JMP Clinical 7 Deployment Guide

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Contents

Installation

This guide[1] describes how site administrators can install, deploy and renew JMP Clinical. The basic steps to follow with a new JMP Clinical purchase are:

1. Acquire the JMP Clinical installation files. See "Delivery of the Installation Files".

2. Verify the license information (optional). See "License Information".

3. Stage the installation files. See "Staging a JMP Clinical Installation".

4. Notify users of the license file location, if necessary. See "Installing JMP Clinical".

5. Notify users of the location of the installation files. Each user installs JMP Clinical. See "Installing JMP Clinical". Alternatively, the administrator performs a silent installation on each user's computer. See "Silent Installation".

6. For installations on a Citrix server, see "Installing and Running JMP Clinical on a Citrix Server".

7. Each user qualifies JMP Clinical. See "Qualifying the Installation and Operation of JMP Clinical" (optional).

8. For configuring JMP Clinical for specific users, see ""Configuring JMP Clinical" (optional).

9. Finally, each user runs JMP Clinical. See "Running JMP Clinical the First Time".

Delivery of the Installation Files

The set of installation files is delivered to you from SAS in one of two ways:

*   Most customers use Electronic Software Delivery (ESD).

*   Others receive installation files on DVD.

This set of installation files is used to generate the *software depot*.

You can discuss these options with your JMP Clinical account manager. Either way that you receive the files, they are configured in the same way. See the software order e-mail sent to you from SAS for the instructions on how to download the files.

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1. This guide is for standalone and presentation virtualization server versions of JMP Clinical 7.x. If you are using any subsequent version, please refer to the JMP Clinical Deployment Guide for that version.

There are two versions of the JMP Clinical Installer. One contains the files needed to run in 32-bit mode and the other for 64-bit mode. You must download the version that matches the bitness of your machine.

License Information

Validated JMP and SAS license files are required for JMP Clinical to run. The license files are within the sid_files folder inside the software depot.

Each major version of JMP Clinical (version #.0) requires its own license files because the contents of the license files change with each version. The license file for a version works for all subsequent maintenance releases (version #.#) of that version.

We suggest that each user keep both license files in the location where they were installed. JMP Clinical reads the license files for validation of license terms each time JMP Clinical is launched.

License Expiration Date

Your licenses each have an expiration date. You can check the expiration date on the Settings tab on the JMP Clinical Main Window. You will receive new license files when you renew JMP Clinical. Use the options on the Settings tab to update your JMP Clinical installation with the new license files.

Staging a JMP Clinical Installation

You can stage the JMP Clinical installation files in one of several ways:

- Copy the **entire set of files** from either the software depot or the original DVD to a shared network space. All users can install JMP Clinical from that single location.

- Copy the **entire set of files** from either the software depot or the original DVD to a DVD, and then distribute these discs to your users.

- Send the original DVD around for each user to install JMP Clinical.

Installing JMP Clinical

Note: Each user who installs JMP Clinical must have administrator rights on the machine.

The JMP Clinical administrator must notify the users of the location of the installer files. Depending on how the administrator deploys the license, the users might also need to know the

location of the license file. Your software depot (C:\SAS Software Depot, by default) contains the setup.exe installer file.

Refer to Installation Instructions for JMP Clinical 7 for detailed instructions.

Silent Installation

A silent installation does not display message or window dialogs during the installation. In this scenario, the JMP Clinical depot is copied to a master computer and used to install JMP Clinical on networked client machines.

Refer to JMP Clinical Silent Installation for instructions for performing a silent installation of JMP Clinical.

Installing and Running JMP Clinical on a Presentation Virtualization Server

Optionally, JMP Clinical can be deployed in a server-based configuration on either a Windows Server with Remote Desktop access or on a Citrix server.

Before installing JMP Clinical on a server, you should consider the following:

- How many servers will you deploy? The number of servers needed will depend on the number of users accessing the servers at the same time. Disk space and memory also need to be considered.

- If multiple servers are deployed, how will you manage load balancing? JMP Clinical does not have any mechanism to manage this so you will need to identify a tool/mechanism for load balancing before deploying JMP Clinical.

- Where will the data be located? Ideally, it should be located in the same physical location to minimize network lag and maximize performance. However, security concerns or company policy may dictate otherwise.

- If using a Shared Configuration, File Permissions (individual or group level) will have to be accommodated for in the deployment. JMP Clinical follows what ever Windows Security settings are implemented in the system and files/folders.

Installing and Running JMP Clinical on a Windows Server

Installation of JMP Clinical on a Windows server is similar to that on a Windows desktop machine. If you decide to deploy JMP Clinical using a Windows Server, please refer to "Installing JMP Clinical" above for instructions.

Installing and Running JMP Clinical on a Citrix Server

If you decide to deploy JMP Clinical using Citrix, please refer to the Configuration of JMP Clinical on Citrix XenApp 7.6 Fundamentals Server document for specific instructions.

Qualifying the Installation and Operation of JMP Clinical[1]

Refer to the JMP Clinical Installation and Operation Qualification (IQ/OQ) document for specific instructions.

Note: When you open JMP Clinical for the first time, several JMP Scripts are run by default. This step automatically generates new files. Because this discrepancy will be found and reported by the SAS Install Qualification Tool 9.4 utility, **you must run the installation qualification before you open JMP Clinical for the first time**.

Configuring JMP Clinical[2]

JMP Clinical supports multiple configurations that can define a distinct set of folders where study metadata and report output is stored. One of the main purposes of this feature is to enable sharing of studies and reviews (at varying levels) using shared (or mapped) network drives across a set of users.

Beginning with JMP Clinical v.7, configurations come in two types: Installed configurations and User configurations. Installed configurations are the default configurations shipped with JMP Clinical and saved to the program directory (typically c:\Program Files\SASHome\JMPClinical\14\LifeSciences). Installed configurations can be modified only by individuals, usually system administrators, with Write privileges to the Program Files directory. User configurations, on the other hand, are specific for an individual user and are specified, either

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1. This step is optional.
2. This step is optional.

by the user or an administrator, and saved to a writable directory in the user's workspace (typically <Documents>\JMPClinical\). User configurations enable individual users to access and use JMP Clinical software and data on a shared network drive in specified ways without affecting access and usage by other users.

Refer to the Configuring JMP Clinical 7 document for specific instructions.

Running JMP Clinical the First Time

If the license files were applied during the installation, no further action is required. If the license files were not applied during the installation, the user is prompted to select them.

1. Click **Start > All Programs > SAS > JMP Clinical 7** to open JMP Clinical.

The first time you open JMP Clinical, you might be asked to register your software. Follow the instructions to register your software.

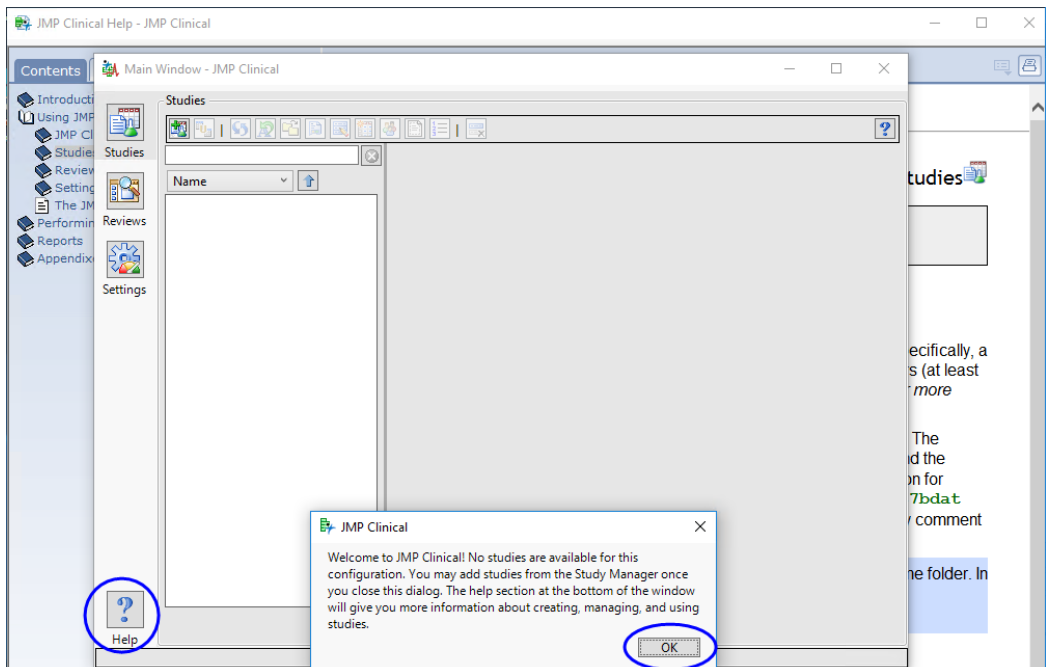You will be asked to select a configuration.
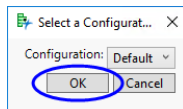
2. Select **Default** and click **OK**.

The Clinical Main Window will open. All JMP Clinical processes can be run from the Main Window. You will be prompted to add a study.
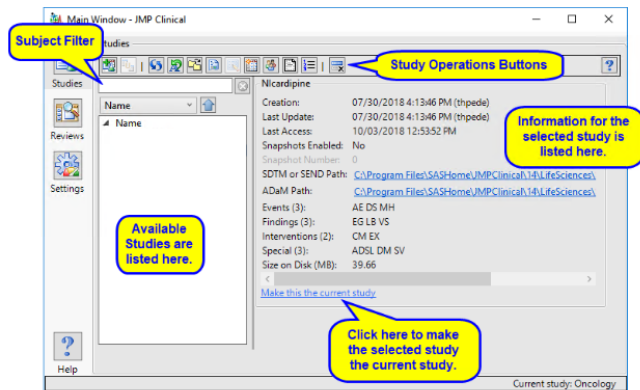
3. Click **OK**.

4. Either click ? (circled above) or refer to the Studies documentation for information and instructions on adding the included Nicardipine study. By default, the Nicardipine data is located in C:\Program Files\SASHome\JMPClinical\14\LifeSciences\Sample Data\Nicardipine.

You should run at least one process (**DM Distribution**, for example) using one of the sample settings to verify successful installation.

Renewing Your JMP Clinical License

This chapter describes how to renew or upgrade your JMP Clinical license. When it is time for your license to be renewed, you will receive an e-mail from SAS with the new license data in the form of text file attachments. These text files should be saved and used to update the license.

Note: Although both files contain text that appears to be editable using a text editor, do not do so. Altering either file in any way renders it useless.
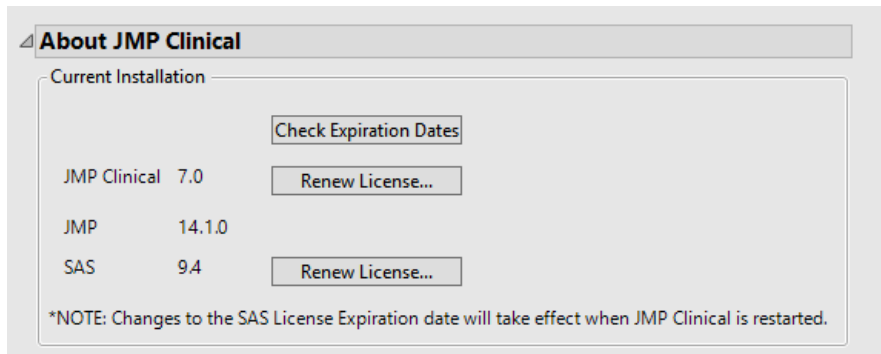
All installed copies of JMP Clinical must be updated. You can either:

- Distribute the license files to all users.
- Replace your shared network copies .

To update the JMP license

1. Start JMP Clinical. You must use the *Run as Administrator* option to update the license.
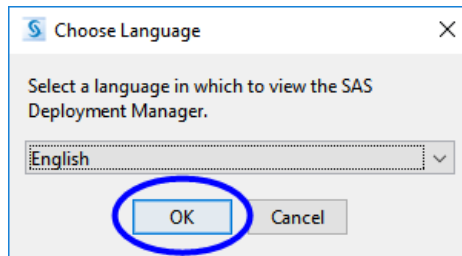2. Navigate to the Settings tab and expand the About JMP Clinical section.

3. Click **Renew License** to open the Renew Your JMP License window.
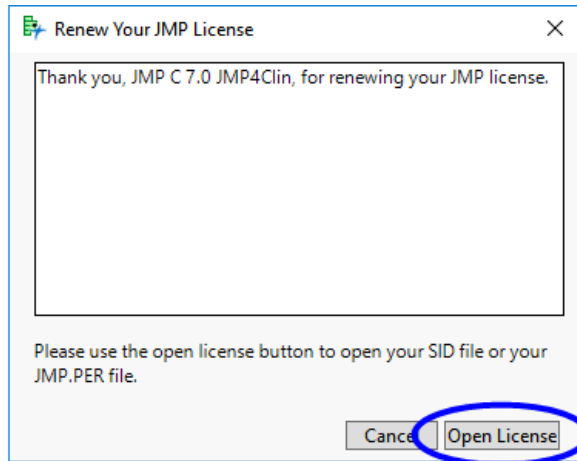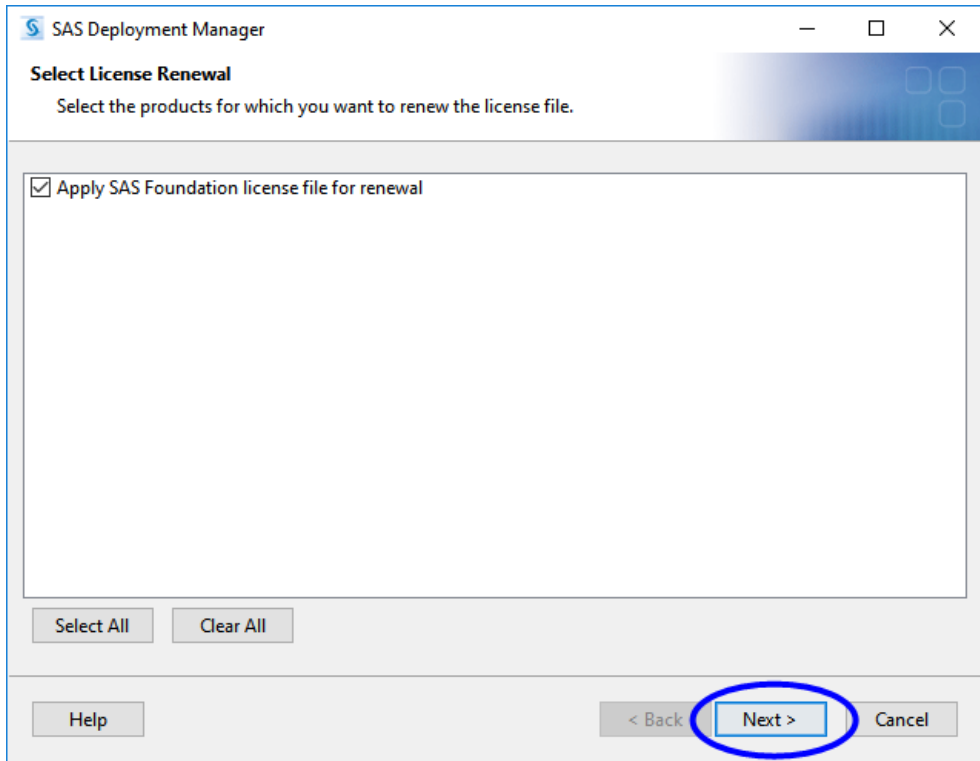
4. Click **Open License** to open a Finder window.
5. Navigate to your new license file.
6. Select the file and click **Open** to renew your license.

To renew your SAS license:

7. Click **Renew License** to open the Choose Language window.

8. Click **OK** to open the SAS Deployment Manager.

8 Click **Next** and follow the prompts to renew your license.

Frequently Asked Questions

This chapter answers some frequently asked questions about JMP Clinical that you might find useful.

Where is the JMP Clinical desktop icon?

The desktop icon is not installed by default. To install the icon, select **Create desktop shortcut** on the last screen of the installer window.

Windows security will not let me update the JMP Clinical file in my C:\Program Files folder. What can I do?

This is a result of enhanced security in the Windows operating system. To change files in the Program Files folder, you might need to run JMP in Administrative mode. This can be done by right clicking the JMP Clinical desktop icon and selecting "Run as Administrator."

Can I have two different versions of JMP Clinical installed on my computer at the same time?

Yes. JMP Clinical 7 can be installed on a computer with a previous version. The installation of JMP 7 does not remove the previous version and both versions are operable.

Who should I contact when my JMP Clinical license expires or is about to expire?

Contact your local internal JMP site representative or support personnel. The site representative should then contact their SAS Contracts representative for an updated license file.

Where can I find a Quality Statement concerning JMP Clinical?

JMP uses a variety of methods to see, to the extent possible, that the software produces accurate, reliable and numerically precise results. To assist customer validation or operational qualification (OQ) efforts, JMP provides a set of tests based on the Standards and Technology Statistical Reference Data (StRD) sets in an extensible framework, available for download. JMP also provides a tool for verifying that JMP software has been installed and maintained to the manufacturer's specifications. This tool verifies the integrity of each installed file and provides a report detailing the results. This information is available from the JMP website (http://www.jmp.com/software/qualitystatement.shtml).

How do I report a problem I am having with JMP Clinical?

There are three ways that you can access SAS Technical Support:

- **Telephone Support:** You can receive telephone support by calling (919) 677-8008 between 9:00 AM and 5:00 PM Eastern Time.

- **E-mail Support:** You can communicate with SAS Technical Support by sending an e-mail to support@jmp.com. You can send messages 24 hours a day, seven days a week. You can use this method to report new problems and supply additional information to previously tracked problems.
- **Internet Support:** JMP Technical Support's website (http://www.jmp.com/support/index.shtml) offers a range of tools, tips, and information that is designed to help you solve your problem. You can search our Knowledge Base, browse our FAQ library, and use our FTP site to obtain technical information, fixes, and samples. You can also contact Technical Support by filling out an online Problem Report.

If you are an international customer and are in need of technical support, please contact your local SAS international office.

When contacting Technical Support, please have the following information available:

- Your JMP Clinical site license number.
- The JMP Clinical version that you are using.
- For graphics problems, the brand and model of the graphics card and the version of the graphics driver might be helpful.

How do I locate my JMP Clinical site license number?

To obtain the site license number, select **About JMP** in the **Help** menu.

On Windows, how does JMP Clinical find the PER file to use?

If JMP is installed directly from the software depot, the PER file is located at C:\Program Files\SASHome\JMPClinical\14.

If the user is prompted to point to a license file, the resulting location will be saved in the PFS file located at C:\Users\<username>\AppData\Roaming\SAS\JMPClinical\14\JMP.PFS. When JMP is launched, the order of search for the PER file is as follows:

- location defined in the PFS file
- user folder
- installation location

A user can also open a JMP Script window (<Ctrl>-T) run a one-line script to print to the log the exact location of the PER used by JMP. (

```
Show License Path();
```

The user can then press <Ctrl-Shift>-L to view the log.