Installation Manual

Yutraffic **Office**

Revision 1 – Release
May 2024

YUNEX TRAFFIC

Table of Contents

1. Introduction

The following document is meant to help you with the installation of Yutraffic® Office. It contains useful tips and information on the individual installation steps and provides help on problems that might arise during installation or use.

To install and configure the software, you will require a basic knowledge of how to set up and parameterize operating system components, e.g., a TCP/IP protocol, a firewall or communication settings, etc..

The following document describes:

- the system requirements for installation and use of Yutraffic® Office
- the preparatory work you need to do before installing Yutraffic® Office
- how to install the Yutraffic® Office software and its components
- problems and (if possible) how to solve them

Please read this Installation Guide closely before installing/uninstalling the software and note all details to avoid any problems. If you do encounter any problems while installing or uninstalling, please first check whether this document offers a possible solution (-> Chapter 7). If necessary, consult your system administrator.

<u>Important information:</u>

- Please also note the installation guides of other relevant Yutraffic® components for details on requirements, preparation and use!
- Before you install any new version, please check whether this document describes any corrections or extensions and/or other new information.
- Before uninstalling any program component, please check whether its program directory contains any data or files which need to be saved.
- Please also note the user manual which is provided with the application.
- You might have to restart the program after installation, or it might be automatically restarted after an unattended/silent installation! Thus, please save your data and close all applications.

2. System Requirements

Yutraffic® Office is a computer program which can generally run on Microsoft® Windows PC systems but also on compatible notebooks.

2.1. System requirements

- PC or Notebook (x64 compatible)
- Minimum quad-core 3.2 GHz processor (4 GHz recommended)
- Free hard disk at least 60 GB (for installation and data)
- Main memory: minimum 16 GB (8 GB with loss of performance)
- Monitor with a resolution of at least 1920x1080 pixel
- Permissible operating system supported (see below)
- USB interface (e. g. HASP-HL dongle for a "serverless" installation)
- Optional: printer (recommended: laser printer).

The swap file memory should be sufficiently large. We recommend automatic adaptation by the operating system. For the manual settings we recommend at least 4 GB.

2.2. Supported operating systems

Installation and operation of the Yutraffic® Office software is supported by the following operating systems:

- Microsoft® Windows Server 2019/2022 x64
- Microsoft® Windows 10/11 x64

All other variations of Windows or any other operating system are **<u>NOT</u>** supported.

Please note: We cannot provide support, if you install the program under an operating system that is not supported.

Please note: In order to execute the Setup programs you will need to be logged on to the system as a user with administrator rights! It is NOT possible for the installation to be performed by a user without elevated permissions. If you do not have this authorization, please consult your system administrator.

3. Preparations

Before you install Yutraffic® Office, it is recommended to uninstall Sitraffic® Control and Sitraffic® P2. To do so, refer to the description of Sitraffic® Control/Control-S and/or Sitraffic® P2.

Yutraffic® Office provides the necessary Sitraffic® Control, P2, KSNet, and KIS components. A later installation of Sitraffic® Control/P2 is possible, however this is at your own responsibility. Installation should be made to the same *Root* directory as Yutraffic® Office (e.g.: *C:\Sitraffic*).

Please note: You CANNOT receive any support for problems that might occur because of parallel installation of Yutraffic® Office and Sitraffic® Control/P2 on one system!

Before installing you should first check the following points, and if necessary, take the action indicated. If you are uncertain about the individual steps you need to execute installing or uninstalling, please contact your system administrator, who will be able to assist you.

- **Close all running applications.** If you are unable to cancel one or more of the Yutraffic® applications, please call up the Microsoft® Windows Task Manager and try terminating the applications from there. In this case restart your system.

- **Make sure that there is sufficient temporary hard disk space available for the installation** (at least 8 GB). You should be aware that the fully installed software package will itself occupy approximately up to 4 GB on the disk

4. Installation

This chapter describes how to install Yutraffic® Office on your system.

4.1. Preparations

4.1.1. Installation with DVD/installation media

Please run *Yutraffic.Office.Suite.Setup.exe*. During the setup process, the software and its tools are installed. You can choose your configuration settings (as well as optional components).

4.1.2. Installation of a network share version

Before you install Yutraffic® Office from a network drive, we recommend that you copy all relevant directories (e.g. Office, CoreServer, BaseComponent etc.) and the respective installation files to a local directory (e.g.: *C:\INSTALL_OFFICE*). Then start the installation from there. If you need help, contact your system administrator. Otherwise, there might be problems with UNC names or too long path names.

4.1.3. Notes on differ of installation

4.1.3.1. Local usage ("Serverless")
With this option only the Yutraffic® Office part WITHOUT Yutraffic® CoreServer/CoreServer Client will be installed. The data will be kept on the local system and will be managed by Yutraffic® Office.

4.1.3.2. Yutraffic® TE-Server/Scala Client
When installing the program to an existing Server system (e.g. Concert), you do NOT have to install the Sitraffic® CoreServer component. In some cases, you must not install it, as this might cause an existing Server installation to become inoperative! This option is also meant for systems that access a central server and thus do not maintain any local data storage.

Unattended installation

During unattended/silent installation, no dialogs and no requests are displayed. Error messages are displayed if required. During unattended/silent installation the default settings are used. In this case, the user can NOT change the setup parameters interactively (e.g. the installation directory). Changes can only be made via a command line prompt.

Updating an existing installation

If there are new versions of the application available as a setup, call the respective setup program to perform an automatic update. Unless indicated otherwise, it is not necessary to remove the currently installed version. It is automatically replaced by the new one. The setup program first checks whether an installation or upgrade is possible. It might be necessary to quit specific services and/or uninstall other components. To do so, please check the documentation of your components (e.g. of the Yutraffic® CoreServer, etc).

Please note: The latter section refers to the installation of updates only. If you want to install a new major version of Yutraffic Office, you have to manually uninstall- the old version before installing the new major version.

Please note:

- To ensure that all the necessary components are installed, please do not interrupt the installation process. If messages are displayed during the installation process asking you to restart the system, first complete the installation process if possible. In rare cases, the system might enforce a restart that cannot be cancelled. In this case, the setup process should automatically continue after the restart.

- In case the .NET framework 4.8 runtime is not installed on your machine, the setup will detect it and automatically install this prerequisite. Subsequently the dialogue requiring system reboot will be shown. Confirm the reboot dialogue and after the restart, the setup process will continue automatically.

- Wait until the installation process has been completed. This might take a few minutes (depending on the system, its configuration and the installation components chosen). The installation of large components may require more time. You might not be able to see any progress indicated for a while. Please remain patient.

- Depending on the configuration/selection made, additional program packages are installed together with Yutraffic® Office (e.g. Yutraffic® CoreServer etc.). ➔ This means additional external setup routines are started. If installation of the external components fails, a corresponding error message is displayed, allowing you to cancel the Yutraffic® Office setup.

4.2. Starting the installation

During the installation process, please follow the instructions on the screen. The following shows the steps of a standard installation.

(A) Select Setup Language

First select the language in which you want to carry out the installation.

→ **Click "Next >"**

(B) Welcome dialog

After initialization of the setup, the Welcome dialog is displayed.

*   Please note the "WARNING" displayed in the dialog.
*   You can show this installation guide by clicking the corresponding button.

→ **Click "Next >"**

(C) Licensing Agreement

To continue, read and accept the terms and conditions of the licensing agreement (or cancel the setup if you do not agree to them). To install the software, you need to agree to the terms and conditions of the licensing agreement.

→ **Click "Next >"**

(D) Selecting the target folder

Select the folder in which you want to install Yutraffic® Office. To do so, enter the respective *root* directory, e.g. *C:\Sitraffic*. The components are then automatically installed in the respective subdirectories.

If desired select and change the installation directory (→ **click "Change... >"**, select the desired directory in the following dialog and then click on **"OK"**).

Please note: Do **NOT** use install paths containing white spaces, as then errors may occur when you try to run some applications.

Please note: You can only select local disk drives for installation.

If you have installed a previous Yutraffic® software version on your system and want to perform an upgrade installation, you cannot change the installation target path. Use the default path in order to guarantee a consistent installation of the Yutraffic® components. In this case, a corresponding message is displayed.

→ **Click "Next >"**

(E) Functions and Options

In the following dialog, select the setup configuration of your choice (see Fig.1).

- Local Usage („Serverless") (e.g. local, without server components)
- Sitraffic® TE-Server/Scala Client (e.g. for installation on a server system or Scala client)

→ **Click " Install >"**

(F) Installation

Depending on the configuration settings, additional setup programs and applications might be run before the installation of Yutraffic® Office.

If the installation of external components fails or another error occurs, a dialog or message (indicating an error number and brief error description) is displayed.

In this case, we recommend to cancel the Yutraffic® Office setup. However, you may also continue with the setup in order to install the Yutraffic® Office client.

During installation the progress is shown and the package currently installed is Indicated.

(G) Installation completed

Click the **F**inish button to complete the Yutraffic® Office installation.

→ *The installation is complete.*

Please note: You might have to restart the system after the installation because system components might have been installed. In this case, a dialog is displayed, asking you to restart the system. Then please save your data and quit all applications. Then restart the system, before you use the software you just installed.
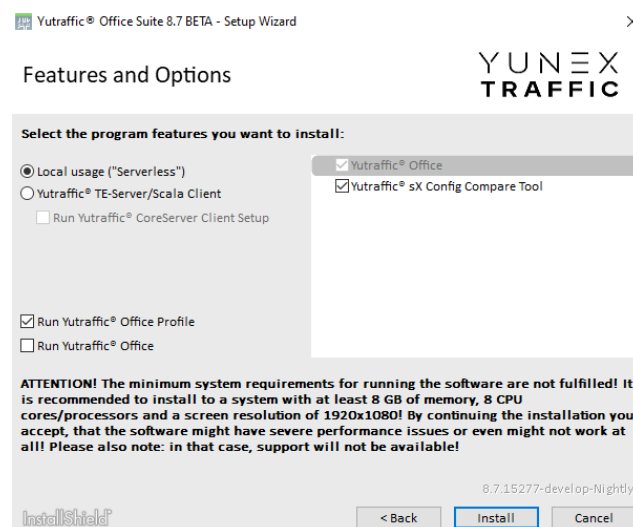

Fig.1.: Options for installing Yutraffic Office.

4.3. Options for automatized Installation

The Office-setups provide various command-line options:

RunOfficeProfileExe=<desired_execution_mode>	Runs Office profile executable at the end of installation	true, false	true	Sitraffic.Office.Suite.Setup.exe RunOfficeProfileExe=true
RunOfficeExe=<desired_execution_mode>	Runs Office at the end of installation	true, false	false	Sitraffic.Office.Suite.Setup.exe RunOfficeExe=true
RunCoreServerClientSetup=<desired_execution_mode>	Launches the Core server client setup during client Office installation	true, false	false	Sitraffic.Office.Suite.Setup.exe RunCoreServerClientSetup=true
RootTmpDir=<desired_path>	Sets the location for Sitraffic temporary files	Valid local absolute path	(from registry)	Sitraffic.Office.Suite.Setup.exe RootTmpDir=D:\SitrafficData\tmp
RootLogDir=<desired_path>	Sets the location for Sitraffic logs	Valid local absolute path	(from registry)	Sitraffic.Office.Suite.Setup.exe RootLogDir=D:\SitrafficData\log
RootDataDir=<desired_path>	Sets the location for Sitraffic data	Valid local absolute path	(from registry)	Sitraffic.Office.Suite.Setup.exe RootDataDir=D:\SitrafficData\data
RootDatabaseDir=<desired_path>	Sets the location for Sitraffic database	Valid local absolute path	(from registry)	Sitraffic.Office.Suite.Setup.exe RootDatabaseDir=D:\SitrafficData\database
MIGRATIONMODE=<desired_migration_mode>	Installs the Office in the migration mode (no icon / start menu entry)	0 -disabled, 1 - enabled	0	Sitraffic.Office.Suite.Setup.exe MIGRATIONMODE=1
ISInstallDir_RootFolder=<desired_path>	Sets the location for Office installation	Valid local absolute path	C:\Sitraffic\	Sitraffic.Office.Suite.Setup.exe ISInstallDir_RootFolder=D:\Sitraffic\
InstallType=<desired_office_installation_type>	Determines whether Office shall be installed as client or serverless	SERVERLESS, CLIENTONLY	SERVERLESS	Sitraffic.Office.Suite.Setup.exe InstallType=CLIENTONLY
/silent	Enables silent installation of Office	-	-	Sitraffic.Office.Suite.Setup.exe /silent

5. Deinstallation/Administration

To execute the Uninstall programs you will need to be logged on to the system as a user with administrator rights.

For uninstallation, please use the functionality provided by Microsoft® Windows using the settings/control panel → "Installed Apps", or in the Microsoft® Windows start menu entry "Yutraffic Office" → Uninstall / Maintain.

- Click **"Change"**, to start the setup package in maintenance mode. Here you have the possibility to remove individual components or to add them. Please select the desired option(s) and click **"Next >"**. Follow the instructions displayed on the screen.

- Click **"Repair"**, if problems arise with the installed software.

- Click **"Remove"**, if you only want to remove the Yutraffic® Office components. The application will be uninstalled without further requests.

Deinstallation might take a few minutes - please wait.

For deinstallation of external applications uninstalled with the Yutraffic® Office setup to become effective, you might need to restart the system.

Please note: Do NOT restart the system before the deinstallation process has been completed.

5.1. Uninstalling Yutraffic Office

There are three options for uninstalling the Office-application (see Fig.2). They define the scope of the removal process.

5.1.1. Plain uninstallation

Please don't select any of the two checkboxes for plain uninstallation. Your local file persistence and profile settings will still be available after this type of uninstallation.

5.1.2. Extended uninstallation

Please select the first checkbox for extended uninstallation. If you are working with a local file persistence, please be aware that this will be removed. Also, your profile settings, e.g. compiler paths or TE/Core-server settings will be removed.

Please note: Please select this option only, if you are sure that you don't need your local file persistence.

5.1.3. Complete uninstallation

Please select both checkboxes for complete uninstallation. This option will remove the complete Office-installation. This may also affect other applications such as Yutraffic Scala/Symphony.

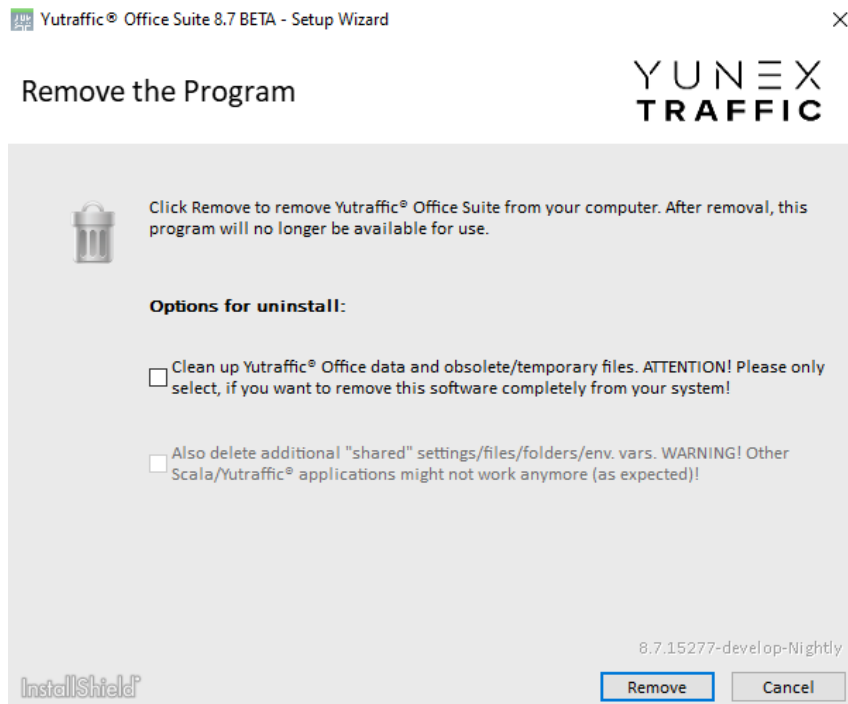**Please note:** Please select this option only if you are sure about the impact on other applications.

Fig.2.: Options for uninstalling Yutraffic Office.

5.2. Removing remaining files after deinstallation

Some files (temporary, newly created) are not removed during the automatic deinstallation routine. These files may be removed manually, if necessary.

Please note: Some of these files may still be in use by other applications – deleting these files could cause malfunctions of these applications!

Please note: If you are not sure which files can be deleted from your system, do NOT delete any of these files! If you are unsure ask your system administrator BEFORE deleting any files!

The following directories (incl.) and files may be deleted (here the default installation directory <disc:>\Sitraffic\ is used – you may have to replace it with the directory used on your system):

> <disc:>\Sitraffic\Office\
>
> <disc:>\Sitraffic\Common\
>
> <disc:>\Sitraffic\Control\ [2]
>
> <disc:>\Sitraffic\DokuServer\
>
> <disc:>\Sitraffic\Kis\ [1]
>
> <disc:>\Sitraffic\KSNet\ [1]
>
> <disc:>\Sitraffic\OCIT\ [1]
>
> <disc:>\Sitraffic\Support\
>
> <disc:>\Sitraffic\WTT\ [1]

1): **Attention**: These parts may be in use by other software, e.g. Yutraffic® CoreServer, Sitraffic® Control or other software.

2): If you installed Sitraffic® Control (standalone) subsequently (i.e. after installing Yutraffic® Office), you should not delete the directory but uninstall Sitraffic® Control and then remove the directory.

6. Dongle/License Management

You need a hardware dongle for license management/feature activation. Currently there is support for HASP-HL dongle. When initially installing the software to a system that meets the program requirements, you can first use a limited demo version of Yutraffic® Office. It allows evaluation of the program. In this case, you do not need a dongle.

- Client Only: HASP-HL dongle is managed by the Yutraffic® CoreServer. The HASP-HL dongle must be attached to the (server) computer on which the server application and license management are running (for the standalone case, this is the respective notebook, system on which the software was installed).

- Serverless: The HASP-HL dongle has to be attached to the local system.

Please note: After Installation of the Sentinel License Manager (comes automatically with office installation) the internal user "admin" is not provided with a password. As this is a potential security risk it is essential to add a password. No action is required if a password has been supplied before.

To open the configuration tool use http://localhost:1947

- the language can be changed according to necessity.

- to supply a password, open the configuration menu and adjust the following settings in „Basic Settings":

    - Deselect „Allow Remote Access to ACC"

    - Deselect "Allow Remote Access to Admin API"

    - Select "all ACC Pages" at "Password Protection" and "Change Password"

    - Follow instructions, save and remember password.

In case you encounter any issues with the dongle driver, you can reinstall it by running the following script

.\Sitraffic\Office\Support\Reinstall_HASP_Driver.cmd

Please note: The WiBu Codemeter dongle is not supported anymore by Yutraffic® Office.

7. Troubleshooting

Should you not find a solution to your problem in this chapter, please contact the online Help Desk (OHD) for questions about Yutraffic® Office (for Yunex employees) or get in touch with your Yunex contact (for external users).

- via customer portal: customerportal.yunextraffic.com
- via mail: support-center@yunextraffic.com

7.1. Missing registry entries for COM Server/OCX

If the registration of individual components/COM server/OCX files is no longer up-to-date or not functional, you can register these components subsequently. To do so start the program under

.\Sitraffic\Office\Support the Script *RepairFileRegistration.cmd*

Please note: This tool has to be run by right-clicking the link and selecting "Run as administrator".

All registry entries are recreated. This problem may affect diverse ("P2" / Planning) special editors or other parts of the Sitraffic® Control program. It usually becomes apparent when the special editors or applications cannot be opened.

7.2. Support tools

The support tools can be found her: *.\Sitraffic\Office\Support*.

7.3. Environment variables

The individual program components use a variety of environment variables. If you encounter problems, check that the following (system) environment variables are set correctly:

S4-Start:
OFFICE_STARTER_HOME=<Installation directory + Sitraffic.Office.Starter.exe>
e.g.:
OFFICE_STARTER_HOME=*C:\Sitraffic\Office\Bin\Sitraffic.Office.Starter.exe*

KSNet OCIT route directory:
OCIT_ROUTE1=<path to directory/file OCIT\ocit_route1>
e.g.: OCIT_ROUTE1=C:\Sitraffic\OCIT\ocit_route1

PATH variable:
The "PATH" variable should include the BIN directory under the Office installation directory,e.g.:
PATH=<other paths>;C:\Sitraffic\Office\Bin

Please note: Make sure that the "PATH" variable does not contain any entries that are enclosed in inverted commas – "<path>".

To change use Microsoft® Windows settings and then either delete the corresponding variable and recreate it or (for instance in the case if the PATH variable) merely change it and enter the correct value. You will need administrator rights to do this. If necessary, please consult your administrator.

7.4. Windows Firewall

The first time you reboot your computer after installing the program you may see a security warning stating the following correspondingly:

> *Security information*
>
> *For security reasons the Windows firewall has disabled a number of functions of this program.*
>
> *Name: <Name of the editor or program>*
>
> *. . .*

You subsequently have the following options (correspondingly):

- Revoke program lock
- Maintain program lock
- Maintain program lock, but ask again later

Each part of the program that starts a communication server (i.e., an IP connection) starts with this warning. Confirm it with:

→ **Revoke program lock**

The program is then added to the firewall's exception list. The same may apply to other firewalls. For questions about the configuration, please contact your system administrator, the firewall producer or refer to the respective documentation.

7.5. Error message because of missing MSI setup package

If you are using server-based profiles, and you have already installed the software to a system, and then install the setup on another computer using the same login, error messages may occur regarding missing MSI packages (e.g. BDE_ENT.MSI). A file selection dialog for selecting the missing packages will be displayed. Next, navigate to your tmp directory and search for the "missing" file or in all existing subdirectories and select it. Confirm the dialog by clicking "OK". If you have any questions, please contact your system administrator.

7.6. Defining exceptions for Data Execution Prevention

On Windows clients problems may occur when calling external applications, if the data execution prevention (DEP) is active. E. g. this might result in program errors when calling Sitraffic® Control. This might also affect non-Yunex systems, where the data execution prevention is active.

Please note: For successful execution of Yutraffic Office it is therefore essential to exclude some applications from the data execution prevention.

By default this will be configured during the installation process, but may also use set up the necessary exclusions by running the corresponding support tool.

Under *.\Sitraffic\Office\Support* you will find the following script *AddUpdateDeleteDEPEntry.cmd*.

Please note: This tool has to be run by right-clicking the link and selecting "Run as administrator". Please run this tool – if applicable – after installing Yutraffic® Office!

Contact us

Technical support

Yunex GmbH

Otto-Hahn-Ring 6
81739 München
support-center@yunextraffic.com

© Yunex GmbH 2024

customerportal.yunextraffic.com