



HEXAGON
GEOSPATIAL



GEOMEDIA SMART CLIENT

INSTALLATION GUIDE

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Contents

Product Documentation Copyright and Terms of Use	3
About Us.....	6
Overview of GeoMedia Smart Client Installation	7
What's New	7
Documentation for GeoMedia Smart Client	7
GeoMedia Smart Client eTraining Links	8
Before You Install GeoMedia Smart Client	8
Repair GeoMedia Smart Client Software	9
Installing GeoMedia Smart Client Using Intergraph Setup Manager	10
Overview of Hexagon Geospatial Setup Manager.....	11
Hexagon Geospatial Setup Manager User Interface	11
Dialog Box Options.....	13
Icons	14
Installing GeoMedia Smart Client	15
Configuring GeoMedia Smart Client.....	18
Further Configuration Steps.....	25
Creating a Schema	27
Restricted User	28
Troubleshooting Using Log Files	28
Frequently Asked Questions.....	30
Technical Support and Information	31
Index	33

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Overview of GeoMedia Smart Client Installation

The GeoMedia Smart Client Installation Guide provides information on installing and configuring GeoMedia Smart Client.

What's New

To read about new features, updated features, and system requirements for GeoMedia Smart Client 2016, see the Support Portal page.

1. Go to the *Customer Support Portal* (<https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>).
2. Under the **Please Sign In heading**, type your username and password and click Login. If you are not a registered user, click the **Not a Registered User?** link.
3. Click the **Products (A-Z)** tab.
4. From the **Product Family** list, click the link to your product family.
5. On the **Family** page for your product, click the link for GeoMedia Smart Client.
6. On the **GeoMedia Smart Client** page under Product Information, locate the document that you want to read:
 - To read about new or enhanced features, click **Release Notes**.
 - To read about defects that have been fixed, click **Issues Resolved**.
 - To read about system requirements, click **Supported Environments**.

NOTE Some minor releases may not provide **Release Notes** or **Issues Resolved**.

Documentation for GeoMedia Smart Client

The following documents are installed (or are available for installation) with the product, or they are provided on the delivery media:

Document	Description
<i>GeoMedia Smart Client Installation Guide</i>	Instructions for installing the product.



<i>GeoMedia Smart Client Administrator and Client User Guide</i>	Instructions for tasks that a system administrator would perform to configure and manage your system, and instructions for using the tools and commands.
<i>GeoMedia Smart Client Public Maps User Guide</i>	Instructions for creating and administering public maps.
<i>GeoMedia Smart Client Workflows User Guide</i>	Common workflows for using the product.

To access the documents, select each by name from **Start > All Programs > Hexagon GeoMedia Smart Client 2015 > User Documentation**. Adobe Reader is required to view the PDF files. Adobe Reader can be downloaded from <http://get.adobe.com/reader>.

GeoMedia Smart Client eTraining Links

Would you prefer to watch a video? Many of our workflows are showcased in short, to-the-point eTraining modules on the *Hexagon Geospatial Community* <http://community.hexagongeospatial.com>. We add new videos regularly, so check back often.



Visit our Community and check out the *videos*
<http://community.hexagongeospatial.com/t5/GeoMedia-Smart-Client-Workflow/tkb-p/eTGMSC> for GeoMedia Smart Client.



Also on our Community, check out our *Licensing videos*
http://community.hexagongeospatial.com/t5/Licensing/ct-p/KS_Licensing.



Raw videos not yet converted to eTraining modules are on the *eTraining Incubator*
<https://www.youtube.com/playlist?list=PL3cpeZTQsqXeBFvr1nD8Z4tSCH13IADiw>.

Before You Install GeoMedia Smart Client

- Verify that your system meets or exceeds the requirements for GeoMedia Smart Client 2018 listed in the GeoMedia Smart Client Supported Environments document (accessed from the Hexagon Geospatial Setup Manager dialog box or the product Support page on the Customer Support

Portal www.hexagongeospatial.com/support). GeoMedia Smart Client runs on Windows® 7, Windows® 8, Windows® 10 or Windows Server® 2012, Windows Server® 2016.

- Verify that you have Microsoft® .NET Framework Version 4.0 or higher installed on your system before installation.
- If you have installed an engineering patch (version without installer), execute a **Repair** with the old setup before installing the new version. See *Repair GeoMedia Smart Client Software* (on page 9) below.
- If you are upgrading to GMSC 16.5 and you are using your own language files, please download them again at the GeoMedia Smart Client Language Administrator.
- If you are upgrading GMSC 13 or GMSC 14 to GMSC 16, please have a look at the Further Steps in *Configuring GeoMedia Smart Client* (on page 18)
- Install the following prerequisites before installing GeoMedia Smart Client:

- IIS 8 or higher
- Microsoft .NET 4.5.2
- Register ASP.Net 4.0 as follows:

```
C:\Windows\Microsoft.NET\Framework64\v4.0.30319>aspnet_regiis.exe -i
```

- `AccessDatabaseEngine_x64.exe` (in case that Microsoft Office x64 is not installed and GeoMedia Libraries or Access Warehouses will be used)
- If using Oracle: Make sure that the Oracle Client with ODAC Components 12.2.0.1.0 is installed (64-bit). Instant client is needed, as a minimum.

Repair GeoMedia Smart Client Software

You can repair GeoMedia Smart Client software, if necessary, by using the Hexagon Geospatial Setup Manager dialog.



If you have installed an engineering patch (version without installer), execute a **Repair** with the old setup before installing the new version.

Check Software Status

1. Open the Hexagon Geospatial Setup Manager dialog by using one of these methods:

Manager

- Insert the original installer media
 - Open the original installer
2. Double click the Setup.exe file in the installer.
The Hexagon Geospatial Setup Manager dialog opens.
 3. Click the software name under **Software** to expand the software package list.
 4. Click the software name to open the **Installed Software** and **Configuration** tables.

Repair the Software Install

1. In Hexagon Geospatial Setup Manager dialog, in **Installed Software** table, click **Modify, repair, or remove**.
2. The GeoMedia Smart Client Welcome dialog opens. Click **Next**.
3. To repair installation errors in the program, select **Repair**. This option fixes missing or corrupt files, shortcuts, and registry entries.
4. Click **Next**.
After a few moments, the Ready to Repair the Program dialog opens.
Be sure to read any alert messages that this dialog may contain about detection of installation of previous versions of software and functionality.
5. Click **Install** button to begin the actual installation or repair.
A status bar tracks the installation progress. When the process is finished, the InstallShield Wizard Completed dialog opens.
6. Click **Finish** to exit the Wizard.

Installing GeoMedia Smart Client Using Intergraph Setup Manager

GeoMedia uses **Intergraph Setup Manager** to install the software.

Overview of Hexagon Geospatial Setup Manager

Hexagon Geospatial Setup Manager (*Setup.exe*) is a tool that you use to install and maintain Hexagon Geospatial software. Once the software is installed, you can also use the tool to perform the following software maintenance tasks:

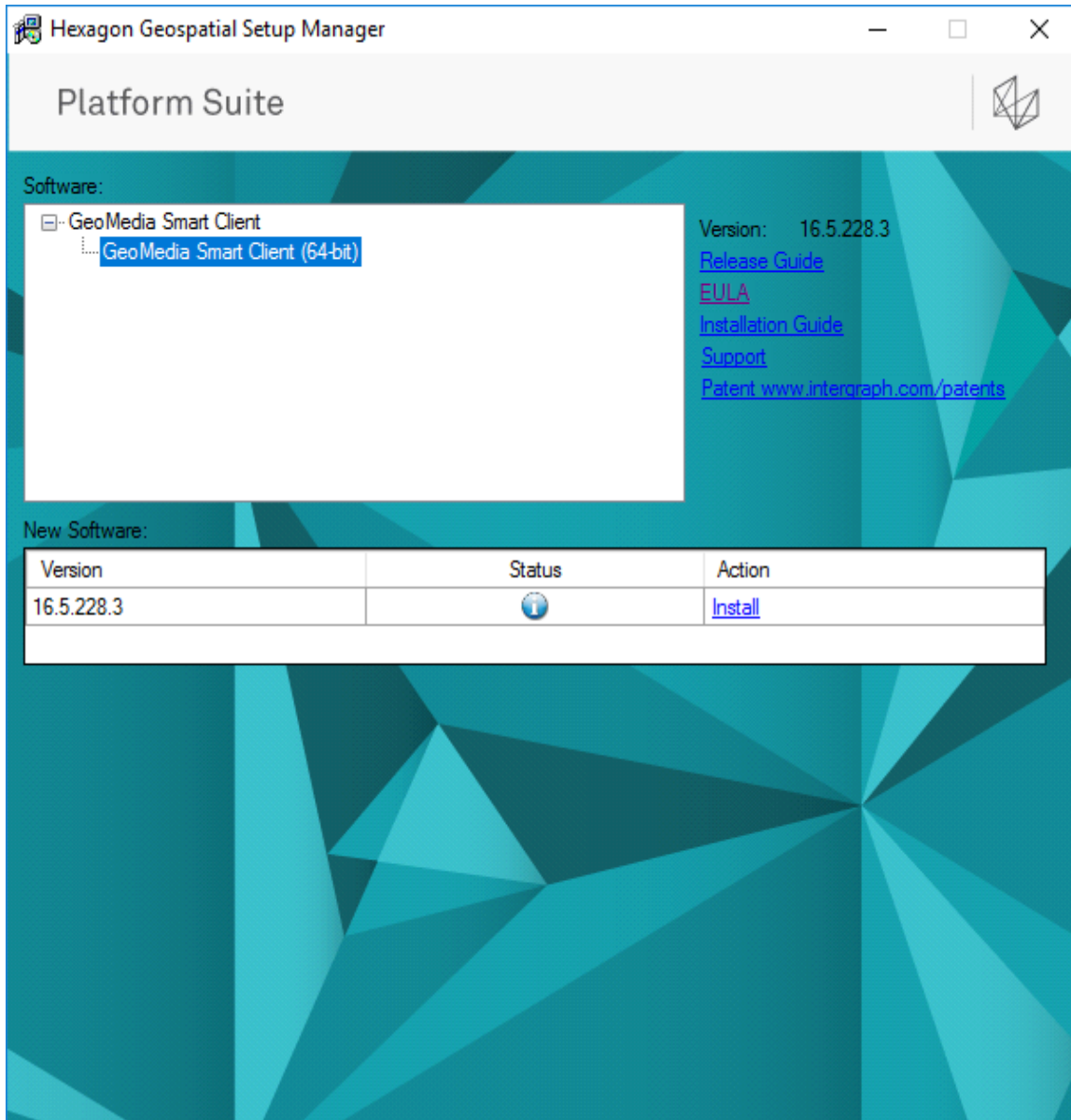
- Modify
- Repair
- Remove
- Run configuration processes

If the following options are available for your site, you can also use **Hexagon Geospatial Setup Manager** to:

- Install complementary software
- Run the installation process in batch or silent mode.

Hexagon Geospatial Setup Manager User Interface

The **Hexagon Geospatial Setup Manager** dialog box opens when you double click *Setup.exe* to start the installation process.



As you hover your cursor over an entry in the **Software** list, you will see a descriptive tooltip.

Manager

Dialog Box Options

Software

The **Software** box displays the list of products that you can install. Select these one at a time to install or update software. When you select a product, the user interface updates to display the current status of the software installation, which is reflected in the **New Software** or **Installed Software** list.

Documentation

Listed under the Version number are links that provide access to information about the selected software. The Support link takes you directly to the Hexagon Geospatial website. If a document is not available for the selected software, the corresponding link is disabled.

GeoMedia Smart Client documentation is available in English.

Patent Link

If the software has one or more patents, the Patent Link is available and takes you to the website where you can view the patent documents.

New Software or Installed Software

If no software products have been installed, the **New Software** box is displayed so you can install new software. Once software is installed, the label of this box changes to **Installed Software**. The **Version**, **Status**, and **Action** columns are explained below:

Version	Status	Action
<p>If you are installing software, this field displays the version available for installation.</p> <p>If you are modifying, repairing, or removing software, this field displays the version currently installed on your computer. This is a read-only field.</p>	<p>Displays an icon reflecting the status of the software you selected. See the Icons section below for more information.</p>	<p>The links displayed under Action change to reflect what actions you can perform during the installation or update process.</p>

Configuration



This box may not be implemented for all product installations.

Manager

If additional configuration steps are required for your software, the **Configuration** box opens after installation is complete. Select the application from the list and click **Configure**.

Complementary Software




Complementary software is software that is useful for or needed to run with your Hexagon software. If complementary software is available for your site, the **Complementary Software** box opens after installation is complete. Select the application from the list and click **Install**.



Complementary Software is available for your site only if an application developer creates it. For more information, see the Installing GeoMedia Smart Client in Silent Mode appendix.

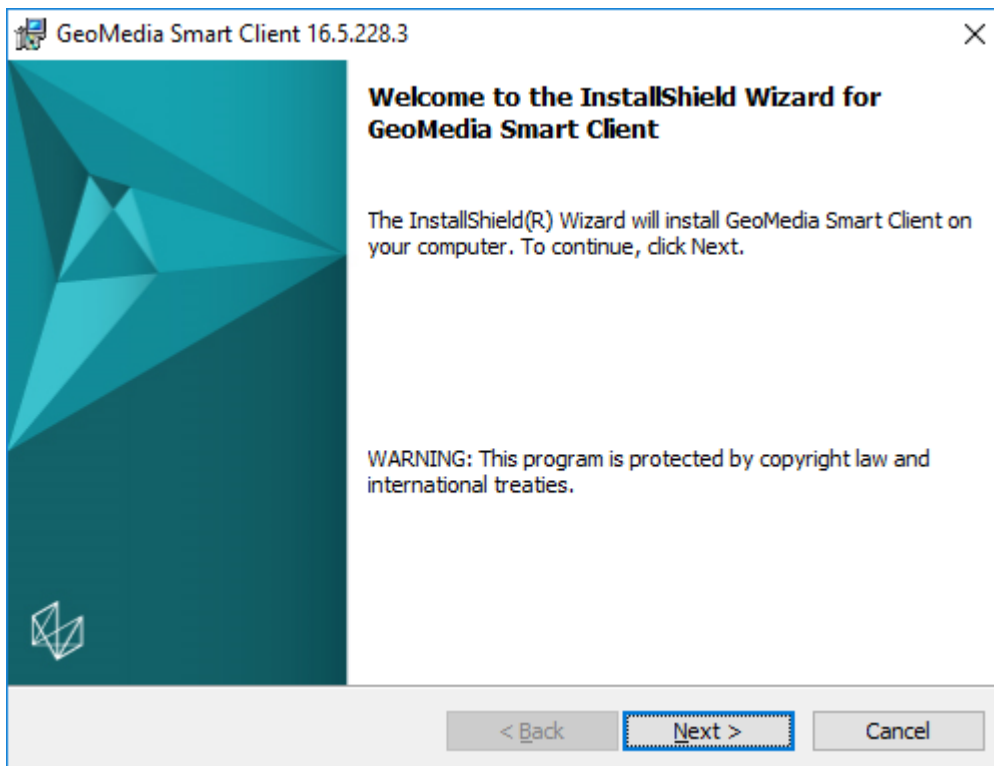
Icons

The following icons appear in the **Status** list. These icons and their corresponding tooltips change to reflect the current status of the installation or update process.

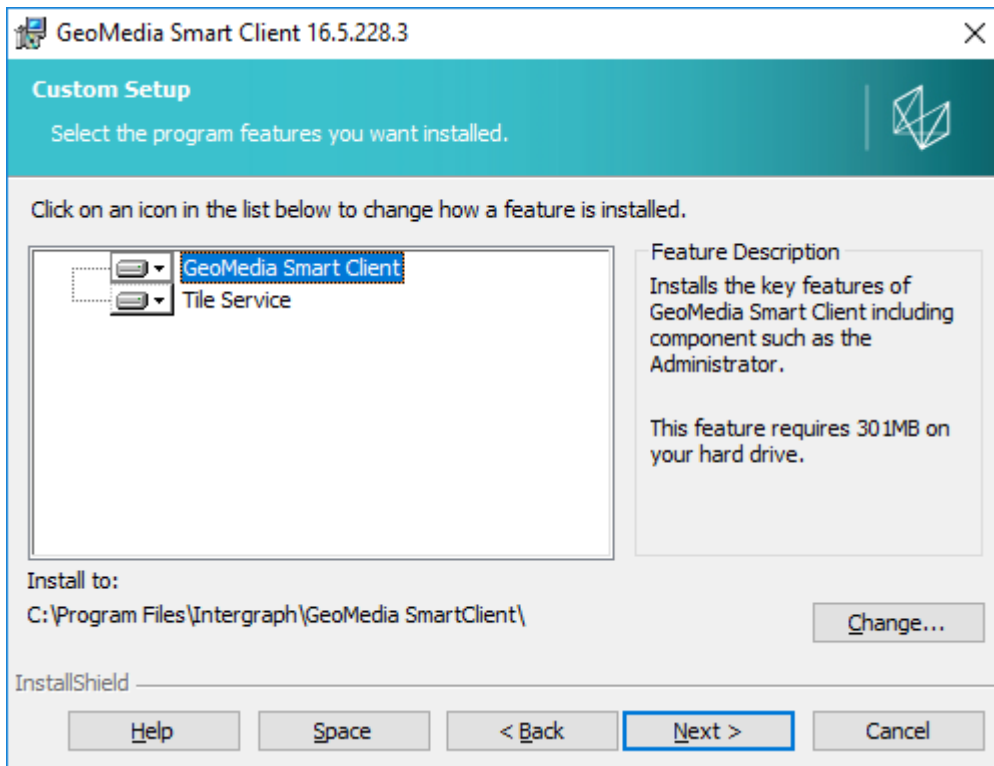
Icon	New or Installed Software	Configuration	Complementary Software
	Indicates the selected software is not installed. Or Indicates an installation failure. Check the Event Log for information.	Indicates the installed application of the selected software is not configured. Or Indicates a configuration failure. Check the Event Log for information.	Indicates the complementary software is available but is not installed. Or Indicates an installation failure. Check the Event Log for information.
	Installation is in progress.	Configuration is in progress.	Installation is in progress.
	Installation is successful.	Configuration is successful.	Installation is successful.

Installing GeoMedia Smart Client

1. In the **Software** list box, select the software that you want to install.
2. In the **New Software** dialog box, click **Install** under **Action**. The **Welcome** dialog box appears.

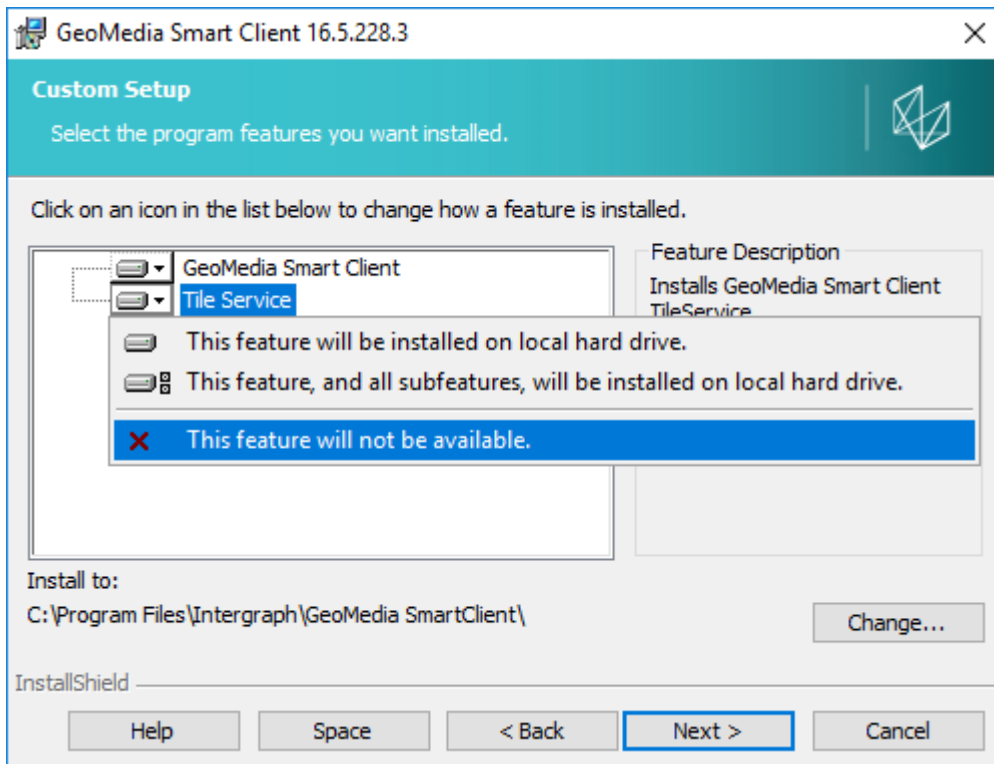


3. Click **Next** to continue.



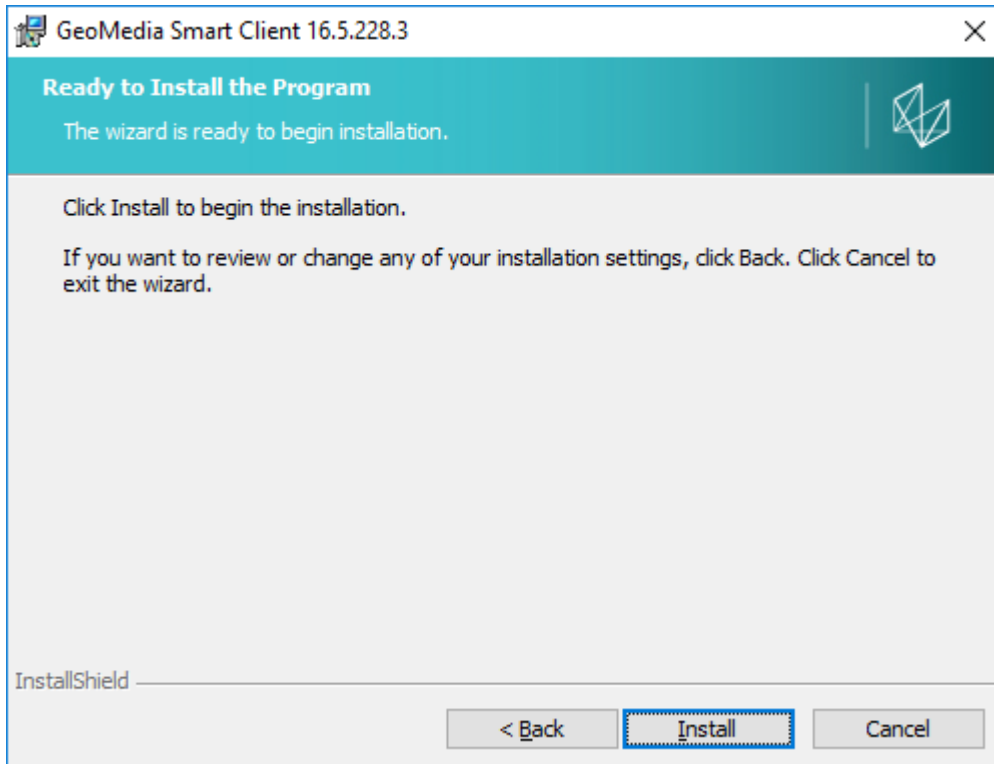
4. By default, the product is delivered to the following location: C:\Program Files\Intergraph\GeoMedia Smart Client\. You can change the location to any other folder by clicking **Change** and by navigating to a new root folder.

5. Deselect a software component if you prefer to install this specific component onto another server.



6. Click **Space** if you want to get an overview of your free disk space.

- When the **Ready to Install the Program** dialog box displays, click **Install** to install the product.



- When the InstallShield Wizard Completed dialog box displays, click Finish. You are returned to the Hexagon Geospatial Setup Manager dialog box.

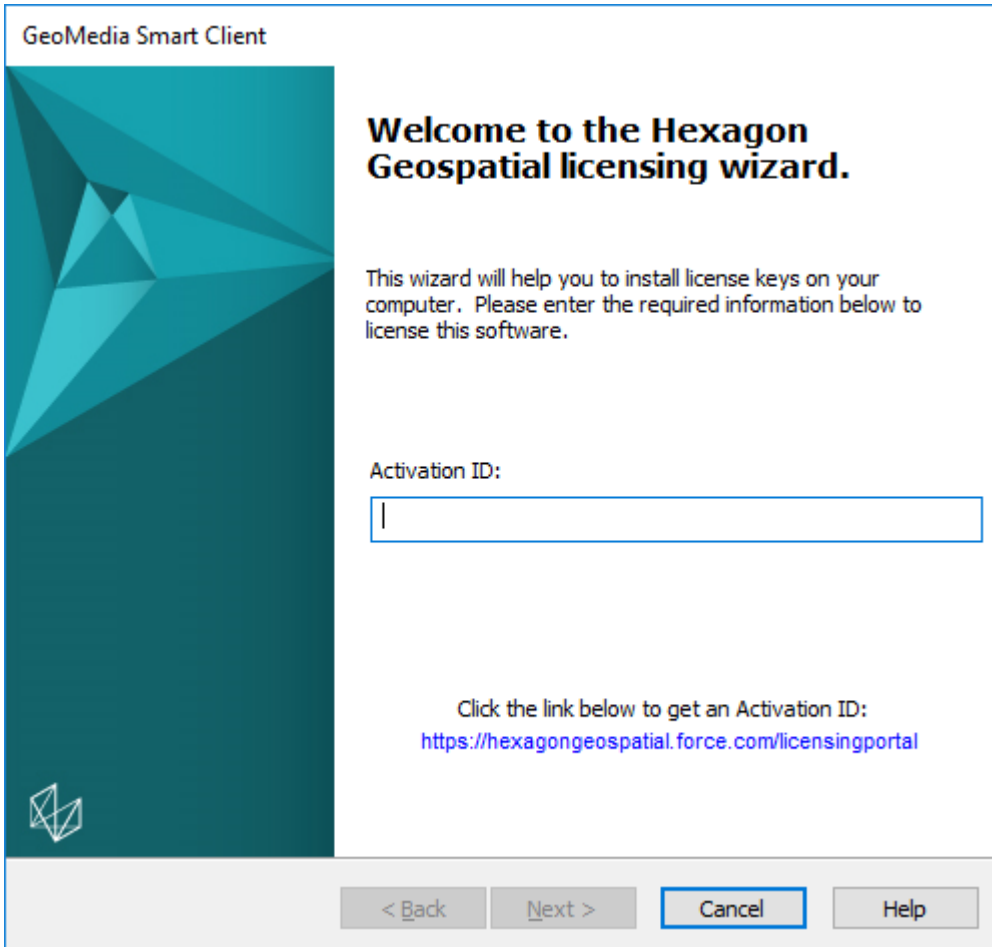
Configuring GeoMedia Smart Client

After a successful installation, an additional **Configuration** dialog box is displayed. GeoMedia Smart Client needs to be configured. This includes naming and configuring a virtual Web site and setting a path where the GeoMedia Smart Client warehouse folder will be installed.



Please note that *Visual C++ 2013 Feature Pack Redistributable Package* <https://www.microsoft.com/de-de/download/details.aspx?id=40784> must be installed in order to get the configuration wizard up and running.

1. In the **Configuration** box, in the GeoMedia Smart Client row, click **Configure**. The GeoMedia Smart Client Configuration Wizard will start.
2. In this step you have to put in a valid **Activation Key**.



GeoMedia Smart Client

Welcome to the Hexagon Geospatial licensing wizard.

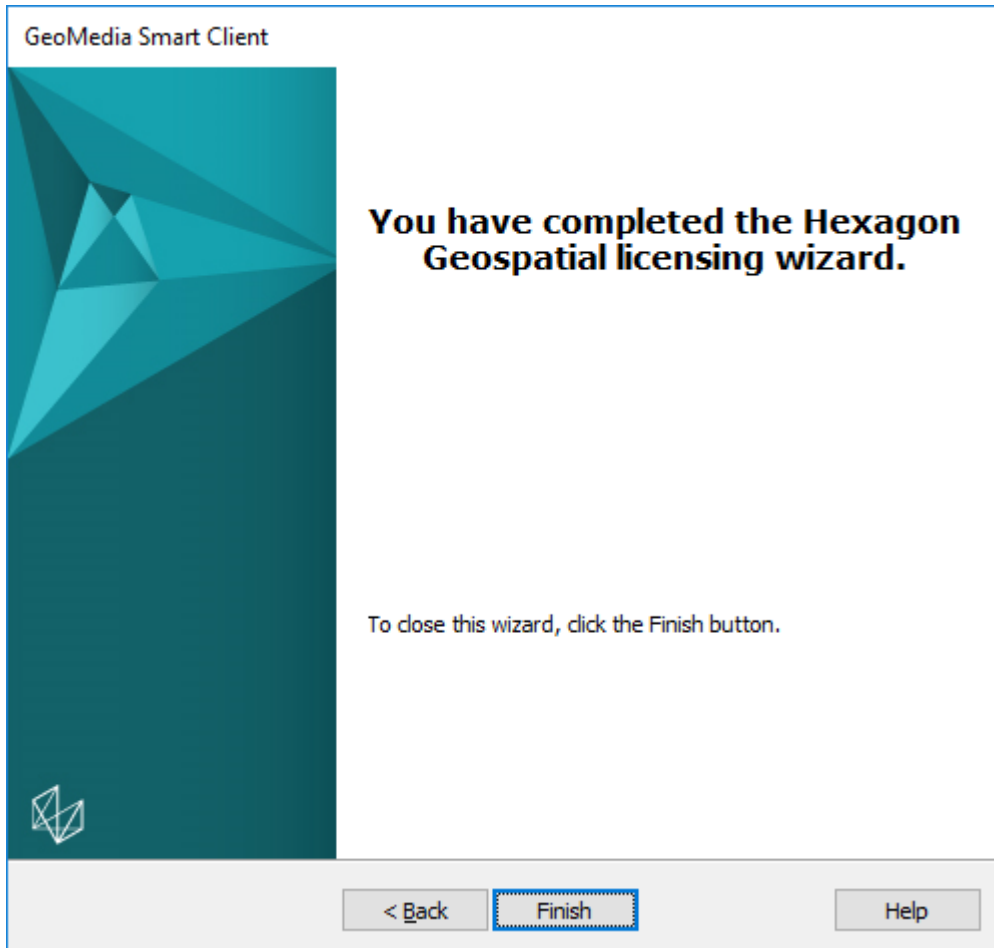
This wizard will help you to install license keys on your computer. Please enter the required information below to license this software.

Activation ID:

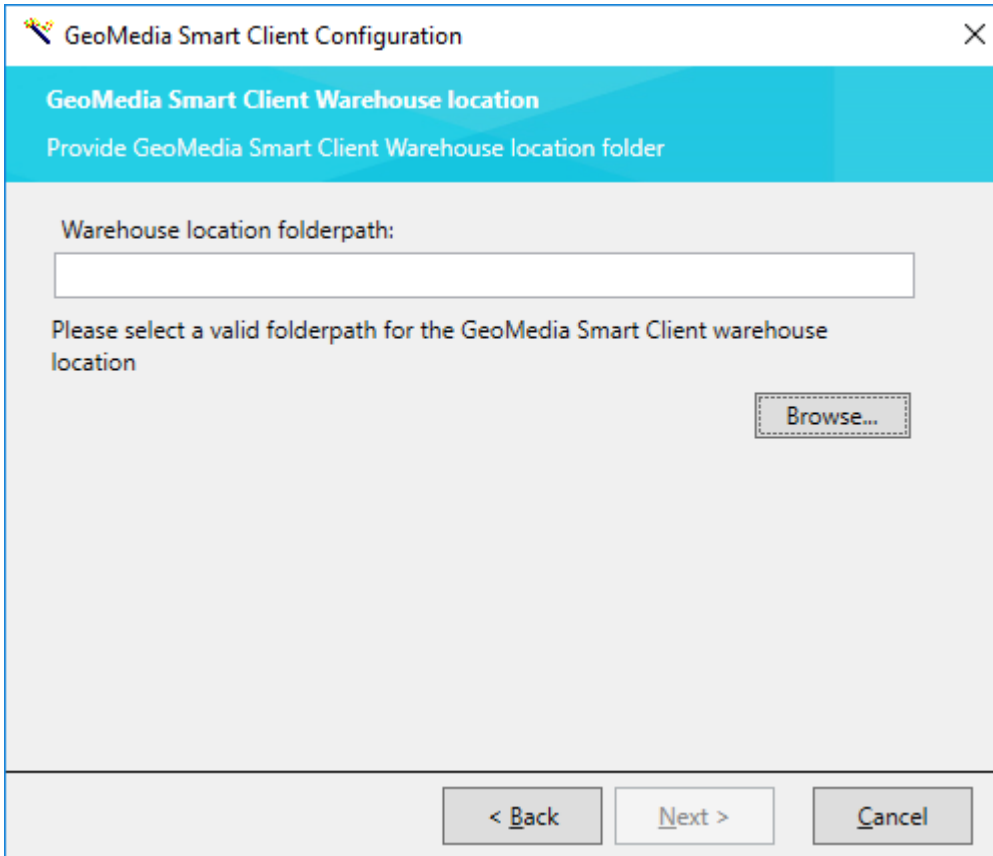
Click the link below to get an Activation ID:
<https://hexagongeospatial.force.com/licensingportal>

< Back Next > Cancel Help

If your Key is valid, you will get forwarded to the next step.

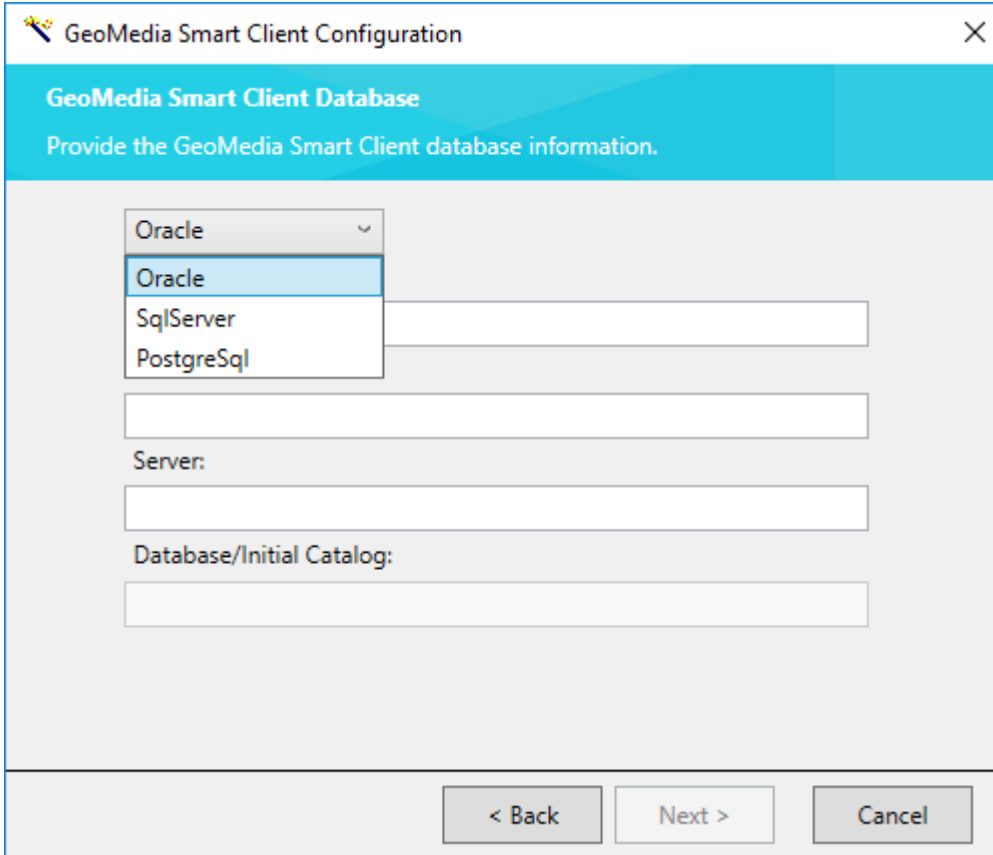


3. In the **Warehouse location** field, define the location of the GeoMedia Smart Client warehouse, which is used for files and folders that are needed only for the GeoMedia Smart Client (CSF, Servercache, and so forth).



The screenshot shows a dialog box titled "GeoMedia Smart Client Configuration" with a close button (X) in the top right corner. The dialog has a blue header bar with the text "GeoMedia Smart Client Warehouse location" and "Provide GeoMedia Smart Client Warehouse location folder". Below the header, there is a text input field labeled "Warehouse location folderpath:". Below the input field, there is a message: "Please select a valid folderpath for the GeoMedia Smart Client warehouse location". To the right of this message is a "Browse..." button. At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

- Specify the configuration string to the database schema that will be used for GeoMedia Smart Client. The schema will be filled automatically during the first run of GMSC Administrator.

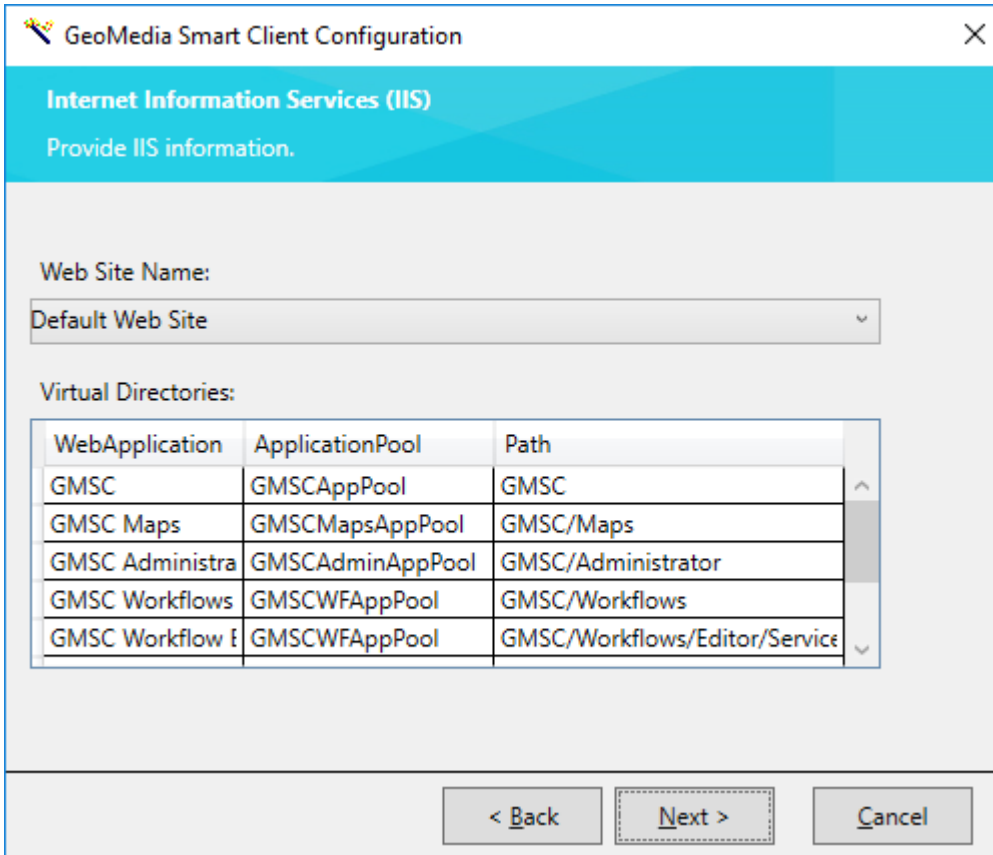


-
-
-
-
-



The *schema* (see "Creating a Schema" on page 27) must have been created previously.

- Click **Next**. Set the Web Site for the GeoMedia Smart Client application. The installer configures the IIS automatically. Consider calling the application by this name in your Web browser.



Web Site Name:

Default Web Site

Virtual Directories:

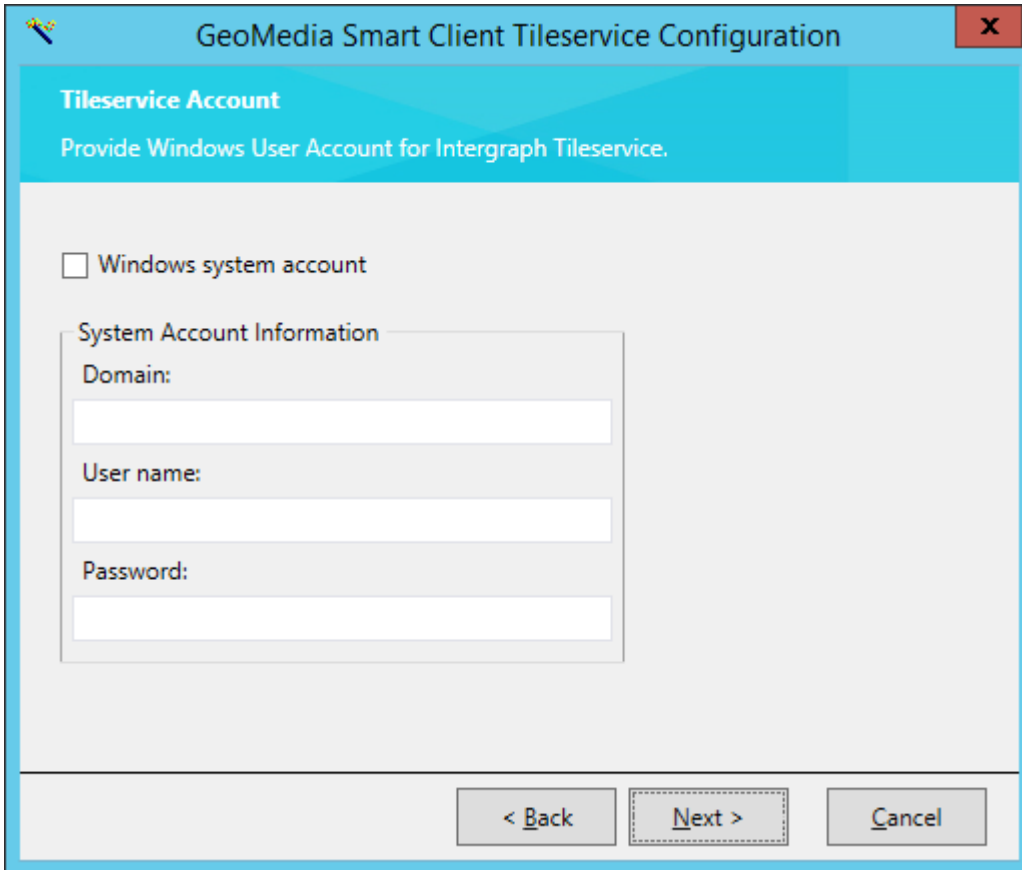
WebApplication	ApplicationPool	Path
GMSC	GMSCAppPool	GMSC
GMSC Maps	GMSCMapsAppPool	GMSC/Maps
GMSC Administra	GMSCAdminAppPool	GMSC/Administrator
GMSC Workflows	GMSCWFAppPool	GMSC/Workflows
GMSC Workflow E	GMSCWFAppPool	GMSC/Workflows/Editor/Service

< Back Next > Cancel

- Click **Next** to finish the configuration.
- You can choose if the GeoMedia Smart Client Tile Service is running under the “Local system account,” or define another user. The second option is typically used if you want to access data sources (like Access MDB’s, shape files, ...) which are located on a network share and the “Local system account” has no access privileges on these resources.



If the tile service is installed on another server, perform this step on that server.



9. Click **Next**. When the configuration has been finished successfully, you will see the **Status** change to a green button.
10. Modify the security settings of the NETWORK SERVICE for the following folders that were created during the installation process. The path to the following folders depends on the path you defined in the installation. If you used the default path, you can find the folders under C:\Program Files\Intergraph\..
 - ..\GeoMedia SmartClient\ (and all subfolders) (at least read)
 - ..\GeoMedia SmartClient\log (at least modify)

- ..\GeoMedia SmartClient\maps\log (at least modify)
 - ..\GeoMedia SmartClient\workflows\log (at least modify)
 - ..\GeoMedia SmartClient\Workflows\FormSettings (at least read)
 - ..\GeoMedia SmartClient\Workflows\WorkflowSettings (at least read)
 - ..\GeoMedia SmartClient\administrator\log (at least modify)
 - The Smart Client Warehouse folder and all subfolders must have full permission.
 - TEMP folder, which is defined in Environment variables (Default: C:\Windows\Temp) (at least modify): Set by default but sometimes disabled by the administrator on the server side
11. Restart the IIS.
 12. Restart the Intergraph TileService in the service console.
 13. To log on to the Administrator, first open the URL that you defined above in a Web browser (for example: `www.yourservername.com/GMSC/Administrator`). Then type in the default username (SCAdmin) and password (SCAdmin) to log in to the GeoMedia Smart Client Administrator.

Further Configuration Steps



These steps are only necessary if you upgrade from GMSC 13 or GMSC 14 to GMSC 16.

Updating Custom Theme Location

Starting with GeoMedia Smart Client 2015, all the custom codes and configurations are in one location, so the location of the Workflow's custom themes has changed. To update the location of your custom themes:

- Copy your custom theme folders from

```
...\GeoMedia SmartClient\Program\Workflows\Content\Css\workflow-themes
```

To

```
...\GeoMedia SmartClient\Program\Workflows\Custom\Themes
```

- Remove the first two lines of **theme-content.less** of a custom theme. For example, with 'MyTheme:'

```
@ig-theme: 'MyTheme';
```

```
@import '../..ig/ig-content-less.less';
```

- Remove the first two lines of theme-menu.less of a custom theme. For example, with 'MyTheme:'

```
@ig-theme: 'MyTheme';
```

```
@import '../..ig/ig-menu-less.less';
```

Using customization of existing workflows with GMSC 2016

If you want to use existing workflows and they include custom scripts, custom styles, and/or custom themes, you have to create a new folder within the corresponding Custom folder. The name of the folder must be the same as your workflow name:

```
...\GeoMedia  
SmartClient\Program\Workflows\Custom\Scripts\MyWorkflow\customscript.js  
  
...\GeoMedia  
SmartClient\Program\Workflows\Custom\Styles\MyWorkflow\customstyle.css  
  
...\GeoMedia SmartClient\Program\Workflows\Custom\Theme\MyWorkflow\MyCustomTheme
```

Using a Load-balanced System

If you want to use a load-balanced system, you need to fulfill the following prerequisites and note the suggested configuration.

Prerequisites

- Installation of GeoMedia Smart Client on every server which is using the load-balanced system. See *Installing GeoMedia Smart Client* (on page 15) for more information.
- Every server must have a license.

Suggested Configuration

- Your GeoMedia Smart Client Warehouse is located on one server.
- A user has access to the AppPools of Smart Client and Workflows.



The same user must have access to the TileService as well.

Creating a Schema

You must create a schema before you configure GeoMedia Smart Client.

Using Oracle

If you are using Oracle, the following statement can be used to create the schema. These are the minimum requirements.

```
CREATE USER GMSC IDENTIFIED BY GMSC
DEFAULT TABLESPACE "USERS"
TEMPORARY TABLESPACE "TEMP";
GRANT UNLIMITED TABLESPACE TO GMSC;
--Alternative to UNLIMITED TABLESPACE
--ALTER USER GMSC QUOTA 100M ON "USERS";

CREATE ROLE GMSC_ROLE;
GRANT CREATE SESSION TO GMSC_ROLE;
GRANT CREATE TABLE TO GMSC_ROLE;
GRANT CREATE SEQUENCE TO GMSC_ROLE;
GRANT CREATE TRIGGER TO GMSC_ROLE;
GRANT CREATE PROCEDURE TO GMSC_ROLE;
GRANT CREATE INDEXTYPE TO GMSC_ROLE;

GRANT GMSC_ROLE TO GMSC;
```



If you want to have a restricted runtime role after your first start of the GMSC Administrator, click [here](#) (see "*Restricted User*" on page 28).

Using SQL Server

If you are using SQL Server, just create a new database on the SQL Server and define a user. The database name and the user with the password must be the same as in the **GeoMedia Smart Client Configuration** dialog box.

Using PostgreSQL

If you are using PostgreSQL, just create a new database on the server with the following extensions:

```
create extension if not exists "postgis";
create extension if not exists "uuid-osspl";
```

and create a new user with the following statement:

```
CREATE USER "GMSC" WITH
  LOGIN
  NOSUPERUSER
  NOCREATEDB
  NOCREATEROLE
  INHERIT
  NOREPLICATION
  PASSWORD 'xxxxxx';
```

The database name and the user with the password must be the same as in the **GeoMedia Smart Client Configuration** dialog box.

Restricted User

The following SQL statements let you define a restricted role for GMSC.

```
CREATE ROLE GMSC_RUNTIME_ROLE;
GRANT CREATE SESSION TO GMSC_RUNTIME_ROLE;
GRANT GMSC_ROLE TO GMSC;
REVOKE GMSC_ROLE FROM GMSC;
GRANT GMSC_RUNTIME_ROLE TO GMSC;
```



Before upgrading to higher versions of GeoMedia Smart Client in the future, you will need to switch back to the GMSC_ROLE, as follows:

```
REVOKE GMSC_RUNTIME_ROLE FROM GMSC;
GRANT GMSC_ROLE TO GMSC;
```

Troubleshooting Using Log Files

By default, only errors are written into the log files. If there are no errors, the log file(s) remain empty.



Make sure that you have properly modified the security settings of the NETWORK SERVICE for the folders that were created during the installation process, as described in *Configuring GeoMedia Smart Client* (on page 18).

Name of Log File	Location of Log File	Description of Log File
Administrator Log	GMSC_Install_Dir\Program\Administrator\Log	If you get an error in the administrator service, you can check the administrator log file. For example, you have the wrong SQL connection for your feature import or if you have created a new query and there is a mistake in the query, a new entry in the log file is created.
SmartClientService Log	GMSC_Install_Dir\Program\Log	A new entry gets created in this log file, if for example you have problems in the metadata of the project or feature. So for example if you have defined a resource in the administrator and you delete the resource manually, then GeoMedia Smart Client will throw an error message and the reason for this error message is in the SmartClientService log file.
Workflow Log	GMSC_Install_Dir\Program\Workflows\Log	If your workflow throws an error, you can check the workflows log file for detailed information about the reason of the error. For example, if there is an error calling the workflow or an error appears within a workflow the log file gets a new entry.
MapService Log	GMSC_Install_Dir\Program\Maps\Log	If a feature or a symbology can't be downloaded from the server for GeoMedia Smart Client, for example, you can check this log file for the reason of the resulting error.
TileService Log	GMSC_Install_Dir\Program\TileService\Log	If you have cached features and you get an error during your Publish Order, you can check the tile service log file for detailed information about the reason for the upcoming error.
Smart Client Log	C:\Users\UserName\AppData\Local\Temp\log	If you have any problems or errors in GeoMedia Smart Client itself (for example problems in the map) you will find a detailed error message in the Smart Client log. See Status Bar in the GeoMedia Smart Client User Guide for information on how the log file is called.

Public Maps Log	GMSC_Install_Dir\Program\Public\Log	If you have problems or errors in Public Maps (for example, if some tiles are not loaded) you will find a detailed error message in the Public Maps log.
-----------------	-------------------------------------	--

Frequently Asked Questions

Question:

Why do I see the message, "NO VALID LICENSE FOUND. PLEASE LICENSE YOUR PRODUCT" after starting the Administrator although the license is integrated already?

Answer:

The path of the license file isn't correct. Please ensure that the license is stored in the following folder: C:\Users\Public\Intergraph\licenses.

Question:

Why does the message, "Missing configuration for Sites" appear after I start the Administrator?

Answer:

The application pools in the IIS are running in 32-bit mode. Please change all application pools starting with GMSC to 64-bit.

Question:

Why does the administrator keep coming up blank with no errors in the log files?

Answer:

The Role Service *HTTP Redirection* wasn't installed.

Question:

When uploading a file I get a Permission denied (or similar) error message.

Answer:

Check if the Network service has at least Modify permission on the TEMP folder (Default: C:\Windows\Temp), which is defined in the Environment variables.

Technical Support and Information

Hexagon Geospatial® provides several ways to access information and to contact support, including self-help tools, Hexagon Geospatial Community, Hexagon Geospatial Developer Network, and phone support.

Hexagon Geospatial Community

You can find support-related discussion boards and knowledge bases across the Hexagon Geospatial products on the *Hexagon Geospatial Community* <http://community.hexagongeospatial.com>. Find more information about the community on a *Community blog* <http://blog.hexagongeospatial.com/join-the-community/>.

Blogs

Get the latest on our technologies: from what engineering is working on, to news about the latest APIs, as well as developer tips and tricks.

Discussions

Discuss topics with other Hexagon Geospatial Product pioneers and experts.

Knowledge and Support

Learn more about our products, find answers, get the latest updates, and connect with other Hexagon Geospatial Community members, or get support from our *support teams* <http://www.hexagongeospatial.com/support>.

Developer Network

Share technical information with other developers who use Hexagon Geospatial's SDKs and M.App Portfolio. To get full access to the Developer Network you need to purchase a Hexagon Geospatial Developer Network (HGDN) Subscription. With HGDN, you get broad access to select Hexagon Geospatial development products in one place. You will also get access to powerful toolkits, including currently published APIs and SDKs. You also get access to in-depth resources such as tutorials, collaborative samples, and web-based training.

Find more information about HGDN on a *Community blog* <http://community.hexagongeospatial.com/t5/About-the-Community/HGDN-Subscription/ba-p/3597>.

eTraining

Short, to-the-point videos showcasing specific workflows for many tasks and organized by product. We add new videos constantly, so check back often.

Tutorials

Written, step-by-step instructions for our most asked-about tasks. Includes helpful hints and introduction material to get you started with our products.



Professional Service Team

For support phone numbers or to submit sales inquiries, general questions, and comments, click the appropriate tabs at the top of the *Hexagon Geospatial Support* (<http://www.hexagongeospatial.com/support>) page.

Index

A

About Us • 6

B

Before You Install GeoMedia Smart Client • 8

C

Configuring GeoMedia Smart Client • 18

Creating a Schema • 27

D

Documentation for GeoMedia Smart Client • 7

F

Frequently Asked Questions • 30

Further Configuration Steps • 25

G

GeoMedia Smart Client eTraining Links • 8

H

Hexagon Geospatial Setup Manager User Interface • 11

I

Installing GeoMedia Smart Client • 15

Installing GeoMedia Smart Client Using Intergraph Setup Manager • 10

O

Overview of GeoMedia Smart Client Installation • 7

Overview of Hexagon Geospatial Setup Manager • 11

P

Product Documentation Copyright and Terms of Use • 3

R

Repair GeoMedia Smart Client Software • 9

Restricted User • 28

T

Technical Support and Information • 31

Troubleshooting Using Log Files • 28

W

What's New • 7

