

# ***SmartSystems Foundation***

Installation Guide

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## *Patents*

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# SmartSystems Foundation Installation Guide

SmartSystems™ Foundation gives you a consistent and centralized platform so that you can easily manage and monitor your deployed Intermecc devices, such as mobile computers, printers, RFID readers, and other peripheral and network devices.

Use this guide to help you install this software:

- SmartSystems Foundation
- ScanNGo
- Remote Viewer
- Software Bundle Wizard
- Reporting Services

## Installation Requirements

This section explains the minimum hardware, software, and port requirements for SmartSystems.

### Hardware Requirements

Your PC needs to have a:

- 2 GHz or faster processor
- 4 GB RAM

### Software Requirements

Your PC needs to have:

- One of the following operating systems:
  - Windows 7 Professional, Enterprise, or Ultimate (32 or 64-bit)
  - Windows 8.1
  - Windows Server 2008 Enterprise
  - Windows Server 2008 R2 with SP1

- Windows 10 (32 or 64-bit)
- Windows Server 2012
- Windows Server 2016
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014 SP2
- Microsoft SQL Server 2016 SP1
- Microsoft Internet Explorer 6.01 SP1 or later
- Microsoft Windows Mobile Device Center
- Microsoft .NET Framework 3.5 and 4 (full install)
- Windows Powershell 1.0
- Windows Installer 4.5



**Note:** Cisco Discovery is not supported on 64-bit operating systems.

## UDP and TCP Port Definitions

The ports used in SmartSystems are all inbound ports. Use the following table to help you identify what UDP and TCP ports are used by SmartSystems.

### *UDP and TCP Port Descriptions*

Port	Protocol	Description
UDP	161	Required for SNMP.
UDP	162	Required for the Trap port.
UDP	197	Required for the Upgrade Server.
UDP	1434	Required for SQL Database Discovery.
UDP	1758-1768	Required for Multicast File Transfer

UDP	8791	Required for the Upgrade Process.
UDP	8792	Required for the Upgrade Monitor Online Status.
UDP	49111	Required for IQueue Discovery.
UDP	52316	Required for the Remote Viewer.
TCP	1901	Required for the Remote Viewer.
TCP	49152-65535	Required for Remote Viewer.
TCP	8789	Required for HTTP.
TCP	27000-27009	Required for the License Server.
TCP	62241	Required for IQueue Messaging.

## Download SQL Server

Intermec recommends you download one of the following SQL Server versions:

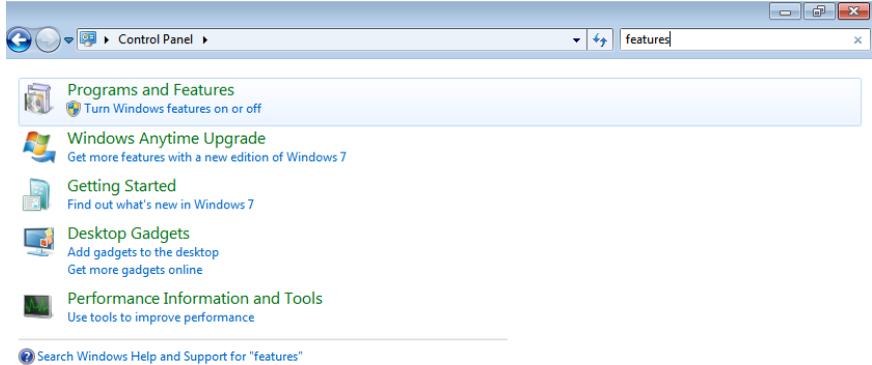
- [SQL Server 2008 R2 Express with Advanced Services](#)
- [SQL Server 2012 Express with Advanced Services](#)
- [SQL Server 2014 Express with Advanced Services](#)
- [SQL Server 2016 Express with Advanced Services](#)

## Install .NET Framework 3.5

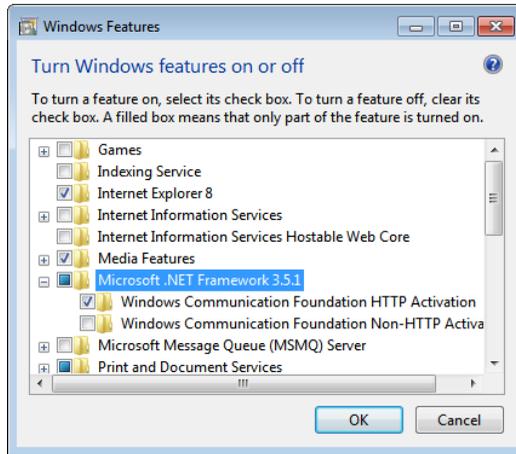
Before you install SmartSystems, make sure .NET Framework 3.5 is installed. If it is not installed, go to [www.microsoft.com](http://www.microsoft.com) to download it. If you are using Windows Server 2012 or Windows 10 or Windows server 2016 .NET Framework 3.5 is already installed, but you need to enable it.

### To enable .NET Framework 3.5 on Windows 7

1. Go to “Control Panel” >> type “Features on” in the search box.



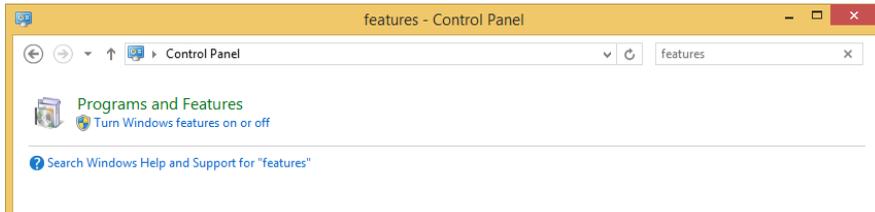
2. Select “Program and Features” >> Enable .NET Framework 3.5.1



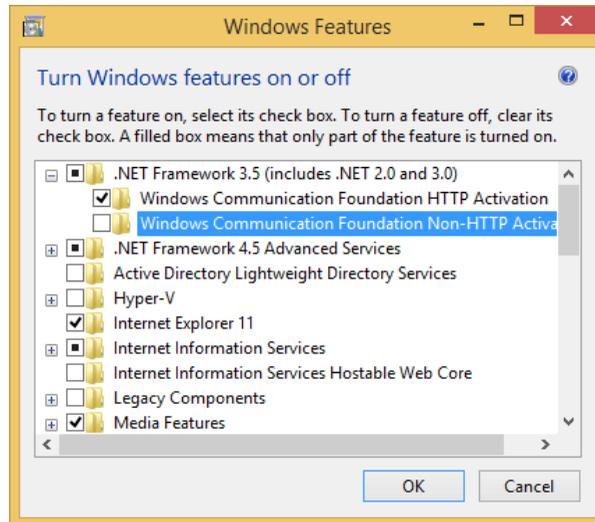
3. Click “OK”. Reboot if necessary.

## To enable .NET Framework 3.5 on Windows 8.1

1. Go to “Control Panel” >> type “Features on” in the search box.



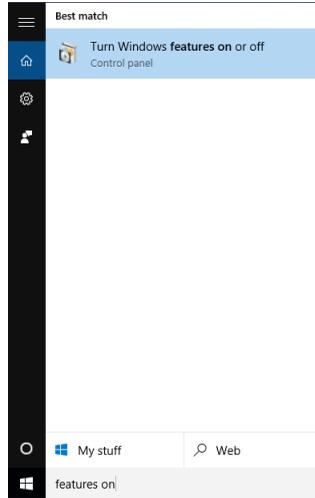
2. Select “Program and Features” >> Enable .NET Framework 3.5



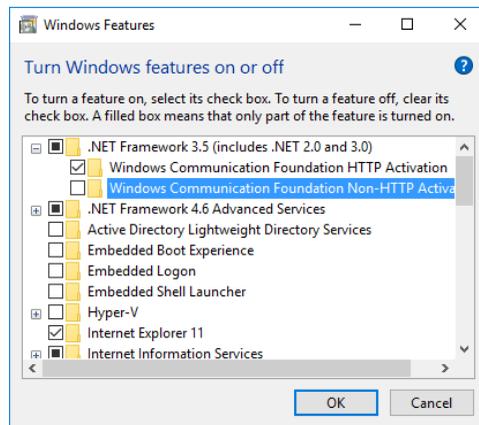
3. Click “OK” and Reboot if necessary.

## To enable .NET Framework 3.5 on Windows 10

1. Press the Windows key  on your keyboard, type Windows Features, and press Enter. This brings up the Turn Windows features on or off dialog box.

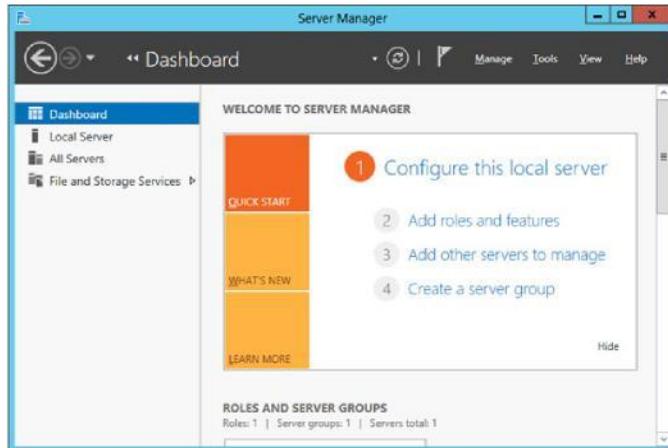


2. Select the .NET Framework 3.5 (includes .NET 2.0 and 3.0) check box, press OK, follow the displayed instructions, and reboot your computer if prompted.



To enable .NET Framework 3.5 on Windows Server 2012, Windows Server 2016

1 In the Server Manager, select **Add roles and features**.



2 Click **Next** until you reach Features and select **.NET Framework 3.5 Features (Installed)**.

3 Follow the on-screen instructions to install .NET Framework 3.5.

## SmartSystems Installation Types

There are two ways to install SmartSystems:

- Install SmartSystems on a local database. For more information, see the next section.
- Install SmartSystems on a remote database. For more information, see **“Install SmartSystems On a Remote Database” on page 43**.

# Install SmartSystems On a Local Database

When you install SmartSystems on a local database, you install SmartSystems and SQL Server on the same PC. To do this, you must:

- install SQL Server 2008 or SQL Server 2012 or SQL Server 2014 or SQL server 2016 on a local PC.
- install SmartSystems on a local PC.

## Install SQL Server 2008 On a Local PC

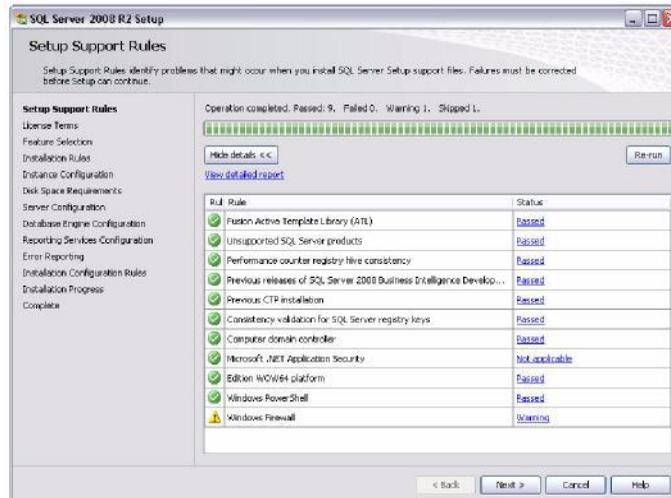
1 Download and run the SQL Server .exe file.

2 From the navigation menu, select **Installation**.



3 Select **New installation or add features to an existing installation**.

4 If any setup support rules do not pass, correct the failure and click **Re-run**.



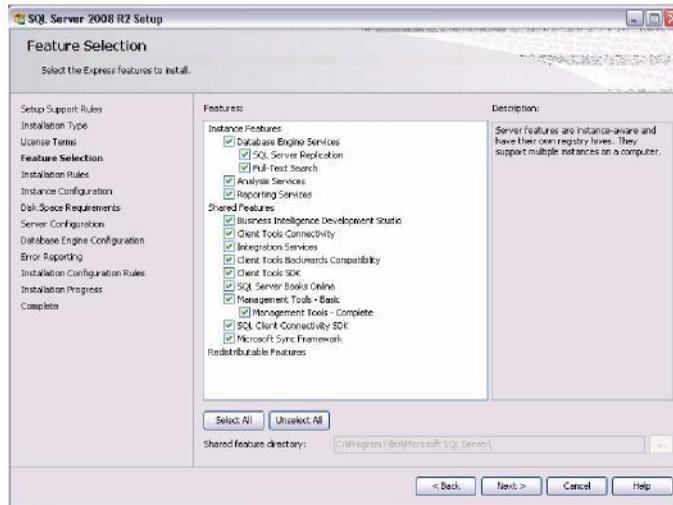
5 When all the rules are checked, click **Next**.

6 Read the license terms, and select **I accept the license terms**.



7 Click **Next**.

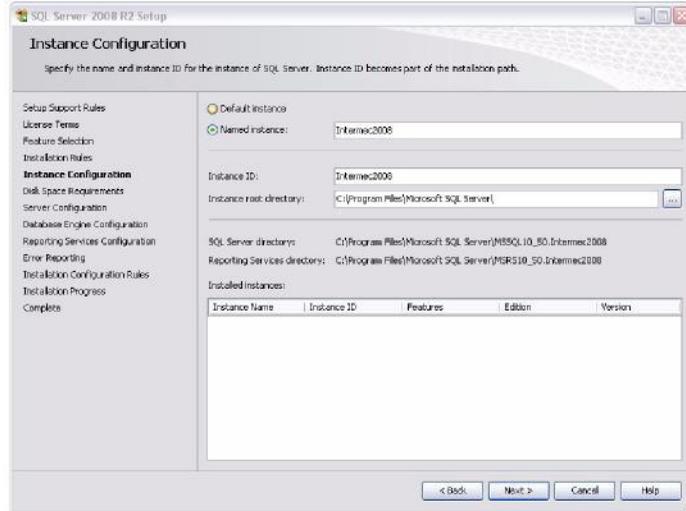
## 8 Select Database Engine Services.



**9** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

**10** Click **Next**.

**11** Select **Named instance** and type `Intermec2008`.

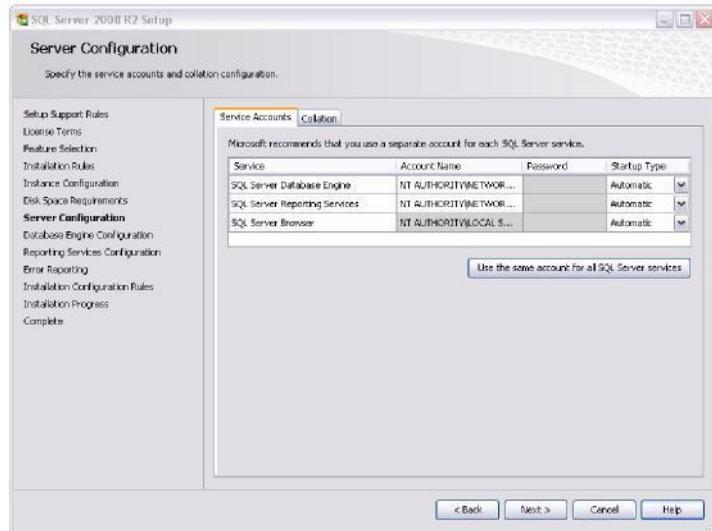


**12** Click **Next**.

**13** For the SQL Database Engine, select **NT AUTHORITY\NETWORK SERVICE** as the Account Name.

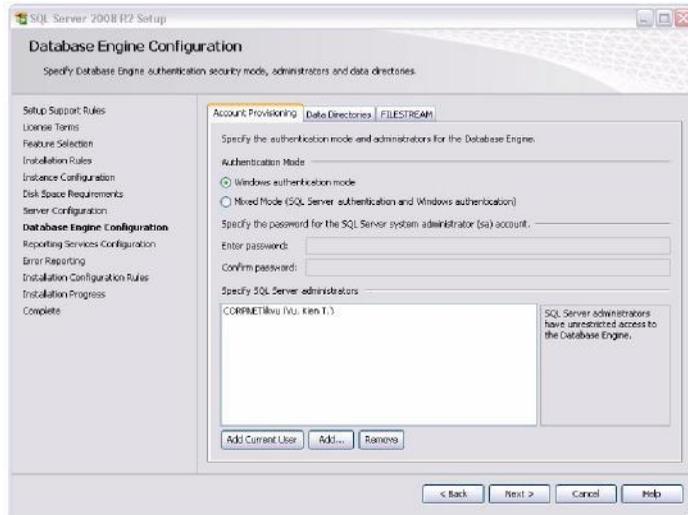
**Note:** Intermec recommends that you select this account name so that you can use the default authentication settings. For more information about Service Accounts for SQL Server services, click **Help**.

Or, if the computer is in a work group or not on a domain, select **NT AUTHORITY\SYSTEM**.



**14** Click **Next**.

## 15 Select Windows authentication mode.



16 To add yourself as an administrator click **Add Current User**.

17 (Optional) Add more SQL Server Administrators:

a Click **Add**.



b In the **Enter the object name to select** text box, type a user name.

c Click **OK**.

d Click **Next**.

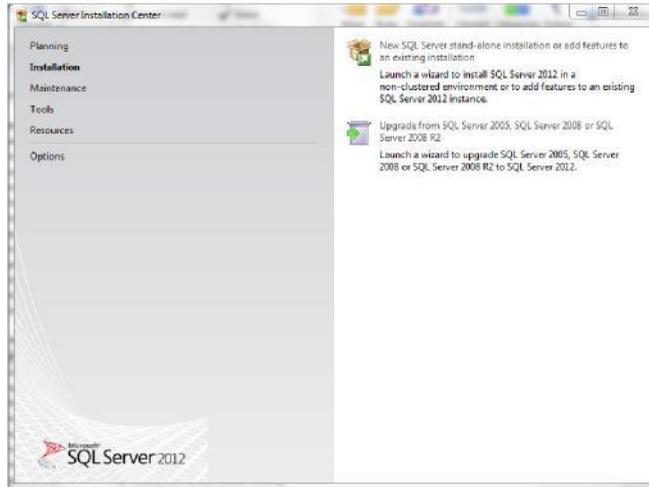
**18** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install, but do not configure the report server**, and then click **Next**.



**19** Install SmartSystems. For more information, see **“Install SmartSystems On a Local PC” on page 40.**

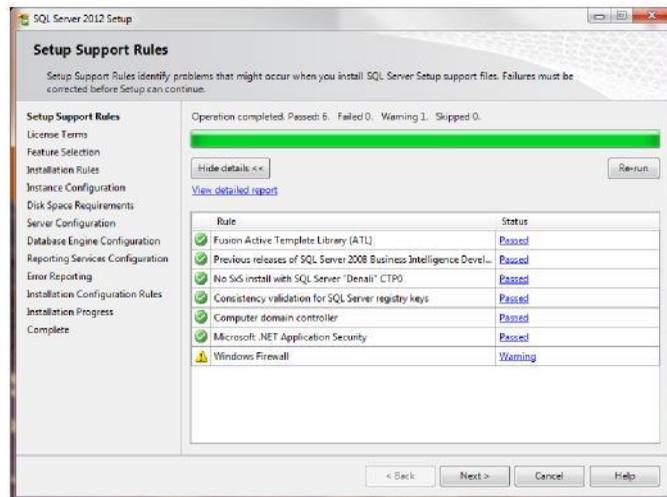
## Install SQL Server 2012 On a Local PC

- 1 Download and run the SQL Server .exe file.
- 2 From the navigation menu, select **Installation**.



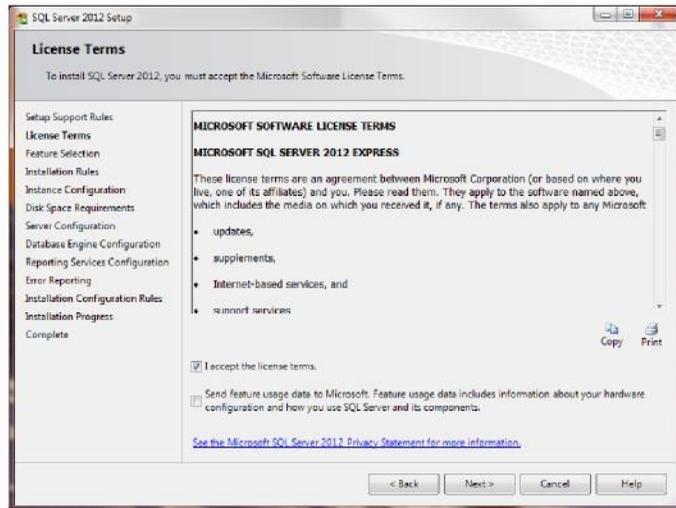
**3 Select New installation or add features to an existing installation.**

**4 If any setup support rules do not pass, correct the failure and click Re-run.**



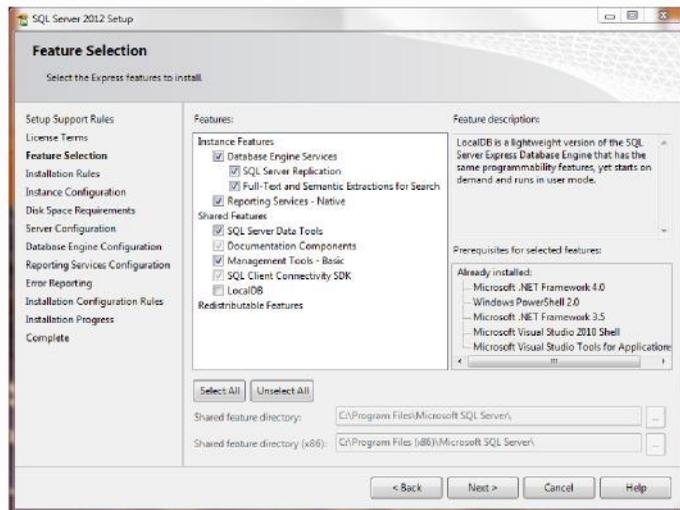
5 When all the rules are checked, click **Next**.

6 Read the license terms, and select **I accept the license terms**.



7 Click **Next**.

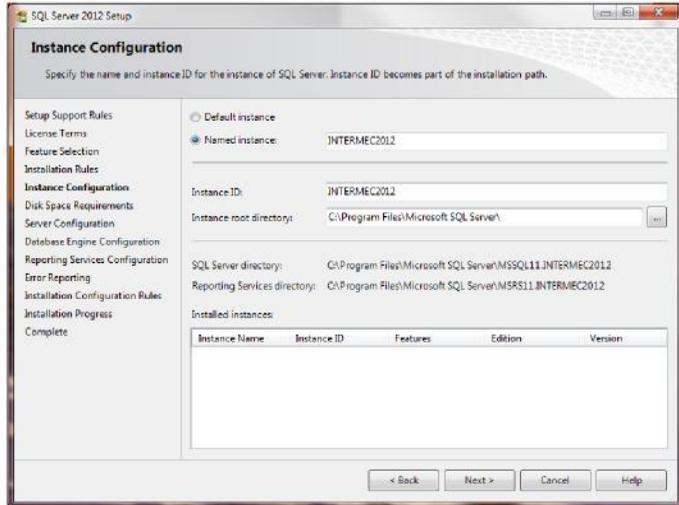
8 Select **Database Engine Services**.



**9** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

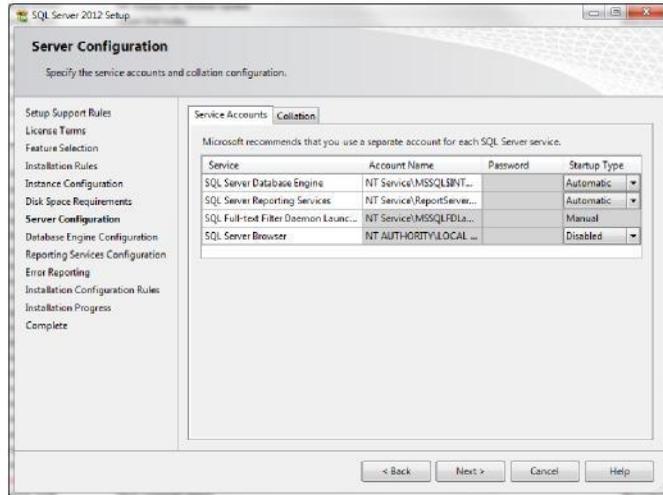
**10** Click **Next**.

**11** Select **Named instance** and type `Intermec2012`.

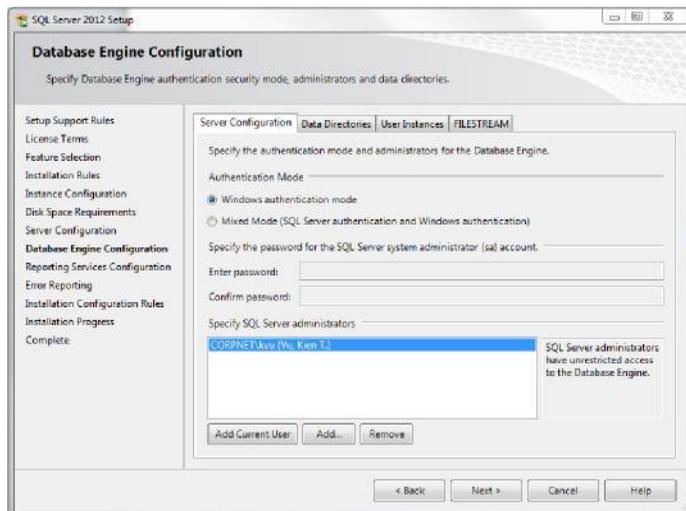


**12** Click **Next**.

**13** When the Server Configuration screen appears, click **Next**.



## 14 Select Windows authentication mode.



- 15** To add yourself as an administrator click **Add Current User**.
- 16** Click **Advanced**.
- 17** Click **Find Now**. The search results appear at the bottom of the screen.
- 18** Select **SYSTEM** from the list of users, and click **OK**. **SYSTEM** is added to the list of SQL Server Administrators.
- 19** (Optional) Add more SQL Server Administrators:
- a Click **Add**.



- b In the **Enter the object name to select** text box, type a user name.
  - c Click **OK**.
  - d Click **Next**.
- 20** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.



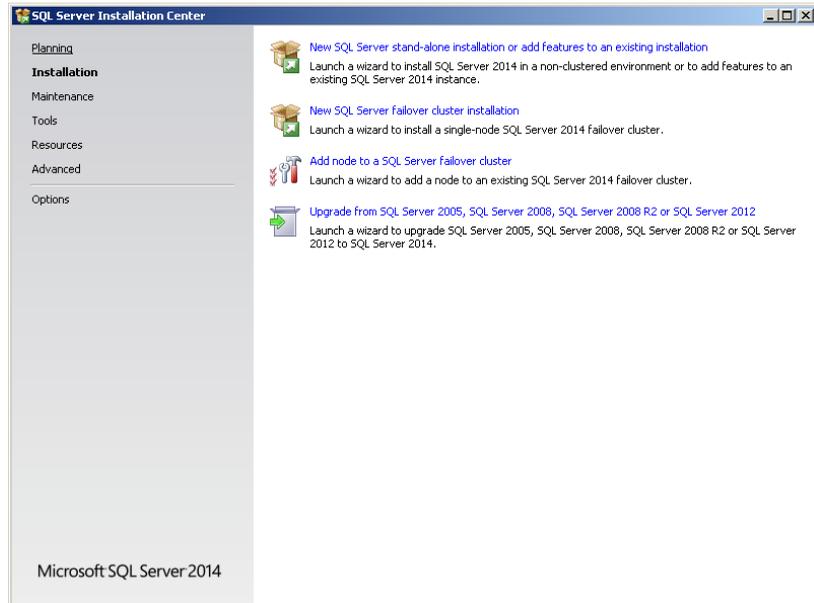
21 When the Error Reporting screen appears, click **Next**.

22 Install SmartSystems. For more information, see [“Install SmartSystems On a Local PC” on page 40](#).

## Install SQL Server 2014 On a Local PC

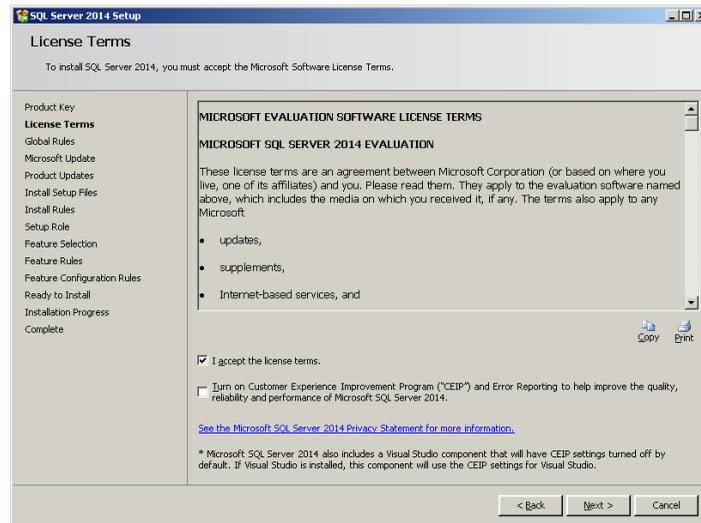
1 Download and run the SQL Server .exe file.

2 From the navigation menu, select **Installation**.



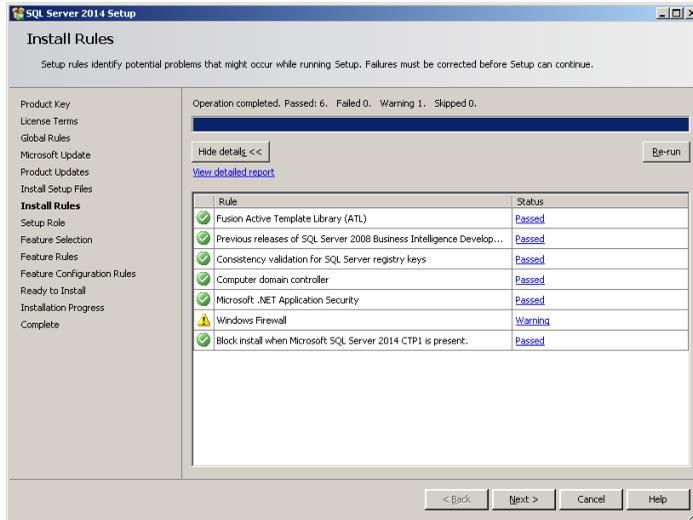
**3 Select New SQL server stand-alone installation or add features to an existing installation.**

**4 Read the license terms, and select I accept the license terms.**



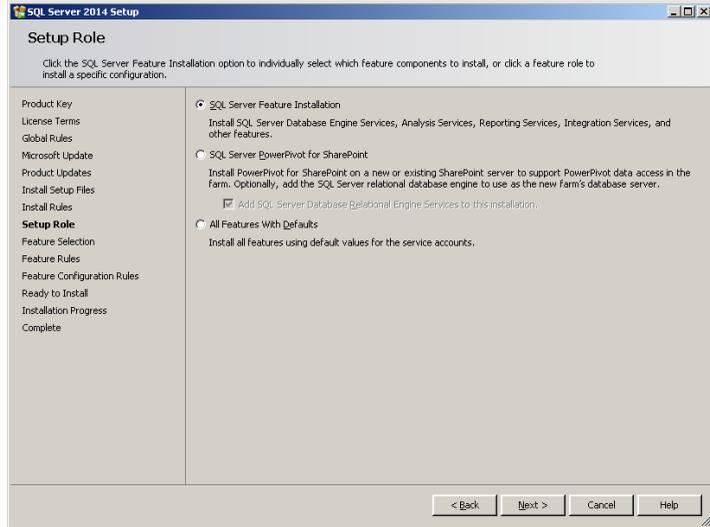
5 Click **Next**.

6 If any setup support rules do not pass, correct the failure and click **Re-run**.

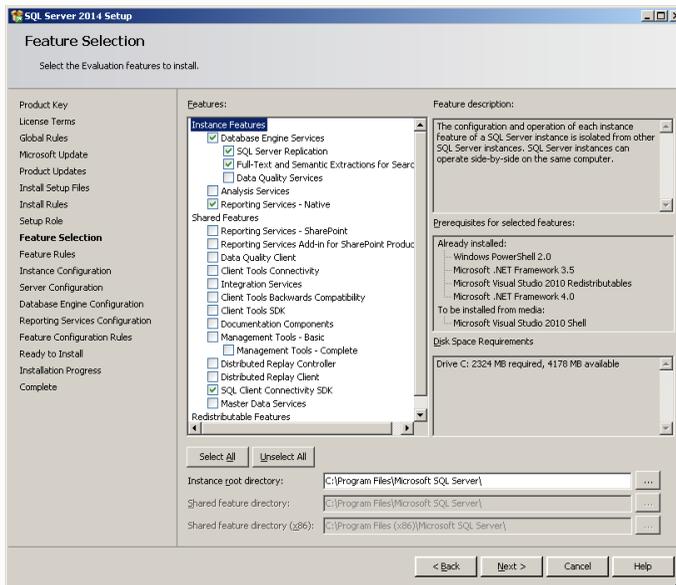


7 When all the rules are checked, click **Next**.

8 Select “SQL Server Feature Installation” and Click **Next**



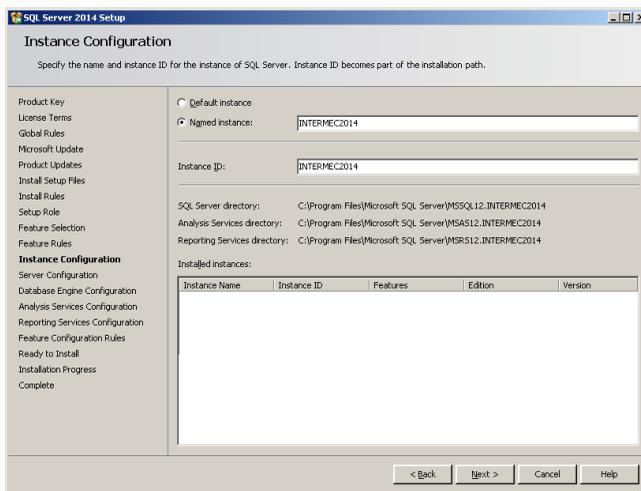
9 Select **Database Engine Services**.



**10** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

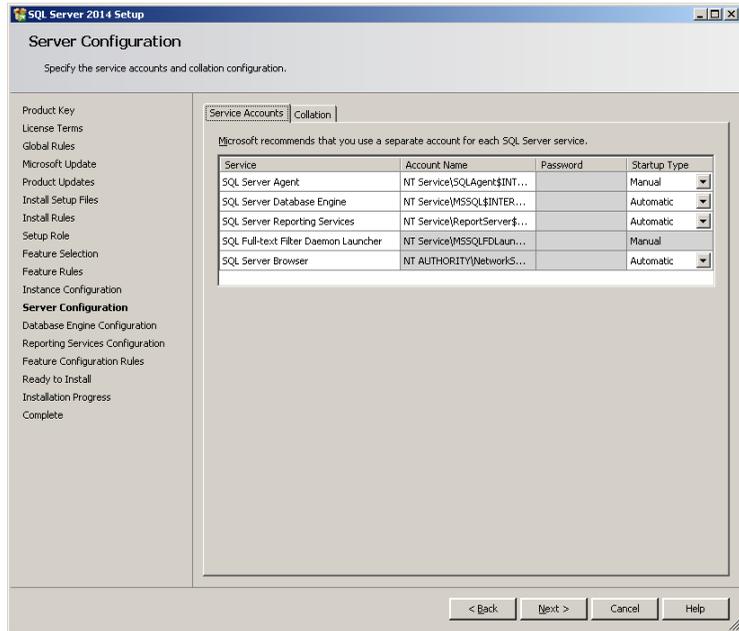
**11** Click **Next**.

**12** Select **Named instance** and type **Intermec2014**.

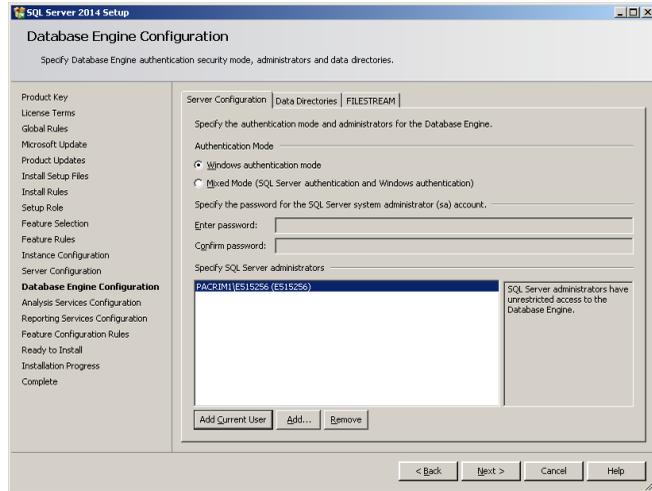


**13 Click Next.**

**14 When the Server Configuration screen appears, click Next.**



**15 Select Windows authentication mode.**



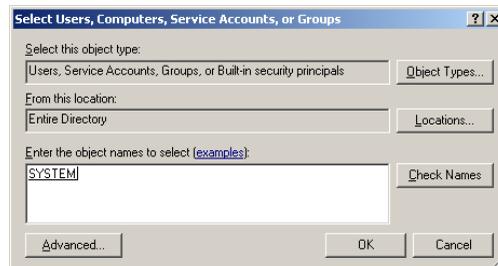
**16** To add yourself as an administrator click **Add Current User**.

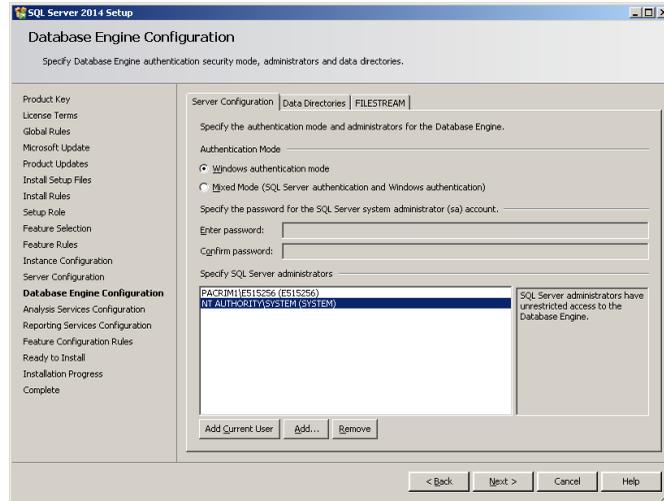
**17** Click **Add**

**18** Click **Advanced**.

**19** Click **Find Now**. The search results appear at the bottom of the screen.

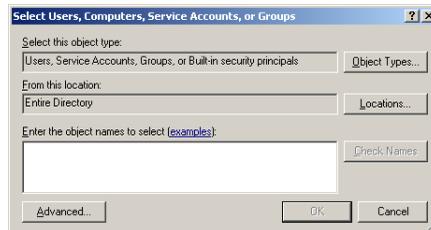
**20** Select **SYSTEM** from the list of users, and click **OK**.  
**SYSTEM** is added to the list of SQL Server Administrators.





## 21 (Optional) Add more SQL Server Administrators:

a Click **Add**.

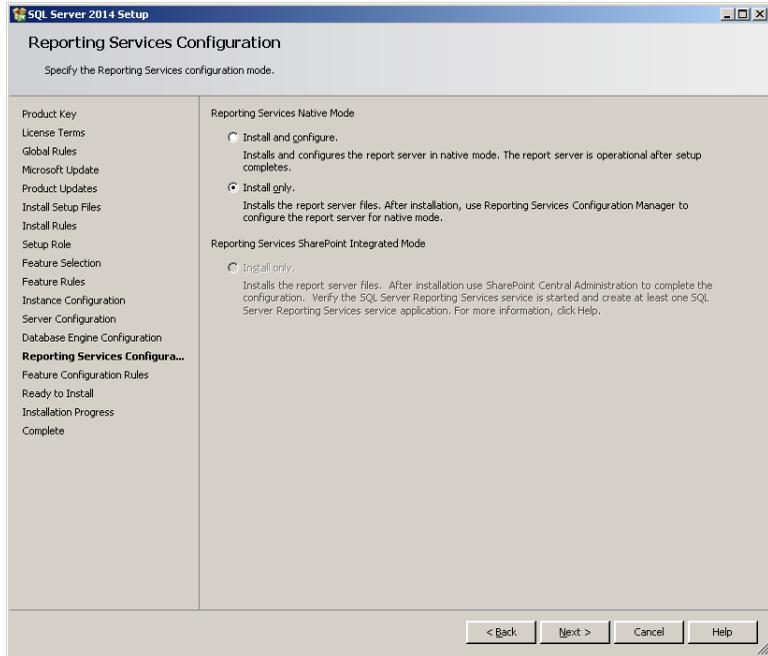


b In the **Enter the object name to select** text box, type a user name.

c Click **OK**.

d Click **Next**.

22 If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.



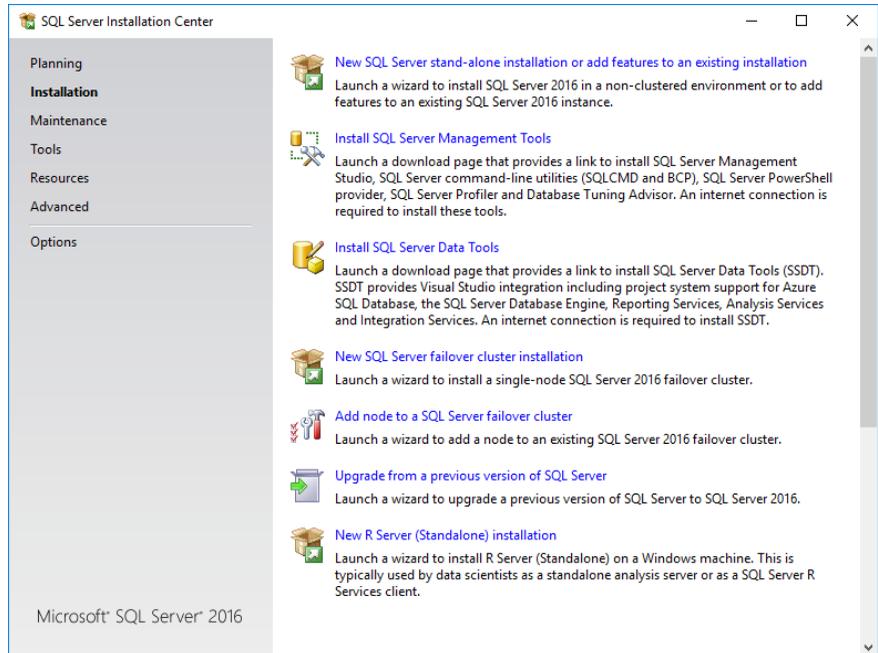
**23** When the **Ready to install** screen appears, click **Next**.

**24** Install SmartSystems. For help, refer “**Install SmartSystems On a Local PC**” on page 40.

## Install SQL Server 2016 On a Local PC

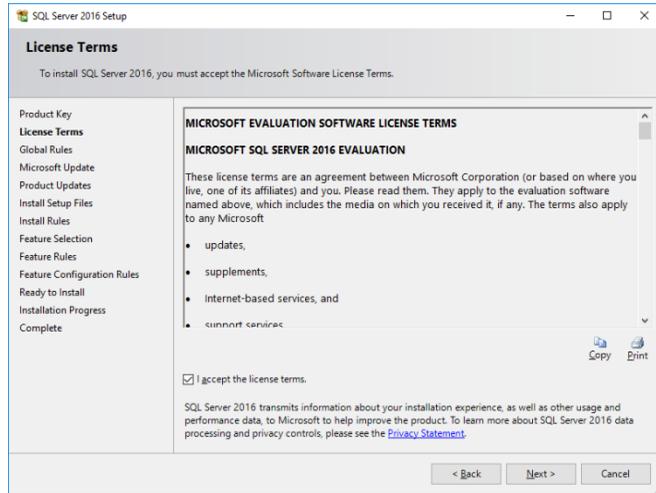
**1** Download and run the SQL Server .exe file.

**2** From the navigation menu, select **Installation**.



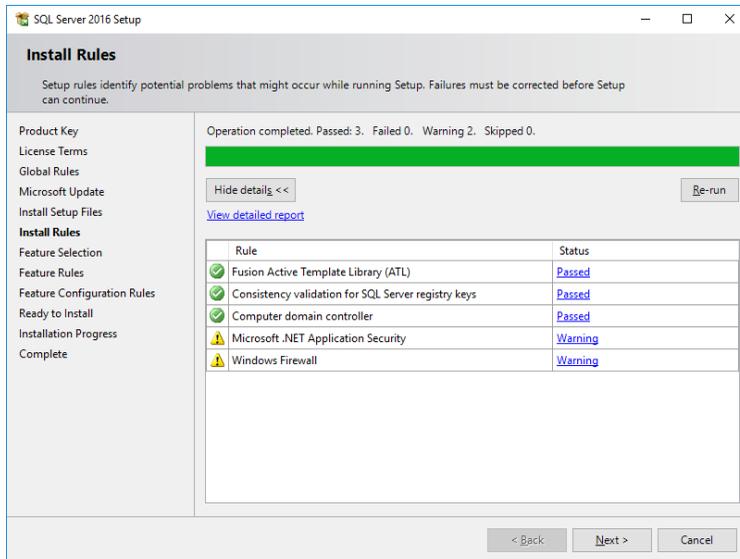
**3 Select New SQL server stand-alone installation or add features to an existing installation.**

**4 Read the license terms, and select I accept the license terms.**



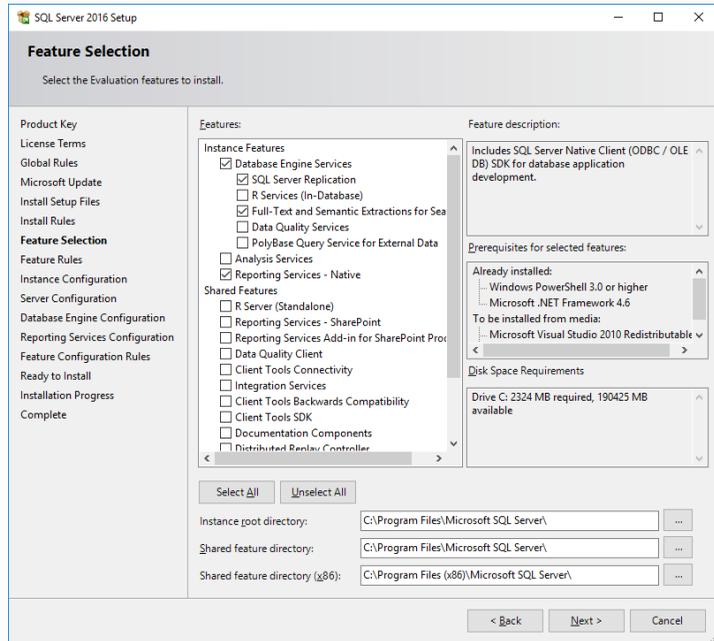
**5** Click **Next**.

**6** If any setup support rules do not pass, correct the failure and click **Re-run**.



7 When all the rules are checked, click **Next**.

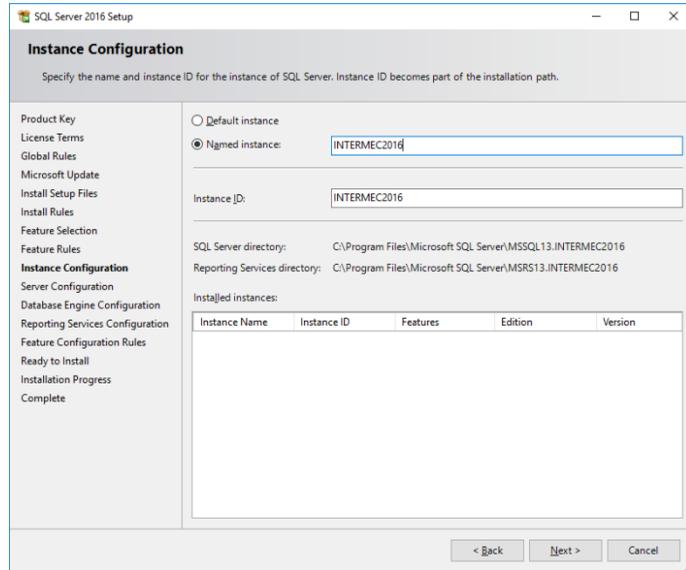
8 Select **Database Engine Services**.



9 If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

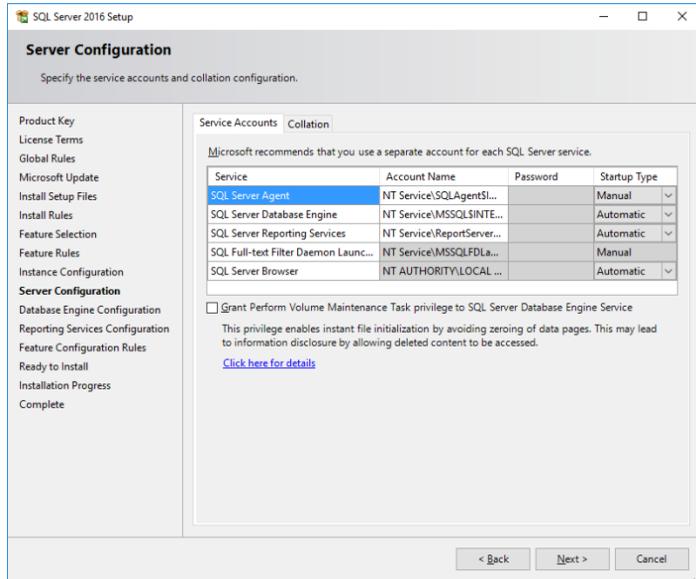
10 Click **Next**.

11 Select **Named instance** and type `Intermec2016`.

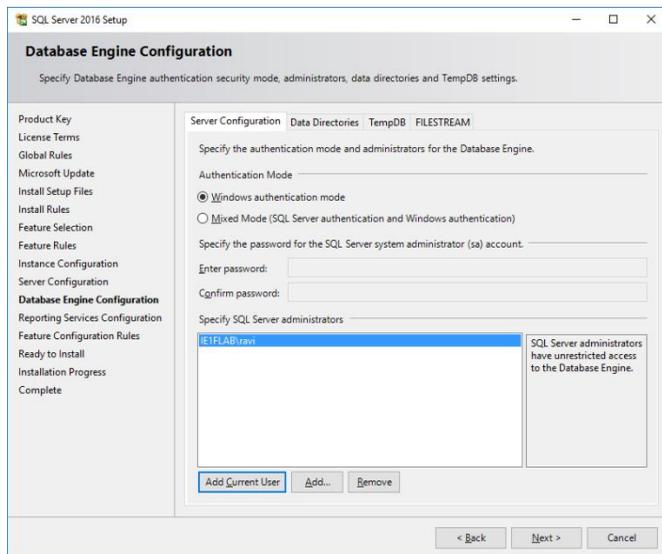


**12** Click **Next**.

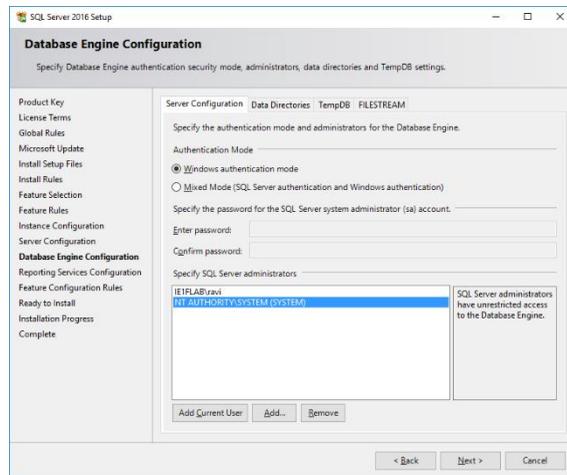
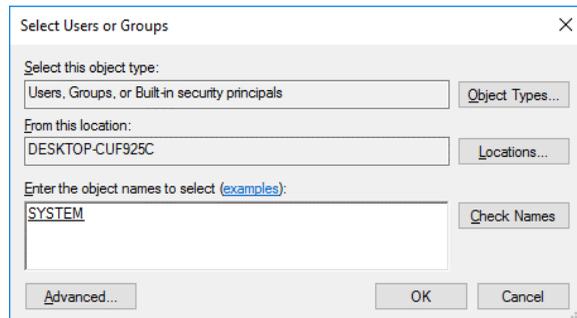
**13** When the Server Configuration screen appears, click **Next**.

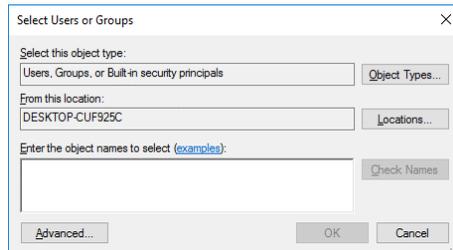


## 14 Select Windows authentication mode.



- 15 To add yourself as an administrator click **Add Current User**.
- 16 Click **Add**
- 17 Click **Advanced**.
- 18 Click **Find Now**. The search results appear at the bottom of the screen.
- 19 Select **SYSTEM** from the list of users, and click **OK**.  
SYSTEM is added to the list of SQL Server Administrators.



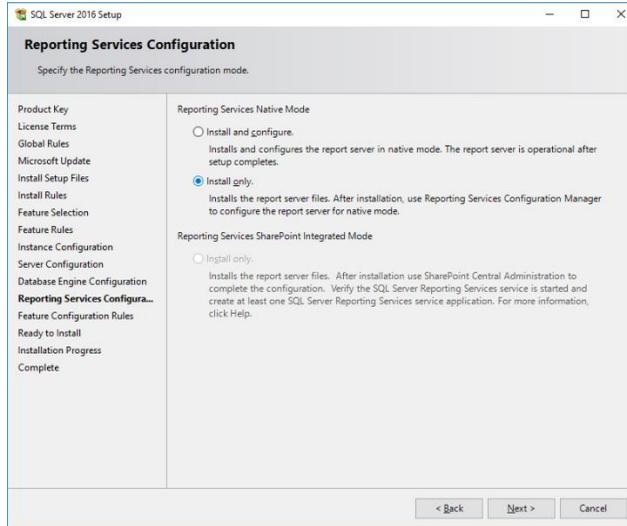
**20 (Optional) Add more SQL Server Administrators:****a Click Add.**

**b** In the **Enter the object name to select** text box, type a user name.

**c** Click **OK**.

**d** Click **Next**.

**21** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.



**22** When the **Ready to install** screen appears, click **Next**.

**23** Install SmartSystems. For help, see the next section

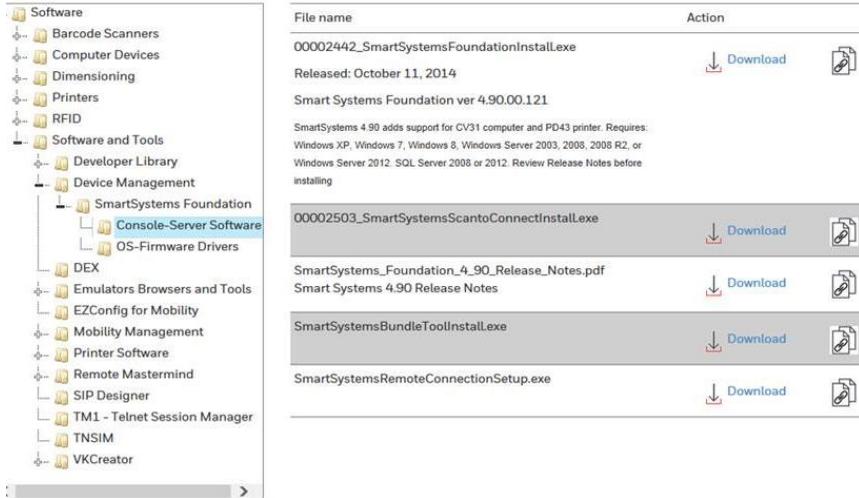
## Install SmartSystems On a Local PC

**1** Download SmartSystems from the Intermec by Honeywell website at <https://hsmftp.honeywell.com/>

**Navigate to the following folder to find the binaries and supporting documents.**

**Software >> Software and Tools >> Device Management >> SmartSystems Foundation >> Console-Server Software >>**

**Refer below screenshot for more information.**



The screenshot shows a software catalog interface. On the left is a tree view of software categories, with 'SmartSystems Foundation' expanded under 'Console-Server Software'. On the right is a table of files for download.

File name	Action
00002442_SmartSystemsFoundationInstallLexe	<a href="#">Download</a>
Released: October 11, 2014	
Smart Systems Foundation ver 4.90.00.121	
SmartSystems 4.90 adds support for CV31 computer and PD43 printer. Requires: Windows XP, Windows 7, Windows 8, Windows Server 2003, 2008, 2008 R2, or Windows Server 2012. SQL Server 2008 or 2012. Review Release Notes before installing	
00002503_SmartSystemsScantoConnectInstallLexe	<a href="#">Download</a>
SmartSystems_Foundation_4_90_Release_Notes.pdf	<a href="#">Download</a>
Smart Systems 4.90 Release Notes	<a href="#">Download</a>
SmartSystemsBundleToolInstallLexe	<a href="#">Download</a>
SmartSystemsRemoteConnectionSetup.exe	<a href="#">Download</a>

2 Make sure Microsoft .NET Framework 3.5 is installed.

3 Double-click the SmartSystems .exe file. The SmartSystems Installer checks to see if you have Microsoft .NET Framework 4.0 installed. If it is not installed, follow the prompts to install .NET Framework 4.0.



**Note:** If you installed .NET Framework 4 as part of Windows Update you may have downloaded a subset of the full installation. If that is the case, SmartSystems prompts you to download and install the full version of .NET Framework 4.0.

- 4 In the drop-down list, select the database server that you created, or click **Browse** to see a list of available databases.



- 5 Click **OK**.

- 6 When the Precheck screen appears, the SmartSystems Installer runs system checks to determine if your PC meets the minimum requirements:

- If there are any warnings, view the details. You can choose to skip or fix any warnings. For more information, see **“Troubleshoot Installation Problems” on page 81**.
- If there are any errors, you must fix them before you can continue with the SmartSystems installation. For more information, see **“Troubleshoot Installation Problems” on page 81**.

After you have fixed your warnings and errors, click **Next**.

- 7 Select **I accept the terms of the license agreement** and click **Next**.

- 8 Select the installation destination and click **Next**. SmartSystems installs on your PC.

**Note: Program Files (x86)** is displayed in English, regardless of the language running on the operating system.



- 9 When the Software Bundle Wizard Installation screen appears, click **Next**.



- 10 When the Software Bundle Wizard is installed, click **Finish**.
- 11 Select **Yes, I want to restart my computer now**, and click **Finish**.

## Install SmartSystems On a Remote Database

When you install SmartSystems on a remote database, you install SmartSystems on one PC, and SQL Server on another. When you do this, SmartSystems accesses SQL Server through your network to manage your devices.

- On the SQL Server PC:
  - install a SQL Server 2008 or 2012 or 2014 or 2016
  - configure SQL Server to accept remote connections.
- Install SmartSystems

If you have an existing installation of SQL Server, Intermec recommends you install a new instance of SQL Server according to this installation guide for SmartSystems to function remotely.



**Note:** Remote databases in a workgroup are not supported. You need to install and configure a SQL Server instance from a remote computer in the same domain as the computer you install SmartSystems Foundation on.

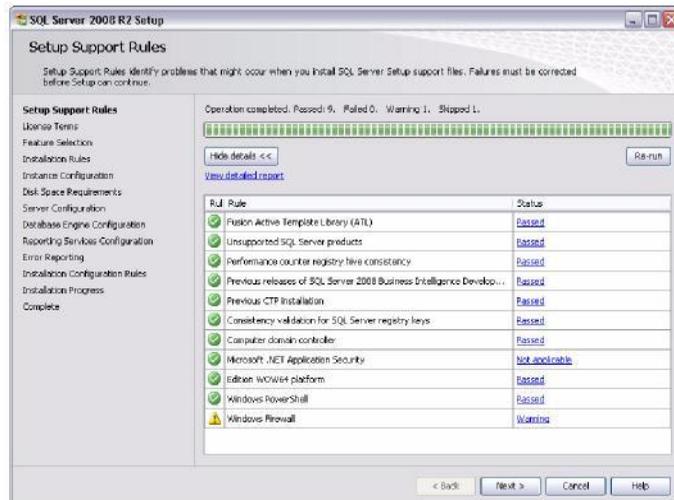
## Install SQL Server 2008 On a Remote PC

- 1 Make sure that both PCs are in the same domain.
- 2 Download and run the SQL Server .exe file.
- 3 From the navigation menu, select **Installation**.



- 4 Select **New installation or add features to an existing installation**.

**5** If any setup support rules do not pass, correct the failure and click **Re-run**.



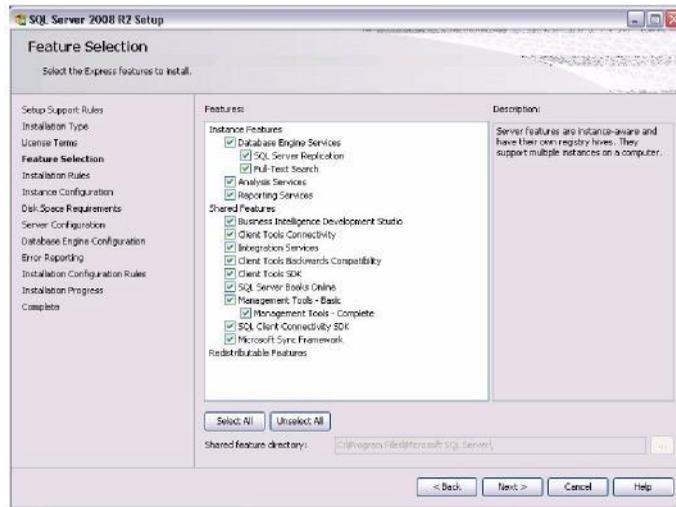
**6** When all the rules are checked, click **Next**.

**7** Read the license terms, and select **I accept the license terms**.



8 Click **Next**.

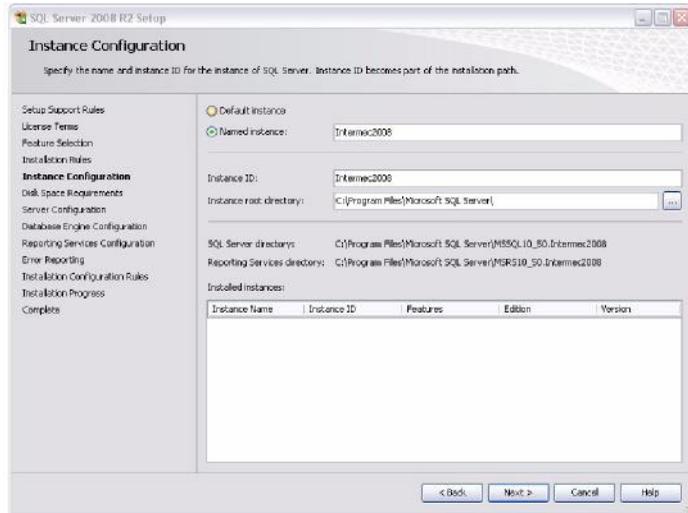
9 Select **Database Engine Services**.



10 If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

11 Click **Next**.

12 Select **Named instance** and type **Intermec2008**.



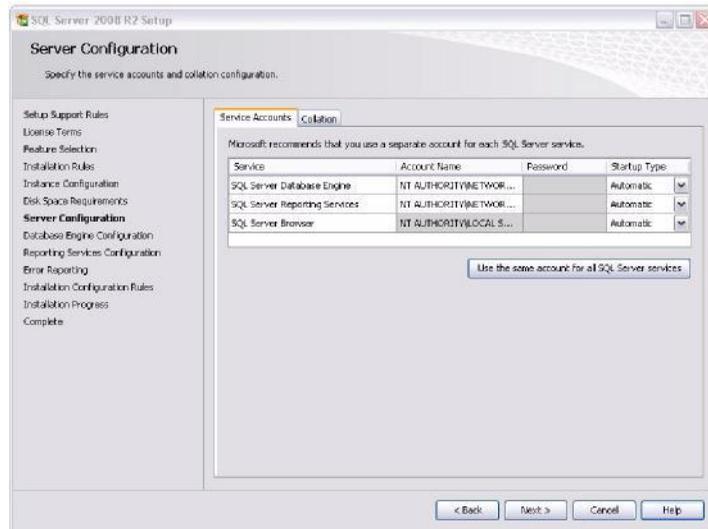
**13 Click Next.**

**14** For the SQL Database Engine, select **NT AUTHORITY\NETWORK SERVICE** as the Account Name.



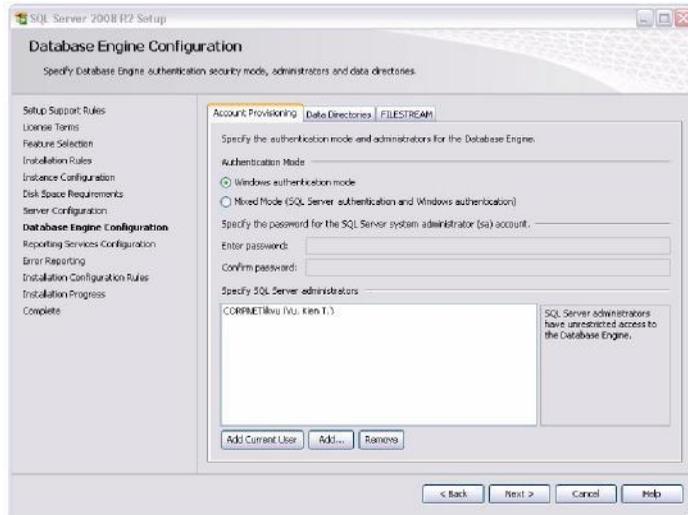
**Note:** Intermec recommends that you select this account name so that you can use the default authentication settings. For more information about Service Accounts for SQL Server services, click **Help**.

Or, if the computer is in a work group or not on a domain, select **NT AUTHORITY\SYSTEM**.



**15** Click **Next**.

## 16 Select Windows authentication mode.



17 To add yourself as an administrator click **Add Current User**.

18 (Optional) Add more SQL Server Administrators:

a Click **Add**.



b In the **Enter the object name to select** text box, type a user name.

c Click **OK**.

d Click **Next**.

**19** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install, but do not configure the report server**, and then click **Next**.

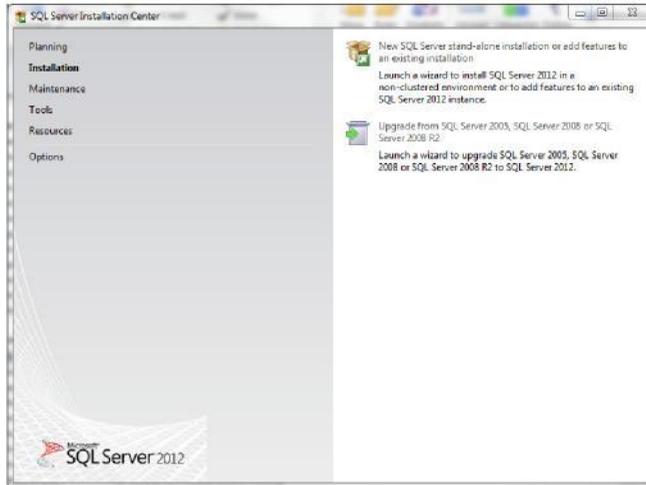


**20** Configure SQL Server to accept remote connections. See [“Configure SQL Server to Accept Remote Connections” on page 73](#).

## Install SQL Server 2012 On a Remote PC

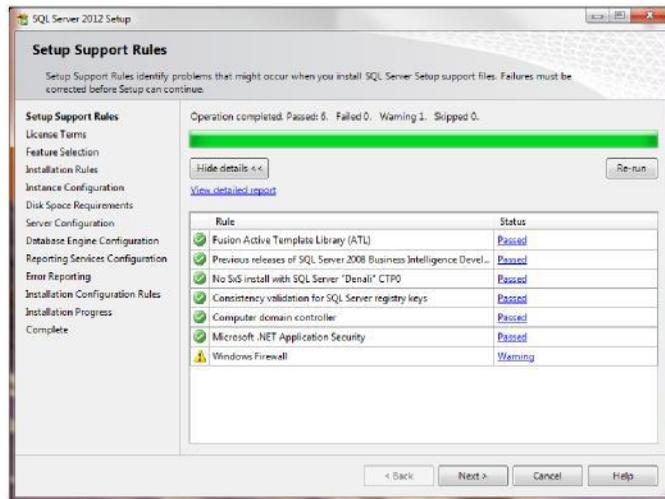
- 1 Make sure that both PCs are in the same domain.
- 2 Download and run the SQL Server .exe file.

### 3 From the navigation menu, select **Installation**.



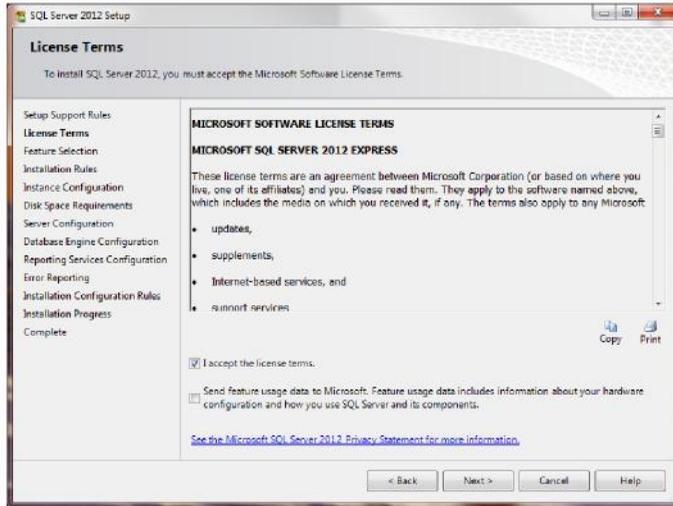
### 4 Select **New installation or add features to an existing installation**.

### 5 If any setup support rules do not pass, correct the failure and click **Re-run**.



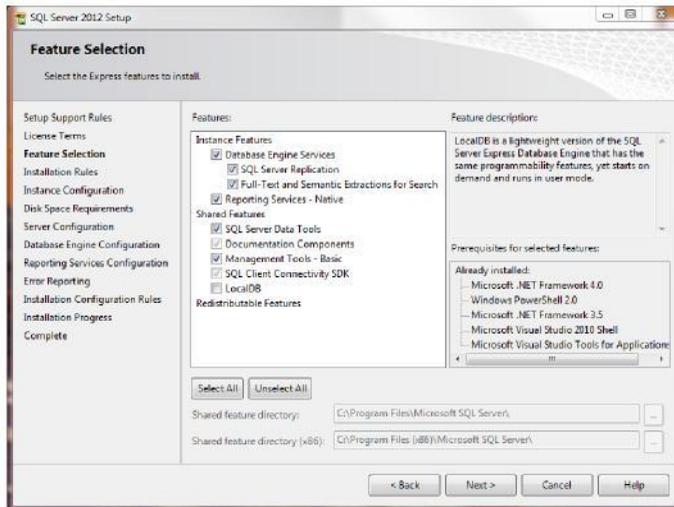
6 When all the rules are checked, click **Next**.

7 Read the license terms, and select **I accept the license terms**.



8 Click **Next**.

9 Select **Database Engine Services**.



**10** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

**11** Click **Next**.

**12** Select **Named instance** and type **Intermec2012**.

SQL Server 2012 Setup

### Instance Configuration

Specify the name and instance ID for the instance of SQL Server. Instance ID becomes part of the installation path.

Setup Support Rules  
License Terms  
Feature Selection  
Installation Rules  
**Instance Configuration**  
Disk Space Requirements  
Server Configuration  
Database Engine Configuration  
Reporting Services Configuration  
Error Reporting  
Installation Configuration Rules  
Installation Progress  
Complete

Default instance  
 Named instance: INTERMEC2012

Instance ID: INTERMEC2012

Instance root directory: C:\Program Files\Microsoft SQL Server\

SQL Server directory: C:\Program Files\Microsoft SQL Server\MSSQL11.INTERMEC2012

Reporting Services directory: C:\Program Files\Microsoft SQL Server\MSRS11.INTERMEC2012

Installed instances:

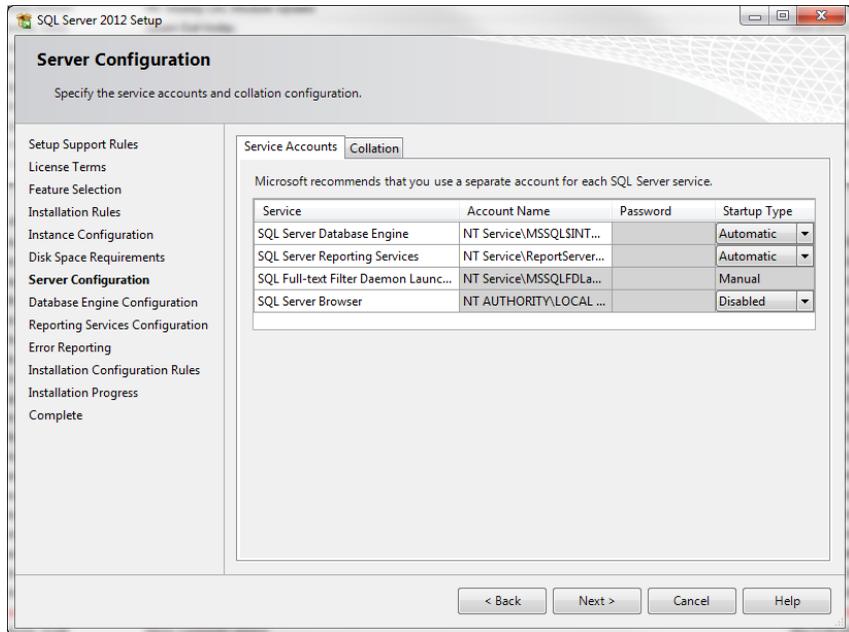
Instance Name	Instance ID	Features	Edition	Version
---------------	-------------	----------	---------	---------

< Back Next > Cancel Help

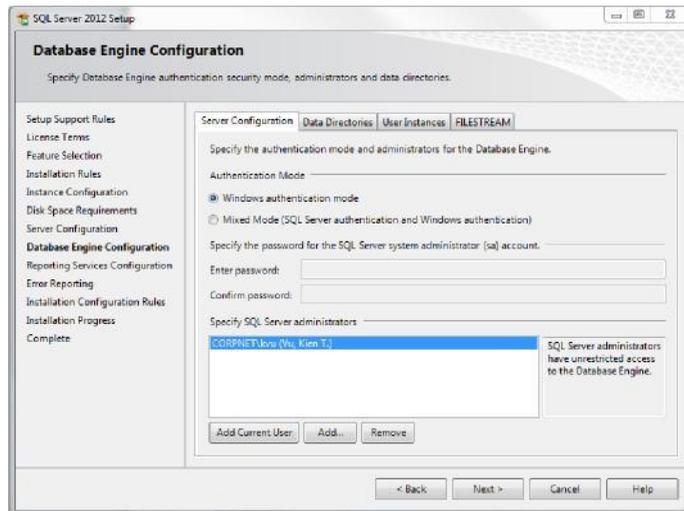
13 Click Next.

54

14 When the **Server Configuration** screen appears, click



15 Select **Windows authentication mode**.



- 16 To add yourself as an administrator click **Add Current User**.
- 17 Click **Advanced**.
- 18 Click **Find Now**. The search results appear at the bottom of the screen.
- 19 Select **NETWORK SERVICE** from the list of users, and click **OK**. NETWORK SERVICE is added to the list of SQL Server Administrators.
- 20 (Optional) Add more SQL Server Administrators:
  - a Click **Add**.

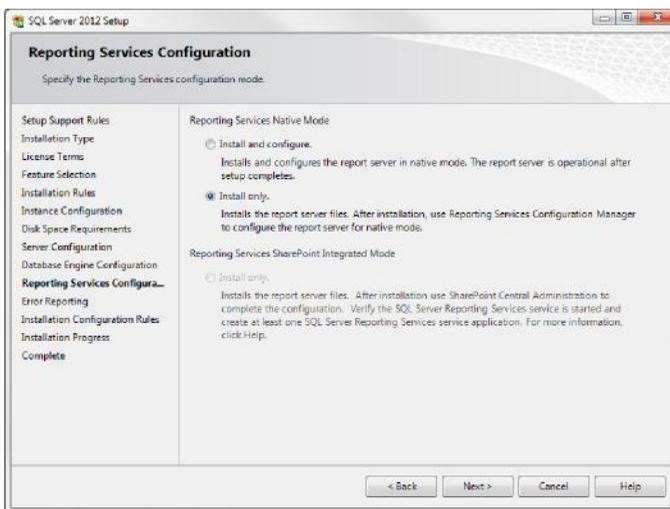


**b** In the **Enter the object name to select** text box, type a user name.

**c** Click **OK**.

**d** Click **Next**.

**21** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.



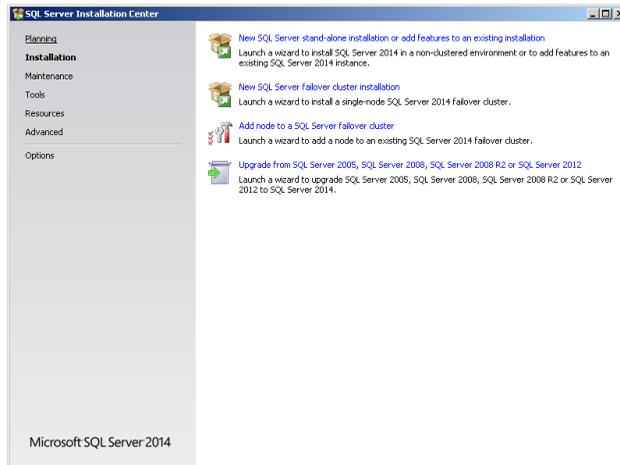
**22** Configure SQL Server to accept remote connections. See **“Configure SQL Server to Accept Remote Connections” on page 73.**

## Install SQL Server 2014 On a Remote PC (Remote DB PC)

1 Make sure that both PCs are in the same domain.

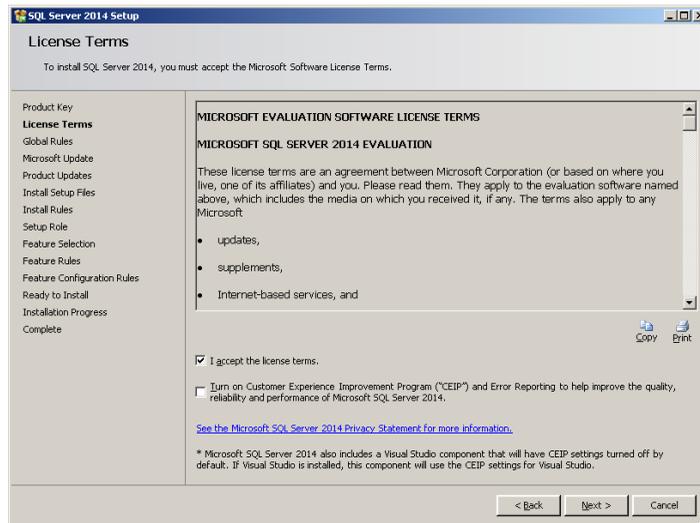
2 Download and run the SQL Server .exe file.

### 3 From the navigation menu, select **Installation**.



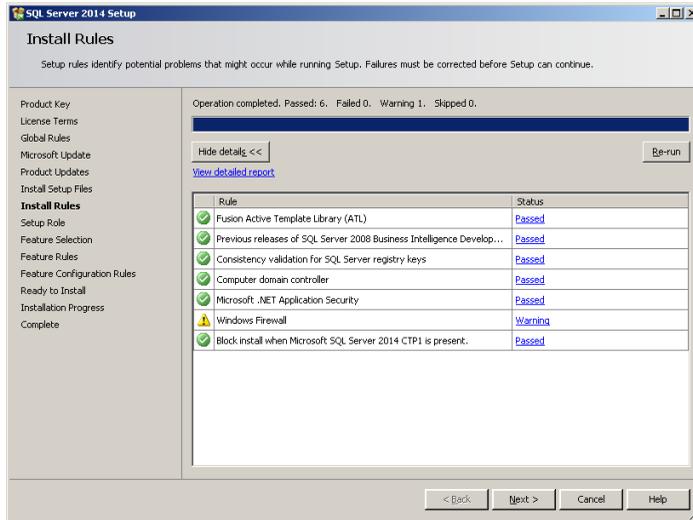
### 4 Select **New installation or add features to an existing installation**.

### 4 Read the license terms, and select **I accept the license terms**.



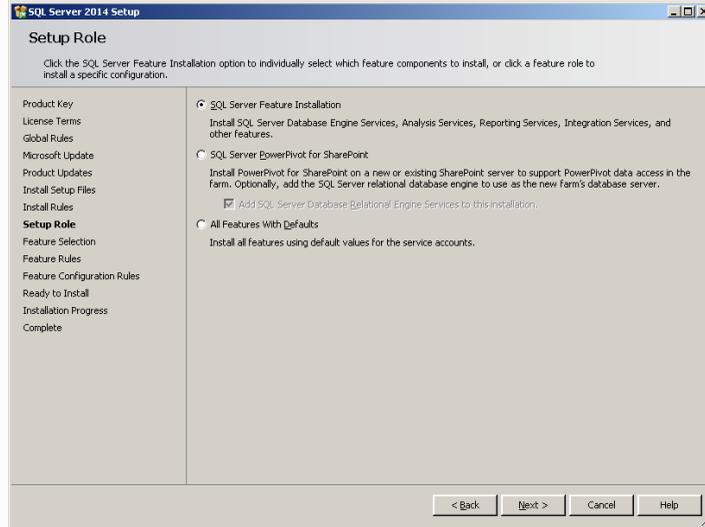
5 Click **Next**.

6 If any setup support rules do not pass, correct the failure and click **Re-run**.

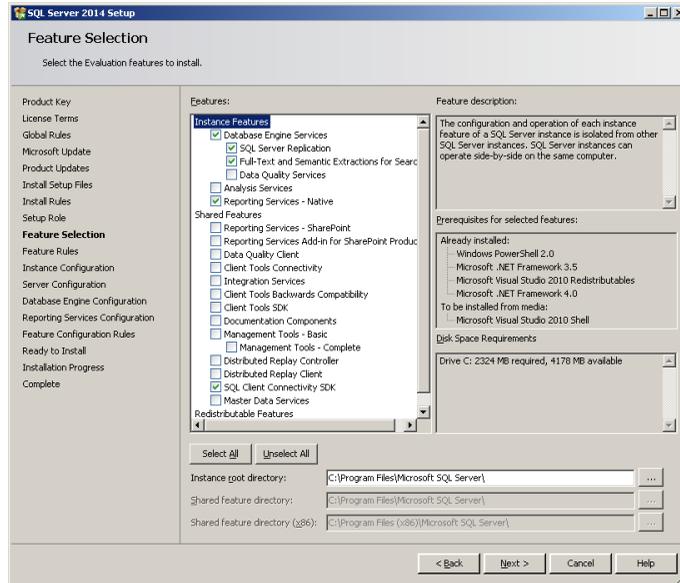


7 When all the rules are checked, click **Next**.

8 Select “SQL Server Feature Installation” and Click **Next**



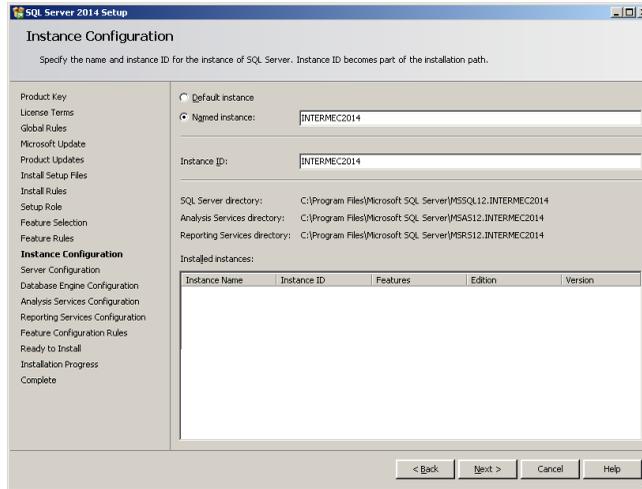
9 Select **Database Engine Services**.



**10** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

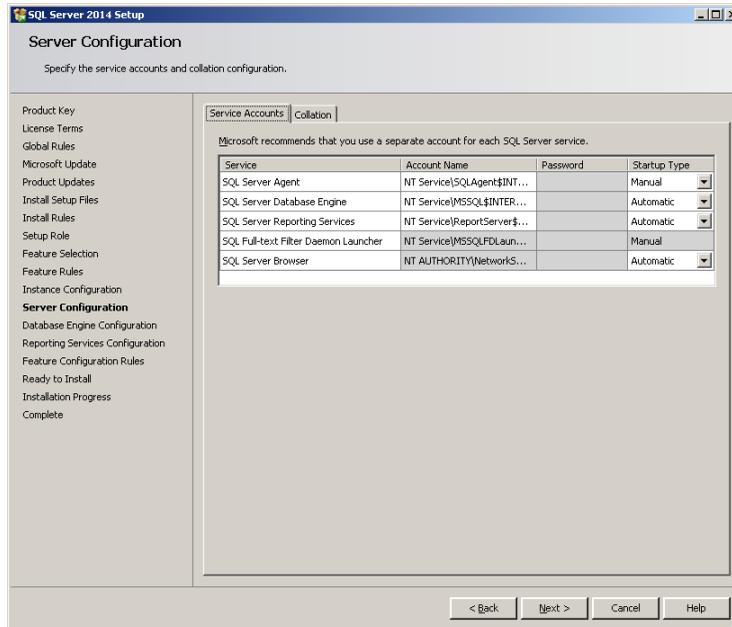
**11** Click **Next**.

**12** Select **Named instance** and type **Intermec2014**.



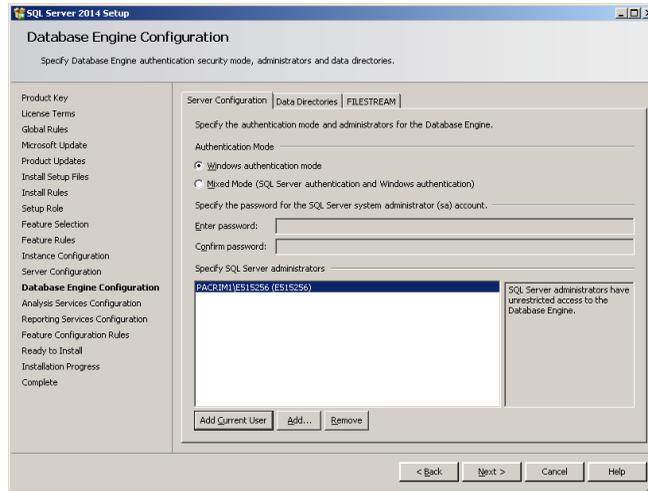
**13** Click **Next**.

**14** When the Server Configuration screen appears, click **Next**.



**SmartSystems Foundation Installation Guide**

## 15 Select **Windows authentication mode**.

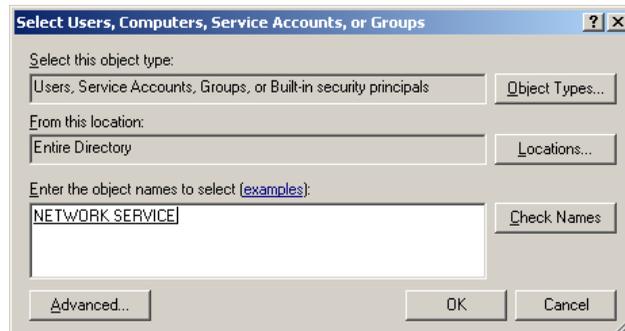


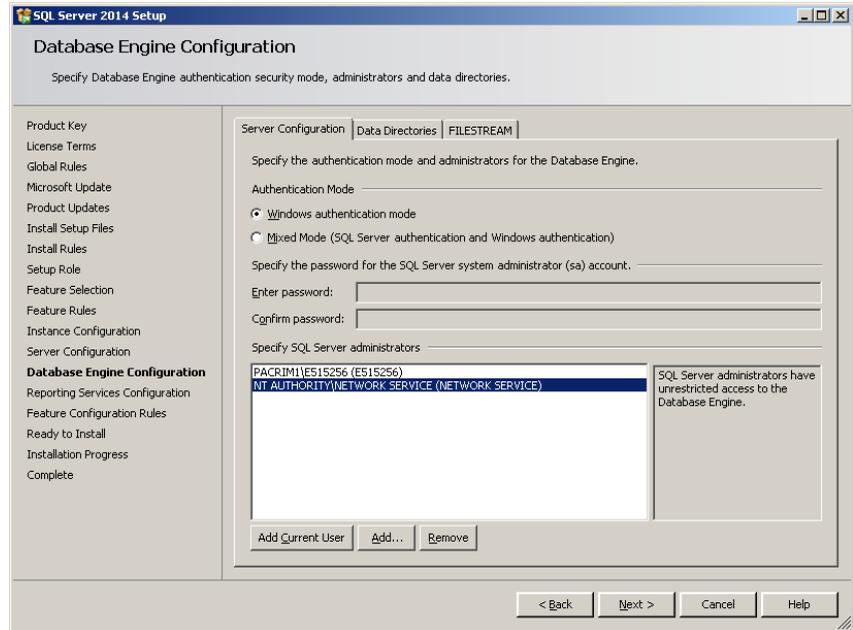
16 To add yourself as an administrator click **Add Current User**.

17 Click **Advanced**.

18 Click **Find Now**. The search results appear at the bottom of the screen.

19 Select **NETWORK SERVICE** from the list of users, and click **OK**. **NETWORK SERVICE** is added to the list of SQL Server Administrators.





## 20 (Optional) Add more SQL Server Administrators:

### a Click Add.



**b** In the **Enter the object name to select** text box, type a user name.

**c** Click **OK**.

**d** Click **Next**.

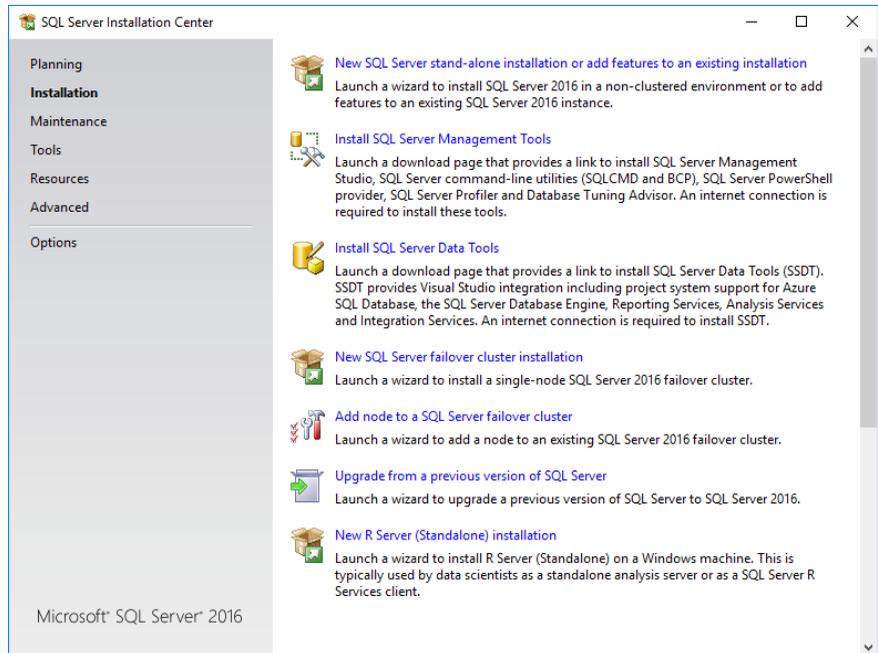
**21** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.



**22** Configure SQL Server to accept remote connections. See **“Configure SQL Server to Accept Remote Connections”** on page 73.

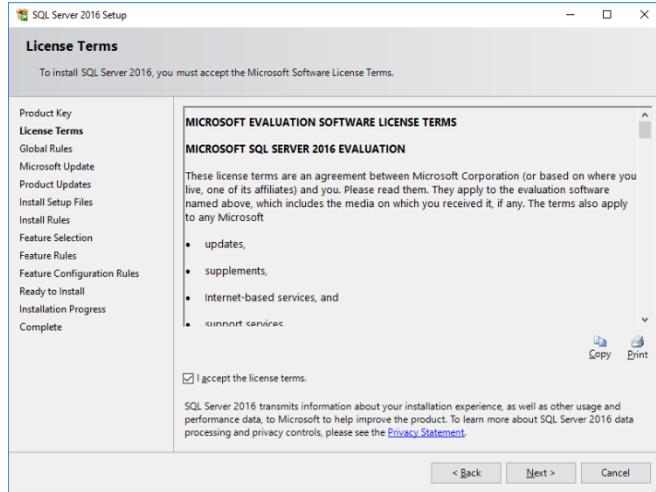
## Install SQL Server 2016 On a Remote PC (Remote DB PC)

- 1 Make sure that both PCs are in the same domain.
- 2 Download and run the SQL Server .exe file.
- 3 From the navigation menu, select **Installation**.



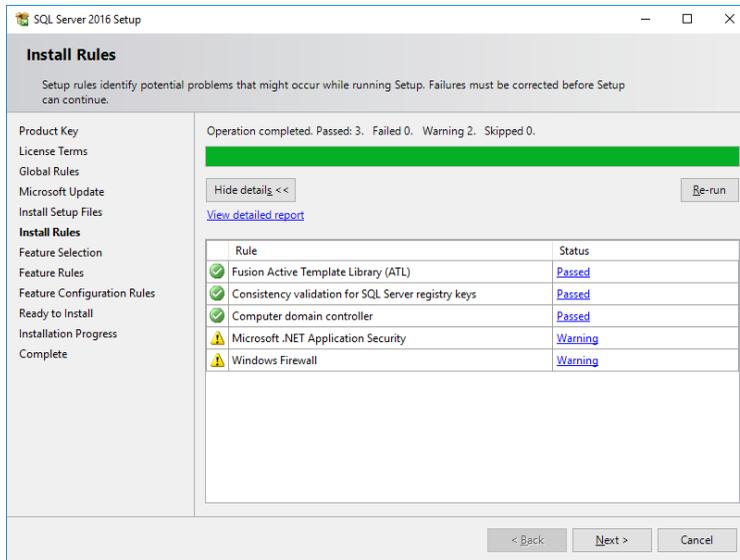
4 Select **New SQL server stand-alone installation or add features to an existing installation**.

5 Read the license terms, and select **I accept the license terms**.



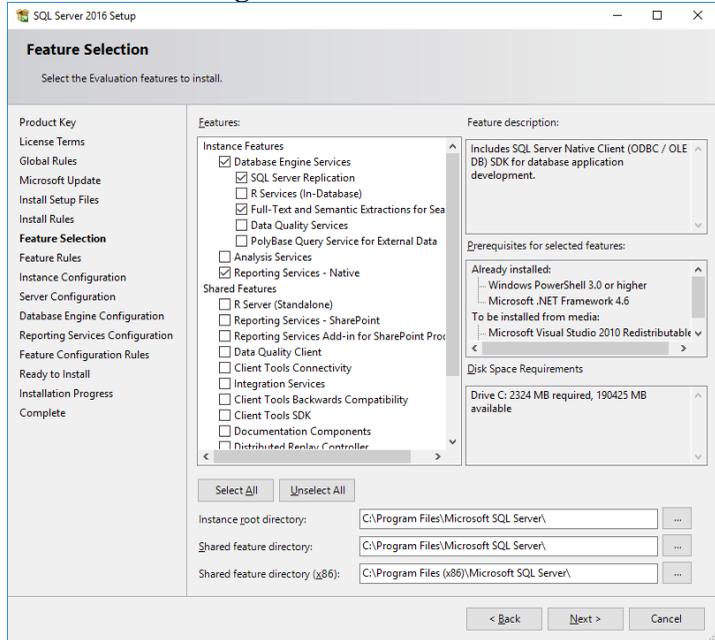
**6 Click Next.**

**7 If any setup support rules do not pass, correct the failure and click Re-run.**



**8** When all the rules are checked, click **Next**.

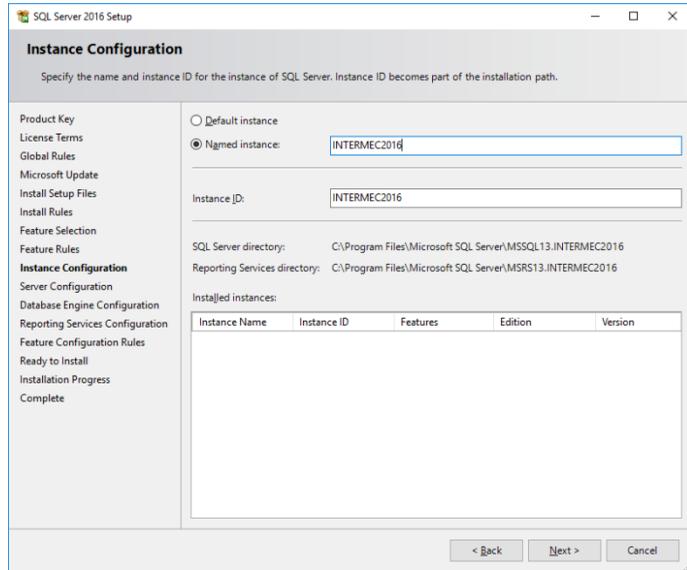
**9** Select **Database Engine Services**.



**10** If you are planning to use SmartSystems Reporting Services, select **Reporting Services**.

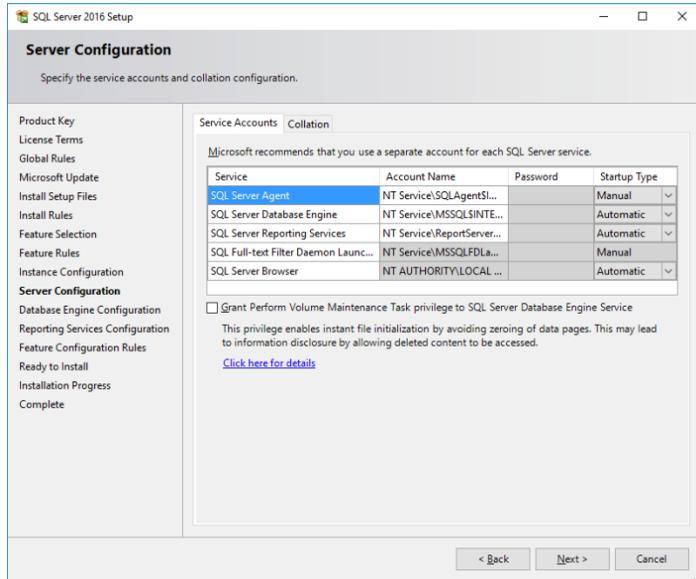
**11** Click **Next**.

**12** Select **Named instance** and type **Intermec2016**.

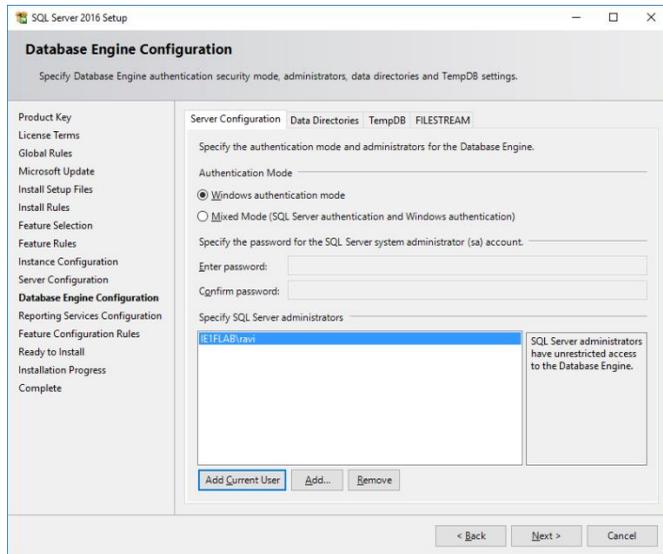


**13** Click **Next**.

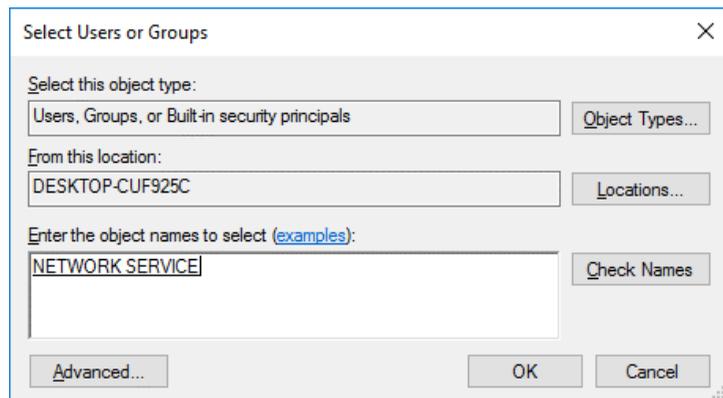
**14** When the Server Configuration screen appears, click **Next**.

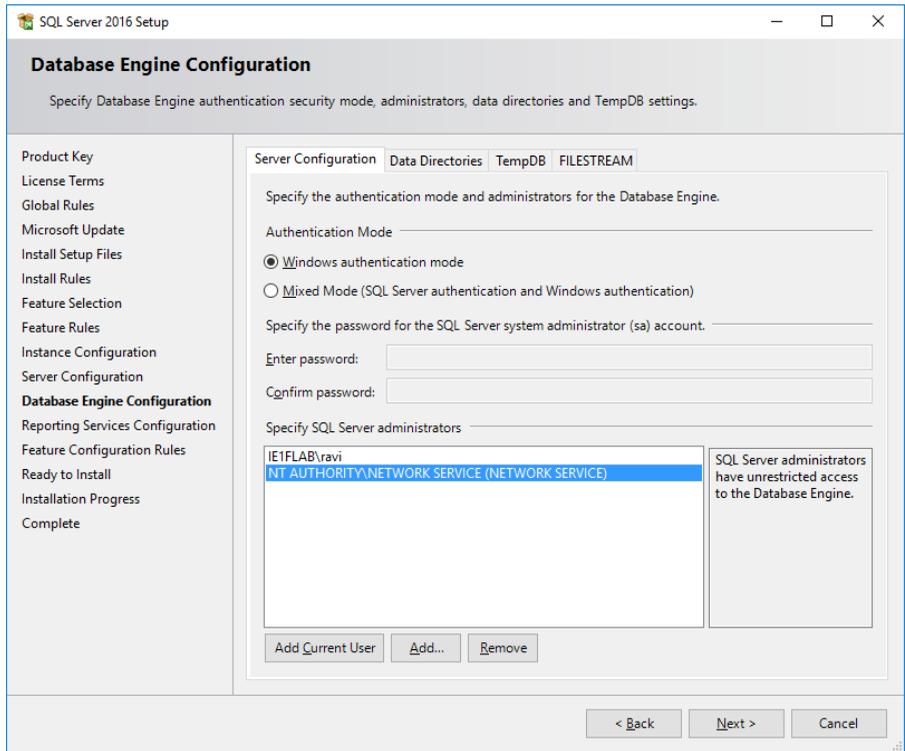


## 15 Select Windows authentication mode.



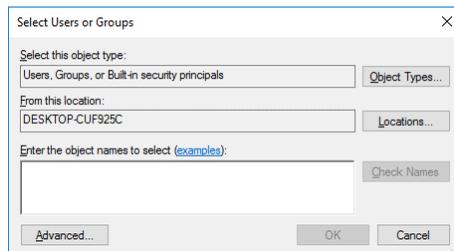
- 16 To add yourself as an administrator click **Add Current User**.
- 17 Click **Add**
- 18 Click **Advanced**.
- 19 Click **Find Now**. The search results appear at the bottom of the screen.
- 20 Select **NETWORK SERVICE** from the list of users, and click **OK**. NETWORK SERVICE is added to the list of SQL Server Administrators.





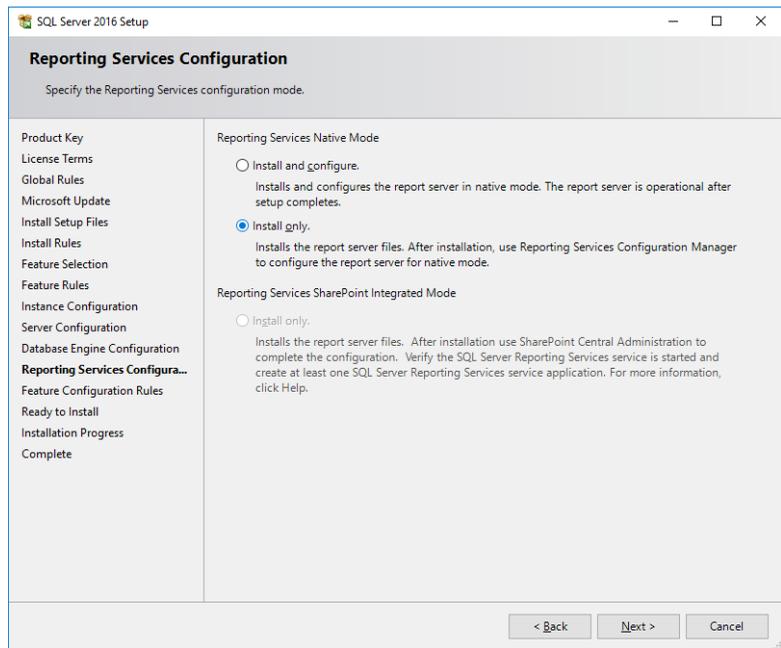
## 21 (Optional) Add more SQL Server Administrators:

a Click **Add**.



- b In the **Enter the object name to select** text box, type a user name.
- c Click **OK**.
- d Click **Next**.

**22** If you selected Reporting Services, the Reporting Services Configuration screen appears. Select **Install only**, and then click **Next**.

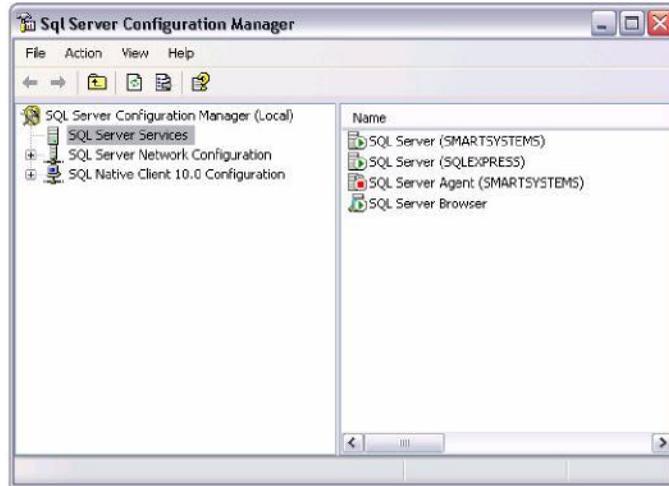


**23** When the **Ready to install** screen appears, click **Next**.

**24** Install SmartSystems. For help, see the next section.

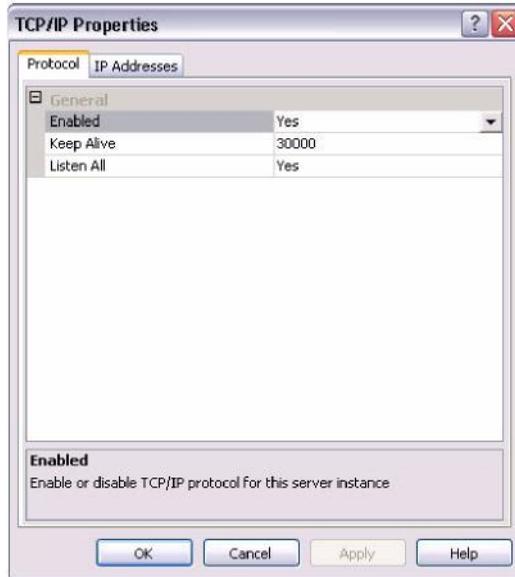
## Configure SQL Server to Accept Remote Connections

- 1 On your SQL Server PC, select **Start > Programs > Microsoft SQL Server 2008 or 2012 or 2014 or 2016 > Configuration Tools > SQL Server Configuration Manager**.



- 2 Double-click **SQL Server Network Configuration**.
- 3 Select **Protocols for Intermec2008 or 2012.or 2014 or 2016**
- 4 Right-click **TCP/IP** and select **Enable**.

5 Right-click **TCP/IP** and select **Properties**.



6 Select the **IP Addresses** tab.

7 Remove all values, including zeros, from TCP Dynamic Ports.

8 In the IPAll menu, set the TCP port to 60000.

9 Click **OK** to exit the TCP/IP Properties screen.

10 In the SQL Server Configuration Manager screen, double-click **SQL Server Services**.

11 Right-click **SQL Server (Intermec 2008)** or **SQL Server (Intermec 2012)**, or **SQL Server (Intermec 2014)**, or **SQL Server (Intermec 2016)**, and select **Restart**.

12 Right-click **SQL Server Browser** and select **Start**.

13 If you have a firewall turned on, make sure you add port 60000 to your list of firewall exceptions.

14 Install SmartSystems. For help, see the next section.

**SmartSystems Foundation Installation Guide**

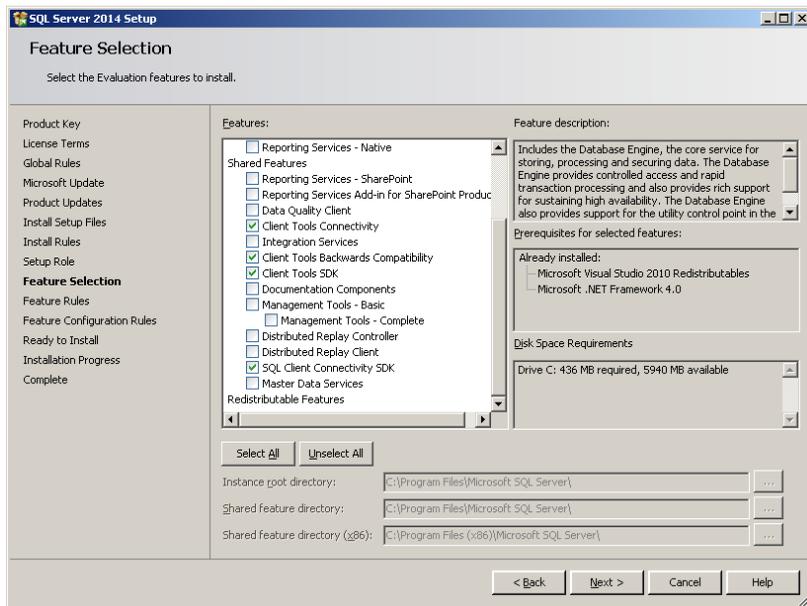
## Install SmartSystems In a Remote PC

1. Install SQL client in the PC where SmartSystems is need to be installed.

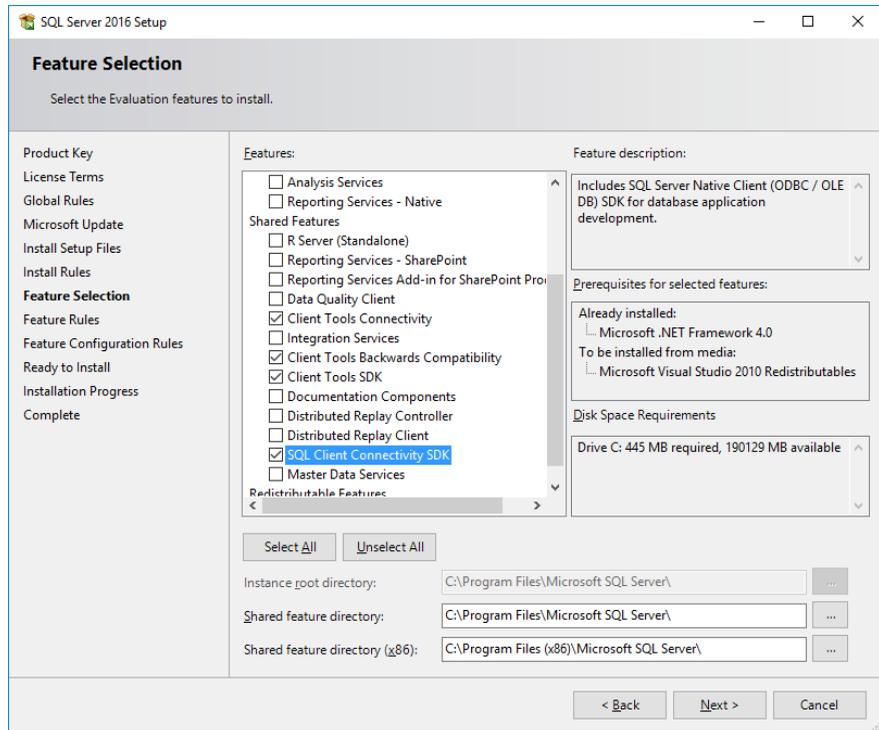
Follow the same procedure which was explained in the section “Install SQL Server 2014 On a Remote PC” or “Install SQL Server 2016 On a Remote PC” to install the SQL server client except following “Shared features”.

Note: No need to install any “Instance Features”

**For SQL Server 2014 client:**



## For SQL Server 2016 client:



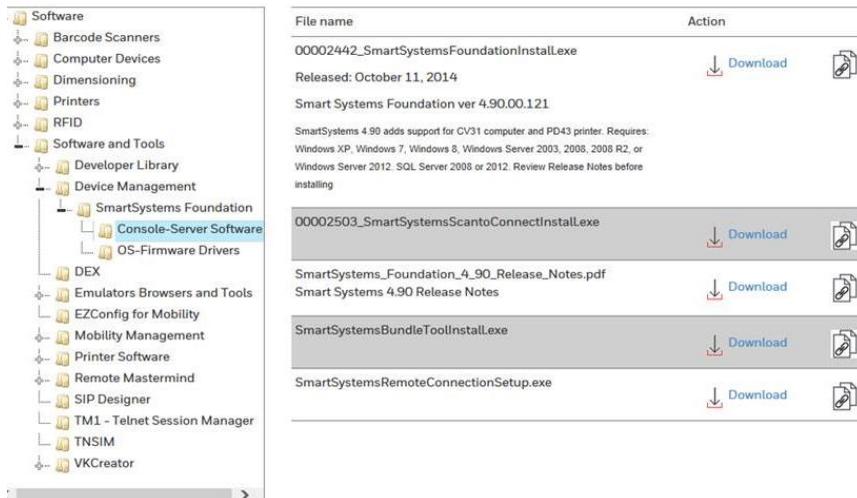
- 2 On the PC you plan on installing SmartSystems, log in to the same user account that you used when you installed SQL server.
- 3 Enable SQL discovery over TCP if it was not already enabled:
  - a Click **Start > Run**.
  - b Type **cliconfg.exe**. The SQL Server Client Network Utility appears.
  - c Select **TCP/IP** from the **Disabled protocols** box and click **Enable**.
  - d Click **OK** to save your changes.
- 4 If you have a firewall turned on, make sure you add port 60000 to your list of firewall exceptions.

- 5 On the PC you where you are installing SmartSystems, download SmartSystems from the Intermec by Honeywell website at <https://hsmftp.honeywell.com/>

**Navigate to the following folder to find the binaries and supporting documents.**

**Software >> Software and Tools >> Device Management>> SmartSystems Foundation >> Console-Server Software>>**

**Refer below screenshot for more information.**



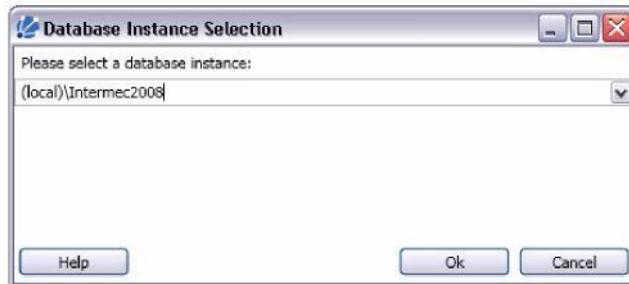
- 6 Double-click the SmartSystems .exe file.

- 7 The SmartSystems Installer checks to see if you have Microsoft .NET Framework 4.0 installed. If it is not installed, follow the prompts to install .NET Framework 4.0.



**Note:** If you installed .NET Framework 4 as part of Windows Update you may have downloaded a subset of the full installation. If that is the case, SmartSystems prompts you to download and install the full version of .NET Framework 4.0.

8 In the drop-down list, select the database server that you created.



9 Click **OK**.

10 When the Precheck screen appears, the SmartSystems Installer runs system checks to determine if your PC meets the minimum requirements.

- If there are any warnings, view the details. You can choose to skip or fix any warnings. For more information, see **“Troubleshoot Installation Problems” on page 81**.
- If there are any errors, you must fix them before you can continue with the SmartSystems installation. For more information, see **“Troubleshoot Installation Problems” on page 81**.

After you have fixed your warnings and errors, click **Next**.

11 When the Welcome screen appears, click **Next**.

12 Select **I accept the terms of the license agreement** and click **Next**.

13 Select the installation destination and click **Next**. SmartSystems installs on your PC.



**Note:** On some foreign language operating systems, **Program Files (x86)** is displayed in English instead of the language the operating system is currently running.



14 When the Software Bundle Wizard is installed, click **Finish**.

15 Return to the PC where you are installing SmartSystems on, select **Yes, I want to restart my computer now** and click **Finish**.

## Update SmartSystems Software

You can check for software updates to SmartSystems Foundation or Client at <https://hsmftp.honeywell.com/>.

Navigate to the following folder to find the binaries and supporting documents.

Software >> Software and Tools >> Device Management>>  
SmartSystems Foundation >> Console-Server Software>>

If you already have SmartSystems installed on your PC, you can allow Intermec Update to automatically check at pre-defined intervals.

Note: If Automatic Checking is enabled, a pop-up screen appears to notify you when an update is available for download.

By default, the Software Manager checks for critical updates daily and important updates weekly. You have the option of changing the frequency or turning Automatic Checking off. For more information, see the online help.

## Where to Find More Information

The SmartSystems Foundation web site at <https://hsmftp.honeywell.com/> has the most up-to-date information regarding SmartSystems Foundation.

**Navigate to the following folder to find the binaries and supporting documents.**

**Software >> Software and Tools >> Device Management>>  
SmartSystems Foundation >> Console-Server Software>>**

If you need help on with using SmartSystems Foundation, you can open the online help in the SmartSystems console.

For technical support questions or to review technical information, visit the Intermec by Honeywell technical knowledge base (Knowledge Central) at [www.hsmknowledgebase.com](http://www.hsmknowledgebase.com) .

# Troubleshoot Installation Problems

Use this section to troubleshoot any validation problems that you may have during the Precheck phase of the SmartSystems Foundation installation process.

## *Problems with Precheck Items*

<b><i>Precheck Item</i></b>	<b><i>Details</i></b>	<b><i>Solution</i></b>
<b>Processor Speed</b>	If you do not have the minimum processor speed requirements, a warning appears.	SmartSystems requires a minimum processor speed of 2 GHz. Install SmartSystems on a PC with a processor speed of 2 GHz or faster.
<b>System Memory</b>	If you do not have the minimum system memory requirements, a warning appears.	SmartSystems requires a minimum memory size of 2 GB of RAM. Install SmartSystems on a PC with 2 GB of RAM or more.
<b>Intermec Software</b>	Software conflict found. Uninstall the "I-Gistics Application Server" to proceed.	Uninstall the I-Gistics Application Server.
<b>User Permission</b>	The current user does not have permission to create new Windows groups.	Install SmartSystems with another user account that has sufficient permissions to create new Windows groups.
	The current user does not have permission to add users to Windows groups.	Install SmartSystems with another user account with that has sufficient permissions to add users to Windows groups.
	The current user does not have the "sysadmin" server role. Provide "sysadmin" role to continue with SmartSystems installation.	Provide the current user with the "sysadmin" role.
<b>Domain Group Policy</b>	Windows event log service is disabled by Group Policy. Some SmartSystems log messages will not be available.	Enable the Windows event log service to view the logs generated by the SmartSystems console.

	Windows firewall is configured to not allow exceptions by Group Policy. Windows firewall exceptions are required for SmartSystems functionality.	Configure Windows firewall to allow exceptions by Group Policy. SmartSystems requires certain network ports to be opened in order for it to function correctly.
	Security Accounts Manager service is disabled by Group Policy. SmartSystems requires this service in order to function.	Enable the Security Accounts Manager service so that SmartSystems functions correctly.
<b>Windows Firewall</b>	Windows firewall is off. If it is turned on, be aware that exceptions are required for SmartSystems functionality.	Leave Windows firewall off to ensure SmartSystems functionality. If you leave Windows firewall on, exceptions are required for SmartSystems to function.
	Windows firewall is on and is configured to not allow exceptions. Exceptions are required for SmartSystems functionality.	Turn off Windows firewall. If you leave Windows firewall on, exceptions are required for SmartSystems to function.
	Windows firewall is remotely administered by Group Policy. Check with the administrator to ensure that the Group Policy settings will not interfere with SmartSystems operation.	Contact your network administrator to determine if the Group Policy will affect SmartSystems.
	Windows firewall is configured to not allow exceptions by Group Policy. Windows firewall exceptions are required for SmartSystems functionality.	Exceptions are required in order for SmartSystems to function.
	UDP or TCP port conflicts and generates an error.	You need to fix any port conflicts you may have in order for SmartSystems to function.
<b>Third-Party Firewalls</b>	Third-party firewalls that are installed and enabled generates a warning.	Disable the third-party firewall and do not block any ports that SmartSystems uses.

<b>Anti-Malware Products</b>	Anti-malware products that are installed and enabled generates a warning.	Any anti-malware products that are installed and enabled may block SmartSystems installation or runtime actions. Disable or uninstall these products to remove this warning.
<b>Network</b>	If an Ethernet or wired connection is disconnected a warning appears.	Make sure that you have either an Ethernet or wired connection, and that it is connected to your network.
	Local Area Connection failed to ping to the default gateway.	This warning notifies the user that a network issue was detected and the computer failed to ping the default gateway. Fix this warning to ensure that SmartSystems works properly.
<b>Remote Database</b>	Using a remote database in a workgroup is not supported. Please choose a database instance from the local computer or from a remote computer that is in the same domain as the local computer.	Make sure that you are not trying to use a remote database in a workgroup.
<b>Remote viewer and Reporting services ports open issues</b>	Sometimes, Remote viewer and Reporting services ports are not being opened by the SmartSystems installation.	Manually open those ports. See “UDP and TCP Port Definitions” section on page no 6 for ports definitions.

## Troubleshoot Validation Problems

When you are installing SmartSystems, a pre-check log file is created. This file is used to help you or Product Support troubleshoot your SmartSystems installation.

(MM/DD/YY)	Time Stamp	Precheck	Type	Details
10/14/11	10:36:54:8204	Domain Group Policy	Info	Domain Group Policy has begun to run.
10/14/11	10:36:54:8828	Domain Group Policy	Pass	'windows eventlog' service enabled
10/14/11	10:36:54:8984	Domain Group Policy	Pass	Firewall exception allowed
10/14/11	10:36:54:9064	Domain Group Policy	Pass	'System Account Manager' service not disabled
10/14/11	10:36:54:9134	Domain Group Policy	Info	Finished running domain group policy.
10/14/11	10:36:54:9194	Processor Speed	Info	Processor speed has begun to run.
10/14/11	10:36:54:9434	Processor Speed	Test	Checking processor speed.
10/14/11	10:36:54:9864	Processor Speed	Info	Total processor speed : 6.782 GHz.
10/14/11	10:36:54:9884	Processor Speed	Pass	Processor meets minimum requirements of 2 GHz.
10/14/11	10:36:54:9914	Processor Speed	Info	Finished running processor speed.
10/14/11	10:36:55:0004	User Permission	Info	User Permission has begun to run.
10/14/11	10:36:55:0214	User Permission	Test	Checking if SmartSystems groups exist.
10/14/11	10:36:55:0644	User Permission	Info	Found group: 'SmartSystems Users.'
10/14/11	10:36:55:0734	User Permission	Info	Found group: 'SmartSystems Managers.'
10/14/11	10:36:55:0814	User Permission	Info	Found group: 'SmartSystems Administrators.'
10/14/11	10:36:55:0854	User Permission	Pass	Found all groups.
10/14/11	10:36:55:0894	User Permission	Test	Testing creating group: 'SmartSystems TestGroup.'
10/14/11	10:36:55:5754	User Permission	Pass	Created test group.
10/14/11	10:36:57:4204	User Permission	Test	Testing adding user to test group.
10/14/11	10:36:57:5434	User Permission	Pass	Added user to group.
10/14/11	10:36:57:6724	User Permission	Info	Finished running user permission.
10/14/11	10:36:57:6784	Intermec Software	Info	Intermec Software has begun to run.
10/14/11	10:36:57:6924	Intermec Software	Pass	'f-gistics Application server' not found
10/14/11	10:36:57:6944	Intermec Software	Info	Finished running intermec software.
10/14/11	10:36:57:7034	System Memory	Info	System Memory has begun to run.
10/14/11	10:36:57:7094	System Memory	Test	Finding size of RAM on machine.
10/14/11	10:36:57:7124	System Memory	Info	RAM size found: 3.22 GB.
10/14/11	10:36:57:7134	System Memory	Pass	Meets SmartSystems minimum RAM size: 2 GB.
10/14/11	10:36:57:7154	System Memory	Info	Finished running system memory.
10/14/11	10:36:57:7264	SQL Instance	Info	SQL Instance has begun to run.
10/14/11	10:36:57:7714	SQL Instance	Test	Checking available SQL server instances.
10/14/11	10:36:58:6584	SQL Instance	Fail	No database instance selected.

### Pre-Check Log File

The pre-check log file displays:

- the date and time you started the SmartSystems installation.
- the pre-check item being processed.
- whether the pre-check item passed or failed.
- the details of the pre-check items. This information contains details of why a pre-check item has passed or failed, and any error messages that may have been generated.

### To view the pre-check log file

- 1 Browse to the `\SSTemp` directory.
- 2 Click **Installation Precheck.log**. The pre-check log file opens.

# Contact Product Support

If you cannot find the answer to your problem in the **Troubleshoot Installation Problems** section, you can visit the Intermec by Honeywell technical knowledge base (Knowledge Central) at [www.hsmknowledgebase.com](http://www.hsmknowledgebase.com) to review technical information. If you still need help after visiting Knowledge Central, you may need to call Product Support.

**For additional assistance, contact Intermec by Honeywell Support**

**(Online self-help options:**

[www.hsmsupportportal.com](http://www.hsmsupportportal.com)

[www.hsmknowledgebase.com](http://www.hsmknowledgebase.com)

**To contact us:**

[www.hsmcontactsupport.com](http://www.hsmcontactsupport.com)

[www.honeywellaidc.com/locations](http://www.honeywellaidc.com/locations))

Before you can call Intermec by Honeywell Product Support, make sure you have the following information ready:

- Operating system version
- SQL Server version
- Precheck log file

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