Scania Multi

Installation instructions

Contents

Introduction

These installation instructions describe the installation procedure for all versions of Scania Multi.

Where there are differences in the installation procedure between different versions of Multi, this is indicated in the text.

System configuration

To install and use Scania Multi successfully, it is recommended that your computer complies with the following system configuration.

Recommended system for Multi, min.

- PC with Pentium 1 GHz processor.

- Operating system Windows XP Professional or Windows VISTA Enterprise

- Mouse

- 512 Mb RAM

- DVD reader

- Hard drive, to which programs and all literature data are copied from the DVD, min. 10-20 Gb free space

- Network card for connection to the dealer system

- SVGA graphics card with a minimum resolution of 1024x768 and 256 colours

In addition, you need to have Internet Explorer 5.5 SP2 or a later version installed.

Vista computers require .Net FW 1.1 SP1 so that Multi will be installed correctly.

Data installation

The information in Multi is divided into four different parts. The parts which Multi needs in order to run properly depend on which version of Multi you are using.

Multi version	Part of Multi	Information
Multi Authorised	Local database	Times and menu prices edited in Multi
	Catalogue database	Parts catalogue, Standard times and Menu prices
	Chassis database	Chassis specifications
	Service information	Workshop manual and TI
Multi Service	Local database	-
	Catalogue database	Parts catalogue
	Chassis database	Chassis specifications
	Service information	Workshop manual and TI
Multi Parts	Local database	-
	Catalogue database	Parts catalogue
	Chassis database	Chassis specifications

You must install both the Chassis and Catalogue databases. You need to install the Service Information in all versions apart from Multi Parts.

The chassis database is divided into the following regions: Africa, America, Asia, Australia/Oceania, Europe and Scania Engines. You can select one or more regions during installation.

Both the Chassis and Catalogue database always contain all languages.

When installing the Service information, only the language you selected is available. If you ordered several languages, you will receive 1 DVD for each language.

The installation takes place in two stages:

1 Copying of data via the installation program.

2 Multi is configured so that it retrieves data from the location you selected when installing Multi Config.

Step 2 is necessary so that Multi can find the copied information. If you install data on a server, step 1, then each Multi installation which has to retrieve data from the server must be configured, step 2.

The installation program, step 1, is included on each Multi disk and starts automatically. If it does not start automatically, start the program from the file Install.exe on the DVD via File Manager/Explorer. Instructions on the data installation program are provided further on in this section.

The configuration program, step 2, Multi Config, is installed together with Multi. You start from the Multi program group. Instructions on the configuration program are provided in the section Configure Multi.

Uninstalling

Before you install a newer version of the Multi program, you must uninstall the older version from your computer. You must also uninstall Multidata from your computer. You cannot uninstall data which is saved on a server.

Note: Always use Multi Uninstall to uninstall Multi and the data.

1   Click the **Start button** on your Desktop, select **Programs** and click **Multi Uninstall**.

   You will be asked whether you are sure you want to uninstall Multi.

2   Click **Yes** to continue.

   If you have changed you mind, click **No** and the uninstall process will be cancelled.
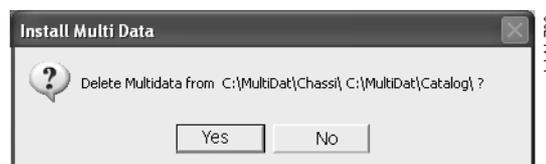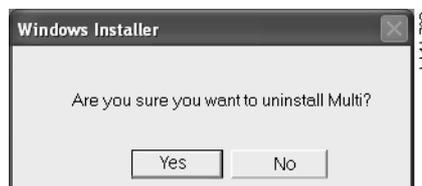
You will be asked whether you wish to delete Multidata from your local hard drive.

3   Click **Yes** to delete all the information.

The time taken to delete the information varies depending on which and how many regions you installed.

The following dialogue will be displayed during the uninstall process.

Installation

Please refer to the installation instructions for Scania Multi and Multi databases below. Please read them before starting the installation and have them available during installation.

In most situations where you have to select from several options, or enter information, one option is selected as standard. This option is regarded as the most probable option which is applicable in most situations.

There are buttons marked **Cancel** in most of the dialogue boxes displayed in the installation program. These **cancel** the installation.

There is a risk of conflict between the Multi installation program and other programs if Multi is installed while other programs are running. An error message is displayed.

1 You must therefore cancel the installation. Click **Abort (1)**. Close all active programs and restart the installation.

2 If you click **Retry (2)**, the installation program tries to repeat the failed operation.

3 If you select **Ignore (3)**, the installation program continues with the installation without transferring the file which activated the error message. This alternative should not be used.
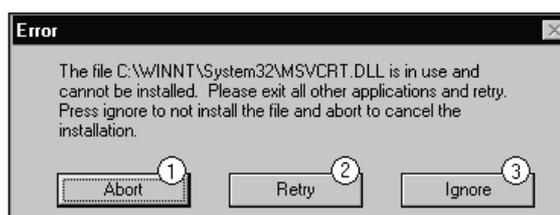
Description of installation

System check

If your computer does not comply with any of the requirements in the recommended system configuration, a message will be displayed indicating the failures and their consequences. Read the dialogue boxes that are displayed and follow the recommendations.

If your computer needs to be updated, a message will be displayed. Accept the options which are recommended.

A message indicates that your system is being updated. When it has been completed, a message will indicate that the Windows components have been updated. You will also be prompted to restart your computer and then start the installation again.

If your computer is searching for updates on the Internet, you must cancel the installation. Install the components from the Multi disk instead.

The installation of the Multi program requires approximately 12 Mb of disk space for 10-20 Gb databases. The installation program checks that there is enough disk space. If there is not enough disk space, you can cancel the installation program, create space on the hard drive and start the installation program again.

Installing

Note: Scania Multi includes two DVDs from version 0905 onwards. During the installation process a message will prompt you to insert the second DVD.

Insert the DVD marked number 1 in the DVD reader.

The installation program starts automatically and first checks your computer.

1   First you will be asked if you want to install Multi. Click **Next (1)** to continue.

2   You will be informed of the components which must be installed in order to make Multi run properly. Click **Next (2)** to continue.

After each component has been installed, you will be prompted to restart the computer. Do not restart your computer until all the programs have been installed and you have chosen your settings in Multi Config.
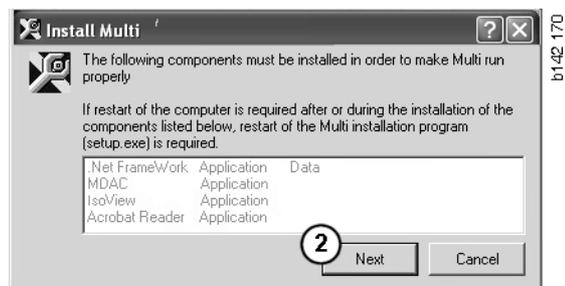
.NET Framework

If you are using a 64-bit operating system, e.g. Windows XP 64 bit, refer to .NET Framework for 64-bit OS.

If your computer needs to be updated with the .NET Framework, the License Agreement will be displayed.

1   Select the option to agree to the terms of the license agreement (**1**).

2   Click **Install** (**2**) to continue.
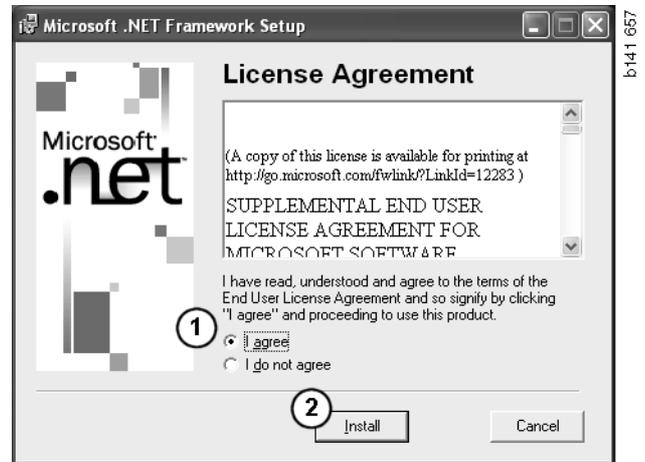
3   When the installation is complete, a message is displayed. Click on **OK** (**3**).
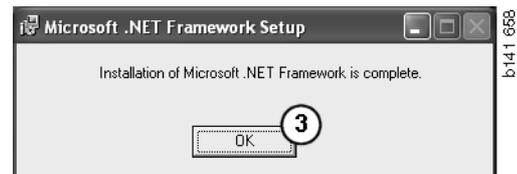
.NET Framework for 64-bit OS

If your computer needs to be updated with the .NET Framework, information is displayed indicating that the current version of the .NET Framework is not fully compatible with the operating system without further action.

The procedure required to make this programme run correctly is shown lower down. Complete the installation of Multi and then execute the command before starting Multi. For more information refer to Command line.

1   Click on **Details** (**1**) to obtain more information.

2   Click **Continue** (**2**) to continue with the installation as described in the section .NET Framework.

Run the script when you have finished installing Multi.
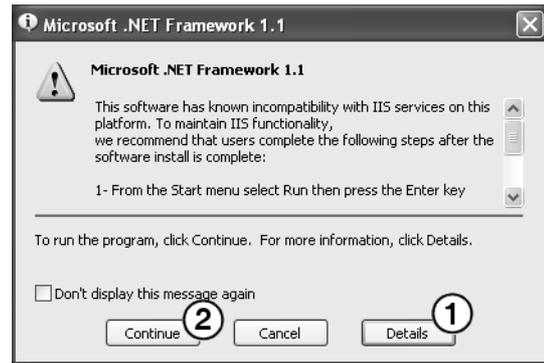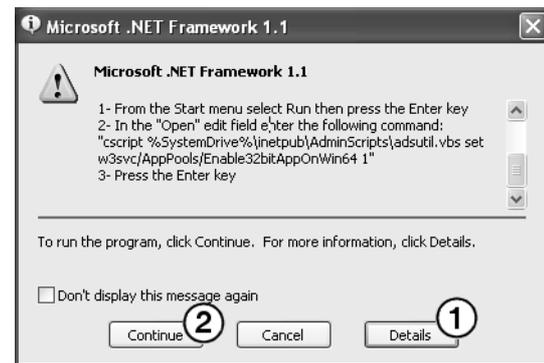
Command line

Click the **Start button** and select **Run...**.

3   Enter the script: "cscript %System-Drive%\inetpub\AdminScripts\adsutil.vbs set w3svc/AppPools/ Enable32bitAppOnWin64 1" and click **OK** (**3**).
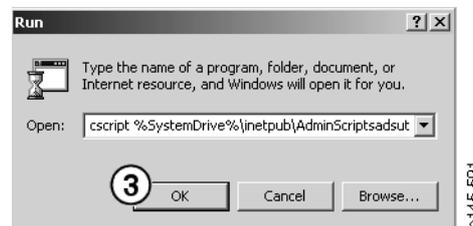
MDAC

If your computer needs to be updated with
MDAC, you will be prompted to install it now.

1   Click **Yes** (**1**) to continue.

2   Select the option to accept the terms of the
    license agreement (**2**).

3   Click **Next** (**3**) to continue.
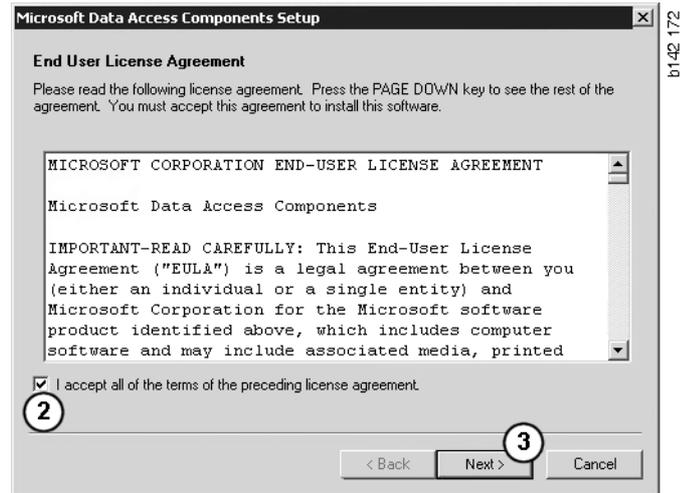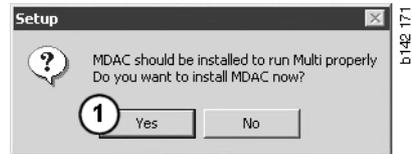
You will receive a message that system
processes are using files that setup needs to
install. You must therefore restart the
installation program again at the end of the
installation process.

4   Click **Next** (**4**) to continue.
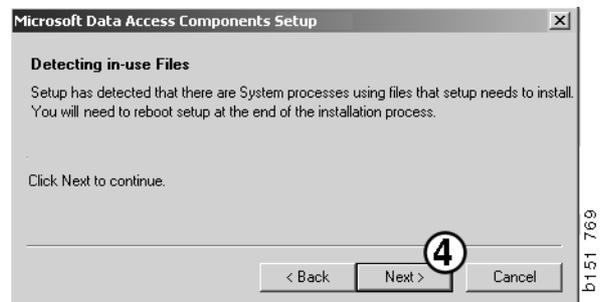
5   Click **Finish** (**5**) to start the installation.
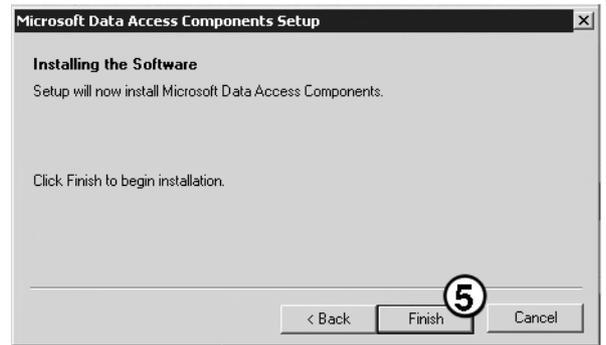
When the installation is complete, a message is displayed.

6   Select the option to restart the computer yourself (**6**).

7   Click **Finish** (**7**).

Now continue immediately with the installation.

Note: Restart your computer when the installations have been completed and you have chosen your settings in Multi Config.
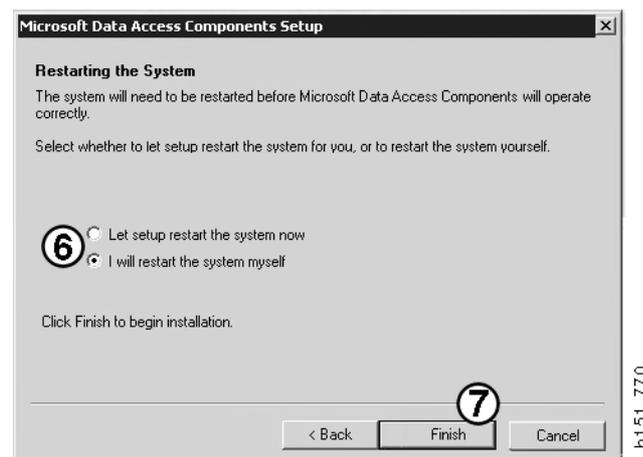
IsoView

In order to view the graphics in Multi, you need to have a graphics viewer for cgm files installed on your computer. If IsoView is not already installed on your computer, the installation will start.

1 Click **Yes** (**1**) to start the installation.
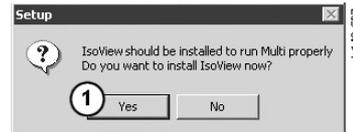
If the window containing information about the installation is shown on top, you can move it so that you can see the welcome screen in order to continue.

The welcome screen is displayed. It is advisable to close all other programs which may be open.

2 Click **Next** (**2**) to continue.
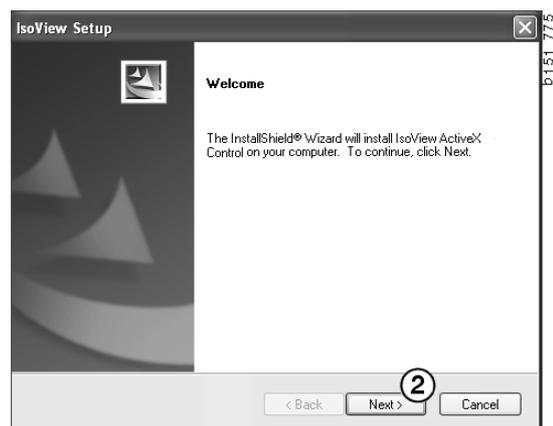
The License Agreement is displayed in the next dialogue box. Read the agreement.

3 Click **Yes** (**3**) to accept it and continue with the installation.
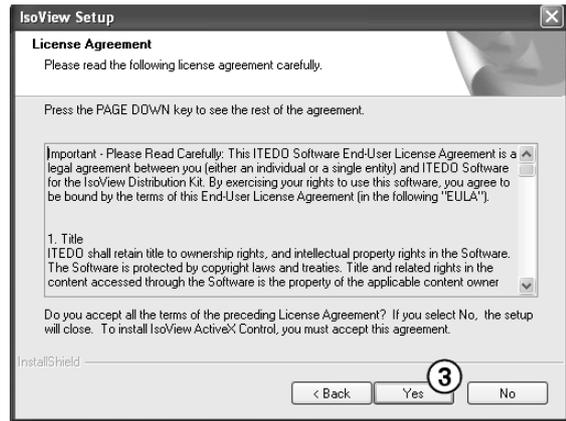
Your own name and company name are displayed here. Change them if the information is not correct.

4 Click **Next** (**4**) to continue.
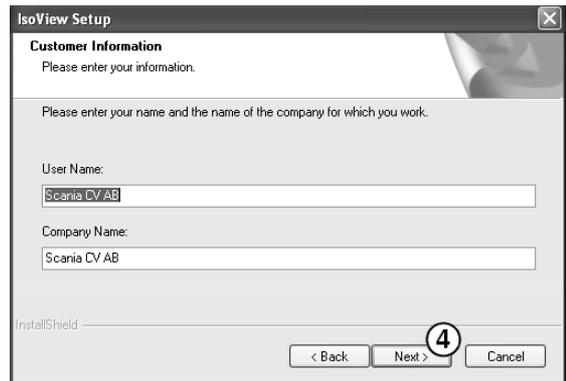
The suggested path and installation folder for the program are displayed.

5 Click **Browse** (**5**) to change this.

6 Click **Next** (**6**) when you have finished and wish to continue.
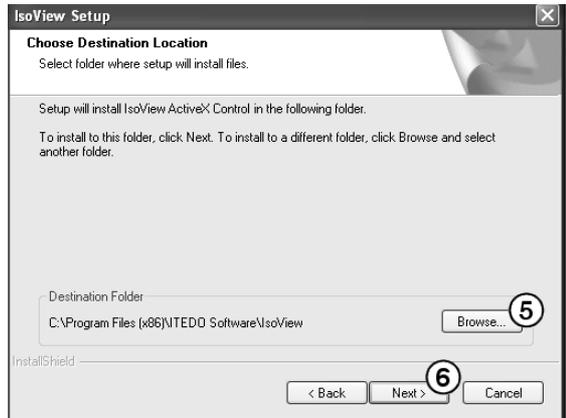
7 Select the option to restart your computer later (**7**).

8 Click **Finish** (**8**) to complete the installation of IsoView.

Note: Restart your computer when the installations have been completed and you have chosen your settings in Multi Config.

Acrobat Reader

You need to have Acrobat Reader 5.1 (or higher version) or another PDF reader installed in order to read parts of the Workshop manual. The installation is prepared and Acrobat Reader is unzipped.

If an earlier version of Acrobat Reader is installed, you will be prompted to install Acrobat Reader. You do not need to uninstall previous versions of Acrobat Reader.

1   Click **Yes** (**1**) to install version 6.0 so that Multi will work most efficiently.
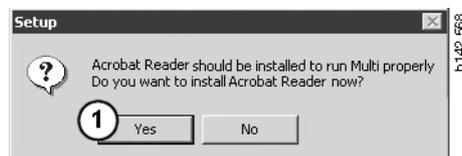
2   The welcome screen is displayed. Click **Next** (**2**) to start the installation.
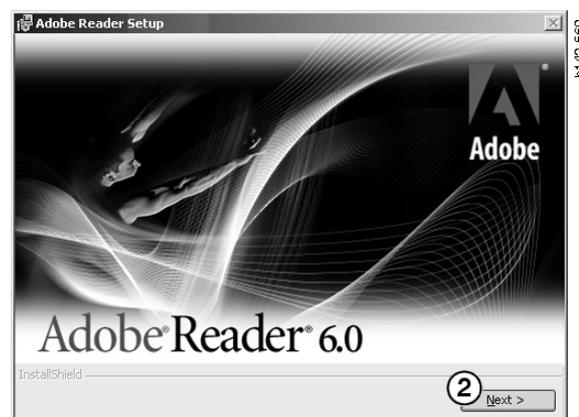
When the installation is ready to start, it is a good idea to close all other programs which may be open. This is to prevent a conflict with the installation program.

3   Click **Next (3)** to continue.
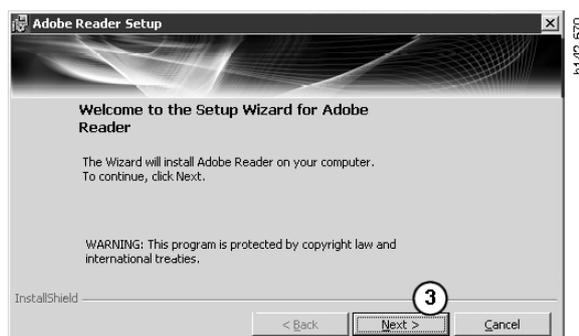
You can now select the folder in which the program should be installed.

4   Use **Change Destination Folder (4)** to select a folder other than the preselected one.

5   Click **Next (5)** to start the installation.
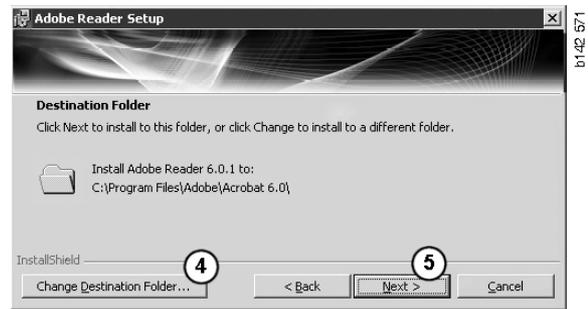
You will now have a final chance to change your selections for the installation. If you wish to cancel the installation, click **Cancel**.

6   Click **Install** (**6**) when you have finished and wish to install.
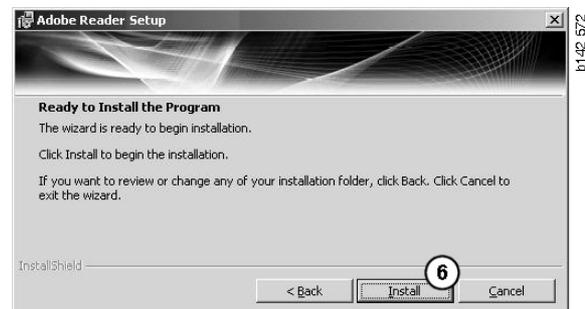
The files are now copied to your computer.
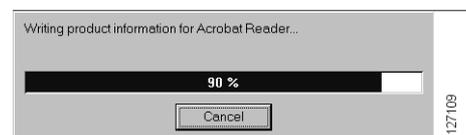
The installation is now complete.

7   Click **Finish (7)** to close the Acrobat Reader installation program.
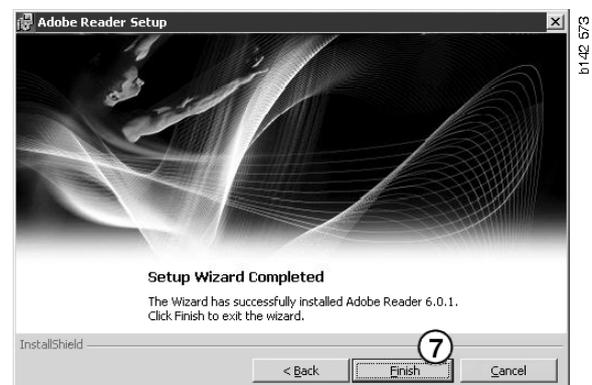
Multi

Licence agreement

The installation of Multi starts and the licence agreement is displayed.

1 Select the parts that you wish to install. **Application and data**, **Application** or **Multi Data** (**1**). This user guide describes the installation procedure when both the application and data are installed.

2 Read the agreement. If you accept the agreement, tick the **Accept** (**2**) box.

3 Then click **Next** (**3**).

4 To cancel the installation, click **Cancel** (**4**).

You are advised to close all other programs which may be open. This is to prevent a conflict with the installation program.
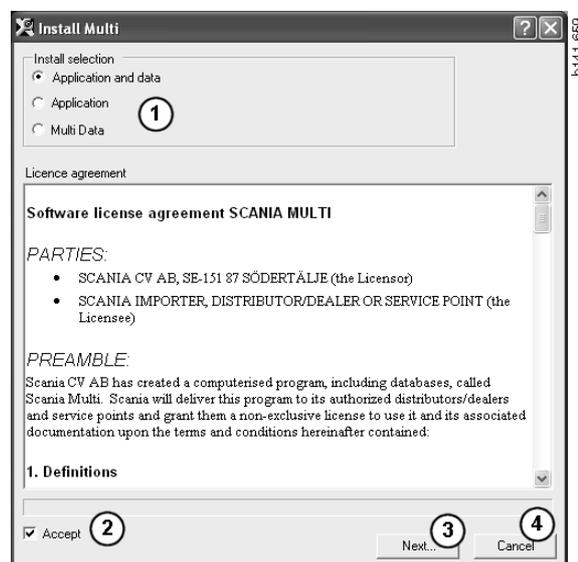
Customising the installation

The installation program suggests the directory C:\Program files\Multi\ as a path for the installation of the program. This means that files and folders will be located on C:\ drive, usually the local hard drive, in the Multi directory.

Similarly, paths for installation directories for Local databases and the Selection list will be suggested.

You can make a choice for Catalogue, Chassis and Service information. You can:

· deselect if you do not wish to install.

· change the path.

· select which regions you wish to install.

Change the paths by clicking on **Browse**. Then find the path you wish to use and click **OK**.

5 Accept your choice and the paths by clicking **Next** (**5**).
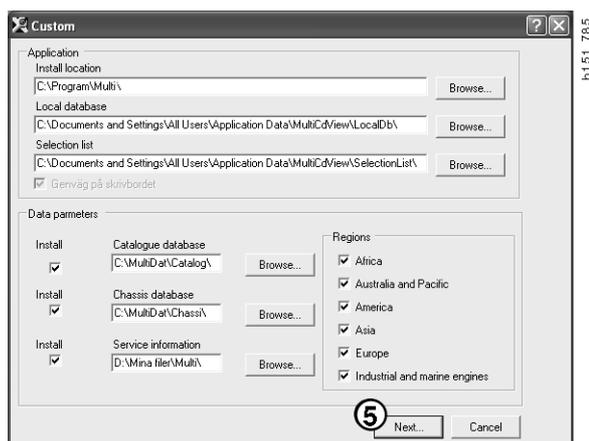
The program installation will now start and Multidata is installed. The time it takes will depend on the information you have chosen to install.
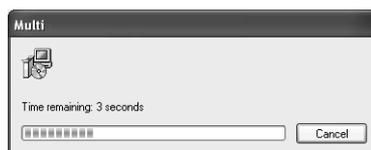
Note: During the installation process you will be prompted to remove the first DVD and insert the second one. Confirm that that you have done this by clicking **OK (6)**.

When you have inserted the second DVD, a new window opens. Click on **Next (7)** to continue installation.

A window shows the progress of the installation.

When the installation of Multi is complete, you will be prompted to start Multi Config to choose your settings.

6   Click **Yes (8)** to restart the program.

Note: Restart your computer when you have chosen your settings, to ensure that Multi will run properly.
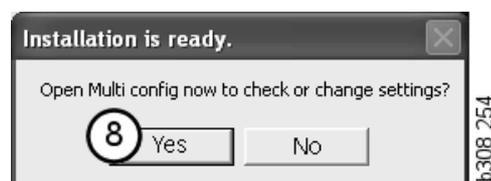
Configure Multi

General

Multi saves information on settings such as language options, database directories and communication settings in the file Multi.ini. This is located in the Multi directory, usually C:\Program files\Multi. When you have installed Multi, the settings can be changed in Multi Config, which was installed at the same time as Multi. Here you can change the settings you chose during installation without having to reinstall Multi.

All options are displayed in Multi Config regardless of whether you installed Multi Parts, Multi Service or Multi. But you can only choose the options which are applicable to the version of Multi you installed.

Note: Close Multi before starting Multi Config, otherwise you cannot make any changes.

Paths to Multidata

When you have started Multi Config, the paths to Multidata and Local databases are displayed. The path to Multi.ini is displayed at the top. Settings in Multi.ini are changed via Multi Config.

1   To use an ini file other than the one suggested, click **Select** (**1**) and look for the ini file you want to use.

The type of database to be used is preselected: Access or SQL server.

Multi handles two types of data: Catalogue, Chassis, Service data and Local data. Multi uses four different folders to find data: **Catalogue database**, **Chassis database**, **Service information** and **Local database**.

Note: The Service information folder is not available in Multi Parts.

By changing the paths to these folders, Multi can retrieve data from different places, such as from the hard drive or a network server.

Click **Select** for the path you wish to change. Then find the path you wish to use and click **OK**.

2   Click **Apply** (**2**) when you have made the changes.

3   Click **Close** (**3**) to close Multi Config.
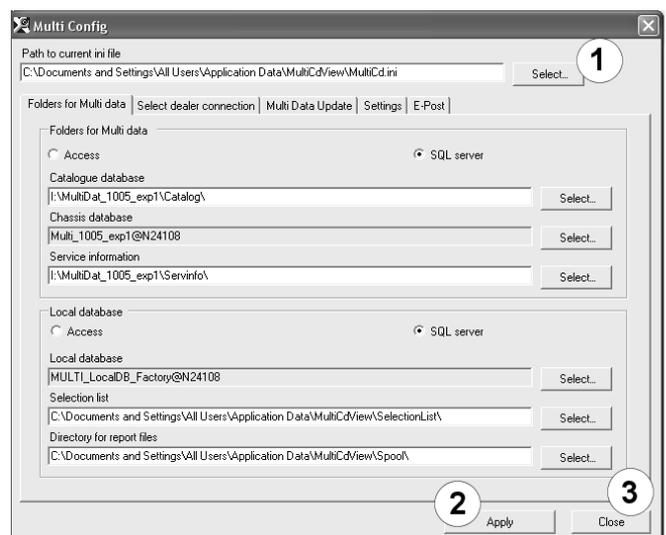
Connection to dealer system

IMPORTANT! If your dealer system was connected in an earlier version of Multi, you must also enter the settings for this version of Multi.

1. Select the tab **Select dealer connection** (**1**) to enter the settings to be used to communicate with the dealer system.

2. In order to connect to the dealer system, tick the box **Connect Multi to Multi Dealer Service** (**2**).

   In order to connect to the Multi Dealer Server, contact the person responsible for Multi at Scania.

3. Enter the name of the dealer system server **(3)** and the name of the connection **(4)**. The data in the figure is an example.

It is extremely important that you enter the right server name and right connection name. Contact the network manager if you are not sure which data should be used for the dealer system in question.
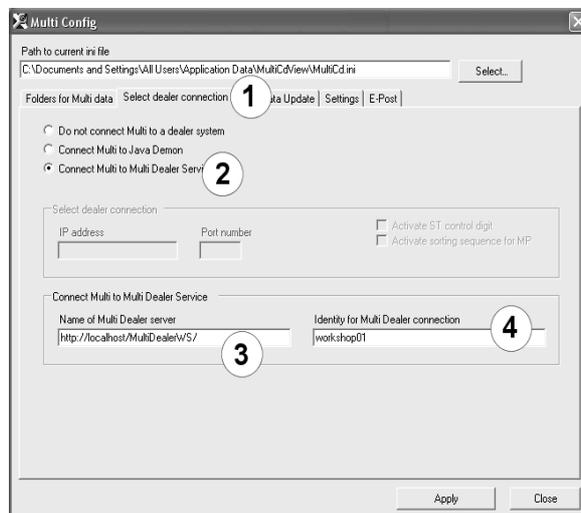
Updating

Here you can adjust the settings for updating both the chassis database and information relating to the range and replacements. You can perform immediate updates and subsequent scheduled updates.

1   Click **Start** (**1**).

Note: In order to perform an update, the computer on which Multi is installed must have an Internet connection and it must always be turned on.

2   Click **Update now** (**2**) to retrieve the latest information immediately.

3   If you wish to schedule updates, proceed as follows: Tick the box marked **Enabled** and click the **Schedule** button (**3**).

4   Enter the date, time and day of the week (**4**) that you wish the updates to be carried out.

5   Click **OK** (**5**) to close the window.

6   Click **Save** (**6**) to save your settings.

7   Click **Close** (**7**) to exit the update option.
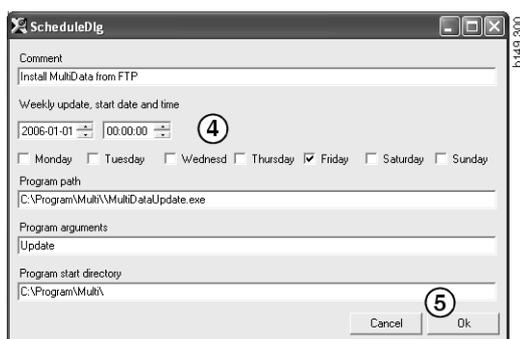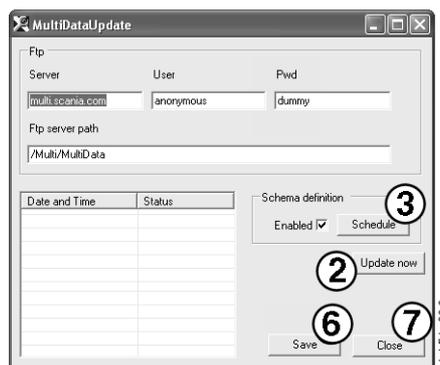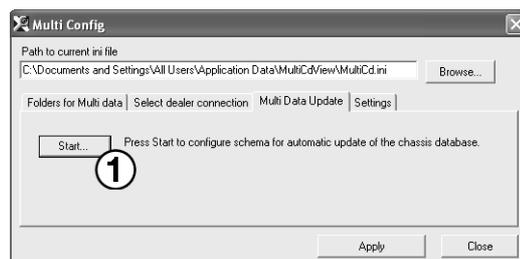
Settings

Select the Settings tab to enter:

1   The **Language (1)** Multi should display and use to retrieve the correct data from the database. The language setting does not affect the program Local DB.

The workshop manual is only available in the language which was installed from the DVD.

2   **Standard times setting** (**2**). Choose whether to use Standard times or PU/TU. Multi Edit is required for this.

If you select PU/TU., a field with TU and PU is displayed instead of standard times in the different dialogues relating to Standard times, Menu prices and Selection list.

Enter a value for PU in Multi Edit.

3   **Application mode** (**3**). You select whether Multi should be used in Manager or Standard mode. This only applies when you have installed Multi Standard and Edit.

4   **SLA settings** (**4**). If you tick the box, Multi displays the spare parts range that is available on the Latin American market. Click SLA settings to display a PDF document with more information.

Note: The Standard times setting does not apply to Multi Parts and Multi Service.

Multi saves local information in a local database which can be read by all Multi users. But you must select Multi Edit, which is intended for a small number of Multi users, mainly at importer level.

5   Click **Apply (5)** to activate the options and settings you have selected.

6   Click **Close (6)** to close Multi Config.
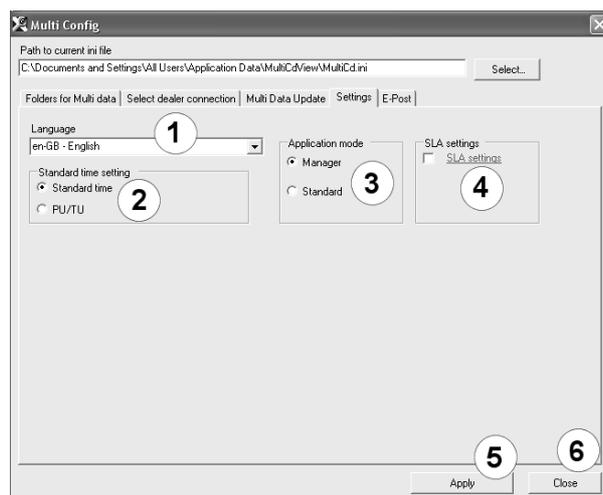
E-mail address

Details required for the e-mail function are entered here.

1 If the e-mail function should be deactivated, click at **1.**

2 If you use SMTP e-mail protocol, click at **2.** You must then enter a number of system details along with the address to which e-mail messages should be sent.

3 If you use MAPI e-mail protocol, click at **3** and enter the address to which e-mail messages should be sent.

4 Click **Apply (4)** to activate the options and settings you have selected.

5 Click **Close (5)** to close Multi Config.
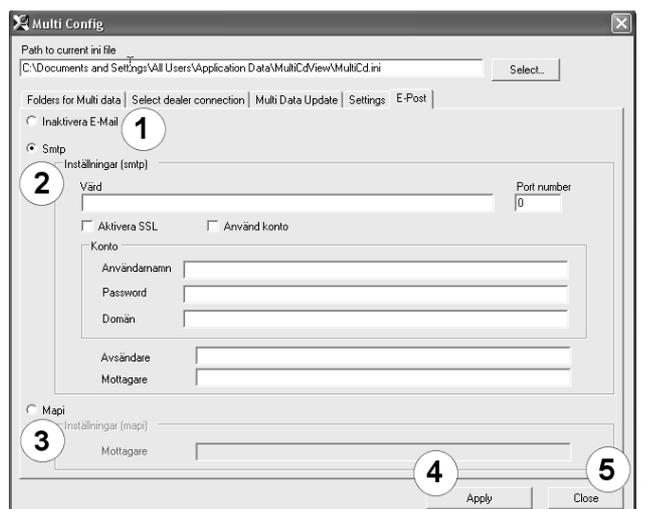
Troubleshooting

If you encounter problems with the program when using Multi, data is provided about the program. The data is needed when troubleshooting Multi.

1   Select **Data..** (**1**) in the **Help** menu.

    Click the **Advanced** button at the bottom left of the window that is displayed.

The following applies to all tabs:

2   Click **Save to file..** (**2**) to save the information as a text file. You can then print the file or attach it to an e-mail message.

3   Click **Close** (**3**) to exit.
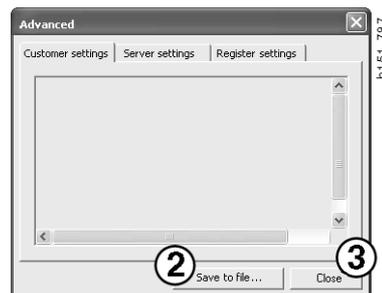
Information about your computer settings is displayed under the Customer settings tab.

Information about your computer's settings with other servers is displayed under the Server settings tab.
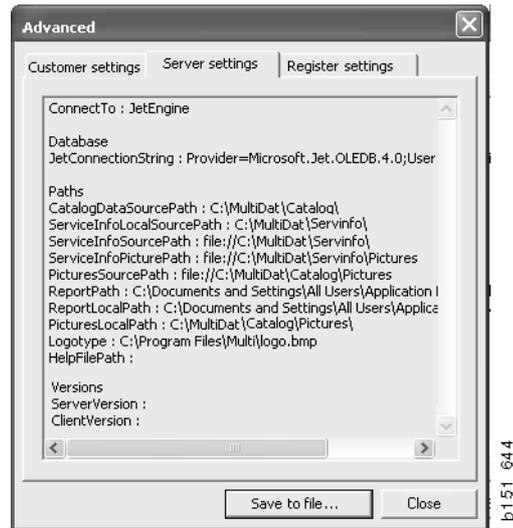
Information about your computer's different registry settings is displayed under the Register settings tab.