Prophesy, a Körber Product

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Installing Your Prophesy Software

User Guide

IMPORTANT!

If you or your IT team need help with any of the procedures in this guide, please watch our installation videos at

mile.com/support-videos

For further assistance, please open a support case at customerportal.highjump.com to coordinate an appointment time with our Support team *before* beginning the installation if possible.

prophesy
A Körber Product

March 7, 2022

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System Requirements

The following computer and network requirements will serve as a guide to help you to determine whether the Prophesy applications will run properly in your environment.

Network Requirements

Network Speed	100 Base-TX Fast Ethernet or Gigabit Ethernet.
Network Protocols	TCP/IP. Wireless networks are not supported. Wide Area Networks (WANs) and Virtual Private Networks (VPNs) are not supported. For remote access we recommend using Terminal Services, set up by a qualified IT professional. Please have your consultant call Prophesy for more information if you intend to use Terminal Services. **Important:** If you are using a terminal server, you must put it into Install Mode before beginning the Prophesy installation!

Server Requirements

Operating System	Windows Server 2008 R2 SP1 64-bit Windows Server2012 Windows Small Business Server 2011 (Standard or Essentials) Windows Server 2016 Windows Server 2019
Free Hard Drive Space	25 to 500 MB per product. Mileage mapping data requires an additional 650 MB.

	Additional space required for data storage varies significantly according to usage and installed features. A typical installation could require several gigabytes of space.
CPU/RAM	At least 8 GB of RAM. Requirements are dependent on the operating system and number of users connected to the server. Contact your IT professional for recommendations if needed.
SQL Server Requirements	**Note:** These requirements apply to Prophesy Dispatch installations only. **If you use ProphesyONE or another non-Dispatch program you do not need to install SQL Server.** **Note:** SQL Server should not be installed on a domain controller. **Note:** You DO NOT need to purchase Microsoft SQL Server. The free Microsoft SQL Server Express comes included in your Prophesy installation email or can be downloaded at microsoft.com. Below is a compatibility list for those who already own Microsoft SQL Server. **Note:** If you need assistance with installing a Microsoft SQL Server software product, please consult with an IT professional. Microsoft SQL Server 2005 through 2017 (w/ SQL Server Management Studio) Microsoft SQL Server 2005 through 2017 Express (w/ SQL Server Management Studio)
Other Requirements	Region and Language settings must be set to “English (United States).”

Workstation/Peer-to-Peer Host Requirements

Operating System	Windows 7 Professional/Enterprise/Ultimate SP1 32-bit or 64-bit *(Note: Windows 7 is longer supported as of January 2020)* Windows 8 Pro/Enterprise Windows 10 Pro/Enterprise
Network Drive	Every workstation must have a mapped network drive that accesses the same location on the Host/Server. Each workstation must use the same drive letter and path. Users must have *read*, *write* and *delete* permissions to the shared drive. If your host will be used as a workstation, the same drive letter must be created, pointing to the same destination, as the other workstations. This drive can be created using the 'Net Use' or 'Subst' commands, or using standard drive mapping. Consult a network technician to determine the method best suited to your company's needs.
CPU	1.6 GHz or greater.
RAM	At least 4 GB of RAM. Requirements are dependent on other software applications that may be installed and/or running on your computer.
Hard Drive Space	25 to 500 MB per module. Mileage mapping data requires an additional 650 MB. Additional space required for data storage varies significantly according to usage and installed features. A typical installation could require several gigabytes of space on the host.
Display Properties	1024x768 or higher screen resolution, 256 colors (16-bit color is recommended).
Other Requirements	Do not use Simple File Sharing.

If installing from disc, the installation computer must have a DVD drive.

Modify permissions to the File DSN location (in most cases, **C:\Program Files\Common Files\ODBC\Data Sources**).

Label printers are not directly supported. Third party software may be required if you plan to use a label printer.

Region and Language settings must be set to "English (United States)."

Reminders and Tips

- The network must be fully functional and the same network drive letter and path must be used for all workstations, including the Host/Server if it will be used as a workstation.
- If you are using a terminal server, you must put it into Install Mode before beginning the Prophesy installation. Once the installation is complete, the server must be taken out of install mode.
- Be aware of all operating system patches and service packs and carefully determine if they are appropriate for your operating environment.
- Installations and workstation setups must be performed by a local administrator.
- For performance reasons, it is not recommended that you use a peer-to-peer host as a workstation or for print services.
- For troubleshooting purposes, it is recommended that Microsoft Access (part of the Microsoft Office Professional suite) be installed on at least one workstation.
- If you or your IT consultant have any questions, please open a support ticket at **https://customerportal.highjump.com**.

Installation Instructions

These instructions will guide you through the process of installing your Prophesy software into a local or network environment.

Important Pre-Installation Information

- Performing and maintaining backups of your databases is *strongly recommended* and should be done both on a daily basis and before installing any updates. For a complete list of the databases used by Prophesy, click **Start > All Programs > Prophesy > Prophesy Data List**. Be sure to back up all Access and SQL databases that appear in this list. For more information regarding best backup practices and procedures for your environment, consult your IT professional.
- **Windows 7 and 8 users** installing to a network must turn off User Account Control (UAC) prior to installing Prophesy or running a workstation setup. For more information on disabling UAC, read the "Installation FAQ and Troubleshooting" section in this guide or visit the Microsoft Knowledge Base online.
- If you are installing the SQL version of Prophesy, you must *first* install Microsoft SQL Server with the installation disc, or using the link in the email you received.
- Before installing any Prophesy products, all users must exit all currently running programs (including Prophesy programs) and temporarily disable any virus checking software that is running.
- The network must be fully functional and the same network drive letter and path must be used for all workstations, including the Host/Server if it will be used as a workstation.
- If installing on a network, the installation can be performed either directly on the Host/Server or from a workstation to the Host/Server via a mapped drive letter. If installing directly on the Host/Server, it must have the same mapped drive letter as the workstations.
- When installing an update, always install from a PC that already has Prophesy installed. This will help to avoid accidentally installing a new instance of your software.
- It is recommended that all Prophesy software products and their future updates be installed from the same computer if possible.
- The installation disc or downloaded file should only be used to perform the install from one workstation. *DO NOT* do this on every workstation. To set up additional workstations, use the workstation setup instructions later in this guide.
- A copy of the release notes detailing version changes can be read using the link in the email you received, or found on the Prophesy installation disc in **\Readme\DS_Notes.pdf**.

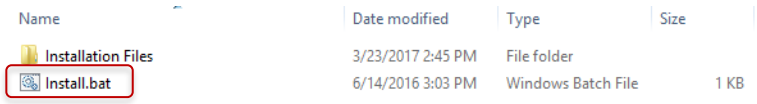
- If you do not have a technician to install or configure your network, Prophesy can provide these services to you. Please contact your Prophesy Account Manager for details and pricing.

Installing Prophesy Programs

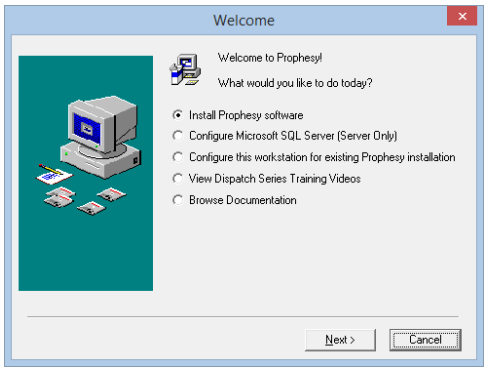
> **Important!** Please read the "Important Pre-Installation Information" section above before continuing.

1. Click the link in the email you received to start the download. Once complete, browse to and extract the zip file to a location of your choosing on the installation PC, and then run the "install" (or "install.bat") file.

> **Important!** Do not open the Installation Files folder or run any files within it as this will result in an error. Simply run the "install" file in the root of the extracted zip file.



2. The first Welcome screen appears. Choose the appropriate option and click **Next**. For most installations and updates you will choose **Install Prophesy Software**. See below for a complete list of options.



   - **Install Prophesy software:** Choose this option to install the update or the entire Prophesy application.

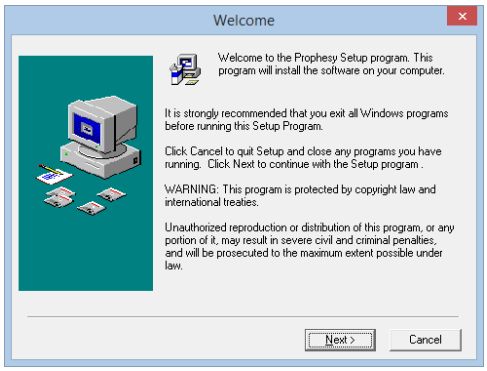
> **Note:** This should only be selected if you are installing an update to Prophesy or installing for the first time. Do not install with this disc if your goal is to update a workstation or if you are trying to reinstall on a workstation.

- **Configure Microsoft SQL Server (Server Only):** Choose this option only if you are installing Microsoft SQL Server on the Server or Host PC. Do not select this if you are installing on a workstation that is not the Server or Host.

> **Note:** If you received your software via download, this option will not be available. If you are performing a new Prophesy installation then the email you received will contain a link to download Microsoft SQL Server separately, as well as an attached SQL Server installation guide.

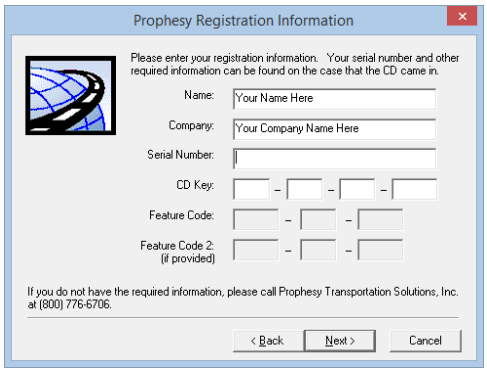
- **Configure this workstation for existing Prophesy installation:** Choose this option to display the instructions for running a workstation setup (which can also be found at the end of this document). Note that you should not use the disc or downloaded installation file to install or update a workstation.
- **View Dispatch Series Training Videos:** Choose this option to view the Prophesy Dispatch training video library.
- **Browse Documentation:** Choose this option to access the Prophesy documentation including all manuals and installation instructions.

3. The installation welcome screen will display. Please read the information carefully and click **Next** when ready.

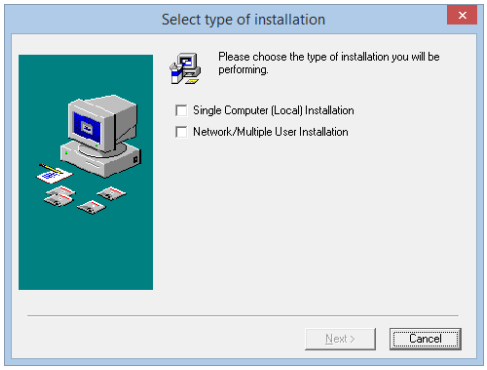


4. You must now enter your registration information. Enter your name, company name, serial number, CD Key, and Feature Code(s) into the appropriate fields (the serial

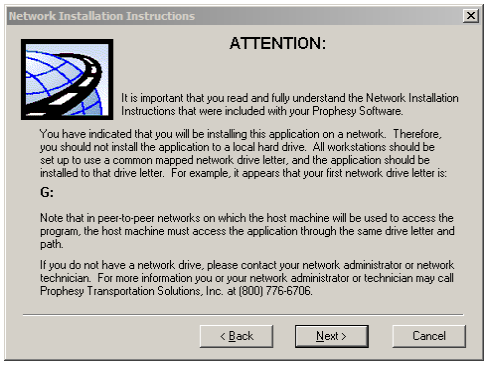
number, CD Key, and Feature Code(s) are located either on the sticker included with your Prophesy installation disc or in the email you received). Click **Next** when ready.



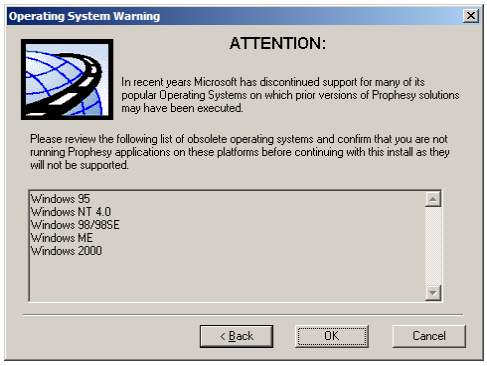
5. Choose whether to install on a single computer or network. A single computer installation should be selected if you are not connected to a network and are not using a host/server. This will install the software to your local hard drive. A network installation should be selected if you are connected to a network and are using a host/server. This will install the software using a mapped drive.



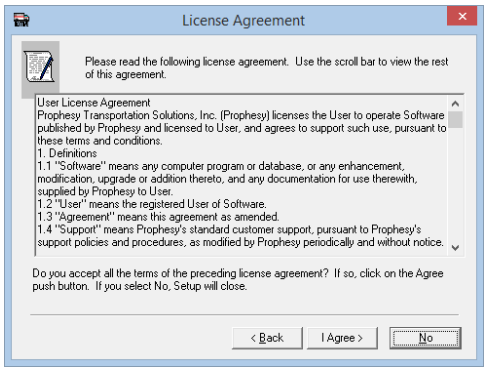
6. If this is a network installation, an attention window will appear displaying the first network drive found by the installation. This does not indicate the drive Prophesy will be installing to. It is only to inform you that a network drive was successfully found. Click **Next**.



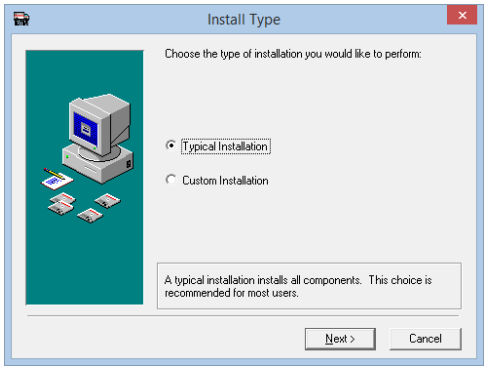
7. If you are installing Prophesy on an older operating system, a list of unsupported operating systems displays. Note that this list applies to the computer from which you are installing, the server and any workstation that will be running Prophesy.



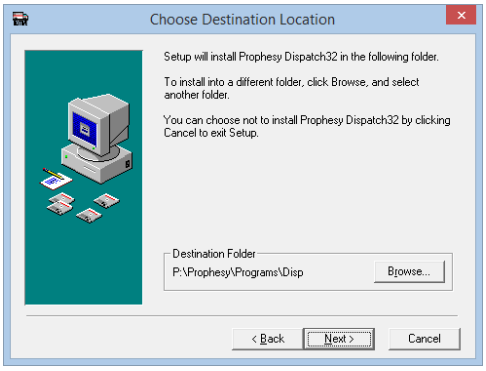
8. The End User License Agreement will display. Please read the information carefully and click **I Agree** when ready.



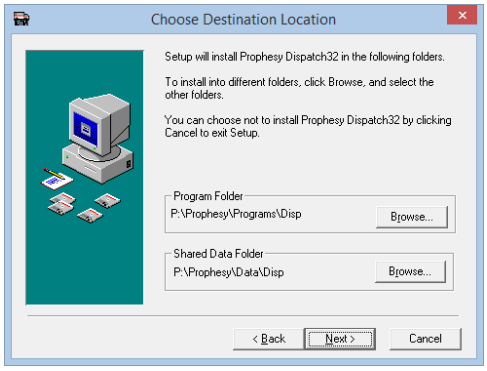
9. Choose whether to perform a typical or custom installation. A typical installation will install all of your purchased features. A custom installation will allow you to choose which features to install.



10. Choose the destination for the software on your computer or network. If this is a new network installation, the destination drive letter must be changed to the appropriate network drive letter by clicking the **Browse** button(s). If this is a single PC installation or an update installation, the destination folder should not need to be changed. If you are not sure about the location to which you are installing, check with your network technician. Click **Next** when ready.

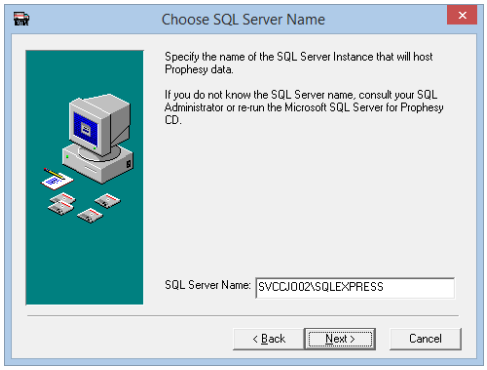


Typical Installation

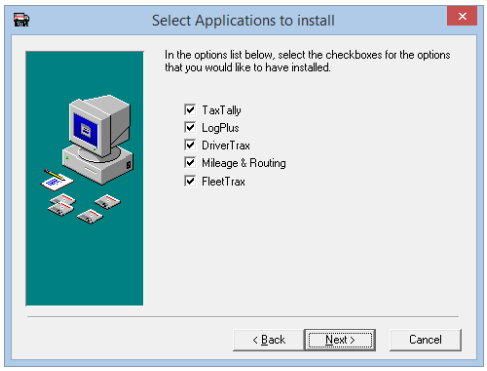


Custom Installation

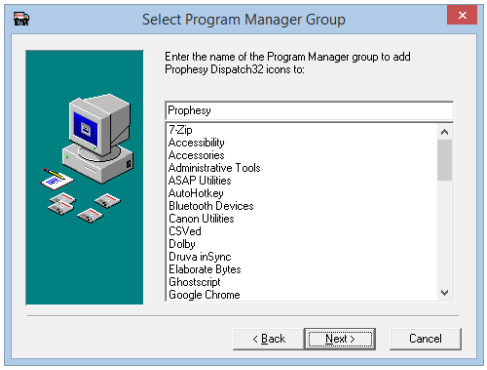
11. If this is a new installation, you will be prompted for the SQL server\instance that will host the Prophesy data. If you do not have this information, open SQL Server Management Studio and it should be shown immediately upon opening. For additional information, refer to the *Microsoft SQL Server for Prophesy Installation Guide* included in your software packet. Click **Next** when ready.



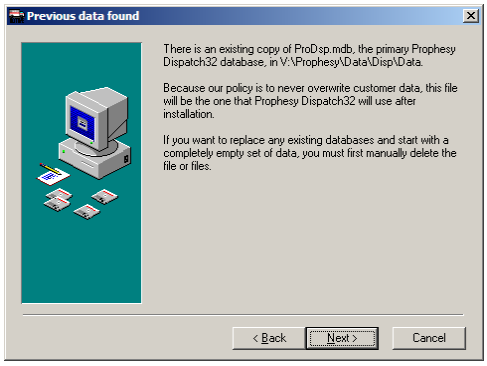
12. If you chose to perform a custom installation, you will be prompted to select the features you would like to install. Check the boxes next to the appropriate items and click **Next**.



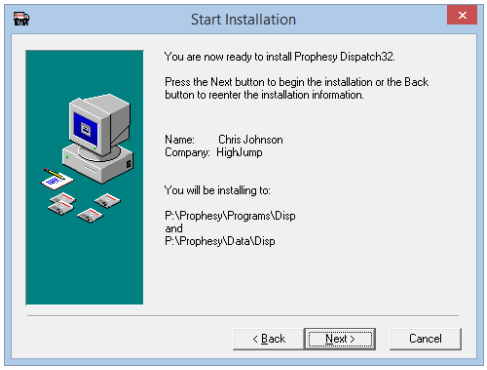
13. You will now be asked to select the Program Manager group into which you would like to insert the Prophesy shortcuts. To use the existing Prophesy group or create a new Prophesy group, click **Next**.



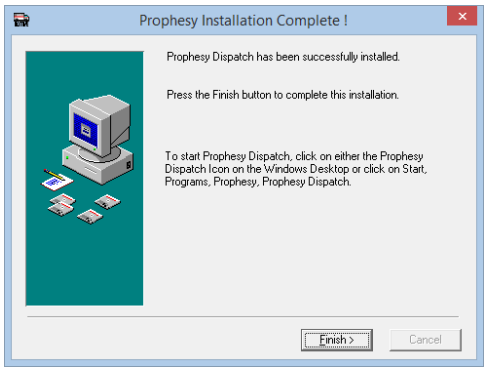
14. If you are using a SQL-enabled version of Prophesy and are performing an update (not a new installation), a message will display informing you that an existing copy of your data has been found and that your data WILL NOT be overwritten. Click **Next** when ready.



15. A final summary will display before the installation begins. If you would like to change any of your selections, click **Back** and make the necessary changes. If this information is correct, click **Next**.



16. A message will display when the installation is complete. Click **Finish**.



Workstation Setup

If you are installing your Prophesy software on a network, you must run a workstation setup on each workstation after the initial installation is complete. Performing a

workstation setup will configure your workstation to run Prophesy and access the appropriate databases on the Host/Server.

Please refer to the *Workstation/Peer-to-Peer Host Requirements* and *Important Pre-Installation Information* sections earlier in this document before beginning the workstation setups.

> **Very Important:** Please be sure that all Prophesy programs are closed on all systems before performing the workstation setup procedure. This will ensure that all files are installed correctly.

1. Hold the Windows logo key on your keyboard and press R.
2. Browse to the Prophesy folder on your network drive and open the “workset” file.
3. Click **OK** to begin the workstation setup procedure.
4. After clicking **Next** through the welcome screen and agreeing to the License Agreement, you will be required to enter your product serial number or a password. If asked for a password, this is the middle four digits of the serial number. Otherwise, enter the full serial number.
5. The required files will now be copied from the Host/Server to the workstation. When finished, a new Prophesy icon will be created on the workstation’s desktop.
6. Open Prophesy to verify that it starts and runs properly.

> **Note:** If you experience a problem, do not perform any additional installations until the problem is resolved. First consult your network technician to verify that the network is functioning properly. If the network is verified to be working properly and a problem still exists, contact Prophesy Support at **https://customerportal.highjump.com**.

7. Repeat this section for each additional workstation as required. If the Host/Server is to be used as a workstation, perform this procedure at the Host/Server last.

FAQ and Troubleshooting

This document addresses questions and issues that are commonly encountered during an installation or update.

Disabling User Account Control (UAC)

This section outlines the steps necessary to disable User Account Control (UAC) for the purposes of entering Prophesy reset codes, installing the Prophesy software and configuring workstations to run the software in a network environment.

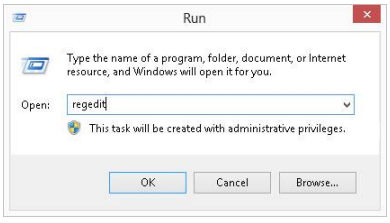
Disabling UAC in Windows 8 and Higher, and Server 2008 and Higher

> **IMPORTANT**: Because this process involves manipulation of the system registry, **it is recommended that the following be performed by or under the supervision of a qualified IT professional or person(s) familiar with Windows operating systems.**

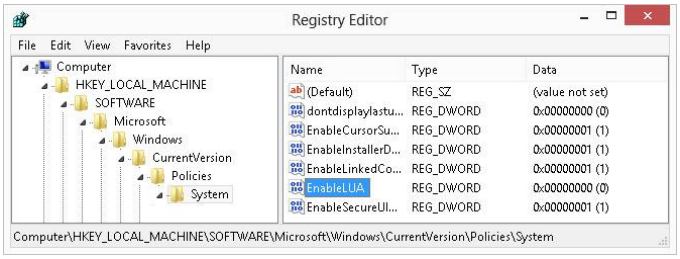
Similar to Windows 7, UAC must be disabled in Windows 8 and higher, and Server 2008 and higher, prior to performing a reset, network installation or workstation setup. However, Microsoft has removed the ability to completely disable UAC via the Control Panel and a registry modification is now required:

1. Press and hold the Windows key on the keyboard and press **R** to open the Run command.

2. Type “regedit” and click **OK**.

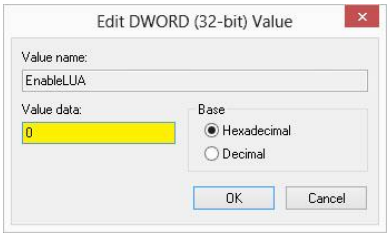


3. Navigate to the following registry folder in the Registry Editor: **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System**



4. Double click the **EnableLUA** value on the right pane.

5. Change the **Value data** field to “0” (zero) and click **OK**.



6. Restart the PC.

7. When the computer has completely restarted, the reset code or installation may now be performed.

8. When the installation or reset is complete, it is recommended that UAC be re-enabled to ensure the PC remains protected. To do so, repeat all of the preceding steps but change the **Value data** field of **EnableLUA** in step 5 to “1” (one).

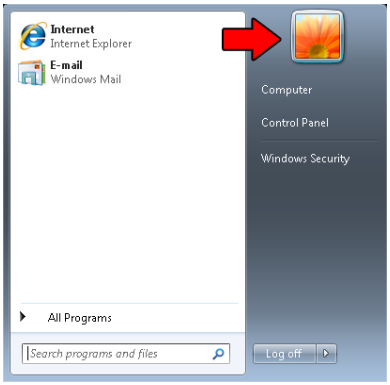
> **REMINDER:** A restart of the PC needs to be performed when both disabling and enabling UAC.

Disabling UAC in Windows 7

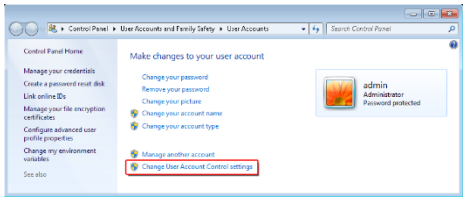
1. Close all open applications (This process will require a reboot of the computer).

2. Click the Windows **Start** button.

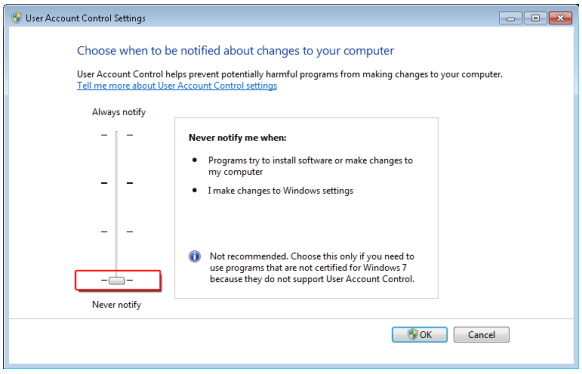
3. Click the user picture on the top right of the start menu. If this picture does not appear, click **Control Panel**, set the **View by** option to “Large Icons” or “Small Icons” and then click **User Accounts**.



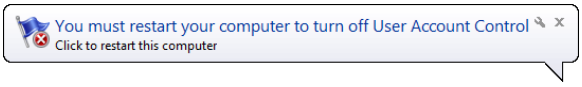
4. Click **Change User Account Control settings**. If prompted to allow access to this screen, click the **Continue** button.



5. Move the slider to the “Never Notify” (bottom) position and click **OK**.



6. When ready, restart your computer.



7. When the computer has completely restarted, the reset code or installation may now be performed.

8. When the reset code or installation has been completed, repeat these steps to turn UAC back on. You must restart your computer once again to fully enable UAC.

Frequently Asked Questions

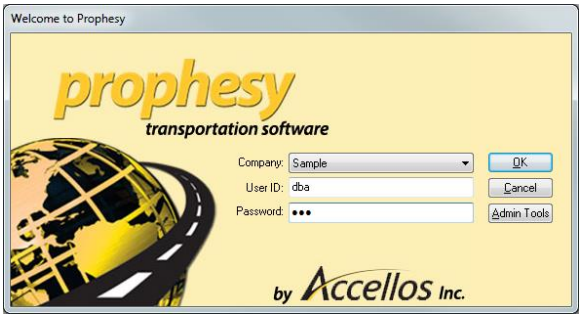
When I try to perform an install or workstation setup, it tells me there is no network drive or that I am trying to install to a UNC path.

You must turn off User Account Control (UAC). UAC prevents programs from being installed over a network drive. For more information, see *Modifying User Account Control (UAC)* earlier in this document or visit Microsoft's website.

How do I log into Dispatch or ProphesyONE for the first time?

After performing a new install of Dispatch or ProphesyONE, you will first log into the system using a default administrative user account:

1. Double-click the Prophesy icon on your desktop. The Welcome to Prophesy window appears.
2. In the **User ID** field, enter ***dba***.
3. In the **Password** field, enter ***dba***. This field is case-sensitive, and the password must be typed in lowercase.

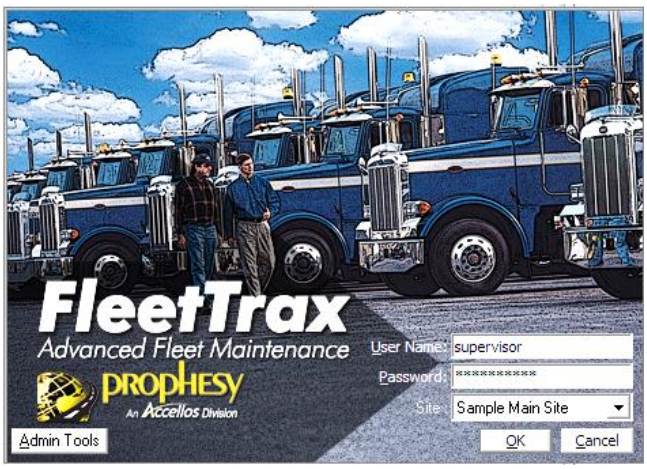


4. Click **OK** to start the application.
5. When the application first starts, note that it is connected to a database that is populated with sample data. This will help to familiarize you with the application.
6. When you are ready to begin using the application with your real data, you can switch to the live database. To do so, select "Your Name Here" from the **Company** drop-down in the login window.

How do I log into FleetTrax Premier for the first time?

After performing a new install of FleetTrax Premier, you will first log into the system using a default administrative user account:

1. Double-click the Prophesy FleetTrax icon and the login window appears.
2. In the **User Name** field, enter ***supervisor*** .
3. In the **Password** field, enter ***supervisor***. This field is case-sensitive, and the password must be typed in lowercase.
4. Click **OK** to start the application.



5. When the application first starts, note that it is connected to a database that is populated with sample data. This will help to familiarize you with the application.
6. When you are ready to begin using the application with your real data, you can switch to the live database. To do so, click **Utility > Change Data Directory**, select "Your Company" and click **Save**.

I just did an install but cannot log in because it says another user is updating the system.

To prevent users from logging in while an installation is being performed, a file called lockuser.txt is created at the beginning of the install and removed at the end. If, however, the installation ends prematurely or erroneously, the file is not removed and you will receive this error. The file can be manually deleted to allow entry into the program but, if the installation did not complete successfully, a reinstall may need to be done. The possible file locations, depending on your Prophesy folder structure, are:

- **[Network Drive]:\...\Prophesy\Data\Disp**
- **[Network Drive]:\...\Prophesy\Programs\Disp**

OR

- **[Network Drive]:\...\Prophesy\Disp**

When logging in, I get an error that says, "Unable to attach master database..."

There are several possible causes for this error:

Firewall

The most likely reason for this error is your firewall preventing connections to the SQL server. To fix this, you must add exceptions to the firewall for some SQL files. For more information, refer to the SQL Connection Troubleshooting document in your installation packet.

SQL Server Name

If this is a new installation or conversion, it is likely that the SQL server\instance name that was requested during the install may have been entered incorrectly or not entered at all. For more information, refer to the SQL Connection Troubleshooting document in your installation packet.

SQL Server Settings

The SQL download provided by Prophesy automatically sets up the SQL server with the correct parameters and permissions. However, if the version installed came from a full SQL disc or Microsoft's website, these settings will not be present. To fix this, run the Prophesy-provided SQL installation file and allow the setup to complete. This will leave the existing installation intact but add the parameters and permissions appropriately.

Network Protocol

By default, the workstations use the TCP/IP protocol to connect to the SQL server. If one or more workstations cannot connect to the SQL server even after the previous steps were followed, changing this protocol may allow the connection. To change this, it is recommended that a qualified technician follow these steps:

1. Open **Control Panel > Administrative Tools > Data Sources (ODBC)**.
2. On the User DSN tab, click **Add**.
3. In the **Create New Data Source** list, choose **SQL Server**.
4. Name the Data Source "Prophesy SQL".
5. Open the **Server** dropdown and choose the correct SQL server (if it is not present, fill it in manually).
6. Click **Client Configuration**.
7. Select **Named Pipes** and click **OK**.

8. If your network is on a workgroup, select **With SQL Server Authentication**, uncheck the **Connect to SQL Server** box and fill in the SQL system administrator username and password (if you are on a domain, disregard this step).

9. Click **Next**, then **Next**, and then **Finish**. If this completes without error, the system should be able to access the Prophesy program successfully.

I just installed an update but I only see “Sample” and “Your Name Here” in my company list.

This is likely caused by the update creating a new instance of Prophesy rather than updating an existing one. This usually happens when installing from a computer that did not already have Prophesy installed on it, causing the previous installation location to be forgotten. To fix this issue, perform the installation again from a computer that already has Prophesy installed on it, and then run the workset.exe file on all other workstations.