

Multiuser Distributed Network Installation

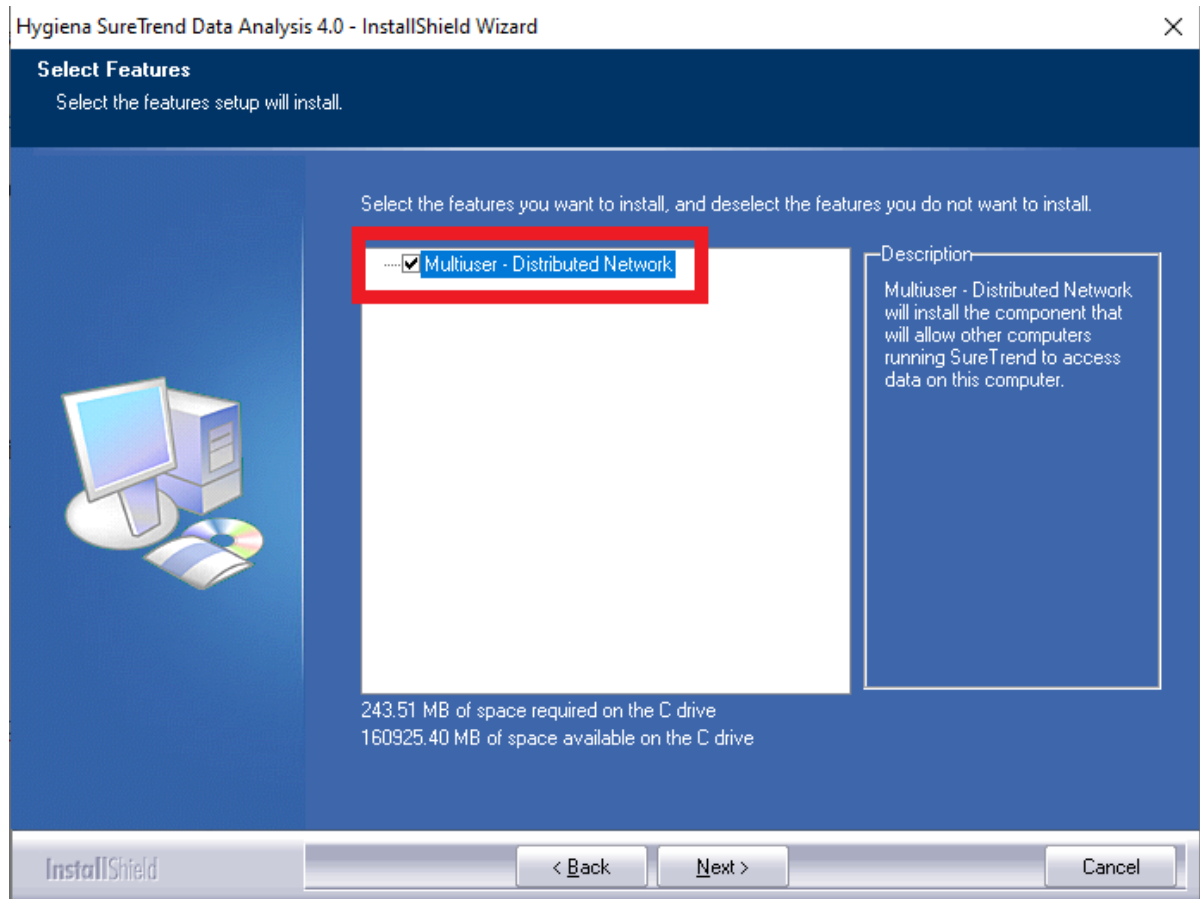
Introduction

There are various ways to install and configure SureTrend 4 that give users more control and security over their databases. This article will go over the Multiuser Distributed Network installation method. This configuration is intended for one or more users accessing a single database from one or more computer(s) using Windows Internet Information Services.

Complete the following process on the hosting computer:

Install SureTrend 4 as a Multiuser Distributed Client

1. Download the most recent build [here](#).
2. After the file has finished downloading, double click the installer to run it.
3. Select your preferred language and click **Next**.
4. Read and accept the license agreement, then click **Next**.
5. Check the checkbox for Multiuser Distributed Network.



6. Click **Next**.
7. Wait for the installation to complete, then click **Finish**.
8. Restart your computer to complete the process. Windows needs to activate Internet Information Services.

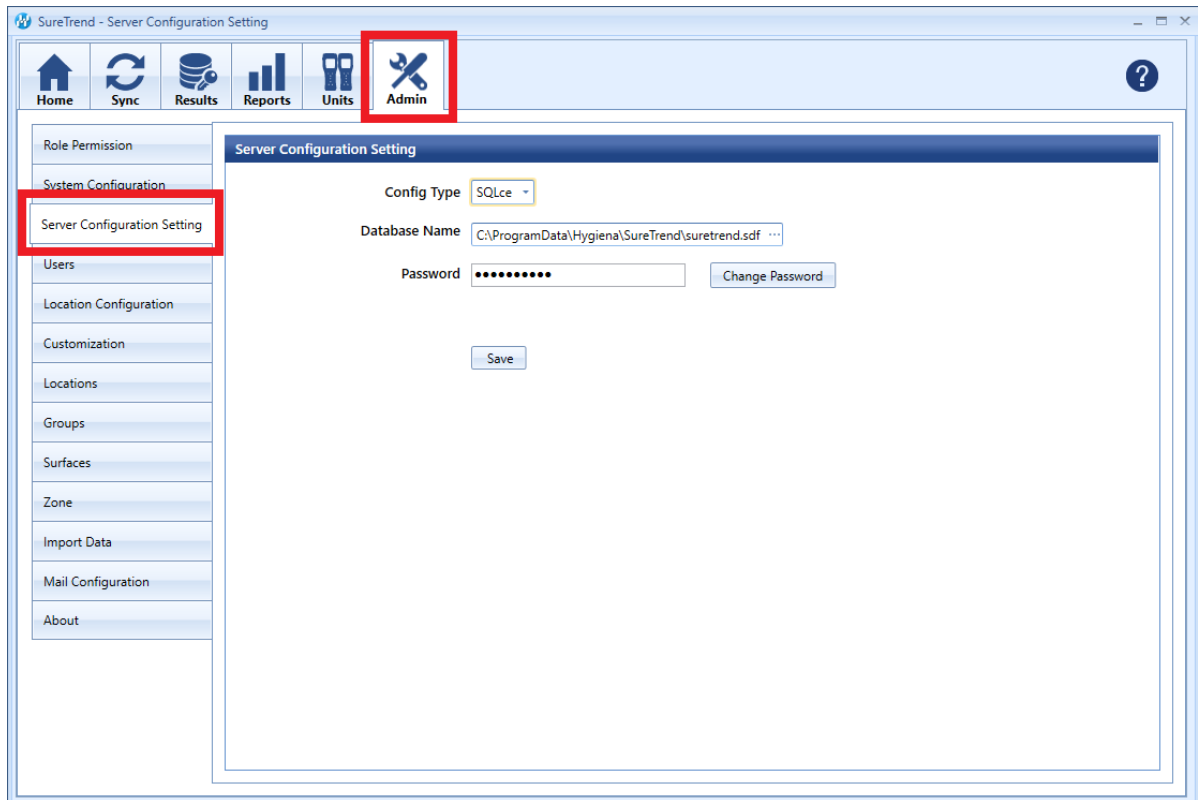
Complete the following steps for each user:

Install SureTrend 4

1. Download the most recent build [here](#).
2. After the file has finished downloading, double click the installer to run it.
3. Select your preferred language and click **Next**.
4. Read and accept the license agreement, then click **Next**.
5. Leave the checkbox for Multiuser Distributed Network **unchecked**.
6. Click **Next**.
7. Wait for the installation to complete, then click **Finish**.

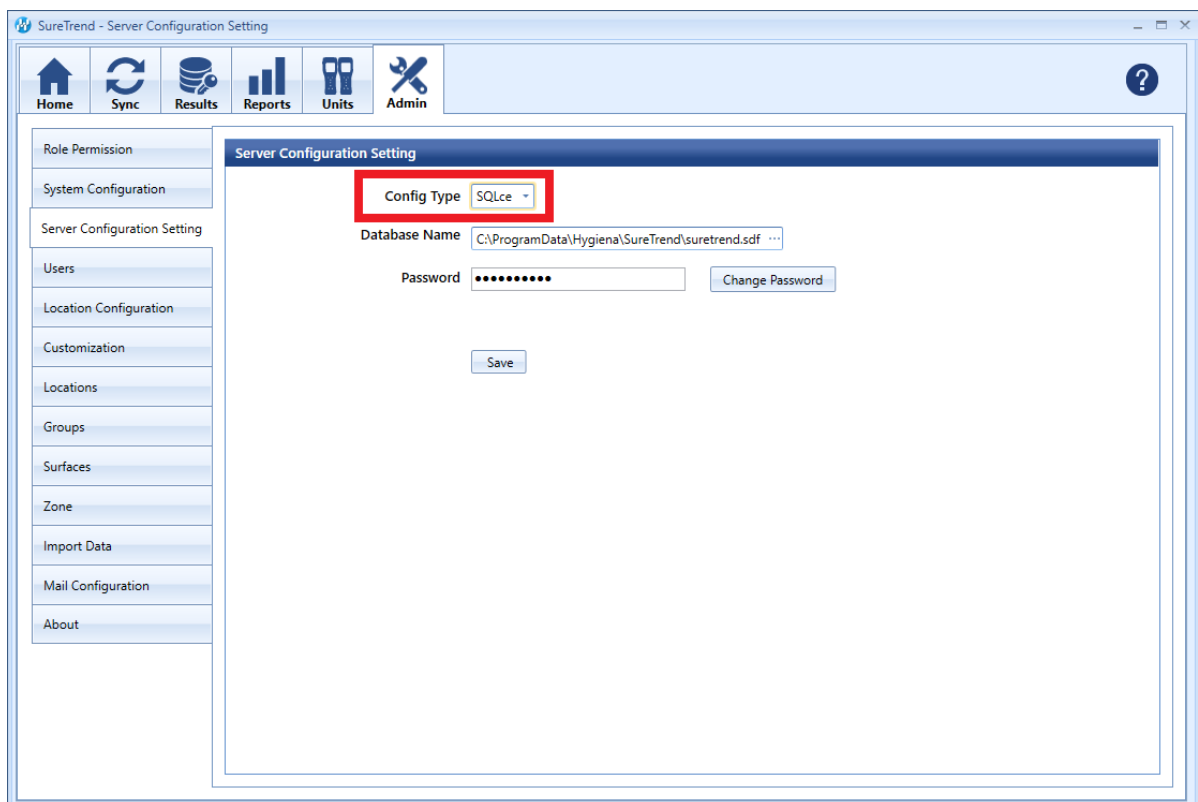
Update the Server Configuration Settings

1. Click the **Admin** tab.



2. Click **Server Configuration Settings**.

3. Change **Config Type** to **Distributed**.



4. Enter the IP address or network path of the hosting computer in the **Server**.

5. Click **Save**.

6. Click **Yes** when prompted to save and restart.

Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
 - Email: techsupport@hygiena.com
 - [Submit a Support Ticket](#)
 - [Schedule a Microsoft Teams meeting with support](#)
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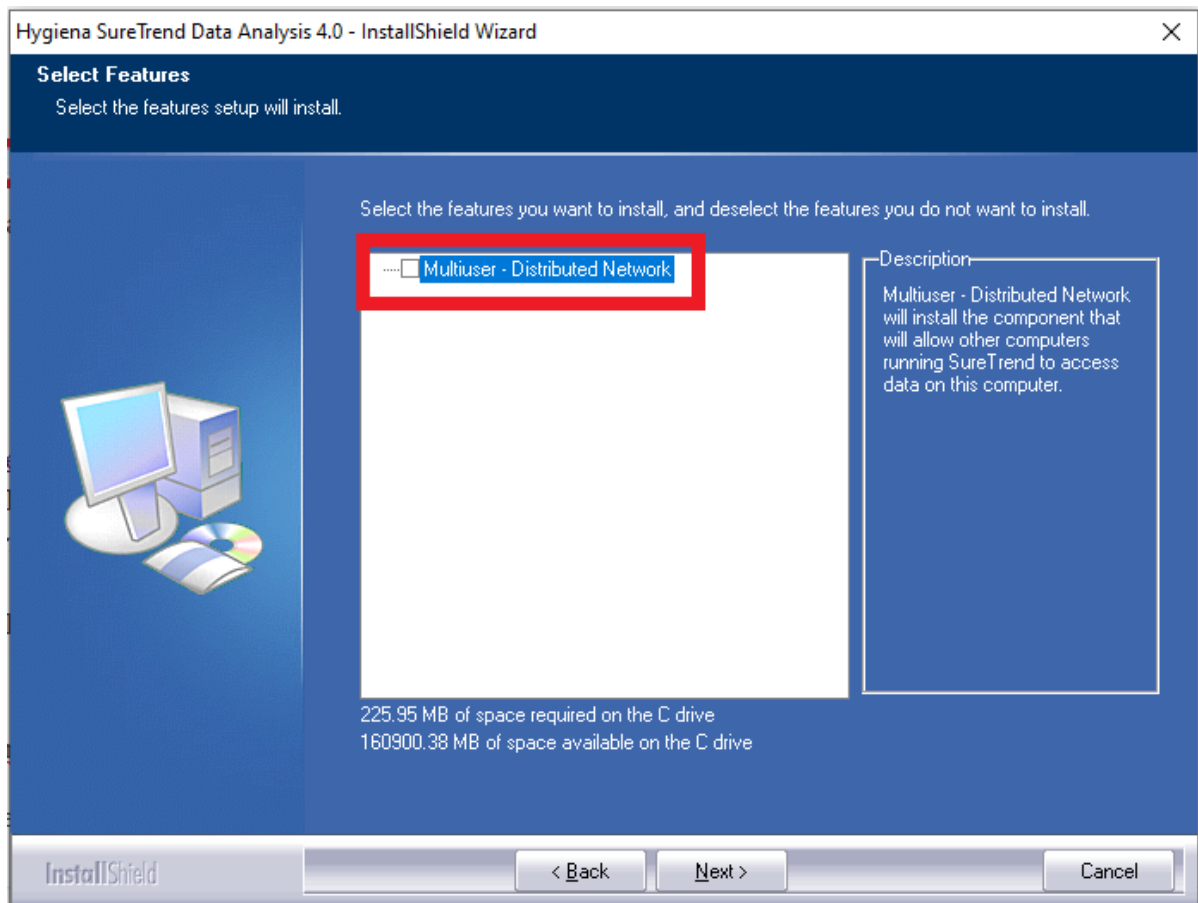
Network Share Installation

There are various ways to install and configure SureTrend 4 that give users more control and security over their databases. This article will go over the network share installation method and configuration settings. A network share installation is intended for one or more users accessing a database stored on a network drive from one or more computer(s).

Network Share Installation

Install SureTrend 4

1. Download the most recent build [here](#).
2. After the file is finished downloading, double click the installer to run it.
3. Select your preferred language and click **Next**.
4. Read and accept the license agreement, then click **Next**.
5. Leave the checkbox for Multiuser Distributed Network unchecked.



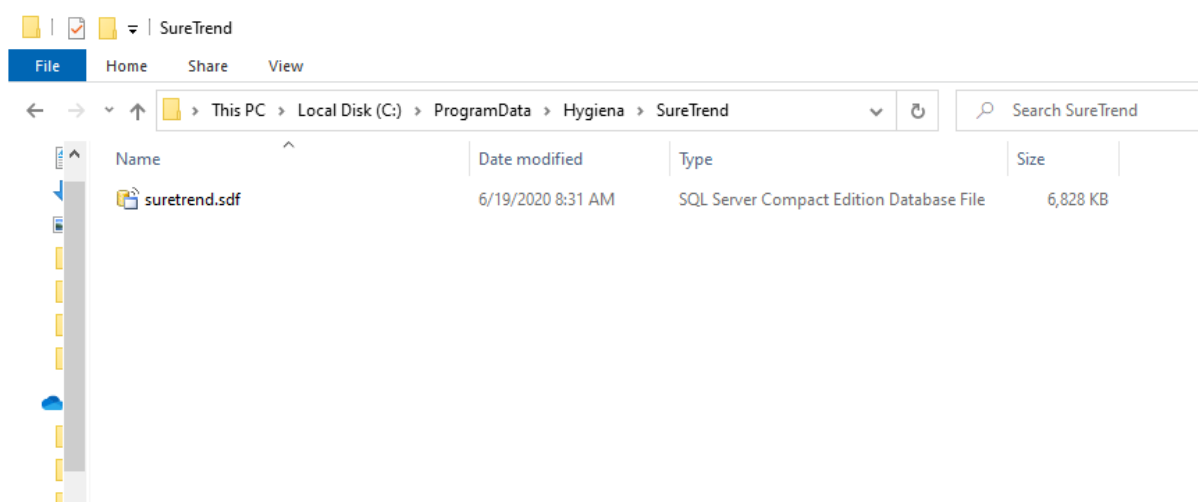
6. Click **Next**.

7. Wait for the installation to complete, then click **Finish**.

Copy the Database File to a Shared Network Drive

1. Open **File Explorer**.

2. Navigate to C:\ProgramData\Hygiena\SureTrend\

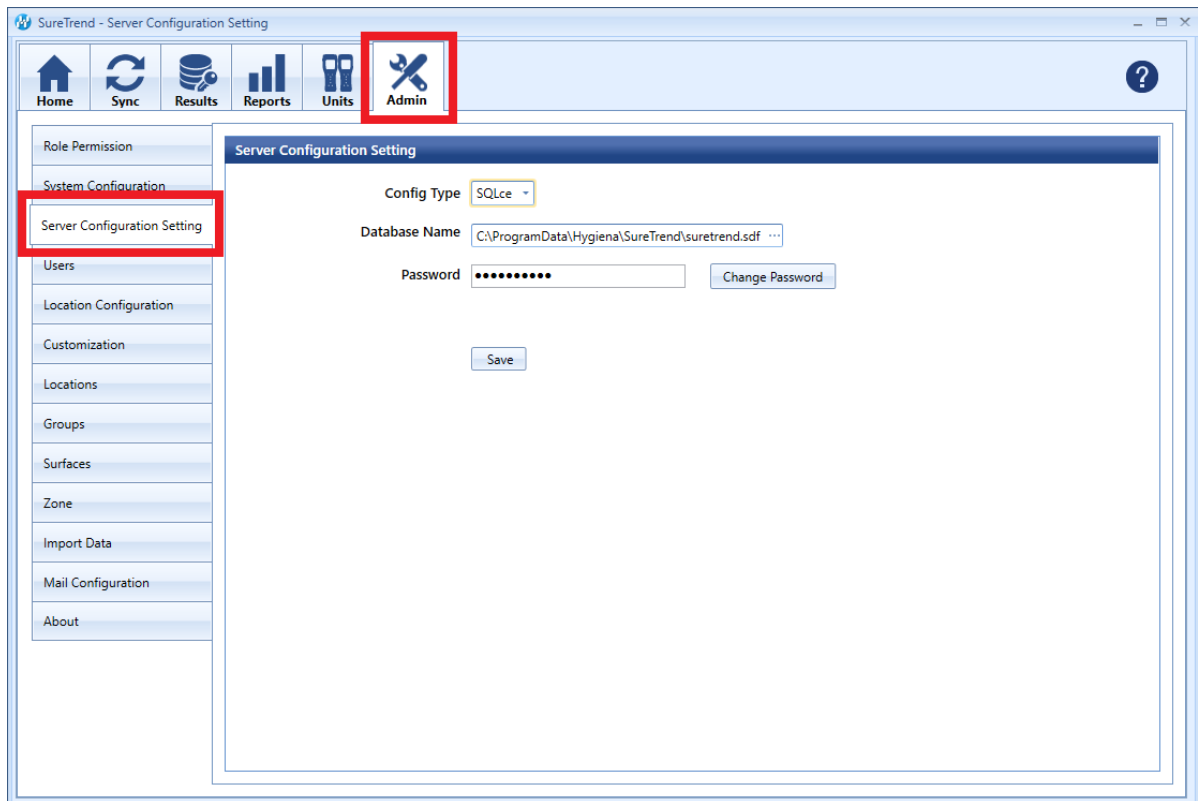


3. Copy suretrend.sdf.

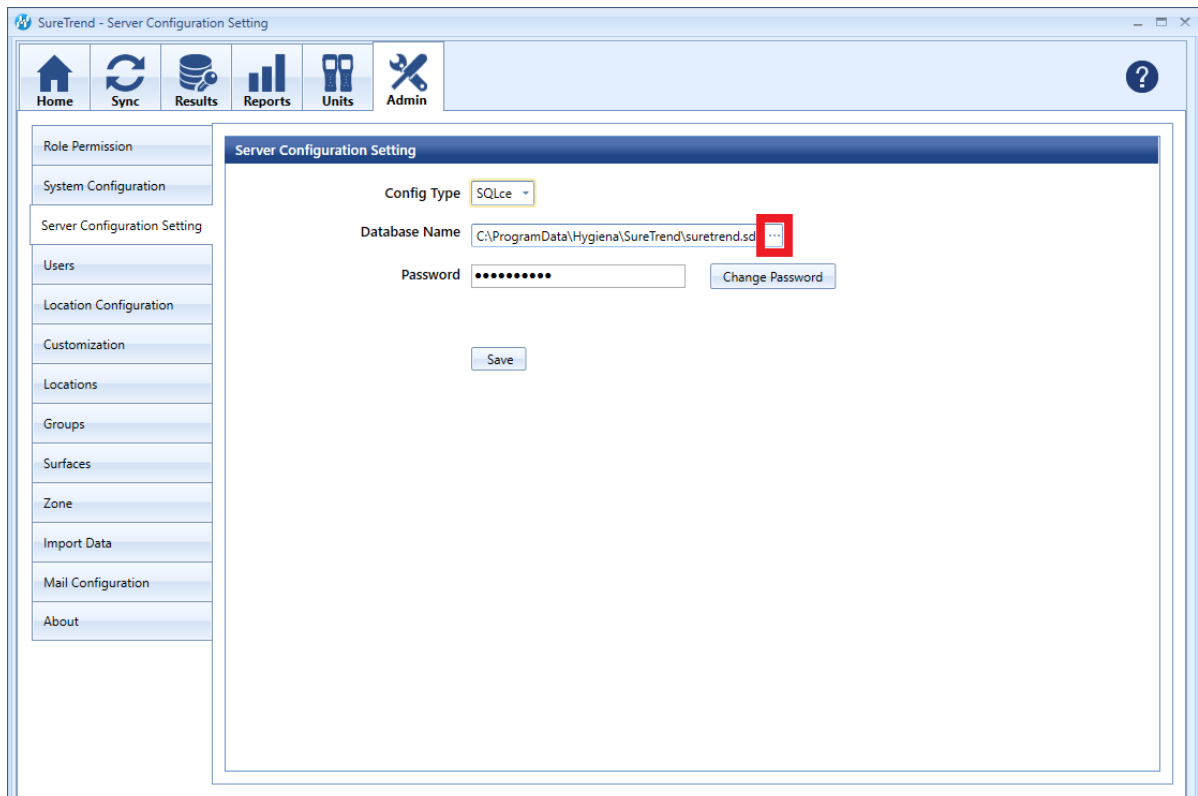
4. Navigate to the location where you would like to store the database on your shared network drive and paste the database file.

Update the Server Configuration Settings in SureTrend 4

1. Launch SureTrend 4.
2. Click the **Admin** tab.



3. Click **Server Configuration Settings**.
4. Click on the ... button at the end of the **Database Name** field.



5. Navigate to the suretrend.sdf file on the shared network drive and select

it.

6. Click **Open**.
7. Click **Save**.
8. Click **Yes** when prompted to save and restart.

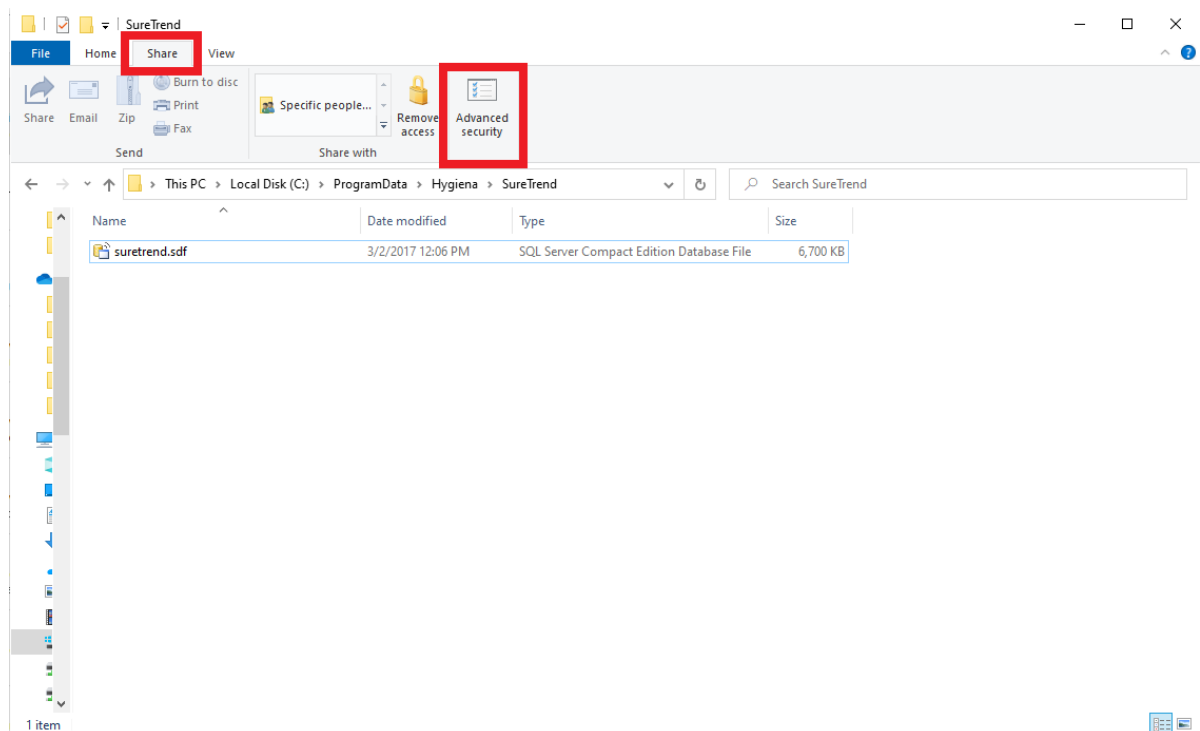
Repeat the installation and update the server configuration settings for each computer that a user will access the database from.

User Permissions

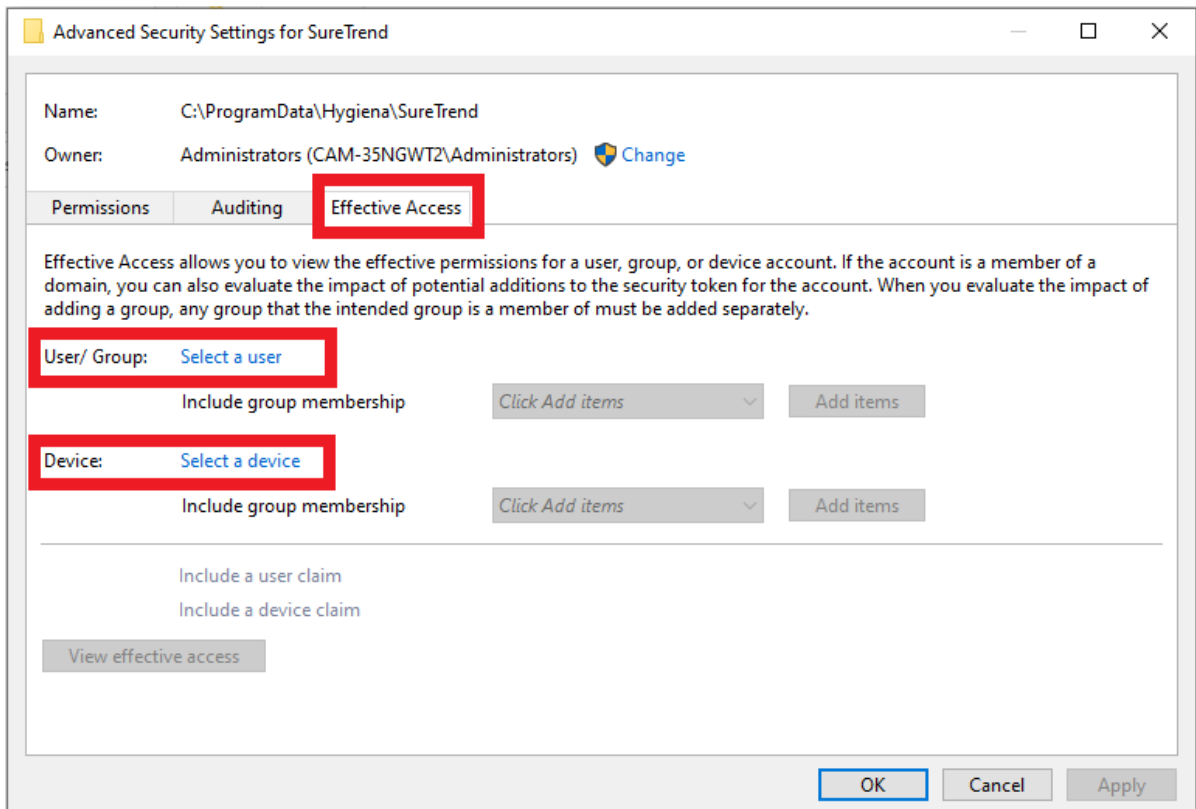
Some users may experience problems accessing their database after moving the database to a shared network drive. This is generally due to network security settings or policies prohibiting the user from reading or writing to the database file. See the steps below to assess user permissions.

Verify User Permissions on the Shared Network Drive

1. Open the folder where the database is stored on the shared network drive.
2. Click the **Share** tab.



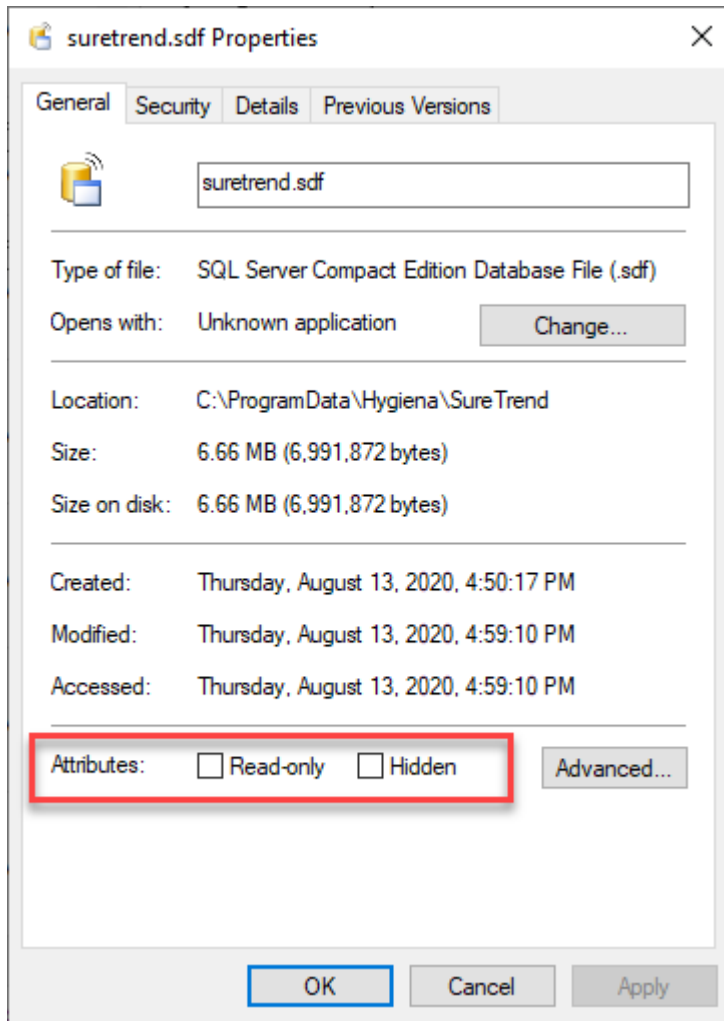
3. Click **Advanced Security**.
4. Click the **Effective Access** tab.



5. Click **Select a user**.
6. Enter the username of the Windows user and click **Ok**.
7. Click **Select a device**.
8. Enter the name of your device and click **Ok**.
9. Click **View effective access**.
10. Verify that the appropriate user has full control.

Verify the Database File is Not Marked Read-only

1. Open the folder where the database is stored on the shared network drive.
2. Right click the database file and select **Properties**.
3. Verify **Read-only** is unchecked.



Contact Hygiena Technical Support for further assistance.

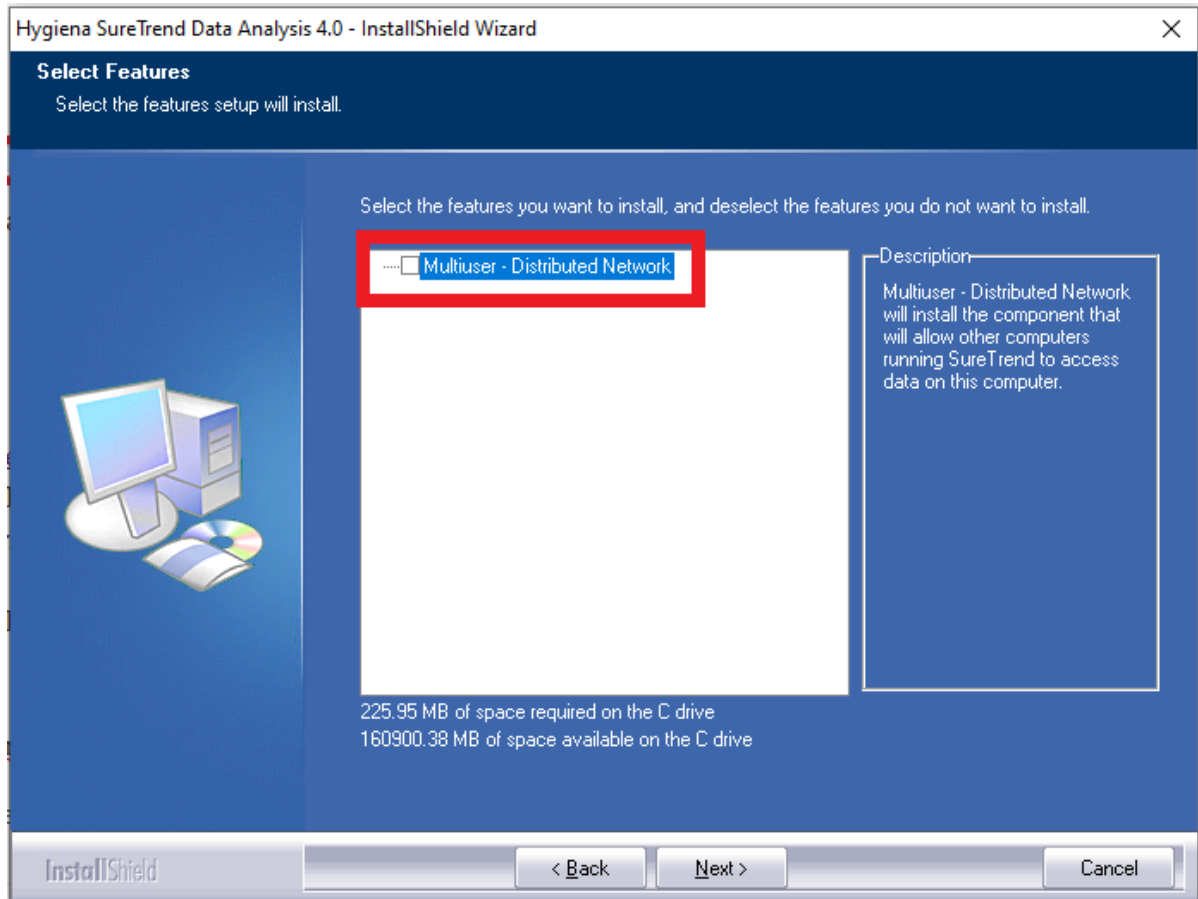
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- Email: techsupport@hygiena.com
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)

Standard Installation

There are various ways to install and configure SureTrend 4 that give users more control and security over their databases. This article will go over the standard installation method. The standard installation is intended for one or more users accessing a single database from the same computer.

Standard Installation

1. Download the most recent build [here](#).
2. After the file has finished downloading, double click the installer to run it.
3. Select your preferred language and click **Next**.
4. Read and accept the license agreement, then click **Next**.
5. Leave the checkbox for Multiuser Distributed Network unchecked.



6. Click **Next**.
7. Wait for the installation to complete, then click **Finish**.

Contact Hygiena Technical Support for further assistance.

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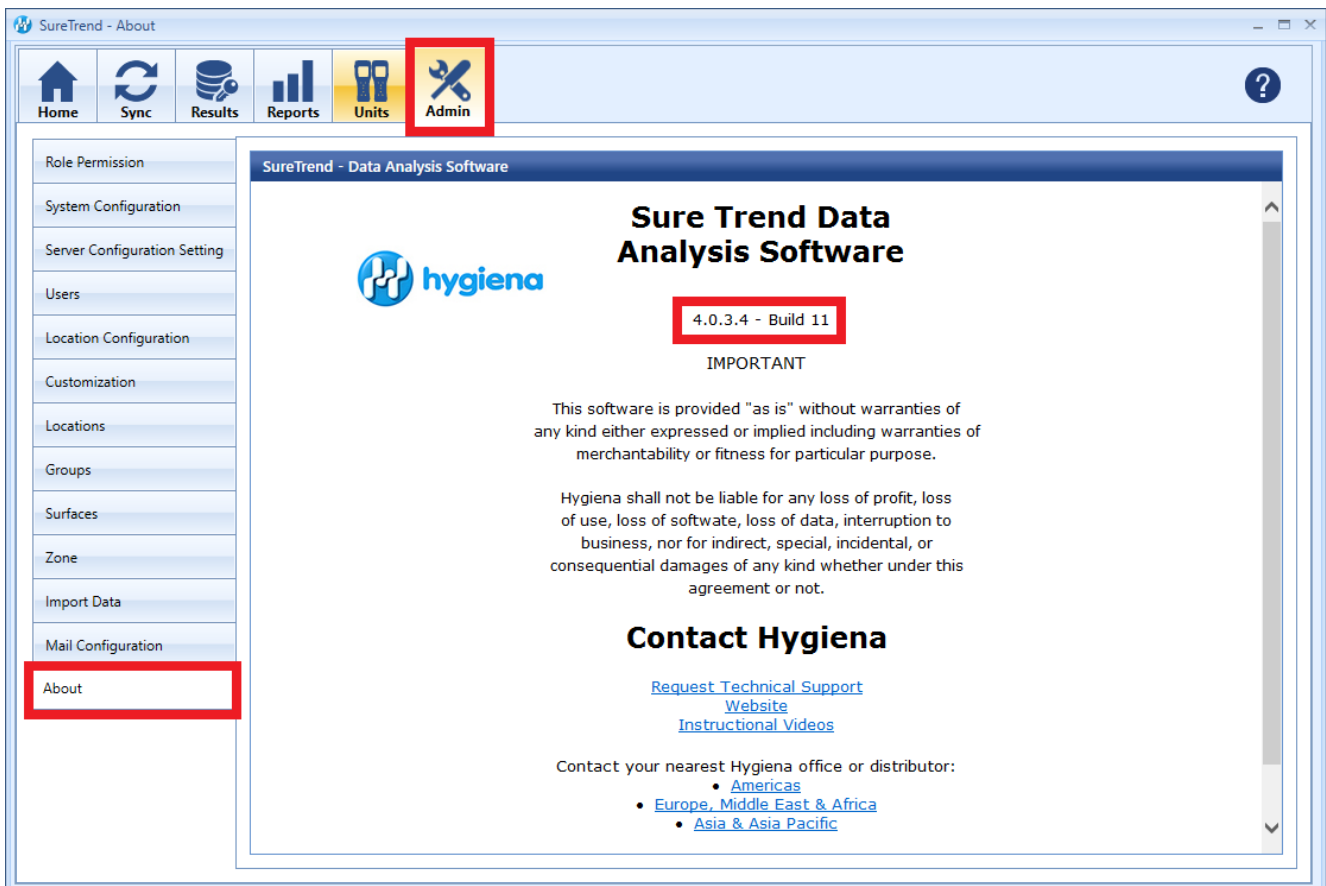
Updating SureTrend 4

Introduction

This article will provide step-by-step instructions on how to back up your database and install the current version of SureTrend 4.

Solution

To verify your version of SureTrend 4, check the **About** section under the **Admin** tab. The current version of SureTrend 4 is 4.0.3.4 - Build 11. If you do not have the current version, proceed with the following steps. If you have the current version, your syncing problems are related to another issue. Contact Hygiena Technical Support using by clicking [here](#).



The screenshot displays the SureTrend 4 Admin interface. The top navigation bar includes icons for Home, Sync, Results, Reports, Units, and Admin. The Admin icon is highlighted with a red box. On the left sidebar, the 'About' option is also highlighted with a red box. The main content area shows the 'Sure Trend Data Analysis Software' page with the Hygiena logo and the version number '4.0.3.4 - Build 11' highlighted in a red box. Below the version number, there is a section titled 'IMPORTANT' with a disclaimer, followed by a 'Contact Hygiena' section with links for technical support and regional offices.

SureTrend - About

Home Sync Results Reports Units **Admin**

Role Permission

System Configuration

Server Configuration Setting

Users

Location Configuration

Customization

Locations

Groups

Surfaces

Zone

Import Data

Mail Configuration

About

SureTrend - Data Analysis Software

Sure Trend Data Analysis Software

4.0.3.4 - Build 11

IMPORTANT

This software is provided "as is" without warranties of any kind either expressed or implied including warranties of merchantability or fitness for particular purpose.

Hygiena shall not be liable for any loss of profit, loss of use, loss of software, loss of data, interruption to business, nor for indirect, special, incidental, or consequential damages of any kind whether under this agreement or not.

Contact Hygiena

[Request Technical Support Website](#)

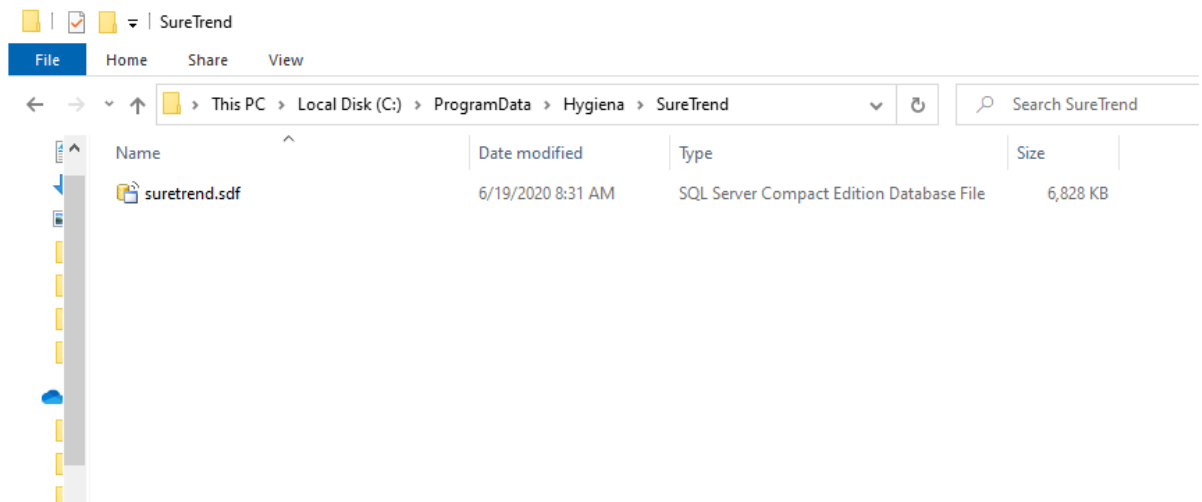
[Instructional Videos](#)

Contact your nearest Hygiena office or distributor:

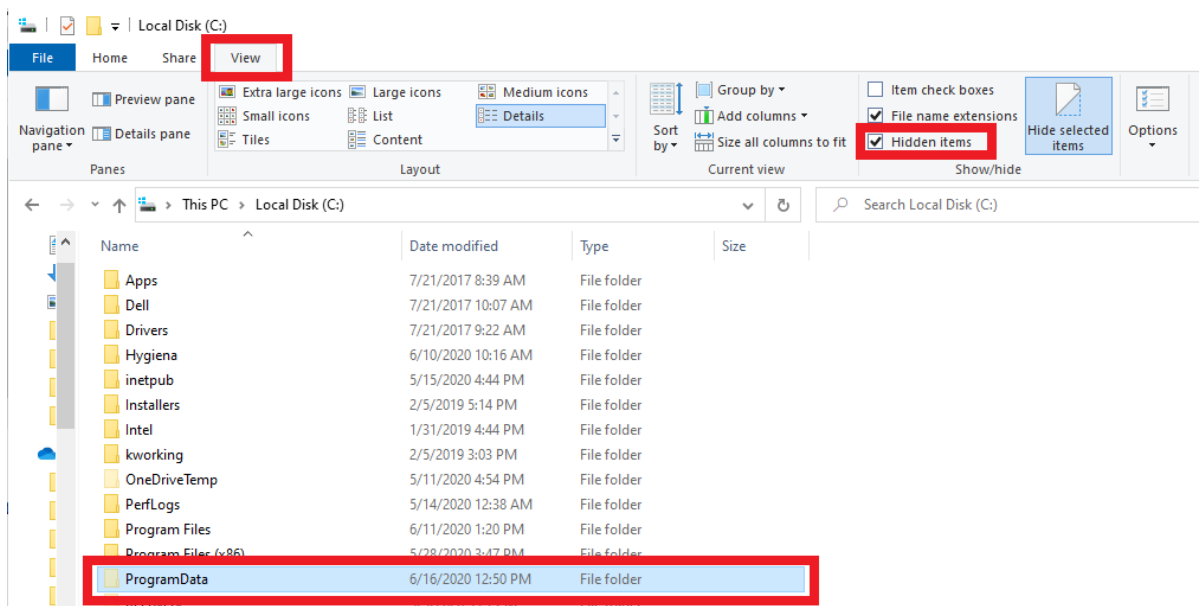
- [Americas](#)
- [Europe, Middle East & Africa](#)
- [Asia & Asia Pacific](#)

Create a Copy of Your SureTrend 4 Database

1. Navigate to your SureTrend 4 database. By default, it is located at C:\ProgramData\Hygiena\SureTrend



2. If you do not see your ProgramData folder, open File Explorer. Click **View** and check **Hidden Items** in the **Show/Hide** tab.



3. Copy the *.sdf database file and paste it in another location outside of this folder.

Install the Current Version of SureTrend 4

1. Download the most recent version of SureTrend 4 [here](#).
2. Run the installer, select your preferred language, and click **Next**.
3. For a standard installation leave the Multiuser Distributed Network checkbox unchecked.
4. For a Multiuser Distributed Network using internet information services

- check the checkbox. (Rare)
5. Click **Finish** and launch SureTrend 4.
 6. Click **Yes** when prompted to update the database.
 7. You should be able to sync any new instruments to SureTrend 4 now.

Contact Hygiena Technical Support for further assistance.

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Server Installation

Click [here](#) for system requirements.

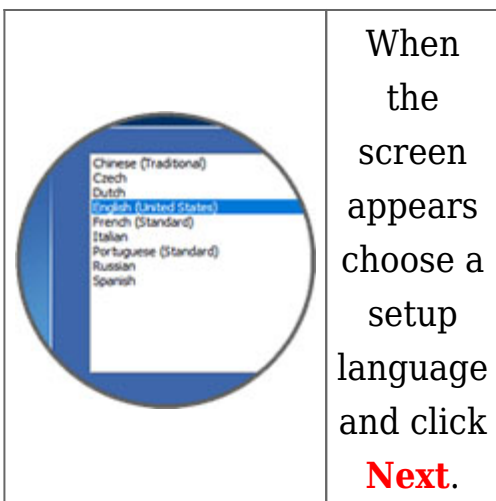
Required Prerequisites

1. **HTTP Activation must be turned on for the server.** This can be done in Server Manager's Roles and Features section under .Net Framework 3.5.
2. If installing on a PC make sure it does not go into power saving mode or sleep.

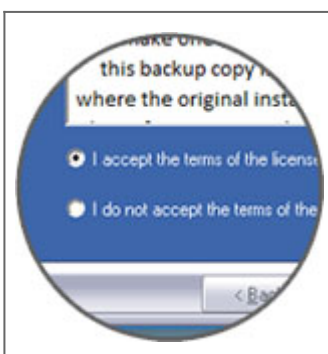
Step One Step Two Step Three Step Four



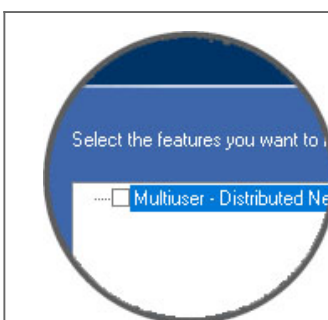
Click [here](#) to download SureTrend and run it once completed.



When the screen appears choose a setup language and click **Next**.



Read and accept the license agreement and click **Next** to continue.



When you get to the **Multiuser - Distributed Network** checkbox check it. Just click **Next** to continue on with the installation.

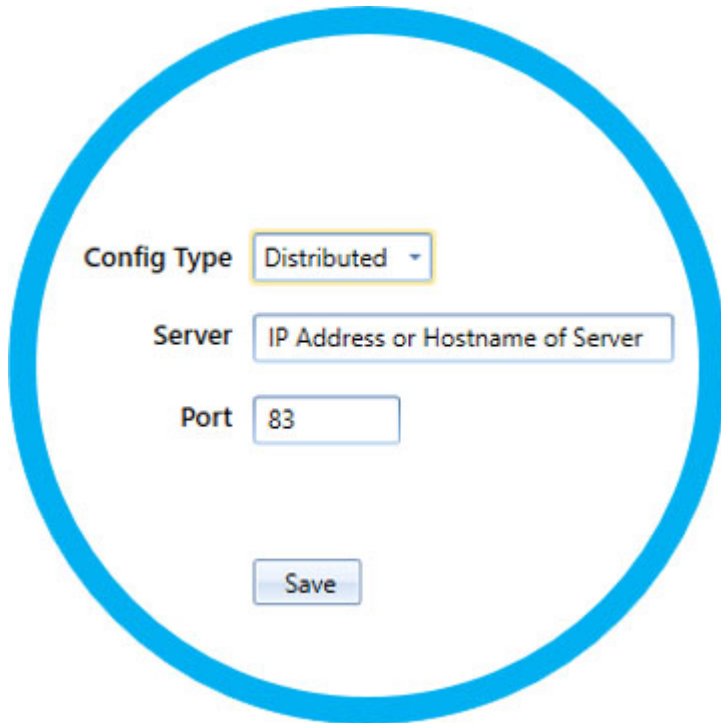
Pointing clients to the server

Step One Step Two Step Three

Install SureTrend on any machine you wish to connect to the server **without checking the Multiuser - Distributed Network checkbox during installation.**

Start SureTrend on the client machine once installed and click on the **Admin** tab across the top. From the list of tabs on the left choose **Server Configuration Setting**.

Change the **Config Type** to Distributed and enter the Hostname or IP address of the server into the **Server** box. Click **Save** to restart SureTrend and when you've reopened it verify it is connected to the server by revisiting this area. *As shown below in Figure A.*



The image shows a configuration form for SureTrend. It is enclosed in a large blue circle. The form contains the following elements:

- Config Type:** A dropdown menu with "Distributed" selected.
- Server:** A text input field containing "IP Address or Hostname of Server".
- Port:** A text input field containing "83".
- Save:** A button labeled "Save".

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