



ZOOM® SOFTWARE SUITE

Version 7.3

Installation Guide





Safety Symbols



Caution - Identifies conditions or practices that could affect product performance or damage the equipment.



Important Information - Must be read and followed.



Important Information

- The equipment may need to be accessed during the installation. Make sure all acquisition units are accessible before beginning the installation.

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1. INTRODUCTION

This manual provides information required to install your new software.

2. MINIMUM SYSTEM REQUIREMENTS

The following tables display the minimum system requirements for servers and workstations.

2.1 For a Server

Operating System	Recommended Database Engine	Recommended Hardware
Windows Server® 2003	<ul style="list-style-type: none"> Microsoft® SQL Server® 2008 standard and R2 Also supported: SyBase® 8 	<ul style="list-style-type: none"> Server type computer 2 GHz or faster, multi-core processor Minimum 4 GB of system memory DVD burner Dual Ethernet network card for LAN/WAN settings SVGA at 1280x1024, 32-bit color 4 GB of free space on installation drive Minimum 250 GB of free disk space for databases 3 available USB ports
Windows Server 2008 R2	<ul style="list-style-type: none"> Microsoft SQL Server 2008 standard and R2 Also supported: SyBase 8 	<ul style="list-style-type: none"> Server type computer 2 GHz or faster, 64-bit, multi-core processor Minimum 4 GB of system memory DVD burner Dual Ethernet network card for LAN/WAN settings SVGA at 1280x1024, 32-bit color 4 GB of free space on installation drive Minimum 250 GB of free disk space for databases 3 available USB ports
Windows Server 2012	<ul style="list-style-type: none"> Microsoft SQL Server 2014 Microsoft SQL Server 2012 standard Microsoft SQL Server 2008 standard and R2 Also supported: SyBase 8 	<ul style="list-style-type: none"> Server type computer 3.1 GHz or faster, 64-bit, multi-core processor Minimum 8 GB of system memory DVD burner Dual Ethernet network card for LAN/WAN settings SVGA at 1280x1024, 32-bit color 4 GB of free space on installation drive Minimum 250 GB of free disk space for databases 3 available USB ports
Windows Server 2016	<ul style="list-style-type: none"> Microsoft SQL Server 2017 standard Microsoft SQL Server 2016 standard Microsoft SQL Server 2014 standard 	<ul style="list-style-type: none"> Server type computer 3.1 GHz or faster, 64-bit, multi-core processor Minimum 8 GB of system memory DVD burner Dual Ethernet network card for LAN/WAN settings SVGA at 1280x1024, 32-bit color 4 GB of free space on installation drive Minimum 250 GB of free disk space for databases 3 available USB ports

Not recommended: Windows XP Pro SP3® and Windows 7®

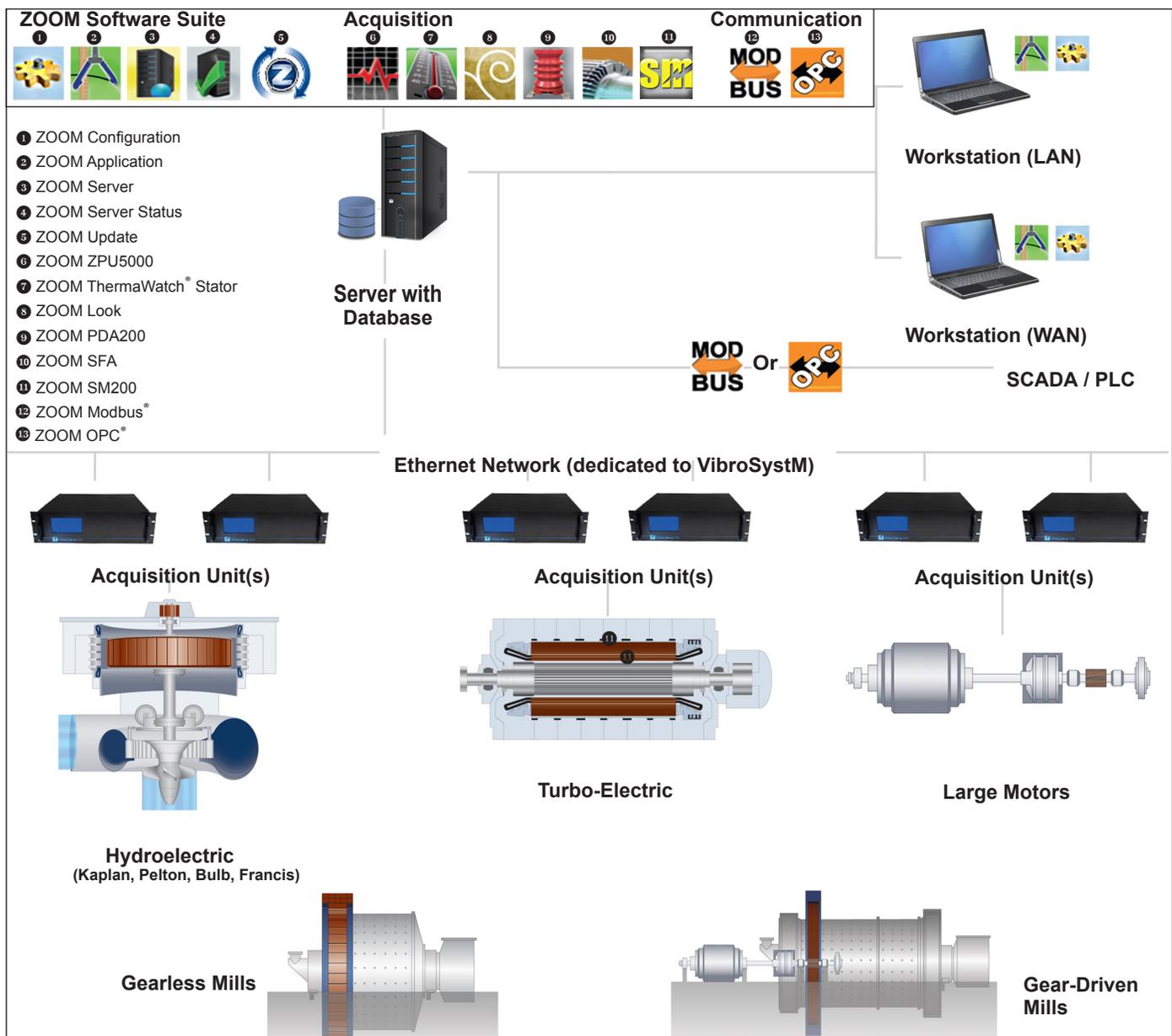
Not supported: Windows Vista®, Windows 8®, Windows 10®



2.2 For a Workstation

Operating System	Recommended Hardware
<ul style="list-style-type: none"> Windows XP Pro SP3 Windows Vista (with limitations) Windows 7 Windows 8 Windows 10 	<ul style="list-style-type: none"> 1 GHz or faster, multi-core processor Minimum 2 GB of system memory Ethernet network card CD or DVD drive SVGA at 1280x1024, 32-bit color Minimum 2 GB of free disk space on the installation drive

3. SYSTEM OVERVIEW





The ZOOM software can either be installed on a server or workstation:

3.1 The Server

The server is the computer on which ZOOM Server, the application in charge of data and communication management, is installed. Other software applications, such as ZOOM Configuration (equipment and sensor description, measurement configuration) and ZOOM Application (take manual measurements, acknowledge alarms, display results, monitor equipment status, etc.) can be installed, as well as the database engine. All data acquisition and communication gateway services are also installed on the server.

3.2 The Workstation

The workstation is a computer that connects to ZOOM Server via an Ethernet network. It can run ZOOM Application, ZOOM Configuration, and ZOOM acquisition and communication plugins, allowing the user to effectively monitor machine condition.

4. UNINSTALLING AN EXISTING SOFTWARE VERSION

The ZOOM software does not automatically update to a newer version. A manual update is required. An existing version must first be uninstalled. If this is a first-time installation, skip directly to section 5. "INSTALLING THE SOFTWARE" on page 8.

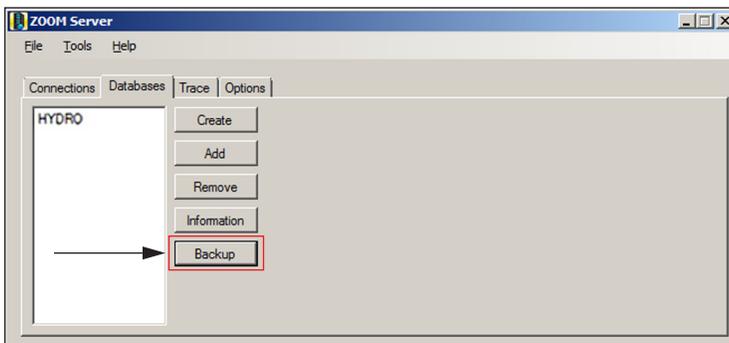
4.1 Database Backup and ZOOM Server Service Termination

Before uninstalling an existing software version, the ZOOM Server service and all other services must be stopped. A backup of the database can also be made now or later (see section 6. "DATABASE UPDATE AND BACKUP" on page 14).

! Important Information

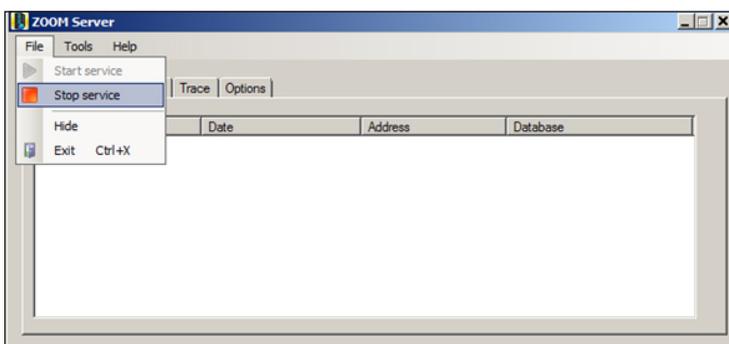
- The database update is only possible when updating from version 6 or more recent.

4.1.1 Version 7.1 or More Recent



1. Use ZOOM Server to make a backup of the database(s). Open the **Database** tab, select a database and click **Backup**.

A wizard will open and guide you through the backup procedure. For further details, please refer to the ZOOM software's **Online Help** (F1).



2. Stop the ZOOM Server service by accessing the ZOOM Server GUI (graphic user interface) and select **Stop service** from the **File** menu.

! Important Information

- Simply clicking the **X** button will only close the GUI. The service will still be running in the background.



4.1.2 Version 7.0 or Older

1. Stop the ZOOM Server service by accessing the ZOOM Server GUI and select **Stop service** from the **File** menu.
2. Manually create a backup of the database. For Sybase databases, simply copy the .DB and .LOG files. For Microsoft SQL Server databases, refer to your database administrator or Appendix A. For Oracle® databases, refer to your Oracle administrator for assistance.

4.2 Removing an Existing Version

1. Close all ZOOM software applications.
2. Stop and exit all running services via the GUI or using Windows **Task Manager**.
3. Uninstall all the existing ZOOM software applications using Windows **Control Panel**.
4. If the existing version is 6.2 or 6.4, uninstall Crystal Report for .NET Framework 2.0 (x86).

5. INSTALLING THE SOFTWARE

5.1 Preparation Before Installation

Before installing ZOOM, Microsoft **.NET Framework 3.5** must be installed. This applies to both the server and workstation. If ZOOM version 7.0 or more recent has previously been installed, skip directly to section 5.2 “Installation of the ZOOM Software” on page 13. If this is a first-time installation, refer to the appropriate procedure below.

5.1.1 With Windows Server 2003, Windows XP, or Windows Vista

.NET Framework 3.5 must first be installed. An installer has been added to the ZOOM software installation disc.

5.1.2 With Windows Server 2008, Windows 7, or Windows 10

.NET Framework 3.5 is automatically installed during the installation of the ZOOM software. You may proceed to section 5.2 “Installation of the ZOOM Software” on page 13.

5.1.3 With Windows 8

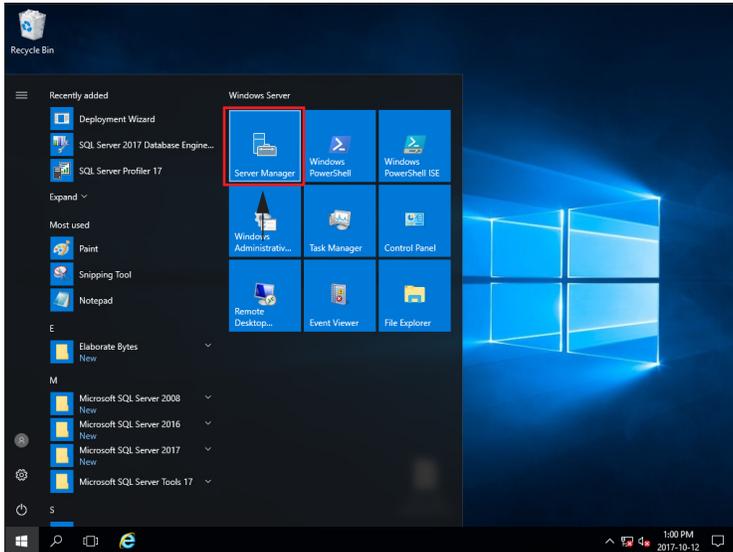
A valid internet connection is necessary. Contact your network administrator for assistance. To install **.NET Framework 3.5**, complete the following procedure:

- Press the **Windows** key to open the **Start** screen.
- Right-click on the background, select **All apps**, then **Control Panel**.
- Select **Programs and Features** followed by **Turn Windows features on or off**.
- In the **Windows Features** window, select **.NET Framework 3.5 (includes .NET 2.0 and 3.0)** and click **OK**. Windows will then proceed with the download and installation process.

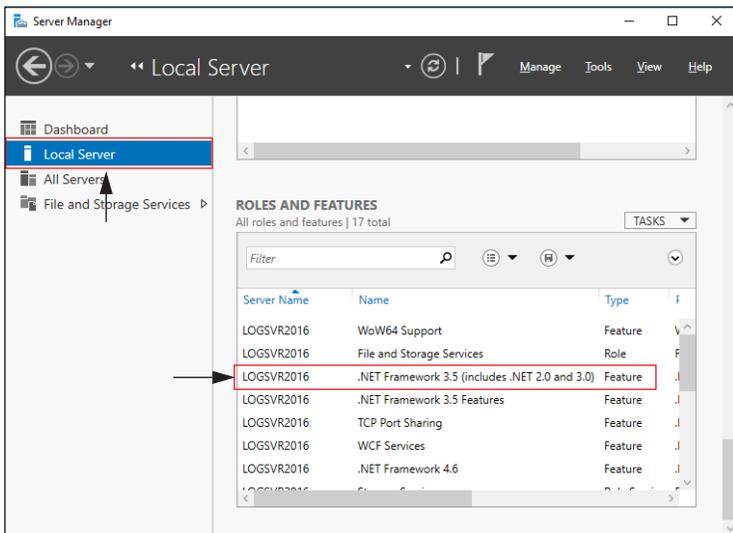


5.1.4 With Windows Server 2012 or Windows Server 2016

.NET Framework 3.5 must be installed as a feature. The Windows Server 2012 or Windows Server 2016 installation disc is necessary to complete the following procedure:



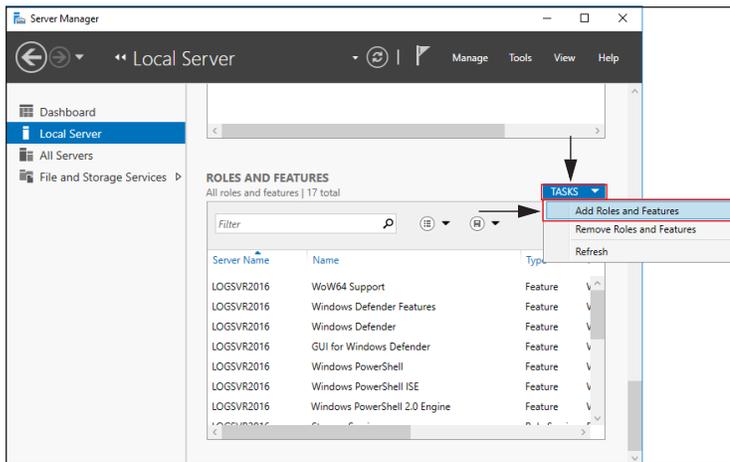
1. Open the **Server Manager**.



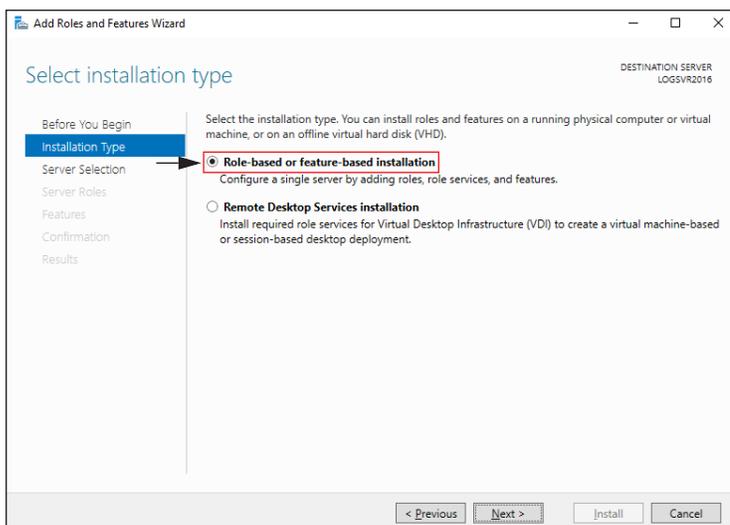
2. In the **Server Manager** window, select the **Local Server** tab on the left.

In the **Roles and features** section, verify if **.NET Framework 3.5** is installed.

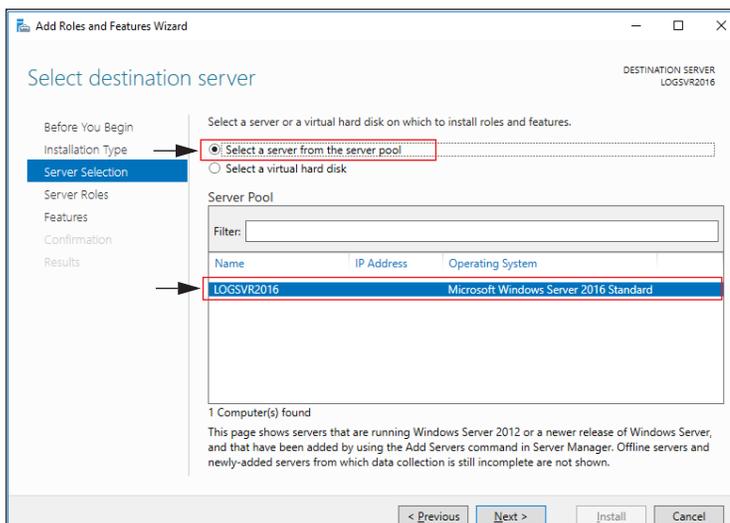
If **.NET Framework 3.5** is installed, go to section 5.2 “Installation of the ZOOM Software” on page 13.



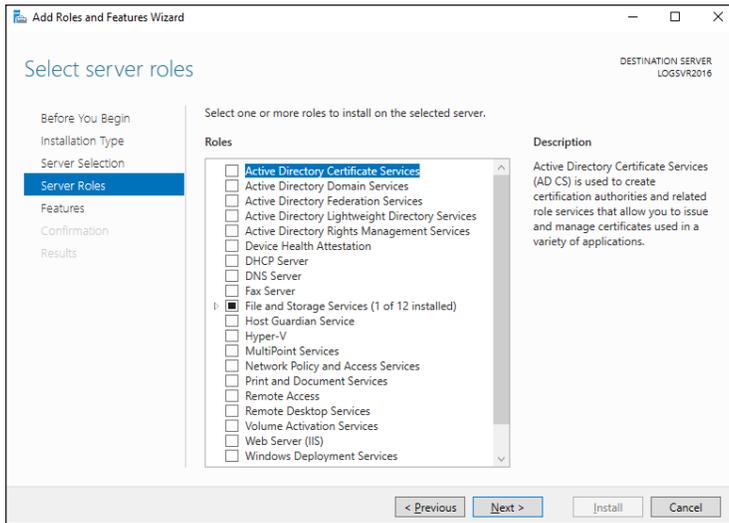
3. If .NET Framework 3.5 is not installed, click on the **Tasks** drop-down list and select **Add Roles and Features**.



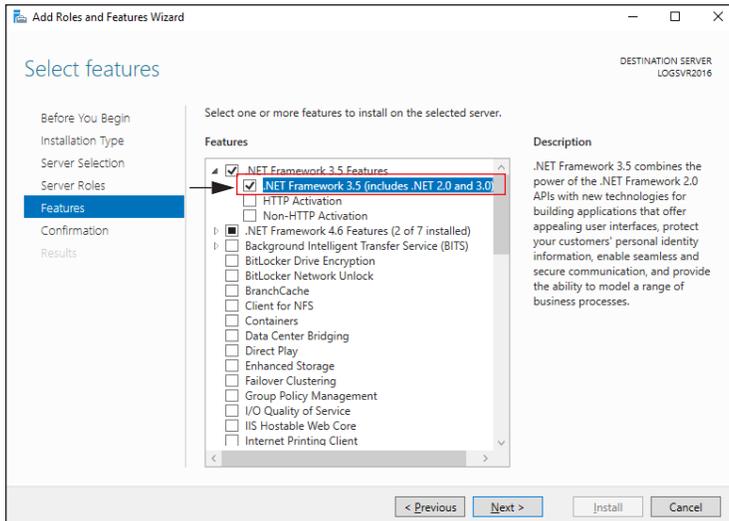
4. Next, in the **Add Roles and Features Wizard** window, at the **Installation Type** step, select the **Role-based or feature-based installation** option, and click **Next**.



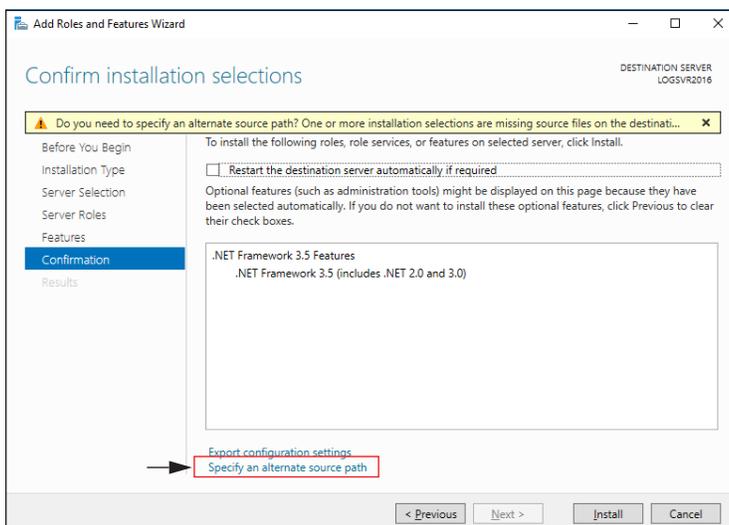
5. At the **Server Selection** step, choose **Select a server from the server pool**. In the Server Pool list, select the server for which the roles and features must be installed, and click **Next**.



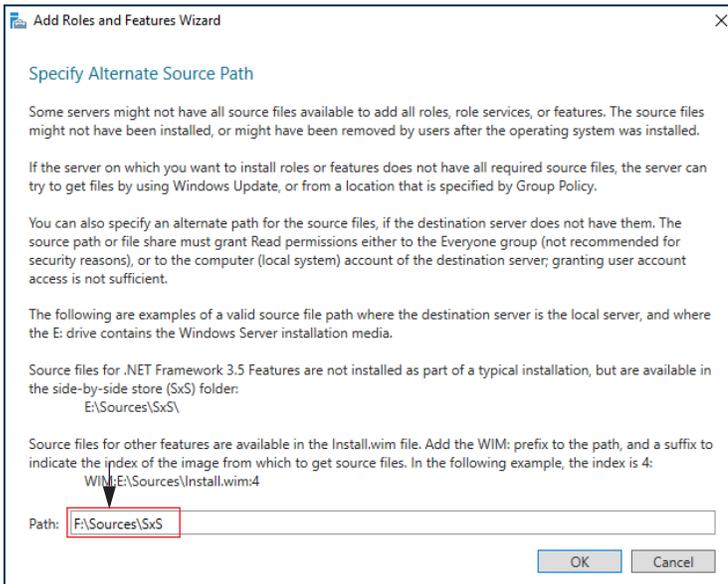
6. At the **Select server roles** step, click **Next**.



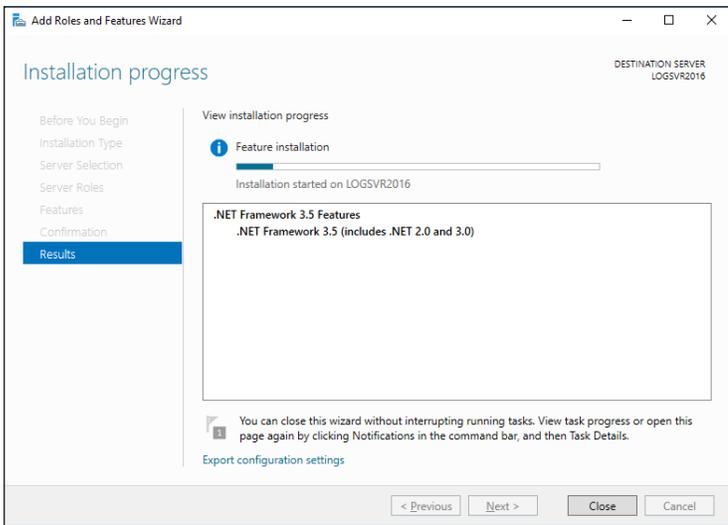
7. At the **Features** step, select **.NET Framework 3.5 (includes .NET 2.0 and 3.0)**, and click **Next**.



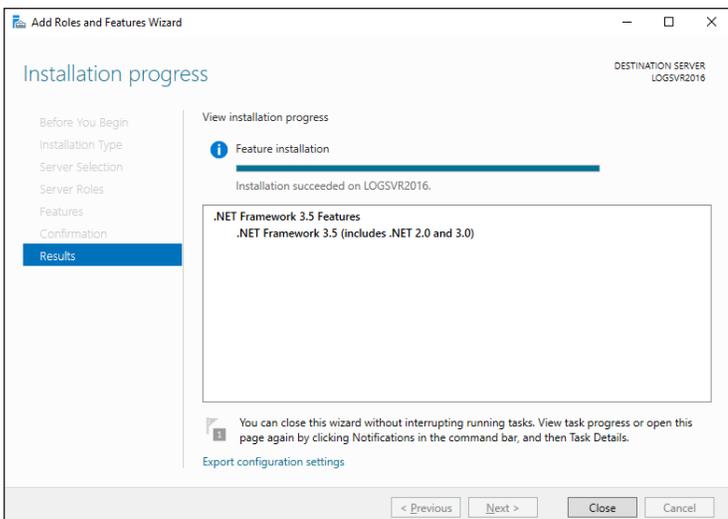
8. At the **Confirmation** section, click the **Specify an alternate source path** link.



- In the **Path** field, type the folder path: **D:\Sources\SxS** (change **D** for the drive letter of the drive in which the Windows Server 2012 (or Windows Server 2016) installation disc is placed), and click **OK**.
- Click **Install** to complete the installation process.



- An Installation progress window is displayed. Wait for the final message.



- When the final message is displayed, click **Close**.



5.2 Installation of the ZOOM Software

Now that any previous version of the ZOOM software has been deleted and .NET Framework 3.5 is installed and enabled, it is now possible to install the software.

Important Information

- As the installation moves along, it is possible to go back to a previous screen by clicking **Back** or terminate the installation by clicking **Cancel**.

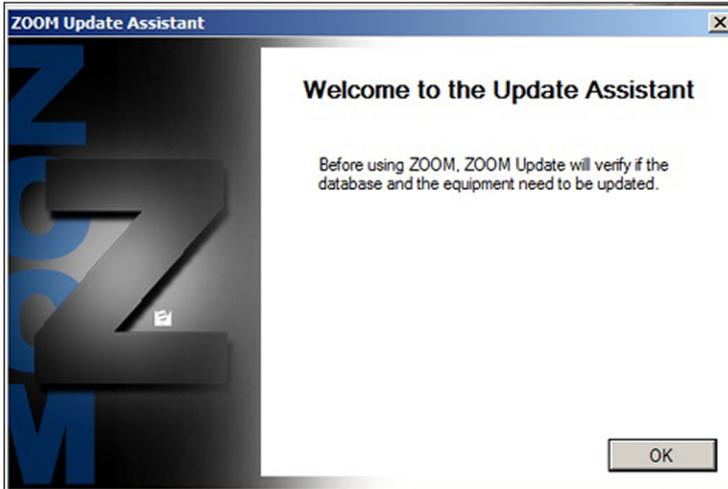
This installation procedure applies to both a server and a workstation.

1. Click on the downloaded executable file, or insert the installation disc into the tray, and InstallShield Wizard should launch automatically.
If the Wizard does not launch automatically, browse the installation disc and launch manually (ZOOM_Setup.exe from the ZOOM Suite directory).
Select the desired language and click **OK**.
2. The InstallShield Wizard will prompt the beginning of the installation process, click **Next** to continue.
3. Make sure to read the licence agreement. Once read and accepted click **Next**.
4. Enter a project and company name, followed by the 36-character product key which was either sent by email or located at the back of the CD packaging. Once the product key has been entered, click **Next**.
5. A destination folder is proposed by default. Click **Next** to accept this choice or **Change...** to select a different destination folder.
6. At the **Installation Type** window, select the appropriate choice:
For a server: select **Server**.
For a workstation: select **Workstation**.
Once the selection is completed, click **Next** to continue.
7. At the **Setup Type** window, select the appropriate choice:
Recommended: Installs, by default, all purchased components.
Custom for advanced users: Allows the user to specify, among purchased components, which ones to install.
Once the selection is completed, click **Next** to continue.
8. The ZOOM software is now ready to be installed. Click **Install** to begin. This may take several minutes.
9. Congratulations, the ZOOM software is now installed. Click **Finish** to close the InstallShield Wizard.
A series of icons have been installed on the desktop. Each icon represents one of ZOOM's software applications or services.
Workstation: The installation is now completed.
Server: Continue to section 6. "DATABASE UPDATE AND BACKUP" on page 14 and section 7. "EQUIPMENT VERIFICATION AND UPDATE" on page 15.

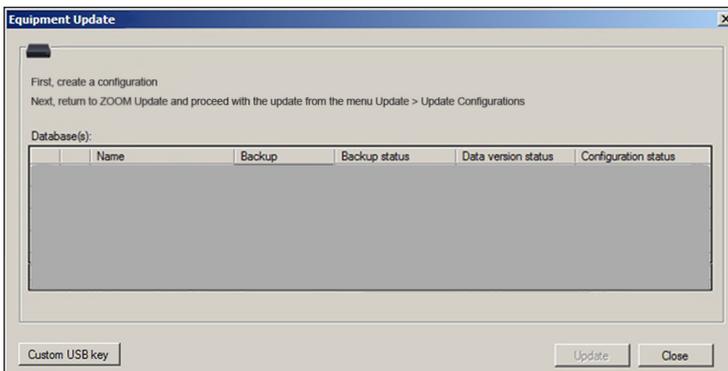


6. DATABASE UPDATE AND BACKUP

Once the main installation is completed, the ZOOM Update Assistant window will open automatically and guide you through the database update and backup procedure.

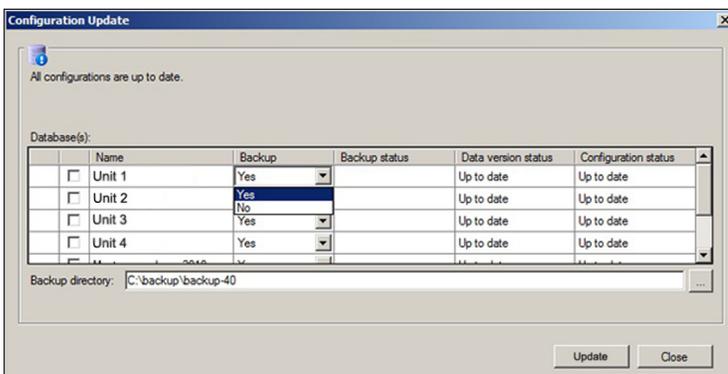


1. Click **OK** to begin the update process. The database update window will open.



! Important Information

- If this is a first-time installation, ZOOM Update will skip directly to the equipment update window. A message should appear prompting the user to first create a configuration. This will then terminate the installation process. See illustration for reference.
- A database engine must be installed before creating a new configuration. Microsoft SQL Server is recommended. Refer to your network administrator for assistance.



2. ZOOM Update will list the databases connected to the server. A backup can be made by selecting **Yes** in the check box. In this case, the database will be backed up in a user-defined directory. If the backup was previously done, select **No**.

When ready to update/backup, click **Update**. This action may take several minutes. A timer and progress bar will indicate the progression.

Once everything is completed, a green check mark will appear next to the database to confirm that the operation was successful. When database update and backup procedure is completed, click **Close**.



7. EQUIPMENT VERIFICATION AND UPDATE

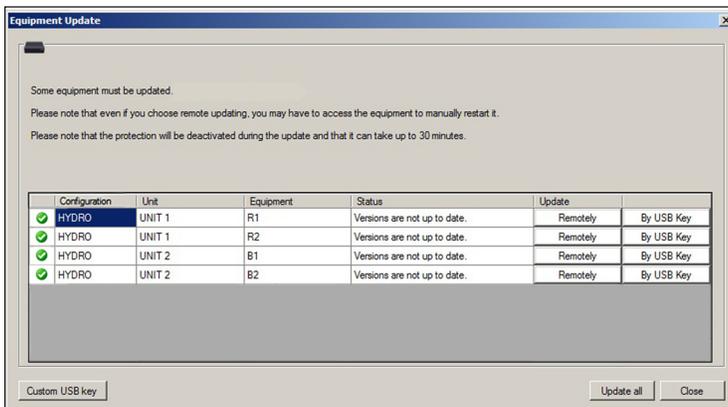
ZOOM Update then proceeds with verifying that the acquisition units are up to date.

Caution

- **DO NOT** turn off or disconnect the equipment during the update process. This could permanently damage the equipment.
- Unit protection will be temporarily disabled during the update process.

Important Information

- If this is a first-time update of version 7.1 or earlier, the equipment can **ONLY** be updated by USB key. This procedure serves as a preparation for section 8. “MANUAL EQUIPMENT UPDATE” on page 16.
- A USB key must be inserted into the server’s USB port before beginning the update.
- If several equipment components need to be updated, ZOOM Update will not copy all files at once on the same USB key. Each update must be done individually.



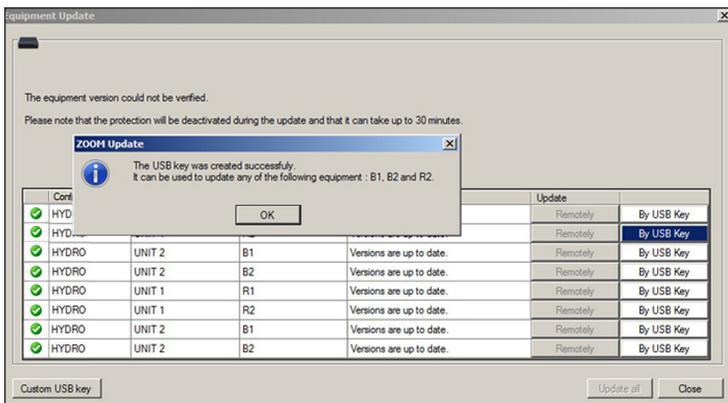
1. At this step, the user can choose between various update methods:

The equipment can be remotely updated one at a time by clicking the **Remotely** button. Clicking the button will automatically launch an update for that specific equipment.

Clicking **Update all** will remotely update all equipment at once. This may take up to 30 minutes per equipment.

Finally, the equipment can be updated by USB key. When clicking the **By USB Key** button, ZOOM Update will fill the key with the necessary firmware for the corresponding equipment.

The **Custom USB key** button is reserved for advanced users only. For further details, refer to the ZOOM software **Online Help** (F1).



2. Once ZOOM update has completed filling the key with the necessary files, a window will appear confirming which equipment the key is destined for. Click **OK** to continue. Repeat the procedure for other equipment.

Once all USB keys have been created, click **Close** and proceed to section 8. “MANUAL EQUIPMENT UPDATE” on page 16.

For further details regarding status definitions, please refer to the ZOOM software’s **Online Help** (F1).



8. MANUAL EQUIPMENT UPDATE

This procedure applies to first-time updates to version 7.3 only, and to ZPU™-5000, SFA-100™, SFA-200™, PDA-100™, PDA-200™, and SM-200™ acquisition units.

1. At this point, the previously-prepared USB key with update information is required.
2. Insert the USB key in the acquisition unit's dedicated USB port. The **System OK** LED will flash yellow during the update progress.
3. Remove the USB key when the LED has stopped flashing. The unit will automatically reboot.
For the ZPU-5000, an update of the modules firmware will start. No action is required, this is done automatically and may take, in some cases, up to 30 minutes.

This completes the manual update process.



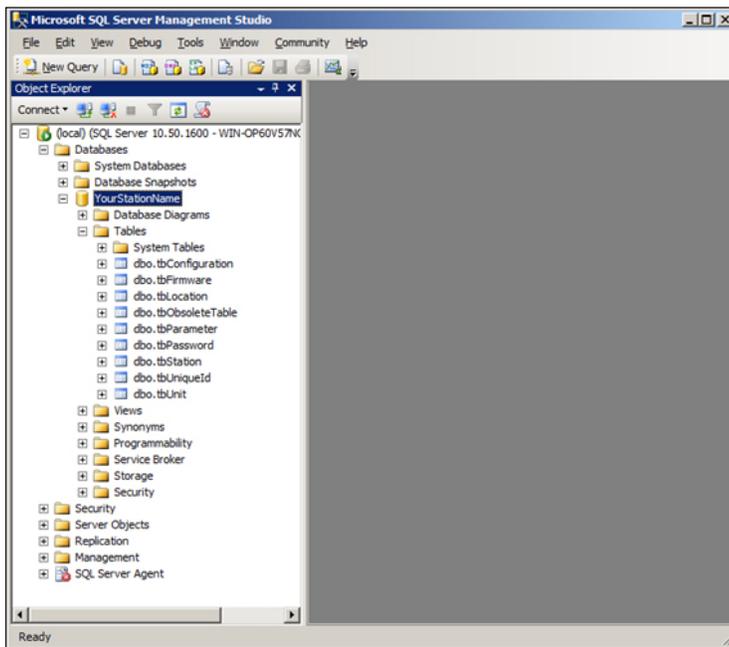
APPENDIX A: BACKUP PROCEDURE FOR MICROSOFT SQL SERVER

1. Open SQL Server Management Studio.
2. When the application starts, a connection is required:

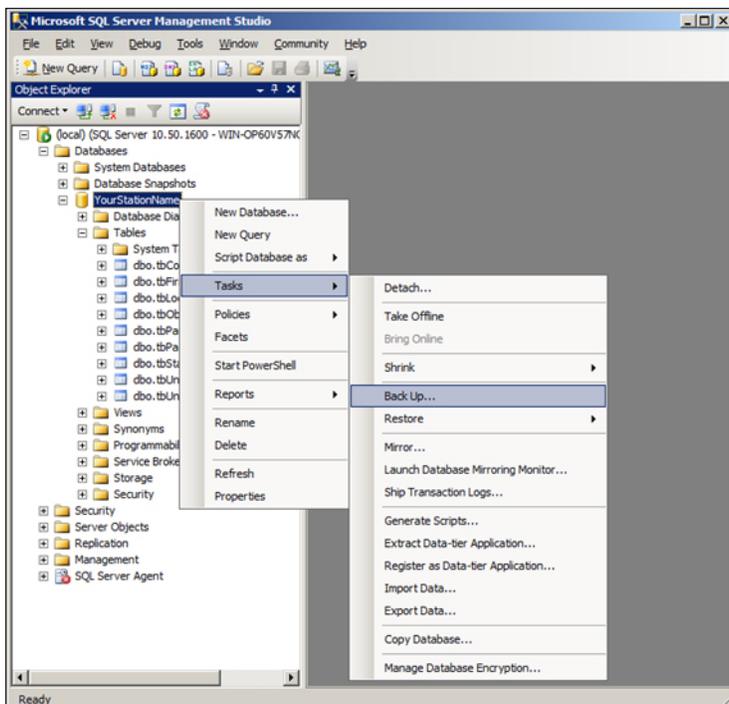
Server Type: Database Engine

Server Name: (local)

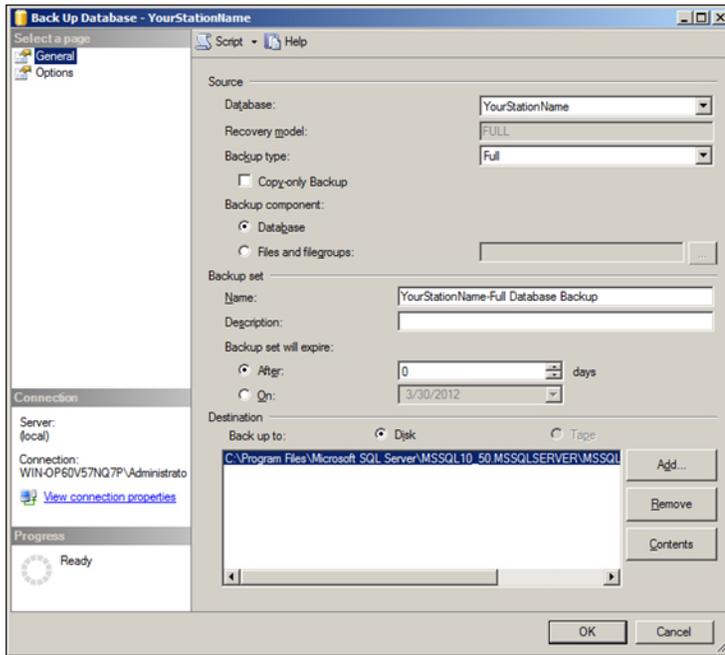
Authentication: Windows Authentication



3. Existing databases should appear (created with ZOOM Server) by opening the **Databases** node.



4. To back up a database, select the desired one in the left column and right-click on it. Then, select **Tasks** followed by **Back Up....**



5. In the **Back Up Database** window, look at the destination path to know where the backup file will be copied. When ready, click **OK**. When the operation has completed, look for the backup file in the destination folder.

This completes the backup procedure for SQL Server.



APPENDIX B: SPECIFIC LOCAL PORTS

The following tables contain security information needed when setting up Windows Firewall. Port numbers must be assigned to each ZOOM service to allow inbound and outbound communication.

Table 1: Inbound Rules

Software	Port number	Suggested Name
ZOOM Look	62003	ZOOM Look Port
ZOOM Modbus	62013	ZOOM Modbus Port
ZOOM OPC	135	DCOM
ZOOM PDA100	62007	ZOOM PDA100 Port
ZOOM PDA200	62017	ZOOM PDA200 Port
ZOOM Server	62000	ZOOM Server Port
ZOOM SFA	62021	ZOOM SFA Port
ZOOM SFA100	62005	ZOOM SFA100 Port
ZOOM SM200	62019	ZOOM SM200 Port
ZOOM ThermaWatch Stator	62009	ZOOM ThermaWatch Stator Port
ZOOM ZPU5000	62011	ZOOM ZPU5000 Port

Table 2: Outbound Rules

Software	Port number	Suggested Name
ZOOM Look	62002	ZOOM Look UDP
ZOOM Modbus	62012	ZOOM Modbus UDP
ZOOM PDA100	62006	ZOOM PDA100 UDP
ZOOM PDA200	62016	ZOOM PDA200 UDP
ZOOM Server	62001	ZOOM Server UDP
ZOOM SFA	62020	ZOOM SFA UDP
ZOOM SFA100	62004	ZOOM SFA100 UDP
ZOOM SM200	62018	ZOOM SM200 UDP
ZOOM ThermaWatch Stator	62008	ZOOM ThermaWatch Stator UDP
ZOOM ZPU5000	62010	ZOOM ZPU5000 UDP

