

How to Install ScaleLink Pro 5

Please read the following information carefully before starting installation and select the correct options for your site.

System Requirements

Parameter	Requirement
Operating System	ScaleLink Pro 5 requires a PC running Windows 7, Windows 8, Windows 8.1 or Windows 10. Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016 and 2019 are also supported. Note: 1) ScaleLink Pro 5 is a 32-bit application. It runs on 64-bit versions of Windows using the standard 32-bit support built into 64-bit Windows (called WOW64 or "Windows 32-bit On Windows 64-bit"). 2) ScaleLink Pro 5 installation on any virtual computer is not supported.
Processor and RAM	1 gigahertz (GHz) or faster processor with 2 gigabyte (GB) or more RAM is recommended. More memory is strongly recommended if using a large database.
Screen resolution	The minimum screen resolution is 1024 x 768 pixels.
Database	SQL Server 2005, 2008, 2012, 2014, 2016 or 2019. or Microsoft Jet database engine (installed as part of Microsoft Data Access Components - see Required Software below) Note: SQL Server works 2005, 2008, 2012 or 2014, 2016 or 2019 works on following operating system. SQL Server 2005: Windows 7, Windows Server 2008 or 2008 R2. SQL Server 2008: Windows 7, Windows 8, Windows 8.1, Windows Server 2008, 2008 R2, 2012 or 2012 R2. SQL Server 2012: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2008, 2008 R2, 2012, 2012 R2 or 2016. SQL Server 2014: Windows 7, Windows 8, Windows 8.1, Windows 10, Windows Server 2008, 2008 R2, 2012, 2012 R2 or 2016. SQL Server 2016: Windows 8.1, Windows 10, Windows Server 2012, 2012R2, 2016 or 2019. SQL Server 2019: Windows 10, Windows Server 2016 or 2019.

In general, the system requirements depend on factors such as the size of the database (number of PLUs, etc.) and number of simultaneous users. If installing at a large site, selection of a server machine with larger memory size and more powerful CPU than listed above is strongly recommended to achieve satisfactory performance.

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Required Software

ScaleLink Pro 5 requires the following software to be installed:

- **Microsoft Windows .NET Framework 3.5 SP1**
Microsoft Windows .NET Framework version 3.5 Service Pack 1 must be enabled on your computer before you can install ScaleLink Pro 5. If not already enabled, you can enable .Net Framework 3.5 from “Turn Windows features on or off”. You can open this window from [Start] – [Control Panel] – [Program] – [Turn Windows features on or off]. (Separate installation is not necessary on Windows 7 as the .NET Framework version 3.5 is pre-installed.)
- **Microsoft Internet Explorer 8 or later.**
The Internet Explorer installation includes some required Windows system files that may not be present on older versions of Windows. If not already installed, install Internet Explorer which you can obtain from the Microsoft web site. You do not need to set Internet Explorer as your default browser.

Microsoft SQL Server 2005 requires the following software to be installed:

- **Microsoft Windows .NET Framework 2.0**

NOTE: The latest versions of Microsoft software can be downloaded from the Microsoft web site <http://www.microsoft.com>.

Different Mode of Installation

The two different mode of ScaleLink Pro 5 installation are as follows.

1. Step by step installation

Once started, simply follow the instructions that appear on the screen. Refer to [Step by Step Installation Procedure](#) for details.

2. Silent installation

This installs automatically according to the predefined settings (Slp5Install.ini). Refer to the separated silent installation document for details.

Different Types of Installation

The two different types of ScaleLink Pro 5 installation are as follows.

1. Main server installation

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The standard version of ScaleLink Pro 5 is a client server application. The main server installation installs all the ScaleLink Pro 5 programs (server and client programs) on a PC. You should only install the server on one PC on your network.

2. Client installation

This installs the ScaleLink Pro 5 client programs only. Use this installation to setup ScaleLink Pro 5 on PCs other than the server. There is no limit on the number of clients you can install. There is no setup data associated with client programs except that required to find the server on the network. You are prompted to enter the computer name of the server when you run a client program for the first time.

Before Starting the Installation

There are a number of things you will need during the installation. Please check the following list before starting to install ScaleLink Pro 5.

Scale Network

Part of the ScaleLink Pro 5 installation process involves defining all the scales in your network. In particular, if using TCP/IP (Ethernet) based scales, you will need the IP address of each scale. Contact your Ishida agent if you do not know how to obtain this information.

Microsoft SQL Server

If you intend to use Microsoft SQL Server as your database server, please install and configure this before installing ScaleLink Pro 5.

More information regarding the system requirements for the various versions of Microsoft SQL Server is given in the **Troubleshooting** topic of the ScaleLink Pro 5 help file.

A freely redistributable version of Microsoft SQL Server called SQL Server Express is available for download from the Microsoft web site <http://www.microsoft.com>. (**Hint:** To find the download page, use the web site's search function to search for "**SQL Server Express download**".)

At the time of writing, the latest version is Microsoft SQL Server 2019.

Installation Procedure

If you have an existing copy of ScaleLink Pro 5 installed, please uninstall this first.

If your installation CD-ROM has been pre-configured, the appropriate installation will start automatically when you insert the CD-ROM in to the PC.

If not, use Windows Explorer to open the installation CD-ROM and double click the installer file.

Once started, simply follow the instructions that appear on the screen. [See below for step by step instructions](#).

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It is recommended that you reboot the PC after completing the installation.

Notes/Troubleshooting:

Take note of the following points when installing the software. Further troubleshooting hints are provided in the help file, in the **Troubleshooting** topic.

1. If any error messages appear when you run the installation, refer to the [Required Software](#) section below and install any required software that is not already installed, then run the ScaleLink Pro 5 installation again.
2. By default, the ScaleLink Pro 5 server is installed as a service using the local system account login. This account is predefined in Windows and intended for use by services such as the ScaleLink Pro 5 server. In some special cases, however, the account may not have the necessary permissions to perform ScaleLink Pro 5 server operations such as accessing network drives, resulting in ScaleLink Pro 5 errors. In this case, you can use the Windows service manager to assign the ScaleLink Pro 5 server to a different user account that does have the required permissions. Care is required and this should only be done by someone who has a thorough understanding of Windows system administration. Contact your system administrator for details.
3. If installing on **Windows 7 or later version of Windows**, you may need to change the default firewall setting. The procedure is as follows:

```
From the command prompt, run wf.msc and set the Firewall settings as follows:  
<Security settings> - <Windows Firewall with advanced security>  
<Windows Firewall with advanced security on local computer>  
<Windows Firewall Properties> - "Inbound connections"  
= Allow  
(the default setting is "Block")
```

4. If installing on **Windows 7 or later version of Windows** when the Windows UAC (User Access Control) function is enabled, a UAC verification window may open asking you whether to accept the installation. Click the **OK (Accept)** to proceed with the installation. If you do not do this, the installation will fail because User Access Control will not permit the installer to update system settings.
5. If you intend to install ScaleLink Pro 5 on a **mapped network drive** (even if mapped to a drive on the same PC), you need to modify the Microsoft .Net security settings to indicate that the drive is trusted (by default, the Microsoft .Net security sub-system prohibits programs from running on mapped drives). There are two ways to do this:
 - a. In Windows Explorer, open the .Net framework folder (typically C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322) and run **ConfigWizards.exe**. Click **Adjust .Net Security** and follow the instructions on the screen to set the security level for the **Local Intranet** to **Full Trust**.

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- b. Alternatively, execute the following command from the command line in the .Net framework folder:

```
caspol -q -machine -addgroup 1 -url file:///z:/*  
FullTrust -name "Z Drive"
```

(This example assigns full trust to the Z drive. Replace Z with the drive letter (or folder path), you intend to use. Refer to the Microsoft *caspol* documentation for details.)

Method 1 is simpler, but Method 2 allows finer control of which drive or folder to assign full trust.

Note that, if installing to a mapped drive, **you must do this before installing ScaleLink Pro 5** otherwise the installation program will not be permitted to execute.

6. In upgrading to ScaleLink Pro 5 or later from an earlier version, you must perform the following procedure to update the database.
 - a. Before uninstalling ScaleLink Pro 5, from the main ScaleLink Pro 5 program, select **Database Utilities** and use **Backup Databases** to make a backup of the database.
 - b. Reinstall ScaleLink Pro 5
 - c. Start the main ScaleLink Pro 5 program and select **Database Utilities** to open the Database Utilities window.
 - d. Click **Restore/Load Main Database File** and select the backup main database file (SlpNetxxx.mdb) you saved in step 1.
 - e. Click **Restore/Load Production Database File** and select the backup production database file (SlpNetProdxxx.mdb) you saved in step 1.
 - f. Click **Restore/Load Sales Transaction Database File** and select the backup main database file (SlpNetxxx.mdb) you saved in step 1.

Uninstalling ScaleLink Pro 5

Two methods are available for removing ScaleLink Pro 5 from your PC.

Note: Before you start, if the ScaleLink Pro 5 server monitor icon appears in the Windows system tray (bottom right of desktop), right click on the icon, select **Server Status**, and then shut down the ScaleLink Pro 5 server. Close the server monitor then right-click the ScaleLink Pro 5 server monitor icon again and select **Exit**. (On Windows Vista or Windows 7, uninstallation may fail if the ScaleLink Pro 5 server has not been shut down, particularly if the UAC (User Access Control) function is enabled.)

Method

1*

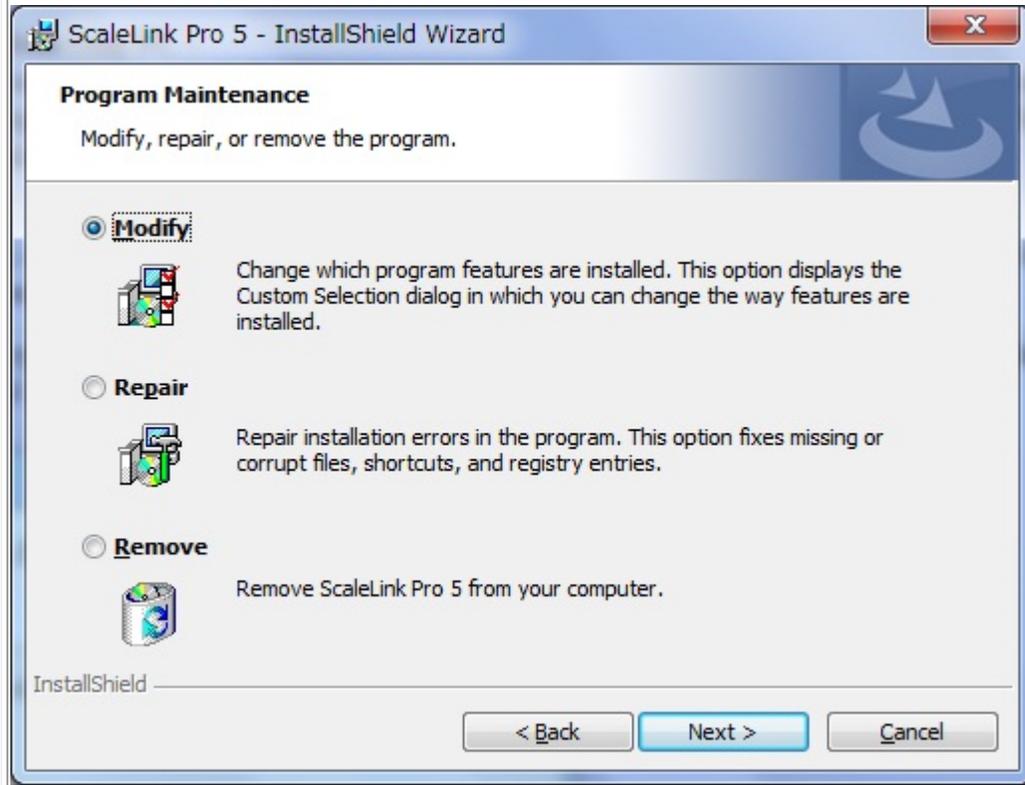
*
Recommended
method

Open the **Windows Control Panel**, select **Add or Remove Programs**, and then select **ScaleLink Pro 5** from the list of applications. Follow the instructions that appear on the screen.

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Method 2

Run the ScaleLink Pro 5 installer (typically "SLP5_***.exe"). The screen shown below opens asking you whether to modify, repair or remove ScaleLink Pro 5. Select **remove** and follow the instructions that appear on the screen.



In either case, please reboot your PC after uninstallation completes. Otherwise a language resource file may remain so that an update resource file will not be replaced correctly.

Running ScaleLink Pro 5 for the First Time

Client-server version:

After installation completes, the ScaleLink Pro 5 server starts automatically. First, run the Setup Utility (from the Windows Start menu, select **Programs - Ishida - ScaleLink Pro 5 Setup Utility**) and login using the default Administrator user name (no password is required). Click the **General, Database Setup, Users, and Scale Setup** icons in turn (and in that order) and change any settings to suit your requirements. In particular, you need to ensure the following items are set correctly.

- **Database setup**
Ensure that you have selected a database.
- **Users**
Setup the users for your site and set their initial passwords.
- **Scale Setup**
Define the scales used in your system.

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No special setup is required on client PCs.

Refer to on-line help for details about how to specify the above settings.

Updating ScaleLink Pro 5

If you update from ScaleLink Pro 5 Ver.2.041 and previous to Ver.2.10 and later, you must uninstall ScaleLink Pro 5 before installing the upper version. If you update from Ver.2.10 and later, you can install it without uninstalling. You just execute installation program and it updates automatically. When update from Ver.2.10 to later version, ScaleLink Pro 5 keeps install path, database, and ScaleLink Pro 5 settings.

Re-Installing an Old Version of ScaleLink Pro 5

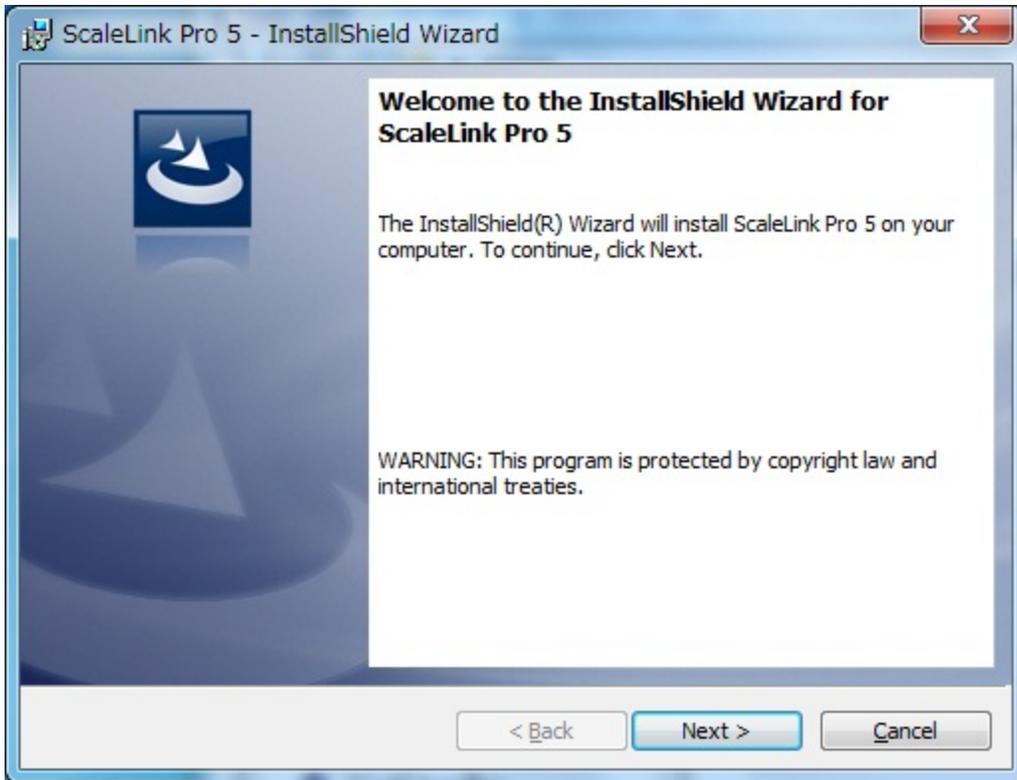
If you uninstall ScaleLink Pro 5 and then re-install an older version, you may not be able to use your existing database and setup file. If the setup file is not compatible, the ScaleLink Pro 5 server will not start, and a setup load error will be recorded in the server log. If the database is not compatible, an error will appear when you run the ScaleLink Pro 5 client program and try to log into ScaleLink Pro 5. A database load error will also be recorded in the server log.

In general, you should never reinstall an older version of ScaleLink Pro 5 except under the guidance of your Ishida dealer.

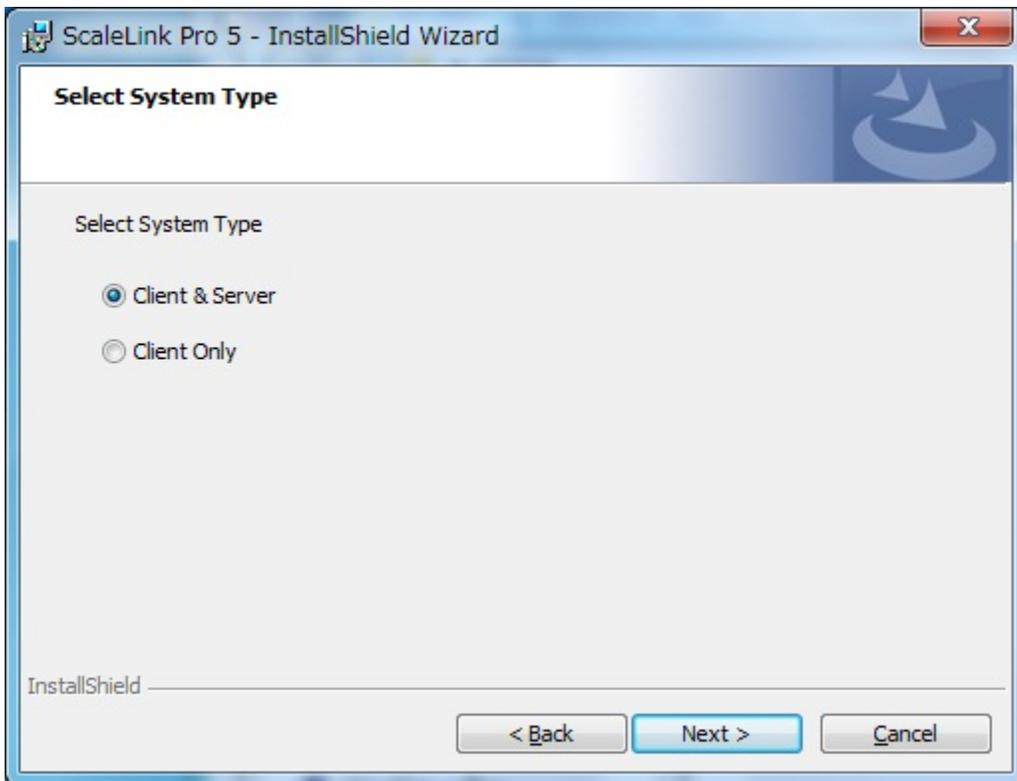
Step by Step Installation Procedure

1. If the installation does not start automatically, use Windows Explorer to open the installation CD-ROM and double click on the Setup icon.
The following window appears after you start the installation.

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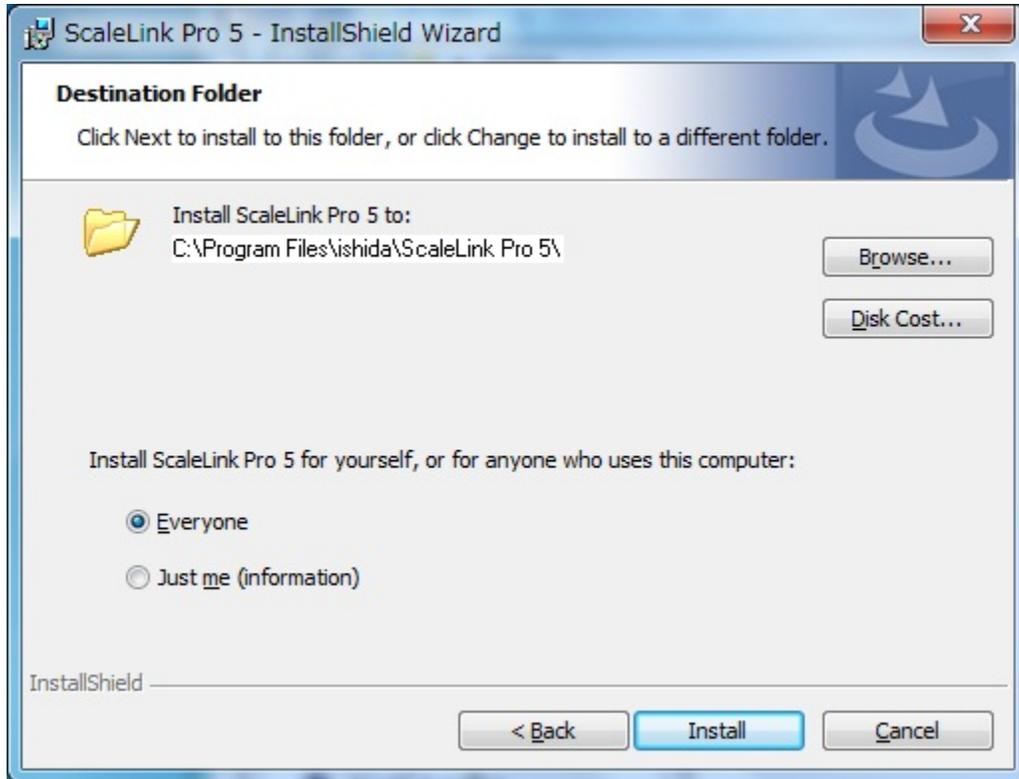
2. Click **Next** to proceed to the next page, the following page appears.



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Select the type of installation you require. These are described in detail above. Then, click **Next** to proceed to the next page.

3. The following page appears.



In most cases, you should accept the default folder. However, you may modify this if necessary.

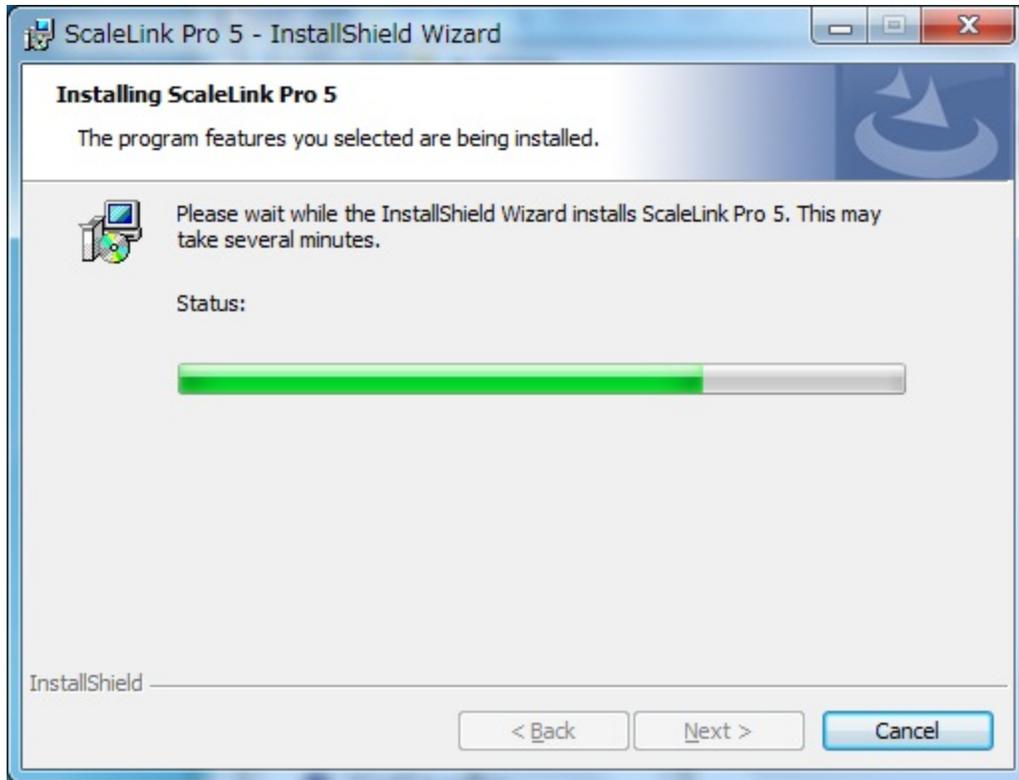
On some versions of Windows, you will also have the option to install ScaleLink Pro 5 for yourself only or for all users of the computer.

Important! If your site has a host interface program that runs as a service, **always select "Everyone"**. In the Windows security environment, services run with their own set of access permissions and Windows will not allow services to access ScaleLink Pro 5 via the COM API interface if you install ScaleLink Pro 5 for "Just me". (If in doubt, select "Everyone".)

When you are ready, click **Install** to proceed to the next page.

4. A progress window appears while the installer copies the ScaleLink Pro 5 files to your hard disk.

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5. The following window appears when copying files has finished.



The meaning of the settings as follows

Setting	Explanation
Setup File	You can choose to load your own setup file or select the default setup for your country.

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	<p>If you have previously uninstalled ScaleLink Pro 5 from the same computer, the option "Setup from previous installation" appears for "Use Default Setup". Either accept this setup file or select your country name if you want to go back to the default setup for your country.</p> <p>Alternatively, to select your own setup file, click Select Setup File and choose the file from the File Open dialog.</p> <p>Important! If the "Setup from previous installation" option is selected some new features may not be available or work correctly.</p>
Language	Select the display language to use in ScaleLink Pro 5 screens.

6. When you are ready, click **OK**.

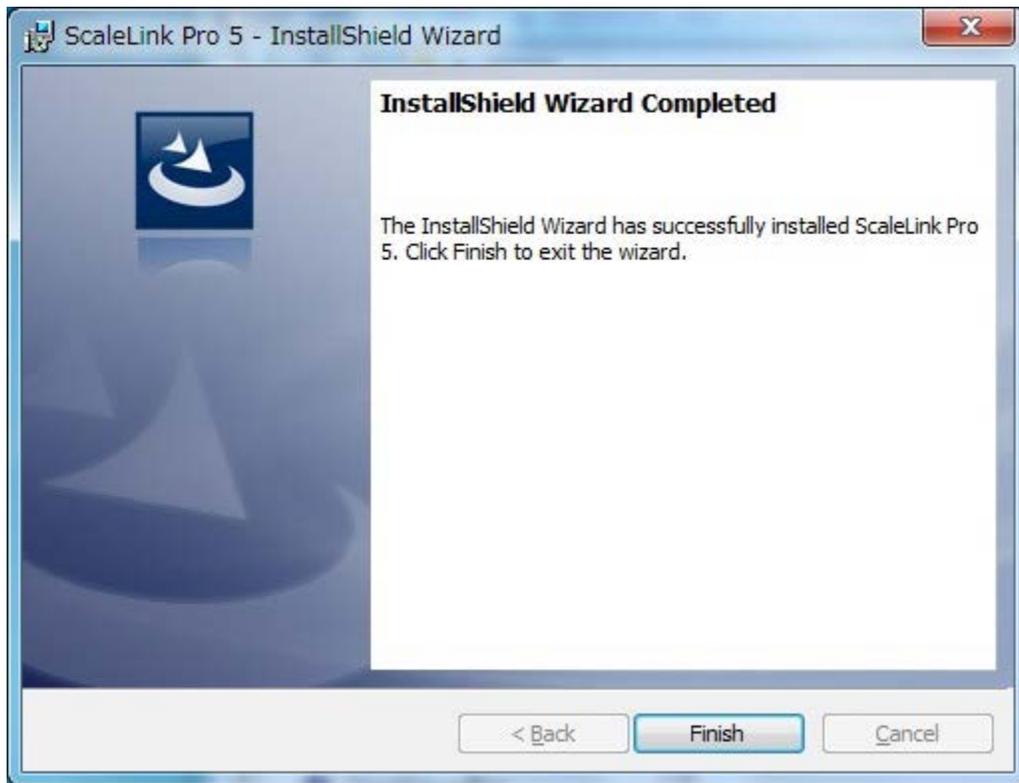
Note: Using ScaleLink Pro 5 with a Firewall

The ScaleLink Pro 5 server is started at this time. If you have a firewall installed on your PC, your firewall software may display popup windows asking whether to allow the ScaleLink Pro 5 server and host monitor program to have access to the network. Always permit access as otherwise ScaleLink Pro 5 will be unable to communicate with the scales or with client PCs.

A similar popup window may appear when you run the ScaleLink Pro 5 client programs for the first time. Always allow network access even if the client program is running on the same PC as the server.

7. A final window appears to notify you that the installation completed successfully, click **Finish**.

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Once, you have successfully installed ScaleLink Pro 5, follow the instructions in the **Running ScaleLink Pro 5 for the First Time** section above.

Note: If you uninstall ScaleLink Pro 5 and then re-install an newer version, the instruction which appears to validate your license may appear again. In this case, key-in the license key that you have validated before to complete an installation.