

Product Installation Guide

Version 10

Back Office Solutions for single stores to mid size locations



Success Systems
Store Automation Solutions

• ScanMaid™

Installation Instructions

Recommendations

Installation Schedule

Only attempt this installation Monday through Friday 9am to 4pm (EST). You will not have access to the help support line other than these times for required installation assistance.

Backup Data

Success Systems recommends that the user makes software backups of the program at least every week. It is recommended that the user make a backup to a removable media (zip disk or rewritable CD). To perform a backup of the data read your manual.

Support with PCAnywhere™

We recommend that you have *PCAnywhere* installed in your computer. Success Systems technicians will use *PCAnywhere* to remotely control the user's computer to troubleshoot and repair installation, configuration and general systems problems in a fraction of the time traditional telephone support methods require.

Help Desk Support

Success Systems strongly recommends that you renew your help desk support every year to have access to toll free unlimited help services, remote telephone and internet access, updates and product improvements. Success Systems maintains full time dedicated help desk professionals to insure that its customer's question are promptly and professionally answered.

Support Renewal

To avoid penalties or surcharges, support renewals should be done before your expiration date. Success Systems calculates your support renewal base on your expiration date and not on your payment date.

Help Desk Contact Information
(800) 244-3718
support@success-systems.com

Installing Success Systems 10.xxx

*****IMPORTANT*****

READ BEFORE ATTEMPTING AN UPGRADE

1. This process is not reversible. In other word you may not return to your current version of software once you commence this installation
2. Make two back ups of your \SSDATA folder before starting your upgrade.
3. Should you fail to follow any of the steps of this installation guide and your then require assistance in the installation process there will be a \$125.00 fee for help desk assistance so make sure you follow the instructions carefully.
4. Although Version 10.xxx now offers automated unattended user registration for computer(s) that are linked to the internet, the initial registration code requires you call the help desk at 1(800)244-3718. Our hours of operation for registration are Monday-Friday 9:00AM-4:00PM EST
5. Do not attempt to download this upgrade unless you maintain a valid support agreement. If you do continue with the upgrade you are obligating yourself to paying for the software support program per Success Systems, Inc. terms and conditions.
6. This installation assumes that your have the latest updates for Microsoft XP. The free updates can be found on Microsoft's web site (www.microsoft.com). In some instances you may generate windows file errors especially with older versions of XP. Please note if you choose not to update Windows before starting this process, Success Systems can not be responsible for the results and item number 3 above may apply.

PLEASE NOTE: Failure to strictly follow the installation guidelines will result in undesirable results and extra fees to correct the problem(s).

Installation Instructions

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Installation instructions:

1. The computer that is operating Success Systems® software must be attached to the internet. This upgrade is only offered as a downloadable program.
2. Your computer specifications are as follows:

CPU Capacity	Pentium 4 or higher
Operating System	Windows XP Home or Professional
Memory	512MB or Higher
Storage	At least 250MB free disk space

3. If you are not sure that you meet ALL the conditions to upgrade your software please contact your local PC support organization for assistance. The Success Systems help desk cannot assist you in surveying your site to see if all the requirements are met and cannot be responsible for customers who receive undesirable results from proceeding with the upgrade without verifying their environment.
4. Create a folder on your C: ROOT directory name SWINSTALL (C:\SWINSTALL)
5. Click on this URL: <ftp://SwDnId:SwDnId1!@ftp.u15242249.onlinehome-server.com/SMaidInstall/SWInstall.zip>
6. If you are reading this document from a computer place your cursor on the URL and press CTRL(control key) CLICK on the URL this will activate the command
7. If you are looking at a printed version of this instruction you will need to type the link EXACTLY into your browser. (Upper and lower case, special characters all have to be typed EXACTLY as it appears.
8. Once you execute the URL you will get a message asking you to save or open the file. YOU MUST SAVE the file to the SWINSTALL folder created in step 4
9. Once the the SWINSTALL.ZIP file is downloaded, go to the root SWINSTALL folder (c:\SWINSTALL)
10. Double Click SWINSTALL.ZIP
11. Select the option EXTRACT ALL
12. When prompted for a path select C:\SWINSTALL
13. Open the SWINSTALL sub Folder (C:\SWINSTALL\SWINSTALL\SWINSTALL)
14. Run SWUNINSTALL (it is a red Success icon)
15. Open the Folder DISTRIBUTION (C:\SWINSTALL\DISTRIBUTION)

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Installation Instructions

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Installation instructions

(continuation)

16. Run SCANNERWARE.EXE
 - a. Click NEXT
 - b. Accept the licensing agreement if your choice in order to continue with the installation process
 - c. Verify you have enough drive space to complete the installation
 - d. Click install
17. Click the back arrow on the browser window to return to the SWINSTALL folder
18. Run INSTALLSERVICE.BAT
19. Upon successful completion close all windows
20. Click on the ScannerWare™ Icon on the desk top
21. Call the Success Systems help desk (800)244-3718 for a registration code between the hours of 9:00AM EST and 4:00PM EST Monday through Friday
22. Run File Links from the Utility menu
 - a. Log into your product using your user ID and Login Password
 - b. Click UTILITY (top horizontal menu bar (FILE | UTILITY | USER | HELP))
 - c. Click File Links
 - d. If your Scanner Data block filed is blank enter C:\SSData\Scanner\
 - e. If your Common Data block filed is blank enter C:\SSData\Common\
 - f. Click OK
 - g. If you receive any errors while running FILE LINKS call Success Systems – DO NOT CONTINUE
23. **CONGRATULATIONS!** You have just successfully installed Version 10