

## vAnalytics<sup>™</sup> Data Collector

## Upgrade Procedure

Last Updated: January 17, 2017 Document Version: 1.3

CONFIDENTIAL. NOT FOR DISTRIBUTION.



THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS DOCUMENT ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS DOCUMENT ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE ARE PROVIDED "AS IS" WITH ALL FAULTS. VYOPTA DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL VYOPTA BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF VYOPTA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Other company and product names mentioned herein may be trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Vyopta assumes no responsibility with regard to the performance or use of these products. All understandings, agreements, or warranties, if any, take place directly between the vendors and the prospective users. Every effort has been made to ensure that the information in this document is accurate. Vyopta is not responsible for printing or clerical errors.

Copyright © 2017 Vyopta Incorporated. All rights reserved. Vyopta<sup>®</sup> is a registered trademark of Vyopta Incorporated. Reg. USPTO.



## vAnalytics Data Collector Upgrade Procedures

1. Download the vAnalytics Data Collector using the following link:

URL:https://vapps.vyopta.com/client/software/vAnalyticsDataCollector.exe

- 2. Copy the EXE file to the vAnalytics Data Collector VM.
- 3. Log into the vAnalytics Collector VM as admin.
- 4. Stop the Vyopta vAnalytics Data Collector under Windows Services.

	(						
- Services ILo	Services (Local)						
	Vyopta vAustytics Data Collector Situat the service officiant the service Description Vyopta vAustytics Data Collector Service for scheduled collection of data	Neme Baldet PC Input Service Calls Scheduler Bit/PP NetBICS Insigner Bit/PP NetBICS Insigner Bit/PP NetBICS Singer	Description Inables Ta Enables a u. Provides ser. Provides Te. Provides Te. Provides TL. Iniel Secut. Allows UPN. This service. Manages a	Startud Started Started Started Started	Stortup Type Manual Automatic Automatic Manual Automatic Manual Noreal Automatic Manual Manual Manual	Log On As Lowal Synt Loval Synt Loval Synt Naturack S Loval Synt Loval Synt Loval Synt Loval Synt Loval Synt Loval Synt Loval Synt Loval Synt	
		Wogste Endpoint Microlio Service WobClent WobClent WobClent WobClent Windows Activation Technologies Service Windows Actio Windows Actio Windows Actio Windows Rector Windows Rector Windows Rector Windows CardSpace Windows CardSpace Windows CardSpace	The Vycopta Vycopta Enotides W Performs Manager a Provides W The Windo Securely en The WisePa	Started Started	Automatic ( Automatic Menual Automatic Automatic Menual Menual Menual Menual Menual	Local Syst. Cocial Syst. Local Syst. Local Syst. Local Syst. Local Syst. Local Syst. Local Syst. Local Syst. Local Syst.	

5. Right click on the downloaded EXE file (from steps 1 & 2) and select the

'Run as admin' option.

▶ Users ▶ justinakin ▶ Downloads ▶ Vangi	uard			• 49 Search
Burn New folder				Open Run as administrator
Name	Date modified	Туре		Troubleshoot compatibility
VAnalyticsDataCollector_31.4.10940.exe	12/9/2015 12:22 PM	Application	2	Edit with Notepad++ Open on Mac Show in Finder Share on
				Share with

Note: Upgrading some older versions of the Data Collector requires a clean install. If an error is encountered when attempting to perform step 5, please stop and uninstall the data collector and then proceed with update installation from step 5.

## vy**ộ**pta

6. A User Account Control dialog box will ask "Do you want to allow the following program to make changes to make changes to this computer?" Verify that the program name is vAnaltyicsDataCollector and click on the 'Yes' button.



7. Next, the Install Shield Installation Wizard will prompt you as follows.

Please click on the 'Next' button.





 Next you will be presented with a standard license agreement. Please review the terms, select the first radio button option 'I accept the terms...' and click on the 'Next' button.

License Agreement	inn krense arreement rarefullu		2
Fieldse redu the rollow	ing iterse agreement tarefury.		
NOTICE TO END U AGREEMENT. U AGREEMENT CONS YOU DO NOT AGRE	ISER: CAREFULLY READ TH SE OF THE SOFTWARE P TITUTES YOUR ACCEPTANCE EE TO THE TERMS OF THIS AC	E FOLLOWI ROVIDED V OF THESE GREEMENT,	NG LEGAL WITH THIS TERMS. IF PROMPTLY
RETURN THE SOFT WRITTEN MATERIA YOU OBTAINED THI	WARE AND THE ACCOMPANY ALS AND CONTAINERS) TO T EM FOR A FULL REFUND. VYOPTA INCORPORATED End User License Agreeme	ING ITEMS ( THE LOCATION	INCLUDING ON WHERE
RETURN THE SOFT WRITTEN MATERIA YOU OBTAINED THI	WARE AND THE ACCOMPANY ALS AND CONTAINERS) TO T EM FOR A FULL REFUND. VYOPTA INCORPORATED End User License Agreeme he license agreement	ING ITEMS ( THE LOCATION	INCLUDING ON WHERE
RETURN THE SOFT WRITTEN MATERIA YOU OBTAINED THI I accept the terms in the second seco	WARE AND THE ACCOMPANY ALS AND CONTAINERS) TO T EM FOR A FULL REFUND. VYOPTA INCORPORATED End User License Agreeme he license agreement ms in the license agreement	ING ITEMS ( THE LOCATION	INCLUDING ON WHERE
RETURN THE SOFT WRITTEN MATERIA YOU OBTAINED THI I accept the terms in the I do not accept the ter stallshield	WARE AND THE ACCOMPANY ALS AND CONTAINERS) TO T EM FOR A FULL REFUND. VYOPTA INCORPORATED End User License Agreeme he license agreement ms in the license agreement	ING ITEMS ( THE LOCATION	INCLUDING ON WHERE

9. The following screen prompts you for your name and your organization's

name. Please fill out these fields and click on the 'Next' button.

😸 vAnalytics Data Collector Service - InstallShield	Wizard
Customer Information Please enter your information.	3
User Name:	
Your Name	
Organization:	
Smith Enterprises, LLC	
InstallShield	
< Bad	Next > Cancel



10. The next screen will prompt you to proceed with the actual install process.

Please click on the 'Install' button.



11.A series of screens will automatically pass on your screen and finally

'Installshield Wizard Complete' screen appears. Click on the 'Finish' button.





12. Locate the vAnalytics System Config Utility in your program list and click on

the icon to launch the utility.



13. You will be prompted as follows, please click on the 'Yes' button after

verifying that the Program name is vAnaltyicsWorkerConfig.

User Account	t Control ou want to allow jes to this comp	the following program to make uter?
	Program name: Verified publisher: File origin:	vAnalyticsWorkerConfig Vyopta Incorporated Hard drive on this computer
Show deta	ils	Yes No
		Change when these notifications appea