

# TRIMS

## Grounds Management Software® Installation Guide



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## SOFTWARE LICENSE AGREEMENT

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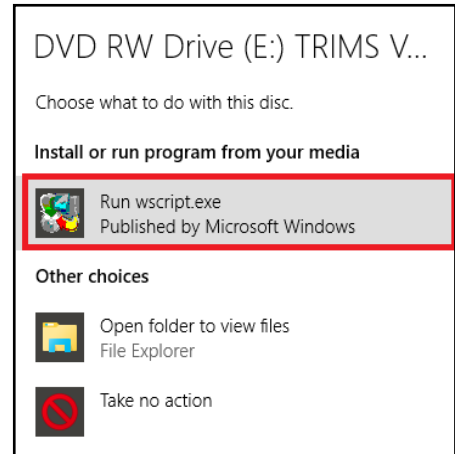
## LIMITED WARRANTY

TRIMS Software (TRIMS and documentation) is licensed solely on an "as is" basis without warranty of any kind. The purchaser assumes the entire risk as to the quality and performance of the program. The purchaser also assumes the entire cost of all necessary servicing and corrections due to any defect caused by the program directly or indirectly. Also, the program does not have any implied warranties or merchantability or fitness for any particular purpose. However, TRIMS Software LLC warrants the original CDROM on which TRIMS is recorded to be free from defects in materials and workmanship under normal use for a period of 90 days from the date of purchase. The purchaser will be sent a replacement CDROM provided the originals are returned to TRIMS Software LLC with a request for replacement. The purchaser will receive program updates, at no charge, for a period of one year from the initial date of purchase. Updates supplied after this time period will be provided at an additional charge to be determined by TRIMS Software LLC.

## STARTING THE INSTALLATION

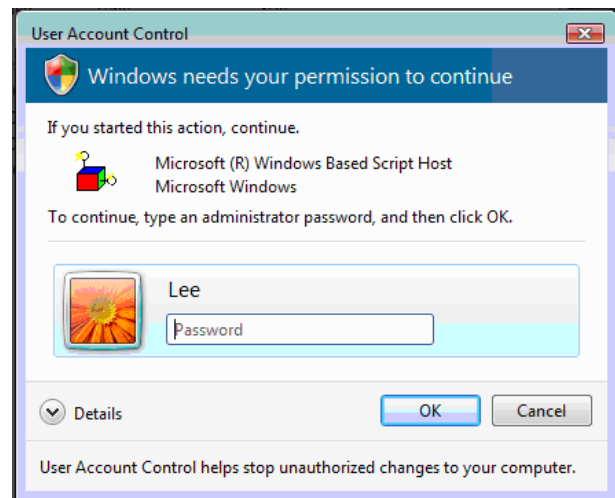
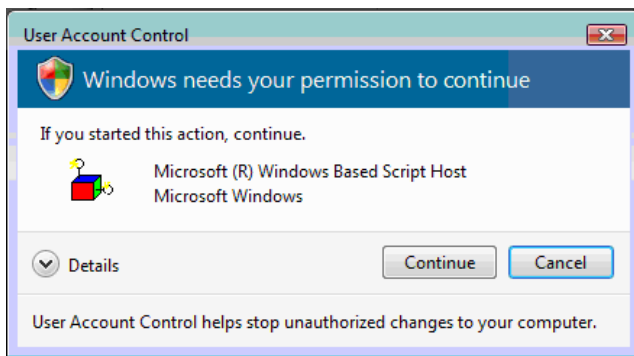
1. Close all programs and reboot your computer before proceeding.
2. After rebooting your machine, please ensure that there are no programs currently running.
3. Insert **TRIMS CD**.

**Vista, Win 7, 8, or 10** - If the AutoPlay screen is displayed, click on **Run wscript.exe** to begin the installation.



4. One of the following messages will appear:  
If you are not a System Administrator, you must have Administrative Privileges to continue with installation. If you are an Administrator, click Continue.

If using **Windows XP**, a Run As message (not illustrated) will appear. If you have Admin Rights remove check from "Protect My Computer" and click OK or select option to login as "The following user", enter Administrator User ID and Password and click OK.

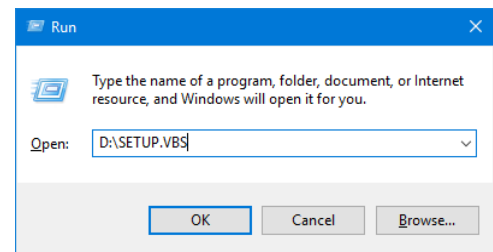


5. The "Select Installation Type" screen should appear automatically. If not, perform one of the following procedures:

Click on **Start or WINDOWS ICON** on the Windows Task Bar and type **RUN**



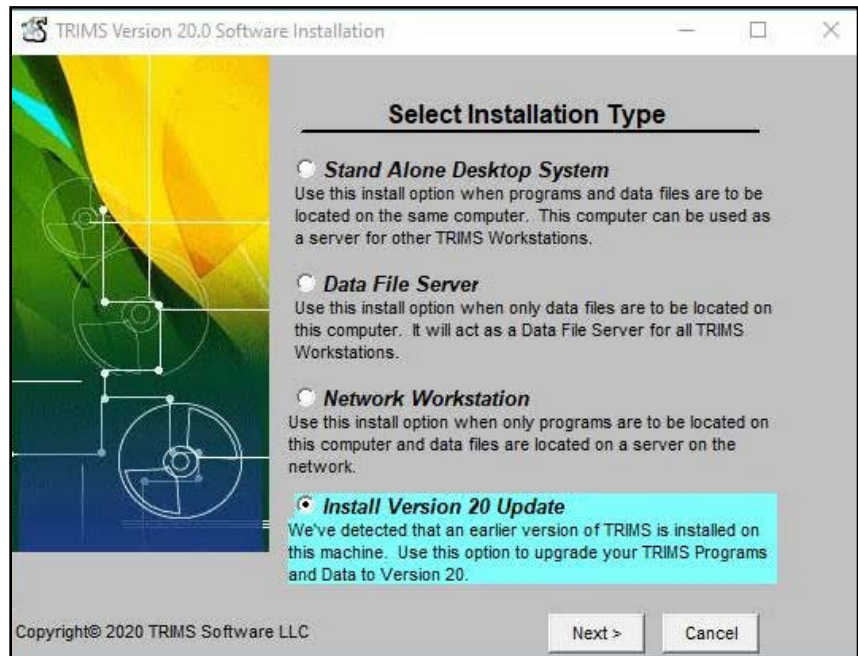
Once the Run Command is selected, type **D:\SETUP.VBS** and click on **OK** (Assuming D: is the CD-ROM Drive)



6. If installing TRIMS on either Vista, Win 7, 8, or 10 with the Windows **UAC (User Account Control)** active, you will see one of the images as shown in **Step #4 above**.

## SELECT INSTALLATION TYPE

Select one of the following installation types:



### STAND ALONE DESKTOP SYSTEM

If you will be running the software on a Single Computer or in a Multi-User Network Environment where this Computer will also act as a Server, you will need to install this CDROM using the **Stand Alone Desktop System** install procedure. The Stand Alone Desktop System procedure installs a complete TRIMS System including programs and data files on the target computer.

*Select **Stand Alone Desktop System** and click **Next**.*

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### DATA FILE SERVER

If you will be running the software in a Multi-User Dedicated Server Environment, you will need to install the TRIMS Data Structure onto the computer designated as the File Server using the **Data File Server** install procedure.

*Select **Data File Server** and click **Next**.*

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### NETWORK WORKSTATION

If you will be running the software in a Multi-User Network Environment or Dedicated Server Environment, you will need to first install this CD-ROM onto a computer designated as Network Data File Server using one of the above procedures.

Once the Data File Server or Stand Alone Desktop System has been installed, the **Network Workstation** install procedure is used to install the TRIMS Programs (without data) on each computer designated as a TRIMS Workstation.

*Select **Network Workstation** and click **Next**.*

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### INSTALL VERION 20 UPDATE

This option will only be available if you have a version of TRIMS installed prior to Version 20. The Workstation and shared data files will be updated by this procedure. Consequently, once an Update to Version 20 has been performed on the first computer, other Workstations with TRIMS installed **WILL NOT RUN** with the new data file format until they have been updated to Version 20.



## SELECT INSTALLATION FOLDER

### STAND ALONE DESKTOP SYSTEM OR NETWORK WORKSTATION INSTALLATION

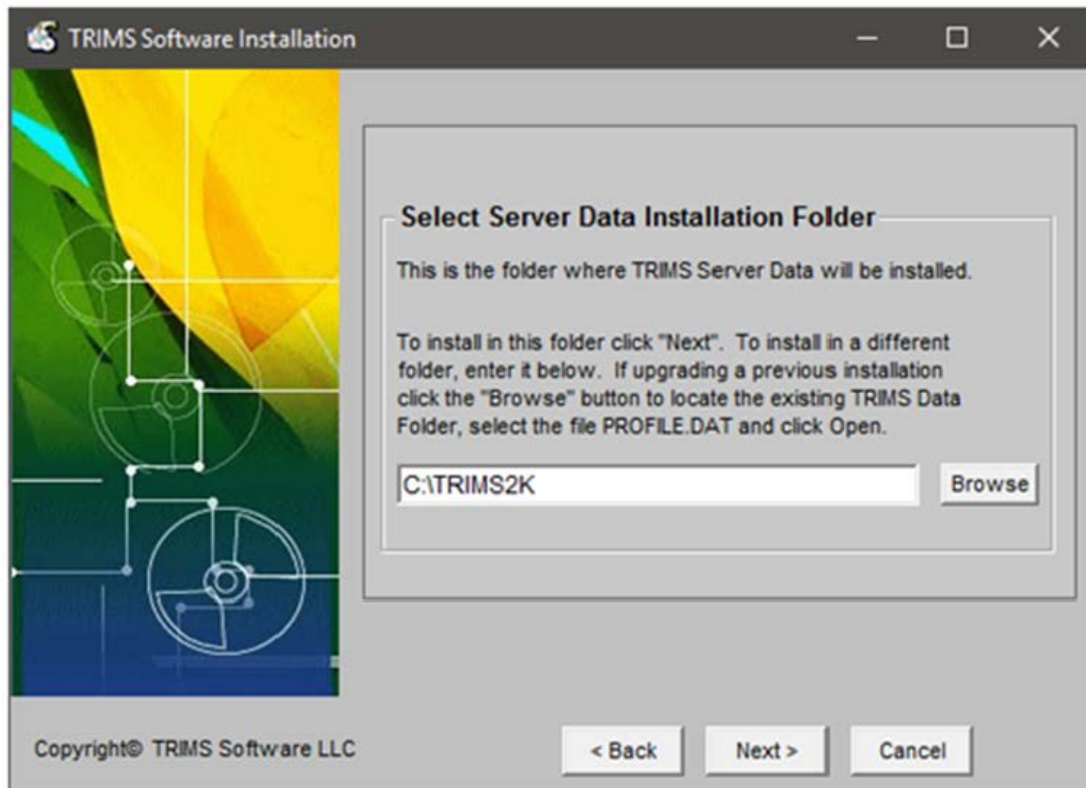
Specify the Installation Folder where the **TRIMS Program Files** will be installed. Normally, this is **C:\TRIMS2K**.

### DATA FILE SERVER INSTALLATION

A Shared Data Folder on the Server must be created before performing this installation.

Specify the Data File Server Shared Folder where the **TRIMS Data Structure** will be installed. Normally **TRIMS2K** is used as the shared data folder name.

Example: Data File Server = `\\network computer\TRIMS2K`



### READY TO INSTALL

Click **Install** to begin the installation. If you want to review or change any of your installation settings, click **Back**. Click **Cancel** to exit the wizard.

### COMPLETING THE SETUP WIZARD

Click the **Finish** button to exit the Setup Wizard and Re-boot your System.

**Note: Re-boot is not required for a Server Installation.**

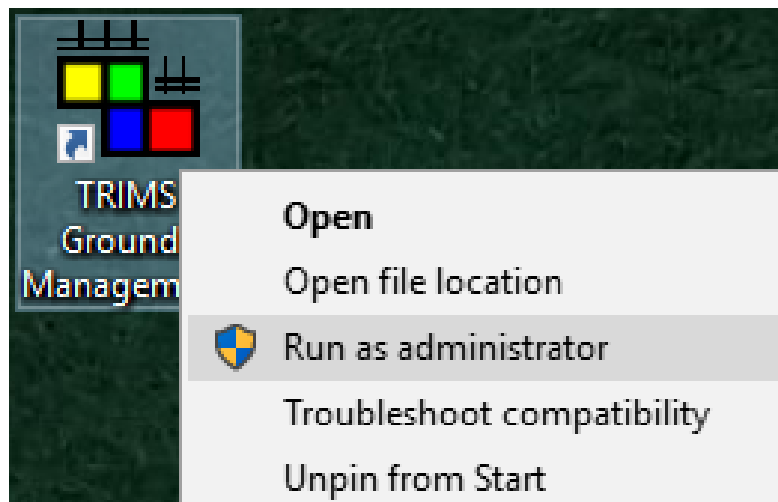
## Starting TRIMS for the First Time with UAC on (not applicable for XP) – NEW INSTALLATIONS ONLY

### TRIMS must be run for the first time as Windows Administrator

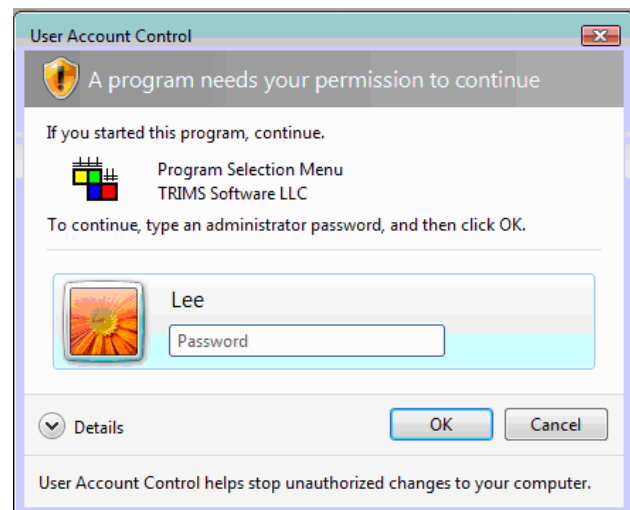
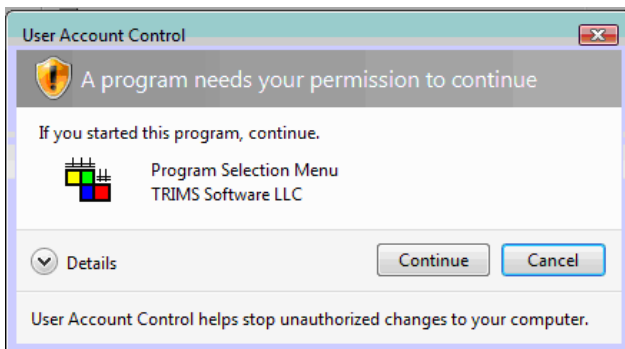
After completing Installation and Rebooting computer, **TRIMS must be run for the first time as Windows Administrator** in order to permit TRIMS to run the Database Service Installer.

With UAC on, you will need to run TRIMS the first time as Administrator install the **Database Service, TRIMS TechAssist (FixMe.IT Client)**, and enter the **TRIMS Temporary Registration Code**.

Right Click on **TRIMS Grounds Management Icon** and select **Run as administrator**



You will see one of the following messages:



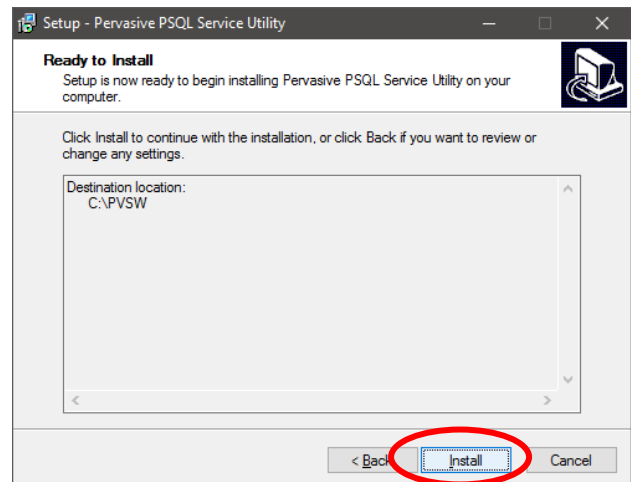
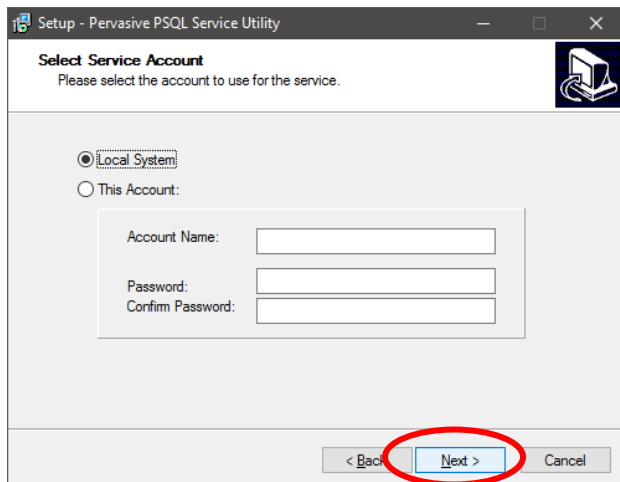
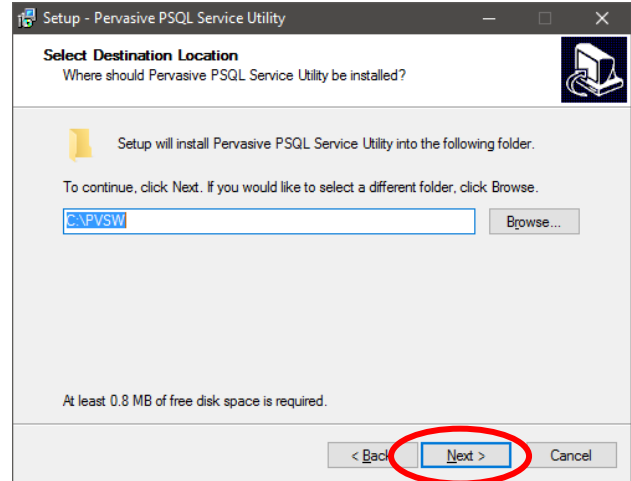
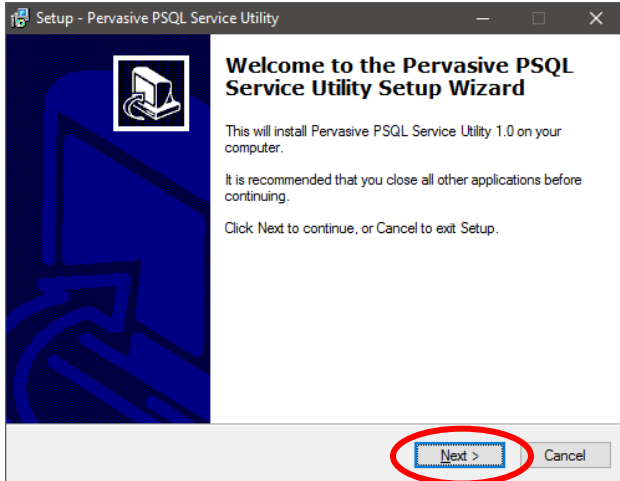
If you are an Administrator click **Continue**, otherwise enter the Administrator Password and click **OK**.

# PERVASIVE PSQL (DATABASE) SERVICE INSTALLATION – NEW INSTALLATIONS ONLY

The Pervasive PSQL Service Install Wizard will appear the first time you run TRIMS as Administrator.

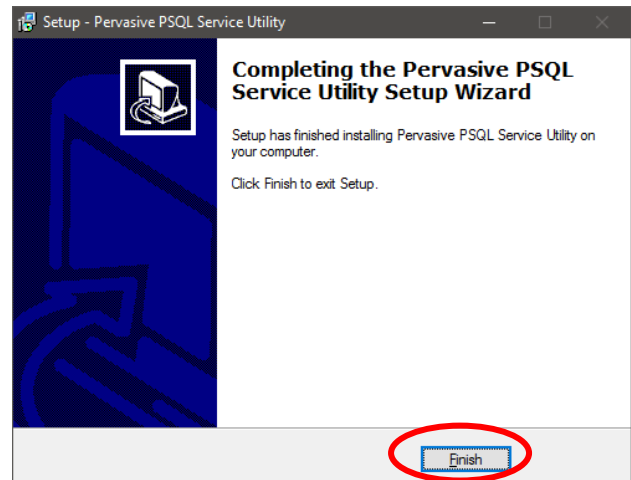
Click **NEXT** on each of the Install Wizard Screens to install this required service.

Once installed, TRIMS may be run under a Windows Administrator or Windows User Login.



If your company security policy requires that you run TRIMS under a "Windows User Login", it will be necessary to select **This Account** and enter credentials needed to access shared data on remote server. Your IT department can assist with this.

Please contact TRIMS Technical Support at 800-608-7467 ext 1 if you need assistance performing this task.

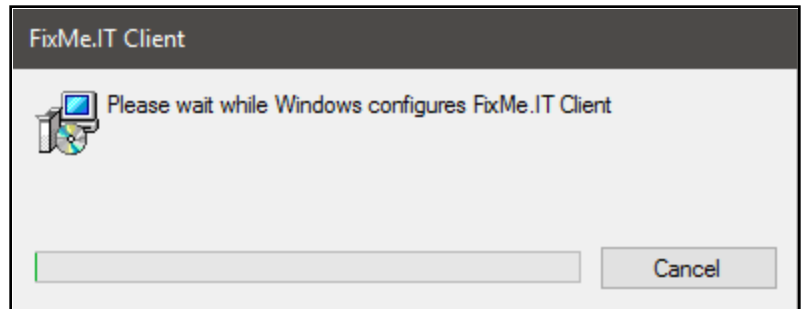




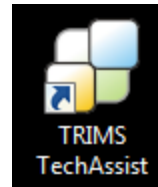
## TRIMS TECHASSIST INSTALLATION (FIXME.IT CLIENT)

FixMe.IT Client will install next.

*This may take a few minutes so please be patient.  
The FixMe.IT Client is a Key Component to  
TRIMS Technical Assistance.*

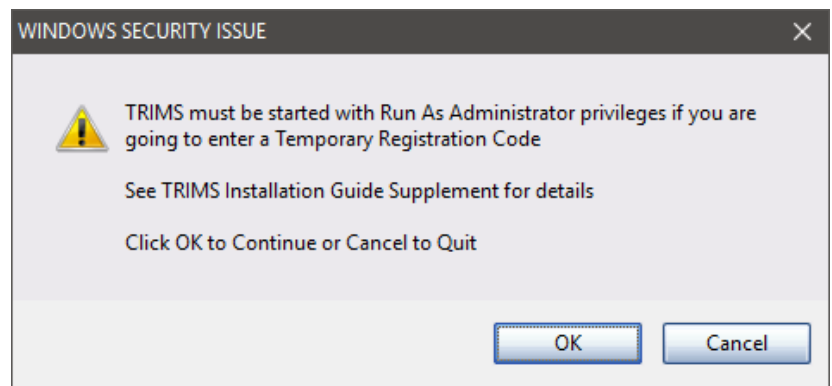


Please be patient while an **ICON** is being added to your desktop.



## WINDOWS SECURITY ISSUE

If you see this message when launching TRIMS the first time AND if the user is not the Windows Administrator, the user will NEED Administrative Privileges in order to enter the TRIMS Temporary Registration Code.



## FIREWALLS & TRIMS DATABASE SERVICE MANAGER

If you are using the Windows Firewall program to protect your computer, upon starting TRIMS, you may encounter a warning message that the Windows Firewall has blocked the **Database Service Manager** while trying to access and open data files. This is the TRIMS Database Engine and you must select to **UNBLOCK** or TRIMS will **NOT** run.

**Database Service Manager = C:\PVSW\bin\w3dbsmgr.exe**

The Database Service Manager must be listed as a Windows Firewall Exception on **ALL TRIMS Workstations**. Please contact TRIMS Technical Support at (800) 608-7467 ext 1 if you would like assistance with Firewall settings.

**The Database Service Manager Firewall Exception MUST BE listed on ALL TRIMS Workstations in order to use TRIMS as a Multi-User System.**

## REGIONAL SETTINGS - DATE, NUMBER & CURRENCY FORMATS

Microsoft Windows allows you to specify regional settings for Date, Time, Decimal Punctuation, Currency Symbol and Currency Amount Formats.

TRIMS recommends that your system be configured to display a two (2) digit Month, two (2) digit Day and two (2) or four (4) digit Year.

To specify your regional settings, proceed as follows: From the Windows Control Panel, select Regional Options/Settings. You may then select your Country and change the Short Date Format, Decimal Punctuation and Currency Format to suit your local preference.

*UNITS OF MEASURE - By default, this software uses the USA format of measurement including Miles, Gallons, Square Feet, etc. This can be easily changed to your local preference by using the Software Registration & Configuration function included in TRIMS System Utilities.*

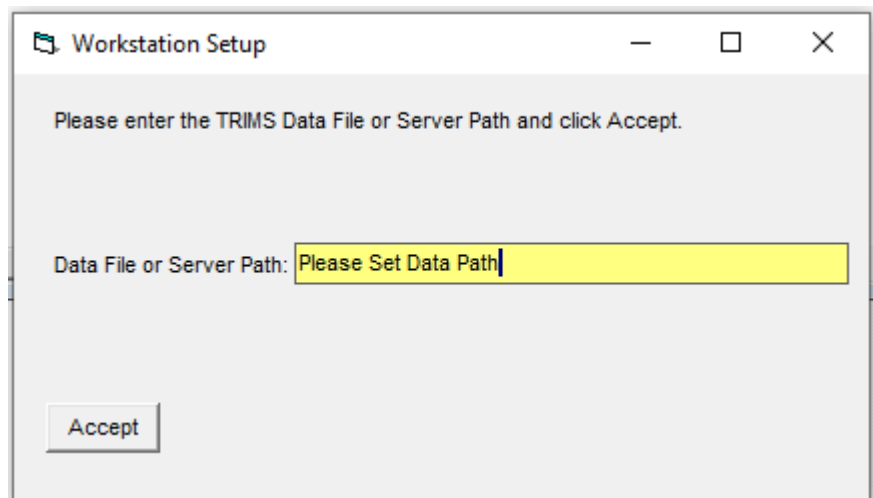
## MULTI-USER INSTALLATION NOTE

After installation of the TRIMS Data Folder on multi-user systems, the **TRIMS Data Folder** on the computer designated as the server must be marked as a **Shared Folder**. All **TRIMS users** must have **Full Access Rights** to this folder and its sub folders. Full Access Rights include Read, Write, Create and Delete Permissions for both Files and Folders.

Please contact TRIMS Technical Support Department at (800) 608-7467 ext 1 if you would like assistance with sharing the data folder. If you are already running TRIMS in a Network Environment, the data folder is already shared and no further action is required.

### WORKSTATION SETUP

If Network Workstation Install, the **Workstation Setup** panel will appear the first time that the TRIMS Software is started.



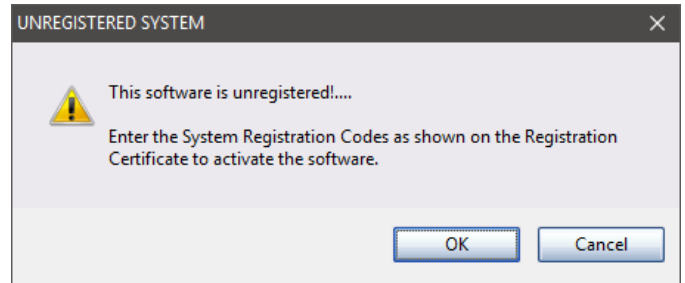
### LOCATION OF THE TRIMS DATA FILES

Enter the path to the location of the TRIMS Data Files on the server or double click in the Data File or Server Path field to browse for the TRIMS Data Folder on the server.

## REGISTERING YOUR SYSTEM – NEW CUSTOMERS ONLY

The first time you run TRIMS, you will receive the following **Unregistered System Message**.

Click on **OK** to display the System Registration and Configuration Screen.



Click on **Register System** and enter the **Registration Information** EXACTLY as shown on the enclosed **TRIMS Software Registration Certificate**. Upper/lower case letters, spacing and punctuation are significant.

Click on **Accept**.

Your system is installed as a Licensed User of (2), if you need to change this, you may do so at this time. Enter a different **Licensed User** count, then enter the **User Count Upgrade Code** and click on **Accept**.

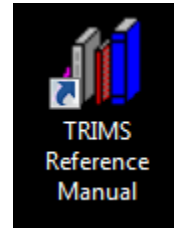
When all changes are complete on screen, click on **Save Configuration**.

You will need to complete the enclosed Software License Agreement and mail or fax it to TRIMS Software LLC. Upon receipt of the completed agreement, we will send you a permanent registration certificate that will allow you to enter your company name into the system and remove the "TEMPORARY REGISTRATION" notice from the software.

## EXPLORING TRIMS - NEW CUSTOMERS ONLY

Sample data is provided to allow you to easily navigate through the software and examine the many different tables, data entry screens and reports.

Double click on the **Desktop Icon: TRIMS Reference Manual** to access the complete **TRIMS Manual**.



Once you have become familiar with the system operation proceed to **System Utilities** and use the **Erase Data Files** function to Delete the Sample Data Files **OR** you may use the **TRIMS Quick Start Setup** to create your file system.

## SPECIFYING PATH FOR TRIMS TEMPORARY STORAGE

### Standard TRIMS for Windows

Workstation Options and User Temporary Files are stored in the **C:\TRIMS2K\UserProfile** folder. A Subfolder containing the Workstation Options and User Temporary Files is created for each Windows User Login accessing TRIMS.

For example, a Windows Login of **SHOP** will have its Settings and Temporary Files in the folder **C:\TRIMS2K\UserProfile\SHOP**

*All TRIMS Users will need full access (Create, Read, Update and Delete) to the C:\TRIMS2K\UserProfile folder and its sub folders.*

### Terminal Server & Citrix

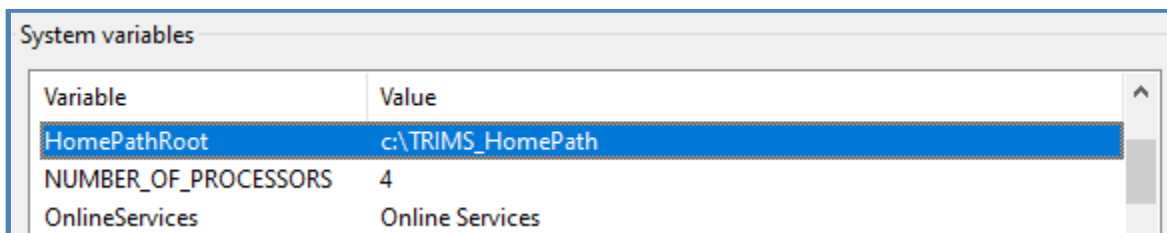
The path to Workstation Options and User Temporary Files is specified by Windows Environment Variable **"HomePathRoot"**. If the Folder associated with HomePathRoot = C:\TRIMS\_HomePath then each Terminal Server or Citrix login will have its own UserProfile folder subfolder.

For Example, a Login of **SHOP** will have its Settings and Temporary Files in the folder **C:\TRIMS\_HomePath\UserProfile\SHOP**

*All TRIMS Users will need full access (Create, Read, Update and Delete) to the C:\TRIMS\_HomePath folder and its sub folders.*

**Set Environment Variables Using :**

**Control Panel - System - Advanced System Settings - Environment Variables**



## ADDITIONAL SOFTWARE REQUIREMENTS

PDF Files are used by TRIMS for Documentation, Chemical SDS, Attached Documents and TRIMS Cloud Reports. All PDF Files used by TRIMS will be opened by whatever program is associated with PDF Files in your Windows installation. We recommend using Adobe® Acrobat Reader or Windows 10 Edge. When attempting to open a PDF File within TRIMS on systems prior to Windows 10 and Adobe® Acrobat Reader is not installed, we provide an Adobe Acrobat download link. If you are unable to download and install the Acrobat Reader, we have included the Acrobat Reader XI installer in the **Supplemental\_Programs\Acrobat\Reader XI** folder of the TRIMS CD.

If using the TRIMS Cloud Server or sending Purchase Orders by Email the PDF995 Printer Driver is required to create the related PDF documents. The PDF995 Printer Driver can be installed using the Setup program found on the TRIMS CD in the **Supplemental\_Programs\PDF995 Printer** folder. See the **"How To Install.PDF"** file contained in the PDF995 folder for detailed instructions.

## CUSTOMER SUPPORT POLICY

Software updates and support services are provided to all registered users free of charge for the first year following purchase of a NEW System. At the conclusion of the first year, continuing product support and update services may be purchased for an annual fee. This fee is billed each year on the original purchase anniversary date. Fees not paid within sixty days of billing will cause support services to lapse. Support services may be reinstated at any time by paying the total past due amount.

## WHO TO CONTACT?

If you have any questions, please contact TRIMS Expert Programming and Support Staff at **(800) 608-7467, (623) 266-1943** or via Fax at (623) 266-1945 or you can Email us at [support@trims.com](mailto:support@trims.com).

TRIMS office hours are 8:00 a.m. - 4:00 p.m. Arizona Time. If you receive a recorded message, please leave your Name, Organization, Phone Number, and Brief Explanation of your problem. TRIMS will return your call as soon as possible.

You can also Chat Live with a TRIMS Support Technician on a daily basis and many times outside of normal business hours. From the **TRIMS Main Menu**, click on **Tools**, select **Chat Live with TRIMS Support** or [www.trims.com/chat](http://www.trims.com/chat)

## TRIMS TECHASSIST

Using TechAssist and the Internet, the TRIMS Support Technician can see your computer, watch exactly what you are doing and show you how to solve most any problem. With your permission, the technician can take control of your computer to quickly diagnose system problems. With TechAssist resolution of technical problems is now easier than ever.

TechAssist also allows us to provide one-on-one training and live demonstrations of the TRIMS software capability.

TechAssist is a standard feature of TRIMS that is provided at no additional charge as part of the TRIMS Annual Support & Update Service.

