

# 1 Installation and Technical Support

## 1.1 Installation

Installing VisualSMP is a two-step process; first, the software itself is installed, and second, the software driver for the hardware lock is installed. This driver is required for all versions of Windows (95, 98, and NT).

To install the software, insert the CD. If Autoplay is enabled on your system, the setup program should begin automatically. If not, use Windows Explorer to navigate to the CD, and double-click on *setup.exe*. Follow the prompts in the installation program. VisualSMP requires approximately 55 megabytes for a full installation, including the sample data. Your data may require up to 30 megabytes per run.

VisualSMP uses the Rainbow Superpro hardware locks for license control. You may install the software on as many computers as necessary, but the software will only run on the computer with the hardware lock. Some important things to know about the hardware locks are:

- Removing the lock while the program is running will cause the program to stop, and any data will be lost.
- The lock may not be stacked with other Proteus Engineering hardware locks, such as *FastShip*.
- If a printer is connected to the hardware lock, the printer must be powered on in order for the lock to be found.

In order for Windows to communicate with the hardware lock, a Superpro driver must be installed. Once you have completed the software installation above, use Windows Explorer to navigate to the VisualSMP directory (by default, this will be c:\Program Files\Proteus Engineering\VisualSMP). In the Superpro folder, double-click *setup.exe*. Nothing will be displayed on the screen, but the driver will be installed.

## 1.2 Technical Support

Your purchase of VisualSMP includes 90 days of technical support, both for the installation and the use of the program. You should feel free to contact us with any questions.

To receive technical support, you may contact us in any of the following manners:

Telophone: +1 (410) 643-7496, ext. 0

Fax: +1 (410) 643-7535

Email: [flagship@proteusengineering.com](mailto:flagship@proteusengineering.com)

Web Site: <http://www.proteusengineering.com>