

Version 5 Upgrade Instructions

With the release of version 5.10a of the AVM-2000, TangoWare has created a new, easy-to-use external update process. A single update file will now be posted to our website or provided on CD. Separate update files for servers and workstations will no longer need to be distributed.

The name of the update file will now contain the update version number, making it easier for users to determine which update files they have downloaded.

Please note that the INITIAL upgrade process may take from 10 to 60 minutes for some users (average is 20 to 30) depending on the size of your database files and the speed of your computer system. Subsequent version 5 updates will take considerably less time. Please be sure to leave enough time to complete the upgrade process without interruptions.

- 1) If necessary, download the most recent Version 5 update from <http://www.tangoware.com>
- 2) As always, before performing an update, the following items must be completed:
 - * The AVM-2000 LockOut function can be turned ON and used during the Reindexing and Backup processes, but must be turned back OFF before proceeding with instruction # 3 below.
 - a) If using a multi-user networked version of the program, get ALL users out of the AVM-2000.
 - b) **Reboot** the server computer if using a peer-to-peer server (if you are not using Windows 2003 Server, etc.)
 - c) Do a complete Reindex and Pack of all files
 - d) Do a complete BACKUP of all AVM-2000 files.

Next, users will execute the update file from the CD, or from the file downloaded to their hard drive.

- 3) Locate the **AvmUpdater_5xx.EXE** file downloaded to your hard drive, where xx is the most recent version number, and double-click on the file. Or, if you have received an update on CD, you may click the **Update Primary** button from the auto-start window; or use the Windows Explorer, and locate the AVMUpdater_5xx.EXE file in the Updates > Primary folder on the CD drive.
- 4) **Double-click** on the file to start the update process. You will see a small WinZip "Welcome" window. Click on the **Setup** button to begin.
- 5) Enter the update **password** provided by TangoWare into the WinZip Password window, and click the **OK** button.
- 6) This opens the AVM External Updater form. Click on the **1 Choose Folder** button and locate the SERVER's AVM2000 folder on the server's hard drive. Or, if running a single-user installation, choose the C:\AVM2000 folder. Click the **Select** button.
- 7) Click the **2 Pretest** button. If the pretest checks out correctly, you will receive a message that AVM files have been verified, and the update may be continued by typing into the Confirmation field. Click the **OK** button. If a problem is found, you must close the AVM External Updater form, correct the problem, and then start the update process over from step 3 above.
- 8) Type into the **Confirmation** field: "I HAVE A BACKUP UPDATE NOW"
- 9) Click the **3 Update AVM** button. Answer **YES** to the Version Update prompt.
- 10) Wait for the update to finish. When the External Update is complete, the "Update Details" window will display on the screen. Press the <**ESC**> key to exit the Update Details form. Click the **DONE** button and exit the External Update form.

11) If necessary, "Unlock" the AVM-2000 software. (This is only required if you used the AVM-2000's "LockOut" function to prevent users from accessing AVM-2000 during the update.)

12) Open the AVM-2000 software. Do a complete Reindex & Pack.

13) Run an on-hand Inventory Report to complete the update process by going to **Reports > Inventory > 1 Detailed Query List**. Click the **RUN Report** button. Once complete, click the **Done** button to exit the report. (NOTE: This step is not necessary for Level 1 AVM-2000 users.) If you do not run this Inventory Report, AVM-2000 will give users a pop-up warning when opening forms such as Inventory, Work Orders, Invoices and P & E's.

14) If you are using the optional **Security** module, the security administrator will need to check the Control and Menu permissions for any new functions that users will need to be granted access to.

15) If you are running a multi-user version of the AVM-2000, workstations should automatically update themselves to the new version of the program the next time the workstation's AVM-2000 shortcut is used. (NOTE: This automatic workstation update function requires use of the **C:\AVM2KWS\startavm.exe** file as the shortcut target.) If you are not currently using the STARTAVM.EXE shortcut, you should reset your workstation's shortcut to get AVM-2000 to open and update properly. If your workstation does not automatically update, you may need to copy these files: AVM2000.EXE, STARTAVM.EXE, 2KGUIDE.CHM and AVMGUIDE.PDF; from the server's AVM2000 folder to the local C:\AVM2KWS folder at the workstation.

Please note that TangoWare will not be responsible for any problems that may occur if all instructions above are not followed. Any technical support provided from failure to follow the above instructions will be charged at our regular hourly rate -- REGARDLESS of whether or not you have an AMA (Maintenance Agreement) in place.

Please contact TangoWare with any questions or concerns that you may have regarding updates.