

SalesCTRL Installation Instructions

07/02/2007

Hardware/Software Requirements

SalesCTRL™ is supported on a Windows 2000 Professional or newer computer with a minimum of 512MB RAM, 1.6GHz processor, and 325MB of available hard disk space for installation. SalesCTRL is **NOT SUPPORTED** and **SHOULD NOT BE INSTALLED** on a Windows NT 4.0 workstation, Windows NT 4.0 Server, or Windows NT 4.0 Terminal Server.

Note:

Terminal Services / Citrix® Users: You must install the live software and updates through the Control Panel Add/Remove Programs function.

Optional Automated Data Synchronization: Windows Server 2003 is required.

Optional Accounting HotLink: Please reference the separate setup and configuration instructions for the Open Systems® Accounting Software and TRAVERSE® HotLink interfaces.

SalesCTRL provides an interface to Microsoft Word 2000 or later, Microsoft Outlook 2000 or later, and ActiveFax®. The Office applications must be installed prior to the installation of SalesCTRL.

Network, Single-User, Update, and Evaluation Installation

Insert the SalesCTRL CD in your CD-ROM drive and the installation program will launch if the Windows Auto Run feature is enabled. If the Auto Run feature is not enabled or you have downloaded the software please choose from the following:

SALESCTRL.EXE	<i>Network, Single-user or Evaluation</i>
SCUPDATE.EXE	<i>Update to existing installation</i>
SCWKSTN.EXE	<i>Workstation Installation - run only <u>after</u> Network install</i>

Choose Full Installation of SalesCTRL, Uppdate Existing SalesCTRL, or SalesCTRL Workstation Installation. The installation wizard guides you through the rest of the installation procedure. If you are installing a single-user version or Evaluation Copy of SalesCTRL, use the default installation parameters displayed during setup. When you install on the network you must specify your network directory since the installation defaults to C:\SC2000.

Network Workstation Installation

Insert the SalesCTRL CD in your CD-ROM drive and the installation program will launch if the Windows Auto Run feature is enabled. If the Auto Run feature is not enabled or you have downloaded the software please choose the following to install SalesCTRL on your workstation after you have completed the network installation:

SCWKSTN.EXE

The workstation installation wizard defaults to c:\SC2000 and must be changed to the network directory (Change Folder button) where SalesCTRL is installed. You must reboot the workstation after completing the workstation install.

Verify Installation of Software Update

After installing a SalesCTRL update, always login and confirm the Build Date and Version through Help | About This Database on the menu toolbar. The updated information means you have installed the SalesCTRL update to the correct directory on your computer. If this information does not change from the previous installation please confirm the correct directory was selected during the installation process and the correct scupdate.exe program was installed.

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Microsoft Outlook Security Prompt

This is a new Outlook security feature introduced in Outlook 2000 (SR2 and newer), and installed by default with Outlook 2002 and Outlook 2003. This feature helps guard against most viruses that are spread via attachments to email messages as well as protects users from worm viruses that replicate through Microsoft Outlook. But this "improvement" is annoying when third-party software like SalesCTRL uses Outlook for sending email.

A tiny freeware utility called ClickYes is installed in the SalesCTRL program directory which automatically clicks the Yes button for the Outlook security prompt when sending an e-mail from any email field in SalesCTRL. It does not affect any other windows with Yes buttons.

Evaluation Software - User and Password Information

The User ID to login is **ADM** without a password and the User's Guide PDF is located on the CD. The software must be registered through the Register function on Help | About This Database to use it beyond the initial 60-day evaluation period. SalesCTRL is licensed by installation - contact us at (414) 362-9640 to obtain product activation keys for your computer if you have purchased a live copy of the software.

Interrupted Installation

The first time you launch SalesCTRL after installing, it automatically starts a Change Database process. If this process is interrupted for any reason, navigate using the Windows Explorer to the directory where SalesCTRL is installed, locate the file UPDPROG.DBF and remove it. Next, locate the file called UPSC97.OLD and rename it to UPSC97.APP. **Note:** If UPSC97.APP already exists from a prior interrupted installation, please rename UPSC97.APP to UPSC97OLD.APP. Verify that no one else is logged into SalesCTRL and allow the Change Database function to complete when you login again.