

PipeIQ® Software Installation

USER GUIDE



Trademarks

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Some screen shots are used with permission from Microsoft.

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System Requirements

To use the PipeIQ software application, the following are required:

- Microsoft® Windows® 7 or Windows 8
- 1 GB of RAM
- Graphics hardware with 128 MB of memory and support for OpenGL 2.0 or later
- 5 GB of free hard disk space

For an optimal experience, the following are recommended:

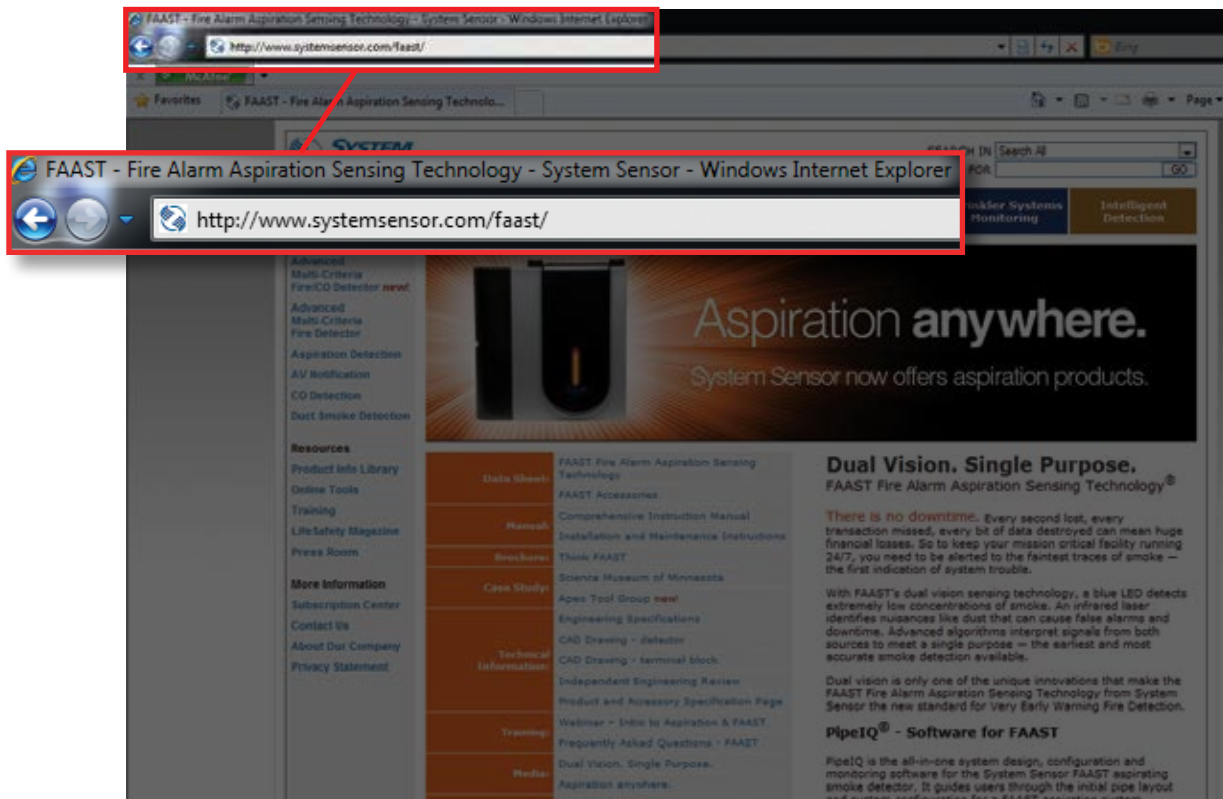
- 4 GB of RAM
- Graphics hardware with 256 MB of memory and support for OpenGL 2.0 or later

Obtaining PipeIQ Software

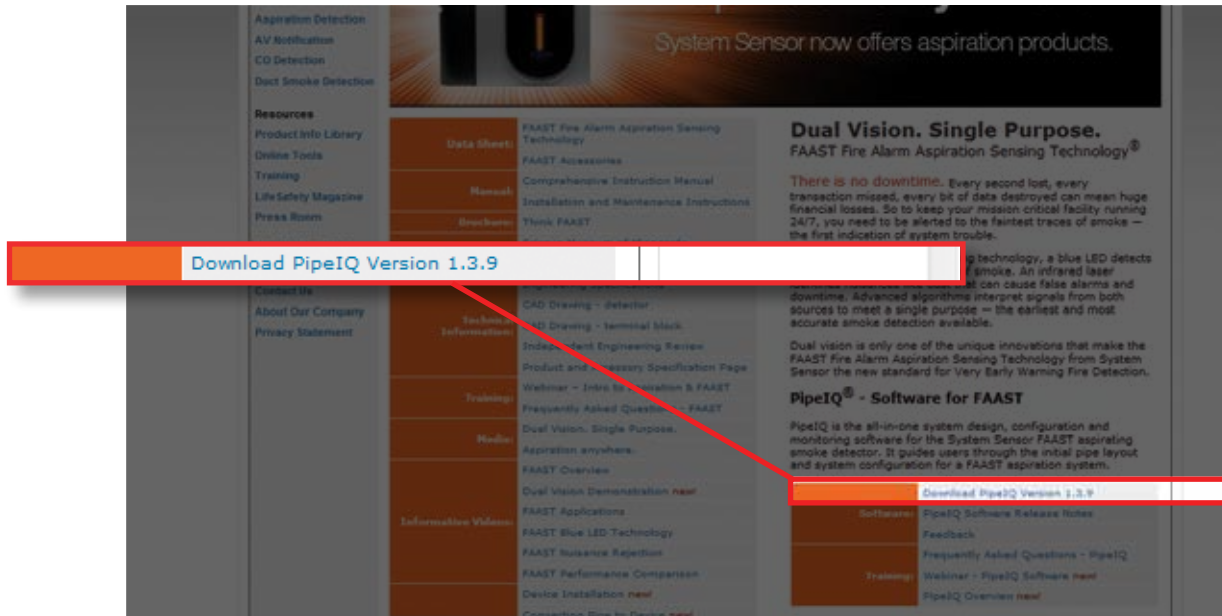
The latest version of the PipeIQ® software is always available from the System Sensor Web site, www.systemsensor.com/faast. It is recommended that prior to installation users check the site to verify they have the most recent version.

Downloading PipeIQ Software from the Web

1. Point your browser to www.systemsensor.com/faast



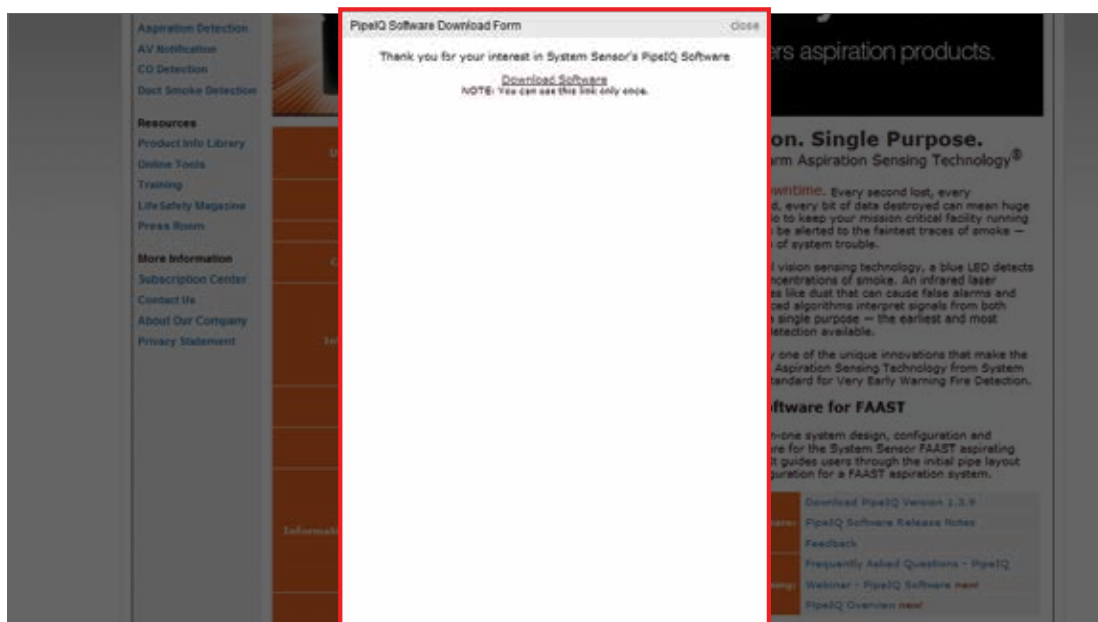
- Under *Software* select *Download PipeIQ Version X.X.X*



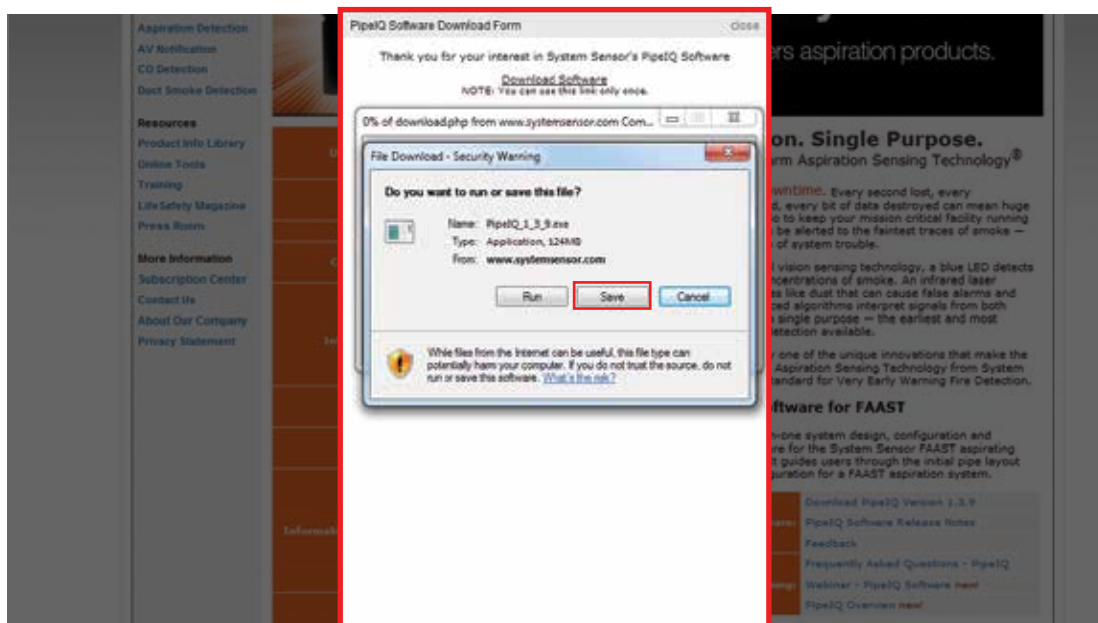
- Fill out the required form and choose Submit

The screenshot shows the 'PipeIQ Software Download Form' overlaid on the website. The form contains the following fields: Name, Company, Title, Address, City, State, Zip / Post Code, Country (set to 'United States of America'), Phone, Fax, E-mail, and a Comments field. Below the form is a checkbox for 'I want to opt out of all other direct marketing from System Sensor' and a 'Submit' button. At the bottom of the form, it says 'Copyright © 2011 System Sensor, all rights reserved. | Privacy Statement'.

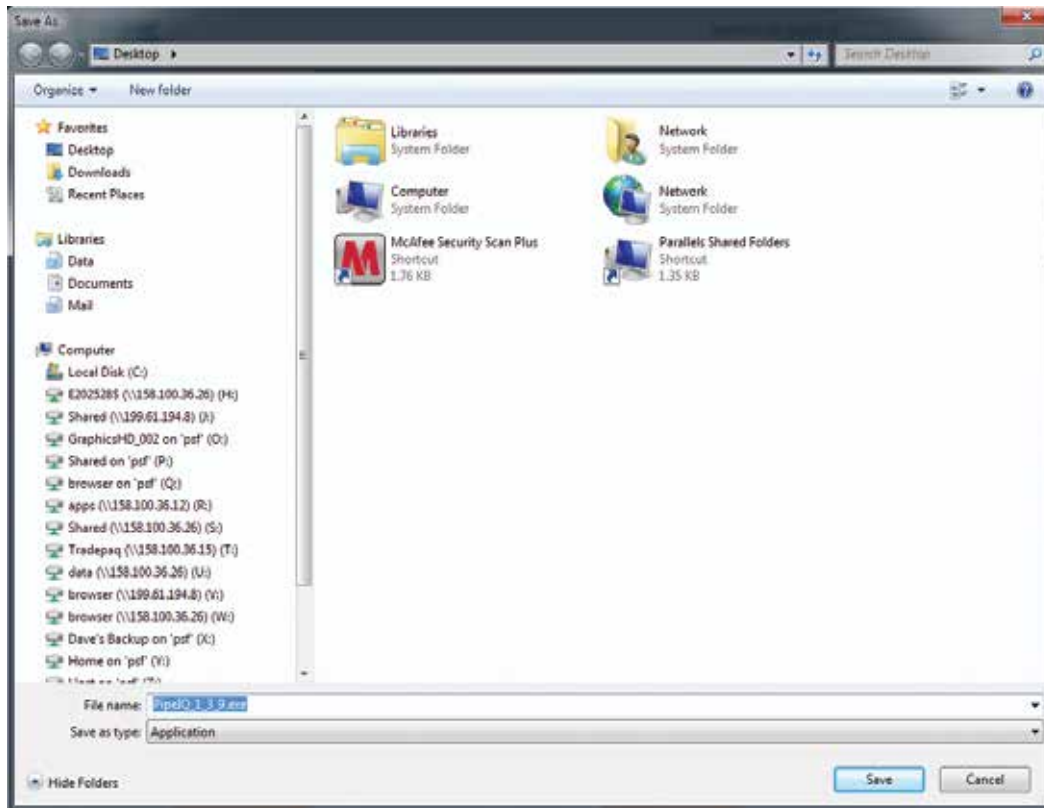
4. On the next page, click the *Download Software* link



5. Click *Save*



6. Save the PipelQ_X_X_X.exe file on your PC



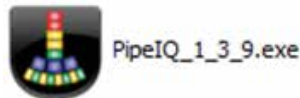
PipeIQ Software Installation Checklist

The PipeIQ software requires the following for proper installation:

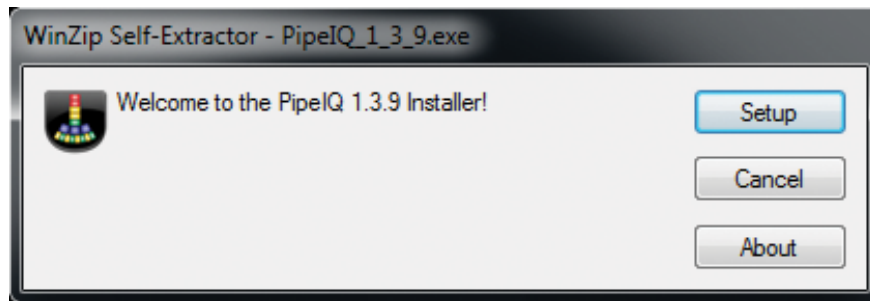
1. The user must have Administrator privileges.
2. The current system date and time must be correct.
3. Local drives cannot be compressed .

PipeIQ Software Installation Procedure

1. Obtain the PipeIQ software.
2. If the software was downloaded from the Web site, unzip the archive. If installing from a CD, place the CD in the appropriate drive. For detailed instructions see **Obtaining Software**.
3. Run PipeIQ_X_X_X.exe.



4. Follow the on-screen instructions. The setup program will install SQL Server and the PipeIQ software program.



5. If the installation proceeds without error, you will be prompted to restart your PC to complete the setup process. If errors were encountered, see **Troubleshooting** below.
6. After rebooting your PC, start the PipeIQ software application by double-clicking on the PipeIQ icon on the desktop.

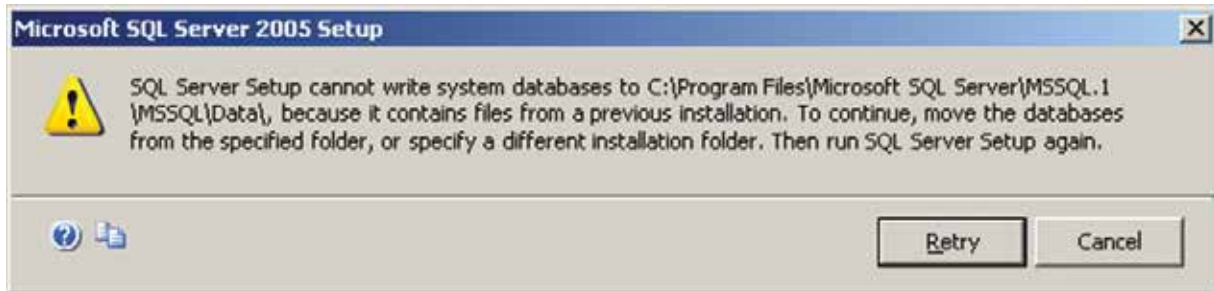


Troubleshooting

The PipeIQ software uses Microsoft SQL Server database technology. In some systems, SQL Server may not function correctly because of incompatibilities with existing software or components. For this reason, it is recommended that the PipeIQ software not be installed alongside other applications using SQL Server. See below for a list of known compatibility problems and solutions.

Problem 1

The following message is displayed during PipeIQ software installation:



Cause

The Program Files\Microsoft SQL Server folder is already present. It may have been created by another application.

Solution

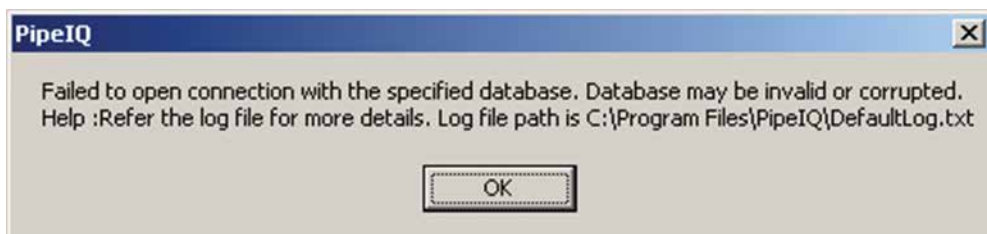
Option 1: Move or delete the Program Files\Microsoft SQL Server folder.

Caution: Moving or deleting the existing SQL Server folder may have negative consequences for any existing applications that use SQL Server including loss of data. Contact your administrator for assistance.

Option 2: Install the PipeIQ software on a PC that does not have an existing SQL Server installation.

Problem 2

When attempting to create a new project, the following message is displayed:



Cause

The Program Files\Microsoft SQL Server folder is already present or the Windows registry contains SQL Server entries. Either may have been created by an existing or previously failed installation.

Solution

Option 1: Contact System Sensor technical support for assistance with moving or deleting the Program Files\Microsoft SQL Server folder and cleaning the registry.

Caution: Moving or deleting the existing SQL Server folder or registry entries may have negative consequences for any existing applications that use SQL Server including loss of data. Contact your administrator for assistance.

Option 2: Install PipeIQ software on PC that does not have an existing SQL Server installation.

Problem 3

When attempting to install the PipeIQ software the following message is displayed:



Cause

A previous SQL Server installation has not been uninstalled properly. Some SQL Server components such as "Microsoft SQL Server Client" have not been removed.

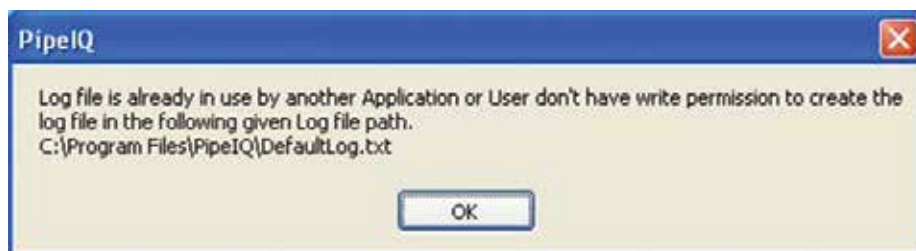
Solution

Uninstall all SQL Server components using the Add/Remove programs utility of Windows XP or the Programs utility in Windows 7. If this does not solve the problem, contact System Sensor technical support for assistance.

Caution: Uninstalling SQL Server components may have negative consequences for any existing applications that use SQL Server, including loss of data.

Problem 4

When executing the PipeIQ software application, the following message is displayed:



Cause

The user does not have Write/Administrative privileges, or the PC was not rebooted after installation.

Solution

Ensure the user has Administrative privileges.

Ensure the user has write permission for the Program Files\PipelQ folder.

If using Windows 7, right-click on the PipelQ icon and choose *Properties*. Under the *Compatibility* tab check *Run this program as an administrator*.

Problem 5

When attempting to install the PipelQ software, the following message is displayed:

A newer version of SQL Server/Express already exists. Please uninstall any existing SQL Server instances and retry the setup. The setup will now abort.

Cause

A more recent version of SQL Server is already installed.

Solution

Option 1: Uninstall any existing versions of SQL Server and retry the setup.

Caution: Uninstalling SQL Server components may have negative consequences for any existing applications that use SQL Server, including loss of data.

Option 2: Install the PipelQ software on a PC without an existing SQL Server instance.

Problem 6

When attempting to install the PipelQ software the following message is displayed:

An older version of SQL Server/Express already exists. Please uninstall any existing SQL Server instances and retry the setup. The setup will now abort.

Cause

An older, incompatible version of SQL Server is already installed.

Solution

Option 1: Uninstall any existing versions of SQL Server and retry the setup.

Caution: Uninstalling SQL Server components may have negative consequences for any existing applications that use SQL Server, including loss of data.

Option 2: Install the PipelQ software on a PC without an existing SQL Server instance.

Problem 7

When executing the PipeIQ software application, the following message is displayed:



Cause

The PC already has a version of SQL Server installed that uses an incompatible language.

Solution

Option 1: Uninstall any existing versions of SQL Server and retry the setup.

Caution: Uninstalling SQL Server components may have negative consequences for any existing applications that use SQL Server, including loss of data.

Option 2: Install the PipeIQ software on a PC without an existing SQL Server instance.

Problem 8

When executing the PipeIQ software application the following message is displayed:

SQLEXPRESS 2005 installation failed. Install SQLEXPRESS manually and continue PipeIQ installation.

Cause

An unknown error has occurred.

Solution

Please contact System Sensor technical support for assistance.

Problem 9

When executing the PipelQ software application on Windows 7, the user is prompted to provide Administrator credentials.

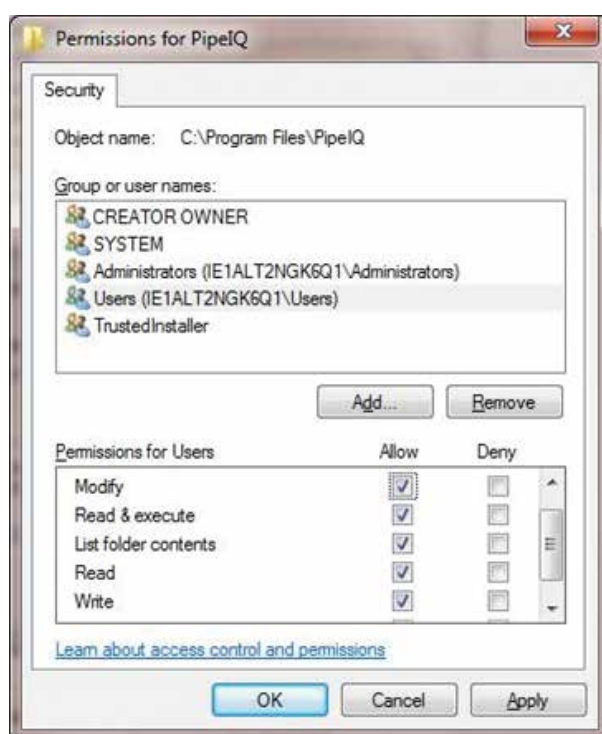
Cause

The user is not in the Administrators group or does not have Modify/Write permissions to the PipelQ installation directory (C:\Program Files\PipelQ).

Solution

Option 1: Login as an Administrator, then run the PipelQ software.

Option 2: Ensure that the user/group has Modify and Write permissions to the C:\Program Files\PipelQ folder as shown below:



Option 3: Install the PipelQ software to another local drive (D:\).

