

Acuity 4.0

Installation Guide

Part Number 2500-0151 Rev B May 2004 Printed in USA

Copyright 2004 Axon Instruments, Inc.

No part of this manual may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, microfilming, recording, or otherwise, without written permission from Axon Instruments, Inc.

QUESTIONS? See Axon's Knowledge Base: <http://support.axon.com>

VERIFICATION

THIS PROGRAM IS EXTENSIVELY TESTED BEFORE DISTRIBUTION.
NEVERTHELESS, RESEARCHERS SHOULD INDEPENDENTLY VERIFY ITS
PERFORMANCE USING KNOWN DATA.

Table of Contents

Table of Contents	iii
Chapter 1 About this Installation Guide.....	1
Chapter 2 Installing Acuity	3
Chapter 3 Installing MSDE	5
Chapter 4 Installing the Client and Database on a Local Machine	8
Chapter 5 Running Acuity for the First Time	19
Chapter 6 Installing the Acuity 4.0 Client to Link to a Server	23
Chapter 7 Creating a Data Source.....	31
Chapter 8 Updating an Earlier Version of Acuity	35
Appendix A Installing SQL Server 2000.....	47
Appendix B Installing NetHASP.....	65
Installing NetHASP License Manager under Windows 2000/XP	65
General Setup Information	65
Installing the NetHASP Monitor Program	76
Network License Frequently Asked Questions	82
Installing NetHASP License Manager under Windows 95/98/ME.....	85
General Setup Information	85

Appendix C PDF Printer Driver Installation.....	95
Appendix D Affymetrix File Support Pack Installation	98
Appendix E Acuity Installation Checklist.....	105
Technical Assistance.....	107
World Wide Web.....	107
Phone.....	107
Fax.....	107
E-mail.....	107
Questions?	107

Chapter 1

About this Installation Guide

- This Installation Guide has four sections:
 1. Notes on installing Acuity
 2. How to install Microsoft SQL Server Desktop Engine (MSDE) as shipped with Acuity 4.0
 3. Three separate installation scenarios for Acuity 4.0
 4. Appendices

Appendix A contains notes for SQL Server 2000 installation.

Appendix B has installation notes for Network Hardware Protection Key support.

Appendix C lists instructions to install the PDF Printer Driver.

Appendix D lists instructions for installing the Affymetrix File Support pack.

Appendix E is a checklist for a complete installation.

Note: Installing SQL Server 2000 is normally the function of a Systems Administrator and should be treated with the care and preparation it deserves. While we provide a possible installation scenario in Appendix A, this is only a guide and each installation will vary depending on your organization's needs. Therefore, it is strongly advised that prior to installation you contact your Systems Administration for advice on installing and configuring SQL Server 2000.

Chapter 2

Installing Acuity

This manual has three separate installation scenarios for Acuity.

- Installing the Client and Database on a local machine.
- Installing the Client software only, to link to a database server.
- Updating a previously installed version of Acuity.

Each of these installation scenarios is dealt with separately in this document.

- Installing the Client and Database on a local machine. This configuration is most common for stand-alone users who will not be sharing data with others, or for users who may share files with other users on remote client machines. If there will be many users, a dedicated server machine would be recommended.
- Installing the Client software only, to link to a database server. Where the Acuity database has been installed on a (remote) server machine, the Client software will access this database.
- Updating an earlier version of Acuity and the Acuity database to the latest version.

It may be helpful to note the term ‘Database’ as referred to in this installation guide. ‘Database’ as used here and in the Acuity installer will refer to the Acuity database, which will contain the Acuity data, and is not to be confused with Microsoft SQL Server, MSDE or any other database application.

These installation scenarios require that a database application be installed prior to installing Acuity. The Acuity installation CD contains one such application, the Microsoft SQL Server Desktop Engine (MSDE). MSDE is a version of Microsoft SQL Server 2000 suitable for single-user desktop operation, for databases up to 2 GB. For multi-user Acuity installations or for databases larger than 2 GB, customers must purchase Microsoft SQL Server 2000 separately. For guidelines on the best choices to make when choosing between MSDE and Microsoft SQL Server 2000, please contact your Systems Administrator or Axon Technical Support.

When installing Acuity version 4.0, great care must be given to security considerations. If you have sensitive data that you wish to keep secure, then perhaps installing your Acuity database locally on your computer is the best option. If you want to share your data with peers on a network, then installing onto a shared database server could be the correct choice. Axon Technical Support will be happy to assist you in these choices and again, we strongly suggest that your Systems Administrator be involved in this decision process. Whichever configuration you choose, please **use a non-empty password** for the database application to avoid security breaches.

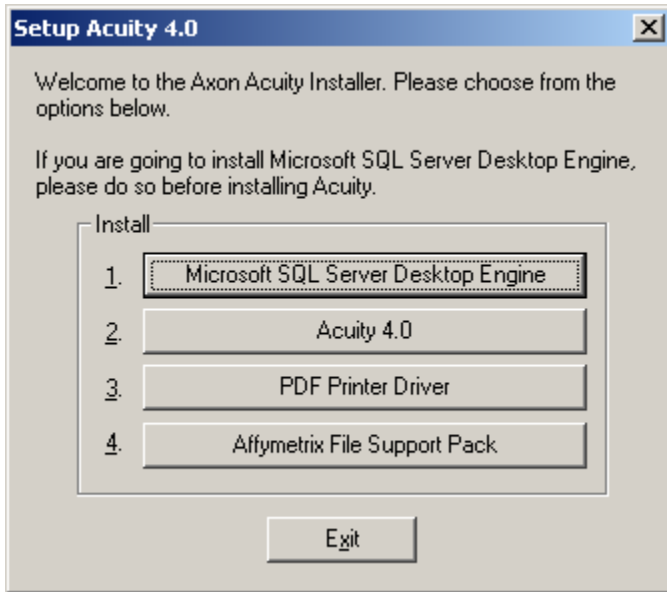
Chapter 3

Installing MSDE

Axon Instruments includes a copy of Microsoft SQL Server Desktop Engine (MSDE) with the Acuity installer. If you choose to use MSDE, for your database application, or for testing the demo version, then this is the first step of installation. If you have chosen to use SQL Server 2000, then ignore this step and proceed to Appendix A for details on installing SQL Server 2000.

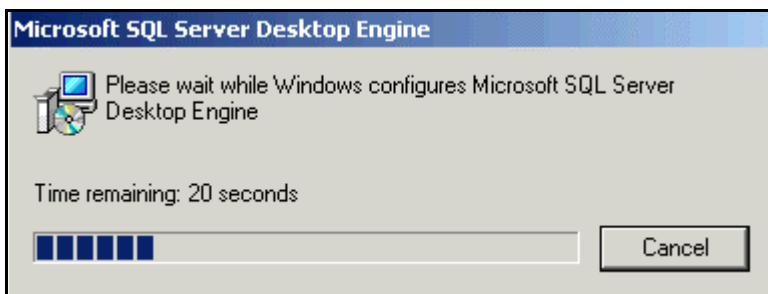
- Insert the Acuity CD into your CD drive. (If the Installer program does not start automatically, open “My Computer”, open the CD-drive and double-click on the Setup icon.)

- The following dialog appears:



- Click on 1. Microsoft SQL Server Desktop Edition.

The following installation screen appears as MSDE is installed:



Note: Time remaining' value will vary and is normally underestimated. This installation normally takes between 90 and 180 seconds. Once the MSDE installation is complete, the Setup Acuity 4.0 dialog reappears.

- Proceed with the Acuity 4.0 installation.

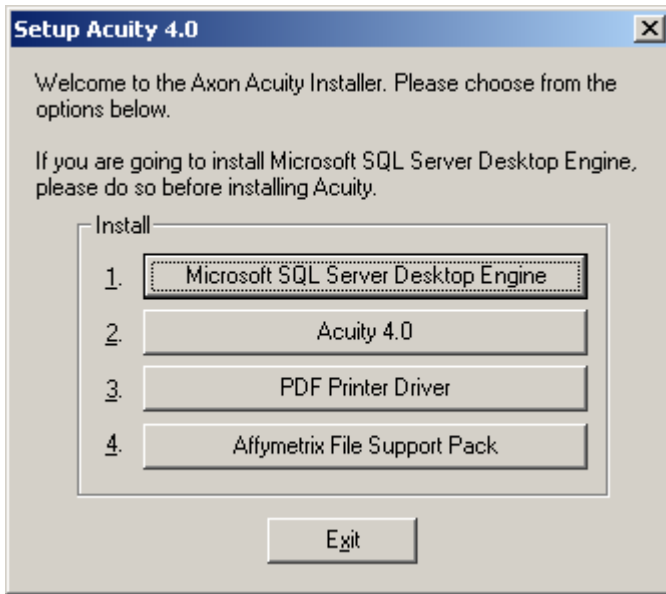
Chapter 4

Installing the Client and Database on a Local Machine

This configuration is most common for stand-alone users who will not be sharing data with others, or for users who may share data with a small number of users on remote client machines. If there will be many users, a dedicated server machine would be recommended. This installation type applies to a dedicated server also.

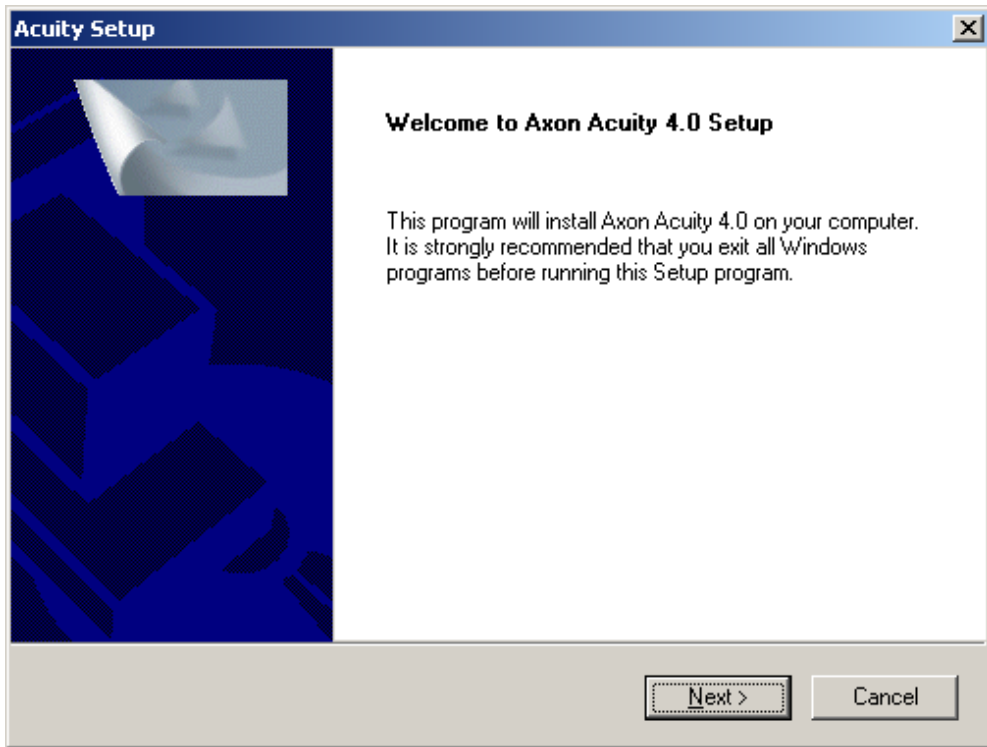
It is assumed that at this point a database application (MSDE or SQL Server 2000) has been installed on this machine.

- Insert the Acuity CD into your CD drive. (If the Installer program does not start automatically, open “My Computer”, open the CD-drive and double-click on the Setup icon.) The following dialog appears as shown on the following page.

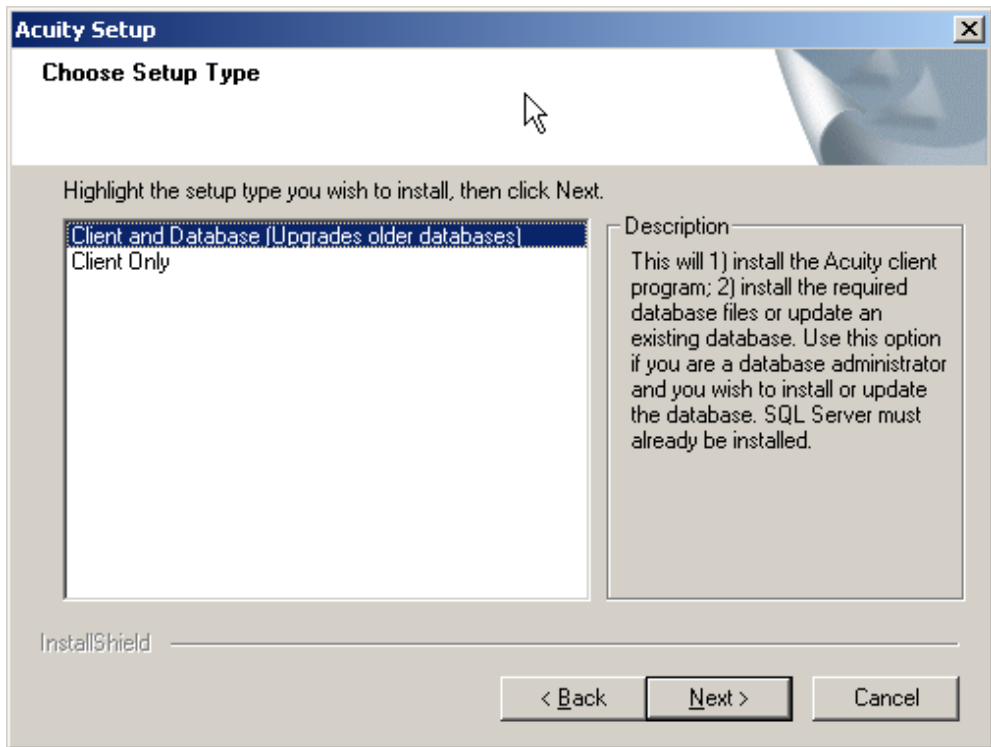


- Click on 2. Acuity 4.0.

- 10 • Installing the Client and Database on a Local Machine

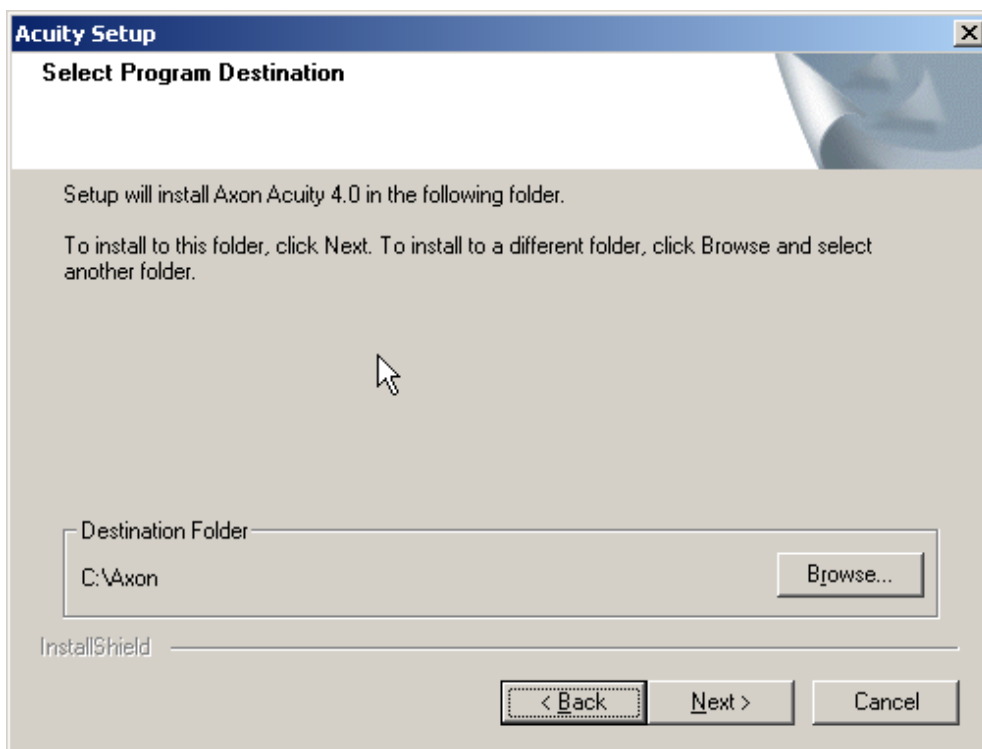


- Select Next.

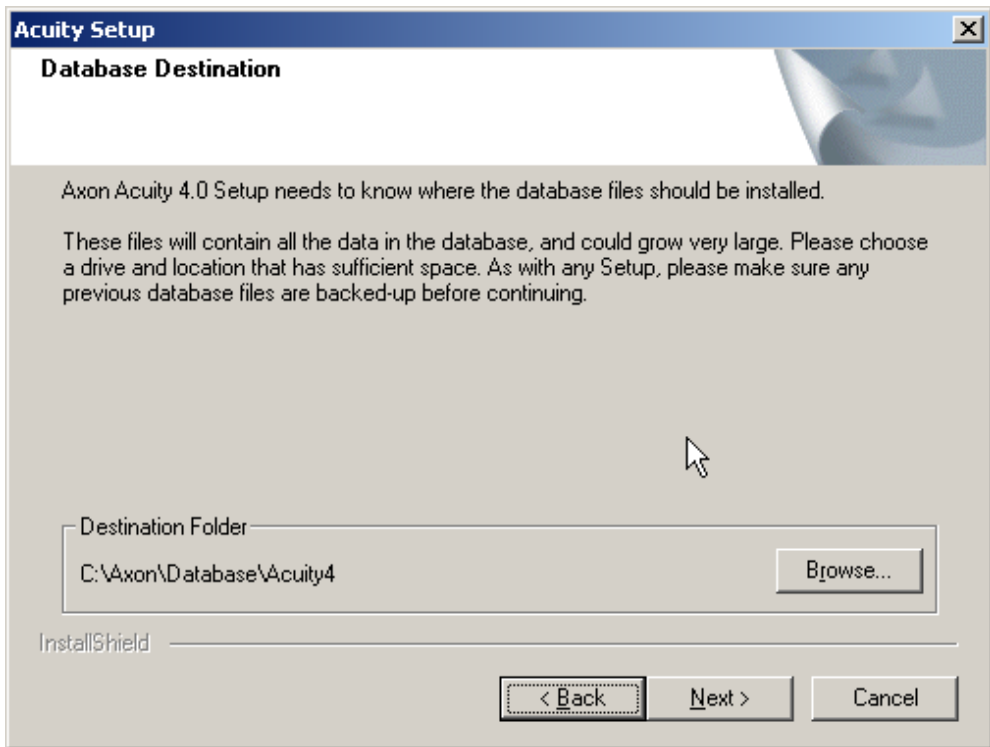


- Select Client and Database. (Note the Description in the dialog).
- Select Next.

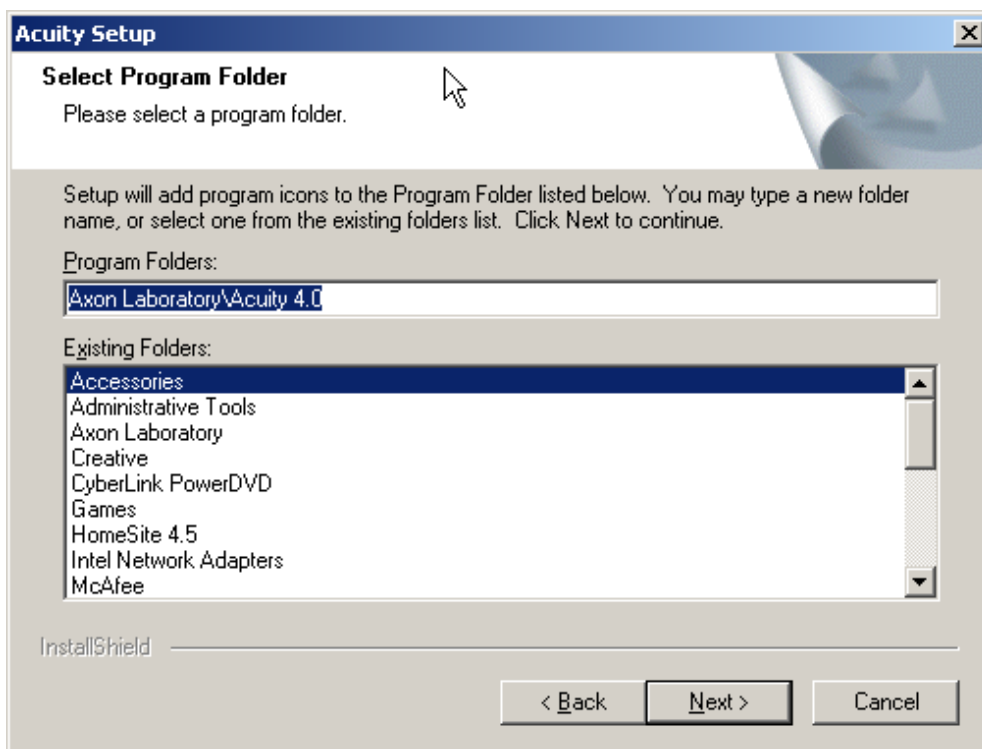
12 • Installing the Client and Database on a Local Machine



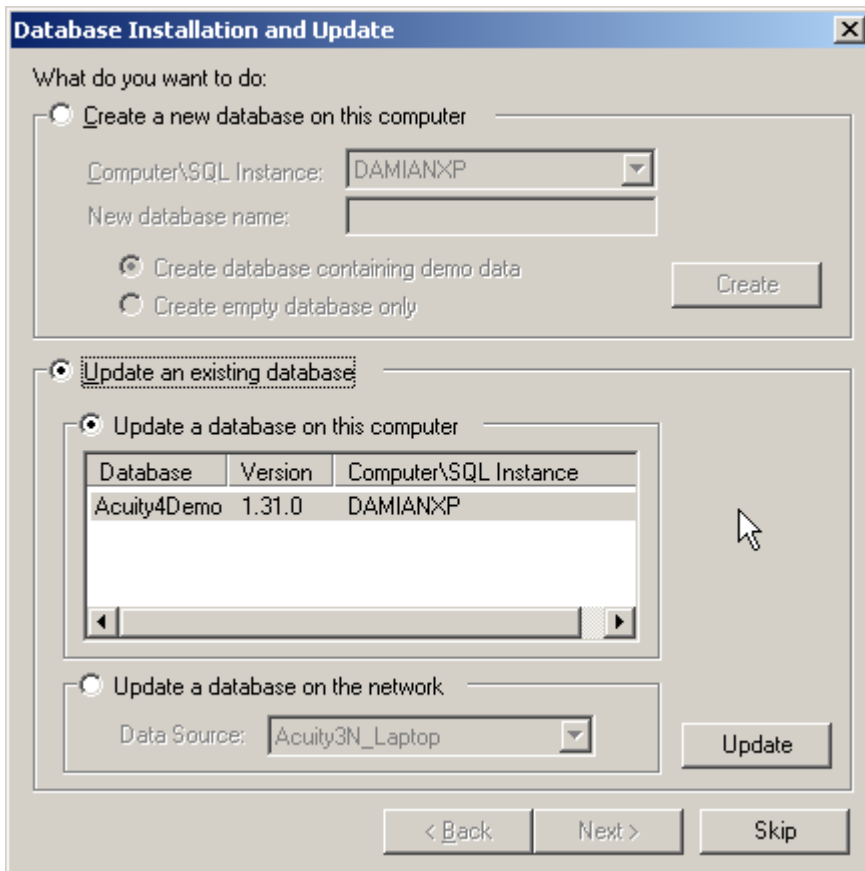
- Select Program Destination (or accept defaults).
- Select Next.



- Select database destination (or accept the default).
- Select Next.

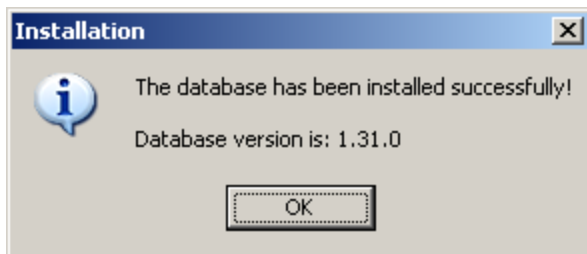


- Select a Program Folder for Acuity (or accept the default).
- Select Next.

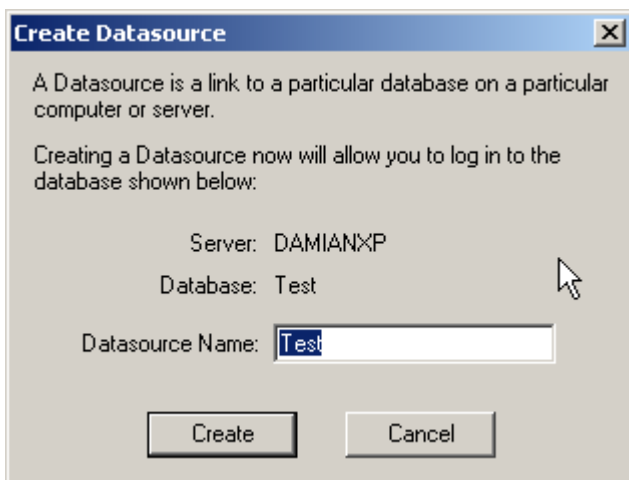


- To create a new database, type in a name for it and click Create.
- To update an existing database, select “Update an existing database”, select the database to update, and click Update.

16 • Installing the Client and Database on a Local Machine



- Click OK.
- Click Create to create a new data source name

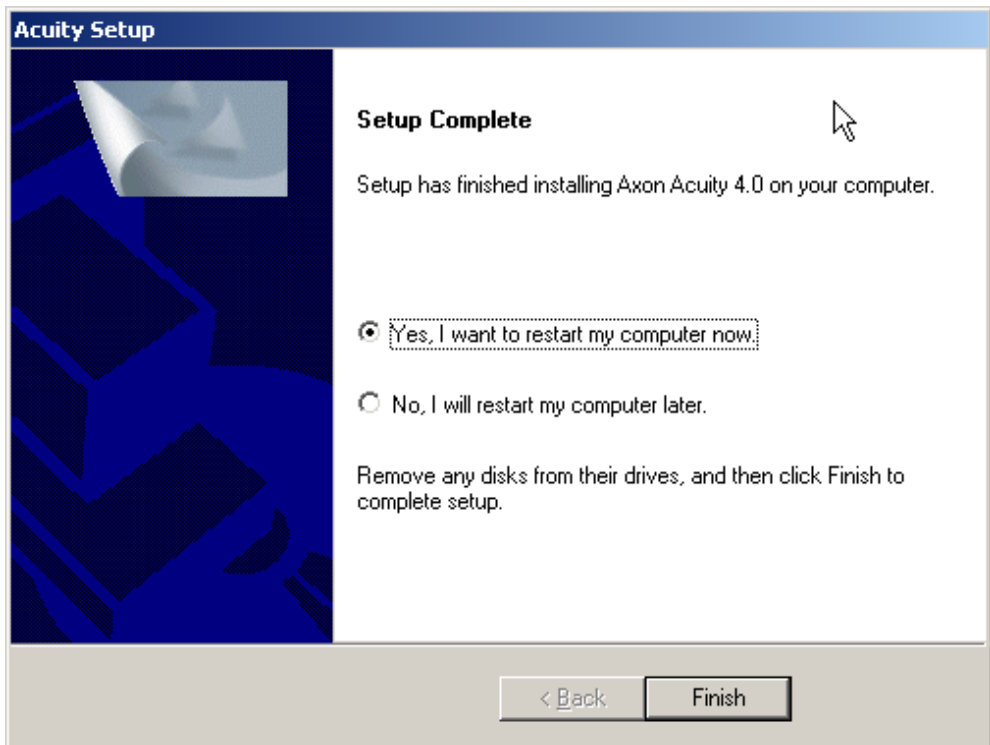


- Then click Next to finish the database installation dialog box.



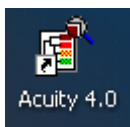
The HASP device driver screen will appear. This may take a minute.

Then the following dialog appears:



- Select Finish to restart your computer.

Once the system has been restarted, the following shortcut should be added to your desktop:



Proceed to install the PDF Printer Driver, if required. – Appendix C.

Install the Network License Manager software if required. - Appendix B.

Chapter 5

Running Acuity for the First Time

- Run Acuity either by double clicking on the desktop icon, or selecting Acuity from the Axon Laboratory program folder. You will see the Welcome to Acuity dialog:

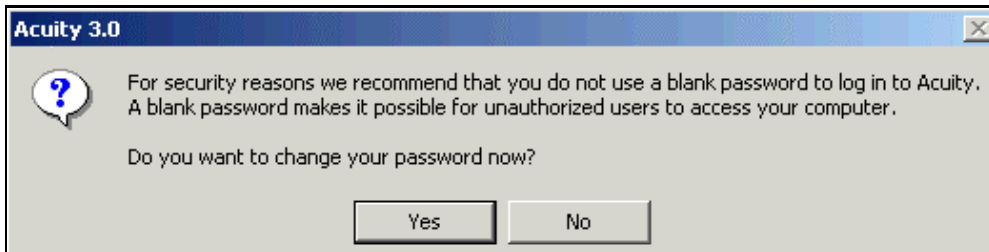


A Data Source is used to connect to a given Acuity database. There may be multiple data sources for multiple databases on different servers.

See “Creating a Data Source” in the table of contents for greater detail.

- The Data Source Acuity2 was created automatically by the installer, and is for connecting to the Acuity database.
- The user name "sa" was also created automatically.
- Enter the password (if assigned). Select OK.

If this is the first time Acuity has been run, or if there is no password assigned for the database, the following dialog appears as shown on the following page.



We strongly urge you to assign a password. There is a security risk if you do not. If you choose no password, this dialog appears each time you run Acuity.

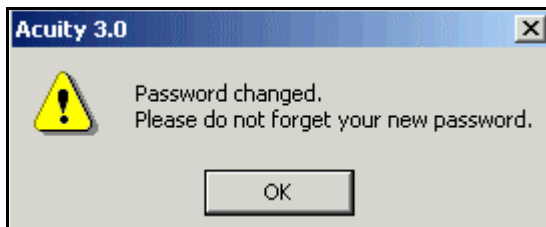
- Click Yes to create a password.



A screenshot of a 'Change Password' dialog box. The dialog has a blue title bar with the text 'Change Password' and a close button (X) on the right. The main area is light gray and contains four text input fields stacked vertically. The first field is labeled 'Login:' and contains the text 'sa'. The second field is labeled 'Old Password:' and is empty. The third field is labeled 'New Password:' and is empty. The fourth field is labeled 'Confirm Password:' and is empty. At the bottom of the dialog are two buttons: 'OK' on the left and 'Cancel' on the right.

- Enter Old Password.
- Enter New Password, Confirm Password.
- Click OK.

22 • Running Acuity for the First Time



Your new password is assigned.

- Click OK.

Acuity should be up and running. Please refer to the User's Guide.

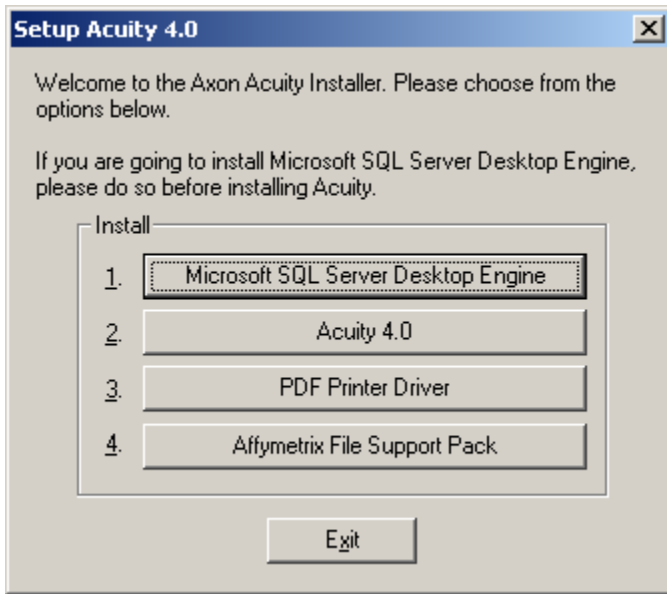
Chapter 6

Installing the Acuity 4.0 Client to Link to a Server

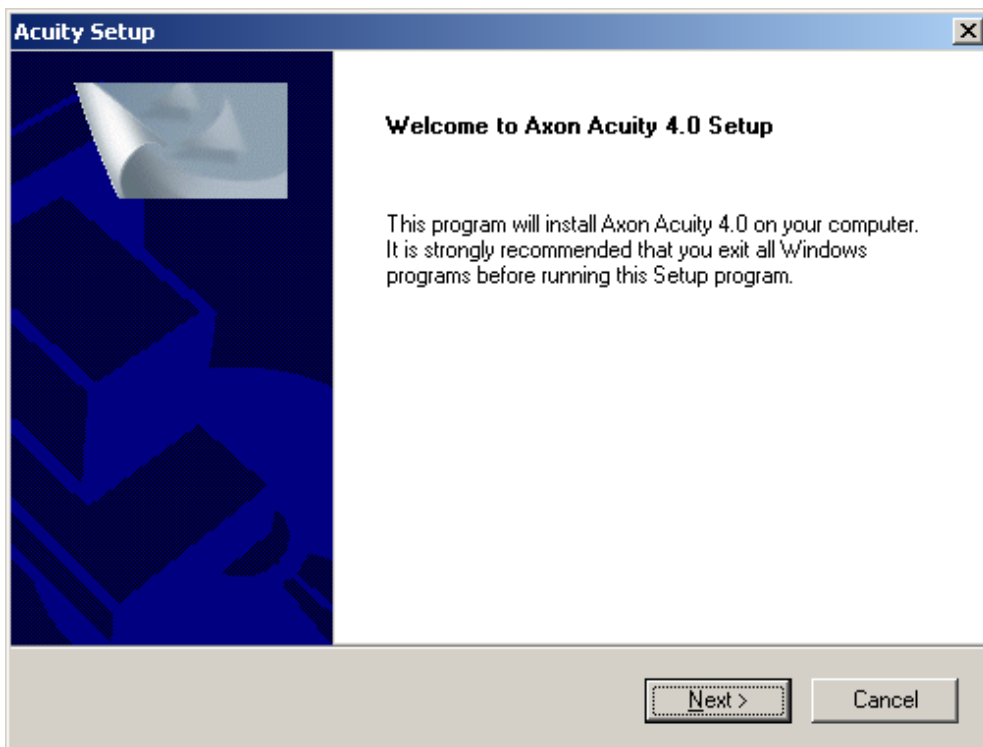
This configuration is the most common Acuity installation scenario, where the database has been installed on a (remote) server machine and the Client software will access this database. For example, if a Client and Database installation were completed as in 1., above, then this Client installation could link to the Acuity database on that other PC.

Insert the Acuity CD into your CD drive. (If the Installer program does not start automatically open “My Computer”, open the CD-drive and double-click on the Setup icon.) The following dialog appears as shown on the following page.

- 24 • Installing the Acuity 3.0 Client to Link to a Server

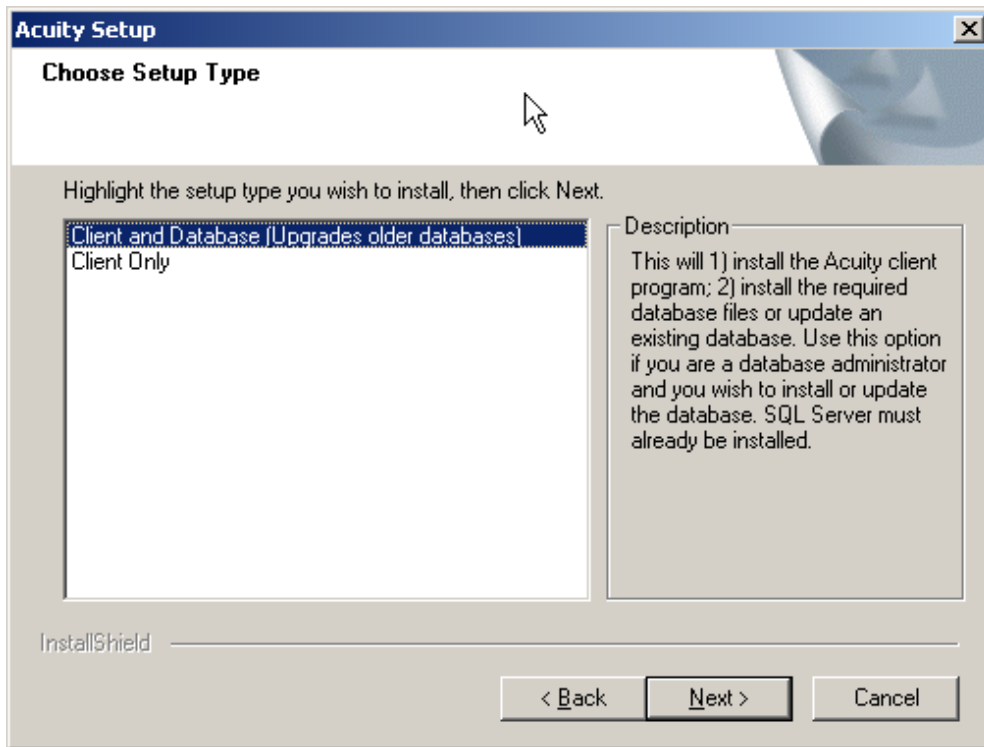


- Select 2. Acuity 4.0.

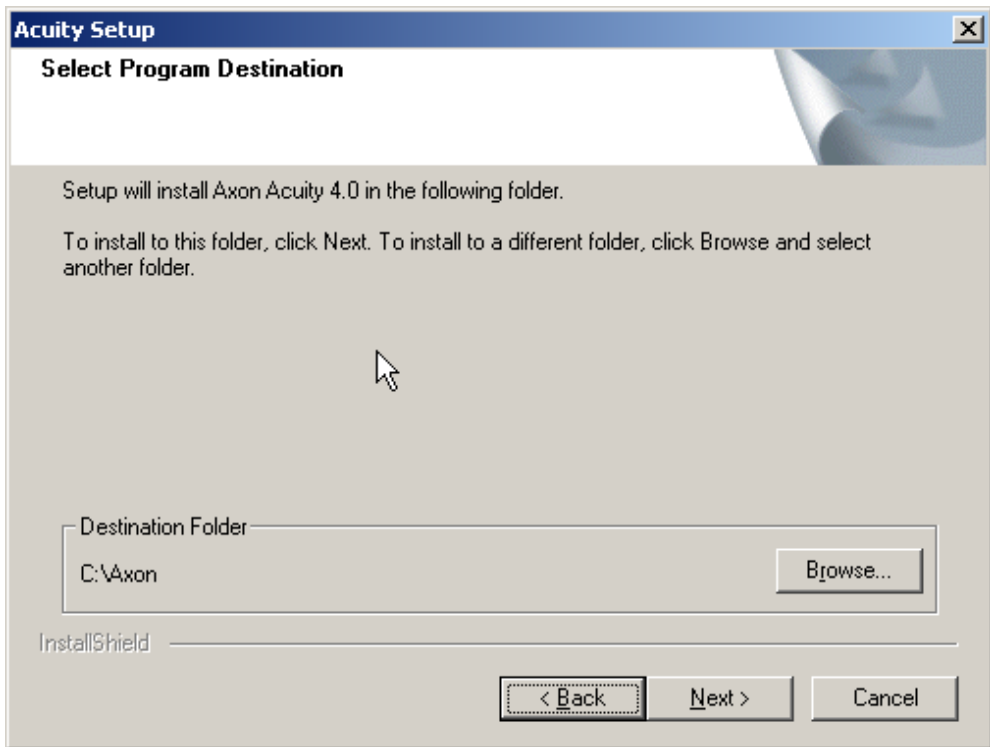


- Select Next.

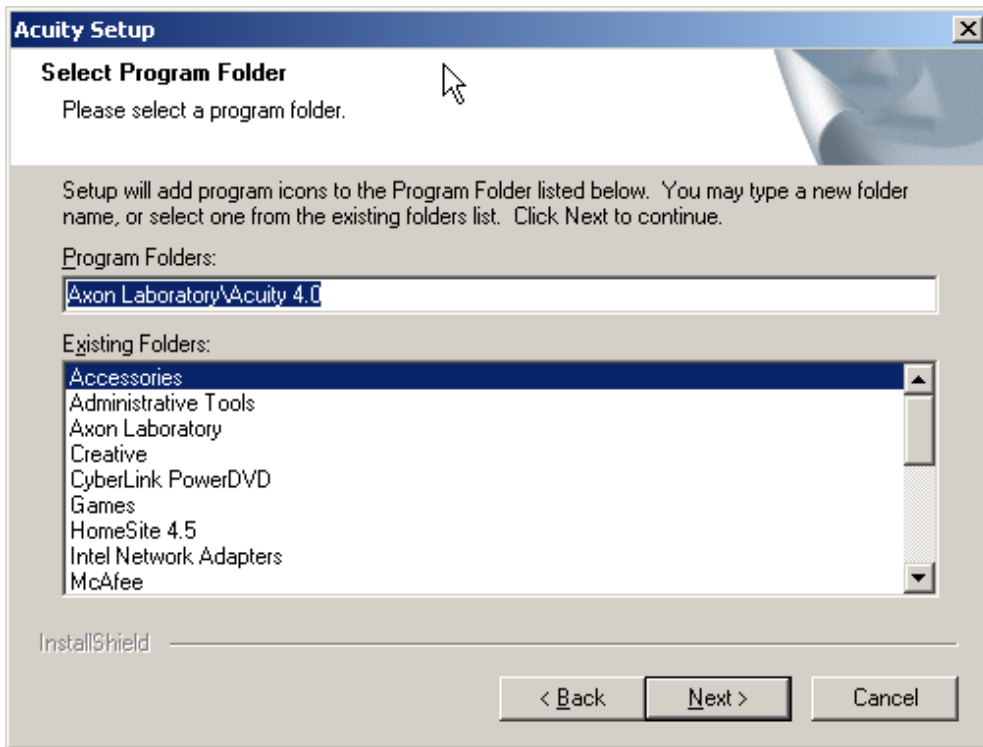
- Installing the Acuity 3.0 Client to Link to a Server



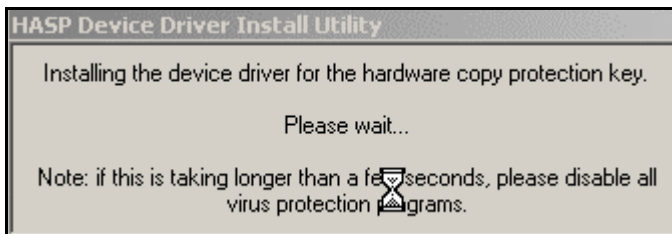
- Select Client Only.
- Select Next.



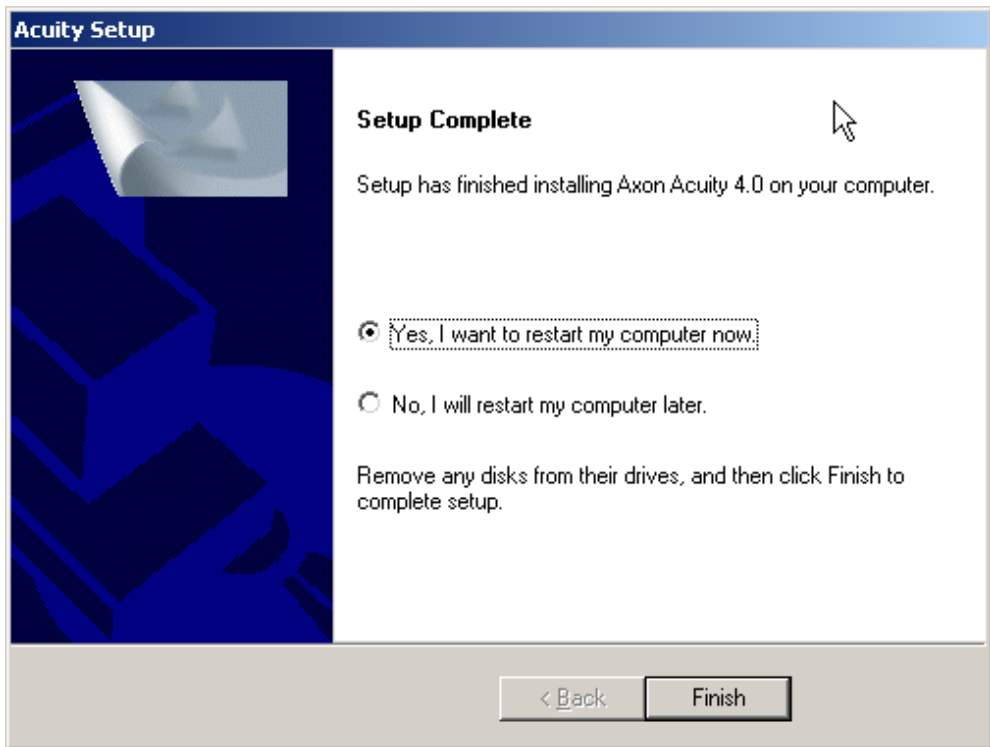
- Select Program Destination (or accept the default).
- Select Next.



- Select a Program Folder (or accept the default).
- Select Next.

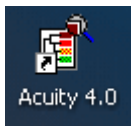


The HASP device driver screen will appear. This may take a few minutes.



- Select Finish to restart your computer.

Once the system has been restarted, the following shortcut should be added to your desktop:



Proceed to install the PDF Printer Driver. – Appendix C.

Chapter 7

Creating a Data Source

Run Acuity either by double clicking on the desktop icon, or selecting Acuity from the Axon Laboratory program folder. You will see the Welcome to Acuity dialog:

Welcome to Acuity 4.0

Please select which data source you would like to connect to.

The Login Name and Password are those assigned to you by the database administrator.

If you installed the Demo version of Acuity, type your 'sa' password and click 'OK.'

Data Source:

Login Name:

Password:

Remember my login name and password

View-only mode

Not sure where to connect? Click here:

Forgot your 'sa' password? Click here:

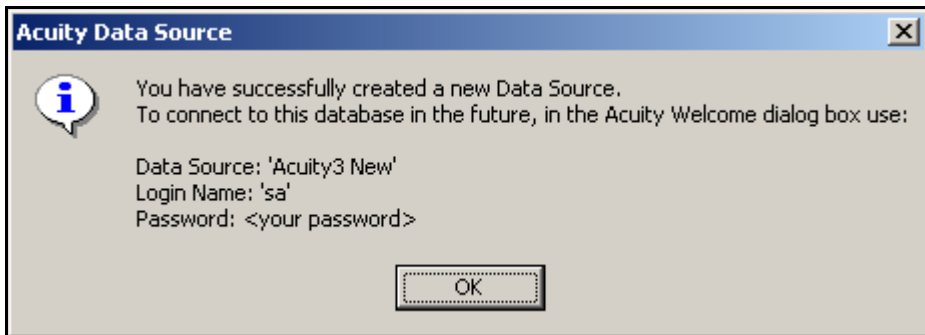
The Data Source will be your name for the link to an Acuity database. Note that you can have more than one data source, to link to more than one Acuity database.

- To create a new data source, click the New Connection button.

The screenshot shows a dialog box titled "New Database Connection" with a close button (X) in the top right corner. The dialog is organized into three distinct steps, each enclosed in a rounded rectangular frame.
Step 1: "Log in to SQL Server" contains three input fields: "Computer" (a dropdown menu), "Login Name" (a text box), and "Password" (a text box). Each of these fields has a "Help" button positioned to its right. Below these fields is a "Connect" button.
Step 2: "Choose the database" contains a single "Database Name" dropdown menu.
Step 3: "Name your connection" contains a "New Data Source" text box.
At the bottom of the dialog, there are two buttons: "Create" and "Cancel".

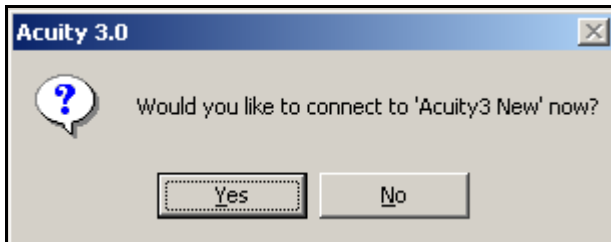
- From the Computer list, select the Computer on which the database is to which you want to connect.
- Enter "sa" as the User ID, or the user name your system administrator has assigned
- Enter the password. This is the MSDE or SQL server password. Click Connect.

- Choose the database from the Database field.
- Type a new name for your data source in the New Data Source field.
- Click Create.



- Click OK.

Note: Setting up a Data Source is a one-time operation



- Click Yes to run Acuity.

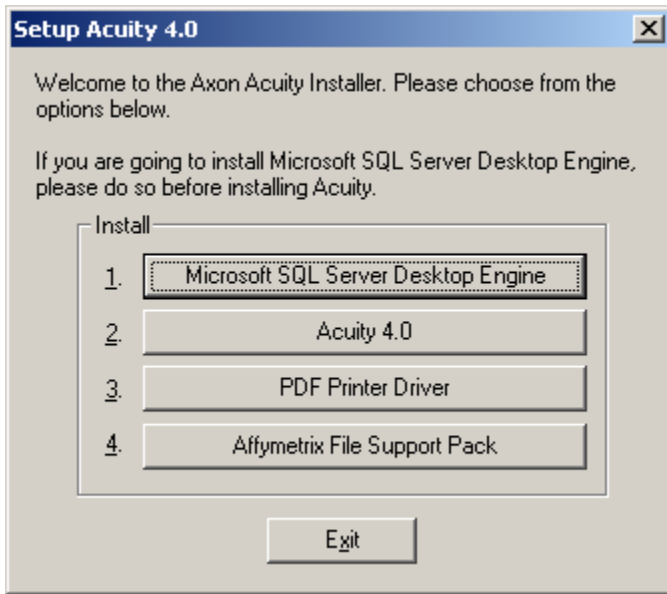
Acuity should be up and running.

Chapter 8

Updating an Earlier Version of Acuity

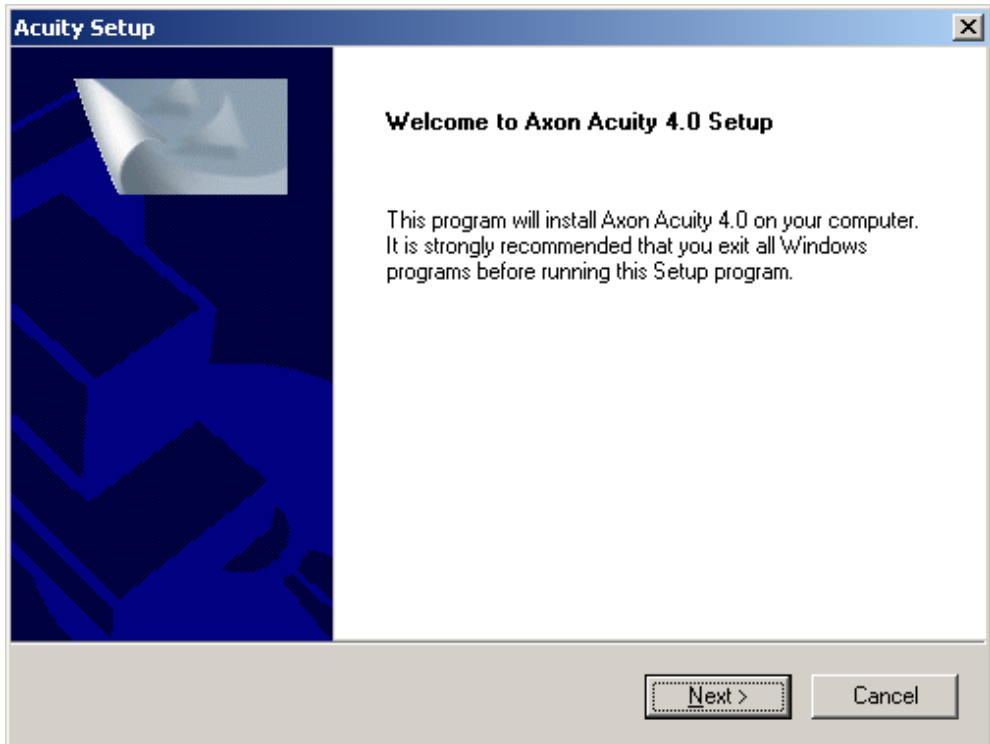
Follow this procedure if you installed a previous version of Acuity and wish to upgrade your Acuity database to the most recent version.

As is the case with any software update, data may be jeopardized. It is strongly advised that a Systems Administrator carry out this update. Please ensure a complete backup of data is done before proceeding. Once the backup is complete, insert the Acuity 4.0 CD into your computer, or run the Acuity meta-installer from disk.

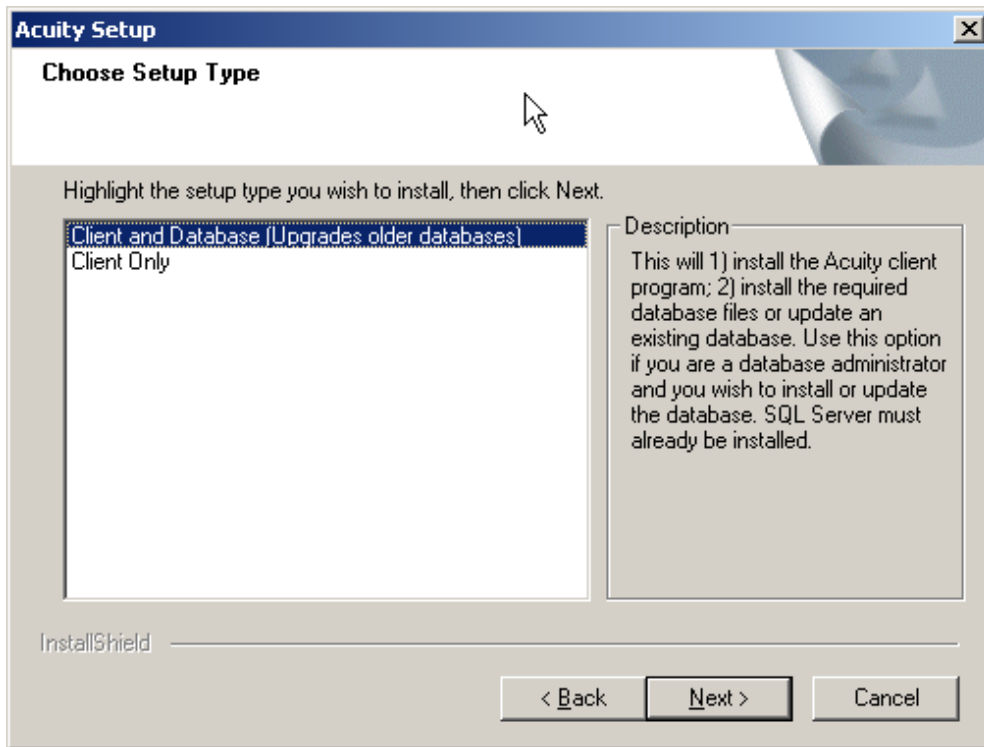


- Click on 2. Acuity 4.0.

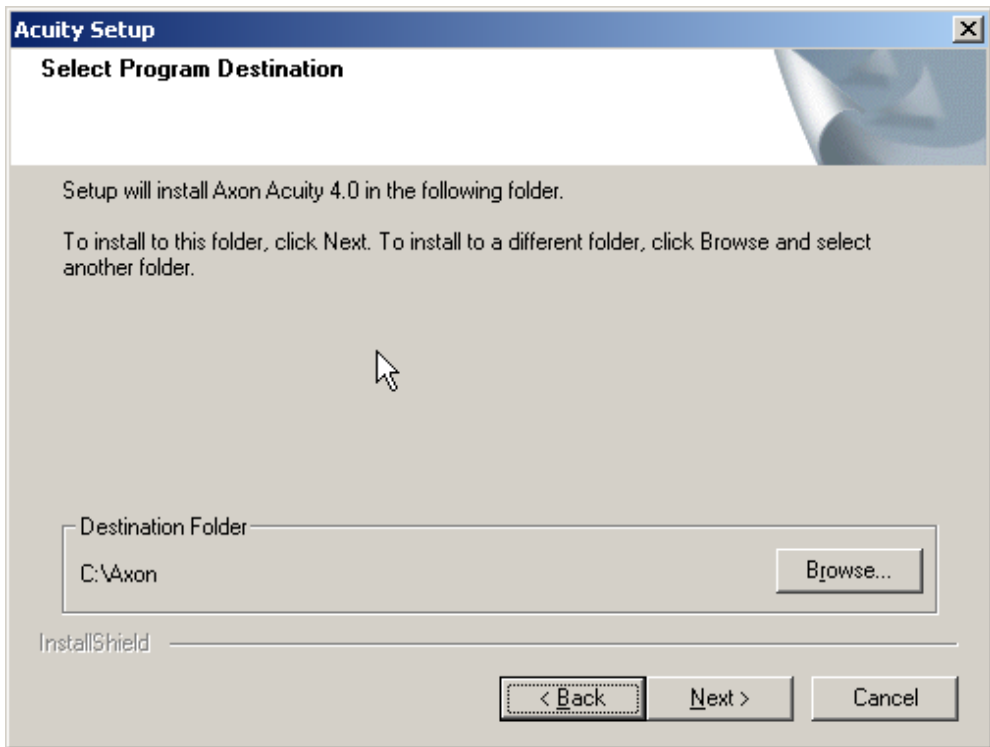
The following dialog appears:



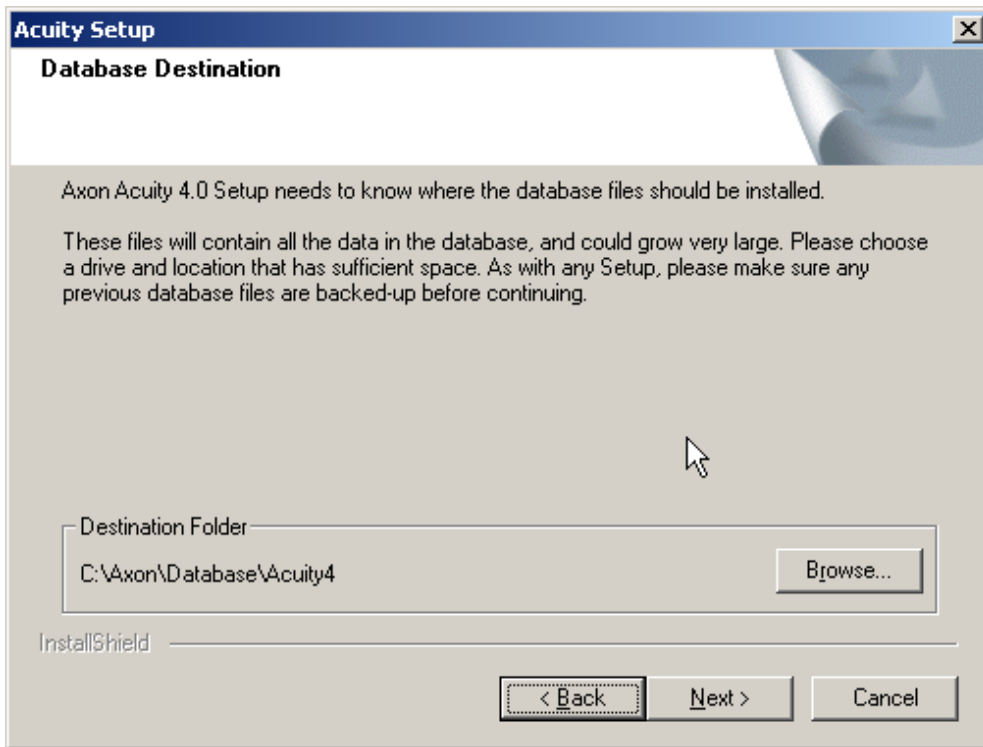
- Click Next.



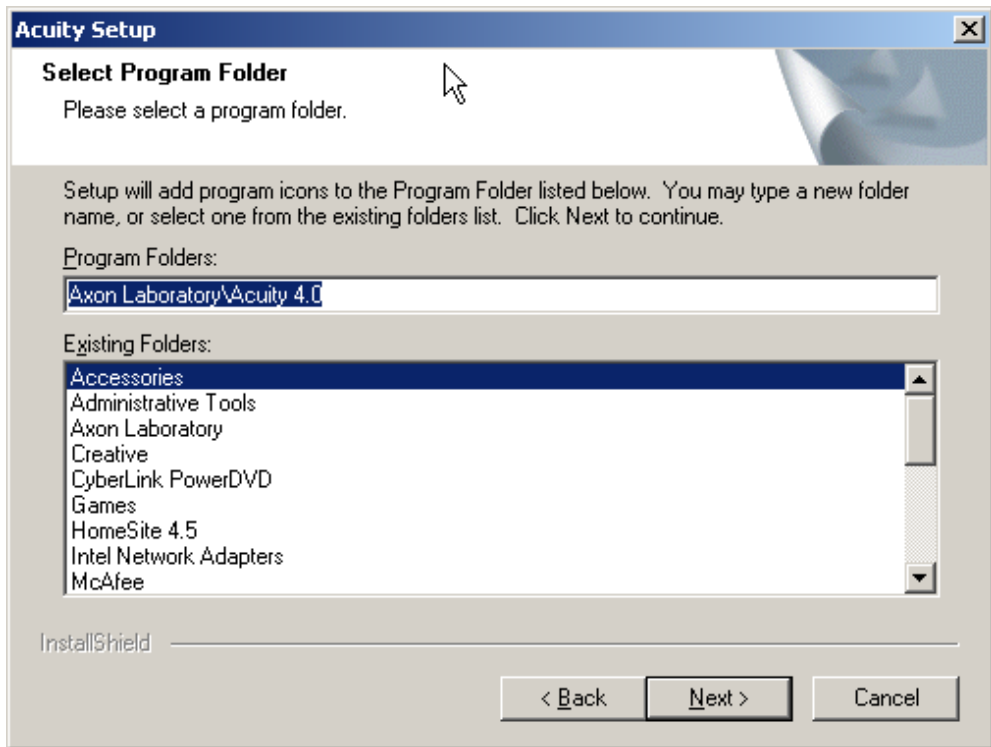
- Select Client and Database.
- Click OK.



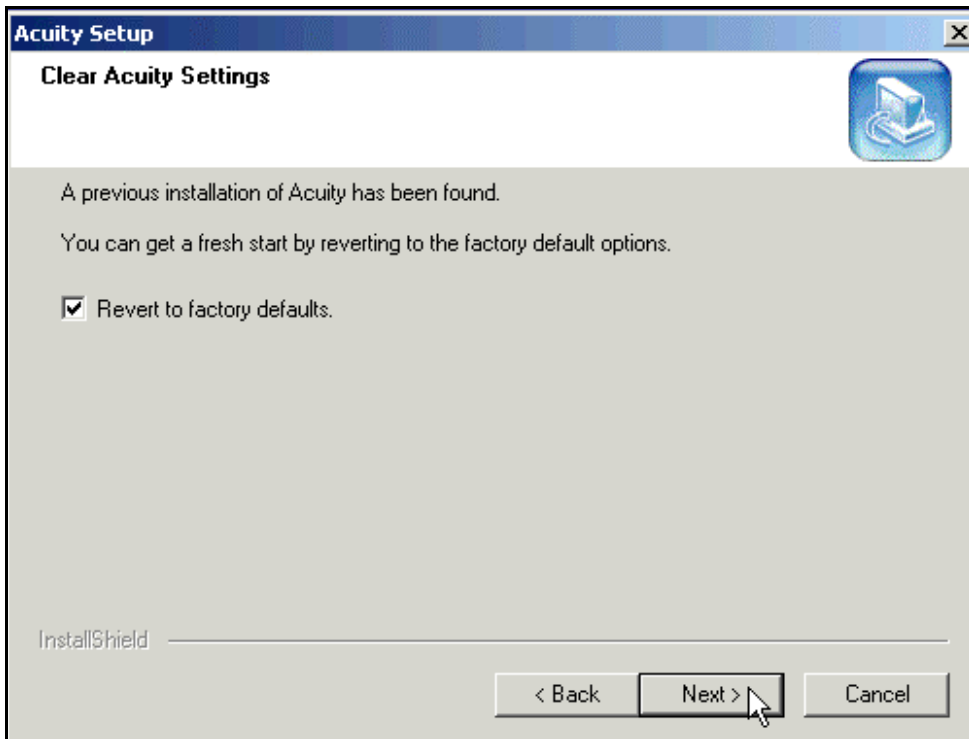
- Select Program Destination (or accept defaults).
- Click Next.



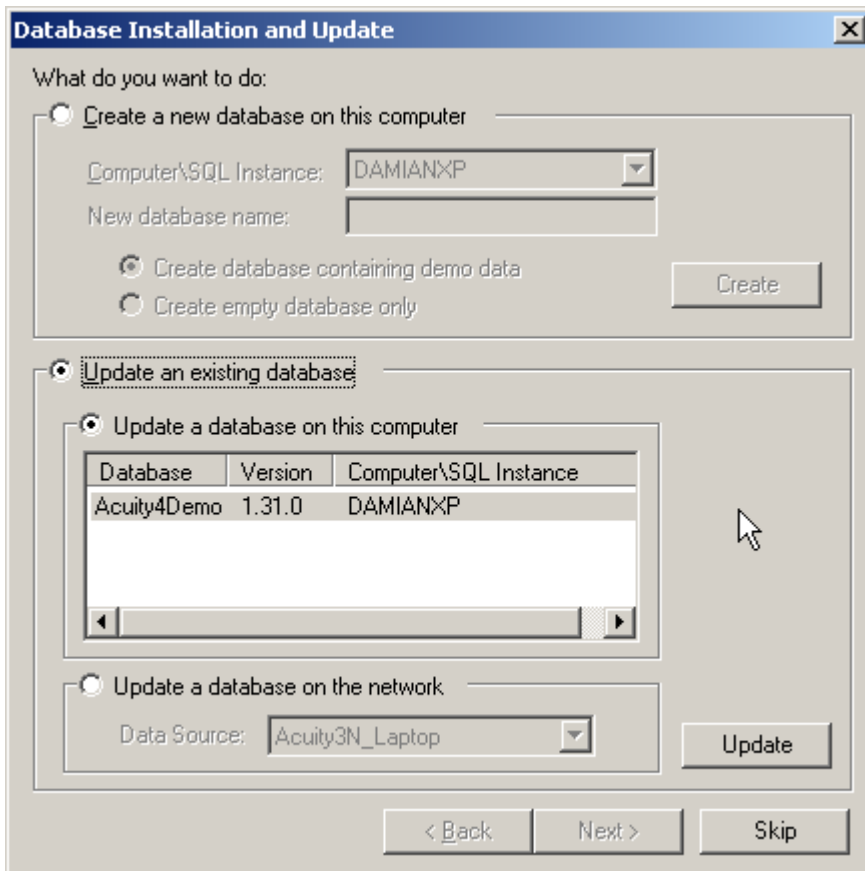
- Select Database Destination (or accept defaults).
- Click Next.



- Click Next.

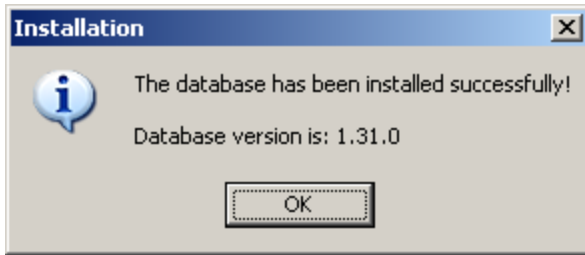


- Click Next.



For previous Acuity installations and all SQL Server 2000 installations, the above screen, appears.

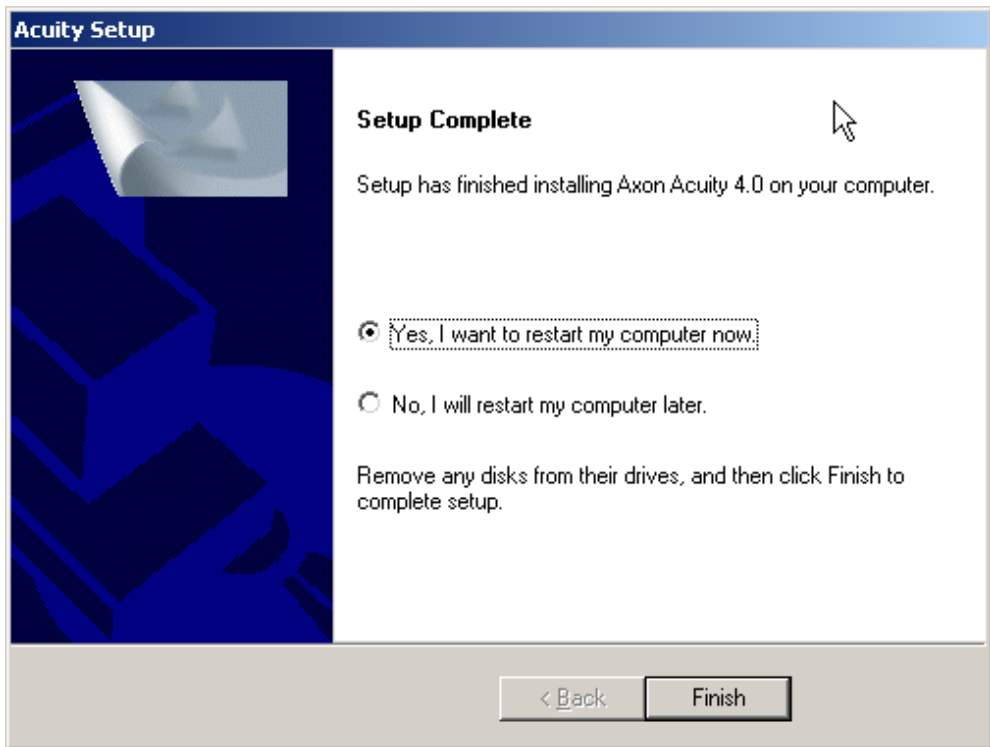
- Select the database to update, and click Update.



- Click OK.
- Click Next in the Acuity Database Installation dialog box.



The Hasp device installation completes.



- Click Finish.

Proceed to update the PDF Printer Driver, if required.

Appendix A

Installing SQL Server 2000

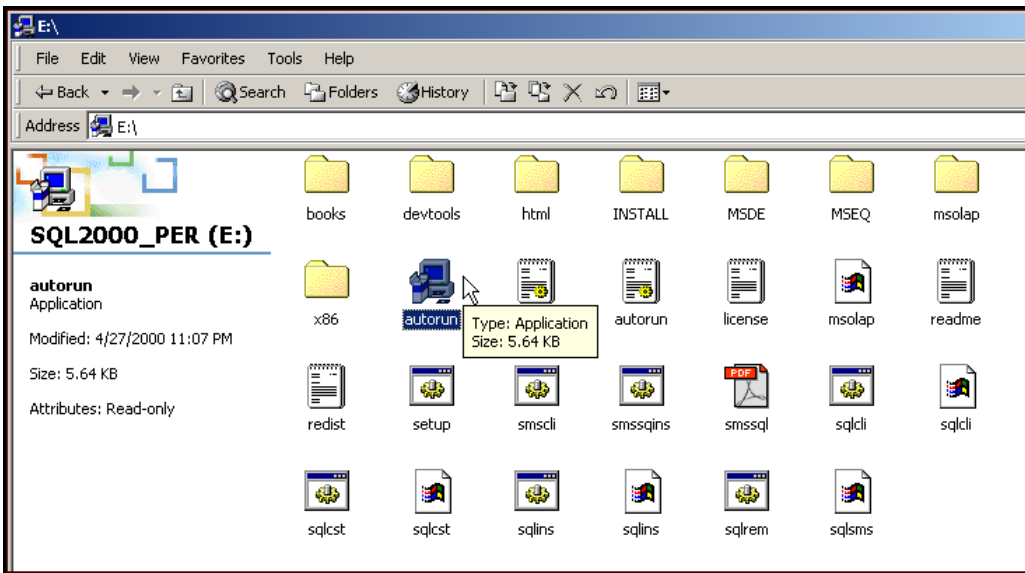
Please note: All ‘bullet items’ are instructions. They normally follow after an image.

- Remove any old SQL server installations before you attempt to install SQL Server 2000.
- Great caution must be taken in the above step as you may lose data. If you do not know how, or do not wish to do this, contact your Systems Administrator.

Note: This install was done on a PC running Windows 2000 Professional. The version of Microsoft SQL Server 2000 used for this document is the Personal Edition. Different versions and other operating systems may have slight differences.

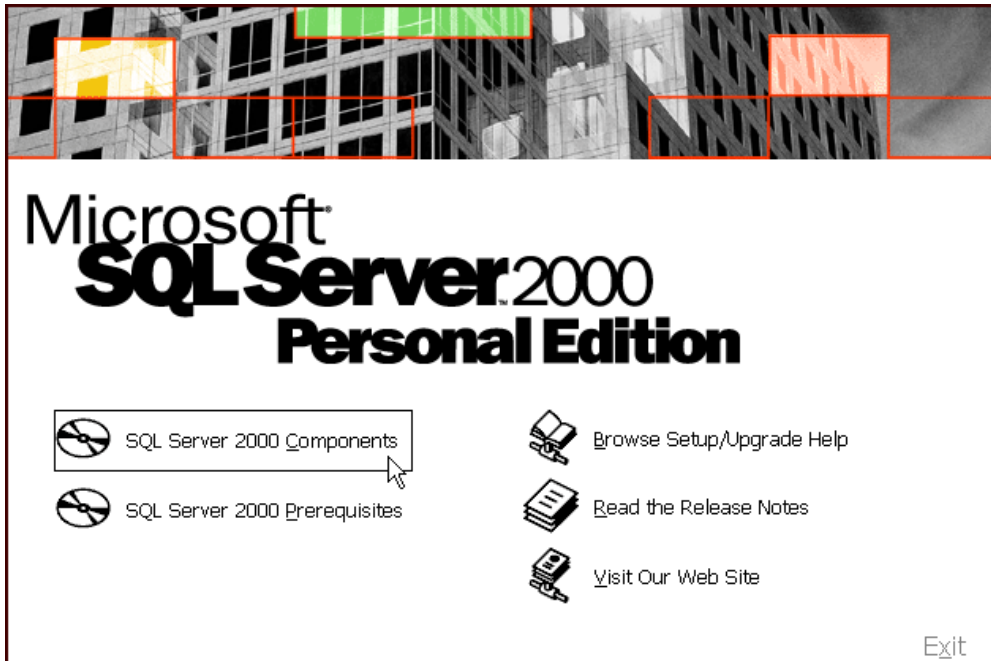
Installing SQL Server 2000

- Insert the CD in your CD drive.



- If the Installer program does not start automatically, open your CD drive and run Autorun.

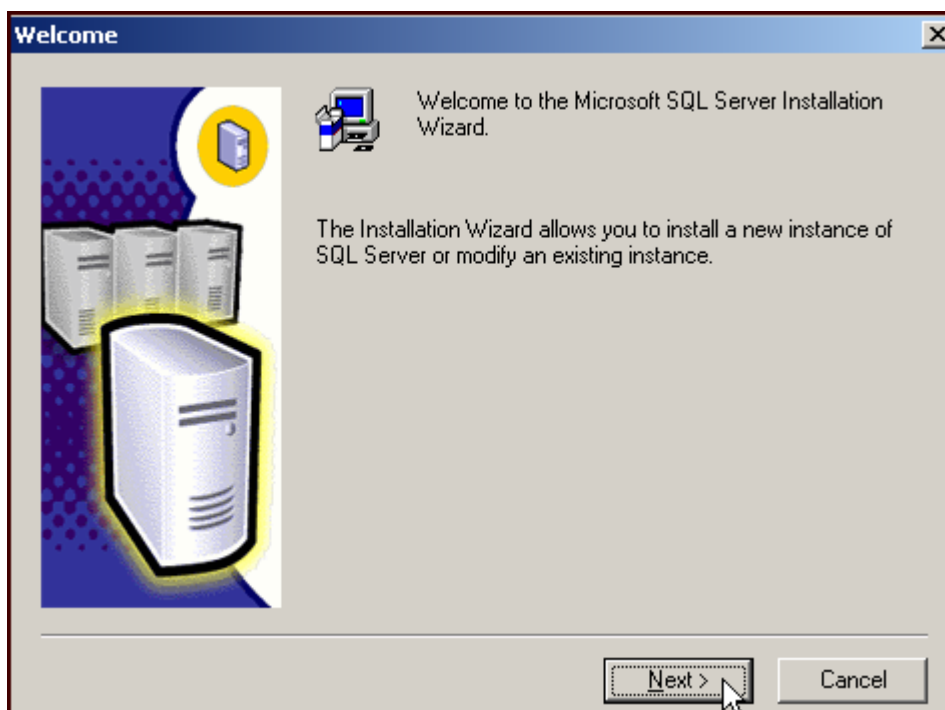
The following screen will appear:



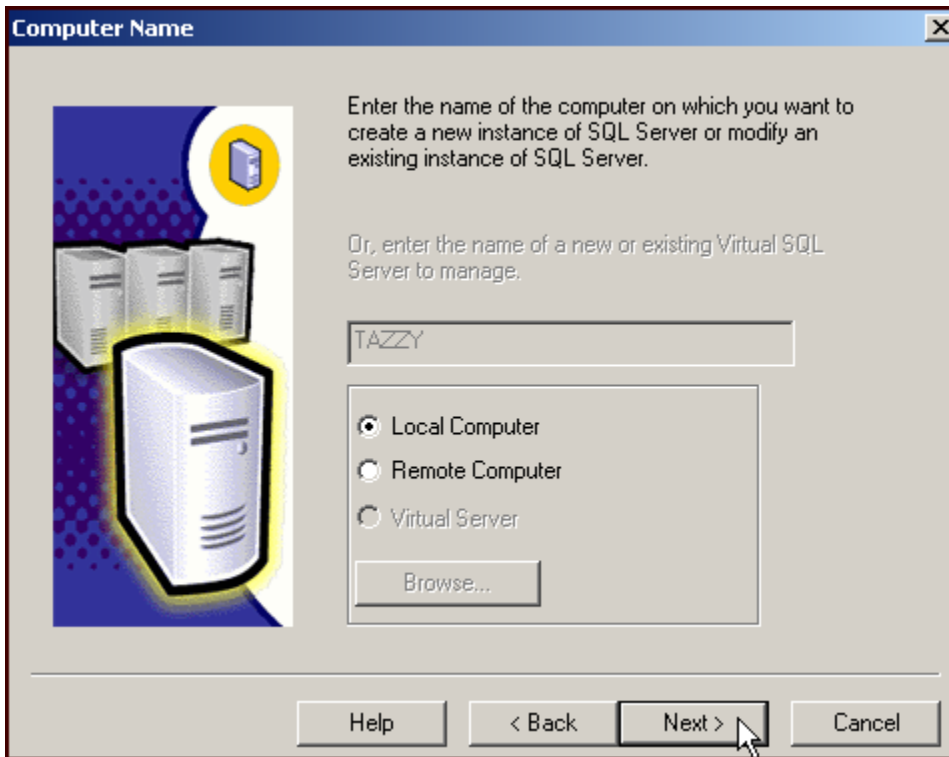
- Select SQL Server 2000 Components.



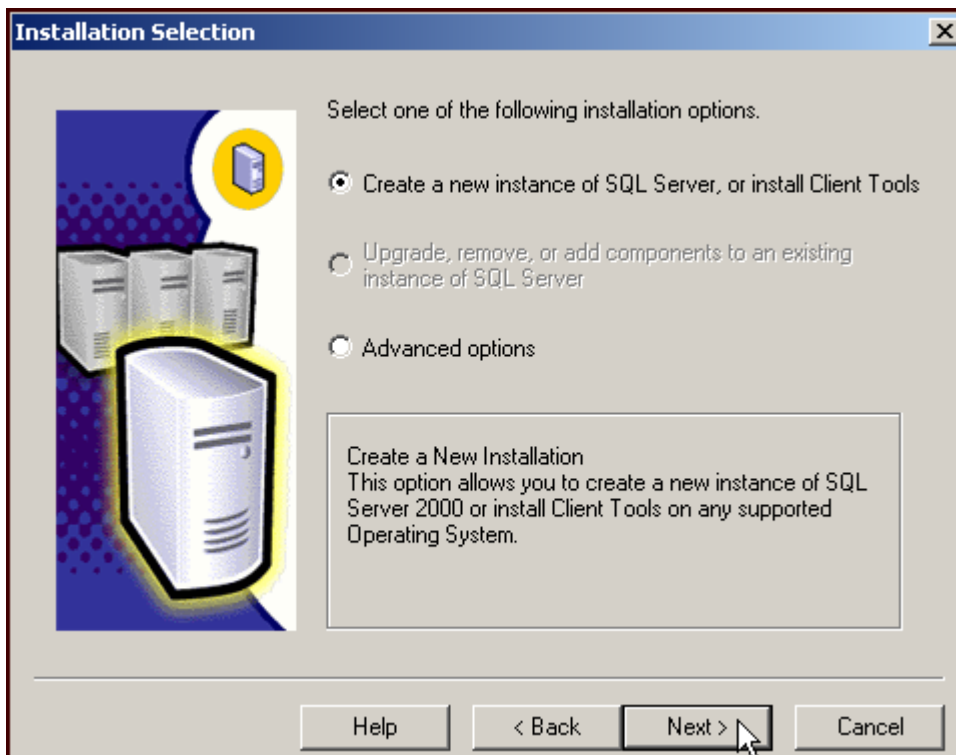
- Select Install Database Server.



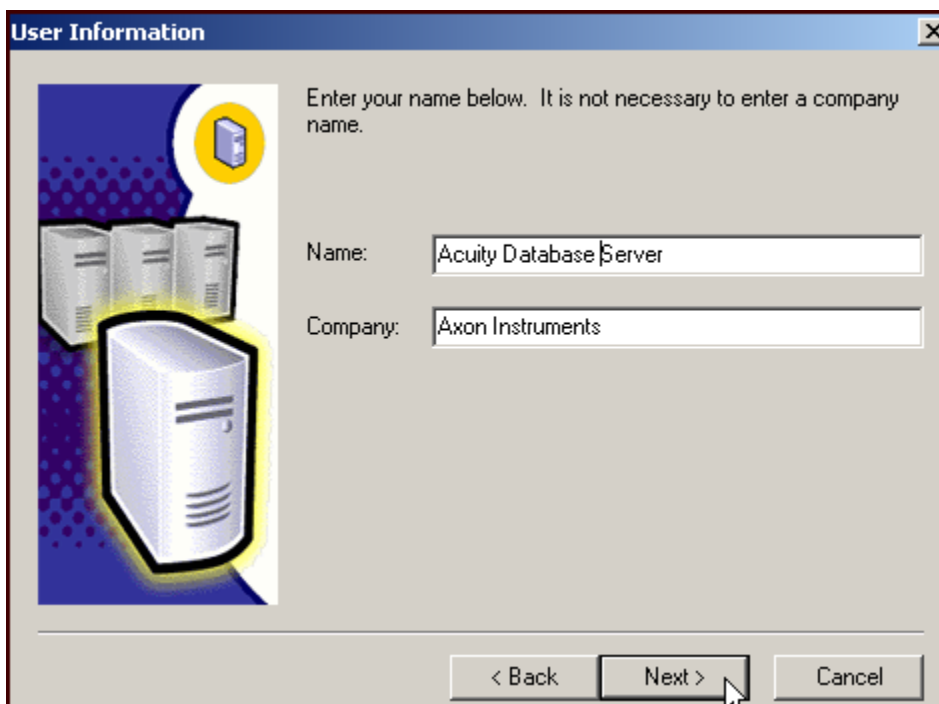
- Select Next.



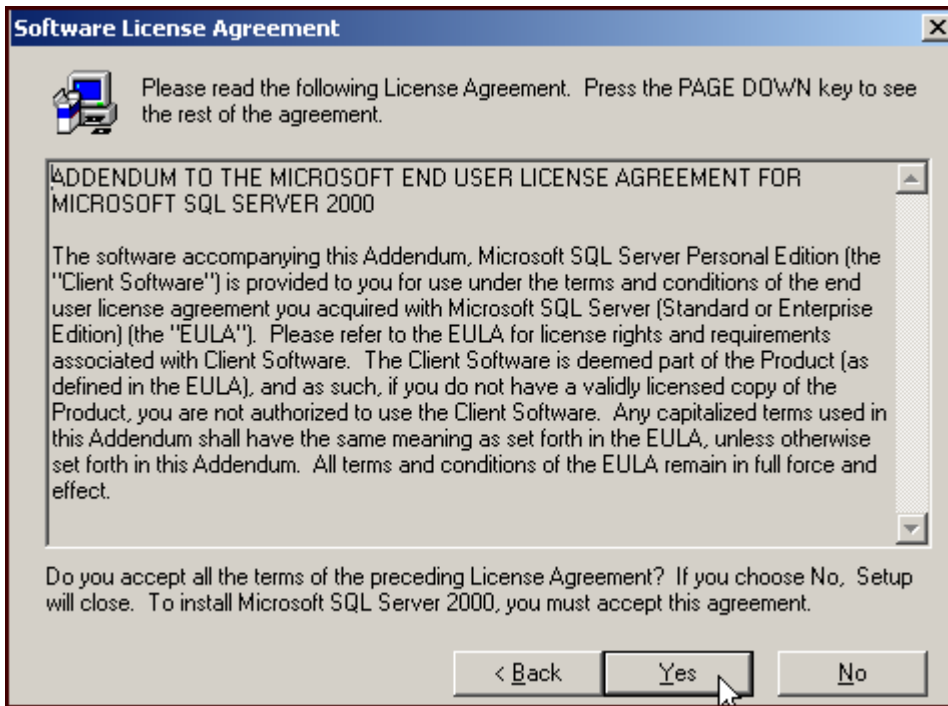
- Select Next (Local Computer).



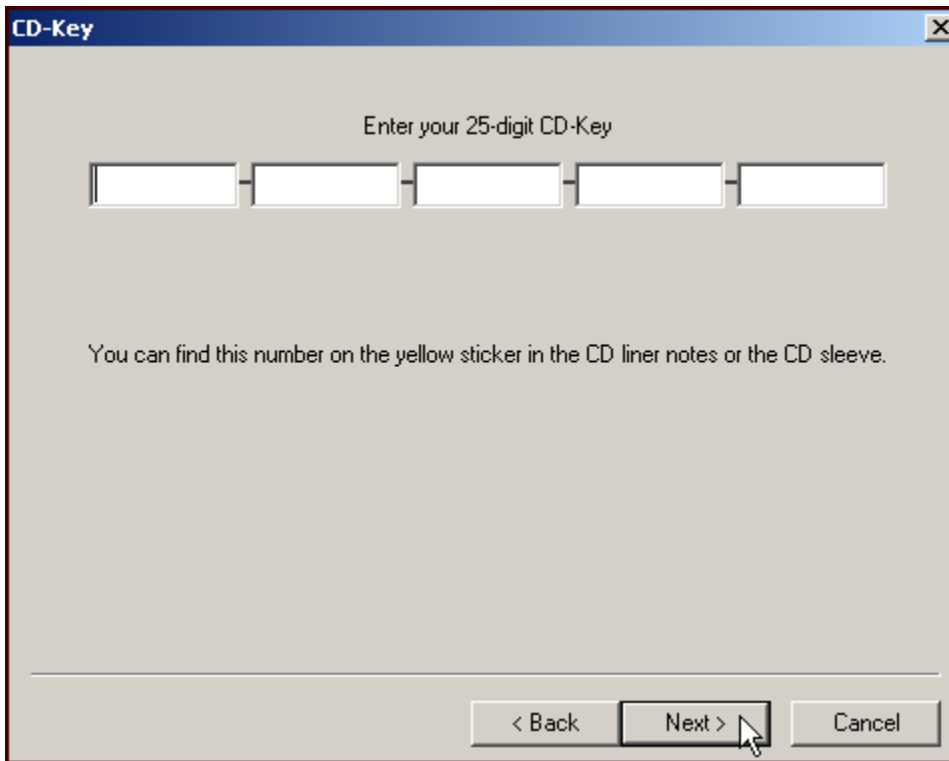
- Select Next.



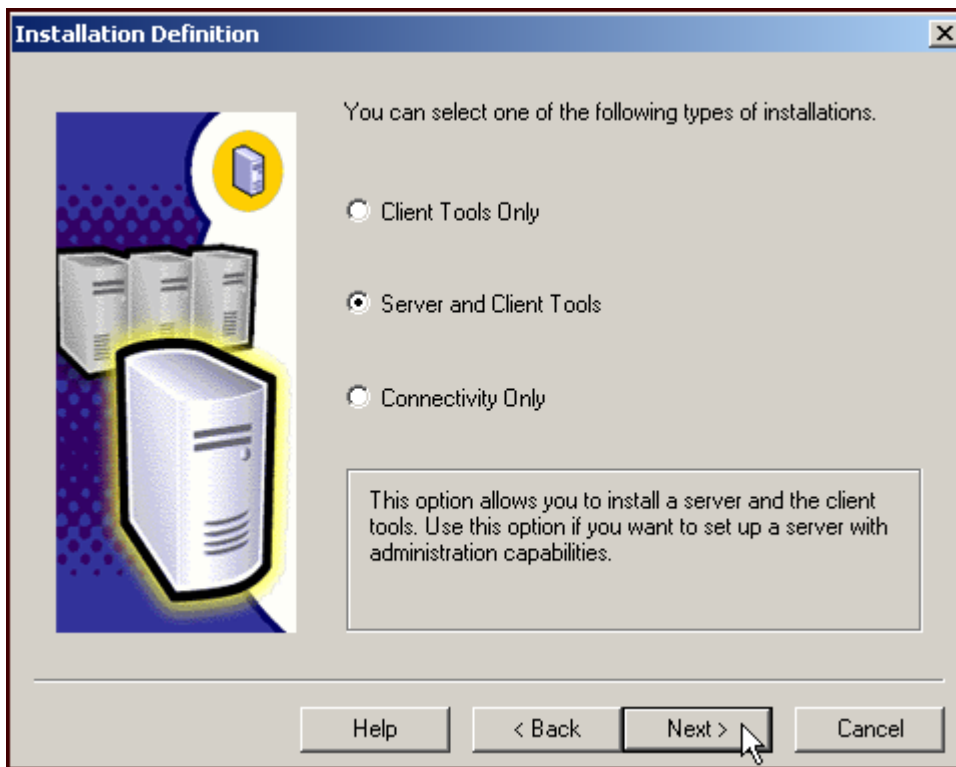
- Select Next.



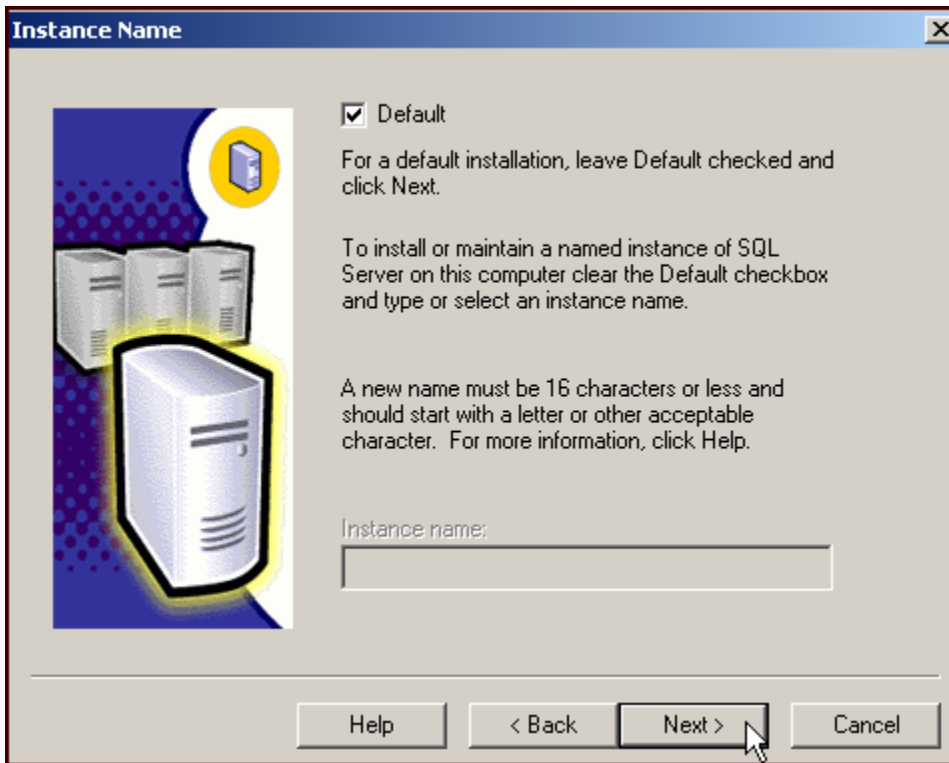
- Select "Yes" to accept license agreement.



- Input the Product Key, Select Next.

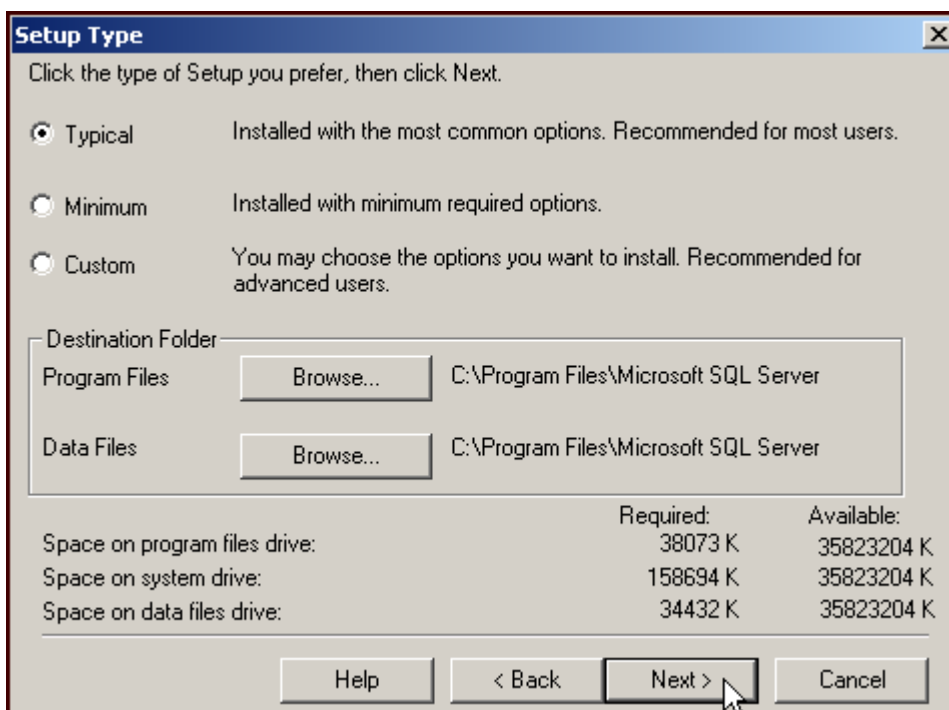


- Select Next (Server and Client Tools).

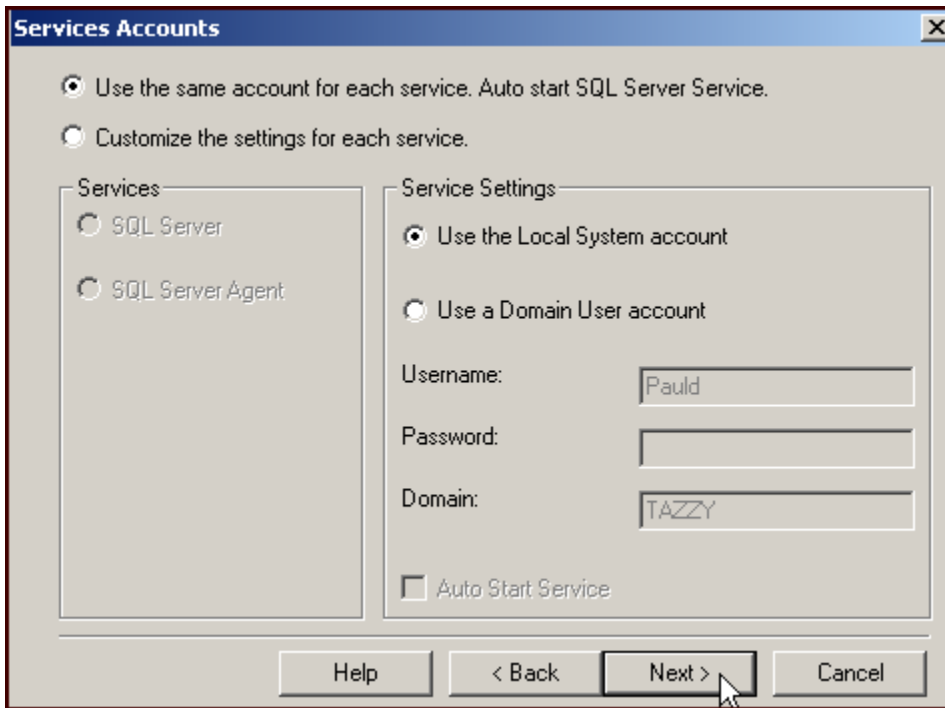


- Select Next (leave Default checked).

If this option is grayed out, then you have a previous version of SQL Server installed. Please uninstall this version and start again.



- Ensure there is sufficient space on the chosen drives.
- Select Next.



- Select “Use the Local System account”.
- Select Next

It is possible that a Domain User account may be a better choice depending on the organization.

Authentication Mode

Choose the authentication mode.

Windows Authentication Mode

Mixed Mode (Windows Authentication and SQL Server Authentication)

Add password for the sa login:

Enter password:

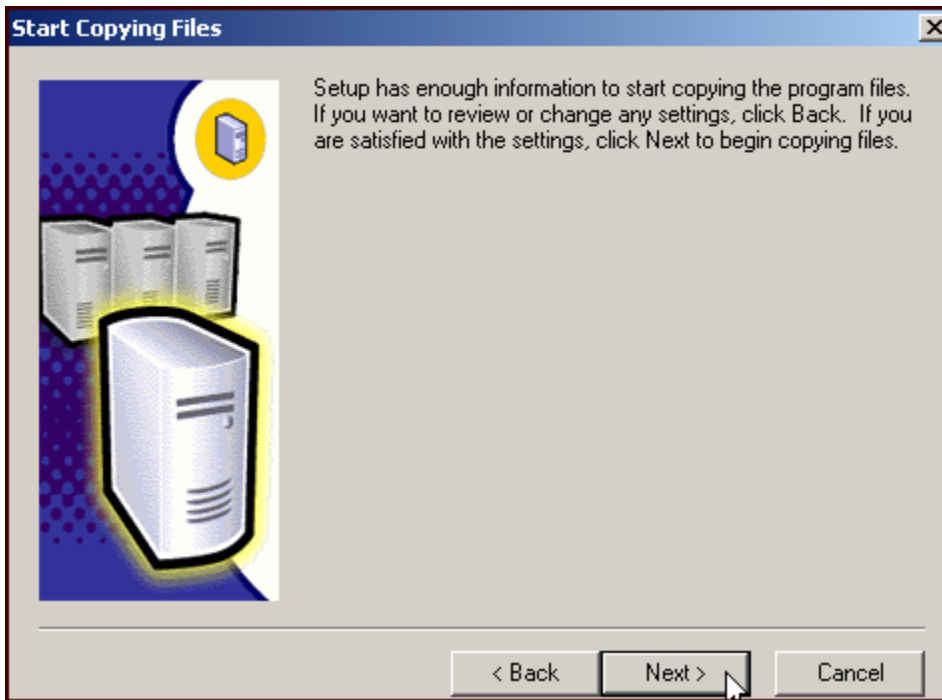
Confirm password:

Blank Password (not recommended)

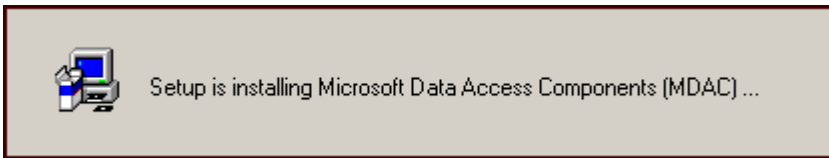
Help < Back Next > Cancel

- Select “Mixed Mode”.
- Enter the password for this database—select Next.

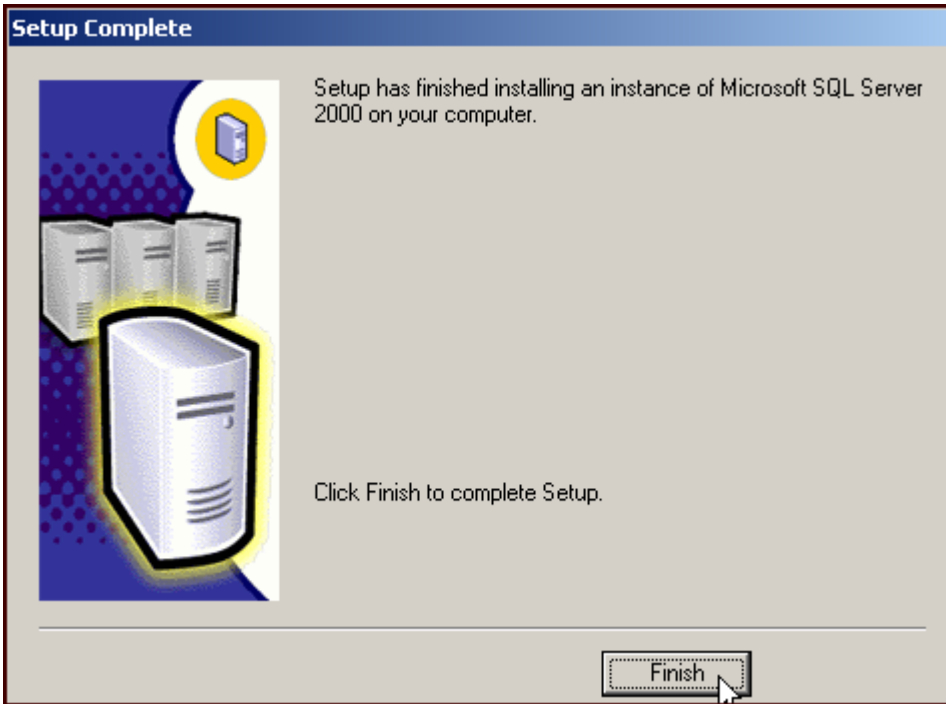
This is another optional choice depending on the organization.



- Select Next.



Setup will copy files for a few minutes, then:



- Select Finish.
- Reboot your PC before installing Acuity.

Appendix B

Installing NetHASP

Installing NetHASP License Manager under Windows 2000/XP

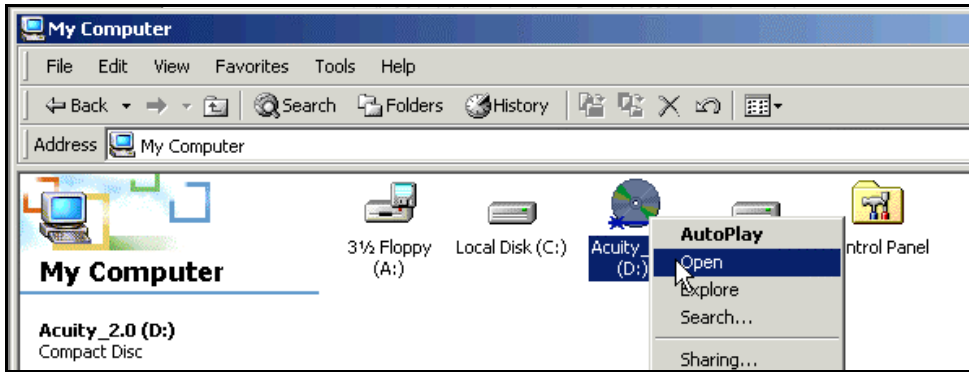
General Setup Information

A Hardware Protection Key is designed to prevent illegal use and distribution of software. The Acuity USB NetHASP Hardware Protection Key allows multiple licenses to be used on a network without using multiple Hardware Protection Keys. It also permits centralized management of licenses within an organization.

The Acuity Hardware Protection Key can be connected to any computer on the network provided that the Operating System is not Windows NT. Choose a computer that is always switched on and rarely rebooted. A server is usually a good choice, but it's important to reiterate that USB devices are not supported on the Windows NT platform, therefore do not install the Acuity Hardware Protection Key on an NT machine. Load the NetHASP License Manager software before you install the Hardware Protection Key.

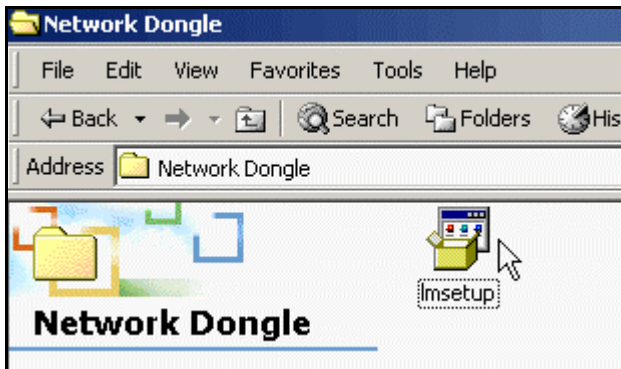
Note: This procedure need only be run on the machine acting as the NetHASP server.

To Setup the NetHASP License Manager under Windows 2000/XP:



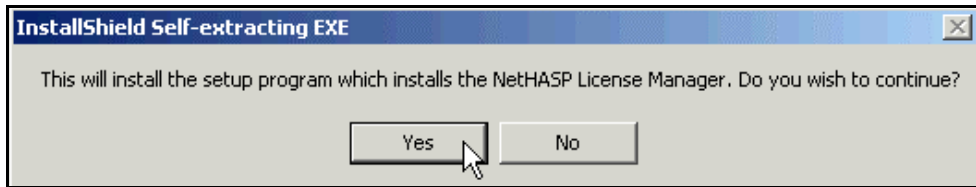
- Right-click on your PC's CD drive and select Open to access the Acuity Installation CD.

In the Network Dongle Directory:



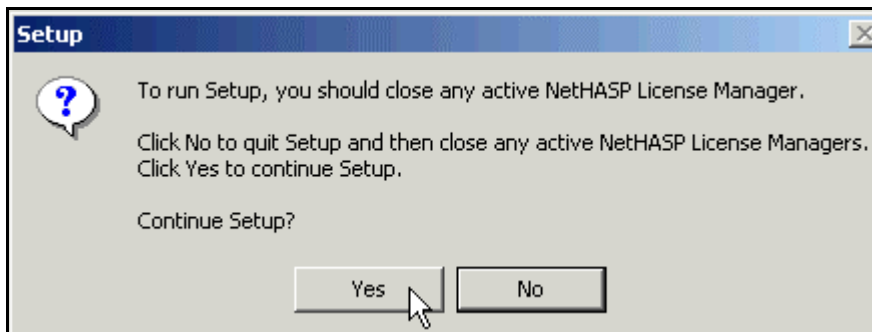
- Select lmsetup.

The following message appears:

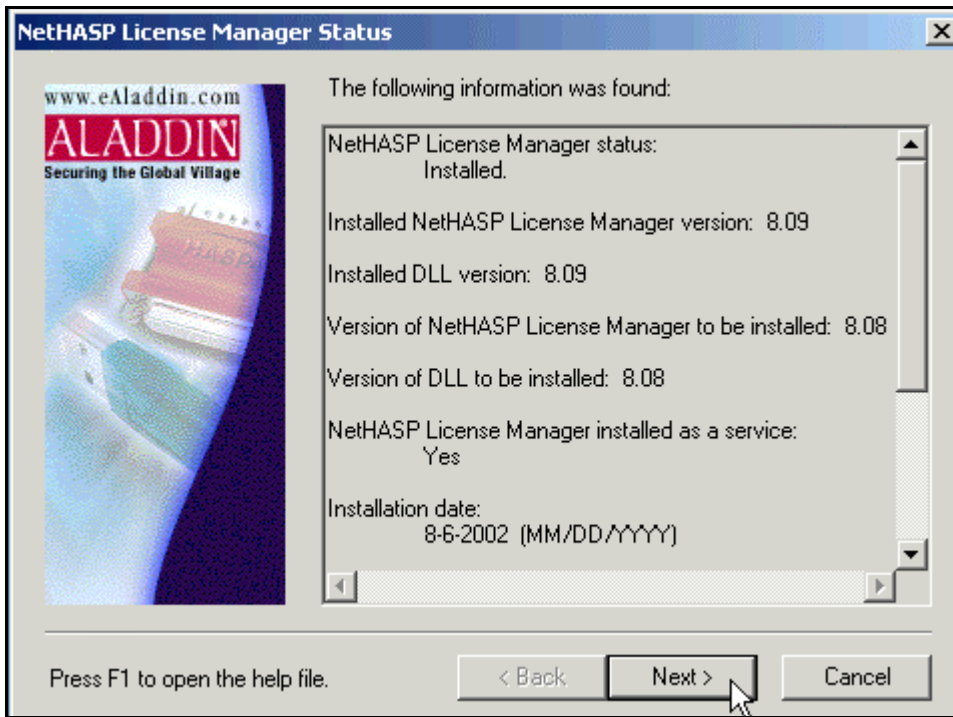


- Select Yes.

Setup displays the following message:

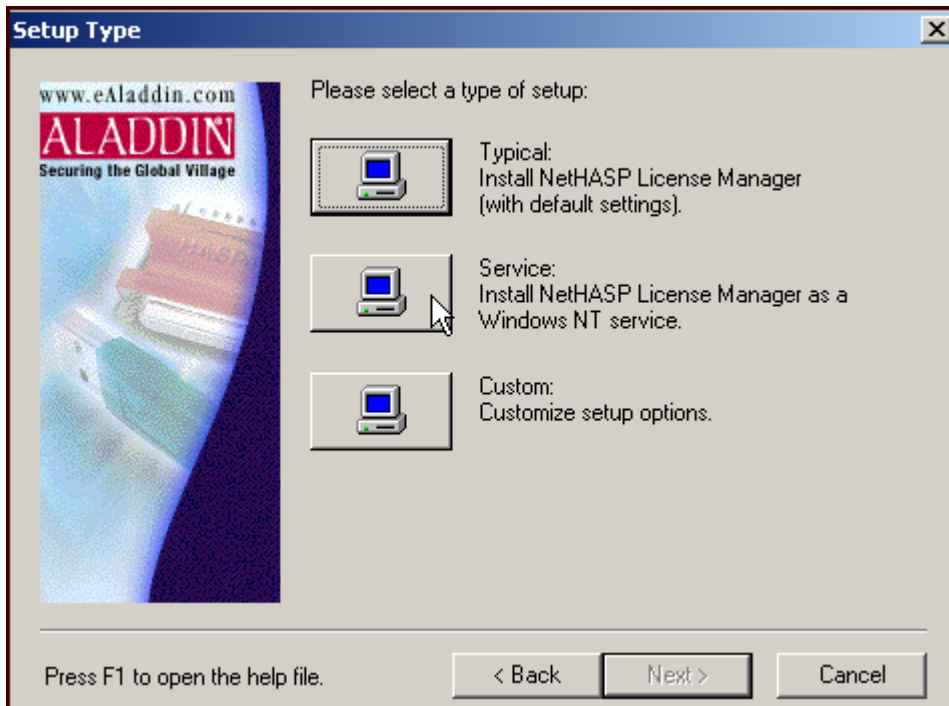


- Select Yes.

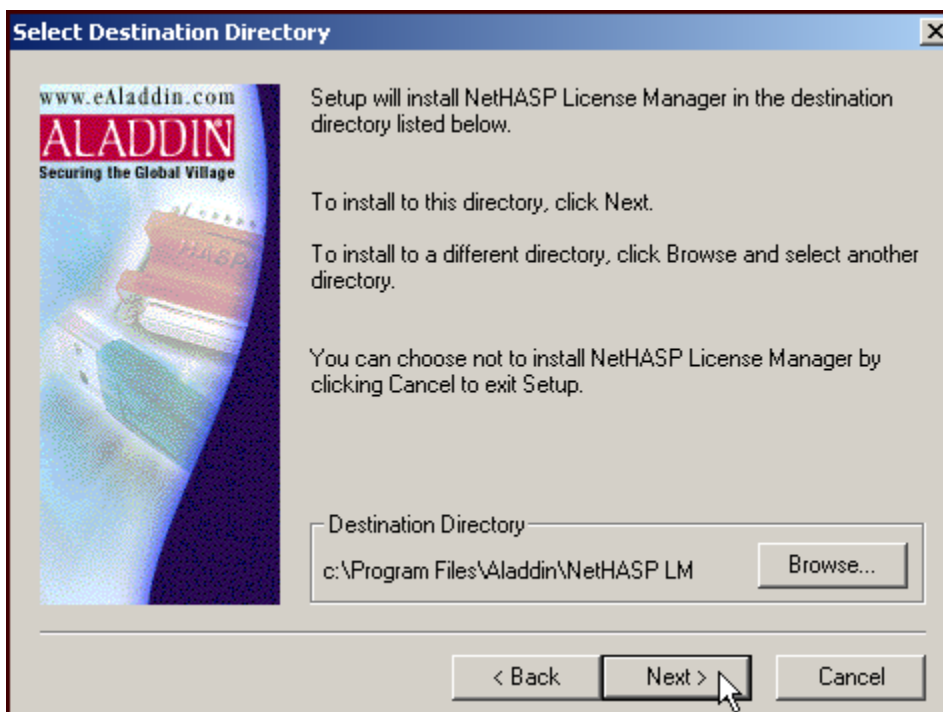


- Select Next.

Then Setup asks what type of installation you would like:

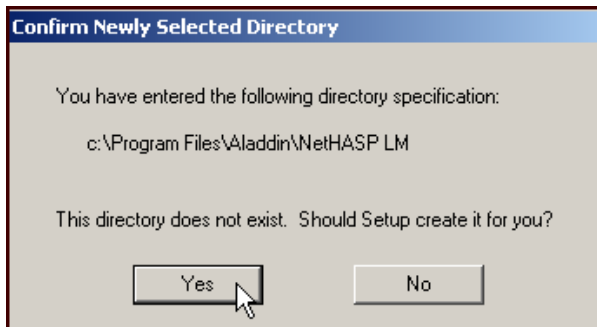


- Select Service, Select Next.

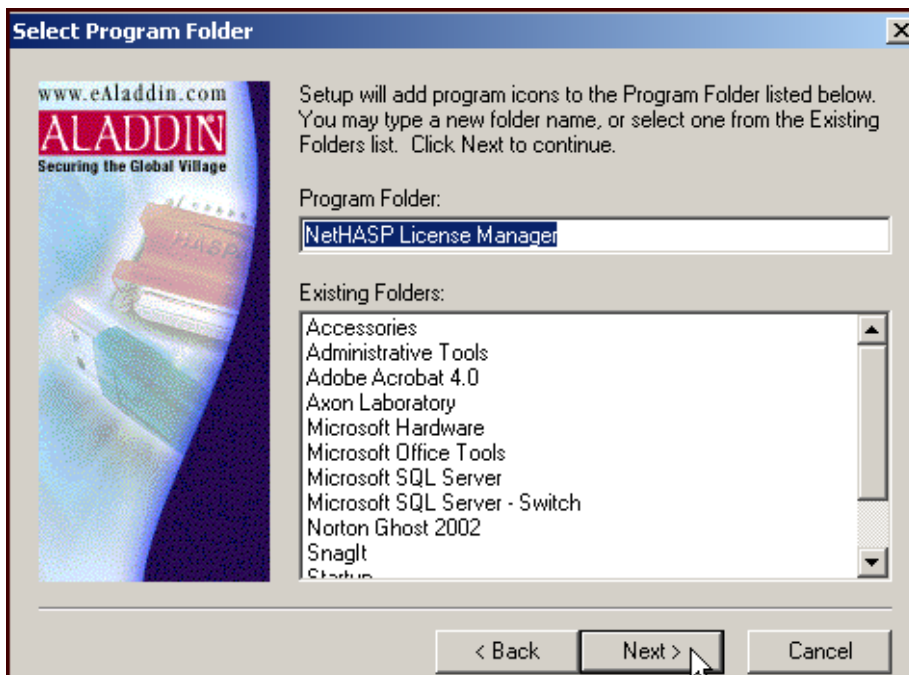


- Select Next.

Setup will confirm the creation of a new directory:

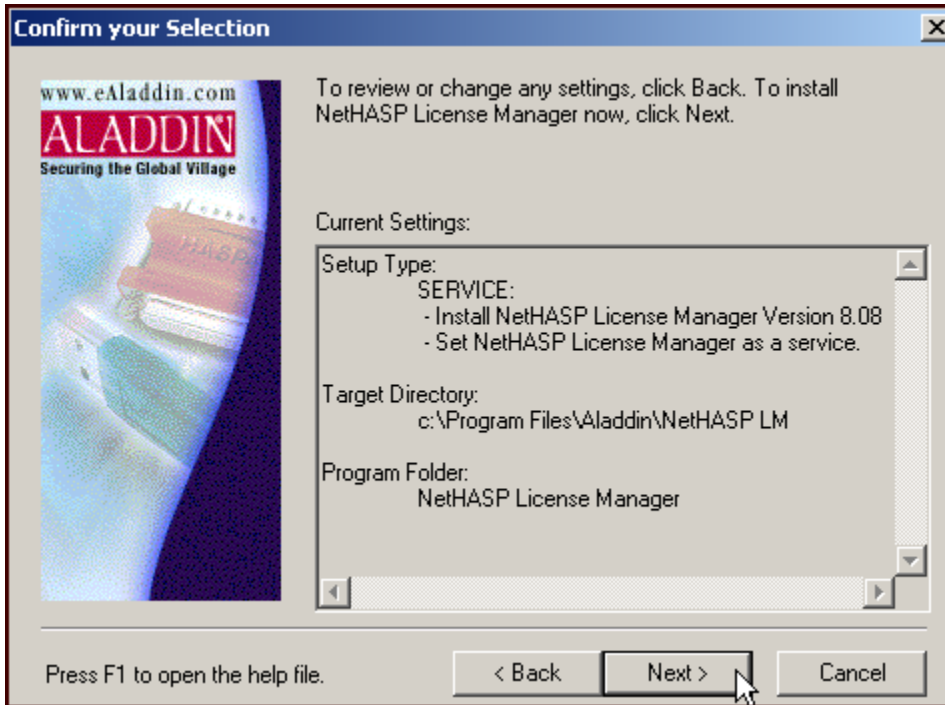


- Select Yes.

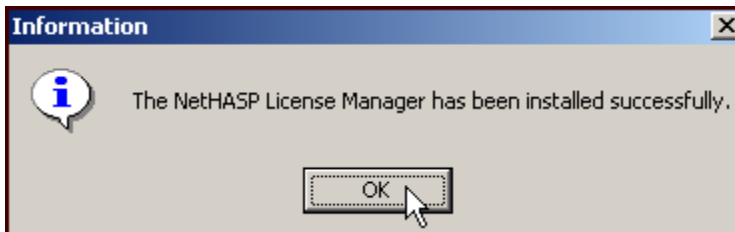


- Select Next.

Setup Displays the Installation Review Screen:



- Select Next.



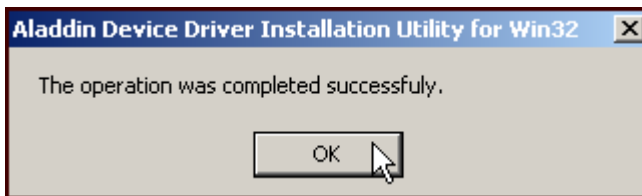
- Select OK.

Setup will then immediately install the NetHASP Device Driver:



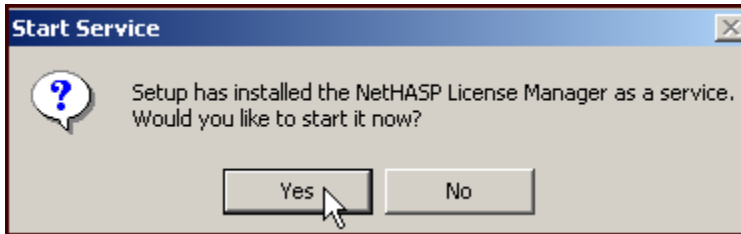
- Select Yes.

Setup will report:

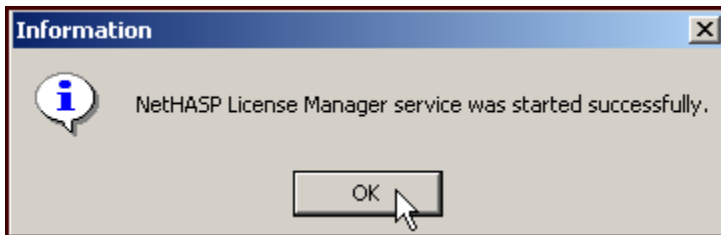


- Select OK.

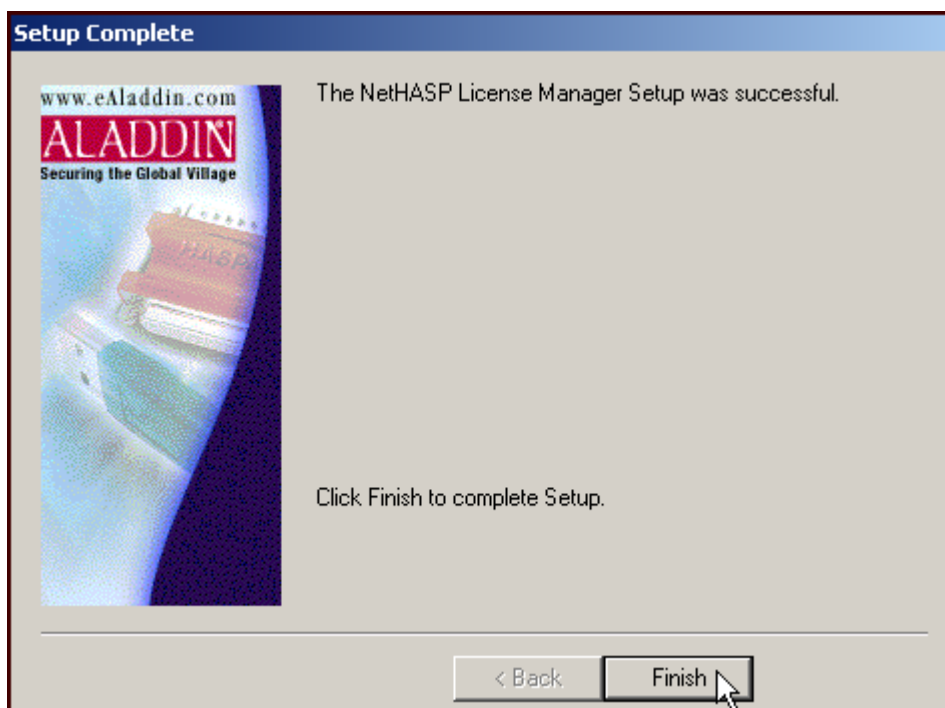
Then, Setup will ask if you want to start the service:



- Select Yes.



- Select OK.



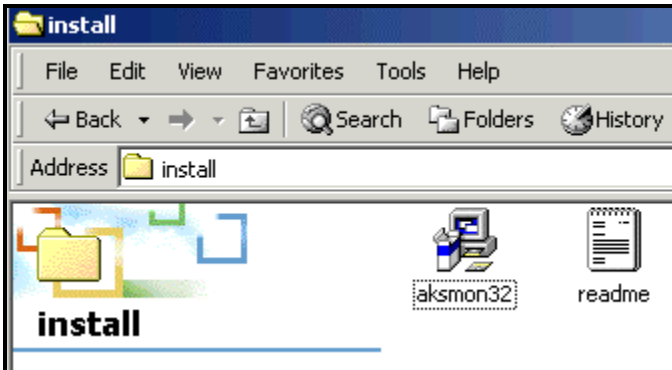
- Select Finish.

Installing the NetHASP Monitor Program

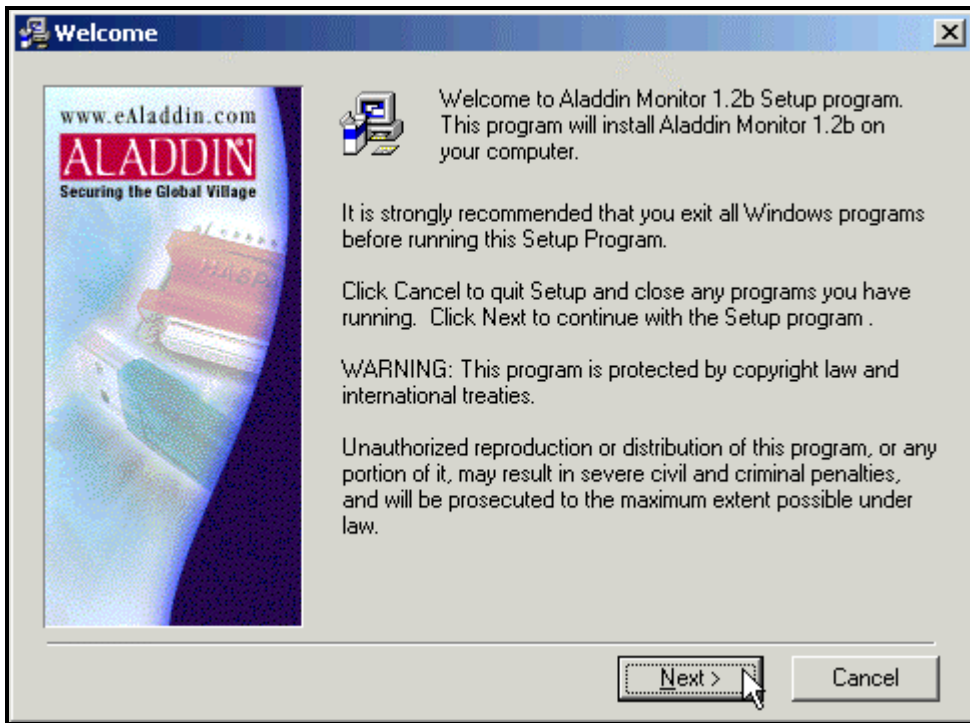
Run **AKS Monitor** on the computer with the network Hardware Protection Key installed, or on the System Administrators PC to track network license usage.

It's run from the Start Menu / Programs / Aladdin directory. It shows the IP address and/or name of every computer that is currently has a license checked out

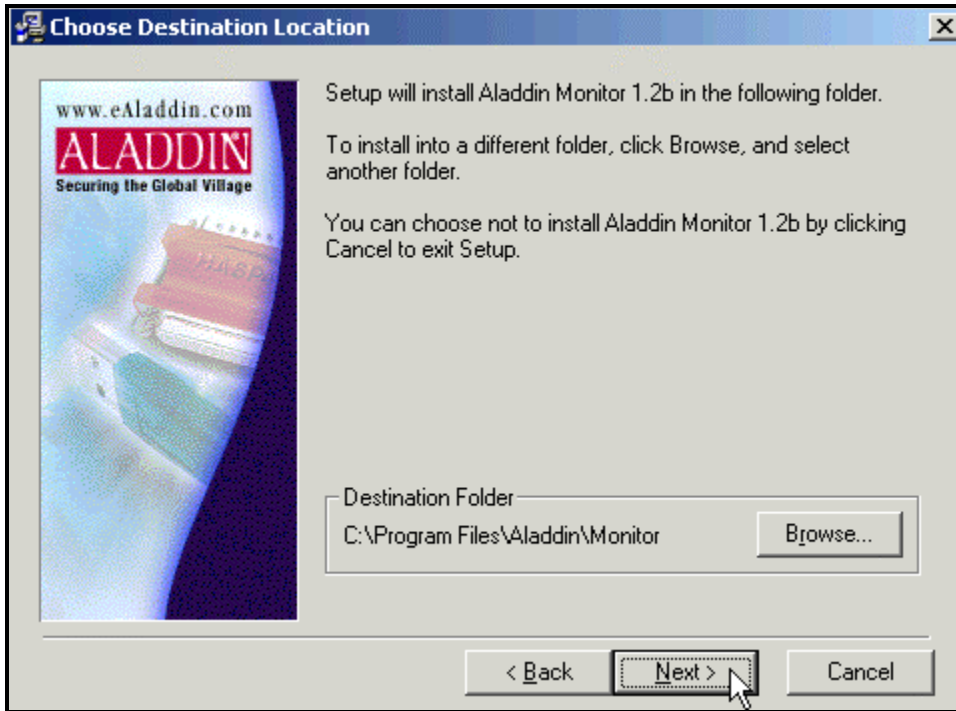
In the Hasp Monitor\Install folder:



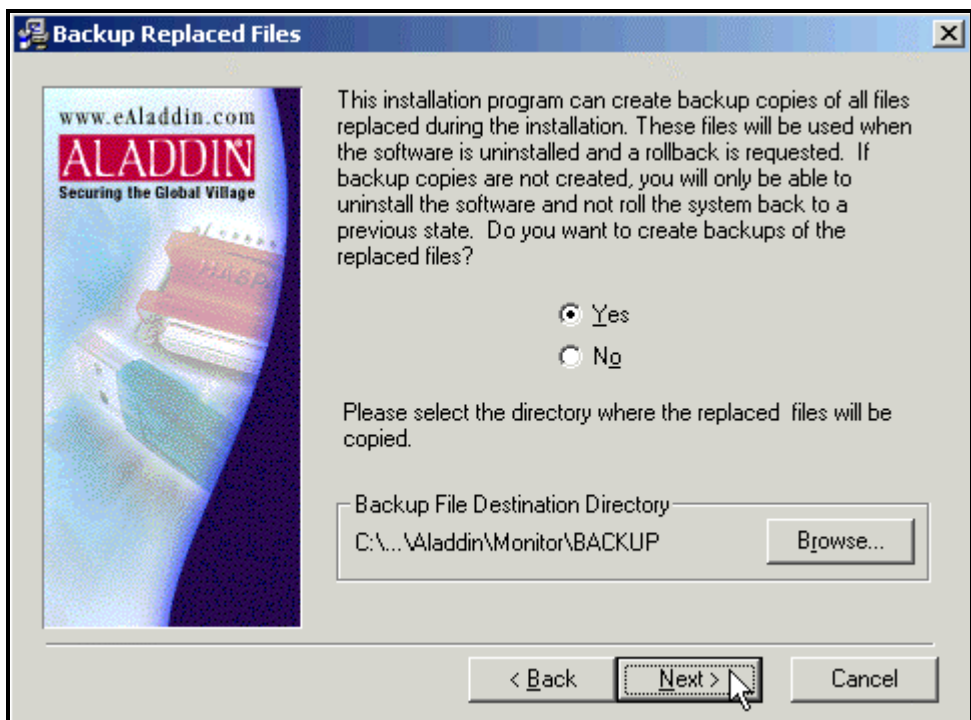
- Select aksmon32.



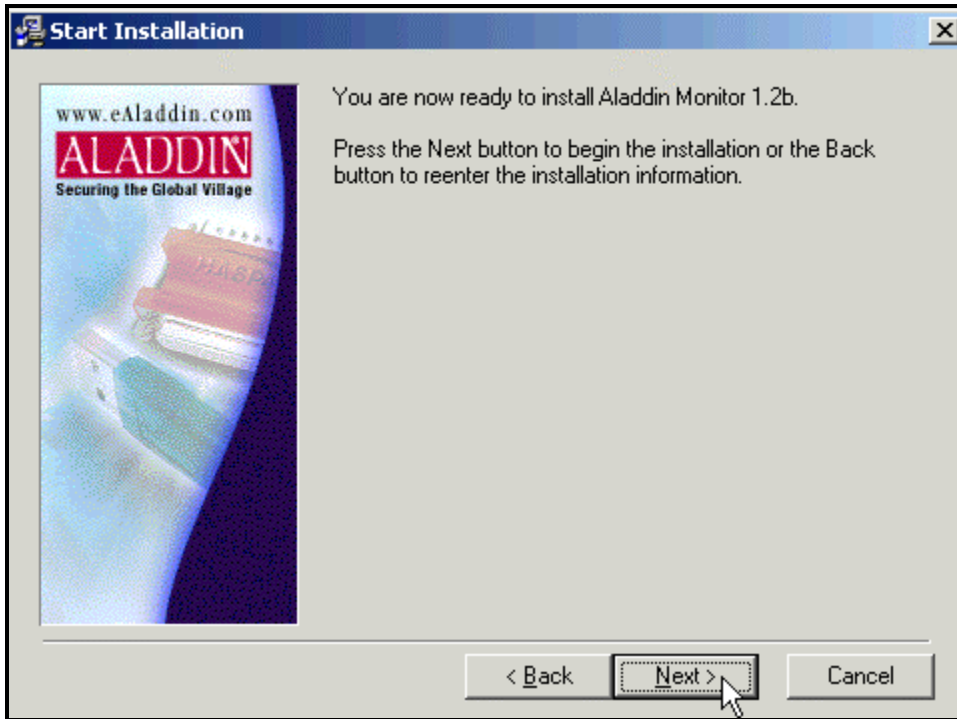
- Select Next.



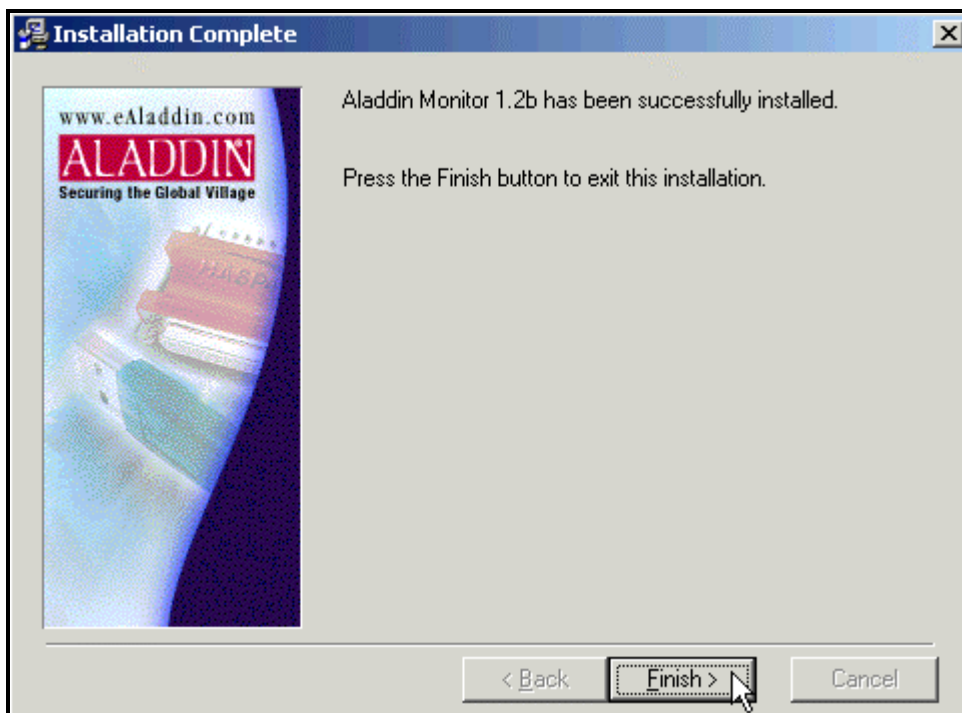
- Select Next.



- Select Next.



- Select Next.



- Select Finish.

Network License Frequently Asked Questions

1. How does the Network Hardware Protection Key work?

There are two elements to a software protection system using a network Hardware Protection Key: the License Manager software and the client application.

The license manager makes licenses available to the network. The number of licenses will depend on the total number programmed into the Hardware Protection Key and those currently used by clients on the network. When the client application is run, it searches the network for a license manager and requests a license. If there is a free license remaining in the Hardware Protection Key, the license manager issues this to the client PC. When the client PC exits the application, the license is returned to the license manager and becomes available for other PCs on the network.

For example, when Acuity is run on a client PC, Acuity searches the network for a Network License Manager and requests a license. The license manager software allocates a license to each client PC, up to the maximum number of licenses available on that Hardware Protection Key. If there are no available licenses on one Hardware Protection Key, Acuity will search the network for other Hardware Protection Keys. If none are found, Acuity reports to the user that a Hardware Protection Key could not be found.

2. Can network Hardware Protection Keys be combined, *e.g.*, 5-seat Hardware Protection Key + 10-seat Hardware Protection Key = 15 seats?

Yes, USB NetHASP Hardware Protection Keys can be combined, on one or more computers.

3. Can a network license be accessed remotely via dial-up?

Yes, NetHASP works over a TCP connection. But the computer that has the network Hardware Protection Key attached has to be accessed remotely, through a secured gateway, like a VPN connection, or a hole in the firewall.

4. If the network goes down, can the network Hardware Protection Key be moved to any other computer and used as a single-user license until the server is restored?

Yes.

5. Does the Hardware Protection Key track active use, or only whether the application is open (*i.e.*, if a copy of Acuity or GenePix Pro is open but minimized does it still occupy a seat)?

When the application is started, it occupies one seat until the program is closed. So minimizing the program still occupies a seat. Note that if the computer crashes, the network license will still be occupied. You must re-open the program on the same computer again, as the license is still in use, and when the program exits correctly then the license is returned. If for some reason the program will not re-start, running the “Remove All” and “Load All” menu commands in the License Manager will reset all licenses.

6. Is there a way to track which computers are using seats at any time (*e.g.*, if someone goes on vacation and leaves Acuity or GenePix Pro running)?

Yes. Run **AKS Monitor** on the computer with the network Hardware Protection Key installed, available from the Start Menu / Programs / Aladdin directory. It shows the IP address and/or name of every computer that has a license checked out.

7. What type of computer is required to install a network Hardware Protection Key? Is there a load on resources?

The computer that has the Hardware Protection Key installed doesn't have to be a server. There is no load on the system resources, so you can install it on the server, or if you have another secure computer, use that. Since Windows NT does not support USB, the Network Hardware Protection Key must be attached to a computer running Windows 98, ME, 2000, or XP.

8. My database server is running Windows NT. How can I use a network Hardware Protection Key?

The computer that is database server does not have to be the network Hardware Protection Key server. Install the network Hardware Protection Key and license manager software on another computer running Windows 98, ME, 2000, or XP.

Installing NetHASP License Manager under Windows 95/98/ME

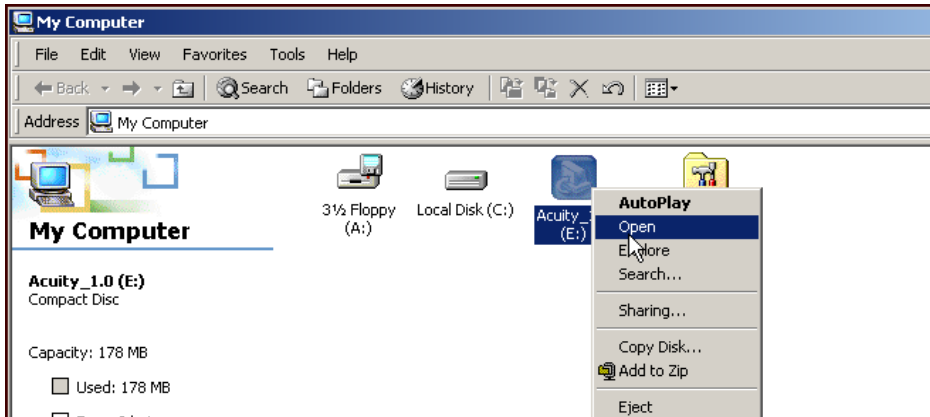
General Setup Information

A Hardware Protection Key device is designed to prevent illegal use and distribution of software. The Acuity USB NetHASP Hardware Protection Key allows multiple licenses to be used on a network without using multiple Hardware Protection Keys. It also permits centralized management of licenses within an organization.

The Acuity Hardware Protection Key can be connected to any computer on the network provided that the Operating System is not Windows NT. Choose a computer that is always switched on and rarely rebooted. A server is usually a good choice, but it's important to reiterate that USB devices are not supported on the Windows NT platform. Therefore, do not install the Acuity Hardware Protection Key on an NT machine. Load the NetHASP License Manager on the same machine.

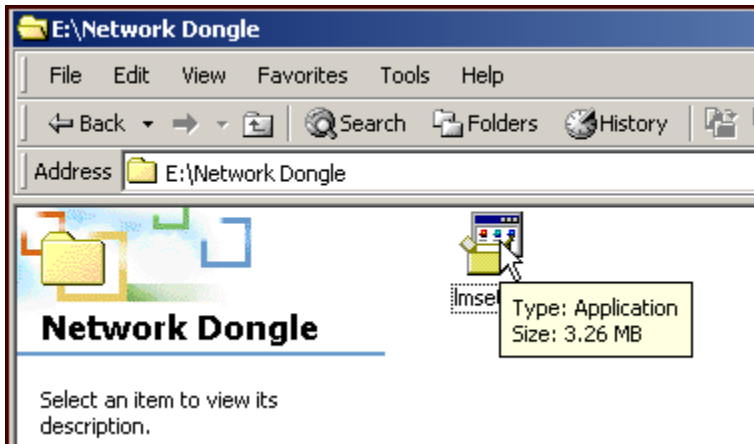
Typically, this installation would be done on the database server, or Systems Administrator's machine. However, if the server runs NT, then it may be necessary to do the install on Windows 95/98/ME.

To Setup the NetHASP License Manager under Windows 95/98/ME:

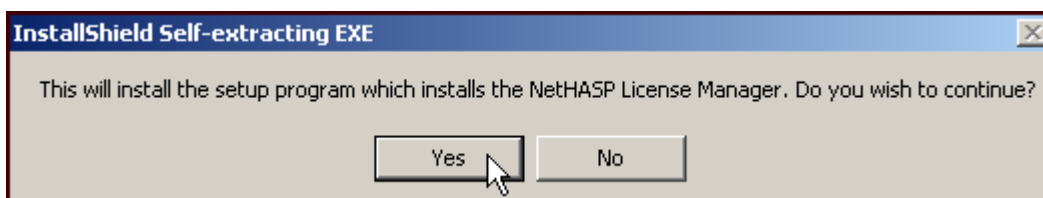


- Open the Acuity installation CD.

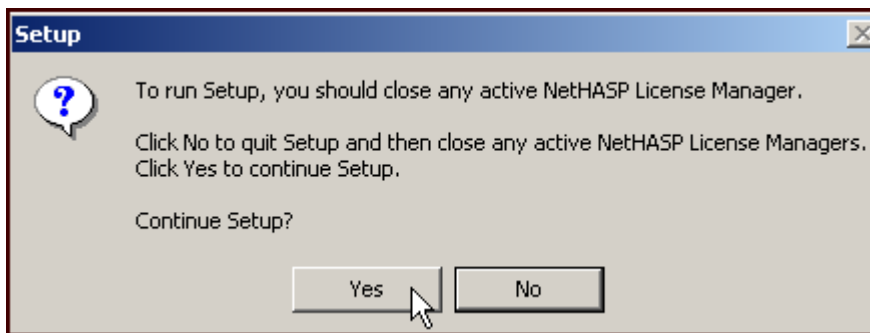
In the Network Dongle folder:



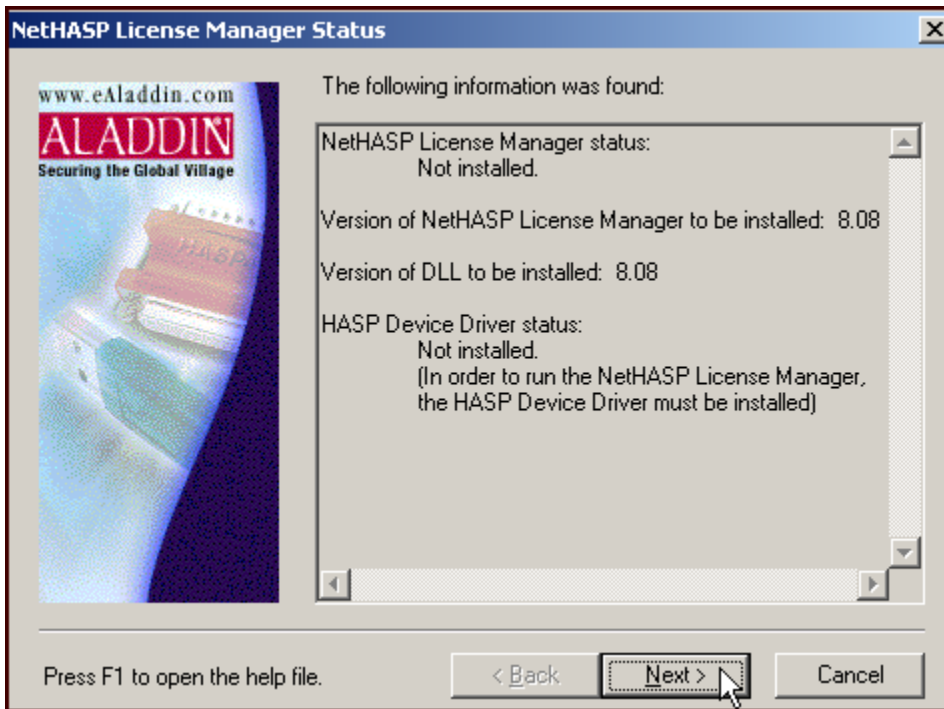
- Double-click lmsetup.exe.



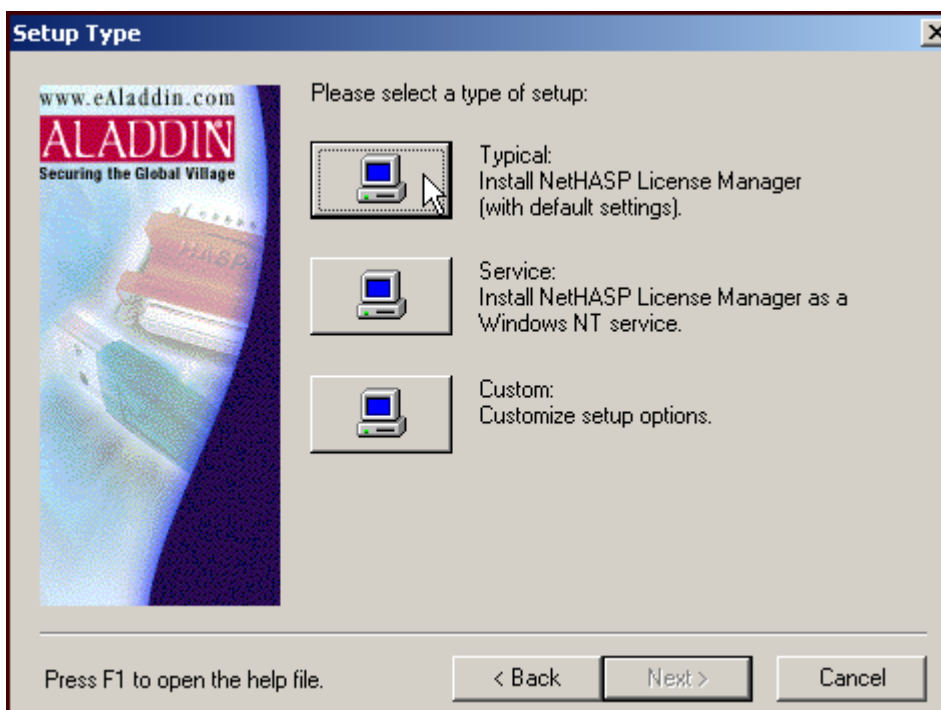
- Select Yes.



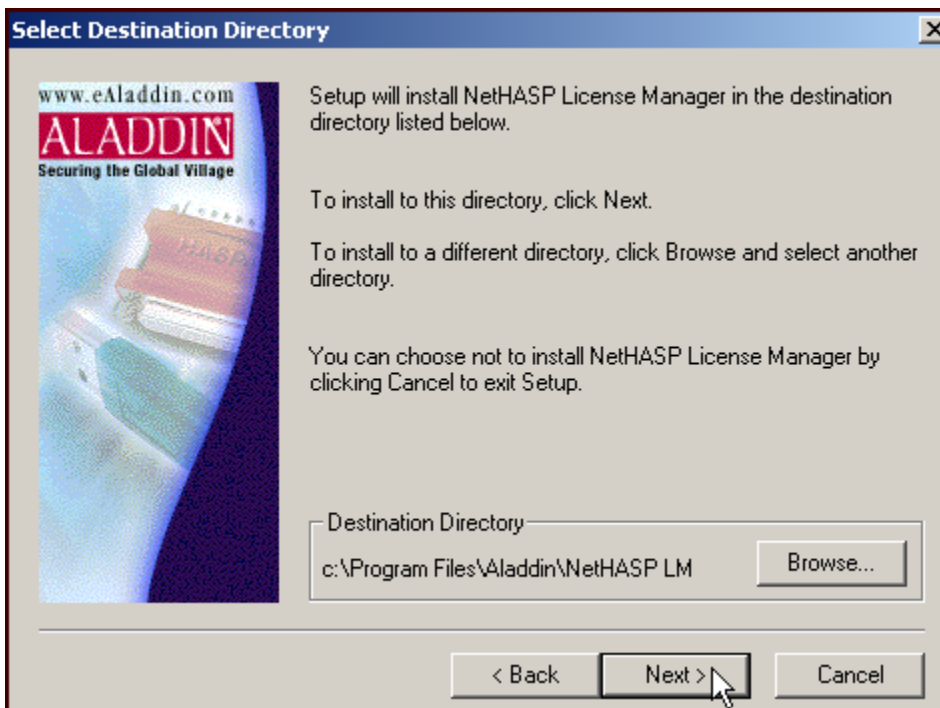
- Select Yes.



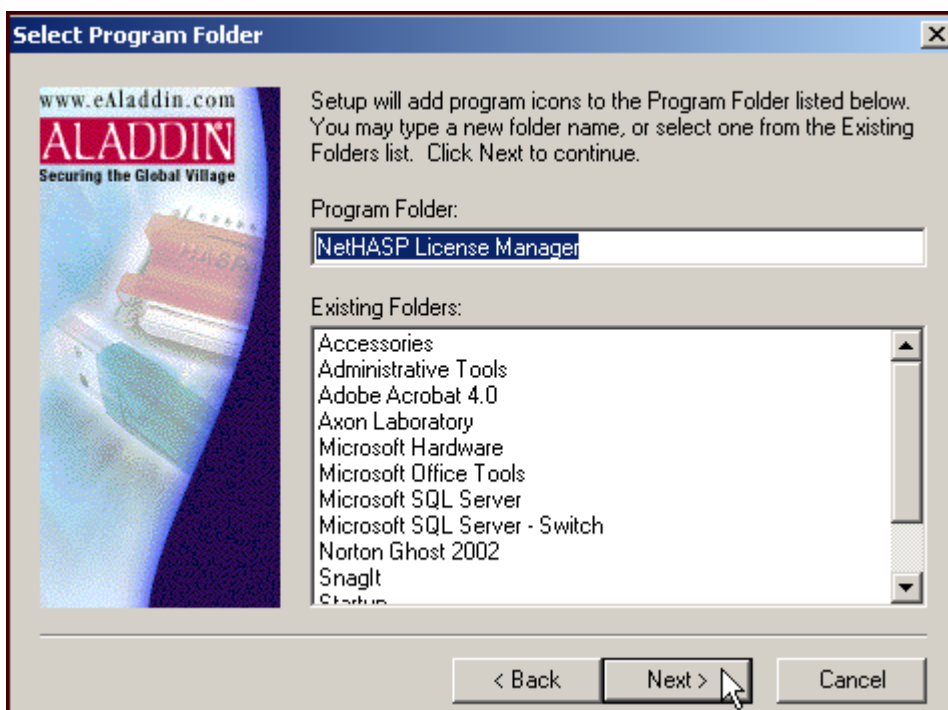
- Select Next.



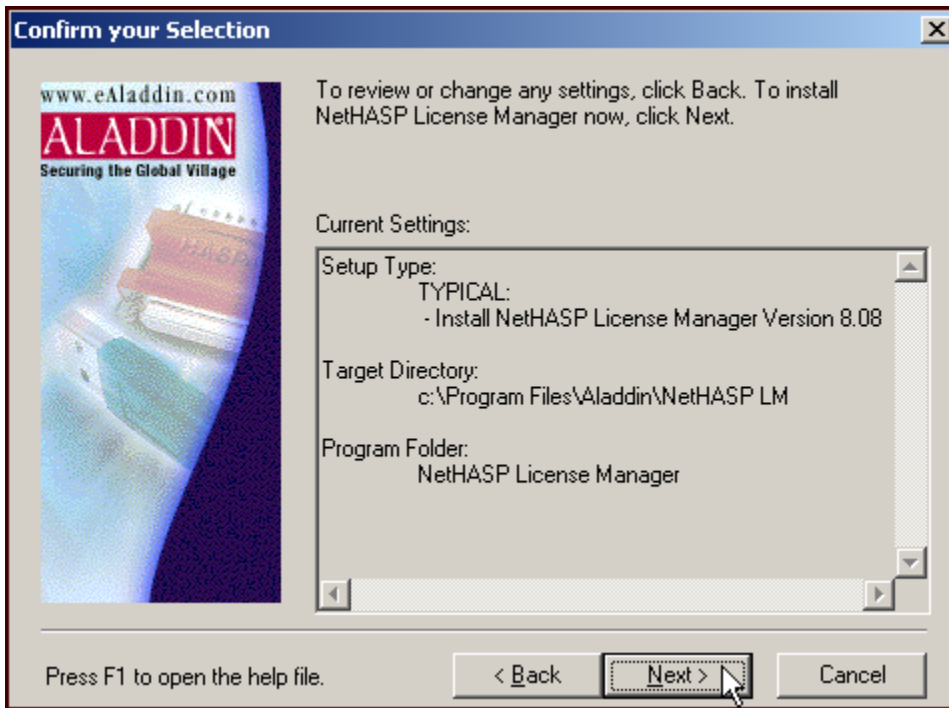
- Select **Typical**, Select Next.



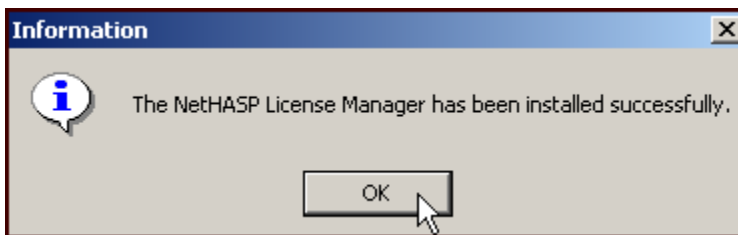
- Select Next.



- Select Yes.

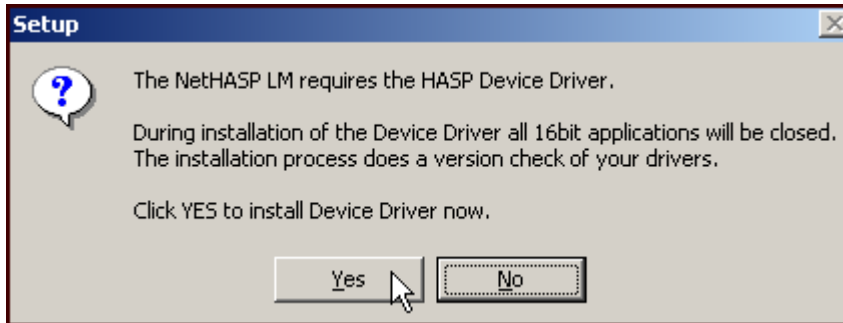


- Select Next.

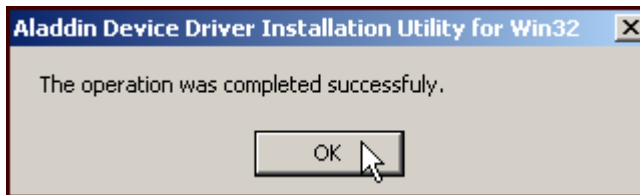


- Select OK.

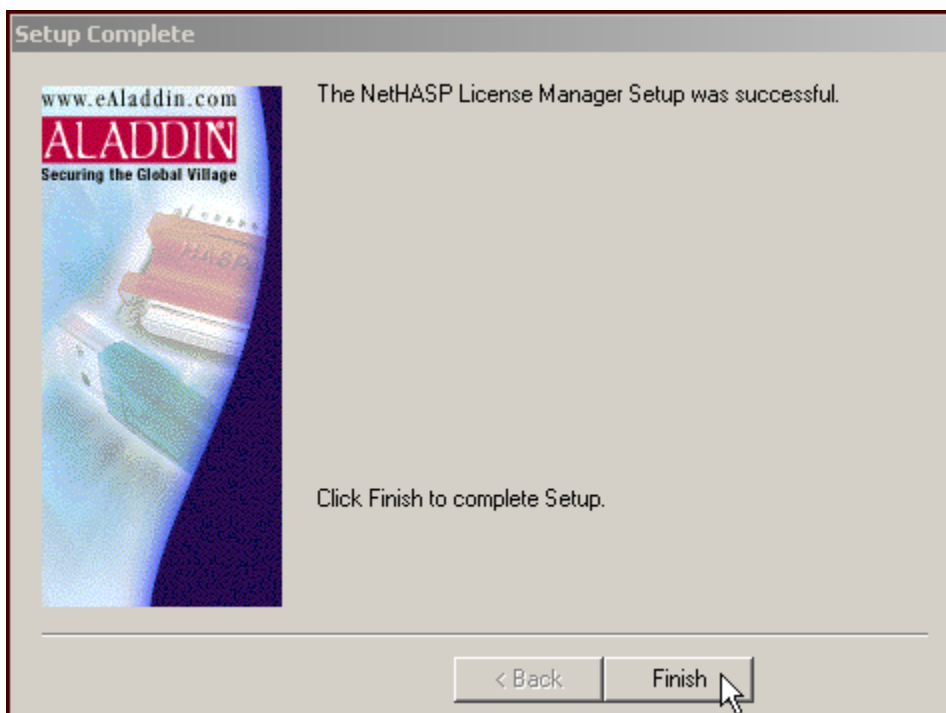
Setup will then immediately install the NetHASP Device Driver:



- Select Yes.



- Select OK.



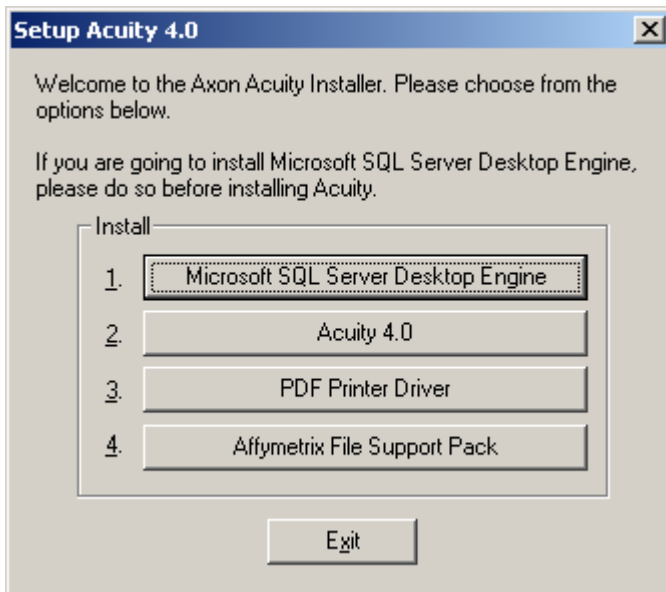
- Select Finish.

Appendix C

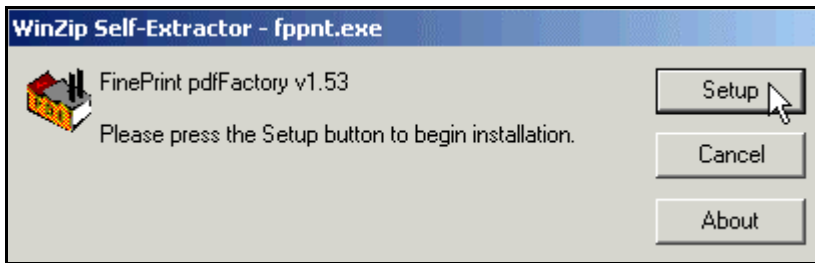
PDF Printer Driver Installation

The PDF Printer Driver allows printing to PDF file format.

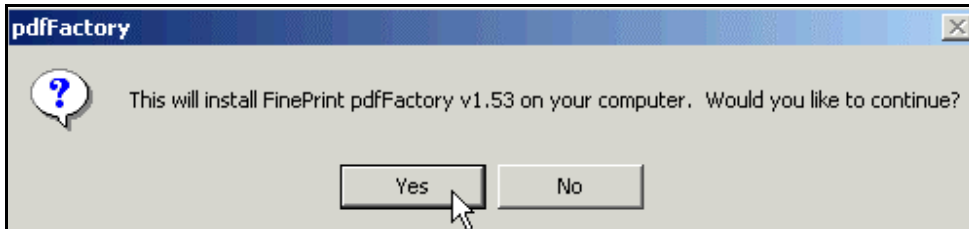
To print to PDF, simply select FinePrint pdfFactory as your printer device.



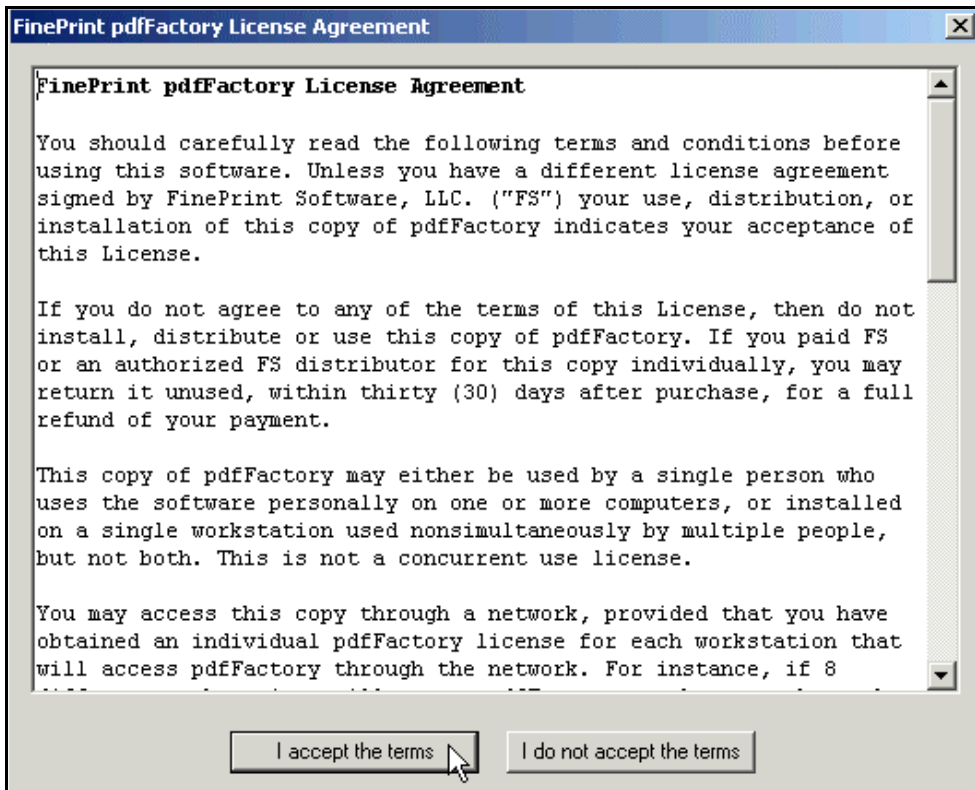
- Select 3. PDF Printer Driver.



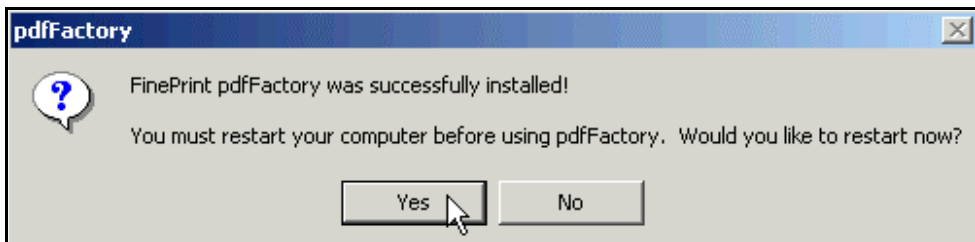
- Select Setup.



- Select Yes.



- Read and accept the License Agreement.

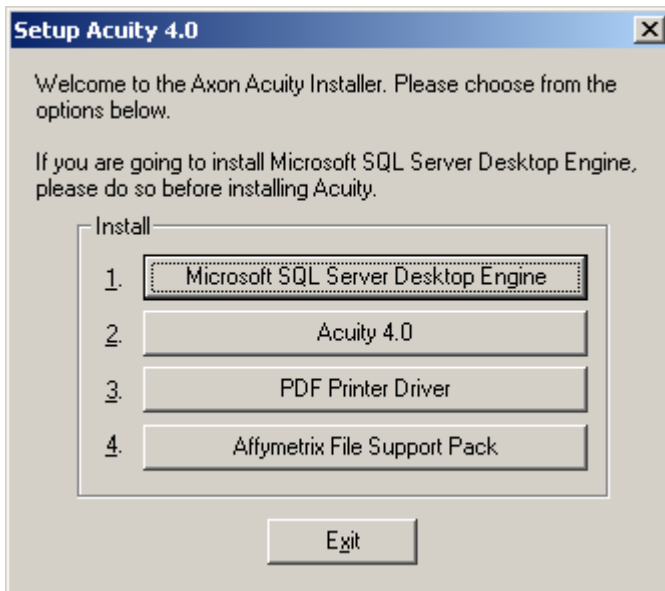


- Select Yes to restart your computer.

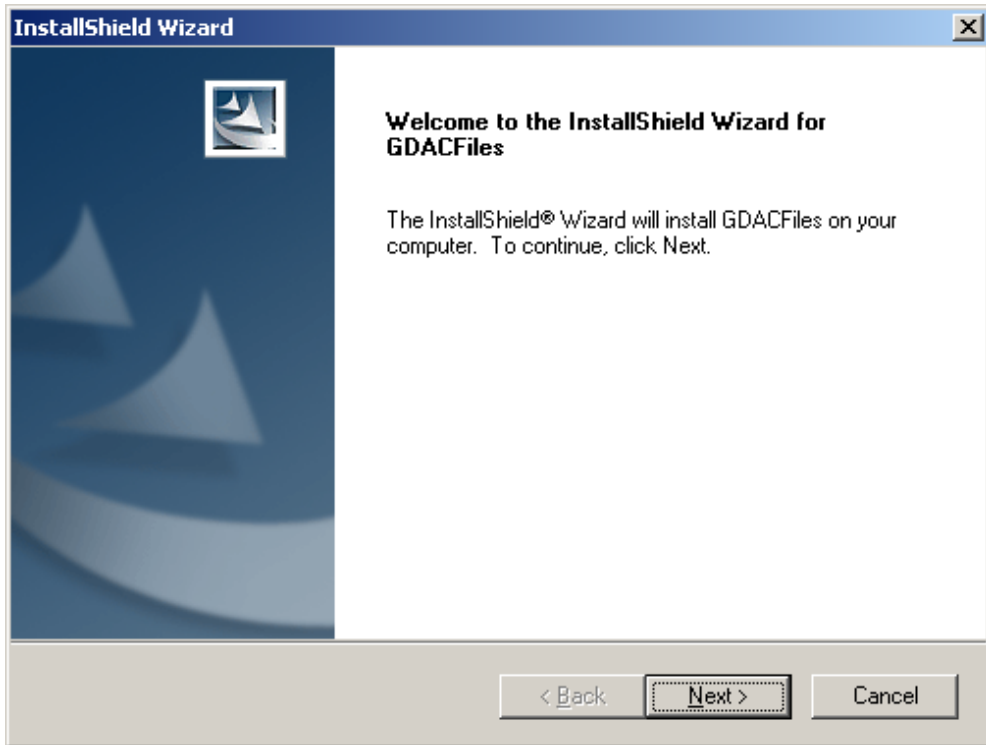
Appendix D

Affymetrix File Support Pack Installation

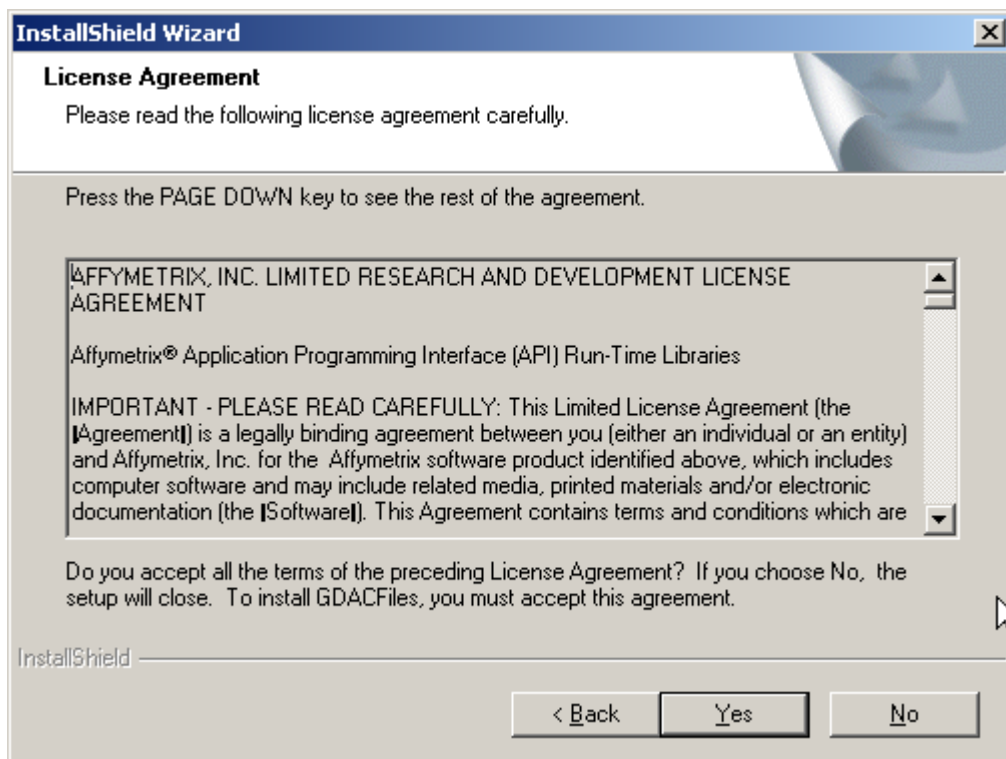
The Affymetrix File Support Pack is required if you are going to be importing Affymetrix files. This needs to be installed on each client computer that is going to be importing Affymetrix files.



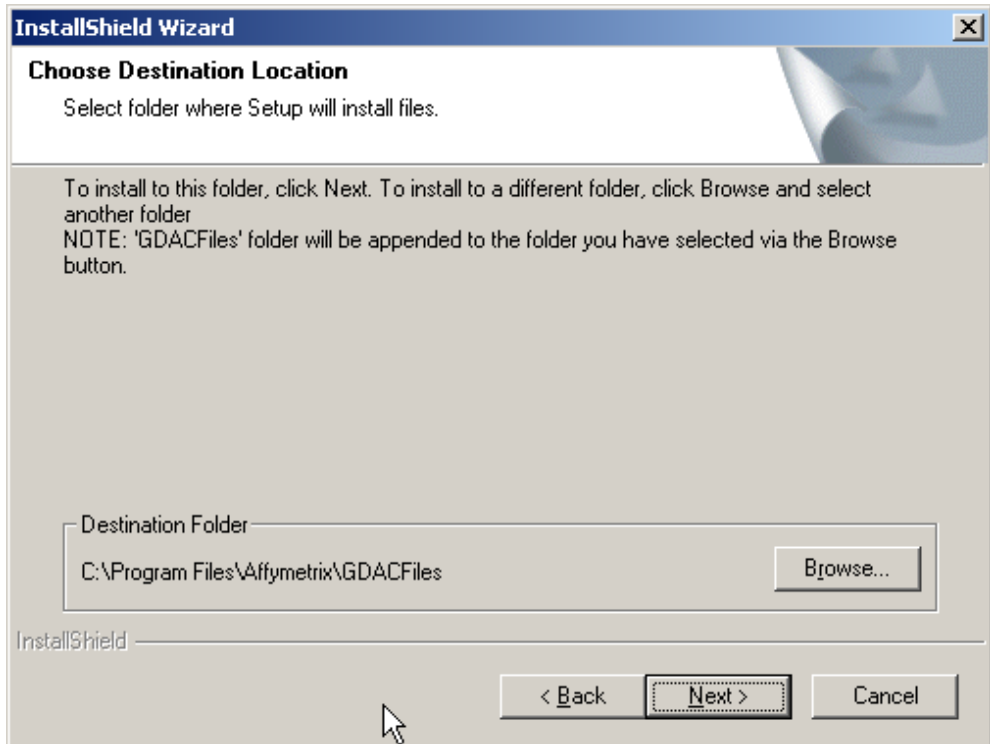
- Select 4. Affymetrix File Support Pack .



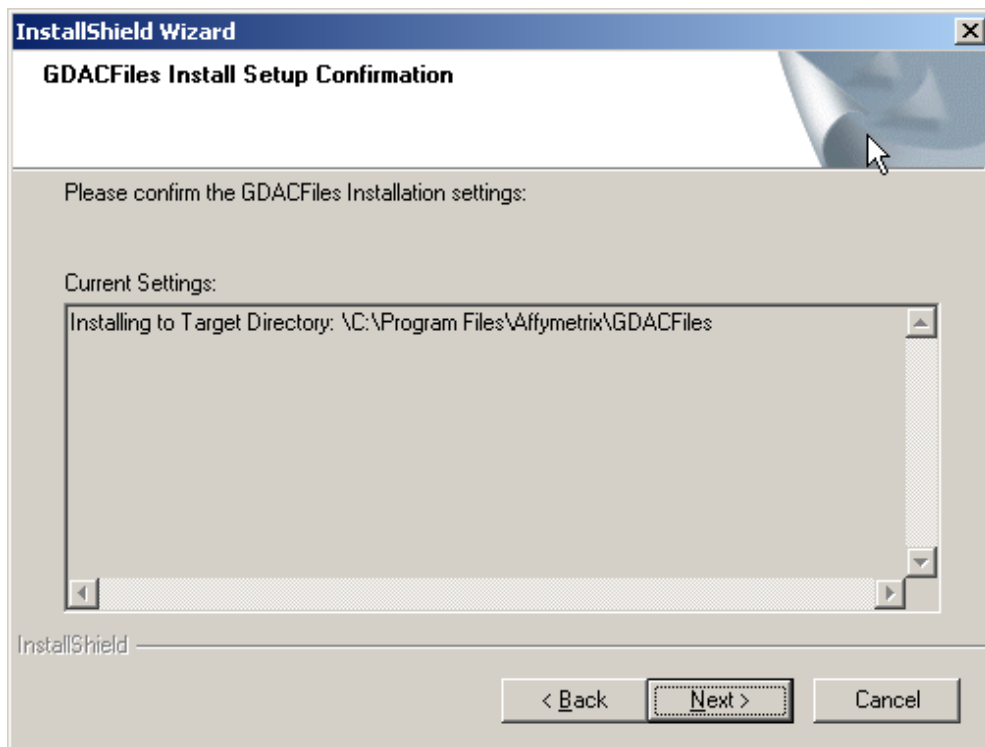
- Select Next.



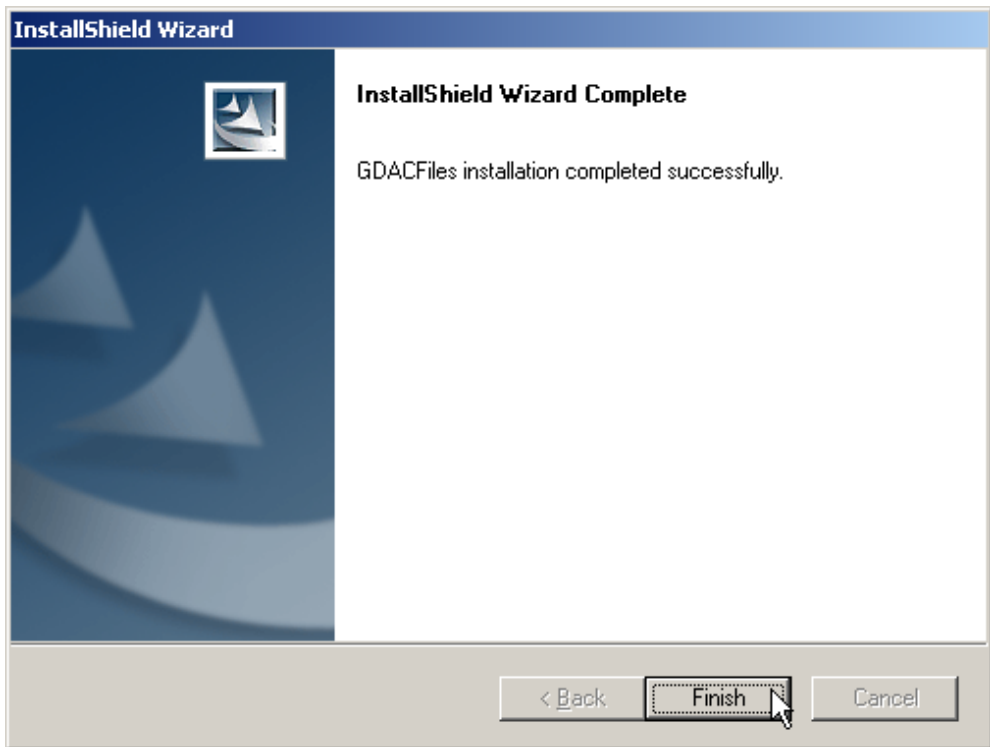
- Read and accept the License Agreement.



- Choose a location to install the file support pack, and select Next.



- Confirm the installation location, and select Next.



- When the installation is finished, select Finish.

Appendix E

Acuity Installation Checklist

- Install Microsoft SQL Server 2000 on the Database Server machine.
- You may choose to install MSDE instead.
- Install the Acuity Database and Client software on the server.
- Install the Network License Manager software on the Hardware Protection Key server.
- Install the Hardware Protection Key on the Hardware Protection Key server.
- Install the NetHASP Monitor (Optional).
- Install the Acuity Client on all client machines.
- Install the PDF Printer Driver on all client machines.
- Run Acuity for the first time on all client PC's.
- Create Data Sources on all client PC's.

Technical Assistance

If you need help to resolve a problem, there are several ways to contact Axon Instruments:

World Wide Web

www.axon.com

Phone

+1 (510) 675-6200

Fax

+1 (510) 675-6300

E-mail

tech@axon.com

Questions?

See Axon's Knowledge Base: <http://support.axon.com>