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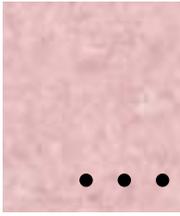
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Chapter 1

Networking Overview

Overview

This Mitchell1 document is provided to customers to help with setting up OnDemand5 software in a multi-user (network) environment. The first chapter provides some general networking information and our recommendations for networking hardware and software. The second chapter describes how to set up the OnDemand5 multi-user software.

Before You Begin

This user's guide is written for the shop owner or manager who has purchased a multi-user version of the OnDemand5 software and needs guidance in setting up OnDemand5. This document is *not* intended to be a comprehensive "How To" guide on setting up networks. Refer to the *Network Administrator's Guide* for more information and suggestions on configuring your network. The most recent version of the guide may be downloaded from:

http://www.mitchellsupport.com/docs/Network_Administrator.pdf

You can also email to techsupport@mitchell1.com or contact your sales representative for a copy.

While setting up OnDemand5 in a multi-user environment is not especially difficult for persons with networking expertise, it is *highly* recommended that you acquire the assistance of a Microsoft Certified Professional or other trained networking professional. This document assumes a basic knowledge of networking and Mitchell 1 can *not* provide technical support for networking functions external to the OnDemand5 software.

Important Note:

The importance of having a stable, reliable network as a platform for your OnDemand5 installation cannot be overemphasized. For a detailed description of Mitchell 1's network support policy, see page 3. If you have any questions about your ability to properly configure your network, you should seriously consider hiring a network professional.

Technical Tips

- For best results, Mitchell 1 recommends using the same operating system for all network workstations.
 - Users must have Administrator rights to install OnDemand5 in Windows XP, NT, and 2000.
 - Before closing down or restarting the Host workstation, make sure all shop personnel are out of OnDemand5.
 - Make sure that all workstations are shut down before performing any system maintenance (e.g. software updates).
-

Note:

Whenever possible, system maintenance should be performed during off-hours to minimize potential downtime.

Hardware and Software Requirements

Refer to your Repair or Estimator User Guides for detailed hardware or software requirements. Mitchell 1's latest requirements document can also be downloaded from our website at <http://www.mitchell1.com>.

Specific networking requirements:

- Windows XP, Windows 2000*, Windows NT 4.0*, Windows ME, Windows 98*
- 3Com or Intel 10/100 Mb/sec Network Cards.
- TCP/IP network protocol
- Two DVD ROMs available on Primary Workstation

* **Note:** Windows 98 must be SE (Second Edition), Windows NT must be Version 4.0, Service Pack 6 (SP6), Windows 2000 must be Service Pack 2 (SP2)

** **Network Users:** Mitchell 1 recommends using the same operating system for both the Host and the Workstations in a multi-user environment.

Network Engineering Resources

For reasons detailed earlier in this document, the best, most cost-effective way to design, install and maintain a Local Area Network (LAN) is to contract with a local network engineer. A certified professional will consider the type of structure involved in the proposed installation; existing hardware you may wish to include in the network configuration; running network cables; hooking up various computers and peripherals; installing and testing software to avoid conflicts and more.

The added expense of contracting with a professional should be offset many times over by savings in installation, reductions in system downtime, etc.

Mitchell 1 Network Support Policy

Mitchell 1's network technical support covers current customers with active subscriptions only. We must have a customer record of a Mitchell 1 software product purchase in order to provide support.

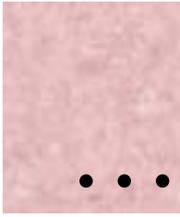
First level technical support can provide only very limited support on Windows networks. If first level determines that network administration assistance is required because of network problems, it will be recommended that you contact a network professional.

We can troubleshoot and address these types of network issues:

- Printing and CD connectivity
- User setup
- Hardware selection and configuration assistance
- Remote network administrators
- Other software conflicts

Summary

The importance of having a stable, reliable network as a platform for your OnDemand5 installation cannot be overemphasized. Mitchell 1 recommends that network configuration be performed by a trained networking professional. Once your network is in place, you are ready to install and use OnDemand5.



Chapter 2

OnDemand5 Network Setup

Overview

This section of this *User's Guide* describes the procedure for setting up OnDemand5 on a network and describes technical considerations for using OnDemand5 in a multi-user environment.

Network Installation

Network installation is a simple process: First, install OnDemand5 on a workstation; making certain the network shared folder is placed on your server/host as detailed in the Network Administrators Guide. Then, you must perform a workstation installation on the remaining workstations. Finally, if you plan on using more than five workstations simultaneously, you must upgrade your user limits by calling Mitchell 1's Customer Support department.

Data Hosting Note(s)

To access multiple OnDemand5 DVDs across a network, two dedicated (2) DVD-ROM drives are recommended. Once the DVDs can be accessed by each user workstation (verified by accessing the individual drives) you are ready to install OnDemand5. Make note of the DVD drive letters being used at the workstations. You will be prompted during the workstation installation for these data paths.

Estimator Note:

It is *highly* recommended that you allow the Add Data wizard to copy the Estimator data to the shared directory on your network. This eliminates the need to swap CDs or dedicate CD drives to the task of serving Estimator data. It will also improve performance.

Initial Installation

The first step in installing OnDemand5 on a network is to install the program to the workstation PC. During the Add Data Wizard you will specify where to move the shared directory on your network. This folder must be visible to all of the other workstations on the network.

To install OnDemand5 on the first Workstation:

This installation procedure assumes a Repair only or combined Repair/Estimator installation. If performing an Estimator-only installation, substitute the Estimator CD/diskette when instructed to insert the Repair DVD/diskette.

Note:

This procedure also has been abbreviated to only show those steps specific to multi-user installation..

1. Place the OnDemand5 Installation CD into the first CD-ROM drive. The Setup program should start automatically. If the Setup program does not start automatically, run Setup.exe from the Installation CD.
2. Follow the on-screen instructions to complete the installation.
3. Once installation has been completed, you are required to 'add data' using the Repair and/or Estimator discs.

The Add Data Wizard displays.



Figure 1 - Add Data Wizard

4. Select data and click **Next** to continue.

5. The Add Data Repair or Estimator screen displays.

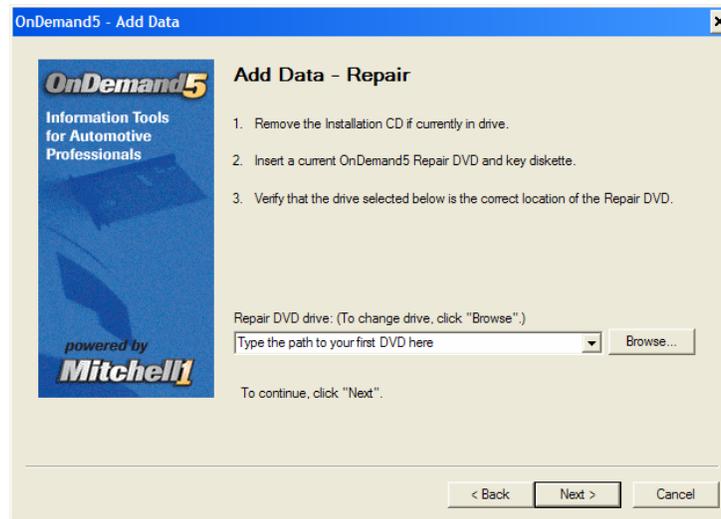


Figure 2 - Add Repair or Add Estimator

6. Follow the on screen instructions and insert either Repair DVD (or Estimator CD #1) and the appropriate Key diskette.

The Data Location screen displays. Enter the correct data path for each data disc.

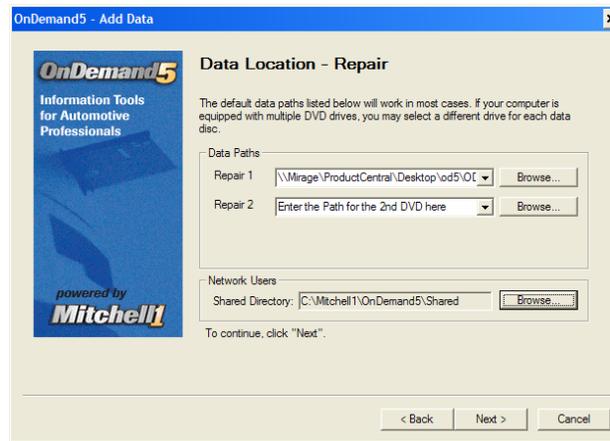


Figure 3 – Data Path and Network Shared Directory

Choose a location on the network which is visible to all workstations which will run OnDemand5 and click **OK** to close the dialog box.

7. Click **Next**. Wait for the installation to complete.

To add Estimator, follow the same basic steps detailed above.

Estimator Note:

It is *highly* recommended that you copy the Estimator data to the shared directory on your network. This eliminates the need to swap CDs or dedicate CD to Estimator data. It will also improve performance.

Make certain you safeguard the Installation CD and Key Diskette(s) in a safe place.

Important Note:

Save the Installation CD and Key Diskette(s) - Even though the diskettes are copy-protected, they can be re-used with assistance from Mitchell 1's Technical Support department in the event of a serious software or hardware failure. This eliminates the need to mail new diskettes, saving you system downtime.

Workstation Installation

Once you have performed Host installation of OnDemand5 multi-user, you must install the program on each individual workstations. The setup is similar to the host install procedure except you will install OnDemand5 using **setup.exe** found in the shared directory on the host computer.

To install OnDemand5 to a Workstation:

1. On each workstation, browse to the [mapped drive]\ Mitchell1\OnDemand5\Shared\Workstation folder location on the network run **setup.exe**. (See Step #5 in the Host installation setup).
After a moments' processing, the Welcome dialog box displays.
2. Follow the onscreen instructions to complete installation to the workstation.
3. Once the Workstation installation is complete, OnDemand5 opens and you are presented with the Data Paths dialog box. Your data paths are the shared drives on the network which host the data DVD/CDs. Browse to the correct folder for every data product. If you copied the Estimator data to a network folder during Host Installation, browse to that folder. Click **OK** when finished.
4. Repeat for each workstation on which you plan on running OnDemand5.

New Data Update

Mitchell 1 updates data quarterly. You will need to update the old OnDemand5 DVDs/CDs when the new ones arrive.

To update your data:

1. Make sure all users at all workstations have closed OnDemand5.
2. Replace the old OnDemand5 Data DVDs/CDs with the new ones. Be sure to replace the DVDs/CDs in the same drive locations as your previous data or you will need to re-map all workstations.
3. Start OnDemand5 from any workstation.
4. Choose **Update Data** and follow the on-screen prompts.

This updates the data for all the workstations.

Technical Considerations

This section provides general information about working in the OnDemand5 network environment.

Network Status

Status information about your network installation can be obtained by clicking “Help | About OnDemand5...” from any Workstation. This opens the About OnDemand5 dialog box.

The upper portion of the dialog box displays software version information. The lower sections display information about the data you have installed, Maximum number of Users and Current number of users.

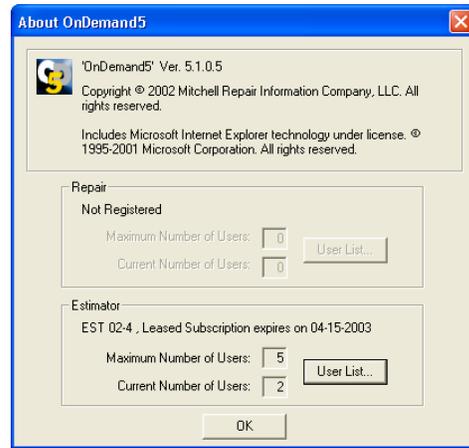


Figure 4 – About

User List

The User List selection from the “About OnDemand5” dialog box opens the User List dialog box. This selection, available only to users working in a network environment, opens a dialog box which lists the users who are currently logged on to the system.

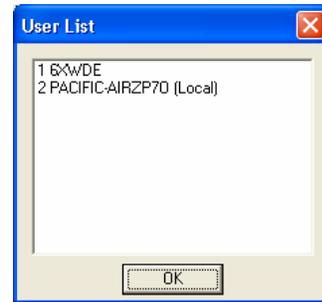


Figure 5 - User List

Note:

Users do not show up on the list until they have performed an information lookup.

Upgrade User Limits

Your Multi-User license entitles you to use OnDemand5 simultaneously on up to five (5) workstations. You can install OnDemand5 on as many workstations as you'd like, but no more than five (5) workstations can be logged in at any time.

For an additional fee, the license can be upgraded for additional users. The following procedure describes the upgrade process.

To upgrade your User Limits:

1. Choose **About OnDemand5...** from the **Help** menu.
The About OnDemand5 dialog box displays.
2. Click in the “Maximum Number” of Users field for the product (Repair or Estimator) you want to upgrade.
3. Press the Ctrl + U keys.

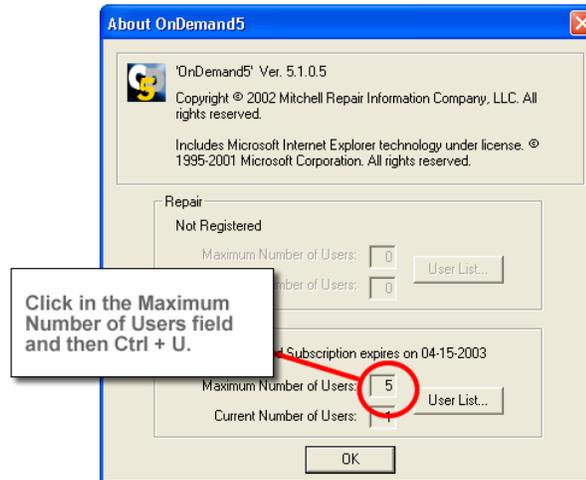


Figure 6 - About

The User License Request dialog box displays.

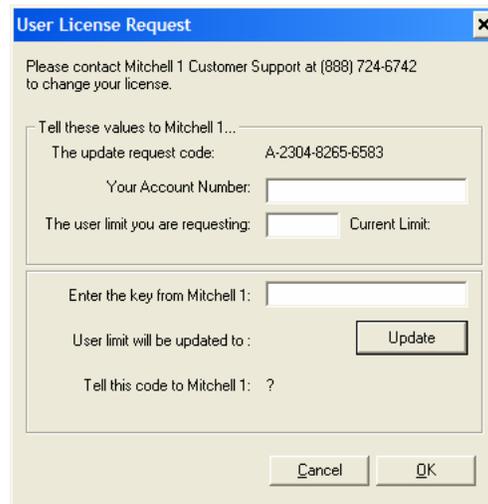


Figure 7 - User License Request

5. Type in your Account Number (if not already pre-filled) and press Tab.
Your cursor moves to the next field

6. Type in the user limit you are requesting and press Tab.

7. Call Mitchell 1 at the listed telephone number.

A Customer Service representative will ask for information including your account number and update request code. In turn, you will be provided with a User Key.

8. Type the User Key (provided by Customer Service) in the **Enter the key from MRIC** field and press **Update**.

Once your request is entered, the top portion of the dialog box should be dimmed and a new line informs you that your User Limit has been upgraded. A second new line provides a code and instructs you to tell it to Mitchell.

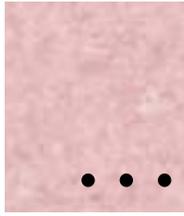
9. Provide the code to the Mitchell 1 Customer Service Representative and choose **Exit** to close the dialog box.

If you are upgrading user limits for Repair and Estimator, repeat the above steps for the second product.

You are now able to run OnDemand5 simultaneously on the specified number of workstations.

Summary

This section provided basic installation instructions and some technical information on running OnDemand5 in a Multi-User environment.



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