 10 below.

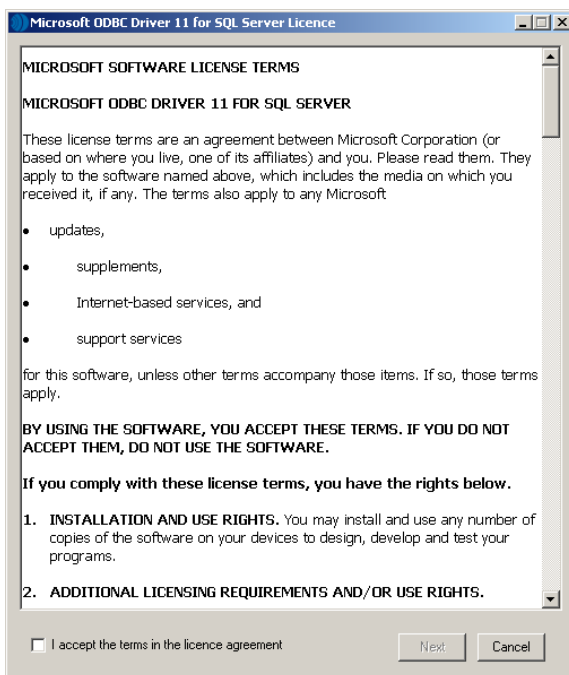
Figure 10



4.3.3 Installing Synergy Server Components

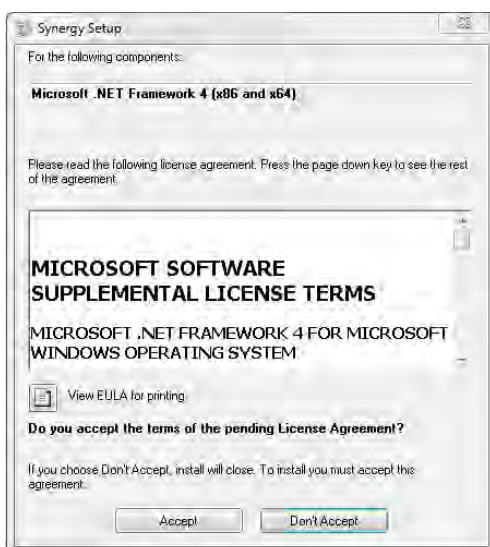
Click **Next** on the **Synergy Install** dialog. The **Microsoft ODBC Driver 11 for SQL Server Licence** window may appear, see Figure 11 below.

Figure 11



Read the licence agreement, select 'I accept the terms in the licence agreement' then click **Next**.

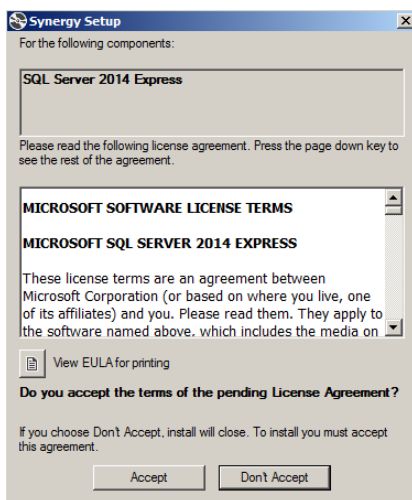
Figure 12



4.3.3.1 Synergy W700B Install

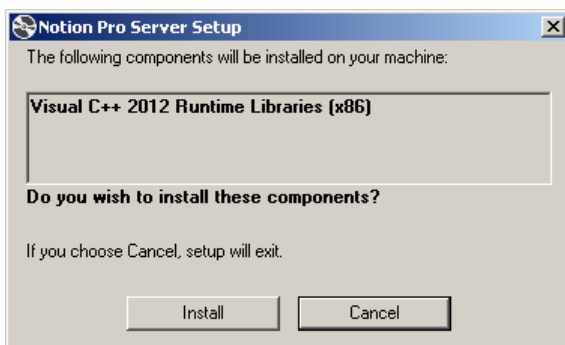
Synergy will install Microsoft SQL Express 2008 R2, if not already installed on this machine. Read the licence agreement and then click **Accept**, this will allow the SQL server 2008 R2 Express to be installed, see Figure 13 below.

Figure 13



After a short delay, the **Visual C++ 2012 Runtime Libraries (x86)** panel may appear. See Figure 14 below.

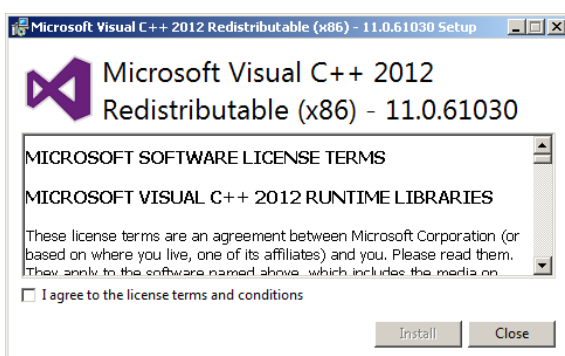
Figure 14



Click **Install**.

After a short delay, the **Microsoft Visual C++ 2012 Redistributable (x86)** window may appear, see Figure 15 below.

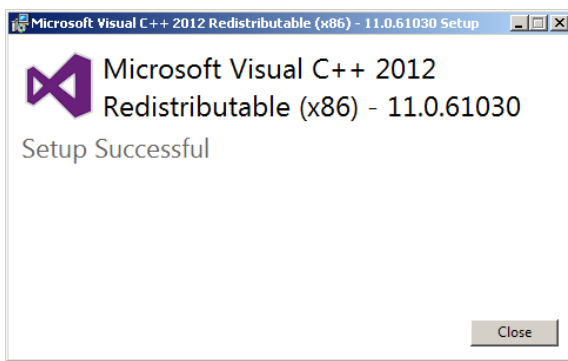
Figure 15



Read the licence agreement, select 'I agree to the licence terms and conditions' then click **Install**.

After a short delay, **Setup Successful** appears in the **Microsoft Visual C++ 2012 Redistributable (x86)** window, see Figure 16 below.

Figure 16

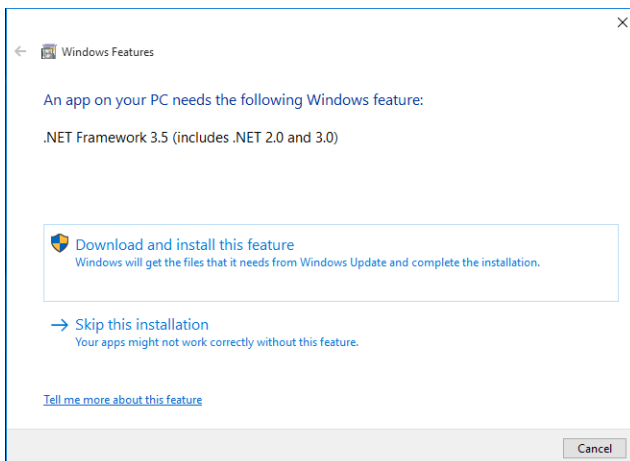


Click **Close**. If SQL Express is to be installed, the **Notion Pro Server Setup** window appears, with a progress bar for SQL Server 2014 installation. SQL installation will take several minutes.

4.3.3.2 Windows 10 Onwards

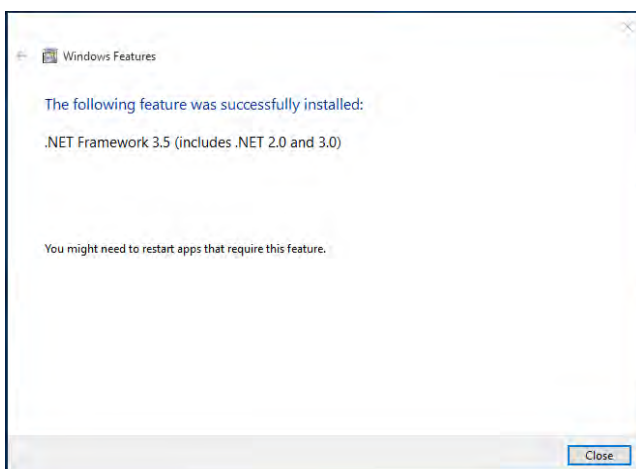
During SQL install, the **Windows Features** window may appear see Figure 17 below; select 'Download and Install the feature'. Downloading .NET Framework 3.5 is internet access speed dependant and can take several minutes.

Figure 17



Once .NET Framework 3.5 installation has completed, the **Windows Features** window will display as Figure 18 below; click **Close** to continue and install SQL Server.

Figure 18

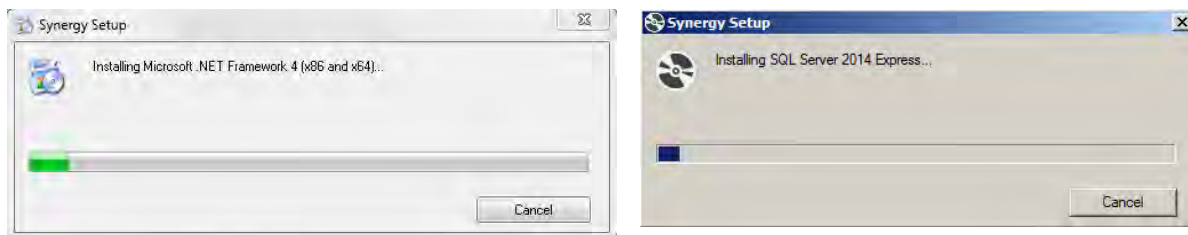


Synergy Installation Manual



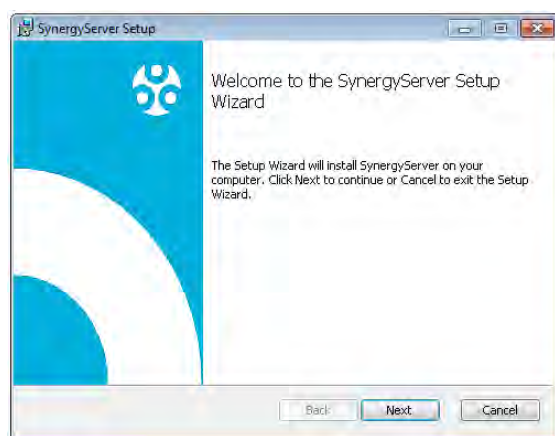
The installation of Microsoft .NET and SQL components could take up to 20 minutes to install, please be patient, see Figure 19 below.

Figure 19



The next section will install the Synergy Server. Click **Next**, see Figure 20 below.

Figure 20



Tick 'I accept the terms in the License Agreement' and then click **Next**, see Figure 21 below.

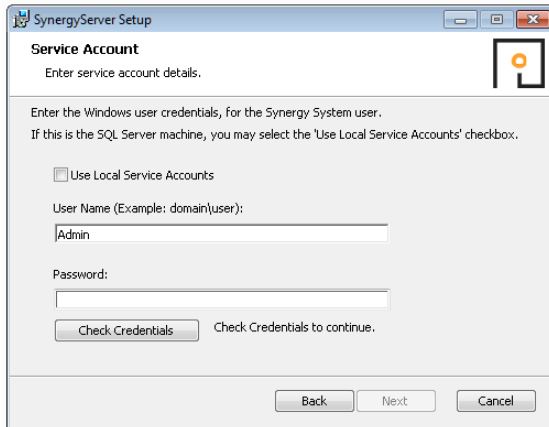
Figure 21



4.3.3.3 Synergy W700B

Enter the user credentials you have set up for the Synergy System to use and click **Check Credentials** then click **Next**. If Synergy is being installed on the SQL Server machine, you may select Use Local Service Accounts.

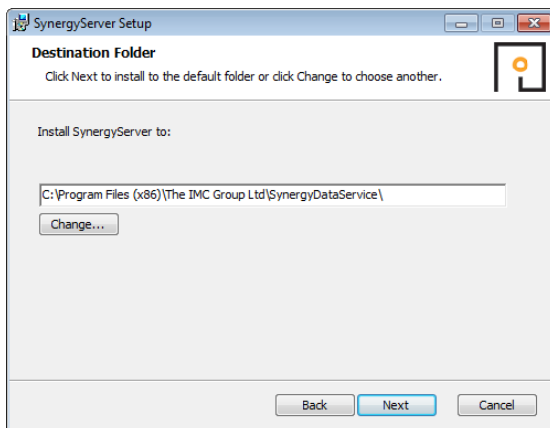
Figure 22



4.3.3.4 W700B

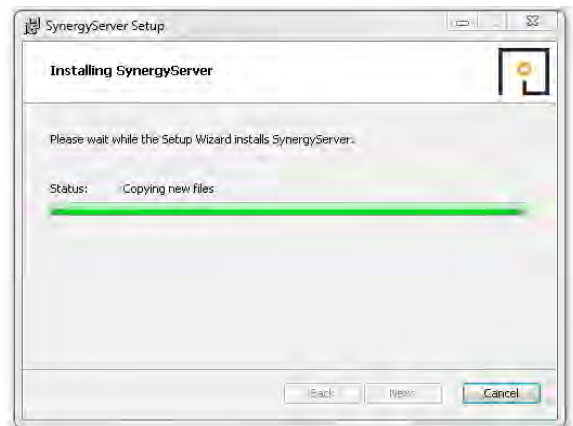
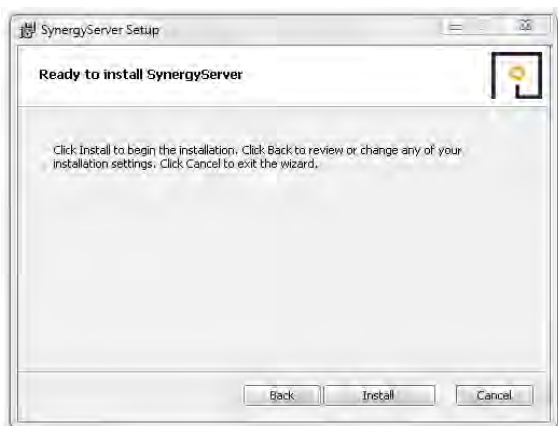
The Destination Folder dialog shows, see Figure 23. If required, the installation folder can now be changed; clicking **Change...** display a folder browser dialog, allowing the destination folder to be changed. When completed click **Next**.

Figure 23



The next stage will proceed with installing the Synergy server Instance, click **Install**, see below.

Figure 24



4.3.3.5 Synergy W700A

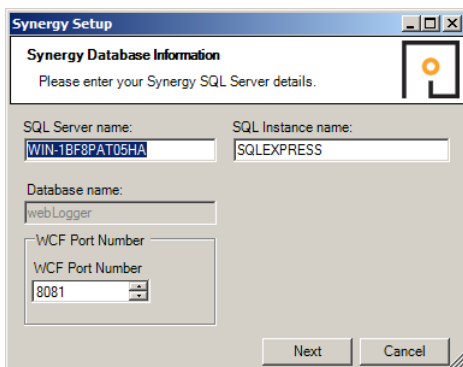
When installing to a machine with **NO existing** Microsoft SQL Express installation, leave the settings shown in Figure 25 at the default values.

When installing to a machine with **an existing** Microsoft SQL Express installation, the Server name and Instance name fields shown in Figure 25 must be set to the existing Microsoft SQL Express Server name and Instance name. These can be obtained from your System Administrator or from the connection information shown in Microsoft SQL Server Management Studio, (SSMS); the connection information is displayed in the format [server name]\[Instance name]. For help with using SSMS use the help and tutorial provided with SSMS.

If port 8081 is unavailable for the WCF service, enter the port number required for this installation.

Once completed click **Next**, see Figure 25 below.

Figure 25



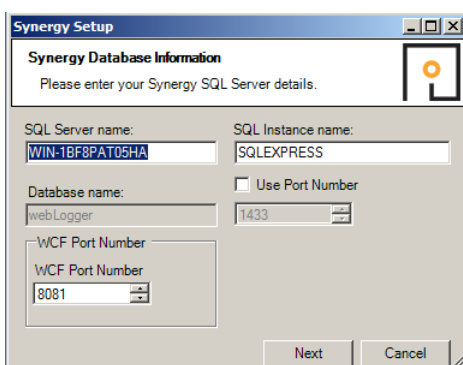
4.3.3.6 Synergy W700B

The Server name, and either an Instance name or Port Number fields shown in If port 8081 is unavailable for the WCF service, enter the port number required for this installation.

Figure 26 must be set to the Microsoft SQL Server name, and Instance name or Instance port number, for the Microsoft SQL Server that Synergy will be using. If you do not know your SQL Server details, ask your System Administrator or IT support provider.

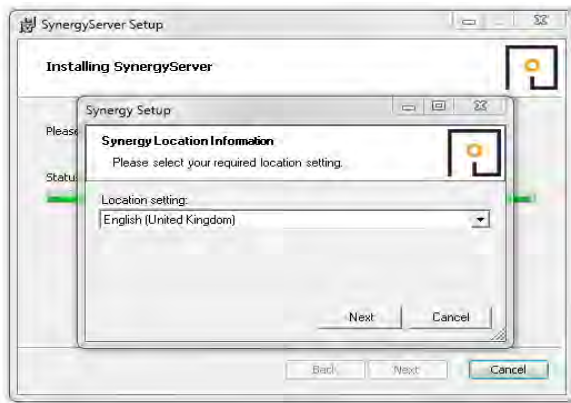
If port 8081 is unavailable for the WCF service, enter the port number required for this installation.

Figure 26



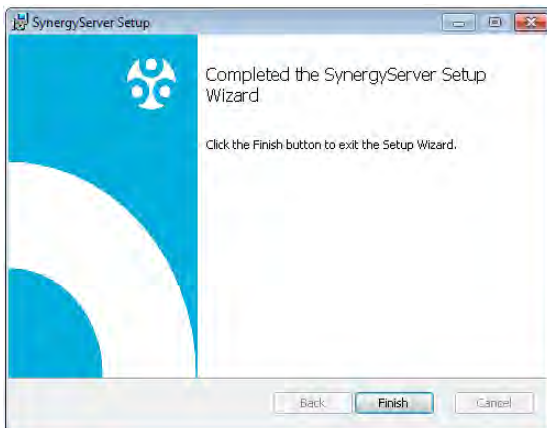
Ensure the required locale is set correctly, otherwise date and times sent in SMS and Email messages may be incorrectly formatted, see Figure 27 below.

Figure 27



Click Finish, Synergy server is now complete, see Figure 28 below.

Figure 28



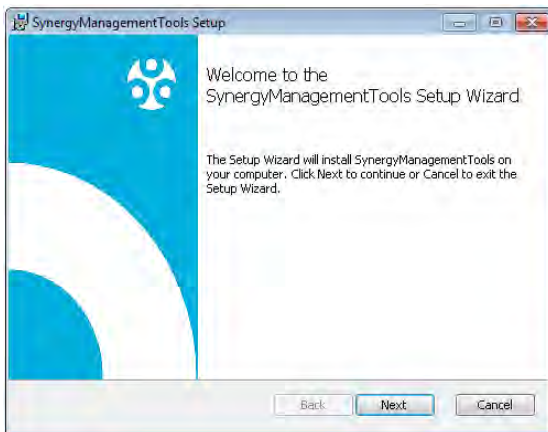
4.3.4 Installing Synergy Management Tools

The Synergy Management Tools provide connectivity tools to Synchronise, Calibrate and Merge sensors, and to set up SR2s.

This should be installed on a machine on the Synergy Server's LAN, or on the Synergy Server itself. Attempting to install and use the Management Tools on a remote machine is not recommended. This can result in loss of Tool functionality and/or pose security risks, use Remote Sensor Management instead.

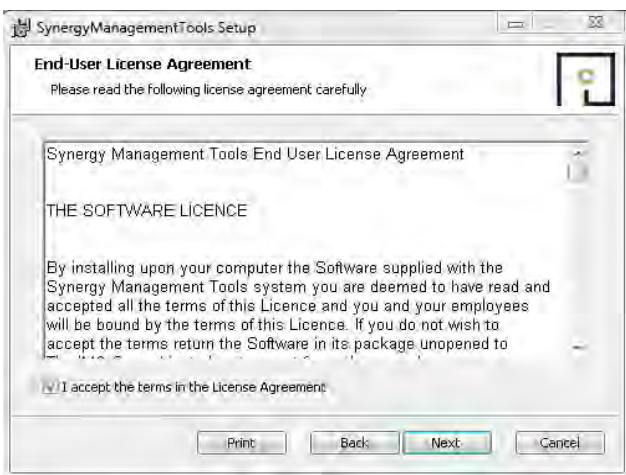
A Synergy Management Tools setup dialog box will appear, click **Next**, see Figure 29 below.

Figure 29



First, Read the agreement and then tick 'I accept the terms in the Licence Agreement', and then click **Next**, see Figure 30 below.

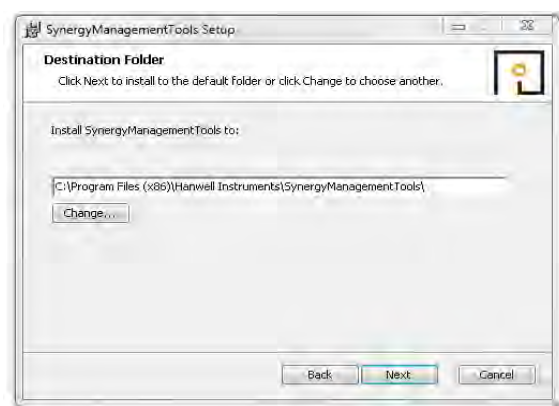
Figure 30



Unless absolutely necessary, it is recommended leaving the pre-set default location for the installation of Synergy management tools, see Figure 31 below for default location.

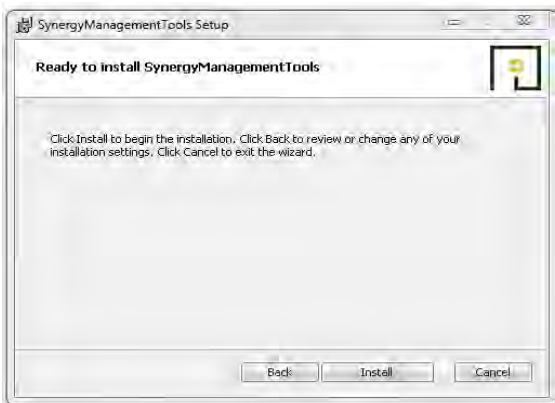
Once the location has been decided or left default as recommended click **Next**, see Figure 31 below.

Figure 31



Click **Install** to begin the installation of Synergy Management Tools, see Figure 32 below.

Figure 32

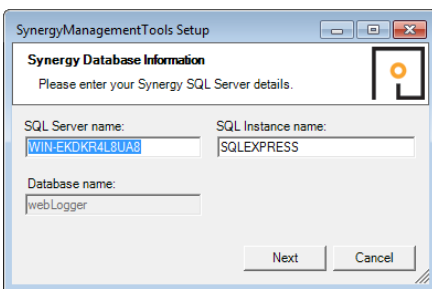


The Synergy Management Tools will need to connect to the database when it's run. To do this it needs to know the information below, ensure if you have made any changes during the Synergy Server installation you make the same changes here. (*Previous changes would have been made in Figure 25 above.* Otherwise, leave this box as the pre-set default information and click **Next**, see Figure 33 below.

4.3.4.1 Synergy W700A

The correct sever name and Instance name, (as entered previously, at Figure 25), **MUST** be entered here. If your SQL installation does not have an instance name, delete the default **SQL Instance name** field entry, and leave it blank.

Figure 33

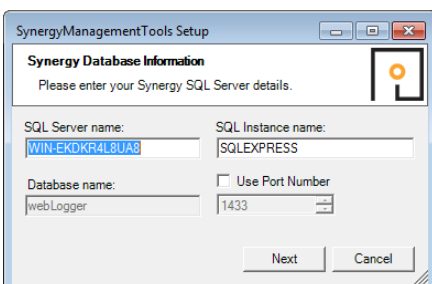


4.3.4.2 Synergy W700B

The correct sever name, and Instance name or Instance port number, (as entered previously, at If port 8081 is unavailable for the WCF service, enter the port number required for this installation.

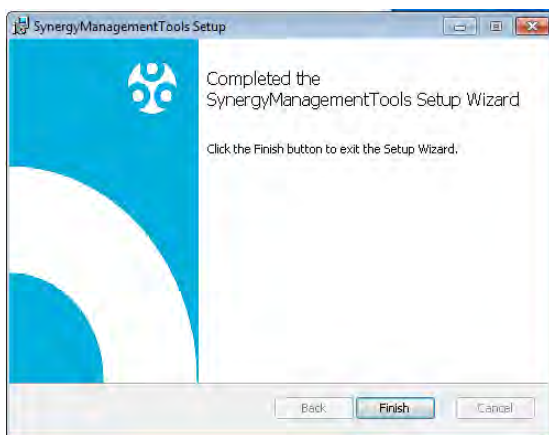
Figure 26), **MUST** be entered here. If your SQL installation does not have an instance name, delete the default **SQL Instance name** field entry, and leave it blank.

Figure 34



The Synergy Management Tools installation has now completed. Click **Finish**, see Figure 35 below.

Figure 35

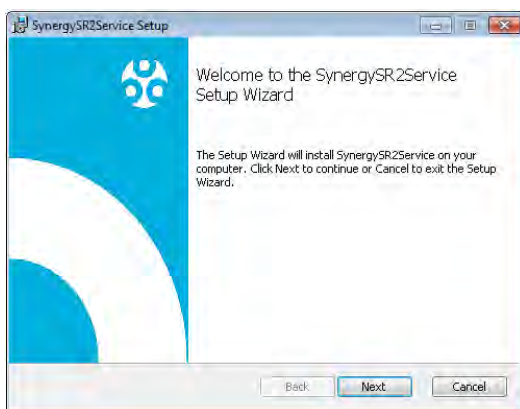


4.3.5 Installing Synergy SR2 Service

If the SR2 service has been selected on the **Synergy Install** dialog box (see Figure 10) the next stage will begin the installation of the Synergy SR2 server, this is necessary to allow Smart Receiver devices to communicate with the Synergy server locally or remotely.

Click **Next**, this will install the Synergy SR2 service, see Figure 36 below.

Figure 36



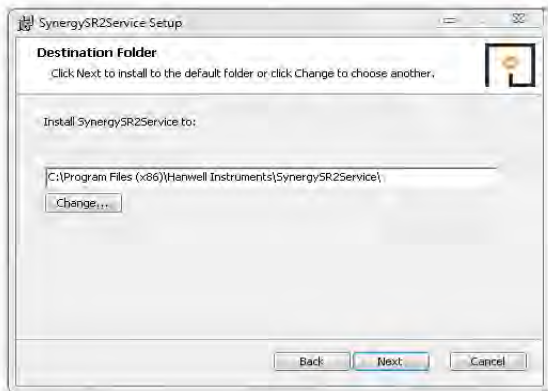
Read the Licence Agreement, see Figure 37 below, tick 'I accept the terms in the Licence Agreement' and then click **Next**.

Figure 37



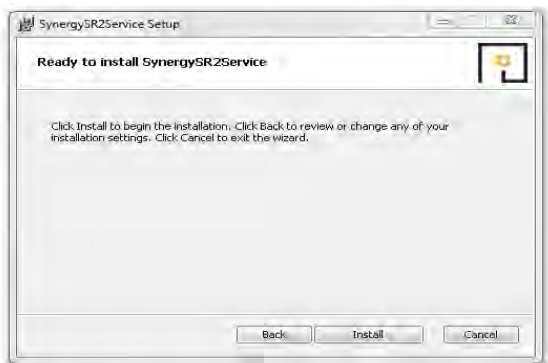
Unless absolutely necessary, it is recommended leaving the pre-set default location for the installation of the Synergy SR2 service, see Figure 38 below, then click **Next**.

Figure 38



The next stage will begin the installation of the Synergy SR2 Service, click **Install**, see Figure 39 below.

Figure 39



Unless absolutely necessary, it is recommended leaving the pre-set allocated port numbers as default. If the customer already has a different program running on the same port numbers as below, then these can be changed in this section to your IT department's specification.

Refer to the allocated port section show in section 3.2 of this document and ensure no other ports are currently in use on another program on the host machine.

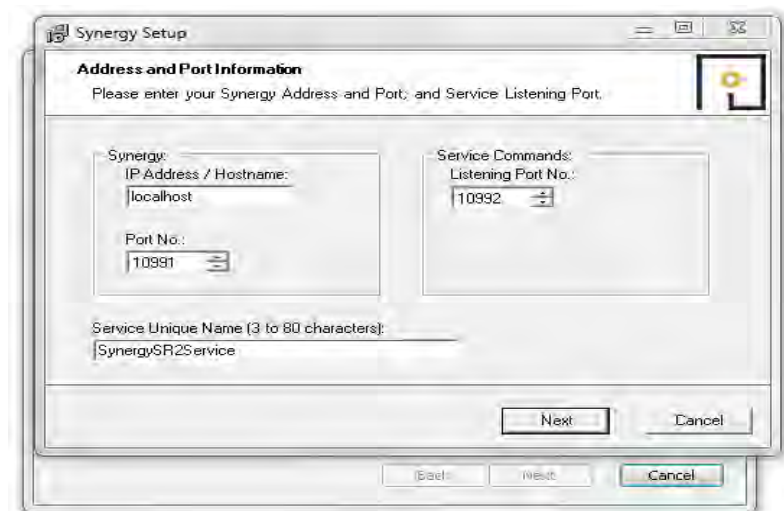
If installing the SR2 Service on multiple machines, then each service must have a different name entered in the service unique name text field.

Keep a list of the Service names used, as each unique service name needs to be added to the list of Hardware Service names in the **Config Utility**. For single SR2 Service installations, the default is recommended, see Figure 40 below.

Note: When installing distributed Hardware Services, the Synergy IP Address / hostname must be set during installation of the Hardware Service. This must match the address of the Synergy server where the Data Service is installed. For this system, at least one SR2 Service will need to have non-default Service names set during installation; the non-default Service name would then need to be added to the **Hardware Service** dialog box (see Figure 75 for remote SQL servers, Figure 95 for RadioLog data import), when creating the new system from the Synergy Config Utility.

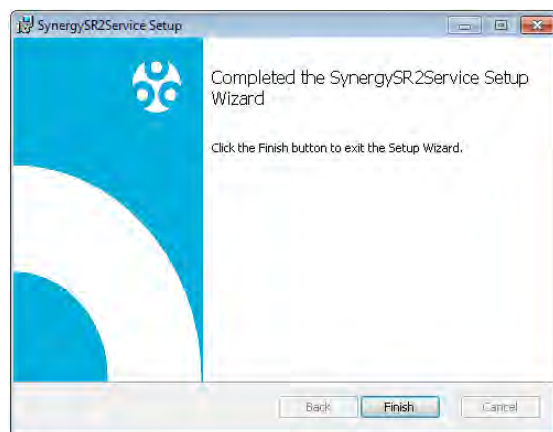
Once the service names have been decided on and logged or the default service names have been used, click **Next**.

Figure 40



The next stage will complete the installation of the Synergy SR2 service, click **Next**, see Figure 41 below.

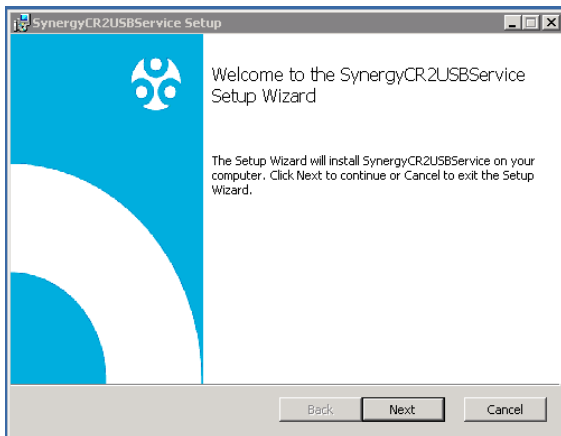
Figure 41



4.3.6 Installing CR2 USB Service

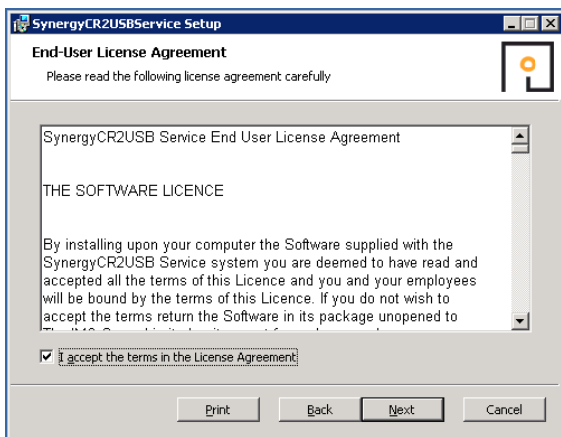
If CR2 USB service has been selected, the next stage will begin the installation of the Synergy CR2 USB service, this is necessary to allow Synergy to communicate with a CR2 device using USB. Click **Next**, this will install the Synergy CR2 service, see Figure 42 below.

Figure 42



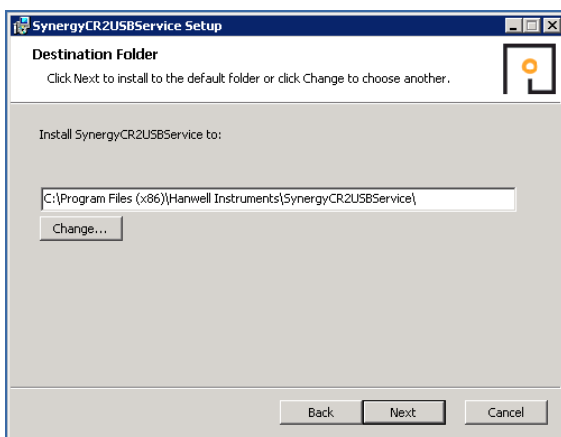
Read the Licence agreement, see Figure 43 below, tick 'I accept the terms in the Licence Agreement', and then click **Next**.

Figure 43



The next stage will begin the installation of the Synergy CR2 USB Service. Click **Next**, see Figure 44 below.

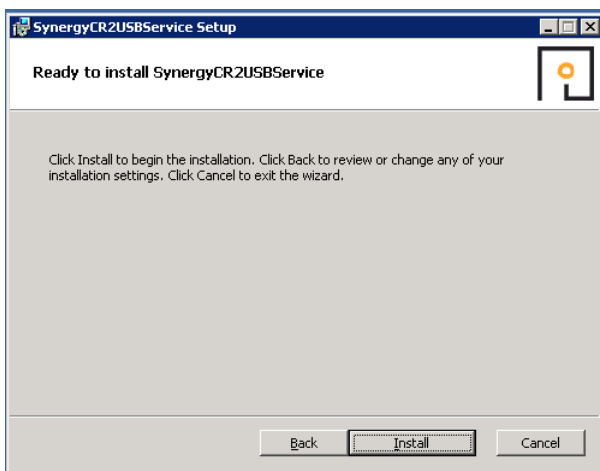
Figure 44



Unless absolutely necessary, it is recommended leaving the pre-set allocated port numbers as default. If the customer already has a different program running on the same port numbers as below, then these can be changed in this section to your IT department's specification.

Refer to the allocated port section show in section 3.2 of this document and ensure no other ports are currently in use on another program on the host machine.

Figure 45

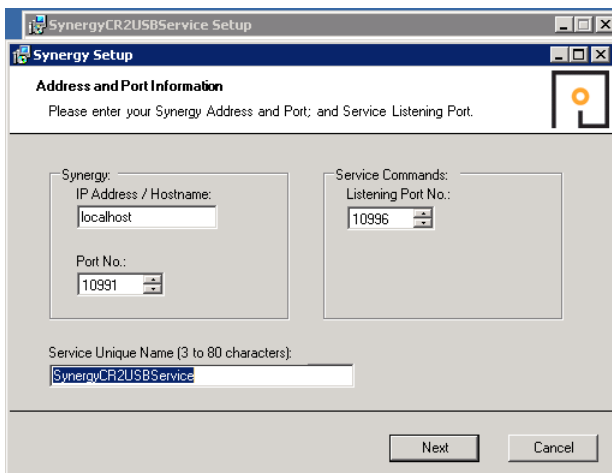


If installing the CR2 USB Service on multiple machines, then each service must have a different name entered in the service unique name text field.

Keep a list of the Service names used, as each unique service name needs to be added to the list of Hardware Service names in the **Config Utility**. For single CR2 USB Service installations, the default is recommended, see Figure 46 below.

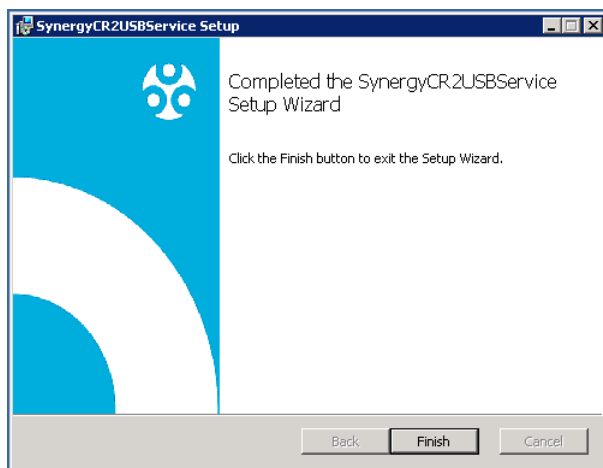
Once the service names have been decided on and logged or the default service names have been used, click **Next**.

Figure 46



The next stage will complete the installation of the Synergy CR2 USB service click **Finish**, see Figure 47 below.

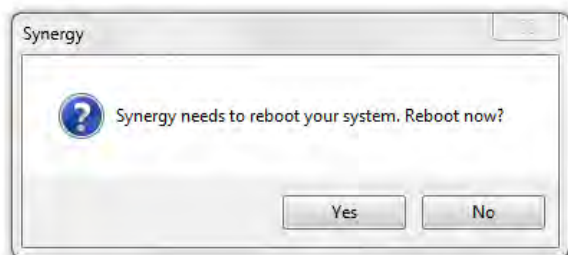
Figure 47



4.3.7 Install Completion

On completion of an install that includes **Synergy Server Components**, the server requires a reboot to ensure correct operation, select **Yes** to the reboot request, see Figure 48 below.

Figure 48

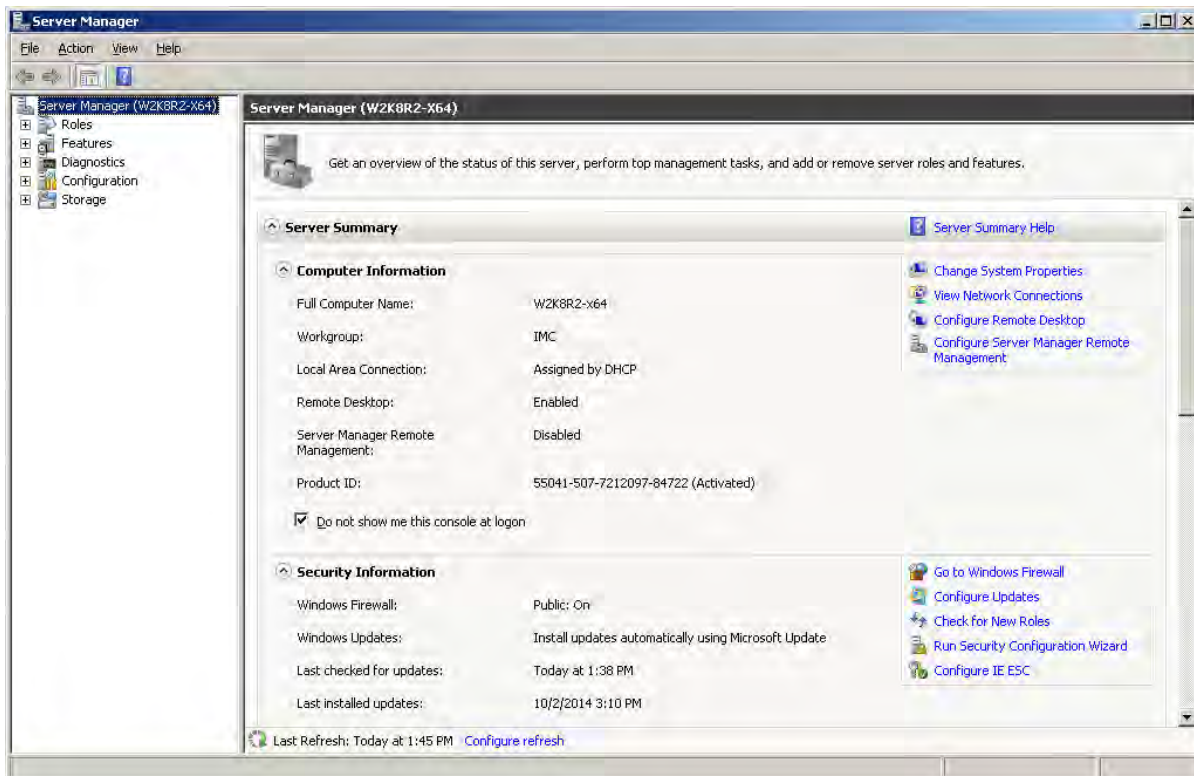


4.3.8 Server 2008, 2008R2 and 2012R2 - Disabling Internet Explorer Enhanced Security Configuration

Some features of Synergy will not work correctly if Internet Explorer Enhanced Security Configuration is left ON, so it is advisable to turn this OFF prior to using Synergy.

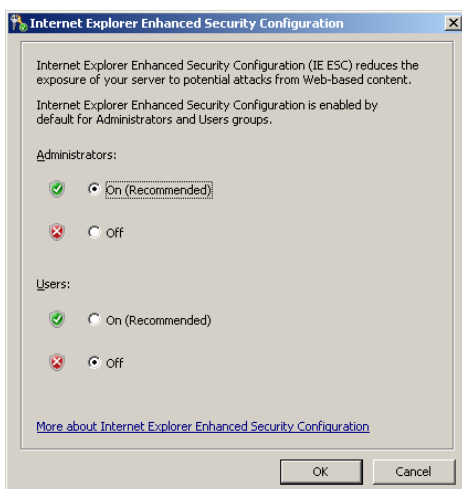
1. Start Server Manager; this can be started from either the *Administrative Tools* window.
2. Server 2012 has a Server Manager Dashboard, select Local Server on the Dashboard, to get to the server properties.

Figure 49



3. Select **Configure IE ESC**. The **Internet Explorer Enhanced Security Configuration** dialog box appears. See **Figure 50** below.

Figure 50



4. Select the 'Off' option buttons under Administrators and Users. Click **OK**.

4.4 Service Reinstall

If a Service has to be re-installed, first uninstall the Service using the Windows Control Panel and then Uninstall Programs. Then run the Install.exe from the DVD. And follow your Operating System's installation instructions, see section 4.2 onwards.

4.5 Remote Management Tool

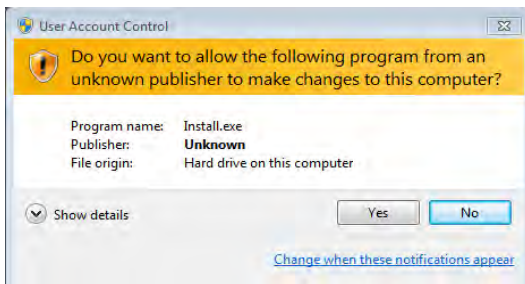
4.5.1 Install Synergy Remote Management Tools

The Remote Sensor Management application provides connectivity tools to Synchronise, Calibrate and Merge sensors, and to setup SR2s on a network remote from the Synergy Sensor. This application requires http, (port 80), access to the Synergy Server. If the Customer wishes to use the Remote Sensor management application, then the Customer must ensure that Firewalls are configured to allow http, (port 80), access from the remote network to the Synergy Server.

4.5.2 Remote Management Installation Procedure

Run the Synergy DVD install.exe, then if user account control is enabled, click **Next**, see Figure 51 below. If user account control is disabled skip this step seen in Figure 51 below.

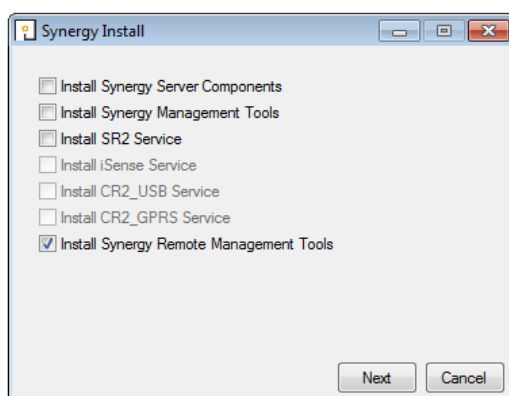
Figure 51



Note: the Figures in this section are for a Windows 7 or Windows 2008 installation. The appearance of the Windows for a Windows Server 2012 installation will be slightly different.

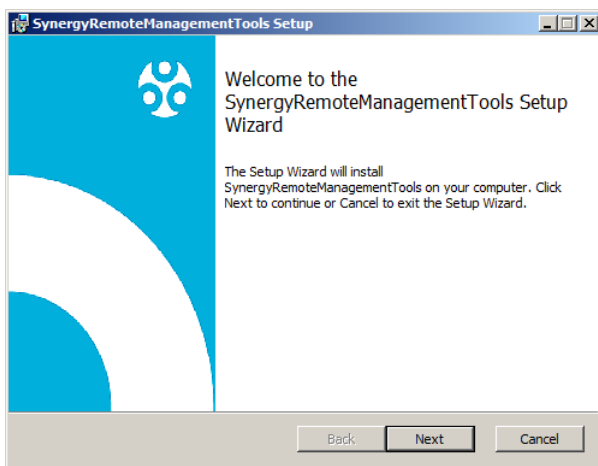
Check 'Install Synergy Remote Management Tools' box and then click **Next**, see Figure 52 below. Note: The installation package will not allow you to install the **Remote Management Tools** and other services.

Figure 52



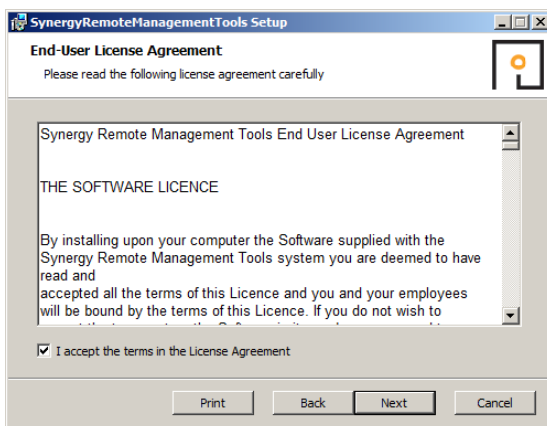
The next stage will begin the process of installing the Synergy **Remote Management Tools**. Click **Next**, see Figure 53 below.

Figure 53



Read the Licence Agreement, then tick 'I accept the terms in the Licence Agreement'. Click **Next**, see Figure 54 below.

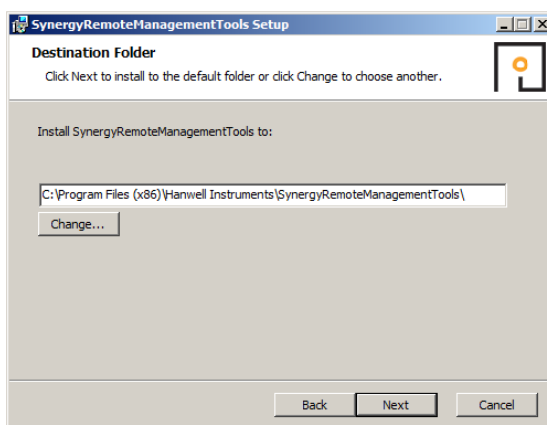
Figure 54



Unless necessary, it is recommended leaving the pre-set default location for the installation of the Synergy **Remote Management Tools** service.

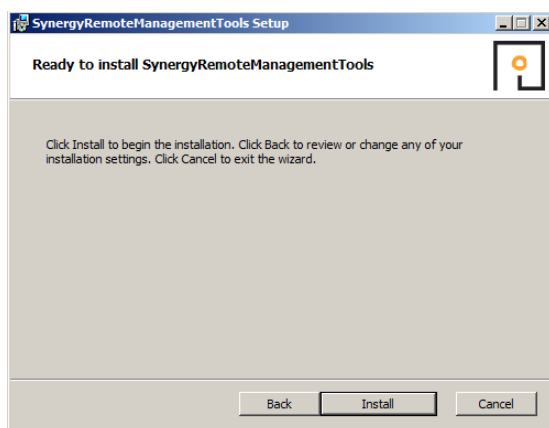
Once the location of the **Synergy Management Tools** has been decided and changed or the default location has been selected, click **Next**, see Figure 55 below.

Figure 55



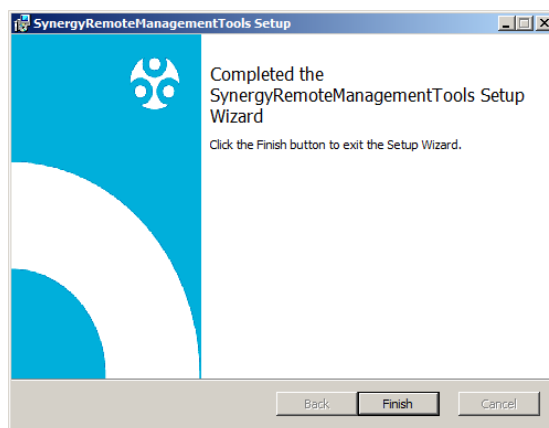
The next stage of the process will install the Synergy **Remote Management Tools**. Click **Install**, see Figure 56 below.

Figure 56



The installation for the Synergy Remote Management Tools will now run to the completed stage. Click **Finish**, see Figure 57 below.

Figure 57



5 Firewall Configuration

After installing the Synergy Server Components, any software Firewall needs to be configured to allow connection to the Apache Server.

The Customer must add a rule to allow incoming HTTP connections on Port 80. Rule needs to apply to all networks that the Customer intends to allow browser access from.

If the Synergy server has a local Firewall, then this may need configuring to allow internal connections for the WCF Service, on either the default port - 8081 - or the port number selected by the Customer for WCF Service use on install.

In addition, the Firewall may need to be configured to allow MS SQL connections, the default connections are **TCP port 1433**, and **UDP port 1434**. If using **Synergy W700B** to connect to an SQL server on a separate machine on the LAN; then any Firewall on the SQL server machine will also need to be configured to allow the incoming SQL connections.

If the Customer wishes to connect to remote SR2 or CR2 USB units where no intranet is in place, then the Customer must ensure that all Firewalls are configured to allow connections between the remote networks over the requisite TCP/IP ports. Customers can use the table in section **3.2 TCP/IP Ports & Addresses** to assist with this process.

Use of CR2GPRS and/or iSense sensors requires an outgoing connection from the Synergy server on port 8081 TCP.

6 New Database Configuration

Follow this section if this is a new installation of Synergy and you are **not** Importing RadioLog data in to the Synergy database. If you wish to import RadioLog data, see **section 7** of this manual.

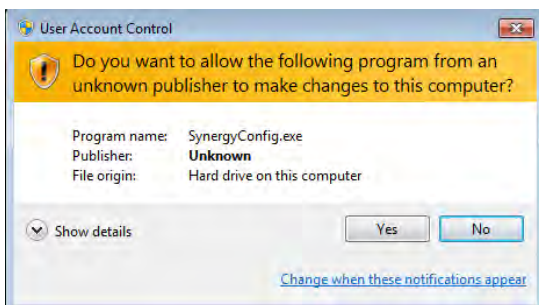
After the Synergy installation is completed and the server has been rebooted use the Synergy configuration Utility to create and initialise the Synergy database. To access the Synergy configuration Utility navigate to windows **Start menu - All Programs - Hanwell Instruments Ltd - Synergy Config**, follow the steps below to configure the Synergy database.

To run Synergy Config, the user must be an administrator on the local machine.

Also, if configuring a **Synergy W700B** install; either the user's Windows login must map to a sys admin role on the SQL server, or the user must able to login to an SQL account with the sys admin role on the target SQL server.

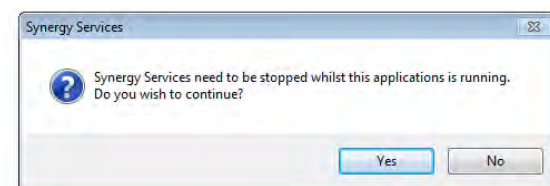
If the host machine has user account control enabled then the User Account Control window appears, click **Yes**, see Figure 58 below. If the host machine does not have user account control enabled then the User Account Control window does not appear and the new database procedure go straight to the Synergy Services window, see Figure 59.

Figure 58



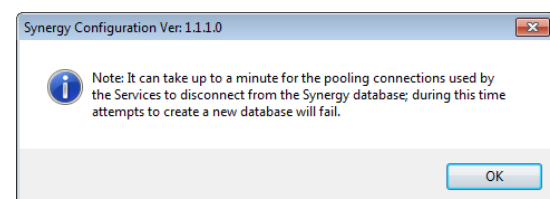
A message will appear suggesting that services will be stopped throughout the duration that the Synergy Config is running, see Figure 59 below.

Figure 59



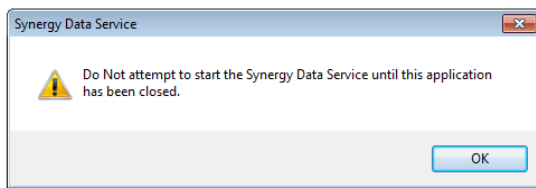
Another message will be shown suggesting it can take up to a minute for the active services to be stopped, Click **OK**, and see Figure 60 below.

Figure 60



The next message tells you **NOT** to attempt to start any of the Synergy services while the Synergy Config is running. Click **OK**, see Figure 61 below.

Figure 61



You may find that Synergy services will be stopped during the period which Synergy Config Utility is open.

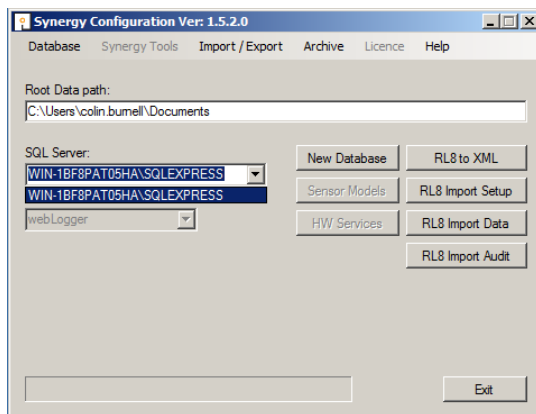
Do not try to restart any services during this period; all services will restart themselves once Synergy Config utility is closed.

The Synergy Configuration utility will search for SQL servers, This may take some time.

6.1.1 Synergy W700A

Synergy W700A must use an SQL server on the Local machine, and this should appear at the top of the list, see Figure 62 below.

Figure 62



6.1.2 Synergy W700B

Synergy W700B can use an SQL server on either the local machine, or another machine on the LAN. The SQL Search function will only work if SMO components have been installed as part of an SQL Server or SQL Server Manager Studio installation on the local machine.

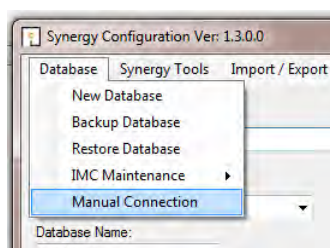
If SQL Servers are shown, continue at section **6.1.4**

Typical SQL Servers shown above.

6.1.3 Synergy W700B No SQL Servers Shown

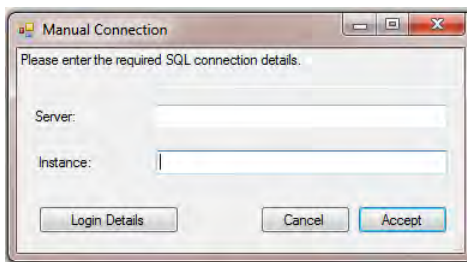
If no Servers are shown in the **SQL Server** control, select the **Manual Connection** menu item from the **Database** menu, see Figure 63 below. This will display the **Manual Connection** dialog box, see Figure 64 below.

Figure 63



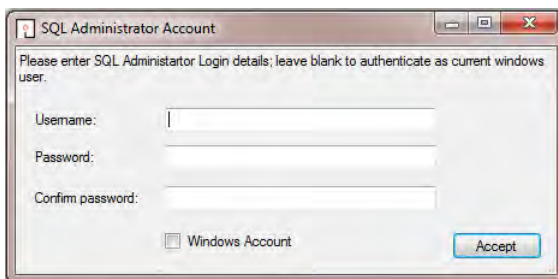
In the **Manual Connection** dialog, see Figure 64 below; enter the required SQL Server machine name and SQL server Instance name in the appropriate text fields.

Figure 64



Then click **Login Details** to display the **SQL Administrator Account** dialog box, see Figure 65 below.

Figure 65



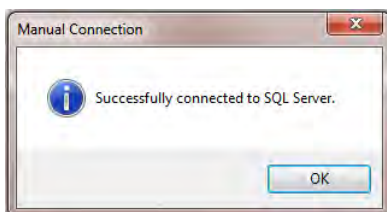
Generally **Windows Account** should be selected to use a Windows integrated login. However, if necessary a SQL **Username** and **Password** can be entered in the appropriate text fields.

Now click **Accept** to return to the **Manual Connection** dialog box, then click **Accept** on the **Manual Connection** dialog box to continue.

The **Config Utility** application will now test the SQL connection details.

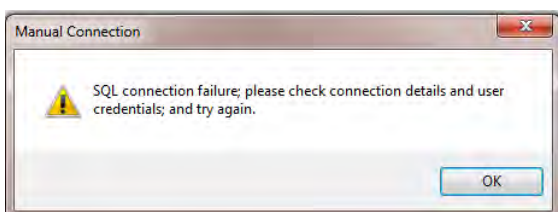
If the test is successful Figure 66 below will be displayed. Continue at section 6.1.5 below.

Figure 66



If the test is unsuccessful Figure 67 below will be displayed. Check you connection and login details, and retry.

Figure 67



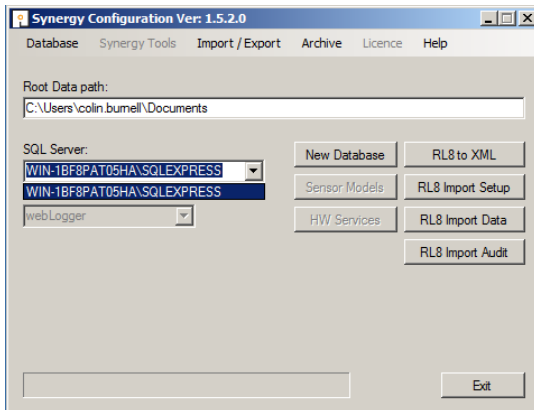
If you are sure that your connection and login details are correct and the process still fails, check all associated Firewall settings and check that the SQL server is configured to accept remote connections. Check that a connection can be routed from the Synergy Server to the SQL Server.

If you are unsure how to do this, ask your System Administrator or IT support provider for assistance. Please do **NOT** ask IMC for assistance until you have established that an SQL connection can be made from the Synergy Server to the SQL Server.

6.1.4 SQL Servers Shown

If the SQL Servers are shown, select the required SQL server instance from the drop down list, (Figure 68 below). If the required SQL server is not shown, check Firewall settings on the local and SQL server machines, and make sure the *SQL Server Browser* service is running on the SQL server.

Figure 68



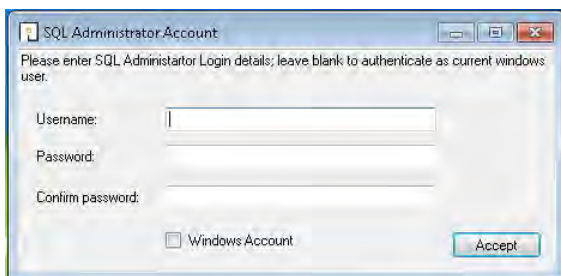
6.1.4.1 W700B Remote SQL Server

If connecting to an SQL server on another machine on the LAN, the SQL Administrator login dialog box, see Figure 69 below, may appear.

If the user's Windows login maps to a Sys Admin role on the SQL server, leave the text boxes blank, select the **Windows Login** checkbox, and click **Accept** to continue.

If the user's Windows login does **NOT** map to a Sys Admin role on the SQL server, enter the **Username** and **Password** for the required SQL Sys Admin account, make sure the **Windows Login** checkbox is deselected, and click **Accept** to continue.

Figure 69

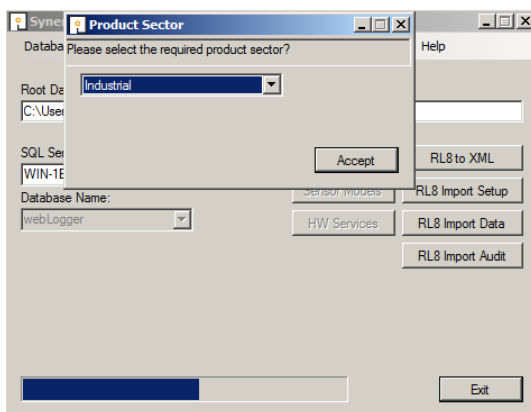


6.1.5 New Database

Click **New Database** on the main dialog box, (see Figure 68 above), and you will be prompted with the Product Sector box.

Select the sector relevant to the Customer, Heritage, Industrial, Pharmaceutical or Healthcare from the drop down menu, see Figure 70 below.

Figure 70

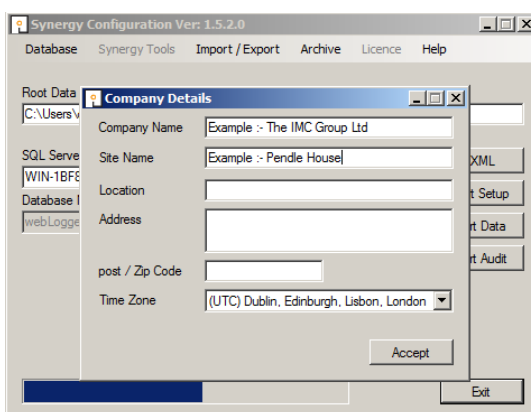


In the next section, you will be asked to enter the company and site information.

The time zone needs to reflect the Site's time zone, the value displayed by default will be the time zone used by the host PC. It is important that this is set correctly, as dates in the database are stored using GMT.

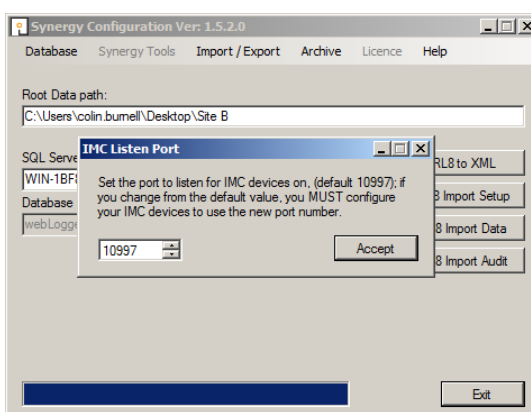
Complete the Company Details form shown below (Figure 71), then click **Accept**. **Users entering address data should adhere to local data protection requirements and regulations.**

Figure 71



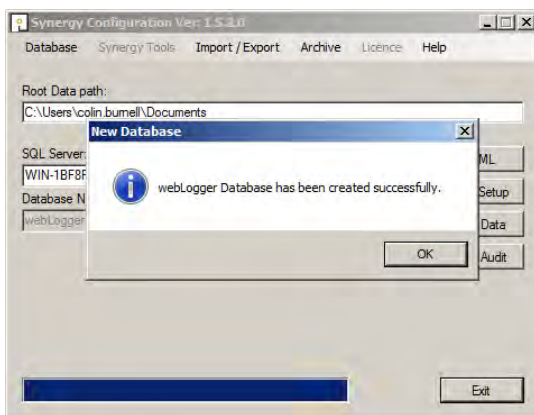
The port used to listen for IMC devices – Selsius Receivers, IMC ARB Module, and IMC SMS Module – needs to be configured; the default port is 10997, if this is unavailable set the required port number, remember that you **must** configure all IMC base type devices to use the port number set here.

Figure 72



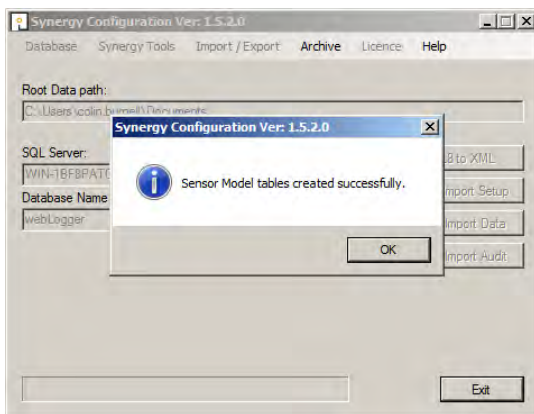
The database has now been created successfully. The below message below indicates that the Synergy database has been created successfully, see Figure 73.

Figure 73



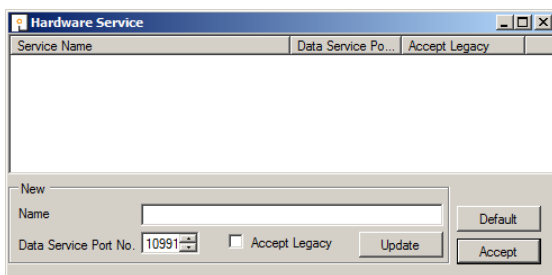
Click **Sensor Models**. This will Import the entire range of Hanwell sensor types into the database. Once this process is complete the below message below will state that the tables have been created successfully. See Figure 74 below.

Figure 74



Click **HW Services**. The box below box will appear, see Figure 75.

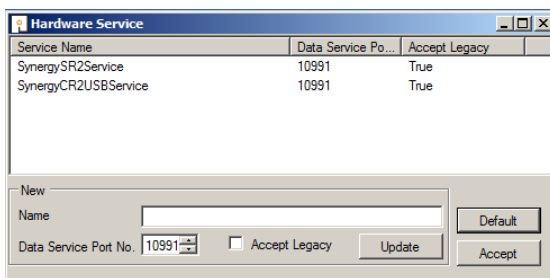
Figure 75



Click **Default** and three hardware services will be selected, as in Figure 76 below.

Click **Accept**. This will import the hardware services to the database. This allows for certain types of hardware to be functional within Synergy.

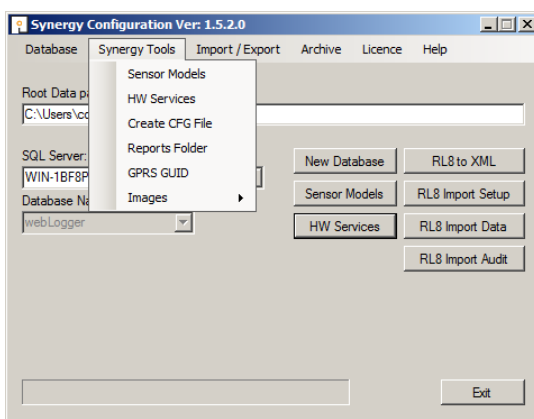
Figure 76



Under the **Synergy Tools** tab, select **Reports Folder**. The Reports Folder is where Synergy will store copies of the **Scheduled Reports**, which Synergy Users can set up and run.

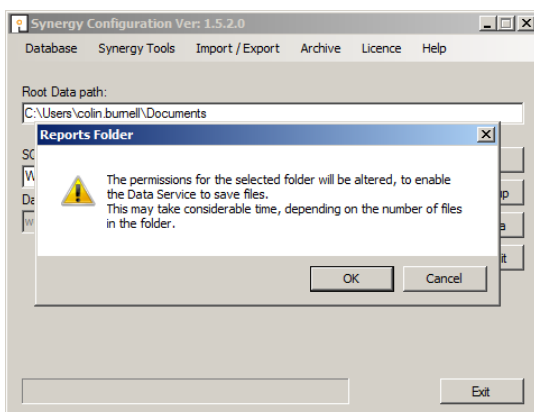
The Reports Folder information notice will be displayed, see Figure 77 below.

Figure 77



The message below will pop up, stating that the permissions will need to be changed (automatically) to enable the services to write to this location. Click **Ok**, see Figure 78 below.

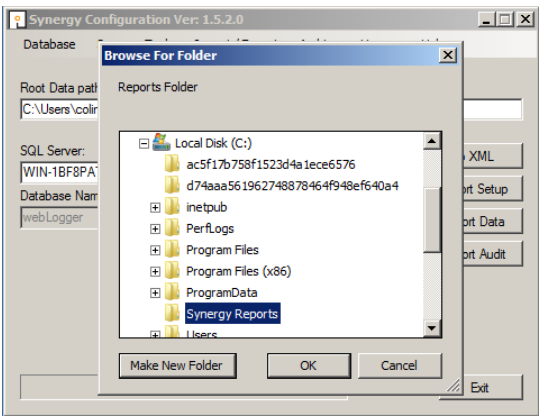
Figure 78



The next step in the procedure is to decide on a location that generated reports will be saved on the host network. The options are either a pre-existing location of your choice, or select **Make New Folder** and name this as required.

Once the location has been decided and selected click **Ok**, see Figure 79 below.

Figure 79



7 RadioLog Data Import

7.1 Pre Conversion and Import

This section describes a step by step guide for customers currently running RadioLog and who wish to Import the data in to the Synergy database.

When Importing RadioLog data to an existing Synergy installation or importing two or more RadioLog systems to a single Synergy system, back up the Synergy database prior to each import. Import each RadioLog system to its own Site or sub-Site. Use the same Site for every control device associated with each RadioLog import. Imported RadioLog Grids become Zones in Synergy.

There are 5 stages to importing RadioLog data, which must be completed in order: obtaining the require set of RadioLog data files, Data Conversion, Setup Import, Data Import, and Audit Import.

Where data import is not required, Setup can be imported and used as the base starting point for a Synergy system. It is possible to import the RadioLog setup, check the system is up and running, and then go back and import the RadioLog data at a later date.

Importing a large RadioLog installation with a lot of data takes considerable time; be prepared for the import to run for several hours. At the start of the data import, if the system has sensor names containing invalid file name characters, you will be asked to confirm import file names. During RadioLog import, all Admin Users will be given access to the imported Data and Setup.

7.1.1 Log File Warnings

Importing an established RadioLog installation will produce Log File warnings. This is due to various RadioLog settings, and data files becoming orphaned, as changes are made and sensors changed over the life of the RadioLog system. The Log file should be checked after an Import, to make sure that all warnings can be referenced to deviations from the current state of the imported system.

7.1.2 SMS Group Import

Because SMS active days and times are set for each SMS Alert Group in Synergy, imported RadioLog SMS Groups will have SMS active days and times set to match one of the Group's recipient configurations from the RadioLog Address Book. The Customer will need to check, and reconfigure SMS Alert active days and times to your specific requirements, post import.

7.1.3 Preparing RadioLog Data

When importing data from an existing RadioLog system you **MUST** ensure that each net ID has at least one active SR2 device set in RadioLog, see Figure 80 below.

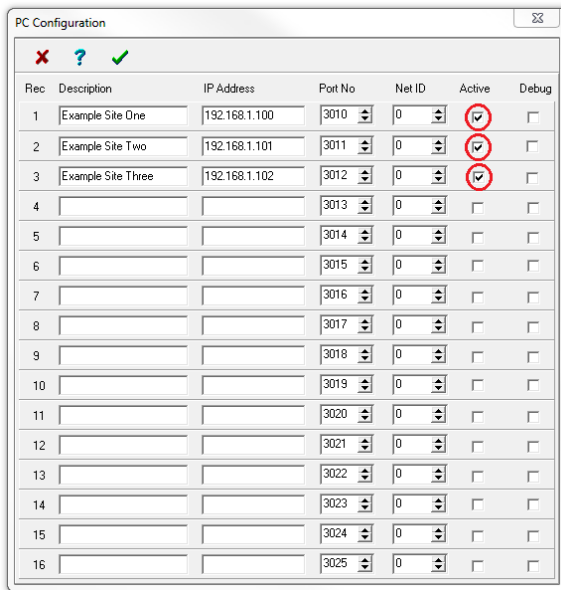
The active checkbox as indicated in red will need to be checked as active in RadioLog as per the statement above before importing the RadioLog data to the Synergy database.

If there are no SR2 devices active in RadioLog then when importing to Synergy the net.def file will not match the sensor IDs and hence no Zones or Sensors will be seen when logging in to Synergy.

RadioLog does not differentiate between Hanwell Radio type sensor and iSense sensors; and as a result, iSense sensors cannot be imported from RadioLog to Synergy. You **MUST** remove any iSense sensors from RadioLog prior to the import process.

In most cases, any existing iSense sensors used with RadioLog will need new SIM cards supplied by IMC; and need to be reconfigured by IMC prior to use with Synergy.

Figure 80



Rec	Description	IP Address	Port No	Net ID	Active	Debug
1	Example Site One	192.168.1.100	3010	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Example Site Two	192.168.1.101	3011	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	Example Site Three	192.168.1.102	3012	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4			3013	0	<input type="checkbox"/>	<input type="checkbox"/>
5			3014	0	<input type="checkbox"/>	<input type="checkbox"/>
6			3015	0	<input type="checkbox"/>	<input type="checkbox"/>
7			3016	0	<input type="checkbox"/>	<input type="checkbox"/>
8			3017	0	<input type="checkbox"/>	<input type="checkbox"/>
9			3018	0	<input type="checkbox"/>	<input type="checkbox"/>
10			3019	0	<input type="checkbox"/>	<input type="checkbox"/>
11			3020	0	<input type="checkbox"/>	<input type="checkbox"/>
12			3021	0	<input type="checkbox"/>	<input type="checkbox"/>
13			3022	0	<input type="checkbox"/>	<input type="checkbox"/>
14			3023	0	<input type="checkbox"/>	<input type="checkbox"/>
15			3024	0	<input type="checkbox"/>	<input type="checkbox"/>
16			3025	0	<input type="checkbox"/>	<input type="checkbox"/>

7.2 Obtaining the RadioLog Data File Set

RadioLog data must be converted to XML with the *RL8 to XML* before it can be imported to Synergy. To do this follow the instructions below.

All files described below are found in the RadioLog Local folder located C:\RadioLog8\Local.

1. Create a folder on the host machine and name this **Data conversion**. To avoid confusion later in the process, this folder can be created on the desktop.
2. Navigate to the RadioLog directory C:\RadioLog8, and copy the following files:
 - **Hanind.ini** file within the RadioLog directory
 - **net.def** file within the RadioLog directory
 - **All the data files ending with (*.rl8)** within the RadioLog directory
 - **All the text (*.txt)** files within the RadioLog directory.
 - The most recent **layout (*.ly8)** file from the RadioLog local folder to the Root Data path. Do not copy any other files from this location.
3. Then copy all the **log files (*.log)** from (C:\RadioLog8\local\Audit) folder to the **Data Conversion** folder.

No other files except for those mentioned above should be in the Data Conversion folder.

7.3 RadioLog Data Conversion Instructions

7.3.1 Synergy Config

To run Synergy Config, the user must be an Administrator on the local machine.

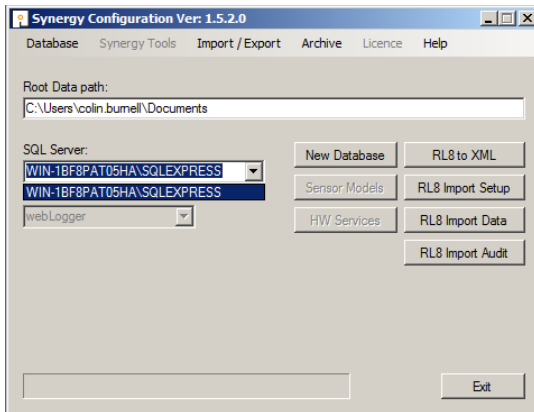
Also, if configuring a **Synergy W700B** install, either the user's Windows login must map to a Sys Admin role on the SQL server, or the user must be able to login to an SQL account with the Sys Admin role on the target SQL server.

Open the **Synergy Configuration** tools.

7.3.2 Synergy W700A

Synergy W700A must use an SQL server on the Local machine, and this should appear at the top of the list, see Figure 81 below.

Figure 81



7.3.3 Synergy W700B

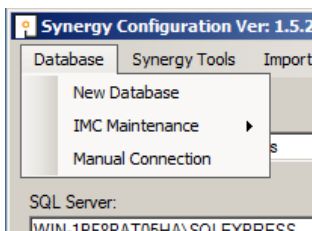
Synergy W700B can use an SQL server on either the local machine, or another machine on the LAN. The SQL Search function will only work if SMO components have been installed as part of an SQL Server or SQL Server Manager Studio installation on the local machine.

If SQL Servers are shown, continue at section **7.3.6 Convert RadioLog Data** below.

7.3.4 Synergy W700B No SQL Servers Shown

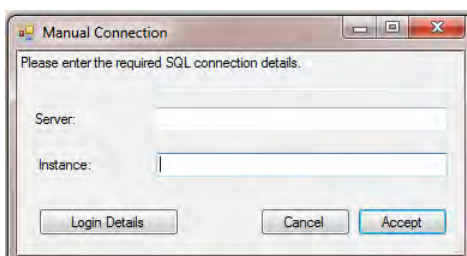
If no Servers are shown in the **SQL Server** control, select **Manual Connection** from the **Database** menu, see Figure 82 below. This will display the **Manual Connection** dialog box.

Figure 82



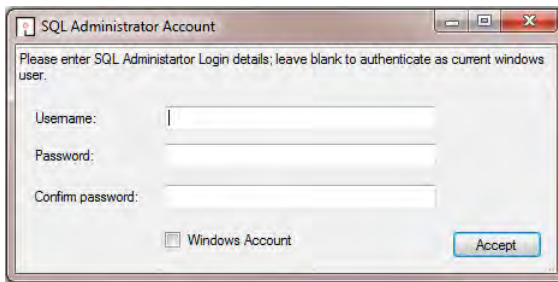
In the **Manual Connection** dialog box, see Figure 83 below, enter the required SQL Server machine name and SQL server Instance name in the appropriate text fields.

Figure 83



Then click **Login Details** to display the SQL Administrator Account dialog box, see Figure 84 below.

Figure 84



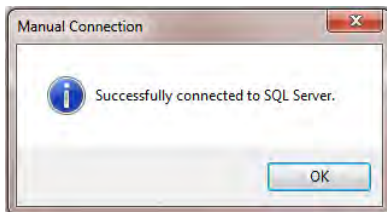
Generally **Windows Account** should be selected to use a Windows integrated login. However, if necessary an SQL **Username** and **Password** can be entered in the appropriate text fields.

Now click **Accept** to return to the **Manual Connection** dialog box, then click **Accept** on the **Manual Connection** dialog box to continue.

The **Config Utility** application will now test the SQL connection details.

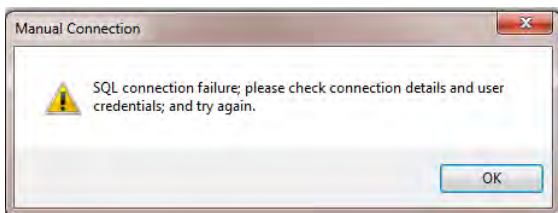
If the test is successful, the **Manual Connection** window, see Figure 85 below, will be displayed. Continue at section 7.3.6.

Figure 85



If the test is unsuccessful Figure 86 below will be displayed, check you connection and login details, and retry.

Figure 86



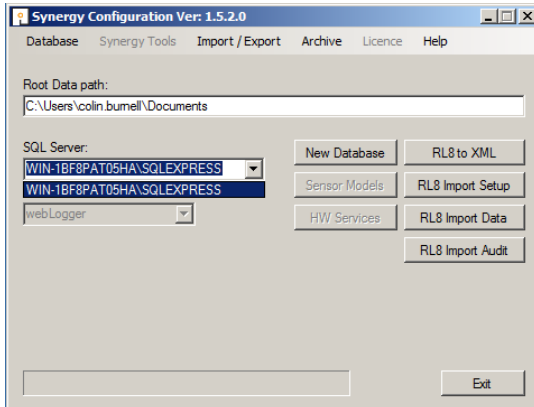
If you are sure that your connection and login details are correct and the process still fails, check all associated Firewall settings, and check that the SQL server is configured to accept remote connections. Check that a connection can be routed from the Synergy Server to the SQL Server.

If you are unsure how to do this, ask your System Administrator or IT support provider for assistance. Please do **NOT** ask IMC for assistance until you have established that an SQL connection can be made from the Synergy Server to the SQL Server.

7.3.5 SQL Servers Shown

If the SQL Servers are shown, select the required SQL server instance from the drop down list, (Figure 87 below). If the required SQL server is not shown, check Firewall settings on the local and SQL server machines, and make sure the *SQL Server Browser* service is running on the SQL server.

Figure 87



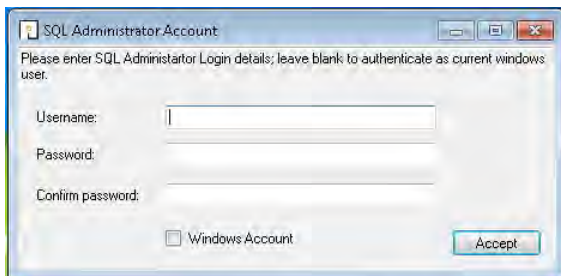
7.3.5.1 W700B Remote SQL Server

If connecting to an SQL server on another machine on the LAN, the SQL Administrator login dialog box, see Figure 88 below, may be shown.

If the user's Windows login maps to a Sys Admin role on the SQL server, leave the text boxes blank, select the **Windows Login** checkbox, and click **Accept** to continue.

If the user's Windows login does **NOT** map to a Sys Admin role on the SQL server, enter the **Username** and **Password** for the required SQL Sys Admin account, make sure the **Windows Login** checkbox is deselected, and click **Accept** to continue.

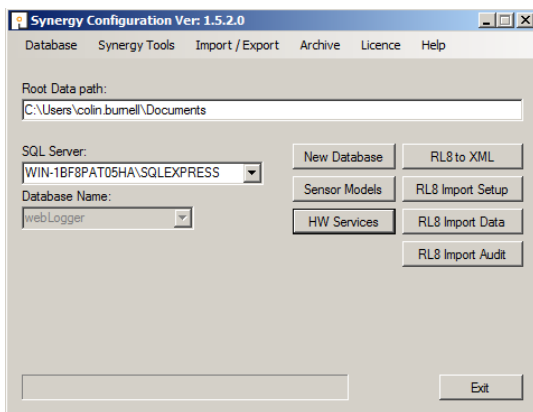
Figure 88



7.3.6 Convert RadioLog Data

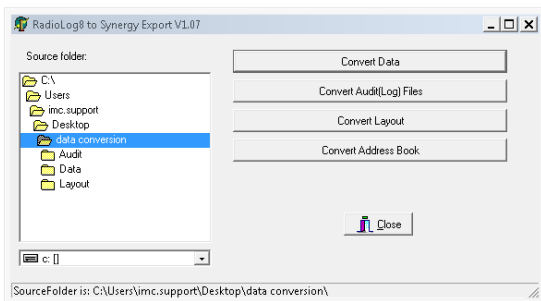
1. Edit the Root Data path field and point this to the newly created folder '**Data Conversion**' see Figure 89 below.

Figure 89



2. Click the **RL8 to XML** button and the left box will appear, see Figure 90 below.

Figure 90



3. Select **Convert Data**, the tool will now begin to convert the files from RadioLog to Synergy format.
4. Once data conversion is complete select **Convert Audi(Log) Files**
5. Once Audit log file conversion is complete, select **Convert Layout**
6. Once Layout conversion is complete, if importing Email and SMS data select **Convert Address Book**.

7.4 Importing Converted RadioLog Setup and Data

There are 3 steps to fully importing converted RadioLog data into Synergy, Setup Import, Data Import and Audit Import; the Setup must be imported before Data, and the Data must be imported before Audit data.

As each step completes you can choose to continue to the next step; you can stop and come back to the import later; or you can choose not to complete the following steps, and leave the system in its current state. However; each preceding step **MUST** have been completed before moving on to the next.

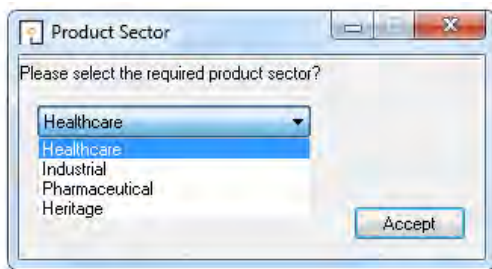
Thus, if RadioLog Setup Import has been completed, you may click the **RL8 Import Data** button and proceed to the **RadioLog Data Import** step; and if RadioLog Data import has been completed, you may click **RL8 Audit Import** and proceed to the **RadioLog Audit** Import step.

7.4.1 RadioLog Setup Import

Synergy installation, start at step one below, otherwise proceed to step 2.

Click '**New Database**', this creates a new Synergy database on the SQL Server, at which point you will be asked to select the Product Sector required for your application, (*Healthcare, Industrial, Pharmaceutical, Heritage*), see Figure 91 below.

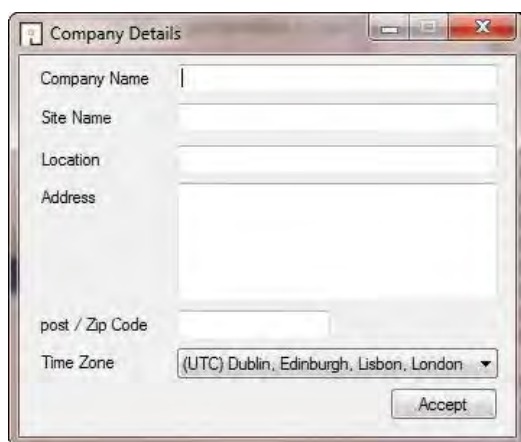
Figure 91



If the error message: 'Cannot drop database "Synergy" because it is currently in use' is displayed the application stopped Synergy Services at start-up and has only just started, try again after a few seconds.

Next you will be asked to enter Company and Site information, see Figure 92 below.

Figure 92



Company Name and **Site Name** are required entries.

Time Zone - select the Sites Time Zone, the value displayed by default will be the Time Zone used by the host PC. It is important that this is set correctly, as dates in the Database are stored using GMT.

Click **Accept** to accept you entries and continue.

Click the **RL8 Import Setup** button on the **Synergy Configuration** window, this will take you through the RadioLog Import process detailed below.

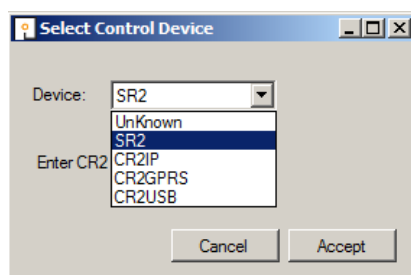
The **Select Control Device** dialog box will be displayed, See Figure 93 below.

Select the control device type used by the original RadioLog installation. If the RadioLog data only has iSense sensors, select 'Unknown'.

If the previous RadioLog system used an SR2 for collecting data select 'SR2' and if the system used a variant of the 'CR2' then select the appropriate CR2 variant.

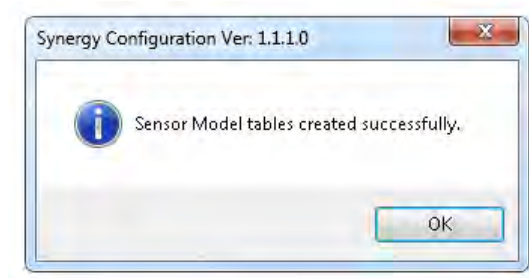
Click **Accept** see Figure 93 below.

Figure 93



A message will appear to confirm that the Sensor model table has been created in the database click **Accept**, see Figure 94 below.

Figure 94



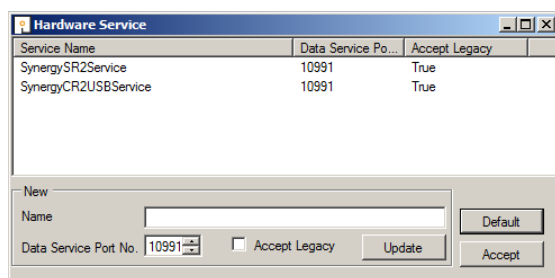
Once you clicked ok to message shown in (Figure 94) above the **Hardware Service** dialog box will be displayed, see Figure 95 below.

For most reasonably simple installations, the default Hardware Services will suffice. For complex systems, consult the Synergy documentation for more information.

To add the Default Hardware Services click '**Default**', then click **Accept**. Otherwise, use the **new** column to manually add required Services with implementing their service name.

You will need to create an **SR Group** for the first RadioLog Net ID in the import data; you will then need to create or assign an **SR Group** each subsequent RadioLog net ID encountered during the import.

Figure 95



Note: Import each RadioLog system to its own Site, use the same Site for every control device associated with each RadioLog import.

In Synergy, there is no difference between a Site and a sub-Site, so you can use a sub-Site for your RadioLog import, if you so wish.

The New **SR Group** dialog box will be displayed for each RadioLog Net ID, see Figure 96 below.

Hardware Service is the name of the Hardware Service installed on this or another PC, that you wish to manage data collection for the **SR Group**. The software will take a guess at the Hardware Service, based on the previously selected Control Device type. However, it is the responsibility of the operator to ensure that the selected service is of the correct Control Device type, and is the Hardware Service installed on the required target PC.

Figure 96

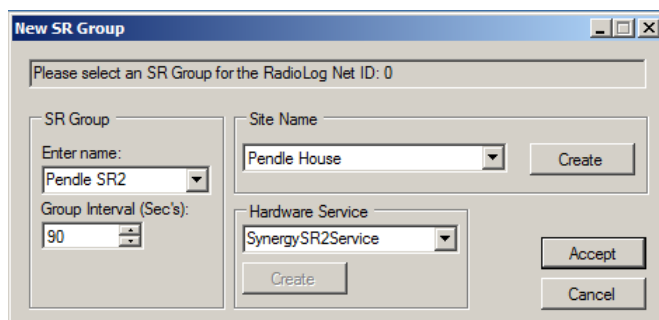
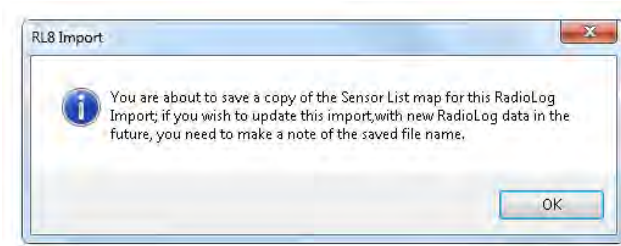


Figure 97



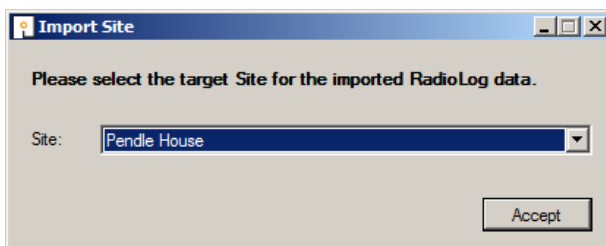
To create a new 'SR Group' enter a unique name under 'Enter name', then set the 'Group Interval', this is the time in seconds that the Hardware Service will leave between polling Control devices - e.g. SR2, CR2 - for sensor data updates. As a guide we would recommend this to be 90 Seconds.

To assign the Net ID to an existing SR Group, simply select the required group from the Enter name combo box, Click **Accept**. See Figure 96 above.

Once the service has been accepted a message will appear advising that a copy of the sensor list map has been saved. Make a note of the file name for future use reference, click **OK**, see Figure 97 above.

The **Import Site** dialog box will be displayed, select the site you wish the RadioLog data to be imported to, use the site you selected in the New SR Group dialog box, (see Figure 96) above then implement it in to the **Import Site** box, see Figure 98 below.

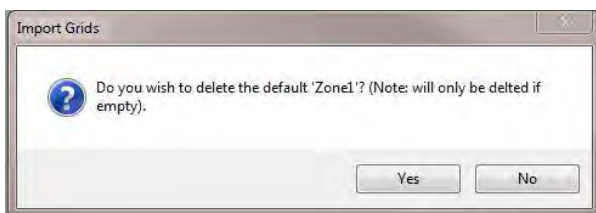
Figure 98



A default Zone, Zone1, is added when the Synergy database is created. If no sensors have been added to the Zone, it can safely be deleted during the RadioLog import, (this is a clean-up task and it has no impact on the system operation), see Figure 99 below.

Click **Yes** to delete the default Zone, or **No** to keep the default Zone 1.

Figure 99

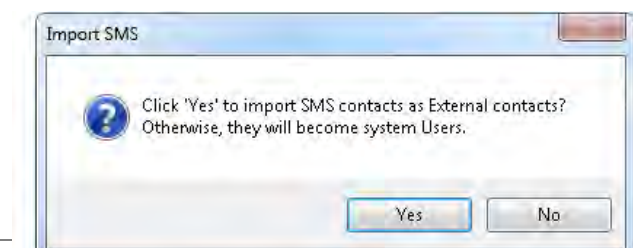


If importing contacts, choose the Contacts import Method. Select **Yes** to import Email contacts as External contacts, select **No** to create Synergy users with logins for imported Email contacts, see

Figure 100 below.

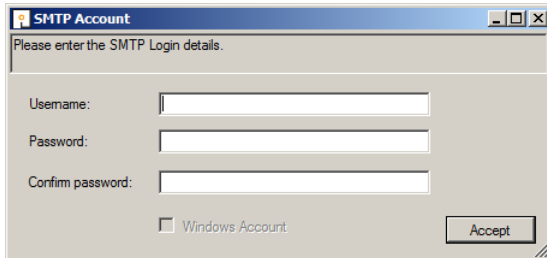
A similar message will be displayed later, for any SMS contacts.

Figure 100



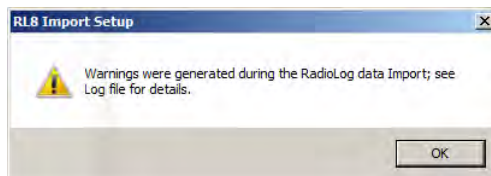
If Importing Email contacts, then the SMTP Account dialog box will be displayed, see Figure 101 below. Enter the SMTP account details to use with the imported SMTP server connection.

Figure 101



A dialog will display showing the result of the Setup Import; the result can be successful with no warnings, successful with warnings, or failed with errors. It is normal for a RadioLog Setup Import to produce warnings, these usually relate to previously deleted RadioLog files, and missing RadioLog contact information.

Figure 102

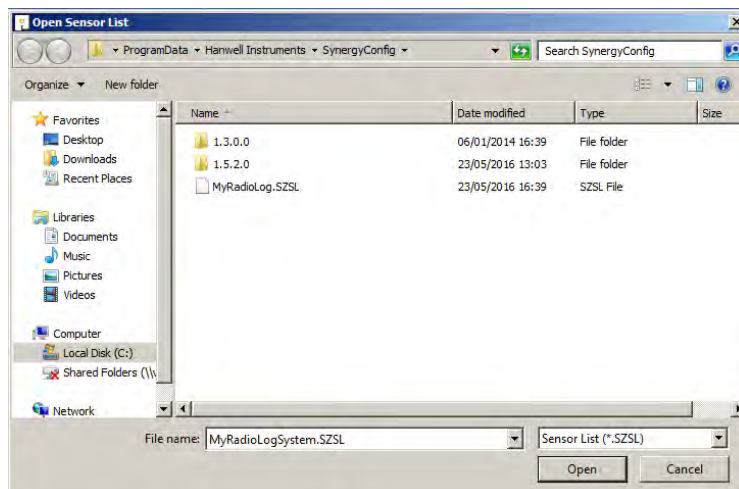


If the RadioLog Setup import is successful, a dialog will be displayed asking if wish to import the RadioLog data; at this point, you may import the Data now, wait and import the Data later, or not import the existing RadioLog data at all. To continue importing the Data click **Yes** and go to **Data Import Process** below, otherwise click **No**.

7.4.2 RadioLog Data Import

If you clicked **RL8 Import Data** on the main dialog, then the **Open Sensor List** dialog will display, see Figure 103 below; select the sensor list file you saved when importing the RadioLog Setup and click **Open** to continue.

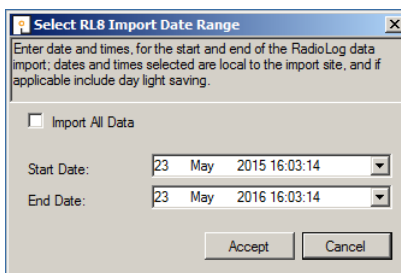
Figure 103



7.4.2.1 Data Import Process

A dialog will display enabling you to import all RadioLog data – select the **Import All Data** checkbox – or you set a start and end date for the data import.

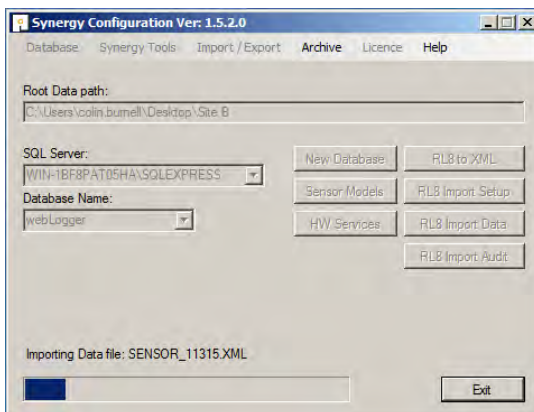
Figure 104



Select the required settings, and click **Accept** to continue. The RadioLog sensor data will now be imported, progress is indicated on the progress bar, see Figure 105 below.

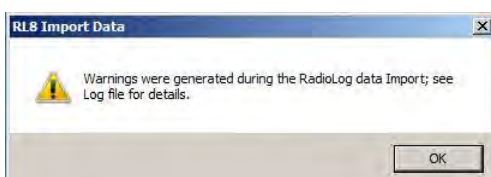
Note: RadioLog data import uses considerable system resources, and the server may become slow and unresponsive during import, this is normal; IMC strongly recommends that users do **NOT** attempt to use machines doing a RadioLog data import for any other purpose during the import.

Figure 105



Once the Data Import has completed, a dialog will display showing the result of the Data Import; the result can be successful with no warnings, successful with warnings, or failed with errors. It is normal for a RadioLog Data Import to produce warnings, these usually relate to previously deleted RadioLog data files, and indeterminable RadioLog time stamps due to daylight saving.

Figure 106

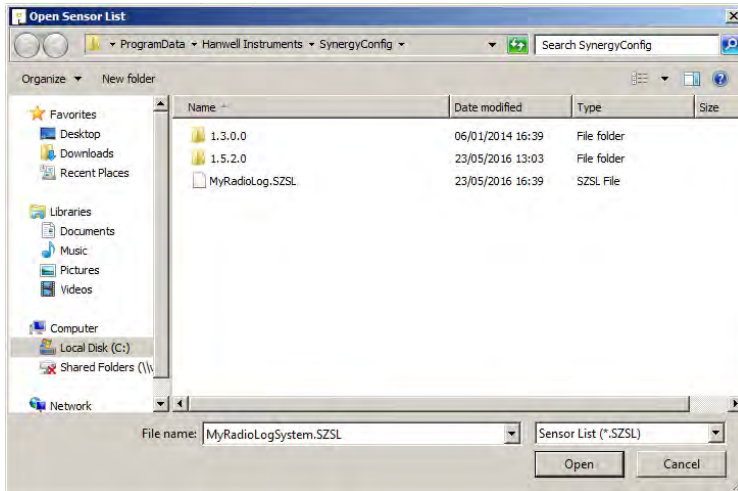


If the Data Import was successful, a dialog will be displayed asking if wish to import the RadioLog Audit data; at this point, you may import the Audit now, wait and import the Audit later, or not import the existing RadioLog Audit at all. To continue importing the Audit click **Yes** otherwise click **No**.

7.4.3 RadioLog Audit Import

If you clicked **RL8 Import Audit** on the main dialog, then the **Open Sensor List** dialog will display, see Figure 107 below; select the sensor list file you saved when importing the RadioLog Setup and click **Open** to continue.

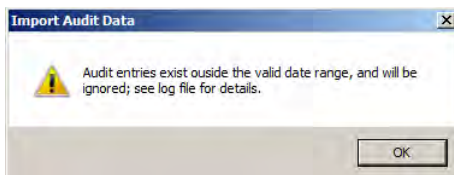
Figure 107



7.4.3.1 Audit Import process

A dialog may display showing that there are Audit entries outside of the valid data range; this is normal where only a partial set of data has been imported, or RadioLog data has previously been archived.

Figure 108



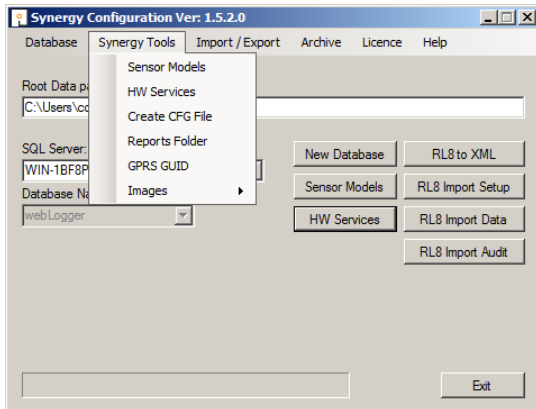
7.5 iSense Sensors.

If the Import includes a control device and iSense sensors, then the iSense sensors will need to have their ID Numbers set to zero using a browser, this will need to be done once logged in to Synergy interface. See operation manual for editing sensors.

8 Reports Folder

The Reports Folder is where Synergy will store copies of the Scheduled Reports, set-up and run by your users. Within the Synergy Configuration tool select 'Synergy Tools' then 'Reports Folder' from the tab, which is where the system will store copies of the Scheduled Reports run by users, see Figure 109 below.

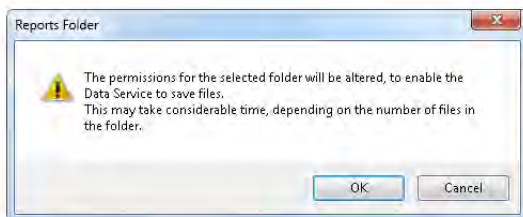
Figure 109



The Reports Folder information notice will be displayed, see Figure 110 below. Click **OK** to continue.

Select the required folder from the folder browser dialog box, or select **Make New Folder** and name this as required, then click **OK** to accept.

Figure 110



9 Licensing

Synergy feature and user licences are activated using the Synergy Config Utility's Licence menu options. Customers are strongly advised to keep copies of all Licence IDs and associated passwords, purchased for the Synergy system.

Note: Activating the licence for the Validated variant of Synergy (Synergy version 2.0.0 and higher) requires a different procedure to be followed. See 9.2 for details of this procedure.

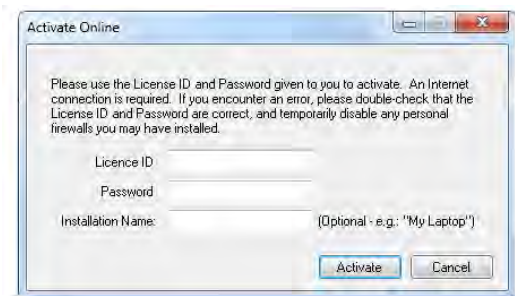
9.1 Online Activation (Basic Procedure)

The easiest and safest way to activate licences is online. IMC recommends this method if possible.

To activate a licence online, the Synergy Server needs access to the internet.

1. Open the **Synergy Configuration** tool, select the 'Licence' tab then select 'Activate Online'. After a few seconds, the **Activate Online** dialog box will be shown, see Figure 111 below.
2. Enter the required Licence ID and Password, and then click **Activate**. After a few seconds you will see a message stating that the licence has been activated.

Figure 111

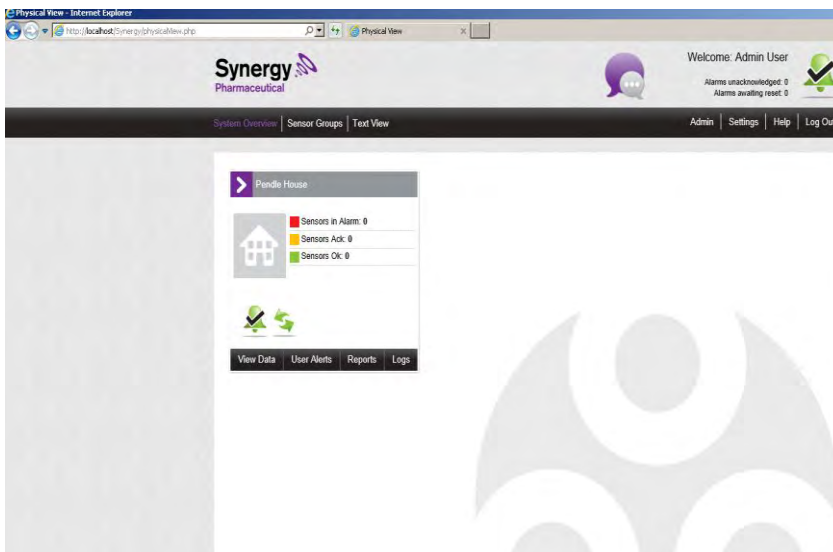


9.2 Online Activation (Synergy Validated)

Prior to activating the validated licence, a Counter Signature user account must be added to the system.

1. Enter Synergy, **User Name** Admin User, **Password** Admin, click **Login**. The Synergy opening screen appears, see Figure 112 below.

Figure 112



2. Select **Admin>User Management**. The **User Details** window appears, see Figure 113 below.

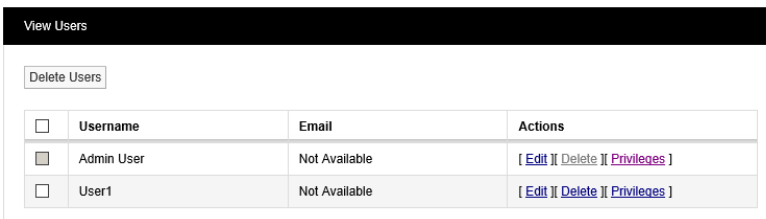
Figure 113



3. :

- i. Enter a username into the User Name: field; for the purposes of this section, the manual uses 'User1' as the username.
- ii. Enter a password consisting of at least four letters (one of which must be uppercase) and four numbers. Make a note of the username and password for 'User1'.
- iii. Enter the same password into the Confirm Password: field.
- iv. Click **Add User**. The **View Users** window appears, showing Admin User and User1. See Figure 114 below.

Figure 114



	Username	Email	Actions
<input type="checkbox"/>	Admin User	Not Available	[Edit] [Delete] [Privileges]
<input type="checkbox"/>	User1	Not Available	[Edit] [Delete] [Privileges]

4. Select **Admin>Access Control**. Click on  **Manage Users**. The **Select a User to Manage** window appears. See Figure 115 below.

Figure 115



5. Click on **Select** under the **Action** column for User1. The **Managing User1** window appears, see Figure 116 below.

Figure 116



6. Click **Manage Permissions**. The **Manage User Permissions User1** window appears, see Figure 117 below.

Figure 117

Manage User Permissions: User1

Permission	Status
Access Archive Database	Inherit (Deny) ▼
Access Control	Inherit (Deny) ▼
Access Logs	Inherit (Deny) ▼
Access Reports	Inherit (Deny) ▼
Access Reports - Sensor Groups	Inherit (Deny) ▼
Access Settings	Inherit (Deny) ▼
Access Sites	Inherit (Deny) ▼
Acknowledge Alarms	Inherit (Deny) ▼
Activate privileged Access	Inherit (Deny) ▼
Bulk Acknowledge Alarms	Inherit (Deny) ▼
Change Alarm Settings on Reset	Inherit (Deny) ▼
Counter Signature	Inherit (Deny) ▼
Device Configuration	Inherit (Deny) ▼
Disable User	Inherit (Deny) ▼
Edit View	Inherit (Deny) ▼
Email Alert Group	Inherit (Deny) ▼
Live View	Inherit (Deny) ▼
Live View - Sensor Groups	Inherit (Deny) ▼
Password Security Settings	Inherit (Deny) ▼
Plan View	Inherit (Deny) ▼
SMS Alert Group	Inherit (Deny) ▼
System Configuration	Inherit (Deny) ▼
User Group Management	Inherit (Deny) ▼
User Management	Inherit (Deny) ▼

Save Cancel

7. Select Allow from the pull-down list in the Counter Signature row, see below.

Figure 118

Counter Signature Allow ▼

8. Click **Save**. The **Managing User1** window appears again, showing User1 as having the Counter Signature permission. See Figure 119 below.

Figure 119

Permissions Overview
Manage Users
Manage Roles

Managing User1

Existing Roles for User [Manage Roles]
No Role has been assigned.

Existing Permissions for User [Manage Permissions]
Counter Signature

9. Click **Log Out**.

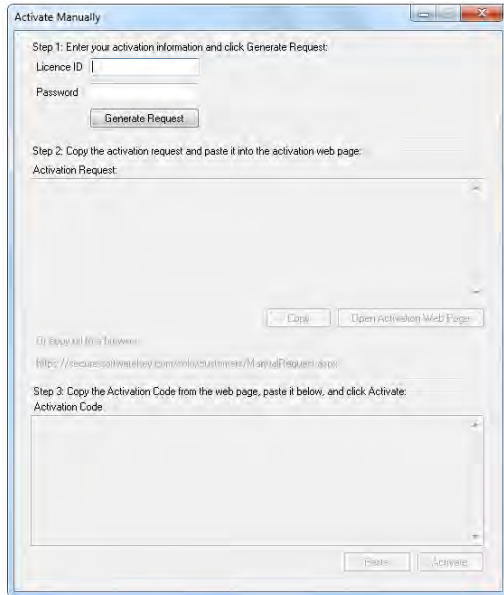
Now follow the procedure given at section 9.1.

9.3 Manual Activation

Where necessary manual activation is possible.

1. Open the Synergy Configuration tool, select the 'Licence' tab then select 'Activate Online'. After a few seconds, the **Activate Manually** dialog box will be shown, see Figure 120 below.

Figure 120



10. Enter the required License ID and Password, then click **Generate Request**.
11. The activation request text will be displayed, copy this text to a text file and transfer it to a machine with internet access.
12. Open a browser and navigate to <https://secure.softwarekey.com/solo/customers/Manualrequest.aspx>; and either copy the request text into the textbox, or upload it to the server, click **Submit**.
13. The server will generate and present an XML licence text; copy this licence to a text file.
14. Return to the Synergy server, and paste the licence text into the textbox provided at the bottom of the **Activate Manually** dialog box.

9.4 Online Deactivation

Synergy licences can be deactivated to assist in migrating Synergy to a new server.

Note: Most Synergy licence types are limited to five deactivations; some licence types cannot be deactivated.

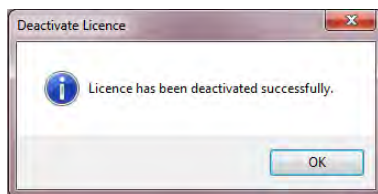
1. Open the Synergy Configuration tool, then select the 'Licence' tab then click on 'Deactivate Online'. The **Deactivate Licence** dialog will be displayed, see Figure 121.

Figure 121



2. If you wish to deactivate a Synergy Variant licence – e.g. W704 – select the lower check box and click **Accept**. If you wish to deactivate an Additional Users or OEM licence – e.g. W702 or W715 – select the Additional Users checkbox, enter the Licence ID in the text box, and click **Accept**
3. A warning dialog will be displayed. Click **Yes** to deactivate Synergy variant licence, or **No** to cancel the operation.
4. Deactivation may take a few seconds; when complete, a Deactivate Licence -see Figure 122 - will be displayed.

Figure 122



10 Custom Reports Logo

Customers may choose to add their own logos to Synergy Scheduled PDF Reports. For best results, use an image that scales well to 46mm wide by 12mm high.

To load a logo for use on Synergy Scheduled Reports:

Open the **Synergy Configuration** tool; select **Synergy Tools → Images → Load Reports Logo**.

An **Open** file dialog will display; navigate to and select the required image file; then click the **Open** button to load the file.

A dialog will display, showing approximately how the logo will look on PDF Reports; if you are happy with the image click **Accept**, or click **Cancel** to go back to the **Open** file dialog.

Note: Custom Reports Logos will only appear on Scheduled PDF Reports; Custom Reports Logos will not appear in CSV Reports, or Browser Reports.

11 Database – IMC Maintenance

The menu items shown in this sub menu provide functions and tools for database maintenance operations. These functions should only be used by, or on instruction from, IMC Support personnel.

11.1 Upgrade

This function will upgrade the database to the latest version provided by the Database Upgrade script. It is provided for emergency recovery purposes only, and should generally not be required.

12 Connection Test

After installation and Configuration, test the connection to Synergy with a web browser. Open a browser window and enter the name or IP address of the machine followed by /Synergy into the address bar.

For example, if this was installed on a server and you were also working from the server the address you will need to place in the web browser would be <http://localhost/Synergy> if you were performing this from a client it will be <http://<hostname>/Synergy>.

If this does not work on a remote machine, try on the Synergy host machine, to test if a Firewall is blocking access.

12.1.1 Default Administrator User

User name: Admin User

Password: Admin

You are now ready to configure Synergy for daily use, see the User Manual (doc.no. IM5207) for further instructions.

13 Synergy Server Removal

It may on occasion, (such as if moving from one variant of Synergy to another variant), be necessary to do a complete removal of the Synergy Server components.

Note: You must be logged in as an Administrator on the local system to carry out this process.

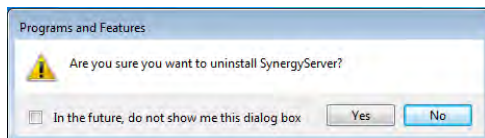
13.1 Uninstall Synergy all Operating Systems

Open *Control Panel*, then click on *Programs and Features* or *Uninstall a program* – the option displayed will depend on your computer setup. The *Uninstall or change a program MMC* will display.

Select *SynergyServer* and click *Uninstall*. If the *Programs and Features* dialog box displays – see Figure 123 below. Click **Yes** to continue.

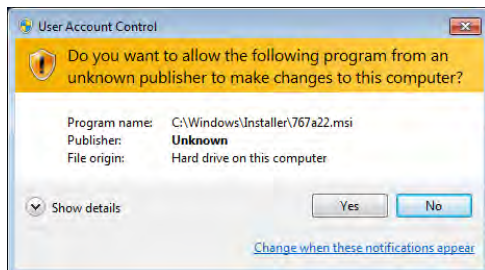
The operation to remove the SynergyServer program can take several minutes.

Figure 123



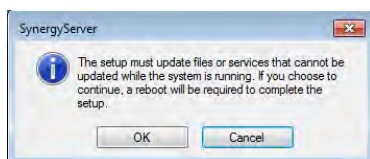
If the User Account Control dialog box displays, click '**Yes**'.

Figure 124

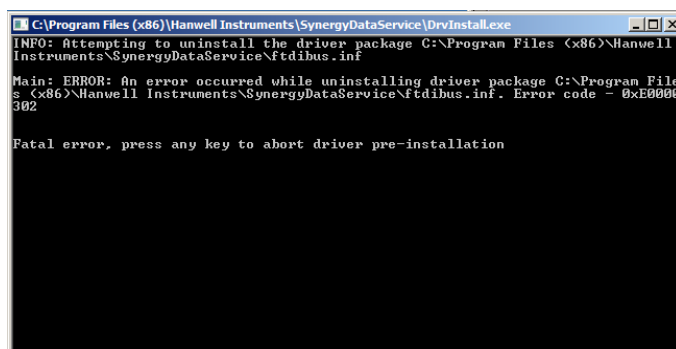


If the SynergyServer information dialog box is displayed, see Figure 125 below, click **OK**.

Figure 125



If a *Command Prompt* is displayed with a fatal error message, click in the command prompt and press Enter. This may happen more than once.



A series of SynergyServer dialog boxes will; until the uninstall operation has completed and the *Programs and Features* MMC is left displayed.