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This guide provides complete instructions for installing BI Query. If you’ve purchased BI Query as part of an installation of BI Server, you must install BI Server before installing BI Query. For information on installing BI Server, see the BI Server Installation Guide.

Before installing BI Query, be sure to read the Release Notes for any information on the installation procedure that couldn’t be provided in this guide.

To complete the installation, you will need to know your serial number and activation key, both of which are provided on the key code card accompanying your software package.

What the Installation Includes

The following are installed during a standard installation:

- **BI Query**—BI Query Admin, BI Query User, and/or BI Query Update (depending on your software license).
- BI Query Reports.
- BI Cube Creator.
- DBAccess—a component that handles connectivity middleware.
• Online documentation—online Help as well as electronic documents in Adobe Acrobat Portable Document File (PDF) format.

In addition, Hummingbird utilities are stored on the installation disc.

**System Requirements**

Before you install BI Query, make sure that the computer on which you’re installing it meets the minimum system requirements as described in the Hummingbird BI Release Notes.

**Registering Your Software**

Registering your copy of BI Query entitles you to technical support and ensures that you receive information about the latest upgrades. To register, do one of the following:

- Install BI Query, then on your Windows **Start** menu, click **Programs**, **Hummingbird**, **BI Query**, then **Register Online**.
- Complete and mail in the Registration Card in your software package.

**Choosing an Installation Method**

There are several methods you can use to install BI Query, each of which is described briefly in this section. After deciding which method is best for your situation, you can find complete instructions for your chosen method later in this document.

*If you are installing BI Query for use with DM/RM, see “Installing Hummingbird BI Data Models” on page 15.*

**Installing from the Installation Disc**

You can install BI Query directly from your installation disc (either at your own machine or from a shared drive on the network) to your local machine. This method runs the installer in default mode, allowing you complete flexibility in choosing how you want to set up BI Query. If you prefer to specify the installation options for users in advance, consider one of the other methods.
Installing from a Shared Folder on the Network

You can copy the full contents of your installation disc to a shared folder on your network and have each user run the installation from the shared location. If you want, you can also preconfigure most of the installer settings by editing the setup.cfg file (located in the copied Query folder). With preconfigured settings, users won’t have to locate and enter the information (such as the server name and port number), but they can override the preconfigured values using the installer dialog boxes if they want. For information on editing the setup.cfg file, see the comments included within the file itself.

To enable users to make unattended installations, you can copy the BI Query license file to the shared folder. This file contains the license keys and allows the user to install without having to input the license keys. The BI Query license file, which has the extension .clf, must be placed in the same folder as the setup.exe and setup.cfg files (which is the Query folder).

Using the Hummingbird BI Deployment Wizard

The Hummingbird BI Deployment Wizard is a utility included on your installation disc that you can install and then use to create default or preconfigured BI Query installation packages. You can specify whether the package is to be deployed via BI Server or via file server.

Packages deployed via BI Server must be added to the Product Updates page in BI Web, and can only be run by clicking the associated link on that page. This helps you control access to the packaged installer.

Using the Deployment Wizard avoids the necessity (and potential errors) of having to manually edit the setup.cfg file. Instead, you simply step through the various screens as they are presented and choose the options you want. Using the Deployment Wizard also allows you to create installation packages that run in Restricted mode (where users can see but not edit the installation settings) or Unattended mode (where users do not even see the installation settings). The Deployment Wizard can also make sure that the version is upgraded if there is a previous version installed.
Creating an Update Package in BI Web

For BI Query users with access to BI Web, you can provide the added convenience of a link from BI Web to your installation package. The link can be either a custom link (such as to the setup.exe file in a shared Query folder on the network), or a link to a BI Deployment file. In either case, you can edit the link to provide a suitable name and description for the package.

You create a BI Deployment file when you select the Using Hummingbird Component Deployment Via BI Server option in the Deployment Wizard. Unlike the custom package method, which relies on the existence of an “external” installer in a shared location on the network, the BI Deployment file includes the installer and any preconfigured settings. This provides two advantages:

- it reduces the possibility that the installer is accidentally edited or deleted
- you can create multiple packages with different options (such as which version of BI Query—Admin, Update, or User—you want to install)

Installing from the Installation Disc

Installing BI Query from the installation disc to your desktop installs all the application files on your computer. The installer runs in default mode, meaning that all of the installation dialog boxes appear and you are free to choose from the available options. Completing the dialog boxes is straightforward; simply read the information and follow the online instructions.

If you are installing BI Query in a Windows XP or Windows 2000 environment, most commonly the user account you use when installing will belong to the Administrators group on that computer. If you want to enable users that are not members of the Administrators group to make installations then you must make changes to registry key entries and global permissions. For more information on which registry keys and global permissions need to be changed, see Hummingbird Technical Note, “Non-Administrative Installations - How to Enable Installations that Always Run Regardless of User Privileges”.

Installing BI Query adds the BI Query and BI Query Reports shortcuts to the Start menu. (On the Start menu, click Programs, Hummingbird, BI Query, and then BI Query Admin, BI Query User, BI Query Update, or BI Cube Creator.)
To install BI Query from the installation disc:

If you have a previous version of BI Query installed, see “Upgrading BI Query” on page 17.

1. Insert the Hummingbird Enterprise or Hummingbird BI disc into the drive.

2. From the Hummingbird Enterprise or Hummingbird BI screen, launch the BI Query installation program.

3. In the Welcome dialog box, click Next.

4. In the License dialog box, read the license agreement, select I accept the terms of the license agreement, and click Next.

5. In the Customer Information dialog box, specify the information requested. Click Next.

6. In the Destination Path dialog box, specify where you want to install the application. Click Next.

7. In the Client Settings dialog box:
   a. Do one of the following:
      To use BI Query without the BI Server repository, click Locally.
      Or
      To use BI Query with the BI Server repository, click Using The Hummingbird BI Server Repository, then select the appropriate BI Server from the drop down list or enter the server name and port number. (The port number will be the same as the one that was used to install BI Server on the central server.)
   b. Choose the BI Query log on preference for all users of the computer. Select Use Windows account to log on to have the user automatically log on as the owner of the Windows session. Select Prompt for log on to have the user be prompted to log on upon starting BI Query. This preference is not completed if you have chosen to use BI Query without the BI Server repository.
   c. Click Next.

8. In the Select which Hummingbird BI Query Products to Install dialog box:
   • Select the component(s) you want to install. For each application (BI Query Admin, BI Query Update, or BI Query User) that you select, enter the corresponding serial number and activation key in the boxes provided.
• Select **Administrative Tools** to have the shortcuts for User and Group Manager and Scheduler added to your Hummingbird BI **Start** menu.

  This option is only available when you are installing BI Query Admin for use in a BI Server environment.

• Select **Documentation** to have the online versions of the Hummingbird BI guides installed on your local machine.

• Click **Next**.

9. In the **Ready to Install Hummingbird BI Query** dialog box, review the information and click **Next** if you are ready to proceed.

10. In the **InstallShield Wizard Complete** dialog box, click **Finish**.

### Installing from a Shared Folder on the Network

You can copy the contents of your installation disc to a shared folder on your network and have each user run the installation from the shared location. This provides two advantages over running the installer from the installation disc directly:

• multiple users can run the installer simultaneously

• you can preconfigure the installer to use the settings you specify

To install BI Query from a shared folder on the network:

1. Insert the installation disc into the drive.

2. Copy the entire contents of your installation disc to your network. (If you are installing from the Hummingbird Enterprise installation disc, you only need to copy the /BI folder from the disc.)

3. Share the network folder containing the copied files.

4. If you want to preconfigure the installer to use specific settings, use a text editor (such as Notepad) to edit the **setup.cfg** file located in the Query folder. The file includes instructions and details on the various settings. Save your changes.

5. Double-click the file **setup.exe** in the same Query folder to start the BI Query installer.
Installing with the Hummingbird BI Deployment Wizard

You can preconfigure the installer settings so that users can be prevented from overriding the settings during the installation process. For information on this InstallMode setting and others, see the comments in the setup.cfg file.

Installing with the Hummingbird BI Deployment Wizard

The Hummingbird BI Deployment Wizard is a utility included on your installation disc. You must install the utility on your machine before you can use it.

Installing the Hummingbird BI Deployment Wizard creates a DeployWiz folder under Hummingbird\BI, and adds a shortcut to BI Deployment Wizard in the BI Utilities group under Hummingbird on your Start menu.

Installing the Hummingbird BI Deployment Wizard

Installing the Hummingbird BI Deployment Wizard is very straightforward; simply read the information and follow the instructions in the installation program.

To install the Hummingbird BI Deployment Wizard:

1. Insert your installation disc into the drive.
2. From the Hummingbird Enterprise or Hummingbird BI screen, launch the BI Deployment Wizard installation program.
3. If you do not already have Hummingbird Component Deployment installed on your computer, a security warning dialog box appears. Click Yes to install Hummingbird Component Deployment.
4. The Hummingbird BI Deployment Wizard page in your web browser displays the progress of the installation. Once all files have been copied to your computer, the installer automatically launches the Hummingbird BI Deployment Wizard. You can then close your web browser.

Using the Hummingbird BI Deployment Wizard

When you install the Hummingbird BI Deployment Wizard, the installer adds a shortcut to your Start menu, then automatically starts the Hummingbird BI Deployment Wizard.
To use the Hummingbird BI Deployment Wizard:

1. If the Hummingbird BI Deployment Wizard is not already running, do one of the following:
   - Navigate to the Hummingbird program group on your Start menu, click BI Utilities, then click BI Deployment Wizard.
   - Double-click the DeployWiz.exe file in your Hummingbird\BI\DeployWiz folder.

2. In the License Agreement dialog box, read the license agreement, select the I accept the terms of this license agreement check box, then click Next to accept the terms of the license agreement.

3. In the Installation Modes dialog box, choose the installation mode you want. You can also select if you would like to force an upgrade if a previous version is installed. Click Next.

4. In the Deployment Options dialog box, specify how you want to distribute the deployment package. Click Next.

5. In the OnDemand Options dialog box, specify whether you want to restrict access to the deployed package based on the users’ connection speed. Click Next.

   This dialog box does not appear when you are creating a deployment package to be distributed via your file server.

6. In the Package Information dialog box:
   - Click the Browse button beside the Installer Source box, navigate to the Query folder on your installation disc, and select biquery.dga.
   - Click the Browse button beside the Package Destination box, and navigate to the location where you want the deployment package created.

   When creating a package to be deployed via BI Server, the package destination is simply a temporary location. Subsequently upload the package, and then delete the package from this location.

   - From the Language drop-down list, choose the language for which you are creating the deployment package. This setting determines what language the installer will use, and what language the product will use.

   - In the Package Name box, type a name for the package. This name is used to identify the package on the Product Updates page in BI Web.
Installing with the Hummingbird BI Deployment Wizard

The **Package Name** box is unavailable when you are creating a package to be deployed via file server.

- In the **Description** box, type a description for the package. The description will be used to further identify the package on the **Product Updates** page in BI Web.

The **Description** box is unavailable when you are creating a package to be deployed via file server.

- Click **Next**.

7. If you selected an installation mode other than **Default**, the **Client Settings** dialog box appears next.
   a. Do one of the following:
      - To use BI Query without the BI Server repository, select **Locally**.
      - Or
      - To use BI Query with the BI Server repository, select **Using The Hummingbird BI Server Repository**, then select the appropriate BI Server from the drop down list or enter the server name and port number. (The port number will be the same as the one that was used to install BI Server on the central server.).

   b. Choose the BI Query log on preference for all users of the computer. Select **Use Windows account to log on** to have the user automatically log on as the owner of the Windows session. Select **Prompt for log on** to have the user be prompted to log on upon starting BI Query. This preference is not completed if you have chosen to use BI Query without the BI Server repository.

   c. Click **Next**.

8. If you selected an installation mode other than **Default**, the **Components** dialog box appears next.
   - In the **Name** box, type the name of the user you want to associate with the BI Query installation.
   - In the **Company** box, type the name of your company.
• Click the check box beside each component (BI Query Admin, BI Query Update, or BI Query User) you want to include in the deployment package, then fill in the appropriate serial number(s) and activation key(s) in the adjacent box(es). (This information is provided on the key code card accompanying your software package.)

• Click the Administrative Tools check box to have shortcuts for User and Group Manager and Scheduler added to each user’s Start menu.

  This option is only available when creating a package for BI Query Admin using the Hummingbird BI repository.

• Click the Online Documentation (Installed Locally) check box to install the Hummingbird BI guides on each client machine.

• The Installation Destination folder indicates where the package will be installed on each client machine. By default this will be in the Hummingbird\BI folder (relative to your \Program Files folder). You can edit the destination folder if necessary.

• Click Next.

9. In the Summary dialog box, verify your selections. If you want to make any changes, click Back. To proceed, click Next.

10. When the Hummingbird BI Deployment Wizard has finished creating the package, a message appears indicating what you must do next.

   • If the package you created is to be deployed via network file server, you must copy the folder containing the package to a shared network folder. Users can then run the packaged installation using the setup.exe file in the shared folder.

   • If the package you created is to be deployed via BI Web, or if you want to provide a convenient link from BI Web to your file server deployment package, you must add the deployment package to BI Web.

Adding a Deployment Package to BI Web

If your Hummingbird BI environment includes BI Server, you can use the Product Updates page in BI Web as the central point of access from which users can install and upgrade their Hummingbird BI client applications. When you create a package using the Hummingbird BI Deployment Wizard, you specify whether you want the package to be deployed via BI Server or via file server.
Deployment via BI Server
In the case of deployment via BI Server, the Deployment Wizard creates a BI Deployment archive file (.iar) that you must then upload using the Product Updates page on the Admin tab in BI Web. For more information on adding a BI Deployment package, see the BI Server Administrator's Guide.

Deployment via File Server
In the case of deployment via network file server, users can run the packaged installation directly (such as by double-clicking the setup.exe file in the shared network folder), or you can use the custom package functionality on the Product Updates page on the Admin tab in BI Web to provide a link users can click to start the packaged installation. When adding a custom package, you need to specify a URL for the file you want to run. For example, you could use the following URL:

file://machine_name\share_name\setup.exe

where:
- machine_name is the name of the machine on which the packaged installer is located
- share_name is the name of the shared folder in which the packaged installer is located

Among other benefits, adding a custom package allows you to provide a detailed description of each package you create. For more information on adding a custom deployment package, see the BI Server Administrator’s Guide.

Installing Hummingbird BI Data Models
Hummingbird BI has several data models that are available to be installed. DM/RM and the Retail Golf data model are two examples of data models that can be installed.

To install BI Data Models:
1. Insert the installation disc into the drive.
2. Open \DataModels\ReadMe.txt.
3. Follow the procedure, “To install a data model”, in the ReadMe.txt file.
Adding and Removing Individual BI Query Components

Once you have installed BI Query, you can easily add and remove individual components without having to completely install or uninstall BI Query.

To add or remove an individual BI Query component:

1. Close BI Query and BI Query Reports.
2. On the Start menu, click Settings, then click Control Panel.
3. In the Control Panel, double-click Add/Remove Programs.
4. In the Add/Remove Programs Properties dialog box, select Hummingbird BI Query, then click Add/Remove.
5. In the Maintenance Mode dialog box, click Modify, then click Next.
6. In the Select Components dialog box, all currently installed BI Query components appear with a check mark. To add a BI Query component, click the empty box beside the component you want to add. To remove a BI Query component, click the checked box beside the component you want to remove.
7. Once you’ve specified all the BI Query components you want added or removed, click Next.

When you click Next, Setup begins adding and removing files immediately; there is no further confirmation required, so be sure before proceeding.

8. In the Installation Complete dialog box, click Finish.

Reinstalling BI Query

If you encounter problems with your BI Query files, such as when files become corrupted or accidentally deleted, you can easily return the computer to its original state. Use the Reinstall/Reconfigure option to have Setup reinstall all of the BI Query components that you had previously installed.

To reinstall BI Query:

1. Close BI Query and BI Query Reports.
2. On the Start menu, click Settings, then click Control Panel.
3. In the Control Panel, double-click Add/Remove Programs.
4. In the **Add/Remove Programs Properties** dialog box, select **Hummingbird BI Query**, then click **Add/Remove**.

5. In the **Maintenance Mode** dialog box, click **Repair**, then click **Next**.

6. In the **Installation Complete** dialog box, click **Finish**.

## Upgrading BI Query

During the upgrade to BI Query 9.0, previous versions are automatically uninstalled.

### Upgrading from BI Query 8.x or 7.x

If you’re upgrading from BI Query 8.x or 7.x, you can simply run the setup program for BI Query 9.0; the setup program automatically uninstalls the previous BI Query before proceeding with the 9.0 installation.

### Upgrading from BI Query 6.x or Earlier

For instructions on uninstalling an earlier version of BI Query (6.x or earlier), see the documentation for that version, or contact Technical Support. Once you’ve uninstalled your previous version of BI Query, you can proceed to install BI Query 9.0.

## Uninstalling BI Query

This topic explains how to uninstall BI Query. For instructions on uninstalling a previous version of BI Query, see the documentation for that version, or contact Technical Support.

**To uninstall BI Query:**

1. Close BI Query and BI Query Reports.
2. On the **Start** menu, click **Settings**, then click **Control Panel**.
3. In the **Control Panel**, double-click **Add/Remove Programs**.
4. In the **Add/Remove Programs Properties** dialog box, select **Hummingbird BI Query**, then click **Add/Remove**.
5. In the **Maintenance Mode** dialog box, click **Remove**, then click **Next**.
6. When prompted, click **Yes** to confirm that you want to uninstall BI Query.
7. For each file that might be shared with another application, Setup displays the Shared File Detected dialog box. Hummingbird recommends that you delete all shared files. Click Yes if you want to delete the shared file.

To save time, click the check box to have Setup handle all files in the same way.

8. In the Installation Complete dialog box, click Finish.
Accessibility and Technical Support

This section provides information on the following:

- “General Accessibility” on page 19
- “Technical Support” on page 21

General Accessibility

Hummingbird products are accessible to all users. Wherever possible, our software adheres to Microsoft Windows interface standards and contains a comprehensive set of accessibility features.

Access Keys

All menus have associated access keys (mnemonics) that let you use the keyboard, rather than a mouse, to navigate the user interface (UI). These access keys appear as underlined letters in the names of most UI items. (If this is not the case, press ALT to reveal them.) To open any menu, press ALT and then press the key that corresponds with the underlined letter in the menu name. For example, to access the File menu in any Hummingbird application, press ALT+F.
Once you have opened a menu, you can access an item on the menu by pressing the underlined letter in the menu item name, or you can use the arrow keys to navigate the menu list.

**Keyboard Shortcuts**
Some often-used menu options also have shortcut (accelerator) keys. The shortcut key for an item is listed beside it on the menu.

**Directional Arrows**
Use the directional arrows on the keyboard to navigate through menu items or to scroll vertically and horizontally. You can also use the directional arrows to navigate through multiple options. For example, if you have a series of radio buttons, you can use the arrow keys to navigate the possible selections.

**Tab Key Sequence**
To navigate through a dialog box, press the TAB key. Selected items appear with a dotted border. You can also press SHIFT+TAB to go back to a previous selection within the dialog box.

**SPACEBAR**
Press the SPACEBAR to select or clear check boxes, or to select buttons in a dialog box.

**ESC**
Press the ESC key to close a dialog box without applying new settings.

**Enter**
Press the ENTER key to select the highlighted item or to close a dialog box and apply the new settings. You can also press the ENTER key to close all About boxes.

**ToolTips**
ToolTips appear for all functional icons. This feature lets users use Screen Reviewers to make interface information available through synthesized speech or through a refreshable Braille display.
Microsoft Accessibility Options

Microsoft Windows environments contain accessibility options that let you change how you interact with the software. These options can add sound, increase the magnification, and create sticky keys.

To enable/disable Accessibility options:
1. In Control Panel, double-click Accessibility Options.
2. In the Accessibility Options dialog box, select or clear the option check boxes on the various tabs as required, and click Apply.
3. Click OK.

If you installed the Microsoft Accessibility components for your Windows system, you can find additional Accessibility tools in the Accessibility program group on the Start menu.

Technical Support

Administrators can contact Hummingbird Technical Support to report problems or suggest enhancements. We require product and company information before we can investigate any problems. For your convenience, the Hummingbird BI Configuration Manager utility can quickly assemble most of the required information and automatically add it to an e-mail message. Even the address is automatically filled in, so all you need to do is add a description of your problem to the body of the message and click Send. For more information on using the Hummingbird BI Configuration Manager utility, consult the utility’s online help.

To start the Hummingbird BI Configuration Manager utility:

- On the Start menu, navigate to the program group folder for your BI application (BI Server or BI Query), then click BI Configuration Manager.

For Technical Support services, please use the contact information for your area, or visit the Technical Support web site at:
Using the Trace Utility

Hummingbird provides a trace utility with the software to help troubleshoot problems you are having. The trace utility simplifies problem-solving by monitoring the activity of your products. If you are having problems with the software, Technical Support may ask you to run the trace utility, reproduce the problem, save the trace information, and send us the resulting trace file.

To run the trace utility, double-click `trace.exe` from one of the following locations:

```
Program Files\Hummingbird\BI\Query
Program Files\Hummingbird\BI\Server
```

For information on configuring the trace utility, see Trace Help.
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