Technician Dashboard (DSM)
Install \ Upgrade \ Uninstall

Notes:
1. This installation guide applies to Technician Dashboard versions 4.0 and greater.
2. Before proceeding with any installations, ensure that the User of the Technician Dashboard is in the Local Administrator group (Consult your local IT if needed). You must be in the Local Administrator group to install this software.
3. All installations should be performed while on a secure internet connection.
4. Please install all pre-requisites prior to starting your Technician Dashboard installation

*Note: Legacy MiraCal is no longer supported for new installations

Document Contents

METTLER TOLEDO

Hardware / Software Requirements

	Required	Will not work
Operating System	Win 10 or 11 (64 bit) Professional,Ultimate or Enterprise	Windows 8, Windows 7
CPU	Intel i5 based processors or AMDequivalent	
Memory	8 GB	
Hard Drive	20 GB	
Software Pre-Req	See Pre-Requisite Installers	
Network	Internet connection required to sync	

Pre-Requisite Installers

.NET 4.6 Installation **ONLY FOR DISTRIBUTORS**
1. You need .NET version 4.6 or higher. Check the version via the Control Panel under "Microsoft .NET Framework 4.x"
2. If needed, click on this link and choose 'Run to install'
   https://www.microsoft.com/en-us/download/confirmation.aspx?id=48137
3. Follow the instructions on screen to complete the installation

SQL Server Express Database Installation
1. Download the DSM-compatible* installation of Microsoft SQL Server Express 2022 for 64-bit machines:
   https://dsm.mt.com/mc2autoupdate/Prereqs/SQLEXP2022.exe
2. Navigate to the location where you have chosen to save the file, then double-click SQLEXP2022.exe.

* Technician Dashboard will only install correctly if you use this version of SQL Server Express 2022. It has been customized specifically to support Technician Dashboard.

Crystal Reports Runtime Version 13.0.3 (or higher)
1. Click on this link to install Crystal Reports:
   http://dsm.mt.com/mc2autoupdate/Prereqs/x64/CRRuntime_64bit_13_0_9.msi
2. Follow the instructions on screen to complete the installation
3. Please also install the Crystal Reports Redistribution package
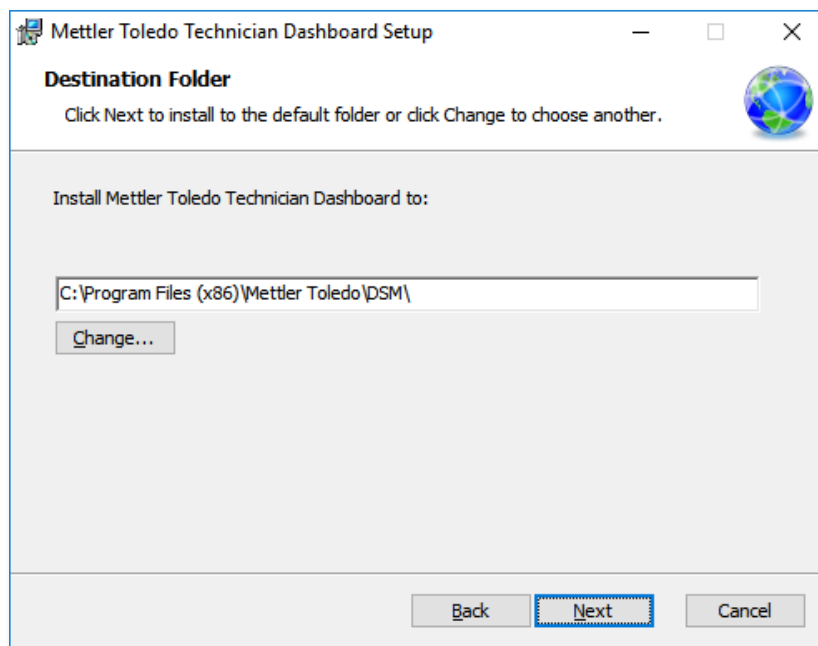   http://dsm.mt.com/mc2autoupdate/Prereqs/x64/CRRedist2005_X64.msi

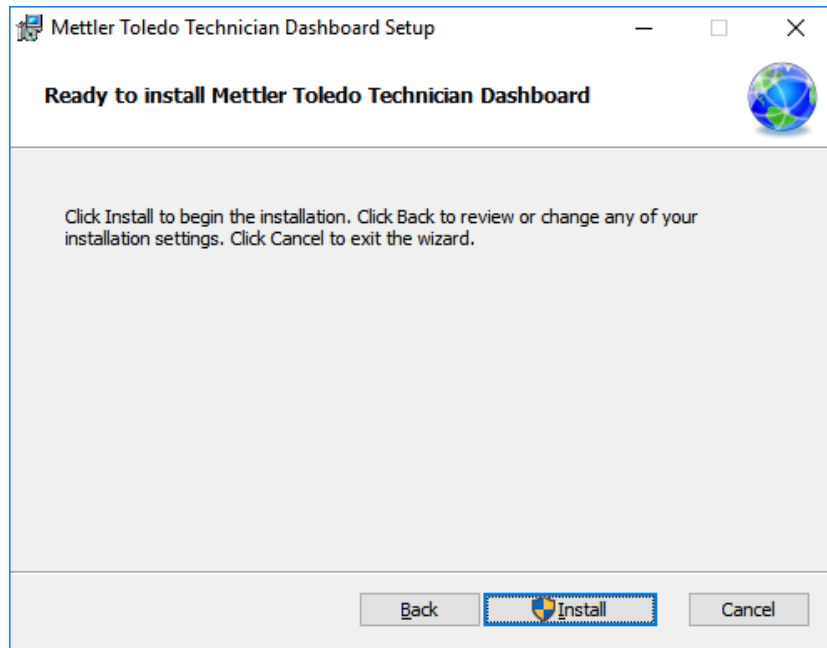## Installing Technician Dashboard

Technician Dashboard Installer

1. Find the latest installer here:
   http://dsm.mt.com/mc2autoupdate/Installers/TechnicianDashboard.msi
2. Select to Run or Download the file and follow the instructions on screen to complete the installation.
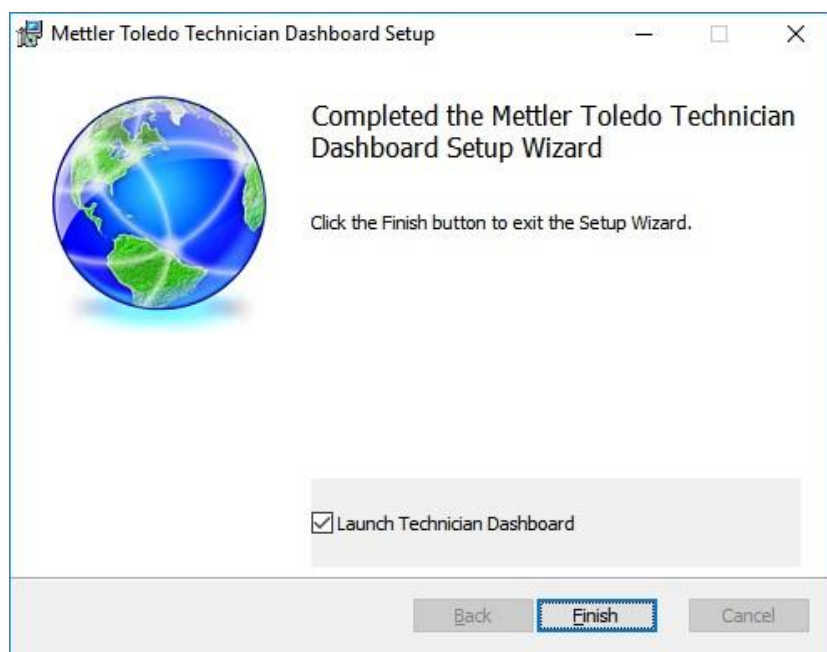3. After Launching, you will see the first Screen of the Setup Wizard. Click Next.

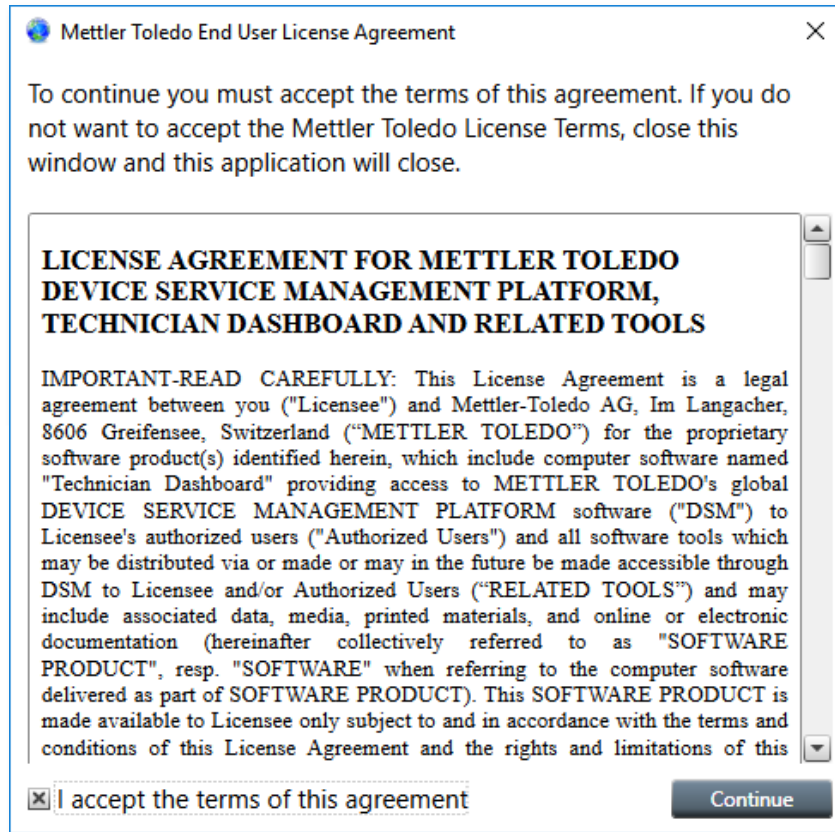4. Leave destination file as is. Click Next

5. Click the 'Install' button. If prompted for User Account Control, please accept the prompt.
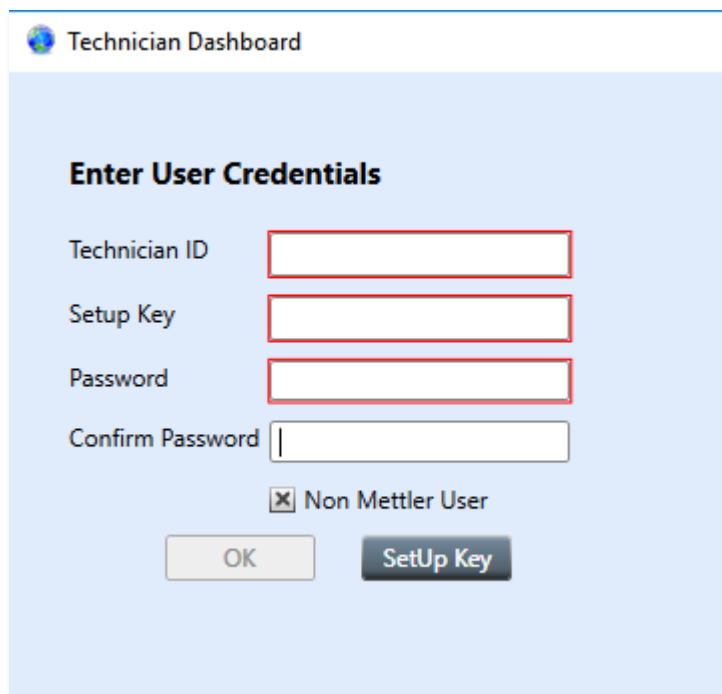

6. Finish the Install

7. Accept the End User License Agreement

8. Technician Dashboard will automatically open and log-in
   a. Mettler Toledo Employees: Enter your Technician ID provided to you, your Active Directory ID and Windows password. Click OK

b. Distributors: Select 'Non-Mettler User', enter your Technician ID, Setup Key delivered to you and create a password, enter in both 'Password' and 'Confirm Password' fields. Click OK.
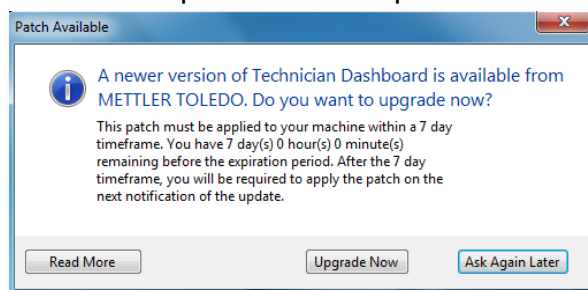

Upgrading Technician Dashboard

You can apply an update in Technician Dashboard from one of two ways. **Please connect to the network before applying any upgrades.**

1. On restart of the PC or the DSM.exe service, you will be prompted that an update to Technician Dashboard is available, and will be asked if you want to apply the update now.
    a. Select 'Upgrade Now' to apply the update or 'Ask Again Later' to run at a later time. Some patches will require the user to upgrade.
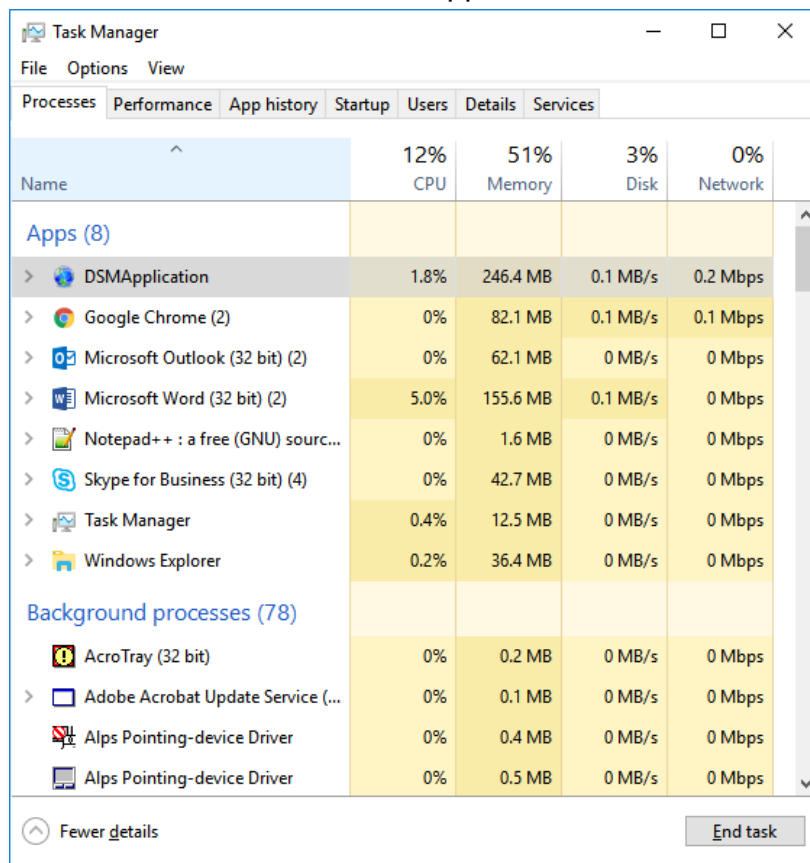

2. If an update has been received or you have delayed an update from running, you can always start the update process from the User Settings tab in Technician Dashboard.
    a. Go to User Settings tab, select 'Update' in the second box. You will be prompted with the same details from the images above.

b. After selecting 'Upgrade Now', the upgrade process will begin and you will be alerts when the update is complete.

Uninstalling Technician Dashboard

1. Open the Task Manager (Ctrl + Shift + Esc)

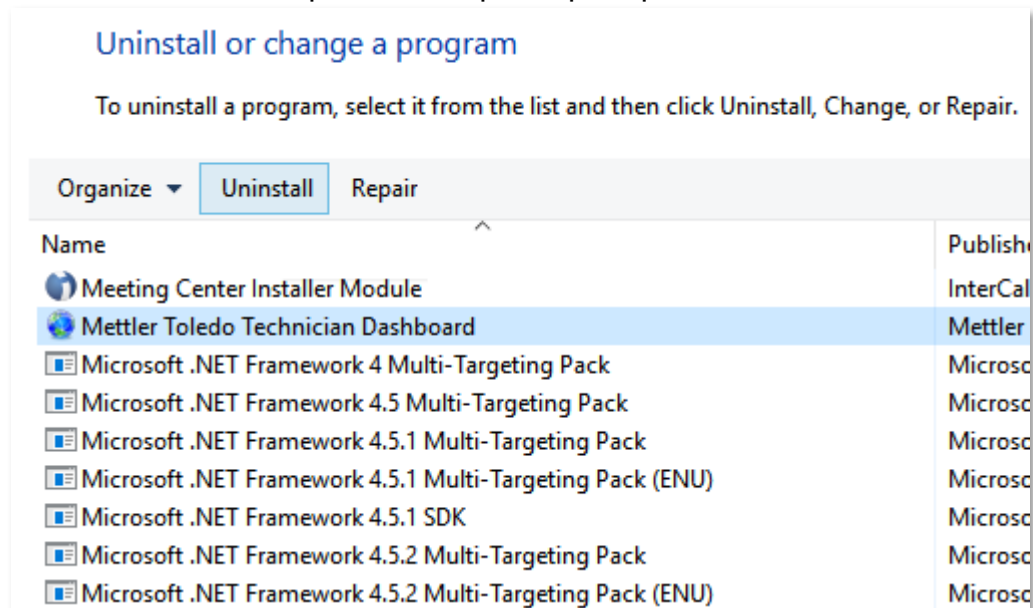2. Locate the 'DSM.exe' or 'DSMApplication.exe' and click 'End Task'

3. Open the Control Panel (Start > Control Panel)

4. Under the Programs Selection, click 'Uninstall a Program' (NOTE: Depending on your View by selection for the window, the instructions may be different. This step is for the Category View)

5. Locate 'Mettler Toledo Technician Dashboard' and click 'Uninstall', if prompted for user account control, please accept the prompt.

Installing Integrated Service Applications

Once Technician Dashboard in installed and you have completed the initial login and synchronization process, you can access the 'Users Settings' tab. From here you can view the service applications you have access to and see what is installed.

To install or update an application, select the 'Install' button under the application you wish to install and follow the prompts to complete the installation of the selected program.