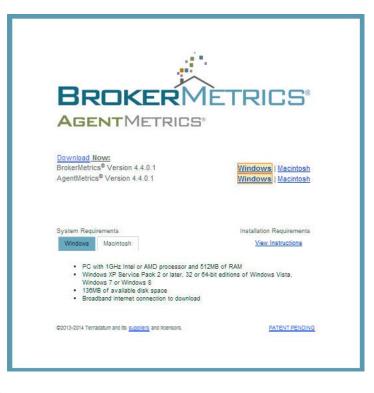


# BrokerMetrics® / AgentMetrics® Instructions for a New Installation

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# Windows Download & Installation

Select this link to download BrokerMetrics® / AgentMetrics®



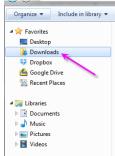
Select the Windows link.

If you have the option to RUN, select Run. The Setup Wizard will launch.

If your only option is to SAVE, select Save and the file will download to your downloads folder.

You may not be given an option to save or run based on your browser settings. The program may automatically download.

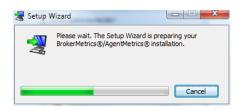
When the download is complete, locate the BrokerMetrics\_windows\_4\_4\_0\_1.exe file in your Downloads folder. To access your Downloads folder, from the Start Menu, select Computer in the right panel. This will open your file manager. Select the Downloads folder.



When the program is executed or when you double-click the mouse on the BrokerMetrics\_windows\_4\_4\_0\_1.exe, you may see the Security Warning screen.

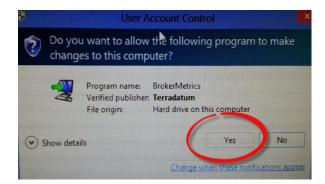
Do you	want to run this file?
	Name:nloads\BrokerMetrics_windows_4_4_0_1 (1).exe
	Publisher: <u>Terradatum</u>
	Type: Application
	From: C:\Users\Chris\Downloads\BrokerMetrics_windo
	Run Cancel
🔽 Alwa	ys ask before opening this file
	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. What's the risk?

It is ok to run this file. Select Run



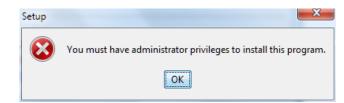
Please wait while the Setup Wizard prepares your installation.

You may now see the User Account Control security screen

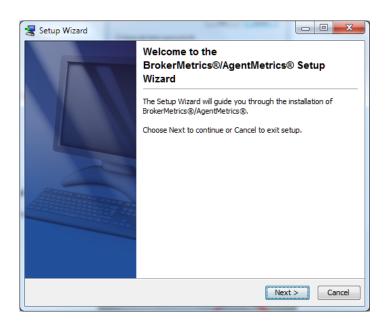


**Select Yes** 

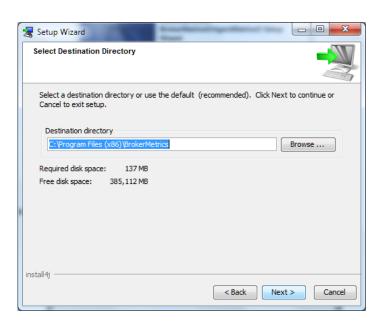
You may get a warning that you must have administrator privileges. If you do not have administrator privileges, you may not be able to install the software to your machine.



#### Select ok



#### Select Next >



Use the suggested default *Destination directory* (recommended) or select a new directory.

#### Select Next >

Setup Wizard		
Select Start Menu Folder		
Select your Start Menu and shortcut preferences.		
If you do not want BrokerMetrics® listed in your Start Menu, remove the che in Create a Start Menu folder by clicking the box.	ck	
If you do not want a shortcut in your Start Menu, remove the check in Create shortcuts for all users by clicking the box.		
Choose Next to continue, Back to return to the previous screen or Cancel to	exit setup.	
BrokerMetrics		
1Click DVD Copy Pro	•	
Accessories Administrative Tools	-	
Create shortcuts for all users		
install4j		
< Back Next	> Cancel	

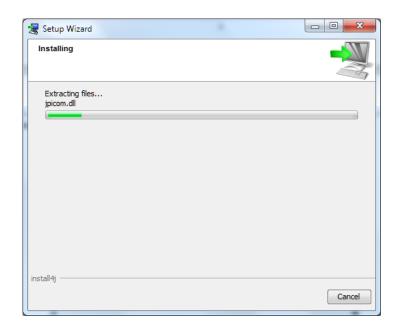
Use the suggested *Start Menu folder* default name (recommended). BrokerMetrics® will list in your Start Menu with this selection.

#### Select Next >

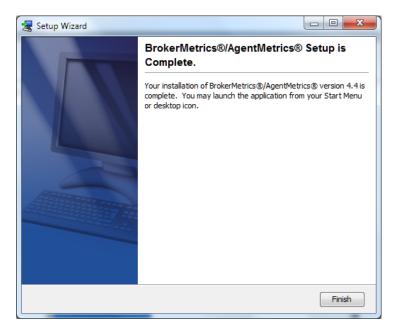
😸 Setup Wizard	
Select Additional Tasks	
Select to Create a desktop icon. If you prefer no icon on your desktop, please remove the check below by o	licking the box.
☑ Create a desktop icon	
install4j	xt > Cancel

Use the suggested default for creating a *desktop icon* (recommended). An executable icon is placed on your desktop with this selection.

#### Select Next >



Please wait while the Setup Wizard installs the application.

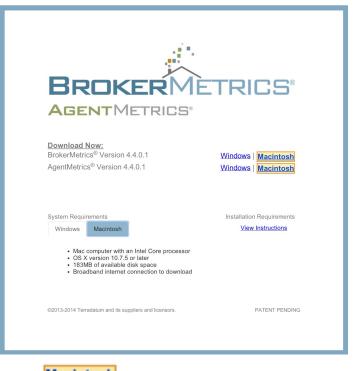


#### Select Finish >

The application is ready for use.

# **Macintosh Download & Installation**

Select this link to download BrokerMetrics® / AgentMetrics®



From the download screen, select the Macintosh link.

The file will download to your Downloads folder. You may execute the file from the download window that opens at the bottom of your screen or ....

BrokerMetrics_macodmg	🖡 Show All 🛛 🛪	
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Locate the file in the downloads folder.

● ⊖ ⊖	🔯 Downloads	
• •	83 = ••• ••• 🙀 - 🗰 - 🔯	Q
FAVORITES	BrokerMetrics_macos_4_4_0_1.dmg	
Dropbox		
Û		
📇 All My Files		
Desktop		
Photo Booth		
JI Music		
Pictures		
P AirDrop		
Applications		
Documents		
Downloads	Second Second	
QuickenDownioads		
Movies		
SHARED		
hp843497aef116		
	Macintosh HU + T Users ► A ( ) + T E Downloads	

**Double-click** the BrokerMetrics<sup>®</sup> .dmg file found in your Downloads folder. The BrokerMetrics Installer icon will appear in a BrokerMetrics window.

000	BrokerMetrics
BrokerMetric	s Installer
BrokerMetrics	

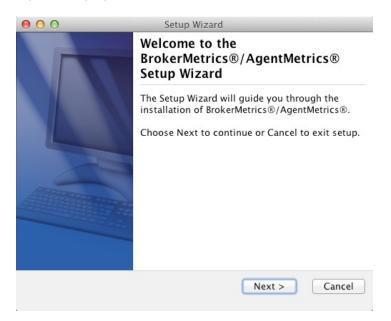
**Double-click** on this installer icon.

Select Open

You may receive a Macintosh warning you are about to open an application downloaded from the Internet. Not to worry, this is just a security warning as it's the first-time install of BrokerMetrics.

	"BrokerMetrics Installer" is an application downloaded from the Internet. Are you sure you want to open it?
Ŀ	Don't warn me when opening applications on this disk image
	"BrokerMetrics Installer" is on the disk image "BrokerMetrics_macos_4_4_0_1.dmg". This disk image was downloaded today at 5:37 PM.
?	Show Disk Image Cancel Open
?	
?	Show Disk Image Cancel Open   Setup Wizard Setup Wizard Please wait. The Setup Wizard is preparing your BrokerMetrics®/AgentMetrics® installation.

Please wait while the Setup Wizard prepares for the installation.



Select Next >			
	00	Setup Wizard	
	Select Destination	n Directory	
	Next to continue	ion directory or use the default (recome e or Cancel to exit setup. rectory rectory	nmended). Click Browse
	Required disk sp Free disk space:		
	install4j	< Back Next :	> Cancel

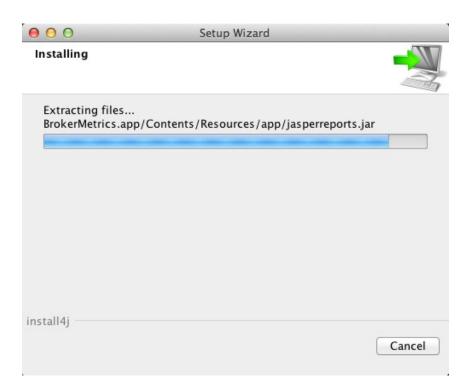
Use the suggested default *Destination directory* (recommended) or select a new directory.

#### Select Next >

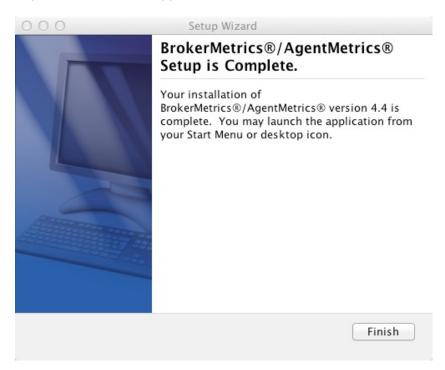
000	Setup Wizard
Select Additional Tasks	
Select to Create a desktop ico If you prefer no icon on your by clicking the box.	on. desktop, please remove the check below
🗹 Create a desktop icon	
install4j	< Back Next > Cancel

Use the suggested default for creating a *desktop icon* (recommended). An executable icon will be placed on your Desktop.

#### Select Next >



Please wait while the Setup Wizard installs the application.



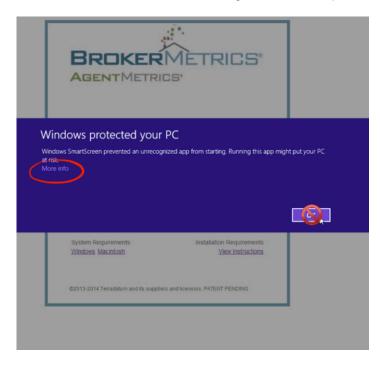
#### Select Finish >

The application is ready for use.

# Troubleshooting

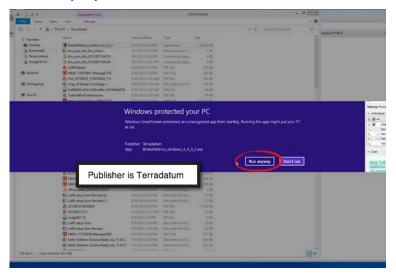
#### Windows protection screen

If you receive the Windows protection screen when you select to install the application, not to worry. Windows is just ensuring you intended to install BrokerMetrics®/AgentMetrics® to your machine.



#### Select 'More info'

You will receive the option to 'Run anyway' or 'Don't run'



#### Select 'Run anyway'

You may now continue to install the application.

## How to verify your installation

- Launch BrokerMetrics® from your Start Menu, your Desktop icon or your Programs folder
- · Login with your User Name and password credentials
- The launch window indicates version 4.4.0.1
- You may also go to Help and select About
- You may hover over the About window and see the release information.



## For Support

If you need any help at all with the upgrade process of BrokerMetrics® / AgentMetrics®, please contact **Terradatum Client Services** at 1-888-212-4793, ext. 2 or email at support@terradatum.com.

Support hours are Monday - Friday, 8 am - 7 pm Central Standard time zone. Closed on holidays.

## System Requirements and Operating Systems

#### Windows

- PC with a 1GHz Intel or AMD processor and 512MB of RAM
- Windows XP Service Pack 2 or later, 32-bit or 64-bit editions of Windows Vista, Windows 7 or Windows 8
- 136MB of available disk space
- Broadband internet connection to download

#### Macintosh

- Mac computer with an Intel Core processor
- OS X version 10.7.5 or later
- 183MB of available disk space
- Broadband Internet connection to download



Window	<u>H</u> elp	
	? Help	
	System Info	
	P About	F