

INTERIM SERVER REPLACEMENT INSTALLATION PROCEDURE

This document is used to install RMS onto an INTERIM SERVER in the case that your server has crashed and been taken away from the property for repairs.

It is important to understand that support is limited to the RMS application itself and does not extend to the environment in which it is deployed, if you require assistance with installation from an RMS Customer Support Team Member you will need to pre-book your session by contacting the Training Coordinator on +61 3 9335 1588, option 5, or by email on trainingcoordinator@rms-global.com; charges will apply.

You will need the following information (if you do not have the below please contact Support on +61 3 9335 1588, option 4).

- Client Number for RMS.
- Daily Password

System Requirements for all computers to run RMS

Before we start with the installation the below points must be ensured on each computer you wish to install RMS onto. Each of the below steps is critical to ensure that RMS installs successfully onto your system.

Our RMS Support Team cannot assist with these settings of your local system, if you are unsure how to complete the following please contact your local technician.

- Ensure that the system is set to English Australian Regional settings through the Control Panel. Often you will find that the system will be set to English American.
- Install all critical Microsoft security updates via Windows Update.
- Ensure you have Microsoft .NET framework versions 1.1, 2.0 & 3.5 installed, this information can be found under Control Panel > Add & Remove programs. If not please run your Microsoft Windows updates. If you are running Vista versions 1.1 & 2.0 come preinstalled. If you are running Windows 7 all .NET framework comes preinstalled.

Steps to Install RMS & Re-connect your Database

Below are the steps which we will follow to configure RMS onto your intended Interim Server.

1. Downloading of Documentation required
2. Downloading of Files required
3. Folder creation
4. Backup Files
5. Installation of SQL Express 2005
6. Restoring your Database
7. Connect to your Database on your Interim Server
8. Reconnecting your Workstations
9. Installation of the RMS Configurator (if required)
10. Installation of Modules (if required)

1. Downloading of Documentation required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Go to www.rms-global.com
- B. Select the Support button (green button at the top of the page)
- C. Select the tab named 'Help Files & FAQs'
- D. Select Frequently Asked Questions
- E. Select the category 1st top left RMS Installation
- F. Print off the following documents
 - SQL Express Installation Procedure
 - RMS Configurator Installation Procedure

2. Downloading of Files required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Go to the Downloads button at the top of the screen
- B. Choose to download and save the following files to your desktop;
 - SQL Express 2005
 - RMS Configurator/Updater

3. Folder Creation

IMPORTANT NOTE: This step will only need to be completed if the below folder does not already exist on computer you intend to make your Interim Server.

- A. Create a folder under your C drive named "RMSWIN"
- B. Within the RMSWIN folder, create three (3) folders, name one HISTORY one STDLETRS and the other BACKUP
- C. Share the RMSWIN folder on your network, ensure you allow full access rights to all users (they will require full read/write capability).

4. Backup Files

In order to re-connect your database we will require a copy of your latest RMS backup.

A. Locate your latest RMS backup

This may exist on a CD, DVD, Memory Stick or you may have used the RMS iBackup utility, locate the files where ever they may be held.

An RMS backup consists of multiple files. Backup files are numbered Bkup.z01 through to the number required for your database as well as a file named Bkup.zip. **ALL** files are required to complete a successful restore of your database.

B. As in step three (3) locate the BACKUP folder in the C:\RMSWIN folder

In this folder you should find a folder for each day of the week, Locate today's folder (if you cannot find this file you will need to create one for today. When creating a new folder named an abbreviation of the day E.g. Wed, Fri, Sat etc.)

C. If backup files already exist in this folder delete them all

D. Copy your latest RMS backup files into this folder

5. Installation of SQL Server 2005

A. See installation documentation printed off in step one (1) of this document. It is critical that these instructions are followed correctly for the configuration of your SQL Server.

B. Double click the icon downloaded to your desktop in step two (2) of this document (icon is named SQLEXP32.exe)

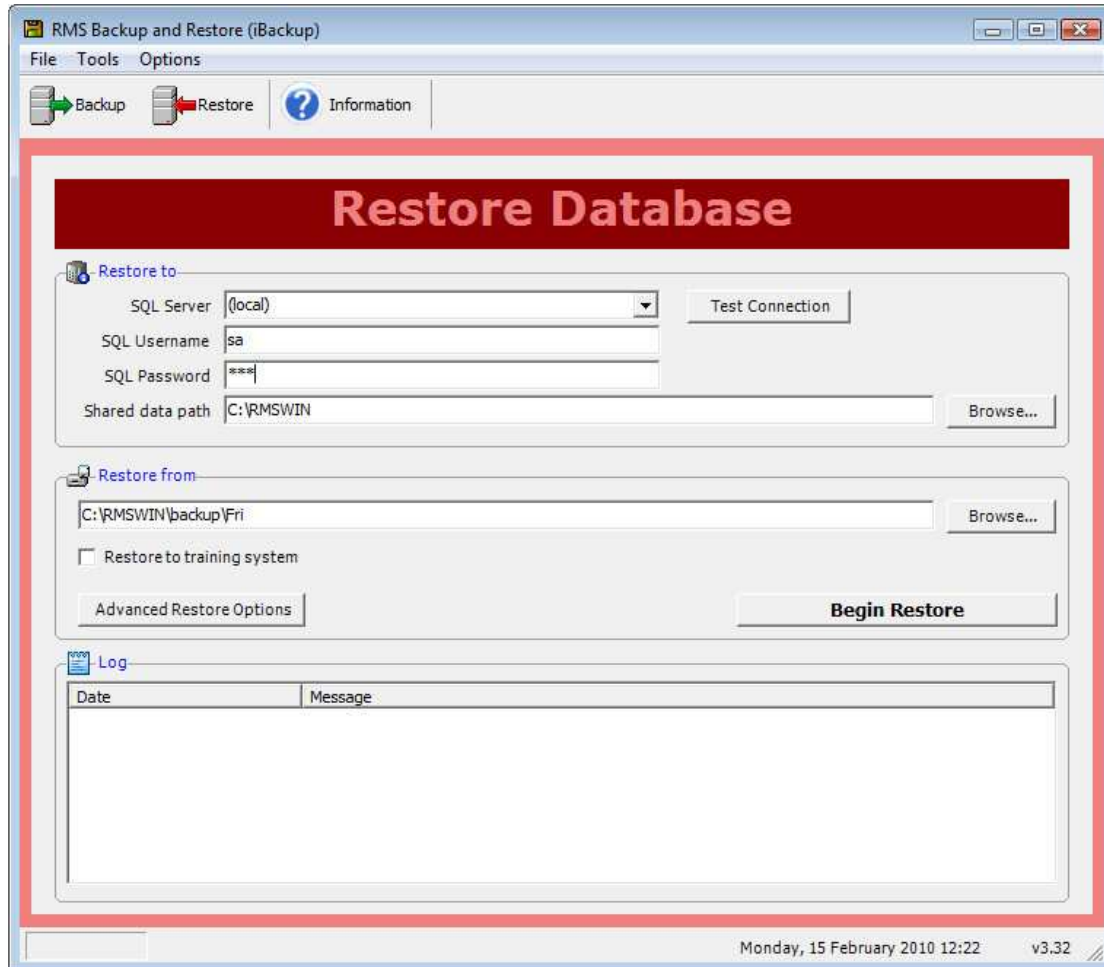
6. Restoring your Database

In this step we will be restoring your database to your Interim Server

A. Select Start (bottom left hand corner of your desktop) > All Programs > RMS for Windows > Backup and Restore

B. Once the screen opens choose the red RESTORE option in the top left corner of the screen, you will be presented with the below screen.

If you receive a message stating that 'History cannot be found' simply click OK



C. In the 'Restore to' area ensure the following details are correct.

Restore to	
SQL Server:	(local) if installed via RMS SQL installation document
User Name:	'sa' if installed via RMS SQL installation document
Password:	'emu' if installed via RMS SQL installation document
Shared data path:	Path back to C:\RMSWIN on your Interim Server

D. Now click the 'Test Connection' button to the right of SQL Server. If configured correctly you should receive the below message.



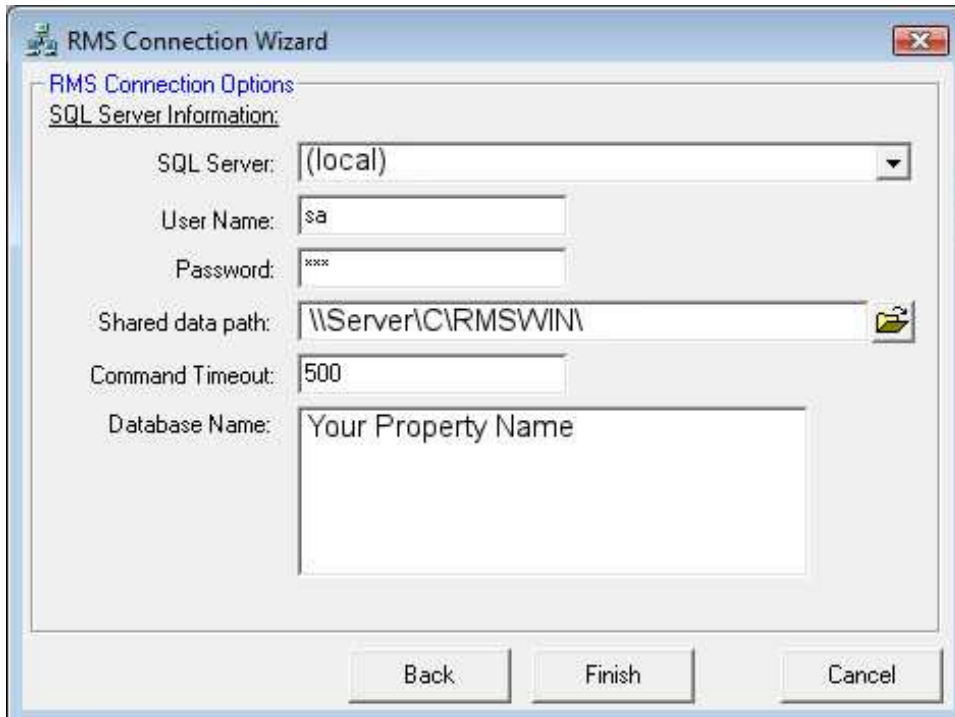
- E. If your message states and INVALID connection this would indicate that one of the fields has been entered incorrectly or that the SQL Installation was not successfully followed. In this case please contact support for further assistance.
- F. If your message states VALID you must now set the correct Restore from path, as shown below this should be a path back to the specific day of week folder you have placed your current RMS backup into as in step four (4) of this document.

Restore from	
Shared data path:	UNC style path back to C:\RMSWIN\BACKUP\[day of week]

- G. Once all information is entered choose BEGIN RESTORE. Once completed you will receive a message that your Restore was Successful, when this message is received choose OK then close the Backup and Restore screen using the red cross in the top right corner.

7. Connect to your Database on your Interim Server

- A. Select Start (bottom left hand corner of your desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Choose an Existing Database' and choose Next
- C. You will be presented with the below screen.



- D. Complete the following information on the screen in the order of User Name, Password, SQL Server, Database Name, Shared data path

RMS Connection Options	
SQL Server:	(local)
User Name:	'sa'
Password:	'emu'
Shared data path:	UNC style path back to C:\RMSWIN on your Interim server
Command Timeout:	500
Database Name:	If the above is configured correct you should automatically see the name of your database in this field.

E. Once all information is entered correctly select FINISH.

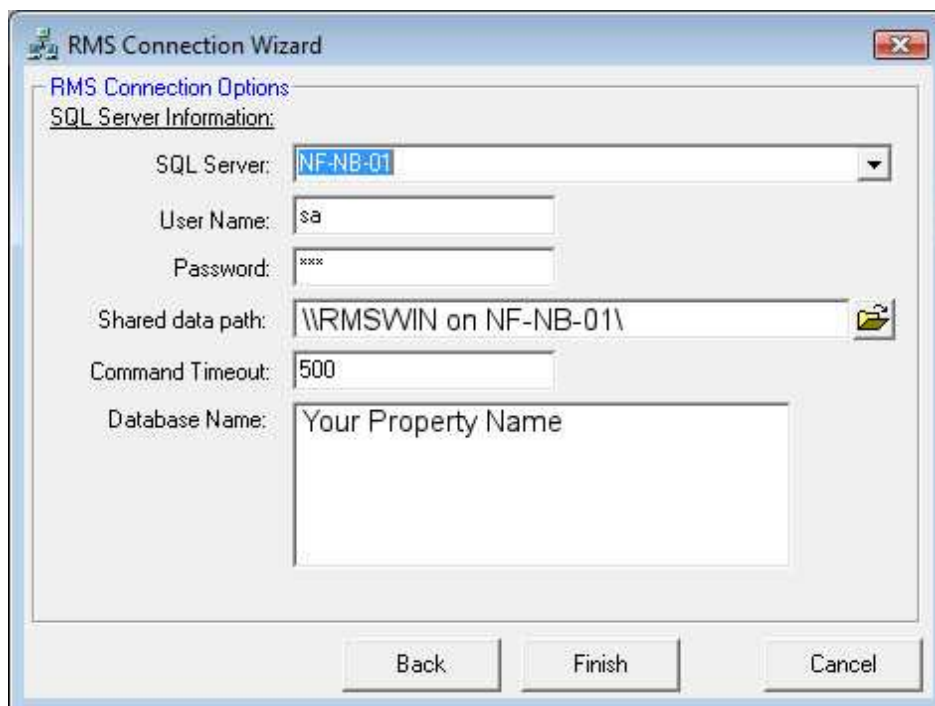
If all information is entered correctly you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

7. Reconnecting your Workstations

This step will create a connection from your workstations to your database which resides on your Interim Server.

Any issue with the below steps would indicate that the Server was not configured correctly as per the Server Installation documentation.

- A. Click Start (bottom left corner of your computer desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Choose an Existing Database' and choose Next
- C. You will be presented with the below screen.



- D. Complete the following information on the screen in the order of User Name, Password, SQL Server, Database Name, Shared data path

RMS Connection Options	
SQL Server:	Name of your server
User Name:	'sa' same as configuration on your server
Password:	'emu' same as configuration on your server
Shared data path:	UNC style path back to C:\RMSWIN on your server
Command Timeout:	500
Database Name:	If the above is configured correct you should automatically see the name of your database in this field.

E. Once all information has been entered, select Finish.

If all information is entered correctly you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

8. Installation of the RMS Configurator.

If the RMS Configurator was installed on your original server you will need to complete this step, if your RMS Configurator runs on an existing computer please skip to step nine (9).

- A. See installation documentation printed off in step one (1) of this document. It is critical that these instructions are followed correctly for the configuration of your RMS Configurator.
- B. Double click the file downloaded from step two (2) and follow the steps from the document in step A.

9. Installation of Modules

If you had any Modules of RMS running from your original server you will also need to reinstall and reconfigure these.

See your RMS F1 Help files for the installation instructions for the Modules you are require to install.

The Configuration of your RMS Interim Server is now complete.