

TESTING "PRIMATECH SOFTWARE INSTALLER 1.1.4" AND "PSMOFFICE" UNDER MICROSOFT VISTA 32BIT AND 64BIT

**IMPORTANT UPDATE – TO AVOID THE NOTED INSTALLATION ISSUES BELOW,
WE SUGGEST USING THE "1.1.4a" INSTALLER. THIS CAN BE DOWNLOADED FROM
<http://www.primatech.com/pinstaller>**

The document is divided into Vista 32Bit, Vista 64Bit, and PSMOffice testing. Each section notes any issues found and the results of testing. For reading purposes, "you" refers to the person installing the software and "we" refers to Primatech. Please note that vendors may modify Vista prior to shipping computers. This may affect installing / activating the software.

VISTA 32BIT – PRIMATECH SOFTWARE INSTALLER 1.1.4

- During the install, there is a prompt about installing unsigned drivers. If the installation fails, please follow the steps below to install the software.
- You can run AUDITWorks 1, PHAWorks 5, Tracker 1 and Tracker Client 1 under Vista 32Bit using a hard disk, network key or USB Dongle.
- With AUDITWorks 1 and PHAWorks 5, the Help capability no longer functions. Microsoft no longer includes the Windows Help program (WinHlp32.exe). You can view the Microsoft's knowledge based article at: <http://support.microsoft.com/kb/917607/en-us> that provides an option to download the "WinHlp32.exe" file from the Microsoft Download Center.
- Tracker 1 and Tracker Client 1 Help functions normally.
- **The current USB Dongle drivers may not be compatible. Below are steps that will allow you to install the software.**

Enter the following command on one line in your "DOS Command Prompt" or the "Run" command.

```
msiexec /i <MSI path and file> TRANSFORMS=<Transform path and file>
```

The "TRANSFORMS" is a command that works with the current installer turning off the installation of the USB Dongle drivers. To use the transform, you must first download the transform file.

Download "NoDongleDrivers.mst" file: <http://www.primatech.com/support/utility/NoDongleDrivers.mst>

After you have download the transform file, we suggest moving both the install file (MSI or EXE file) and the transform file (NoDongleDrivers.mst) to the same directory on your "C:" drive. Since the command requires a path to the files, using a shorter path will allow easier use of the command.

Example command to use:

Assume you created a folder called "Primatech" on your "C:" drive and moved the installer and the transform file into the "C:\Primatech" folder. Enter the following command on one line in your "DOS Command Prompt" or the "Run" command.

```
msiexec /i "C:\Primatech\PrimatechSoftware-1.1.4.msi" TRANSFORMS="C:\Primatech\NoDongleDrivers.mst"
```

VISTA 64BIT – PRIMATECH SOFTWARE INSTALLER 1.1.4

- During the install, there is a prompt about installing unsigned drivers. If the installation fails, please follow the steps under 32Bit to install the software.
- AUDITWorks 1 will not run under Vista 64Bit. AUDITWorks is a 16Bit program which will not run under Vista 64Bit.
- PHAWorks 5, Tracker 1 and Tracker Client 1 will not run under Vista 64Bit using a hard disk key on the local or network drive since the key is 16Bit which will not run under Vista 64Bit.
- The installer does not include Vista 64Bit drivers and will not install under Vista 64Bit. If the installer is run normally, it will fail during the USB Dongle driver installation and roll back. See "General Installation" instructions above to install the software using a transform.
- You can only run PHAWorks 5, Tracker and 1 Tracker Client 1 only with a USB Dongle.
- PHAWorks 5, the Help capability no longer functions. Microsoft no longer includes the Windows Help program (WinHlp32.exe). You can view the Microsoft's knowledge based article at: <http://support.microsoft.com/kb/917607/en-us> that provides an option to download the "WinHlp32.exe" file from the Microsoft Download Center.
- Tracker 1 and Tracker Client 1 Help functions normally.

VISTA 32BIT AND 64BIT – PSMOFFICE

- You cannot install using the PSMOffice CDROM under Vista 32Bit or Vista 64Bit. You can install using the individual installers for each program. Results are similar to above except there are no USB Dongles or transforms available. We recommend upgrading to the Primatech Software Installer 1.1.4 (there is no charge).