

NEW OR REPLACEMENT WORKSTATION INSTALLATION

This document is used to install RMS onto your New or Replacement WORKSTATION.

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 from RMS Administration (if you do not have the below please contact Administration on +61 3 9335 1588, option 1).

- 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 & Connect to your Existing Database

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

1. Downloading of Files required
2. Connection to your Database
3. Reset RMS Licence Accumulation (required if replacement workstation only)
4. Upgrading all computers (if required)
5. Installation of latest Upgrade (if required)

1. Downloading of Files required

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

IMPORTANT NOTE: If the Full Version of RMS is higher than the version you are currently running on your existing systems **ALL** computers you run RMS on **MUST** be upgraded to the same version.

- A. Go to www.rms-global.com
- B. Log into the Customer Support page, by the bottom left hand corner of the screen
(here you will require your Client Number as per page one (1) of this document)
- C. Once logged in go to the Downloads button at the top of the screen
- D. Choose to download and save the following files to your desktop;
Full Version 8.11 Series

2. Installation of RMS Full Version

- A. Double click the file downloaded to your desktop in step two (2) of this document. Do not change any of the installation options, simply click next until prompted to install.

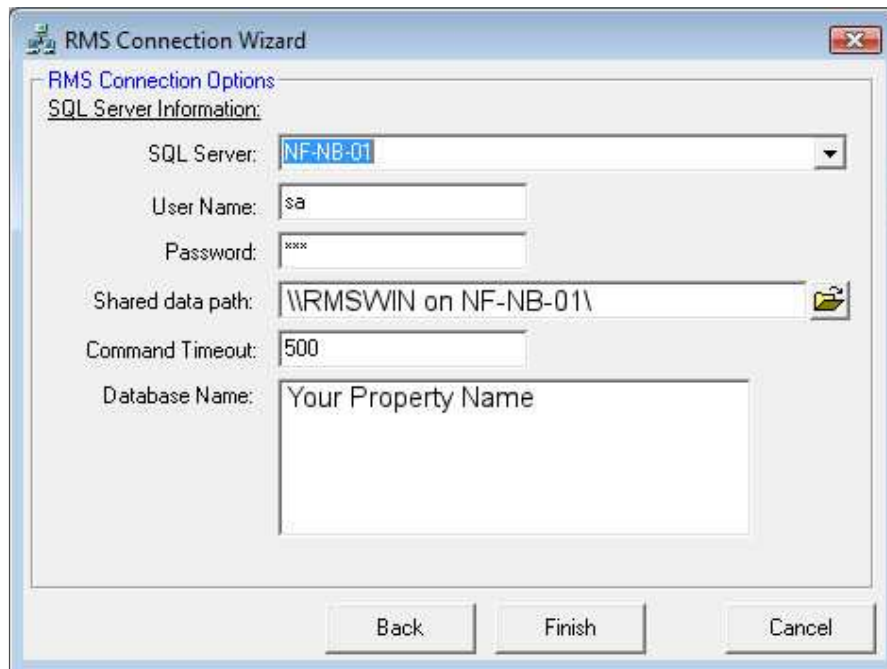
No passwords are required within this step.

3. Connection to your Database

This step will create a connection from your workstation to your database which resides on your 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.

4. Resetting RMS Licence Accumulation (only required if a replacement workstation)

For this step you will require the daily password as per page one (1) of this document.

- Locate the RMS for Windows icon on the desktop
- Click **ONCE** on the icon to highlight it
- HOLD down the SHIFT key on the left hand side of the keyboard while at the same time double clicking the RMS for Windows icon.
- You should now see a grey DEBUG form (you may now release the SHIFT key)

- E. Click ONCE on the button named 'Reset Workstations'
- F. Click YES on the message asking if you are sure.
- G. You will be asked for a password. Enter the password provided by support on page one (1) of this document, then select OK
- H. Click OK on the message stating Done
- I. Exit the debug form from the Red Cross in the top right corner.

5. Upgrading all Computers (if required)

If the Full Version of RMS you have downloaded in step two (2) is higher than the version of RMS your existing computers are running you will now need to upgrade all computers to this version.

If the Full Version of RMS you have downloaded in step two (2) is lower than the version of RMS your existing computers are running skip to step five (5).

- A. Place the RMS Full Version file downloaded into the UPGRADE folder on your server under the following path C:\RMSWIN\
 - B. Log all computers out of RMS
 - C. On your Server computer log back into RMS, this will start the installation of the upgrade.
 - D. Once the upgrade is installed, log into RMS again on the same computer
 - E. You will now be presented with a red box, do not interrupt this process. Once the system has completed updating your database it will automatically log you into your RMS application.
- F. Repeat steps C & D on all workstations.

6. Installation of latest RMS Upgrade (If required)

This step will complete automatically if your other computer are on a higher version of RMS than the full version you have downloaded.

- A. Log into RMS on your Workstation, the installation of the latest upgrade you have will start.
- B. Once the upgrade is installed log into RMS again on the same computer you will be automatically logged back into your RMS system.
- C. Now repeat on all other computers with RMS installed.

The Configuration of your RMS Workstation is now complete.