

UPDATING RELATE ACCOUNTS PRODUCTION



relate
software

www.relate-software.com

support@relate-software.com

ROI +353 1 459 7800

UK +44 871 284 3446

SUPPORT SERVICES

Relate Software is committed to strong customer service and satisfaction. At all times you will be able to make contact with our company and our technical service teams. Relate Software will provide the highest level of customer service and will provide telephone support as well as online remote access support and where applicable we will call out onsite to help resolve any support issue.

You can make contact with our support department in the following ways:

Telephone:

Ireland: +353 (0)1 4597800

United Kingdom: +44 (0)871 284 3446

Email: support@relate-software.com

Opening Times for Support 09:00-13:00, 14:00-17.30

COPYRIGHT

This document is protected under copyright law and may not be reproduced in any format whatsoever without the prior written consent of Relate Software Development Limited. Failure to comply with this condition may result in prosecution. The program and documentation are protected under copyright law and the program is licensed for use by the user who has completed the Software Registration agreement. The program is licensed under the conditions referred to in the Software License Agreement.

Relate Software does not warrant that the software package will function properly in every hardware/software environment. The software may encounter problems working in combination with modified versions of the operating system, with certain print-spooling or file facility programs, or with certain printers supplied by independent manufacturers.

Rigorous testing of the software is carried out by Relate Software and all documentation and help files are reviewed, however Relate Software makes no warranty or representation, either express or implied, with respect to this software or documentation, their quality, performance, merchantability, or fitness for a particular purpose.

The software and documentation are licensed 'as is', and the licensee, by making use of the system, assumes the entire risk as to their quality and performance.

Relate Software will not be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use the software or documentation, even if advised of the possibility of such damages. In particular, and without prejudice to the generality of the foregoing, Relate Software will not incur any liability for any programs or data stored. Relate Software will not incur any costs of recovering such programs or lost data for whatever reason.

We reserve the right to alter, modify, correct and upgrade our software and documentation without notice.

In no event shall Relate Software be liable for any special, indirect, or consequential damages whatsoever resulting from loss of use, data or profits, whether in action of contract, negligence or other action arising out of or in connection with the use or performance of the supplied accounts templates, software, documentation or information available on its websites.

© Relate Software

Contents

Support Services	2
Updating Related Accounts Production	5
Overview	5
Pre-Release Updates	5
Mandatory Updates	5
Before Updating	6
Downloading the Update	10
Running the Update	11
Issues During/After Update	12

UPDATING RELATE ACCOUNTS PRODUCTION

OVERVIEW

There are two types of updates which will be applied to Relate Accounts Production, pre-release updates and mandatory updates.

PRE-RELEASE UPDATES

Over time Relate Software will release interim optional updates. These updates will be primarily offered to clients who have raised an issue or enhancement which is included in the build. These updates do not contain any mandatory legislative or program changes.

If you are offered a pre-release build of the software you will be emailed and notified of how to download and run the update. A link will be provided in the email from which you can download the update.

MANDATORY UPDATES

Mandatory updates are those which contain a mandatory legislative change. In these cases it is imperative that all users update so as to ensure they are on the latest build of the software and are following the most up to date legislation. When a mandatory update is released all users will be emailed and an automatic update message will appear upon log in to Relate Accounts Production.

BEFORE UPDATING

Before running an update there are a couple of things which we encourage all users to do.

1. Backup the database, if you are unsure of how to back up the SQL database, please download the guide from Relate Software's website, or alternatively email support@relate-software.com requesting a copy of the SQL Backup Guide.

2. Ensure you have full access to the install location.

This is vital when running any update, if you do not have full access to the location of the application some files may fail to save or overwrite, resulting in the program not updating correctly. To ensure that you have full access to the destination location please follow these steps.

- I. Right click on the Accounts Production icon from your desktop and select 'Properties'. Figure 1

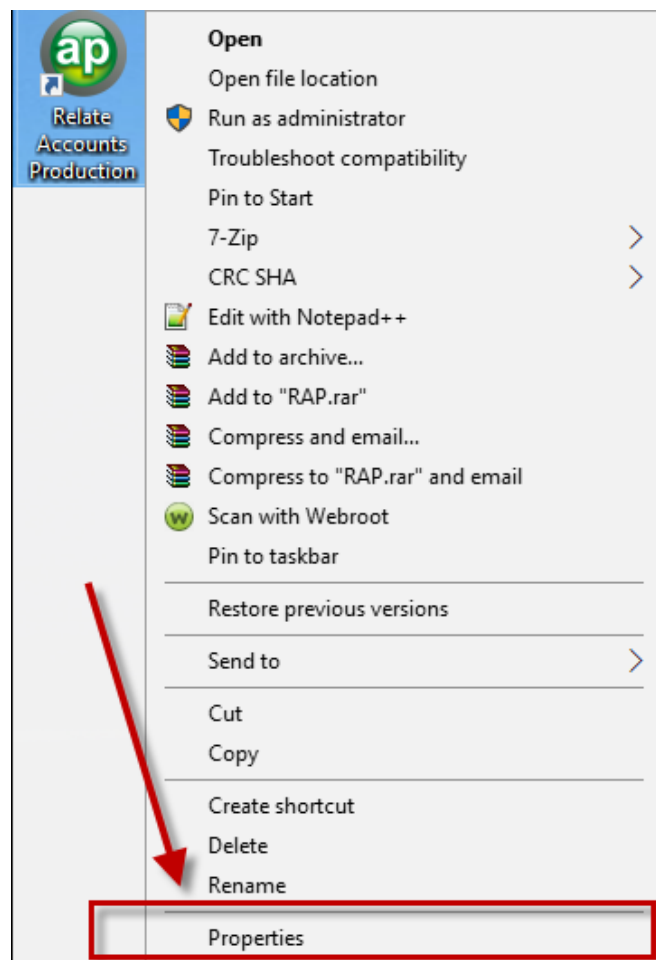


Figure 1

- II. Take note of the 'Start in:' location, this is where the update will be installed to and the location which you must have full access to. This is normally C:\Program Files (x86)\Relate Software\Relate Accounts Production but can vary so it is best to always check. Figure 2

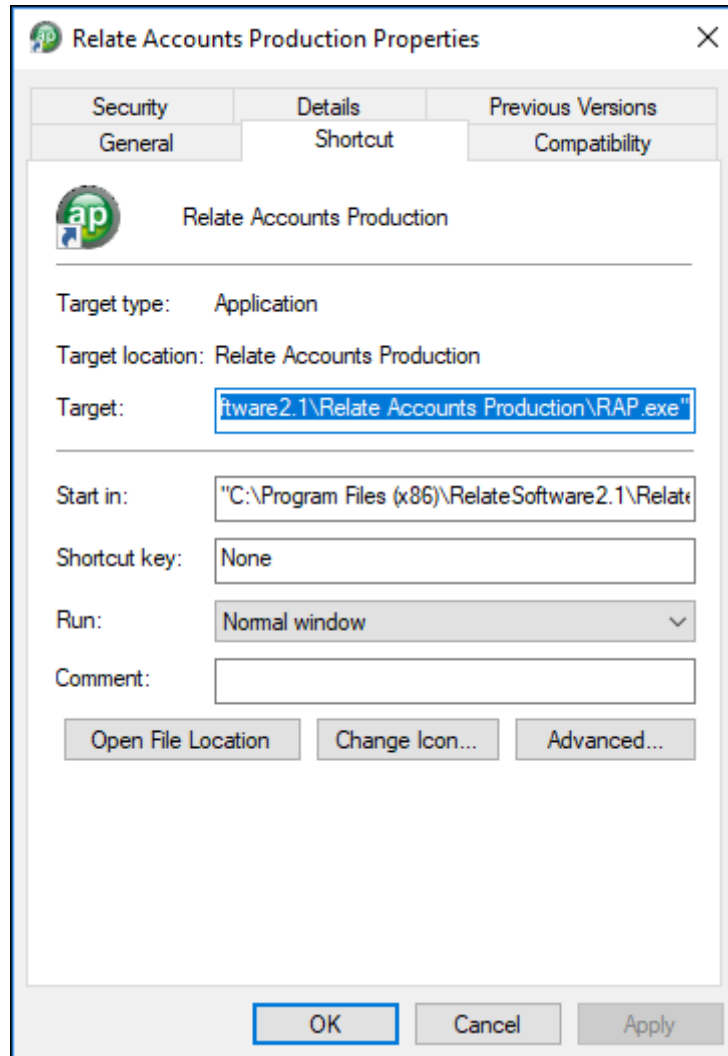


Figure 2

- III. Browse to the 'Relate Software' folder location listed above at 'Start in:', you will need to give full access to this folder and it will automatically apply it to sub folders. In this case that location is C:\Program Files (x86)\Relate Software. Right click on the 'Relate Software' folder and select 'Properties'. Choose the 'Security' tab. Figure 3

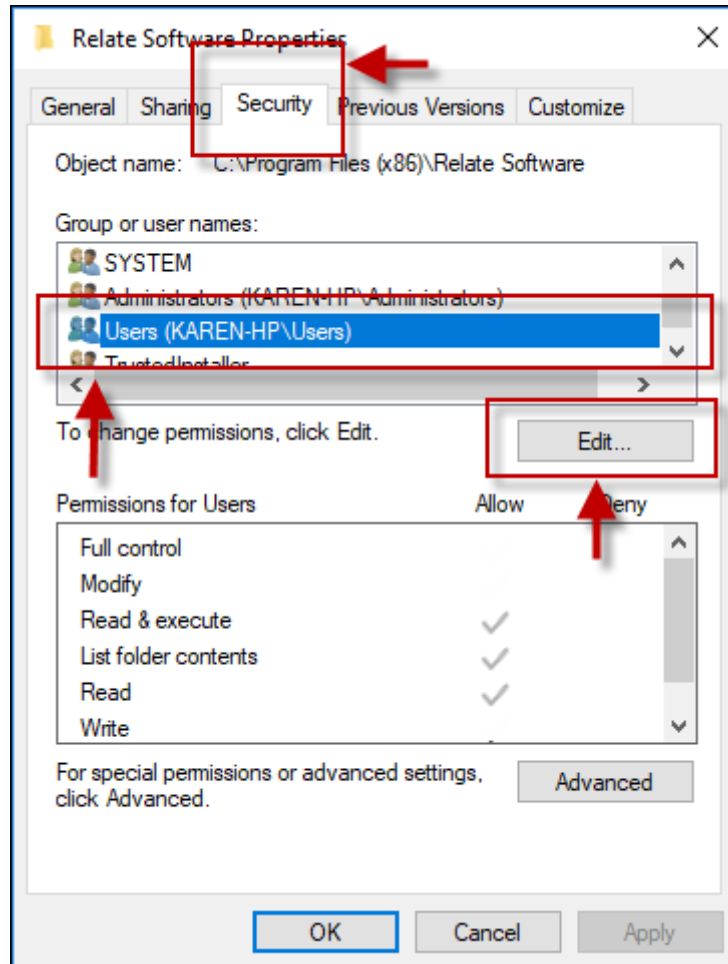


Figure 3

- IV. From 'Group or user names:' highlight Users (followed by the PC name). Once selected the 'Permissions for Users' will appear in the box below. All items under the 'Allow' column should be selected. If all are selected you have full access to the location and can proceed with the update. If these are not all selected choose 'Edit'. Figure 4

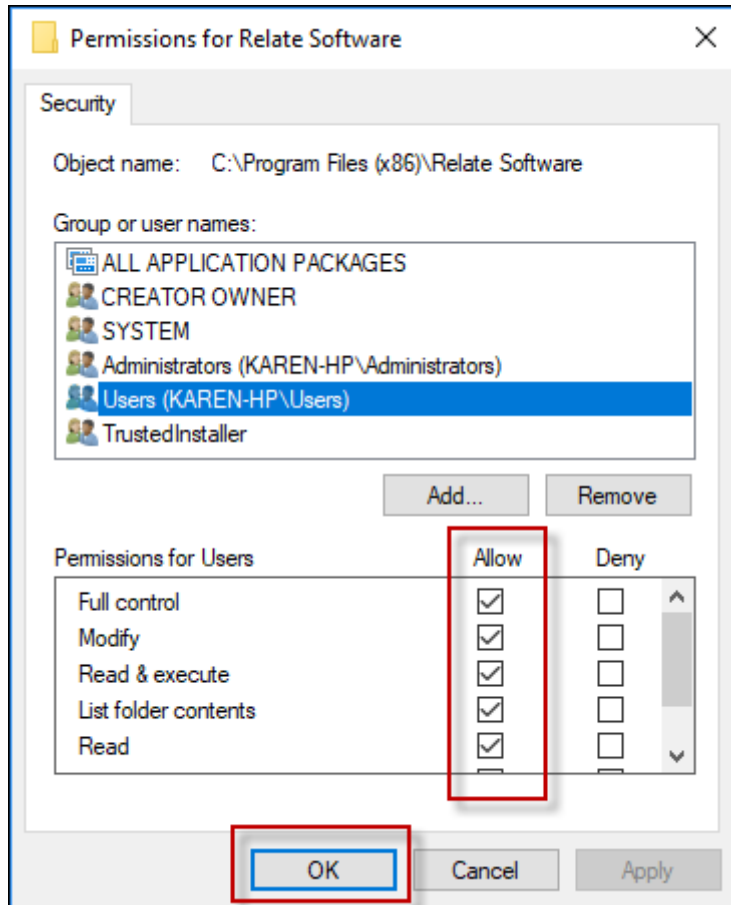


Figure 4

- V. Within the edit screen tick the first box under Allow. This will automatically select the rest. Press OK and OK on the previous screen. You now have full access and can proceed with the update.
- VI. If you receive any notifications during this process that administrator details must be provided, please contact your IT person who be able to provide these. For any issues in granting access to such locations always contact your IT Person.
3. After running the software update you will be requested to update the database, everyone should be logged out of the software before the database update commences.

DOWNLOADING THE UPDATE

When a mandatory update is released all users will receive a pop up notification upon log in to Relate Accounts Production, similar to below. Figure 5

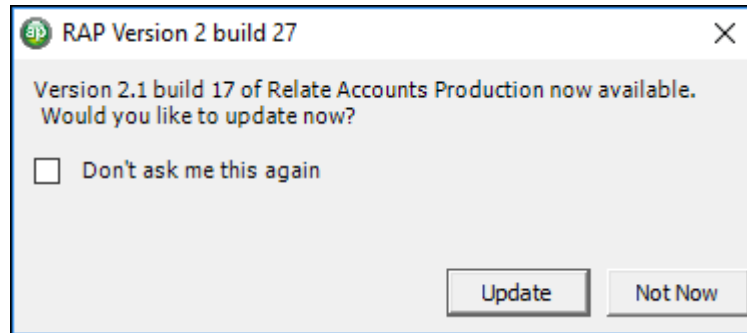


Figure 5

From this screen simply click 'Update'. The system will redirect to a browser and commence the download. Browse to the download folder on your PC and locate the file titled RAPUPD.exe or similar. Pre-release updates will not receive the above notification, instead the user will receive an email, with a link provided which they need to click on to download the update.

RUNNING THE UPDATE

Double click on the file, the install screen will appear. Figure 6

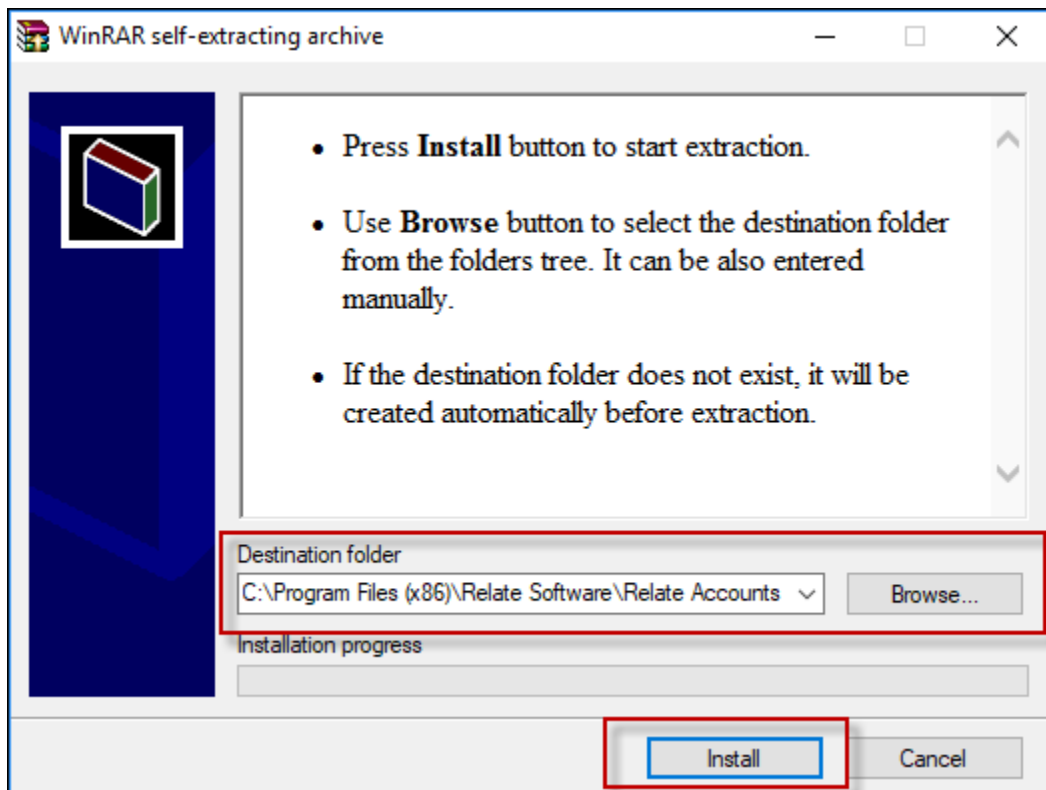


Figure 6

The destination folder should be pointing at the same path that Relate Accounts Production is installed to by default. Again, this can be double checked by right clicking on the Accounts Production icon, choosing properties and checking the 'Start in' location. You should not need to change this. Select 'Install'

The progress bar will load green and when the install is complete the window will disappear from your screen. The update has been successful. You will now be able to log into RAP, follow the on screen prompts to update the database. At this point everyone must be logged out of Relate Accounts Production. You will not be able to update the database if a user is logged in.

ISSUES DURING/AFTER UPDATE

If, after running the update, you receive a notification that some files could not be created this means the update failed. Figure 7

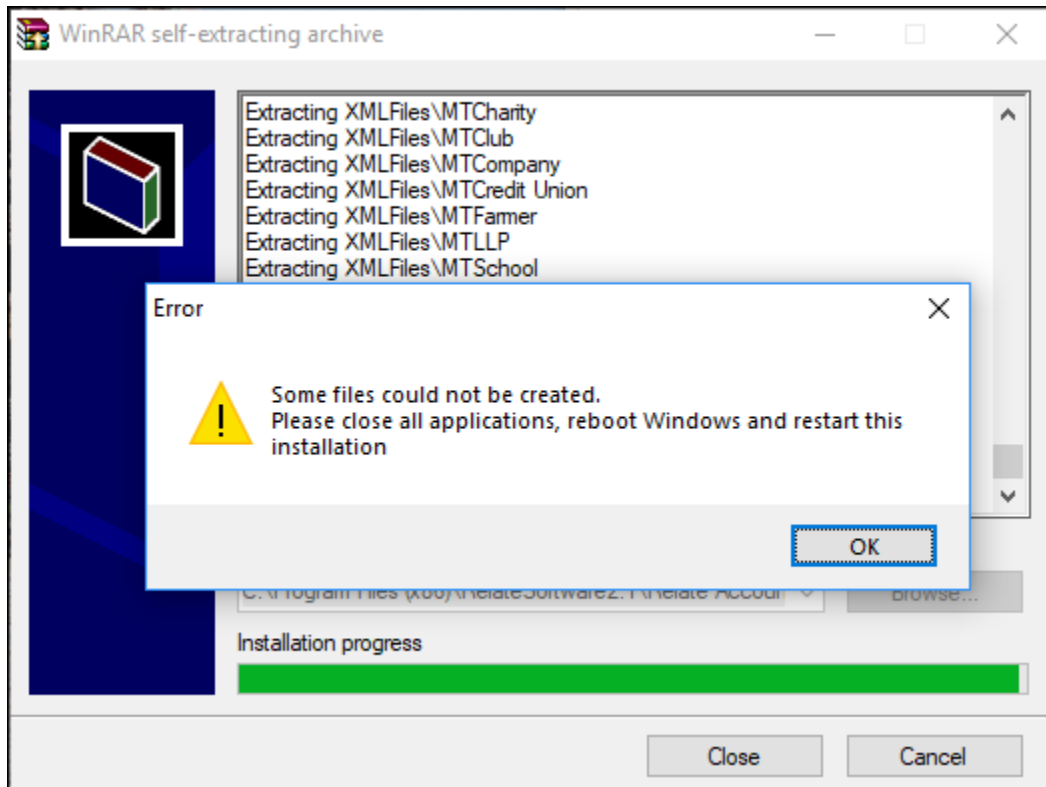


Figure 7

This is normally caused by Relate Accounts Production being open on the PC where you are trying to run the update. Other people working from different PCs still logged into RAP will not be of an issue at this point, this is an issue local to your PC. Ensure Relate Accounts Production is closed, and try again. Even having only the log in screen open will cause this issue. RAP must be not be open at all.

This can also occur if the 'Destination folder' path at Figure 6 is not correct. Please follow the steps advised above and make sure you are running the update to the correct location.

You must also ensure you have full access to this location, again, follow the steps above and then re-run the update.

If you continue to encounter issues while running the update check with your IT person if you need an administrator log in to run the update.

If, having carried out all of the above, you are still experiencing issues, please contact Relate Software Support.