



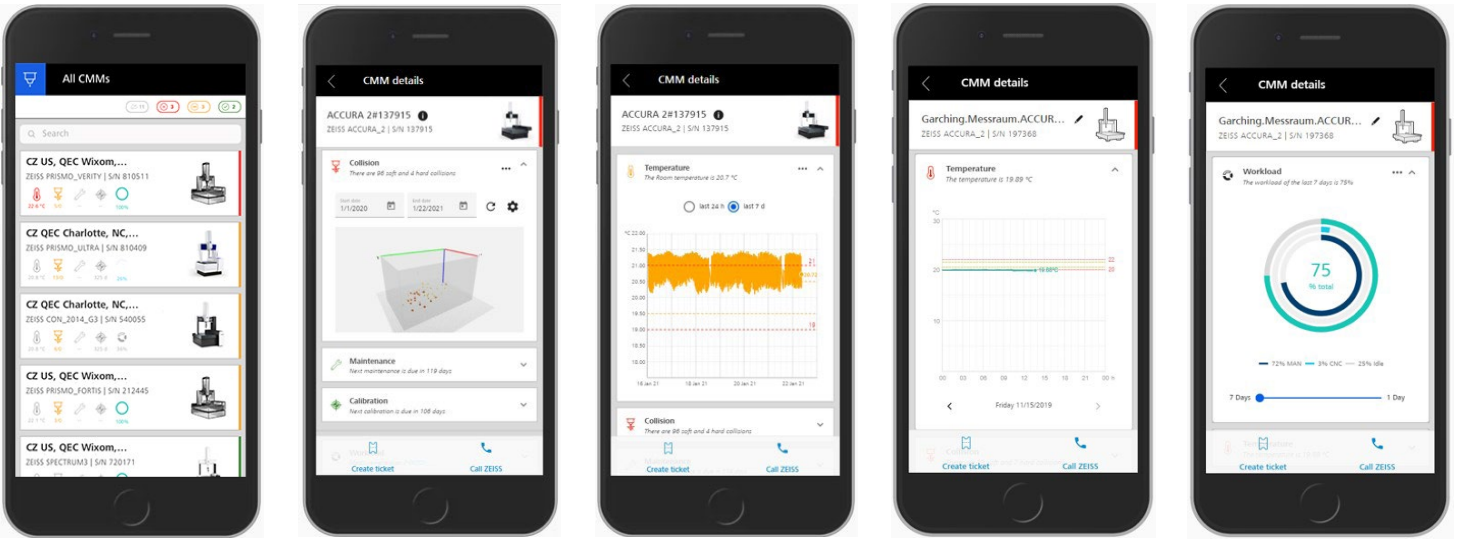
Seeing beyond

# Installing ZEISS Smart Services Dashboard on a CALYPSO PC



## Pre-installation Steps

1. Ensure that administrative rights are available on the CALYPSO Computer
2. Ensure that the CALYPSO Computer has a network connection (internet access)
3. Register to the [ZEISS Metrology Portal](#) if needed
4. Download the three .msi installation files listed below from the [Download Center](#) in the [ZEISS Portal](#):
  - [Download ZEISS Tracer Service](#)
  - [Download ZEISS CMM Agent](#)
  - [Download ZEISS Smart Services Cloud Connector](#)
5. Ensure that the certificate file and the password (.txt file) are available for the CMM on the CALYPSO Computer
  - These will be provided to you via email by our activation team within 2–3 business days of your request
  - If you do not receive these within 2–3 business days of your request, please contact customer support at [cic.metrology.us@zeiss.com](mailto:cic.metrology.us@zeiss.com)

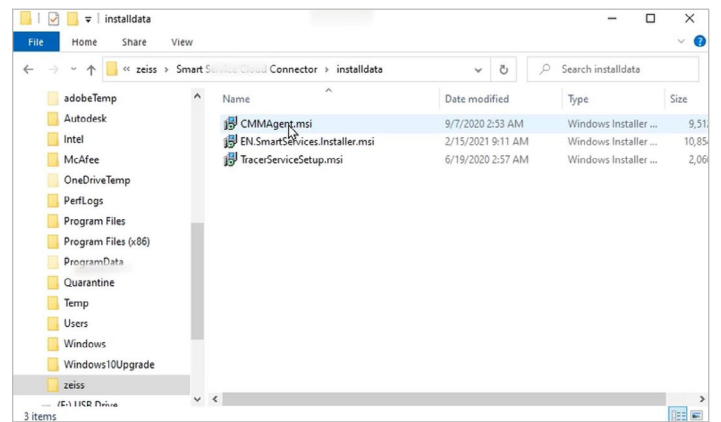


## Installation Steps

1. On the PC, create a new folder so that you have the path below on your C drive (C:):
  - "C:\ZEISS\Smart Service Cloud Connector\installdata"

2. Copy and unzip the three .msi installation files into the new "installdata" folder
3. Copy the provided certificate and password .txt files into the same "installdata" folder
  - **NOTE:** these files are unique to the CMM serial number

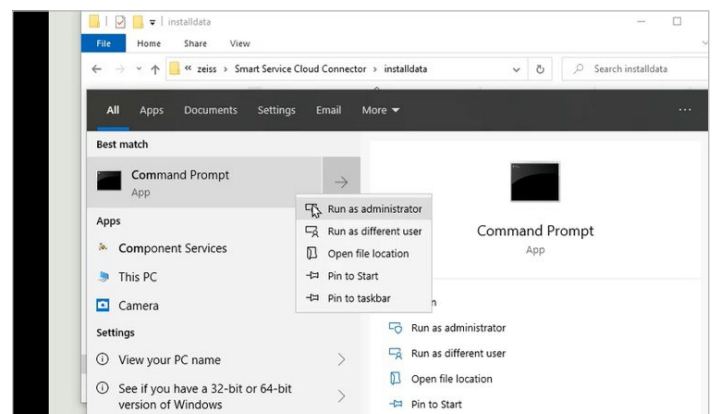
### Step 2:



4. Open the **Command Prompt** in administrator mode

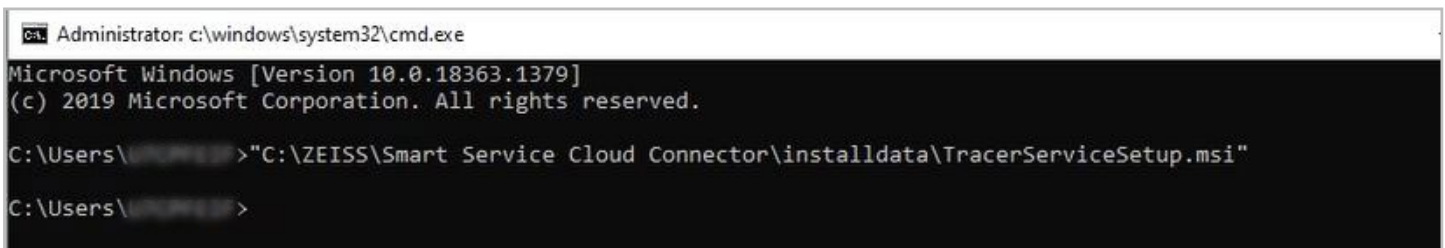
- a. In the Windows search bar (bottom left of PC taskbar), search for the **Command Prompt**
- b. When it appears in the results, either select "Run as administrator" from the menu to the right or right-click on Command Prompt and select "Run as administrator" from the dropdown

### Step 4a:

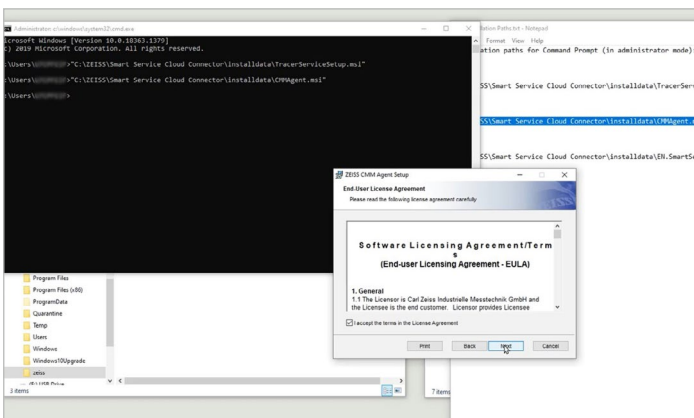


5. Copy and paste the path of each .msi file into the **Command Prompt** in the order below, then execute
  - a. **"C:\ZEISS\Smart Service Cloud Connector\installdata\TracerServiceSetup.msi"**
    - i. The **ZEISS Tracer Service** will install without additional prompts or user input
  - b. **"C:\ZEISS\Smart Service Cloud Connector\installdata\CMMAgent.msi"**
    - i. The **ZEISS CMM Agent** will prompt the user to continue, agree to an **End User License Agreement (EULA)** and click to install
  - c. **"C:\ZEISS\Smart Service Cloud Connector\installdata\EN.SmartServices.Installer.msi"**
    - i. The **ZEISS Smart Services Cloud Connector** will also include a **EULA**
    - ii. Then, the installer will request the certificate and password issued for the connected CMM (unique to the CMM serial number)
    - iii. When prompted, provide the location of the certificate in the "installdata" folder, then copy and paste the correct password from the associated .txt file

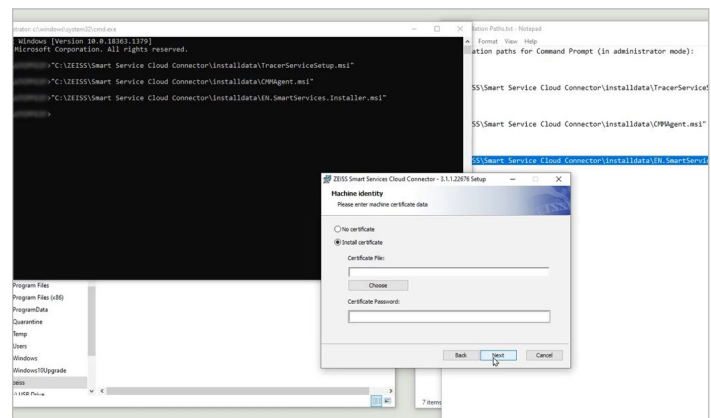
### Step 5a:



### Step 5b:



### Step 5c:



6. Following the installation, restart the PC

7. To confirm ZEISS Smart Services is running properly, check the status by clicking the carrot to **"Show hidden icons"** in the task tray and then right-clicking the ZEISS icon

### Step 7:

