

We've tried to make the installation process for our applications as simple as possible, but if you run into trouble, or just have questions as to what goes where, this document should help. If it doesn't, send us an email with the information listed in the 'Contact Us' section below and we'll try to answer your question(s).

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GENERAL


The 'Download' button on the web site will initiate the installation process. If you are presented with a 'Run' option, select it. Otherwise, save the file to a folder (your desktop or a 'downloads' folder) on your computer. When the download has finished (it may take a few minutes as the install file is typically about 30 Mb), use Windows Explorer to navigate to, and double click on, the downloaded file.

There are basically three types of setups:

1. Standalone. A computer that is not connected to a network. This is what most users have. Both the data and programs are set up on this computer.
2. Workstation. A computer that is part of a network of computers, with the application being run from more than one. In this case, only the programs will be installed on the workstation. The data will be placed on the server so everyone will have access to it.
3. Server. The data server for a network. This may be a dedicated computer or a workstation. Only the data and update source files are installed on the server.
4. Special Cases.
 - a. If you're installing on a network, save the download file to a shared folder on the server and run it from there.
 - b. If you have a networked computer, but it is the only computer on the network from which the application will be run, use the 'Standalone' setup, as it will yield the best performance.
 - c. If you have a laptop that is part of a network at the office, but also needs to run the application away from the office, use the 'Standalone' setup. After the installation, you will need to create an additional 'ini' file that will give you access to the server's data. See 'How To...Create a new data set' below.

INSTALLATION SCREENS AND OPTIONS

A sample of the screens presented during installation for each of the types is presented below.

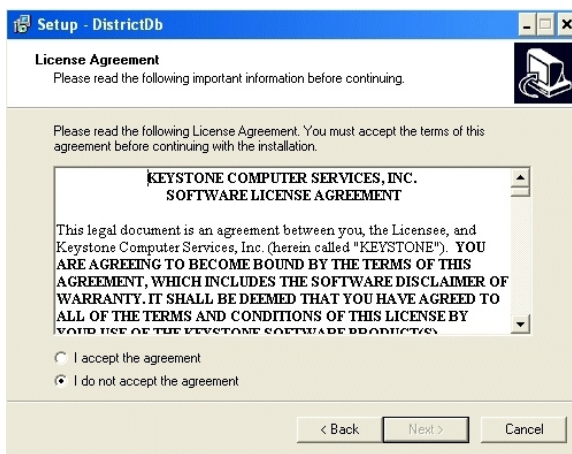
 Note: Content of screens may vary slightly from those shown here, or may not be displayed, depending on which application you're installing.

Standalone	Workstation	Server
On most screens, you should be able to select the default options as they are presented to you.		
Welcome Screen. Displayed for all types.		

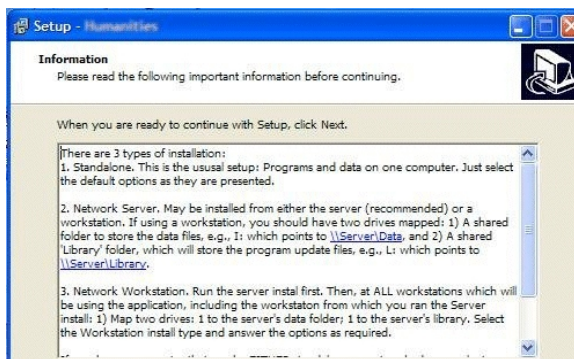


License. Displayed for Standalone and Workstation. Please read the Software License Agreement. Installation and use of our applications constitutes your agreeing to our terms and conditions. (It's a standard software license, nothing tricky, but it protects our product from illegal sale and distribution.)

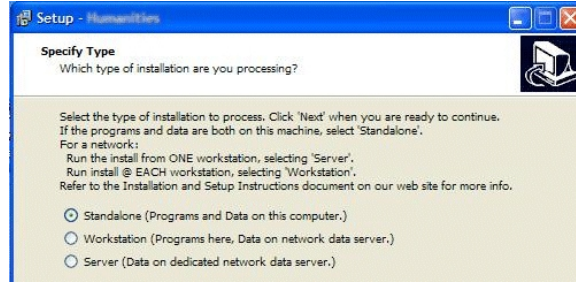
You'll need to select 'I accept...'. Then you can click 'Next'.



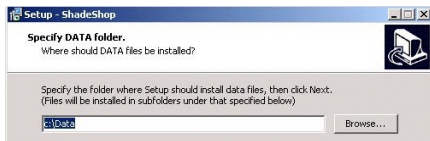
Information Before Install Screen. Displayed for all types. Info on this screen is a summary of what's in this document as far as what type to select.



Installation Type. Displayed for all types. If the info in the General section above doesn't answer your questions, give us a call.

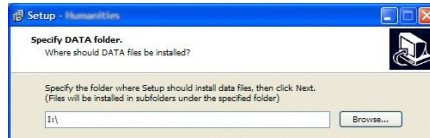


Local Data Folder. Specifies location of data files for the application. Typically c:\Data (for XP) or c:\Users\Public (for Vista, Win 7)



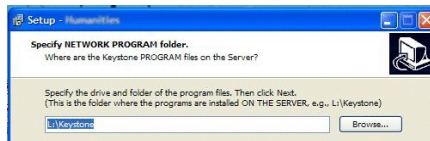
Network Data Folder

Specifies location of *data files* on the server. This must be a shared folder so everyone will have access to the data. If you're running the install from the server computer, this is typically a folder on the c: drive, e.g., c:\Data. If you're running from a workstation, this will be a mapped drive to the server's shared folder, e.g., I:\.

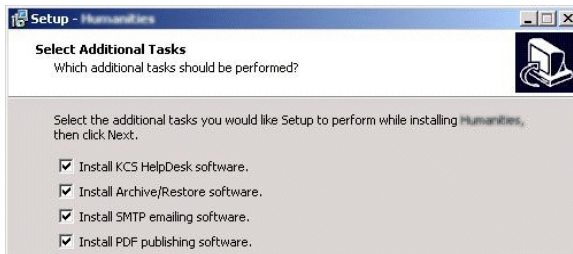


Network Program Folder

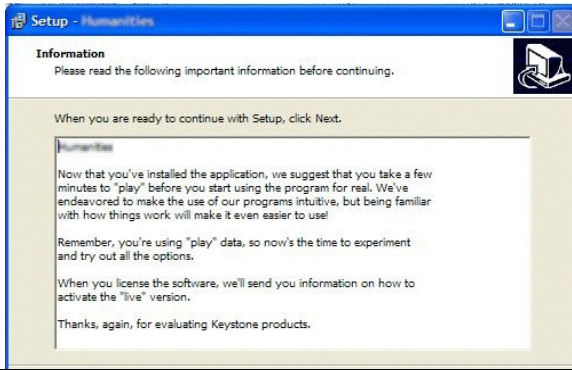
Specifies location of *application and support program files* on the server. This must also be a shared folder, as the workstations will look here for program updates.



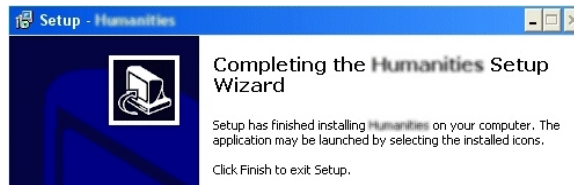
Tasks. Displayed for Standalone and Workstation. Specifies which, if any, additional programs are to be installed. Unless directed otherwise by us, leave the selections "as is" or the application may not perform as expected.





Info After Install. Some information as to how to proceed now that the app is installed.



Finished. Displayed for all types.



 Note: You may be prompted to restart your computer after a Standalone or Workstation install, as this may be required by some of the additional tasks that were installed. You do not need to restart immediately, as long as it's done before you start the application.



 Note: If you saved the installation file to your computer, you may delete it after it's been installed on all computers and you're sure the application is working correctly.

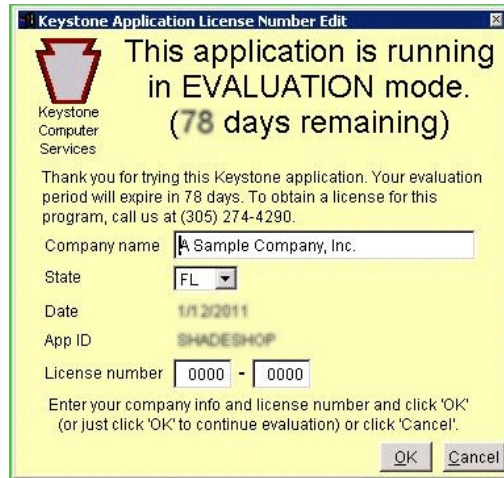
AFTER INSTALLING

1. You should review the User's Manual, if one is included for your application, to become familiar with the general operation of the program.
2. Make sure you modify your data backup schema to include the new data folders.

RUNNING AN APPLICATION


To start any of our applications:

1. Select the Keystone Applications icon on your desktop OR Click 'Start', 'Programs', 'Keystone Applications' and select 'Run Keystone Applications'.)
2. On the Process Selector dialog, click on the application you wish to run.
 -  If you have only one application installed, this step is skipped.
3. Select the data set you want to use. Note that in addition to the title, the data path is also shown so you can verify which set of data you're selecting.
 -  If you have only one data set installed, this step is skipped.
4. A 'Nag screen', telling you that the application is running in evaluation mode, will be displayed:




Nag Screen

- a. Enter your company name and state.
- b. If you have a license number, enter it as well, otherwise click 'OK'.


 The evaluation mode is fully functional, but is limited to the number of items (orders, leaders, etc.) that you may add. Once we receive your payment for the software, we will issue you a license number which removes this restriction.

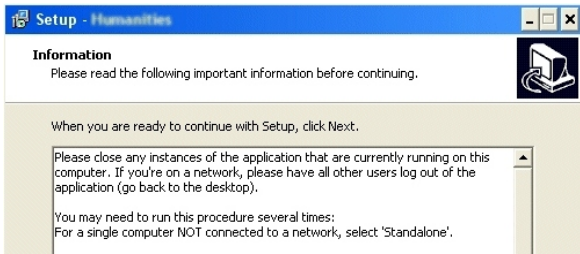
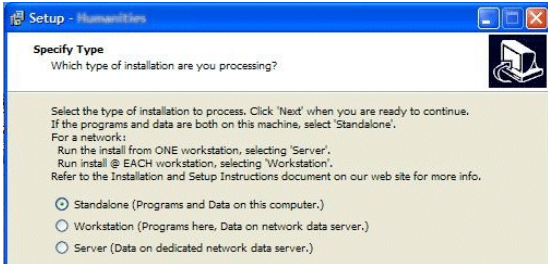
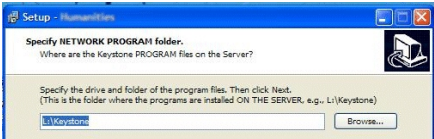
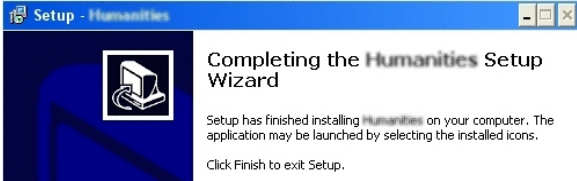
This completes the installation and setup of the application. You may want to exit now and make a backup copy of your data at this point (before you enter any information) so you have a copy of the empty data set.

 **Hint:** Make frequent backups of your data as you go through the application learning process. Refer to the User's Manual section on archiving data.


APPLICATION UPDATE SCREENS AND OPTIONS

We periodically issue program updates...fixing reported bugs or adding functionality. The install process is similar to that of initial installation. A sample of the screens presented during update processing for each of the types is presented below. As was the case for the installation process, some screens may vary slightly from those shown here, depending on which application you're updating.

Standalone	Workstation	Server
On most screens, you should be able to select the default options as they are presented to you.		RUN THE SERVER UPDATE FROM A WORKSTATION. The process may apply updates to data sets on the server, but what they are and where they're located is only available at the Workstation.
Welcome Screen. Displayed for all types.		
		
Info Before. Displayed for all types.		

		
<p>Type. Displayed for all types.</p>		
		
<p>Network Program Folder</p>		<p>Enter the path to the shared folder where <i>application and support program files</i> were installed on the server.</p> 
<p>Finished. Displayed for all types.</p> 		

HOW TO

- Q. I want to create a new data set.
 Why Can be used as a 'Play' data set to try out various options.
 Archive data, so you can still have access to 'old' data, but remove old data from the 'live' data set.
- A. Make a folder for the new data. Copy all files and any subfolders from the current data folder to the new data folder.
 Create an 'ini' file to provide access to the new data:
- In the application's program folder, you will find an 'ini' file that contains information used by the program. For Windows XP, the folder is c:\Program Files\Keystone\<ApplicationName>. For Vista and Win 7 it's c:\Users\Public\Keystone\<ApplicationName>. There is one 'ini' file for each data set. The initial file created at installation is named <ApplicationName>.ini. Copy/Paste the 'ini' file from/to the program folder; then rename it to something relevant, making sure the extension remains 'ini'.
-  Hint: If you can't see the file extensions, which Windows hides by default:
 On the Windows Explorer screen's Tools menu, select 'Folder Options'. On the Folder Options screen, select the 'View' tab. UNCHECK 'Hide extensions for known file types'.
- Edit the new 'ini' file. RIGHT click the file, select 'Edit' or 'Open with'...Notepad.
 Change the 'AppTitle' entry so the title is relevant to the new data set, e.g., 'Archive 08'.
 Change the 'DBCPath' entry so it points to the new data set.
 - Save your changes.

WHAT GOES WHERE

There are several components to each application. This section details where the major components are located.

Data. Installed in the folder specified during installation (Local Data Folder or Network Data Folder, above.)
There are tables used by all applications, which are located in the VFPCCommon subfolder.
Each data set has its own subfolder which contains all the data files for the application.

 ENSURE THESE FOLDERS ARE INCLUDED IN YOUR BACKUP SCHEMA.

Program. For Standalone and Workstation computers, program files are installed in c:\Program Files\Keystone (for XP) or c:\Users\Public\Keystone (for Vista and Win-7). Program files consist of 'startup' files that get things going when you click the desktop icon. The program files for an application are found in a subfolder of this folder. In the program folder, you'll also find a copy of the End User License Agreement (EULA) presented during installation.

Updates: Each of the Program folders has an Updates subfolder. It contains a copy of the program executable and any other 'template' files used by the application. This is where the startup routine looks to see if there are more recent versions of the program files that need to be installed before running the application. On a network, the Updates folders are located on the server in the folder specified by the "Network Program Folder" selection.

TROUBLESHOOTING

There are a couple of 'debugging' options we can employ to help discover the cause of problems:

1. Create a script debug file.
RIGHT click an empty area of the desktop and select 'New', then 'Text document'. Set the name to 'ISDebug.txt'.
Rerun the installation program. Review and/or email us the ISDebug.txt file.
2. Create a script log file. Note: This can only be done if the install file was saved to your computer.
RIGHT click an empty area of the desktop and select 'New', then 'Shortcut'. Use the 'Browse' button to navigate top, and select, the install program. Click 'Next' and 'Finish'. Edit the shortcut: Right click the shortcut, select 'Properties'. AFTER the entry in the 'Target' field, add a space and /Log="<path>\ISLog.txt", where <path> is the path to a folder on your computer.
Rerun the installation program. Review and/or email us the log file.

CONTACT US

If you're having trouble with an installation or update, please let us know. You can contact us by email at Support@kcsinc.biz or give us a call. Make sure you give us as much pertinent information as you can. It's a lot easier for us to diagnose a problem if we have some specifics...it's a lot harder to fix an 'it doesn't work' problem. Relevant information would include:

- The Operating System (Windows XP, Vista, Win 7).
- The application are you trying to install or update.
- Do you have any other Keystone applications installed?
- Where in the process does the problem occur?
- What error messages, if any, are displayed?