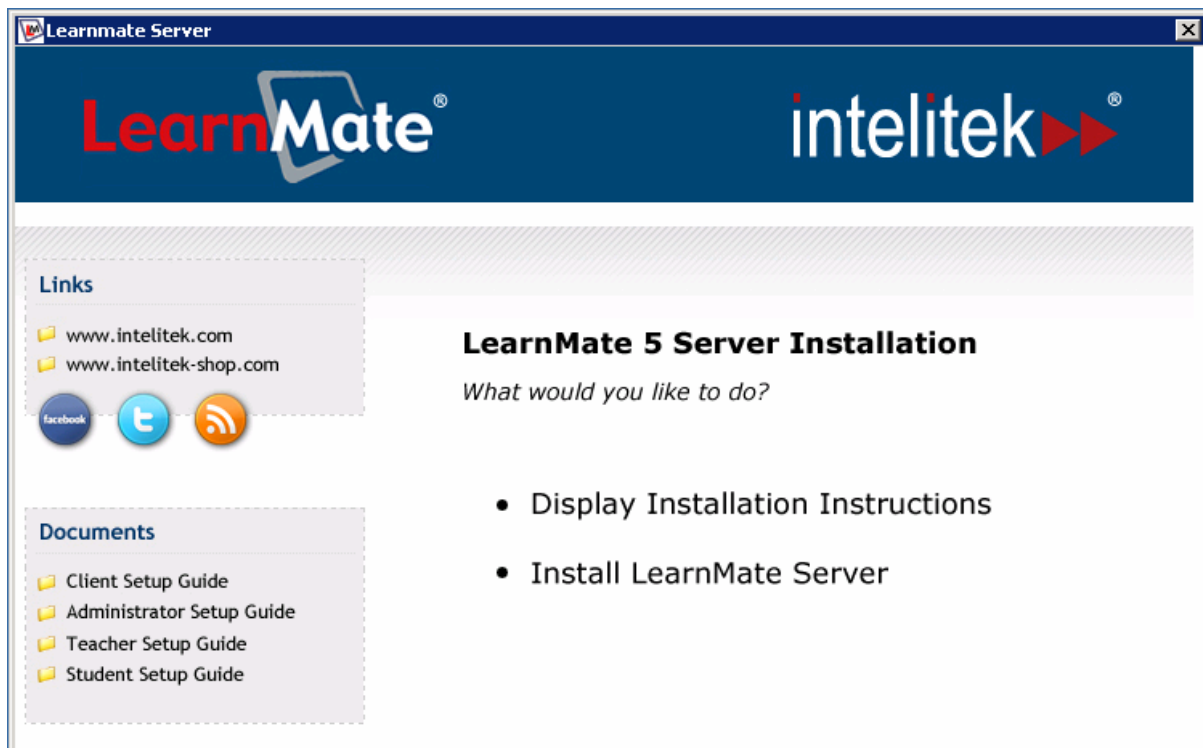


# LearnMate 5 LMS Server



## Installation Guide

*Catalog # 200046 Rev. B*

*July 2011*

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LearnMate 5 LMS Server

Installation Guide

July 2011

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# 1. Introduction

This guide provides instructions to properly run the installation of LearnMate 5 LMS Server and later explains how to install LearnMate courses onto the server.

Before setting up the server installs, it is important to review all information in the guide.

This guide provides instructions for the following:

- How to prepare for LearnMate 5 LMS Server Installation. See 2. Pre-Installation Information, on page 2.
- How to install LearnMate 5 LMS Server. See 3. Installation Instructions, on page 4.
- How to uninstall LearnMate 5 LMS Server. See 4. Uninstalling LearnMate 5 LMS Server, on page 22.
- How to install courses on the LearnMate 5 Server. See 5. Installing Courses on the LearnMate 5 Server, on page 24.

---

## 2. Pre-Installation Information

Before running the LearnMate 5 LMS Server install, it is important to review all pre-installation information presented in this section. The pre-installation procedure is designed to ensure that the server on which the client wants LearnMate 5 installed is ready by the time installation is set to be done.

Follow the pre-installation procedure below:

1. Collect the necessary server installation information. For more information see 2.1. Collecting Server Installation Information, on page 2.
2. Ensure that the server intended for use with LearnMate 5 meets the system requirements. For more information see 2.2. Verifying System Requirements, on page 2.
3. Ensure that the client's server is ready for installation. For more information see 2.3. Completing the Installation Preparation Checklist, on page 3.

---

### 2.1 Collecting Server Installation Information

Contact the customer in order to acquire all the necessary system information. Once the list is completed, please forward this information to your intelitek representative for review by emailing [support@intelitek.com](mailto:support@intelitek.com) or sending a fax to (1) 603-625-2137. Also give a copy to your dealer's technician. If you need assistance getting the necessary system information, contact Intelitek Customer Support on (1) 800-221-2763.

❖ **Note:** *Much of this information will have to be provided by the school's network administrator.*

---

### 2.2 Verifying System Requirements

LearnMate 5 LMS Server should be installed on a clean PC to ensure a successful installation without errors. Close any other operations on the computer to ensure the installation is successful.

It is recommended that LearnMate 5 LMS Server be installed on a PC with one of the following operating systems:

- Win2008 R2 web edition
- Win2008 32\64 bit web edition
- Win2003 32\64 bit web edition

The minimum system requirements are:

- Core 2 Duo 2.0GHz or higher
- 2GB RAM memory or higher
- Disk space of 40GB or higher
- DVD-ROM drive

❖ **Note:** *The actual system requirements will vary depending on your system configuration and the other applications on your computer.*

The actual amount of RAM required depends on the number of users expected to work on the server. In general, for every 50 concurrent users, an additional 1GB RAM should be added.

---

## 2.3 Completing the Installation Preparation Checklist

If you are a dealer, contact the customer at least one week prior to the installation to ensure that all of the hardware is in place and ready.

Review each item in the *Install* Preparation Checklist (see 5. Install Preparation Checklist, on page 36). For the installation to be as smooth as possible, all answers to the *Install* Preparation Checklist must be “YES”.

---

# 3. Installation Instructions

This chapter provides information on installing the LearnMate 5 Server.

This chapter includes the following information:

- How to run the LearnMate 5 Server Installation. See 3.1. Performing the Installation, on page 4.
- How to verify the installation was a success. See 3.2. Confirming the Installation was a Success, on page 16.
- How to obtain a licensing code if you don't have one, see 3.3 Licensing, on page 18.

---

## 3.1 Performing the Installation

The LearnMate 5 installation wizard is supplied on the LearnMate 5 LMS Server CD-ROM. The installation wizard is intended to make the installation of LearnMate 5 LMS Server as easy and simple as possible.

**To begin the LearnMate 5 Server installation:**

1. Log in to the server as the administrator.
2. Insert the LearnMate 5 LMS Server CD into the CD-ROM drive.

If the LearnMate 5 Server Installation does not start automatically:

- Open Windows Explorer and browse to the CD drive and then to the install directory.
- Double-click on [AutoRun.exe](#).

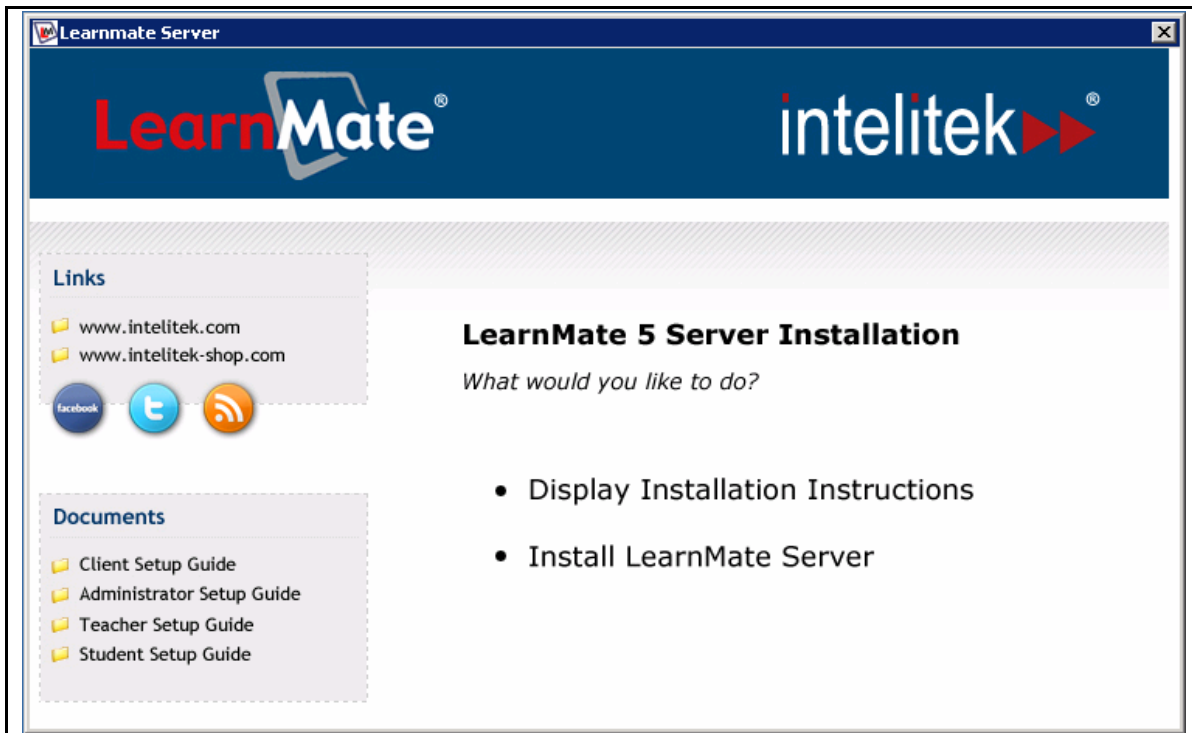


The **LearnMate 5 Server Installation** home screen is displayed.

❖ **Note:** The *LearnMate 5 Server Installation* home screen offers direct links to the following:

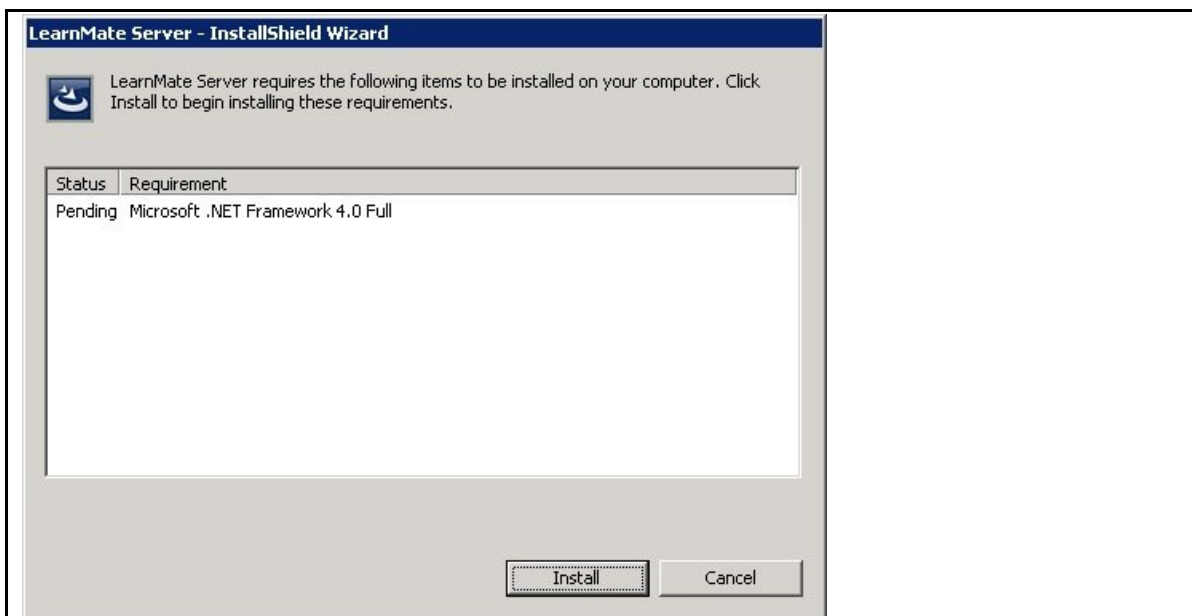
- *Links*
  - [Intelitek website](#)
  - [Intelitek online shop](#)
- *Social Media*
  - [Intelitek on Facebook](#)
  - [Intelitek on Twitter](#)
  - [Intelitek blog](#)
- *Documents*
  - *LearnMate 5 Client Setup Guide*
  - *LearnMate 5 Administrator's Getting Started Guide*
  - *LearnMate 5 Teacher's Getting Started Guide*
  - *LearnMate 5 Student's Getting Started Guide*

3. Click **Install LearnMate Server**.



In order to run LearnMate 5 LMS Server, Microsoft .NET Framework 4.0 Full must be installed on the computer. If the computer already has Microsoft .NET Framework 4.0 Full installed on the computer, skip to step 5.

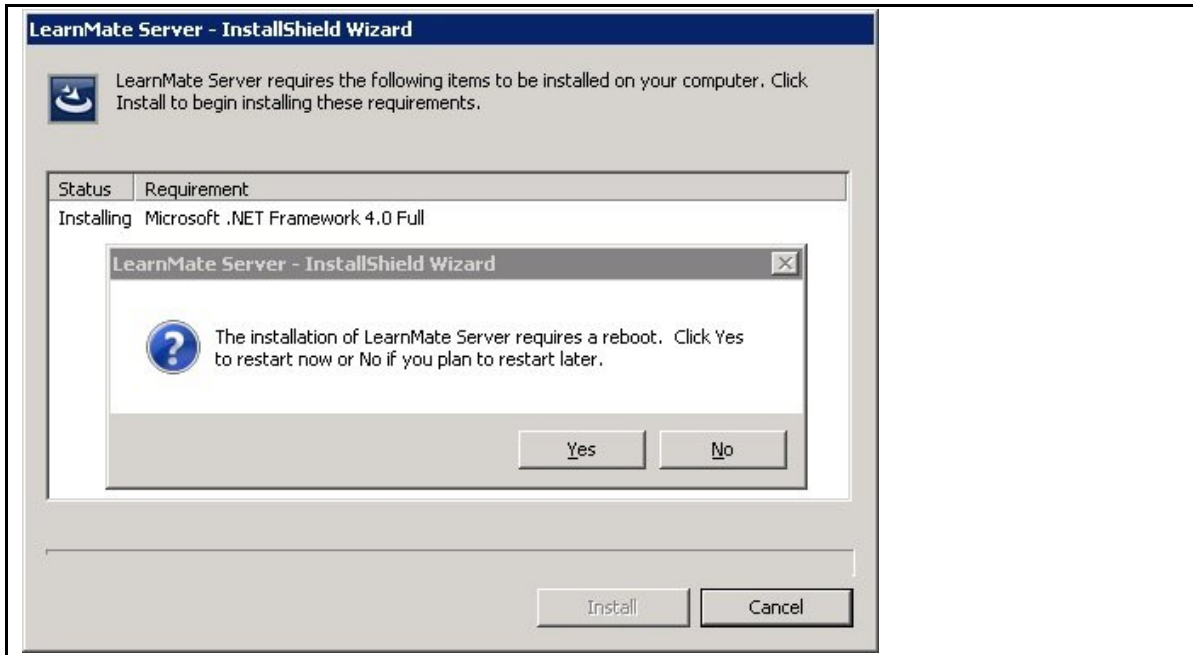
4. Click **Install** to begin the installation of *Microsoft .NET Framework 4.0 Full*.



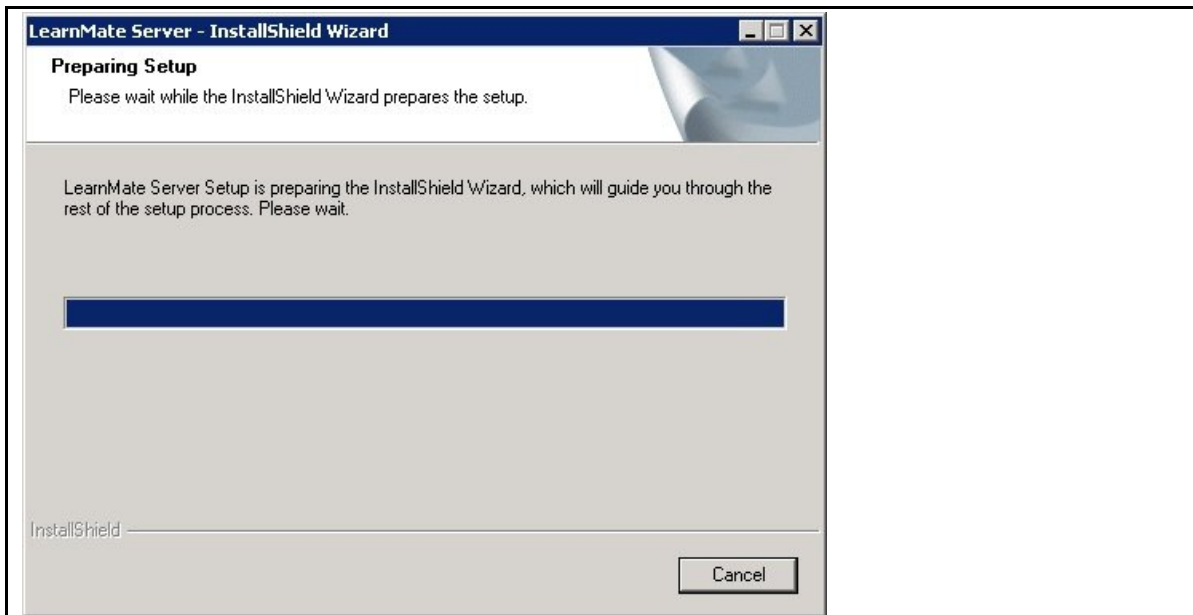
Once *Microsoft .NET Framework 4.0 Full* is installed, the computer may require a reboot in order to successfully complete the installation.

If a restart is necessary, the window below is displayed. If not, skip to step 5.

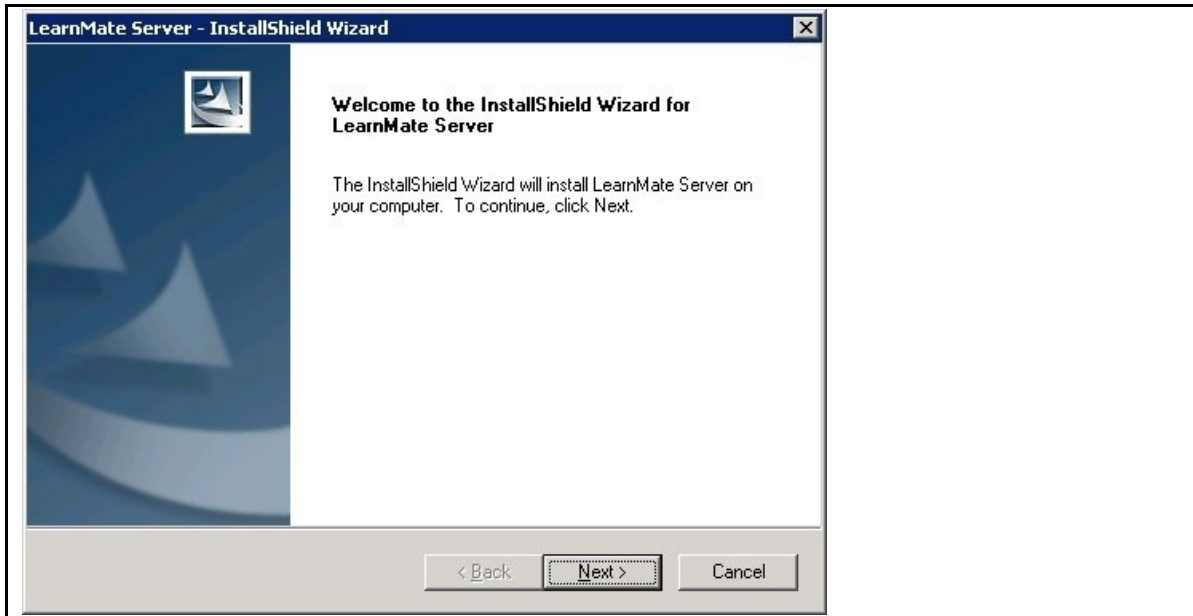




- Click **Yes** to restart immediately or **No** to restart at a later time.
  - ❖ **Note:** Without Microsoft .NET Framework 4.0 Full properly installed, the installation will not continue.
- Once the computer has restarted, the **InstallShield Wizard** will begin automatically as shown below.

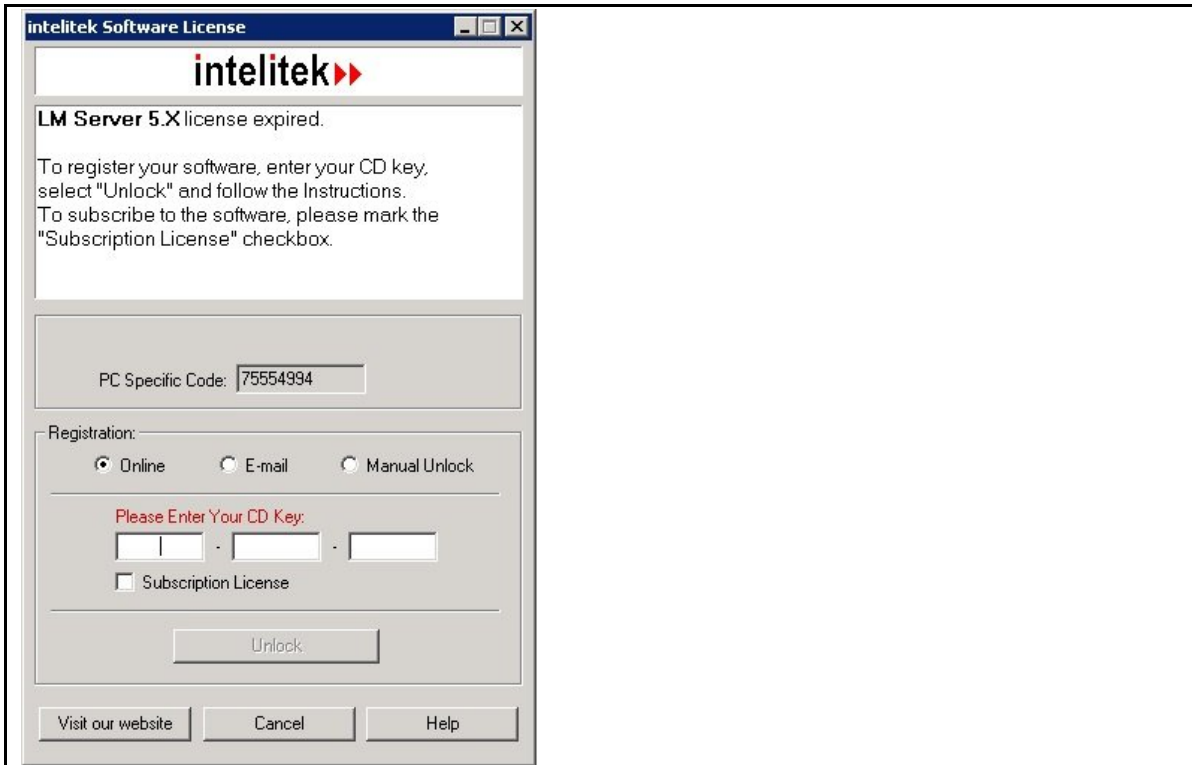


The **Welcome to the InstallShield Wizard for LearnMate 5 Server** page is displayed.



5. Click **Next** to continue with the installation.

The **intelitek Software License** page is displayed, prompting you to register the license by entering the CD key. The software is protected by a licensing agreement.



6. The CD Key should be located on the inside of the CD case that the server disk came in. It should have "LM Server 5.X" on it, as opposed to the other CD Key, which is for the modules. If you have the CD key, type it into the space provided. If you have the 8 digit manual unlock code, select the *Manual Unlock* radio button and enter that in the space provided. If you do not have an unlock code, see the section 3.3. Licensing, on page 18.

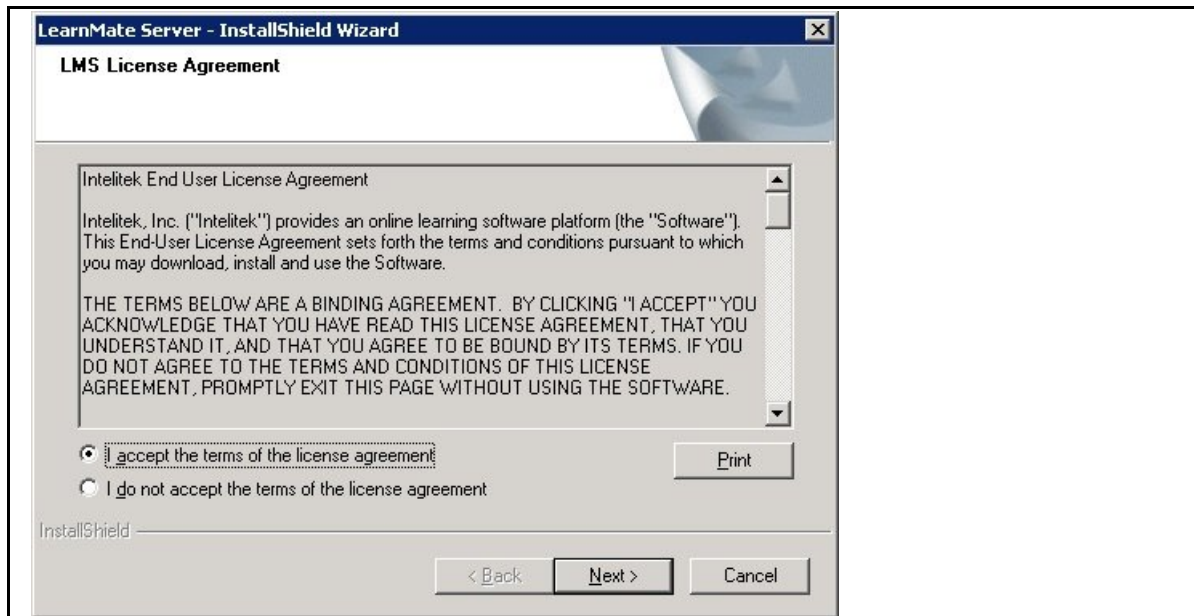
Providing that the correct CD Key is entered and the license has not already been used, the **LICENSED** message will be displayed.



- ❖ **Note:** The Intelitek Software License only appears the first time you install this software. If you encounter problems with licensing, contact Intelitek Customer Support on (1) 800-221-2763.

7. Click **OK**.

The **LMS License Agreement** page is displayed.



8. Read the license agreement carefully. Then select the radio button next to *I accept the terms of the license agreement* and click **Next**.

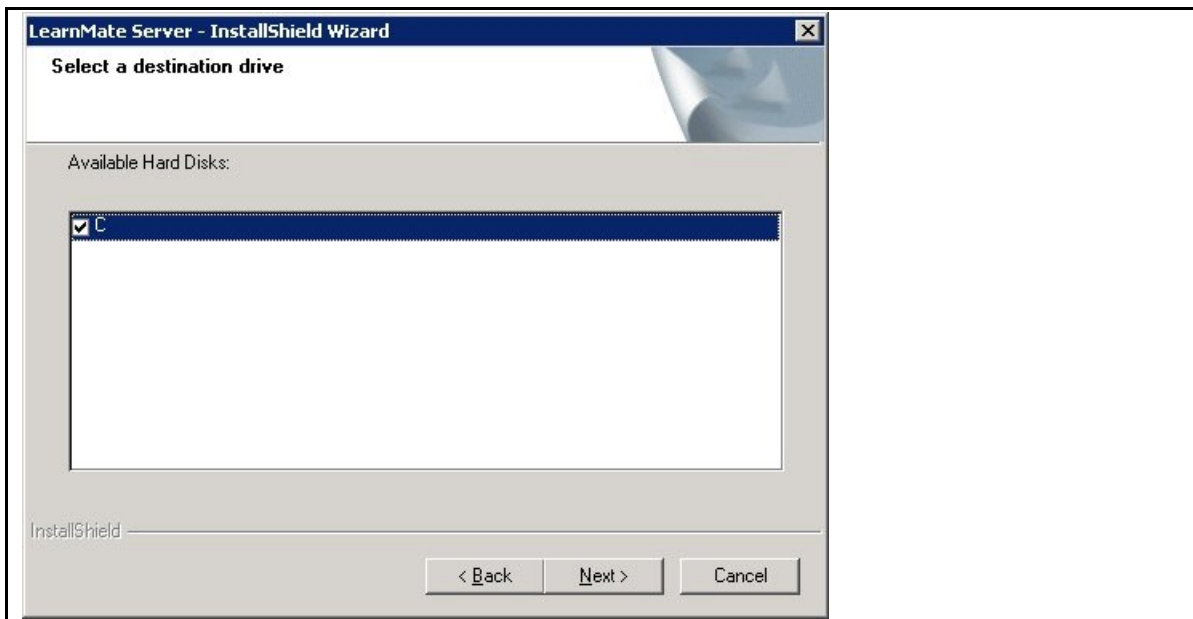
- ❖ **Note:** In order to successfully run LearnMate 5 LMS Server installation, no other programs using ports 80 or 3306 may be opened. If any programs using those ports are opened, an error message will appear asking to have those programs closed before continuing with the installation, hence the importance of closing all applications before installing LearnMate 5 LMS Server.

The **Select a Destination Drive** page is displayed, prompting you to select the drive on the server to which you wish to install the LMS. All of the LMS system data and modules will be installed to this drive.

This is a critical step – if you are not sure which drive to install to, you may terminate the installation at this time by clicking **Cancel**. You can resume the installation later, once you have the required information.

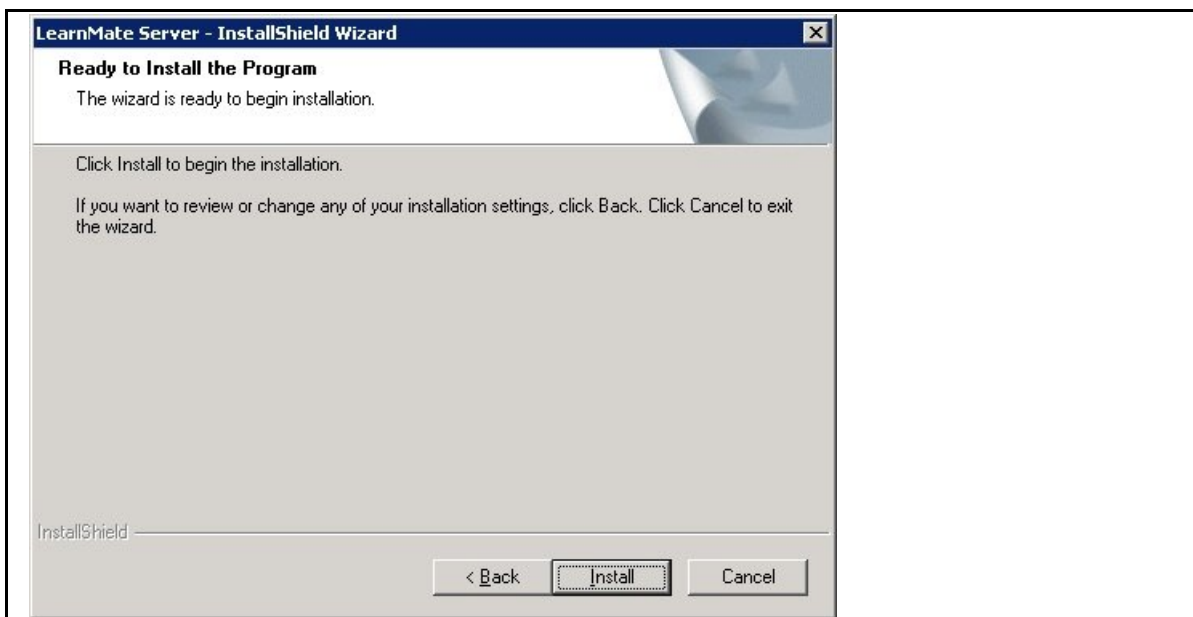
- ❖ **Note:** We recommend checking the computer to see which of the available hard disks has the most free space and/or asking the system administrator which drive they set up for the installation.

9. Select the desired installation drive and click **Next**.



The **Ready to Install the Program** page is displayed.

10. Click **Install**.



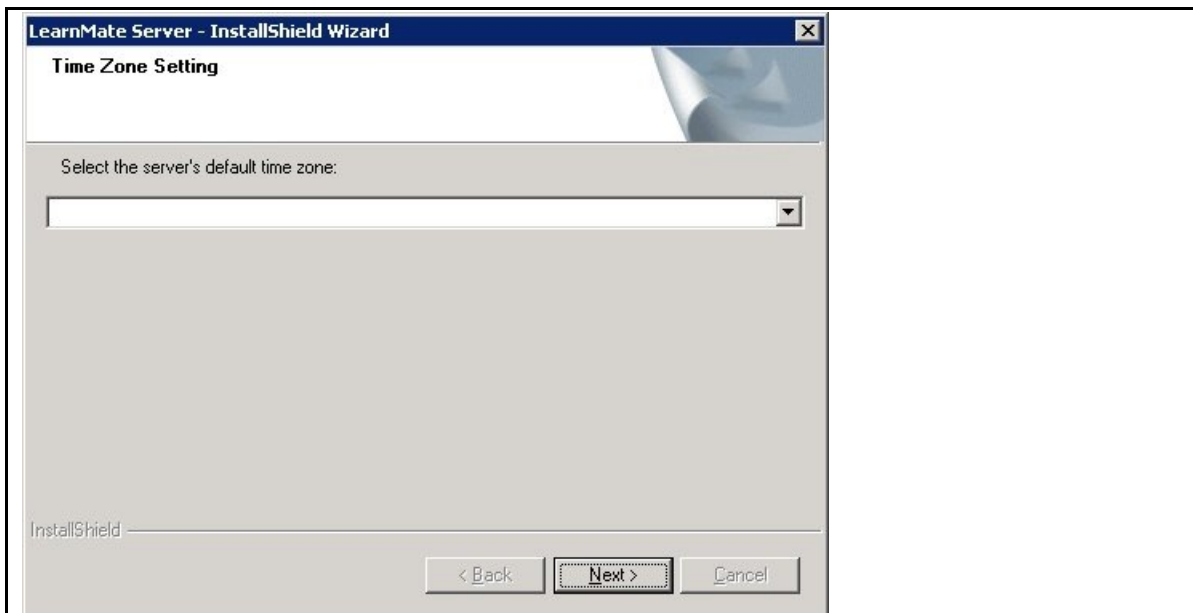
The installation will begin. This may take several minutes.

11. During installation, the **Windows Security Alert** shown below may be displayed. If so, click **U**nblock.




After the installation is complete, the **Time Zone Setting** page is displayed.

12. Select the server's time zone from the drop down menu and click **N**ext.



The **SMTP Mail Setting** page is displayed.



The screenshot shows a window titled "LearnMate Server - InstallShield Wizard" with a sub-header "SMTP Mail Setting". Below the header, there is a paragraph of text: "In order to enable email to be sent outside the LearnMate system, please provide the Simple Mail Transfer Protocol (SMTP) settings. These settings can also be defined or modified in the LearnMate website by selecting Server | Email from the Site Administration menu." There are three input fields: "SMTP Server Address" with the value "email.provider.com", "SMTP User Name" (empty), and "SMTP User Password" (empty). At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

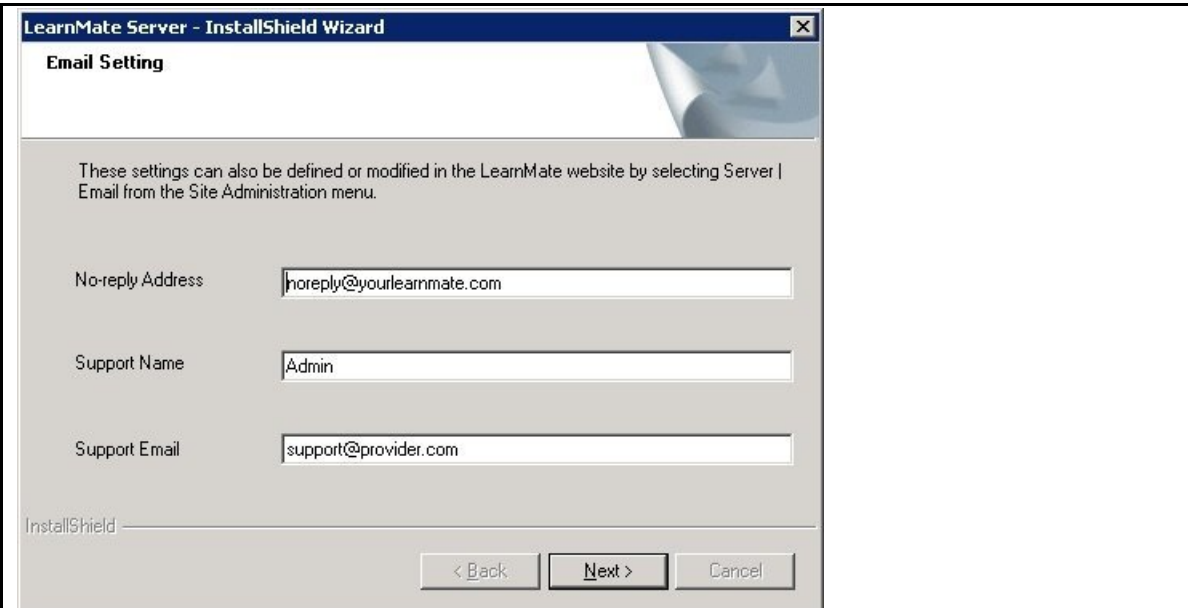
13. Ask the system administrator if there is an open SMTP relay on the network (this information should have been provided as a result of the Install Preparation Guide). SMTP relay is used for recovering student passwords.

- If no SMTP relay is available, do not enter any information in the *Server* field and enter [admin@school.net](mailto:admin@school.net) in the *SMTP Server Address* field.
- If an SMTP relay is available, enter the server information in the *Server* field and the email address of the system administrator in the *Email* field.

❖ **Note:** This step can be skipped and updated at a later point by the system administrator.

14. Click **Next**. The **Email Setting** page is displayed.

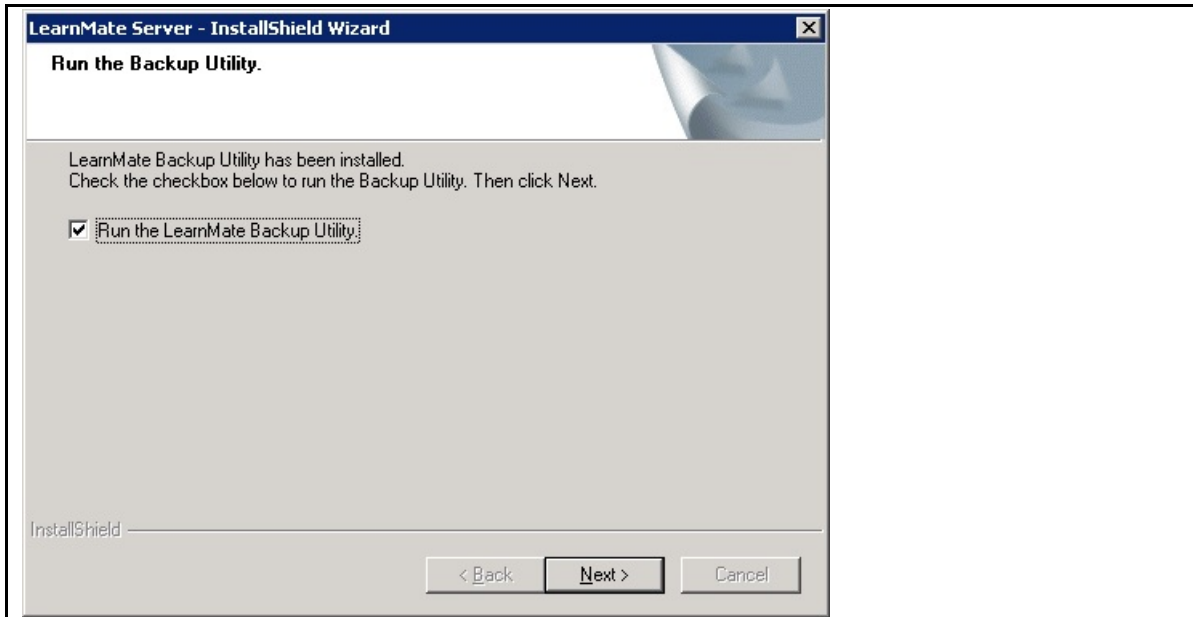
15. Enter the *No-reply Address*, the *Support Name*, and the *Support Email* that should be shown in the system.



The screenshot shows a window titled "LearnMate Server - InstallShield Wizard" with a sub-header "Email Setting". Below the header, there is a paragraph of text: "These settings can also be defined or modified in the LearnMate website by selecting Server | Email from the Site Administration menu." There are three input fields: "No-reply Address" with the value "noreply@yourlearnmate.com", "Support Name" with the value "Admin", and "Support Email" with the value "support@provider.com". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

16. Click **Next**.

The **Run the Backup Utility** page is displayed.

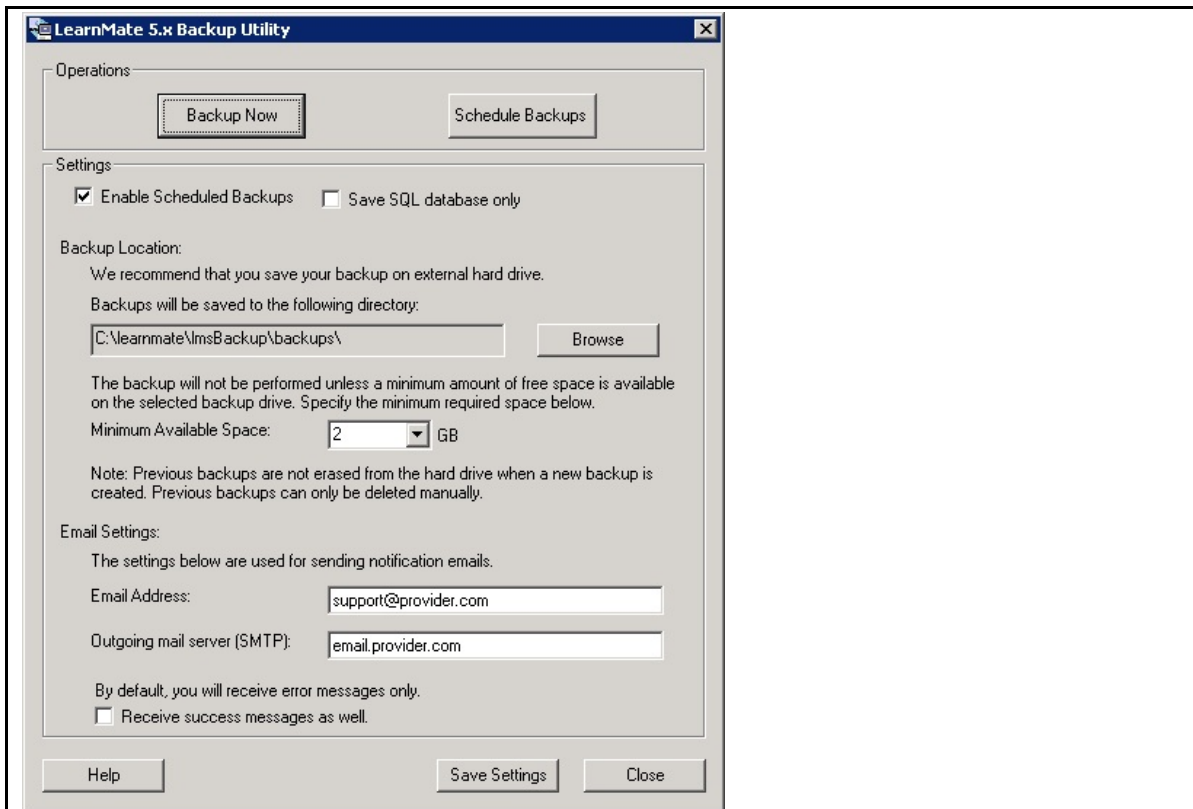


By default, the checkmark box next to *Run the LearnMate Backup Utility* is marked. The *LearnMate Backup Utility* enables you to backup the files saved on your server either immediately or on a scheduled basis.

- If you choose to run the *LearnMate Backup Utility*, continue on to step 17.
- If you choose not to run the *LearnMate Backup Utility*, continue on to step 22.

17. Click **Next**.

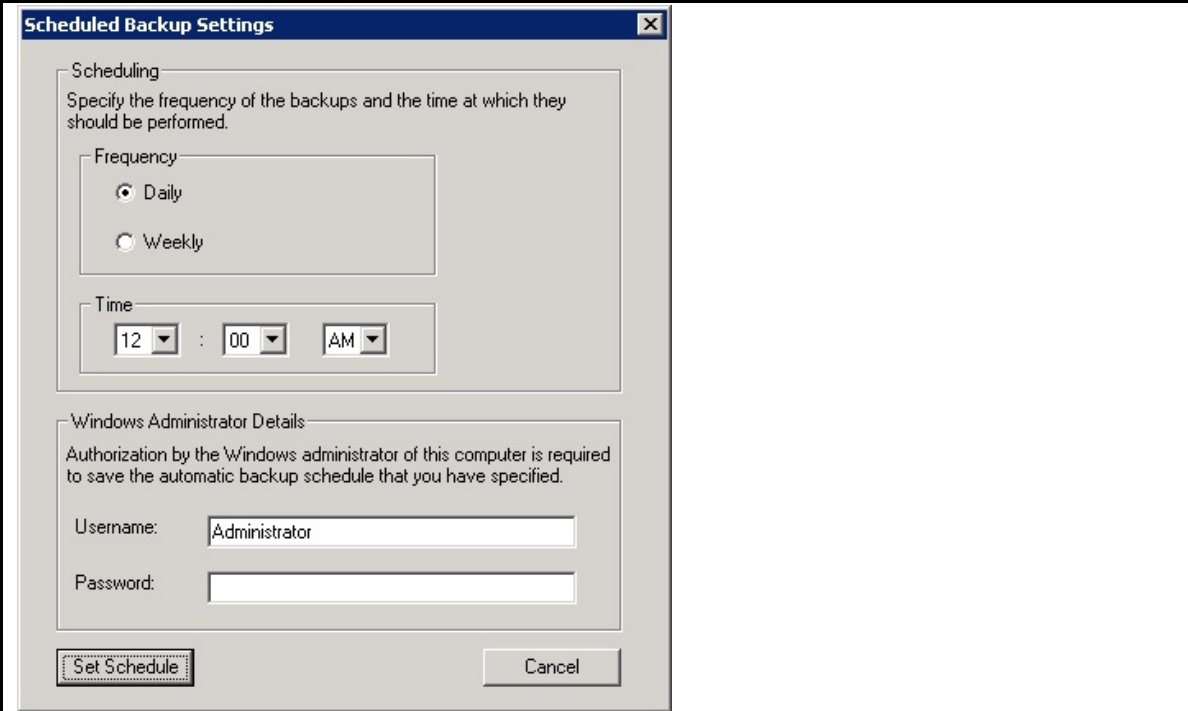
The **LearnMate 5.x Backup Utility** page is displayed.





18. Click **Schedule Backups** to open the **Scheduled Backup Settings** page.

The **Scheduled Backup Settings** page is displayed.



The screenshot shows a dialog box titled "Scheduled Backup Settings" with a close button (X) in the top right corner. The dialog is divided into three sections:

- Scheduling:** A section with the instruction "Specify the frequency of the backups and the time at which they should be performed." It contains two radio buttons: "Daily" (which is selected) and "Weekly".
- Time:** A section with three dropdown menus for time selection, currently showing "12", "00", and "AM".
- Windows Administrator Details:** A section with the text "Authorization by the Windows administrator of this computer is required to save the automatic backup schedule that you have specified." It includes a "Username:" label and a text box containing "Administrator", and a "Password:" label and an empty text box.

At the bottom of the dialog, there are two buttons: "Set Schedule" (highlighted with a dashed border) and "Cancel".

19. Edit all the required information in the **Scheduled Backup Settings** page.

20. Click **Set Schedule** to save the information and return back to the **LearnMate 5.x Backup Utility** page.

Edit any required information in the **LearnMate 5.x Backup Utility** page.

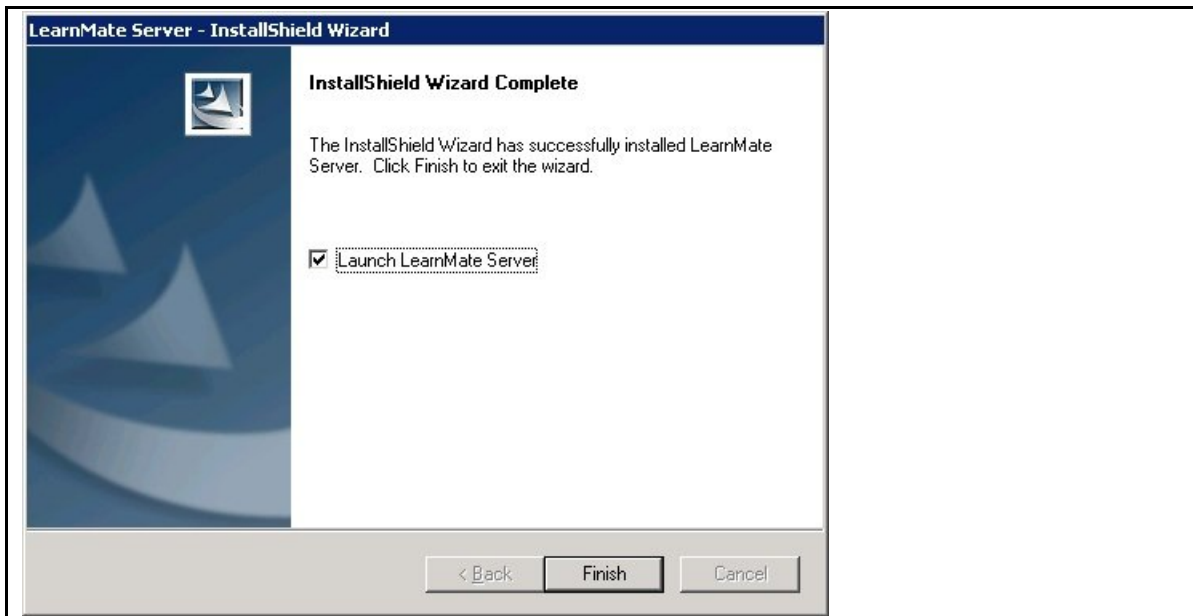
❖ **Note:** We strongly recommend changing the default backup archive location by browsing to an external location such as an external hard drive.

21. Click **Save Settings** to save the information.

22. Click **Close** to close the **LearnMate 5.x Backup Utility** page and continue with the **LearnMate 5 LMS Server Installation**.

**23.** Click **Next**.

After the installation has ended, a success message is displayed.



- 24.** Select the Launch LearnMate Server checkbox to launch the server once the installation is complete. This will enable you to verify that the LearnMate 5 LMS Server was properly installed.
- 25.** Click **Finish** to close the wizard and launch the LearnMate 5 LMS Server.
- 26.** Once the installation is complete, gather all the information noted in section 8. Final Installation Checklist, on page 37, and send it to intelitek for review.
- 27.** Continue on to section 3.2. Confirming the Installation was a Success, on page 16, for instructions on how to log in to LearnMate 5 to verify the installation was a success.

---

## 3.2 Confirming the Installation was a Success

Once the installation of the LearnMate 5 LMS Server is complete, it is recommended to log in to LearnMate 5 to verify the installation was a success. Also, once logged in, be sure to change the password to ensure that your account cannot be accessed by anyone else.

This section describes:

- How to log into LearnMate 5. See 3.2.1. Logging into LearnMate 5, on page 16.
- How to change your password. See 3.2.2. Changing the Password, on page 16.

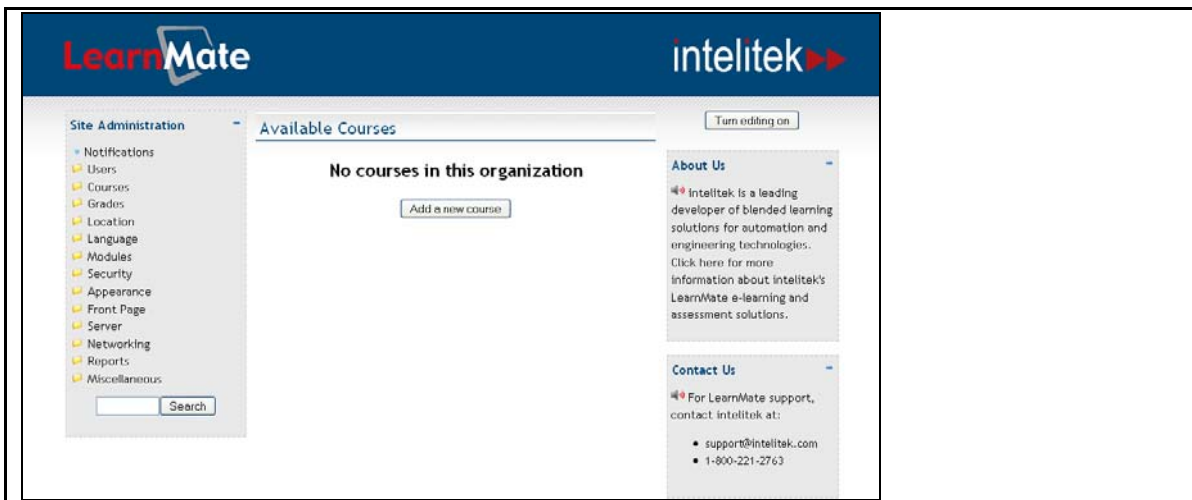
### 3.2.1 Logging into LearnMate 5

A default username and password are provided so that the administrator can log in and begin the setup.

#### To log into LearnMate 5:

1. If LearnMate 5 is not currently open in your Web browser, launch your Web browser and open the LearnMate 5 application.
2. Log in with the following username and password:
  - Username: lmadmin
  - Password: LmAdm1n

The **Available Courses** page is displayed.



### 3.2.2 Changing the Password

It is strongly recommended that the password be changed just after logging into LearnMate 5 to ensure that the user account cannot be access by any other users.

#### To change the password:

1. Click on the **User, Admin** user name on the bottom of the page.



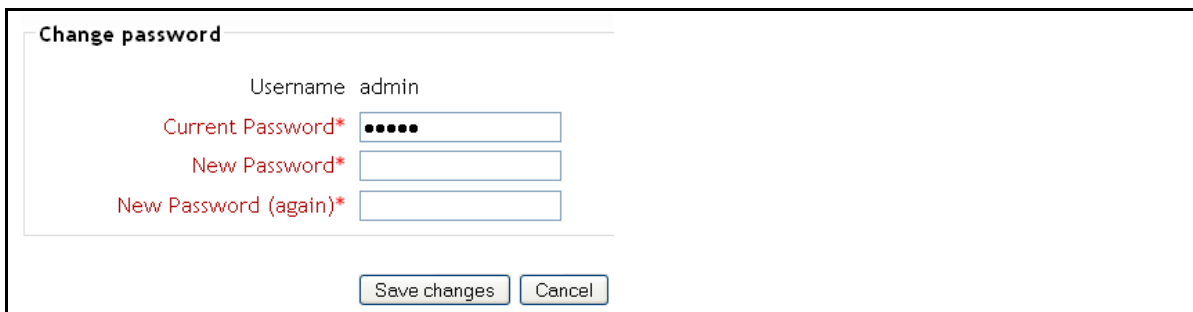
The **User, Admin** page is displayed.

2. Click **Change Password** at the bottom of the page.



The screenshot shows a user profile page titled "User, Admin". At the top, there are navigation tabs: Profile, Edit profile, Forum posts, Notes, Activity reports, and Roles. On the left is a silhouette of a person's head and shoulders. To the right, a list of user details is displayed, including Email address, Age, Gender, Ethnicity, Language spoken at home, Education, Field of study, # of years in field, First access, and Last access. At the bottom of this list is a button labeled "Change password" with a mouse cursor pointing to it. Below the button, it says "You are logged in as User, Admin (Logout)".

The **Change password** page is displayed.



The screenshot shows the "Change password" form. It has a title "Change password" and a sub-header "Username admin". Below this, there are three input fields: "Current Password\*" with a masked password of six dots, "New Password\*", and "New Password (again)\*". At the bottom of the form are two buttons: "Save changes" and "Cancel".

3. Type in the required requested.

4. Click **Save changes**.

The password has been changed.

❖ **Note: It is extremely important that you write down your password and add it to the installation sheet and share it with your IT staff.**

---

## 3.3 Licensing

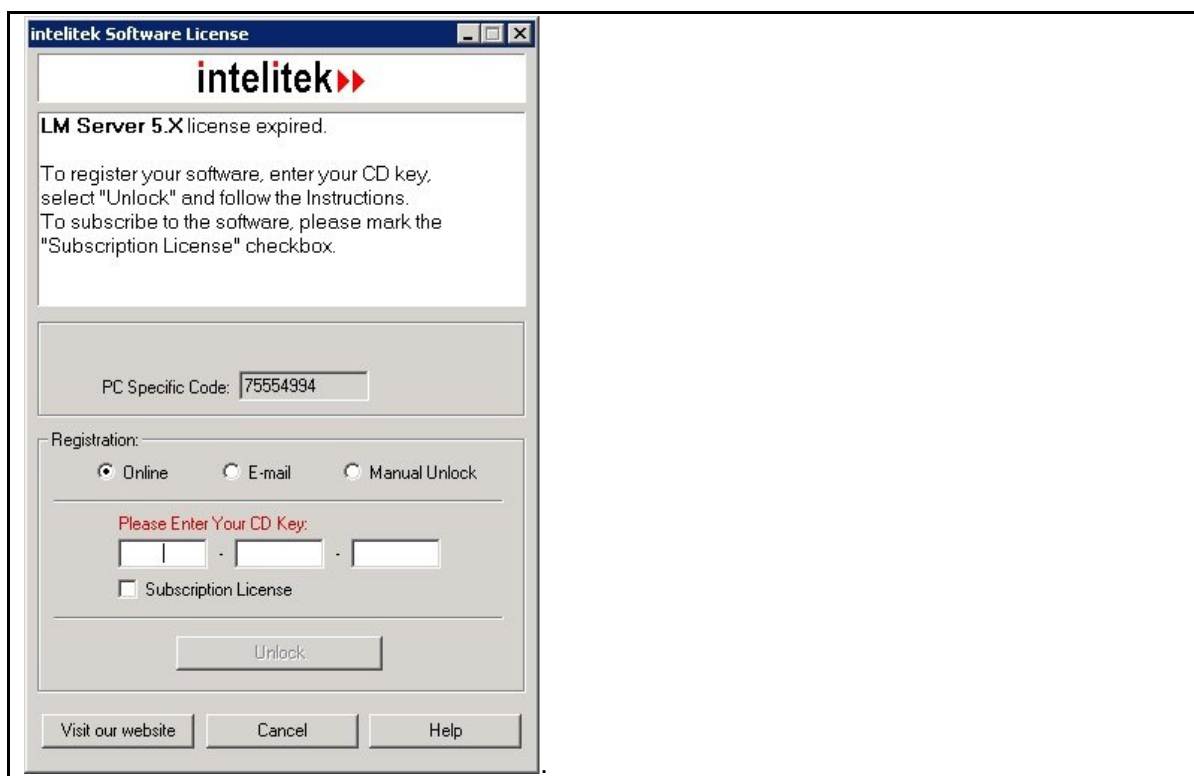
During the installation process, the **intelitek Software License** page will be displayed, prompting you to register the license by entering a CD key.

❖ **Note:** *The Intelitek Software License only appears the first time you install that software.*

There are two license types:

- Permanent - If you purchase a Permanent license you will receive a Permanent CD key from intelitek.
- Subscription (Rented License) - If you purchase a Subscription license you will receive a Subscription CD key from intelitek.

The software is protected by a licensing agreement.



The **intelitek Software License** page allows for three methods of registration:

- Online from the intelitek website
- By Email
- By entering a Manual Unlock

The following descriptions of the different registration methods are relevant for both permanent and subscription licensing.

### 3.3.1 Online from the intelitek Website

❖ **Note:** You must have internet access available on the host PC in order to register online.

To register online:

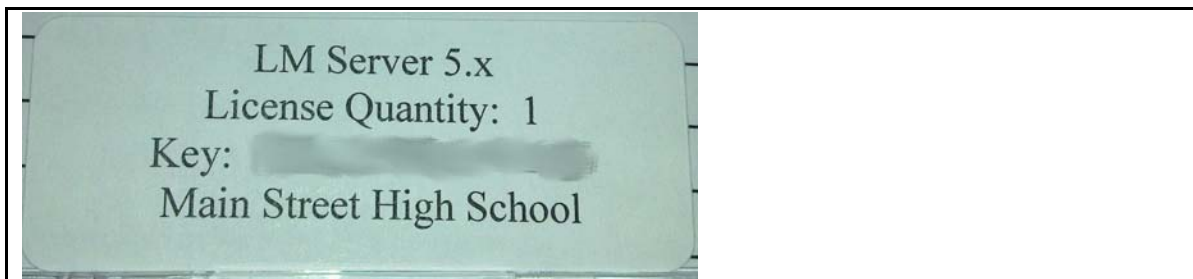
1. Select **Online** in the **intelitek Software License** page.

2. Enter your CD key in the appropriate fields.

❖ **Note:** If you wish to register a subscription license, select **Subscription License**. The **Subscription License CD key fields** are displayed.

Your CD key can be found on the inside cover of the CD case.

❖ The screenshot below shows an example of a CD key.



3. Click **Unlock**.

The software will automatically connect to intelitek's website. An unlock code will automatically be installed on your PC. Providing that the correct CD Key is entered and the license has not already been used, the **LICENSED** message will be displayed.



### 3.3.2 By Email

You can receive your license unlock code by sending the required information to intelitek by Email. You will later receive an Email from intelitek containing the unlock code. If the host PC has Email, an Email in which you can fill in the required information will be opened for you. If it does not have Email, the same information will be displayed in Notepad; you can copy that information into an Email on another computer and send it from there.

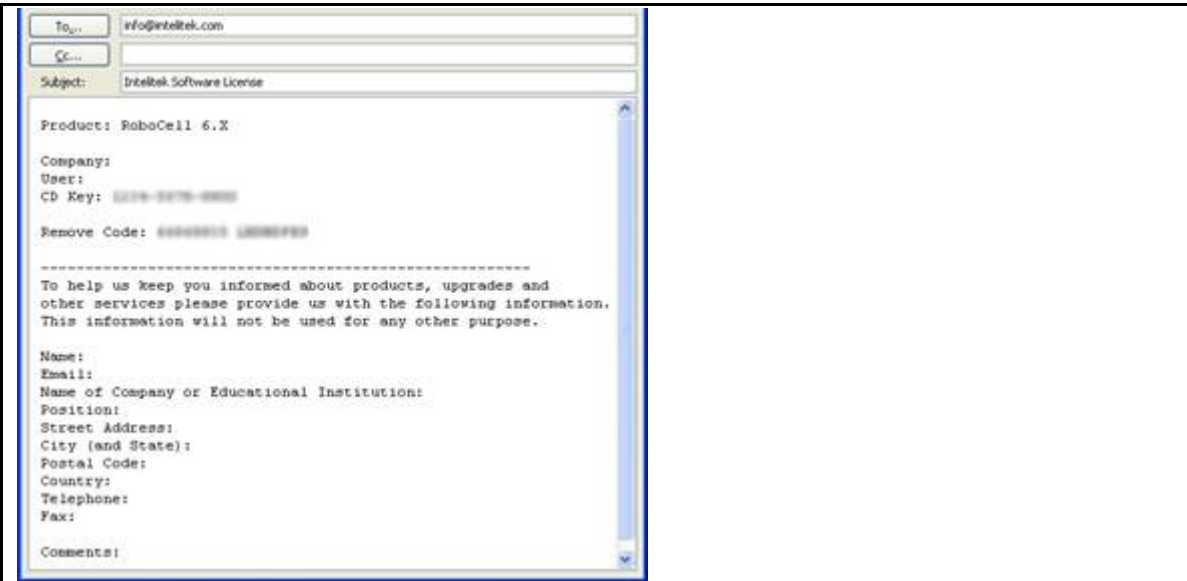
To register through Email:

1. Select **Email** in the **intelitek Software License** dialog box.
2. Enter your CD key in the space provided.
3. Click **Unlock**.

Your CD key should be found on the back of your CD case, and was either Emailed to you or sent to your team's main contact (for FIRST teams).

If Email is available on the host PC, an automatically generated Email will be opened for you, already addressed to [info@intelitek.com](mailto:info@intelitek.com). The Email generated acts as a form in which you are required to fill in required information.

If the host PC does not have Email, the same information will be shown in a Notepad window. Copy that information manually into an email on another computer, and address the email to [info@intelitek.com](mailto:info@intelitek.com), and enter the subject as intelitek Software License.



The screenshot shows an email composition window. The 'To:' field is filled with 'info@intelitek.com'. The 'Subject:' field is filled with 'Intelitek Software License'. The body of the email contains the following text:

```
Product: RoboCell 6.X
Company:
User:
CD Key: 0000-0000-0000
Remove Code: 00000000-00000000

-----
To help us keep you informed about products, upgrades and
other services please provide us with the following information.
This information will not be used for any other purpose.

Name:
Email:
Name of Company or Educational Institution:
Position:
Street Address:
City (and State):
Postal Code:
Country:
Telephone:
Fax:
Comments:
```

4. Fill in all the requested user information, and send the message.  
The licensing service will send back an Email containing your unlock code.
- ❖ **Note:** *This process is not automated and can take up to several days.*
5. Once you receive the unlock code, enter it in the **Registration** dialog box and select **Unlock**.

### 3.3.3 Manual Unlock

*Manual Unlock* registers your software without a CD Key by matching the *Unlock Code* to your *PC Specific Code*. You can obtain an *Unlock Code* from intelitek if you register by Email, or directly from another user after a license transfer.

To register using an unlock code:

1. In the **intelitek Software License** dialog box, select .  
Enter the eight digit alphanumeric *Unlock Code* in the field below.
2. Click .

If the Unlock Code matches your PC Specific Code, your software will be licensed.



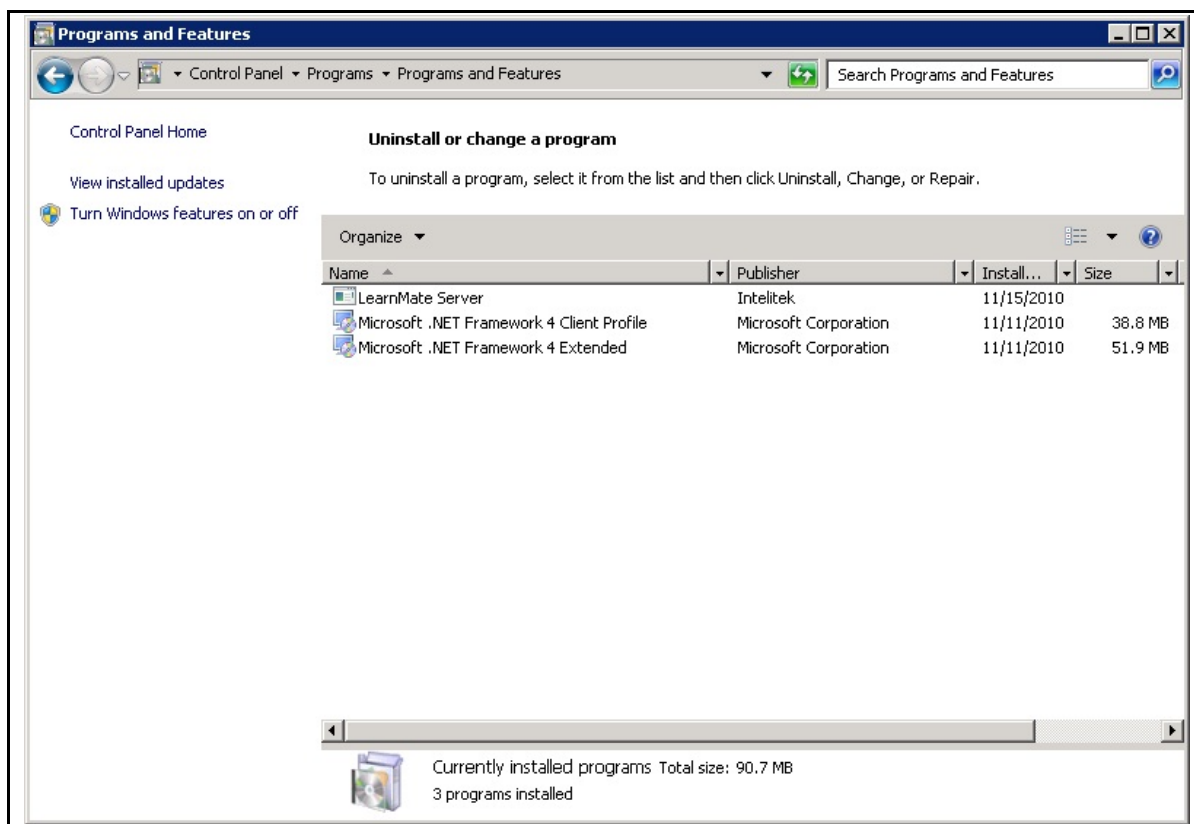
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# 4. Uninstalling LearnMate 5 LMS Server

Like any installed program, LearnMate 5 server can be uninstalled at any time by an administrator with the necessary permissions.

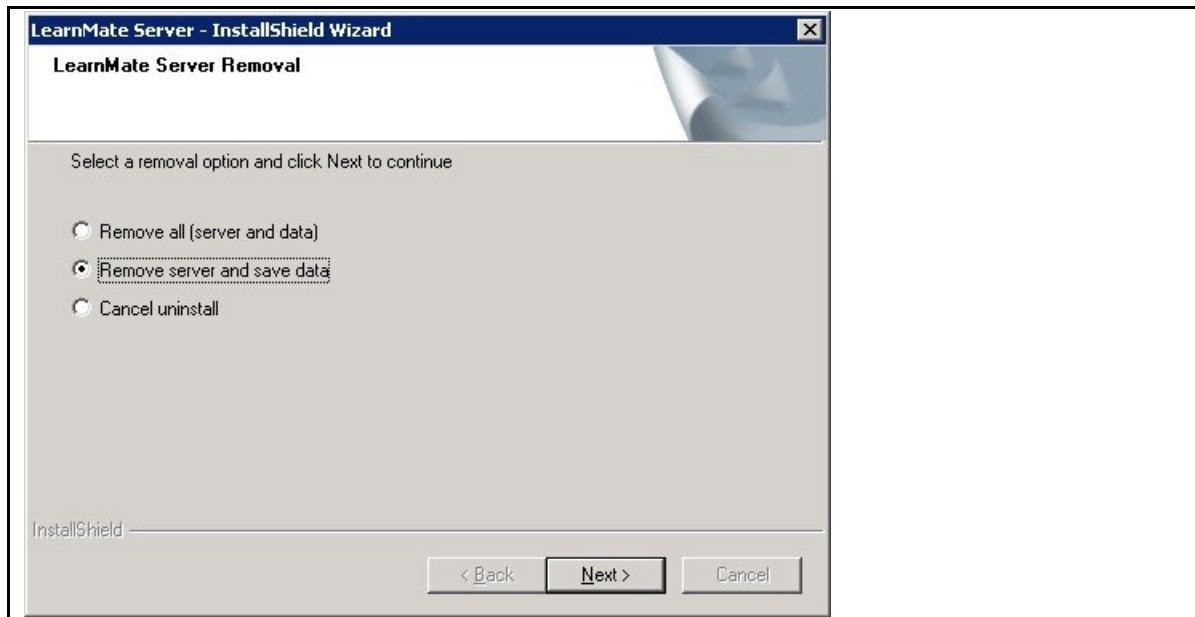
To uninstall LearnMate 5 LMS Server:

1. Click on **Uninstall a Program** under the *Program* heading in the *Control Panel*.  
The **Uninstall or Change a Program** window is displayed.
2. Select the program from the list.



3. Click **Uninstall/Change**.

The **LearnMate Server Removal** window in the **LearnMate Server – InstallShield Wizard** is displayed.



4. Select the radio button next to the removal option required.
5. Click **Next**.

The **LearnMate Server – InstallShield Wizard** will uninstall *LearnMate 5 LMS Server*.

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# 5. Installing Courses on the LearnMate 5 Server

After having installed the LearnMate 5 Server, purchased LearnMate Courses can then be installed. All LearnMate courses purchased are supplied on a CD-ROM. The CD-ROM includes not only the data required for those courses, but the LearnMate Course Importer as well. You will run the LearnMate Course Importer to install the purchased modules on the LearnMate 5 Server.

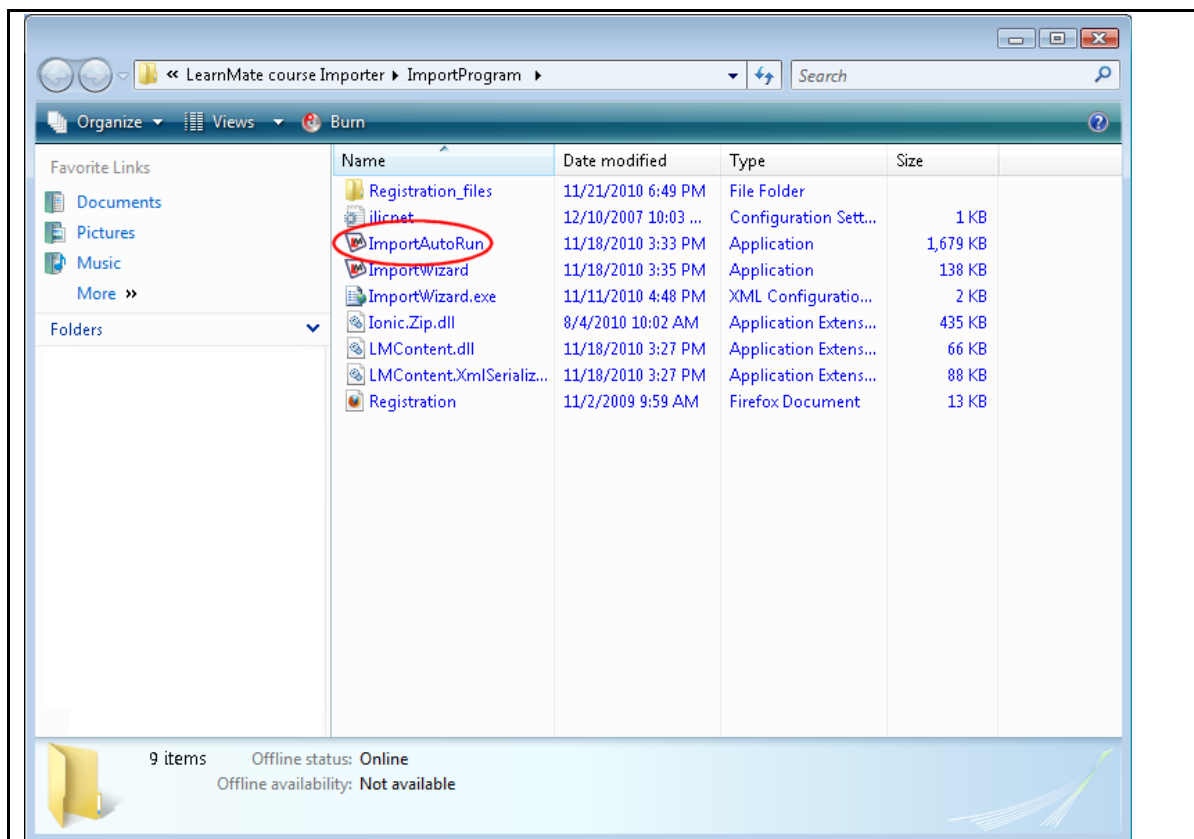
❖ **Note:** *LearnMate modules can only be installed once the LMS installation has been successfully completed.*

To begin the installation process:

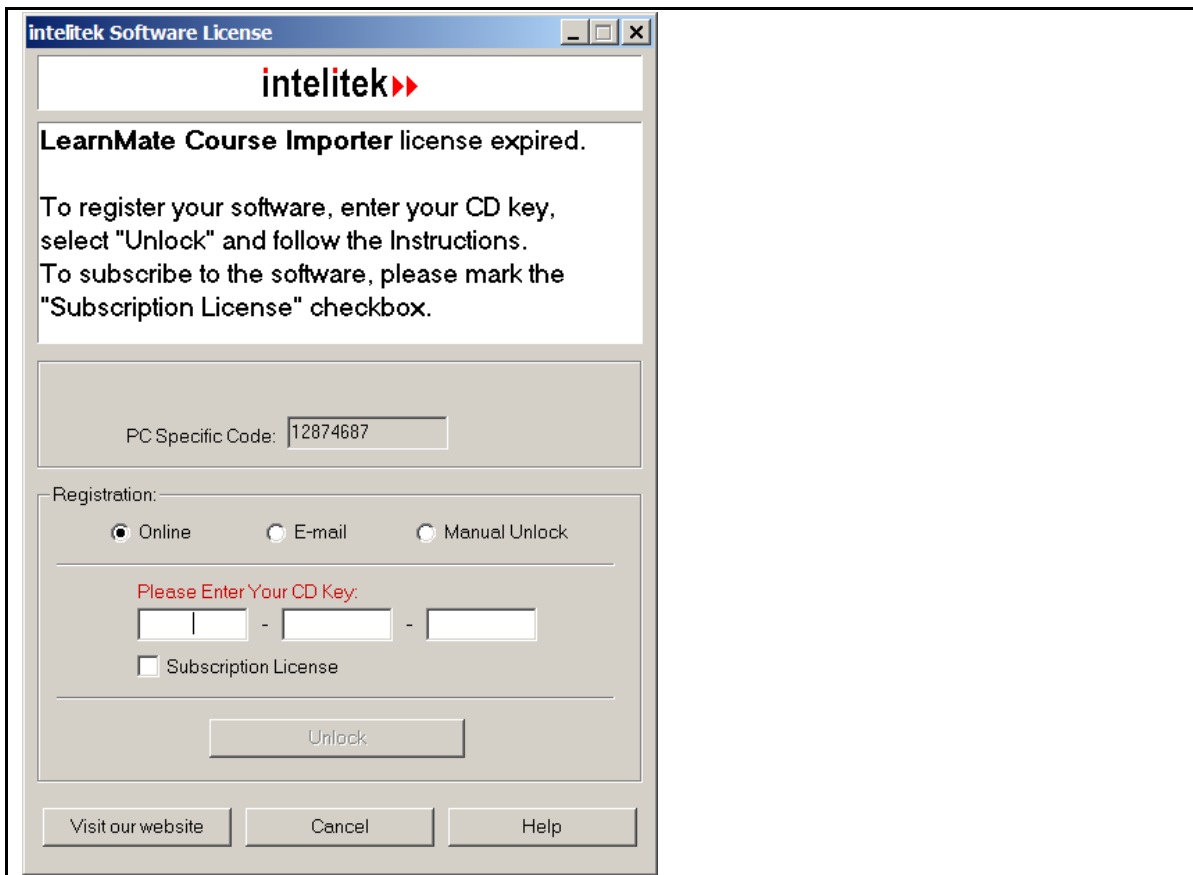
1. Insert the LearnMate Course CD into the CD-ROM drive. The installation process should start automatically.

If the installation does not start automatically:

- Open **Windows Explorer** and browse to the CD-ROM drive.
- Double click `ImportAutoRun.exe`.



The software is protected by a licensing agreement. The *intelitek Software License* page is displayed.



2. Register the license by entering the CD key.

If you have the CD key for the Course Importer, type it into the space provided. If you have the 8 digit manual unlock code, select the *Manual Unlock* radio button and enter that in the space provided. If you do not have an unlock code, see the section 3.3. Licensing, on page 18.

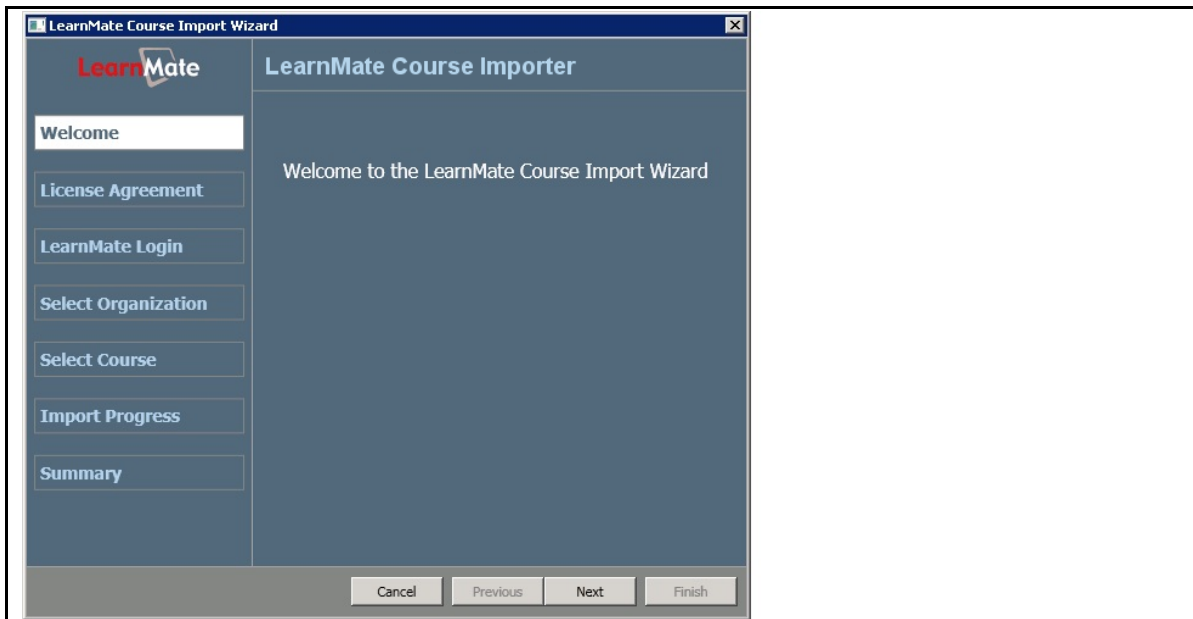
Providing that the correct CD Key is entered and the license has not already been used, the **LICENSED** message will be displayed.



❖ **Note:** The Intelitek Software License only appears the first time you run this software.

3. Click **OK**.

The **LearnMate Course Importer** is displayed.

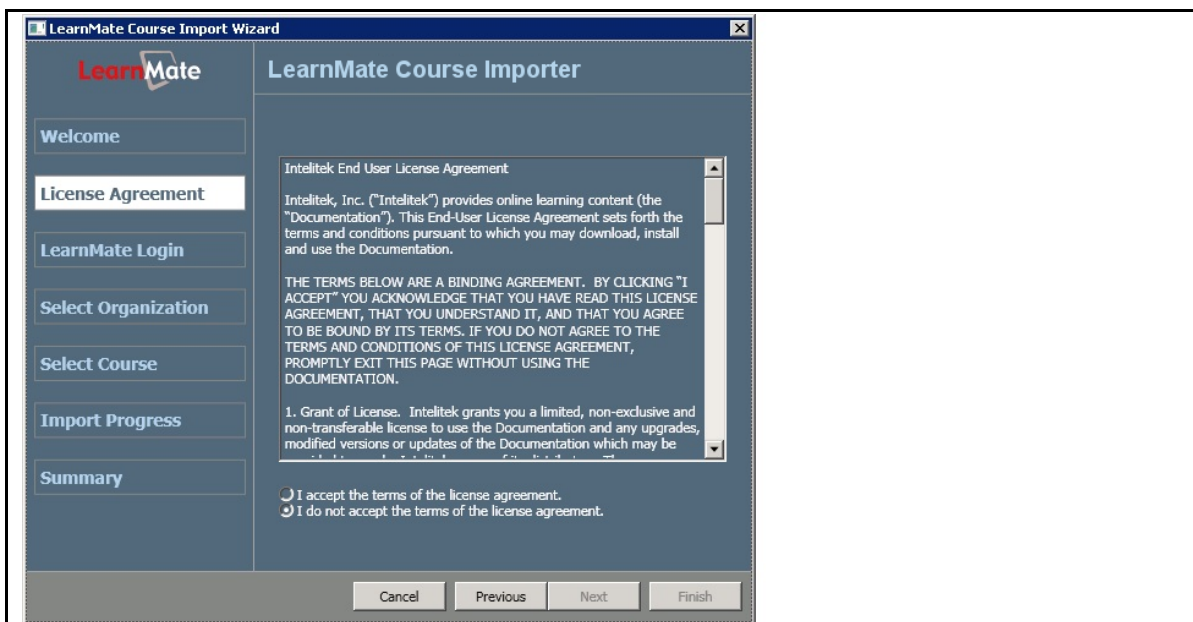


The **Welcome** page displays all steps of the import process.

At any point you may click **Cancel** to abort the system, or **Next** to continue with the import.

4. Click **Next**.

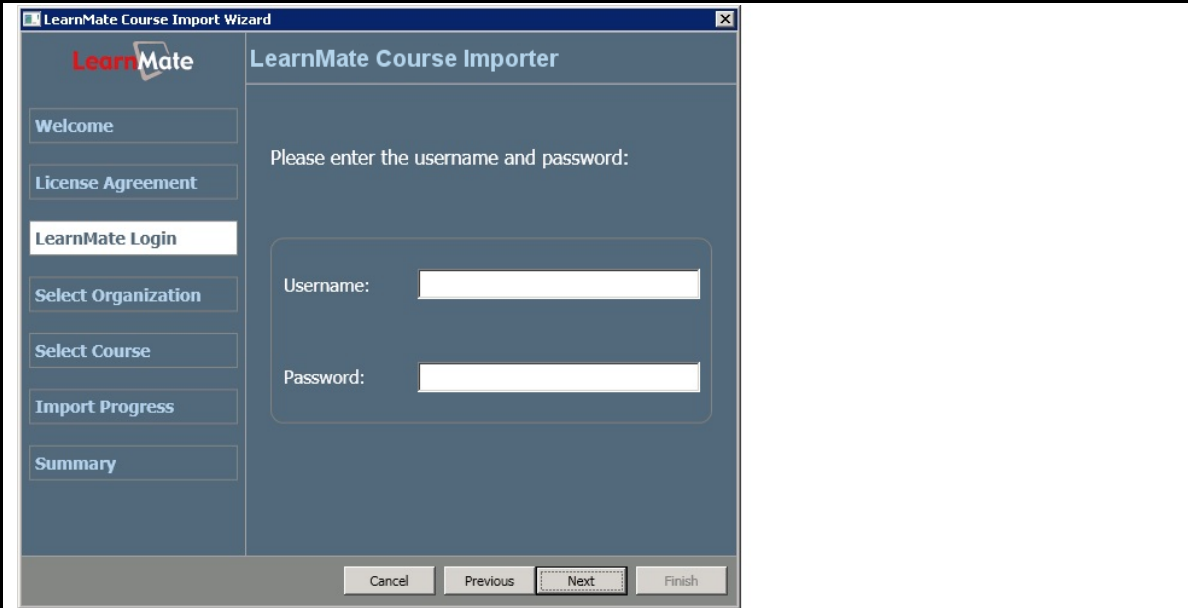
The **License Agreement** page is displayed.



Read the license agreement carefully. Then select the radio button next to *I accept the terms of the license agreement.*

5. Click **Next**.

The **LearnMate Login** page is displayed.



The screenshot shows a window titled "LearnMate Course Import Wizard" with a sidebar on the left containing navigation buttons: "Welcome", "License Agreement", "LearnMate Login" (highlighted), "Select Organization", "Select Course", "Import Progress", and "Summary". The main area is titled "LearnMate Course Importer" and contains the text "Please enter the username and password:". Below this text are two input fields: "Username:" and "Password:". At the bottom of the window are four buttons: "Cancel", "Previous", "Next" (highlighted), and "Finish".

6. Enter the username and password in the appropriate fields.

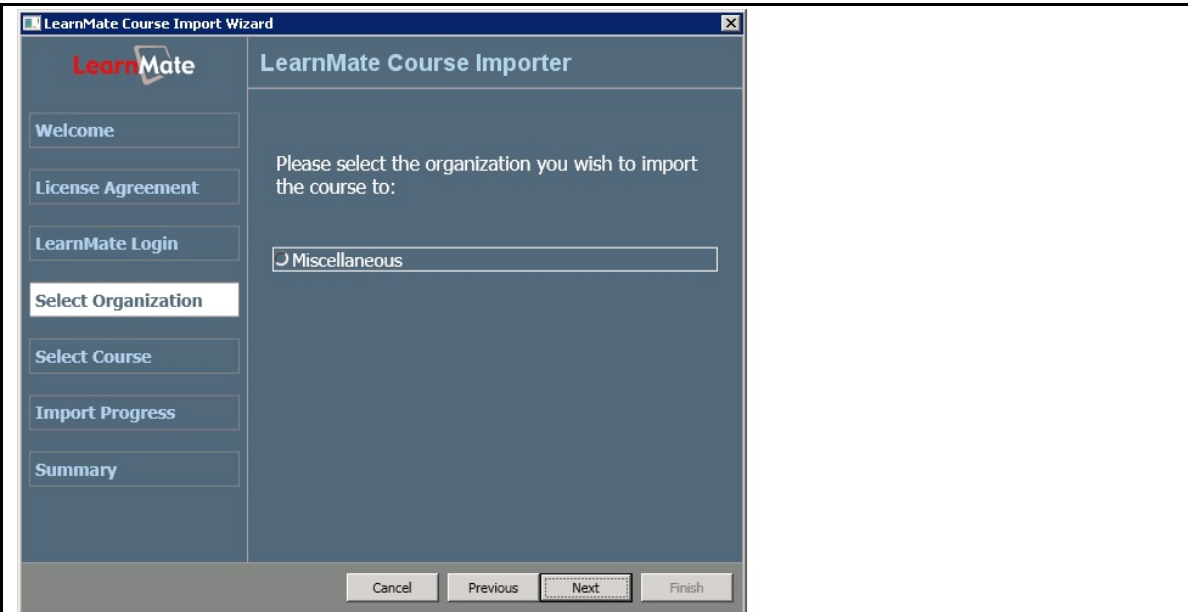
If the username and/or password were already changed, the new username and/or password will be needed here to access the course importer.

If the username and password were not modified previously, enter the following information in the appropriate fields:

- Username: lmadmin
- Password: LmAdm1n

7. Click **Next**.

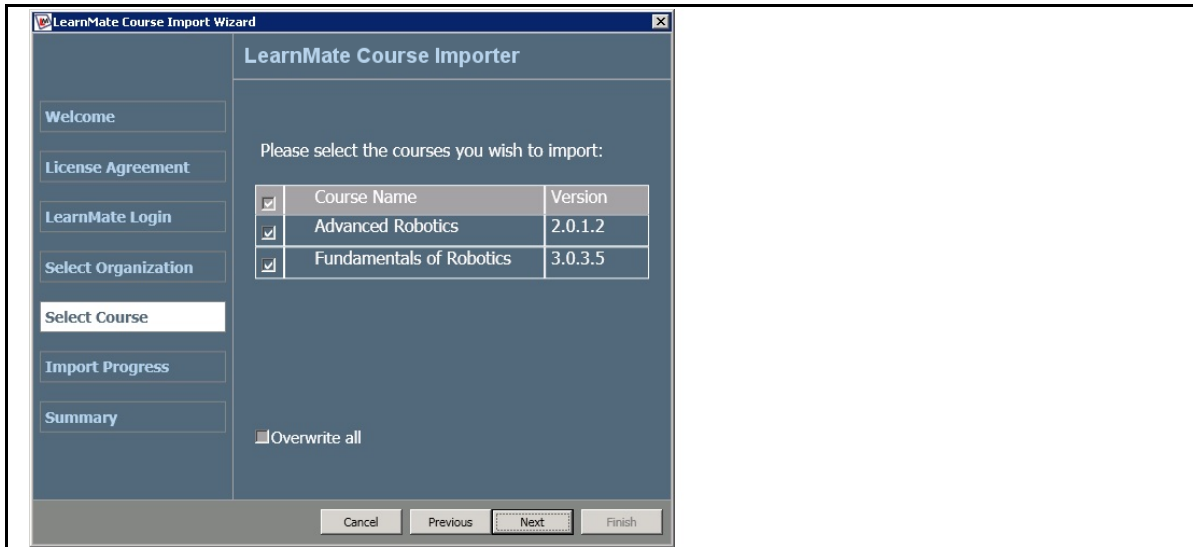
The **Select Organization** page is displayed. This page displays a list of all organizations available in your LearnMate system.



The screenshot shows a window titled "LearnMate Course Import Wizard" with a sidebar on the left containing navigation buttons: "Welcome", "License Agreement", "LearnMate Login", "Select Organization" (highlighted), "Select Course", "Import Progress", and "Summary". The main area is titled "LearnMate Course Importer" and contains the text "Please select the organization you wish to import the course to:". Below this text is a dropdown menu with "Miscellaneous" selected. At the bottom of the window are four buttons: "Cancel", "Previous", "Next" (highlighted), and "Finish".

8. Mark the radio button next to the organization you choose.
9. Click **Next**.

The **Select Course** page is displayed. This page displays a list of all courses available to import. It also displays the version of the courses available. By default, all checkboxes are marked.

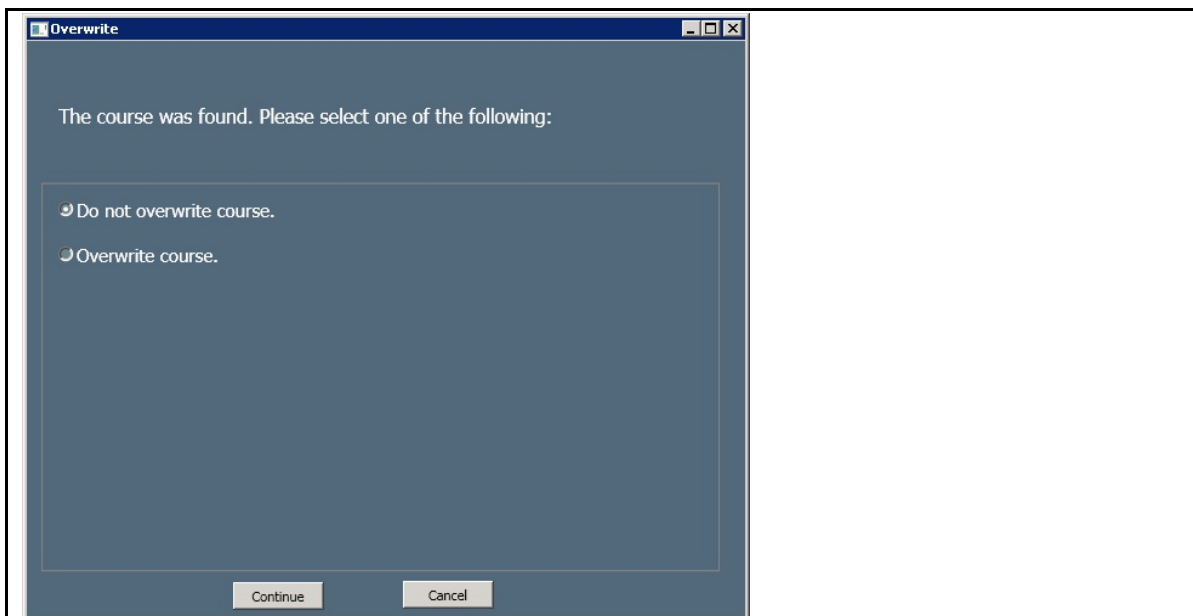


10. Ensure that only the checkboxes next to the course or courses you want to import are marked.

To specify that you want to overwrite all the courses that already exist, mark the checkbox next to *Overwrite all* at the bottom of the screen.

In the event that a course you have selected already exists within the selected organization, the importer will give the option to overwrite it.

The **Overwrite** window is displayed.



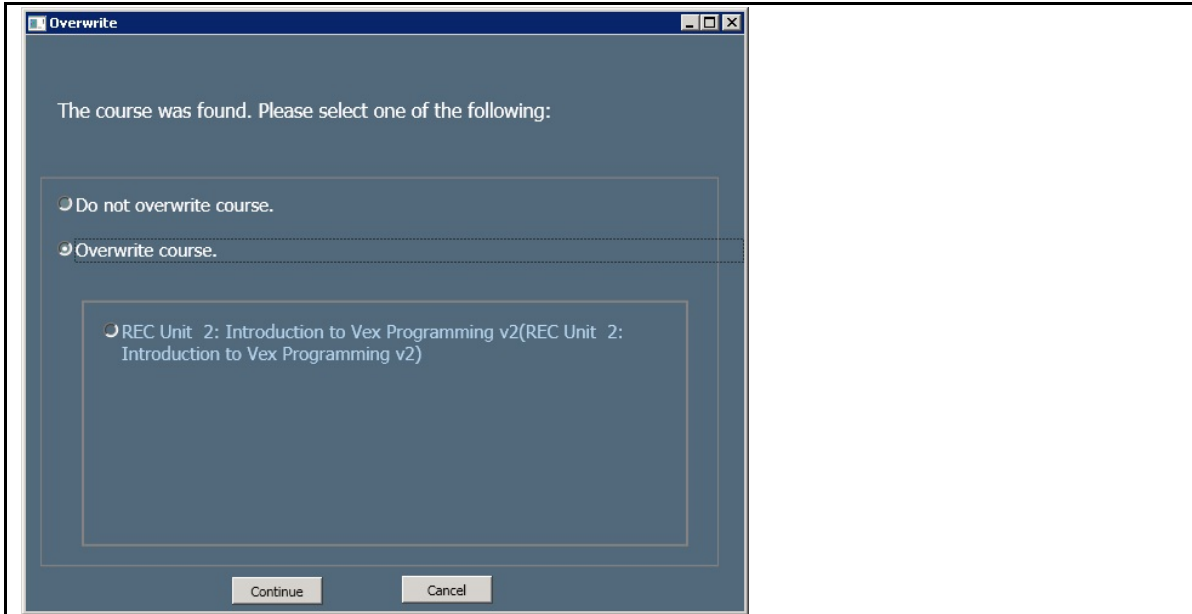
If you choose not to overwrite the existing course, mark the radio button next to *Do not overwrite course*.

11. Click **Continue**.

A course with the same name of the existing course with \_1 is installed onto your server.

If you choose to overwrite the existing course, mark the radio button next to *Overwrite course*.

The **Overwrite** window now displays the course or courses that exist with the same name. Mark the radio button next to the course you wish to overwrite.



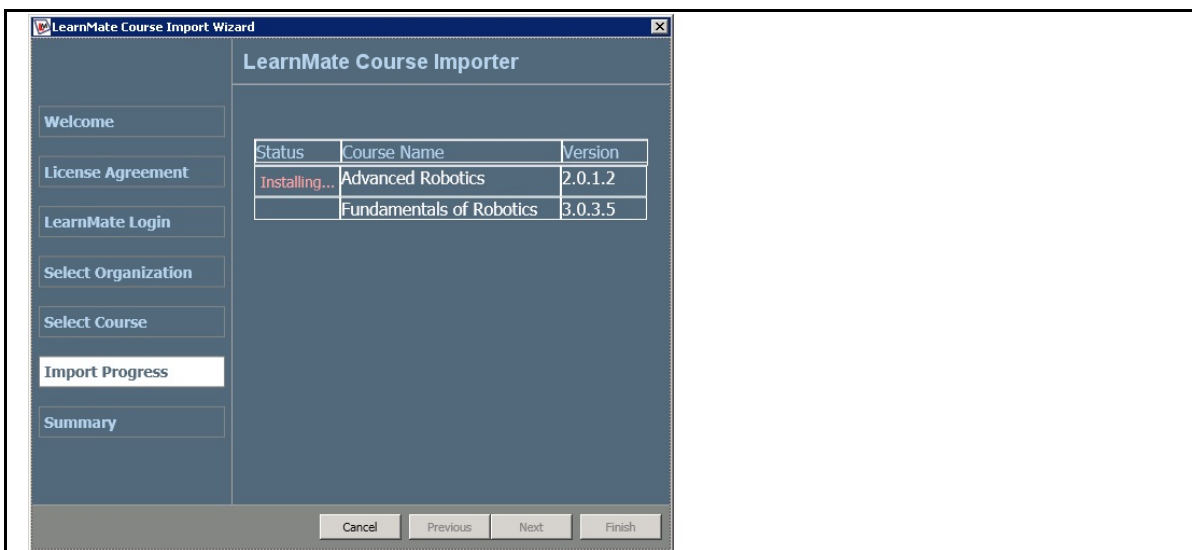
12. Click **Continue**.

The new course is installed and will overwrite the course you selected.

13. Click **Next**.

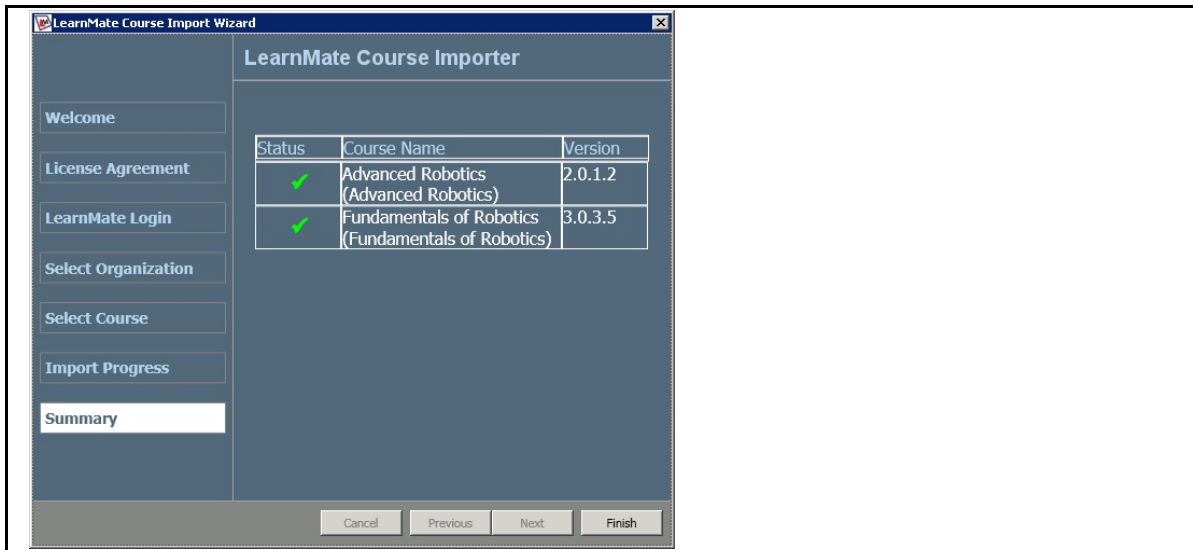
The **Import Progress** page is displayed. The **Import Progress** page shows the status of each course as the importer is working. It also shows the version of the course being installed.

❖ **Note:** If the import is cancelled during the installation of a course, it completes the installation of the course it is on, but will not continue to the following course in the Course Name list.

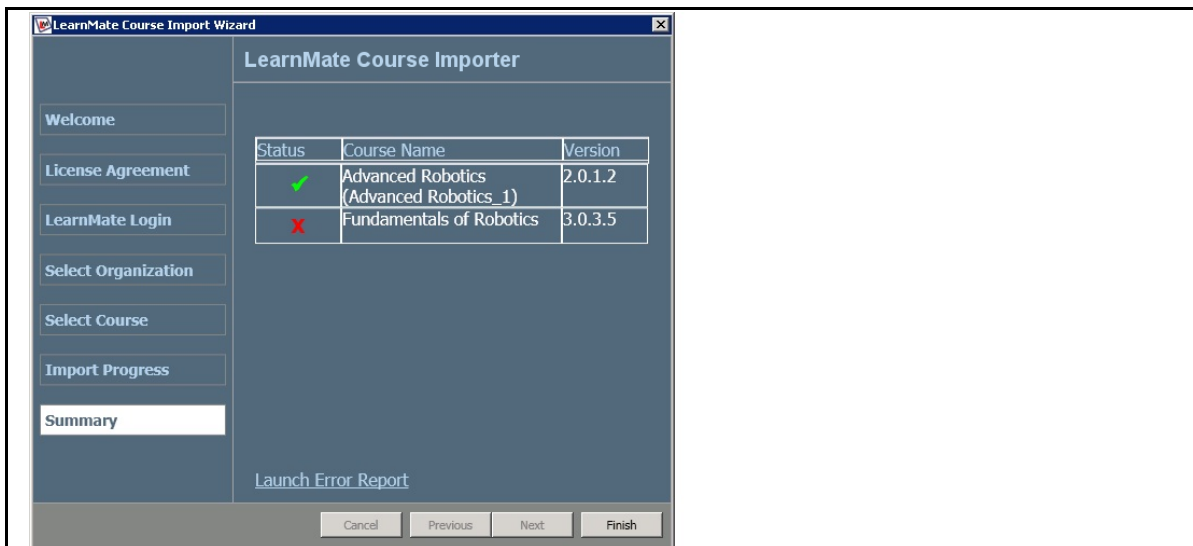




Once the installation of all courses in the *Course Name* list completes, the **Summary** page is displayed. The **Summary** page shows which courses were selected for import and whether or not the import was successful.



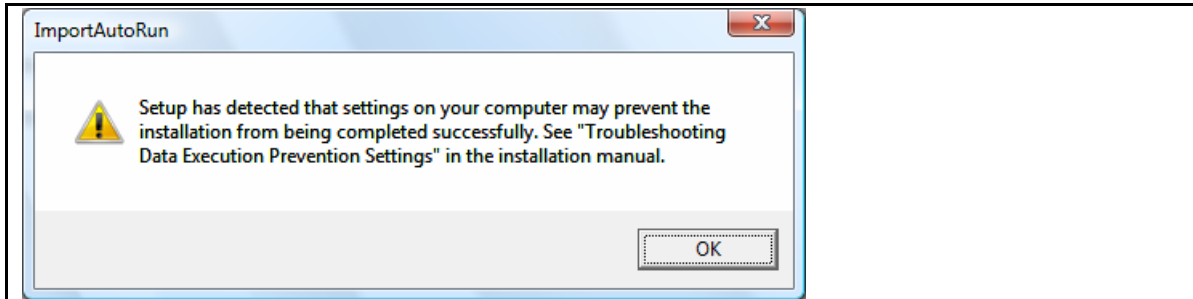
If the import was not successful, a red X appears in the *Status* list. An error report, with a description of what caused the problem, can be accessed from the link [Launch Error Report](#).



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## 5.1 Troubleshooting Data Execution Prevention Settings

The Data Execution Prevention (DEP) setting in your PC is set by default to enable LearnMate 5 server software to be installed onto your computer. If the DEP is set not to enable LearnMate 5 Server software installation, an error message will be displayed during the installation as shown below.



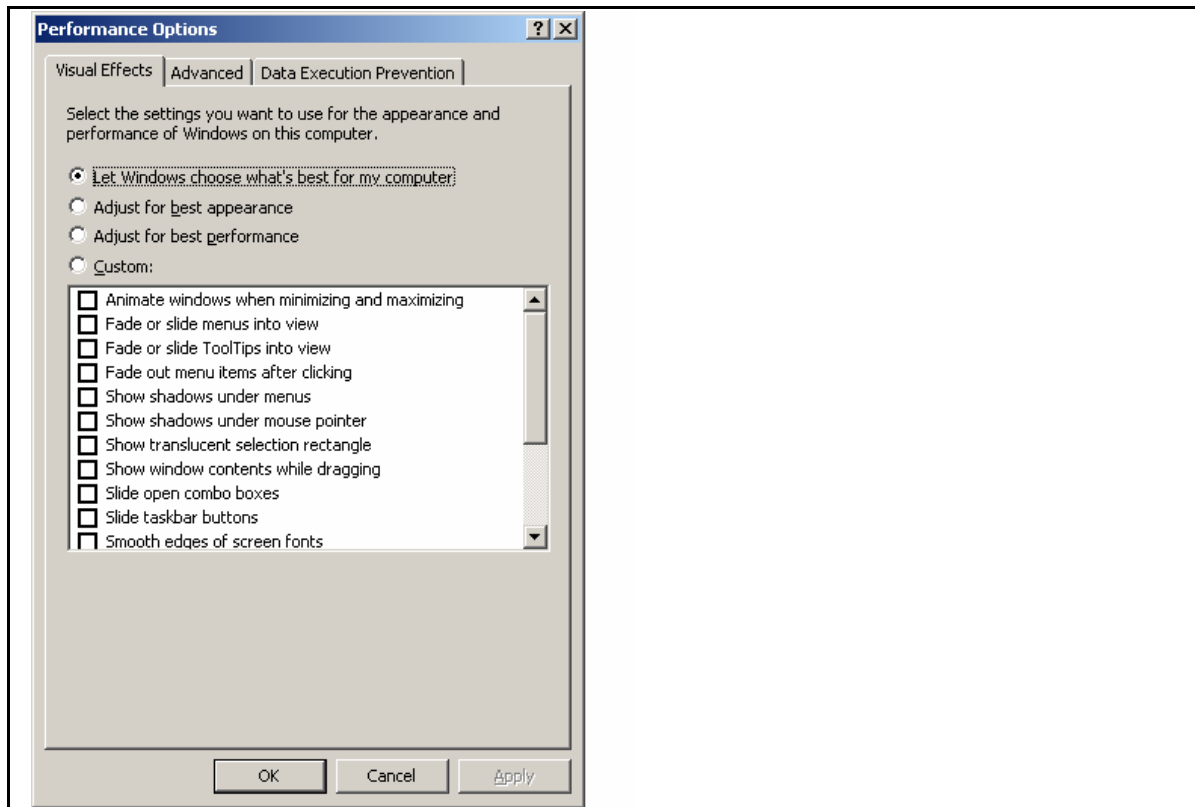
To install the LearnMate 5 Server software, the Data Execution Prevention (DEP) setting on your computer must be changed.

To configure the DEP setting:

1. Open the Windows Desktop.
2. Browse to the **Advanced System Properties**.
  - A. In Windows Server 2003 and Windows XP:
    - a) Click **Control Panel** | **System** | **Advanced Tab**
  - B. In Windows Server 2008 and Windows Vista:
    - a) Click **Control Panel** | **System and Maintenance** | **System**
    - b) Click **Advanced System Settings** in the *Tasks* area on the left of the *System* window.
  - C. In Windows Server 2008 R2 and Windows 7:
    - a) Click **Control Panel** | **System and Security** | **System**
    - b) Click **Advanced System Settings** in the *Tasks* area on the left of the *System* window.

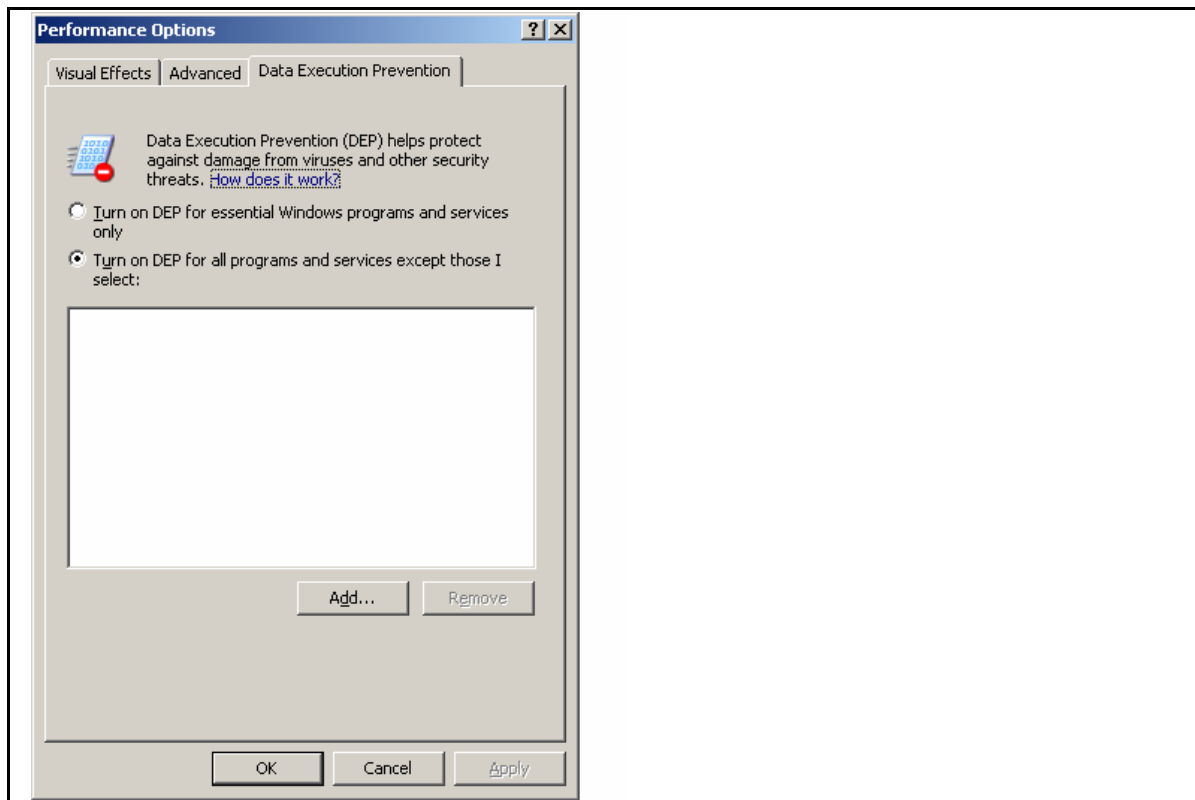
3. Click **Settings**.

The **Performance Options** window is displayed.



4. Click the **Data Execution Prevention** tab.

5. Select the radio button next to *Turn on DEP for essential Windows programs and services only*.



6. Click **Apply**.

You will be prompted to restart your computer. Restart your computer and then restart the LearnMate Course Importer.

- ❖ **Note:** Your prior DEP setting may be restored after installing the LearnMate 5 software by following steps 1 to 4 above, and selecting the radio button next to *Turn on DEP for all programs and services except those I select*.

You are now ready to continue with the installation of the LearnMate Course Importer.

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## 6. Pre-Installation Checklist

<b>Contact Information (Dealer)</b>	
Dealer's Name:	
Salesman:	
Phone Number:	
Installation Technician:	
Phone Number:	
<b>Server Details</b>	
Server Name (Windows Computer Name):	
Workgroup or Domain Name:	
Local IP Address:	
External IP Address:	
External Domain Name:	
Installation Drive Letter:	
Location Where Install Files were Copied to:	
Windows Administrator Password:	
Webmaster Password:	
Organization Administrator Username and Password:	
<b>Contact Information (School)</b>	
School Name:	
Primary Contact Name:	
Phone Number:	
Cell Number:	
Systems Administrator Name:	
Phone Number:	
Cell Number:	

<b>Server Specifications</b>	
Server Name (Windows Computer Name):	
Server Brand and Model Number:	
Is the server a dedicated system?	
Operating System:	
Processor:	
Amount of RAM:	
Hard Disk Space:	
Hard Disk Configuration (Single drive, Multiple partitions, Raid):	
CD-ROM Drive Specifications (CD or DVD drive):	
Server Location (Classroom, Secure closet, etc.):	
Will the server be accessible from the Internet?	
Administrator Username:	
Password:	
Is there an open SMTP relay on the schools network? If yes, what is the address:	
<b>Student Stations</b>	
Operating System:	
Computer control software (Centurion, Deep Freeze, etc.):	
Password to unlock and computer control software:	
Student Locations (Classroom, Off Campus, etc.):	
Estimated number of student stations:	
<b>Comments</b>	

# 7. Install Preparation Checklist

Customer Checklist		
1	Is the server installed and ready?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2	Are the student stations online?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3	Are the student stations unlocked? (Will they be prior to the installation technician's arrival?)	<input type="checkbox"/> YES <input type="checkbox"/> NO
4	Have all of the student stations and the server been networked? Has communication between them been verified?	<input type="checkbox"/> YES <input type="checkbox"/> NO
5	If this is a lab installation, has all of the required intelitek hardware arrived?	<input type="checkbox"/> YES <input type="checkbox"/> NO
6	Will a network technician be available for the first day of the install?	<input type="checkbox"/> YES <input type="checkbox"/> NO
7	Will you have physical access to the server for the duration of the install?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Installation Technician Checklist		
1	Have all of the necessary software components been provided to you by intelitek?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2	Do you have all of the necessary usernames and passwords, including: <ul style="list-style-type: none"> <li>• Server administrator access</li> <li>• Student station local administrator access</li> <li>• Computer control software passwords (e.g. Centurion or deepfreeze)</li> </ul>	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> YES <input type="checkbox"/> NO

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# 8. Final Installation Checklist

Please complete this checklist and return it signed to intelitek by emailing [support@intelitek.com](mailto:support@intelitek.com) or sending a fax to (1) 603-625-2137.

<b>Contact Information</b>	
Installation Technician:	
Attendees:	
Primary Contact Name	
Primary's Phone Number:	
<b>Server Details</b>	
Server Name (Windows Computer Name):	
Workgroup or Domain Name:	
Local IP Address:	
External IP Address:	
External Domain Name:	
Installation Drive (Letter):	
Location Where Install Files were Copied to:	
Windows Administrator Password:	
Webmaster Password:	
Organization Administrator Username and Password:	
<b>Comments</b>	

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**Technician Signature**

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**Customer Signature**



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## 9. Software License FAQs – Frequently Asked Questions

- What is a CD key?

This is the code on a label on the CD. It allows intelitek to track software that has been purchased.

- What is a PC-specific code?

This is a code generated by the software. It is unique for each PC and each installation of the software. This code allows intelitek to generate the unlock code for the PC on which you installed the software. The PC-specific code is displayed in the Registration dialog box.

- What is an unlock code?

This is a code that allows you to use the software. You need to send your PC-specific code to intelitek. We will reply with the unlock code for the software you purchased.

- How do I install and register the software on more than one PC?

Repeat the procedure for obtaining an unlock code as many times as necessary.

Alternately, install the software on all PCs and make a note of the PC-specific code generated on each PC. You can then send us one email or fax listing all the PC-specific codes. You will receive unlock codes for each PC. (Note: this will be handled manually by our technical support and may take several days).

- Why should I give you my personal details when I request the unlock code?

This will allow us to keep you informed about products, upgrades and services available for your system and software. It will also allow us to help you in case of a lost license.

- How can I recover the unlock code after a disk crash or other system failure?

Once you have restored and reactivated your PC, reinstall the software.