Customer Order Tracker Install Instructions

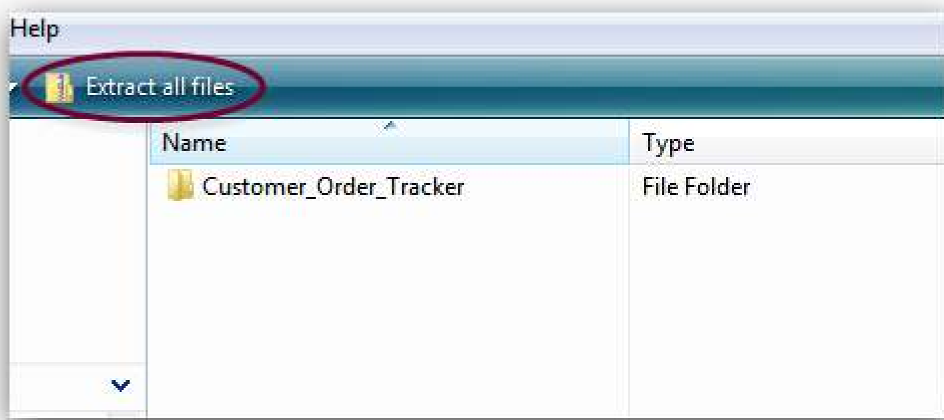
The Customer Order Tracker application can be installed on a Local Area Network (LAN) or if preferred a single computer. The setup procedures' are really the same.

The application, like all database based applications, consists of two separate pieces – the backend, which is just a fancy name for the data store or database file, and the front end which is the application itself. On a network there will only be one 'backend' and many front ends, but if you are only installing on one computer there will only be one front end and one backend.

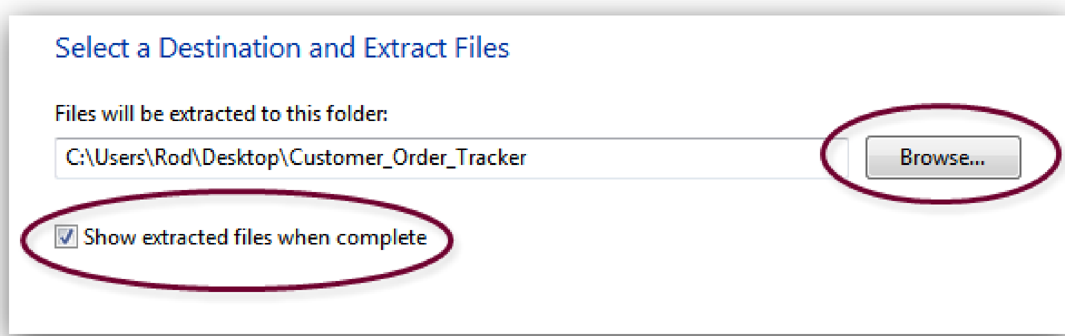
The instructions have been written for computer novices. Most people should be able to jump to Step 4 (after doing the first 3 of course)

Step 1 –Extract the Installation Files.

Assuming you have downloaded the application and double clicked it you should see something like this:



Click "Extract All Files".



Click Browse, if you are not happy with the folder selected – it should be OK though. Make sure "Show extracted files when complete" is checked, so you can easily find these files for installation.

Click” Extract” - (bottom right).

Step 2 – Prepare a spot for the backend.

This step can be missed out if you have already installed the backend (OrderData.mdb), as part of a network installation. If this is the first time you have installed the Customer Order Tracker read on.

For non-networked installations: (i.e. you are only going to use this on one computer). Create a folder in your documents area and call it Customer Order Tracker. Remember where it is for later.

For LAN installations: There are many variations to networks. We suggest, if this application is installed across a network, your network administrator will need to install the backend in an appropriate location where it can be seen from all computers you want to install this application on. All they need to do is create a folder called Customer Order Tracker, which is available to all computers that the Customer Order Tracker is to be installed on. However if you do not have access to such a person, we suggest you create the install folder in the same location as your Point Of Sale data lives, as that should be properly shared.

We cannot support problems in sharing a folder, in such a way it can be seen on all computers. Since XP you have to set up the computer/network for such sharing to happen – it is not automatic. There are many settings that might stop you from adequately sharing a folder – they involve permissions, passwords, security settings, domain settings in a Domain environment, network settings, firewalls, the mix of operating systems and a host of obscure Security Policies.

Step 3 – Install the Application (The Front End)

Double Click setup.exe (or just setup on some computers).

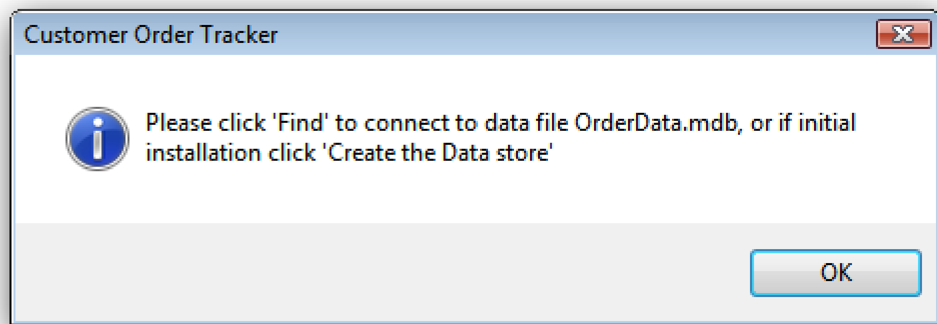
You may need an internet connection, depending on what files are already on your computer. The main file that you may need to download is .NET 3.5. Most computers should already have this, as it is supplied as part of the windows update process, but if you don't the install will download and install it. If you don't have an internet connection the install will fail. You will need to download .Net3.5 from Microsoft on another computer, and using a memory stick, or your network, transfer it to the Internet less computer and install. Then try again.

If the install succeeds the Application will open.

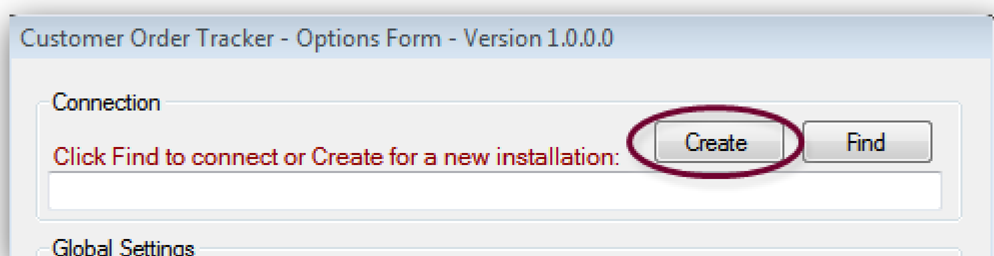
Step 4: Creating the backend

You only need to do this once. This is your data file, so only create your data file if you are not already using one.

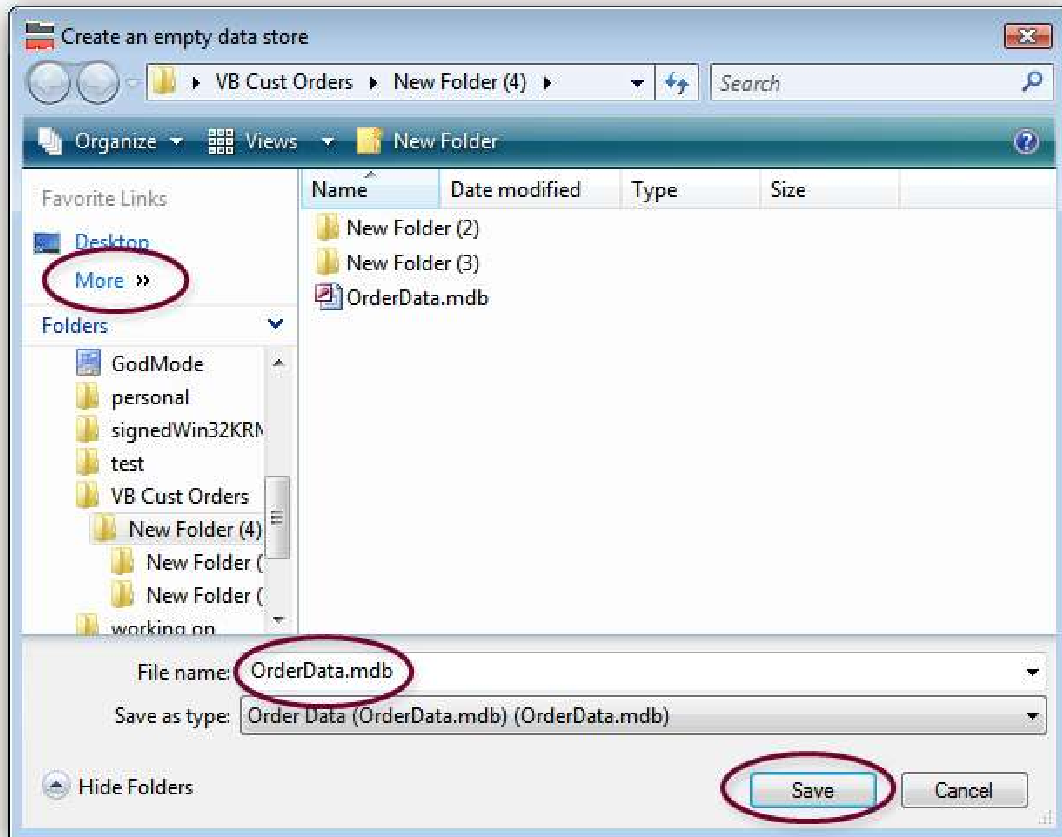
When the application first opens it goes through a few warnings. First one simply states you have 60 days left in your trial, you can ignore that. Then it warns it can't connect to your data file. In this case we know why – we have not created it yet. The next one tells us how we can fix this problem (assuming our network is not broken).



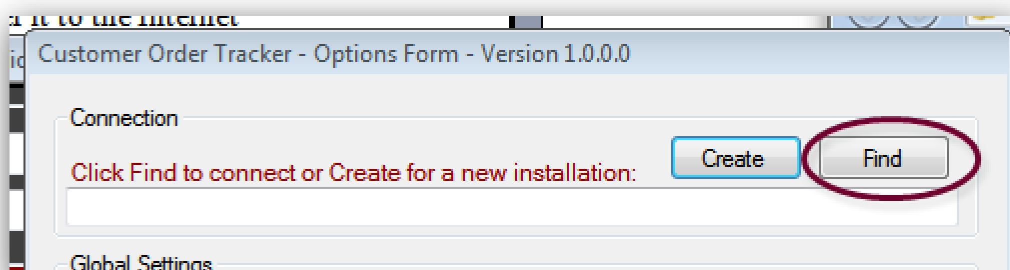
Once we OK this the application will open at the options screen.



Click "Create"
OK (after reading of course) the next two messages. They just confirm you actually want to do this, that is create the database (back end)



Click "More" to navigate to wherever you made the folder called Customer Order Tracker. Then click Save. Do not change the file name.



We have created our database file, but have not connected to it. To connect click "Find" and navigate to where you have installed OrderData.mdb. Select the file, click open, and you are done.

Click Close on the options form, and the Customer Order Tracker should open with some sample "Orders". We suggest you experiment with them for a while – you can delete them later.