

Drive Terminator Installation Guide

Version 1.0 • January 16, 2014

This Installation Guide provides guidance to those involved in the installation of the application.



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Last edited: 16th January 2014

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Installation Guide

Version: 1.0

Revision Date: 16th January 2014

Revision History		
Rev #	Revision Update	Date
0.1	Initial version	12 th January 2014
0.2	Final review	13 th January 2014
1.0	Released	16 th January 2014

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About this Guide

This Installation Guide explains how to install the Drive Terminator. This guide assumes that you have some knowledge of operating systems.

For the most current version of this document please visit: www.kanepiservices.com.au.

Who Should Use It

This Installation Guide provides guidance to general users and System Administrators involved in the installation of the application.

Typographical Conventions

This document uses the following typographical conventions:

- Items you click, select or drag and drop appear in **bold type**.
- Keys that you press appear in **bold type** after the text 'press' i.e. Press **Enter**.
- Text of importance in a statement describing functionality appears in **bold font**.
- Menu and submenu paths are shown as **MENU > SUBMENU**.

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1 System Requirements

This chapter describes the software and systems requirement to install and run the Drive Terminator. It includes the following sections:

- Software requirements
- Operating systems and software
- Support

1.1 Software Requirements

The following software is required to install and run this application:

- Microsoft .Net Framework 4.0 must be installed before the Drive Terminator is installed. The Microsoft .Net Framework 4.0 can be downloaded from the following web address:

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17851>

1.2 Operating Systems

The Drive Terminator is compatible with the following operating systems:

- Windows XP
- Windows Vista
- Windows 7
- Windows Server 2003
- Windows Server 2008
- Windows Server 2012

1.3 Support

Email support is available for the Drive Terminator at support@kanepiservices.com.au during normal business hours (Australian Western Standard time, Monday to Friday excluding public holidays). Typically support queries for the Drive Terminator will be answered within 24 hours.

2 Installing the Drive Terminator

This chapter describes the procedure for installing the Drive Terminator. It includes the following sections:

- Prerequisites
- Installation
- Licensing
- Uninstalling the Drive Terminator

2.1 Prerequisites

Before you install the Drive Terminator, you **must** have installed the following:

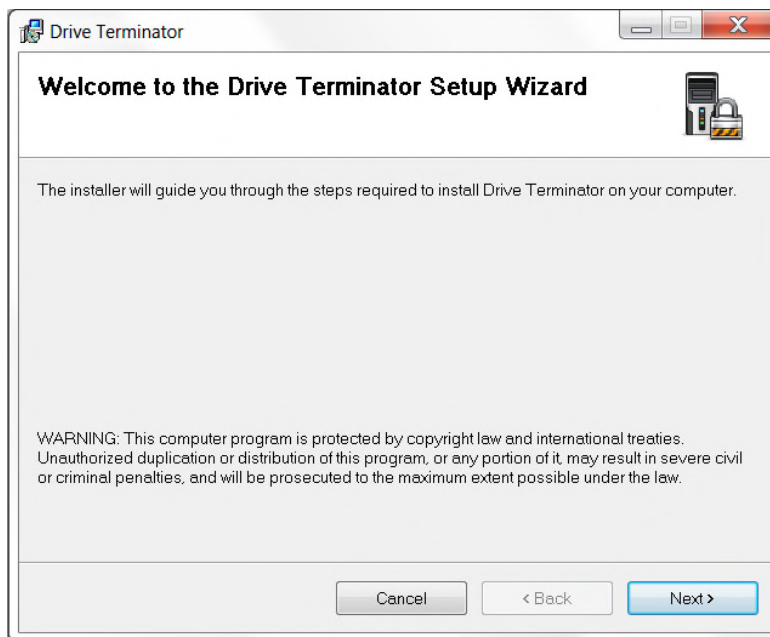
- Microsoft .Net Framework 4.0. The Microsoft .Net Framework 4.0 can be downloaded from the following web address

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17851>

2.2 Installation

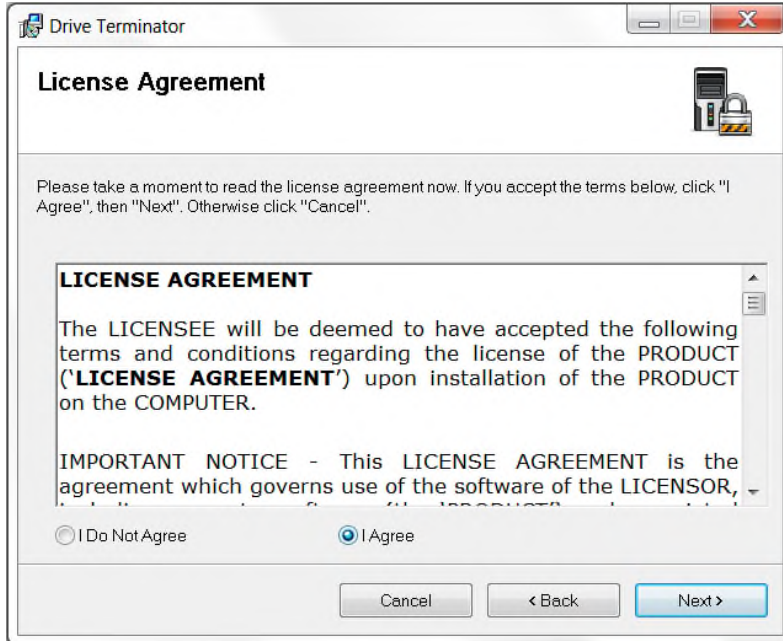
Perform the following steps to install the Drive Terminator.

1. **Download** the Drive Terminator installer from www.kanepiservices.com.au.
2. **Double-click** the Drive Terminator **installer** to invoke the setup wizard.



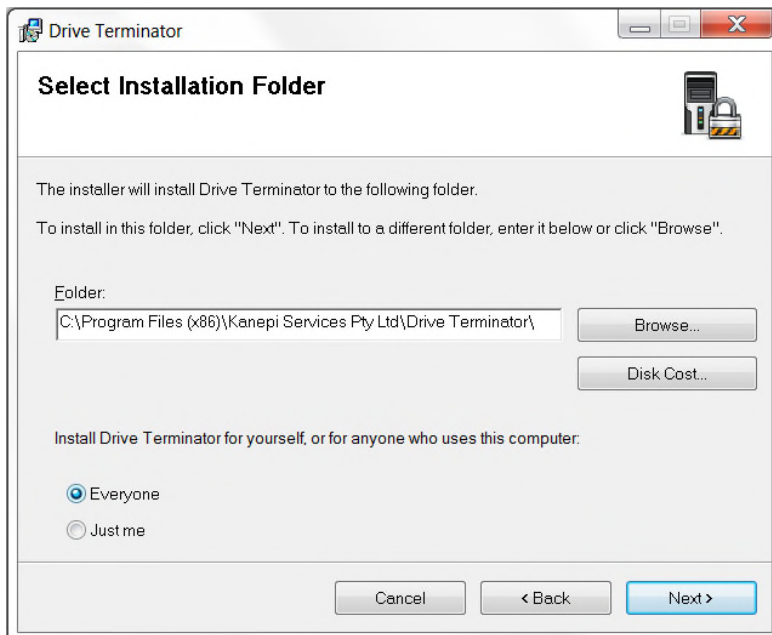
3. Click **Next**.

- The **license agreement** will be displayed. Read the license agreement.

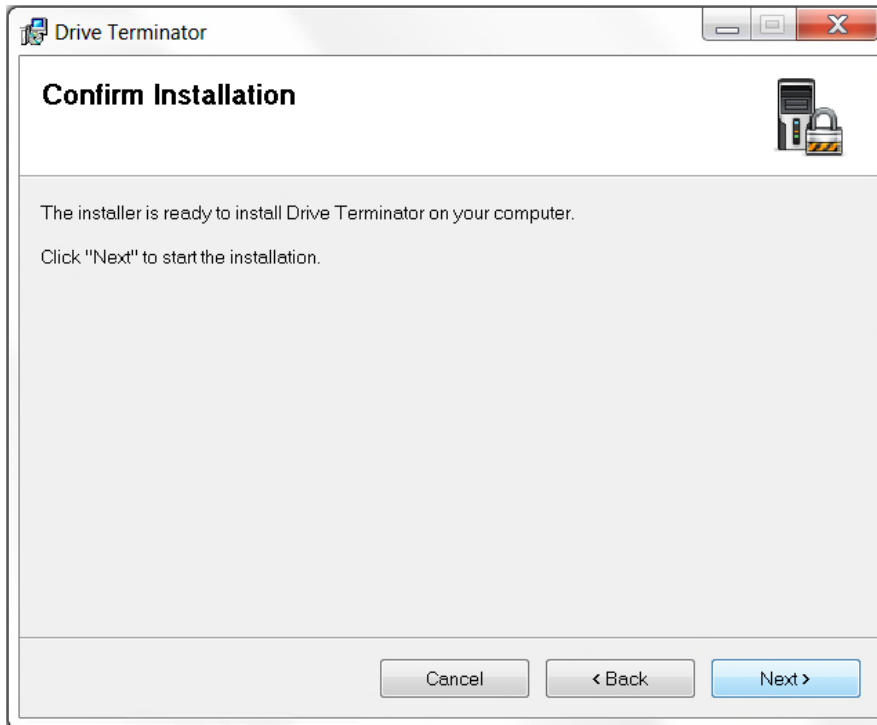


Click **I Agree** to continue with the installation then **Next**. Alternatively click **I Do Not Agree** and **Cancel** to abort the installation process.

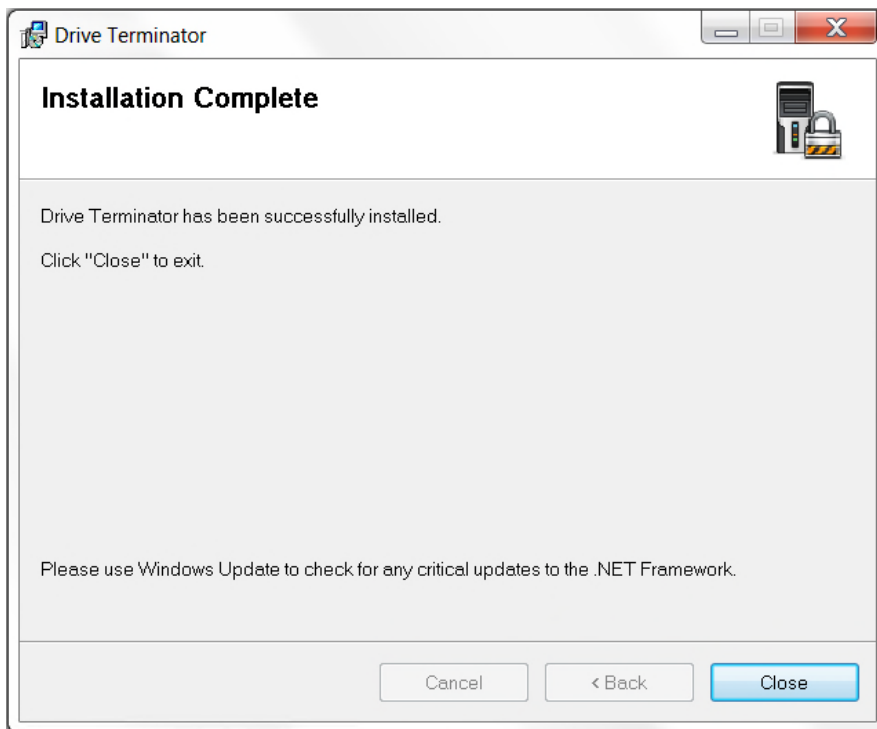
- The installer automatically specifies the **installation folder location**. Modify this location via the browse button if required or leave the default location as is, then specify which users may access Drive Terminator (**Everyone** or **Just me**).



- Click **Next** to continue with the installation when the **Confirm installation** screen is displayed.



7. **Installation Complete** is displayed once the Drive Terminator has been successfully installed.



8. Click **Close** to complete the installation.

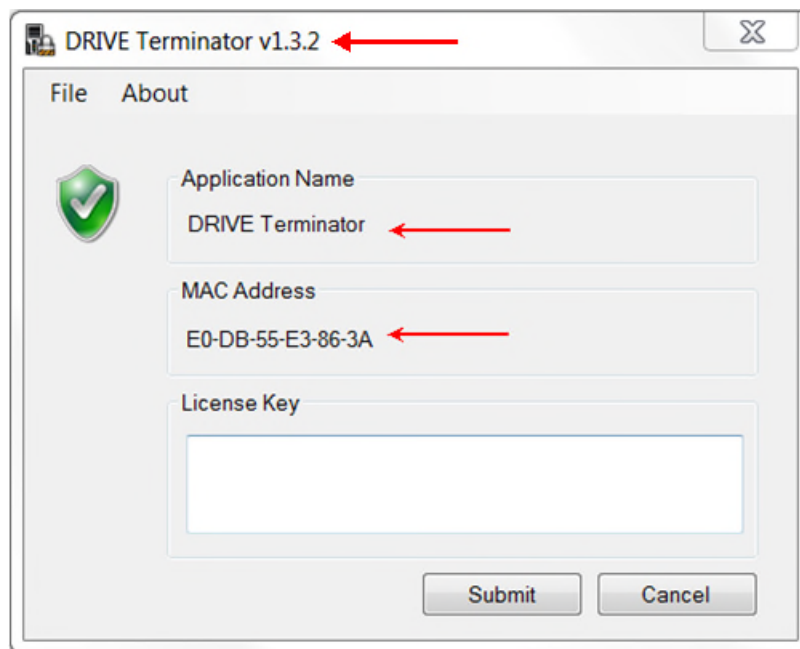
2.3 Licensing

The Drive Terminator requires a **valid license key to run**. A license key will be emailed to you from kanepi Services Pty Ltd, however you must provide specific information after the installation to enable kanepi Services Pty Ltd to generate a license key for you.

1. The installation process installs a Drive Terminator **desktop icon**. Double-click this icon to invoke the Drive Terminator.

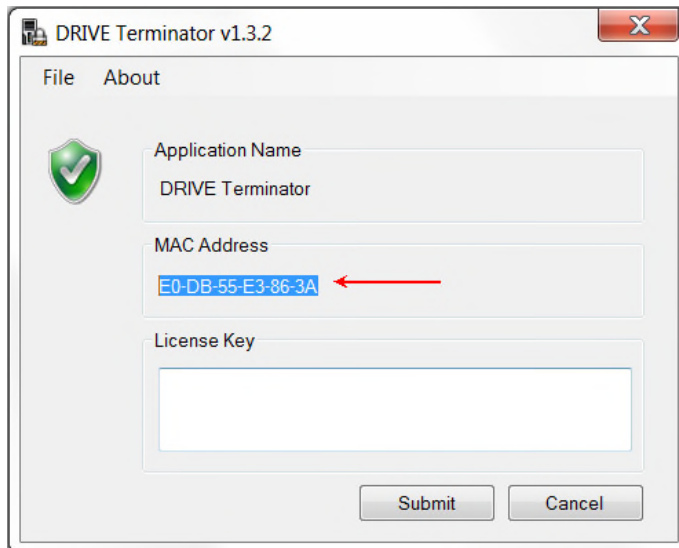


2. The Drive Terminator displays the **license key** screen when first invoked. The license key page contains the information that must be sent to kanepi Services Pty Ltd being:
 - a. Application Name
 - b. MAC Address
 - c. Version number



3. **Copy** the **MAC** address. If you do not have internet access on the PC / server the Drive Terminator is installed on then copy the MAC address to a Notepad file (as an example so that it may be copied / pasted to the licensing page when you have access to a PC with internet access). Left-click on the MAC address shown in the license key screen and

select the entire MAC address, then **right-click > Copy** (or CTL + C) to copy the MAC address.



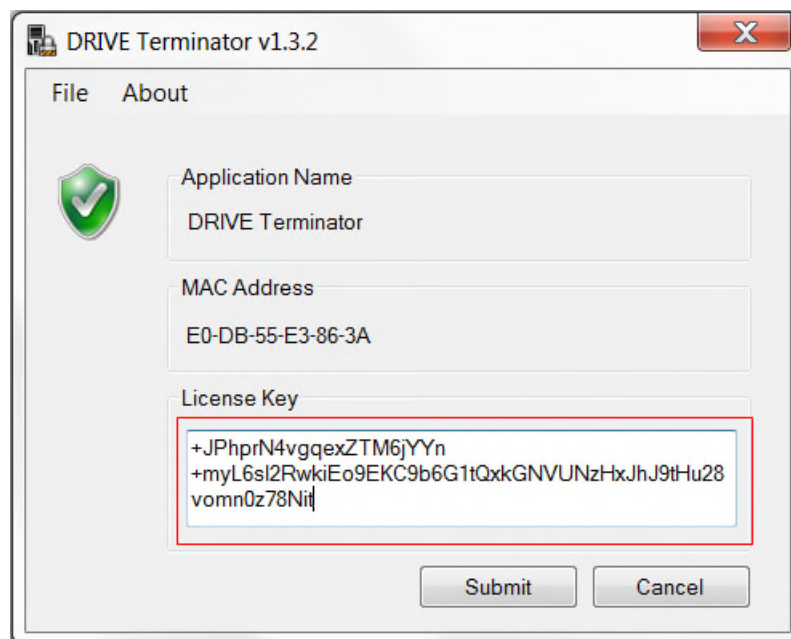
4. **Close** the Drive Terminator application.
5. The application name and MAC address can now be sent to kanepi Services Pty Ltd. Open a web browser and navigate to <http://www.kanepiservices.com.au/licensing-other-products> (**LICENSING** page).

Complete all required fields on this page i.e. enter the following details:

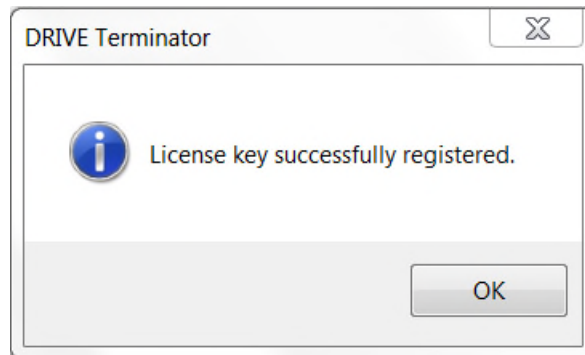
- Product. This is the **Application Name** shown on the license key page (i.e. Drive Terminator).
- License type. If you paid the license fee then select **Full product license**, alternatively if you installed the Drive Terminator for evaluation purposes select **Evaluation license**.
- MAC Address. Paste in the **MAC Address** copied from the **license key** screen.
- Version number (located at the top of the Drive Terminator screens) e.g. v1.3.2
- Order number. Note this is only applicable if you have paid the license fee and were issued an order number. This field is not available if you have selected an evaluation license.
- Name.
- Company (not mandatory).
- Email address.
- Contact phone number (not mandatory).
- Message (not mandatory).

Note as an alternative the information listed above may be emailed to licensing@kanepiservices.com.au, however the **preferred method** of sending the required information to kanepi Services Pty Ltd is via the licensing page at <http://www.kanepiservices.com.au/licensing-other-products>.

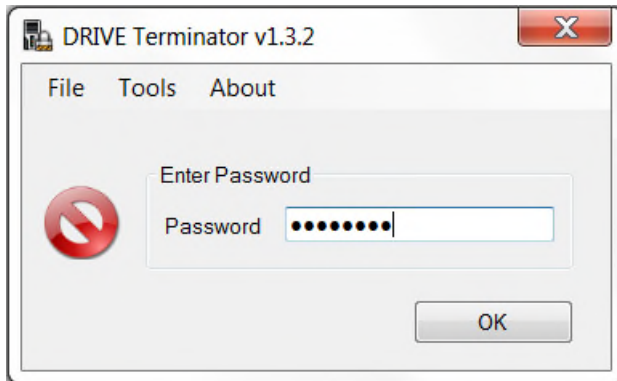
6. Click **Send**. kanepi Services Pty Ltd will email a license key to you within 24 hours.
7. When you receive the license key perform the following steps;
 - a. **Invoke** the Drive Terminator.
 - b. **Paste** the license key emailed to you from kanepi Services Pty Ltd into the **License Key** field.



- c. Click **Submit**.
 - d. The Drive Terminator informs you of the license key status.



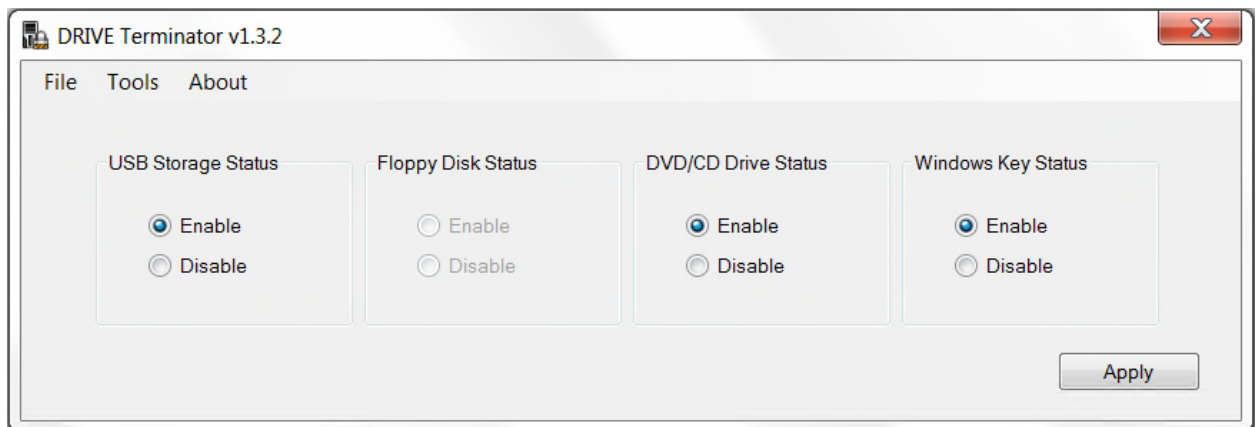
8. The Drive Terminator is now ready for use and the **Password** screen will be displayed.



9. The default password (passwords are case sensitive) upon installation for the Drive Terminator is : **password**

Note: You should change this default password as soon as possible via **Tools > Change Password** as detailed in the Drive Terminator User Guide.

Enter this password then click **OK**. The Drive Terminator functionality is now available. Refer to the **Drive Terminator User Guide** for more information.



2.4 Uninstalling the Drive Terminator

To **uninstall** the Drive Terminator use the Operating System's specific un-installation service or wizard. For example: **Control panel > Add or Remove programs** (Windows Server 2003), **Control panel > Uninstall a program** (Windows 7/8) etc.

3 Upgrading to a new version of Drive Terminator

Updates to the Drive Terminator are released as new versions / complete installers instead of update files. Therefore existing versions must be uninstalled, the new version installed then a new license key entered after which the new version Drive Terminator functionality will be available.

Note: Drive Terminator upgrades are only available if your maintenance is current.

1. **Uninstall** the Drive Terminator. Use the Operating System's specific un-installation service or wizard. For example: **Control panel > Add or Remove programs** (Windows Server 2003), **Control panel > Uninstall a program** (Windows 7/8) etc.
2. **Download** the latest version of the Drive Terminator installer from www.kanepiservices.com.au.
3. **Install** the Drive Terminator as detailed in this document.
4. Request a new license key from kanepi Services Pty Ltd as detailed in this document.
5. Enter the new license key into the Drive Terminator **License Key** field as detailed in this document.
6. Normal Drive Terminator functionality is then available.

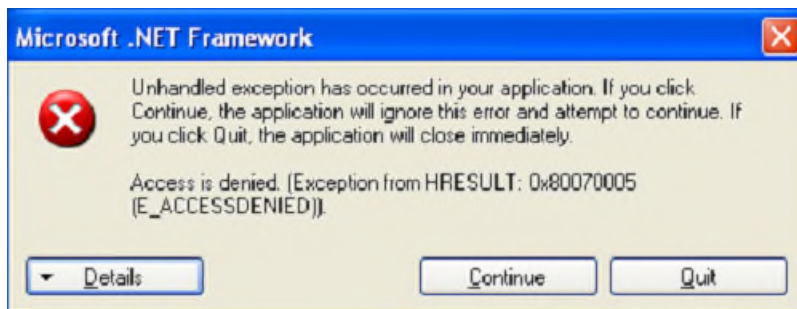
4 Troubleshooting

This chapter describes the problems which may occur during installation and the troubleshooting details corresponding to the particular problem.

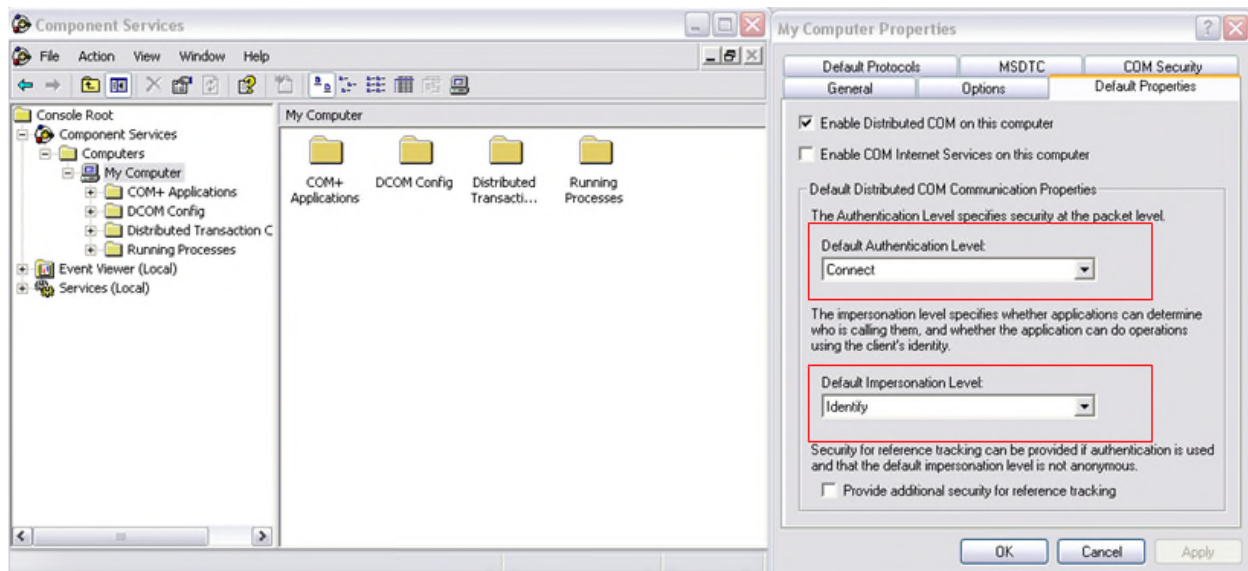
4.1 Incorrect DCOM settings

The Drive Terminator will not function if the user's PC / server DCOM security settings are set such that Windows WMI cannot function (it is extremely rare that this will be an issue).

If the following screen is displayed when the Drive Terminator is invoked then the DCOM settings are not set as per typical settings.



The following shows typical DCOM settings (primarily **Default Authentication Level = Connect** and **Default Impersonation Level = Identify**).



If the error screen above is displayed when invoked and the DCOM settings cannot be changed to those of **typical** settings (for example the PC / server may be running a specific application that requires different DCOM settings) then the Drive Terminator cannot be used.

5 Appendix A: Acronyms, Abbreviations & Definitions

The following table provides information on terms, acronyms and abbreviations required to properly interpret this document.

Term	Meaning
DCOM	Distributed Component Object Model. A proprietary Microsoft technology for communication among software components.
MAC	Media Access Control address.
PC	Personal Computer.
WMI	Windows Management Instrumentation.