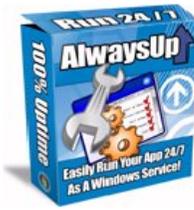


<p>Step 0: Before you start</p> <p><b>Make sure the desired VisualKB version is installed before running this procedure.</b></p> <p><b>Disable Themes, Run as an Administrator and back up your files.</b></p>	<p>Windows 7 and later:</p> <p>Disable the “Themes” service from Control Panel → Administrative Tools → Services</p> <p>AlwaysUp and VisualKB must be run as an Administrator</p> <p>Always backup your .DGN file and the VisualKB folder before this procedure and before any upgrade</p>																
<p>Step 1: AlwaysUp Installation</p> <p>Download AlwaysUp from: <a href="http://www.virtualmeltshop.com/public/en/installers/AlwaysUp/">http://www.virtualmeltshop.com/public/en/installers/AlwaysUp/</a></p> <p>AlwaysUp.zip is the file name</p> <p>Also download: VisualKB_SanityCheck.zip.</p>	<p><b>/public/en/installers/AlwaysUp/</b></p> <hr/> <p>[To Parent Directory]</p> <table border="0"> <tr> <td>1/19/2017</td> <td>5:55 PM</td> <td>553501</td> <td><a href="#">Alwaysup.install.doc.ver.2.0.docx</a></td> </tr> <tr> <td>1/19/2017</td> <td>5:55 PM</td> <td>4400298</td> <td><a href="#">AlwaysUp.zip</a></td> </tr> <tr> <td>3/5/2013</td> <td>3:35 PM</td> <td>244481</td> <td><a href="#">NoSleep_0.zip</a></td> </tr> <tr> <td>9/25/2015</td> <td>8:58 AM</td> <td>3889</td> <td><a href="#">VisualKB_SanityCheck.zip</a></td> </tr> </table>	1/19/2017	5:55 PM	553501	<a href="#">Alwaysup.install.doc.ver.2.0.docx</a>	1/19/2017	5:55 PM	4400298	<a href="#">AlwaysUp.zip</a>	3/5/2013	3:35 PM	244481	<a href="#">NoSleep_0.zip</a>	9/25/2015	8:58 AM	3889	<a href="#">VisualKB_SanityCheck.zip</a>
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9/25/2015	8:58 AM	3889	<a href="#">VisualKB_SanityCheck.zip</a>														
<p>Step 2: Decompress files</p> <p>Once downloaded, decompress files AlwaysUp.zip and VisualKB_SanityCheck.zip</p>	<p>You will need an unzipping utility</p>																
<p>Step 2.1: Files included in the zip file</p> <p>Two files will be included: AlwaysUp_8.8.0.43.exe and alwaysup.dat</p> <p>First run AlwaysUp_8.8.0.43.exe, and follow the on-screen instructions up to the last screen of the installer wizard.</p>																	

Step 2.2:  
Don't launch the application yet

On the last screen of the wizard, unselect "Start AlwaysUp"

Then press "Finish"



### Completing the AlwaysUp Setup Wizard

Setup has finished installing AlwaysUp on your computer. The application may be launched by selecting the installed icons.

Click Finish to exit Setup.

- Start AlwaysUp
- Watch a 1-minute demo of AlwaysUp (web)
- Open the AlwaysUp FAQ page (web)
- View the README file

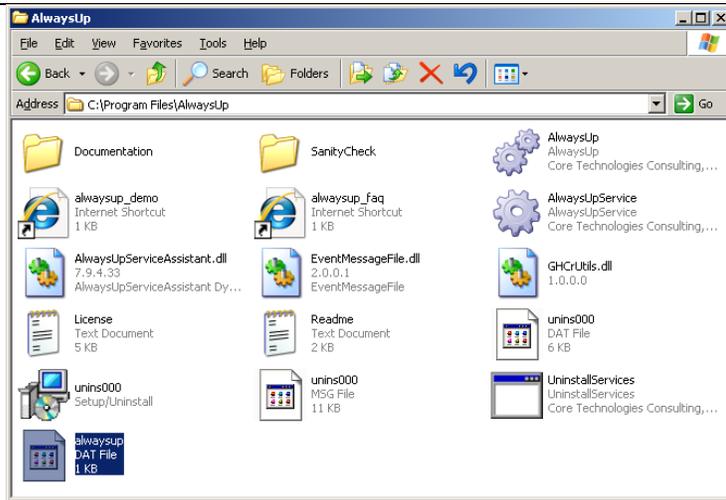
Step 3:  
Locate the license file

The file name is "alwaysup.dat"

Step 3.1:  
Filename is important

If the file name is different, rename it to "alwaysup.dat" and copy it to the AlwaysUp installation folder

*Please notice: If file extensions are set to be hidden, file name will show as "alwaysup" as shown in the image to the right.*

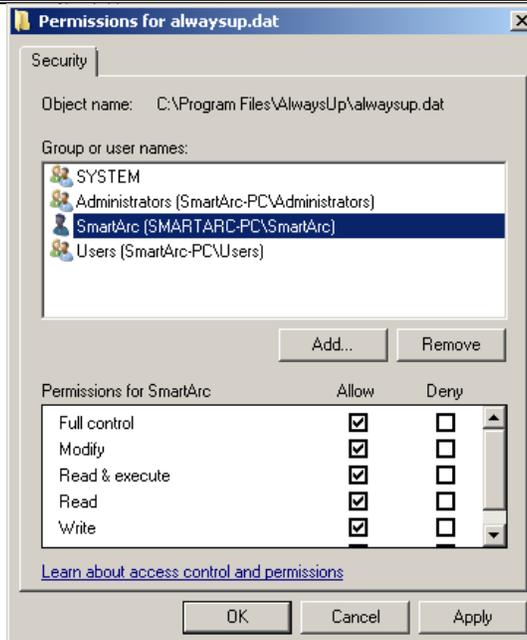


Step 3.2:  
License file permissions

Right click the "alwaysup.dat" file and select "Properties" then go to the Security tab.

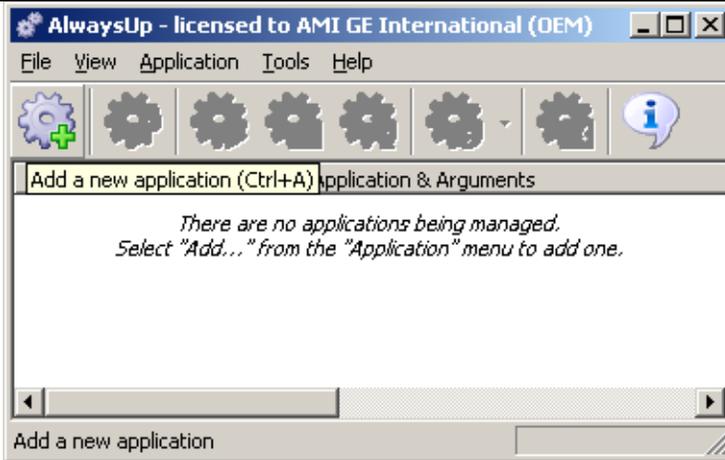
Add the SmartArc user and assign "Full Control" permissions over the file.

Click "Apply" and then "OK" to close.



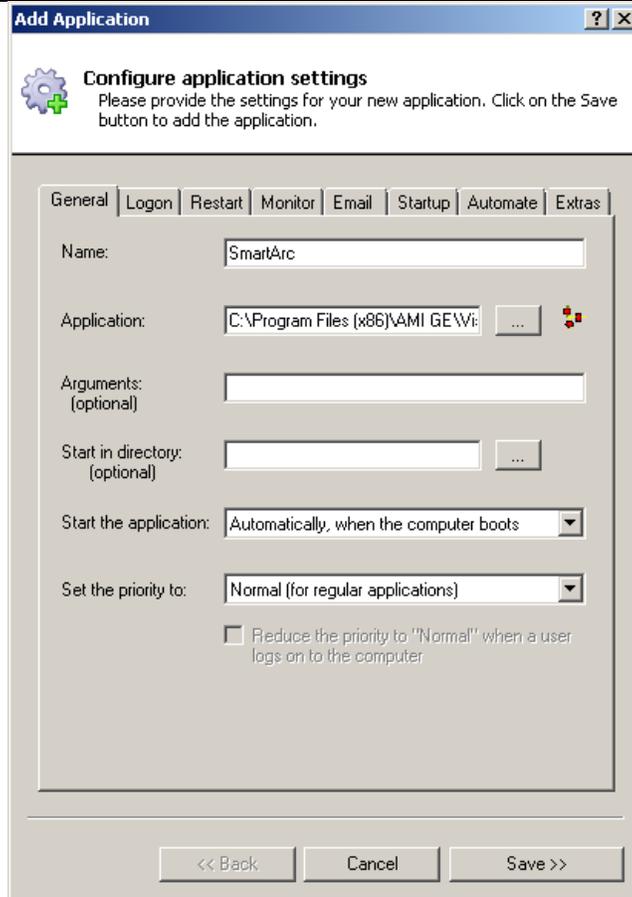
Step 4:  
Configure AlwaysUp

Open AlwaysUp and click on the "Add a new application" button (sprocket with green plus sign)



Step 4.1:  
Set the application settings as shown on the images to the right.

For the "Application:" field, select the VisualKB.exe file from the installation folder in the computer.



**Step 4.2:**  
Optional Arguments

Type the path (location) of the .dgn file.

Please make sure this matches the exact file name and location of the VisualKB tree file.

General | Logon | Restart | Monitor | Email | Startup | Automate | Extras

Name: SmartArc

Application: C:\Program Files (x86)\AMI GE\Wi...  

Arguments: (optional) E:\VisualKB\WKB\TestDGN\AM\_LC.dgn

Start in directory: (optional) 

Start the application: Automatically, when the computer boots

Set the priority to: Normal (for regular applications)

Reduce the priority to "Normal" when a user logs on to the computer

**Step 4.3:**  
Win 7 and later

In case your OS is Windows 7 and later, go to the "Logon" tab.

Type the username and password of the account that will run VisualKB.

Standard AMI GE username and password:

Username: SmartArc  
Password: nexus

This may vary in your setup.  
You may also execute SmartArc with a username with appropriate permissions.

General | Logon | Restart | Monitor | Email | Startup | Automate | Extras

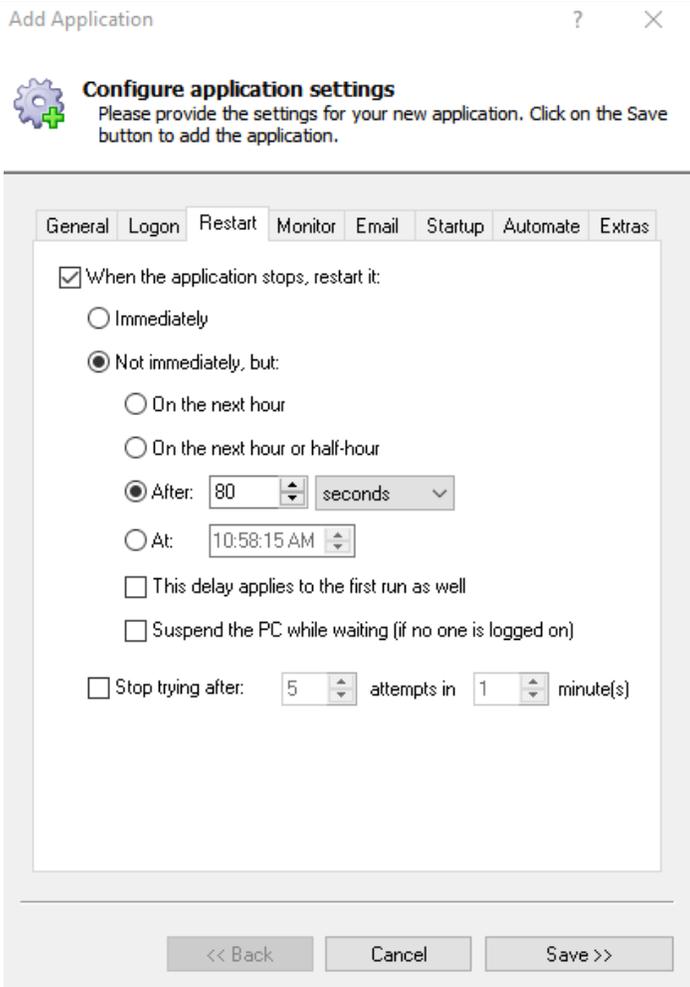
Instead of running the application in the Local System Account (the default for windows services), run the application using this account:

User name: SmartArc 

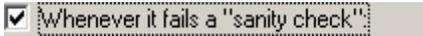
Password: xxxxxx

 This user will require specific privileges to allow your application to interact with the desktop (to show its windows and tray icons when someone is logged on). Any user in the "Administrators" group should have the necessary privileges.

When a user logs on, don't show the application's windows and tray icons (if any)

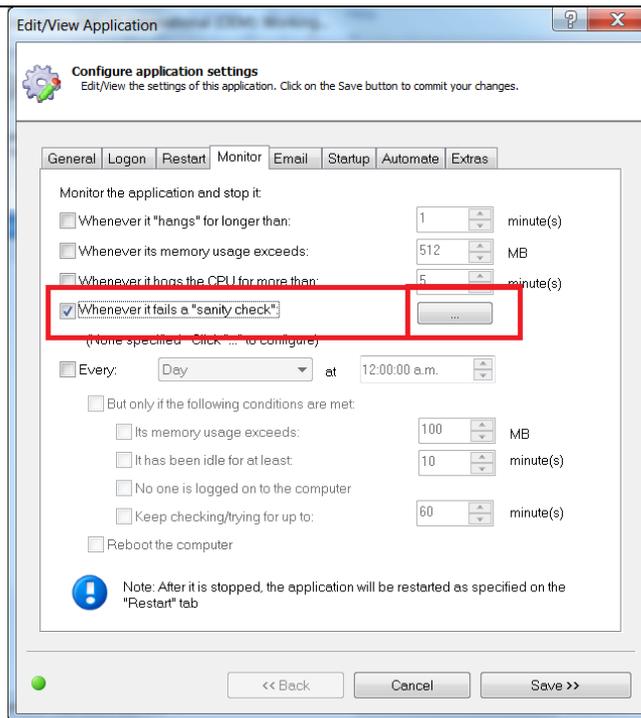
<p>Step 4.4: Restart settings</p> <p>Go to the "Restart" tab Uncheck "Stop trying after:"</p>	 <p>Add Application</p> <p><b>Configure application settings</b> Please provide the settings for your new application. Click on the Save button to add the application.</p> <p>General Logon <b>Restart</b> Monitor Email Startup Automate Extras</p> <p><input checked="" type="checkbox"/> When the application stops, restart it:</p> <p><input type="radio"/> Immediately</p> <p><input checked="" type="radio"/> Not immediately, but:</p> <p><input type="radio"/> On the next hour</p> <p><input type="radio"/> On the next hour or half-hour</p> <p><input checked="" type="radio"/> After: 80 seconds</p> <p><input type="radio"/> At: 10:58:15 AM</p> <p><input type="checkbox"/> This delay applies to the first run as well</p> <p><input type="checkbox"/> Suspend the PC while waiting (if no one is logged on)</p> <p><input type="checkbox"/> Stop trying after: 5 attempts in 1 minute(s)</p> <p>&lt;&lt; Back Cancel Save &gt;&gt;</p>
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**SANITY CHECK**

<p>Step 4.5: Enable Sanity Check</p> <p>Go to the "Monitor" tab and check "Whenever it fails a 'sanity check':"</p>	 <p><input checked="" type="checkbox"/> Whenever it fails a "sanity check":</p>
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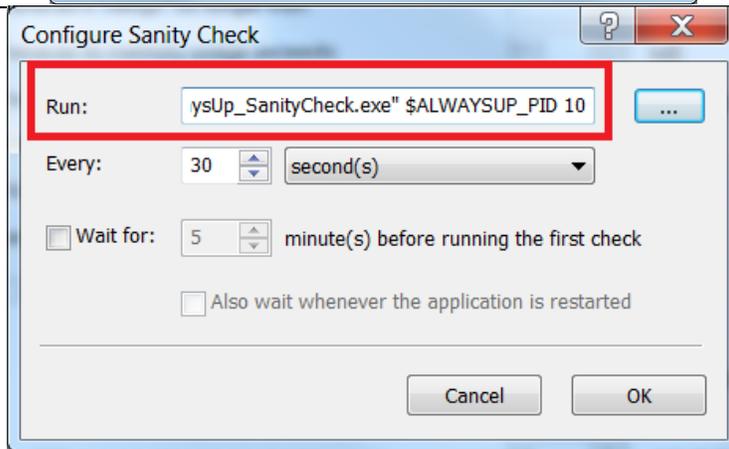
Step 4.6:  
Configure Sanity Check settings

Click on the “...” button to open the  
“Configure Sanity Check” settings.



Step 4.7:  
Configure Sanity Check settings, part 2

In the “Run:” box, locate  
AlwaysUp\_SanityCheck.exe (the files  
included in the decompressed archive)  
and add the following arguments as  
shown in the image and red box below:



**“path\to\AlwaysUp\_SanityCheck.exe” \$ALWAYSUP\_PID 120**

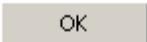
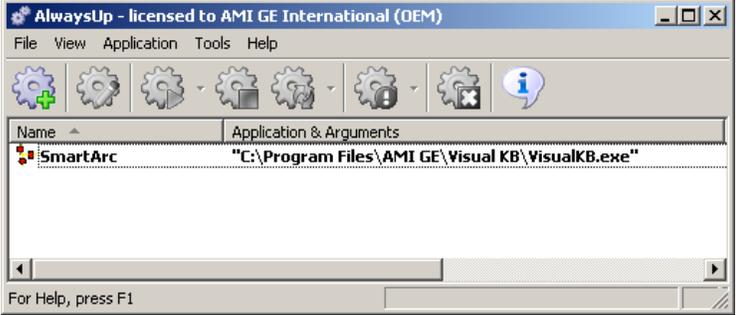
Where:

- “path\to\AlwaysUp\_SanityCheck.exe”
  - The path to the SanityCheck program (.exe file) in your computer
- \$ALWAYSUP\_PID
  - Environment Variable for SanityCheck
- 120
  - Time that SanityCheck will use (in seconds) to check on VisualKB

The “Every:” box value should be HALF the  
amount of seconds as specified after the  
**\$ALWAYSUP\_PID** argument

Example:  
For “\$ALWAYSUP\_PID 120”  
Use “Every: 60 seconds”



<p>Step 4.8: To exit press "OK"</p>	
<p>Step 4.9: To finish press "Save &gt;&gt;"</p>	
<p>Step 5: VisualKB.exe has been added to AlwaysUp monitoring  SmartArc/VisualKB should be listed in the main AlwaysUp screen.</p>	
<p>Step 5: Restart your PC.  VisualKB should now run as a service in Windows session 0.</p>	
<p><b>Should you run into any problems or if you have any questions, please contact <a href="mailto:vm2@amige.com">vm2@amige.com</a></b></p>	