

Strategic intelligence at your fingertips
CrimeAnalyst



Installation Guide

CrimeAnalyst 2.4



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1. Introduction

CrimeAnalyst is a seamless extension to Esri's ArcGIS desktop software, providing a complete solution for mapping, analysing and integrating crime-related data.

1.1 System requirements

CrimeAnalyst 2.4 has the following system requirements:

Platform	PC: Intel Pentium 4, Intel Core Duo, or Xeon Processors; SSE2
Operating System	Windows Vista Service Pack 1 (Ultimate, Enterprise, Business, Home Premium), or Windows XP Service Pack 3 (Home, Professional), or Windows 7 (Ultimate, Enterprise, Business, Home Premium) 32 and 64 bit machines are supported.
Memory	2GB RAM
Processor	2.2 GHz

☒ Note that the above are **minimum** requirements, and that system performance, processing speed and multitasking capabilities can be improved if these requirements are exceeded.

1.2 Software requirements

The following items **must** be installed on your PC before you can install CrimeAnalyst version 2.4. If any of these components are missing, the installation program will notify you and will not continue.

- Windows installer 3.1
- Microsoft .NET framework 3.5 SP1 or above (a requirement for ArcGIS 10.1 and 10.2)
- ArcGIS for Desktop 10.1 or ArcGIS for Desktop 10.2

1.2.1 Windows installer

CrimeAnalyst 2.4 requires version 3.1 or later of the Windows installer.

The installation program checks for this prior to installing CrimeAnalyst, and will alert you if it is not detected. If this happens, you must download and install it from the Microsoft Web site (<http://www.microsoft.com>) before you can install CrimeAnalyst.

1.2.2 Microsoft .NET framework

ArcGIS 10.1 and 10.2 require .NET 3.5 SP1 or later; there is no additional requirement for CrimeAnalyst 2.4.

See the ArcGIS documentation for details of .NET requirements and installation.

1.2.3 ArcGIS

CrimeAnalyst 2.4 requires Esri ArcGIS Desktop 10.1 or 10.2 to function. You can check your current version by choosing **About...** from the **Help** menu in ArcCatalog or ArcMap.

For full details of the version, including service packs etc, close all ArcGIS applications and select **Start > All Programs > ArcGIS > Desktop Administrator**.

☒ You should uninstall any previous versions of CrimeAnalyst before installing or upgrading ArcGIS 10.1 or 10.2. See the Upgrade and installation paths flowchart on page 3.

1.3 Windows Vista & 7: folders and paths

In Windows Vista and Windows 7 (and Windows Server 2008), some of the folders that were standard in XP and earlier were renamed and moved.

The documents and help use examples for Windows XP; if you are using another version, you will need to amend them accordingly:

Windows XP	Windows Vista and 7
Documents and Settings	Users
Documents and Settings\<name>\My Documents Similar for My Pictures, Desktop etc	Users\<name>\Documents
Documents and Settings\<name>\Local Settings	Users\<name>\AppData\Local
Application Data	See above

<http://windows.microsoft.com/en-US/windows7/Where-are-my-files-and-folders-after-upgrading-from-Windows-XP-or-Windows-Vista>

1.4 Obtaining a licence

In order to use CrimeAnalyst, you must have a valid licence. Check with the licensing authority at your organisation for the location of the CrimeAnalyst 2.4 licence file.

If you are responsible for obtaining the CrimeAnalyst licensing for your organisation, you may need to order a licence from Esri UK if you are in the United Kingdom (or from your local distributor if outside the UK). For more details about ordering a licence, please refer to the delivery note that accompanied the software.

1.5 Further details

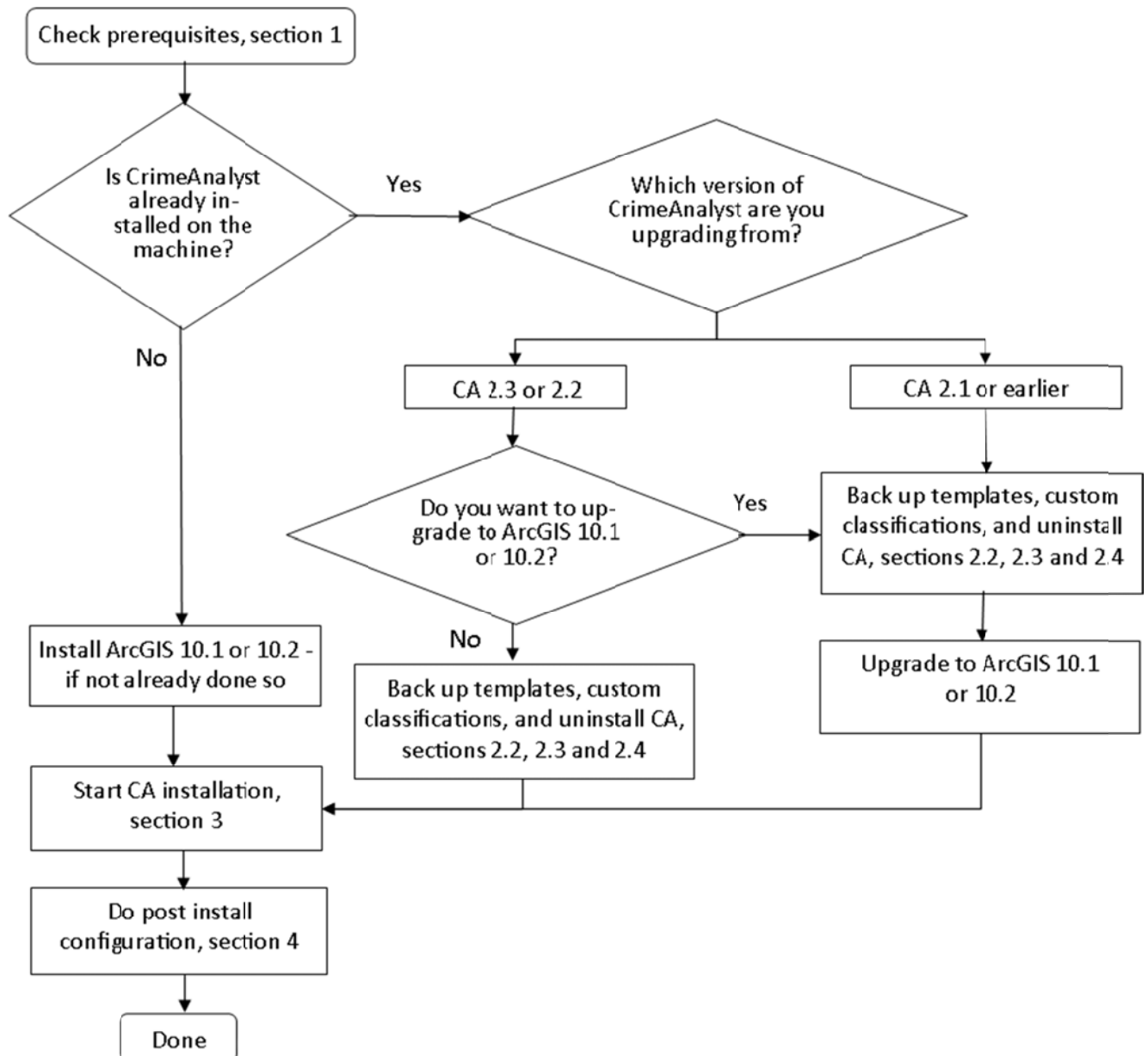
For further details of prerequisites and preparation, see Before Installing CrimeAnalyst 2.4 on page 3.

2. Before Installing CrimeAnalyst 2.4

Which installation tasks you need to do depends on the factors summarised in the flowchart.

- ☒ The most important point is that if you will be upgrading ArcGIS as well as CrimeAnalyst, you should uninstall CrimeAnalyst before you upgrade ArcGIS.

2.1 Upgrade and installation paths



2.2 Backing up Excel import templates

If you are using a previous release of CrimeAnalyst and want to keep any Excel Import templates that you have created, you should copy the **ExcelTemplates.mdb** file from the installation folder (normally C:\Program Files\ESRIUK\CrimeAnalyst\Excel\) to a separate location on your machine or server (e.g. C:\Temp).

2.3 Backing up customised classifications

In release 2.4, Crime Counts HO Classifications have been updated to October 2011 versions. If you have previous custom classifications, and you have not previously installed CrimeAnalyst 2.4, you should back them up before installing CrimeAnalyst 2.4 (although they will not be deleted).

2.4 Uninstalling older versions of CrimeAnalyst

✉ If you will be upgrading ArcGIS **and** CrimeAnalyst, you should uninstall CrimeAnalyst **before** upgrading ArcGIS, as shown in the flowchart on page 3 (if you fail to do this, see Troubleshooting on page 11).

1. Back up any existing Excel import templates and custom classifications (see above).
2. Click the **Start** button and select **Control Panel** (you may have to select **Settings** first).
 1. Double-click **Add or Remove Programs**.
 2. Scroll down the list of **Currently installed programs** and click on **ESRI (UK) CrimeAnalyst** (if this exists).
 3. Click **Remove**.
 4. Click **Yes** in the confirmation dialog that appears.
 5. Reboot your computer before installing CrimeAnalyst 2.4.

3. Starting the CrimeAnalyst 2.4 installation

3.1 Finding the installer

3.1.1 If you downloaded CrimeAnalyst from Esri

1. Close any programs that are running on your computer.
2. Browse for the folder that contains the downloaded file.
3. Double-click **CrimeAnalystSetup.msi** for CrimeAnalyst in English.
 - ☐ If you want to install CrimeAnalyst in French or Spanish, run **CrimeAnalystSetupFR.msi** or **CrimeAnalystSetupES.msi** respectively.
4. Continue from Installing CrimeAnalyst 2.4, below.

3.1.2 If you received CrimeAnalyst on a CD-ROM

1. Close any programs that are running on your computer.
2. Insert the CrimeAnalyst CD into the CD-ROM drive.

The Installation starts automatically and displays the **Welcome** screen, in English.

 - ☐ If you want to install CrimeAnalyst in French or Spanish, click **Français** or **Español** respectively, at the top of the screen.
 - ☐ If the installation program does not start automatically, double-click **My Computer** on the desktop or via Windows Explorer, browse to the drive containing the installation media and double-click **CASplash.hta**.
3. You can click read the **CrimeAnalyst 2.4 Release Notes** and **CrimeAnalyst 2.4 Installation Guide**.
4. Click **Install Crime Analyst** to start the installation.
5. Continue from Installing CrimeAnalyst 2.4, below.

3.2 Installing CrimeAnalyst 2.4

- ☐ You must have local administrative rights to install CrimeAnalyst.
1. Close any programs that are running on your computer and start the installation program by following the steps on page 5.

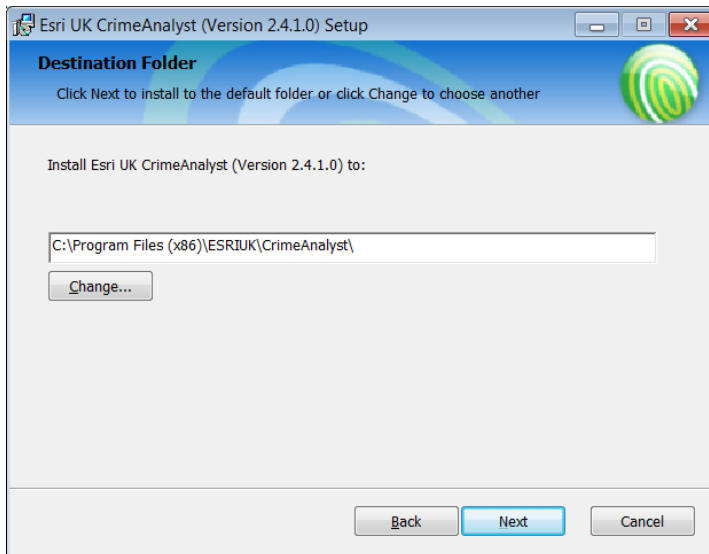
The Windows **Preparing to install...** screen appears and when the installer has unpacked all the required files, the CrimeAnalyst **Welcome** screen appears.

 - ☐ If you have a previous version of CrimeAnalyst that has not been removed from your computer, the Welcome screen will not appear and instead you will see a dialog instructing you to remove your existing installation first.
 - ☐ Similarly, the installation program will not continue if it is unable to detect all the necessary **System Requirements** (see page 1).
 2. Click **Next** to continue.

The **Licence Agreement** screen appears.
 3. Read the licence agreement (you need to scroll down to see the full text of the agreement).

4. If you are happy with the licence terms, click the check box beside **I accept the terms in the licence agreement** and then click **Next**. (If you do not agree with the licence terms, click **Cancel**.)

The **Destination Folder** screen appears, similar to this:



5. If you need to change the suggested location, either enter the path in the field provided or else click **Change...** to browse for the new location.
6. Click **Next** when the correct location is shown.

The **Ready to install** screen appears.

7. Click **Install**.

The **Installing...** screen appears. Progress bars appear in the **Status** field to show how the installation is progressing.

When the installation is complete, the **Installation complete** screen appears.

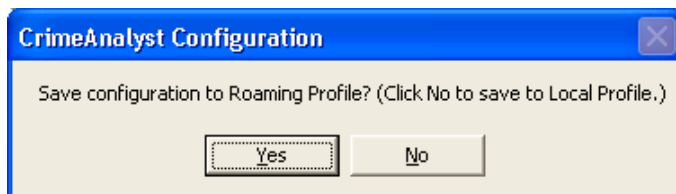
8. Click **Finish** to close the setup program.

- ☒ Although it is not always necessary, it is a good idea to reboot your machine after installing any new software.

4. After installation

4.1 Choosing a profile

The first time that you start ArcMap after installing CrimeAnalyst for the first time, you will be prompted to choose a profile option for your CrimeAnalyst user settings (default directories, layers, and so on):



- Using a **local** profile will save your CrimeAnalyst configuration onto the local machine. If you log on to another machine you will not have access to your settings.
- Using a **roaming** profile will preserve your CrimeAnalyst configuration on any computer on the network that you log on to.

Important: If you do not know whether you need a local or a roaming profile, please contact your administrator.

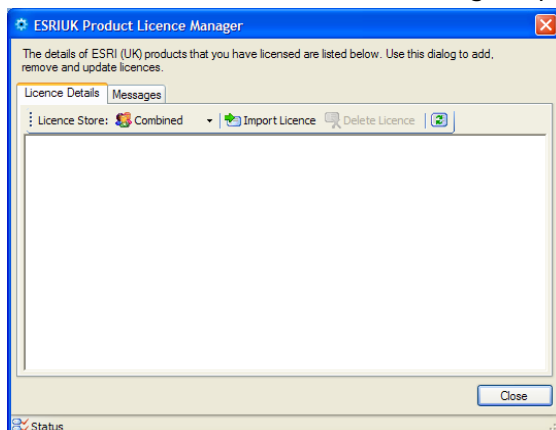
4.2 Loading the CrimeAnalyst licence file

Before you can use CrimeAnalyst you must install a valid licence. Please contact the licensing authority within your organisation to obtain this (refer to Obtaining a licence on page 2 for further information).

If there is no licence present, a popup will alert you to the fact. You can click a link in that to open the Licence Manager. Then continue from step 4, below.

4.2.1 Updating the licence

1. Start ArcMap.
2. Navigate to **CrimeAnalyst > CrimeAnalyst > Options**. (If you are upgrading and still have a valid licence file, you can alternatively select the **CrimeAnalyst** menu on the toolbar, and choose **Options**.)
3. The **CrimeAnalyst Configuration Manager** appears.
4. Select the **Licence** tab and click **Update Licence**.
The ESRIUK Product Licence Manager appears.



5. Click the arrow next to the **Licence Store:** dropdown list to specify whether the licence to be imported will be used for the **Current User** or **All Users**.
6. Click **Import Licence**.
7. Browse for and select your licence file, then click **Open**.
8. Read the licence and click to **Accept** the terms. The ESRIUK Product Licence Manager updates with details of your licence
9. Click **Close**, and then start ArcGIS for the licence to take effect.

Note: You can access the Licence Browser at any time from the **Licence** tab on the CrimeAnalyst **Configuration Manager**. Refer to the CrimeAnalyst desktop help for further information.

4.3 Enabling the CrimeAnalyst extension

The first time that you use CrimeAnalyst with ArcGIS, you must enable the relevant extension:

1. On the ArcMap menu, click **Customize > Extensions**.
The **Extensions** dialog appears.
2. Check the box next to **CrimeAnalyst by ESRI (UK)**.
3. Click **Close**.

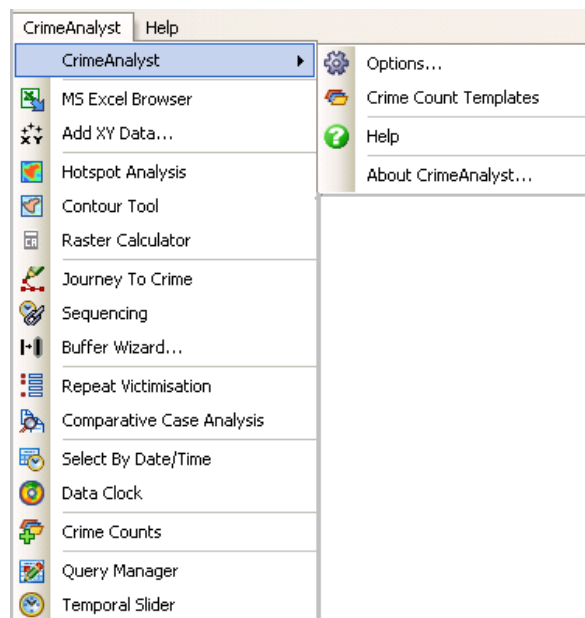
The CrimeAnalyst menu will now be available from the main ArcMap menu (not greyed out).

4.4 Enabling the CrimeAnalyst toolbar

The CrimeAnalyst toolbar provides access to the analytical and configuration tools.

On the ArcMap **View** menu, point to **Toolbars** and then click **CrimeAnalyst by ESRI (UK)**.



The CrimeAnalyst toolbar comprises the same tools and icons as the menu that is illustrated below.

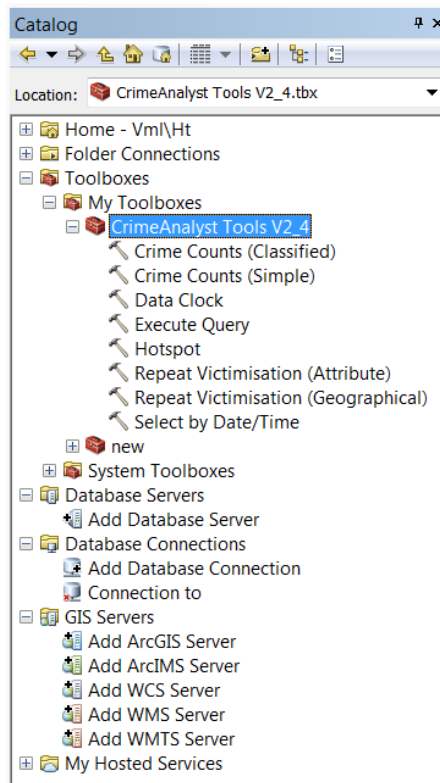


- ☒ Select Options to open the CrimeAnalyst Configuration Manager.
- ☒ To learn how to perform a specific task or get more information about a related concept, use the help system, accessed from the CrimeAnalyst menu. You can also use the Help button on a tool's dialog to help you supply parameter values.

4.5 Adding the CrimeAnalyst toolbox

Some CrimeAnalyst tools are also available as geoprocessing tools, via the CrimeAnalyst toolbox. This means they can be used in models and batch processes.

1. If the Toolbox panel is not displayed in ArcToolbox, click the red Toolbox icon  on the main ArcMap toolbar.
2. Display the ArcCatalog tab by clicking  or from the tab at the right of the ArcMap window.
3. Navigate to Toolboxes > My Toolboxes > CrimeAnalyst Tools V2_4:



4. You can then drag the whole toolbox into the ArcToolbox panel. You can also expand the CrimeAnalyst toolbox and drag individual tools.

✉ **Important:** Remember to save the ArcMap document (.mxd) in order to save any changes made to toolboxes within ArcToolbox.

For more information about ArcToolbox and Geoprocessing within ArcMap, refer to the ArcGIS Desktop help.

4.6 Using your existing Excel import templates

If you have backed up your existing Excel Import templates (see page 4), you will need to configure CrimeAnalyst to use these, as follows:

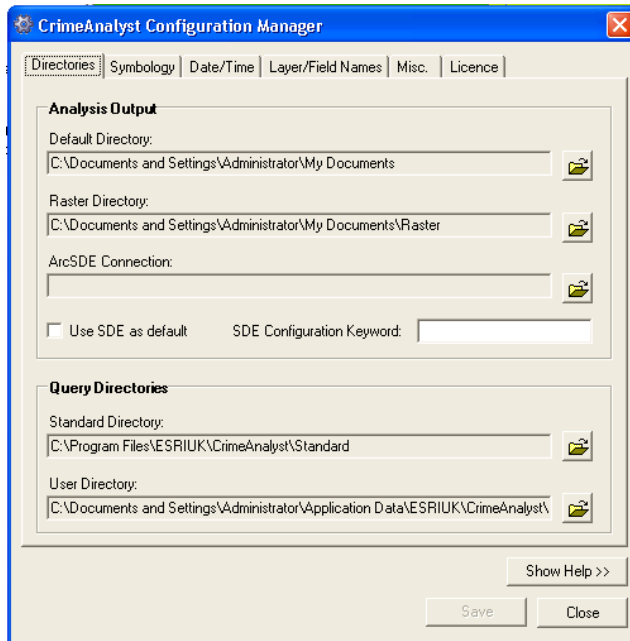
1. Close CrimeAnalyst, if it is running.
2. Open the **C:\Program Files\ESRIUK\CrimeAnalyst\Excel** folder.
3. Rename the newly installed default file **ExcelTemplates.mdb** to **ExcelTemplates.old** to prevent it being overwritten.
4. Copy the original file across from your temporary location.

4.7 Setting options with Configuration Manager

The CrimeAnalyst **Configuration Manager** allows you to define a number of options, including the most appropriate symbology, the most commonly used field names, and how dates are stored.

Ideally, you should set these options before using any analytical tools.

Click the **CrimeAnalyst** menu and point to **CrimeAnalyst**, then click **Options**. This opens the Configuration Manager. For further information on the options available, click **Show Help >>**.



- The **Directories** tab allows you to define many of the useful directories within CrimeAnalyst.
 - The **Default** directory is the location that exported files will be saved to by default.
 - The **Raster** directory is the location that hotspot or density maps will be temporarily saved to, it is very important that this directory is set correctly.
 - The **Query** directories store the location for the most commonly used queries. The Standard directory should list queries stored on a network (you cannot modify these).
 - The **User** directory stores the location of user queries; these queries can be created and edited by the user.
- The **Symbology** tab allows you to set up the colours and format for some of the most commonly used tools, such as Hotspots, Data Clocks, and the Crime Count tool.
- The **Date/Time** tab allows you to set up the different ways of storing dates and times, as used by different data sources (CrimeAnalyst works with most date and time formats).

For a description of the date/time format patterns that can be used, please refer to the 'Set Date and Time Format' topic in the 'Tools: Options' section of the desktop Help.

- The **Layer/Field Names** tab allows you to set up commonly used field names in order to speed up analytical processes on layers from the same database that contain the same information.
- The **Misc** tab allows you to set date and time formatting, list ordering, routing priority and other miscellaneous settings.
- The **Licence** tab shows information about the current CrimeAnalyst licence, and allows you to import a new or updated one.

5. Troubleshooting

5.1 If you installed ArcGIS 10.1 or 10.2 before uninstalling CrimeAnalyst

You should uninstall CrimeAnalyst before installing or upgrading ArcGIS, as described in section 2 Before Installing CrimeAnalyst 2.4.

However, if that was not the case, you will need to amend the Registry before uninstalling an older version of CrimeAnalyst and then installing a new version of CrimeAnalyst.

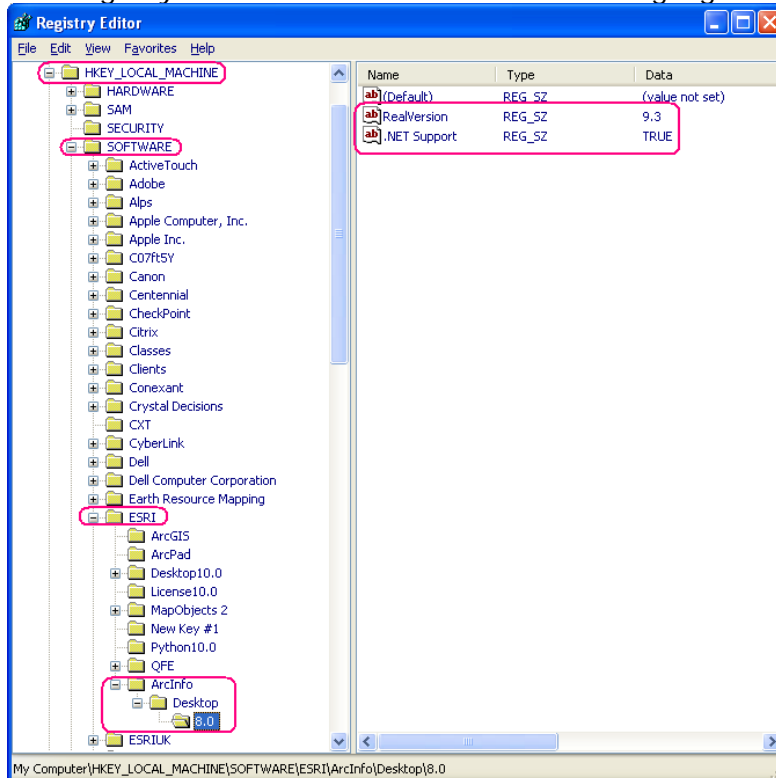
5.1.1 Amend Registry after upgrading from ArcGIS 10.0 or 10.1

1. Back up any existing Excel import templates (see above).
2. Go to **Start > Run** and open the Registry by typing **regedit** and clicking **OK**.
3. In the left pane, drill down to:
 - On a 32 bit machine: **HKEY_LOCAL_MACHINE\SOFTWARE\ESRI\DESKTOP10.0**
 - On a 64 bit machine:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ESRI\DESKTOP10.0
4. Create a new key, named **DESKTOP10.0**
5. Right click on **DESKTOP10.0**, select **New > String Value** and name it **RealVersion**
6. Double click on **RealVersion** and enter a value of 10.0
7. Use **Control Panel > Add or Remove Programs** to uninstall CrimeAnalyst.
8. Go back to the registry and navigate to the key for your environment (32 or 64 bit).
9. Delete **DESKTOP10.0** and its contents.
10. Close the Registry.
11. Reboot your computer.
12. Install CrimeAnalyst.

5.1.2 Amend Registry after upgrading from ArcGIS 9.x

1. Back up any existing Excel import templates (see above).
2. Go to **Start > Run** and open the Registry by typing **regedit** and clicking **OK**.
3. In the TOC, drill down to **HKEY_LOCAL_MACHINE\SOFTWARE\ESRI**.
4. You need to define some values in **\ArcInfo\Desktop\8.0**, which may require creating some of the levels, or just drilling down to 8.0:
 - a. Right click on **ESRI**, select **New > Key** and name it **ArcInfo**.
 - b. Right click on **ArcInfo**, select **New > Key** and name it **Desktop**.
 - c. Right click on **Desktop**, select **New > Key** and name it **8.0**.
5. Right click on **8.0**, select **New > String Value** and name it **RealVersion**.
 - a. Double click it and enter a value of **9.3**.
6. Right click on **8.0**, select **New > String Value** and name it **.NET Support** (note the full stop before the word "NET").
 - a. Double click it and enter a value of **TRUE**.

7. The Registry entries should now be like those highlighted in the screenshot:



8. Use **Control Panel > Add or Remove Programs** to uninstall CrimeAnalyst.
9. Go back to the registry and navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\ESRI**.
10. Delete **ArcInfo** and its contents.
11. Close the Registry.
12. Reboot your computer.
13. Install CrimeAnalyst.

6. Getting Help and support

To access the CrimeAnalyst online Help, click the **CrimeAnalyst** menu and point to **CrimeAnalyst**, then click **Help**. Additionally, specific help for tools is available from the **Show Help** panes on the tool dialog.

For technical support in the UK, contact Esri UK Support online, by phone or email between 9.00 am and 5.00 pm, Mon-Fri.

Website: <http://www.esriuk.com/technical-support>

Email: uksupport@esriuk.com

Tel: (+44) 01296 745 555

See also: <http://www.esriuk.com>.

For international technical support, contact your local distributor.