RGA

Installing ToolTrakka from a CD

ToolTrakka will run on Windows 7/8/10 (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.

1. Download ToolTrakka V7 from the link on this page.
2. Log on to the target computer as an administrator. You MUST be logged in as an Administrator to do this install.
3. Navigate to the download location and extract the items in the zip file. >
4. This will result in two MSI files.
5. To install Crystal Reports runtime module double click on the file called CRRuntime_32bit_13_0_29.msi.
6. This may take some time and you will be required to accept the Crystal Report License agreement during the process.
7. Once this is done double click the file called 'ToolTrakka Setup.msi'
8. This will install ToolTrakka and will be quite quick.

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'.

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.

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You can now begin working with ToolTrakka V7.

If anything goes wrong…
There are three known issues that may occur when installing ToolTrakka or its prerequisites. They are as follows…

1. The installer will indicate that it cannot find the Microsoft Visual C++ x86 Runtime.
2. The installer indicates that it requires a dot net frame work.
3. The installer indicates that it requires an up to date installer

If any of there occur you can find the expected files in our website on the 'download' page (down the bottom).

You just need to down load the file that is required and install it (them) onto your computer and re-run that installer

 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. Within ToolTrakka 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).

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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 data.

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

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