

RMS WEB INSTALLATION PROCEDURE FOR SERVER

This document is used to install RMS onto your SERVER for the first time.

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).

- Licence details for your RMS system
- 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.

Steps to Install RMS & Create your Database

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

1. Downloading of Files required
2. Downloading of Documentation required
3. Folder creation
4. Installation of SQL Express 2005
5. Installation of RMS Full Version
6. Creation of your Database
7. Updating your Database
8. Installation of the RMS Configurator
9. Push out for latest RMS Upgrade

1. Downloading of Files 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. 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;

SQL Express 2005
Full Version 8.11 Series
RMS Configurator/Updater

2. 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
RMS WEB Installation Procedure for Workstations

3. Folder Creation

- A. Create a folder under your C drive named "RMSWIN"
- B. Within the RMSWIN folder, create two (2) folders, name one HISTORY and the other STDLETRS.
- 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. Installation of SQL Server 2005

- A. See installation documentation printed off in step two (2) 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 (1) of this document.

5. Installation of RMS Full Version


- A. Double click the file downloaded to your desktop in step one (1) 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.

6. Creation of your Database

This step will create your blank database for RMS. You will require the Licence details of your RMS system from RMS Administration.

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



- D. Complete the following information on the screen.

RMS Connection Options	
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:	UNC style path back to C:\RMSWIN
Command Timeout:	500
Your Property Information	
Your Property Name:	Found on your Licence document
Workstations:	Found on your Licence document
Registration No:	Found on your Licence document

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

If all information is entered correctly the system should remain on this screen, the image in the bottom right corner will change occasionally through the process, once completed you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

7. Updating your Database

This step will update your blank database to the correct version.

- A. Double click on your RMS for Windows icon found on your desktop, see below for icon



- B. 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.

8. Installation of the RMS Configurator.

- A. See installation documentation printed off in step two (2) of this document. It is critical that these instructions are followed correctly for the configuration of your RMS Configurator.
- B. Choose the RMS Configurator installation button on the main menu of the installation CD and follow the steps from the document in step A.

9. Push out for latest RMS Upgrade

This step is completed using your RMS Configurator.

- A. Log a service request through our web page at www.rms-global.com requesting a push out of the latest upgrade, or, contact support on +61 3 9335 1588, option 4.
- B. A support team member will push out the upgrade for you; your Configurator will automatically download this version and notify you once completed.
- C. Once your Configurator has notified you that a new version is available, quit out of your RMS application on all computers then log back in on one computer only, this will prompt the installation of the upgrade.



- D. Once the upgrade is installed log into RMS again on the same computer to upgrade your database; when the upgrade is complete you will be automatically logged back into your RMS system.
- E. Now repeat on all other computers with RMS installed.

The Configuration of your RMS Server is now complete.

If you intend to install RMS onto additional computers (workstations) please refer to the RMS WEB Installation Procedure for Workstations document as downloaded in Step two of this document.