

1 Minimum system requirements

Operating system	64-bit version of: ▪ Windows 11 Pro / Enterprise ▪ Windows 10 Pro / Enterprise ▪ Windows Server 2022 ▪ Windows Server 2019 ▪ Windows Server 2016
RAM	8 GB
Hard disk space	Program: 1 GB Data: 100 GB
Serial ports	for devices with RS-232 interface
USB ports	for devices with USB interface
Screen	Minimum resolution: 1024 x 768
Network	10 Mbit/s, stable and permanent Communication via TCP/IP Safety systems, e.g. firewalls, have an impact on performance.
PDF reader	A PDF reader must be installed on the computer.

The Windows user must have administrator rights in order to be able to install the **viva** software.

2 Customizing energy options

During the determination, data loss may occur or there may be communication problems with certain energy options of the operating system. Proceed as follows to customize the energy-saving plan settings:



NOTE

Some functions may be hidden. This depends, for example, on the Windows settings. Hidden functions can be activated by your internal IT administrator.



NOTE

The paths to the settings depend on the Windows version and operating system build used. Additional information on the energy options can be found under [Hibernate/Standby mode](#).

- 1 Under **Energy options**, open the system settings where the behavior when the power switch is pressed or the computer is closed is defined.

- 2 Change the following settings:

- **When pressing the power switch:** Do nothing
- **When pressing the energy-saving button:** Do nothing
- **When closing the lid:** Do nothing
- **Enable fast start-up:** Deactivated



NOTE

To change the **Turn on fast start-up** option, you may need to enable it first as an administrator. To do this, click on **Some settings are currently unavailable** in the window.

- 3 Open the energy-saving plan settings under **Energy options**. Now click there on **Change advanced energy settings**.

- 4 Change the following settings:

- Under **Saving energy**:
 - **Deactivation after:** Never
 - **Allow hybrid standby mode:** Off
 - **Hibernate mode after:** Never
- Under **USB settings**:
 - **Selective USB energy-saving settings:** Disabled

- 5 If communication problems occur, proceed as follows:

Open the **Device manager**.

Maximize the **USB controller** entry.

Open the context menu of the USB controller used with the right mouse button. Disable the **Computer can switch off the device to save energy** option in Properties.

If it is not known which USB controller is used, then adjust the properties of all USB controllers.

3 Single workplace installation

With the single workplace version **viva Full**, you can install the client and the database on your computer.

- 1 Prior to the installation, disconnect all the USB devices from the computer on which **viva** is to be installed.

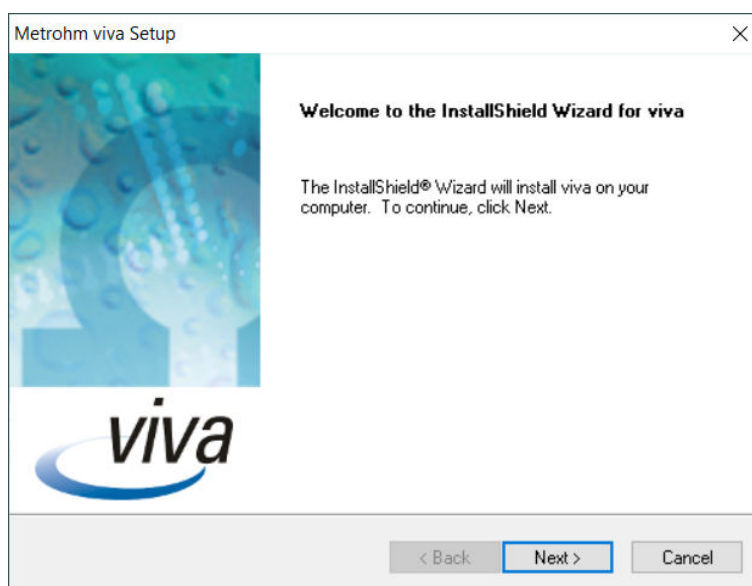
If the OMNIS Software is already installed on the computer, exit the **Metrohm OMNIS DeviceServer** service via the Windows Task Manager.

- 2 Connect the USB flash drive with the **viva** installation file to the computer and start the **setup.exe** file.

If the minimum system requirements (*see chapter 1, page 1*) are not met, a corresponding message will appear. Click on **[Yes]** if you would like to install the program nonetheless. In this case, **viva** may run slowly or there may be memory issues.

Afterwards, click on **[Next >]**.

- 3 During the installation process, the Welcome screen appears first. Click on **[Next >]** to install the software.



- 4 Read the license agreement for **viva** and accept it with **[Yes]**.
- 5 After having accepted the license agreement, a window will appear where you can enter the license code.

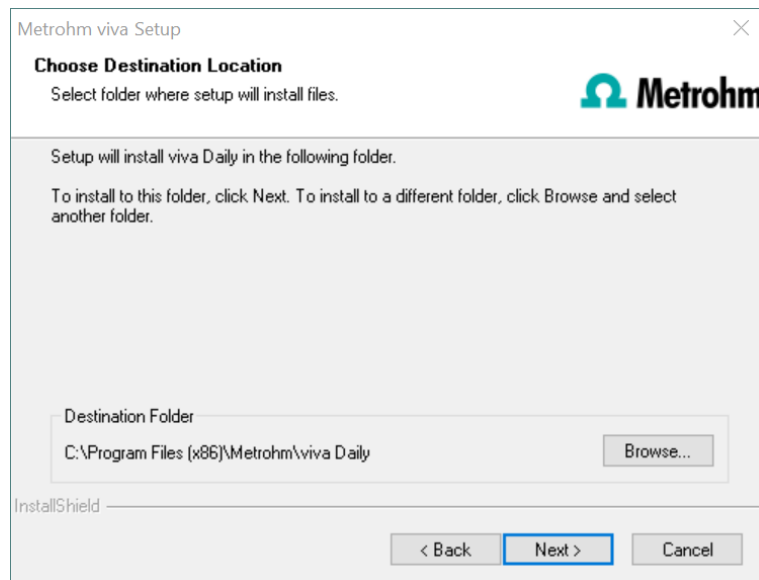
Enter the license code for **viva Full** and then click on **[Next >]**.



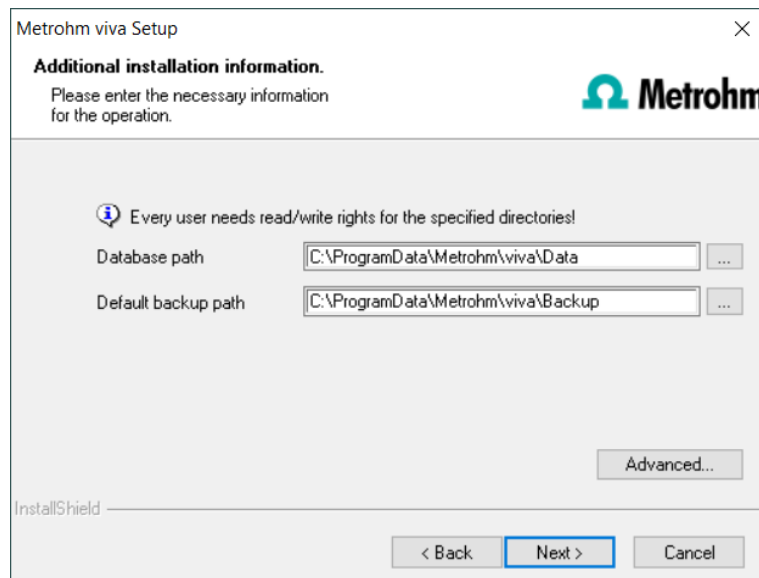
NOTE

If you have entered the license code of an update license, then the license code of the previous full version will additionally be requested.

- 6 Confirm the target folder for the **viva** installation with **[Next >]** or select a different target folder with **[Browse...]**.



- 7 You can define the paths for the database files and default backup files in the **Additional installation information** window:

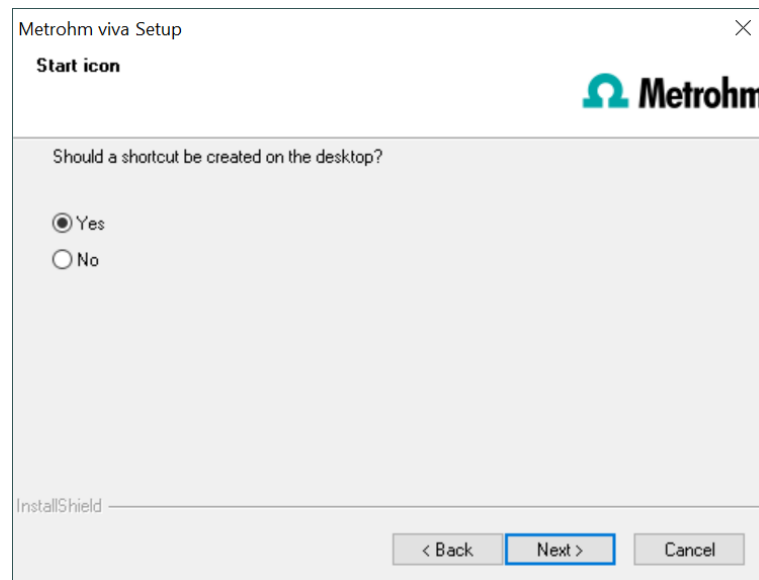


NOTE

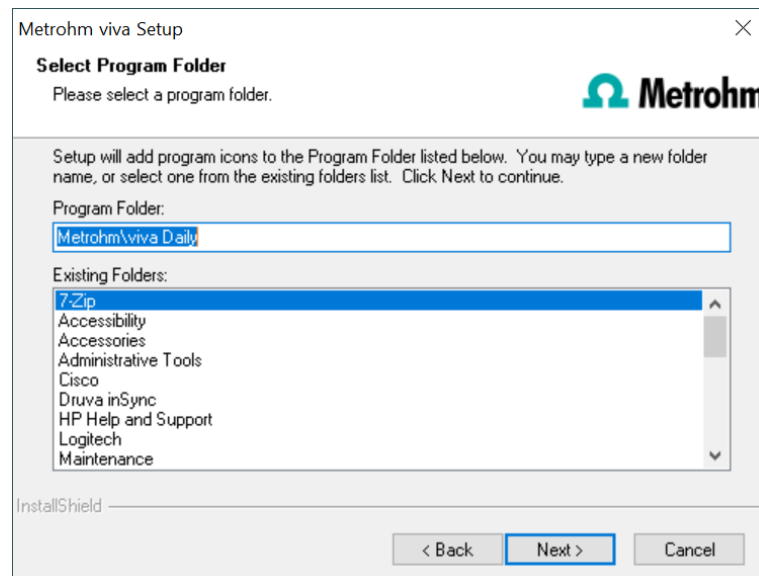
The database path must not be on a network drive.
The default backup path may also be on a network drive.

You can change the ports **viva** uses to communicate with the database server and the administration server with the **[Advanced...]** button. If the ports are already used, an appropriate error message will appear. Ask your system administrator for more information about this. Continue with **[Next >]**.

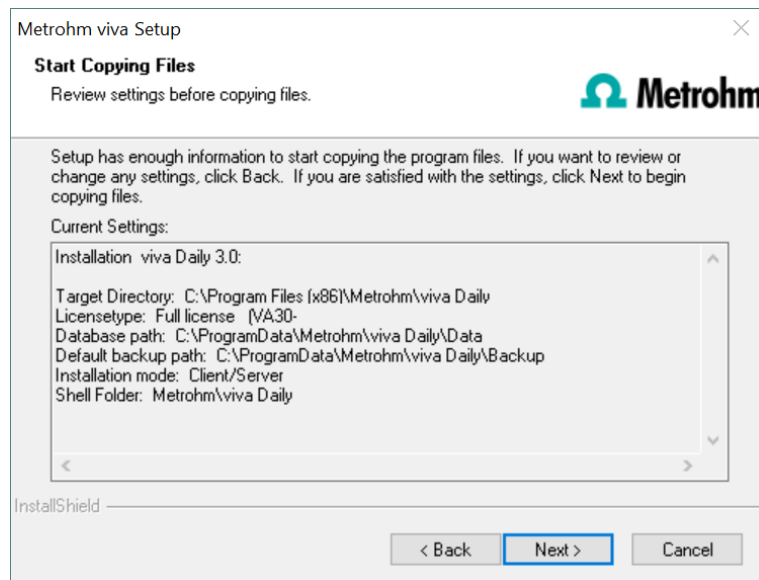
- 8 If you would like to create a shortcut on your desktop to start the **viva** software, activate **[Yes]** and then click on **[Next >]**.



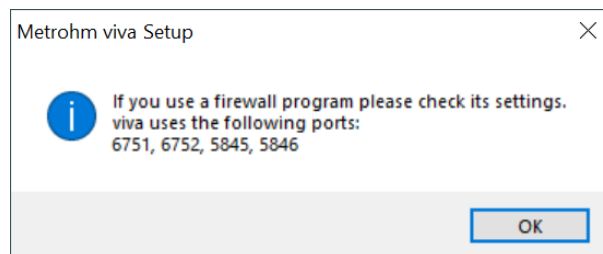
- 9** Confirm the program folder with **[Next >]** or select a different program folder.



- 10** The installation settings can now be checked. Start the copy process with **[Next >]**.



- 11** The following message appears during the installation of **viva**:



This message points out again which ports **viva** uses. Write down these ports and inform your system administrator in case **viva** is not able to connect to the database. Confirm the message with **[OK]**.

viva will now be installed.



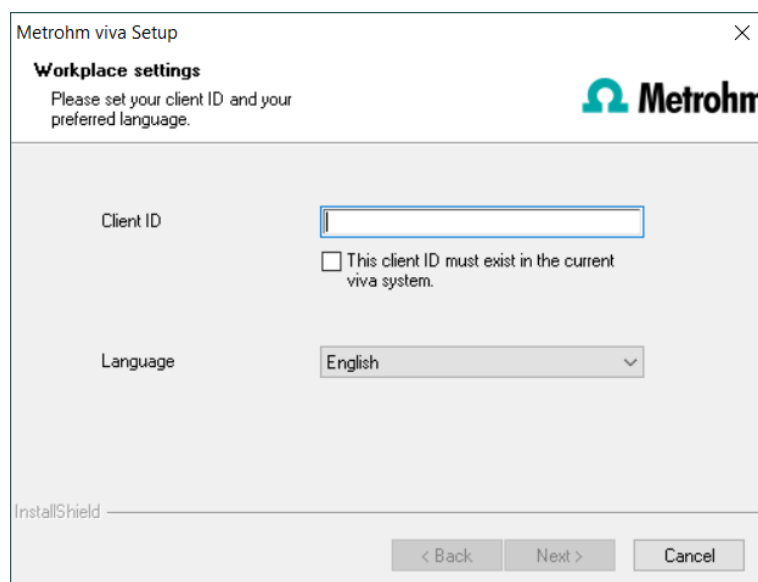
NOTE

During the installation, all device drivers that are required for controlling the supported USB devices are installed or updated.

Anti-virus programs can prevent the unpacking of the device drivers. If an error occurs, exclude the installation pathway for viva from the virus scan.

If the driver software needs to be updated, a message appears. Confirm the installation by clicking on the **[Install]** button.

- 12** Once the copying procedure has been completed, you can make further workplace settings:



The option **This client ID must exist in the current viva system.** can only be activated if a database from a previous installation already exists or if you want to connect to a database server on another computer.

If you enable this option, then **viva** checks whether the identifier you have entered exists in the database. If this is the case, the identifier and all associated settings will be adopted. With this option, reinstalling a client is much easier.

Click on **[Next >]**. If the database ports are not available, an appropriate error message will appear and the installation will be canceled. In this case, check your server and firewall settings before installing the program again.

- 13** At the end of the installation, the file **info.txt** will be created. This file contains all relevant information concerning your current **viva** installation. Save this file on your hard disk for future reference and print it (add to installation qualification).



NOTE

An **InstallLog** file can be found in the installation folder of **viva** under ...bin\InstallLog. It contains a listing of all files copied to your computer during the installation and a confirmation that the installation has been successfully completed.

- 14** Complete the installation with **[Finish]**.

If the OMNIS Software is already installed on the computer, restart the **Metrohm OMNIS DeviceServer** service via the Windows Task Manager.

Fonts

For the correct display of East Asian fonts (e.g. in reports), it may be necessary to add the corresponding fonts. There are two options to do this. Carry out only one of the two described options.

- Install the missing language: **Windows Settings ► Time & Language ► Language ► Add a language**
- Download the fonts for all languages: **Windows Settings ► Personalization ► Fonts ► Download fonts for all languages**

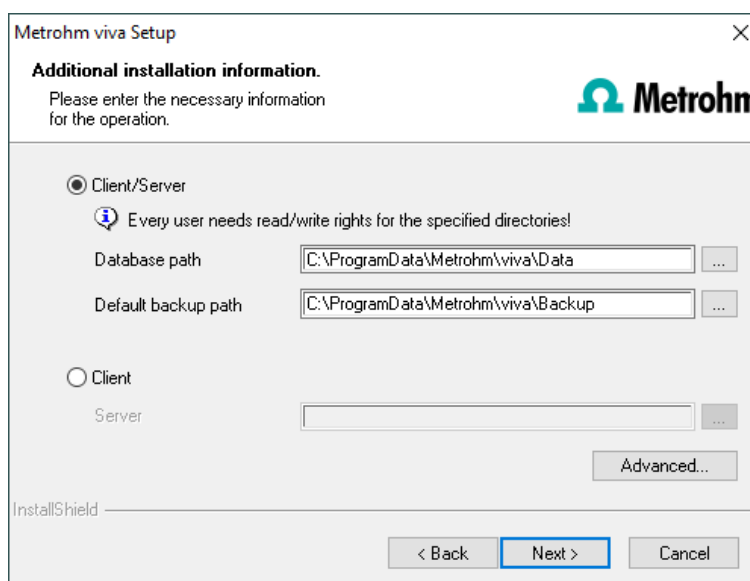
The procedure may differ from the described procedure, depending on the Windows version and operating system build used. Additional information on how to proceed can be found under [Language packs for Windows](#).

4 Client/server installation

With the **viva multi** version (multi-client version with 3 licenses) you can select during the installation whether you want to install only a **Client** or a **client** and a **server** (database server) on your computer.

If you want to install only a client on your computer, a server to which the client will be connected must have been previously installed on another computer.

- 1 Follow steps **1** to **6** of the single workplace installation (*see chapter 3, page 3*).
- 2 The **Additional installation information** dialog appears. Here you can select whether you want to install only a **client** or a **client** and a **server** (database server) on your computer.



The option **Client/Server** installs the client and the database server on your computer. Select this option if your computer will be used as server.



NOTE

The default paths are different for the various operating systems.

The database path must not be on a network drive.

The default backup path may also be on a network drive.

With **Client**, only the **client** will be installed and you have to select the database server you would like to use with the  button. The database server must already be installed. The network server name or the IP address is accepted as the name.

You can change the ports **viva** uses to communicate with the database and administration server with the **[Advanced...]** button. If the ports are already used, an appropriate error message will appear. Ask your system administrator for more information about this. Continue with **[Next >]**.

- 3** All further installation steps correspond to those of the single workplace installation from **point 8** onwards (*see chapter 3, page 3*).

Fonts

For the correct display of East Asian fonts (e.g. in reports), it may be necessary to add the corresponding fonts. There are two options to do this. Carry out only one of the two described options.

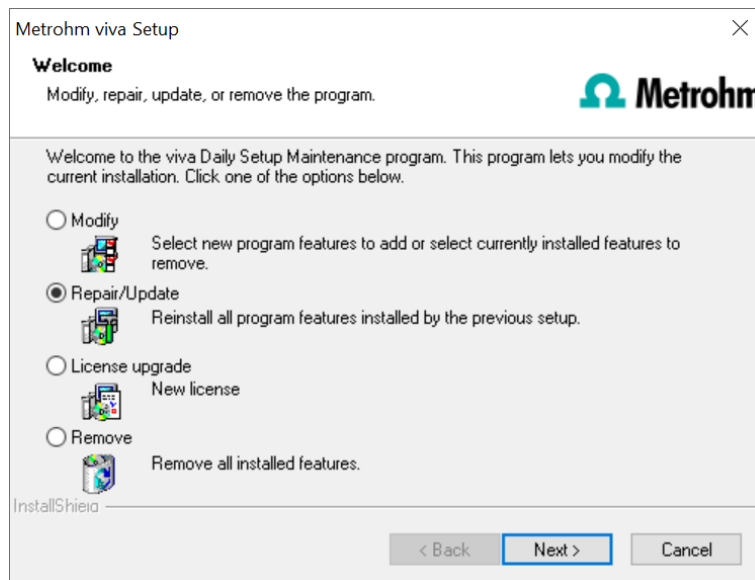
- Install the missing language: **Windows Settings ► Time & Language ► Language ► Add a language**
- Download the fonts for all languages: **Windows Settings ► Personalization ► Fonts ► Download fonts for all languages**

The procedure may differ from the described procedure, depending on the Windows version and operating system build used. Additional information on how to proceed can be found under [Language packs for Windows](#).

5 Modifying/repairing/removing the installation and upgrading the license

In order to carry out modifications on the current **viva** installation, start the **setup.exe** file from the USB flash drive or click under:

Control panel ► Programs ► Programs and Features on **Metrohm viva**. Then select **Uninstall/Change**:



Modify

With this option you can adjust the paths to the database and backup files and change the ports which **viva** uses for communication.

With the **viva Multi** version you can additionally change the path to the database server.

If the database path is changed, the existing databases are automatically copied to the new location.

Repair/Update

With this option you can **repair** an existing defective installation or **update** an older installation.

- **Repairing the installation**

In case of a defective **viva** installation because, for instance, a DLL file is missing or a program file has been deleted by mistake, **viva** can be repaired with this option.

- **Updating the installation**

In case an older version of **viva** is installed, it will be updated to the new version of **viva**.



CAUTION

During the updating of older viva versions to viva 4.0, the databases will be converted to the new version. Depending on the database size, this may take some time. A progress bar showing the status of the conversion is displayed for each database.

The computer must not be restarted or Windows shut down as long as the conversion is running!

License upgrade

A direct upgrade of your current installation to a **viva** version with additional features is possible with this option:

- **viva Full** to **viva Multi**

In order to do this, enter your new license code in the next dialog window.

Remove

This option removes your **viva** installation. Data which has been generated after the installation (e.g. database entries, log files, exported data, etc.) will not be deleted.

6 Program update with viva full

During the program update, the configuration database (system configuration, methods, templates) and the determination databases are automatically updated for further use.



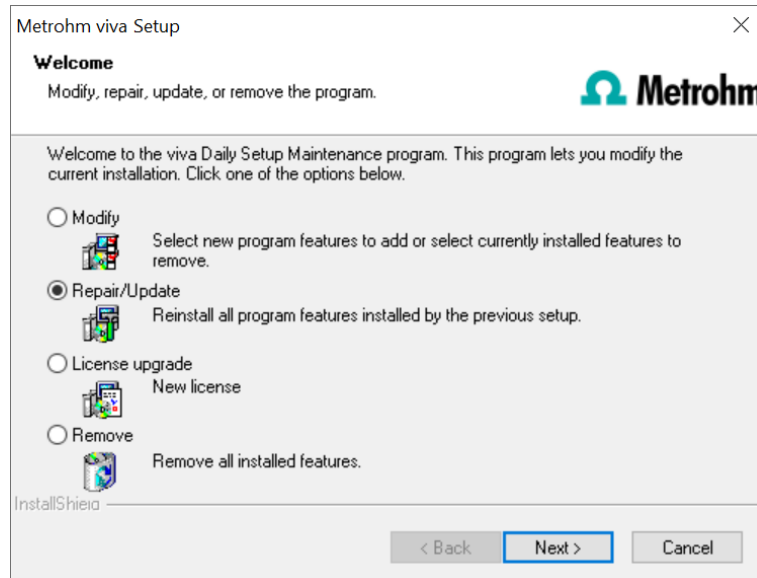
NOTE

The files in the database directory and the backup directory will be retained when the program is updated.

Files in the subdirectories **bin**, **jre**, **lib**, **res**, **doc** and **examples** will be overwritten by the update. The files in these directories which are not updated during the update will be deleted. The deleted files are listed in the **InstallLog**.

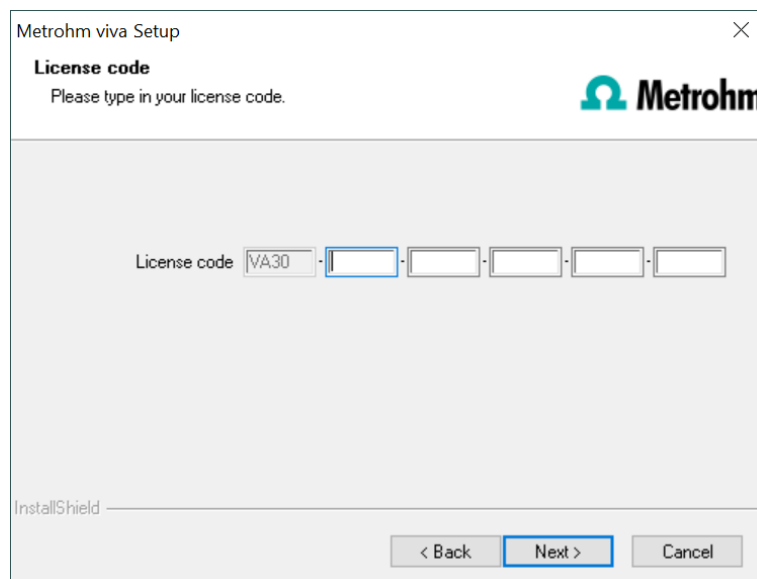
- 1 Save the configuration database to an external directory using the backup function of **viva**. In the **Configuration** program part, select the **File ► Backup ► Manually** menu item. Select **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is carried out. Then copy the backup file to an external storage medium.
- 2 If desired, export the methods in addition to the automatic backup with the configuration database (see above) into an external directory. In the **Method** program part, select the **File ► Method manager...** menu item. Select the desired **Method group**, mark all methods to be exported and click on **[Edit] ► Export....** Select the desired export directory and click on **[OK]**. The methods are exported to the desired directory. Then copy the method files to an external storage medium.
- 3 Save all determination databases created by you to an external directory using the backup function of **viva**. In the **Database** program part, select the **File ► Database manager...** menu item. Select the desired database and click on **[Backup]**. Select **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is carried out. Then copy the backup file to an external storage medium.
- 4 Also save further files created by you in the installation directory (e.g., export files) to an external directory or to an external storage medium.

- 5 Close **viva**. Connect the USB flash drive with the installation file to the computer and start the **setup.exe** file. Then select **Repair/Update program** and click on **[Next >]**.



- 6 If required, enter your update license code and then click on **[Next >]**.

The update license code needs to be entered only if the main version changes, e.g. when updating the program from viva 2.1 to viva 4.0





CAUTION

When updating from older viva versions to viva 4.0, databases are converted to the new version. Depending on the size of the database, this may take some time. A progress bar showing the status of the conversion is displayed for each database.

The computer must not be restarted or Windows shut down as long as the conversion is running!

Complete the installation with **[Finish]**.

An **UpdateLog** file with a list of all files that have been copied to your computer during the program update and with a confirmation of a successful installation is saved in the **viva** installation folder (default: C:\Program Files(x86)\Metrohm\ viva) under bin\InstallLog.

7 Program update with viva multi

During the program update, the configuration database (system configuration, methods, templates, user-specific data for all clients) and the determination databases on the server are automatically updated for further use with the new version of **viva multi**.



NOTE

The files in the database directory and the backup directory will be retained when the program is updated.

Files in the subdirectories **bin**, **jre**, **lib**, **res**, **doc** and **examples** will be overwritten by the update. The files in these directories which are not updated during the update will be deleted. The deleted files are listed in the **InstallLog**.

- 1 Make sure **viva multi** is closed on all clients.



NOTE

In the **bin** subdirectory of the **viva** installation, you can find the **Clients.exe** application, with which all clients and their status can be displayed.

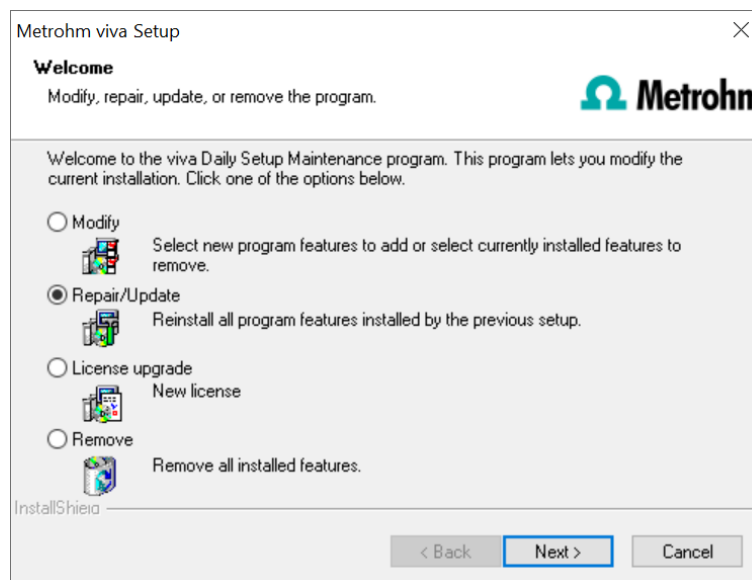
- 2 Open **viva multi** on the server and save the configuration database to an external directory using the backup function of **viva**. In the **Configuration** program part, select the **File ► Backup ► Manually** menu item. Select **Backup directory**, enter a name for the backup file and click

on **[Start]**. The backup is carried out. Then copy the backup file to an external storage medium.

- 3 If desired, export the methods in addition to the automatic backup with the configuration database (see above) into an external directory. In the **Method** program part, select the **File ► Method manager...** menu item. Select the desired **Method group**, mark all methods to be exported and click on **[Edit] ► Export....** Select the desired export directory and click on **[OK]**. The methods are exported to the desired directory. Then copy the method files to an external storage medium.
- 4 Save all of the determination databases on the server to an external directory using the backup function of **viva**. In the **Database** program part, select the **File ► Database manager...** menu item. Select the desired database and click on **[Backup]**. Select **Backup directory**, enter a name for the backup file and click on **[Start]**. The backup is carried out. Then copy the backup file to an external storage medium.
- 5 Also save further files created by you in the installation directory (e.g., export files) to an external directory or to an external storage medium.

6 Updating the server

Close **viva multi** on the server and on all clients. Connect the USB flash drive with the installation file to the **server** and start the **setup.exe** file. Then select **Repair/Update program** and click on **[Next >]**.



- 7 If required, enter the update license code for **viva multi** and then click on **[Next >]**.

The update license code needs to be entered only if the main version changes, e.g. when updating the program from viva 2.1 to viva 4.0

8



NOTE

The update of **viva multi** consists of the server license and three client licenses. If an existing installation contains additional client licenses, these will be deleted.

Click on **[OK]** in the corresponding message in order to continue the installation.

9



CAUTION

When updating from older viva versions to viva 4.0, databases are converted to the new version. Depending on the size of the database, this may take some time. A progress bar showing the status of the conversion is displayed for each database.

The computer must not be restarted or Windows shut down as long as the conversion is running!

Complete the installation with **[Finish]**.

An **UpdateLog** file with a list of all files that have been copied to the server during the program update and with a confirmation of a successful installation is saved in the server's **viva** installation folder (default: C:\Program Files(x86)\Metrohm\viva) under bin\InstallLog.

10

In case additional licenses have been removed during the server update or if further additional licenses are to be added, the **Administrator** can enter them in **viva** (dialog: **Configuration ► Tools ► Program administration... ► Licenses ► Add licenses**).

11 Updating clients

Connect the USB flash drive with the installation file to each client in turn and start the **setup.exe** file. Then select **Repair/Update program** and click on **[Next >]**. Complete the installation with **[Finish]**.



NOTE

To facilitate the updating of many clients at once, the installation can be copied from the USB flash drive to a writable medium and the file **viva_init.ini** can be modified. There, user-defined parameters for the installation (license code, installation pathway, server name, etc.) can be set in advance, so that one needs only click through the installation.

An **UpdateLog** file with a list of all files that have been copied to the client computer and with a confirmation of a successful installation is saved in the **viva** client's installation folder (default: C:\Program Files(x86)\Metrohm\ viva) under bin\InstallLog.

If additional licenses were removed at the time of the server update or if further additional licenses are to be added, proceed as follows:

Adding additional licenses

- 1 Open the directory **C:\Users\Username\AppData\Local\Virtual-Store\Program Files (x86)\Metrohm\ viva\bin**. If there is a file there named **license.mlic**, delete it. Repeat this for each user.
- 2 Right-click on the file **setup.exe** and select **Run as administrator**.
- 3 Add the desired licenses in the **Configuration** program part under **Extras ► Program administration ► Licenses ► Add licenses**.

The file **license.mlic**, which contains the standard license code and the additional license codes, is stored in the **bin** directory of the program installation (e.g., **C:\Program Files(x86)\Metrohm\ viva\bin**).



NOTE

For additional information on adding additional licenses, please refer to *Chapter 8, page 17*.

8 Adding additional licenses

General

The supported Windows versions have a UAC (User Account Control), which permits running tasks either as non-administrator or as administrator (without changes of user, switching off or similar). For more information about this

function, see <https://docs.microsoft.com/en-us/windows/security/identity-protection/user-account-control/how-user-account-control-works>.

This function can cause difficulties with client/server installations of **viva**.

Problem description

Additional licenses for the program should be added. For this purpose, the license code for an additional 5 licenses, for example, has been added (on the server) in the **Configuration** program part in the **Program administration** dialog window (accessible via the **Tools ► Program administration...** menu item, **Licenses** tab).

Normally the **license.mlic** file, which contains the standard license code and the additional license codes, is stored in the **bin** directory of the program installation (e.g. **C:\Program Files(x86)\Metrohm\viva\bin**).

However, it may happen that the 5 licenses have been added and the **license.mlic** file contains only the standard license code (for 3 licenses). If this is the case, check whether there is a file named **license.mlic** in the **C:\Users\'Username\AppData\Local\VirtualStore\Program Files (x86)\Metrohm\viva\bin** directory. This file contains the license codes for the standard licenses and the 5 newly added licenses, i.e. the additional licenses were stored in the **VirtualStore** only for the Windows user who was logged in on the PC at the time the additional licenses were added.

On the server, the program recognizes all of the licenses. The operating system adds the **license.mlic** file from the **C:\Users\'Username\AppData\Local\VirtualStore\Program Files (x86)\viva\bin** directory to the detail list of the **C:\Program Files (x86)\Metrohm\viva\bin** directory.

The **license.mlic** file in the **C:\Program Files (x86)\Metrohm\viva\bin** directory determines the client/server functionality of the database server, however, and here only the basic license is listed. Therefore, problems are to be anticipated when adding additional clients (more than the 3 clients present in the default settings). To fix this, the **license.mlic** file must be deleted from the **VirtualStore**.

Remedy

- **For new installations**
 - Start the program as an administrator.
 - Add the license code for additional licenses as usual. The **license.mlic** file in the **C:\Program Files (x86)\Metrohm\viva\bin** directory contains both license codes.
- **For existing installations**
 - In the **C:\Users\'Username\AppData\Local\VirtualStore\Program Files(x86)\Metrohm\viva\bin** directory, check whether there is a file present named **license.mlic** and delete it if necessary.
 - Start the program as an administrator.
Add the license code for additional licenses as usual. The **license.mlic** file in the **C:\Program Files (x86)\Metrohm\viva\bin** directory contains both license codes.

9 User rights for viva

In order for the logged-in user to be able to access all functions with **viva**, the Windows system administrator must ensure that the permissions are set for the directories as listed below:

Directory	Permission	Group name or user name
Database directory Directory where the databases will be saved (...\\Data).	Modify	SYSTEM User*
Backup directory Directory where the backups will be stored (...\\Backup).	Modify	User*
%PROGRAMDATA%\Metrohm**	Modify	User*
Export directories Directories where the exported files are to be saved.	Modify	User*
PDF directories Directories where the PDF files are to be saved.	Modify	User*
Desktop	Modify	User*
Installation directory, e.g. %PROGRAM-FILES(x86)%\Metrohm\\viva	Read & execute	User*
Temp directory: %ALLUSERSPROFILE%\Metrohm\\Temp\\viva Directory where the temporary files are saved.	Modify	User*

* **User** = name of the user who is logged in

** During installation of **viva** the permission **Full Control** is set for the following groups: **SYSTEM**, **Administrators**, **Users**, **Guests**, **Main users**.



NOTE

The **BackupServer.exe** process must be started for carrying out a backup (backup of the configuration database and of the determination databases). You can check this under "Windows Task Manager".

The **user** must be logged in during the whole backup process.