

Cim50 v2024

Installing/Upgrading Cim50

This guide assumes Sage50c v29.2 has been installed and licenced on each machine

If you are upgrading from from Cim50 v2020.1 or earlier, please contact your support team as a new licence will need to be issued.

When upgrading please do not continue until you know the domian, username and password that the 4 Cim50 services are running as. The username and domain currently being used can be obtained from "Log On As" within Services on the Cim50 server

🌼 Services					- 🗆	×
File Action View Help						
	▶ ■ 11 1▶					
Services (Local)	-					
Capability Access Manager Service	Name	Description	Status	Startup Type	Log On As	^
<u>Stop</u> the service <u>Restart</u> the service	Cim50 Backup Agent Cim50 Scheduled Planning Agent Cim50 Sync Service	Cim50 Sche Cim50 Sche Cim50 Sync	Running Running Running	Automatic Automatic Automatic	.\paul fitzpatrick .\paul fitzpatrick .\paul fitzpatrick	: : :
Description:	🧠 CIMi 🙆 Cisco AnvConnect Secure Mobility Agent	Cim50 Data Cisco AnvC	Running Runnina	Automatic Automatic	.\paul fitzpatrick Local Svstem	:

Step 1: Install and Upgrade (Server and Client)

Ensure you are logged onto the machine as a local administrator. From file explorer browse to and right click on the Cim50 installation file Cim50.exe and select Run As Administrator. This will load the Cim50 setup wizard.

Server:

If upgrading please log onto the server as the same user that is running the 4 services (Obtained above) before starting the upgrade.

Client:

Please ensure the time on the cient machine must match the server time.

Please note: If you are installing an upgrade to Cim50 the prerequisites will not appear and you will be taken straight to the Cim50 install wizard (Step 2 – Page 6)





👼 Cim50 Setup	×
Cim50	Welcome to the Prerequisites Setup Wizard
	The setup has determined that some of the prerequisites needed to run Cim50 are missing. This wizard will assist you in getting and installing those prerequisites. Click "Next" to continue or "Cancel" to exit the Setup Wizard.
	< Back Next > Cancel

Click Next to install the Cim50 prerequisites – Please note this will only pop up for new client installs. If Cim50 is installed the setup wizard will go to the "Welcome to Cim50 setup wizard" window. See Step 2 page 6

n Cim50 Setup	×
Prerequisites Select which prerequisites will be installed	
Name	Required Found ork
< CIM Software Ltd	Next > Cancel





If the machine already has the Crystal Reports runtime installed, you can untick this option. If you are not sure leave it ticked and the wizard will install it if required.



Click Next







Accept the license agreement and click Next

😾 SAP Crystal Reports runtime engine for .NET Framework 4 (32-bit) Set 👝 🗉 💌
Start Installation
Are you ready to have the SAP Crystal Reports runtime engine for .NET Framework 4 (32-bit) Installation Wizard begin the install?
Press the Next button to begin the installation or the Back button to review the license agreement.
< Back Next > Cancel

Click Next

😸 SAP Crystal Reports runtime eng	ine for .NET Framework 4 (32-bit) Se	t 🗆 🔍 🕱
	SAP CRYSTAL R VERSION FOR VISUAL S	EPORTS STUDIO 2010
www.sap.com/sapbusinessobj	jects	SAP
Updating component registration		
Time remaining: 16 seconds		
		Cancel

Let the prerequisites installation run through







Once the prerequisities have installed, click Finish to take you back to the Cim50 installtion wizard (See step 2)

Step 2:



Click Next





End user lice	nce agre	ement	^
Diance read this FULA careful			
Please read this EOLA carefully	y, as it sets o	out the basis up	pon
which we license the Software	e for use. " when you fi	rst install the	
Software, you agree to be boo	und by the pr	ovisions of this	5
			~
· · · · · · · · ·	eement		
O I accept the terms in the License Agre			
 I accept the terms in the License Agre I do not accept the terms in the Licen 	se Agreement		

Accept the licence and click Next

setup	_		×
Select Installation Folder This is the folder where Cim50 will be installed.	Ę	٩٩	(m)
To install in this folder, click "Next". To install to a different folder, ent "Browse".	ter it b	elow or cli	ck
Folder: C:\Program Files (x86)\CIM Software Ltd\Cim50\		Browse.	
CIM Software Ltd < Back Next >	>	Car	icel

Click Next





Cim50 Setup	×
Installation Type Confirm installation type	🥖 😅 🕅
Please confirm whether you would like to ca Server Install Client Install	arry out a server or dient installation.
Please Note: We recommend rebooting the after carrying out this install. Cim50 service been performed.	server at the earliest convenient opportunity e events will not be accessible until a reboot has
CIM Software Ltd	< Back Next > Cancel

You now need to define if this is a Server install/upgrade or client install/upgrade. If installing on the Cim50 server, please go to step 4. If installing on a client, please go to step 3

Please Note: As per wizard a reboot of the server is recommended at the earlist convinance, once isntallation is completed.

Step 3:

After selecting Client Install, click Next





둸 Cim50 Setup		×
Ready to Install		Carried Carried
The Setup Wizard is ready to begin t	he Cim50 installation	€ ≈
Click Install to begin the installation. installation settings, click Back. Click	If you want to review or chang Cancel to exit the wizard.	e any of your

Click Install to start the install

o Cim50 Setup		×
Installing Cim50		
Please wait while the Sei	tup Wizard installs Cim50.This may take sev	eral minutes.
Status:		





🗟 Cim50 Setup		\times
Cim50	Completing the Cim50 Setup Wizard	
	Click the Finish button to exit the Setup Wizard.	
	Launch Cim50	
	< Back Finish Cancel	

Click Finish to complete the install

Step 4:

After selecting Server Install, click Next.

New Installs:

Enter a valid domain and username (EG DOMAIN\USERNAME) and password, this user is used to run the 4 Cim50 services that are installed (As detailed in the server deployment guide), it is recommended this is the same user that you are currently logged onto the machine as.





🗟 Cim50 Setup		×
Cim50 Services Setup		
This is the user credentials tha	t Cim50 services will use.	€ ≅ Щ
Please enter a valid usernar rights. The Cim50 services v If you're installing on a dom administrator credentials (e. administrator account (e.g. Username:	ne and password below that has adminis vill be configured to use this login. ain environment we recommend using the .g. 'domain\administrator'), otherwise, us '.\administrator')	trative access e domain se the local
Password:		
CIM Software Ltd	C Pack Next	Cancel
	C DOLK NEXT	Cancel

Once valid details have been entered, click Next – See appendix 1 for assistance with finding current username details including domain

When Upgrading:

Enter the existing domain and user name along with password that has been set to run the 4 Cim50 services. This can be seen by going to Services on the server machine. EG If your services showed log in as "Marvel\administrator"

1 2		-		
🎑 Cim50 Backup Agent	Cim50 Scheduled Backup	Running	Automatic	Marvel\administrator
🖏 Cim50 Scheduled Planning Agent	Cim50 Scheduled Plann	Running	Automatic	Marvel\administrator
🖏 Cim50 Sync Service	Cim50 Sync Service	Running	Automatic	Marvel\administrator
🔍 CIMi	Cim50 Data Integrity Se	Running	Automatic	Marvel\administrator
			1997	SN 6324





Cim50 Setup	×
Ready to Install The Setup Wizard is ready to begin the Cim50 installation	
Click Install to begin the installation. If you want to revi installation settings, click Back. Click Cancel to exit the v	ew or change <mark>a</mark> ny of your vizard.
CIM Software Ltd < Back	Install Cancel

Click Install to start the install

둸 Cim50 Setup	×
Installing Cim50	< 🚅 📖
Please wait while the Setup Wi	zard installs Cim50. This may take several minutes.
Status: Extracting files fro	m archive
CTM Colhuma I kd	
CIM DURWARE LUC	< Back Next > Cancel





Cim50 Setup	×
Cim50	Completing the Cim50 Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	Launch Cim50
	< Back Finish Cancel







Important:

- If upgrading from Cim50 v2021.2 or earlier

Following the upgrade, the start time for Cim50 data checks will have reverted to the default starting time of 04:00. In some cases, this start time would have been adjusted to ensure there are no clashes on the server with other processes or to ensure the data checks finishes before users start using Cim50.

So once the upgrade is complete on the server, you must review the start time that the overnight data checks run and amend as necessary if the default start has been changed during your original deployment, these can now be configured within Cim50, (See release notes) and details on how these can be configured can be found in the following guide "CIMi Says... Guide Configuring CIMi data checks"

If you are you unsure if the default time was amended or want to confirm the time your Cim50 data checks start, please contact your support team.

- If Cim50 folder was moved from default location (C:\) during initial install.

Following the upgrade, you will need to remove the share using standard windows functionality from the Cim50 folder on the root of C:\ that the upgrade would have created and re-instate the share on the original Cim50 folder.

Other things to consider for new installs.

Create a Cim50 data source in Sage Report designer if you are going to be using Cim50 fields on your Sage50c Reports and Layouts – See Cim50 guide on setting this up

If using SFDC

Configure SFDC if requiring access to SFDC – See CIMi Says... Guide Configuring SFDC Client





Appendix 1

New installs

If you are unsure of the username and domain you are logged onto the machine as you can enter whoami within a command prompt window, this can then be used to enter the username when requested during the install. In the example below you would enter: cimservicesph\paul.fitzpatrick as the username.



Upgrading

When obtaining the existing username if your services show "Log On As ".\paul fitzpatrick"

Name
🆏 Cim50 Backup Agent
🧠 Cim50 Scheduled Planning Agent
🆏 Cim50 Sync Service
🖏 CIMi
🖏 Cisco AnvConnect Secure Mohility Agent

Description
Cim50 Scheduled Backup
Cim50 Scheduled Planning
Cim50 Sync Service
Cim50 Data Integrity Service
Cisco AnyConnect Secure Mobility Agent for Window

Status	Startup Type	Log On As
Running	Automatic	.\paul fitzpatrick
Rupping	Automatic	Local System

You would enter the username as shown above (Ensuring case is the same)

The password would be the valid password for this user.

If you receive ether of the following message during an install or upgrade, this means that username and password you have entered is ether not valid (EG incorrect password) or is not an administrator user on that machine.





