

SERVER REPLACEMENT INSTALLATION PROCEDURE

This document is used to install RMS onto a new SERVER in the case that your original server has crashed or you are upgrading your hardware.

It is important to understand that support is limited to the RMS application itself and does not extend to the environment in which it is deployed, if you require assistance with installation from an RMS Customer Support Team Member you will need to pre-book your session by contacting the Training Coordinator on +61 3 9335 1588, option 5, or by email on trainingcoordinator@rms-global.com; charges will apply.

You will need the following information (if you do not have the below please contact Administration on +61 3 9335 1588, option 1).

- Client Number for RMS.
- Daily Password

System Requirements for all computers to run RMS

Before we start with the installation the below points must be ensured on each computer you wish to install RMS onto. Each of the below steps is critical to ensure that RMS installs successfully onto your system.

Our RMS Support Team cannot assist with these settings of your local system, if you are unsure how to complete the following please contact your local technician.

- Ensure that the system is set to English Australian Regional settings through the Control Panel. Often you will find that the system will be set to English American.
- Install all critical Microsoft security updates via Windows Update.
- Ensure you have Microsoft .NET framework versions 1.1, 2.0 & 3.5 installed, this information can be found under Control Panel > Add & Remove programs. If not please run your Microsoft Windows updates.

Steps to Install RMS & Re-connect your Database

Below are the steps which we will follow to configure RMS onto your intended Server.

1. Downloading of Files required
2. Downloading of Documentation required
3. Folder creation
4. Backup Files
5. Installation of SQL Express 2005
6. Installation of RMS Full Version
7. Restoring your Database
8. Connect to your Database on your Server
9. Reconnecting your Workstations
10. Installation of the RMS Configurator (if required)
11. Installation of Upgrade (if required)
12. Installation of Modules (if required)

1. Downloading of Files required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Go to www.rms-global.com
- B. Log into the Customer Support page, by the bottom left hand corner of the screen
(here you will require your Client Number as per page one (1) of this document)
- C. Once logged in go to the Downloads button at the top of the screen
- D. Choose to download and save the following files to your desktop;

SQL Express 2005
Full Version 8.11 Series
RMS Configurator/Updater

2. Downloading of Documentation required

You will need to download the following files from the RMS web page www.rms-global.com.

- A. Select the button named 'FAQs'
- B. Select the category 1st top left RMS Installation
- C. Print off the following documents

SQL Express Installation Procedure
RMS Configurator Installation Procedure

3. Folder Creation

- A. Create a folder under your C drive named "RMSWIN"
- B. Within the RMSWIN folder, create two (2) folders, name one HISTORY and the other STDLETRS.
- C. Share the RMSWIN folder on your network, ensure you allow full access rights to all users (they will require full read/write capability).

4. Backup Files

In order to re-connect your database we will require a copy of your latest RMS backup.

A. Locate your latest RMS backup

This may exist on a CD, DVD, Memory Stick or you may have used the RMS iBackup utility, locate the files where ever they may be held.

An RMS backup consists of multiple files. Backup files are numbered Bkup.z01 through to the number required for your database as well as a file named Bkup.zip. **ALL** files are required to complete a successful restore of your database.

- B. Create a folder under your C drive named "RMSWIN"**
- C. Within the RMSWIN folder, create three (3) folders, name one HISTORY, one BACKUP and the other STDLETRS.**
- D. Share the RMSWIN folder on your network, ensure you allow full access rights to all users (they will require full read/write capability).**
- E. Within the BACKUP folder create another folder for the current day of the week (abbreviated as per the below note) and copy your latest RMS backup files into this folder.**

The day of the week folder must be an abbreviation of the day E.g. Wed, Fri, Sat etc.

5. Installation of SQL Server 2005

- A. See installation documentation printed off in step two (2) of this document. It is critical that these instructions are followed correctly for the configuration of your SQL Server.**
- B. Double click the icon downloaded to your desktop in step (1) of this document.**

6. Installation of RMS Full Version

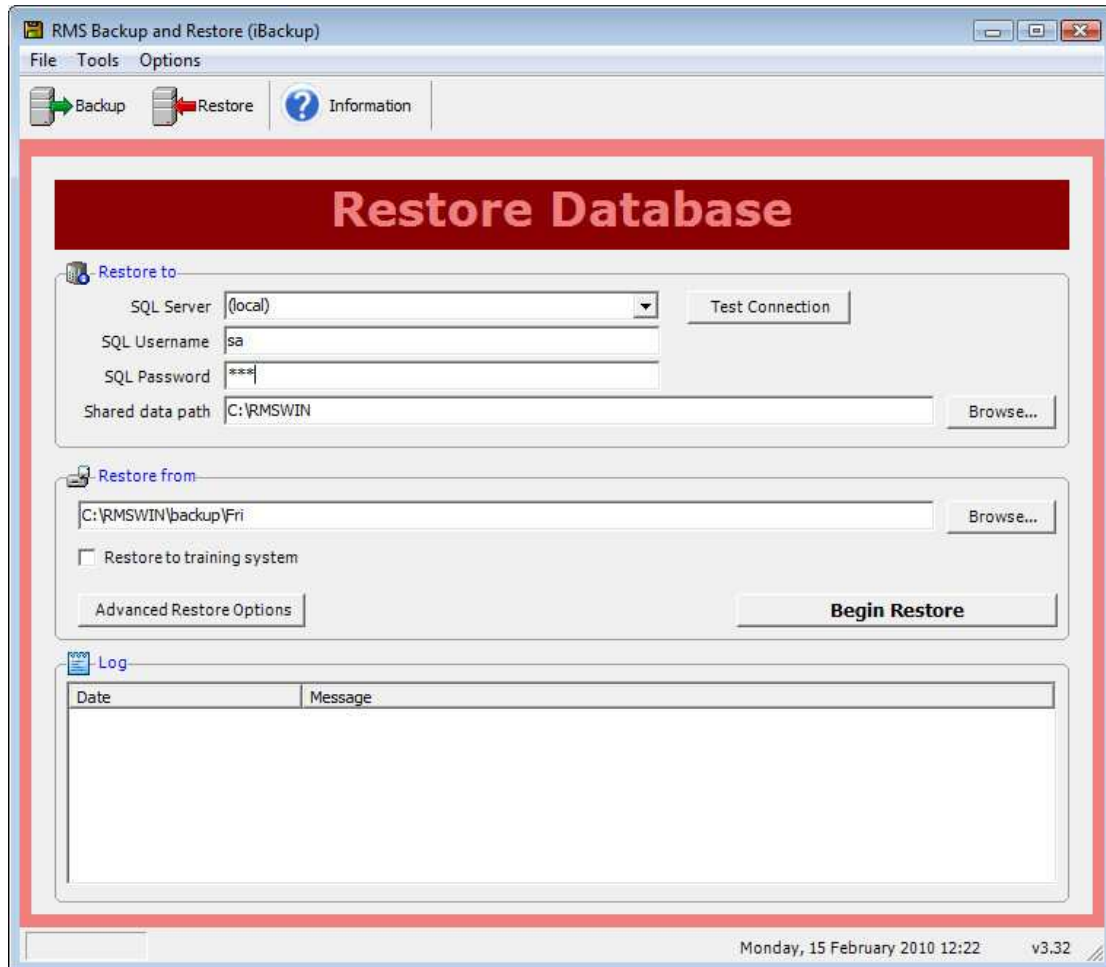
- A. Double click the file downloaded to your desktop in step one (1) of this document. Do not change any of the installation options, simply click next until prompted to install.**

No passwords are required within this step.

7. Restoring your Database

In this step we will be restoring your database to your new Server

- A. Select Start (bottom left hand corner of your desktop) > All Programs > RMS for Windows > Backup and Restore
- B. Once the screen opens choose the RESTORE option in the top left corner of the screen, you will be presented with the below screen.



- C. In the 'Restore to' area ensure the following details are correct.

Restore to	
SQL Server:	(local) if installed via RMS SQL installation document
User Name:	'sa' if installed via RMS SQL installation document
Password:	'emu' if installed via RMS SQL installation document
Shared data path:	Path back to C:\RMSWIN on your Server

- D. Now click the 'Test Connection' button to the right of SQL Server. If configured correctly you should receive the below message.



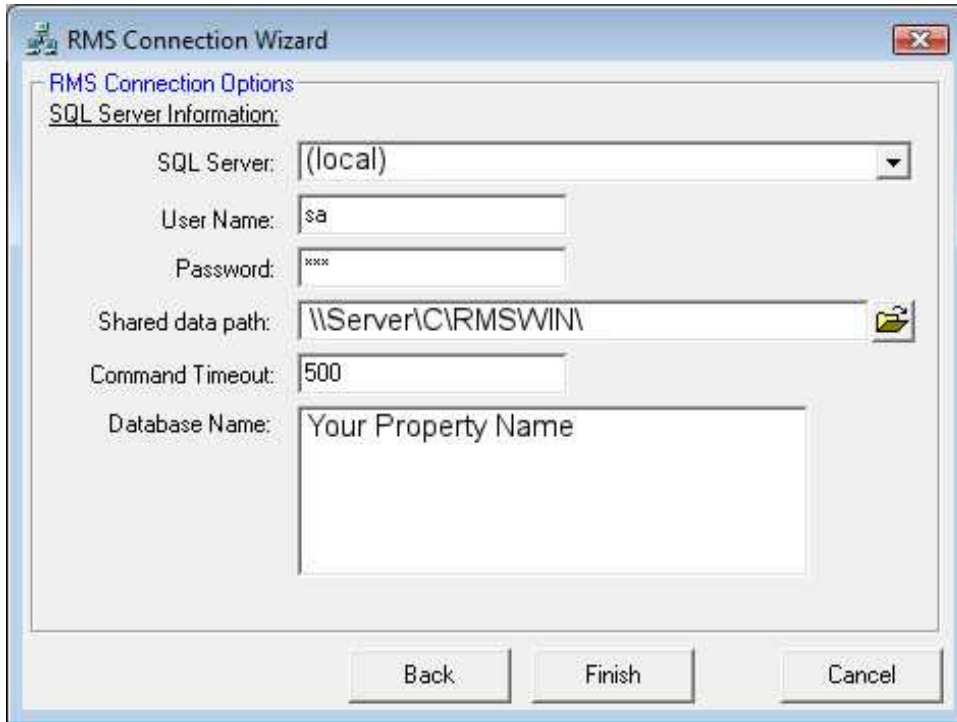
- E. If your message states and INVALID connection this would indicate that one of the fields has been entered incorrectly or that the SQL Installation was not successfully followed. In this case please contact support for further assistance.
- F. If your message states VALID you must now set the correct Restore from path, as shown below this should be a path back to the specific day of week folder you have placed your current RMS backup into as in step four (4) of this document.

Restore from	
Shared data path:	UNC style path back to C:\RMSWIN\BACKUP\[day of week]

- G. Once all information is entered choose BEGIN RESTORE. Once completed you will receive a message that your Restore was Successful, when this message is received choose OK then close the Backup and Restore screen using the red cross in the top right corner.

8. Connect to your Database on your Server

- A. Select Start (bottom left hand corner of your desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Choose an Existing Database' and choose Next
- C. You will be presented with the below screen.



D. Complete the following information on the screen.

RMS Connection Options	
SQL Server:	(local)
User Name:	'sa'
Password:	'emu'
Shared data path:	UNC style path back to C:\RMSWIN on your server
Command Timeout:	500
Database Name:	If the above is configured correct you should automatically see the name of your database in this field.

E. Once all information is entered correctly select FINISH.

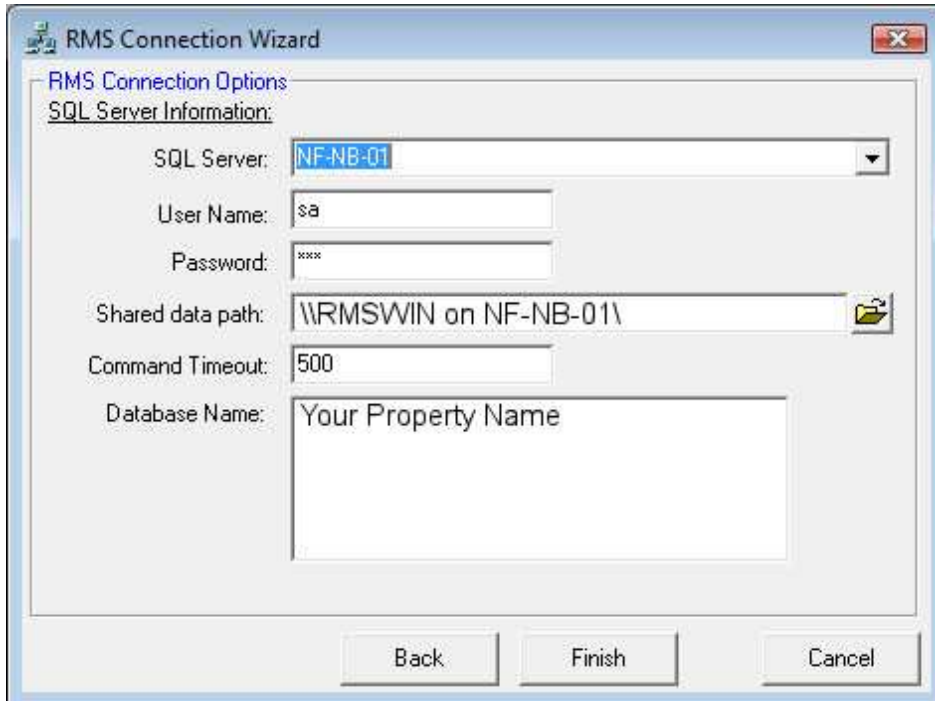
If all information is entered correctly you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

9. Reconnecting your Workstations

This step will create a connection from your workstations to your database which resides on your Server.

Any issue with the below steps would indicate that the Server was not configured correctly as per the Server Installation documentation.

- A. Click Start (bottom left corner of your computer desktop) > All Programs > RMS for Windows > Connection Wizard.
- B. Select the option 'Choose an Existing Database' and choose Next
- C. You will be presented with the below screen.



D. Complete the following information on the screen.

RMS Connection Options	
SQL Server:	Name of your server
User Name:	'sa' same as configuration on your server
Password:	'emu' same as configuration on your server
Shared data path:	UNC style path back to C:\RMSWIN on your server
Command Timeout:	500
Database Name:	If the above is configured correct you should automatically see the name of your database in this field.

E. Once all information has been entered, select Finish.

If all information is entered correctly you will be presented with a screen stating **Connection to Database Successful**, click OK once this message appears.

10. Installation of the RMS Configurator.

- A. See installation documentation printed off in step two (2) of this document. It is critical that these instructions are followed correctly for the configuration of your RMS Configurator.
- B. Double click the file downloaded to your desktop in step one (1) and follow the steps from the document in step A.

11. Push out for latest RMS Upgrade

This step is only required if the full version you have downloaded is a lower version than the one previously used and is completed using your RMS Configurator.

- A. Log a service request through our web page at www.rms-global.com requesting a push out of the latest upgrade, or, contact support on +61 3 9335 1588, option 4.
- B. A support team member will push out the upgrade for you; your Configurator will automatically download this version and notify you once completed.
- C. Once your Configurator has notified you that a new version is available, quit out of your RMS application on all computers then log back in on one computer only, this will prompt the installation of the upgrade.
- D. Once the upgrade is installed log into RMS again on the same computer to upgrade your database; when the upgrade is complete you will be automatically logged back into your RMS system.
- E. Now repeat on all other computers with RMS installed.

12. Installation of Modules (if required)

If you had any Modules of RMS running from your original server you will also need to reinstall and reconfigure these.

See your RMS F1 Help files for the installation instructions for the Modules you are require to install.

The Configuration of your RMS Server is now complete.