

Workgroup Platform Release Notes

DemandWatch Pro 2023

ICMLive 2023

InfoAsset Manager 2023

InfoWorks ICM 2023

InfoWorks WS Pro 2023

IWLive Pro 2023

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Introduction

This document contains release notes for the following Innovyze software:

- DemandWatch Pro 2023
- ICMLive 2023
- InfoAsset Manager 2023
- InfoWorks ICM 2023
- InfoWorks WS Pro 2023
- IWLIVE Pro 2023

It contains information on installing the software and associated software, and information relating to migration of databases from previous versions of the software.

Operating System Requirements

The software is only supported on, and can only be installed on the following Microsoft® operating systems:

- Windows Server 2012 – (64 bit)
- Windows Server 2012 R2 – (64 bit)
- Windows Server 2016 – (64 bit)
- Windows 8.1 – (64 bit only)
- Windows 10 – (64 bit only)

Note that the installers that install the desktop clients continue to also install 32 bit versions of the desktop client software.

The software is not supported on the Intel Itanium architecture and on the ARM architecture, and will not run on and cannot be installed on Windows RT or Windows 10 S.

It may be necessary to update the Microsoft .NET framework before installing the software if you are installing desktop client software.

When interfacing to 3rd party software including GIS products and SCADA systems, and when using Oracle and SQL Server master databases, you need to ensure that the software is supported by its vendor on the platform you are using.

Within that constraint, versions of Oracle and SQL Server supported are Oracle 11g, 12c, 18c and 19c and SQL Server 2012, 2014, 2016, 2017 and 2019.

Installers

The installers that we provide for the software are executable files. The names of the files include a number that is used to distinguish the exact build of the software.

From the point of view of installing the software the installers fall into the following families:

- DemandWatch Pro
- ICMLive, InfoWorks ICM and InfoAsset Manager
- InfoWorks WS Pro and IWL Live Pro
- SetKey – used to install a stand-alone program used in the setting up of licences on servers (primarily for network soft licences in conjunction with the Floating License Manager, but also occasionally needed in conjunction with network dongles).

The Workgroup Data Server component is the same version for the InfoWorks ICM (etc.) family and the InfoWorks WS Pro (etc.) family.

For the installers that are executable programs please note the following:

- Pending system reboots are detected and must be completed before install
- Downgrading of the same version is not supported, so newer versions must be manually uninstalled first
- Uninstallation of some services will schedule a system reboot
- Command line feature selection is no longer supported

The installers are as follows:

DemandWatch Pro

DW64_2021_11.exe

ICMLive, InfoWorks ICM and InfoAsset Manager

The desktop software used by all these products is termed the 'InfoWorks Workgroup Client', the installer for which is InnovyzeWorkgroupClientx64_XT_2021_g.exe

The server components with separate installers are as follows:

InnovyzeRemoteAgentx64_2023.exe – Remote Agent
WorkgroupDataServerx64_2023.exe – Workgroup Data Server

For the 'live' products there are the additional components:

DATALOADER_2023.exe – Data loader
LiveServer_2023.exe – Live server

InfoWorks WS Pro and IWLIVE Pro

The desktop software used by all these products is termed the 'Water Supply Workgroup Client', the installer for which is IWX64_XT_2021_11_.Pexe

The server components with separate installers are as follows:

WorkgroupDataServerx64_2023.exe – Workgroup Data Server
IWS64_2023.exe – Remote agent
IWS64_2023.exe – IWLIVE Pro Server

SetKey

SETKEY_2023.exe or SETKEY_2023.exe.

Installing the software

You need to have administrative privileges in order to install the software.

For all the products we endeavour to ensure that you are able to install multiple versions on the same PC without them interfering with each other e.g. you can have versions 10.5 and 11.0 of InfoWorks ICM on the same PC. You cannot however have different builds of the same version of the software on the same PC e.g. you cannot have the beta of InfoWorks ICM 11.0 and the release of InfoWorks ICM 11.0 or the initial release of InfoWorks ICM 11.0 and a later patch release of it on the same PC at the same time.

Similarly, each of the product families described above can be installed independently of each other.

When you run the installer you will be prompted to accept the licence agreement, and to choose the location in which the software is installed.

Before installing the software please read the following notes.

USB Dongles

If you have any USB dongles attached to your machine, these need to be removed before installing or removing the dongle drivers. Otherwise, the USB portion of the dongle driver installation might fail. If the installer needs to run the dongle driver installation program, before doing so it will display a warning message reminding you to remove any USB dongles.

If the installer does reboot your system you must log in with the same username and password as used when first starting the installer.

MapXtreme

The software now uses version 9.2 of the MapXtreme component. This requires .NET runtime version 4.7.2 (full, not 'client profile') or later. Therefore on computers that have one of the desktop clients installed you will need to ensure you have a suitable version of the .NET runtime installed. This must be downloaded from Microsoft and installed unless you have already done so, or you are using a version of Windows 10 which includes this version or a suitable later one by default.

Due to incompatibility between MapXtreme 9.2 and MapXtreme 8.1 (as used in InfoWorks ICM 10.5, InfoAsset Manager 2020.1 and WS Pro 4.5 and earlier), product versions before 11.0 / 5.0 / 2020.2 will no longer work with WMS layer sources once this version has been installed.

ArcMap

This software supports versions of ArcMap from 10.0 to 10.8, though you should bear in mind versions 10.2 and earlier have been retired by Esri. In order to use ArcMap with the software you need to use the 32 bit version of the Innovyze software – this is installed together with the 64 bit software.

Master databases and file replication

'Standalone databases' should not be stored in directories replicated via Windows DFS Replication or used in conjunction with systems that synchronise multiple copies of files in multiple locations such as Dropbox.

Software check for current support contracts

Users are only able to run versions of the software if they have a valid support contract at the time of the software's release. This does not affect the ability to run older versions of the software.

Installers for Example Data

There are 2 example data zip files, one for InfoWorks ICM and one for ICMLive. You need only install these if you wish to use the example data.

The tutorial data is installed in the form of transportable databases, with the suffix ICMT. Consult the tutorial documentation for instructions on copying this data into your master database.

After Installation

If you are using the software with a network dongle and have not set up a network dongle server somewhere on your network you should refer to appendix A. Please contact the Innovyze technical support team for information on setting up a floating licence server.

If you are using the software with a network dongle or soft licence (local or floating) and have set up a network dongle server or Floating Licence Manager somewhere on your network, you should run the 'Licence Key Setup' program, available in the Windows start menu. This will allow you to choose the licence type and, for network dongles and floating soft licences, the location of the licence server. The licence will NOT be found if this has not been set up correctly, but you do not need to run this program if you are using a local dongle.

If you are using network dongles or a soft licence on a PC on which you have previously run the previous release of the software and have not yet run a version of this release you will need to run the 'Licence Key Setup' program before using the software, the settings for this will not be migrated from the previous version.

If you have or have previously had the previous release of the software installed on the same PC you

have installed this release on and have not yet run this release, the first time you run this release, you will be asked if you want to migrate your settings from the previous release. The settings that would be migrated are Local Root location, Master Database, Units, GeoPlan and GeoPlan Labels. These are stored on a 'by user, by PC' basis, therefore answering the questions affects only the current user on the current PC. The options are Now, Later or Never. When you select 'Now' the settings will be immediately migrated. If you select Later, you will be asked the same question again next time you start the application. If you select 'Never' this dialog will not reappear again.

You may need to update your master databases. For more information on updating databases see Appendix B.

Remember that you should not under normal circumstances make a copy of a master database and then continue to work with the original and the copy. This restriction applies whether or not you are using both copies in the same or different versions of the software. If you need to do this for some reason, please contact the Innovyze technical services team who will explain the special precautions you need to take.

Server Databases

In addition, standalone and workgroup databases some of the products also support Oracle and SQL Server.

Instructions on installing and updating databases for these database platforms can be found in a separate document.

Appendix A - Network dongle server installation

In order to use a network dongle with the software you need to attach it to a PC on the network, typically a server, and install the appropriate software on that PC.

The network dongle can be attached to any PC on the network. This PC does not need to have the software itself installed and can continue to be used for other purposes (the network dongle and its Licence Manager consume very little in the way of system resources and can be run on a fairly low spec PC). However, the designated PC should be one that is re-booted only very infrequently as re-booting will disrupt other users of the software. For this reason the PC in question should probably be one that has been designated as a server.

For more information on network dongles please see the 'Dongle Configuration Guide' which can be downloaded from the Innovyze website.

Appendix B - Updating Databases

Overview

As extra functionality is added to the software requiring extra data, the databases require updating to add extra tables and fields to hold the data used by the new functionality.

If you do not have reliable, verified backups of your master database(s) you should back them up before updating.

For updates to databases for InfoWorks ICM, InfoAsset Manager, ICMLive, WS Pro and IWLIVE Pro please consult the Workgroup Data Server Administration guide.

Appendix C - Contacting Innovyze Support

If you have any questions, please contact the support team on the following email address:

support@innovyze.com