integraLINK

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Installing IntegraLink SMART 1.1.15

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 may be installed 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. Because SMART connects to IntegraLink rather than waiting for a connection from IntegraLink, the connection is invisible to anyone outside the dealership.

About IntegraLink

Founded in 1998, IntegraLink became a part of The Cobalt Group in 2000 and was acquired by ADP in 2010. The company collects data from more than 40 brands of dealership management systems that are used in more than 15,000 vehicle 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 most computers that run Windows: 32-bit versions of Windows 2003 Server, Windows XP, Windows Vista, and Windows 7 are all supported.
- 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 Net Framework files consume approximately 300MB of disk space. If Net Framework is not installed, you may download the installer from the IntegraLink website or from Microsoft's website.
- 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

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 you need 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.msi**, from the IntegraLink website, please do so now. The file may be downloaded from: **http://www.integralink.com/downloads/**.

Save the file to a location where you will be able to find it. The desktop is often a good choice.

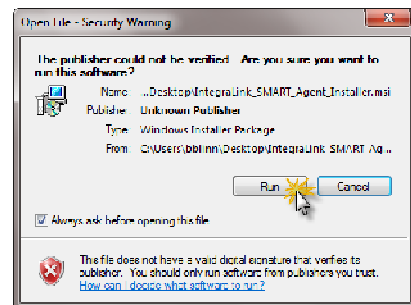If you are prohibited from downloading an executable file and need a zip version, please contact smart@integralink.com for assistance.

After downloading the file and saving it to your computer, double-click the file to start the installation process.

Some versions of Windows will display a security warning. Please select **Run** to continue the installation.
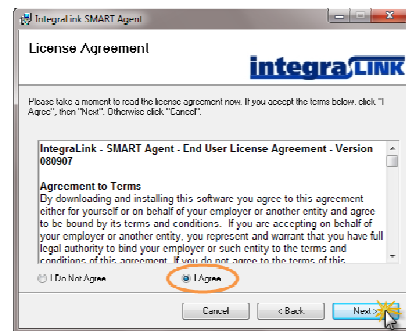
The installer will then extract the needed files and start the installation process.
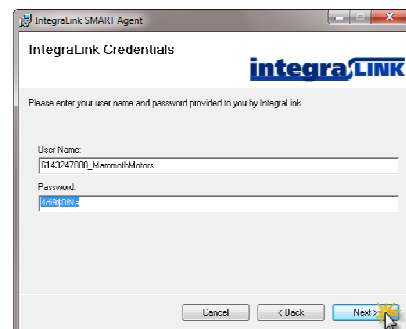
Click **Next** to continue the installation process.

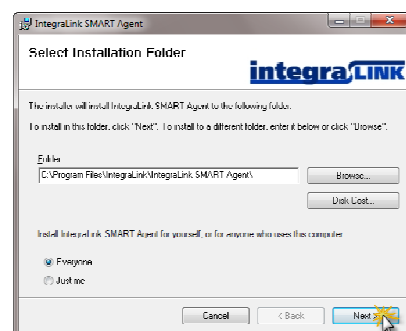Select **I Agree** to affirm the end user license agreement (EULA) and then click **Next**.

Fill in your dealership's user name and password taking care to ensure that spelling, capitalization, and punctuation are exact.
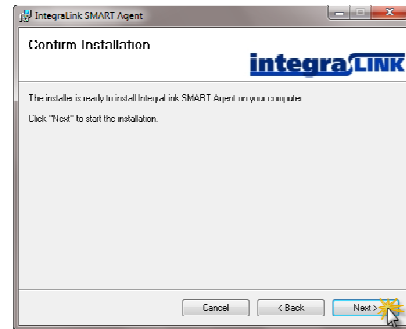
When you have completed the user name and password, click **Next**.

We recommend that you allow the installer to place SMART in the standard location: Its own folder inside the Windows Program Files directory. Ensure that **Everyone** is selected and then click **Next**.
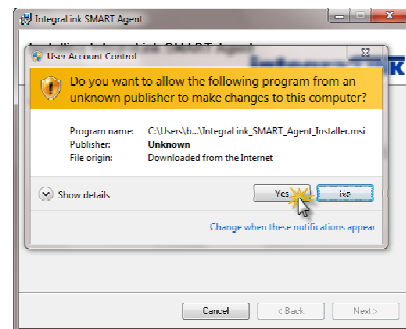
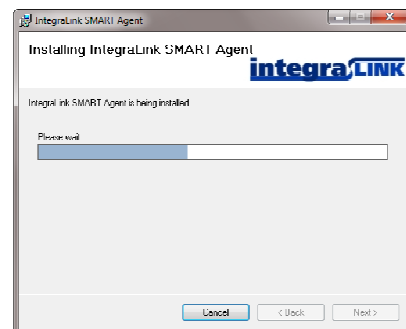Click **Next** to confirm the installation.

Depending on your version of Windows and the security policies that are set on the computer, you may see another Windows alert.

If the User Account Control warning appears, please click **Yes** to continue the process.
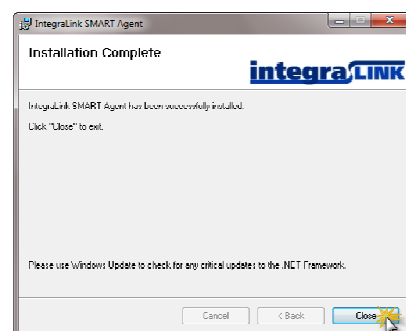
A progress bar will be displayed during the installation.

When the process is complete, click **Close**.

You may now wish to delete the installer file from your computer's desktop or other location where you saved it.
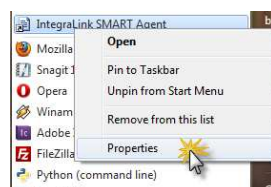
Starting SMART for the first time

If your computer is running Windows Vista or Windows7, you will need to set the SMART graphical user interface (SMART Agent GUI) to run *As Administrator*. The following few steps apply only to Vista and Windows 7.

Vista and Windows 7 only:

Right-click the IntegraLink SMART Agent item in the Start Menu and select Properties from the context menu.
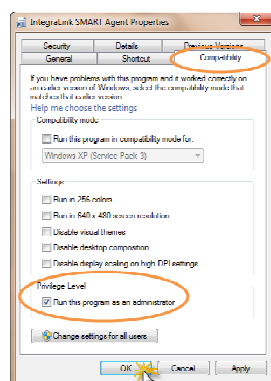
Vista and Windows 7 only:

Choose the Compatibility tab.

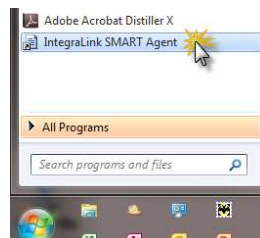Check *Run this program as an administrator.*

Click **OK**.

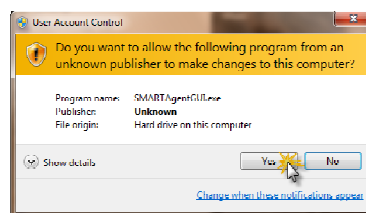**All users continue with the following steps.**

After installing SMART, you need to start the application for the first time. After that, SMART will be started whenever you boot the computer.

Open the Start Menu, locate **IntegraLink SMART Agent,** and click it to launch the program.

Vista and Windows 7 only:

When you start SMART, a User Account Control warning will be displayed. Click **Yes** to continue. Other versions of Windows will not display this dialog box.

All users continue with the following steps.

The SMART control panel will display briefly and then disappear.

You will notice a new round icon in the Notification Area (Tray) at the lower right corner of the screen. The icon should be green and have a white check mark in it.
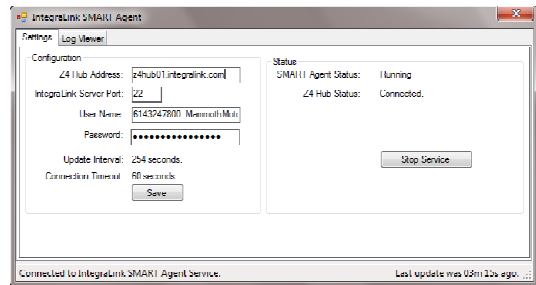
If the icon is red, SMART could not connect to IntegraLink.

Connection problems can be the result of security settings on the computer, firewall settings at the dealership, or a misspelled user name or password. If you encounter any problems at this step, please contact IntegraLink support by phone (614.324.7800, option 3) or by email (smart@integralink.com).
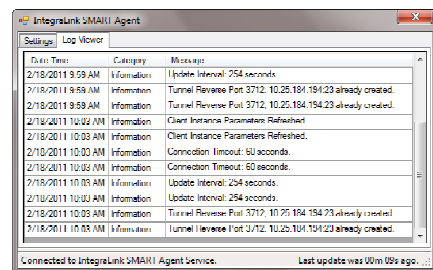
When SMART is running, you can double-click the SMART icon in the Tray to display the control panel.

The control panel has two panes: The first shows your user settings, the SMART Agent status (running), and the Z4 Hub status (connected).

SMART maintains a connection log that helps IntegraLink technicians determine the cause of any connection problems.
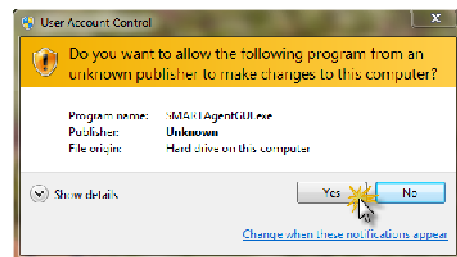
The installation is now complete and SMART will be running whenever your computer is running.

Users of Vista and Windows 7 computers will see a User Access Control warning each time the computer starts.

When the UAC dialog box appears (Vista and Windows 7 only), click **Yes** to continue.
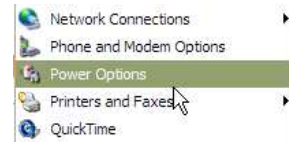
Other versions of Windows will not display this dialog box.

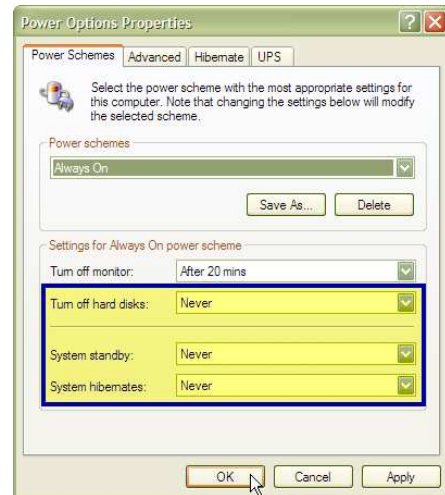## Confirming that Windows power management is off

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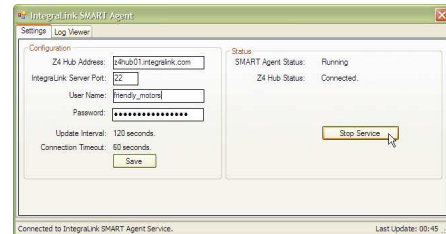
We also recommend that you examine the **Hibernate** tab to be certain that Hibernation is not enabled.
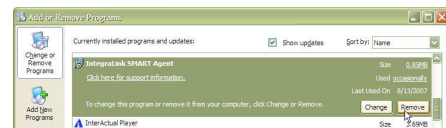
Removing IntegraLink SMART

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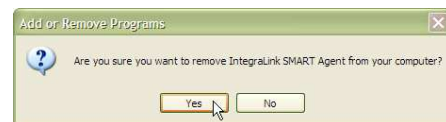
After stopping the service, close the window, right-click the SMART icon in the Tray, and select **Exit**.

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.