



**InspectionXpert OnDemand  
On Premise Software Deployment**

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# InspectionXpert OnDemand System Requirements

## Hardware

64bit installation:

- CPU: Dual Core Pentium class processor or better, 3.0 GHz minimum
- RAM: 4 GB minimum, 6GB or more recommended
- Disk Space: 320 MB

## Software

Supported Operating Systems

- Windows 7 Professional or higher (64 bit)
- Windows 8 (64 bit)
- Microsoft .NET Framework Version 4.0 or higher required for client computers
- Microsoft .NET Framework Version 4.5 required on deployment computer

Note: Use of InspectionXpert OnDemand in Citrix environments are NOT officially supported.

## Overview

Certain IT environments are not conducive to the standard online deployment method used by InspectionXpert OnDemand products due to security restrictions. In order to provide software to companies with tight network security, InspectionXpert offers an On Premise option for deployment and licensing.

The On Premise solution offers the following benefits over our web based software:

- No communication outside of your local network required to license the software.
- No web traffic is required to launch the software. Users simply navigate to a shared network location (of the network administrator's choosing) and launch the software.
- Network administrator has the option to conduct a review of the application prior to rolling out for production use by installing the application in a staging location.
- Network administrator can choose to install updates at their discretion.

InspectionXpert On Premise applications connect to an InspectionXpert License Manager over a local area network to retrieve a license. If a valid license cannot be obtained from the InspectionXpert License Manager, the InspectionXpert Client software will notify the user of the reason for the license retrieval failure. The most common cases of license retrieval failure are due to all available licenses currently in use or communication between the client software and License Manager blocked by network restrictions.

## Requirements for Installation

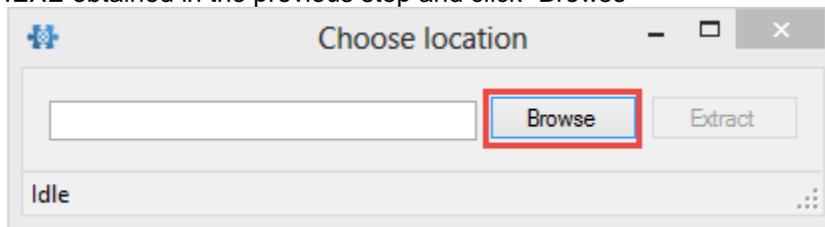
Files required to setup your On Premise InspectionXpert software can be downloaded from the On-Premise Customer Portal via the following URL: <http://www.inspectionxpert.com/On-Premise>. Instructions for accessing the appropriate downloads from the customer portal will be sent to your company's specified email address following purchase.

To support local deployment, a shared network location accessible by all end users is required to launch the software. All client computers must also have open communication on the ports utilized by the InspectionXpert License Manager through your fire wall.

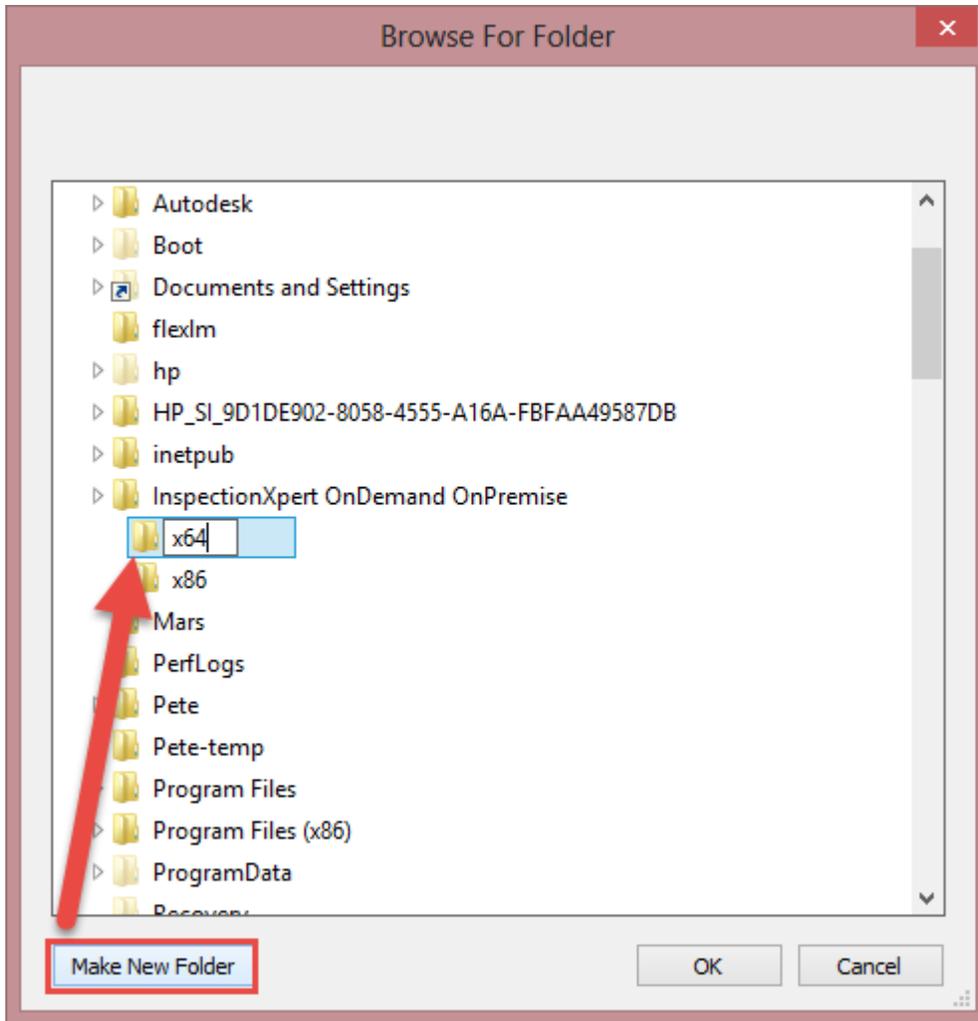
## Deployment Package Installation Instructions

The steps below demonstrate the procedure to setup your On Premise software. Follow the instructions below to setup the appropriate version(s) of the software to be accessed by client users.

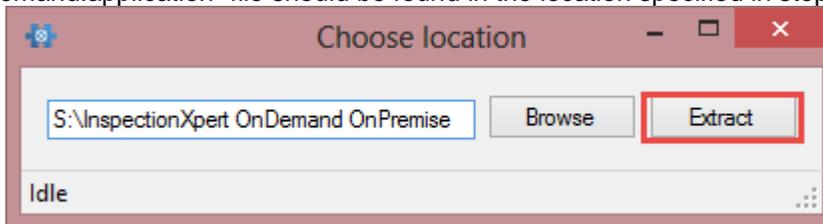
1. Follow the instructions provided with your order confirmation to download the desired installation package(s).
2. Run the .EXE obtained in the previous step and click "Browse"



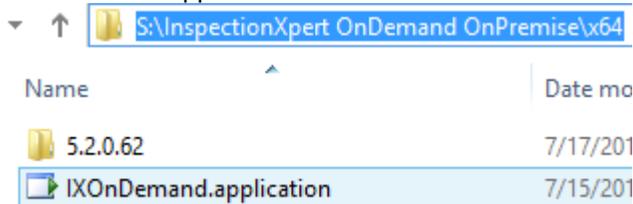
- a.
3. Browse to the location that you would like InspectionXpert to be deployed from\*. It is recommended that you create a new folder that is easy to identify by users as shown below. Once the desired location has been selected, click "OK".
  - a. **\*Remember, the location you choose in this step must be an area that all client users will have access to.**



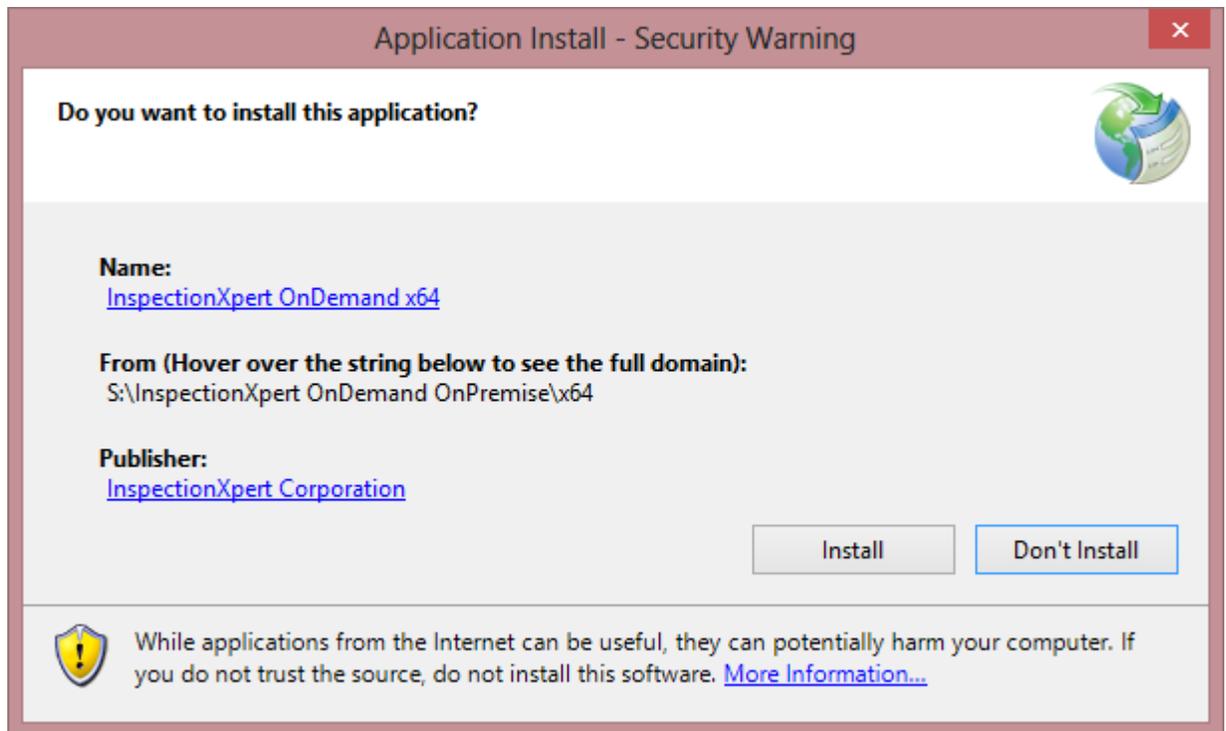
- b.
4. Click "Extract" to unpack the InspectionXpert deployment files. When the process is complete, an "IXOnDemand.application" file should be found in the location specified in step #3.



- a.
5. From a client computer, navigate to the location(s) specified in step #3 and launch the application via the "IXOnDemand.application" file\*.

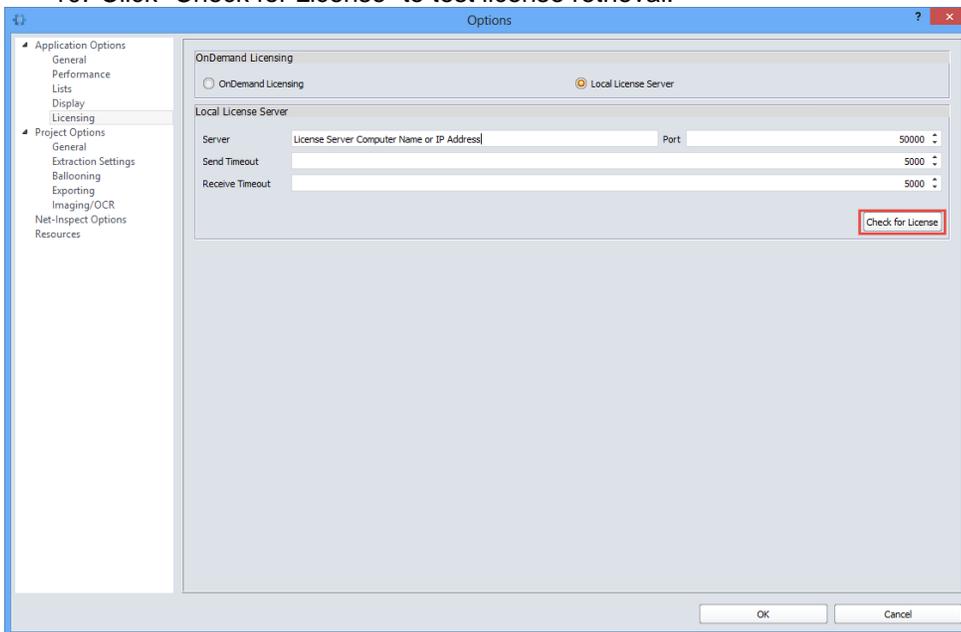


- a.
6. Users will be prompted with the screen shown below, click "Install" to proceed. The application will automatically launch after installation is complete.



- a.
- b. **\*A start menu shortcut will be created when the application is launched for the first time. For subsequent use of the application, users should launch InspectionXpert OnDemand from the start menu.**

7. Once the application is running, go to "Options">"Application Options">"Licensing"
8. Enter the computer name or IP address of the computer running the InspectionXpert License Manager in the "Server" field.
  - a. **An InspectionXpert License manager must be installed with a proper license file for this step.**
9. Ensure that the "Port" number selected for communication matches the value used during License Manager setup.
10. Click "Check for License" to test license retrieval.



## Running the application from a client computer

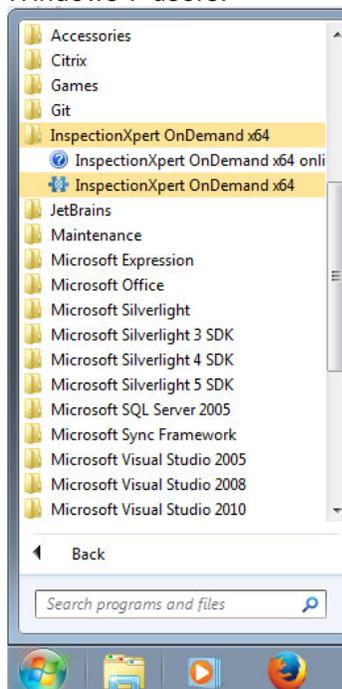
As described above, only for the first run of InspectionXpert OnDemand OnPremise from a client computer will users need to navigate to the location(s) specified in step #3 of the installation instructions and launch the application via the "IXOnDemand.application" file. For subsequent use of InspectionXpert OnDemand, users should launch the application from the start menu as shown below.

Windows 8 users:



Open the start menu and being typing "InspectionXpert" until the shortcut shown above appears.

Windows 7 users:



Click the start button and navigate to "All Programs">"InsepectionXpert OnDemand x64" (or "...x86" for 32bit installations)

## Updates & Maintenance

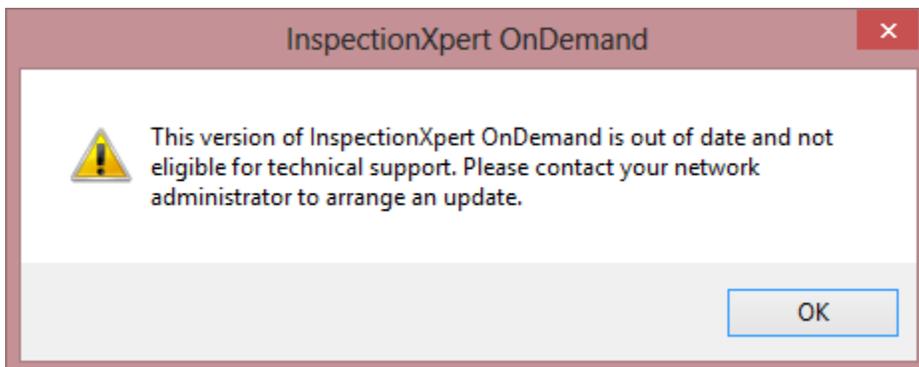
InspectionXpert software updates are pushed out regularly delivering exciting new features and resolving issues. This is why it is so important that the latest updates are always applied. As a result, InspectionXpert's technical support policy covers the last 2 major service pack releases of a given product. Since updates to InspectionXpert OnDemand OnPremise deployments must be downloaded and manually applied by a network administrator, the InspectionXpert License manager will check for updates and notify end users of their current status if an update has been released.

### ***Update Notifications***

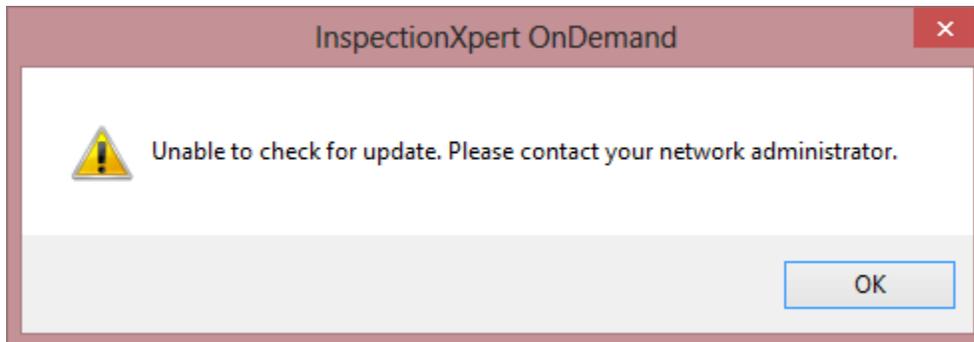
The below warning messages will appear to users of the InspectionXpert OnDemand software under the following conditions:



*An update has been released and the local deployment server is still loaded with previous major service pack release. Users are still eligible for technical support for the time being, but the latest update should be downloaded and applied as soon as possible to avoid losing eligibility for technical support if the need arises. The application will continue to function normally after users accept this prompt.*



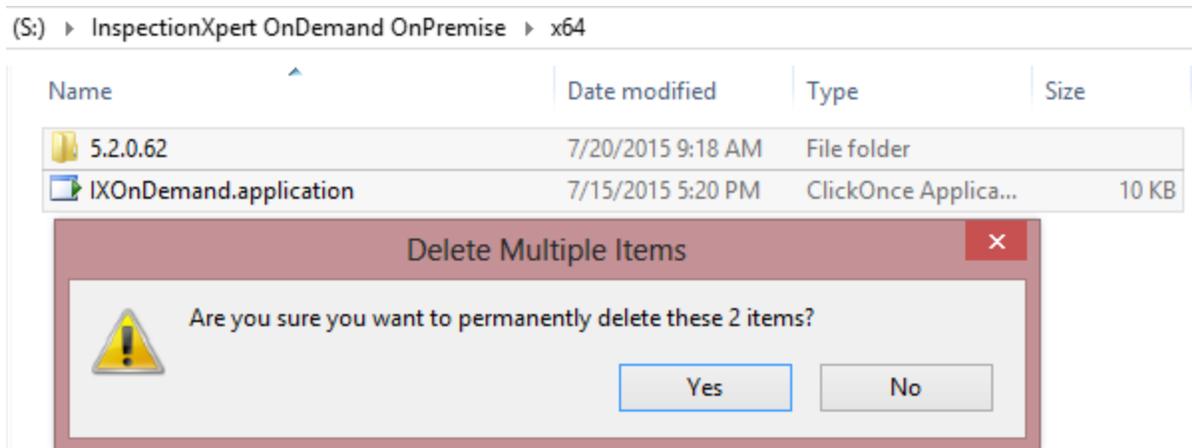
*Two or more major service pack updates have been released since InspectionXpert OnDemand OnPremise has been updated on the local deployment server. Users are currently **ineligible** for technical support assistance with the current installation due to the update status. The latest update should be downloaded and applied by the network administrator immediately. The application will continue to function normally after users accept this prompt.*



The InspectionXpert License Manager is unable to connect to the internet to check for updates. The application will continue to function normally after users accept this prompt. The network administrator should add an exception to the firewall allowing the application to communicate with "ondemand.inspectionxpert.com". More information on troubleshooting this scenario can be found in the InspectionXpert License Manager Installation Guide.

## Installing Updates

When an update is available, head to the product page on the InspectionXpert.com website and download the latest deployment package. The installation process for updates is the same process as described for initial installations above with one exception: the previous release must be removed from the location specified in Step #3 of the Installation Instructions prior to extracting the contents of the new deployment package. It is important that new updates to InspectionXpert OnDemand OnPremise are placed in the same location on the deployment server in order to ensure that users can continue to launch the software using the shortcuts found in the start menu.

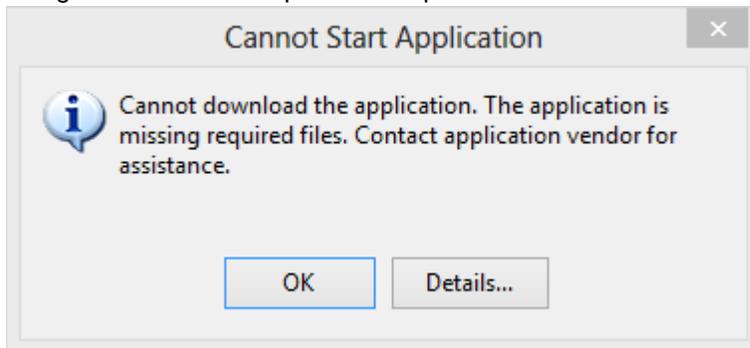


Removal of previous release prior to installing update.

## Troubleshooting

### ***Unable to launch from client computer***

If there happens to be an issue with the setup of the deployment package, users may encounter a “Cannot Start Application” message similar to the one shown below. If this warning message is seen, click the “Details...” button, save a copy of the provided .LOG file, and send it to [support@inspectionxpert.com](mailto:support@inspectionxpert.com) along with a brief description of the problem.



### ***License Retrieval Failed***

On occasion the license retrieval will fail if the ports on your server or client are being blocked by your firewall settings. This causes a license retrieval failure since the client and server are unable to communicate. You will need to open the inbound and outbound access to the ports specified in your InspectionXpert license manager setup within your firewall software on **both the client and server computers**. Every firewall software is different but this can typically be found in the advanced settings.

## Where to Get Help

### ***Contacting InspectionXpert***

If you need information on using or running any of the InspectionXpert software products or have general inquiries then please feel free to contact us.

InspectionXpert

56 Hunter Street, Suite 330

Apex, NC 27502

Phone: 800-379-0322 (9am to 5pm Monday through Friday, Eastern Time US)

Email: [support@inspectionxpert.com](mailto:support@inspectionxpert.com)

Support Site: <http://mysupport.inspectionxpert.com/>