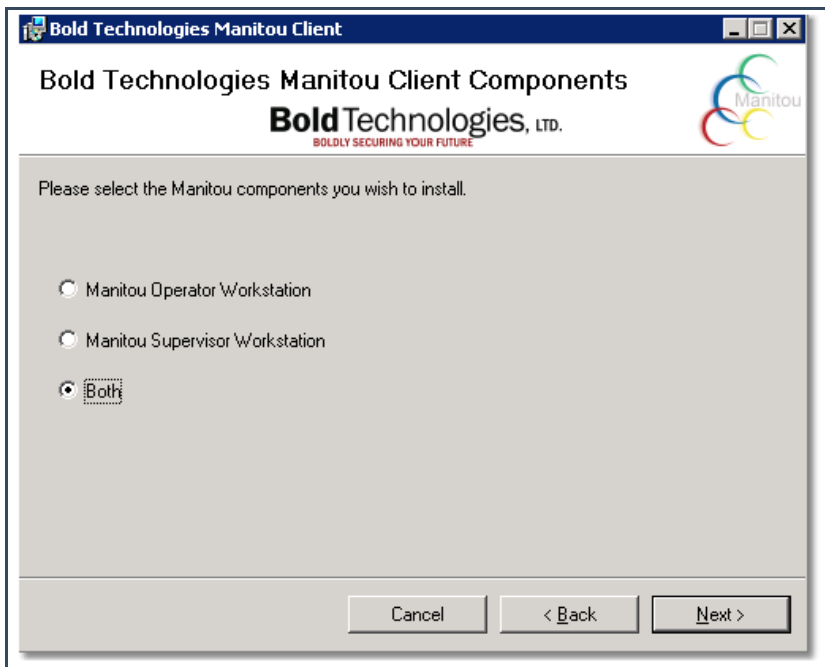


# Implementations - Manitou Workstation Installation Steps

12/21/2023 11:40 am EST

## Initial Installation Steps

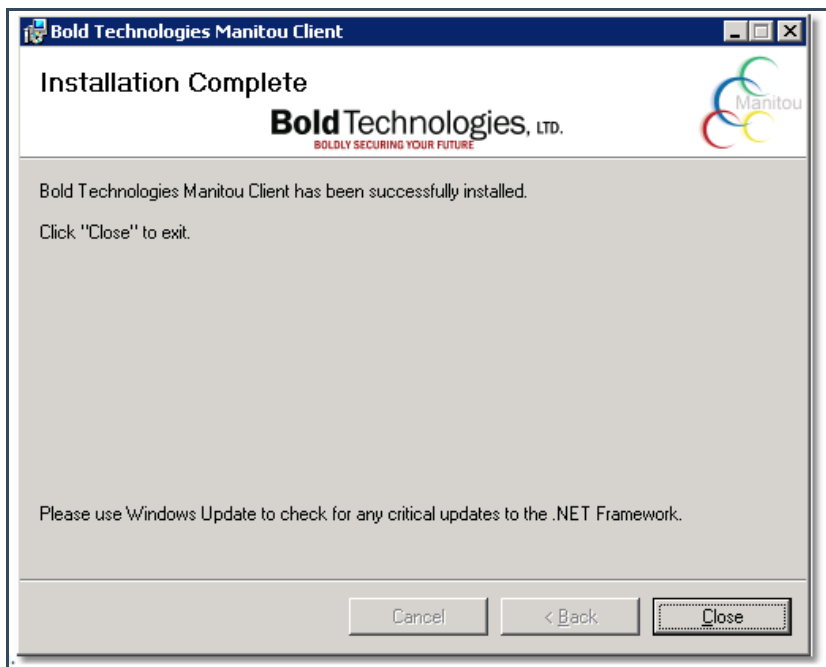
1. Move “ManitouClientSetup.exe” to the Client Machine.
2. Right-click and “run as Administrator.” The Manitou client setup wizard displays the following screenshot:



3. Click Next. The installer provides the following option for installation:
4. Select Both, to install both the Operator and Supervisor Workstations, then click Next.
5. The next window, may pop up behind the installer window, asks for the server name. Be sure to enter the server NAME not the IP address of the Distributer server machine. This is typically the Manitou 1 Server (primary/active) machine. Enter the standby server in the Secondary server field. It is possible to enter up to two more standby servers in the additional two fields.
6. Click Next.
7. Enter the Distributer server name into the Distributer field in the next window, then Click Next.
8. Confirm that the file path in the folder field is correct. Otherwise, click Browse and specify the custom directory.

9. Select "Everyone" to enable Manitou workstations for all users on this computer, then click Next.

10. Click Next again to begin the installation.



11. It is possible that an error message may display if the Sentry isn't running. If you receive this message, click Yes.

11. When the Client Installation finishes, installer displays the completion message.

## Updating the Manitou Workstation Files

The installed files require updating to the [189.png](#) latest file versions to ensure they are current. The following steps detail how to send these files through the Distributor commander.

1. Load the Manitou Server housing the Distributer Commander. This is generally Manitou 1. Then launch the Distributer Commander. If no workstations display:
  - Navigate to Start and type services.msc
  - Locate the Bold Distributer and right-click and Start it.
2. Click the Admin Menu in the Distributer Commander and select Send a Package to a Client.
3. Send packages 1, 2, and 9 to the workstation(s).
4. Right click the workstation in the Distributer commander and select Update to the Latest Patch. If sending to

multiple workstations at the same time, use the Commands menu and select Update to Latest Patch (selected clients).

- Once all updates complete the patch numbers and the update number display in the Distributer Commander. Now, go to the newly installed workstation client machines again and right-click and select Run as Administrator. If you do not run this as Administrator, every subsequent login will have to be authorized individually. This will fail initially with an error stating "Failed to Connect to Sentry." This is because the workstation must be authorized through the Supervisor Workstation.

## Authorizing your workstation in the Supervisor Workstation

The following steps detail how to authorize a new workstation in the Manitou Supervisor Workstation.

- Open an already authorized Supervisor Workstation. This can be on any machine.
- Navigate to the Maintenance Menu then select Workstations. (Or click the icon with the stacked Workstations)
- Locate the "green line" Pending workstation that matches the workstation name you are seeking to authorize.

Name	Description	Client Type	Security Level	Extension	Last Active	W/S Grp	Mon. Grp	Attributes	Locale	Time Zone
DEVSRV-ERNESTO	Pending Workstation	Manitou CS Client	Protected Area		11/04/2013 16:32:31	0			USENG	GMT-07:00
MANITOU161D	Pending Workstation	Manitou CS Client	Protected Area	5990003			0		USENG	GMT-07:00
MANITOU161D	Pending Workstation	Manitou CS Client	Protected Area	5990003	11/04/2013 14:37:28				USENG	GMT-07:00
MANITOU161D	Pending Workstation	Supervisor Workstation	Protected Area		11/12/2013 11:57:46		0		USENG	GMT-07:00
MANITOU161E	Pending Workstation	Manitou CS Client	Protected Area	5990001	11/12/2013 11:20:55		0		USENG	GMT-07:00
MANITOU161E	Pending Workstation	Supervisor Workstation	Protected Area	5990001	11/08/2013 09:32:44		0		USENG	GMT-07:00
PROJECT-170	Pending Workstation	Manitou CS Client	Protected Area	5990004	11/12/2013 11:29:18		0		USENG	GMT-07:00
PROJECT-170	Pending Workstation	Supervisor Workstation	Protected Area		11/12/2013 09:56:24		0		USENG	GMT-07:00
TELEPHONY1	Pending Workstation	Manitou CS Client	Protected Area	5990002	08/19/2013 08:29:33		0		USENG	GMT-07:00
TELEPHONY1	Pending Workstation	Supervisor Workstation	Protected Area	5990002	08/16/2013 10:41:43		0		USENG	GMT-07:00
YANNAWORK.PC	Pending Workstation	Manitou CS Client	Protected Area		09/13/2013 11:12:10		0		USENG	GMT-07:00
YANNAWORK.PC	Pending Workstation	Supervisor Workstation	Protected Area				0		USENG	GMT-07:00

- Click Edit. And drop down the security level section and change it from Pending to Protected Area.

Protected Area	▼	1
App	Description	
0	Pending	
1	Unapproved	
2	Non-Protected Area	
3	Protected Area	
4	Disabled	

- Click Save.
- Re-attempt the login on the workstation. This should now allow the workstation to login. Please note, each workstation (Operator and Supervisor) requires individual authorization.

## Setting up a workstation for 2.0

ManitouNEO, 2.0, has installation requirements for the Web portion to work. Please note, even the Web workstations do require authorization.

1. On the individual workstation(s), navigate to the Manitou directory, this is typically found under C:/Program Files (x86)/Bold Technologies/Manitou
2. Place the Manitou\_Utility\_Service\_Setup.exe and place it on the workstation, then right-click and Run as Administrator.
3. Follow the prompts and complete the installation using the default values.
4. When complete, the Local Utility Service will automatically start running and is found under the services.msc. Open a Google Browser and load the Manitou Web interface URL provided to you. Test logging in. If you do run into the failure to connect to the Sentry, authorize the workstation, as you would all other clients, within the Supervisor Workstation.