Software Installation Guide

ATTENTION

Failure to follow these instructions will result in errors that will prevent normal operation, and may cause loss of your data.

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Save these instructions for future Installations. This software accesses a database file.

Page 1. Software Installation Instructions for NEW USERS ONLY

New User Definition

You are a NEW USER if: You have a TEMPORARY REGISTRATION NUMBER, and do not have any data to import from a previous installation.There are two types of registration numbers. The first type is a TEMPORARY Number that is issued at the time of purchase. This number can be found on the Invoice packing slip that was packaged with your product. This alphanumeric number will begin with one letter followed by 8 numbers. The second type is a PERMANENT REGISTRATION NUMBER containing 10 numbers, (no letters) and is issued to you by mail in the form of a Certificate of Registration. This certificate is issued approximately 90 days from first activation, and only after completion of the final registration process. The software will prompt you when it is time to complete the registration and will take just a few moments of your time

If you have a Certificate of Registration containing a PERMANENT REGISTRATION NUMBER. Or if you have any saved data from a previous installation. **STOP** DO NOT PROCEED AS A NEW USER. Use the installation guide on page 2 and select the type of installation that fits your scenario.

IMPORTANT NOTE FOR INTERNATIONAL USERS: outside US. The Date format of your computer needs to be set to mm/dd/yyyy not dd/mm/yyyy

Understanding Database Files

This software includes product activation and other technology designed to prevent its unauthorized use. The activation technology may prevent your use of the software if you do not follow the installation and activation process described herein. It is also IMPORTANT for you to understand that the software in itself is like a filing cabinet. All of the softwares Menus, Icons, and Buttons represent the shell or the filling cabinet itself, and all of your customers information as well as your Company Profile and Registration number is stored in a database file that represents the papers and folders that you put into the filing cabinet. This database file can be copied to a removable media source like a USB, (Flash) drive for safe keeping against computer crashes or viruses. It is also useful for transferring your data to a new computer, additional computers, or when updating, or upgrading the software itself. This procedure is accomplished by using the BACKUP and RESTORE function located in the software's DATABASE MAINTENANCE SCREEN.
MAKE SURE you familiarize yourself with these functions to safeguard your data.

Check For Previous Installations

You may already have installed the software from a download or CD obtained from our website. Look on your desktop for the software Icon, and if found, start the software and click on the ABOUT button from the MAIN MENU to determine which version number you have installed. (You may have an earlier version installed). The displayed version number should match the version on the face of the installation CD. If these numbers match you only need to activate the software by entering your TEMPORARY REGISTRATION NUMBER. (See the topic below "Activating The Software"). You can disregard the following Installation procedures provided you are not installing the software on a network or on multiple computers.

If the installed version does NOT MATCH the version number on the face of the installation CD, and you have already entered data into the installed version. **STOP** DO NOT PROCEED AS A NEW USER. Use the installation guide on page 2 under the heading for, "Software Updates".

If you have not entered any data into the installed version, uninstall the current installation using the Windows Control Panel before continuing on with the new software installation. To learn how to uninstall the software, Click on Start then Help & Support. Type the words, "Uninstall or Change a Program", in the search box.

Make Sure You Have The Latest Software Version

You can download the Installation file from our website at www.adkad.com if you have not yet received or misplaced your installation CD. Just select your product from the Updates section under the support menu.

Choose The Type Of Installation

You may install this software on multiple computers in accordance with the End User License Agreement. There are several installation scenarios. They are, 1. Installation on a single computer, 2. Installation on Multiple Computers, or 3. Installation on a computer network. A computer network is defined as a group of computers that have the ability to share information through either a wired or wireless router connection.Select which type of installation you require and follow the steps in the order they appear.

1. Single Computer Installation

Step A. INSTALL SOFTWARE - Insert the CD and close the Drive Tray. The autorun feature should start within 15 to 30 seconds. Follow the on screen prompts to install the software. The installation will create a Shortcut Icon on your desktop. Double click this Icon to start the software. If you are installing the software from a download, follow the installation instructions from the download page.
Step B. ACTIVATION - (See the topic below "Activating The Software"). Once you have activated the software you have completed the Installation process. Make sure you enter your Company Profile in the COMPANY MAINTENANCE screen.

2. Installation On Multiple Computers

Installation on multiple computers is performed exactly the same as a single computer installation. (See 1. Single Computer Installation above). It is only IMPORTANT to know that each computer installation needs to be Activated (See the topic below "Activating The Software"). before you restore any data from another computer that has a TEMPO-RARY REGISTRATION NUMBER. Once you have installed and activated the software on all of the computers, choose one of the computers and input your Company Profile in the COMPANY MAINTENANCE screen. Next enter all of your customer data. Then you can transfer all of the data to the other computer(s) using the BACKUP and RESTORE functions located in the DATABASE MAINTENANCE screen. To learn how, see the softwares help topic, RESTORING DATA FROM A BACKUP.

3. Network Installation - Client/Server - Adkad Technologies does not support or set up a Client/Server environment.

The following information is for your network administrator and is for information purposes only. This is not a warrant or guarantee of any network installation as stated or implied. The software needs to be installed on each computer in the network so that each machine has the proper dynamic link libraries to run the database interface. Each client needs a desktop shortcut either shared or mapped to the server's executable file located in the folder that the software was installed to. Permissions to the folder containing the software on the server must be set to read and write. The desktop short cut Icon to the software on each client, (the one the installation file creates), should be deleted because it is Imperative that the local copy of the software and database not be accessed by the user on the client machine. For detailed information about Client/Server installations, vistit our KNOWLEDGEBASE under the support section from our website.

Activating The Software

To Activate or Register the software click on the ORDER & REGISTER button from the MAIN MENU. Type your TEMPORARY REGISTRATION NUMBER into registration number box and click on the ACCEPT REG KEY button. If you receive an on screen Registration Error message, use the trouble shooting guide to determine its cause and resolution. These errors can occur if you do not follow the correct installation and registration procedures.

Training

We recommend using the GETTING STARTED and TUTORIAL features from the MAIN MENU. You can access the HELP SYSTEM from the MAIN MENU or press the F1 key on your keyboard from any screen to access the help topic for that screen. We also offer 1 on 1 training as part of our Premium Gold Support Package. You can get more details about all of your support options by visiting us online or by calling 518-875-6342

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Failure to follow these instructions will result in errors that will prevent normal operation, and may cause loss of your data.

Save these instructions for future Installations. This software accesses a database file.
Page 2: Software Update, Upgrade, New Computer, & Re-Installation Instructions

IMPORTANT: This section pertains to users who have a working database file. (See the section Below "Understanding Database Files").

If you are a new user and do not have any saved data. **STOP** **Use the installation guide on page 1 for New Users.** Your working database file is the database file that contains all of your customer data. This file can be from a current working installation or a backup file made to a removable media source like a USB (Flash) drive. This file also contains your Company Profile and License Registration Number Key. Backup files can only be made from the Software's DATABASE MAINTENANCE SCREEN. Backup files made from a third party program or service will not work with this software's RESTORE function unless the file has a .BAK. extension. If you are using a third party program or service to backup your computer, make sure you include the backup files made from the software and not just the software folder itself. MAKE SURE YOU BACK UP YOUR CURRENT DATA before you proceed with any new installation. To learn how, see the softwares help topic BACKUP DATA or click the F1 key when in the DATABASE MAINTENANCE SCREEN. You can also find this information from our web sites KNOWLEDGEBASE under the SUPPORT SECTION. If you are installing on multiple computers you only need to backup the data from one of the computers that has the most current data. Make sure you have the proper hardware to back up your data. We recommend using a removable storage device, like a USB (Flash) Drive, or External Hard Drive to back up your data. We do not recommend or support CD or DVD type media. DO NOT ATTEMPT TO VIEW A BACKUP FILE by double clicking it, or opening the file in any other product, as this will corrupt the data file. Failure to back up your data prior to installation may result in data loss. If you cannot access the software to make a back up, see the section below "Reinstallation due to a computer virus , crash, or Software Corruption". DO NOT REINSTALL the software in an attempt to correct a problem without first making a BACKUP as the working database file will; be overwritten with the sample demo data.
IMPORTANT NOTE FOR INTERNATIONAL USERS: outside US. The Date format of your computer needs to be set to mm/dd/yyyy not dd/mm/yyyy

Understanding Database Files

This software includes product activation and other technology designed to prevent its unauthorized use. The activation technology may prevent your use of the software if you do not follow the installation and activation process described herein. It is also IMPORTANT for you to understand that the software in itself is like a filing cabinet. All of the softwares Menus, Icons, and Buttons represent the shell or the filling cabinet itself, and all of your customers information as well as your Company Profile and Registration number is stored in a database file that represents the papers and folders that you put into the filing cabinet. This database file can be copied to a removable media source like a Flash or USB drive for safe keeping against computer crashes or viruses. It is also useful for transferring your data to a new computer, additional computers, or when updating, or upgrading the software itself. This procedure is accomplished by using the BACKUP and RESTORE function located in the software's DATABASE MAINTENANCE SCREEN.

Select The Type Of Installation You Are Performing From The Choices Below.

Follow the appropriate installation steps in the order they appear. You may install this software on multiple computers in accordance with the End User License Agreement.

1. Software Update or Upgrade

Step A. Make sure you have a BACKUP of your current data.
Step B. INSTALL SOFTWARE - Insert the CD and close the Drive Tray. The autorun feature should start within 15 to 30 seconds. Follow the on screen prompts to install the software. If you are installing the software from a download, follow the installation instructions from the download page. The installation will create a new Shortcut Icon on your desktop. Double click this Icon to start the new software. DO NOT ENTER YOUR REGISTRATION NUMBER AFTER INSTALLING THE SOFTWARE.
Step C. RESTORING (importing) YOUR DATA - When you start the new version for the first time, you will be prompted to import your data from a previous version provided you are installing the software on a computer that had a older version installed. Click YES to this message and your data will be imported automatically. You may receive a registration error number 7 if the update or upgrade you installed requires a new registration number. Close the TROUBLE SHOOTER dialog box from this error message and continue on to Step "D". Otherwise import your existing data BACKUP using the RESTORE function located in the DATABASE MAINTENANCE SCREEN.
Step D. ACTIVATE THE SOFTWARE - You will only be required to enter a new registration number if you receive a registration error 7. Click on the ORDER & REGISTER button from the MAIN MENU. Delete the old registration number then type your new REGISTRATION NUMBER you received with your software purchase into registration number box and click on the ACCEPT REG KEY button. If you receive another on screen Registration Error message, use the trouble shooting guide to determine its cause and resolution.
Step E. UNINSTALL OLD VERSION - Once you have determined that the new version is properly installed and contains your current data, uninstall the old version using the Windows Control Panel. To learn how , Click on Start then Help & Support. Type the words, "Uninstall or Change a Program", in the search box.
Step F. INSTALLING ON ADDITIONAL COMPUTERS - If you are installing the software on additional computers, make a NEW BACKUP so that your database backup contains the new registration number. Then follow steps A,B,C, and E on all additional computers. Answer NO if prompted to automatically import your data in step C. and manually import the data from the NEW BACKUP using the RESTORE function located in the DATABASE MAINTENANCE SCREEN.

2. Transfer The Software To A New Computer

Step A. Make sure you have the latest version of the software. Click on the ABOUT button from the MAIN MENU to determine which version number you have installed. Visit our website and check for any updates. Just select your product from the Updates section under the support menu. You can download the Installation file from there.
Step B. Make sure you have a BACKUP of your current data.
Step C. INSTALL SOFTWARE - Insert the CD and close the Drive Tray. The autorun feature should start within 15 to 30 seconds. Follow the on screen prompts to install the software. If you are installing the software from a download, follow the installation instructions from the download page. The installation will create a new Shortcut Icon on your desktop. Double click this Icon to start the new software. DO NOT ENTER YOUR REGISTRATION NUMBER AFTER INSTALLING THE SOFTWARE.
Step D. RESTORING (importing) YOUR DATA - Import your existing data BACKUP using the RESTORE function located in the DATABASE MAINTENANCE SCREEN. If you receive an on screen Registration Error message, use the trouble shooting guide to determine its cause and resolution.

3. Recovering From A Virus, Crash, Or Software Installation Corruption

3-1 - If you have a current BACKUP of your data that was made to a removable storage device. I.E., (USB (Flash Drive)) use the Installation instructions number 2 for Transfer The Software To A New Computer.

3-2 - What to do if you do not have a current BACKUP made to a removable storage device, I.E., (USB (Flash Drive)). It may be possible to locate a usable database file If the computer containing the installation is still usable or has not been reformatted. For more detailed information about this topic visit our KNOWLEDGEBASE under the support section from our website.

3-3 - Start From Scratch - if you do not have a current BACKUP, and you can not access your data on any computer, you will have to start over. Step 1. Install the software as in step 2C above. Step 2. Enter your company profile in the COMPANY MAINTENANCE SCREEN. Step 3. Activate or Register the software, click on the ORDER & REGISTER button from the MAIN MENU. Enter your PERMANENT REGISTRATION NUMBER and click on the ACCEPT REG KEY button.

4. Updating, Upgrading, Or Reinstallation On A Network Client/Server Environment

For detailed information about Client/Server installations, visit our KNOWLEDGEBASE under the support section from our website.