

Perceptive Process Design Personal

Installation and Setup Guide

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perceptivesoftware
from Lexmark

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Installation of Perceptive Process Design Personal on Windows

You are about to install Perceptive Process Design Personal on a computer with a Microsoft Windows operating system. The Perceptive Process Design Personal edition automatically installs and configures a Microsoft SQL Server 2005 Express database for you.

Uninstalling and upgrading

If you want to uninstall Perceptive Process Design Personal or BPMone Design Personal from your computer, or upgrade from a previous version of Perceptive Process Design Personal or BPMone Design Personal, refer to the *Perceptive Process Installation and Setup Guide*. The uninstall and upgrade instructions in that guide also apply to Perceptive Process Design Personal.

Prepare for the installation

Verify the installation requirements and define the Java settings before you start the installation of Perceptive Process Design Personal. If necessary, consult your system administrator.

Installation requirements

The following table lists requirements that must be met before you start the installation.

Requirement	Description
System Requirements	<p>The supported versions of Windows systems and databases are subject to change.</p> <p>Refer to the <i>Technical Specifications</i> document on our Customer Portal or contact Global Support Services at support@perceptivesoftware.com.</p>
License file	<p>During the installation of Perceptive Process Design Personal you must upload a valid license file. Global Support Services can send you your license file based on the following data.</p> <ul style="list-style-type: none">• Activation code• Computer name• Operating system• Your email address <p>Note Only use a license file that belongs to Perceptive Process Design Personal. Do not use a license file that belongs to another edition of Perceptive Process.</p>
Installation Location	<p>You must install Perceptive Process on a local hard drive.</p>

Requirement	Description
Installation user	<p>The user who performs the installation must have Windows administrator rights.</p> <p>When installing Perceptive Process on a computer that is part of a domain, the following requirements apply.</p> <ul style="list-style-type: none"> You must be logged in locally on your system. When logging in to Windows, select the computer name instead of the domain name. You must have Windows administrator rights. You must be part of the “Domain Administrators” group, or the “Local Administrators” group.
Computer Name	<p>The name of the computer that Perceptive Process will be installed on, must not contain an underscore (_). If the computer name contains an underscore, you cannot log into Perceptive Process Portal. The computer name can be any combination of letters (A-Z), numerals (0-9), and a hyphen (-).</p> <p>To check the computer name: On the Windows Start menu, right-click Computer and then click Properties. The name of the computer displays on the View basic information about your computer page.</p>
Firewall	<p>Verify that the Notify me when Windows Firewall blocks a new program option is selected.</p> <p>You can set this option in Control Panel, Windows Firewall.</p>
.NET Framework	<p>Verify that Microsoft .NET Framework is installed on your computer.</p> <p>You can check if this program is installed in Control Panel, Programs and features.</p> <p>You can download and install Microsoft .NET Framework (version 2.0 or higher) from the website www.microsoft.com.</p>
Java Runtime Engine	<p>Some of the Perceptive Process client components use JAVA technology. This requires a Java Runtime Engine (JRE) to be installed on your computer.</p> <p>You can check if this program is installed in Control Panel, Programs and features.</p> <p>You can download and install Java Runtime Environment (JRE) from the website www.java.com.</p>

Define Java settings

Because some components of Perceptive Process use Java technology, a Java Runtime Environment needs to be installed. If the Java settings do not match the browser settings, Java displays an application error message when you use a Perceptive Process component that relies on Java technology.

Note Refer to the *Technical Specifications* document for the supported Java versions.

To ensure the Java settings match the browser settings, complete the following steps.

1. Click the **Start** button and in the search box type `Configure Java`.
2. In the **Java Control Panel**, on the **General** tab, click **Network Settings**.
3. In the **Network Settings** dialog box, select **Use browser settings** and click **OK**.
4. In the **Java Control Panel**, click **OK**.

Install Perceptive Process Design Personal

The installation procedure starts when you execute the installation file. When the installation phase is finished, the configuration phase starts. In this configuration phase you prepare Perceptive Process for use. During the installation and configuration you are asked a number of questions that you must answer by entering the information or clicking an option.

Note

- The language for the installation and configuration is English. After the installation, you can change the language settings for Perceptive Process.
- The user name used to complete the installation should match the name of the user who will be working with Perceptive Process.

To install Perceptive Process Design Personal, complete the following steps.

1. Verify all **installation requirements** are met.
2. From the Customer Portal, download the installation file for Perceptive Process Design Personal.
3. Double-click the installation file.


Note If the **User Account Control** window displays asking you to enter an administrator password, stop the installation and obtain administrator rights.

4. In the **Welcome to the Perceptive Process Setup Wizard** window, click **Next**.
5. In the **End-User license Agreement** window, select the option **I accept the terms in the license Agreement**, and click **Next**.
6. In the **Installation directories** window, complete one of the following actions.
 - To install the program files and the data files for Perceptive Process in the default location, click **Next**.
 - To install the files in another location, complete the following substeps.
 1. In the **Install the program files to** box and in the **Install the data files to** box, enter the path to a location, or click the **Change** button and select a location.
 2. Click **Next**.
7. In the **Perceptive Process Checker** window, complete one of the following actions.
 - If the **Result** pane displays 'Perceptive Process can be installed', click **Next**.
 - If the **Result** pane displays a different message, consult the **Troubleshoot** section and solve the error, then click **Retry**.

8. In the **Perceptive Process Ready to install** window, click **Install**.

The **Installing Perceptive Process** window displays while files are copied, extracted, and installed. This procedure completes automatically.

9. In the **Completed the Perceptive Process Setup Wizard** window, click **Finish**.

Your browser opens and the Perceptive Process Portal displays the **First time use** window. This window displays the steps to set up Perceptive Process for use. The  icon indicates the currently active step.

10. To upload the license file, complete the following substeps.

1. Click **Browse** and navigate to the license file.
2. Select the license file and click **Open**.
3. Click **Continue**.

The following steps complete automatically.

- Initializing database
- Configuring Perceptive Process server

11. In the **Ready** window, complete one of the following actions.

- If you want to use Perceptive Process immediately, click **Continue**. Perceptive Process Portal opens.
- If you do not want to use Perceptive Process immediately, clear the **Open Perceptive Process Portal automatically** option, and click **Continue**. The **First time use** window closes.

Start Perceptive Process

A program group is created on your computer, to enable you to launch Perceptive Process from the Windows Start menu. Also an icon is created on your desktop. Double-click this icon to launch Perceptive Process.

To start Perceptive Process directly in your internet browser, complete the following steps.

1. Start your internet browser.
2. In the address bar, type `http://<computer_name>:9449`.

Add Perceptive Process to the trusted websites

If you use Internet Explorer on Windows Vista or Windows 7, to add Perceptive Process to the list of trusted websites, complete the following steps.

1. Open Microsoft Internet Explorer
2. Under **Internet options**, click the **Security** tab.
3. Select the **Trusted sites** zone, then click the **Sites** button.
4. Under **Add this website to the zone**, type:
http://<ip-address Perceptive Process server>:9449
or
http://<name Perceptive Process server>:9449
5. Click the **Add** button.

Troubleshoot

If an error occurs during the installation or the configuration for first time use, a message window displays the cause of the error. This should enable you to solve the problem. If you are not sure how to solve an issue, always contact [Global Support Services](#) at Perceptive Software.

Send error details to Global Support Services

If errors occur during the installation process, the **Perceptive Process Checker** window identifies and describes the errors. The **Checker** information allows Global Support Services to help you resolve the issue.

To send an error report from the **Perceptive Process Checker** window to Global Support Services, complete the following steps.

1. In the **Perceptive Process Checker** window, click the **E-Mail** button.
A new message is created in your e-mail program containing error details.
2. In your email program, find the email message, add your contact details (name, telephone number and e-mail address), and send it directly to Global Support Services.

If it is not possible to send an e-mail from your environment, complete the followings steps to provide Global Support Services with the error details.

1. In the **Perceptive Process Checker** window, click the **Save** button and save the `checker.txt` file on your computer.
2. Contact Global Support Services at Perceptive Software by telephone. The `checker.txt` file contains the error details.

Error messages in Perceptive Process Checker

The following table lists the error messages that can display in Perceptive Process Checker.

Message	Explanation	Solution
Java is not installed on your computer. Please install Java Runtime Environment (JRE)	Perceptive Process uses Java.	Download and install Java Runtime Environment (JRE) from the website www.java.com .
Please install Microsoft .NET 2.0	Microsoft .NET Framework is an auxiliary program from Microsoft that is required for Perceptive Process to work	Download and install Microsoft .NET Framework (version 2.0 or higher) from the website www.microsoft.com .
SQL Server 2005 Express setup fails when MSXML Core Services 6.0 Service Pack 2 has already been installed. See Microsoft KB968749	A Microsoft update is already installed on your computer. Consequently Microsoft SQL Server 2005 Express cannot be installed.	Refer to http://support.microsoft.com/kb/968749 .
TCP-layer is not standard	There is a problem with the (TCP) communication layer on your computer. This may be caused by many different reasons.	
The temporary folder is not available or not writable	The temporary folder (%TEMP%) cannot be accessed. This may be caused by many different reasons.	
The current user has no administrative rights or is not an elevated administrator	The user rights of the user currently logged on to Windows are insufficient to perform an installation of Perceptive Process.	You need administrator rights to install Perceptive Process. Log on to your system with sufficient administrator rights and restart the installation. Note: The user name that is used to complete the installation must match the user name of the user who will be working with Perceptive Process.
Port 9449 is not available for Perceptive Process.	Perceptive Process uses port 9449, but this port is already in use by another process.	

Message	Explanation	Solution
Another version of Perceptive Process is found	A version of Perceptive Process or BPMone has already been installed on your computer.	<p>Uninstall this version and delete the corresponding key from the Windows Registry.</p> <p>Registry key examples:</p> <p>For older versions of BPMone: HKEY_LOCAL_MACHINE\Wave-Front\BPMone\Server</p> <p>For BPMone 2.8 and 2.9: HKEY_LOCAL_MACHINE\Perceptive Software\BPMone\Server</p> <p>For Perceptive Process 3.0: HKEY_LOCAL_MACHINE\Perceptive Process\bpm\Server</p>
The default Perceptive Process installation folder is not empty. Please empty the default installation folder (C:\Program Files\bpm\Server)	A folder with the same name as the folder in which you want to install Perceptive Process already exists. The default folder is <drive>:\Program Files\bpm\Server. This folder is not empty.	<p>Uninstall Perceptive Process, and then delete the files from the installation folder by completing the following steps.</p> <ol style="list-style-type: none"> 1. Copy the location %ProgramFiles%\bpm\Server (including the % characters) to the Windows Explorer address bar. 2. Delete all files from this folder.
Selected Perceptive Process Data directory is not empty. Please make sure the directory is empty.	A version of Perceptive Process has already been installed on your computer.	Uninstall this version, and then delete the data folder. The default folder is <drive>:\ProgramData\bpm\Server).

Errors during the configuration

The following error can display during configuration in the First Time Use window.

An invalid license file has been found.

If this error displays, check the following points.

- Is the license file obtained from Perceptive Software?
- Is the file a license file for Perceptive Process Design Personal?
- Does the computer name match the name for which the license file was requested? A license file is generated based on the computer name on which the software is to be installed.