



PRO CoRE Installation Guide

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1 Requirements

1.1 System Requirements

Before installing PRO CoRE, assure that your computer meets the minimum requirements detailed below. The Software is designed to run on the Windows Operating Systems. You must have administrative privileges on the computer in order to install this software.

1.2 Hardware Requirements

	Minimum
Processor Speed	1 GHz
RAM	1 GB
Hard Disk Space	100 MB available
Video monitor	1024 x 768 or higher resolution
Internet Connection	Utilized only for registration of License Keys

1.3 Software Requirements

Supported Operating Systems
Windows® 10, Windows® 11, Windows® Server 2012 R2, Windows® Server 2016, Windows® Server 2019
Microsoft Windows .NET Framework
Requires version 4.8 or higher Website: http://www.microsoft.com/net/
Windows Installer
Requires version 3.1 or higher Website: http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c
Web Browser
Requires Microsoft Internet Explorer 7.0 or higher. Website: http://www.microsoft.com/windows/internet-explorer/

1.4 Permission Requirements

For creating & saving projects the user will need read & write access to the folder in which they plan to save project files. This folder can be on the local machine or on a network share.

For saving application options, the user will need read & write access to their Local User Profile Application Data (i.e. %USERPROFILE%\AppData\Local).

For creating reports, the user will need read & write access to their Local User Profile Temp Folder (i.e. %USERPROFILE%\AppData\Local\Temp).

1.5 Server Installation Requirements

For server based installations, use of the software requires application virtualization software (i.e. Remote Desktop (RDP) or Citrix Virtual Apps/XenApp).

Although we do not formally support the Citrix environment, the application has been successfully installed with a standard installation and functions correctly within a Citrix environment by other clients. Post-sales support is available for standard setups; however custom installations/environments are not supported.

2 Standard Installation

2.1 Introduction

This section describes how to install PRO CoRE (also referred to as the software) on your computer. For instructions on how to use the software after installation, please refer to the PRO CoRE User Guide accessed in the software through Help

2.2 Before You Begin

Before you begin the installation procedure, you should:

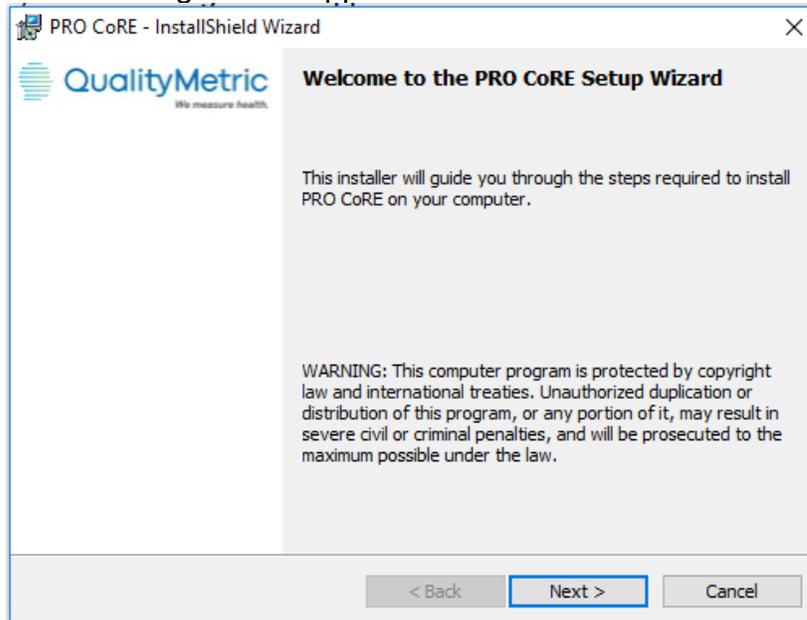
- 1) Exit any programs currently running on your computer.
- 2) Make sure your computer system meets the minimum requirements.
- 3) Download and open the installation package (PRO_CoRE_Install.zip). The zip file contains PRO CoRE installation application (PRO_CoRE_Setup.exe).

2.3 Installation Procedure

To install the software:

- 1) Save the PRO CoRE installer application (PRO_CoRE_Setup.exe) to a convenient location.

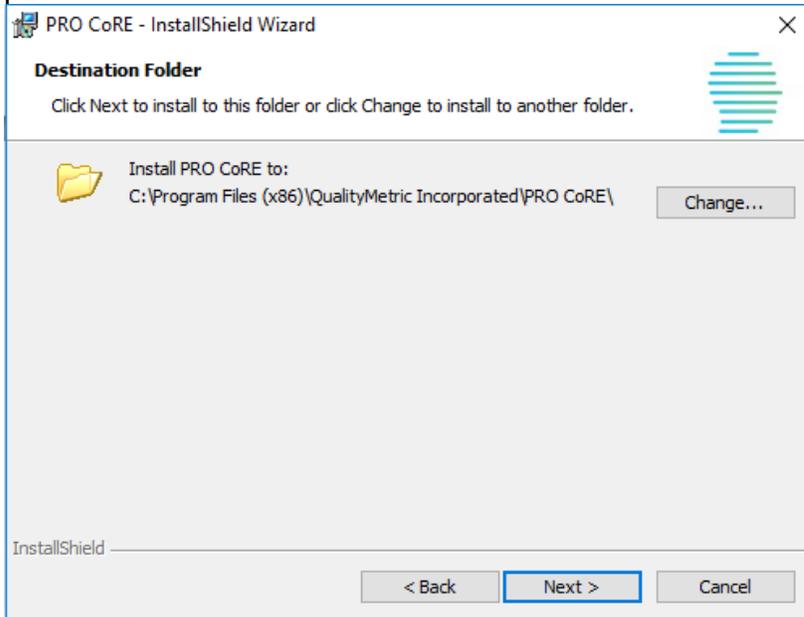
- 2) The PRO CoRE installer application (PRO_CoRE_Setup.exe) must be installed with administrative privileges. If you do not have administrative privileges, contact your system administrator.
 - a) If logged in with administrative privileges, double-click the “PRO_CoRE_Setup.exe” to begin the install.
 - b) If not logged in with administrative privileges, right-click “PRO_CoRE_Setup.exe” and “Run as Administrator”.
- 3) The following screen appears. Click Next to continue.



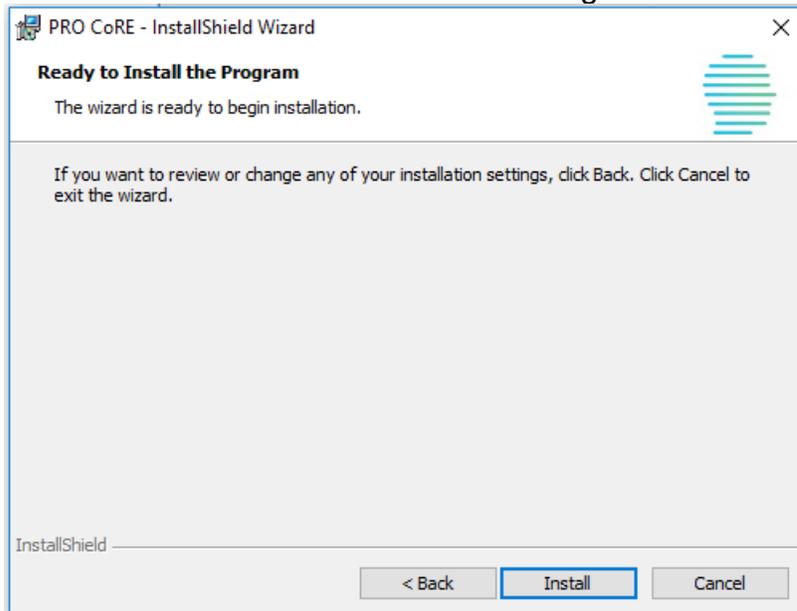
- 4) The next step is to select the Destination Folder. The default folder is: “%ProgramFilesFolder%\QualityMetric Incorporated\PRO Core”.

On 64-bit systems the default folder will be:
“C:\Program Files(x86)\QualityMetric Incorporated\PRO Core”.

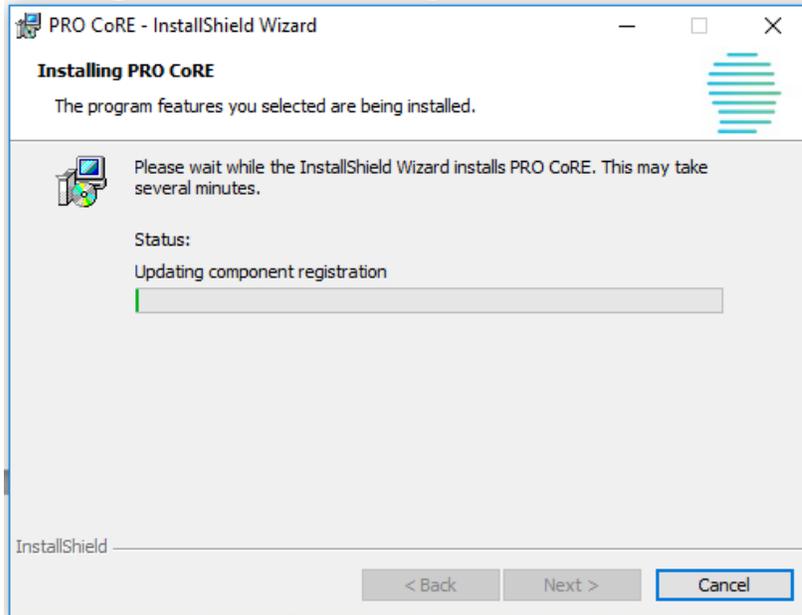
If you want to specify a different disk drive and folder, click “Change” to select your preferred location.



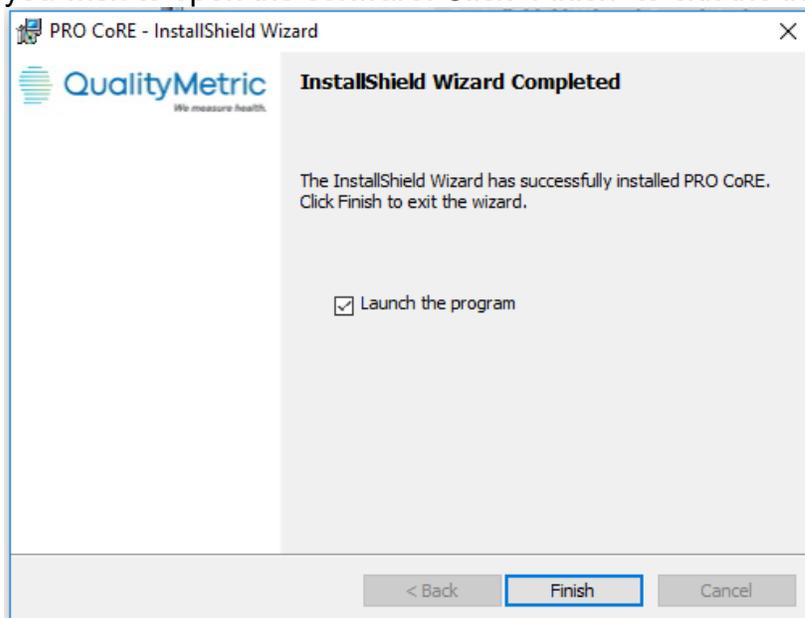
5) Review and confirm the installation settings. Click next to start the installation.



- 6) The software will then install. A progress bar will inform you that the software is installing. Please wait; this may take a few seconds



- 7) The Installation Complete box appears. Check the "Launch the Program" checkbox if you wish to open the software. Click "Finish" to exit the installer.



3 Advanced Installation

3.1 Introduction

This section describes how a network administrator can install PRO CoRE, (also referred to as the software) on computers via command line.

3.2 Installation Procedure (Command Line)

The PRO CoRE installer application uses InstallShield. While many command line parameters are supported, the silent installation examples below are listed below *for reference only*.

Silent Installation

For a silent installation that uses the default settings for Destination Folder use the /s parameter. Also add parameters for /v/qn. These parameters tell the installation .msi to run silently as well.

Example:

```
"PRO_CoRE_Setup.exe" /s /v/qn
```

Silent Installation (changing installation folder):

For a silent installation that changes the Destination Folder, use the /s /v/qn parameter from above, but also specify INSTALLDIR.

Example:

```
"PRO_CoRE_Setup.exe" /s /v"/qn INSTALLDIR=D:\Destination"
```

4 Troubleshooting Problems

If PRO CoRE is not running on your computer, here is some information that may help you.

4.1 .NET Framework Problems

You may not have at least version 4.8 of the .NET Framework installed on your computer.

You should use the Windows Update to check for and install any critical updates to the .NET Framework.

4.2 Disk Space Problems

You may not have enough Disk Space available in the folder that you have specified.

Make sure that the total space required is less than the available space to install the software to your preferred directory.

4.3 Permission Problems

For errors opening or saving a project, have the network administrator give the user read & write access to the project folder.

For errors saving application settings, have the network administrator give the user read & write access to local user application data folder (i.e. %USERPROFILE%\AppData\Local).

For errors creating reports, have the network administrator give the user read & write access to local user temp folder (i.e. %USERPROFILE%\AppData\Local\Temp).

4.4 Internet Connection

When activating a license key, PRO CoRE attempts to communicate with the licensing server at QualityMetric via an internet connection. However, this key registration can sometimes fail if your computer or network is firewalled to prevent such a communication. Contact your IT department to determine whether this is likely. If so, ask your IT department to either whitelist the application or allow communications to the following URL on ports 80 and 443.

<https://www.amihealthy.com/activations/ScoringKeyService.asmx>

4.5 Additional Support

If you are still having problems, give us a call at:

1-800-572-9394

Or email us at:

support@smartmeasurementsystem.com