# integra LINK

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.

#### IntegraLink

4635 Trueman Blvd., Suite 100 Hilliard, OH 43026

C:\IntegraLink\Documentation\SMART\Client installation and debugging instructions\Installing\_IntegraLink\_SMART.doc

t 614.324.7800 f 614.324-7801

## 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.

The time required for the download process will depend primarily

Click the Accept button if it appears.

on the speed of your Internet connection.

🐞 IntegraLink SMART Agent Setup 🛛 🛛 🗙					
For the following components:					
.NET Framework 2.0					
Please read the following license agreement. Press the page down key to see the rest of the agreement.					
MICROSOFT SOFTWARE SUPPLEMENTAL LICENSE TERMS MICROSOFT NET FRAMEWORK 2.0 MICROSOFT WINDOWS INSTALLER 2.0 MICROSOFT WINDOWS INSTALLER 3.1 Microsoft Corporation (or based on where you live, one of its affiliates) licenses this supplement to you. If you are licensed to use Microsoft Windows operating system software (the "software"), you may use this supplement. You may use a copy of this supplement with each validly licensed copy of the software.					
Wew EULA for printing         Do you accept the terms of the pending License Agreement?					
If you choose Don't Accept, install will close. To install you must accept this agreement.					
Accept Don't Accept					
🐞 IntegraLink SMART Agent Setup					
Downloading required files					
Downloading file 1 of 1 Cancel					

Installing .NET Framework 2.0.

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

Cancel

#### 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.

Welcome to the Integra Wizard	aLink SMART Agent Setup		
The installer will guide you through the steps required to install Integral ink SMART Agent on your computer.			
WARNING. This computer program is Unauthorized displayation or distribution or criminal penative, and will be process	potiested by copyright law and international treaties, not this program, or any position of it, may result in reverse civil cutled to the maximum extent possible under the law.		
	Cancel		
🛃 IntegraLink SMART Agent			
License Agreement	integra Link		
Please take a moment to read the licer Agree", then "Next". Otherwise click "	nse agreement now. If you accept the terms below, click "I "Cancel".		
IntegraLink - SMART Agent - End User License Agreement - Version			
Agreement to Terms By downloading and installing this software you agree to this agreement either for yourself or on behalf of your employer or another entity and agree to be bound by its terms and conditions. If you are accepting on behalf of your employer or another entity, you represent and warrant that you have full legal authority to bind your employer or such entity to the terms and			
C I Do Not Agree	C Agree		
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📕 IntegraLink SMART Agent			
IntegraLink Credential	s integra/LINK		
Please enter your user name and pass	word provided to you by IntegraLink.		
Liser Name:			
friendly_motors			
Password			
F\$jU^&zne3			

🛃 IntegraLink SMART Agent

You'll need to agree to the license agreement, then press  $\ensuremath{\textit{Next}}.$ 

Fill in the **user name** and **password** that IntegraLink provided for your SMART account, then click **Next**.

Cancel < Back Next >

	int	egra
ie installer will install Integral	Link SMAHT Agent to the following folder	
install in this folder, click "P	vext". I o install to a different folder, enter	it below or click. "Browse
Eolder:		
C:\Program Files\IntegraLi	nk\IntegraLink SMART Agent\	Browse
		Disk Cost
	Agent for yourself, or for anyone who uses	this computer:
Install IntegraLink SMART /		
Install IntegraLink SMART /		
Install IntegraLink SMART / © Everyone ⊂ Justme		



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.

🔕 Network Connections	•
🐌 Phone and Modem Options	
🏡 Power Options	
🐏 Printers and Faxes	•
🚱 QuickTime	

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.

Power Options Properties			
Power Schemes Advanced Hibemate UPS			
Select the power scheme with the most appropriate settings for this computer. Note that changing the settings below will modify the selected scheme.			
Power schemes			
Always On	~		
Save As Delete			
Settings for Always On power scheme			
Tum off monitor: After 20 mins			
Tum off hard disks: Never			
System standby: Never			
System hibemates: Never			
OK Cancel Apply			

## Starting and configuring the SMART process

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

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Control	Kam Coach	۲	
6	Microsoft Office	₽	

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.

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Password Update Interval Connection Timeout	Sere		Stat 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.

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# Removing IntegraLink SMART

If you decide to remove SMART from your computer, first doubleclick 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.

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Add or Remove Programs	×
Are you sure you want to remove	IntegraLink SMART Agent from your computer?
IntegraLink SMART Agent	
<b>1-</b>	Cancel

### 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

#### Friday, January 25, 2008

- 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.