



**HEXAGON**  
GEOSPATIAL



# IMAGE SCOUT

## INSTALLATION GUIDE

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## SECTION 1

# Overview of Image Scout Installation

The *Image Scout Installation Guide* provides basic information for installing and configuring your software.

## Before You Install Image Scout

- Verify that your system meets or exceeds the operating system and hardware requirements for Image Scout 2018 listed in the *System Requirements* section of the *Image Scout Release Guide* document.
- Verify that you have Microsoft® .NET Framework version 4.5.1 installed on your system. If you do not have .NET installed, attempting to run *Setup.exe* will cause an error. If this occurs, you can run *Setup.vbs*, which automatically installs .NET, and then automatically runs *Setup.exe*.
- Verify that you have administrator privileges on the system where you want to install Image Scout.
- You must remove previous versions of Image Scout before installing the current version. You will not be able to install this version over a previous version. Use **Start > All Programs > Hexagon Image Scout 2018 > Uninstall Image Scout** to remove any previous versions of the product.

## Document Set

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

Document	Description
<i>Image Scout Installation Guide</i>	A PDF file that contains instructions for installing the product.
<i>Image Scout User's Guide</i>	A PDF file that contains an overview of tasks.
<i>Image Scout Release Guide</i>	A PDF file detailing the enhancements, fixes and supported configuration information included in the new release.

The above-referenced documentation is available from the products' **Start** Menu shortcuts.



The documents related to individual products are delivered with the respective products.





In order to view or print these documents on Windows 7, you must have install Adobe Acrobat Reader (Version 9.0 or higher). If you do not already have Adobe Acrobat Reader software installed on your computer, you can obtain a free copy of the latest version (in the language and operating system of your choice) at <http://www.adobe.com/>.

# 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

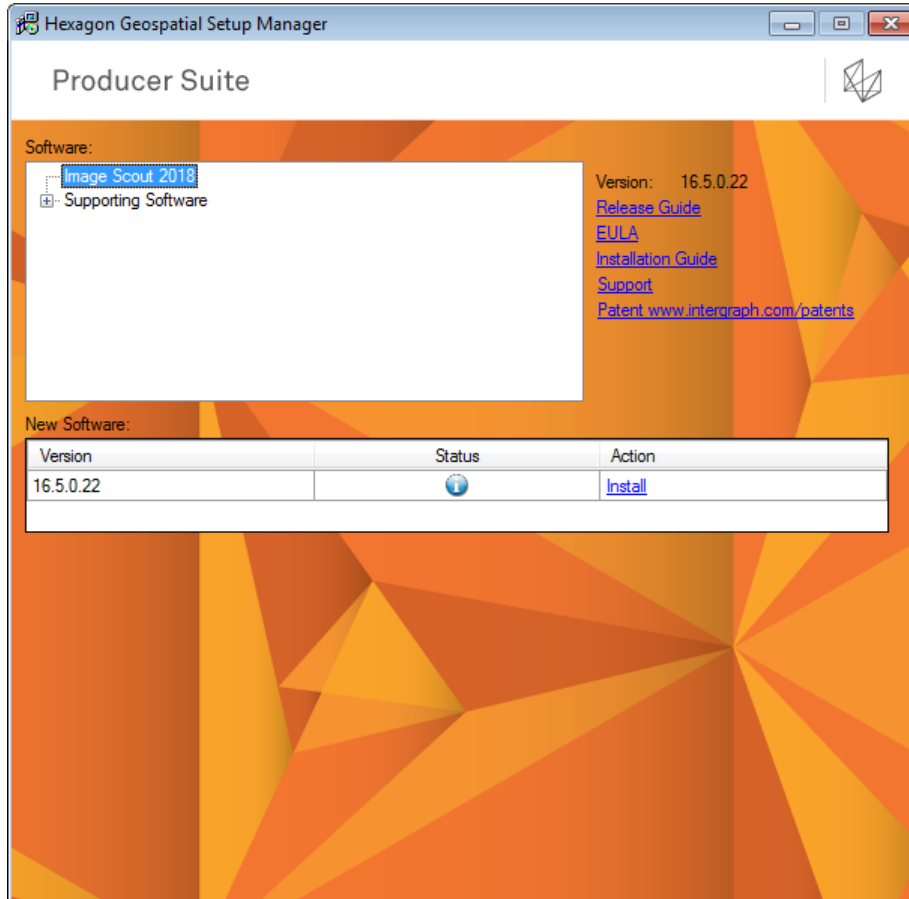
If the following options are available for your application, you can also use **Hexagon Geospatial Setup Manager** to:

- Run configuration processes
- Install complementary software
- Run the installation process in batch or silent mode (see *Installing Software in Batch or Silent Mode* (on page 28)).



### 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.



#### Dialog Box Options

##### Software

The **Software** box displays the list of products that you can install. Select these one at a time to install 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.

### Version

To the right of the **Software** box is the **Version** number of the selected product.

### Documentation Links

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 website. If a document is not available for the selected software, the corresponding link is disabled.



The documentation is available in English or in other languages if localized versions of the documents are available. These documents are stored in the `\Repository\<SoftwareDeploymentFolderName>\Program Files\Hexagon\<SoftwareProgramFolder>[\<SubFolder>]\Documentation`.

### 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 <b>Icons</b> section below for more information.</p>	<p>The links displayed under <b>Action</b> 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.

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 application, the **Complementary Software** box opens after installation is complete. Select the application from the list and click **Install**.



**Complementary Software** is available for your application only if an application developer creates it.

### 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 Software with Hexagon Geospatial Setup Manager

### **To install software with Hexagon Geospatial Setup Manager:**

1. Verify that you have Microsoft® .NET Framework Version 4.5.1 installed on your system before installation. If you do not have .NET installed, attempting to run *Setup.exe* will cause an error. If this

occurs, you can run *Setup.vbs*, which automatically installs .NET 4.5.1, and then automatically runs *Setup.exe*.


2. From your delivery media, right click *Setup.exe* and select **Run as administrator**.
3. In the **Software** list box, select the Hexagon Geospatial software to install
4. *Optional:* Click a link to the right of the **Software** list box to open and review documentation as required for the selected Hexagon software.
5. In the **New Software** or **Installed Software** box, click **Install**.

The installation process begins for each component of the selected software. You must specify a drive for each component as the installation progresses. The order of installation is as follows:

- a. GeoMedia Professional
- b. GeoMedia Image Professional
- c. GeoMedia 3D (only for Image Scout 3D)
- d. GeoMedia GeoDEX



Once software is installed, you can also **Modify** or **Repair** the Image Scout software. The **Remove** option will uninstall all the software components.

6. If additional configuration steps are required for your software, the **Configuration** box opens, and you can perform steps to configure the software.
7. If extended or complementary software is available for your application, the **Complementary Software** box opens after installation completes.
8. Click  to close the **Hexagon Geospatial Setup Manager**.



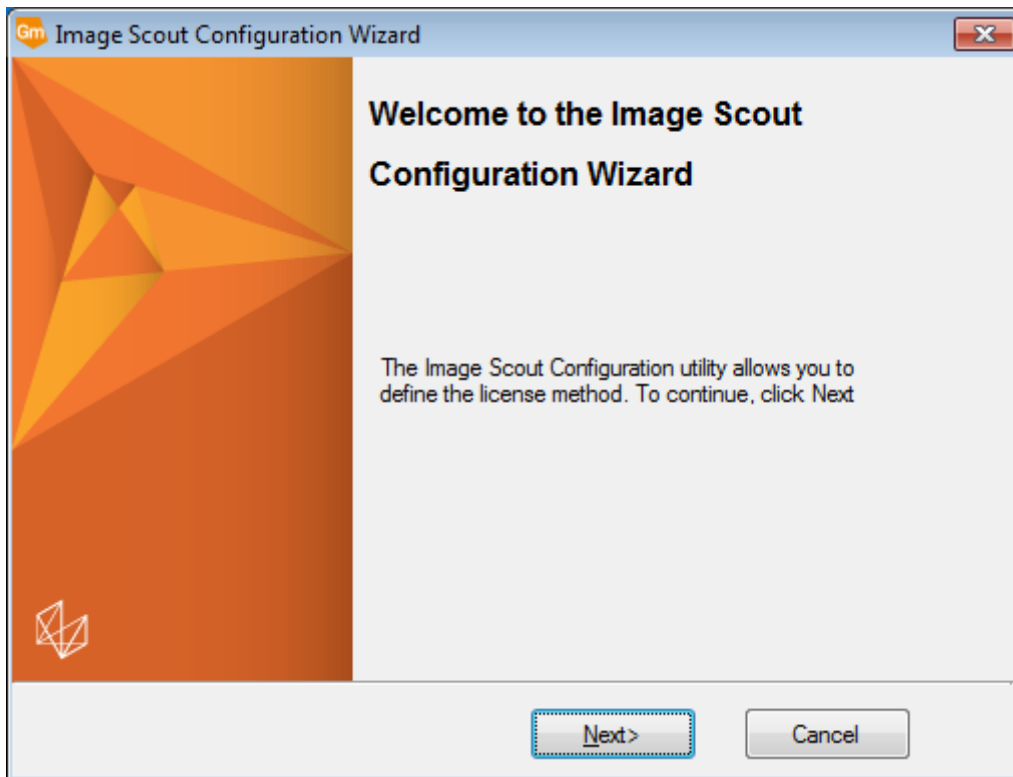
To install Image Scout silently from command line, see *Installing Software in Batch or Silent Mode* (on page 28).

## Configuring the Installed Applications

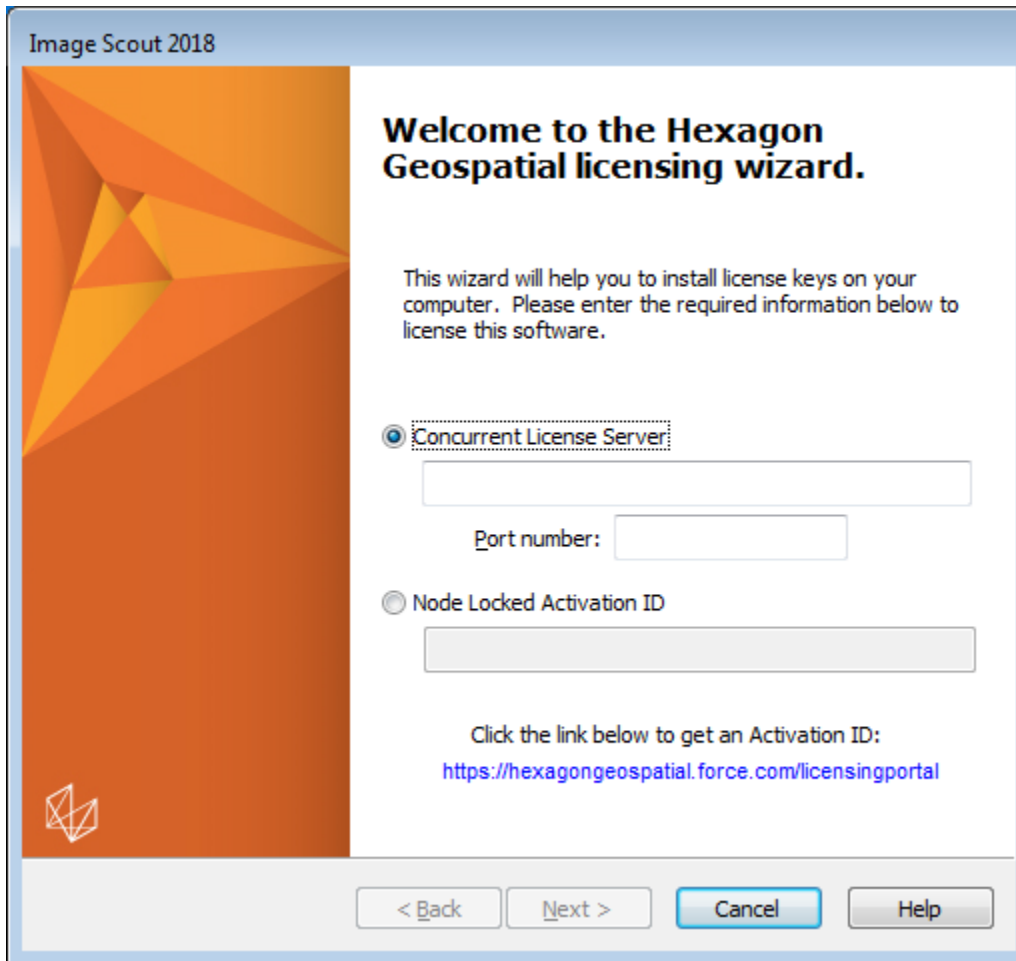
After installation is complete, the Image Scout Configuration Wizard automatically starts. You can also access the wizard from the **Start** menu (**Start > All Programs > Hexagon Image Scout 2018 > Image Scout Configuration Wizard**).

*To configure Image Scout applications:*

1. On the Welcome dialog box, click **Next**.



2. A second Welcome dialog box is displayed for you to setup your license. This dialog box provides information on the current license servers (if any) configured and ability to modify the license parameters.



For a concurrent license, select the **Concurrent** option. Click in the field below it and key in the name of your concurrent license server. Optionally depending on the server configuration, key in the **Port number**.



To set up a concurrent license server, install **Geospatial Licensing 2018** from under **Supporting Software** on the **Hexagon Geospatial Setup Manager** dialog box, and then run **Start >**



**All Programs > Geospatial Licensing 2018 > Geospatial Licensing Administrator 2018.** For more information, see the **Geospatial Licensing 2018** Help file.

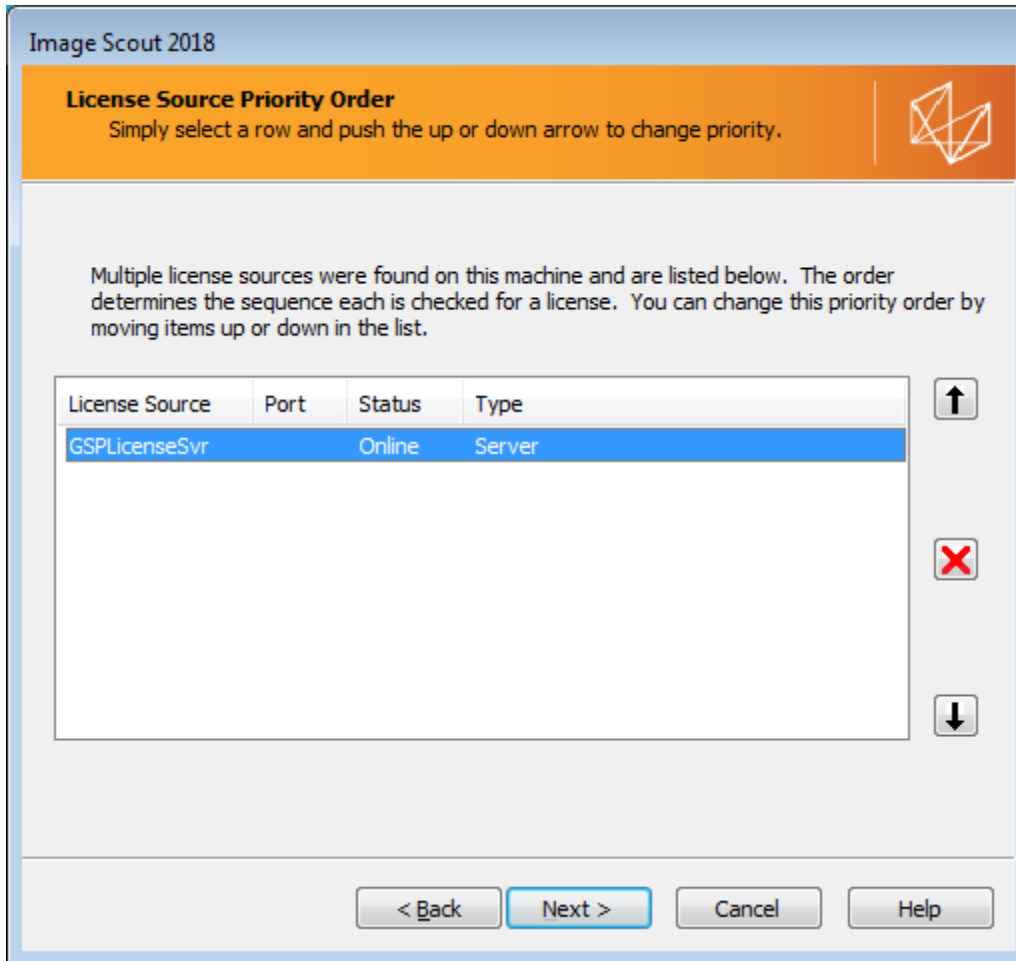
For a node locked license, select the **Node Locked Activation ID** option. Click in the field below it and keyin your activation ID.



Your activation ID can be obtained by going to the Licensing Portal web site <http://hexagongeospatial.force.com/licensingportal> and logging into your account.

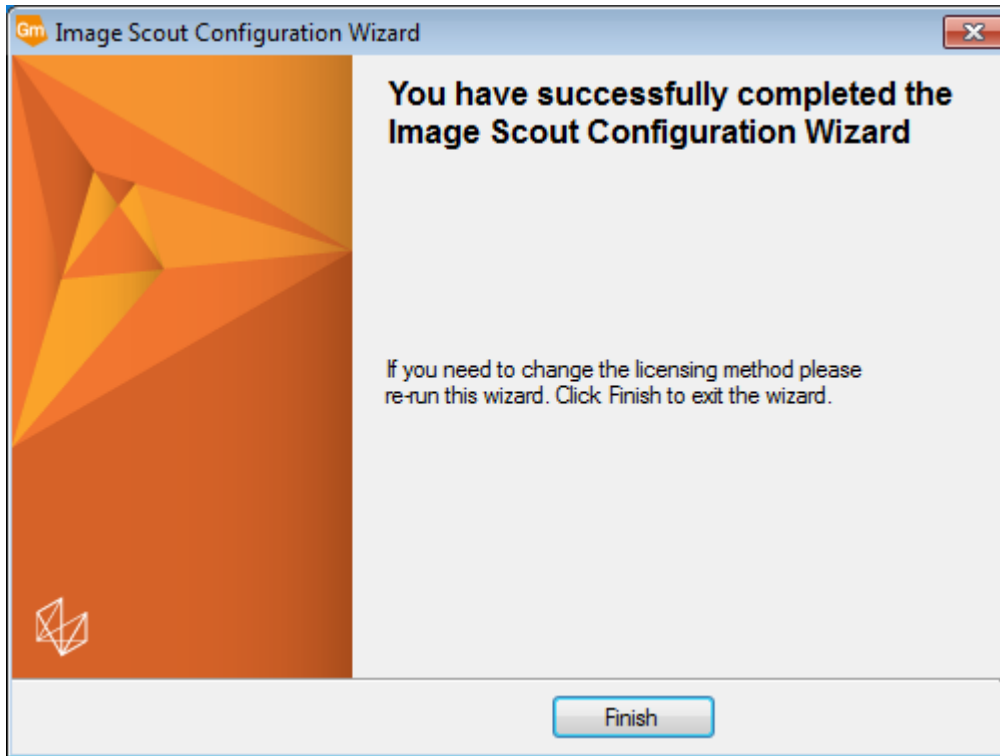
Click **Next**.

3. On the **License Source Priority Order** dialog box, adjust the priorities as desired, and click **Next**.



4. Wait while the licensing is configured...
5. Click **Finish**.
6. Wait while the software is configured...

7. Click **Finish**.



## Changing Image Scout Configuration


The Image Scout Configuration Wizard lets you change the License Server name in an existing Configuration.

*To change an Image Scout configuration:*

1. Start the Image Scout Desktop Configuration Wizard in one of two ways:
  - a. From the delivery media, run Hexagon Geospatial Setup Manager (Setup.exe), right-click and select **Run as administrator**.

- b. In the **Configuration** box **Action** list, click **Modify, repair, remove**.

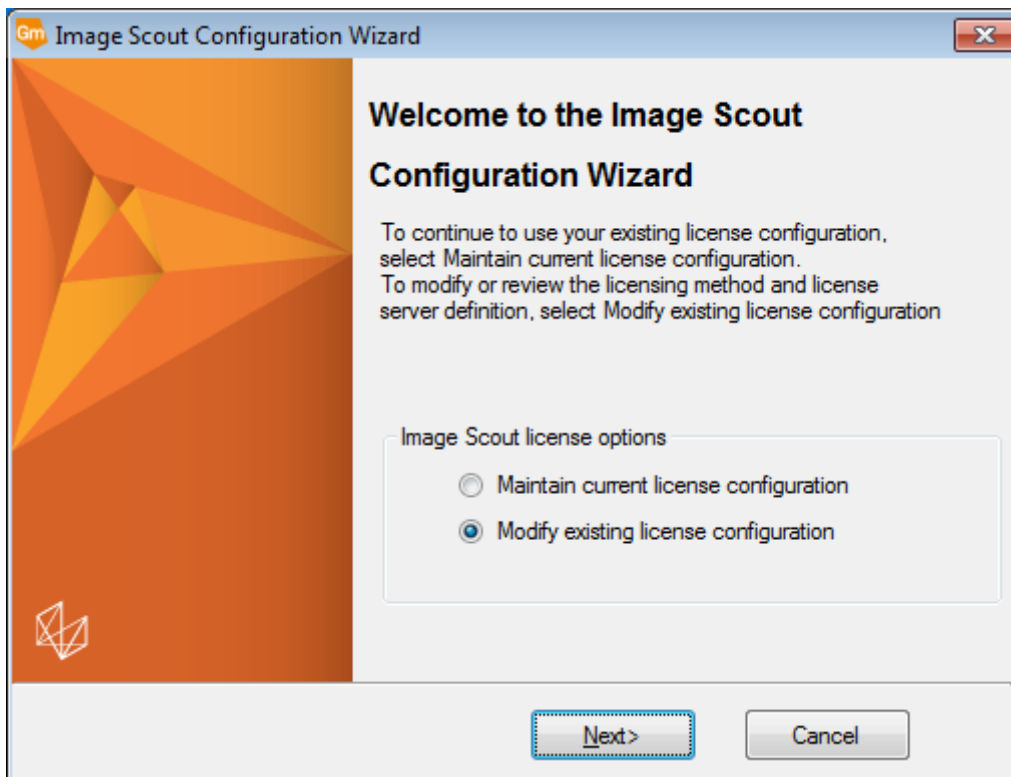
Configuration:

Application	Status	Action
Image Scout 2018		Modify, repair, or remove

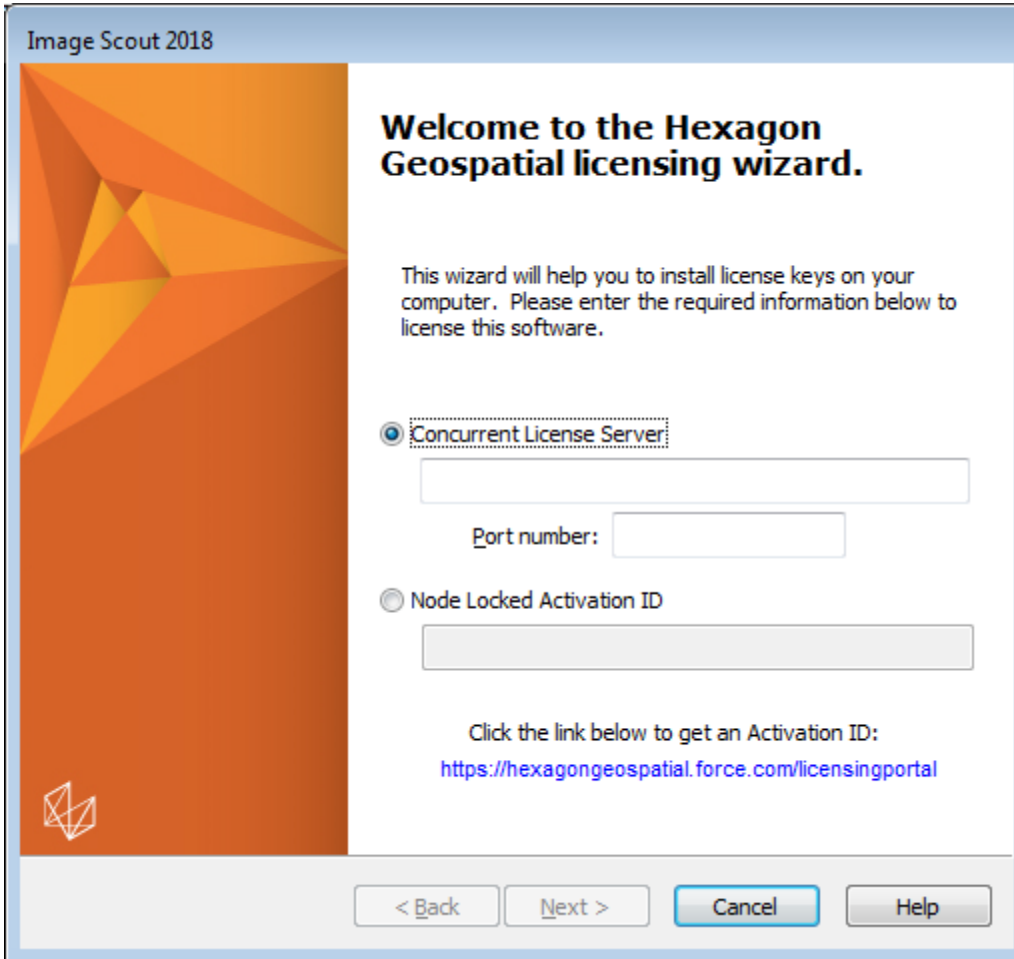
OR

From the **Start** menu, navigate to and select the **Image Scout Configuration Wizard**.

2. Select an appropriate option to **Maintain** or to **Modify** the license configuration



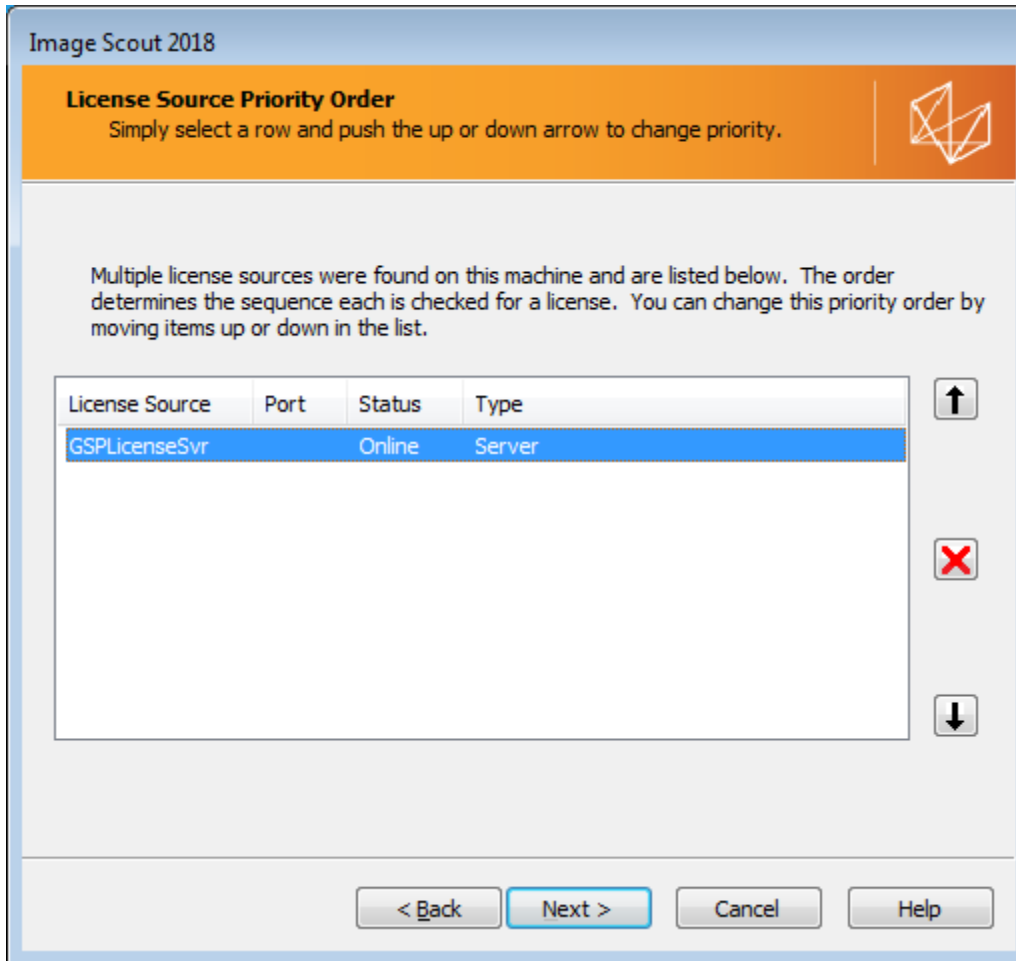
3. If you select **Modify existing license configuration**, then the following dialog box appears.



The screenshot shows a dialog box titled "Image Scout 2018". On the left is a decorative orange and yellow geometric pattern. The main text reads: "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." There are two radio button options: "Concurrent License Server" (selected) and "Node Locked Activation ID". Below the "Concurrent License Server" option are two text input fields: one for the server name and one for the "Port number:". Below the "Node Locked Activation ID" option is a single text input field. At the bottom, there is a link: "Click the link below to get an Activation ID: <https://hexagongeospatial.force.com/licensingportal>". At the very bottom of the dialog are four buttons: "< Back", "Next >", "Cancel", and "Help".

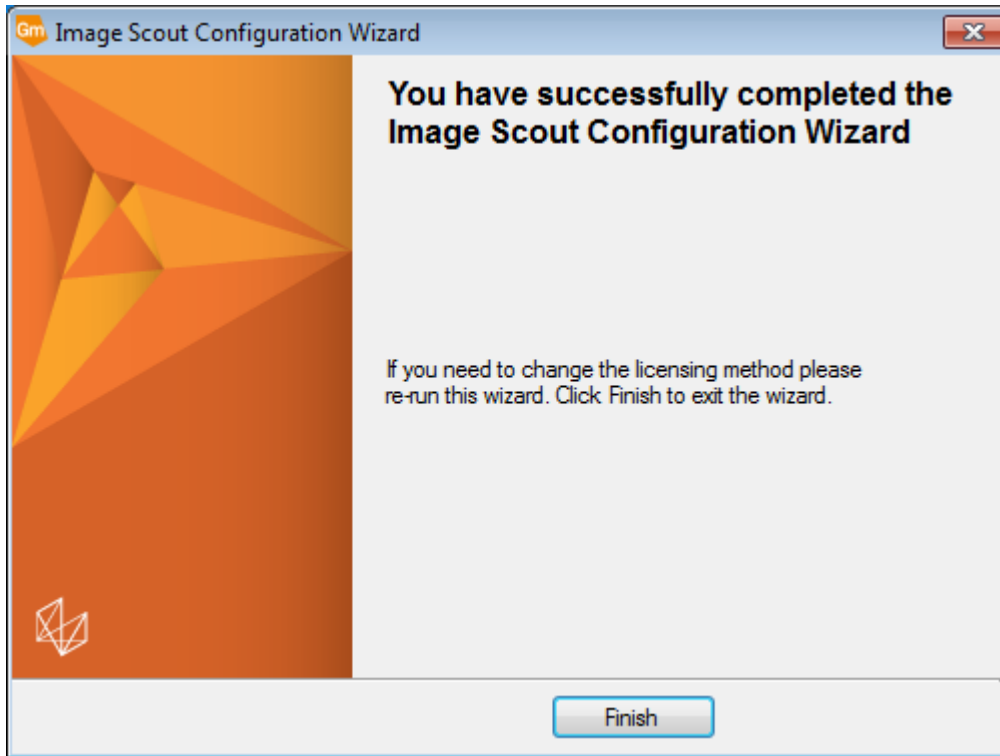
4. Change the license configuration as desired, and click **Next**.

5. On the **License Source Priority Order** dialog box, adjust the priorities as desired, and click **Next**.



6. Wait while the licensing is configured...

7. Click **Finish**.



## Licensing Image Scout

With the Power Portfolio 2018 release, licenses are no longer based on Certificate-file based technology. Instead, licenses are based on Activation IDs so that customers can activate their products without having to provide Host IDs or other hardware-related parameters. Customers can also re-host without emailing the licensing team to assist. The Power Portfolio 2018 release also includes improved tools to make it easier to install licenses, set up license servers, and provide more professional error handling. Finally, the Power Portfolio 2018 release has improved customer notification in the products, such as an “end of subscription” message in the Start-up screen. These more secure and automated processes, along with a new licensing portal, provide a better customer experience.

You can install **Geospatial Licensing 2018** from the Supporting Software section of the product delivery media and use **Geospatial Licensing Administrator 2018** to set up and manage a concurrent license server and other license resources. See the **Geospatial Licensing 2018** Help file for more information.

Please visit our *licensing web site*

([http://community.hexagongeospatial.com/t5/Licensing/ct-p/KS\\_Licensing](http://community.hexagongeospatial.com/t5/Licensing/ct-p/KS_Licensing)) to generate or to manage your licenses. There are help topics on this page to assist you if you have difficulty in generating or managing your license. There are also useful eTraining videos at bottom of this page.

## Starting Image Scout

To start working with the Image Scout command set, run **Start > All Programs > Hexagon Image Scout 2018 > Image Scout**, open a GeoWorkspace, and select any components which get installed as part of Image Scout such as **Image Pro** from the GeoMedia Professional ribbon bar to display the corresponding ribbon tab for the component.

## Modifying, Repairing, and Removing Image Scout

To modify or repair Image Scout from control panel, just select either the **Modify** or **Repair** buttons on installer to perform the appropriate function. Each component has this feature.

To remove Image Scout from your system, use the following procedure:

Select **Start > All Programs > Hexagon Image Scout 2018 > Uninstall Image Scout** to remove all the components in their entirety. The user should run this uninstall executable as an administrator.

OR

1. Select **Control Panel** from **Start menu**.
2. From the **Control Panel**, select **Programs and Features**.
3. Select the following entries one at a time, click **Uninstall** and then **Yes**, in order to completely remove Image Scout from your system:
  - Hexagon GeoMedia GeoDEX 2018
  - Hexagon GeoMedia 3D 2018 (only for Image Scout 3D)
  - PhotoCommon
  - Image Light Table Plus 2018



- Hexagon GeoMedia Image Professional 2018
- Hexagon GeoMedia Desktop 2018
- Hexagon Image Scout 2018

## Adding Projectware to the Image Scout Installation

Projectware is any project specific add-on software required to run with Image Scout. Projectware is optional for Image Scout.

If you wish to include projectware with the Image Scout installation you will need to perform the following procedure.

- The projectware installation package has to be a Windows Installer msi file.
- The projectware installation package has to be called "projectware.msi."
- Create a Projectware folder at the root level of the Image Scout package. The Projectware folder would be a folder at equal level to the "GeoMedia Professional" folder. Copy the "projectware.msi" file to the "Projectware" folder.
- The Image Scout installer checks for the presence of a \Projectware\projectware.msi folder/file. If the file is present, the installer invokes the projectware.msi.

This works in silent mode as well.



The ImageScoutUninstaller.exe does not remove the projectware installation.

## Troubleshooting Installation Using Logs

When an installer fails, there are a few options to get more information and act upon it:

- Create a Log file for the installation -- This can be requested by using a registry key or by specifying command-line parameters.
- Examine (and possibly Export) the Application Event Log -- This gives you access to OS events generated during installation and configuration of a product.

You can generate MSI (Windows Installer) and Application Event Logs.



Turning on MSI Logging from the registry, rather than from the command line, is recommended.

### Enabling Microsoft Windows Installer (MSI) Logging

You can enable MSI logging for every installation action that happens on your system.

1. From the Microsoft Windows **Start** menu, click **Run**, and type `regedit` to open the Registry Editor.
2. Find or add the following subkey Installer in the Windows registry: **HKEY\_LOCAL\_MACHINE > Software > Policies > Microsoft > Windows > Installer**.



You may need to create the Installer key.

- a. Insert Debug as a REG\_DWORD, and set its value to 7.
- b. Insert Logging as a REG\_SZ, and set its value to `voicewarmup`.

Once the registry strings above have been created, every time you install, repair, modify, or remove, a log file will be created in the directory identified by your TEMP environment variable.

### Creating an MSI Log for one specific installation



Turning on MSI Logging from the command line is a last choice effort.

It is highly preferred to use the registry key above to enable MSI logging because it allows you to use your standard install, uninstall, and repair workflows. The workflow below should only be used in special circumstances, for example, if you are not allowed to update the system registry, or you really only want to create the one MSI log, and you are confident you can reproduce your exact problem on the command line.

You can request a log for one specific installation if you know the specific command-line parameters that are required to reproduce your problem. You must be quite careful because entering wrong parameters (like omitting the `ACCEPT_EULA` switch required by the Install in Silent Mode process) can cause your command-line installation to fail for reasons unrelated to the problem you are investigating.

#### Logging the Installation of Product XYZ

```
msiexec /l*v "C:\1LogInstallation\logs\InstallationXYZ.log" /i
"C:\msi\XYZ.MSI ACCEPT_EULA=1"msiexec /l*v
"C:\1LogInstallation\logs\InstallationXYZ.log" /i "C:\msi\XYZ.MSI
AC-CEPT_EULA=1"
```

### Logging the Patching of a Product that Already Has Been Installed

It is also possible to log the installation of an MSP (a patch or hot-fix).

```
msiexec /l*v MyProdMSP.log /p MyProduct.msp REINSTALL=ALL REINSTALLMODE=omus  
/qbb
```

### Viewing and Exporting Application Event Log Information

Installation and Configuration of software products generates some events that are seen by the Microsoft Windows Operating System itself. This type of logging is always available – you do not need to enable it. You can find it by launching the Event Viewer, and can save the events out for someone else to analyze.

1. Select **Start > Search programs and files**, and then type `eventvwr` to start the Event Viewer.
2. On the left, select **Windows Logs > Application**.
3. On the right, click **Save All Events As**.
4. Save the file as type **Event Files (\*.evtx)**.

### Hexagon Geospatial Setup Manager Logging

As noted above, logging from the registry key is highly preferred. In the case where logging from the command line is necessary, try one of these examples:

```
Setup.exe /s {SoftwareProductName} /ni ACCEPT_EULA=1 /L* MyLogFile.log  
Setup.exe /s {SoftwareProductName} /ni ACCEPT_EULA=1 /V"/L* MyLogFile.log"
```

where {SoftwareProductName} is one of the Installable Applications under SoftwareProductName identified in Installable Application Names Table in Installing ProductName in Silent Mode document.

### Tips for Resolving Issues in Installation Log

#### Component Based Servicing Log

The Component-Based Servicing Log can be helpful if you get a message like this in your Installation log:

```
MSI (s) (44:14) []: Assembly Error (sxs): To get more diagnostic information,  
enable the Component Based Servicing Log.
```

```
The Component Based Servicing Log is located in %windir%\logs\cbs\cbs.log  
(C:\Windows\Logs\CBS)
```

To get the cbs log you may first need to set:

```
HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Component
Based Servicing EnableLog=dword:00000001
```

### Windows Installer SDK Tools

*Wilogutl.exe* assists the analysis of log files from a Windows Installer installation, and it displays suggested solutions to errors that are found in a log file. You can use it to debug installation, repair and removal of a product.

For more information go to <http://msdn2.microsoft.com/en-us/library/aa372811.aspx> (<http://msdn2.microsoft.com/en-us/library/aa372811.aspx>).

## Installing Software in Batch or Silent Mode

### Installing and Configuring Image Scout

#### Prerequisite Installations

None

#### Basic Parameters for Hexagon Geospatial Setup Manager

To start the Hexagon Geospatial Setup Manager, which is *Setup.exe* in the root directory of your media, use the following syntax format for all commands:

```
setup.exe /s "ImageScout" Operation OptionalArguments
```

*Operation* and *OptionalArguments* are explained in the *Operation and Optional Arguments Parameters Table*.

#### Operation and Optional Arguments Parameters Table

Operation	Description	Optional Arguments
/n[i r s x]	Install/modify/upgrade, repair, status of install, remove software	Parameters to be passed to product setup, for example: ACCEPT_EULA=1
/u[s]	Launches customer-authored	Parameters to be passed to complementary

	complementary software setup within the script.	software setup.
--	-------------------------------------------------	-----------------

### Installing Image Scout – Silent Mode

There are a variety of scripting languages you can use to set up unattended installation. All the examples here demonstrate the batch script commands an administrator would need to install or modify Image Scout.

These batch script commands should be run from the root directory of the DVD or extracted zip file that contains the installation.

To install Image Scout, you need to start the Hexagon Geospatial Setup Manager.

#### To Install

```
setup.exe /s "ImageScout" /ni ACCEPT_EULA=1
```

### Complete Set of Parameters for Hexagon Geospatial Setup Manager

Parameters that are available for Hexagon Geospatial Setup Manager are listed in the following tables.

Option	Parameters	Description
/s		Specifies silent mode

Option	Parameters	Description
/n	[i r s x] OR [i] PROPERTY=VALUE	Installs/modifies/upgrades, repairs, returns installation status, or uninstalls the specified product. The /n option requires the /s option above.
	i	Used to install new software, modify a current installation, or upgrade a previous installation. It is a default parameter. Windows Installer public property values can be appended at the end of this parameter. Spaces are

Option	Parameters	Description
		<p>not allowed between property name, =, and property value.</p> <p>When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").</p> <p>Example:  <code>INSTALLDIR=\"c:\Test Installations\"</code></p>
		<p>r</p> <p>Repairs existing software installation in silent mode.</p>
		<p>s</p> <p>Returns installation status. Valid exit code values are as follows:</p> <ul style="list-style-type: none"> <li>▪ 0 – Not installed.</li> <li>▪ 1 – Installed version is up-to-date.</li> <li>▪ 2 – Installed version is lower.</li> <li>▪ 3 – Installed version is higher.</li> <li>▪ -1 – Unable to find installation status.</li> </ul>
		<p>x</p> <p>Uninstalls software in silent mode.</p>
	product public properties	<p>The following are the public properties:</p> <p>INSTALLDIR – Destination folder for the installation.</p> <p>ACCEPT_EULA – End user license agreement flag.</p> <ul style="list-style-type: none"> <li>▪ 0 - The EULA is not accepted. This is the default value.</li> <li>▪ 1 - The user has read and accepted the EULA. The software does not install until the value is 1.</li> </ul>
	Windows Installer public	<p>Some commonly used standard Windows Installer public properties are as follows:</p>

Option	Parameters	Description
	properties	<p><b>ADDLOCAL</b>-Installs a list of selectable features delimited by commas, or <b>ALL</b>. Features are listed in the <i>Image Scout Installer Features</i> table. Feature names are case sensitive.</p> <p><b>REMOVE</b>-Uninstalls a list of selectable features delimited by commas, or <b>ALL</b>. Features are listed in the <i>Image Scout Installer Features</i> table. Feature names are case sensitive.</p>

Option	Parameters	Description
/u	[s] <b>OR</b> [<ParameterList> ]	<p>Launches customer-authored complementary software setup within the script <code>Repository\SubfolderName\ComplementarySoftwareSetup.wsf</code> or returns the complementary setup install status. Requires the /s option above.</p> <p>A complementary software setup program can support installation, repair, upgrade, and removal, including silent/batch mode support based on its requirements, and defines its own parameter list. A complementary software setup program can take parameters using command line arguments or a file (for example, .xml, .config or any other file type). The file name and location can be an input command line argument.</p> <p>See the <i>Complementary Software</i> section later in this appendix.</p> <p>When a property value contains spaces, you must enclose that property value with a backslash and double quotation mark (\").</p> <p>Example:  <code>INSTALLDIR=\"c:\Test Installations\"</code></p>

Option	Parameters	Description
	s	Returns complementary software setup status. Valid exit code values are as follows: <ul style="list-style-type: none"> <li>▪ 0 – Not configured.</li> <li>▪ 1 – Configured.</li> <li>▪ -1 – Unable to find complementary software install status.</li> </ul>

### Installing Image Scout – Batch Script

The following is the usage of an example batch script:

```
C:\Temp\InstallImageScout.bat FileShareName
```

Where, FileShareName is the file share name containing the Image Scout DVD image.

#### Example Batch Script

To perform a silent install of Image Scout by using a batch (.bat) file, copy the following code to a new file named *InstallImageScout.bat*, and store it under *C:\Temp* folder.

```
ECHO Installing...
setup.exe /s "ImageScout" /ni ACCEPT_EULA=1
setup.exe /s "ImageScout" /ns
IF %ERRORLEVEL% EQU 1 GOTO EOF
ECHO Install status: %ERRORLEVEL% Expecting 1.
ECHO Image Scout did not install properly.

:EOF
C:
NET USE T: /DELETE /Y
EXIT /B 0
```



## Additional Examples

You can modify the basic silent install syntax to perform additional installer functions such as removing or repairing software.

### Remove Software

To completely uninstall Image Scout:

```
Setup.exe /s "ImageScout" /nx
```

### Override the Default Installation Location

To install Image Scout at the '*C:\Test Installations*' folder:

```
Setup.exe /s "ImageScout" /ni ACCEPT_EULA=1 INSTALLDIR="\c:\Test  
Installations\"
```

### Get Install Status

To get the install status of Image Scout:

```
Setup.exe /s "ImageScout" /ns  
echo Image Scout install status is %ERRORLEVEL%
```

### Uninstall a Removable Update

To uninstall a removable update (Engineering Patch, Service Pack, and Minor Release) of Image Scout:

```
Setup.exe /s "ImageScout" /ni MSIPATCHREMOVE=UpdateID
```

The UpdateID is listed in *.\Image Scout\Program\UpdateInfo.txt*.

### Repair an Existing Installation

To repair an existing installation of Image Scout:

```
Setup.exe /s "ImageScout" /nr
```

## Image Scout Installer Features

Feature codes can be employed to install specific portions of the application. They are used in conjunction with the ADDLOCAL and REMOVE parameters listed in *Complete Set of Parameters for Hexagon Geospatial Setup Manager* table.

Feature ID	Subfeature of	Description	Required
Image Scout		Installs the required files needed to run Image Scout.	Yes

## Complementary Software

This information applies if you have received complementary software along with your distribution of Image Scout.

### Install

To install the complementary software:

```
Setup.exe /s "ImageScout" /ui
```

### Get Setup Status

To get the complementary software setup status of Image Scout:

Pseudo code only; syntax depends on the scripting language.

```
RetVal = Setup.exe /s "ImageScout" /us
```

### Uninstall Setup

To uninstall the complementary software setup of Image Scout:

```
Setup.exe /s "ImageScout" /u /x
```

## Silent Install Using msixec

Image Scout may also be installed in silent mode by running *msiexec.exe* from a MS-DOS command prompt as administrator.



If you are installing Image Scout 3D, use "Hexagon Image Scout 3D.msi" instead of "Hexagon Image Scout.msi". The default install folder is \Program Files (x86)\Hexagon.



If you are installing Image Scout in batch or silent mode you have to use the 'LICSRV' command line argument to configure the software license. If the LICSRV value is a server name, the value should not be enclosed in double-quotes. For example, LICSRV=Server1. If the LICSRV value is a folder path, the value should be enclosed in double-quotes and should not contain any spaces. For example, LICSRV="C:\Users\Public\Intergraph\Licenses".

**Examples:****To install Image Scout silently at the default install folder:**

```
msiexec.exe /qr /i "E:\Repository\Image Scout\Hexagon Image Scout.msi" ISSILENT=1  
ACCEPT_EULA=1 LICSRV=LicenseServerName
```



In this example, the Image Scout DVD is loaded in the E drive. The Image Scout, GeoMedia Pro, GeoMedia Image Pro, and GeoDEX components will all be installed to the default install folder *C:\Program Files (x86)*.

**To install and configure Image Scout silently at the default install folder:****Concurrent License:**

```
msiexec.exe /qr /i "E:\Repository\Image Scout\Hexagon Image Scout.msi" ISSILENT=1  
ACCEPT_EULA=1 LICSRV=LicenseServerName
```

**Nodelocked License:**

```
msiexec.exe /qr /i "E:\Repository\Image Scout\Hexagon Image Scout.msi" ISSILENT=1  
ACCEPT_EULA=1 LICSRV="C:\Users\Public\Intergraph\Licenses"
```

**To install Image Scout silently to a user-specified drive:**

```
msiexec.exe /qr /i "E:\Repository\Image Scout\Hexagon Image Scout.msi" ISSILENT=1  
ACCEPT_EULA=1 DRIVEIS=D INSTALLDIR="[DRIVEIS]:\Program Files (x86)\Image Scout"  
LICSRV="C:\Users\Public\Intergraph\Licenses"
```



In this example, the Image Scout component will be installed to the location specified by the INSTALLDIR option, *D:\Program Files (x86)\Image Scout*. The GeoMedia Pro, GeoMedia Image Pro, and GeoDEX components will be installed in the *Program Files (x86)* folder of the drive specified using the DRIVEIS option, *D:\Program Files (x86)*.

**To install Image Scout at the 'D:\Test Installations' folder**

```
msiexec.exe /qr /i "E:\Repository\Image Scout\Hexagon Image Scout.msi" ISSILENT=1  
ACCEPT_EULA=1 INSTALLDIR="D:\Test Installations"  
LICSRV="C:\Users\Public\Intergraph\Licenses"
```



In this example, the Image Scout component will be installed to the location specified by the `INSTALLDIR` option, `D:\Test Installations`. Since the `DRIVEIS` option was not provided, the GeoMedia Pro, GeoMedia Image Pro, and GeoDEX components will be installed to the default install folder `C:\Program Files (x86)`.

# 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.