Customer order Tracker – Reinstallation instructions

Instructions for users who use the SMS feature on the application and installed before 25/9/15.

Bug: User could not send a SMS. Exetel rejected SMS with "Invalid Sender" error message. Bug was caused through improper encoding of the SMS message itself.

To enable you to use the SMS feature the following must be done on each computer the SMS feature needs to be used. However I recommend all computer should be updated. No data will be lost if instructions are followed. You can back up the OrderData.mdb file to be sure. Note that there is only one OrderData.mdb file and for networks will be in a shared location noted in the options.

(Brief Instructions for the power user are to note settings in Options, uninstall, reinstall new from web, and reconnect to the data store using Find in the options and repopulate the options.)

1. Open an existing copy of the Customer Order Tracker
2. Click Options
3. Note the following
    a. Data Source _____
    b. Licence No_____
    c. User Name _____
    d. Password (you just have to know this as it is starred out)_____
    e. Hint – take a screenshot of the form (press Alt/PrtScr) and open Word and press Ctrl/V
4. Close the Application
5. Open Control Panel/Programs and Features (or Add Remove Programs in XP)
6. Uninstall Customer order Tracker
7. Download new version from web. You may need to disable AV ignore security warning that this is not a known or common application, or discard messages.
    http://www.computingathome.com.au/cot.php
8. Unzip and press setup.
9. Follow the prompts. When Option Form opens, click find and connect to the data store called OrderData.mdb
10. Populate the rest of the fields, especially the ones mentioned above
11. Test and repeat for each computer that has the application on the network