Integrated Transport Information System

ITIS Desktop Installation Manual

January 2022

Publication Details

Documentation Details

This document was developed for the South African National Road Agency (SANRAL). For content revisions, questions, or comments, contact the writer at itisissues@nra.co.za .

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Revision History

Revision	Description of Change	Author	Effective Date
0	Initial Release	K Niebuhr P Nobelis	Sep 2011
1	User Registration & Software License	K Niebuhr	Jan 2012
2	Updated screen shots	K Niebuhr	Apr 2013
3	Changed software to use SQL Server Compact 4	K Niebuhr	May 2013
4	Registration update	K Niebuhr	May 2014
5	Software prerequisites update	K Niebuhr	March 2016
6	Update document format and supported versions	K Niebuhr	Jan 2022

Disclaimer

Technical Support

For technical support please send an email to ITIS Support at itisissues@nra.co.za. The email needs to contain a short description of the problem in the Subject field. Please note that emails without a subject will be rejected. In the body of the email please describe your problem and provide your contact details.

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1. Welcome

Welcome to ITIS Desktop Installation Manual. Before downloading the Desktop Installation, you must first check the supported platforms, software requirements and prerequisites. As a prerequisite, you are required to have a basic knowledge of Windows operating systems.

For information pertaining to the user interface and operations, please refer to the applicable ITIS Desktop Module User Manual.

2. System Requirements

Minimum system requirements:

- 1.5GHz Processor
- 2GB RAM
- 8GB Free Hard drive space
- DVD Drive
- 1366 x 768 screen resolution
- Internet Connection

Recommended system requirements:

- 1.8GHz Processor or higher
- 2GB RAM
- 8GB Free Hard drive space
- DVD Drive
- 1600 x 900 screen resolution or higher
- Internet Connection

3. Software Prerequisites

The following is needed when installing on:

3.1. Windows XP, Windows Vista, Windows 7 & 8

NOTE: Support for Windows XP, Windows Vista, Windows 7 & 8 have been discontinued as Microsoft no longer offers support.

3.2. Windows 8.1, 10 & 11 (32-bit or 64-bit)

- Microsoft .Net Framework 3.5
- Microsoft .Net Framework 4.5.1
- Microsoft SQL Server Compact 4.0 SP1

NOTE: The installer will prompt you to download a prerequisite if required.

4. Registration

To be able to use the software you must first register as a user. After registration you can request a software license (see 5. Software License). To register as a user, go to the ITIS website https://itis.nra.co.za/portal
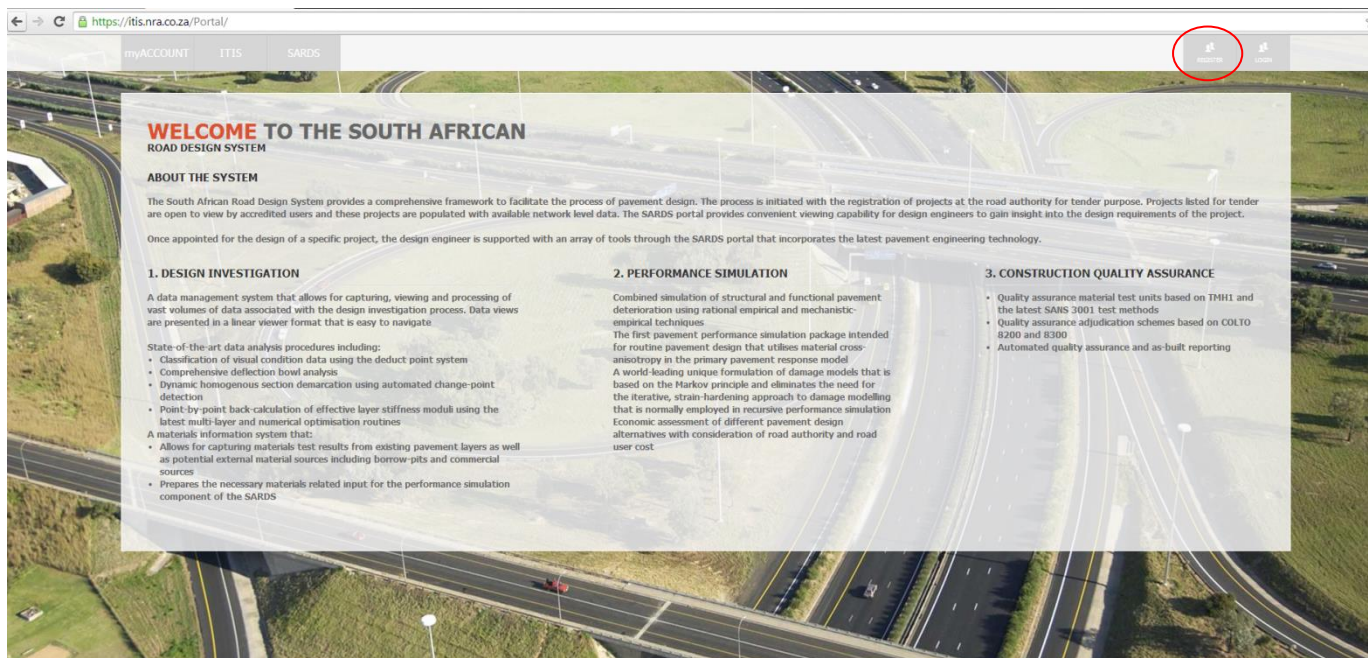
i.   Click on Register
ii. Accept the Term and Conditions
iii. On the Product page click on ITIS Desktop Software and select the product(s) you wish to register for and click on Next:

iv.   On the User Details page enter all your details and click on Next

- **E-Mail Address:** This email address will be used as your user name to access this website and the ITIS software. Each user must have their own email address and users will not be allowed to share an email address

- **Password:** This password will be required when trying to access the website and the ITIS software. The password must contain at least 1 UPPERCASE letter, 1 lowercase letter, 1 special character and 1 number

- **Security Question:** Select a security question from the dropdown. This question will be used for confirmation when resetting your password

- **Security Answer:** Enter the answer to the question selected above

- **Name:** Your name

- **Surname:** Your surname

- **RSA ID:** Your RSA ID number as per your green barcoded ID book or the new SmartIDcard. If you don't have an RSA ID number then deselect "*I have a valid RSA ID number*" above, this will allow you to enter your passport number

- **Telephone Number:** Your telephone number at the office

- **Mobile Number:** Your mobile number

- **Fax Number:** Your Fax number

v.   On the next page you need to upload a photo of yourself and a copy of your ID. Click on Upload photo or Upload ID, navigate to the file you wish to upload and click on Open.

- Photo specifications:
    a. The photo must be a close-up of your head and top of your shoulders so that your face takes up 70 – 80% of the photo;
    b. Colour photo of high quality with no special effects;
    c. Shows you looking directly at the camera;
    d. The photo must have appropriate brightness and contrast; and
    e. Size: Not bigger than 1MB
    f. Format: jpeg

- ID specifications:
    a. Size: Not bigger than 2MB
    b. Format: jpeg, pdf, doc, docx

vi. Enter your Handset details (this information will be used for statistics only)

vii. On the Organization Details Page enter your organization details and click on Submit.

- **Organization Name:** This is the name of the organization you are working for. When you start typing the organization name and it already exists on our system, it will appear below the input field. Click on the name using your mouse to select it
- **Type:** Select the correct Organization type from the dropdown
- **VAT Number:** Capture your organization's VAT number
- **Vendor Number:** Capture your organization's vendor number
- **Address:** Capture your organization's physical address
- **Postal Address and Code:** Capture your organization's postal address and code
- **Contract Person:** Name of the main contact person at your organization
- **Telephone number:** The contact person's telephone number
- **Mobile number:** The contact person's mobile number
- **Fax number:** The contact person's fax number
- **Captcha:** Enter the characters as seen in the image on screen. The captcha is case sensitive

NOTE: If your organization already exists then select your Organization name from the popup window by clicking on it.

viii. Clicking on Submit will send a verification email to the email address you specified. Open the email and click on the email verification link. Once done then please refer to section 4.1 Registration Approval Process.

4.1. Registration Approval Process

Make sure that you select the correct module when registering. If you are unsure which module to register for you need to confirm with your Project Manager

Before we can approve your registration, we need confirmation from the following persons:

- **Project Info Module:** The SANRAL Project Manager
- **RRM Module & Contracts Module:** The SANRAL Project Manager
- **Structure Module:** Andrew Mac Kellar or one of the registered bridge inspectors from your company

To request approval, please create an issue on the [Service Desk Website](#) include the relevant project number(s) and SANRAL project manager's name(s)
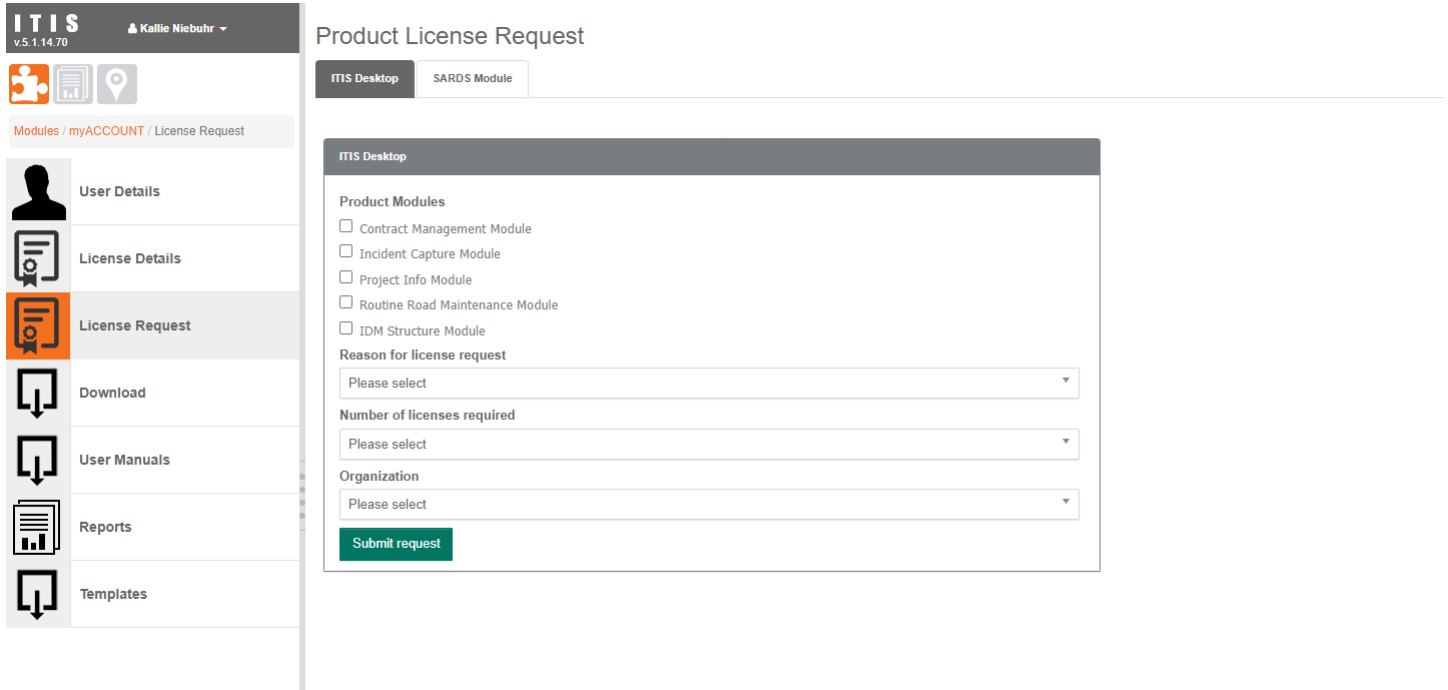
4.2. ITIS Desktop Modules

Within ITIS Desktop there are 5 different modules. You won't necessarily work on all the modules. Below is a short description of each module for ease of reference

- **Structure Module:** Capture Bridge Inspections
- **Project Info:** Capture Project Expenditure, Employment & Training
- **RRM & Contracts Module**: Capture Routine Road Maintenance Information
- **Incident Module:** Capture Incident Info

5. Software License

With your user request approval, you will also receive a software license. If not or you require additional licenses, then please follow the instructions below:

i.   Go to the ITIS website https://itis.nra.co.za/portal and login with your user details

ii.   Click on My Account > Licenses Request

iii. On the Product License Request page:
-    Select the Module(s)
-    Select the Reason
-    Select the number of licenses
-    Select your Organization
-    Submit Request

iv.   Click on Submit request to send your request to SANRAL for approval. Once approved you will receive an email with your software license(s).

6. Software Installation

6.1.   Software Download

i.   To download the latest ITIS Desktop installation file, please visit the ITIS website https://itis.nra.co.za/portal

ii.   Login with your username and password.

iii. Click on My Account > Download > ITIS Desktop Shell or ITIS Desktop Full

iv.   Click on Save and select the folder where you want to save it to.

6.2.   Prerequisites Installation

NOTE: The installer must be run as Administrator for it to install correctly. To start the software installation double click ITISDeskTopSetup.exe

i.   If you missing any software prerequisites the installer will prompt you to install them first. The installer will show you a list of missing prerequisites and install them when you click on Install.

NOTE: If all the prerequisites are already installed the installer will skip the prerequisite installation screen and you can proceed to 6.3 Software Installation
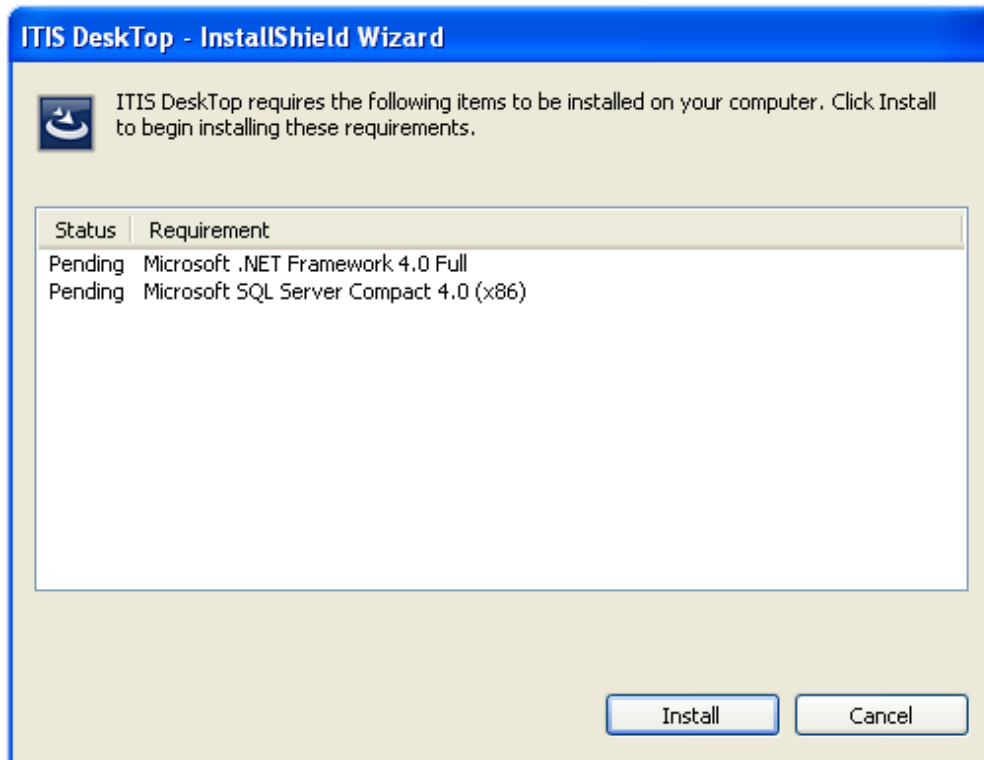
ii.   After clicking on Install the installer will install all missing prerequisites. Please note that during this process the installer might prompt you to restart your computer. Click on Restart.

iii.   After restarting your computer the installer will continue with the installation.

6.3.   ITIS Desktop Installation

After all pre-requisite checks have passed the Desktop Installation will proceed. Please follow the steps below.

i.   On the Welcome Screen click on Next.

ii.   Accept the terms of the license agreement and click on Next.

iii.   On the Setup Type Screen select Complete and click on Next and click on Install.

iv.   After the installation is complete click on Finished.

7. Local Settings Check

Before starting the software for the first time please ensure that your regional settings are set correctly. If not, you will receive an error message on start-up informing you that your settings are incorrect. Please follow these steps to confirm and correct your Regional settings:
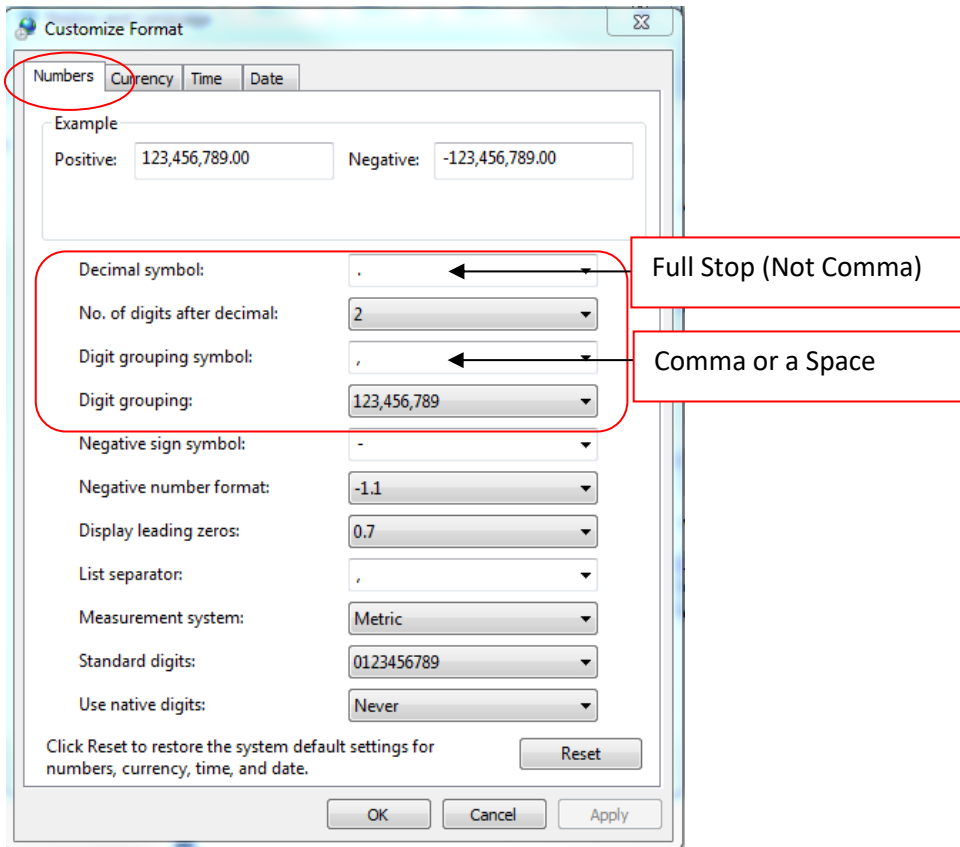
    i.   Go to Start – Control Panel – Region & Language

NOTE: If you don't have access to the Control Panel or don't know where to find it then please ask your IT Administrator to assist you.
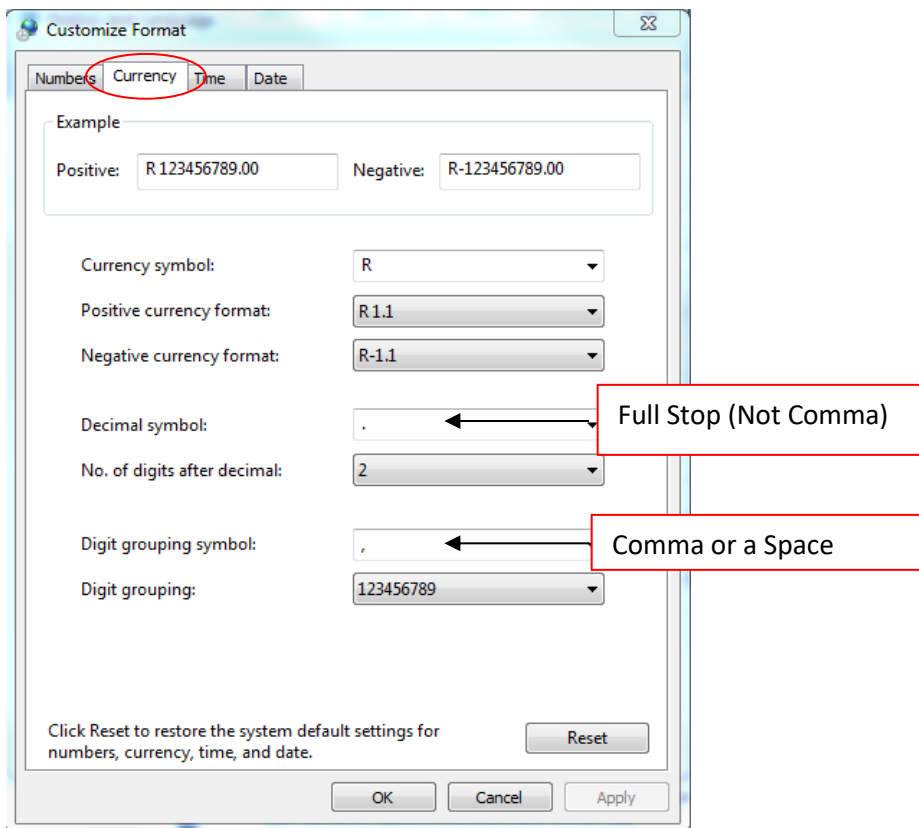
    ii.   Confirm that your Format is displayed as: English (South Africa)
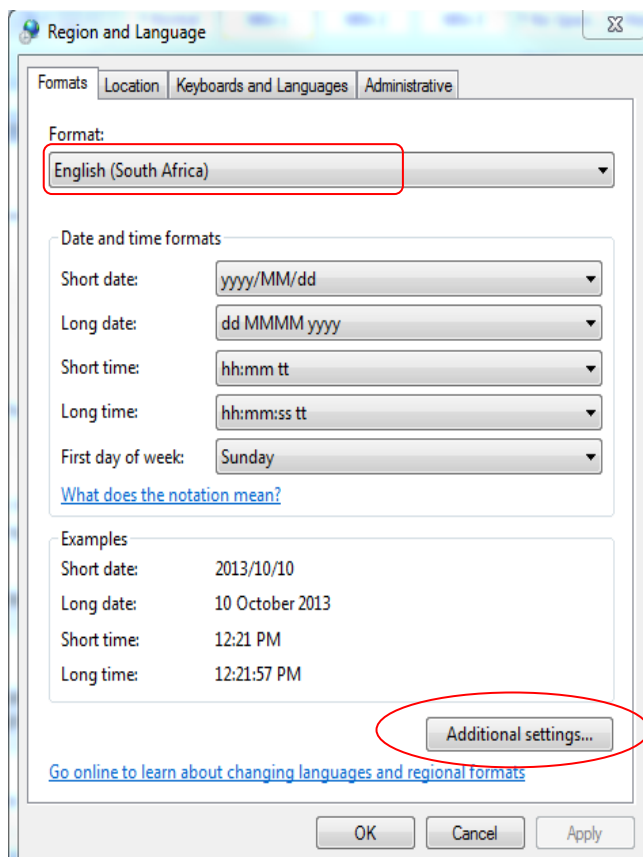
    iii.   Next, click on Additional Settings as seen above.

    iv.   In the <u>Numbers</u> tab confirm that your Decimal Settings are correct as shown on the next page:

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v.   Now got to the Currency Tab and confirm the following:

vi.   Click on Apply and Ok

8. Running the software for the first time

When running the software for the first time you need to register the software. To register the software you need your username, password and software license code.

i.   Accept the license terms of the software and click on next

ii.   On Web Service URL Setup screen, leave the Web Service URL as is. If your computer is behind a proxy add your proxy settings here. Please contact your IT Administrator for your proxy settings. To test the Web Service click on Test. Click on Next

NOTE: For you to be able to register and update your software you must be connected to the internet and your Web Service setting have to be correct.

iii.   Enter your username, password and software license code and click on Next.

NOTE: You need to register to obtain a username and password, after registration you can request a software license. For more information on how to register and request a software license see section 5. Registration and 6. Software License

iv.   Click on Register.

v.   After registering your software click on the Product Management tab and click on Update All
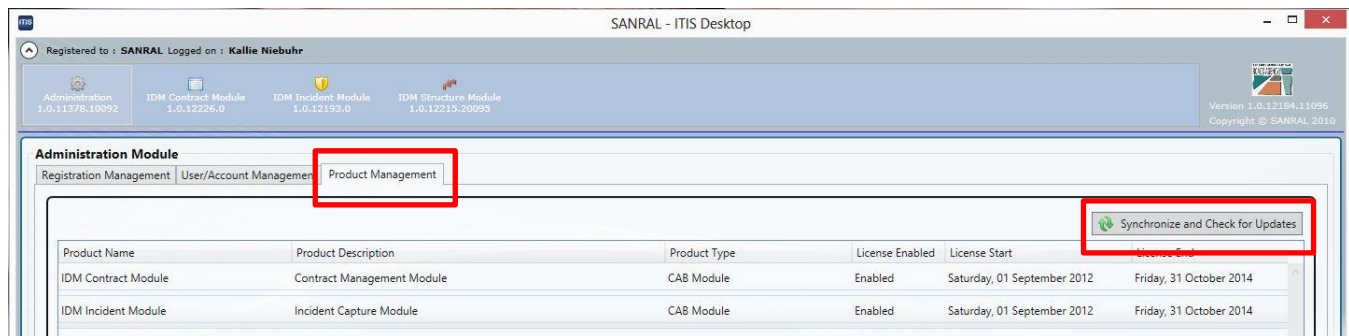
vi.   If asked if you want to download the update click on Yes

vii.   After the update process is complete your software will restart and you can start using the software.

NOTE: For registration or software support please create an issue on the Service Desk Website

9. Installation Problems

Common installation problems:

Software installation fails indicating that access is denied or a user name and password screen is presented to you after attempting to run (ITISDeskTopsetup.exe). This indicates that you do not have the correct privileges on the current user that is installing the software. Please contact your responsible IT Administrator to grant you the necessary rights or log in as a user with the