

Chapter 4.03: Updating Route Manager Via the Web

Overview

This chapter will guide you through the process of updating your Route Manager program via the Internet. Depending on your Internet connection, computer specs and size of data, this process may take up to 2 hours to complete. Be sure to allow enough time for completion of the update.

The update consists of 3 major steps:

- 1. Make a Backup of your data.
- 2. Downloading the update program file.
- 3. Installing the update.

These steps are covered below.

NOTE: ALWAYS make sure to make a backup prior to installing any updates.

Making a Backup

Before proceeding with making a backup, ALL users must be logged completely out of Route Manager. If you attempt to make a backup and a user is logged in, you will be notified that you cannot proceed and have all users log out.

The first step in making a backup, aside from having all users logged out is to make sure Local Settings has a Backup Directory established. Navigate in Route Manager to *File > Local Settings* and then the *Directories* tab.





Locate the Backup Directory setting. If this is blank or pointing to a path that no longer exists, be sure to put a valid path in the field. Using the value of ".\Backup" will create the backup within the RMA\Backup folder, and should be sufficient in most cases.

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Local Settings			• 🗙
Local Settings			
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Desktop Communications Directories	Printers Reports Colors		
Directories			rul
Backup Directory	.\BACKUP		
G/L Output Directory		Backup	
Credit Card Processing Directory		Backup	
Bank Transfer Processing Directory			EXIT
EF2000 Document Directory			
EF2000 Equipment Document Directory			
Report Output Directory			
Mapping Directory		1	
Photo Directory		1	
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MapPoint Template File		1	
,	_	1	

Save the changes to continue.

Next, navigate to the *File > Backup/Restore > Backup Data Files* menu item.



File Lists Transaction	ons Reports	Route	Tools	Module
<u>B</u> ranch Setup	1	، ک		\$ Pe
Lo <u>c</u> al Settings				
<u>M</u> essaging	•			
Load Data Set				
Manage Data Sets				
Import	+			
Export				
<u>R</u> ebuild Data Files				
P <u>a</u> ck				
Backup/Rest <u>o</u> re	•	<u>B</u> ackup	Data Fil	es
Print		<u>R</u> estore	Data Fil	es
Print Set <u>u</u> p	Ctrl+P			
Logout				
Exit and Logout				

Upon choosing the *Backup Data Files* option, a new screen will appear letting you know the Data folder that is being backed up (C:\RMA\DATA in the example below) as well as where it is being backed up to (C:\RMA\Backup) as well as the file name (rm2kd.zip)

Rmadvanced Backup							
This will make a DATA BACKUP from C:\RMA\Data to C:\RMA\BACKUP\RM2KD.ZIP							
Do you want to continue?							
Comment							
Yes No							

Enter a comment in the *Comment Box*, such as "Prior to Version 7.0.2 r1 Update" (or whatever version you are installing). Then choose the *Yes* button to proceed.

The backup process will proceed and a .zip file will automatically be created in the folder that was mentioned in the previous screen.

Example of the backup in progress:





Once finished, a notification will appear letting you know the backup has completed:



Select the OK button to finish the backup process.

Downloading the Update

Using your web browser, browse to our support Web site at <u>www.ARS247.com</u>

NOTE: Updates must always be installed on the Main PC/Server that Route Manager was originally installed on. It can NOT be installed from a workstation or mapped drive.

- 1. Log in to the site by clicking the *LOG IN* option in the upper right corner then entering your **CI Code** and **ZIP code**.
- 2. Click the *Support* drop down menu.
- 3. Then choose the *Downloads* option.



- 4. Select *Route Manager Advanced* from the list of options under the *Software Download* section.
- 5. Choose the latest RM Series update available.
- 6. Review the release notes, make note of any special warnings/precautions.
- 7. Download the file to your PC by selecting the *Download* link on the right of the screen or at the bottom. Make note of where the file is being downloaded to, as the next step will require you to double click the file to begin the update process.
- 8. After the update has been downloaded, and **backup completed**, double-click on the file.

NOTE: All users <u>must</u> exit Route Manager before continuing and a backup should always be made prior to installing an update.

Installing the Update

Once the backup is complete, and you are sure you are working from the Server/Main PC where Route Manager is installed, double click the update file that was downloaded from <u>www.ARS247.com</u>.

Depending on your operating system, you may receive a warning (similar to the one shown below) from Windows asking for your permission for the update to make changes to the software on the computer, select the YES button to continue.



After the file is extracted, continue to follow the instructions listed below.

The first screen will be the *Welcome* screen, please review and select **Next** to continue with the installation process or **Back** to view previous pages or **Cancel** to cancel the update process.



RM7 Rou	🕷 Route Manager v7.0.1r8 7900 Setd 🛱 🗕 🗆 🗙								
	Welcome to Route Manager v7.0.1r8 Job Setup Setup will guide you through the installation of Route Manager v7.0.1r8 7900. It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.								
	Next > Cancel								

You will now see the *License Agreement* screen. Carefully read the license agreement. If you agree to the terms outlined, select **I Agree** to proceed.

RM7	Route Manager v7.0.1r8 7900 Setu🛱 🛛 – 🗆 🛛 🛛							
RN	License Agreement Please review the license terms before installing Route Manager v7.0. 1r8 7900.							
Press Page D	Down to see the rest of the agreement.							
Software Lic	ense Agreement							
IMPORTANT SOFTWARE software, yo This software the appendi you (either a the sealed s by the terms	IMPORTANT - READ CAREFULLY BEFORE OPENING SOFTWARE AND/OR USING SOFTWARE. By opening the sealed package containing the software and/or using the software, you indicate your acceptance of the following Software License Agreement. This software license agreement, including Warranty and Special Provisions set forth in the appending or separate booklet included in this package is a legal agreement between you (either an individual or an entity) and Advantage Route Systems, Inc. By opening the sealed software packets and/or using the software, you are agreeing to be bound by the terms of this agreement. If you do not agree to the terms of the agreement, If you accept the terms of the agreement, dick I Agree to continue. You must accept the agreement to install Route Manager v7.0. 1r8 7900.							
If you accept agreement to Nullsoft Install S								
	< Back I Agree Cancel							



Select an Install Type and then choose **Next** to continue.



NOTE:

Full Install or Update Existing Install (Standard): Select this option to update your existing Route Manager installation or install Route Manager on a new server. This option is selected by default, as it's the most common.

Client Install (Used for Secondary Mapped Drive Installs): If your network environment is setup to map workstations to the Route Manager main computer/server via a Mapped Network Drive, use this option to update the workstations with the proper .DLL and Registry entry files.

RM2000 Conversion (Used for Converting from **RM2000)**: Only use this option if you are converting data and upgrading from Route Manager 2000 to Route Manager Series 7.



Enter or browse to your Route Manager program location to be updated. If you have a previous update in the past, it will remember the last location provided.

RM7	Route Manager v7.0.1r8 7900 Setu 🗗 🛛 👘 📥
RM	Choose Install Location Choose the folder in which to install Route Manager v7.0. 1r8 NAGER 7900.
Please choose	e the Route Manager directory:
RMA Path	
C:\RMA\	Browse
Space require Space availab	d: 222.8MB ie: 106.1GB
Nullsoft Install Sy	vstem v3.0b1
	< Back Install Cancel

NOTE: The default Route Manager path is C:\RMA, however, your Computer Administrator may have installed Route Manager on a different drive or folder. The easiest way to find the location of Route Manager is to *right click* on the *shortcut* located on your servers desktop and choose the *Properties* option. The *Start In* path is where the Route Manager folder resides. Normally this will be on one of the following drive letters: C, D, E or F. Anything higher may indicate you are using a Mapped Network Drive to connect to the program and an update <u>should never be</u> performed via a Mapped Network Drive.

After clicking **Install**, the setup program will proceed to copy files and install the update and rebuild the database tables. This process may take several minutes to hours depending on the speed of your machine, amount of history, and previous version you were on. If you wish to quit the installation at any time, choose **Cancel** on the progress bar. But be aware, cancelling in the middle of the update may have unstable results.



RM7 Ro	oute Manager v7.0.1r8 7900 Setu🛱 🛛 – 🗆 🛛 🛛
	Installing Please wait while Route Manager v7.0. 1r8 7900 is being installed.
Extract: RMA.EXE	
Show details	
Nullsoft Install System v3.0b	of
	< Back Next > Cancel

When the installation is complete, the following screen will appear. Read the information on the screen and then click **Finish**. The update is now complete.





Update Tips

- 1. Series 7 of Route Manager has four different flavors of the software, and can be identified by the Title Bar of the Application or the default background screen image. The different flavors are:
 - a. Lite
 - b. Pro
 - c. Advanced
 - d. Enterprise
- 2. Each update has a unique build number and date displayed in multiple locations within the program, for example:
 - The Help > About Route Manager Series 7 (Flavor: Enterprise, Release: 7.0.2t, Build 8553, Industry: General)



screen/program: (Flavor: Enterprise, Release: 7.0.2t, Build 8553)

RM	💵 RM Enterprise v7.0.2t (8553) - Advantage Water and Ice [ADMINISTRATOR2]												
F	ile	Lists	Transactions	Reports	Route	Tools	Modules	Inventory	Window	Help			
	Mod	lule Da	ate 04/18/201	16 Q) 😰 🕻		S Peri	od MO_APR	2016	B	EN	Auth.net	9

This makes it easy for you to identify if the update was successful after the installation.

3. When installing the update, if you receive the message "An error occurred during the move data process," this means that files are locked by other users. Even if you have logged everyone out of Route Manager, the files may be "stuck" on the network.



The simplest resolution to this problem is to reboot your File Server.

4. If trying to log into Route Manager, and you receive a message about "Rebuilding or Packing Data. Try again later." Then you will need to perform the /REMLOCKS command. Do this by going to Start > Run, and entering the FULL RMA.exe path and adding a space, then /REMLOCKS at the end. Example: "C:\RMA\RMA.exe /REMLOCKS"

NOTE: This is covered in more detail on ARS247.com. Log into the website and search for REMLOCKS.

- 5. <u>Always</u> install updates directly on the File Server/Main PC.
- 6. Make sure you have adequate network security (Administrator) privileges before attempting an update.
- 7. When updating a Terminal Services enabled Server, make sure you are in "Install" mode or install the update via the Add/Remove Programs menus.

NOTE: Failure to install updates in "Install Mode" may result in an unstable operating system environment.

8. You can also view Release Notes for your version at any time by going to <u>www.ars247.com</u>, logging in and then going to *Support > Downloads > Route Manager Advanced* and then choosing your version.



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Series 7: Version Date, April 18, 2016