



HEXAGON
GEOSPATIAL



GEOSPATIAL SDI

INSTALLATION GUIDE

November 2014

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Quartz.NET	2.0.0.100	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\APACHE-LICENSE-2.0.txt
Apache Commons Logging	2.0.0	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\APACHE-LICENSE-2.0.txt
C5 Generic Collection Library for C# and CLI (C5).	1.1.0	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\LICENSE_C5.txt
DotNetZip	1.9.1.5	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\Ms-PL.txt
NHibernate Mapping Attributes	3.2.0.0	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\lgpl-2.1.txt
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NHibernate.JetDriver	4.0.0.1001	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\lgpl-2.1.txt
AvalaonControlsLibrary	1.0.0.0	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\Ms-PL.txt
ListView Layout Manager	1.2	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic\CPOL.htm
WPFToolkit	3.5.40619.1	C:\Program Files\Common Files\Hexagon\Doc\3rdPartyLic3rdparty\Ms-PL.txt

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jquery.dynatree.js 1.2.1. Copyright (c) 2006-2012, Martin Wendt (<http://www.wendt.de>). Licensed under the terms of the MIT License document.

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jQuery	1.5.1	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery	1.5.2	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt

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jQuery UI	1.8.11	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery Form Plugin	3.09	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jquery.dynatree.js	1.2.1	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery BlockUI Plugin	2.37	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery Globalize	0.1.0a2	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery Tooltip plugin	1.3	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
jQuery-validation	1.9	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
Underscore	1.3	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\MIT-LICENSE.txt
Kendo UI	2011.3.1129	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\Kendo_UI_telerik-license.txt
Apache log4netTM	1.2.11.0	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\APACHE-LICENSE-2.0.txt
SystemWrapper	0.5.4307.24424	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\Ms-PL.txt
ASP.NET MVC 3	3.0.0.0	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\
Microsoft.Web.Administration	7.0.0.0	C:\Program Files\Common Files\Hexagon\Doc\3rdparty\

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SECTION 1

Overview

The *Geospatial SDI Installation Guide* provides information for installing the product.

The Geospatial SDI installation process on the server consists of the following steps:

1. Geospatial SDI installation
2. **Administration Console** configuration
3. Uploading a current Geospatial SDI license
4. Verification of Geospatial SDI installation

NOTE The instructions and pictures in this document may appear slightly different from the software depending on your operating system.

What is Geospatial SDI

Geospatial Server SDI Services is a collection of services installed on the server side and developed to support the establishing of customized Spatial Data Infrastructures (SDIs) that deliver high-performance and secure SDI capabilities. Each Geospatial SDI Service in the collection is a configurable Web service designed to work efficiently in a Web-based environment. This product is derived from well-known international ISO and/or OGC standards for SDI services, and it extends standard service functionality with additional features to satisfy business-driven customer requirements (for example, authentication, authorization, quality of service, events logging, and performance measurements).

What is Service Source

Service Source – acts as source to the service instances for:

- GeoMedia WebMap Publisher Portal
- WMS
- WFS

The content of the GeoMedia Workspace, including connections and map windows, is exported to the Service Source. The Service Sources is created by using GeoMedia WebMap Publisher Administrator (delivered with GeoMedia product). The service source is the heart of a GeoMedia WebMap Publisher Portal, a WMS (Map) / INSPIRE View Service, or WFS (Feature) Service. One of three types of databases must be used: Microsoft Access, SQL Server, or Oracle. All information read from the GeoWorkspace from the WebMap Publisher Administrator is stored in the service source. The GeoMedia WebMap Publisher Portal and these web services read information from the service source and present this information accordingly in the instance that is created by using the Administration Console.

Prerequisites for a New Installation

Before you install Geospatial SDI it is strongly recommended to:

- Verify that you have administrator privileges on the system where you want to install Geospatial SDI.
- Stop the GeoMedia WebMap Service before installing Geospatial SDI.
- Check whether the .NET Framework 4.5.2 is installed. It is required to install and run Geospatial SDI services properly.
- Check whether Windows Identity Foundation Version 3.5 is installed. It is required to install and run Geospatial SDI services properly.

(*Windows Identity Foundation installer link*

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=eb9c345f-e830-40b8-a5fe-a7a864c4d76>)

NOTES

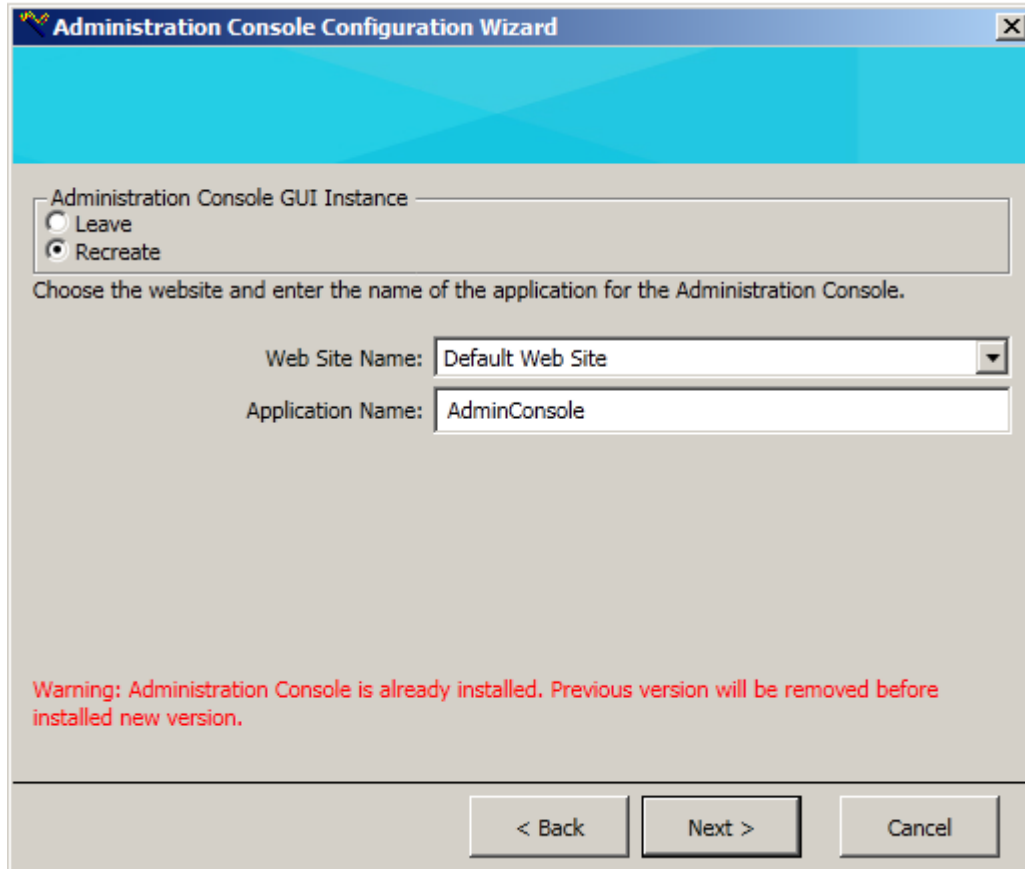
- Windows® Identity Foundation (WIF) is a framework for building identity-aware applications and is a required prerequisite for the Geospatial Portal components. Windows Identity Foundation may be downloaded from <http://www.microsoft.com/en-us/download/details.aspx?id=17331>
<http://www.microsoft.com/en-us/download/details.aspx?id=17331>.
- For Windows Server 2008 R2, select *Windows6.1-KB974405-x64.msu* for download. Downloading WIF is not necessary if you are using Windows Server 2012 or later because it is included with .NET 4.5.

Prerequisites for Upgrade from Previous Version

IMPORTANT If Geospatial SDI is the only Hexagon Geospatial server product[*] installed, then uninstall the old version before you install the 2015 version.

If you have any other older Hexagon Geospatial server products[*] installed on the same machine, you must uninstall those products before installing Geospatial SDI 2015. After installing Geospatial SDI 2015, install the other 2015 server products.

Administration Console previous GUI instances are not compatible with 2015 server products. When running a product's Configuration Wizard, you must check 'Recreate' in the Administration Console GUI Instance configuration window, as shown in the picture below.



NOTE [*] Hexagon Geospatial server products are: ERDAS APOLLO Essentials/Advantage/Professional, GeoMedia WebMap Essentials/Advantage/Professional, Geospatial SDI, and Geospatial Portal.

Installing Geospatial SDI

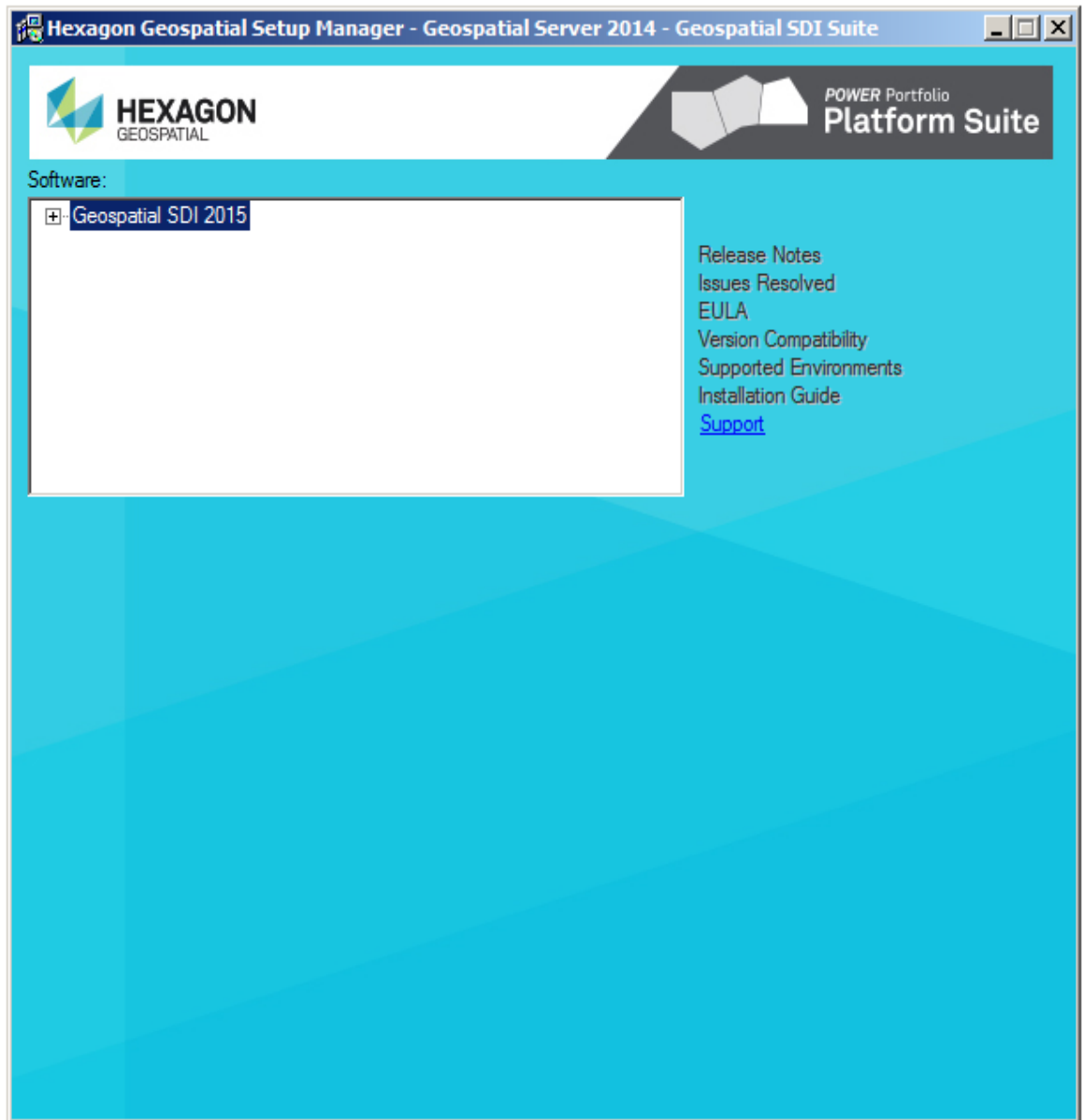
1. From your delivery media click **Setup.exe to start the Hexagon Geospatial Setup Manager.**

TIP If you are installing on Windows 7, Windows Vista, or Windows 2008 R2, right click **Setup.exe** and select **Run as administrator.**

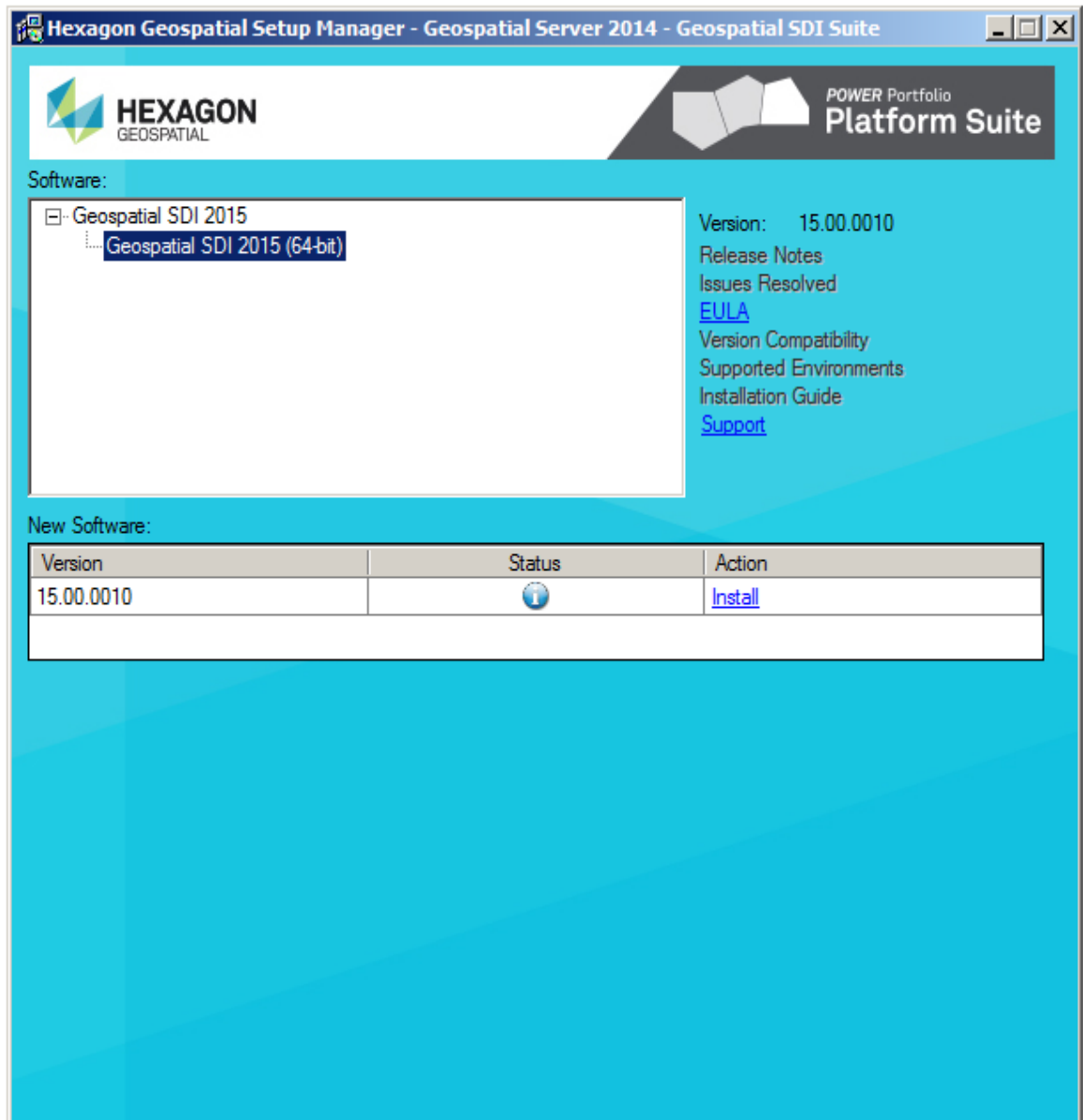
2. In the **Software** list box, click the plus sign (+) to the left of Geospatial SDI to expand the product list.

Installing Geospatial SDI

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



3. Click the entry compatible with your version of the operating system:

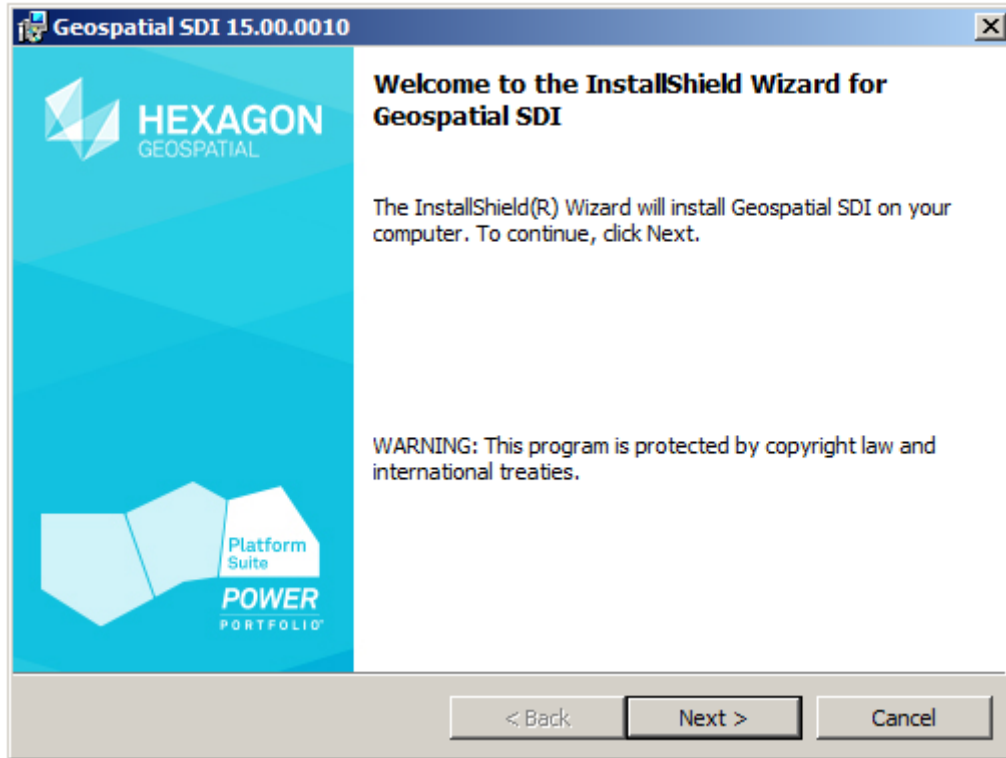


4. *Optional:* Click a link to the right of the **Software** list box to open and review documentation as required for the selected product.
5. In the **New Software** box, click **Install** under **Action**.

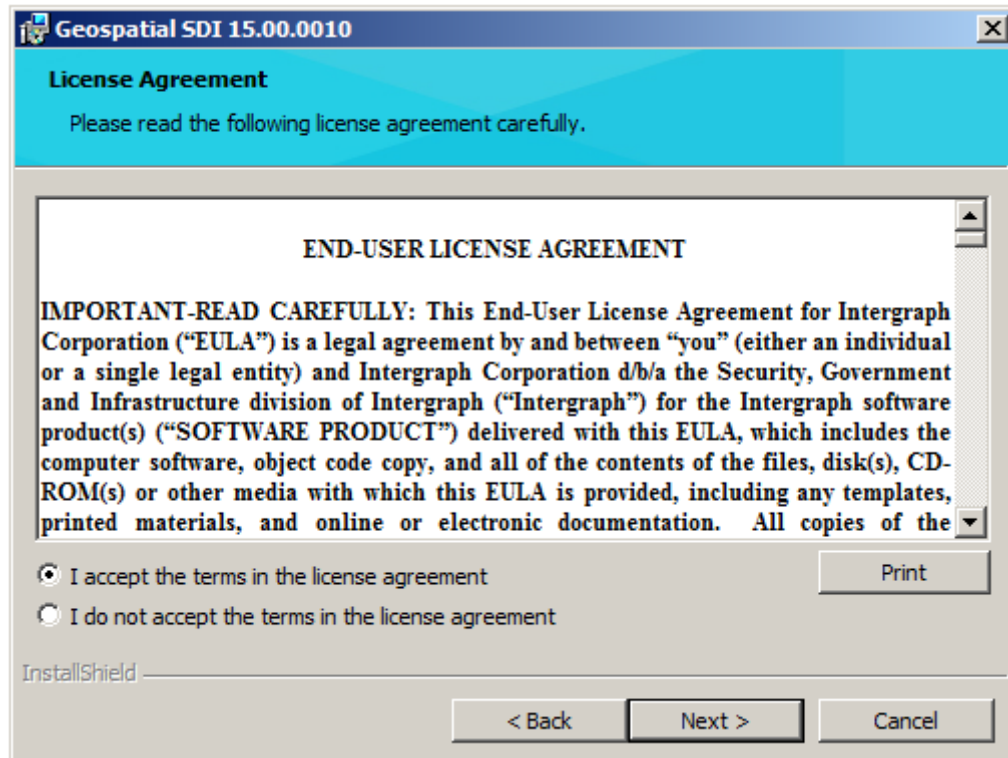
The installation process begins for the selected software by displaying the splash screen and by starting the InstallShield Wizard.


NOTE Once software is installed, you can also **Modify**, **repair**, or **remove** the selected software.

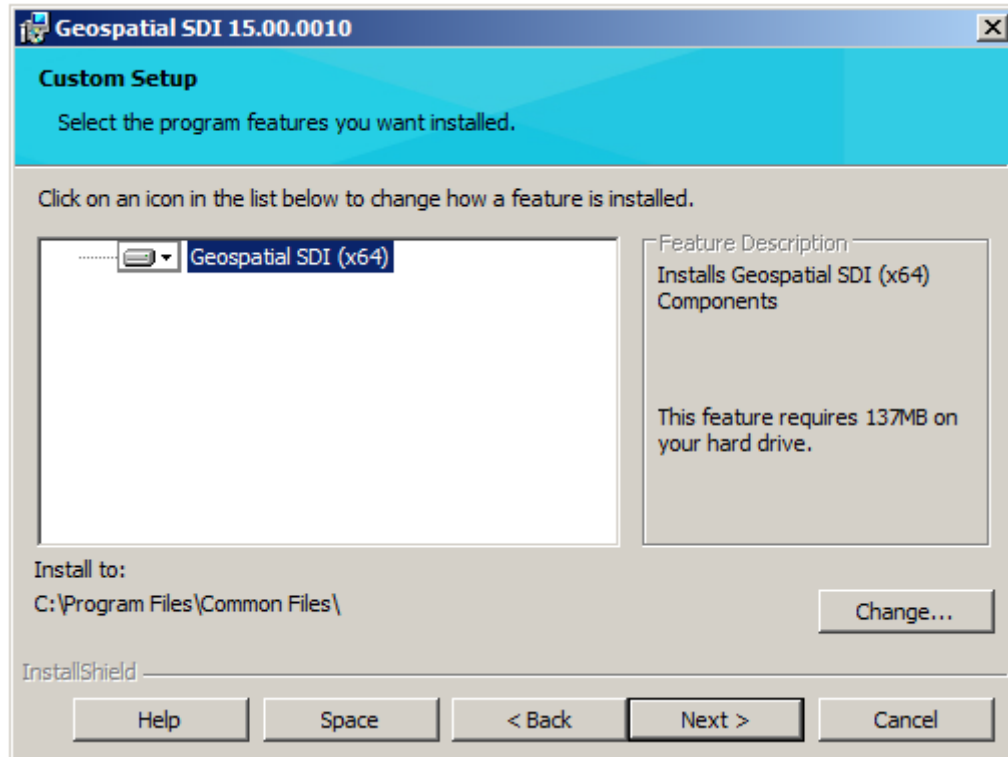
6. Click **Next** on the InstallShield Wizard Welcome screen.



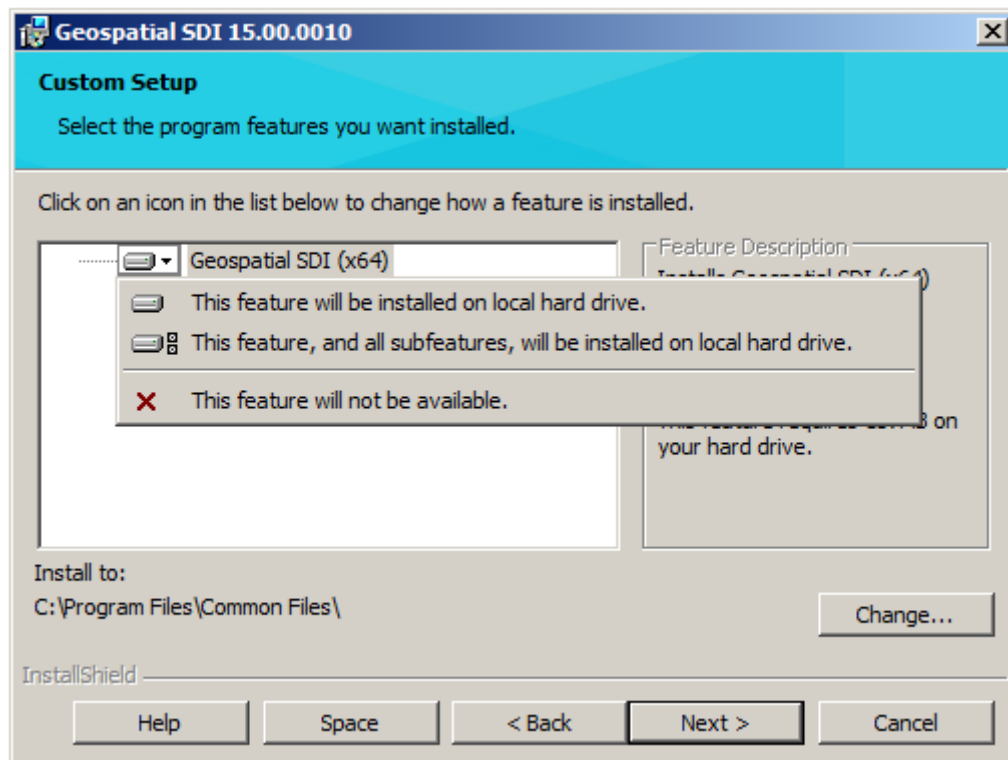
- Accept the terms in the license agreement, and then click **Next** to display the **Custom Setup** dialog box.



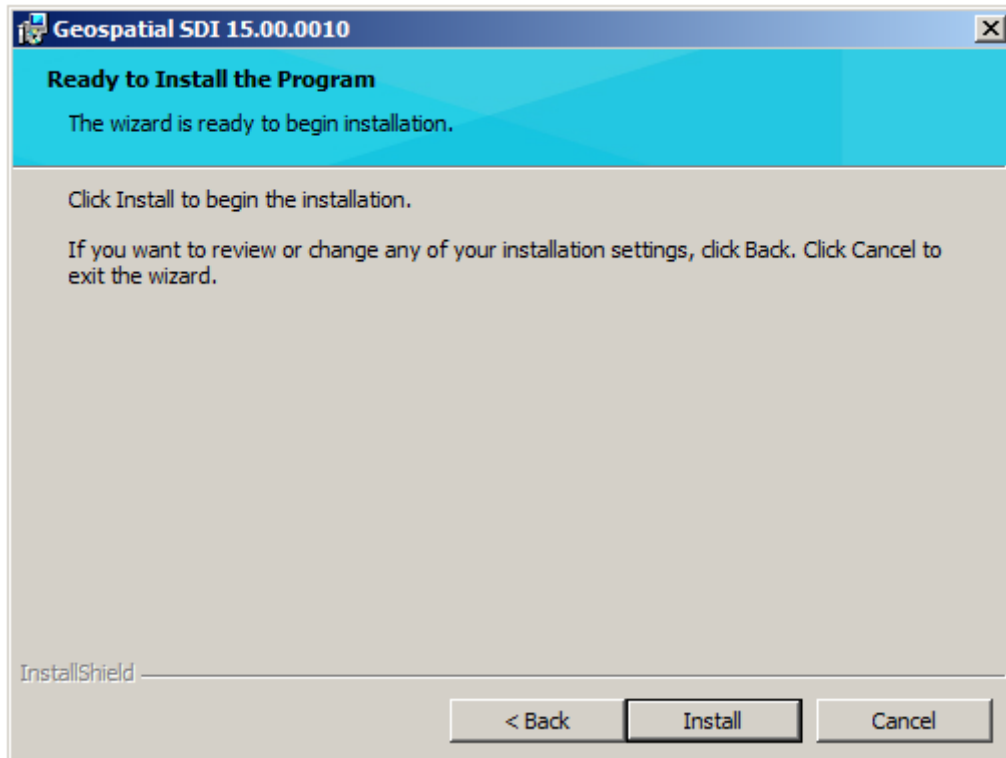
8. The **Custom Setup** dialog box will appear. You can click the  button to choose the type of installation.



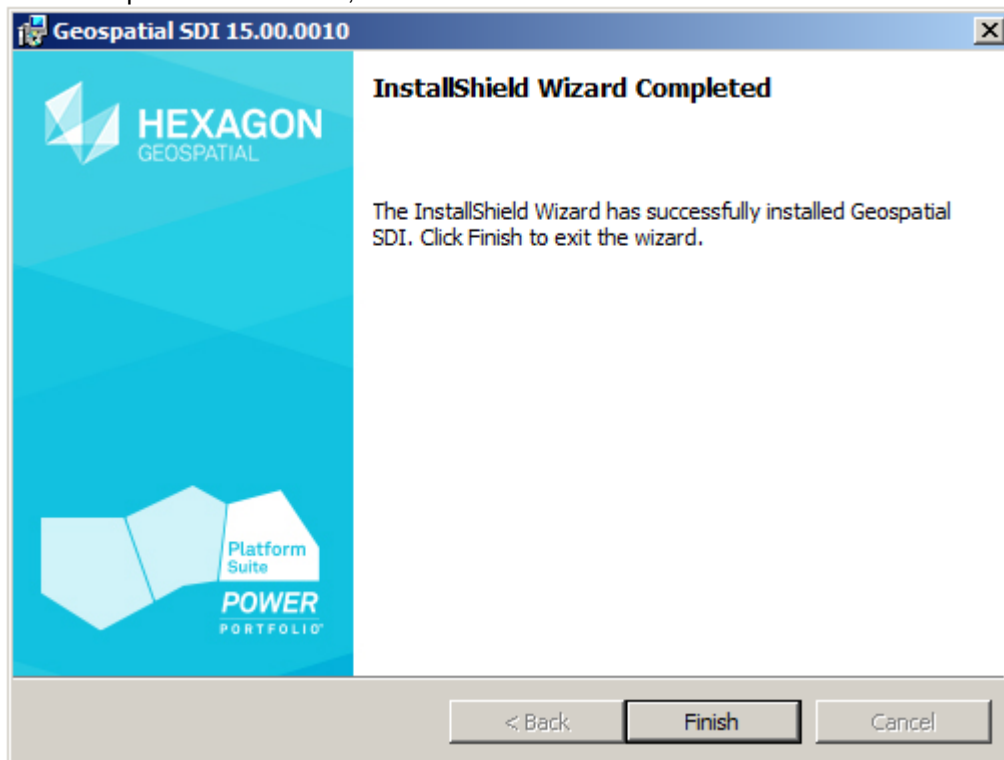
9. Select the program features you want installed, then click **Next**.



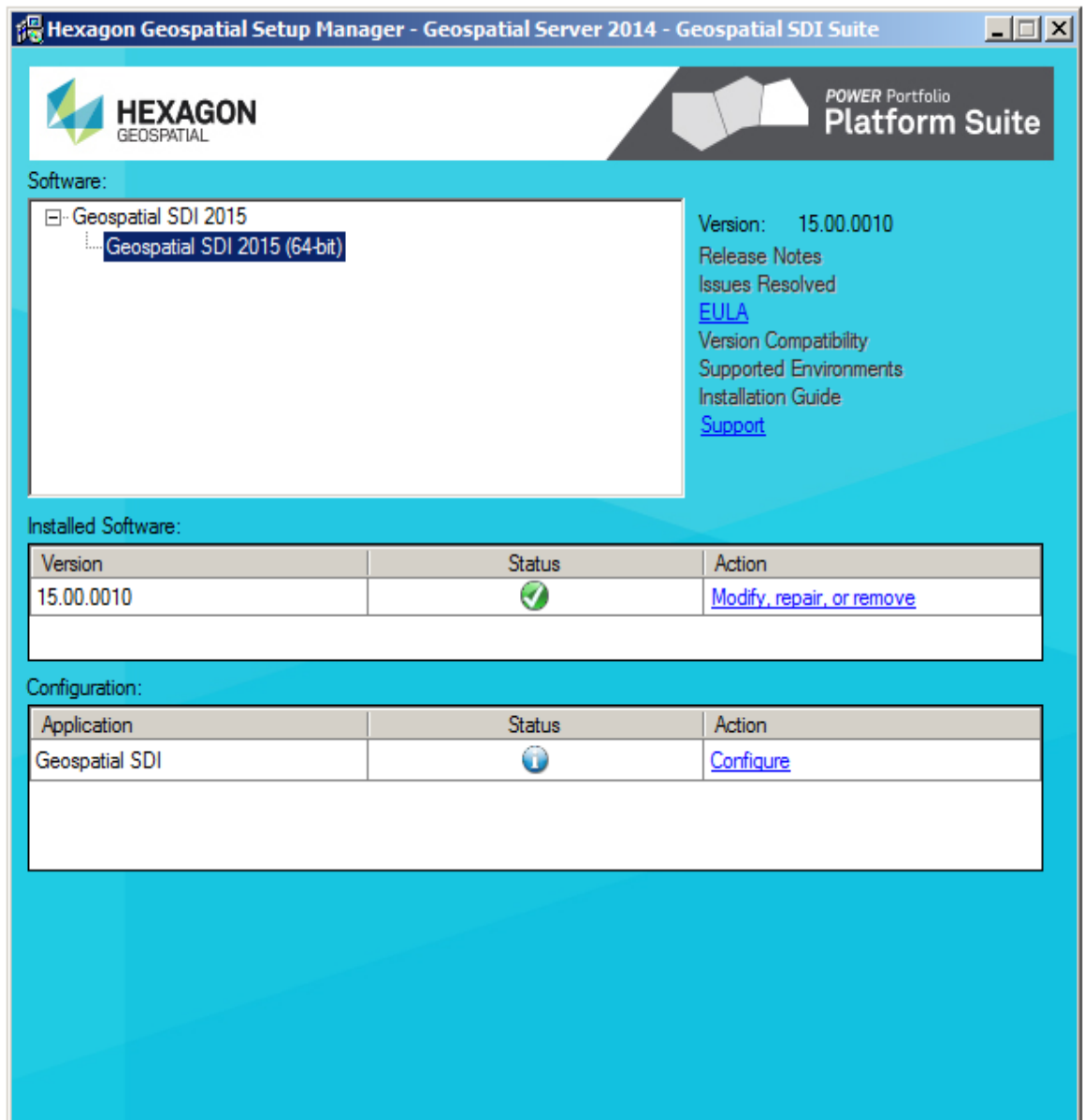
10. The **Ready to Install the Program** window will appear. Click **Install** to begin the installation - it may take a while - depending on the server performance



11. When the product is installed, click **Finish**.



12. The **Hexagon Geospatial Setup Manager** dialog box will appear:



The icon in the table means the product is installed properly. You can click the **Modify, repair or remove** in the **Action** column of the upper (**Installed Software**) table if you want to modify some software features, to repair the current application instance (for example, if you miss the necessary files), or to remove installed software.

13. Configure the newly installed product by using the procedure as described in the next section: *Configuring Geospatial SDI*.

OR

Click  to close the **Hexagon Geospatial Setup Manager**.

NOTE If you do not configure the product, you will be prompted to do so before you can start the product. For more information about Configuring Geospatial SDI see *Configuring Geospatial SDI*.

Configuring Geospatial SDI

After Geospatial SDI installation is complete, the Geospatial SDI Configuration Wizard automatically starts if the product needs to be configured. The Wizard allows you to configure more than one application at the same time. Alternatively, you can configure the product from **Hexagon Geospatial Setup Manager** by selecting **Configure**, as shown in the image below, or you can run the Geospatial SDI Configuration Wizard at any time from the Windows Start menu.

IMPORTANT The IIS 7 Windows Authentication role needs to be installed before configuring the product.

Hexagon Geospatial Setup Manager - Geospatial Server 2014 - Geospatial SDI Suite

HEXAGON
GEOSPATIAL

POWER Portfolio
Platform Suite

Software:

- Geospatial SDI 2015
 - Geospatial SDI 2015 (64-bit)

Version: 15.00.0010
Release Notes
Issues Resolved
[EULA](#)
Version Compatibility
Supported Environments
Installation Guide
[Support](#)

Installed Software:

Version	Status	Action
15.00.0010		Modify, repair, or remove

Configuration:

Application	Status	Action
Geospatial SDI		Configure

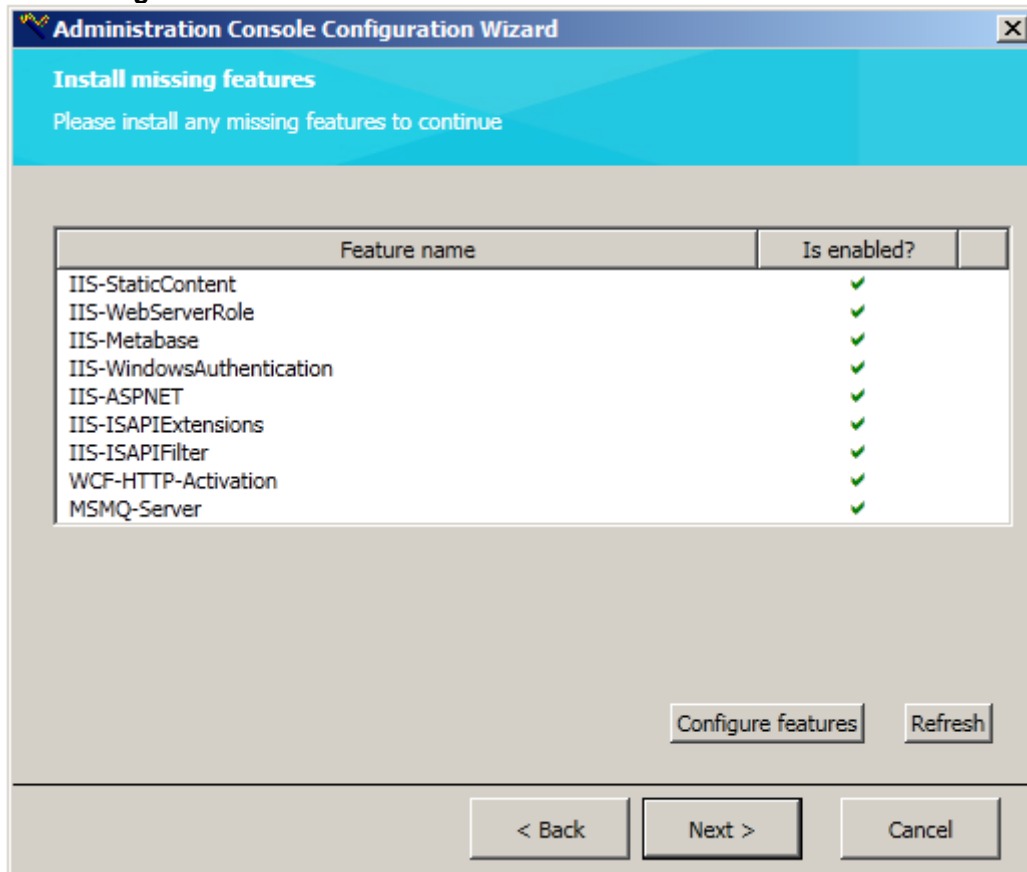
NOTE If you do not configure the product, you will be prompted to do so before you can start the product.

1. Click **Configure** in the **Action** column of the **Hexagon Geospatial Setup Manager** dialog box

2. Click **Next** on the **Configuration Wizard Welcome** screen.



3. A list of features is displayed. If any of the features are shown as missing or not enabled, click **Configure features**.

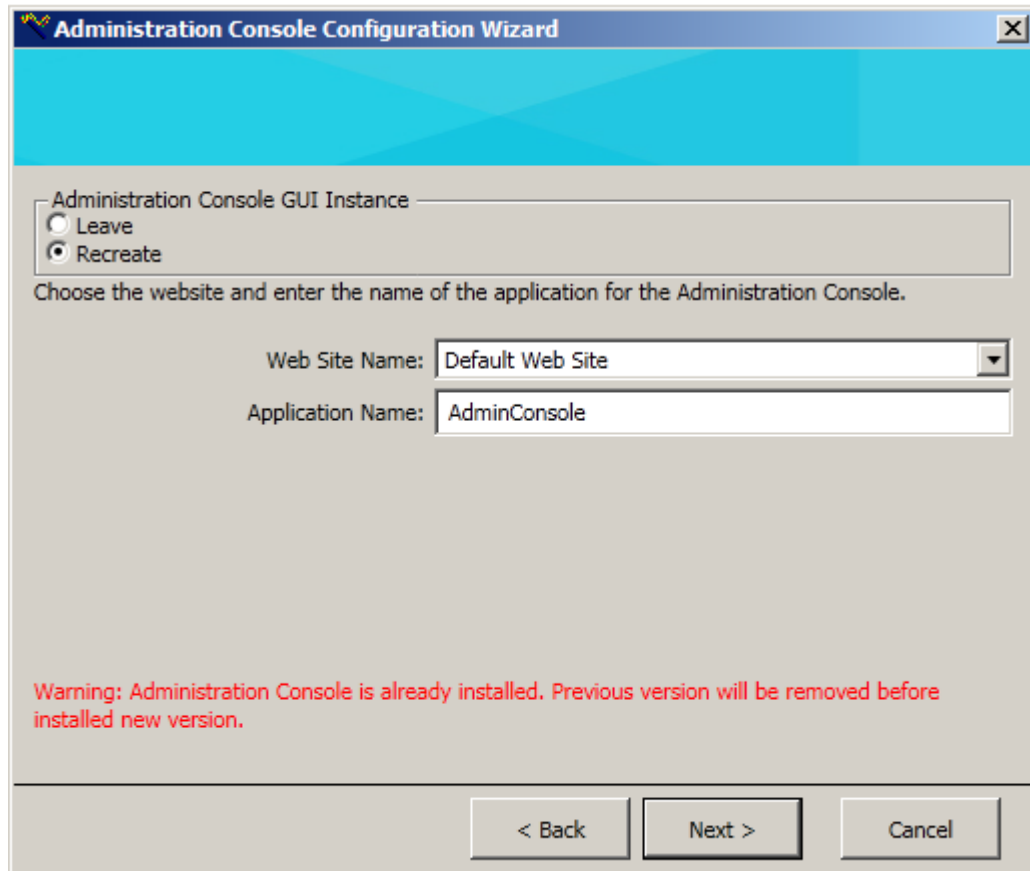


If you clicked **Configure features**, select the features that are missing from the dialog box that is displayed, and then click **OK**.

4. Click **Next** to continue. The following view will appear:

Now you can select (in the **Web Site Name** drop-down list) the website where you want to install the **Administration Console** (if the server has several, otherwise leave the default).

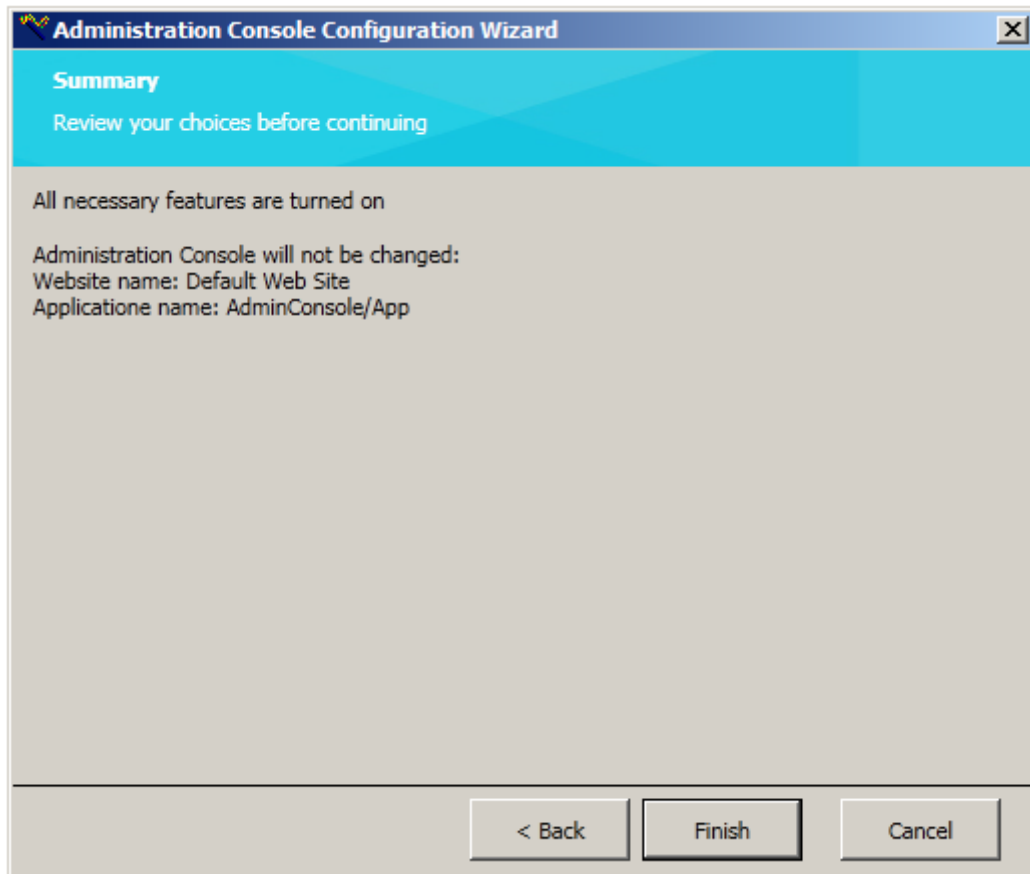
When you select the **Web Site Name**, you should enter the name for the **Administration Console** (in the **Application Name** text box), or leave the default name, as you see in the picture below. Click **Next**.



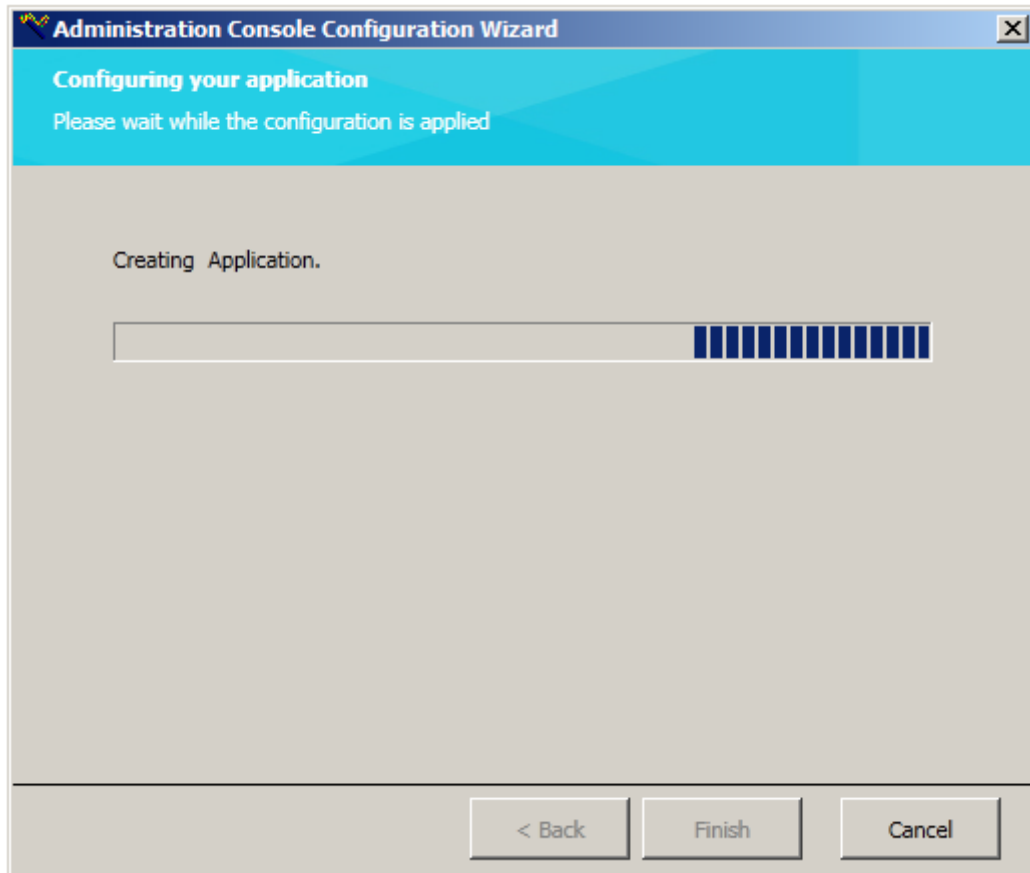
The image shows a dialog box titled "Administration Console Configuration Wizard". It has a blue header bar with a close button (X) in the top right corner. Below the header, there is a section for "Administration Console GUI Instance" with two radio buttons: "Leave" (unselected) and "Recreate" (selected). Below this, there is a text prompt: "Choose the website and enter the name of the application for the Administration Console." There are two input fields: "Web Site Name:" with a dropdown menu showing "Default Web Site", and "Application Name:" with a text box containing "AdminConsole". At the bottom, there is a red warning message: "Warning: Administration Console is already installed. Previous version will be removed before installed new version." At the very bottom, there are three buttons: "< Back", "Next >", and "Cancel".

NOTE The options to leave or re-create the Administration Console GUI Instance (as shown in the picture above) appears only in case the Administration Console is already installed. If you chose **Recreate**, the previous version will be removed before installing the new version.

5. The **Summary** view will appear. Click **Finish** to configure the Web application.

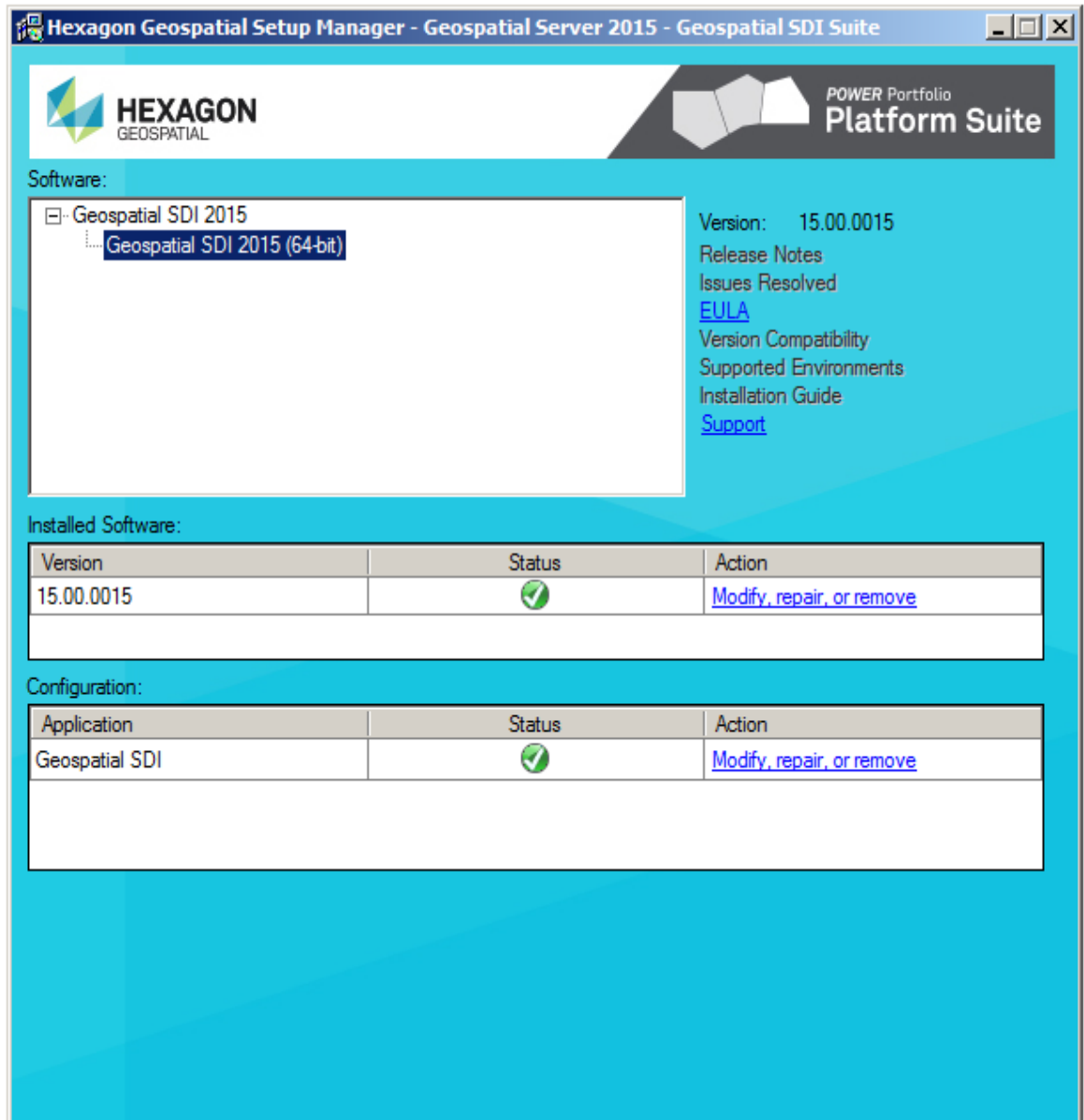


6. The **Configuring your application** view will be seen. You can click **Cancel** to abort the configuration.



7. When the configuration will be complete, the 'Finished' window will appear. You can click **Open Log File** to view the installation log. To close the Configuration Wizard window click **Close**.

8. The configuration is now complete. The **Hexagon Geospatial Setup Manager** window will appear again:



9. You can re-run the **Configuration Wizard** at any time by selecting **GeoMedia WebMap Configuration Wizard** from the **Hexagon Geospatial GeoMedia WebMap** product folder on the **Start** menu.

Licensing Geospatial SDI

The **License Administrator Utility** lets you manage all of the software licenses that are available for your machine to review in order to run the Geospatial SDI application that is installed on your machine. Every time you start Geospatial SDI, it searches for a license for that product. If it does not find a license, the product cannot be run. It is necessary to add a license source for Geospatial SDI in order to run the application.

Adding a Nodelocked License Source

1. Run the **Intergraph License Host ID / Show Host ID** command on the machine on which you installed the software product. This command is accessible from the **Client** menu or the **Server** menu, or from the **Start** menu under **Intergraph Licensing**.
2. When you have the necessary information from the **Intergraph License Host ID / Show Host ID** dialog box, click **Request license** from the **Intergraph License Host ID** dialog box.
3. Go to the Intergraph SG&I Licensing Web site, enter all of the requested information, and obtain your nodelocked license (.lic) file.
4. Place the .lic file in the folder of your choice, and add this folder to your **License Navigation Pane** by using the **Add Nodelocked License Source** command.
5. Select the **Client > Add Nodelocked License Source** command.
6. In the **Browse for Folder** dialog box, select the folder that contains the nodelocked .lic file that you want to add.
7. Click **OK**.
8. Geospatial SDI should now run because you have a license.

NOTES

- Visit our licensing Web site <https://sgilicense.intergraph.com> <https://sgilicense.intergraph.com/> to generate or to view your licenses. There are help topics on this page to assist you if you have difficulty in generating or managing your license.
- For more information and help topics on the **Intergraph License Administrator** utility, refer to the Intergraph License Administrator help.
- If you receive a License Not Found error, there is a problem with the product license. A valid license is required for this product. For new installs, it is possible the license is either in the wrong location or has not been configured properly.

Verification of Installation

After installing and configuring Geospatial SDI, it is strongly recommended to verify the installation and configuration process.

In order to check whether the all components are installed properly, you can do the following:

- View the Hexagon Geospatial Portfolio Welcome Page and check whether the installed product is listed under the Installed products.
- Open and view the Geospatial SDI Welcome Page
- Create a sample service instance (for example WMS), and configure it with a Facade data source type.

Hexagon Geospatial Portfolio Welcome Page

After successful product installation, you can see a Geospatial Product Portfolio welcome page using your web browser. With the Hexagon Geospatial Portfolio welcome page you can:

- View the list of Hexagon Geospatial Portfolio products installed on your machine. You can open a particular product's welcome page by clicking its link under Installed products
- Access the additional tools, demos, and applications such as the Administration Console or plugins that are included with the release. These hyperlinks are grouped under the Tools&Applications section.
- Access to the related miscellaneous sites through the provided hyperlinks.
- Open and read documentation included with the release.

To open a Geospatial Product Portfolio welcome page:

1. Open your favorite web browser
2. In the web browser address field type: `http://<server_name>/geospatial`, and then press ENTER.

NOTE The Hexagon Geospatial Portfolio Welcome Page is displayed automatically after successful Geospatial SDI installation and configuration.

Geospatial SDI Welcome Page

In addition to the Hexagon Geospatial Portfolio welcome page (welcome page for the entire Geospatial Server) the separate welcome page for installed Geospatial SDI only is available.

Tools, demo applications, Geospatial SDI documentation included with this release, and miscellaneous extensive documentation and web sites are accessible through the hyperlinks in particular sections of the Geospatial SDI Welcome Page

To open a Geospatial SDI Welcome Page:

1. Open your favorite web browser.
2. Display the Hexagon Geospatial Portfolio Welcome Page.
3. In the web browser address field type: `http://<server_name>/geospatial`, and then press ENTER.
4. Click the link for Geospatial SDI under the Installed products section.

NOTE If the Hexagon Geospatial Welcome Page has been displayed automatically after the installation process, go to step 3.

OR

1. Open your favorite web browser
2. In the web browser address field type: `http://<server_name>/GeoMediaWebMap/`.

Creating and configuring Geospatial SDI test instances facade

1. Run GeoMedia.
2. Select the **Blank GeoWorkspace** option on the first GeoMedia dialog box, and then click **OK**.
3. Go to the **WebMap** tab.
4. Click the **Administrator** command.
5. Click **Create**, and then create a testing service source of any type (WebMap Publisher Portal, WFS (Feature), or WMS (Map)). Follow the on-screen wizard instructions to create a service source

TIP It is recommended to use demo data for creating a test service source.

6. Run the **Administration Console**.
 - a. Open your web browser.
 - b. In the web browser address field provide the http administration address (for example, `http://<server_name>/AdminConsole`).
 - c. Press ENTER.

- d. Provide the server credentials in case the authentication dialog box appears.
- e. The Administration Console will be run in the web browser window.
7. Go to the **INSTANCE LIST** section.
8. Click **NEW INSTANCE**.
9. Provide the required information: Instance Name, WebSite, Description (optionally), and select Instance Type (Select an Instance of the same type as the created Service Source in step 5, for example: WMS (Map) / INSPIRE View Service).
10. Click **CREATE**.
11. Click **CONFIGURE**.
12. On the **Data** tab, from the **Service Source** list select the previously created Service Source.
 - a. Select GeoMedia WebMap from the **Data Source** drop-down list
 - b. Click **Next**.
 - c. Select the previously created Service Source.
13. Click **APPLY**.
14. Return to the **INSTANCE LIST** section.
15. Create another service of the same type as you created in steps 5 and 9.
16. Click **CONFIGURE**.
17. On the **Data** tab, from the **Data Source** drop-down list select **Facade**.
18. Click **Next**.
19. Define the Facade Data Source Configuration: in the **Service Source** text field provide the URL to the previously created service (`http://<hostname>/<instancename>/service.svc/get`).
20. Click **APPLY**.
21. Go to the **INSTANCE LIST**, select a created Instance Service with Facade data source configured and click **RUN**.

The GetCapabilities document will be displayed in the new browser window or tab.

Modifying, Repairing or Removing Geospatial SDI

Changing or Removing a Geospatial SDI Configuration

The Geospatial SDI Configuration Wizard lets you change a configuration or remove a configuration. If you uninstall Geospatial SDI, the configuration is removed automatically. You can also manually rerun the configuration wizard for that application and remove the configuration. If multiple applications are configured, you can remove the configurations in any order. In addition, you can start the removal of an application's configuration before the previous configuration removal is complete.

Note that you cannot change your licensing configuration from here. To change your licensing, you need to run the Intergraph License Administrator.

To change or remove a Geospatial SDI configuration using Setup Manager:

1. From the delivery media, run the **Hexagon Geospatial Setup Manager** (Setup.exe). If you are running Vista or Windows 2008 systems, right-click, and select **Run as administrator**.
2. Select Geospatial SDI from the **Software** list box.
3. In the **Configuration** box **Action** list, click **Modify, repair, or remove**.
4. Follow the prompts, and then click **Finish**.

The status of the configuration is indicated by one of the status icons.

To change or remove a Geospatial SDI configuration using the Configuration Wizard:

1. From the **Start** menu, navigate to the configuration wizard for the application you want to remove.
2. Run the wizard and follow the prompts to edit or remove the configuration.
3. Click **Finish**.

Removing Geospatial SDI

You can remove Geospatial SDI with either the **Hexagon Geospatial Setup Manager** or Windows **Control Panel**; however, **Hexagon Geospatial Setup Manager** is the recommended method.

To remove Geospatial SDI with Hexagon Geospatial Setup Manager:

1. From your delivery media, right click Setup.exe and select **Run as administrator**.
2. In the **Hexagon Geospatial Setup Manager Software** list box, select the product you want to remove.
3. In the **Installed Software** box **Action** list, click **Modify, repair, or remove**.
4. Follow the prompts to remove the product or bundle.

To remove Geospatial SDI with Control Panel:

1. From the **Start** menu, navigate to **Control Panel**.
2. Select **Programs > Uninstall a program**.
3. On the **Uninstall or change a program** dialog box, select the product to remove, and then click **Uninstall**.

Removing Previous Versions of Products

You can remove previous versions of Geospatial SDI with the Windows **Control Panel**.

To remove previous versions of Geospatial SDI with Control Panel:

1. From the **Start** menu, navigate to **Control Panel**.
2. Select **Programs > Uninstall a program**.
3. To remove a major release version of a product, on the **Uninstall or change a program** dialog box, select the product to remove, and then click **Uninstall**.

OR

To remove a minor release version of a product, on the **Uninstall or change a program** dialog box, select **View installed updates**, select the product to remove, and then click **Uninstall**.

NOTE If your software is not listed, you have a major release only. If your software is listed, you have a minor release.

Modifying Geospatial SDI

To modify Geospatial SDI using Hexagon Geospatial Setup Manager:

1. From the delivery media, run Setup.exe.
2. In the **Action** column of the **Installed Software** box, click **Modify, repair, or remove**.
3. Click **Next** on the Geospatial SDI installation wizard Welcome page.
4. On the Program Maintenance screen of the Geospatial SDI installation wizard, select the **Modify** option, click **Next**, and then follow the prompts.

Repairing Geospatial SDI

To repair Geospatial SDI using Hexagon Geospatial Setup Manager:

1. From the delivery media, run Setup.exe.
2. In the **Action** column of the **Installed Software** box, click **Modify, repair, or remove**.
3. Click **Next** on the Geospatial SDI installation wizard Welcome page.
4. On the Program Maintenance screen of the Geospatial SDI installation wizard, select the **Repair** option, click **Next**, and then follow the prompts.

Getting the Installation Status

You get the installation status of your software from **Hexagon Geospatial Setup Manager** (Setup.exe).

From your delivery media, run **Hexagon Geospatial Setup Manager** (Setup.exe). **Hexagon Geospatial Setup Manager** displays the status of the applications you have installed.

Hexagon Geospatial Setup Manager - Overview

The **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 site, you can also use the **Hexagon Geospatial Setup Manager** to do the following:

- Run configuration processes
- Install complementary software

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

Hexagon Geospatial Setup Manager User Interface

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 or to modify, repair, or remove 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 Customer Support Portal. If a document is not available for the selected software, the corresponding link is disabled.

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 the modify, repair, or remove process.</p>

Configuration

NOTE 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 Geospatial 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**.

NOTE **Complementary Software** is available for your site only if an application developer creates it. For more information, see Complementary Software Setup.

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 the modify, repair, or remove process.

Icon	New or Installed Software	Configuration	Complementary Software
	Indicates that the selected software is not installed. Or Indicates an installation failure. Check the Event Log for information.	Indicates that the installed application of the selected software is not configured. Or Indicates a configuration failure. Check the Event Log for information.	Indicates that 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.

Technical Support and Information

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

Self-help Support Tools

Hexagon Geospatial provides several electronic self-help support tools to answer your support questions 24 hours a day, 7 days a week.

1. Go to *Hexagon Geospatial Support* (<http://www.hexagongeospatial.com/support>).
2. Under the **Please Sign In** heading, type your user name and password and click **Login**. If you are not a registered user, click the **Not a Registered User?** link.

To search the knowledge base:

1. In the **Knowledge Search** box on the left, type your question or key words for a search.
2. In the box to the right of the Knowledge Search box, begin typing the product name. Then select the product from the drop-down list. If you want to search among all products, leave the second box empty. This field is case sensitive.

To search posted documents for your product:

1. Click the **Products (A-Z)** tab.
2. From the **Product Family** list, click the link to your product family.
3. On the **Family** page for your product, click the link for Geospatial SDI.
4. Select the desired document from the **Product Information** list.

NOTE **Release Notes** and **Issues Resolved** might not be available for the initial release of a product because an initial release has all new features and no updated features. Some minor releases might not provide **Release Notes** or **Issues Resolved**.

Phone Support and Other Links

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.

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Additional information on Hexagon Geospatial Support and Services is available on the Internet.
Use a Web browser to connect to <http://hexagongeospatial.com/> <http://hexagongeospatial.com/>.