**integraLINK**

Date:         Friday, August 10, 2007          Rev. Date:        Tuesday, August 31, 2010

# Installing IntegraLink SMART

## About IntegraLink SMART

IntegraLink's Secure Managed Automotive Real-Time (SMART) technology offers the security advantages of a VPN without subjecting you to the drawbacks. SMART is a program we developed that installs on any Windows PC in your dealership that has a connection to your dealership management system. Once installed, SMART creates a secure and encrypted connection with an IntegraLink data collection server.  SMART reaches out to us so that only IntegraLink can use the connection.  From the outside, SMART is invisible.

## About IntegraLink

IntegraLink, founded in 1998 and acquired by The Cobalt Group in 2000, collects data from more than 40 brands of dealership management systems being used in more than 15,000 auto and truck dealerships throughout North America. IntegraLink is a trusted provider for four of the five largest OEMs and numerous leading automotive marketing and service providers.

## System requirements for installing SMART

- SMART can be installed on any computer running Windows 2000 Server or Workstation, Windows 2003 Server, Windows XP, or Windows Vista.
- The computer must have access to your DMS and needs a full-time connection to the Internet.
- SMART requires about 1MB of hard disk space.
- Your computer must have Microsoft's Net Framework installed. The SMART installer will automatically download and install Net Framework if it is not present. The Net Framework files consume approximately 300MB of disk space.
- The computer should be powered at all times and power management (automatic power-down, and sleep mode) must be disabled.

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C:\IntegraLink\Documentation\SMART\Client installation and debugging instructions\Installing_IntegraLink_SMART.doc
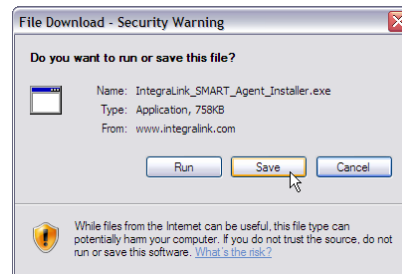
# The installation process

The installation process will differ depending on whether you have the current version of Microsoft's Net Framework installed on your computer. If it is already present, the installation process should take less than 10 minutes. If the installation process needs to download and install Net Framework, the installation time will depend on the speed of your network connection and your computer's speed.
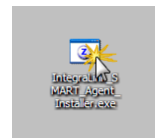
## Starting the installation process

**Installing SMART requires that you have administrator privileges on the workstation. If you are not an administrator on the computer, please have an administrator perform the installation. If you proceed without administrator access, the installation will fail.**

If you haven't already downloaded the installation file, **IntegraLink_SMART_Agent_Installer.exe**, from the IntegraLink website, please do so now. The link to the file is in the e-mail that included this document, or obtain the file from **http://www.integralink.com/downloads/**.

If you are prohibited from downloading an executable file and need a zip version, please contact smart@integralink.com for assistance.
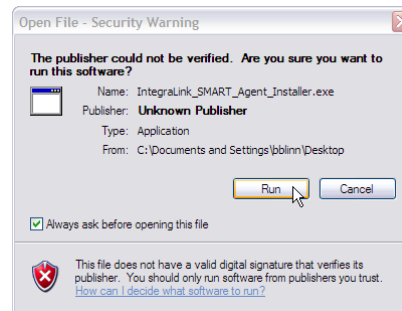
After downloading the file and saving it to a location on your computer, double-click the file to start the installation process.

You may see a question asking if you want to run the installer application. Please select **Run**.

The installer will then extract the needed files and start the installation process.

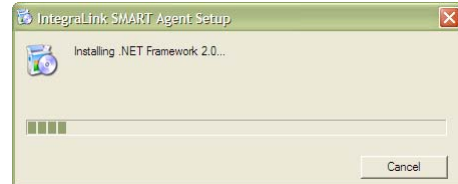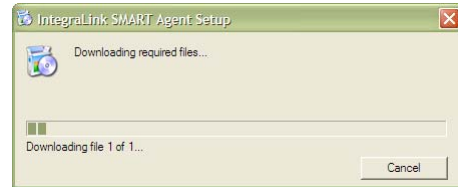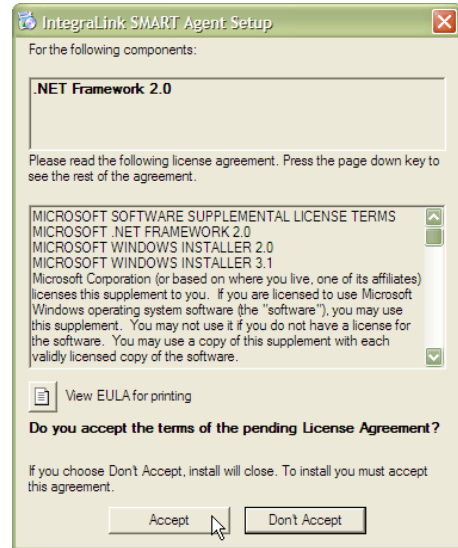## Installation if Net Framework version 2 is not present

**MOST USERS WILL NOT SEE THIS SCREEN:** If you do not see the Net Framework screen, then Microsoft's application is already present. Skip to the next page and see *Installation when Net Framework version 2 is present*.

The installer immediately tests your computer to confirm that Net Framework 2.0 is present. If it is not, the installer will attempt to download and install the application.

Click the **Accept** button if it appears.

The time required for the download process will depend primarily on the speed of your Internet connection.

The time required to install Net Framework 2.0 will depend primarily on the speed of your computer.

## Installation when Net Framework version 2 is present

If Net Framework 2 is present, or once the installation process has added it, the SMART installation process will begin.
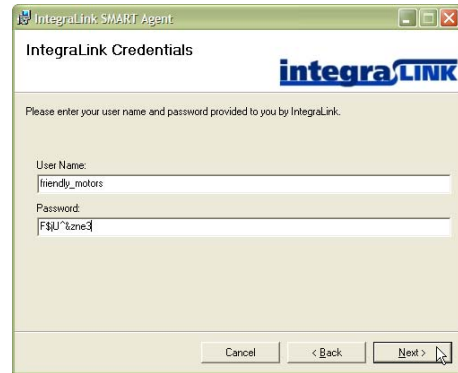
After reading the information on the initial screen, press **Next**.

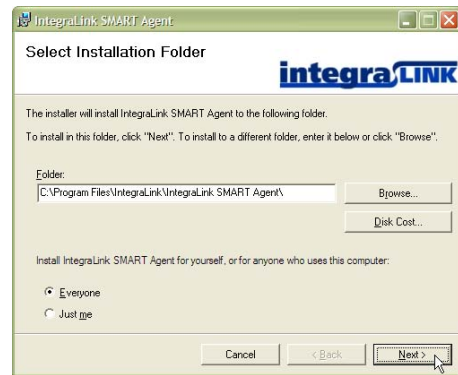You'll need to agree to the license agreement, then press **Next**.

Fill in the **user name** and **password** that IntegraLink provided for your SMART account, then click **Next**.
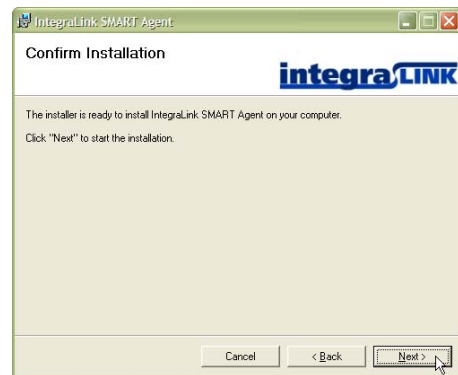
Most users will want to accept the default location for the application and install it for everyone. To do this, just click **Next**.

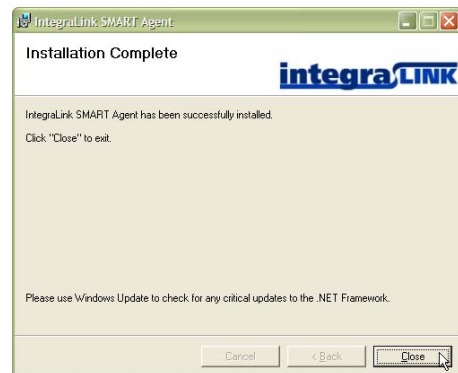If you want to choose another directory, type it on the **Folder** line or use **Browse**.

Click **Next** to perform the installation.

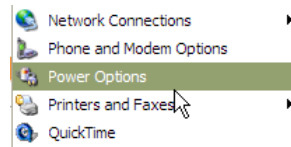The installation process should take no more than 5 minutes.

When the process is complete, you may see a reminder that suggests updating Net Framework. You may ignore this suggestion if it appears.
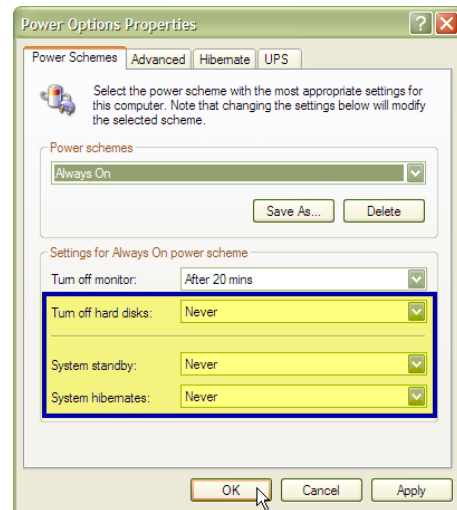
# Confirming that Microsoft power management is off

To maintain a connection with the IntegraLink data collection center, the computer's power management should be disabled. From the **Control Panel**, choose **Power Options**. Start Menu ▶ Control Panel ▶ Power Options.
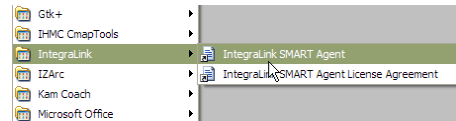
The critical settings are the ones highlighted here. The monitor can power down, but the disks should remain on and the system should never enter standby or hibernation mode.

We also recommend that you examine the **Hibernate** tab to be certain that Hibernation is not enabled.

# Starting and configuring the SMART process

To start IntegraLink SMART, click the **Start Menu** entry: Start
Menu ▶ Programs ▶ IntegraLink
▶ IntegraLink SMART Agent.



The SMART icon (a white check mark on a green circle) will
appear in the Tray.



## If the icon is something other than a check mark



Double-click the SMART icon if it appears as a question mark or
an X. This will open the configuration screen.

Click **Start Service**.

SMART will automatically fill in your user name and password,
along with connection details for the IntegraLink server.



The SMART icon in the Tray will now be a green check mark.
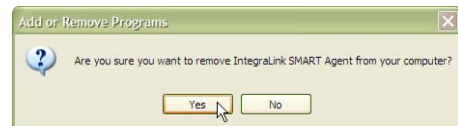
# Removing IntegraLink SMART

If you decide to remove SMART from your computer, first double-click the SMART icon and stop the service. The user who is logged on must have administrator privileges to stop the service.

After stopping the service, close the window, right-click the SMART icon in the Tray, and select **Exit**.

From the **Control Panel**, choose **Add and Remove Programs**, and then select **IntegraLink SMART Agent** from the list. Click the **Remove** button.

You will be asked to confirm your decision. Click **Yes** to continue.

A status window will appear during the process. When the window closes, the process is complete.

# Usage notes

Following installation, you will need to start IntegraLink SMART from the Start Menu. After you have done that, the service will start each time you start Windows and its operation will be indicated only by the SMART icon in the Tray. Should you need to modify the way SMART works, here are some additional points to keep in mind:

- Please keep your IntegraLink SMART user name and password in a safe location. If you need to reinstall the application, you will need this information. IntegraLink keeps a record of your user name and password; we can provide them if the information is ever lost.
- If you make changes that require stopping the SMART service and restarting it, please wait 60 seconds between the time you stop the service and the time you restart the service. Windows cannot instantly stop a service and attempting to restart SMART before the previous instance has stopped will create problems.
- Only users with administrator privileges on the workstation can stop or start the service, but users without administrator privileges can modify the profile settings. To apply these settings in this case, you can restart the computer.
- Making any changes to the profile settings will require that you provide the IntegraLink SMART password.

# Change notices

- Added information about IntegraLink, who we are, and what we do.
- Eliminated description of downloading zip and manually extracting it.
- Added description of downloading self-extracting zip (exe file) and running it.
- Added information about possible security warning on the initial step.
- Added notification that most users will not see the Net Framework installation steps.
- Deleted warning at end of installation not to click *Save*; the bug that this warned against has been fixed.
- Modified format slightly and added Hilliard address.