

**DOVICO™**  
**SOFTWARE**

*Get Time on Your Side*

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# **DOVICO Timesheet**

## Detailed Installation Guide



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# 1

# System Requirements

## What You Should Know

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1. For best results, follow the installation instructions below to easily setup DOVICO Timesheet.
2. DOVICO Timesheet may use your existing Microsoft SQL Server 2000 or you may use the Microsoft SQL Server Desktop Engine (MSDE) included with the software. If you wish to use Microsoft SQL Server 2005 please refer to the following document for configuration requirements.

[http://www.dovico.com/KBase/WebHelp/kbase2/sql\\_server\\_2005\\_compatibility\\_issues.html](http://www.dovico.com/KBase/WebHelp/kbase2/sql_server_2005_compatibility_issues.html)

## System Requirements

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### Operating systems

Compatible with Microsoft Windows operating systems versions 2003, 2000 and XP. Windows XP Home Edition cannot be used because IIS (Internet Information Services) is not included.

### Minimum Server Requirements

- Windows 2000
- Pentium III 750 MHz
- IIS 5.0 or higher (Internet Information Services)
- 128 MB RAM
- 300 MB free hard drive space on the targeted partition (the destination where DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks (if running on 2000/XP/2003)

### Optimal Server Requirements

- Windows 2003 SP1 with Internet Information Services
- Pentium 4 or greater
- 512 MB RAM
- 300 MB free hard drive space on the targeted partition (the destination where DOVICO Timesheet will be installed)
- 150 MB free hard drive space on the operating system's partition
- Network connectivity (TCP/IP)
- File and Printer Sharing for Microsoft Networks (if running on 2000/XP/2003)

### Workstation (End-User) requirements (optimized for Internet Explorer)

- A computer with a HTML web browser (Internet Explorer 6.0 or greater, FireFox 1.0 or greater, Netscape 7)
  - ✓ A web browser supporting ActiveX controls (when using the Microsoft Project Link)
- Network/Internet connectivity
- JavaScript and cookies enabled
- Adobe Reader version 5.1 or above
- Popup blockers disabled or have the site where DOVICO Timesheet is installed designated as safe in the popup blocker's settings

## Before Installing

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- a. Run the installation from the server where DOVICO Timesheet will be accessed (do not attempt the installation through a terminal connection such as Terminal Services). The Timesheet Database Manager tool can only be accessed from this location.
- b. Close all open applications, shut down any non-system critical services and stop all Anti-Virus/Anti-Spyware software. **Failing to perform this step may cause installation problems.**
- c. It may be necessary to re-start your server two or three times before the installation is complete. DOVICO Timesheet requires Windows XP/2000/2003. Windows XP Home Edition cannot be used because IIS (Internet Information Services) is not included.
- d. IIS (Internet Information Services) must be installed on the target machine prior to Installing DOVICO Timesheet. For instructions on installing IIS please refer to the following link:  
[http://www.dovico.com/KBase/WebHelp/kbase2/installing\\_internet\\_information\\_services.html](http://www.dovico.com/KBase/WebHelp/kbase2/installing_internet_information_services.html)
- e. If you are running Windows 2003 Server, ASP .NET must be installed on the target machine prior to Installing DOVICO Timesheet. For instructions on installing ASP .NET please refer to the following link:  
[http://www.dovico.com/KBase/WebHelp/kbase2/installing\\_asp\\_net\\_on\\_windows\\_2003\\_server.html](http://www.dovico.com/KBase/WebHelp/kbase2/installing_asp_net_on_windows_2003_server.html)
- f. If you are configuring DOVICO Timesheet to use a remote SQL Server located on a different server, ensure that you have installed the SQL Client utilities (SQL-DMO) on the machine where DOVICO Timesheet will be installed.

# 2

## Beginning the Installation

### Introduction

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The following steps will guide you through completing the installation of DOVICO Timesheet. Please follow these steps closely to ensure that DOVICO Timesheet is successfully configured for your organization.

1. Shut down all applications including Anti-Virus and Anti-spyware scanning software.
2. Launch the file downloaded from our website (**DOVICOTimesheetVx.exe**).
3. Click **Next** on the DOVICO Timesheet Installation screen .
4. Select **Next** if you accept the terms of the license agreement.
5. Select **Typical** and click **Next**. Or, if you wish to install the **Web Services API** which can be used by developers for custom programming select **Complete** and click **Next**.
6. Click **Next**.
7. If you are running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 then you will be prompted to open the **HTTP** port on the windows firewall, select **Yes**. If you do not select yes then no other users will be able to access DOVICO Timesheet.
8. Select the destination directory that DOVICO Timesheet is to be installed or simply click **Next** to accept the default.
9. Click **Finish**. *The Installing MS Database Engine screen will be displayed, please proceed to [Section 3](#) to complete the installation.*

# 3

## Setup the Microsoft Desktop Engine (MSDE)

### Configuring MSDE or SQL Server

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1. If you do not wish to install the Microsoft Desktop Engine to the default location select **Browse** and select the folder where you would like the software to be installed.
2. If you wish you can now change the 'sa' account password. If you change the password, please make note of the password you choose as this cannot be retrieved in any way.
3. If you already have SQL Server installed, select the "**Do not install MS Database Engine it is already installed**" option. Under the SQL Authentication section enter the following:

- Enter the **SQL Server Name**.
- Enter the **SQL UserID & Password**.

**Important:** The following steps only need to be performed if you are configuring DOVICO Timesheet to use a remote SQL Server located on a different server.

- Ensure that you have installed the SQL Client utilities (SQL-DMO) on the machine where DOVICO Timesheet will be installed.
- Enter the **Database path** on the **SQL Server**. This must be a Local Drive Path. It cannot be a UNC or Mapped Network Drive Path. (ex. C:\Program Files\Microsoft SQL Server\MSSQL\Data)

**Note:** DOVICO Timesheet requires SQL Server 2000 or MSDE 2000(included). Earlier versions of SQL Server/MSDE are not supported. If you are using SQL Server, DOVICO Timesheet requires that **Mixed Authentication** be configured in SQL Server. DOVICO Timesheet uses **SQL Authentication** and does not support **Windows Only Authentication**. If you are using SQL Server 2005 please refer to the document below for configuration requirements.

[http://www.dovico.com/KBase/WebHelp/kbase2/sql\\_server\\_2005\\_compatibility\\_issues.html](http://www.dovico.com/KBase/WebHelp/kbase2/sql_server_2005_compatibility_issues.html)

4. Click **OK**. DOVICO Timesheet will now reboot your computer and create the demo database.

### Troubleshooting DOVICO Timesheet

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Most common problems:



1. "Server Application Unavailable"  
[http://www.dovico.com/KBase/WebHelp/kbase/track\\_it\\_web\\_edition\\_installation\\_issues.html](http://www.dovico.com/KBase/WebHelp/kbase/track_it_web_edition_installation_issues.html)
2. "DOVICO Timesheet does not display any text fields on the login page"  
[http://www.dovico.com/KBase/WebHelp/kbase/text\\_fields\\_not\\_available.html](http://www.dovico.com/KBase/WebHelp/kbase/text_fields_not_available.html)

# 4

## Performing a clean un-install of DOVICO Timesheet

### Removing DOVICO Timesheet

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1. Right click on the **MSSQLServer** icon  in your system tray and select **MSSQLServer – Stop**.
2. Right click on the **MSSQLServer** icon  in your system tray and select **Exit**.
3. Go to the DOVICO installation directory (by default this is C:\Program Files\DOVICO Software\DOVICO Timesheet) and backup the **Data** directory to another location on your computer.
4. Select **Start, Settings, Control Panel, Add/Remove Programs**.
5. DOVICO Timesheet Service packs must be removed first. They must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, Service Pack 1 third, etc...).
6. Un-install **DOVICO Timesheet**.
7. Close **Add/Remove Programs**.

### Removing MSDE (Microsoft SQL Server Desktop Engine)

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**IMPORTANT:** The following steps should not be performed if MSDE is in use by any other application.

1. Select **Start, Settings, Control Panel, Add/Remove Programs**.
2. Un-install **MSDE** (Microsoft SQL Server Desktop Engine (DOVICO)).
3. Delete the MSDE Installation directory (by default this is either “C:\MSSQL7” or “C:\Program Files\DOVICO Software\MSSQL\$DOVICO” or “C:\Program Files\Microsoft SQL Server”).
4. Go to the DOVICO installation directory (by default C:\Program Files\Dovico) and delete the **Dovico** folder.
5. Go to **Control Panel, Administrative tools, Internet Information Services** (May also be called **Internet Services Manager**). Delete the **DovTimesheet** and **TrackITAPI** virtual directories under Default Website.

### Cleaning up left over registry entries

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**WARNING:** The following steps require you to use Registry Editor. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. DOVICO cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

**Note:** The following registry keys may not exist with every installation.

1. To remove any left over registry entries, select **Start, Run**, type **regedit** and click **OK**.
2. Navigate to the following registry key.  
HKEY\_CURRENT\_USER\Software  
⇒ Right click on the **DOVICO** key and select **Delete**.
3. Navigate to the following registry key.  
HKEY\_LOCAL\_MACHINE\Software  
⇒ Right click on the **Dovico Software** key and/or **DOVICO** key and select **Delete**.

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## Technical Support, Resources and Documentation

### DOVICO Technical Knowledge Base

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To find answers to common problems, go to our Knowledge Base for all the latest information regarding errors, installation problems, upgrade instructions and the latest technical documentation.

<http://www.dovico.com/techtips.html>

### DOVICO Developer Resources

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Our developer Center has up to date information on linking, import/exporting and detailed database schema diagrams and descriptions. You may also view code written by other programmers. Please feel free to submit your code for publication on our web site.

<http://www.dovico.com/developer.html>

### DOVICO Client Resources

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See our client center for free training materials, information on linking with other software or to download free custom reports.

<http://www.dovico.com/client.html>

### DOVICO Technical Support

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If you require technical assistance with your software or you would like to report any problem that you may be experiencing with our products, please see our support form to submit a technical support request by email or contact technical support by phone at (506) 855-4154.

<http://www.dovico.com/support.html>