



BrokerMetrics® / AgentMetrics® Instructions for a New Installation

Windows Download & Installation	1
Macintosh Download & Installation.....	6
Troubleshooting.....	10
How to verify your installation.....	11
For Support.....	11
System Requirements and Operating Systems.....	11

Windows Download & Installation

Select this link to [download](#) BrokerMetrics® / AgentMetrics®



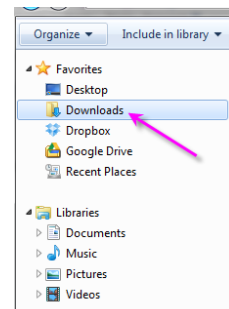
Select the [Windows](#) link.

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

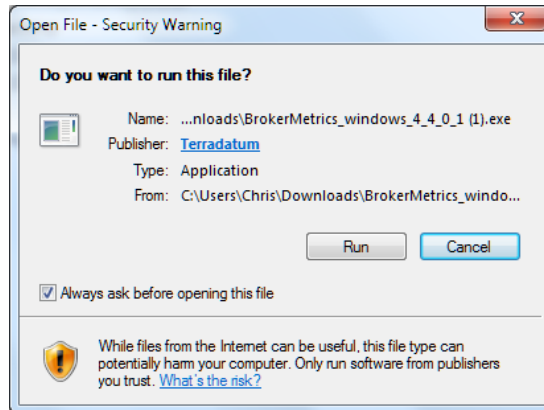
If your only option is to SAVE, select Save and the file will download to your downloads folder.

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

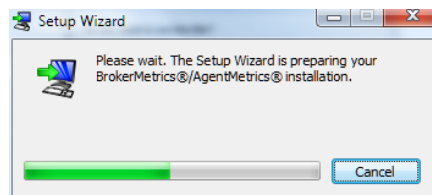
When the download is complete, locate the BrokerMetrics_windows_4_4_0_1.exe file in your Downloads folder. To access your Downloads folder, from the Start Menu, select Computer in the right panel. This will open your file manager. Select the Downloads folder.



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.

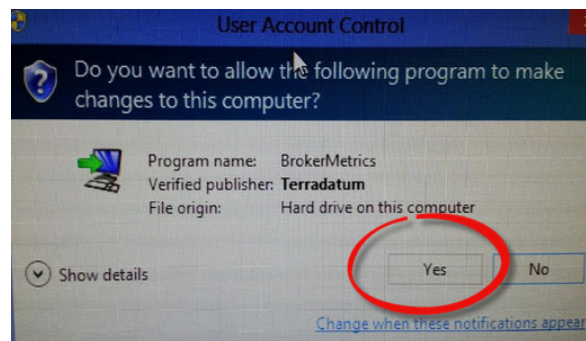


It is ok to run this file. **Select Run**



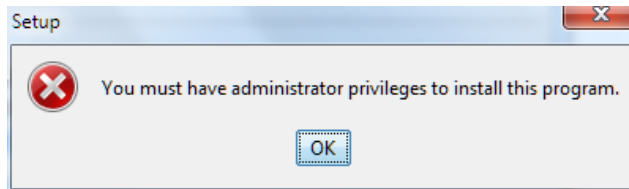
Please wait while the Setup Wizard prepares your installation.

You may now see the User Account Control security screen

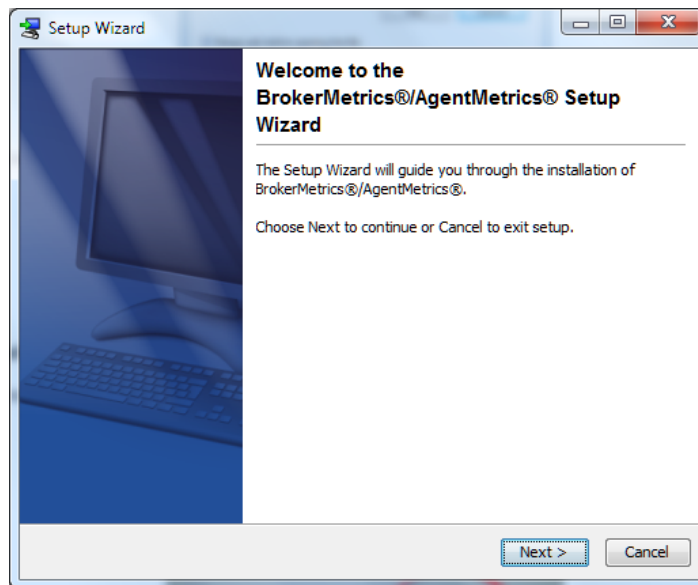


Select Yes

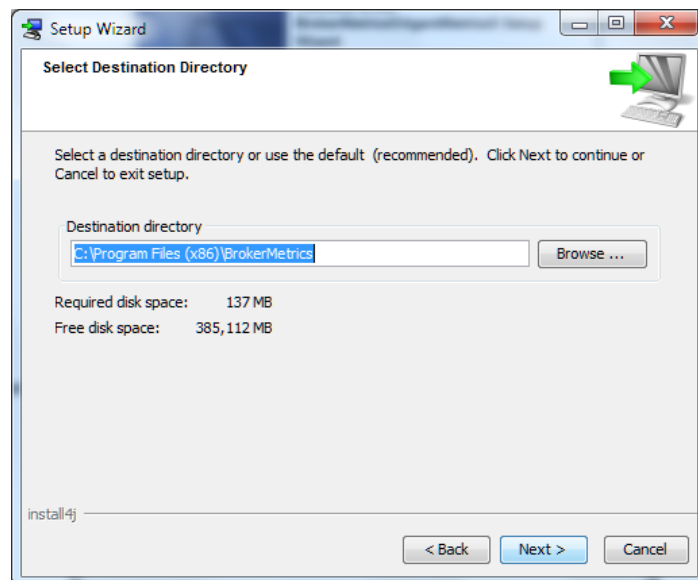
You may get a warning that you must have administrator privileges. If you do not have administrator privileges, you may not be able to install the software to your machine.



Select ok

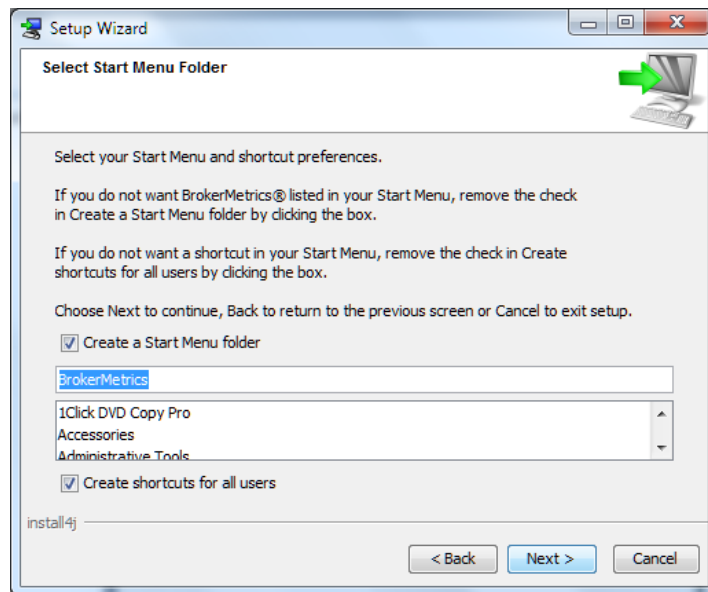


Select Next >



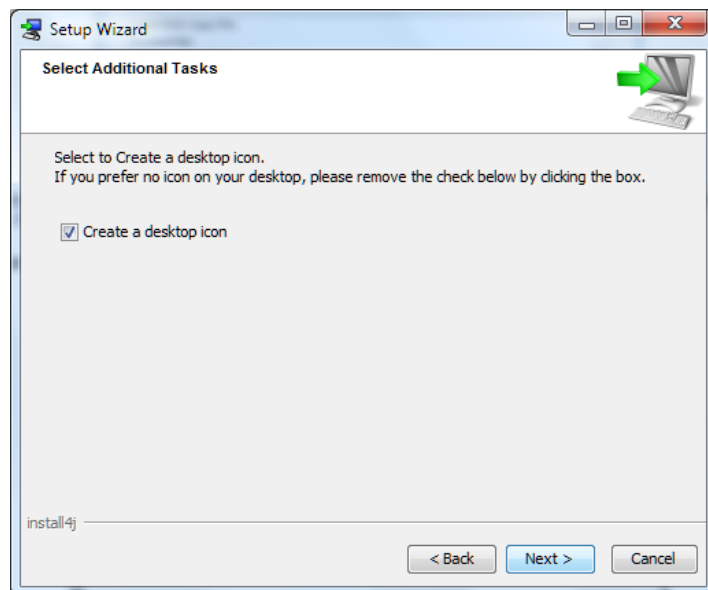
Use the suggested default *Destination directory* (recommended) or select a new directory.

Select Next >



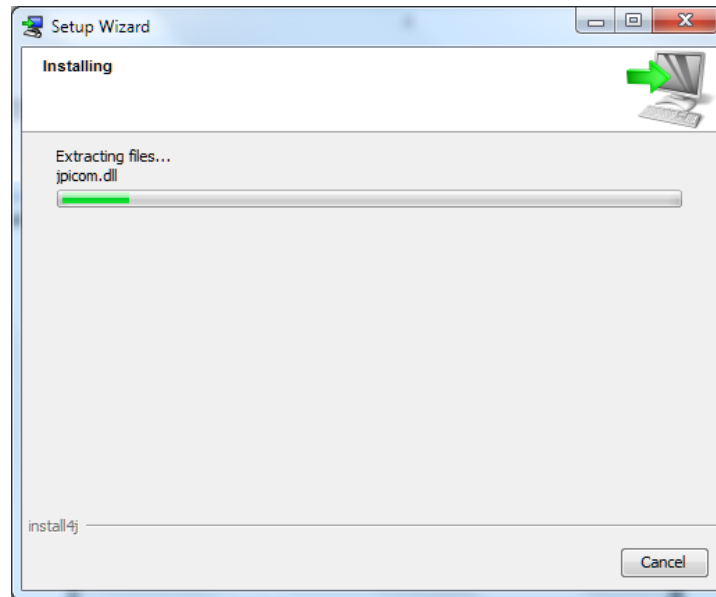
Use the suggested *Start Menu folder* default name (recommended). BrokerMetrics® will list in your Start Menu with this selection.

Select Next >

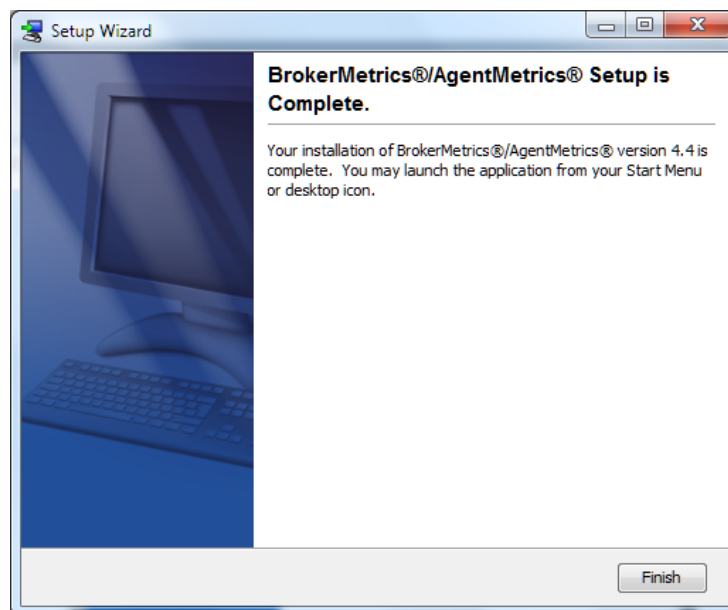


Use the suggested default for creating a *desktop icon* (recommended). An executable icon is placed on your desktop with this selection.

Select Next >



Please wait while the Setup Wizard installs the application.



Select Finish >

The application is ready for use.

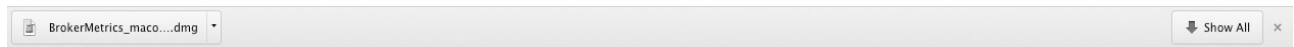
Macintosh Download & Installation

Select this link to [download](#) BrokerMetrics® / AgentMetrics®

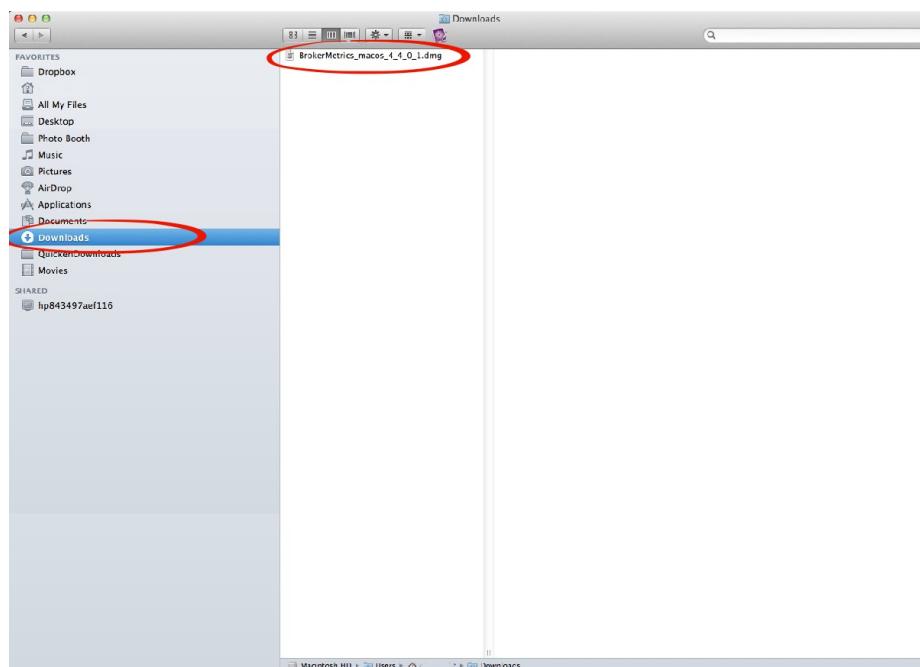


From the download screen, **select** the [Macintosh](#) link.

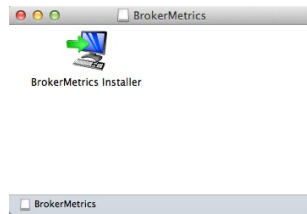
The file will download to your Downloads folder. You may execute the file from the download window that opens at the bottom of your screen or



Locate the file in the downloads folder.



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

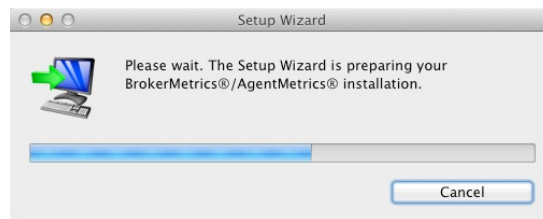


Double-click on this installer icon.

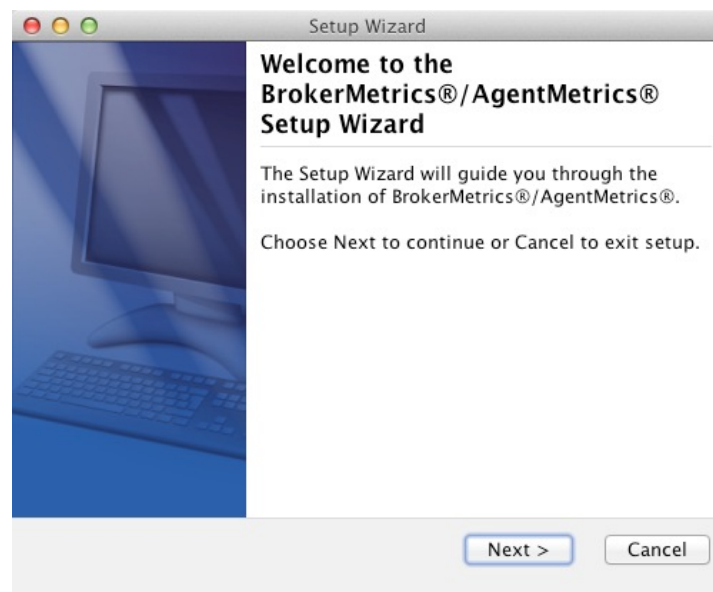
You may receive a Macintosh warning you are about to open an application downloaded from the Internet. Not to worry, this is just a security warning as it's the first-time install of BrokerMetrics.



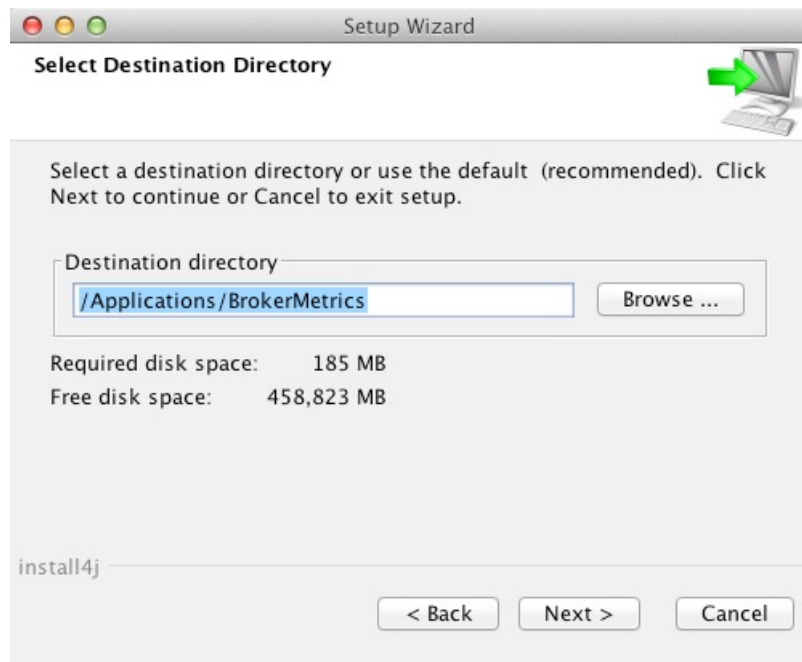
Select Open



Please wait while the Setup Wizard prepares for the installation.

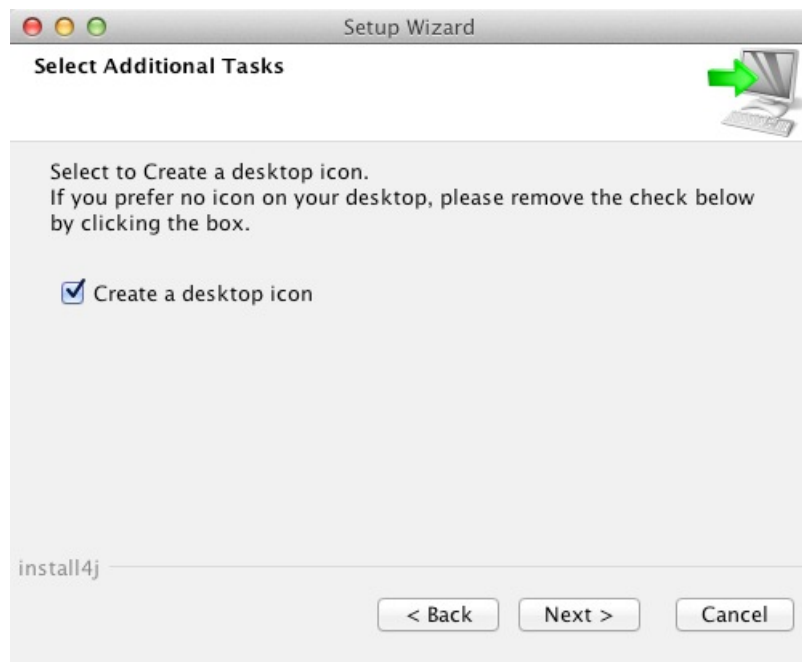


Select Next >



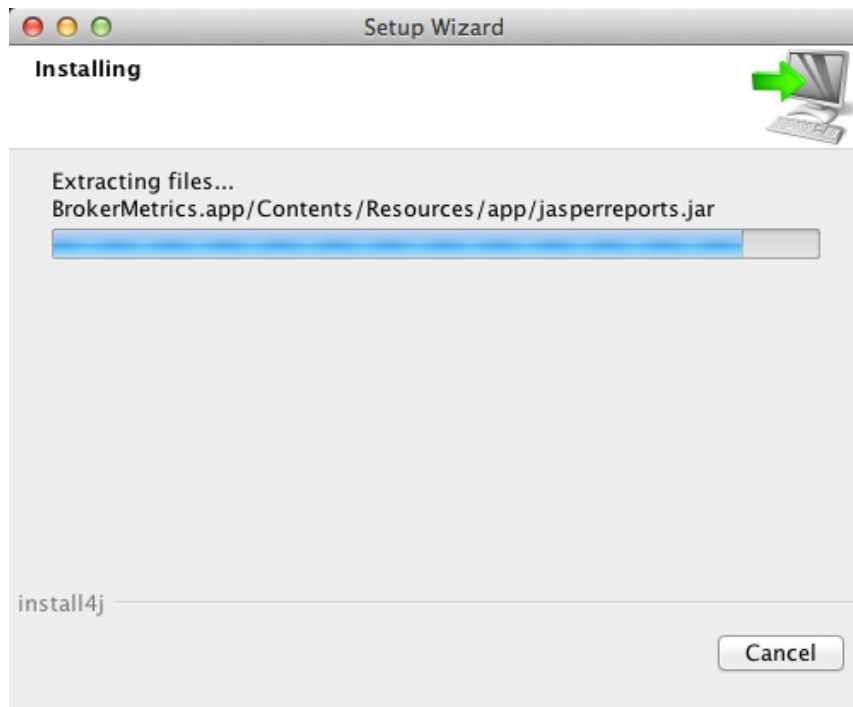
Use the suggested default *Destination directory* (recommended) or select a new directory.

Select Next >

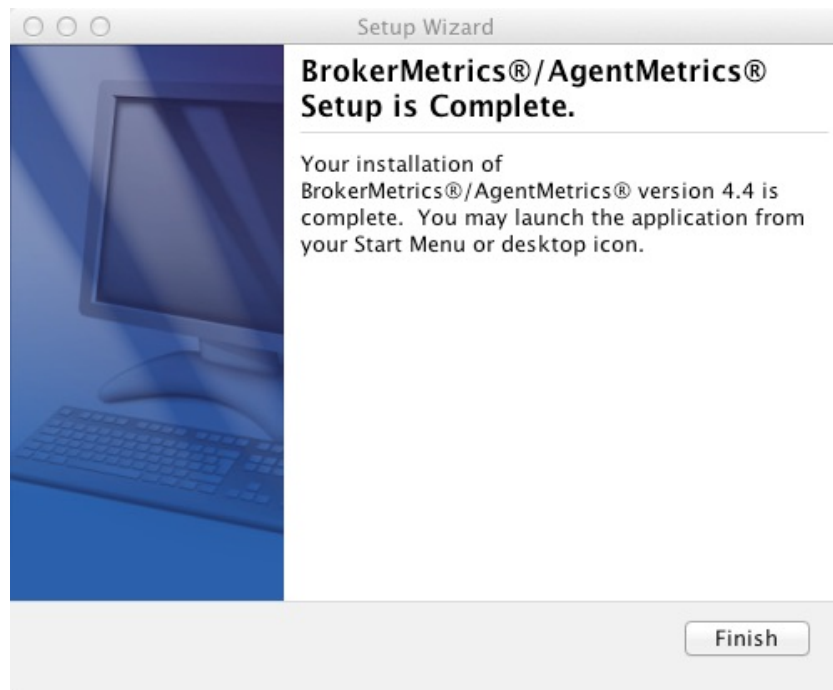


Use the suggested default for creating a *desktop icon* (recommended). An executable icon will be placed on your Desktop.

Select Next >



Please wait while the Setup Wizard installs the application.



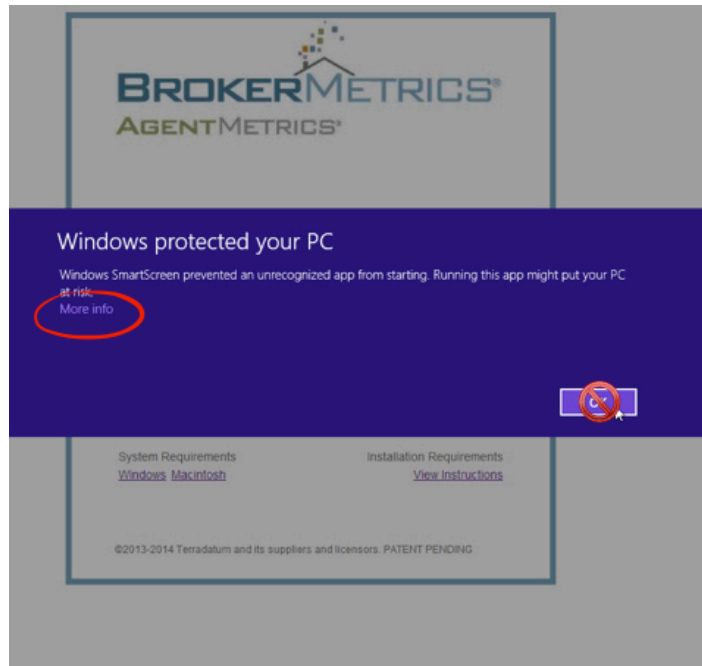
Select Finish >

The application is ready for use.

Troubleshooting

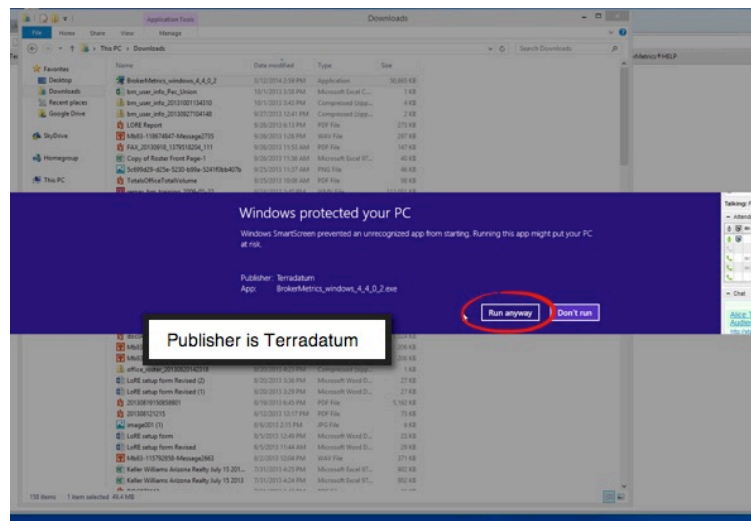
Windows protection screen

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'

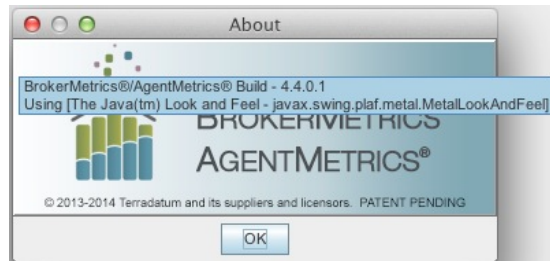
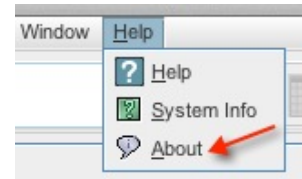


Select 'Run anyway'

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

