

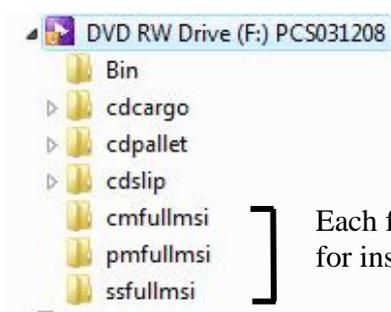
Additional Technical Notes.

The information included in this document supplements the standard two-side installation notes provided with each CD. The information will primarily be of interest to IT technical staff who may have specific questions of a more technical nature. The notes cover:

1. Installation CD structure and contents.
2. Windows Vista / Windows 7 / Windows 8.
3. Wide screen displays / Large fonts.
4. Anti-Virus software alerts.
5. Citrix Server.

1. CD Structure & Contents.

The installation procedures used for installing this version are essentially identical to that used for the last several releases. The installation CD includes promotional material describing the functions of our main software products together with application installation files (using Installshield / Windows Installer MSI) The typical structure as viewed in Windows is as shown below:



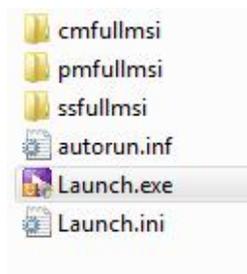
Each folder contains a file setup.exe for installing the appropriate application.

The installation CD contains at root level an executable **launch.exe** which depending upon machine settings may autostart to provide menu based access to a variety of material including the installation executables. **Alternatively** the 3 possible installation builds for **CARGOMANAGER**, **PALLETMANAGER**, and **SLIPSHEET MANAGER** can be accessed and executed directly from their respective folders **cmfullmsi**, **pmfullmsi** and **ssfullmsi**. Each contains a file **setup.exe** that when executed will perform the complete installation of the application. In doing so any old application executable files will be deleted **with the exception of all the users configuration and database files**, before new files are installed.

2. Windows Vista / Windows 7 / Windows 8.

All of our software is designed to run on any modern Microsoft operating environment and most of the recent development work has been carried out on Windows XP and Windows Vista and more recently Windows 7 Professional platform. However those installing onto Vista / Windows 7 machines should be aware of a few 'features' of these operating environments that may show themselves during an installation.

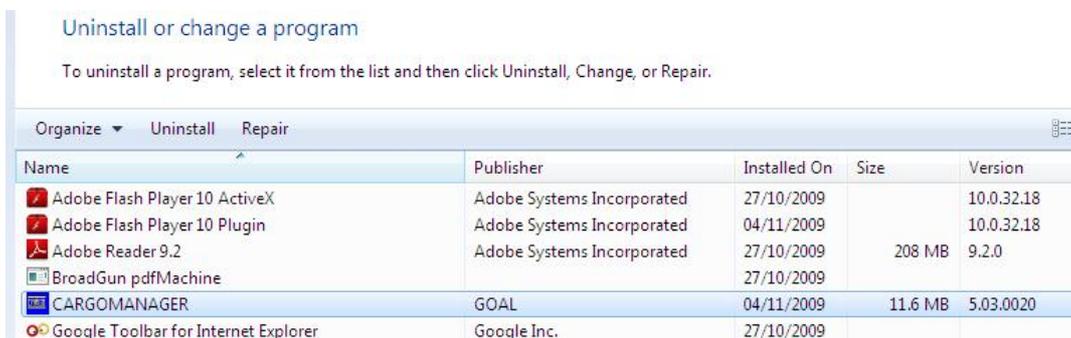
Depending upon the way a machine is set up the CD may not auto-start. To launch the installation you may need to use Windows Explorer to browse to the CD drive where a file structure such as that below will be found. After selecting (double click) **Launch.exe** and then if required selecting 'Trust the Source' then the CD will launch and the main menu as shown below will be displayed from where 'Install Products' may be selected. **Alternatively** you can access the installation file for your application directly using the procedure described in Section 1 of this document.



- When you select to install your application from the above menu there will sometimes be a delay of a few seconds before the first InstallShield / Windows Installer Installation screen is displayed, during which the install file is read in and validated. This delay is a characteristic of the installer and beyond our control.
- After executing the install process then files will be copied. If a previous version of the software product has been installed then at the start of this process some of the old files will be deleted. The install will never delete end-user files / database etc.
- Occasionally, after installation is complete, Vista may put up the message: "Windows detected that this program may not have installed correctly. Re-install using settings compatible with this program?" Normally, if file copying etc has been successfully

carried out (the standard InstallShield / Windows Installer dialogue with progress indicators etc you would expect to see have been displayed), then you do NOT need to re-install. This problem does not appear to exist under Windows 7.

- On Vista or Windows 7 systems the install file (from CD) is automatically held on the machine and can be accessed from Control Panel / Programs & Features. In the event that an application is installed but an error is made when first running the software in entering the licence key (and a message that the software is FULL LICENCED is NOT displayed) then a **REPAIR** must be carried out – either re-running the CD install and selecting Repair or using the Repair function from the Programs and Features menu as below. Re-entry of Installation Codes **WILL** be required on first running.



- Under Windows 7 a new facility – the concept of Libraries - was introduced. Thus when about to open a data file (the example below is in CARGOMANAGER), one can immediately access files in the current folder OR select a Library which contains (here) CARGO data. One should emphasize that Libraries are not additional Windows folders as such and do not usually contain files themselves. They provide the user with a facility to group together pointers to files that are to be found in a number of different locations on their machine and/or network.



3. Wide Screen Displays.

When running on machines with a wide screen display **with a driver set up to utilise the higher widthwise** resolution (i.e. a resolution greater than 4:3) the default mode of operation is on the latest builds to use FULL SCREEN. If a users wishes NOT to fill the full screen with our applications (thus leaving room to the right for user 'Gadgets') then please execute the configuration facility **configscreen** that is normally found in the installation folder [see appropriate Manual Appendix 1].

If users have utilised a non-standard font size on a machine (e.g. 120dpi or 125% font size) then to ensure that all the required screen information is always available on-screen then it is normally essential that full screen operation is setup.

4. Anti-Virus software alerts.

Within the company we use both Norton and Kaspersky anti-virus products and are pleased to report that both these products allow all our products to install and run without any alerts being generated. As those involved in IT will be aware some AV products may generate warnings, especially during the installation of new software. We are aware of one site where McAfee AV on a server needed to be switched off during installation.

When running, some of our software products do launch the default web browser (e.g. in PALLETMANAGER Webbase mode), and we have on one occasion had Sophos AV report this as being 'suspicious behaviour'. Whilst the user can, of course, set the 'suspect' program to be trusted, we continue to take steps to change code to try to avoid such alerts occurring. The latest Norton 2013 products take this a stage further based on the number of known users for a product – something which is obviously a potential problem for smaller more specialist software products such as our own.

5. Citrix server.

We have at least one user making use of a Citrix system. On such systems with re-mapped drives you may need to install on a local workstation and then copy to the Citrix server (a known Citrix Knowledge Centre issue with Microsoft Installer).

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