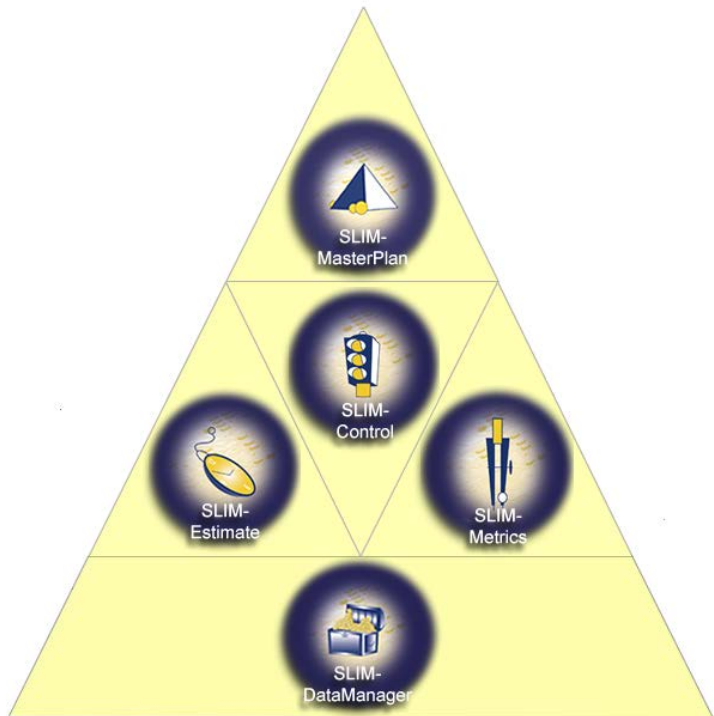


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User's Guide to

# Installing SLIM-Suite 8.1



By QSM, Inc.

Quantitative Software Management®

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Sixth Edition





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# SLIM-Suite 8.1 Installation

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## Minimum System Requirements

To install and run SLIM-Suite 8.1 you will need:

- Microsoft Windows XP, Vista, Windows 7, or Windows 8.
- 200-810 MB hard disk space, depending upon which applications are installed. As SLIM-Suite applications require additional disk space to store and work with your files, we recommend keeping at least 100 MB free space on your hard disk at all times. For the approximate disk space required to install each application, see "[Disk Space](#)" on page **Error! Bookmark not defined.**
- At least 128 MB RAM for Windows XP systems, 512 MB RAM for Windows Vista, Windows 7, or Windows 8 systems. Having more memory than the minimum required will result in better performance.
- A monitor capable of displaying at least 1024 x 768 with 256 colors and 96 dpi fonts (default small fonts).
- Internet access or CD-ROM drive for installation. The SLIM-Suite setup file may be downloaded from the QSM [Downloads page](#). If you are unable to download the setup file, please call (800-424-6755) or [email QSM Support](#) to request an installation CD.

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## Overview

The **SLIM-Suite 8.1** setup file contains installation information and supporting files for the following applications:

- **SLIM-Estimate.** This estimation tool helps you create project estimates and sanity checks them against your history and industry benchmarks.
- **SLIM-DataManager.** SLIM-DataManager helps you create a database to store your project estimates, in-progress projects, and completed projects.
- **SLIM-MasterPlan.** SLIM-MasterPlan rolls up individual task estimates and in-progress tasks to create a summary view of multi-release program scenarios or your entire development portfolio.
- **SLIM-Metrics.** QSM's metrics analysis and benchmarking tool helps you create custom queries, export database subsets, and discover trends hidden in your data.
- **SLIM-Control.** SLIM-Control helps you track and manage software projects during the development cycle. In Control you can track project actuals against the plan, prepare forecasts to completion, and create management scoreboards.

During setup, you will have the option to install only those applications for which the program detects valid activation codes.

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## Overview

### Before you install...

- Disable any anti-virus programs you may have running. Virus protection software can interfere with the setup program.
- Make sure no other applications are open. Check the taskbar and close any programs you may have running.
- Decide where you wish to place the applications. Setup will suggest c:\Program Files(x86)\QSM\Tools81\ as the default application directory but you may override this if you wish and install to a different directory or folder.
- Check to make sure you have enough hard disk space free on the drive where Windows is installed. If you plan to install all five applications, you will need approximately 810 MB of free disk space. To install and run a single application, you will need anywhere from 90-150 MB of disk space.

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To complete setup successfully, you must have permission to modify the local system registry. This requires that you log on with Administrative rights. If you do not have a user account with administrative rights, contact your network administrator and request that you be added temporarily to the local Administrator's group.

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### License Information

For information about your SLIM-Suite tools license, see the QSM Customer Hosted License Agreement in your license email.

Registration and activation codes are transmitted via email in most cases. If you have requested a product CD by mail, this information may be conveyed in the cover letter that accompanies your product CD. You should receive a Registration Code and one or more Activation codes in your license email or letter. You will need these codes to complete installation of your SLIM-Suite 8.1 Tools. Once SLIM-Suite has been installed, your license activation information can be viewed in the ReadMe.txt file located in your application directory (usually *<drive letter>\Program Files(x86)\QSM\Tools81*).

If you have any questions regarding your license or product activation codes, please contact your Account Manager at 1-800-624-4755.

## Running Version 8.1 in Parallel with Previous Versions of SLIM-Suite

If not everyone in your organization is upgrading to the latest version at the same time, it may make sense to run SLIM-Suite 8.1 in parallel with earlier versions of SLIM. Running both versions in tandem will allow users who don't wish to upgrade in the middle of working on a project to maintain a consistent baseline. In this case, version 8.1 users may want to exchange files with users who have not upgraded to the latest version.

Once upgraded, SLIM-Suite workbooks are not backwards compatible with prior versions of SLIM. For this reason, we have made it possible to run multiple versions of SLIM-Suite on the same machine. Each application runs from its own directory (\Toolsxx) and maintains its own set of supporting files. When you are ready to switch over to SLIM-Suite 8.1 exclusively, you can uninstall previous versions of the Suite using any of the following methods:

- Clicking “Uninstall SLIM-Suite 8.0” from the **Windows Start | All Programs | QSM Tools 8.0** or desktop shortcut folder
- Running Add/Remove Programs or Programs | Uninstall a Program from the Windows Control Panel.

Once you uninstall any version of SLIM-Suite, workbook files that were originally installed with the removed version will no longer be available, but workbooks and data files created *after* the applications were installed will remain. For more information on uninstalling SLIM tools, see “[Uninstalling SLIM-Suite 8.1](#)” on page 25.

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## Deciding Between Network and Local Installation

One question we often get from SLIM users is, “What’s the best way to deploy SLIM-Suite tools in a distributed environment?” The answer to that question will depend on two factors:

1. How you intend to use the applications
2. The needs of your user community.

SLIM applications can be installed on individual local machines (a standalone configuration) or over a network (the network install). You may also choose a hybrid configuration (i.e., users run the tools over a network when at work, but use the standalone copy when they are on the road).

There are advantages and drawbacks to each type of configuration:

- **Standalone mode:** runs faster because workbook files are opened and saved locally. You won't have the problem of multiple users possibly overwriting each other's changes in the same file. This can be a problem in a network environment. Although no two users can open and modify the same file at the same time, there is nothing to prevent User 1 from modifying a file just after User 2 has saved changes to that file and closed it. Standalone installations are also more convenient for laptop users who travel frequently or work at home. Even with a VPN, users will generally find the applications perform more snappily if the applications are installed locally.
- **Network installations,** on the other hand, are easier to maintain when it comes time to administer annual license updates, product upgrades, or patches. For this reason alone, large corporations with many users may find a network configuration more practical.
- **Hybrid or dual installations** allow users the flexibility of staying on a consistent platform when updates must be pushed out quickly while giving them the freedom to travel and work at home. The Network copy can be updated easily when upgrades or patches become available. Local copies of SLIM-Suite may then be upgraded in a more leisurely manner.

## Sharing Workbooks and Databases

A related question deals with file storage: where is the best place to keep various types of SLIM files? The important considerations are:

- Who needs to **update the data** in the file?
- Who **needs access** to the file?

Do users truly need access to the original data (and do you want multiple users updating it)? Or would it be better to have one person manage the file and make reports available to other users? The following example may make this clearer.

Often, clients want to place their central data repository (a SLIM-DataManager database) on the network and allow distributed users to add projects to it remotely without any centralized oversight. The hope is that their data repository will grow swiftly and everyone will benefit from having immediate access to the data. But this practice does not support data integrity.

Newly submitted project data is rarely completely accurate in its first iteration. For this reason, it is advisable to appoint a database administrator to validate all incoming project data. Distributed users submit their data to the administrator for

validation. At periodic intervals, the administrator publishes updates to the central repository on the network. This way, only complete and accurate data will be used for validating estimates and benchmarking. When each new database is published, the administrator can send out a message asking all users to update the files on their local machines with the newest version.

It is often advisable to keep smaller, specialized databases on local machines for individual use during estimation or benchmarking analysis. These databases can be created using the query functionality in SLIM-Metrics by exporting a database subset from the File menu. Ultimately, where a file is stored really does depend upon how the file is to be used, who needs access to the data in the file, and which data (and in what form) they require access to.

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## The Installation Process, Step by Step

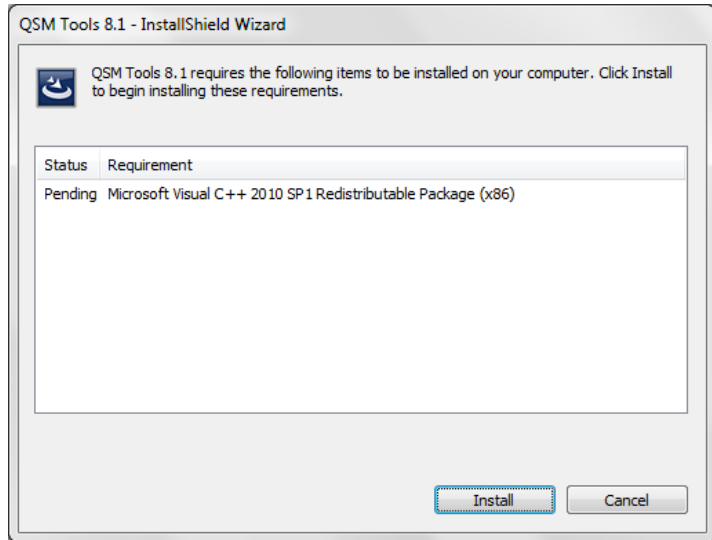
To help you understand your options as you proceed through setup, this section provides an in-depth view of the setup process. To begin installing SLIM-Suite, run a downloaded copy of QsmTools81.exe or (if you requested a physical CD) insert the **SLIM® SUITE setup file** into your CD-ROM drive. Instructions, URLs, and password information for downloading the setup program are included with your license email.

If you are running setup from the CD and setup does not start automatically, click the Start button on your taskbar, then select Run. Type in D:\Setup.exe (substitute the correct drive letter for your CD-ROM drive if needed) or browse to QsmTools81.exe on the product CD. If SLIM-Suite 8.1 is already installed on your machine, setup will display a Maintenance dialog. See "[Maintaining SLIM-Suite 8.1](#)" on page 22.

### ***Installing Required Library Files***

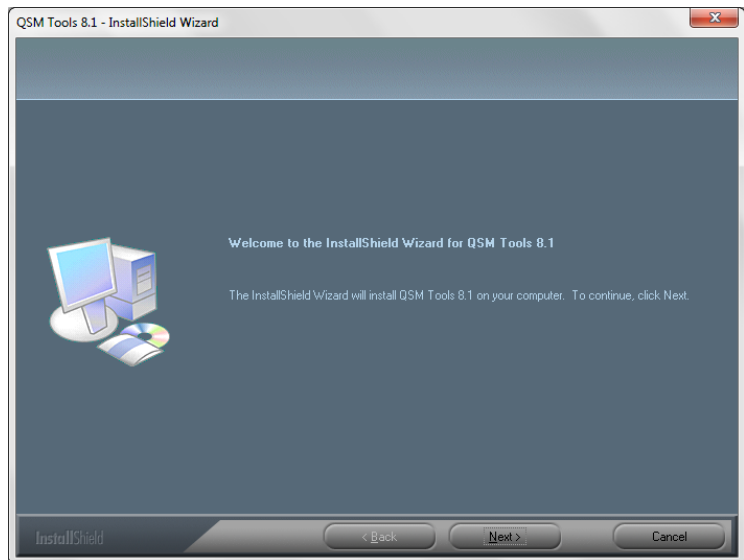
If the setup file does not detect the required libraries on your machine, you will be prompted to install them before Setup continues. Click "Install" to complete this step.





### ***Welcome Screen***

The Welcome Screen begins the installation process. Press **Next** to proceed to the next screen.



### ***Accept the License Terms***

Read the License Agreement screen. To accept the License Terms, click the **“I accept the terms of the license agreement”** radio button and press **Next** to proceed to the next screen. If you are feeling defiant, choose **“I do not accept the terms of the license agreement”** (if you do not accept) to exit Setup.

## ***Enter Customer Information and Registration Code***

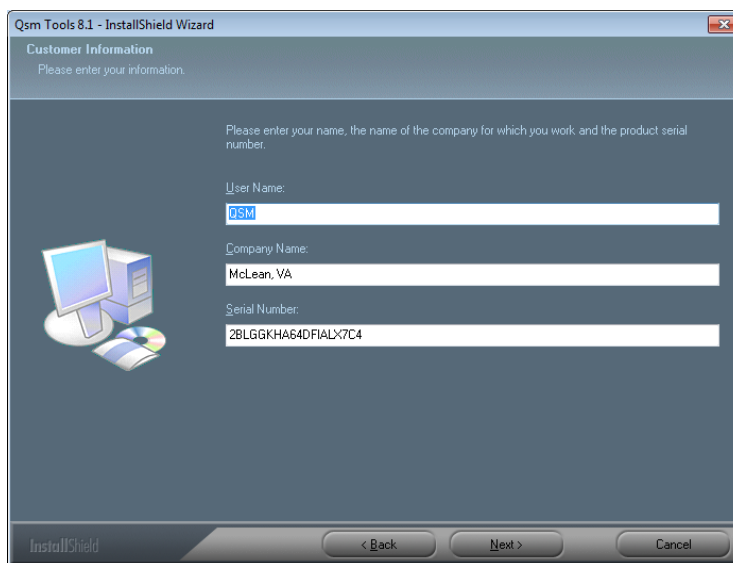
Enter your **Company Name** and **Company Location** *exactly as they appear in the license email you received from QSM*. You will also need to enter the **registration code** from your license email.

Typically, the license information will look something like this:

Company Name: QSM, Inc.  
Company Location: McLean  
Registration code: 26SUKKKFFRO96ALXN50  
Activation Code 1: 23U4XVSO7ZM4Q6NP

This license information is valid for 363 days beginning 7/20/2013.

If you received license information via email, you can copy and paste this information into the Setup dialog to reduce the possibility of transcription errors, taking care not to capture and paste in leading or trailing spaces. Note that this information must match your license email exactly. If Setup detects a mismatch, you will see a **Checksum error**. In most cases, checking and re-entering the customer information and registration code will resolve the error. If you require assistance, [email QSM support](#).



Qsm Tools 8.1 - InstallShield Wizard

Customer Information  
Please enter your information.

Please enter your name, the name of the company for which you work, and the product serial number.

User Name:  
QSM

Company Name:  
McLean, VA

Serial Number:  
2BLGGKHA64DFIALX7C4

InstallShield

< Back Next > Cancel

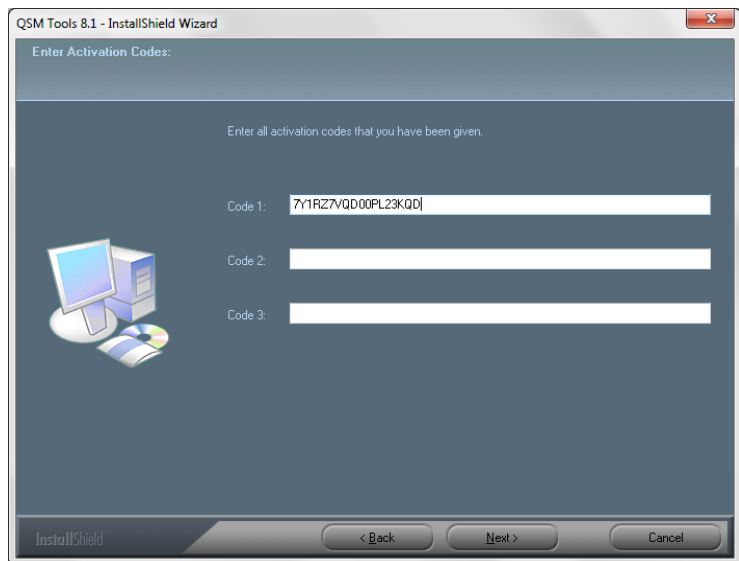
Once you have completed the requested information, press **Next** to proceed to the next screen.

### ***Choose a Destination Location***

Choose a destination folder for your application files. The default folder on most Windows systems is **C:\Program Files(x86)\QSM\Tools81**. Select an alternate destination folder if desired, then click **Next** to continue.

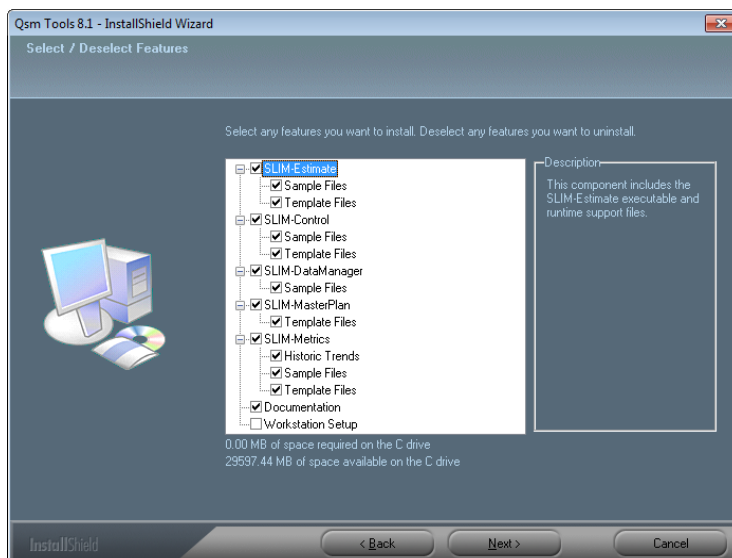
### ***Enter Activation Codes***

Enter all activation codes provided with your license email or letter. If you received license and registration information via email, you may want to copy and paste the license information to reduce the possibility of transcription errors. In most cases, there will be only one activation code. Select **Next** to proceed to the next screen.



### ***Select Components to Install***

On the **Select Features** screen, you will be presented with a list of applications you are licensed to install. Only checked items will be installed.



You have the option to install Sample, Template, and trend files for each application individually. As you select each item, descriptive text will appear to the right of the list box. Be sure to review the items carefully before going on.

#### ATTENTION NETWORK ADMINISTRATORS

If the SLIM-Suite is being installed to a network server, make sure the “Workstation Setup” component is checked.

- **Standalone PC Installations:** if you plan to run the applications from a standalone PC, **leave this option unchecked**. You should choose the standalone installation if you need access to the applications when not connected to a network or wish to maximize application performance.
- **Network Installations:** if you are installing the applications to a network file server, you must check the Workstation Setup component. This option creates a Workstation Setup folder under the application directory on the server. After the server setup is complete, each workstation user must run the Setup program from the Workstation Setup folder. Press **Next** to proceed to the next screen.

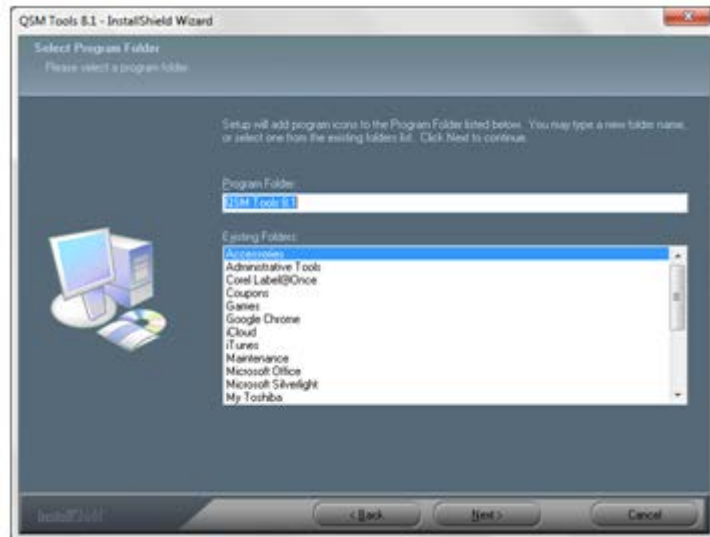
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Please note that only applications you are licensed to install will appear in the checklist of features. As you select/deselect features to install, the amount of disk space required on the drive may change.

---

## Select a Program Folder

This screen allows you to select a name and location for the program shortcuts folder. The default name for the folder is **QSM Tools 8.1**, but you may type in a different name. Shortcut icons will be placed on the start menu and on your desktop in a folder named **QSM Tools 8.1** (assuming you accepted the default program folder).

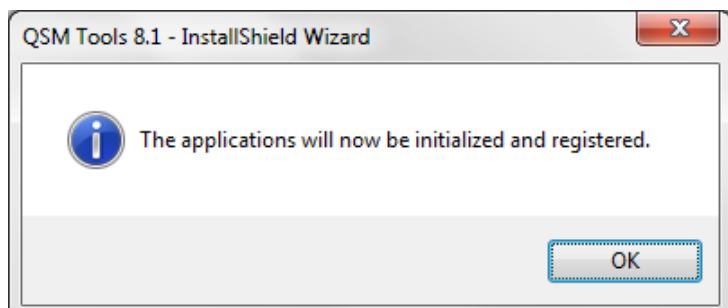


Selecting an existing folder from the second list box will place shortcuts under the selected folder in your **Start** menu. Use the **Next** button to continue setup.

## Start Copying Files/Review Settings

Review the choices you have made so far. To make a change, press **Back**; otherwise, press **Next** to continue. The actual copying and installation of files will take a minute or two depending on the options selected and the speed of your machine.

Once you see this message, you're ready to begin using your SLIM-Suite applications!



---

## Installing SLIM-Suite 8.1 to a Network

### Why Choose the Network Install?

SLIM-Suite tools can be run in standalone mode from a local workstation or deployed over a LAN (local area network). Your deployment strategy should reflect the needs of your SLIM users. If they travel or need to use the applications when the network is not available, a standalone (local) installation is usually the best option. On the other hand, deploying the applications over a network makes it easier to push out product upgrades and license extensions.

For information on network usage restrictions, see the QSM Customer-Hosted Software License Agreement in your license email or letter. Your license email contains information about which tools are licensed, the license expiration date, and the number of licensed users for each application. It will also include registration and activation codes.

### Network Setup

To install SLIM-Suite to a network computer, simply run Setup and the Workstation Install program as described below. To ensure access to the workstation setup program, the applications should be installed to a shared directory or folder.

Once the application files are installed on the server, each user will need to run a separate setup program from the **Workstation Setup** directory found in the application directory on the server (**<drive letter>:\Program Files(x86)\QSM\Tools81**, if you accepted the default application path during setup).

---

To complete network and workstation setup successfully, both the installer must have permission to modify the local system registry. Whether you are running the network or workstation install programs, **this requires that you log on with Administrative rights**. If you do not have a user account with administrative rights, contact your network administrator and request that you be added temporarily to the local Administrator's group.

---

To begin the network install:

1. Insert the **SLIM® SUITE product CD** into your CD-ROM drive or run the setup file (**QsmTools81.exe**) you downloaded from the Internet. When running the setup program from **the product CD**, setup should start when the **CD** is inserted into the **CD-ROM** drive.
2. **If you are running setup from the product CD and the Install program does not start automatically**, click the **Start** button on your taskbar, then select **Run. Type in D:\Setup.exe** (substitute the correct drive letter for your CD-ROM drive if needed) or browse to and run **QsmTools81.exe** on the product CD.
3. If you previously installed SLIM-Suite 8.1 onto your machine, setup will display a **Maintenance** dialog. See the section "[Maintaining SLIM-Suite 8.1](#)" on page 22.
4. Setup will copy the selected application, template, sample and common system files to the network server and create a **\QSMTools81** folder under the Program Files (x86) directory. Sample workbooks, templates, historic trend data and user guides will be copied into separate subfolders located under the Documents folder of each local workstation (the default location is, **<drive letter>\<user profile>\Documents\QSMTools81**):

Samples  
Templates  
Master Plan Templates  
Documentation  
Historical Trends

PDF copies of the SLIM-Suite user documentation can be found in the **Documentation** folder. **If you are running the tools over a network, these folders should be shared or copied to a shared directory.**

5. During the Workstation Setup, shortcut icons will be placed on the start menu and on the desktop of the local workstation in a folder named QSM Tools 8.1 (assuming the default program folder was used during setup).

To view more complete, step by step installation instructions, see "[The Installation Process, Step by Step](#)" on page 6.

## Workstation Setup

Once the applications have been installed to the server, each workstation user should navigate to the application directory

(<NetworkShareName>\Workstation Setup), open the **Workstation Setup** folder, and run **Qsm81Workstation.exe**. The Workstation setup program creates application shortcuts and a few registry entries on the workstation, activates licenses for the workstation, and installs common system files required to open and manipulate SLIM-Suite workbook files.

---

To complete network and workstation setup successfully, both the installer must have permission to modify the local system registry. Whether you are running the network or workstation install programs, **this requires that you log on with Administrative rights**. If you do not have a user account with administrative rights, contact your network administrator and request that you be added temporarily to the local Administrator's group.

---

### ***Granting Access to Workstation Setup***

To provide workstation users with access to the workstation setup program, you have two options:

- **Share both the application (\QSM\Tools81) and Workstation setup folders.** This option is easiest for the user as it allows setup to discover the path to the application and license files on the server. During network setup, sample workbooks and templates were copied into various subfolders named \Samples, \Templates, \Doc, and \Master Plan Templates. PDF copies of the user documentation can be found in the **Documentation** folder. **If you are running the tools over a network, these folders should be shared or copied to a shared directory.**
- **Share only the Workstation Setup folder.** This option requires you to provide each workstation user with the path to the application folder on the server. Since the application folder is not shared, setup will not be able to detect the location of the application/license files when workstation setup is run from the client machine. The user will need to type in the path manually during setup.

### **Managing Network Licenses**

Before distributing **Workstation Setup** information to network users, take a moment to review the **Readme.txt** file located in the application (Toolsnn, where nn represents the SLIM-Suite version) directory. This file contains information on which tools are licensed and the number of licensed users for each application.

This information should be distributed to workstation users if necessary. If your organization has the same number of licensed users for each application, no special arrangements



are necessary. **If, however, you have a multi-user license for some tools and a single or limited license for one or more tools, you should provide each user with a list of the tools they are licensed to install along with the Workstation Setup directions.**

Each user should install only those SLIM applications for which they have specific license files.

---

## What Gets Installed

### Application Files

The default application folder is “<drive letter>\Program Files(x86)\QSM\Tools81\”. The Tools81 folder contains application executables, help files, prototype run files, and application support files.

Sample workbooks and templates will be copied to various subfolders named **\Samples**, **\Templates**, and **\Master Plan Templates** located in the QSM folder under the local **My Documents** directory. PDF copies of the user documentation can be found in the **\Documentation** subfolder. **If you are running the tools over a network, these folders should be shared or copied to a shared directory.**

#### *SLIM-Estimate 8.1*

Files in the application folder:

- **SEstimat.exe** - application executable
- **SEstimat.run** - prototype run file template
- **SEstimat.chm** - help file
- **SEstimat.tlb** – a type library file used for OLE automation
- **QsmSecurity.dll** – application support file

Files in the Samples and Templates folders (under QSM\My Documents\Tools81):

- Excel Sizing templates (.xlt files)
- Excel Sizing spreadsheets (.xls files)
- Sample workbooks (.sew files)
- Template workbooks (.sew files)

Files in the Doc folder (under QSM\My Documents):

:

- **SEstimat81.pdf** (Estimate manual)

## ***SLIM-DataManager 8.1***

Files in the application folder:

- **SDataMgr.exe** - application executable
- **SDataMgr.run** - prototype run file
- **SDataMgr.chm** - help file
- **SDataMgr.tlb** - a type library file used for OLE automation
- **QsmSecurity.dll** – application support

Files in the Samples and Templates folders (under QSMMy Documents\Tools81):

Sample databases (.smp files)

- Template workbooks (.smp files)

Files in the Doc folder:

- **SDataMgr81.pdf** (DataManager manual)

## ***SLIM-Metrics 8.1***

Files in the application folder:

- **SMetrics.exe** - application executable
- **SMetrics.run** - prototype run file
- **SMetrics.chm** - help file
- **QsmSecurity.dll** – application support

Files in the Samples and Templates folders (under QSMMy Documents\Tools81):

:

- **Sample workbooks** (.smw and .smp files)
- **Template workbooks** (.smw and .smp files)

Files in the Documentation folder:

- **SMetrics81.pdf** (Metrics manual)

## ***SLIM-MasterPlan 8.1***

Files in the application folder:

- **SMaster.exe** - application executable
- **SMaster.run** - prototype run file
- **SMaster.chm** - help file
- **QsmSecurity.dll** – application support

Files in the MasterPlan Templates folder (under QSMMy Documents\Tools81):

**Sample workbooks and templates** (various .sea, .scw, and .sew files)

Files in the Doc folder:

- **SMaster81.pdf** (MasterPlan manual)

### ***SLIM-Control 8.1***

Files in the application folder:

- **SControl.exe** - application executable
- **SControl.run** - prototype run file template
- **SControl.chm** - help file
- **SControl.tlb** – a type library file used for OLE automation
- **QsmSecurity.dll** – application support

Files in the Samples and Templates folders (under QSM\My Documents\Tools81):

Sample workbooks (.scw files)

- Template workbooks (.scw files)

Files in the Documentation folder:

- SControl81.pdf (Control manual)

## **License Files**

Before the applications will run, your license information must be activated. Once setup is complete, there may be times when it becomes necessary to update the license information. This can happen if your license period is extended, you add or subtract tool licenses, or the number of authorized users changes.

---

## **License Updates**

If it becomes necessary to update your license information after installation, you will receive new registration/activation codes and support text from QSM (via fax, phone, email or printed form).

The procedure for updating the license files is as follows:

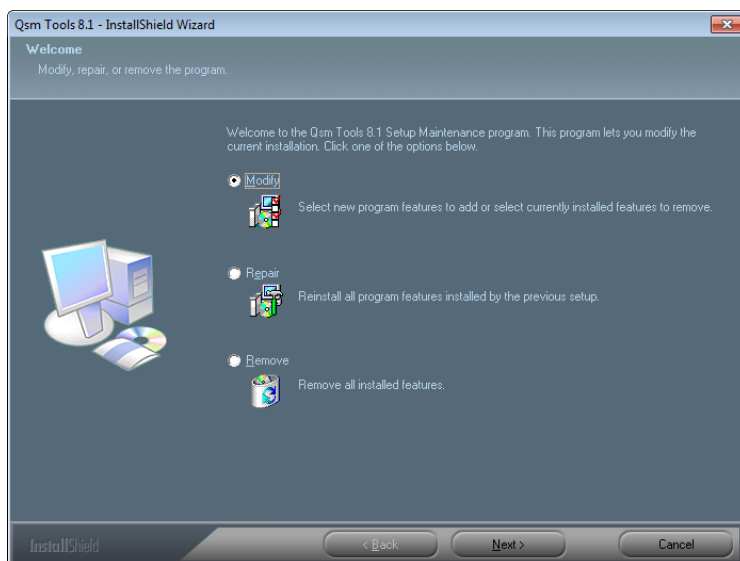
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Note: Only a standalone or network server installation can have its license files updated. It is not possible to update license files from a workstation installation.

---

From the Windows **Control Panel**, choose **Add / Remove Programs** or **Programs | Uninstall a program**. Scroll down until you see the entry for **QSM Tools 8.1**, then click the **Change** button or right click the **QSM Tools 8.1** list entry and select **Change** from the popup menu.

This will bring up the **QSM Tools 8.1 - InstallShield Wizard**. Leave **Modify** as the selected choice and click **Next**.

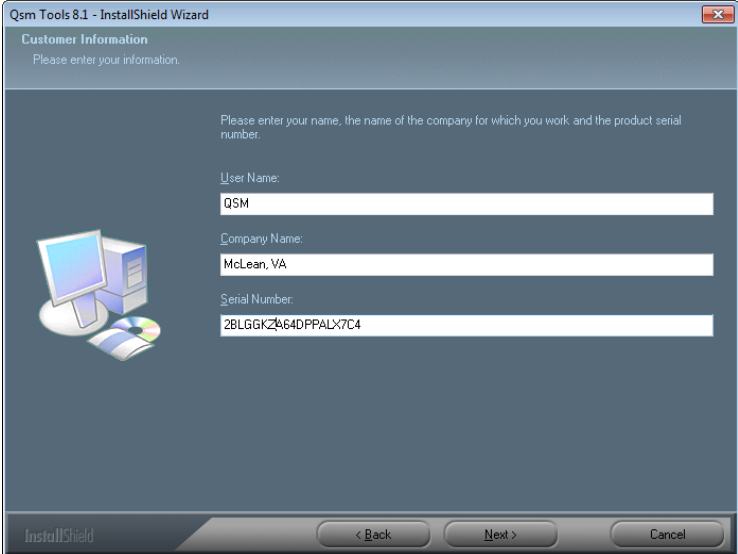


## Accept the License Terms

Read the License Agreement screen. To accept the License Terms, choose the **“I accept the terms of the license agreement”** button and press **Next** to proceed. Choose **“I do not accept the terms of the license agreement”** (if you do not accept) to exit Setup.

## Customer Information

Enter your **Company Name** and **Company Location** *exactly as they appear in the license email or letter you received from QSM*. You will also need to enter the **registration code** supplied with your license information. If you received license renewal information via email, you may want to consider using copy and paste to reduce the possibility of transcription errors. Click **Next** to continue.



Qsm Tools 8.1 - InstallShield Wizard

Customer Information  
Please enter your information.

Please enter your name, the name of the company for which you work, and the product serial number.

User Name:  
QSM

Company Name:  
McLean, VA

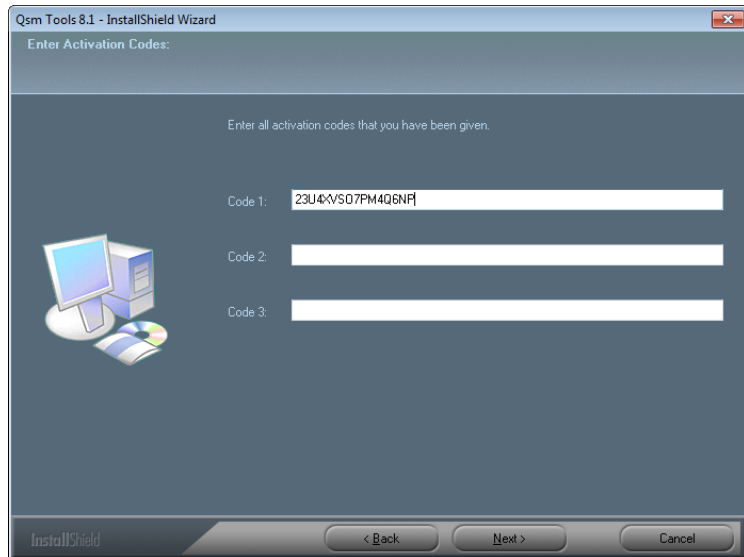
Serial Number:  
2BLGGKZAG4DPPALX7C4

InstallShield

< Back    Next >    Cancel

## Enter Activation Codes

Enter all activation codes provided with your installation packet. If you received your installation packet via email, you may want to use copy and paste to reduce the possibility of transcription errors. Click **Next** to proceed to the next screen.



There may be only one activation code. Click **Next** to proceed to the next screen.

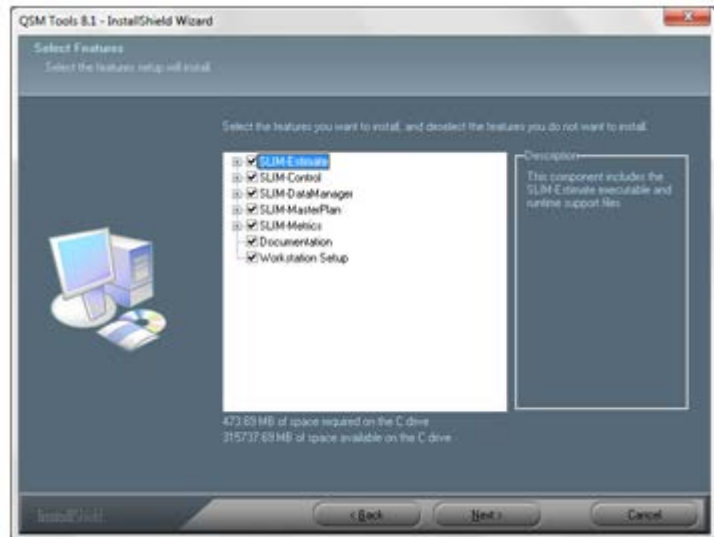
## Select Components to Install

On the **Select Features** screen you will be presented with a checkbox list of the applications you are licensed to update and any components that have already been installed. There is no need to alter the default settings unless you do not wish to install all of the applications.

---

Note: If you are modifying an already installed version of SLIM-Suite 8.1, unchecking any of the components in this list will cause those components to be uninstalled.

---



Click **Next** to continue. When the installation modification process has completed, you will be notified of any license updates that occurred.

---

If you are unable to update your license or you receive an error message regarding your license files, [contact QSM](#) for assistance at **800 424-6755**.

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### **Sample Files**

Sample workbooks for each application along with SLIM-Estimate sizing spreadsheets are installed in the QSM/Tools81/Samples folder under My Documents. Sample files are for inspection or demo use and include data.

### **Template Files**

Templates contain all the common settings (environment and life cycle settings, custom metrics, chart and report outlines, etc.) needed to get you up and running quickly with estimates, project tracking and forecasting, or sizing a new project. SLIM-

Estimate, SLIM-Metrics, and SLIM-Control templates and sizing templates are contained in the Templates folder.

SLIM-Suite templates will be located in the **QSM\Tools81\Templates** or **MasterPlan Templates** folders under My Documents. SLIM-MasterPlan templates are contained in the MasterPlan Templates folder.

### **User Documentation**

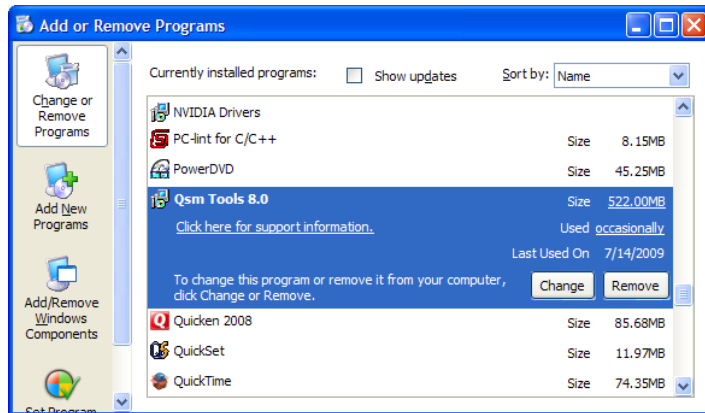
SLIM-Suite User Guides in .pdf format will be installed to the **QSM\Tools81\Documentation** folder under My Documents.

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## **Maintaining SLIM-Suite 8.1**

Once you have installed SLIM-Suite, you may wish to add or remove applications from your computer or repair damaged or missing files. To do this, use the **Repair** portion of the installation. To access the Maintenance screen, use the **Programs** or **Add or Remove Programs** utility in the Windows Control Panel.

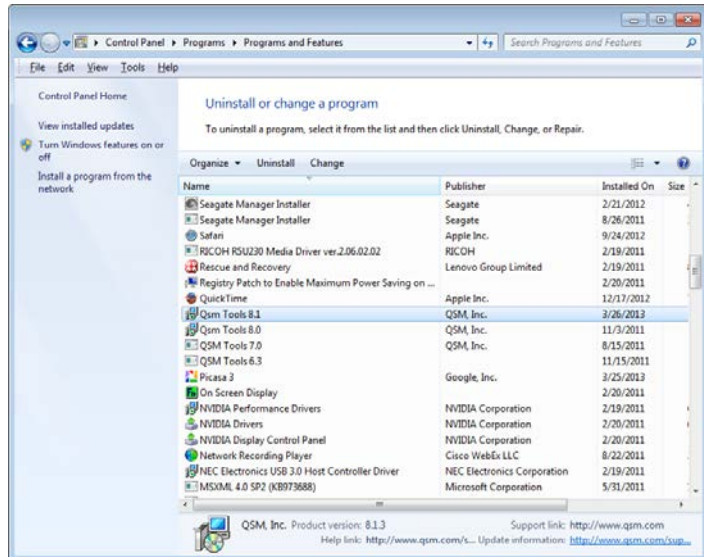
Windows XP users should see something like this:



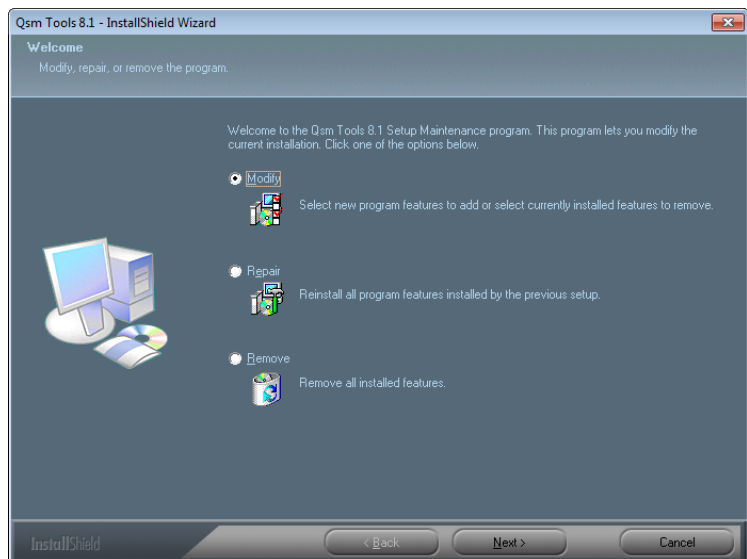
Click the **Change** button to make modifications to your installation.



Windows Vista, Windows 7, or Windows 8 users will see this dialog:



Right click the **QSM Tools 8.1** list item and select **Change** from the popup menu. The Welcome dialog will appear.



Use the **Repair** option to restore missing or modified files. If you select the **Repair** option and click **Next**, setup will immediately begin restoring the installation to the condition it was in when the installation was last completed. Note that setup will not over write any executable or support files that have been updated.

The **Remove** option completely removes SLIM-Suite 8.1 from your computer. Workbooks created after the software was installed will not be deleted.

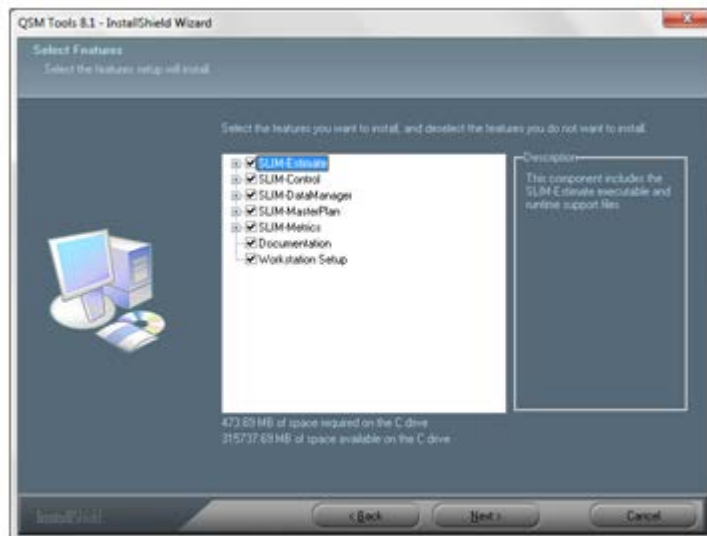
The **Modify** option adds or removes components or updates your SLIM-Suite 8.1 license files. If you click the **Next** button when the **Modify** option is selected, you will see the **License Agreement** screen. The next screen is the **Customer Information** screen – it should have the same information that was entered the last time the install program was run.

---

Note: If you are using the **Modify** option to update your SLIM license files, you may need to enter the new registration code that was supplied with your license update packet. **If you want to change which applications are installed, you will need to verify that the registration number matches the information in your installation packet.**

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Once your customer information has been entered correctly, click **Next** to advance to the **Enter Activation Codes** screen. Enter the activation codes from either your license update packet or your installation packet. Click **Next** to advance to the **Select / Deselect Features** screen.



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Note: When running setup in Maintenance mode, the check marks indicate features that are already installed and features that will be installed as a result of changes in your license agreement. If you uncheck any of the features on this screen, those features will be uninstalled during the update process.

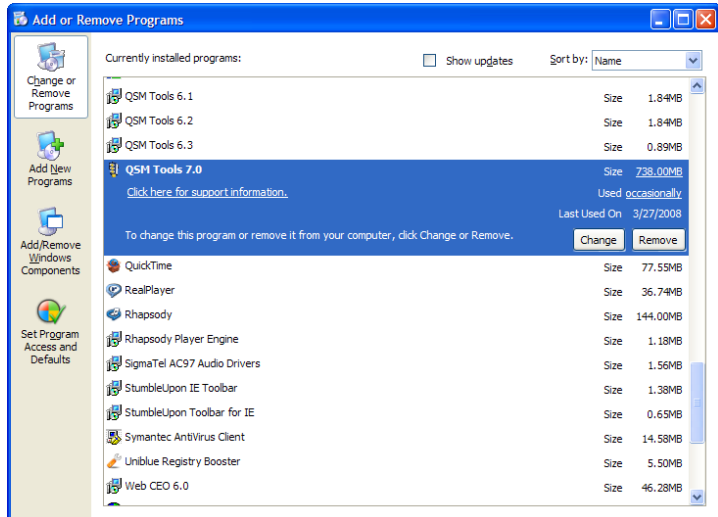
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# Uninstalling SLIM-Suite 8.1

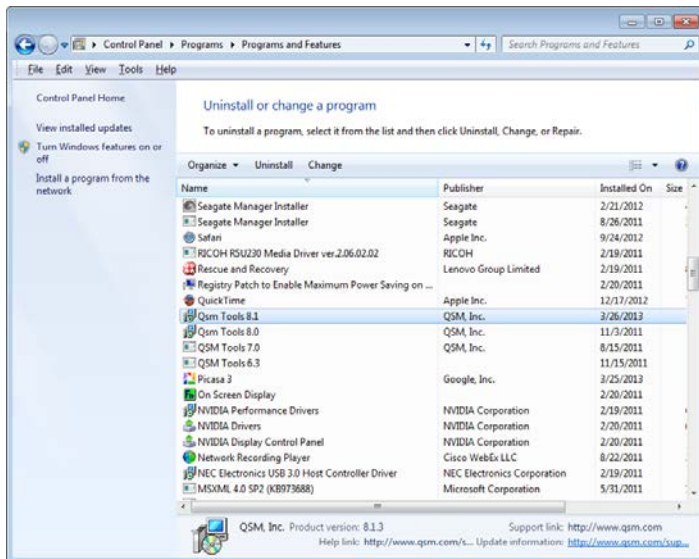
To uninstall SLIM-Suite from your machine, use the **Programs** or **Add or Remove Programs** utility in the Windows Control Panel.

You can find the Control Panel by clicking on **Start -> Settings -> Control Panel** or in the **My Computer** folder on your machine.

Select **QSM Tools 8.1** from the list of programs, then click the **Remove** button (Windows XP) or right click the list item and select **Uninstall** (later versions of Windows)



Add/Remove Programs dialog in Windows XP.



Uninstall or change a program dialog in Windows 7

The installation program will prompt you for confirmation before uninstalling the SLIM tool suite. Only files that were originally installed with the suite will be removed – your data files will remain intact after you remove SLIM-Suite from your machine. You may also use this utility to remove the training files from your computer.



# Technical Support and Training

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## What's Available?

Once you begin using your SLIM tools, you may wonder what options are available when you need assistance. The good news is that free technical support is included with your SLIM tools license. In addition to the **User's Guides** and **Online Help**, there are several options available to you as a licensed SLIM user:

- QSM Training
- Free e-mail and phone support
- QSM Web Site articles, templates, FAQ's, and more.
- Free upgrades during your license period
- QSM Deployment Consulting Services

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## QSM Training

At QSM, training is an important way to make sure you receive maximum value from your investment in SLIM tools. We know that our clients are smart people looking for better ways to do their jobs. If we provide the right tools, (and show our clients how to use them effectively) they become better problem solvers and achieve extraordinary results. Training is the key ingredient that allows excellence in any line of work.

**Our 2-Day Software Estimation and Control Course** focuses on building practical skills that you can apply as soon as you return to your business. Class sizes are deliberately kept small in order to provide students with individual coaching. We often work with students to analyze their current projects. The **SLIM-Metrics course** is a half-day seminar, usually offered in conjunction with the Estimation and Control course.

Our instructors are professionals in the software measurement industry with many years of problem-solving experience. They understand the complexities of building software products and know how to adapt QSM tools to a wide range of environments. With each SLIM tool license, a specified number of free training seats are included.

To find out how you can take advantage of SLIM training, contact QSM at **800 424-6755** from Monday – Friday, 9 a.m. to 5 p.m. EST. Training schedules, course outlines, and additional information are also available on the QSM Web site at <http://www.qsm.com/training.html>.

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## Free E-mail and Telephone Support

Even with the best training, manuals, and online Help we can provide, most people will have questions from time to time. That's why QSM offers free e-mail and telephone support as part of your annual license.

### *Free Telephone and E-mail Support*

Technical support representatives are available from **9:00 AM to 5:00 PM Eastern Standard Time, Monday – Friday** (except holidays). Faxes, e-mails, and voice mail messages will be answered the same day under normal circumstances.

Phone: 1 800 424-6755

E-mail: [support@qsm.com](mailto:support@qsm.com)

Fax: 1 703 749-3795

### *Free Online Support*

The QSM web site, [www.qsm.com](http://www.qsm.com), is another resource for both new and experienced SLIM tool users. Support resources include:

- The [Support page](#): one-stop shopping for FAQ's, templates, links to other resources
- A searchable [Frequently Asked Questions section](#) to provide support outside of normal business hours and serve as an additional reference. This area is for QSM clients only - you can register for access passwords on the main support page.
- A [code counters page](#) with links to automated code counting utilities.
- A collection of useful [downloads](#) including industry trend line updates, code counters, training files, and sample files.
- A searchable [resources page](#) containing articles and white papers on productivity assessment, estimation, project control, and research from the QSM database.
- [The QSM Blog](#): keep informed on the latest research and happenings at QSM.

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## QSM Consulting Services

In addition to free technical support, QSM also offers a full line of consulting services to help you get a head start. QSM has helped hundreds of organizations execute successful projects. We accomplish this goal by helping our clients explore practical alternatives and make intelligent decisions that minimize risk.

- Acquisition and Program Management - Our Project Management Institute (PMI) certified Project Management Professionals (PMP) can assist you with every step of the project management process to include initiating, planning, executing, monitoring and controlling and closing. We use SLIM-Estimate for initiating and planning, SLIM-Control for monitoring and controlling and SLIM-Metrics for closing. We can also help manage multiple projects at the program and portfolio level using SLIM-Master Plan.
- Benchmarking and Process Improvement - We use our SLIM-Metrics tool to compare your projects with similar projects in our benchmark database. We also provide process improvement recommendations to help you improve productivity and other core metrics.
- Independent Bid Assessment / Alternatives Analysis - We use our SLIM-Estimate tool to perform an independent estimate and compare various solution alternatives based on your business and technical requirements.
- Independent Verification and Validation (IV&V) - An extension of our project health check service, we perform a detailed, independent review of the project throughout the lifecycle. This includes inspections of planning, requirements and design documents, source code inspections, and independent testing and reliability modeling.
- Project Health Check and Forecasting - We use our SLIM-Control tool to compare planned vs. actual metrics and run a forecast to complete. We can often provide an early warning that a project is at risk of meeting its cost, schedule and/or quality goals and provide recommended corrective action.
- Expert Witness Services - We have been hired as an expert witness in cases involving the valuation of a software portfolio in mergers as well as contract disputes regarding individual software projects. In these cases we leverage our benchmark database and extensive experience of our consultants.



QSM also offers a variety of other consulting services. To download brochures or find out more about QSM consulting services, visit <http://www.qsm.com> or call **1 800 424-6755**.

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## Contacting QSM

### If you need to contact us:

#### *General*

Main Phone: 1 703 790-0055  
Toll Free number: 1 800 424-6755  
Fax: 1 703 749-3795  
QSM Web Site: <http://www.qsm.com>  
E-mail: [info@qsm.com](mailto:info@qsm.com)

#### *Sales, Training, and Product Information*

Sales Information: 1 800 424-6755  
Fax: 1 703 749-3795  
E-mail: [keith\\_ciocco@qsm.com](mailto:keith_ciocco@qsm.com)  
Web Site: <http://www.qsm.com>

#### *Technical Support*

Technical Phone Support: 1 800 424-6755  
E-mail: [support@qsm.com](mailto:support@qsm.com)  
Web site:  
<http://www.qsm.com/support.html>

