

# Guide to Installing PresencePLUS with Windows® Vista/7/8/10



## Overview



NOTE: This application note applies specifically to users installing and using PresencePLUS software and the Firmware Updater application on Windows®<sup>1</sup> VISTA, Windows 7, Windows 8, or Windows 10 operating systems (OS).

Windows operating systems newer than Windows XP have a stricter security model. This affects how programs are installed and run on these newer operating systems.

### Installing PresencePLUS or the Firmware Updater

Administrator privileges are required to install PresencePLUS or the Firmware Updater application.

### Running PresencePLUS or the Firmware Updater

Administrator privileges are required to run PresencePLUS or the Firmware Updater application for the first time. If you are running multiple releases of the software, Administrator privileges are required to switch from one software release to another.

### Default Location for Data Files (Folder Selection)

PresencePLUS and the Firmware Updater application can be installed in either a protected folder or a non-protected folder. Examples of protected folders are C:\Program Files and C:\Windows and, by default, PresencePLUS is installed in a protected folder: C:\Program Files on a 32-bit system, or C:\Program Files(x86) on a 64-bit system. Non-protected folders are user-created folders outside of a protected folder (for example, C:\Banner).

Whether you install PresencePLUS or the Firmware Updater application in a protected folder or a non-protected folder determines the default location where the application's data files are stored.

- If you install the application in a protected folder, by default PresencePLUS stores data files under the user profile (for example, C:\Documents and Settings\\AppData\Roaming\Banner\PPVS)
- If you install the application in a non-protected folder, by default PresencePLUS stores data files in the same folder as the application

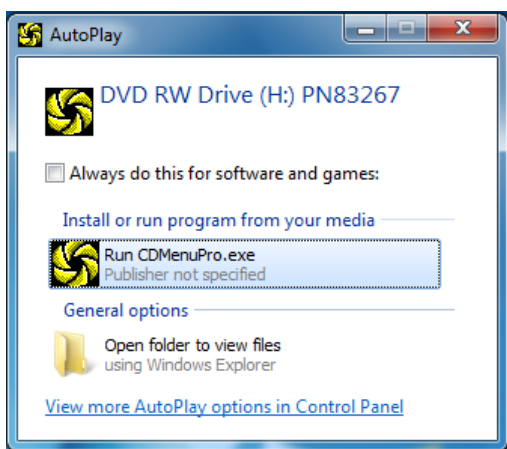
### Firewall

The first time the PresencePLUS software or the Firmware Updater application is used, the message, "Windows Firewall has blocked some features of this program" may appear. In order to allow PresencePLUS to run properly, the firewall settings must be reset to allow the application to communicate with the sensor.

If a third party firewall is running on the machine, those settings will need to be modified — contact your network support personnel for help on this topic, as each corporation manages security in ways that best serve their own unique needs.

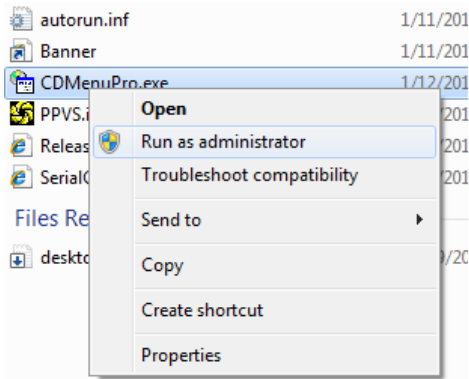
## Installation

1. Insert the installation disk in the CD drive.
2. If the AutoPlay feature is enabled, click Run CDMenuPro.exe



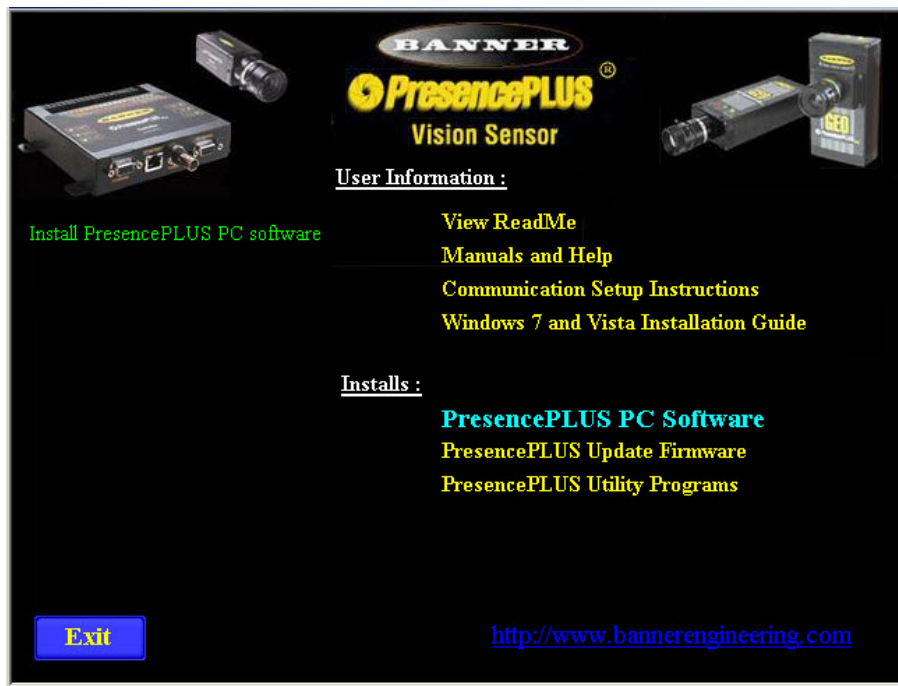
<sup>1</sup> Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries.

3. If the AutoPlay feature is not enabled, locate CDMenuPro.exe on the CD, right-click, and click Run as administrator.



Important: Administrator privileges are required to run the CDMenuPro application. If you do not have administrative privileges, you will not be able to execute the Installation Wizard from any of the menu options on the application window.

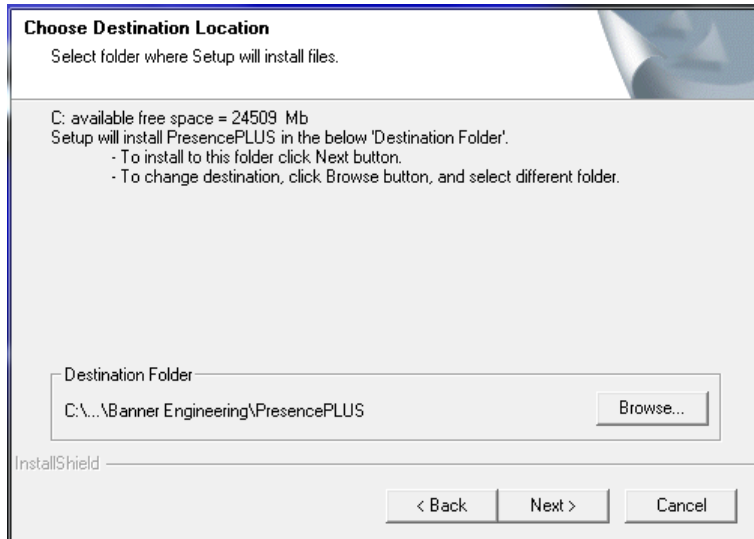
4. If Windows prompts: "Do you want to allow the following program from an unknown publisher to make changes to this computer?", click Yes.
5. Install the PresencePLUS.
  - a. Click PresencePLUS PC Software, and follow the installation wizard instructions until the "Choose Destination Location" dialog appears.



- b. Choose the destination location. PresencePLUS can be installed either in a protected or in an unprotected area of the Windows file system. See [Overview](#) on page 1 for details.



NOTE: The location where the software is installed impacts where data files, such as inspection files (\*.ins) or inspection log files (.inl), could be stored. To allow data files to be written in the same folder as the application software, install the application in an unprotected folder (for example, C:\Banner).



- c. Follow the wizard instructions to finish the PresencePLUS PC Software installation.
- 6. Install the sensor firmware.
  - a. Click PresencePLUS Update Firmware.



- b. If Windows prompts "Do you want to allow the following program from an unknown publisher to make changes to this computer?", click "Yes".



NOTE: The installation disk also contains Utility Programs, which are sample applications. Click the link PresencePLUS Utility Programs to install. Select a valid path for the files that each application creates. Paths specified in the defaults may not be valid for a given application.

## Running PresencePLUS for the First Time on Windows Vista/7/8/10

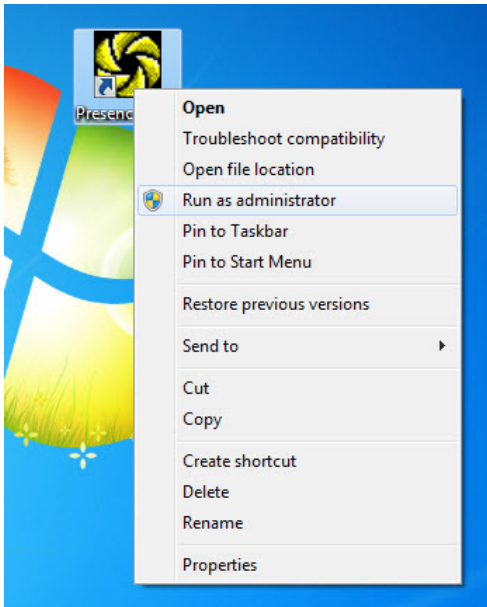
### Administrator Privileges



Important: Administrator privileges are required to run PresencePLUS for the first time. If you do not have administrative privileges, the message: "Failed to register COM dl():..." displays.

To run PresencePLUS with administrator privileges:

1. Right-click on the PresencePLUS application icon on your desktop.
2. Select Run as administrator from the menu.



### Firewall

The first time the program is used, if Windows prompts: "Windows Firewall has blocked some features of this program", set the firewall to allow PresencePLUS to communicate with the sensor, as shown:



## Troubleshooting

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### Installation (CDMenuPro.exe)

Problem	Explanation	Solution
Selecting any menu item after starting CDMenuPro.exe does not run the Installation Wizard.	CDMenuPro.exe was started without administrative rights.	Run CDMenuPro.exe as an administrator from the right-click menu.

### Execution (PresencePLUS.exe)

Problem	Explanation	Solution
After starting PresencePLUS.exe, the message "Failed to register COM dll(): ..." displays.	PresencePLUS.exe was started the first time without administrative rights.	Run PresencePLUS.exe as an administrator from the right-click menu.
On the Setup/Focus page, the Focus value is always = 0.	The Firewall is preventing PresencePLUS.exe from communicating with the sensor.	Change the firewall settings to allow communication with the sensor. You may need to uninstall the application, remove related entries from the firewall, and reinstall the software following the instructions in this document.
Files were saved to the local hard drive but I can't find them with other programs such as explorer, email, etc.	The files may have been written to the virtual folder location at C:\Documents and Settings\ <user>\AppData\Local\Virtual Store.</user>	
Saving inspections to the sensor and/or getting inspections from the sensors does not work.	The Firewall is preventing PresencePLUS.exe from communicating with the sensor.	The firewall settings for PresencePLUS need to be updated (specifically for FTP transfer).
PresencePLUS does not detect any sensors on a Windows 7/8/10, 64-bit machine when sensors are connected to a second (add-on) network card.	Some network card drivers for Windows 7/8/10, 64-bit will appear to be working but actually are not.	Verify that the card is Windows 7/8/10, 64-bit compatible and install the correct driver.

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