



Installing ToolTrakka from a Download

ToolTrakka will run on Windows XP, Windows Vista or Windows 7 (Please contact us for any other operating system)

Please note that the computer that you are installing must be connected to the Internet for the installation to be successful.

Also you must be logged onto the computer as an administrator to perform this installation.

Download ToolTrakka V7 from the download page of our website (www.tooltrakka.com.au) and save it to a location on your computer that you can find later.

1. Log on to the target computer as an administrator
2. Navigate to the download location and double click the .EXE file (tt7.exe)
3. The WinZip Self Extractor will launch and display an unzip dialog. Simply click 'UnZip' and the setup files will be extracted to a default location
4. The installer should then run automatically
5. If the installer startup screen does not have 'Install for - All Users' checked - check it so that ToolTrakka will be available on all profiles.
6. Click OK to start the installation
7. The first thing that the installer will do is search for the software prerequisites that are required for ToolTrakka to run. If these prerequisites are not found on your computer the installer will connect to the internet and download them and install them. During this process you may be asked to accept the licence terms and conditions. Simply click 'I accept' in each case. The installer will then install the appropriate prerequisite items. This may take some time but it is only done once.

Please note: If anything is going to go wrong there is a good chance that this is where it will happen. If a major problem occurs the installer will stop and not allow

you to proceed until the problem is resolved. We know of two possible problems that may occur please see the section below headed 'If anything goes wrong'.

8. If everything is OK with the prerequisites the installer will move to the installation of ToolTrakka. Simply click 'Next'. Accept the default install location and any other install options.
9. Click 'next' and the installer will begin copying files.
10. When the installer finishes and reports a successful installation click OK (or close)

There should now be two program items on your desktop (the real version of ToolTrakka and the practice version) and the installer will also place both these items on your 'Start' Menu.

Now you must run the 'real' (ie not the 'Practice') version of ToolTrakka V7 Once to setup your data file in the initial default location. To do this simply double click on the main ToolTrakka V7 desktop icon.

ToolTrakka will launch and perform all the necessary configurations for you. This will be completely silent and you will be unaware of this process.

You can now begin working with ToolTrakka V7.

If anything goes wrong...

There are two known issues that may occur when installing ToolTrakka or its prerequisites. They are as follows...

1. The installer reports that it cannot find the Microsoft Visual C++ x86 Runtime. If this occurs the installer will ask you if you want to download and install this component

You should answer yes to this. You will then be required to agree to the terms and conditions – just check Yes.

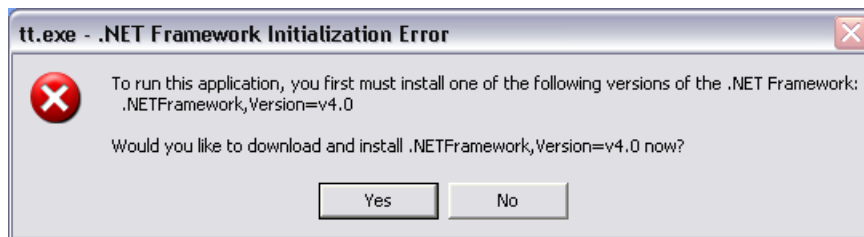
Now one of two things will happen either the installer will go ahead and install the C++ runtime and all will be well. Or the attempt to install will fail with a message that this item already exists on this computer (this will be strange as the installer just reported to you that it could not find it) Then the installer will tell you that the version on your computer is newer than the one that you are trying to install (we don't know how this could be the case as the installer has just downloaded the version that it is trying to install from the Microsoft

website, which you would think would be the latest version – apparently not so).

At this point the installer will not be able to proceed and you will have to abort the install. Fortunately the solution to this problem is simple. Just go to Control Panel, find ‘Programs and Features’ (Win 7/8) or ‘Add/Remove Programs’ (XP), find the entry for Microsoft Visual C++ x86 Runtime and uninstall it. You may be required to reboot.

Once you have done this you can run the ToolTrakka installer again and it will happily install the required runtime and the installer should then proceed to a successful install.

2. After an apparently successful install ToolTrakka will not run and you will get an error something like the one below...



This is an XP error message and if you are using Win 7/8 the message may be different but will be similar.

If you are offered the opportunity to install the missing runtime (as above) just say ‘yes’ and follow the instructions. If you are not offered this opportunity then you can download the missing runtime from <http://www.microsoft.com/en-au/download/details.aspx?id=17718>

Go to this location and follow the instructions there. Once this runtime is installed ToolTrakka will work fine.

If any other error occurs you will need to contact us either by phone at 0419 274 264 or by email at ray.gudgeon@rga.com.au

Moving your data files to the server so they will be backed up automatically.

If this is a production installation you will probably want to move your data file up to a server location so it will be backed up automatically by your IT department.

This is achieved from within ToolTrakka. To do this proceed as follows:

1. Make sure that you have run the 'real' (ie not the practice) version of ToolTrakka once to set the default data file location.
2. Go to Setup|Defaults on the menu bar
3. Find the button labelled 'Move Database' and click it once
4. ToolTrakka will ask you to confirm this action – click yes
5. ToolTrakka will bring up a 'File/Open' dialog. Use this to navigate to the server location where you want to create a folder for your ToolTrakka data and click 'New Folder'. You will need to name this new folder. We suggest that you call it TTDATA (just so you are the same as all our other users and this makes it easy for us to support you – but this is your choice. If you want to call it something else feel free to do so).
6. When you have created the new folder click OK. ToolTrakka will move the data file from the default location to the location you have specified and it will configure ToolTrakka to go to this location to find you date.

Your data will now be safe and will be backed up as part of your standard IT setup.