AssetGen Professional – Download and Installation Instructions

1.0   Platform Requirements

The platform requirements are:

-   Windows 7 or greater. 2GB RAM (4GB recommended for 64 bit systems).
-   Microsoft .Net Framework v3.5. This is standard on Windows 7 but must be separately installed on Windows 8 or higher. This is required by Microsoft for the installation of SQL Express 2014.
-   Microsoft .Net Framework v4.5. This is standard on Windows 8/10 but must be separately installed on Windows 7.
-   If you wish to use the drawing capability you will need Microsoft Visio 2007 or later installed on the same PC. We strongly recommend the use of the Professional version as it has enhanced features that AssetGen can utilise.

Note that the .Net framework software is not supplied as part of the Install package and will need to be downloaded and installed separately if required.

2.0   Download

The following links are to self-extracting Zip files on our web site which contain all the installation files:

https://www.assetgen.com/software/AssetGen_Professional.exe   [570MB]

Click on the link applicable to your installation. A dialog box will be displayed:

Run   Runs the extraction process direct from the remote file

Save   Saves the file to Downloads area your system.

Or expand the list via the drop down arrow

Use Save as (**recommended**) to specify where you want the download file to be saved. You will be prompted for a location.

Cancel Stops the download process

3.0   Extract Installer Files

If you selected *Save* or *Save as* the dialog box will change on completion of the download:

| The AssetGen_Professional.exe download has completed. | Run | Open folder | View downloads | × |

Click Run to start the extraction process. If you cancel from this dialog the extraction can be started manually by double clicking the downloaded file.

For other options it will start automatically.
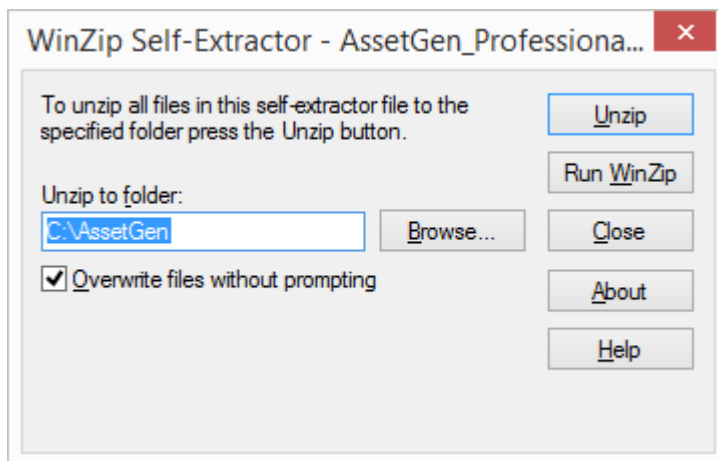
The file location for the Installer files can be changed if required.

4.0   Install Software

You will then need to start the AssetGen installation program which uses Administrator privileges. Double click on *AssetGenInstaller.exe* If the logged in user does not have sufficient privileges, a window will pop-up, requesting an administration login be given to the installer.

A User Account Control window will be displayed
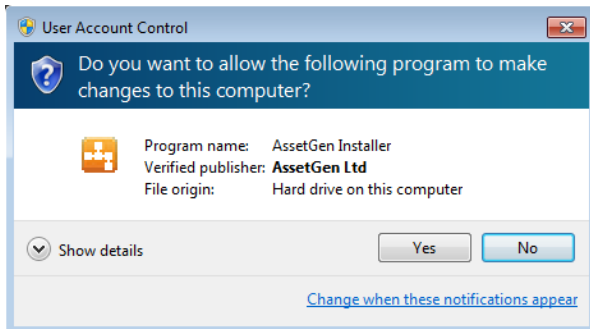
Select Yes and continue.

The Installer program will display the following screen:
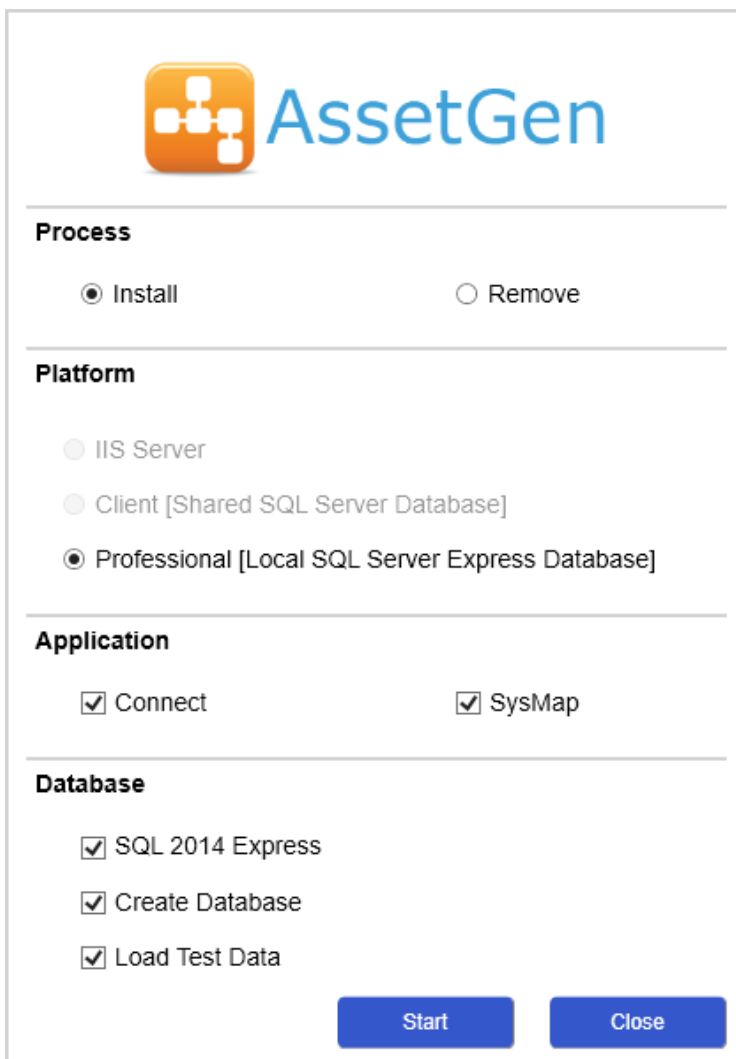
By default, both AssetGen Connect and SysMap Professional editions are installed/updated. If you only wish to install one of these products, uncheck the relevant Application checkbox. The applications can be installed at a later date by re-running the installer.

The SQL Server 2014 Express option will be checked if the Installer program cannot find an existing instance of the program, or an earlier version of SQL Server Express is found (e.g. 2012).

For Upgrades the Create Database and Load Test Data options are unchecked and disabled.

For new installations, the Load Test Data option should generally be unchecked.

Click the Start button to install. The program will display various progress dialogs as the applications and SQL Express software are installed.

Before installing SQL Express 2102 SP3 or 2014, the Installer will check the Windows registry to see if there is a pending restart required. If so it will display a dialog box.
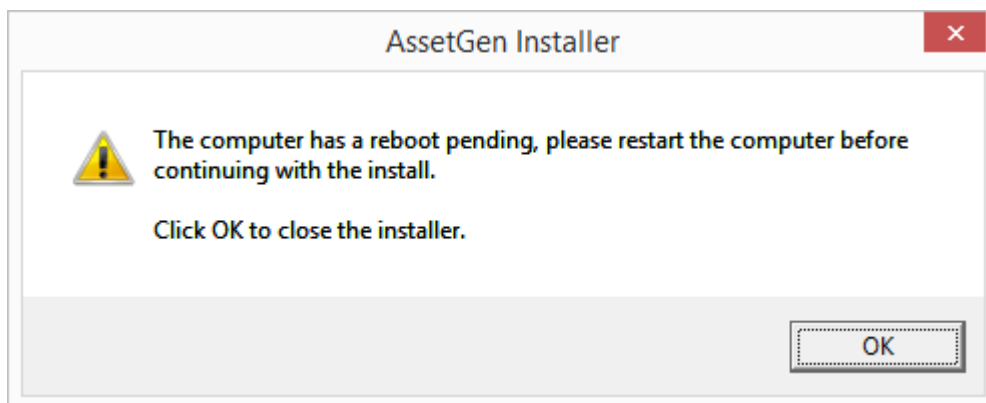
Click OK, restart Windows and re-run the Installer.

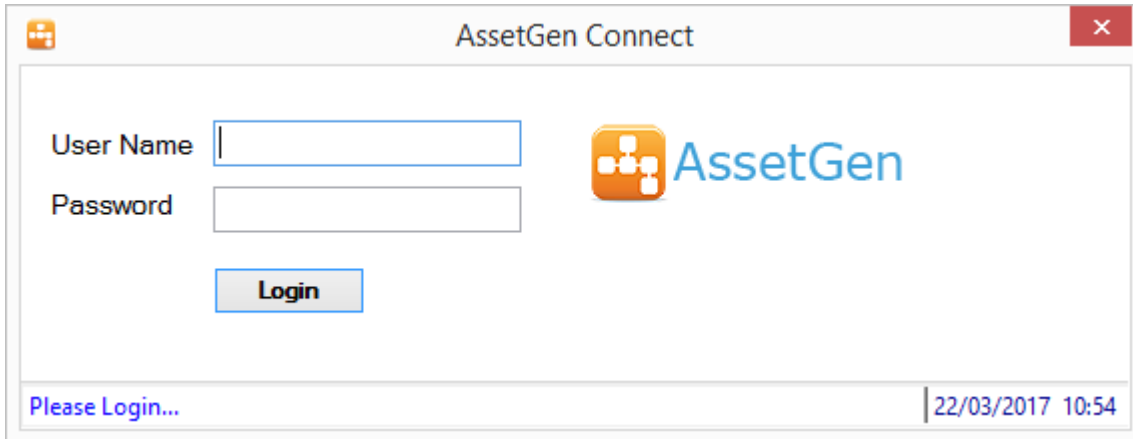Once the installation is completed click the Finish button to close the setup window.
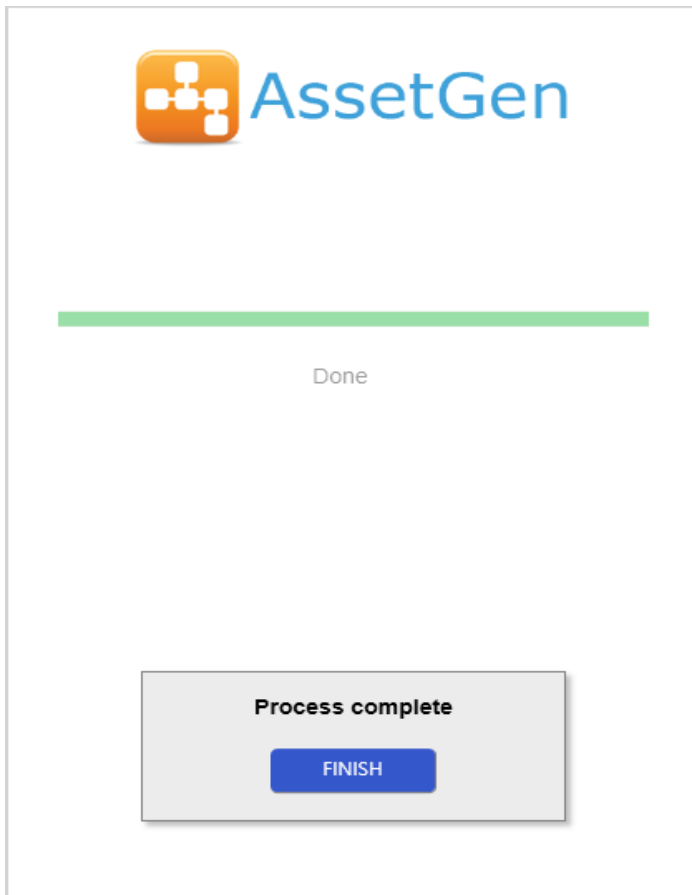
Desktop icons will be created for the Connect and SysMap applications as appropriate.

5.0   Running the Applications

To run an application, double click the desktop icon that was installed during setup.

The login form will be displayed.
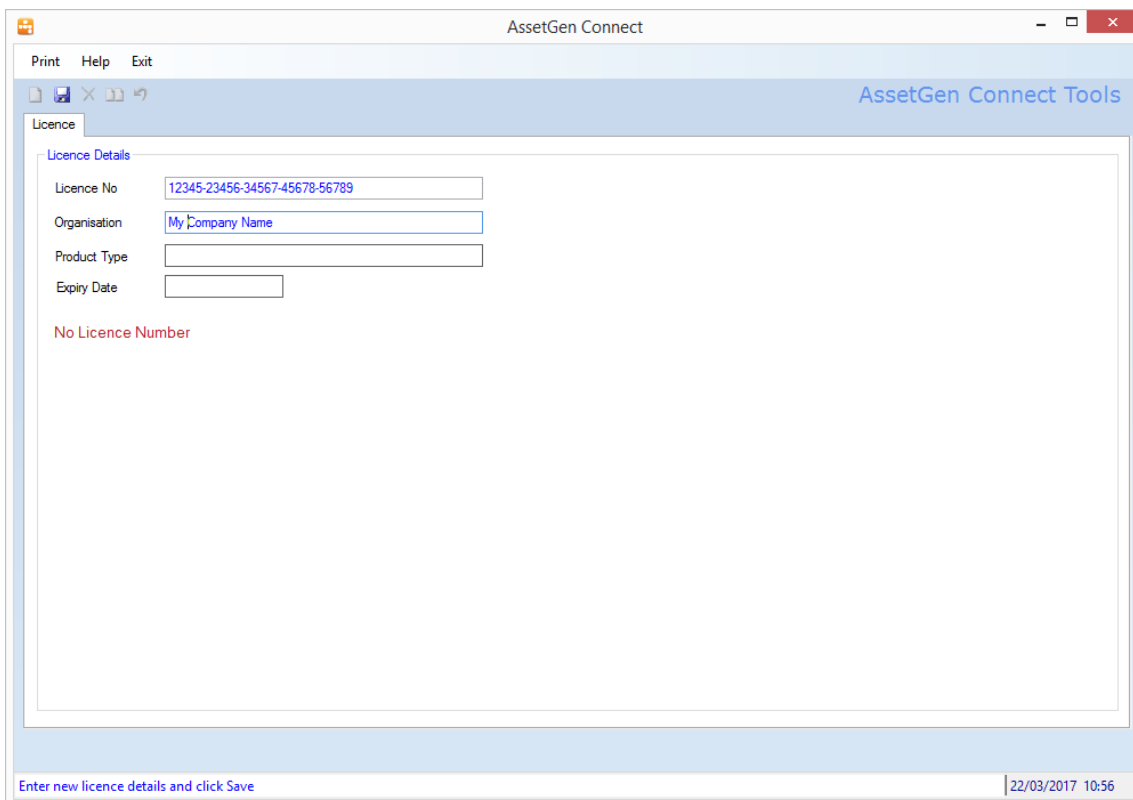

Login to the application with the following credentials:
Username: *admin*
Password: *admin*

You will then need to enter the new main product licence information.

Enter the licence number supplied with the install package and your company name. The product type and expiry date are read only and will be displayed after the next login.

Click the Save icon to store the settings. You will be prompted to restart the application and login again.

For purchased versions, the licence number(s) will have been provided by your AssetGen reseller.
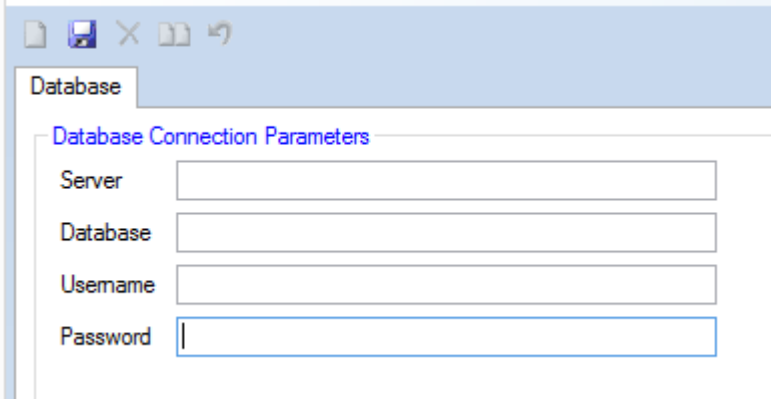
For evaluation purposes, a 30-day key should be requested via the contact page on our website (https://www.assetgen.com/about/contact-us).

6.0   Troubleshooting

In the event of any 'hard' errors during installation a log file will be displayed on completion of the program. This file is stored in the Log Files folder under the location of the AssetGen Installer program. A new log file is created each time the Installer is run. Please send this file to your AssetGen re-seller to assist in establishing the cause of the problem.

There can be problems when the Microsoft SQL Express installer encounters a problem during its internal validation routine and fails to complete properly without providing an error condition.

When starting the application (section 5.0 above) an unrecoverable error may be encountered or a form displayed requesting database server details:

In this event SQL Express will need to be installed manually:

Use Control Panel/Programs & Features to remove any existing elements of SQL Server 2014

Run the SQL Express setup program from where the AssetGen demo files were unzipped to.

- C:\AssetGen\SQL Express\64 Bit\setup.exe
- Accept all the default settings except for the Instance name – set this to SQLASSETGEN
- The SQL Express 2012 SP3 install process will normally take around 5 minutes and the SQL Express 2014 install process will normally take around 4 minutes.

On completion re-run the AssetGen Installer program (C:\AssetGen\AssetGenInstaller.exe)

- Uncheck AssetGen Connect and Sysmap options as programs already loaded
- Check the Create Database and Load Test Data options and click Start.

On completion click Finish then try running the client applications.

If problems persist please contact your AssetGen re-seller.