



DRB Systems, Inc.[®]

Computer Solutions for the Car Care Industry

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Product: StatWatch

This document applies to the StatWatch product.

StatWatch Installation and Troubleshooting:

- This document describes how to install the StatWatch Data Collector on a SiteWatch Server.

Summary:

1. Go to www.drbsystems.com/statwatch to download the Data Collector installer.
2. Install the Data Collector service on the SiteWatch server.
3. Go to www.statwatch.com or use the [iPhone app](#) or [Android app](#) to view stats.

Notes:

- StatWatch is available to SiteWatch Support Group members only.
- StatWatch requires SiteWatch file version 18.9 or 19.2 or higher.
- StatWatch installation requires a SiteWatch employee and password with permissions to change Security Roles and run reports for other sites.
- StatWatch requires the new DRB Systems SiteWatch location code format (OOOOOO-SSS) and will automatically update old style location codes (SSS-OOOOOO) to the new format.
- Use of the StatWatch website requires that the statwatch.com domain be accessible through content filtering. If content filtering is enabled, the installer will attempt to update content filtering to allow this access. If it is not able to do so you will need to manually configure content filtering to allow the statwatch.com domain. If using a DRB Systems supplied router, contact DRB Systems Inc. Technical Support for assistance.
- StatWatch for Android requires Android version 2.1 or above and works best on devices with a screen resolution of 480x800 (WVGA800) or 480x854 (WVGA854).
 - Devices with lower resolution screens may run StatWatch for Android but is not recommended or formally supported.
- StatWatch for Android is not recommended or formally supported for use on tablets or devices with Android 3.0 "Honeycomb" installed.

Step by Step Instructions:

1. Go to www.drbsystems.com/statwatch to download the Data Collector installer.
 - a. From the Server, open Internet Explorer.
 - b. In the Address window, type www.drbsystems.com/statwatch.
 - i. The www.drbsystems.com/statwatch page contains several resources, including a FAQ and Installation Instructions.
 - c. Click on the Get Started button.
 - d. On the StatWatch download page, click the Get Started button.
 - e. On the File Download dialog, click the Save button.
 - f. On the Save As dialog, click Desktop on the left, then click the Save button.
2. Install the Data Collector service on the SiteWatch server.
 - a. Double-click the DCSetup.exe file on the desktop.
 - b. Read the End User License Agreement and if you agree to the terms of the agreement, click the "I agree to the above Terms and Conditions" check box then click Next.
 - c. On the StatWatch Installation dialog, click Next.
 - d. On the SiteWatch Login dialog, enter the employee number and password of a SiteWatch "administrator" (a user with security permissions to change security roles and run reports for other sites), then click Login.
 - e. If SiteWatch is not using a new style location code (in the format OOOOSS-LOC), a dialog will be shown notifying you of the need to convert the location code before the installation continues.
 - i. Click OK to allow StatWatch to update the SiteWatch location code to the new format.
 - ii. When the conversion is complete, the new location code and organization code (the 6 characters at the beginning of the location code) are displayed.
 - iii. Note these codes for future reference, the organization code will be needed later to access StatWatch.
 - iv. Click OK to continue with the installation.
 - f. If this is the first site in an organization to install StatWatch, you will be presented with a StatWatch User Signup dialog.
 - i. Enter the username, email address, and password to be used as the StatWatch administrator for this organization.
 - ii. Re-enter the password to confirm it.
 - iii. Click Login.
 - g. If StatWatch is already installed at one or more sites within your organization, you will be presented with a StatWatch Login dialog.

- i. Enter the username and password of a StatWatch administrator for your organization.
 - ii. Click Login.
 - h. Click Next. The Data Collector installation begins.
 - i. When the installation is finished, the installation complete dialog is shown. Click Close.
3. Go to the www.statwatch.com website or use the [iPhone app](#) or [Android app](#) to view stats.
 - a. StatWatch.com Website Console
 - i. Open a web browser on an internet connected computer.
 - ii. In the address window, type www.statwatch.com
 - iii. At the top of the page, enter your username, password and organization code.
 - b. StatWatch iPhone or Android app
 - i. Launch the app
 - ii. Enter your username, password and organization code.