

# Installation Guidelines and Troubleshooting



**Corporate Office**

Trimble Navigation Limited  
Engineering and Construction Division  
935 Stewart Drive  
Sunnyvale, California 94085  
U.S.A.

Phone: +1-408-481-8000

Toll free (in USA) +1-800-874-6253

Fax: +1-408-481-7744

[www.trimble.com](http://www.trimble.com)

## Document overview

This document describes how to prepare for the installation of Business Center - HCE, uninstall and re-install the program, and troubleshoot installation issues. If you have never installed the program before, you should review this document before beginning.

For information on troubleshooting issues with program licensing, see the *HASP Troubleshooting Guide*. For information on deploying the program across the enterprise, see the *Enterprise Deployment Guide*.

## Preparing for installation

This section provides useful information to know before installing BC-HCE. For additional installation instructions, see the *Business Center - HCE Release Notes*.

### System requirements

Your computer should meet the system requirements below in order to install and run the program efficiently.

Operating system:	Microsoft Windows® 10 (64-bit version) Microsoft Windows 8 (64-bit version) Microsoft Windows 7 (64-bit version with Service Pack 1)
Processor:	Dual-core 1.80 GHz or better recommended
Random access memory (RAM):	2 GB or more recommended
Hard disk space available:	5 GB or more recommended
Graphics:	DirectX 9 (or higher) compatible graphics card with 512 MB memory or more <i>Note:</i> To display point cloud data (if applicable), your graphics card must support OpenGL version 3.2 or newer.
Monitor:	1280 x 1024 or higher resolution with 256 or more colors (at 96 DPI)
I/O Ports:	USB 2.0 port

## Administrative permissions

You must have Administrative privileges to install the program. However, to run the program, you do not need Administrative privileges. You can run the program as a standard user.

## Conflicts with programs

Some programs can interfere with the installation process. To minimize conflicts, make sure to install all system updates and reboot your computer. Then close all open programs prior to installing the program.

In some instances, temporarily disabling the anti-virus software and firewall may help if you are having trouble with the installation. For additional instructions, consult the documentation provided with your anti-virus software.

## .NET Framework

The program requires Microsoft .NET Framework 4.5, which is included with some operating systems, specifically Windows 8 and Windows 8.1. For Windows 7, the Framework is automatically deployed with the program.

Additionally, the program uses third-party components that require the Microsoft .NET Framework 3.5. As this is not automatically installed with Windows 8, Windows 8.1, or Windows 10, it must be enabled separately. The installation does this by invoking Windows Updates through an internet connection. If an internet connection is not available or the .NET Framework 3.5 cannot be enabled online, you can enable it by using the Windows installation media.

To enable .NET Framework 3.5 offline using the Windows installation media:

1. Insert or load the original Windows installation media (ISO image or DVD).
2. Open a Command Prompt window with Administrative credentials (that is, choose Run as Administrator).
3. Run the following command:

```
DISM /Online /Enable-Feature /FeatureName:NetFx3  
/All /LimitAccess /Source:<drive>:\sources\sxs
```

Note: <drive> denotes the drive letter of the DVD drive or the Windows installation media location.

## Graphics card driver

For optimum graphics performance, make sure the graphics card driver is up-to-date. Visit the hardware manufacturer's website directly for the most current drivers.

## Ports

While the program can operate off line, there are some features that require Internet connection. If your system has been configured to provide limited or no access to the World Wide Web, you can still provide access to the program while still maintaining restricted WWW access to your clients by allowing access to the following ports:

- Port 80 (<http://dl.trimble.com>)
- Port 443 (<https://updates.t-iserv.com>)
- Port 1947

## Uninstalling and re-installing the program

In some situations, the program can become corrupt if a file or system setting required by the program is lost or altered. In this case, it may be necessary to attempt a repair of the installation, or even restore the computer to a clean state for re-installation.

Repairing the installation:

To repair an installation:

1. On the Windows Start menu, select Control Panel > Programs > Programs and Features.
2. Select the program.
3. Select Repair.

Note: The repair operation requires access to files from the original installation package. If this cannot be found, you will be prompted to specify the path to the folder containing the package.

If an attempt to repair an installation fails, you may need to completely remove the program and then reinstall it.

## Performing a clean uninstall

Even after a program has been installed successfully, it may still operate unexpectedly. This can be caused by the following conflicts:

- Residual files and registry keys from previous installations
- Shared files and registry keys that have been modified by other programs
- Shared files and registry keys that have been modified by another user account

A cleanup utility is available online which can resolve these problems by restoring a system to a clean state and allowing the program to be reinstalled or updated cleanly.

For more information, visit the product downloads area on the company website.

## Manually uninstalling the program using Microsoft Fix It

You may encounter issues during installation that are preventing the program from being installed or removed. This can be caused by missing or corrupted installation resources required by the operating system that can be resolved through the Microsoft Fix It Solution Center.

For more information, visit:

[https://support.microsoft.com/mats/Program Install and Uninstall](https://support.microsoft.com/mats/Program_Install_and_Uninstall)

## Reinstalling the HASP runtime

A failed installation of the HASP runtime may leave residual licensing files which can conflict with subsequent attempts at reinstalling.

To manually clean and install the HASP runtime:

1. Browse to the folder where the downloaded installation program is located. The HASP runtime installer (haspdinst.exe) is located in the HASPSetup subfolder.
2. Open a Command Prompt window with Administrative credentials (that is, choose Run as Administrator).
  - a) Change the current directory to the path located in step 1.
  - b) Run the following command to remove all traces of the previous HASP runtime install:  
`haspdinst.exe -r`
  - c) Run the following command to install the HASP runtime:  
`haspdinst.exe -i`

3. Browse to the HASPVendorLib folder located in the installation program folder.
4. Run the HASP Vendor Library installation (setup.exe).  
If the HASP Vendor Library is already installed, select the Repair option to restore any files that may have been removed from the HASP runtime install.  
For more information, see the *HASP Troubleshooting Guide*.

## Troubleshooting

This section outlines solutions for common issues that may arise during and from installation.

Error	Remarks	Solution
Message displayed: "Exception has been thrown by the target of an invocation."	The error can occur when the program is launched.	Method 1: Temporarily disable the anti-virus software and firewall. For more information, see the <i>HASP Troubleshooting Guide</i> . Method 2: Reinstall HASP runtime. For information, see the section "Reinstalling the HASP runtime" earlier in this document. Method 3: If the error occurs following an upgrade, uninstall the program, delete any remaining files from the installation directory, and reinstall.
Message displayed: "Error 1316: The specified account already exists."	The error can occur while removing or upgrading a previous installation.	Remove the current installation by running the installation diagnostic tool through the Microsoft Fix It Solution Center. Once the program has been removed, you can reinstall. For more information, see the section "Manually uninstalling the program using Microsoft Fix It" earlier in this document.
Message displayed: "Error opening installation log file. Verify that the specified location exists and is writable."	The error can occur when you attempt to uninstall on Windows 7.	Stop and restart the Explorer.exe process using Task Manager.

<p>Message displayed: "Error 1606: Could not access network location"</p>	<p>The error can occur during installation from a corrupted user account.</p>	<p>Method 1: Run the installation from another user account.</p> <p>Method 2: To repair the user account:</p> <ol style="list-style-type: none"> <li>1. Select Start menu&gt;Run, enter regedit.exe to open the Registry Editor.</li> <li>2. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\ShellFolders.</li> <li>3. Change the value of the "Common Documents" location to a valid path or create the folder that it refers to.</li> </ol>
<p>Installation becomes unresponsive.</p>	<p>The problem can occur if there is a conflict with the Bluetooth driver while installing the Windows Mobile Device Center (WMDC).</p>	<p>Method 1: Run the WMDC installation manually as follows:</p> <ol style="list-style-type: none"> <li>1. Close all running programs and restart the computer.</li> <li>2. Navigate to C:\Windows\WimndowsMobile\Drivers\Bluetooth.</li> <li>3. Double-click wmupdate.msi to complete the WMDC installation.</li> <li>4. Re-run the installation.</li> </ol> <p>Method 2: If you do not require connection to Windows mobile devices, you can deselect the Install Windows Mobile Device Center 6.1 check box from the installation wizard.</p>
<p>Installation aborts abruptly.</p>	<p>The problem can occur on user accounts when the installation cannot locate specific user shell folders.</p>	<p>Method 1: Run the installation from another user account.</p> <p>Method 2: To repair the user account:</p> <ol style="list-style-type: none"> <li>1. Navigate to the folder C:\Users\&lt;USER&gt;\AppData\Roaming\Microsoft\Windows\StartMenu\Programs</li> <li>2. Create a folder named "Startup".</li> <li>3. Re-run the installation.</li> </ol>

<p>Message displayed: "The installation of Sentinel HASP Runtime appears to have failed. Do you want to continue the installation?"</p>	<p>The error can occur if there is a conflict with installing the Sentinel HASP runtime.</p>	<p>Refer to the section "Reinstalling the HASP runtime" earlier in this document. For additional troubleshooting information, see the <i>HASP Troubleshooting Guide</i>.</p>
<p>Licensed features are not available while running the program.</p>	<p>The problem can occur if the HASP runtime was not properly installed or is in conflict with another program or hardware device</p>	<p>Refer to the section "Reinstalling the HASP runtime" earlier in this document. For additional troubleshooting information, see the <i>HASP Troubleshooting Guide</i>.</p>