Charlie Tango, Inc.

Version 6 Upgrade Instructions

Version 6 of the AVM-2000 continues to use the external update process introduced with Version 5. A single update file is posted to our website or provided on CD. Separate update files for servers and workstations are no longer needed.

The name of the update file contains the update version number, making it easy for users to determine which update files have been downloaded.

NOTE: Version 4 users must first upgrade to Version 5 before proceeding with the Version 6 upgrade.

Please note that the INITIAL upgrade process from version 5 to version 6 is slightly different for multi-user versions with workstations (see step 14). Subsequent version 6 updates will work the same as our standard version 5 updates. Please be sure to leave enough time to complete the initial upgrade process without interruptions.

1) If necessary, download the Version 6 update file 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 primary / server data and program files. This includes your <u>entire</u> AVM2000 folder and all files and subfolders contained within.**

NOTE: This type of backup is particularly important with the initial upgrade to version 6 because of the fundamental programming changes needed for VISTA-compatibility. TangoWare will not be responsible for lost or corrupted data or other problems due to failure to perform a backup of your entire AVM2000 folder.

e) If you used the Lockout function, turn it back OFF now.

Next, users will execute the update from the file downloaded to their hard drive in Step 1 above.

3) Locate the **AvmUpdater_6xx_bbb.ZIP** file downloaded to your hard drive, where xx_bbb is the most recent version and build number, and double-click on the file.

4) Once the zip file is open, d**ouble-click** to run the AvmUpdater_6xx_bbb.EXE file contained within the ZIP 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. Type into the **Confirmation** field: "I HAVE A BACKUP UPDATE NOW"

7) 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. The **STATUS** field will let you know if the folder you've selected appears to be an AVM-2000 server folder.

8) 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 clicking the **3 Update AVM** button.

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9) After clicking the **3 Update AVM** button, say YES to Version Update prompt.

10) Wait for the update to finish. When the External Update is complete, the "Update Log File" window will display on the screen. Press the <**ESC**> key to exit the Update Log form. Click the **DONE** button and exit the External Update form.

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

12) 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.

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

14) If you are running a **multi-user version** of the AVM-2000, follow the instructions below for workstations:

> a) **If you are already using Version 6, skip to step "15" below**. If this is the FIRST time you are upgrading from Version 4 or 5 to Version 6, you will need to run a one-time upgrade function at each individual workstation.

> b) **Go to the workstation to be updated**. Open **Windows Explorer** or My Computer and access the SERVER's AVM2000 folder through your network. In this folder, you will find a new file called "**_avm6_WS_upgrade.exe**". Double-click on this file to open the one-time workstation upgrade form.

> c) Click **# 1 – Choose Folder** to locate the local workstation's AVM folder. This will generally be C:\AVM2KWS.

> d) Click **# 2 – Update W/S Now** to complete the one-time workstation upgrade. Click **OK** on the message confirming that the upgrade is complete.

> e) Click **EXIT** to leave the workstation upgrade form.

> f) Complete all instructions for step 14 at each of your workstations for the initial upgrade to Version 6.

15) If you are running a **multi-user version** of the AVM-2000, workstations should now 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.

16) If you are running a **multi-user version** of the AVM-2000, users should check to verify that their AVM workstation folder (C:\AVM2KWS) on each workstation computer has a STARTAVM.EXE file dated Apr-13-2010. If your workstation has a STARTAVM.EXE file dated older than Apr-13-2010, copy this file from the server's AVM2000 folder to each workstation's C:\AVM2KWS folder.

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.

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