State of Nebraska Department of Environmental Quality

# Homeland Emergency Response Exchange

HERE Client Version 2 Installation Guide

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## **Version Control**

Version	Author	Date
1.0	Windsor Solutions, Inc.	10/10/2009
1.1	Windsor Solutions, Inc.	10/20/2009

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## Introduction

This guide provides instructions on how to set up the HERE Client Version 2 on your local machine. Every effort was made to make the implementation as intuitive as possible. Because the HERE Client is a highly-configurable application, this guide is mainly intended to provide additional context on implementing the HERE Client into your particular environment. Additional information, including a list of frequently asked questions, can be found at <u>http://herenetwork.org</u>. For instructions on how to use the HERE Client version 2, please refer to the help file within the HERE Client application itself, available from the **Help** menu option or by pressing **F1** within the application.

## **Minimum Requirements**

Before installing the HERE Client to your machine, please ensure that the machine meets the following minimum requirements:

- Microsoft Windows 2000 or above (currently no support for Macintosh or Linux OS)
- 512 megabytes RAM (1 gigabyte or more preferred)
- 10 gigabytes free hard disk space

Also, you must have administrative privileges on the machine in order to run the HERE Client and install SQL Server Express.

## Notes for Users Upgrading from HERE Client Version 1

For users upgrading from the HERE Client Version 1 ("Version 1"), the installation process should be very straightforward. SQL Server Express will not need to be reinstalled to support the HERE Client Version 2 ("Version 2"), and your existing NAAS account will work in Version 2 as well.

You do not need to uninstall Version 1 in order to install and run Version 2. Because the HERE Client can potentially download a large amount of data, you may need to take into consideration how much hard disk space is available to support both versions simultaneously.

**The HERE Client Version 2 is required in order to receive data from States that have upgraded to Node Specification Version 2.0**. If your State has upgraded or is in the process of upgrading to Version 2.0, you should receive notification from your node's administrator that you must start using the HERE Client Version 2 in order to continue receiving data. HERE Client Version 2 is fully backwardscompatible with States still supporting Node Specification Version 1.1, so even if your State's flow has not upgraded to Node Specification Version 2.0, there is no reason to hold off upgrading to the latest version of the HERE Client.

## Notes for Users Running Microsoft Vista

Because the HERE Client must run under administrative privileges, you must run the application in administrative mode by right-clicking the icon and choosing "Run as administrator":

👩 Default Programs				
🏉 Internet Explorer		Open		
🔝 Windows Calendar	۲	Run as administrator		
Windows Contact.		Onen file locati	on	
🕍 Windows Defender		Die te Oret Ma		
🧱 Windows Fax and Sca		Pin to Start Mer	7 In to Start Menu	
🖀 Windows Live Messer		Add to Quick L	aunch	
📑 Windows Mail		Restore previou	is versions	
🚺 Windows Media Playe				
🙎 Windows Meeting Sp:		Send To	•	
📕 Windows Movie Make		Cut		
🛅 Windows Photo Galle		Care	•	
🖉 Windows Update		Copy Delete		
Accessories				
Extras and Upgrades		Bename		
🎳 Games				
I HERE Client 2		Properties		
🐣 HERE Client 2			Connectito	
🧕 🕘 Uninstall				
🔰 Maintenance Control P		Control Panel		
Microsoft SQL Server 2005		Default Programs		
퉬 Startup		Default Programs		
Help and		Help and Support		
1 Back			Windows Security	
Start Search		Q	×	

## **Install the HERE Client Version 2**

Please follow these steps to install the HERE Client on your local machine.

## **Download the HERE Setup File**

- 1. The HERE Client setup file can be downloaded by clicking the following link: <u>http://update.herenetwork.org/HereClient2Setup.exe</u>.
- 2. You will be prompted to save the HereClient2Setup.exe file to your local machine:

Opening HereClient2Setup.exe		
You have chosen to open		
HereClient2Setup.exe		
which is a: Application		
Would you like to save this file?		
would you like to save alls flic:	Court File Court	
	Save File Cancel	

3. Click **OK**. The **HereClient2Setup.exe** file should be downloaded to your local machine where specified. Once downloaded, double-click on the file and continue with the <u>Install HERE Client</u> step.

### Optional: Install Google Earth

In order to take advantage of the mapping capabilities of the HERE Client, follow these steps to download and install Google Earth free of charge to your machine:

4. Go to <u>http://earth.google.com/download-earth.html</u>.

Earth	Explore, Search and Discover	Change language:	English	~
<u>Home</u> Downloada	Download Google Earth 4.2 (beta) for PC, Mac or Linux			
Downloads Products Product Tour Help	Thank you for using Google Earth! By downloading, installing or using this software or any portion thereof ("Google Software") you agree to be bound by the following terms of service (the "Terms of Service"). The Google Software, and any portion thereof, are referred to herein as the "Software." 1. USE OF SOFTWARE; RESTRICTIONS Use of Software. For an individual end user, the Software is made available to and may be used by you only for your personal, non-commercial use according to these Terms of Service and the Software documentation. For a business entity user, the Software may Agree and Download Cancel Send me "The Sightseer" - Google Earth's Monthly Highlights. Tips. and Update News			
	Google Earth Pro			
	Want more features? Download Google Earth Pro.			

- 5. Click the Agree and Download button.
- 6. The Google setup file will be downloaded to your PC. Double-click this and follow the default instructions to complete setup of Google Earth. For help on installing or using Google Earth, go to <u>http://earth.google.com/support/</u>.

### **Install HERE Client Application**

To install the HERE Client application to your local machine, follow these steps:

7. Open the application setup folder and double-click the HereClient2Setup.exe executable file:



8. If you do not have SQL Server Express installed currently on your machine, the following screen will be displayed:

🐞 HERE Setup	×
For the following components:	
SQL Server 2005 Express Edition	_
Please read the following license agreement. Press the page down key see the rest of the agreement.	to
MICROSOFT SOFTWARE LICENSE TERMS	^
MICROSOFT SQL SERVER 2005 EXPRESS EDITION	
These license terms are an agreement between Microsoft Corporation (or based on where you live, one of its affiliates) and you. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft	*
View EULA for printing	
Do you accept the terms of the pending License Agreemen	t?
If you choose Don't Accept, install will close. To install you must accept this agreement.	t
Accept Don't Accept	

9. Click Accept. SQL Server Express will begin installing (this may take a few minutes).



10. Once the HERE Client detects that SQL Server Express has been successfully installed to your machine, the following screen will be displayed:



#### 11. Click Next.

🔀 HERE Client 2 Setup	
Select Installation Folder This is the folder where HERE Client 2 will be installed.	
To install in this folder, click "Next". To install to a different folder, ent "Browse".	er it below or click
<u>Folder:</u> C:\Program Files\Windsor\HERE Client 2\	Browse
Advanced Installer	
< Back Next >	Cancel

12. Accept the default location (recommended) or choose a new location to install the HERE Client. Click **Next**.



13. Click Install.

🙀 HERE Client	2 Setup
Installing HE	RE Client 2
Please wait minutes.	while the Setup Wizard installs HERE Client 2. This may take several
Status:	Validating install
Advanced Installer	< Back Next > Cancel

14. Wait for installation process to complete.

🔀 HERE Client 2 Setup	
EMER	Completing the HERE Client 2 Setup Wizard
GENCY	Click the "Finish" button to exit the Setup Wizard.
	Launch HERE Client 2
	< Back Finish Cancel

- 15. Click **Finish** to exit the setup application. By default, the HERE Client 2 will be launched. It is recommended that you visit Windows Update to ensure you have the latest patches and updates to .NET framework components.
- 16. On startup, if the application notes there is an additional update, it will download it automatically:

HERE Database Update Engine	
Performing database content upgrade to version 2.0.4.0	
	Cancel

17. Once the update is complete, click **Done** to launch the HERE Client.

HERE Database Update Engine	
Update complete, new version: 2.0.4.0	
	Done

## **Perform Initial Application Setup**

Once the HERE Client has been installed to your local directory, follow these steps to configure the HERE Client for first use:

18. Run the HERE Client by double-clicking on the **HERE.exe** icon:



By default, this will also be added to your Start menu under the "HERE Client 2" directory.

19. If this is the first time the HERE Client 2 has been ran on this machine, the HERE Application Setup screen is displayed:

HERE - Setup		
NAAS Registration		
I already have a NA	AS account	
User Name:		
Password:		
O I need a NAAS acco	unt	
User Name:		
Re-enter User Name	2	
Cancel	Back	Next

If this is not displayed, this may be because the HERE Client cannot establish a connection to the Internet.<sup>1</sup> *NOTE: You must be connected to the Internet in order to perform initial setup.* 

## **HERE Client User Registration**

Once the HERE Client has checked for updates, you will need a Network Authentication Authorization Services (NAAS) account<sup>2</sup> in order to proceed. If you do not already have a NAAS account, please follow these steps to request one:

#### Obtaining a NAAS Account

20. Select the I Need a NAAS Account... radio button and enter your username twice.

HERE - Setup			
NAAS Registration			
🔘 I already have a NA	AS account		
User Name:			
Password:			
I need a NAAS accord	unt		
User Name:	user@agency.gov		
Re-enter User Name	user@agency.gov		
Cancel	[	Back	Next

<sup>&</sup>lt;sup>1</sup> While the HERE Client can operate in a disconnected mode, it must connect to the Internet at least once in order to download data from the HERE data providers.

<sup>&</sup>lt;sup>2</sup> A NAAS account typically consists of a username and password, and is the standard mechanism for authenticating users requesting access to data flows (such as the HERE flow) over the <u>Exchange Network</u>. It is centrally-managed by US EPA, but your NAAS account is created and maintained by your node administrator. Please see <u>http://www.exchangenetworkwiki.com/wiki/index.php/Network\_Authentication\_Authorization\_Services</u> for more detail.

21. Enter your registration details, and select the single State in the Association field from which you will be requesting a NAAS Account. This will likely be the State that you reside in. The following fields are required: Affiliated State, Contact Name, Organization/Dept, Contact Phone # (must be a valid phone number format), Contact Email, and Purpose for using HERE System.

*NOTE:* if you are an employee of EPA you may need to contact EPA's CDX Help Desk to have a NAAS Account created for you.

HERE - Setup		
NAAS Registration : User	Profile	
Please provide some inform	nation for your HERE user profile	
Affiliated State*:	OR 💌	
Affiliated County:	Clackamas	
Contact Name*:	TK Conrad	
Organization/Dept*:	Windsor Solutions, Inc.	
Contact Phone #*:	503.675.7833 x231	
Contact Email*:	user@agency.gov	
Describe your purpose for using the HERE system*:	Sample reason.	
Cancel	Back	Next

22. Next, select the areas of interest (i.e., States) from which you would like data. The State you chose as your Affiliated State on the previous screen is checked by default. When finished, click **Done**.

HERE - Setup	×
NAAS Registration > User Profil Data Access Request	
Please select the state HERE data sources you wish access to	
AR IA IL KS MN MO ✓ NE ✓ OR	
Cancel Back Done	

23. After clicking **Done**, the request is automatically sent to your affiliated State for approval by the Node Administrator. The HERE Client can be ran again by double-clicking the HERE Client 2



If approved, then once a new NAAS account has been created for you, an email will be sent to the address you provided. The username for the account will be the email address itself; the password will be sent in the email.

#### Have NAAS Account

Once you receive your NAAS account, or if you already one, the administrator of each node must still authorize your NAAS account in order to receive data. Please restart the HERE Client to complete the installation process:

24. From the initial application setup screen, select the **I Already have a NAAS account...** radio button and enter your NAAS username and password, then click **Next.** 

HERE - Setup	
NAAS Registration	
I already have a	NAAS account
User Name:	user@agency.gov
Password:	******
O I need a NAAS ad	count
User Name:	
Re-enter User Na	me
Cancel	Back Next

25. The HERE Client will connect to the NAAS Authentication Server via the Internet in order to validate the account. If credentials are validated, then the system will prompt to enter profile information on the following screen (see <u>Obtaining a NAAS Account</u>). Click **Next** when complete.

HERE - Setup	$\mathbf{X}$
NAAS Registration User	Profile
Please provide some inform	nation for your HERE user profile
Affiliated State*:	OR 🔽
Affiliated County:	Clackamas
Contact Name*:	TK Conrad
Organization/Dept*:	Windsor Solutions, Inc.
Contact Phone #*:	503.675.7833 x231
Contact Email*:	user@agency.gov
Describe your purpose for using the HERE system*:	Sample reason.
Cancel	Back Next

26. Select the areas of interest (i.e., States), then click **Done**.

HERE - Setup	×
NAAS Registration > User Profil Data Access Request	
Please select the state HERE data sources you wish access to	
<ul> <li>AR</li> <li>✓ IA</li> <li>IL</li> <li>KS</li> <li>MN</li> <li>MO</li> <li>✓ NE</li> <li>OR</li> </ul>	
Cancel Back Done	

27. After clicking **Done**, the HERE Client will be loaded. A Trading Partner Agreement must be agreed to before the Client is accessible. Click the **Yes**, **I agree** radio button to display the Dashboard.

HERE SmartClient Trading Partner Agreement		
The information provided by this application and associated Exchange Network authorizations is for the purpose of Homeland Security and Emergency Response planning, response, and recovery operations.		
<ul> <li>The information received and maintained by this application is:</li> <li>Owned by the respective state partners</li> <li>Not to be used for any other purposes</li> <li>Not to be modified or changed.</li> <li>Not to be shared or provided for anyone else's use</li> <li>Provided on an as is basis, may have incomplete information, and should be verified with the provider for accuracy and completeness, and</li> <li>Any information found to be in error should be reported to the appropriate state partner for correction.</li> </ul>		
Ves, I agree No, I do not agree		

## **Running the HERE Client for the First Time**

Once you have completed the above steps, the HERE Client is fully installed and ready for first use:

28. The following dialog will be displayed:

Initial Data Load		
PLEASE NOTE:		
The HERE SmartClient is now ready to attempt to load data specified in your area of interest. This process will run in the background and may anywhere between 30 and 75 min. depending on the number of data sources selected and speed of the network.		
During that process you can close the main window which will result in the client being minimized to the system tray (area next to your task bar clock)? As the background load process reaches its milestones, a small three second notification will appear in your system tray with the details of that event.		
Now	O Later	
The initial import process will start as soon as you click the OK button.	Start at: 16:18 😂	
	The initial import process will start at the specified time. Note, you machine has to be on at that time for this task to execute .	
	ОК	

29. Select the option that best suits your needs. If you select the **Later** option, the data retrieval and load process shall begin at the time you have specified. Otherwise, data retrieval will begin within a minute of clicking the **OK** button. *Please note that in order to download data from a given source, you will need to have been granted access to that source by its Node administrator.* 

HERE Smart Client (v: 2.0.26.0)		
File Edit Sites Tools Help		
Application Status Network Status: Connected Site Record Count: 00 Last Updated On: 1/1 12:00 AM	Data Searches     Icoad Saved     New Searches       Data Snapshots     Percentage of Node sites that cannot be mapped	ah
	Data Tasks	
	Data Download         Last Run:         2009-07-14 16:16           Default data download task.         Next Run:         2009-07-15 16:18	
	New Ta	isk
	Current Identity: user@agency.gov Connected	d: Yes 🔐

## **Appendix A: Troubleshooting Guide**

## Cannot Complete SQL Server 2005 Express Installation

There is a compatibility issue with one of the Microsoft-provided distributions of SQL Server Express 2005 and MSXML6 Service Pack 2. This should not be an issue when installing the HERE Client using the default installation package provided. However, if this installation package is insufficient for your needs, then this issue can be resolved by following these steps:

- 1. Install the Windows cleanup installer, available here: <u>http://support.microsoft.com/kb/290301</u>.
- 2. Using this utility, remove MSXML6 SP2 from the affected PC.
- 3. Download and install the MSXML 6.0 Parser from this location: <u>http://www.microsoft.com/downloads/details.aspx?FamilyID=993C0BCF-3BCF-4009-BE21-</u> <u>27E85E1857B1&displaylang=en</u>.

## **HERE Client Will Not Start**

If the HERE Client will not start on your machine, it is likely due to either an issue with the installation of SQL Server Express, or the rights of the user on the machine running the HERE Client. Here are two scenarios that indicate this type of problem:

#### Scenario 1: SQL Server Express already installed.

Setup Wizard installs & updates HERE Client, but startup fails with this error message: Could not access database to locate current user. Exiting application.

### Scenario 2: SQL Server Express NOT installed.

The Setup Wizard installs SQL Express, then installs and updates the HERE Client. However, installation ends with this error message:

Error while updating: CREATE FILE encountered operating system error 5(Access is denied.) while attempting to open or create the physical file 'C:\Program Files\Windsor\HERE Client 2'.

Starting HERE Client from the Start Menu results in receiving the same error as Scenario 1.

### Solution: Change User for SQL Server Express Service

In both of these cases, the problem likely has to do with installing SQL Server under the built-in "Network Service" account. This can be resolved by completing the following steps:

1. Open the Services applet under Control Panel...Administrative Tools.



Name 🛆		Description	Status	S
Security Center		Monitors s		A
Server .		Supports fil	Started	A
Shell Hardware Detection		Provides n	Started	A
Simple Mail Transfer Protocol	(SMTP)	Transports	Started	A
Smart Card		Manages a	Started	A
SQL Active Directory Helper	Service	Enables int		Di
🏶 SQL Full-text Filter Daemon L	auncher (MS	Service to I		Di
SQL Server (MSSQLSERVER)		Provides st		м
SQL Server (SQLEXPRESS)		Provides st		M
SQL Server Agent (MSSQLSE	RVER)	Executes j		М
SQL Server Agent (SQLEXPR	ESS)	Executes j		Di
SQL Server Browser		Provides S		М
SQL Server VSS Writer		Provides th	Started	A
SSDP Discovery Service		Enables dis	Started	м
SupportSoft RemoteAssist				м
System Event Notification		Tracks syst	Started	A
System Restore Service		Performs s	Started	A
Task Scheduler		Enables a	Started	A
TCP/IP NetBIOS Helper		Enables su	Started	A
Telephony .		Provides T	Started	м
AN _ 1 .				-
	Start			
	Stop			
	Pause			
	Resume			
_	Restart	_		
	All Tasks 🛛	•		
	Refresh			
	Properties			
	Help			

3. On the Log On tab, select the radio button for Log on as: Local System Account.



4. Click **OK** and close out of **Services**.

### **Cannot Download Data or HERE Client updates**

If you cannot download data from a State, it could be related to any of the following causes:

#### Scenario 1: No authorization to the requested State

Before data can be downloaded from a State, your NAAS account will need to be granted access to the HERE data. Authorization is commonly requested when installing the HERE Client (see "HERE Client User Registration"). Once requests have been acknowledged by the administrator for the State HERE data, an email should be sent to your NAAS account email address. The email will indicate the status of your request.

If you wish to request access to a new State, follow these instructions:

- 1. On the **Dashboard** screen, click the **Data Download** task under the **Data Tasks** pane.
- 2. Select the **Source** tab.

- 3. Check the box(es) next to the State(s) you wish to add, then click the link **Request access to the** selected data providers.
- 4. A request will be sent to each of the selected States, and you should receive a status email from each of the States.

#### Scenario 2: Proxy setup required

If you are getting a proxy-related error, it may be that your system requires additional proxy configuration. This can be done in one of two ways.

#### Solution 1: Proxy Configuration

The HERE Client gets its native proxy information from your Internet Options settings in the Windows Control Panel:

- 1. Open Control Panel and select Internet Options.
- 2. Select the Connections tab, then click the LAN settings button.



3. Check the **"Use a proxy server...**" box and enter your proxy information in the **Address** and **Port** boxes, then click OK.

Local Area Network (LAN) Settings	×		
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.			
Automatically detect settings			
Use automatic configuration script			
Address			
Proxy server	ĥ.		
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).			
Address: [proxy addr] Port: 8080 Advanced			
Bypass proxy server for local addresses			
OK Cancel			

4. Click OK again to exit out of Internet Options and save changes.

#### Solution 2: WebProxy.config file

In some cases, the default proxy setup is insufficient. If the above solution does not address the problem, proxy information can also be configured in the **WebProxy.Config** file located in the root directory of the HERE Client (default path: C:\Program Files\Windsor\HERE Client 2).

The file contains two sections to configure:

```
<!-- Trusted Proxy
<object id="webProxy" type="System.Net.WebProxy">
<constructor-arg name="Host" value="90.0.0.9"/>
<constructor-arg name="Port" value="8080"/>
<property name="BypassProxyOnLocal" value="true" />
</object>
-->
<!-- Authed Proxy -->
<!--<object id="webProxy" type="System.Net.WebProxy">
<constructor-arg name="Host" value="90.0.0.9"/>
<constructor-arg name="Host" value="90.0.0.9"/>
<constructor-arg name="Host" value="90.0.0.9"/>
<constructor-arg name="Host" value="8080"/>
```

```
<property name="Credentials">
  <object type="System.Net.NetworkCredential">
   <constructor-arg name="userName" value="myusername"/>
   <constructor-arg name="password" value="secret"/>
   <constructor-arg name="domain" value="windsor"/>
   </object>
  </property>
</object>-->
```

By default, both of these sections are commented out with HTML comment tags (<!-- -->). To setup a proxy with trusted credentials, uncomment the **Trusted Proxy** option and configure the proxy information. To setup a proxy with specified credentials, uncomment the **Authed Proxy** option and configure the proxy information. Only one section can be configured at a time; uncommenting both of these sections will result in the application being unable to load.

### **Cannot Install SQL Server 2005 in Microsoft Vista**

After following the default options, you may receive this message:

After launching all packages some required prerequisites are still missing. Press Back to return to the prerequisites list.

If you receive this error, it is likely because Microsoft Vista had requested a prompt from you and you did not answer in time. Click **Back**, then **Next**, then answer the prompts.

## Not All Data Available in HERE Client

If after fully-synchronizing with a data provider you are still missing some expected data, it may be because that provider has not yet upgraded to Version 2 of the HERE Flow. The following data is available only to providers who have upgraded to HERE Flow v2:

- Tanks detail
- Chemical mixture information
- Alternate names for facilities
- Fire districts for chemical facilities
- Site hyperlinks for certain facilities

For more information, please refer to the Help file under "New in Version 2.0."