GAIN ABS (Stand Alone)

Installation and Tools Manual

Chestnut Health Systems

3/24/2010

Getting Started with GAIN ABS (Stand Alone)

GAIN ABS (Stand Alone) is a tool used to conduct interactive GAIN assessments on a laptop in situations where internet connectivity is not available at the time of the interview. GAIN ABS itself is the web-based service that supports the GAIN family of assessment instruments.

About this Manual

The *GAIN ABS (Stand Alone) Installation and Tools Manual* is intended to help users properly install GAIN ABS (Stand Alone). Also included is information on using the newly available Tools.

In this guide you will learn how to:

- Perform a First-Time Install of GAIN ABS (Stand Alone) or
- Upgrade from a previous version of GAIN ABS (Stand Alone)
- Use the newly available Tools for GAIN ABS (Stand Alone) maintenance
- Use the Update Manager

Feel free to print this guide and work through it at your pace. Please refer any questions to their respective support areas.

Note: *If you are not sure if you are using a component correctly please contact us at abssupport@chestnut.org before continuing and possibly complicating the situation.*

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Introduction and Considerations

Whether installing for the first time on a new machine or upgrading an older existing version, you will be able to go to the installation download website and initiate the installation process with a few simple clicks.

Before getting started please review these considerations...

- Make sure your **internet access policies** will permit you to reach GAIN ABS.
- You have an **active GAIN ABS account** to log into the installation site as well as test the installation once complete.
- **If running Windows Vista or 7, please SHUT OFF User Account Control (UAC)** and restart **BEFORE** running the installation. UAC can be turned on after the installation is complete.
- Verify that the Windows account you are using is a **full Windows local or domain administrator account.** Without this account, components of GAIN ABS (Stand Alone) **will not install correctly**, causing issues later on.
- Know which bit type OS the laptop you are installing GAIN ABS (Stand Alone) on is running, **32 or 64 bit**, as the installation packages are different.
- Have **all Windows Updates and Service Packs been installed?** Installation of the latest Service Packs (XP SP3 and Vista SP2) are essential to ensuring no issues. Stand Alone was tested against the latest software updates and we will request that information before proceeding with troubleshooting installation issues.
- Installing on XP? **You will need your Windows Operating System installation CD for Windows XP laptops.** IIS will require files during the setup. By law we cannot copy the files to our install CD, so the OS CD will be required.
- GAIN ABS (Stand Alone) is currently available for Windows XP Professional 32/64 bit and all versions of Vista 32/64 bit **except** for Home Basic. **XP Home, Vista Home Basic, and 7 Home Basic do not support IIS, which is a required component of GAIN ABS (Stand Alone).**

Hardware and Other Considerations

- *Memory:* GAIN ABS (Stand Alone) must have at least 256MB of RAM to install correctly.
- *Processor:* GAIN ABS (Stand Alone) must at least have a 1GHz processor in order to operate correctly.
- *Getting Started With GAIN ABS Manual:* **This guide does not cover the use or interaction with the GAIN ABS website.** Conducting assessments interactively is covered in the *Getting Started with GAIN ABS Manual* and staff should refer to that for information regarding client searching, conducting assessments and general GAIN ABS use.

Using Keyboard and Mouse

GAIN ABS (Stand Alone) is best utilized with a keyboard and mouse. The single most widely used method will be interaction with the mouse for common clicking functionality.

Security

Due to the sensitive level of information you will be interacting with using GAIN ABS (Stand Alone), we must remind you of professional ethics regulations to help protect from unauthorized disclosure (HIPAA and 42 CFR Part 2). Your GAIN ABS (Stand Alone) internet connection is encrypted to reduce the possibility of anyone intercepting it.

Although broken into sections this manual is one continual installation step-by-step guide.

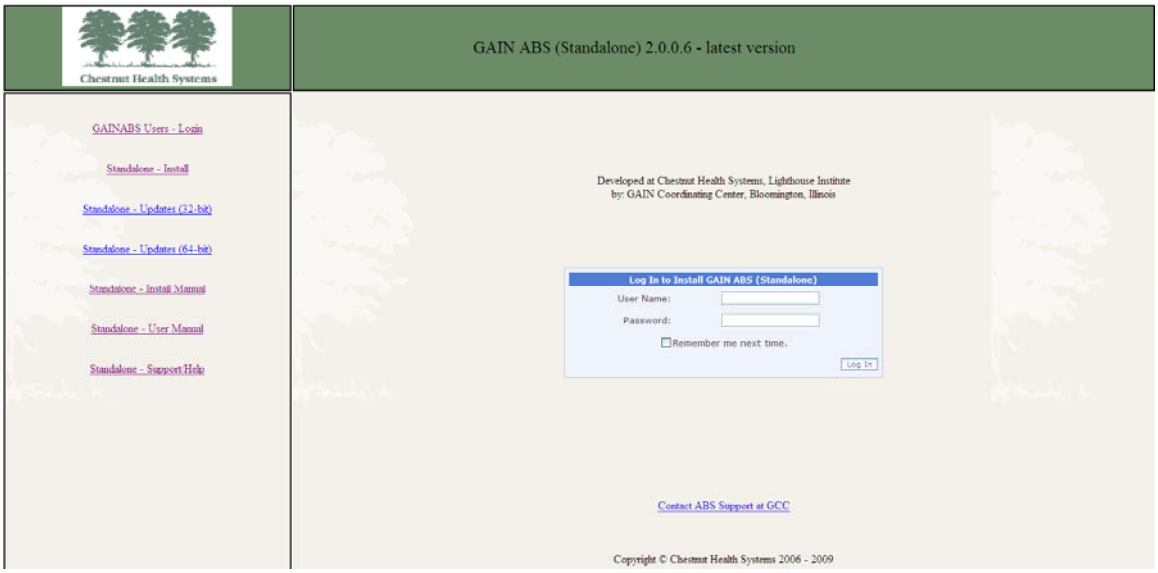
If you have a previous version of Stand Alone installed you will be performing what is considered an UPGRADE. Throughout the manual there are some sections that will be skipped.

If you see "UPGRADING?" follow or click on the skip instructions to the next appropriate step.

Installation Website

WARNING: Installation of GAIN ABS (Stand Alone) **must be completed using a full Windows local or domain administrator account with UAC off (if applicable).** Please first check with your IT department if you are unsure of your current level of Windows permissions.

To begin the installation process, go to https://www.gainabs.org/standaloneinstaller. You will be taken to the Stand Alone Installer login screen as shown below. Enter your GAIN ABS credentials to gain access to the installation or other Stand Alone related materials. Don't forget to log out of the site when complete.



Link Options

GAIN ABS User Login - Logs you into the installation site for full materials access

Standalone – Install - Page where installation links are found

Standalone – Updates (32 and 64 bit) - Respectively each link contains the previous versions and updates included in each

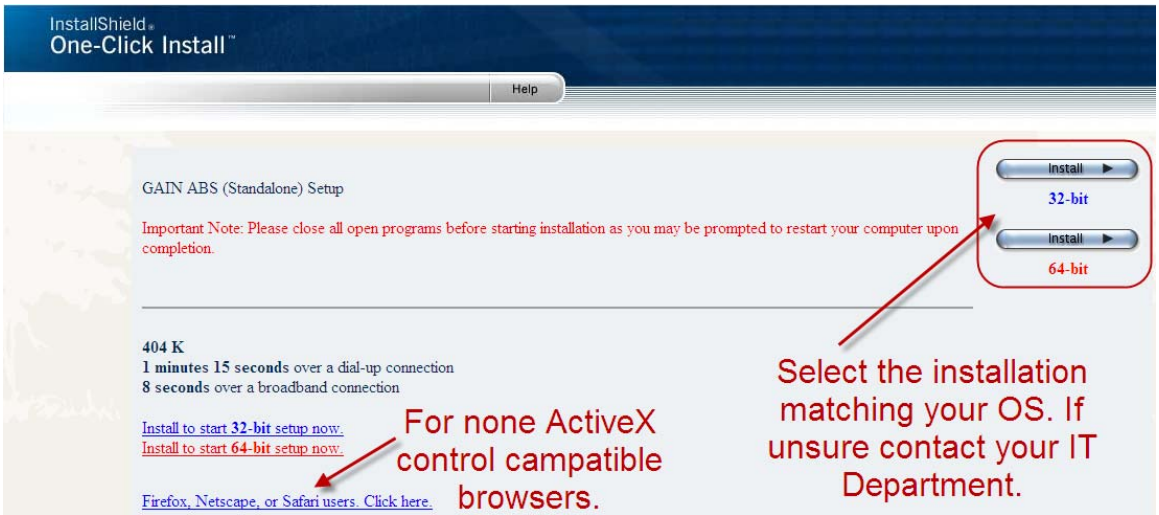
Standalone – Install Manual – Will open a PDF version of this manual to view, print or save

Standalone – User Manual – Will open a PDF version of the *GAIN ABS (Stand Alone) User Manual* to view, print or save.

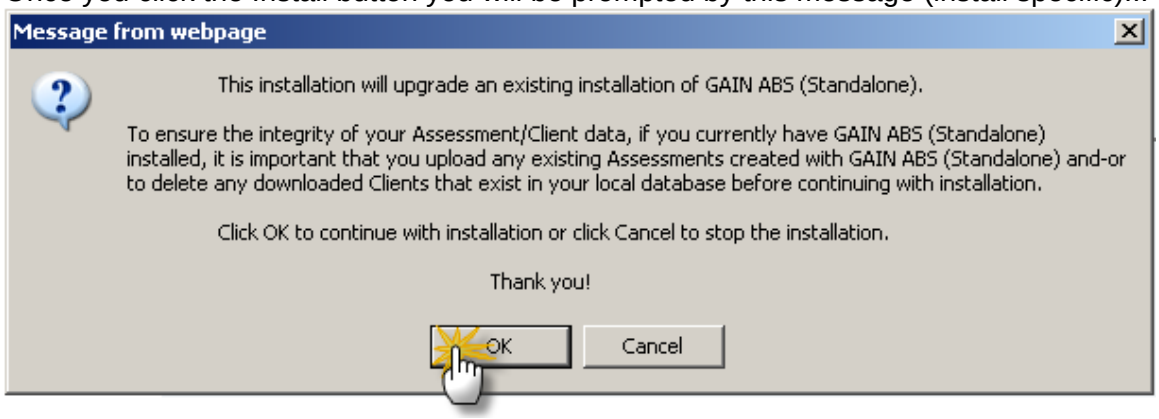
Standalone – Support / Help – Contains links to additional software required for some operating systems.

Initializing Installation and Prerequisites

After successful login, you will have full access to the page links. To begin the installation, select the Standalone – Install link (default page after login).
You will see the screen below. Click the Install button of the OS bit type you are running on your laptop.



Once you click the Install button you will be prompted by this message (install specific)...

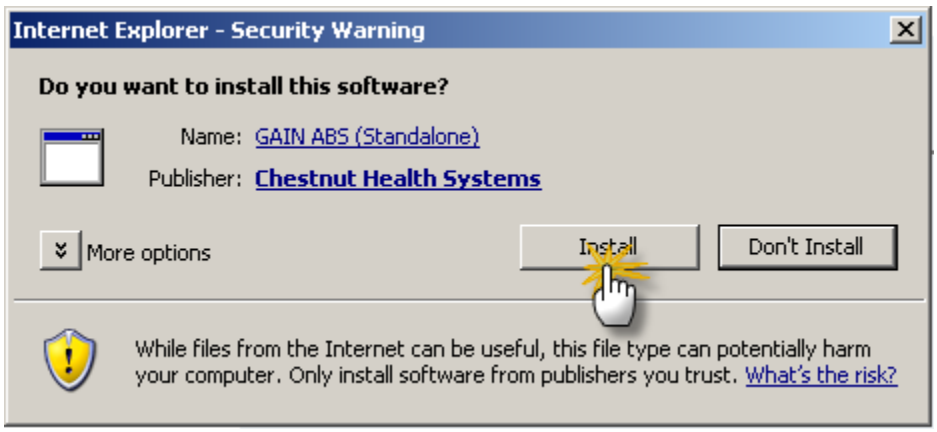


Read the message to confirm that continuing will not have undesired effects to your database. To continue, click the OK button. If you do not wish to precede click cancel.

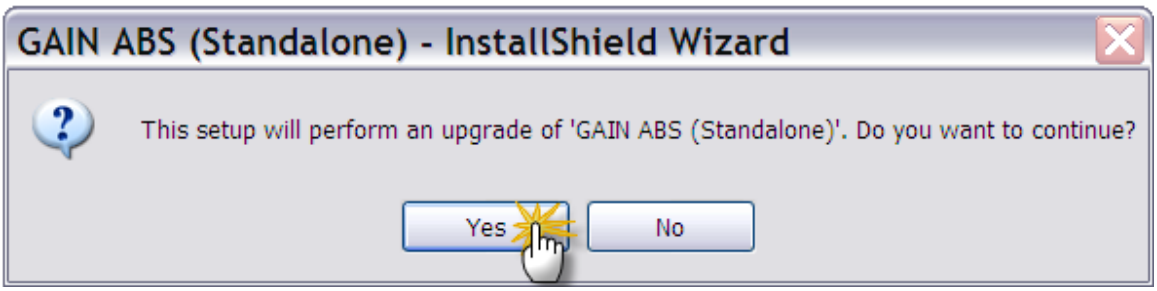
After clicking OK, you will be prompted to accept an add-on required for the download. Click on the bar that spans the top of the browser. This will open a secondary menu, in which you have the Install Add-on option. Depending on the version of Internet Explorer you are running, it may instead say Install ActiveX Control. They are the same thing; Click it to continue, see below.

***Note**: You must be using Internet Explorer due to the use of the ActiveX controller install. If not you will have to click the Firefox, Netscape, or Safari users link (shown above).*

You will then get the prompt box below. To continue the install process, click the Install button.



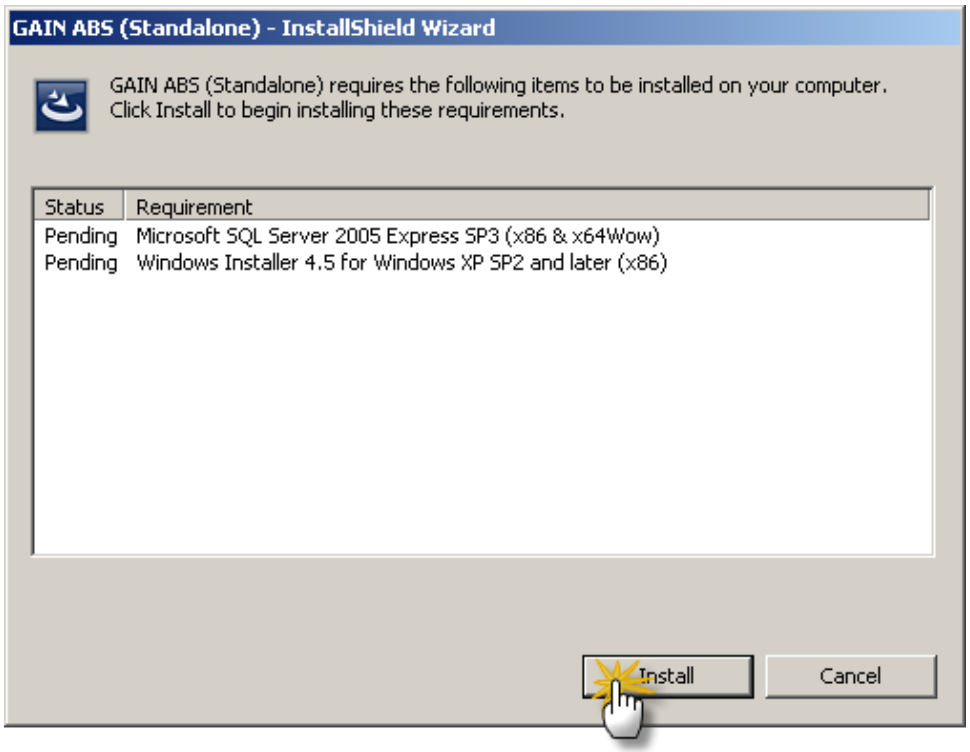
UPGRADING? If all prerequisites are met by your machine, you may see this prompt...



Click Yes, which will then automatically begin the download of the installation (msi) package. You will not see or go through the prerequisites install process as shown in the following section, SKIP TO GAIN ABS (Stand Alone) Application Install section.

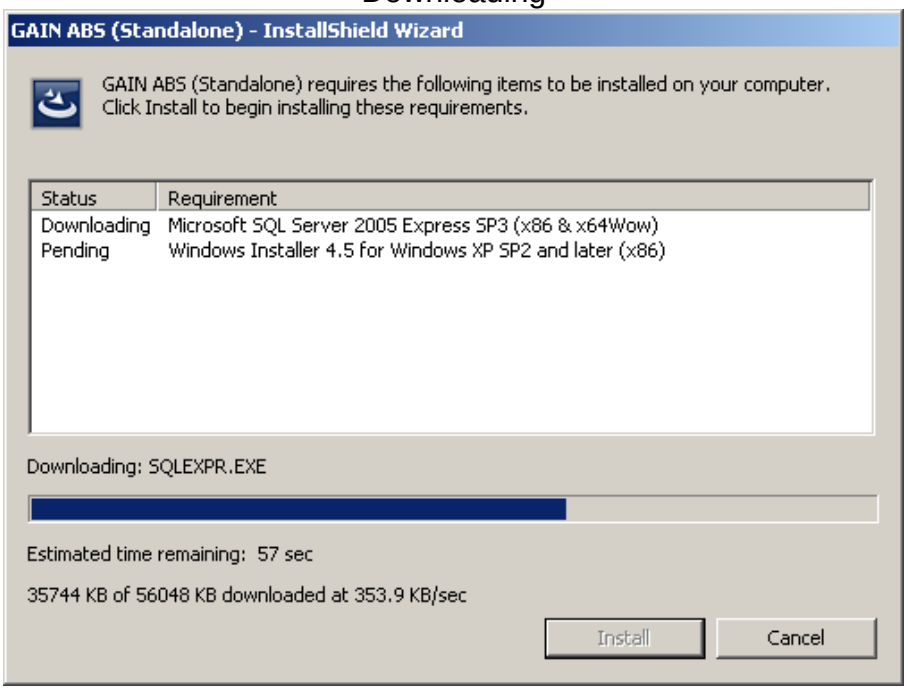
If this is a first time installation continue on next page.

The next box you will receive is the Install Shield Wizard which lists the prerequisite components for GAIN ABS (Stand Alone). To continue click the Install button.

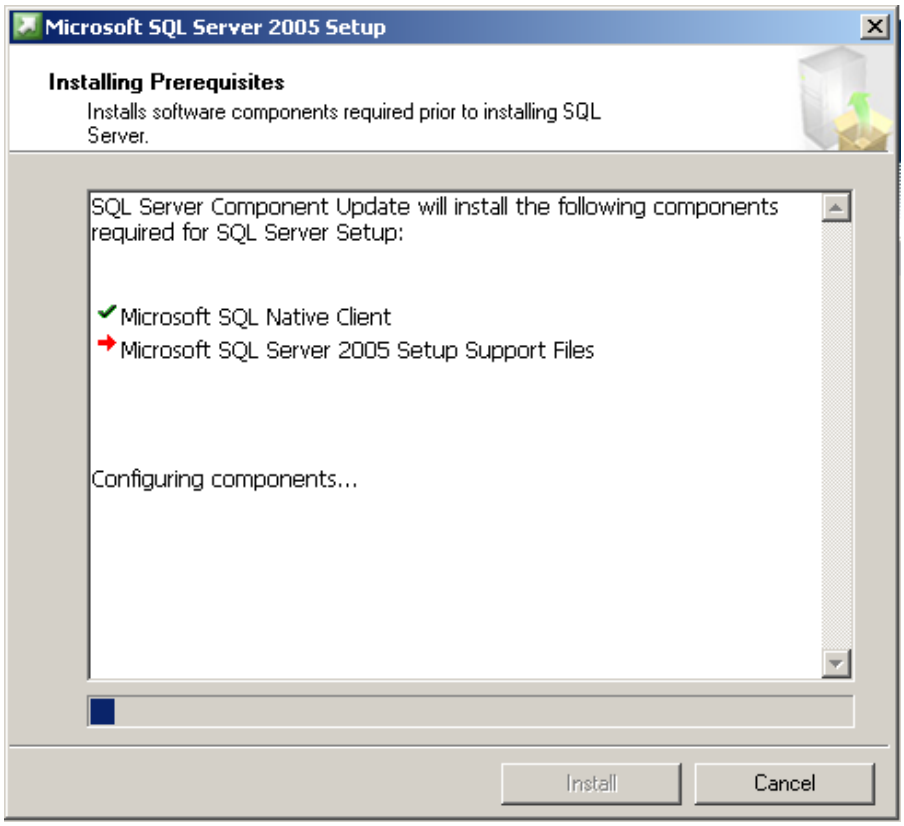


After selecting install, SQL Server Express 2005 will begin its download, extract the files, and install the SQL components needed. Below is the series of the boxes you will see during this process. No further interaction is required until after the msi has downloaded.

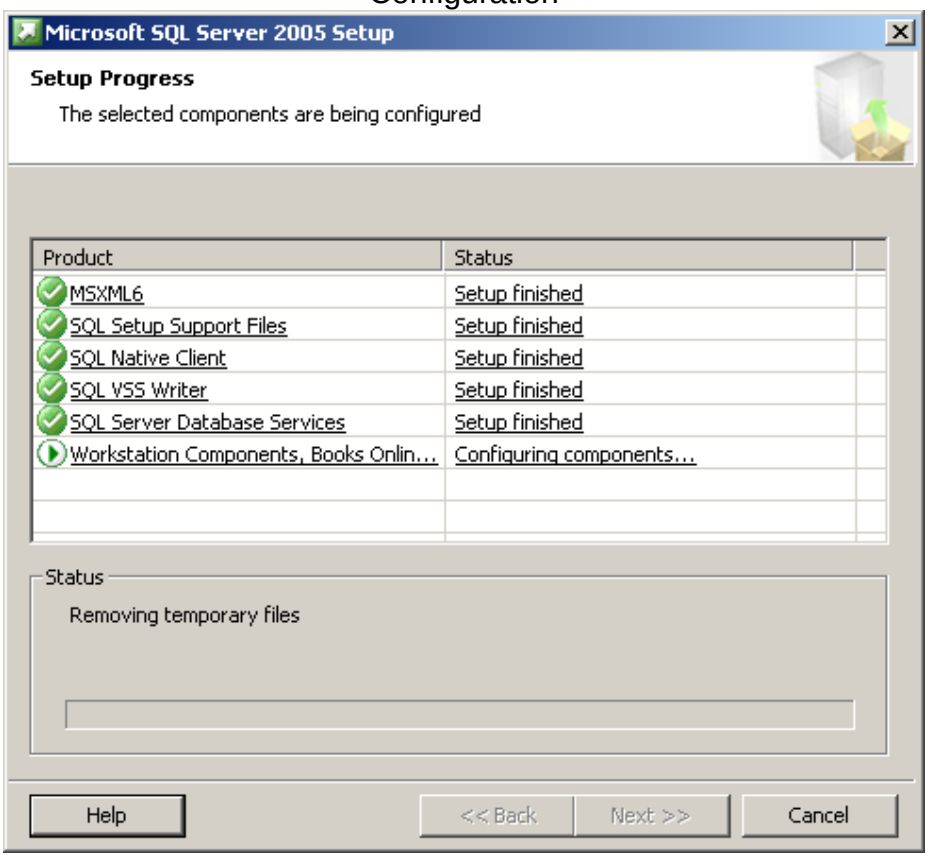
Downloading



Setup

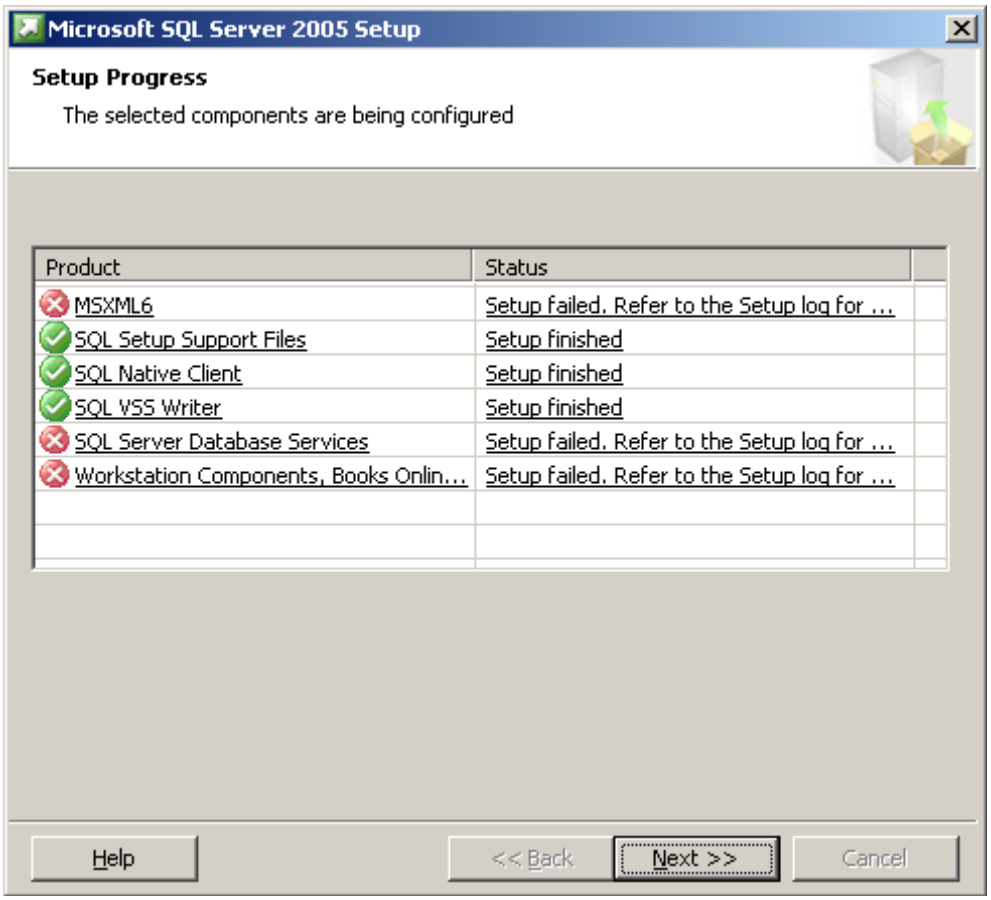


Configuration



If your screen looks like the image above please skip this explanation section and continue on the next page. If it looks like the one below continue reading this page.

Note: During the SQL Express installation, Windows XP machines may run into a problem. If your installation fails because it could not install MSXML6, you will see a screen like this. If you do not receive an error, the SQL Server Express installation will complete normally. Continue following the manual to complete the prerequisites. At this point in time this will affect very few machines but it is out there.



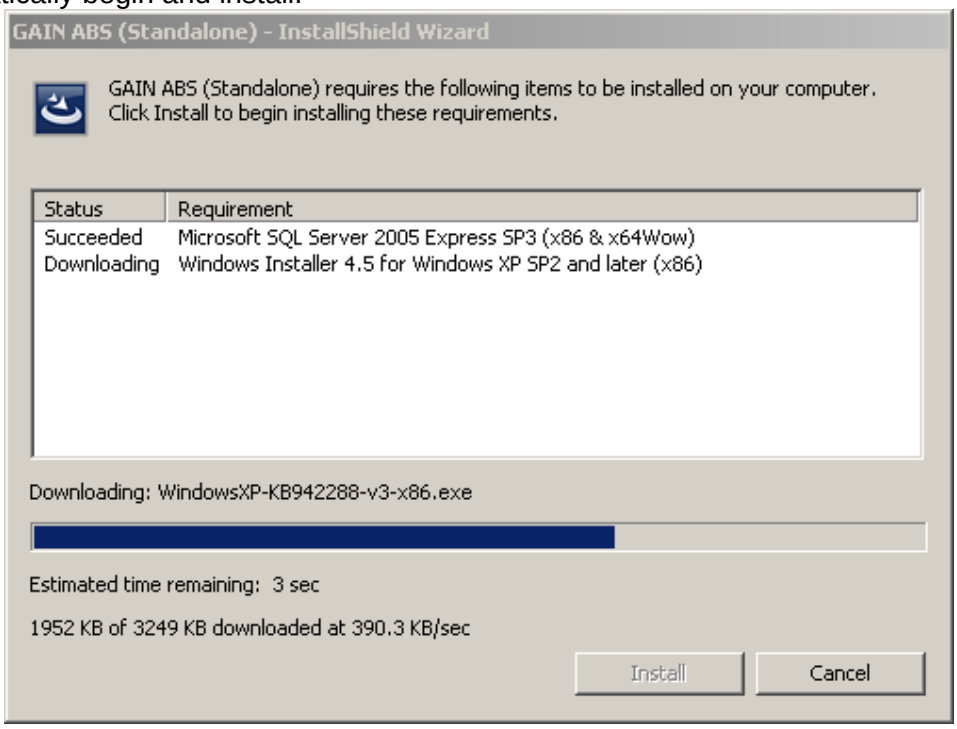
What to do?

1. If you do see a screen like this click Next to finish out the SQL install process. Then what will happen is (if needed) the Windows Installer will run. Complete the install for that. Then when the GAIN ABS (Standalone).msi is downloading kill that process by selecting Cancel. If you do not take care of this issue before moving on you will not be able to install the database later on and cause many more hassles.

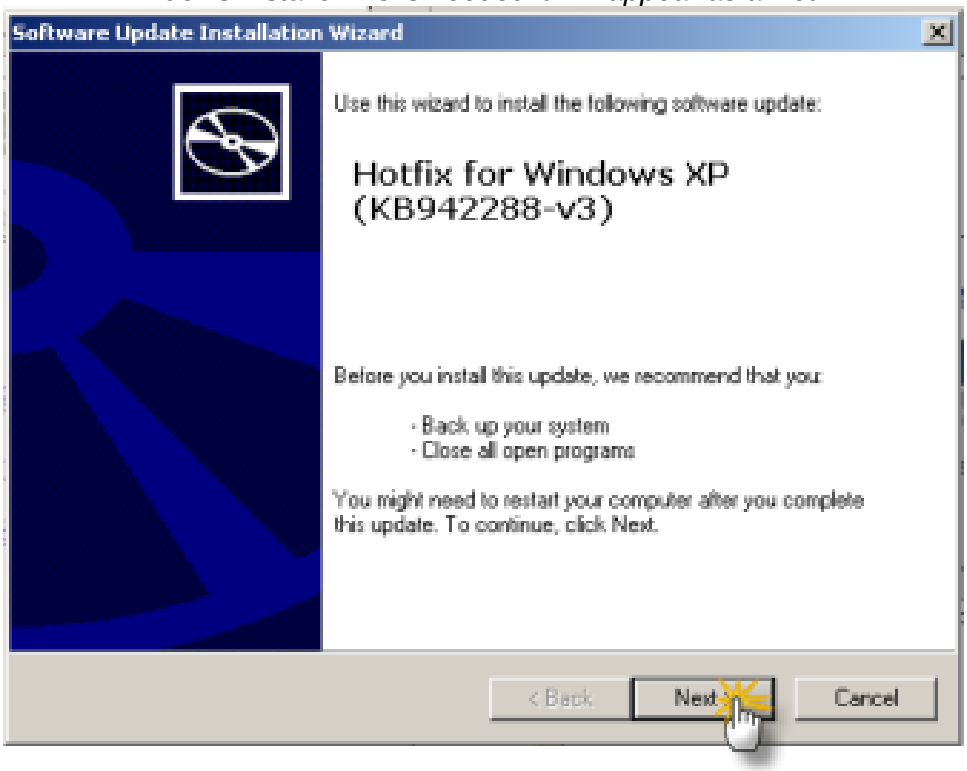
2. Go to the Windows Installer Clean Up Utility section.

3. After this issue has been completely resolved, you will need to revisit the installation site to reinitiate the installation process so that SQL can be properly installed.

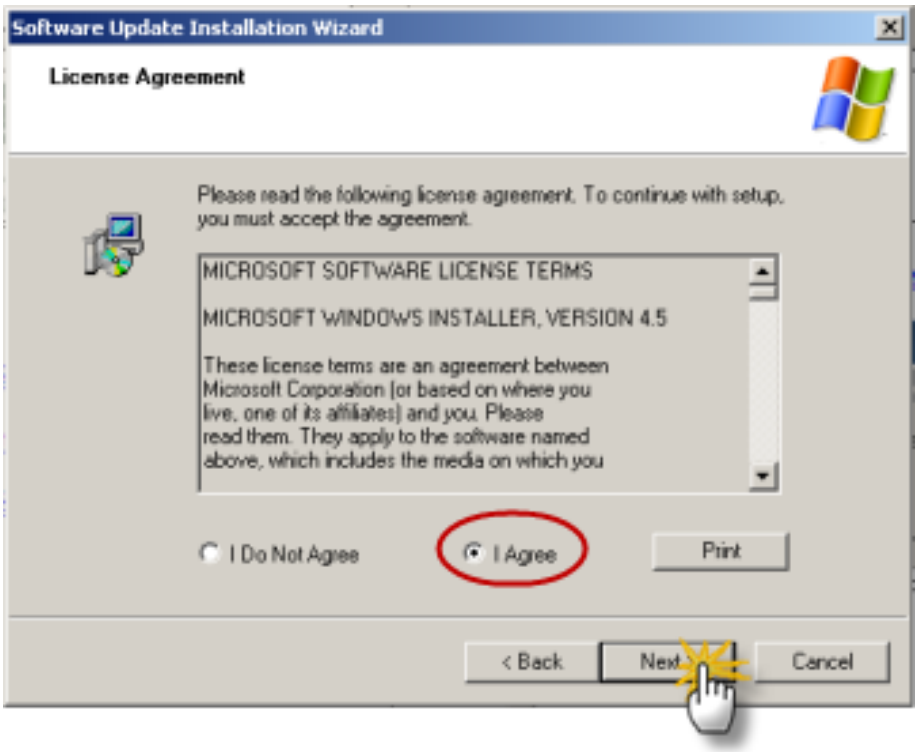
After the SQL Server installation is complete, the Windows Installer 4.5 download will automatically begin and install.



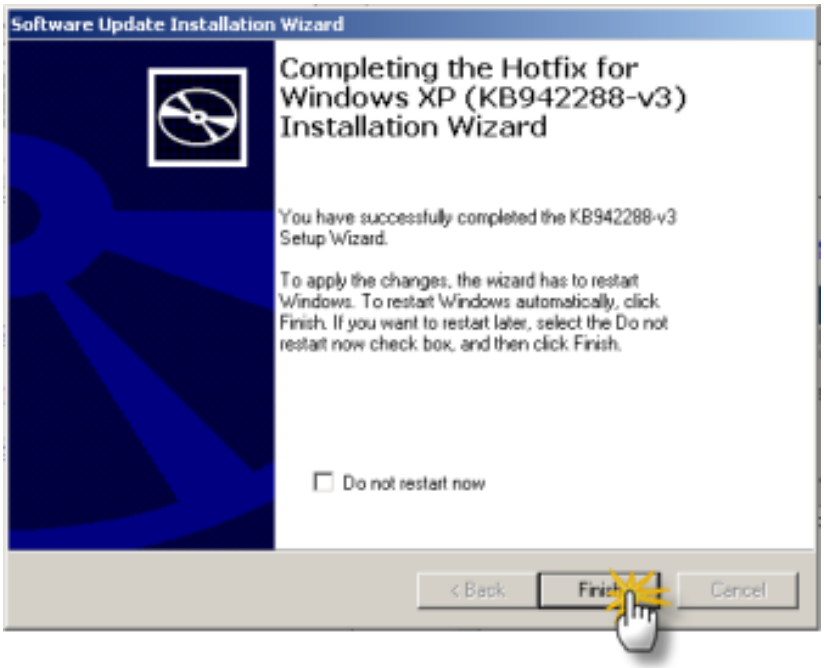
Note: *Windows Installer 4.5/5 is included with Vista and 7 so you will not see it on the prerequisite list if installing to Vista or 7. Also, if you are running Windows XP and Windows Installer 4.5 is needed it will appear as a Hotfix.*



Click Next.



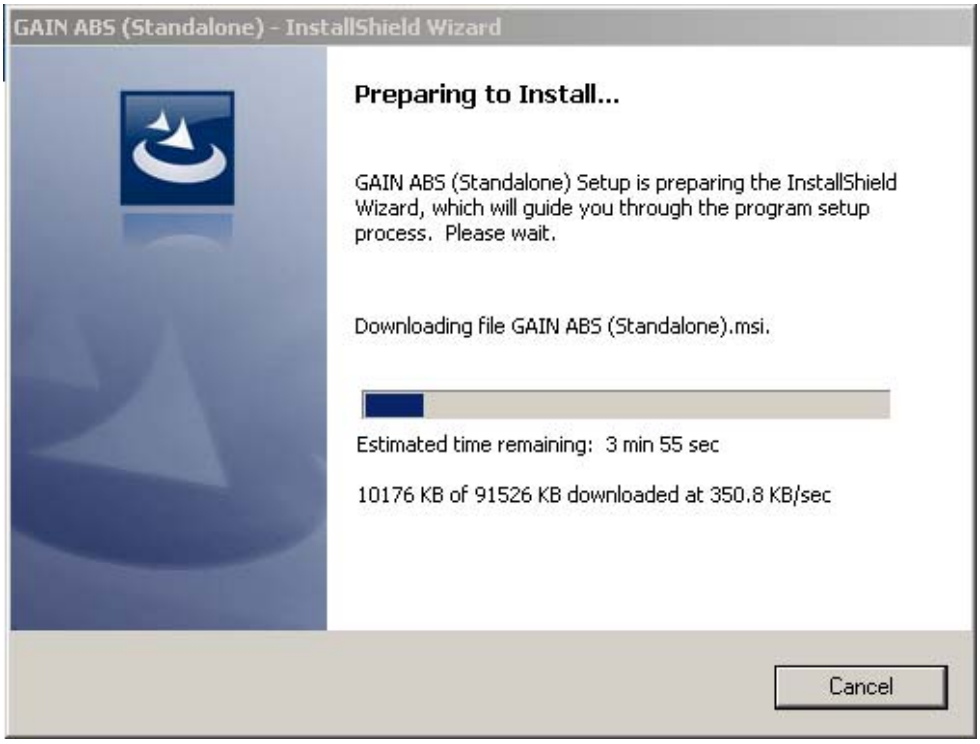
Select the “I Agree” radio button and click the Next button.



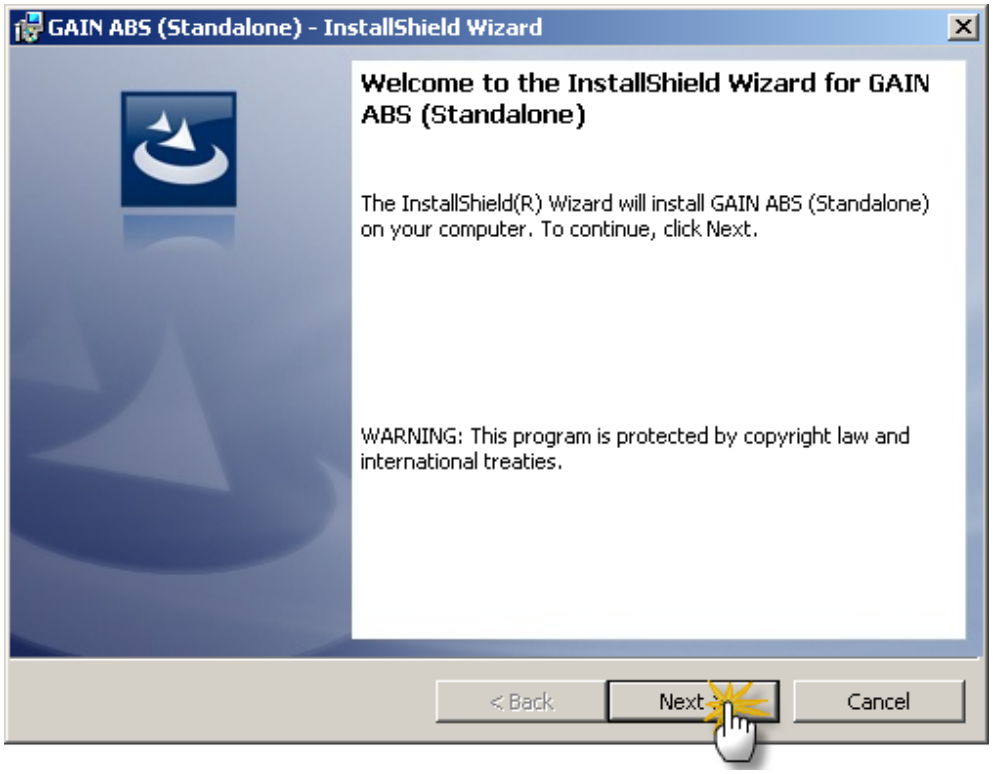
When the install is finished, you will be prompted to restart. Stand Alone should resume where it left off after the restart. If it does not, re-initiate the install by going back to the website and starting it again. Since you have the prerequisite now, it will continue with downloading GAIN ABS Standalone.msi as shown below.

GAIN ABS (Stand Alone) Application Install

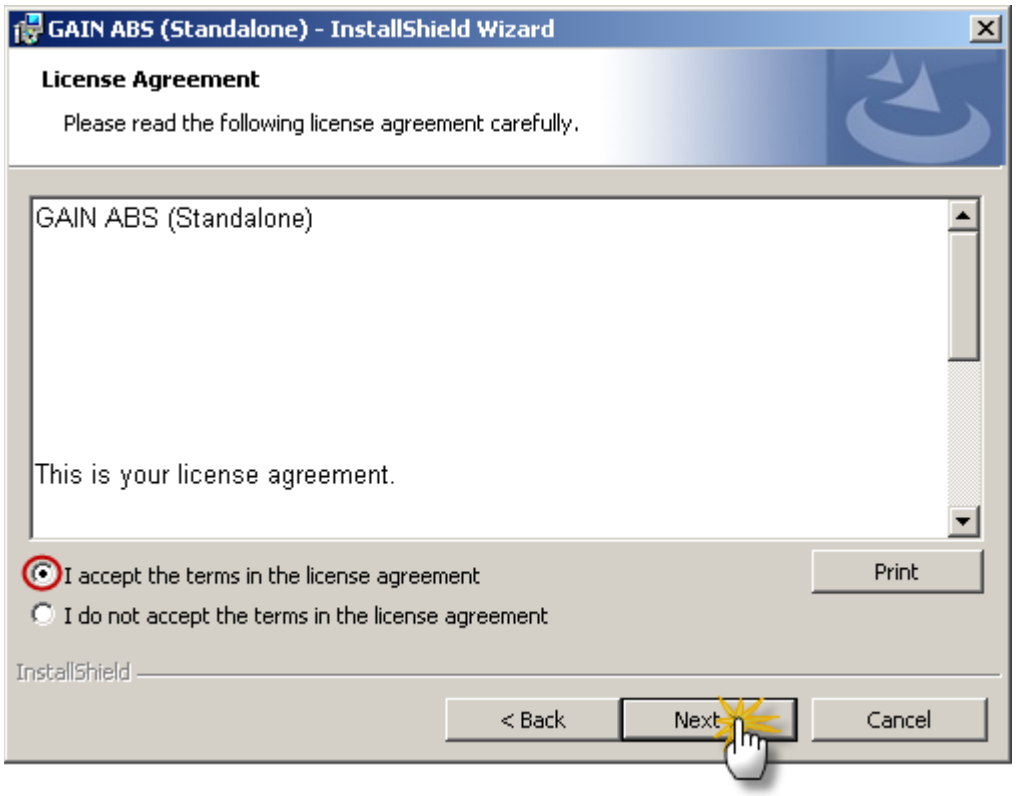
Once the Windows Installer is downloaded and successfully installed, the download of the actual GAIN ABS (Stand Alone) application will begin automatically as seen below.



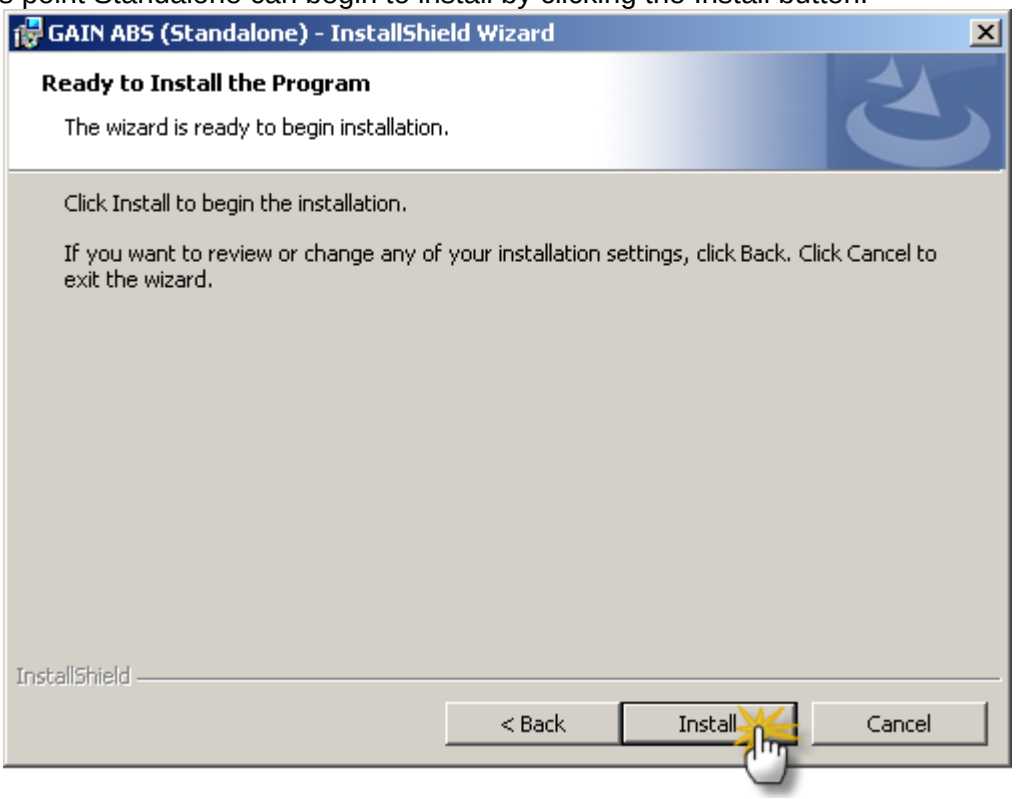
After Standalone is downloaded, you will then be prompted by the Stand Alone Install Wizard. Click the Next button to continue with the installation.



You will be prompted to accept or decline the License Agreement. Click the top radio button and then the Next button to continue.



At this point Standalone can begin to install by clicking the Install button.



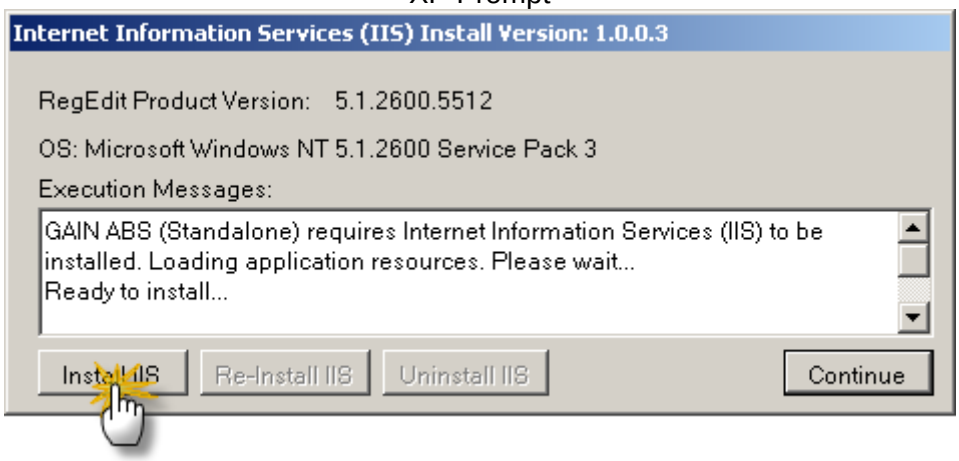
IIS Setup

Soon after clicking Install, you will be prompted to install IIS. Click the Install IIS button to begin the IIS installation.

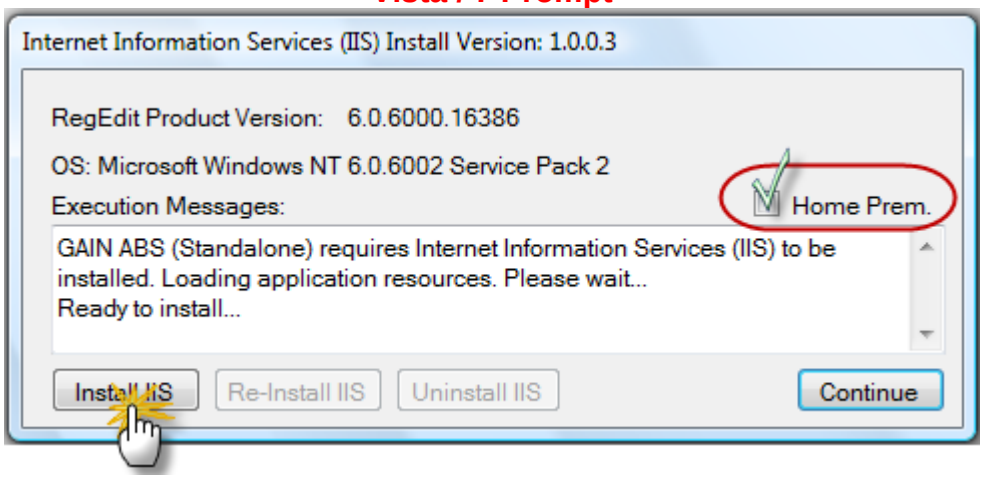
UPGRADING? If you are upgrading, IIS will not need to be installed again so you can simply click Continue to move on. SKIP TO Database Installation section.

Note: If you are installing IIS on Vista Home Premium or 7 Home Premium, you MUST check the Home Premium checkbox before clicking Install (see below).

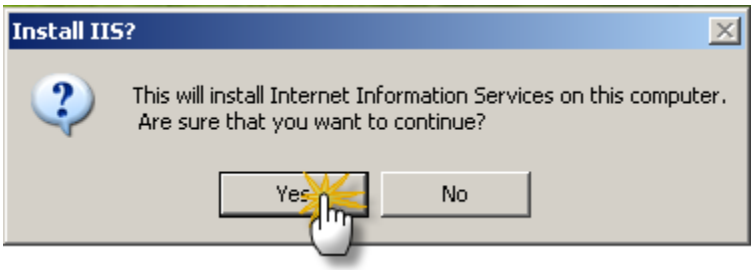
XP Prompt



Vista / 7 Prompt



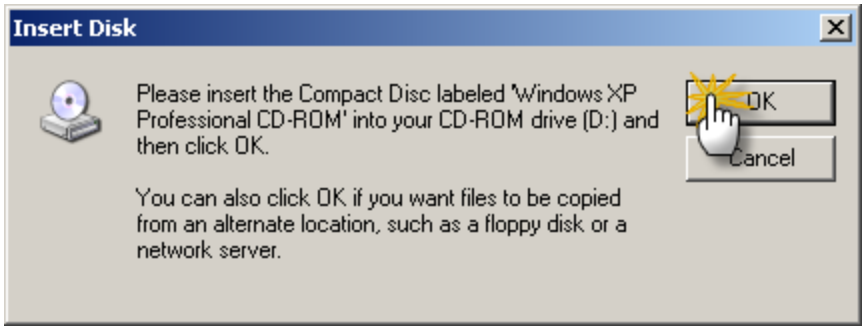
You will then receive an IIS installation confirmation prompt. Click Yes to continue.



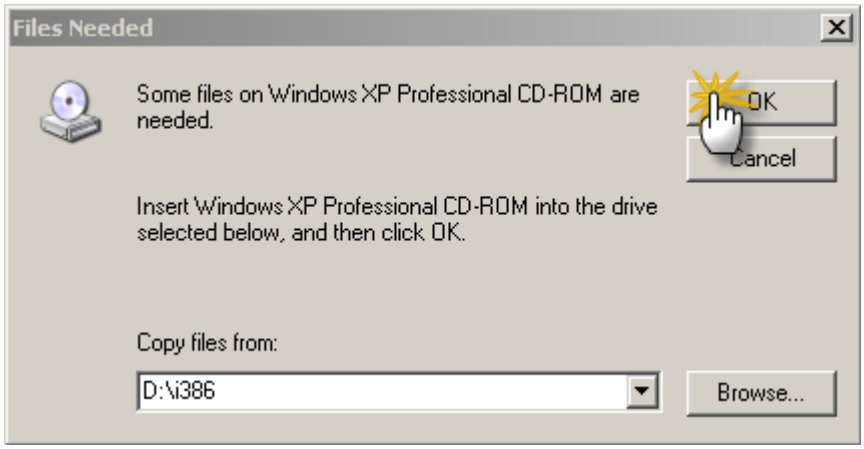
You will see an Install Wizard pop-up and automatically begin installing IIS. Most of the IIS installation will not require user action. However, for Windows XP users, you will be prompted to use your Windows CD to install Windows components for IIS.

If you do not see the prompt below SKIP TO Database Installation.

If prompted, insert the Windows CD and click OK.



You will get the prompt box to locate the files which already has the default file path of the needed file. If it is not found at the location indicated you will have to manually search for it. In either event, click the OK button to finish completing the IIS installation. No further interaction is need to for the IIS installation.

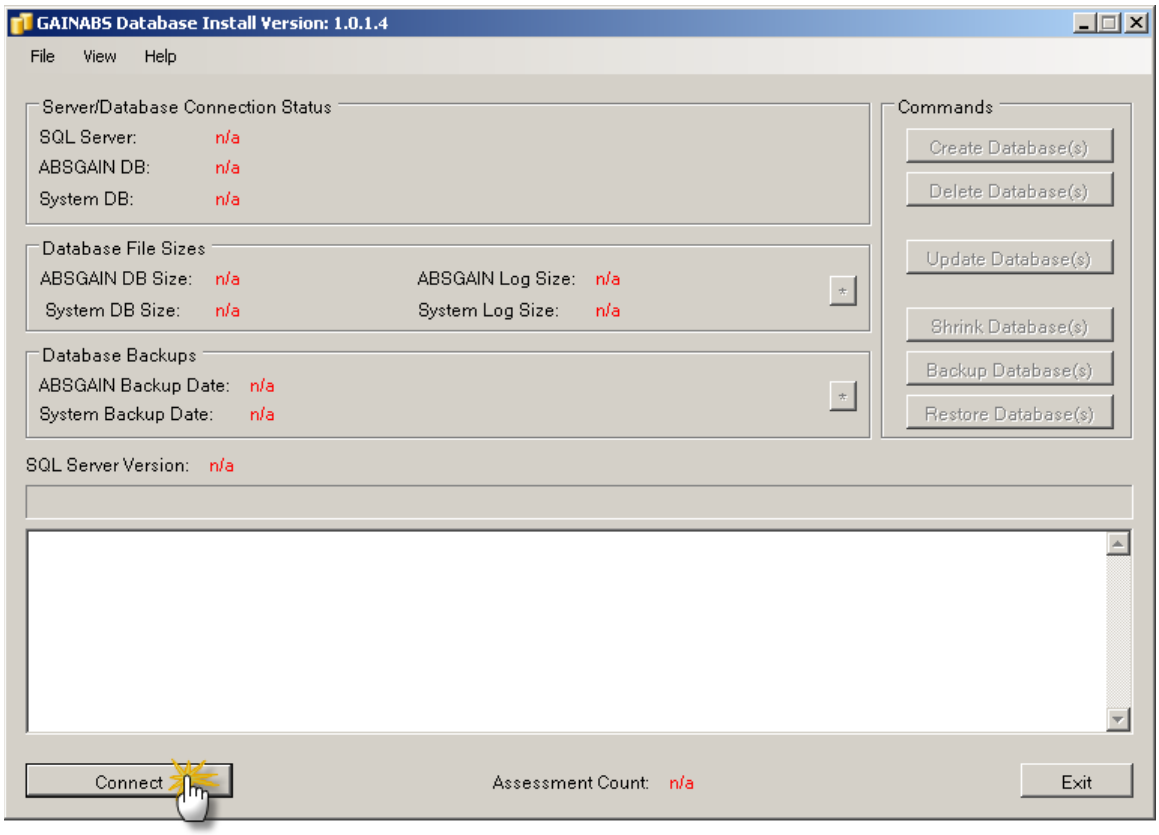


***Note**: We could not include the files that IIS is looking for as part of our installation, since it is illegal to do so. You may need to seek help from your IT department to get the Windows install CD and locate the file that it is looking for to complete.*

After IIS is complete, the next phase is the creation of the database in SQL. The GAIN ABS Database Manager will be displayed as seen in the following section.

Database Installation

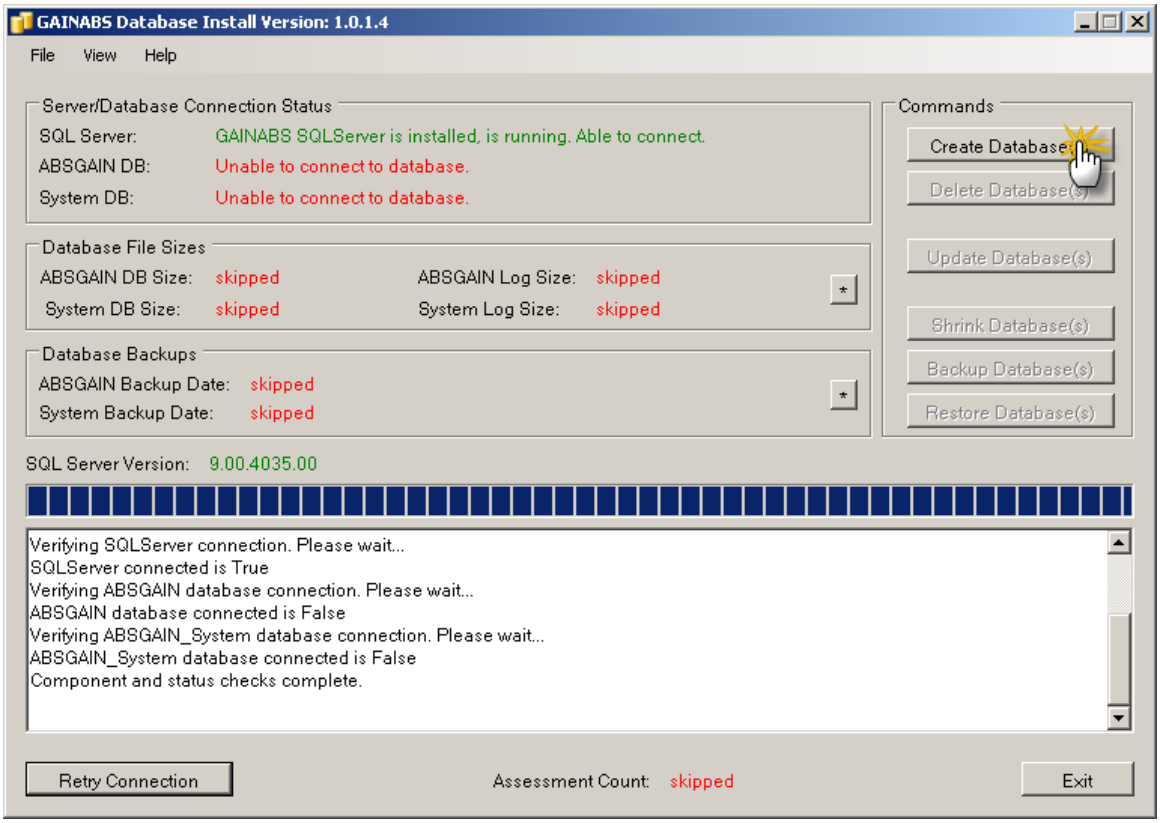
UPGRADING? SKIP TO Database Upgrade section



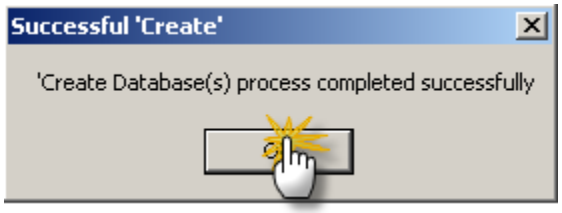
Step 1: The first step of this phase is to connect to the database. Do so by clicking the Connect button in the lower left hand corner of the window as shown above.

Continue on next page...

Step 2: After a successful connection to SQL Server, the next step of the phase is to create the database. To do so, click the Create Database(s) button as shown below.

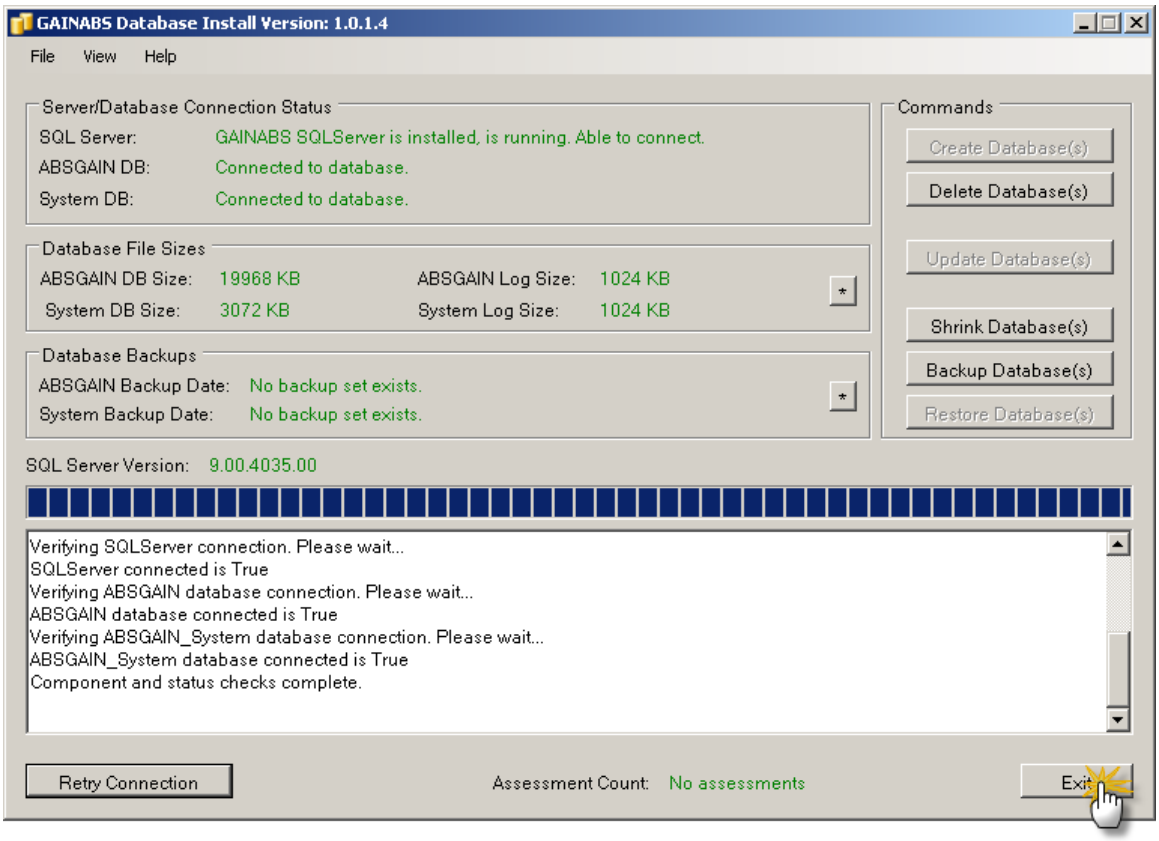


If successful you will get this prompt...



Step 3: Click OK to continue. After clicking OK the database manager will run a few more configuration checks.

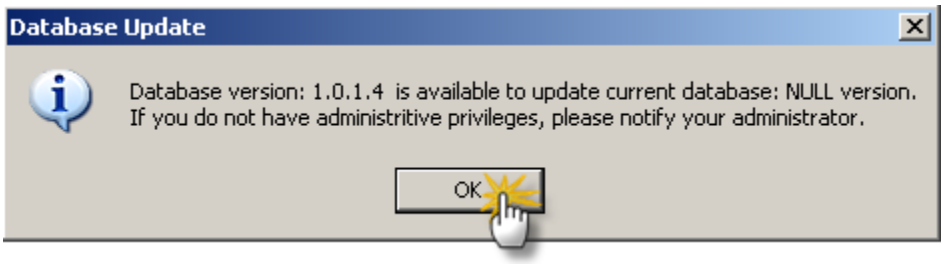
Step 4: When completed, all of the database stats previously red will display green. You are now done with the database at this point. Click Exit.



Database Upgrade

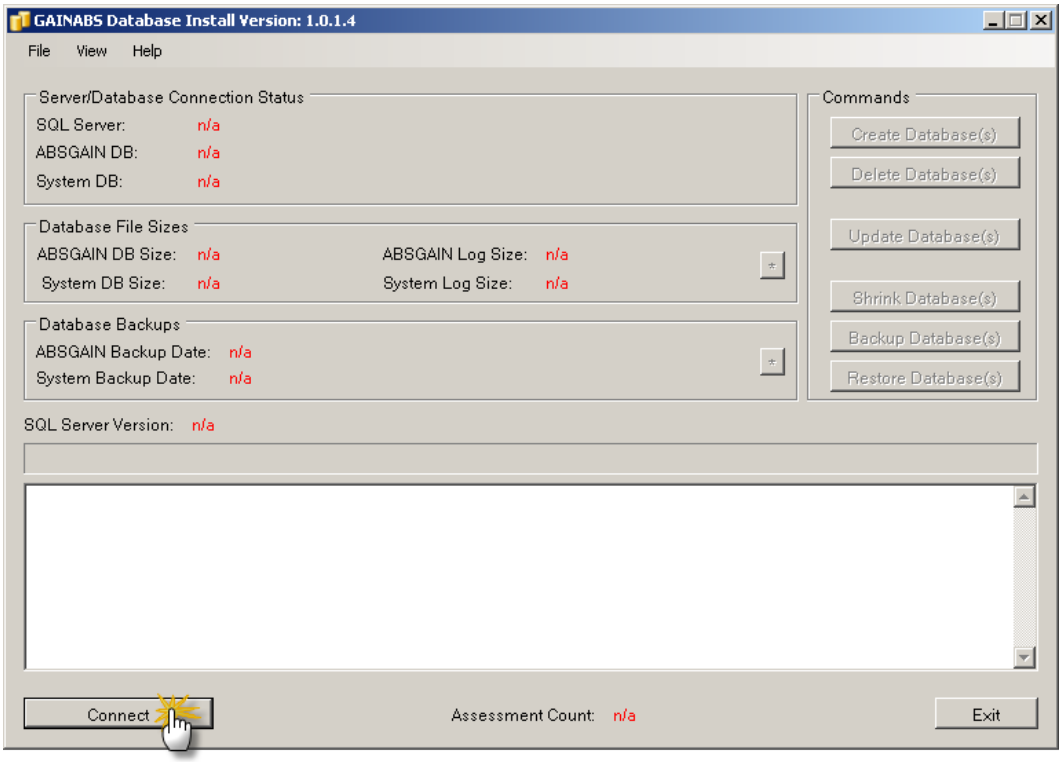
This section is only followed if you already have a database are upgrading. Otherwise, SKIP TO ABS Web Install.

As the database manager opens, you will receive this prompt if you are upgrading...

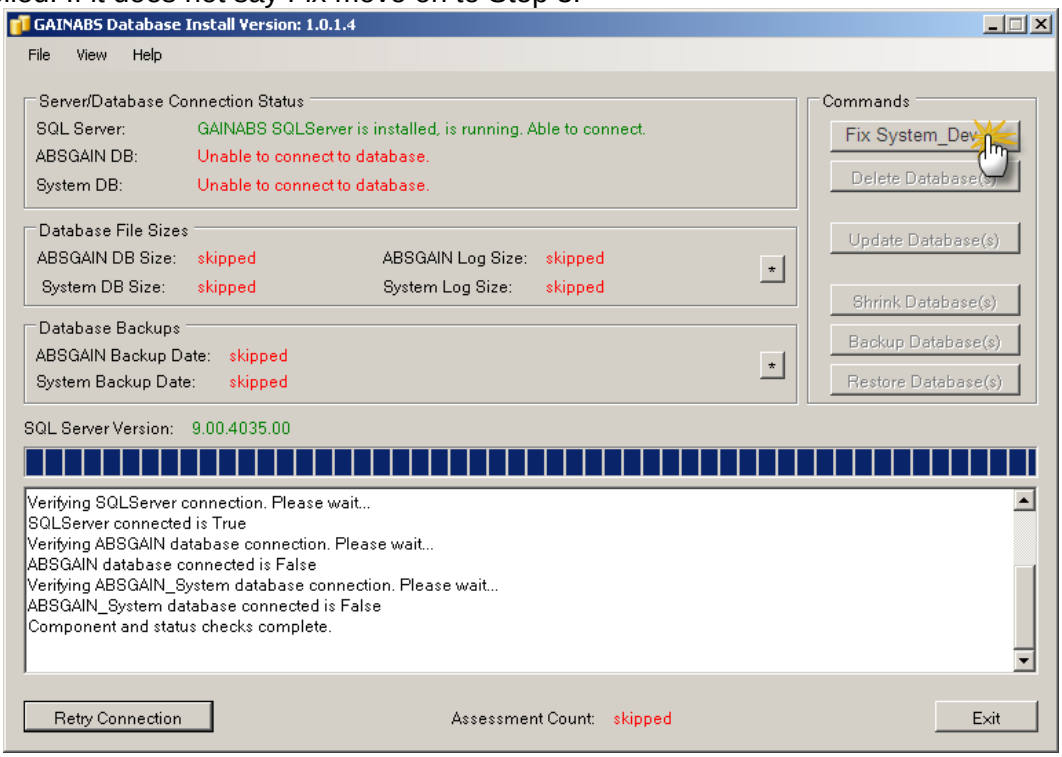


This is just letting you know that a newer database is available and that database changes require administrative privileges. Select OK to continue.

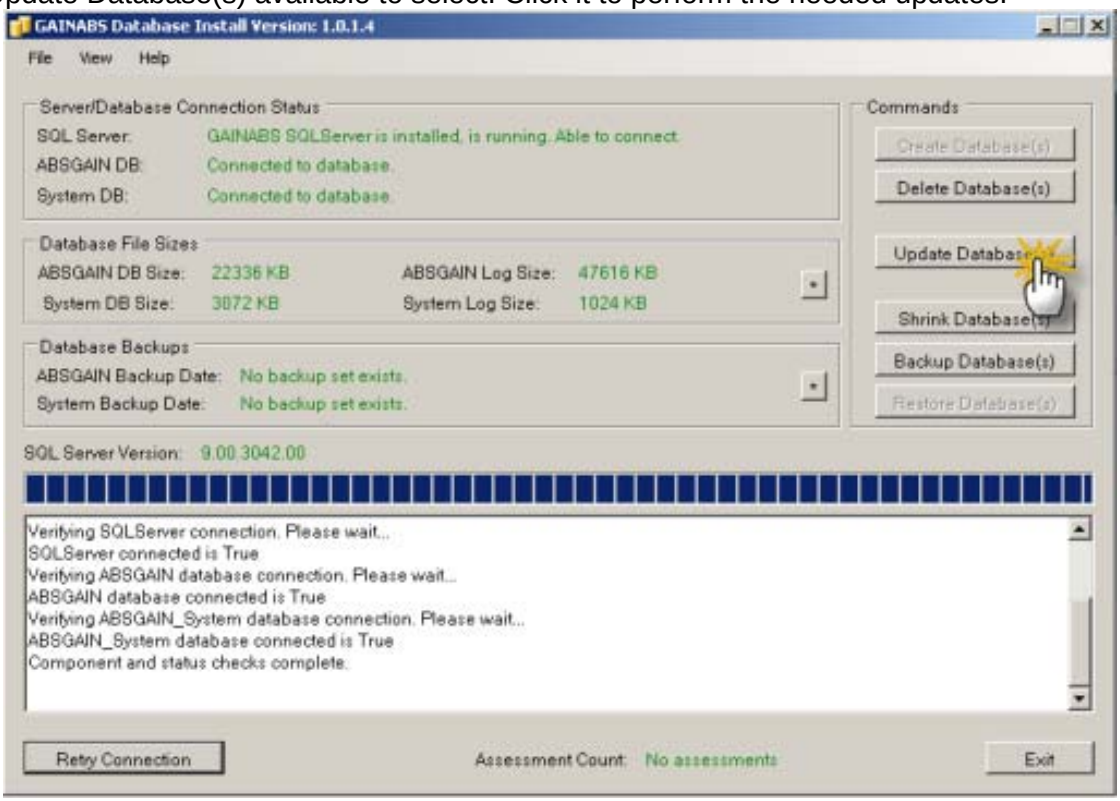
Step 1: The first step of this phase is to connect to the database, do so by clicking the Connect button in the lower left hand corner of the window as shown below.



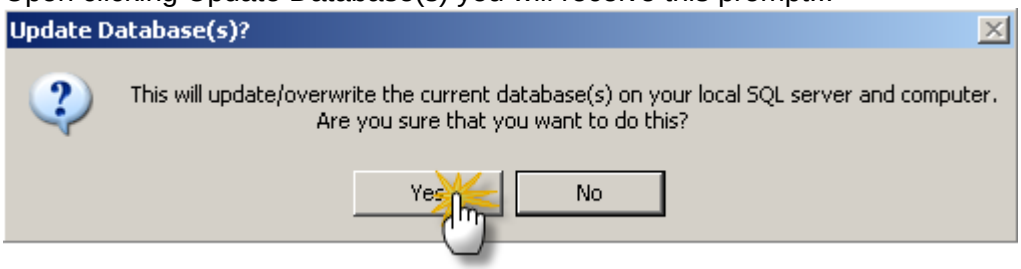
Step 2: Depending on the previous version of the database that you have, you may encounter an additional step before upgrading. If needed, the top command button will read Fix and the database needing fixed. See image below. To continue, select the Fix option and the database manager will repair the database so that the upgrade can be applied. If it does not say Fix move on to Step 3.



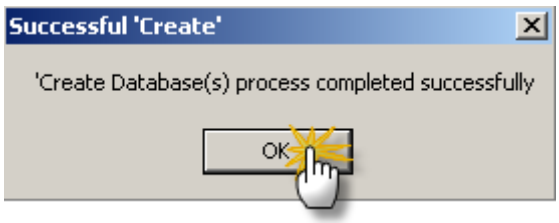
Step 3: After connecting (or fixing if needed), you will then have the command button Update Database(s) available to select. Click it to perform the needed updates.



Upon clicking Update Database(s) you will receive this prompt...



Select Yes to continue, and then the database manager will update as needed. When finished, you will receive the prompt below indicating success of failure. Click OK to continue.

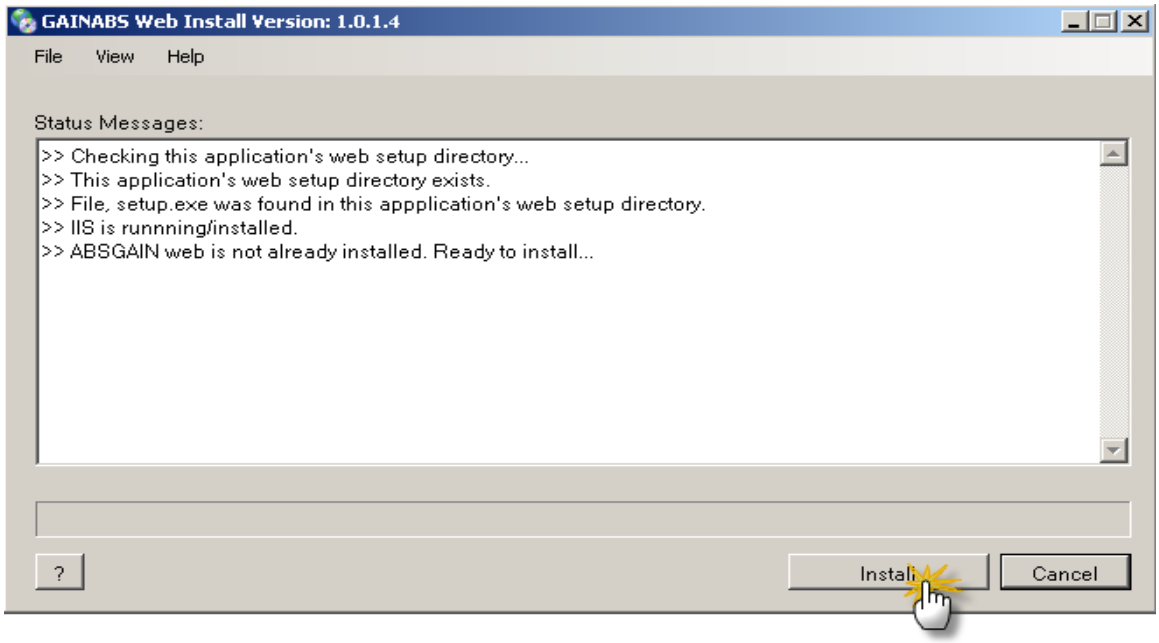


You are now done with database portion. Simply click the Exit button to continue...

GAIN ABS Web and Web Service Install

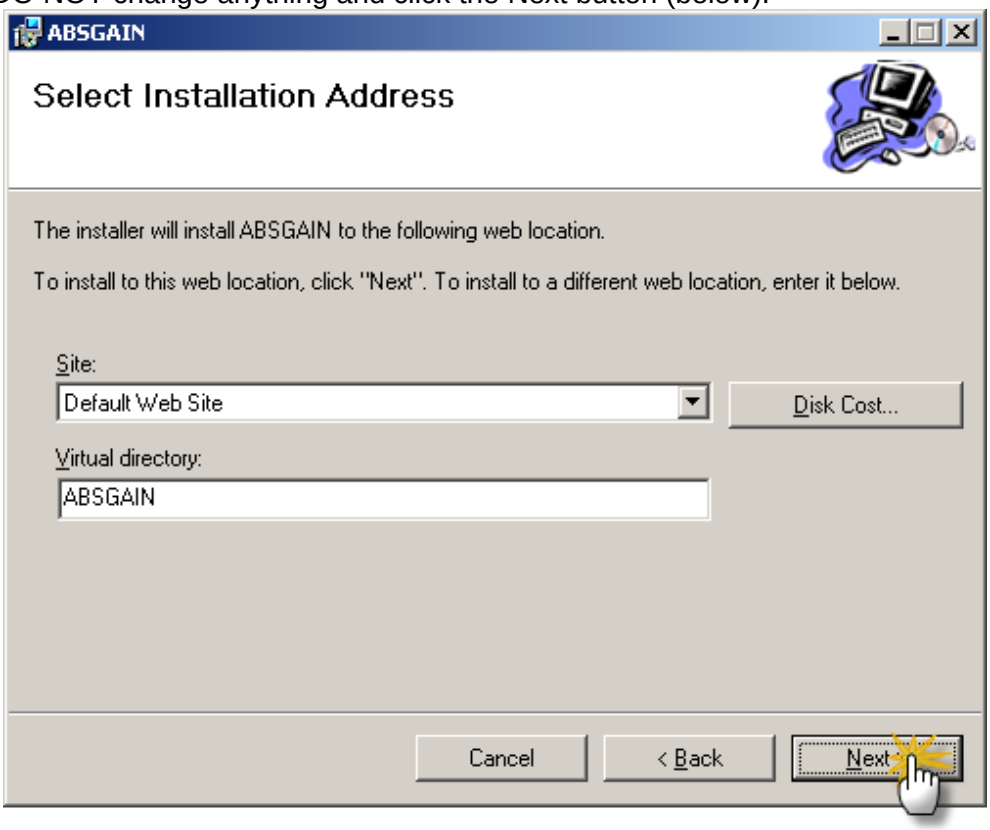
UPGRADING? SKIP TO GAIN ABS Web and Web Service Upgrade

The next phase is the installation of the GAIN ABS website to you local machine. Click the Install button as shown below.

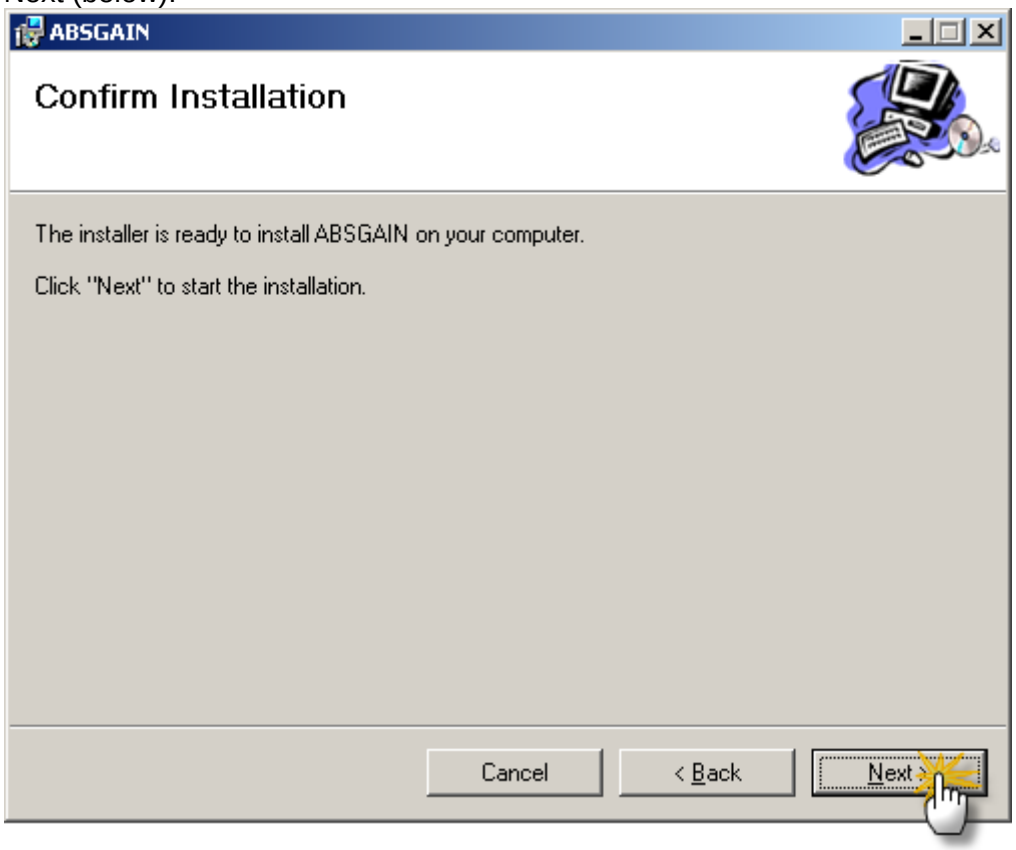


Click next here.

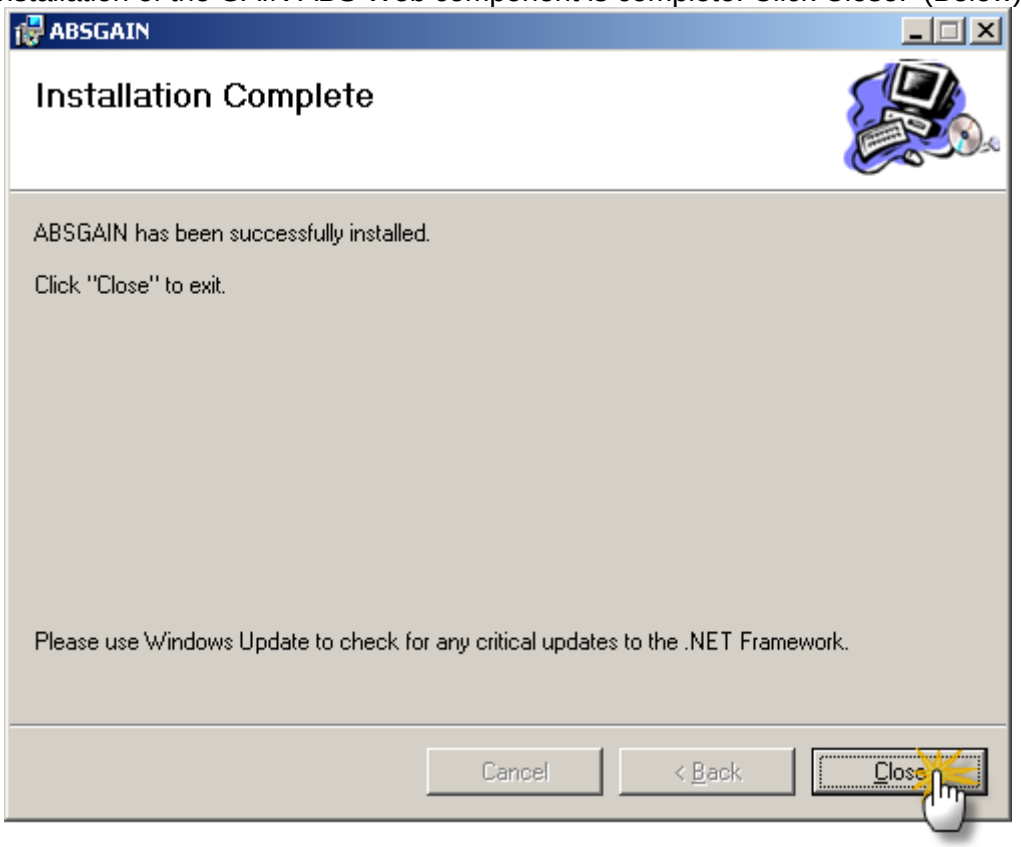
Here DO NOT change anything and click the Next button (below).



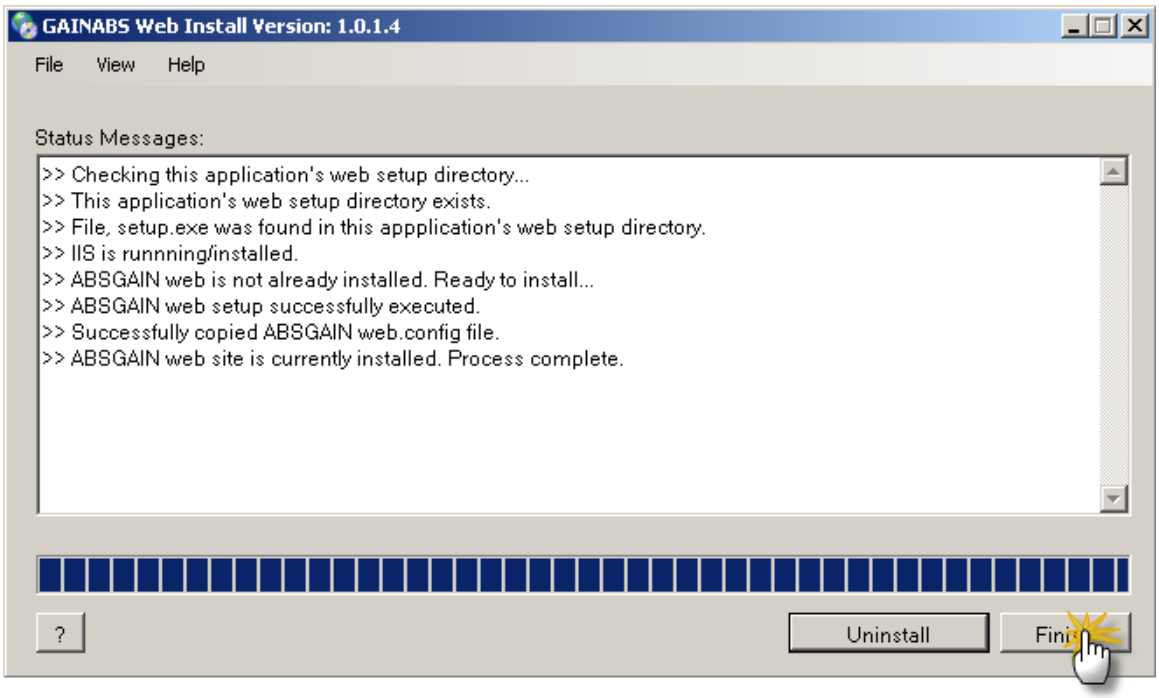
Click Next (below).



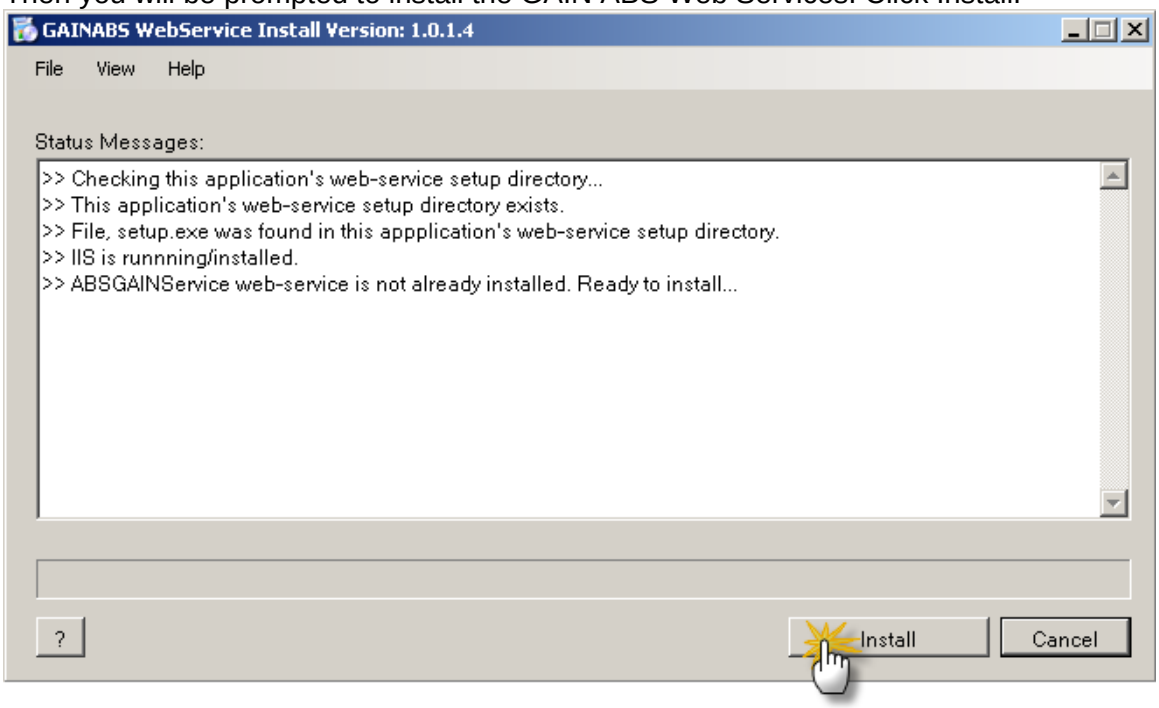
The installation of the GAIN ABS Web component is complete. Click Close. (Below)



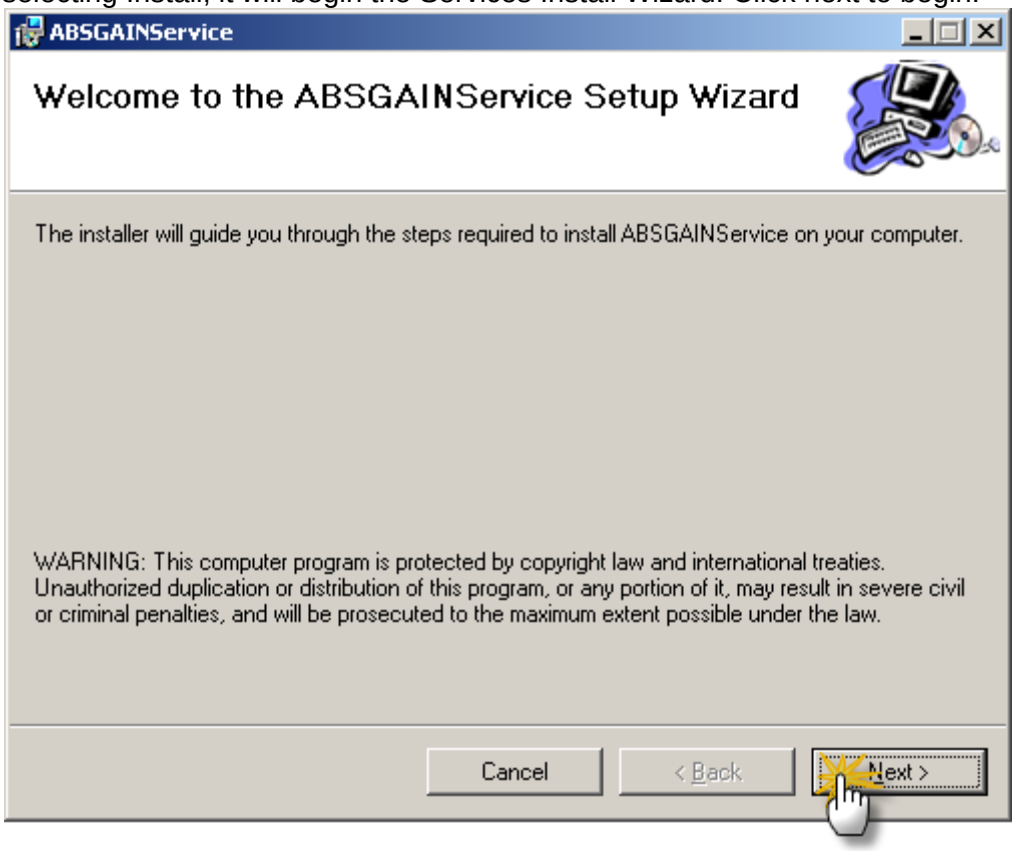
Click Finish to close the Web install prompt. (Below)



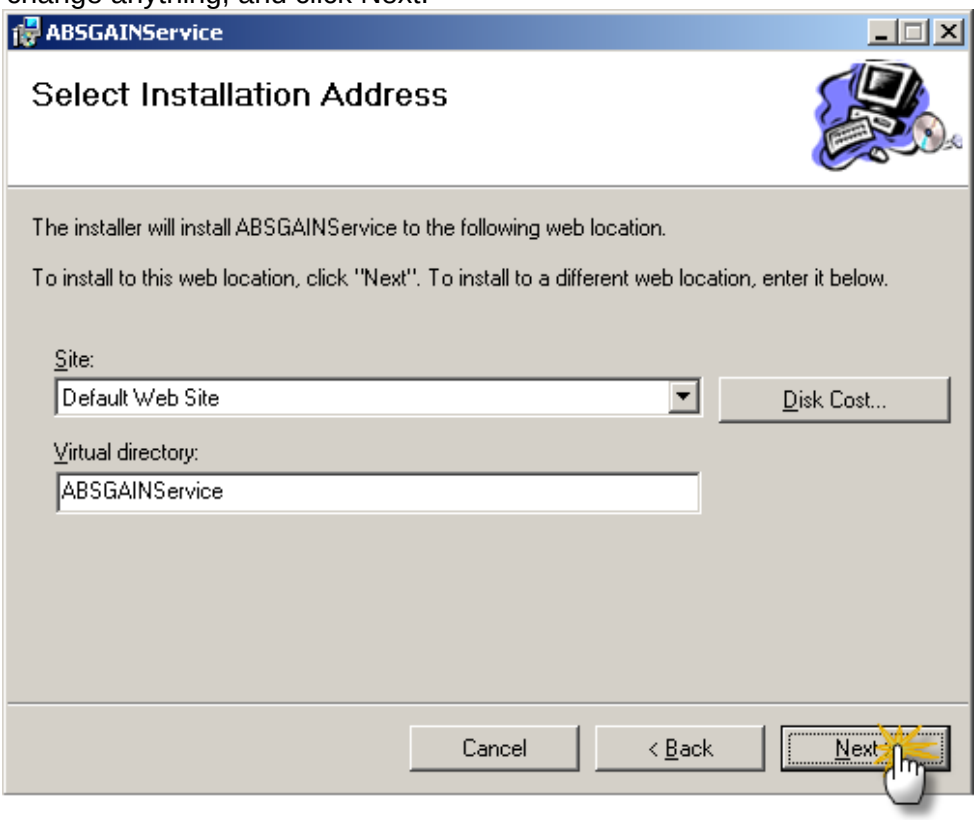
Then you will be prompted to install the GAIN ABS Web Services. Click Install.



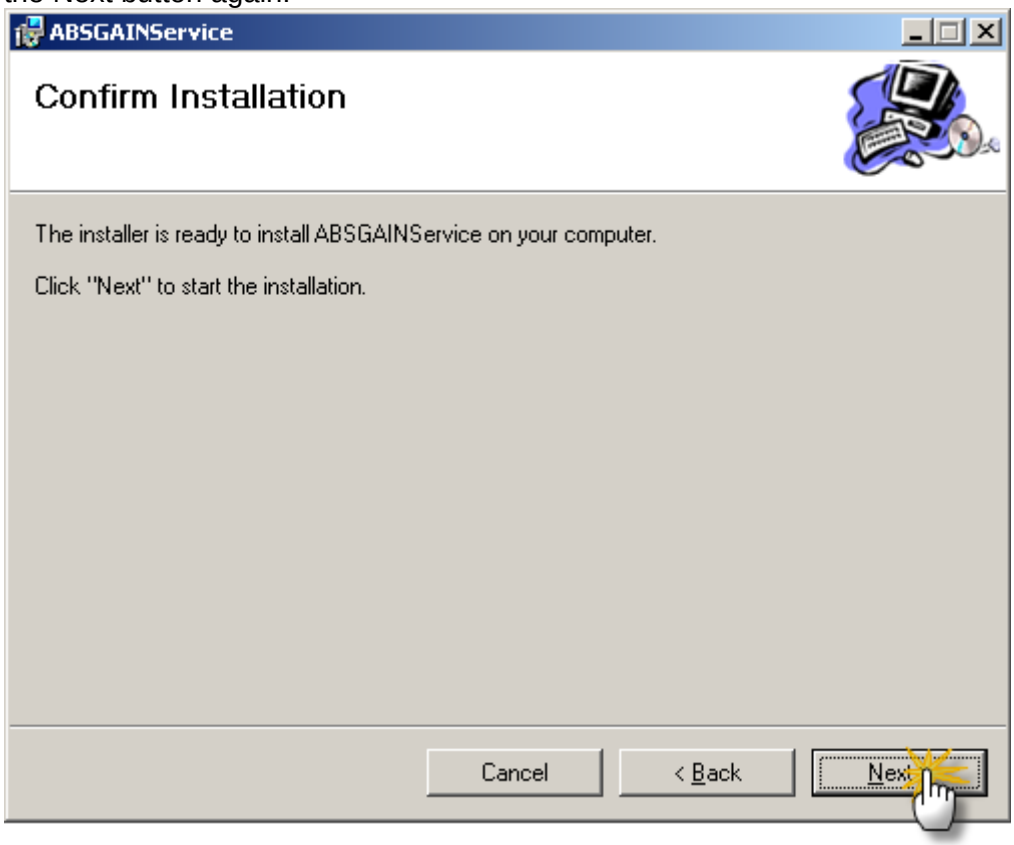
After selecting Install, it will begin the Services Install Wizard. Click next to begin.



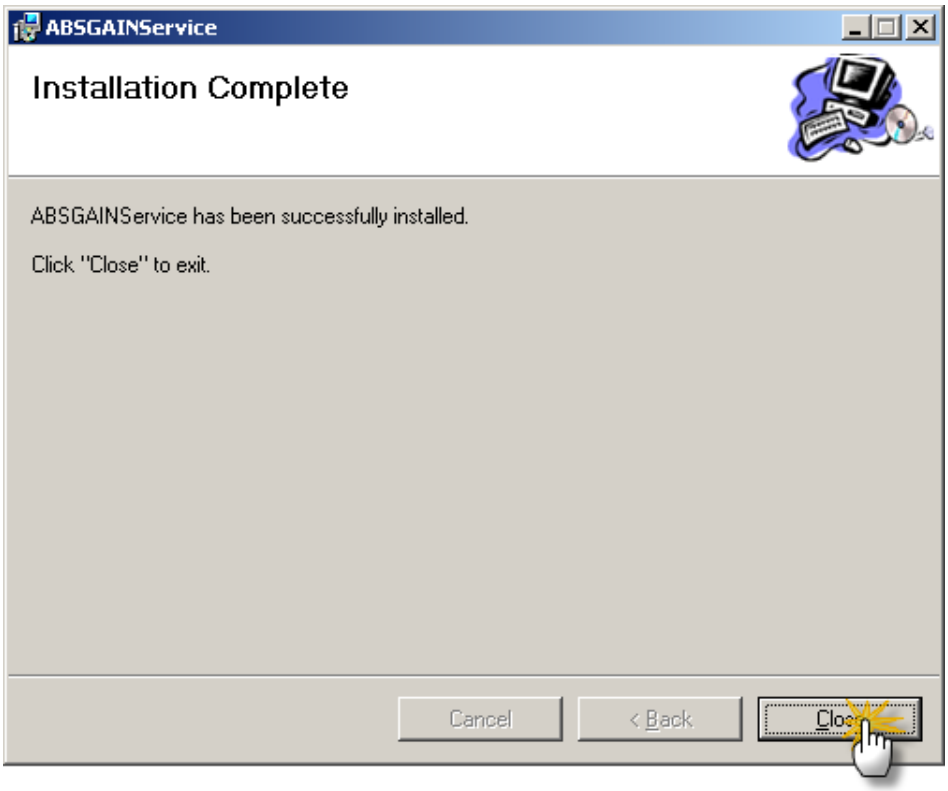
Do not change anything, and click Next.



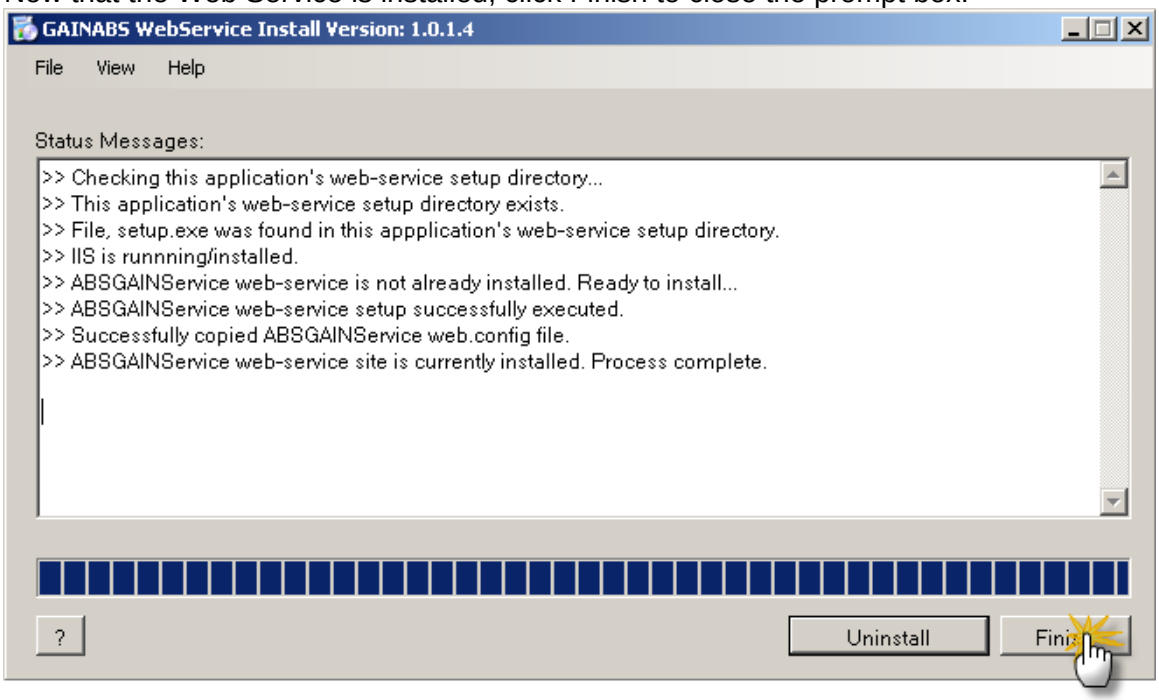
Click the Next button again.



Click Close to close the Install Wizard.



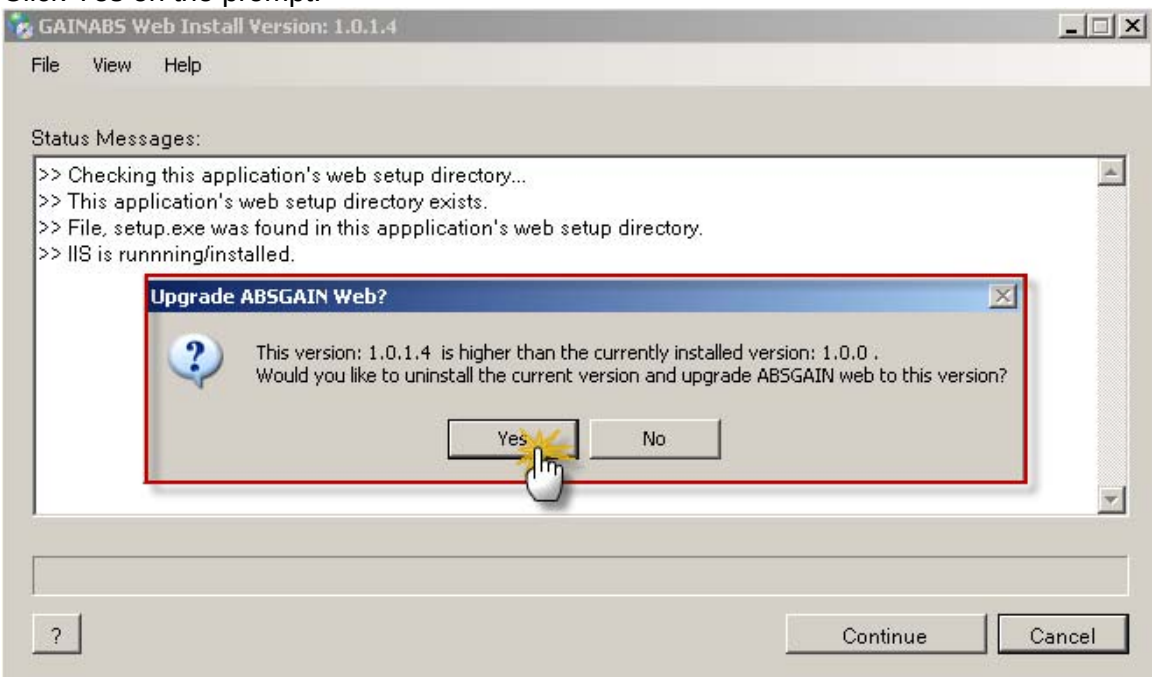
Now that the Web Service is installed, click Finish to close the prompt box.



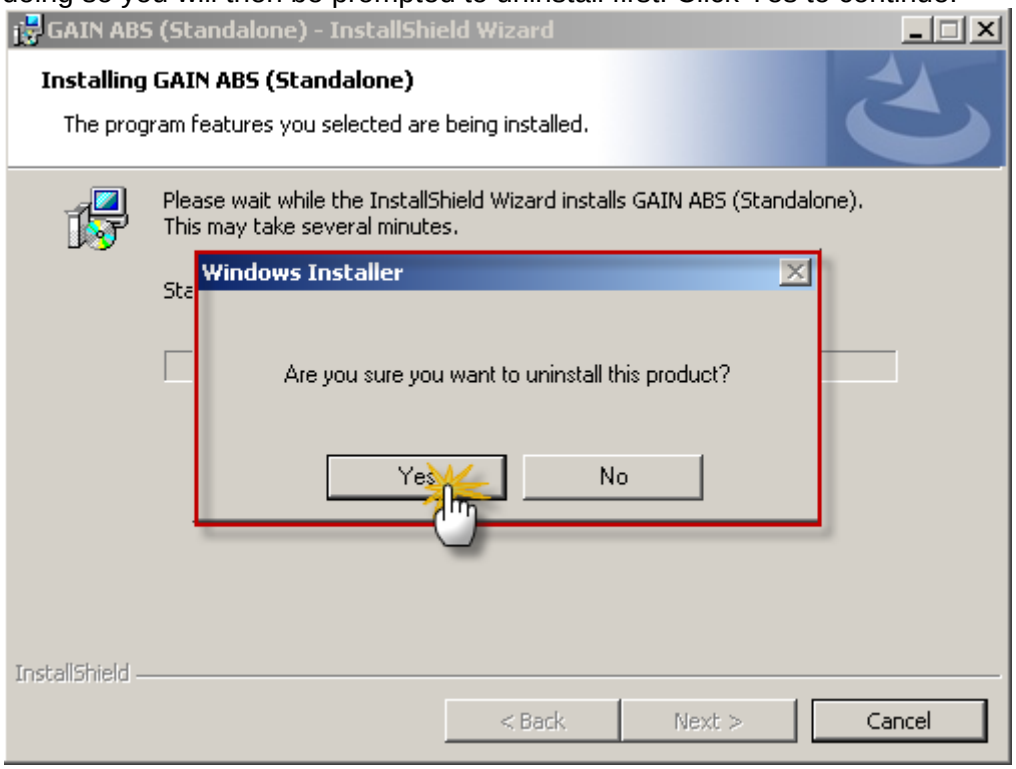
You're almost done. Skip to the Completion section for wrap up.

GAIN ABS Web and Web Service Upgrade

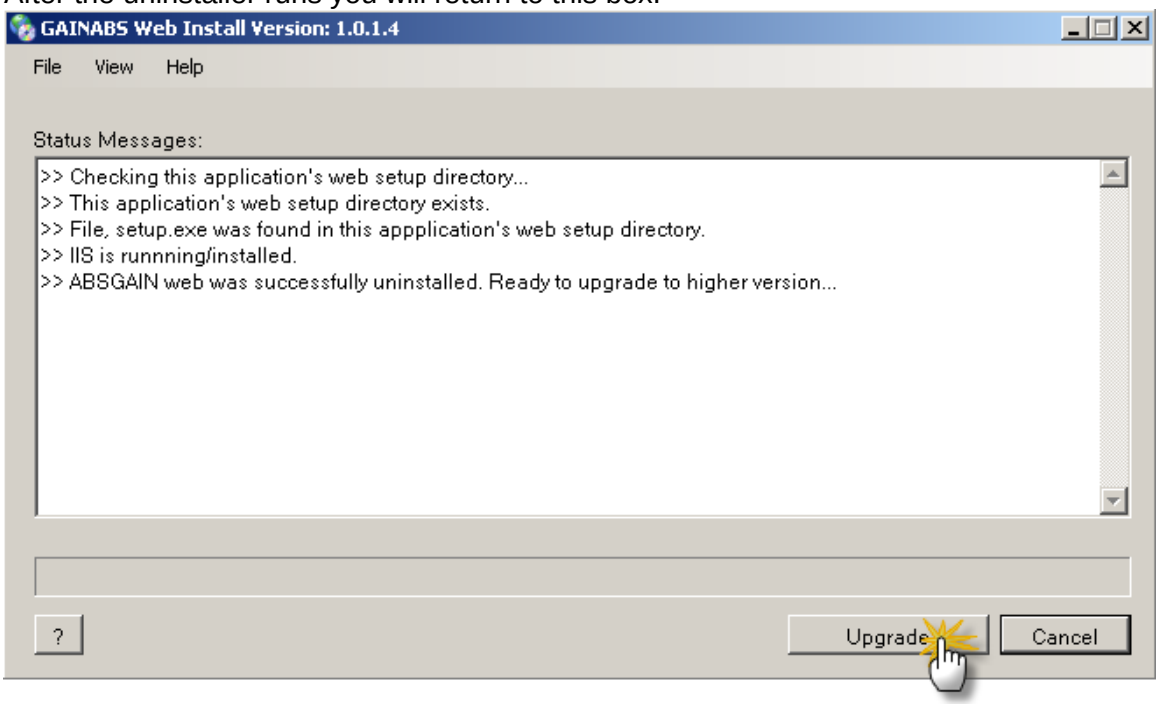
Now we will upgrade both the Web and Web Service for GAIN ABS. When the GAIN ABS Web Manager opens, you will almost immediately receive the prompt box below. Click Yes on the prompt.



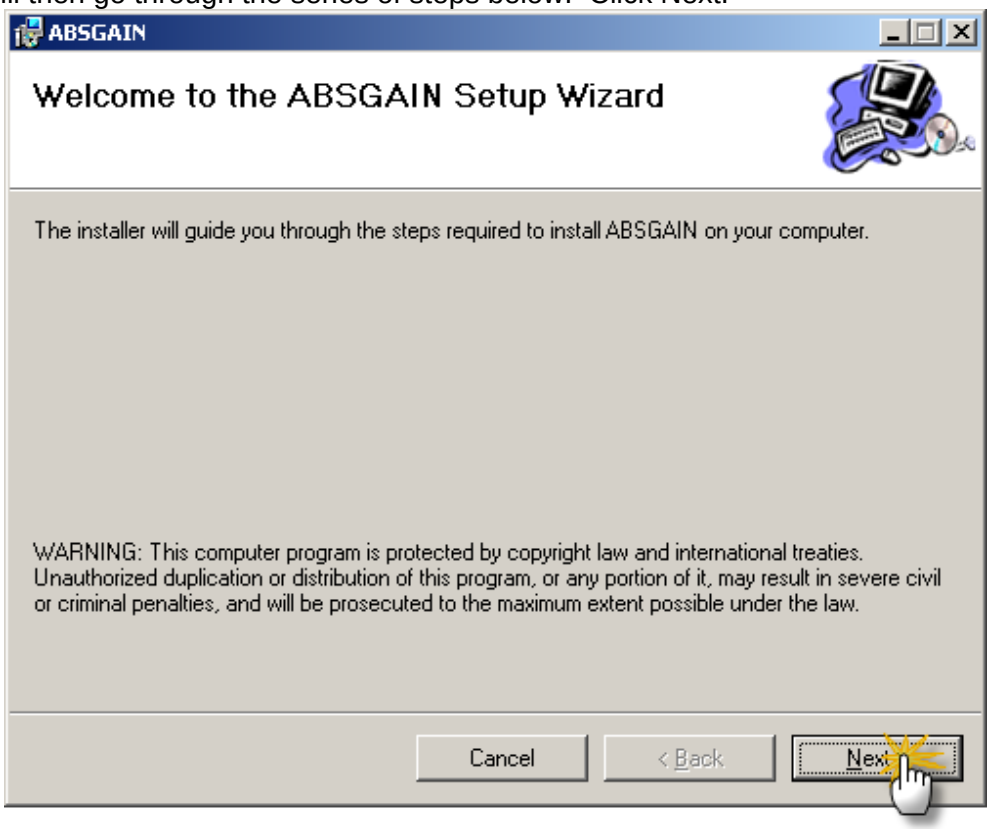
After doing so you will then be prompted to uninstall first. Click Yes to continue.



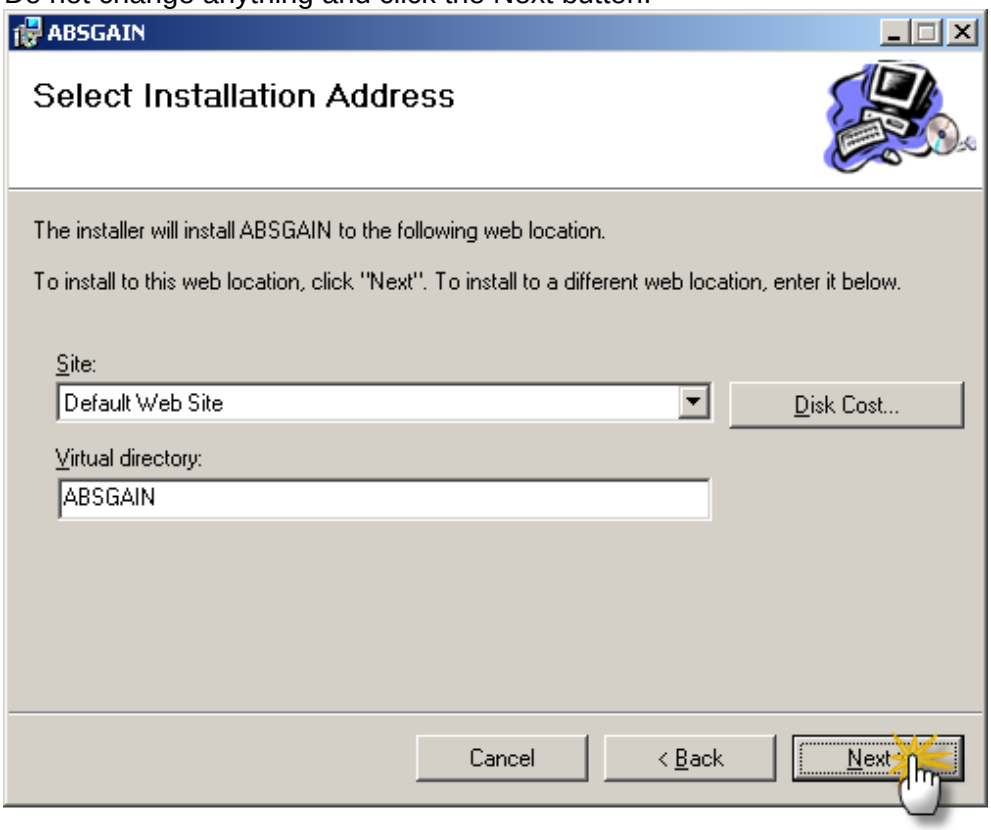
After the uninstaller runs you will return to this box.



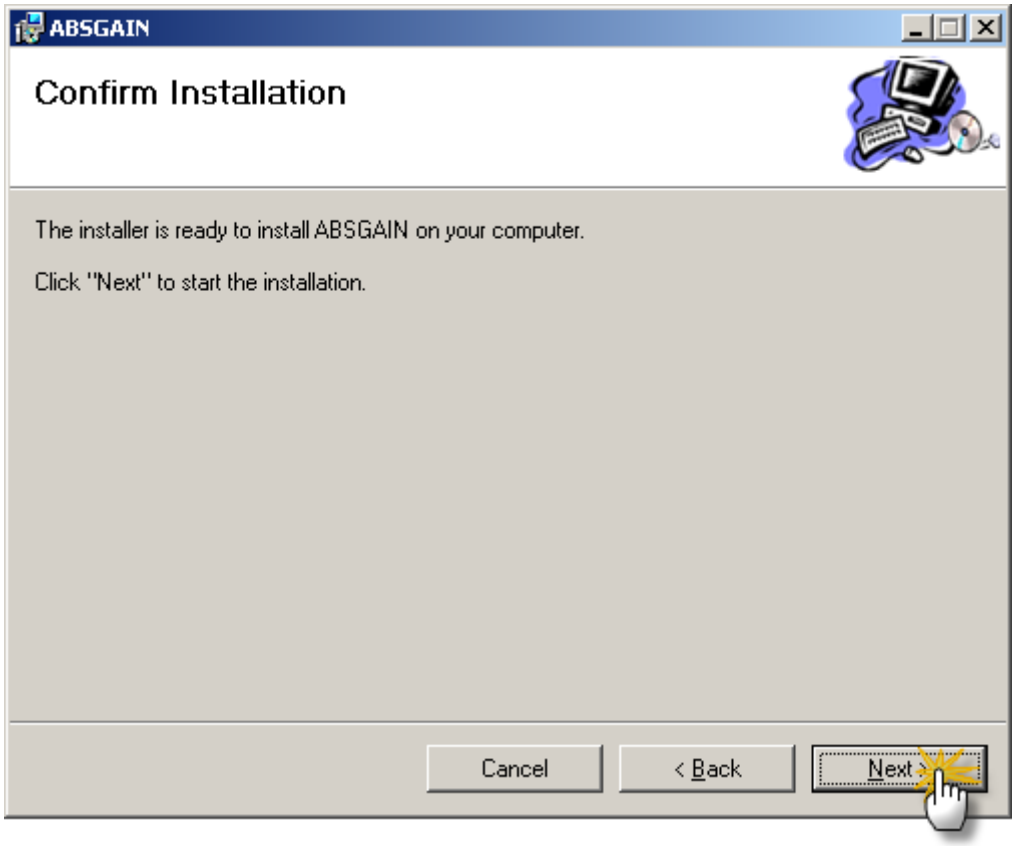
To perform the installation of the new web version click the Upgrade button. (Above)
You will then go through the series of steps below. Click Next.



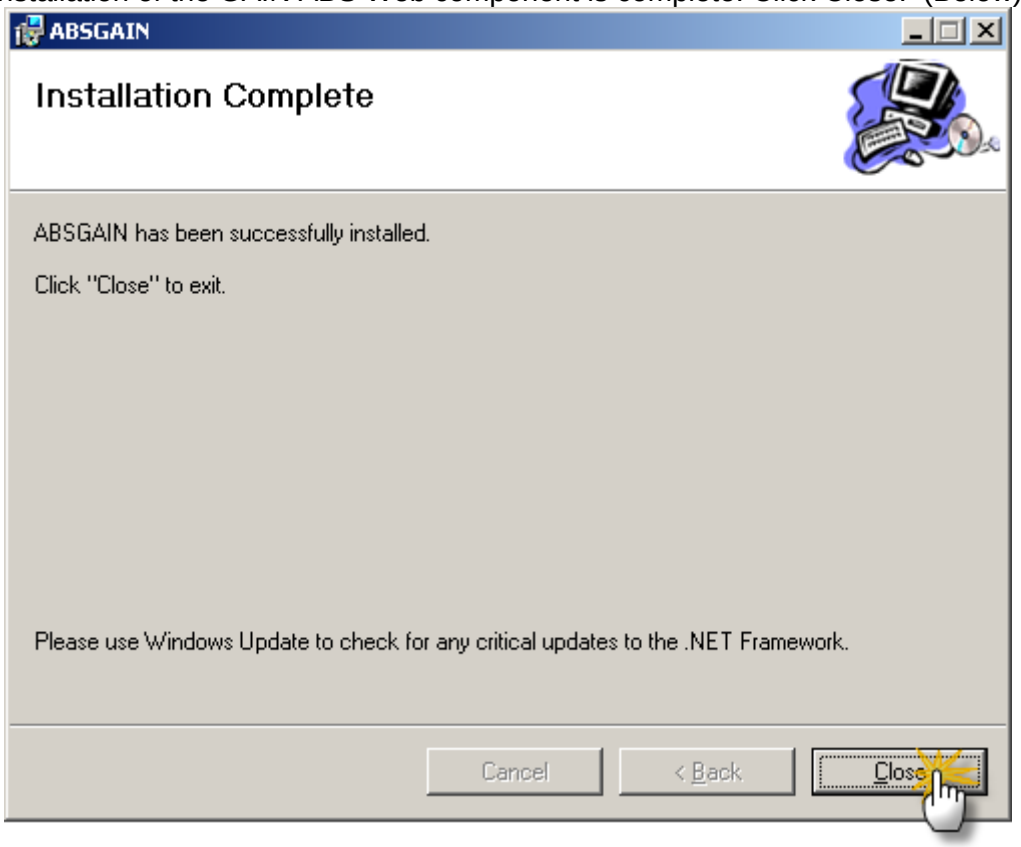
Do not change anything and click the Next button.



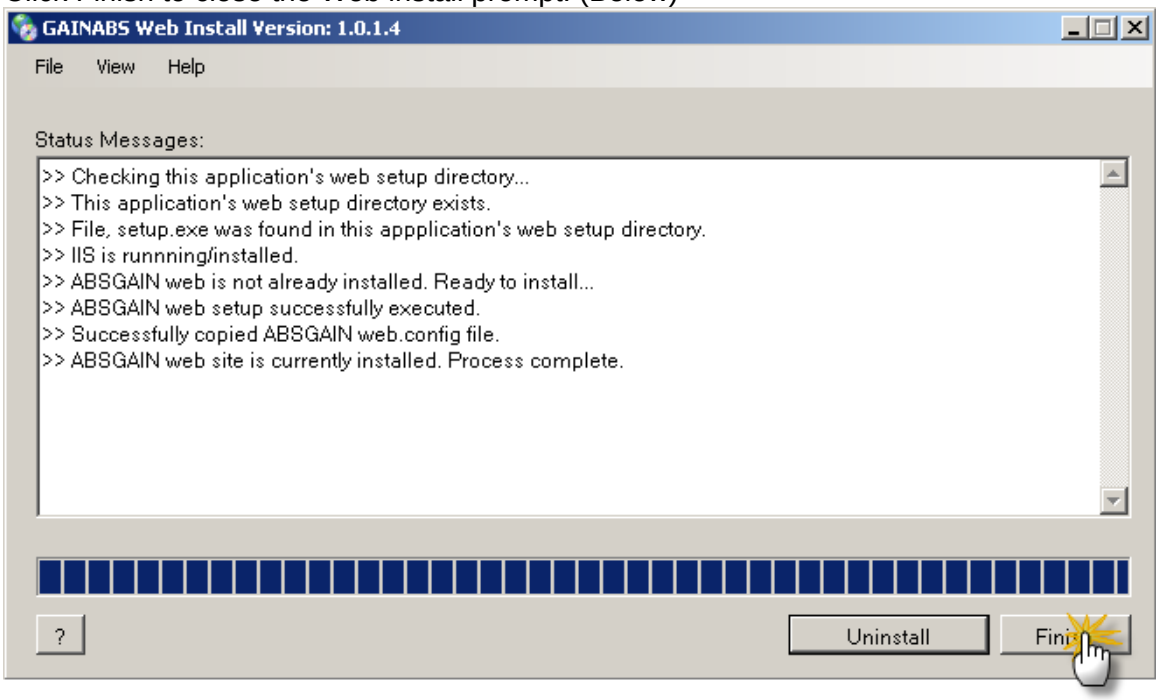
Click Next.



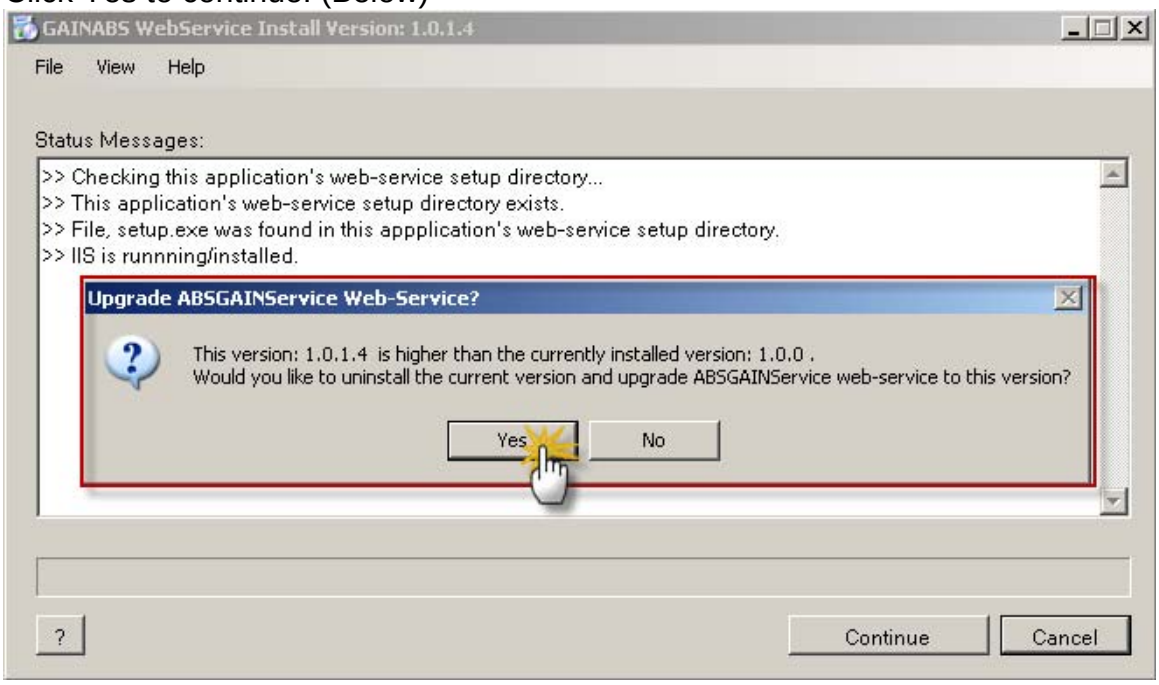
The installation of the GAIN ABS Web component is complete. Click Close. (Below)



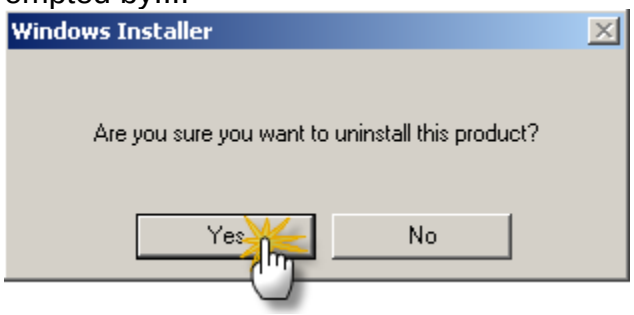
Click Finish to close the Web install prompt. (Below)



Immediately following, you will see is the GAIN ABS Web Service Manager box (background of this image). Since you are upgrading you will be prompted that there is a newer version. To upgrade you must uninstall the previous version. Click Yes to continue. (Below)

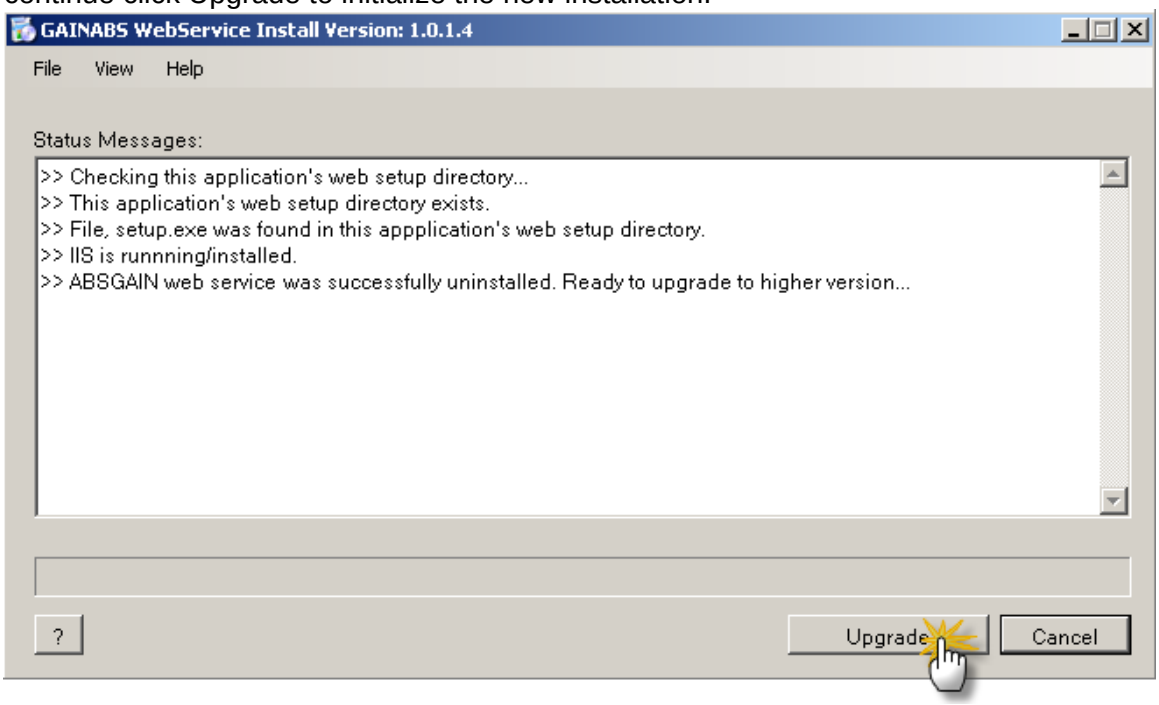


You will then be prompted by....

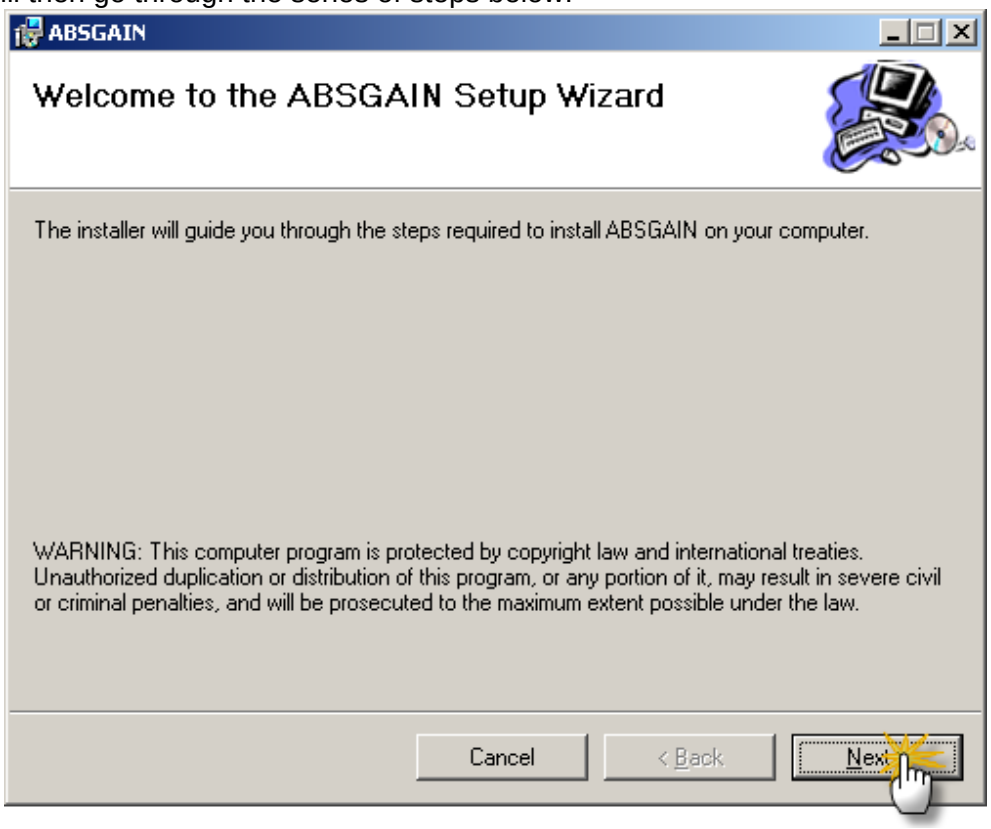


Click Yes to continue uninstalling.

After the uninstalling process is complete you will see the manager box below. To continue click Upgrade to initialize the new installation.

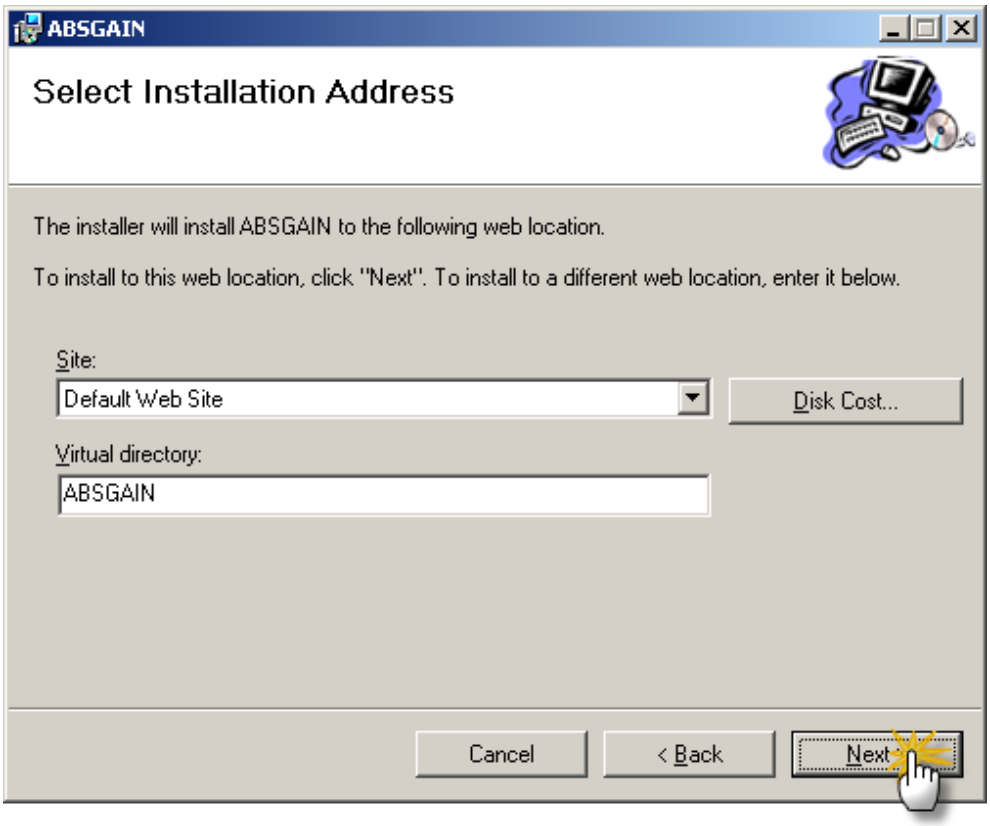


You will then go through the series of steps below.

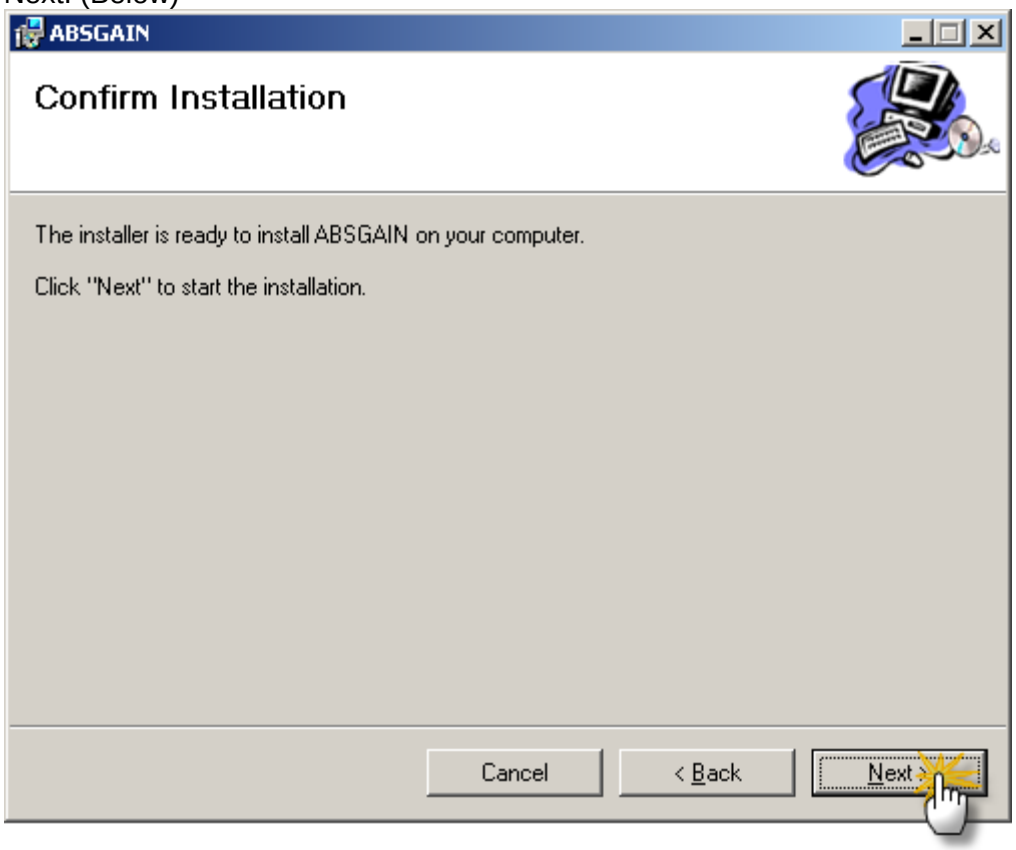


Here click the Next button...

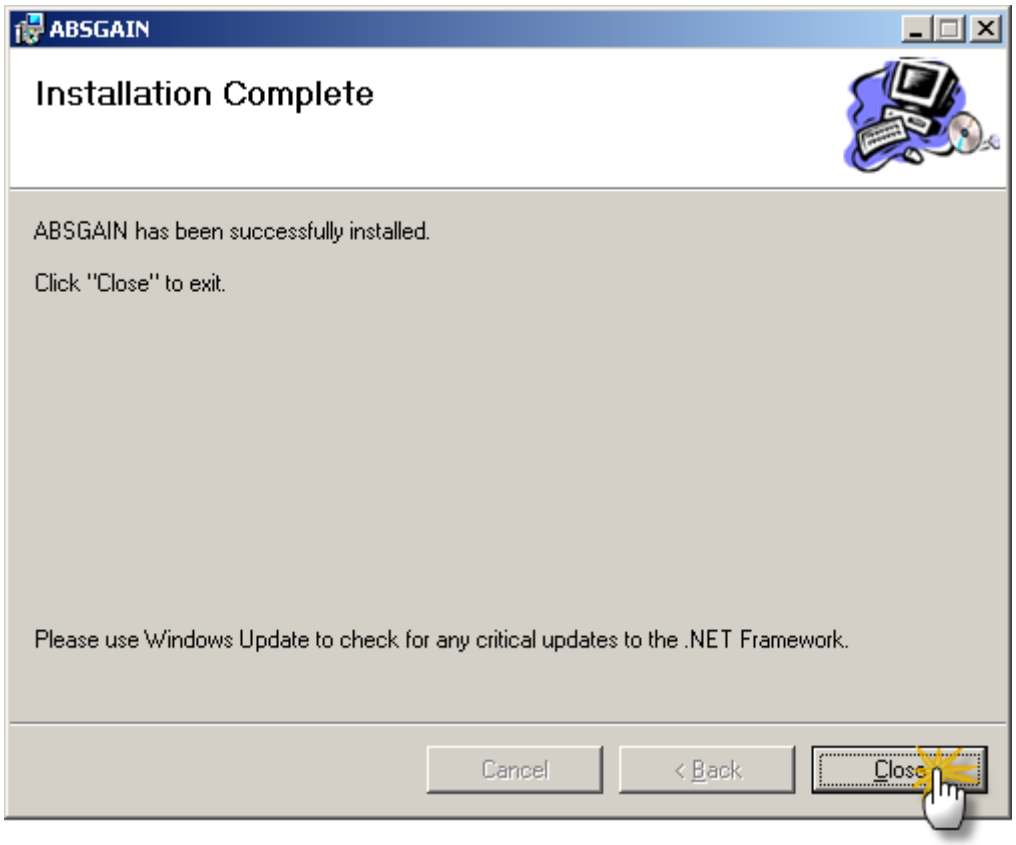
Do not change anything and click the Next button...



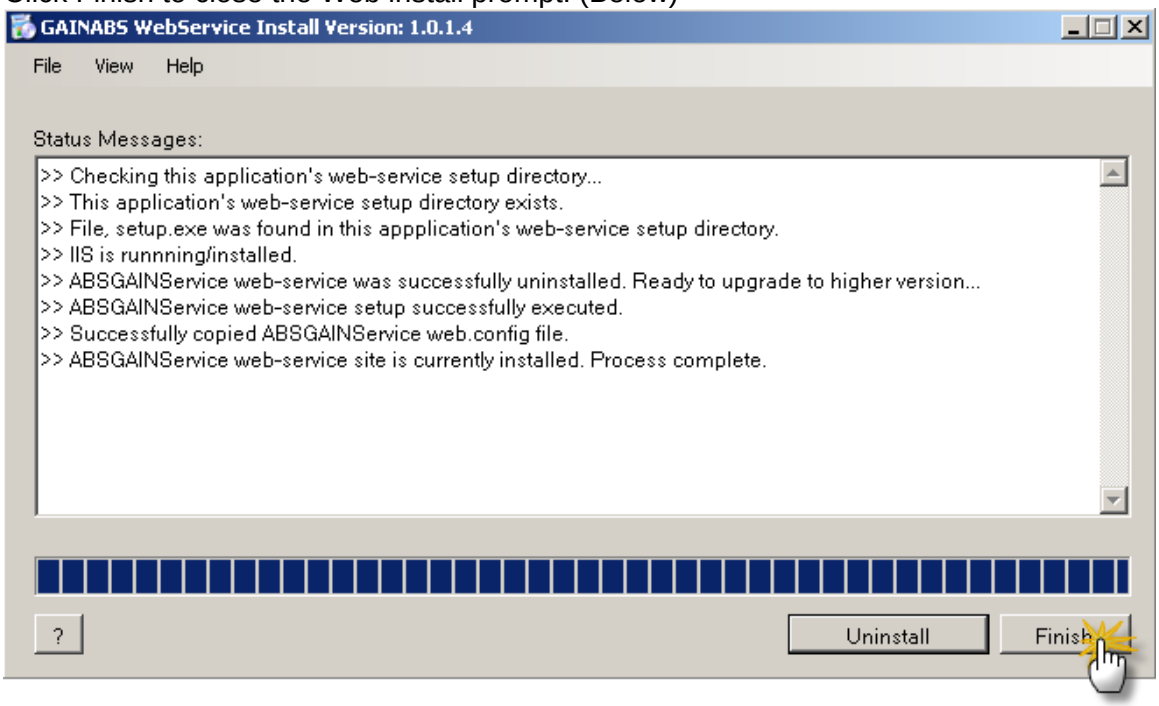
Click Next. (Below)



The installation of the GAIN ABS Web component is complete. Click Close. (Below)



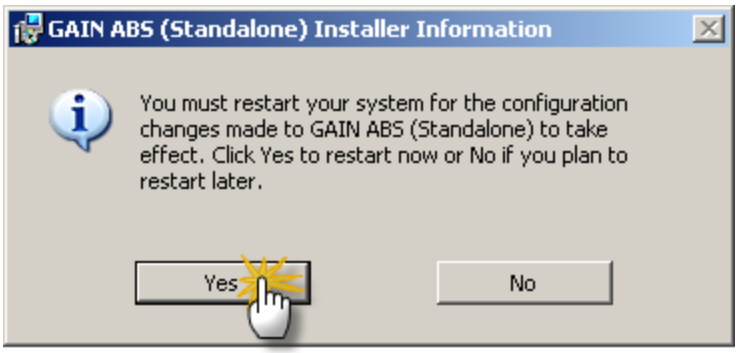
Click Finish to close the Web install prompt. (Below)



Completion

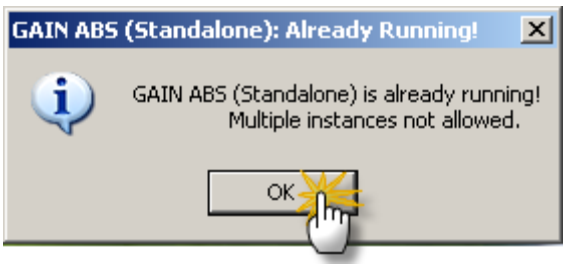
CONGRATULATIONS, YOU'RE DONE! Click the finish button to launch GAIN ABS Stand Alone.

If you just completed an install on Windows XP, you will be prompted for a restart. Click Yes to perform the restart to ensure all components are installed and running properly. All though not prompted for a restart with Vista or 7, it would still be recommended.



Note: *If you are installing on a computer running* ***Vista Business*** *you* ***will*** *have to also install* ***MS WSE 3.0 Runtime*** *as it is a* ***required*** *for user authentication. We have also conveniently provided a link to Microsoft's download page for this component. The link can be found on the Standalone – Support/Help page of the installation site.*

You may see the error box below when you click the final finish button that launches GAIN ABS (Stand Alone). This occurs because you did not close all open programs before installing (as noted to do on the install page and prompt).



To continue, please right click on the GAIN icon in the system tray, and go to exit. Then re-open the program by navigating through the programs menu in Windows.

Tools

These tools are best left alone and used only when working with an ABS Support Associate. If you are not sure about their use, please call before proceeding. (309) 451 7777

The Tools that have been introduced in version 2.0.0.6 include:

Database Manager- Used to manipulate the database. Will only be used for diagnostics and updating as needed.

IIS Manager- Used to install/repair/uninstall IIS

SQL Server Manager- Used to install/repair/uninstall SQL Server

Web Manager- Used to install/repair/uninstall the Web package. Will only be used for diagnostics and updating as needed.

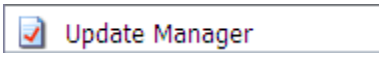
Web Service Manager- Used to install/repair/uninstall the Web Service. Will only be used for diagnostics and updating as needed.

Update Manager- See next section.

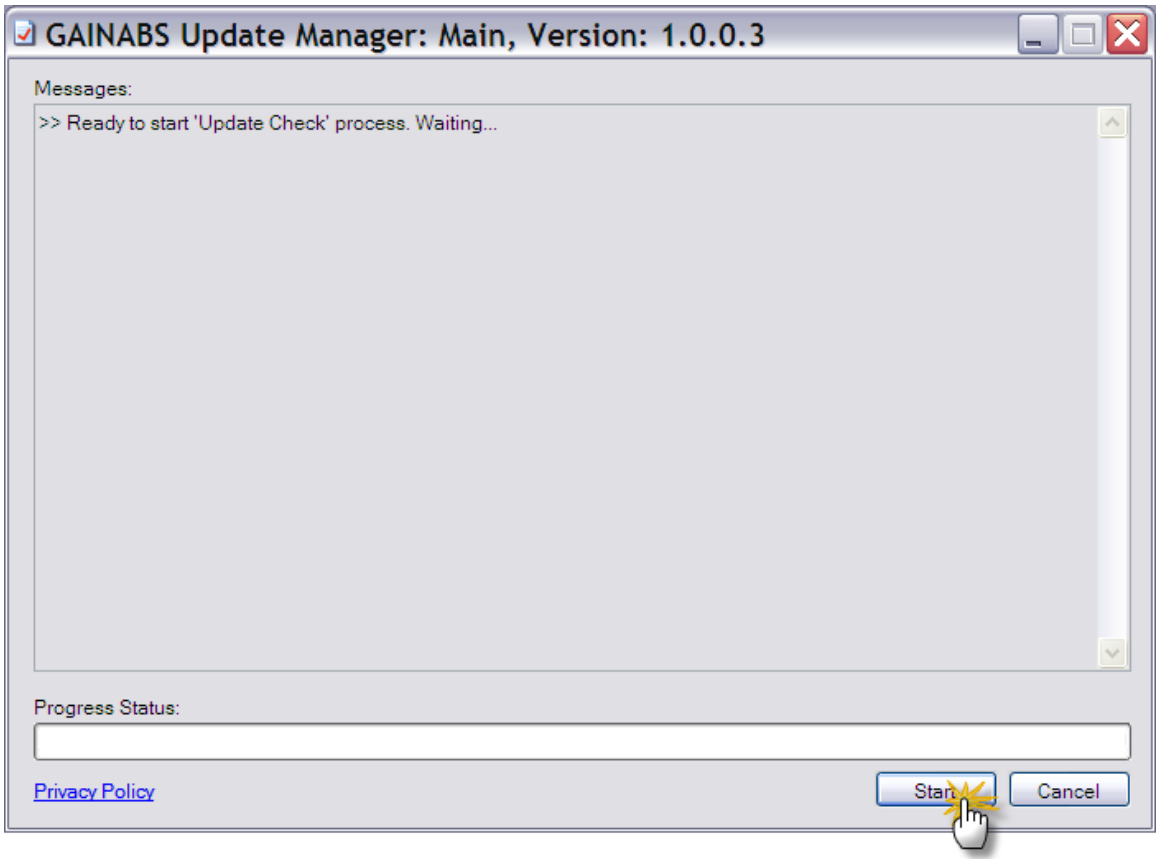
Each of the tools will be used similarly to that of following along with the appropriate Upgrade section described earlier in this manual. Again, you should not need to use this section of Stand Alone, unless instructed to do so by an ABS Support team member.

Update Manager

The update manager is a tool that is found in the GAIN ABS (Stand Alone) program menu and looks like this...



It is also the tool that will be opened when a user checks for updates via the GAIN ABS (Stand Alone) User Console.

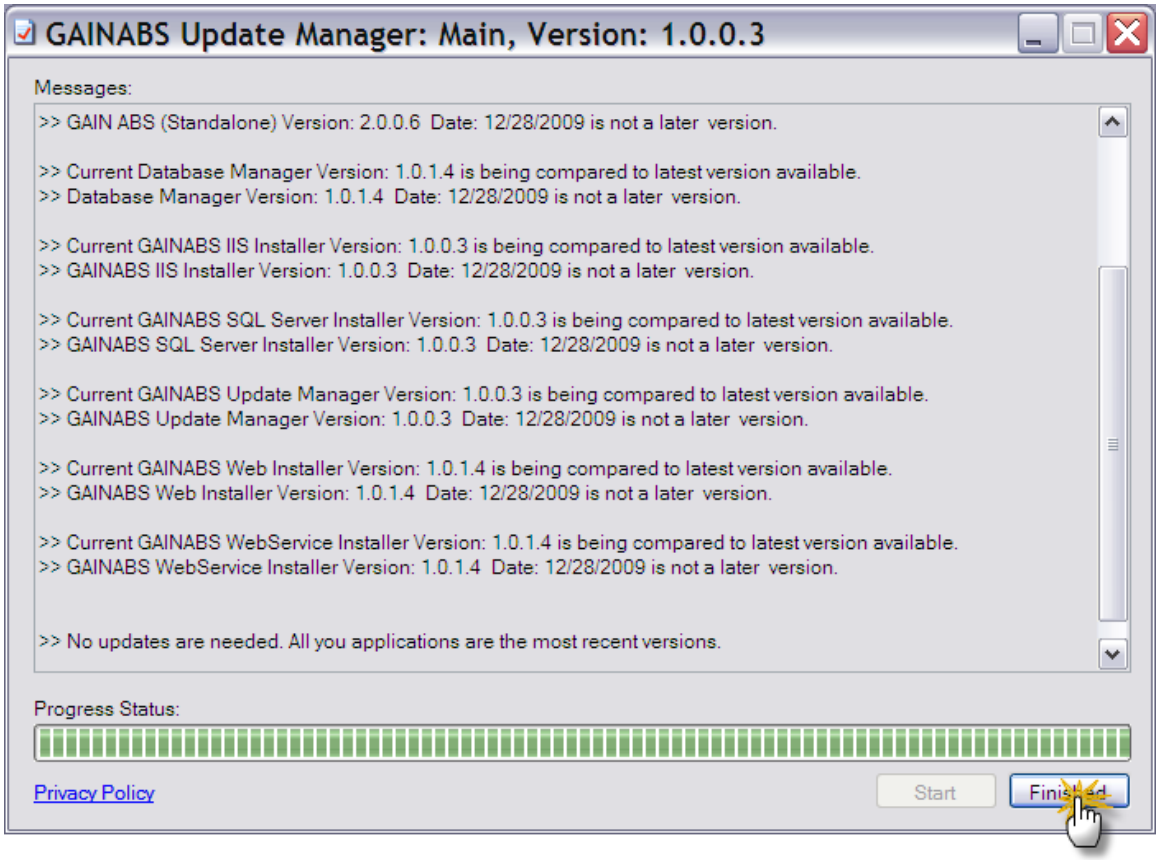


To run the Update Manager, click Start.

Note: If there is an update available, it can be applied under a standard Windows user account. Windows Administrator privileges are not required, and the regular user of Stand Alone will be able to successful run the Update Manager.

How does it function?

The update manager runs through each of the GAIN ABS Stand Alone components and software installations currently on the machine and compares them against the website to check that each component is the most recent version. If needed, it will notify you in the main window which components are not up to date.



If a component needs to be updated it will be updated through this manager. As it goes through the version checks, if there is a newer version available it will automatically run the needed tool to complete the update. The update manager will run in the background until all updates are completed. If an update is found, the process for applying the update will be like the upgrade portions of this manual. Continue through the upgrade process until the Finish option is available.

To close the Update Manager, click the Finish button to close the window.

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Windows Installer Clean Up Utility

If you are reviewing this section it is because your installation of SQL Express has failed due to MSXML 6 not being able to install. First we must remove MSXML 6 with this tool. MSXML 6 will get reinstalled during the SQL Express installation.

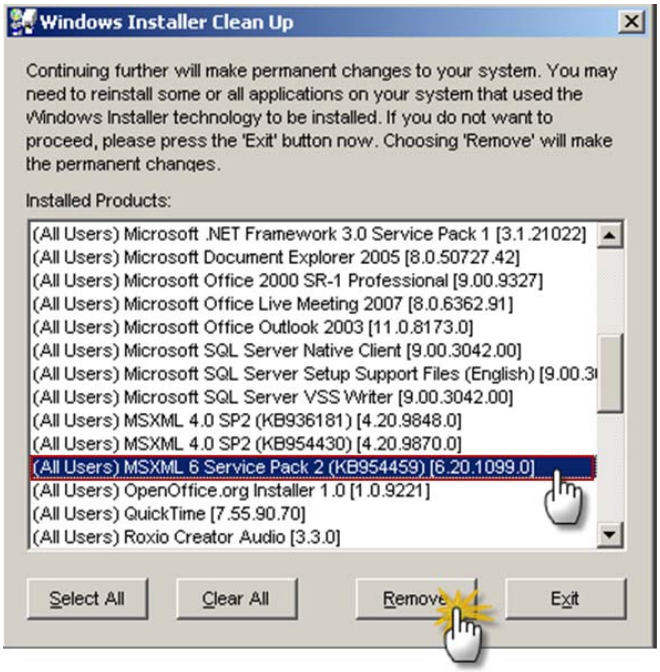
Step 1: To correct this issue, you will first need to obtain the Windows Installer Clean Up tool. This can be done by either visiting the GAIN ABS (Stand Alone) installation site. Login and go to the Standalone – Support/Help link in the left hand menu.

OR

Click this hyperlink- Microsoft Windows Installer Cleanup Utility

Step 2: After the tool is installed, go to Start->All Programs and run "Windows Install Clean Up". It will open an interface with a list of applications installed to your PC. Browse the list of applications, select MSXML 6 Service Pack 2, and click remove.

Once removed, click Exit. Do not remove any other installed products. We cannot be responsible for other programs you remove during the use of "Windows Install Clean Up".



We strongly advise uninstalling "Windows Install Clean Up" after you remove the MSXML 6 Service Pack 2. This can be done through Add/Remove Programs under the Windows Control Panel. "Windows Install Clean Up "is a very powerful tool and can remove other programs from your PC if you choose to do so, causing unexpected results with other programs removed.

Step 3: Return to the GAIN ABS (Stand Alone) Installation site and reinitiate the installation process as you did the first time. Since you are essentially starting fresh now, skip back to the Initializing Installation and Prerequisites section of the manual.