



Installation Guide

An Installation Guide for ExpressMaintenance and other software applications developed by Express Technology.

Table of Contents

Foreword	0
Part I Installation	2
1 Installing Software	2
2 Workstation Setup	5
3 After Installation	7
4 Distributing ExpressRequest	8
5 Technical Support	9
6 Updates & Releases	9
7 Transferring Data	10
8 Client/Server	10
9 SQL Server	11
10 Operating Systems	12
Index	14

1 Installation



The Installation Guide is provided as a tool to assist you or your computer technician in installing Express Technology software. These installation instructions will provide valuable information about your options for setting up in a [network or standalone](#) environment. It will also provide recommendations concerning hardware configuration, operating systems, settings and installation instructions.

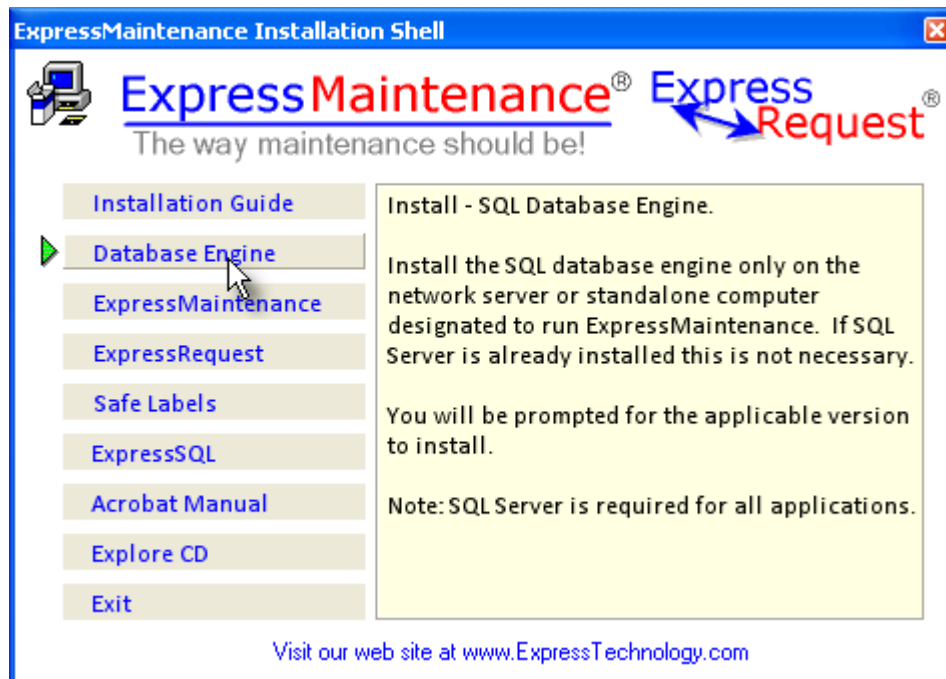
If you or your technician need any assistance installing Express Technology software please do not hesitate to contact our support staff. We are here to assist you and to insure that you get off to a great start. The fastest and most effective way to obtain support is to email us at support@ExpressTechnology.com.

Also, up to the minute tips and installation information is available at our website [Tech Bulletins - FAQ](#) page.

1.1 Installing Software

If you ordered an installation CD from Express Technology, it will include all of the files you need to install *ExpressMaintenance* and *ExpressRequest*. If you are installing from a download via the internet, you will want to start by downloading the Express Installation Shell program. The file name of the Express Installation Shell program is *ExpressInstall.exe*.

Begin by running the Express Installation Shell program (*ExpressInstall.exe*) and the following screen will appear:



The Express Installation Shell program provides a simple and convenient interface for installing one or more applications. If you have the CD, you only need to proceed with the installation steps. If you are downloading the application files via the internet, you may need to download additional files. You will also need to download the Microsoft SQL Server database engine (if you do not already have MS SQL Server) and ExpressMaintenance and ExpressRequest. Please note that you will need to select the SQL Server version applicable to your version of Windows.

Installation Environment

ExpressMaintenance requires the Microsoft SQL Server Database Engine (often referred to as MSDE) or you may use your existing version of MS SQL Server. When implementing *ExpressMaintenance* in a [network environment](#), perform the installation of the MSDE and *ExpressMaintenance* at the Server (or Standalone) computer only. Do not install the MSDE or *ExpressMaintenance* on the client workstations. Once all software is installed and running on the server, simply create a shortcut to the "Maintenance.exe" executable file on the server. This will insure proper program operation and make update installations very easy. See [Workstation Setup](#) for more details.

Installing The MS SQL Server Database Engine

ExpressMaintenance requires the installation of the Microsoft SQL Server Database Engine (MSDE). The MSDE provides a very robust and reliable database for our software products. You will not be bothered with data loss or index corruption. We strongly recommend that you first install the MSDE before installing any other applications. If you already have the MSDE or Microsoft SQL Server installed, this step is not necessary but other steps to setup the database may be required.

Note: You must be logged in to the computer with full Admin rights when installing MS SQL Server (MSDE).

To install the MSDE, simply click on the "Database Engine" button. You will be prompted for the correct version of SQL Server to install based on your version of Windows. If the file is not found, you will need to download it from our website. The installation program will take you through a few simple steps to complete the process. The installation of the MSDE will take several minutes but the database engine is very reliable and worth the wait.

Note: If you are installing the MSDE on a computer / server with Windows NT, you must at least have service pack 4 installed. If you are installing the MSDE on a Windows 95 system, you must have revision B of Windows 95. For more information on operating system requirements and tips, see the sections on [Operating Systems](#).

Starting The MSDE Database Engine

If you are installing SQL 2000, you must start the database engine the first time. If the SQL Service Manager does not start automatically, click on Windows Start / Startup / Service Manager. When the Service Manager window appears, check the Auto Start option. Next, click the green Start button to start the SQL database server. If you are installing SQL 2005 or SQL 2008, the database should automatically startup for you. The SQL Server will be named the same name as the computer name on which it is installed.

If downloading the SQL install files, the names are as follows.

<u>Windows Version</u>	<u>Description</u>	<u>File Name</u>
Windows XP, 2000 & Earlier	MS SQL Server 2000 Express Edition	SQL2000Install.exe
Windows 2003 & Vista	MS SQL Server 2005 Express Edition	SQL2005Install.exe
Windows 7, 2008 & Later	MS SQL Server 2008 Express Edition	SQL2008Install.exe

Installing Applications

To install the applications, simply click on the button for the applicable installation. If you are going to install *ExpressRequest*, you must first install *ExpressMaintenance*. In the event you are downloading

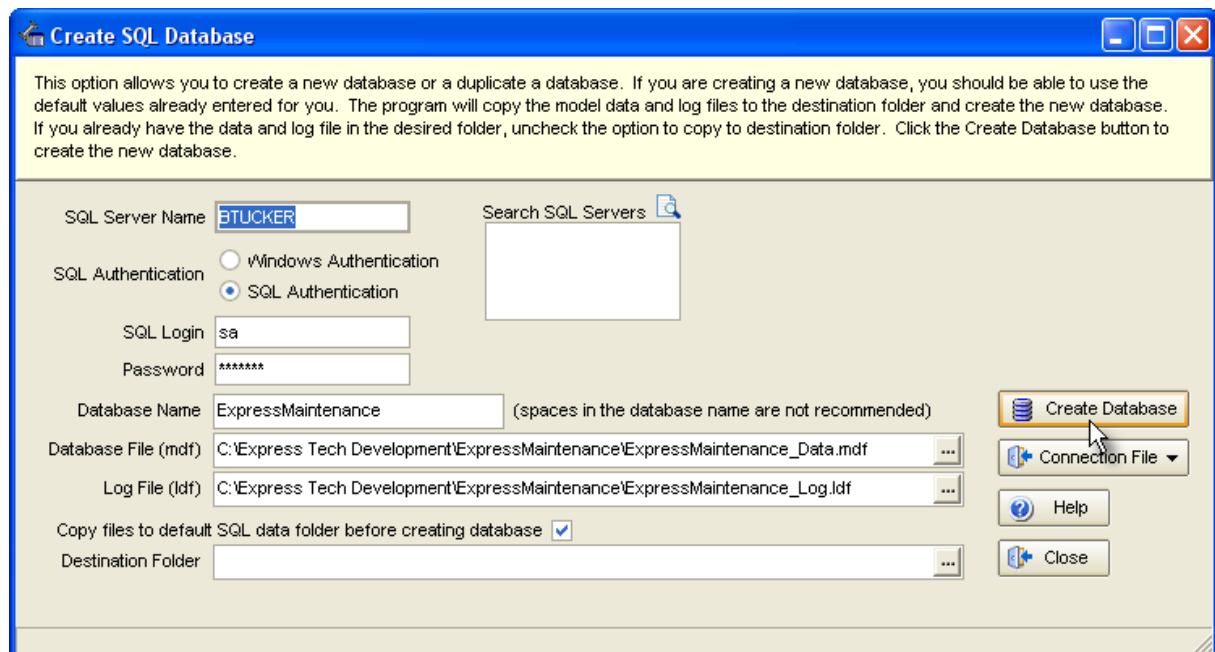
install files from our website, below is a list of applications and the corresponding install file. All install files are compressed and will automatically decompress and begin the install when ran.

<u>Application</u>	<u>Install File</u>
ExpressMaintenance	EMInstall.exe
ExpressRequest	ERInstall.exe
Safe-Labels	SLInstall.exe
ExpressSQL Utility	ExpressSQL_Setup.exe

Note: It is recommended that you be logged in to the installation computer with full Admin rights when installing *ExpressMaintenance* and when running it for the first time. After the database is created during the first run of *ExpressMaintenance*, it will no longer require Admin rights.

Creating the Database

The first time you run *ExpressMaintenance*, the program will automatically recognize that the database needs to be created. The program will indicate that it failed to connect to the database. Click on the Yes button to proceed to the database creation window as shown below:



All information should be complete and correct based on the installation procedures. You may need to change the 'sa' login password based on the password you entered when installing the SQL Server. Click the Create Database button to have *ExpressMaintenance* create the database in the SQL Server. *ExpressMaintenance* will copy the data and log files from installation folder to the proper SQL data folder and perform an Attach command to create the *ExpressMaintenance* database. This will only take a moment.

Once the database is created, you can now run the application from other client workstations as well as the server computer.

Client Workstation Setup (Network Installs)

To run *ExpressMaintenance* from a client workstation, you need to have the ExpressTech folder on the server shared. In addition, you must have TCP/IP installed on the server

(usually installed automatically by windows).

Once you are sure that the server computer is setup according to the guidelines above, proceed to the client workstations. For detailed instruction on setting up client workstations, please proceed to [Workstation Setup](#) topic.

For more details on setting up workstations and network connections, see our website [Tech Bulletins](#).

Evaluating / Registering Software

When *ExpressMaintenance & ExpressRequest* are installed, they automatically issues Serial Numbers unique to each customer. A Registration code will automatically be generated that grants a 30-Day Evaluation License. Each time you run the applications during the evaluation period, a registration screen will appear reflecting the evaluation expiration date.

When you purchase a permanent license for the application, you will be issued a Registration Code which registers the application for permanent use. To register the application, go to Administration / Registration. In the Registration screen, carefully enter the Registration Code provided and then click the Register button. Once the product is permanently registered, the registration screen will no longer appear each time the application is executed. No data entered during the evaluation period will be lost when you permanently register. All data will remain and the program will function exactly the same.

You should keep your Serial Number and Registration Code on file in a safe place. If you have any problems, contact the Express Technology sales department.

Utilities

Several utilities are included on the Express Technology CD and are available for download from our web site. More than likely, your version of the Windows operating system already installed the HTML help system and the ODBC drivers. However, some releases did not include them so we provide the installs if needed. These items can be found by exploring the "Extras" folder on the CD.

The ExpressSQL Utility is an administrative tool that is handy for performing more advanced SQL queries of the data and for managing reports.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at: <http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

If you need further assistance please email our support department at support@ExpressTechnology.com.

1.2 Workstation Setup

Network vs.. Standalone Computing Environments

Express Technology software may be installed into a Network or Standalone computer environments.

Standalone

The Standalone environment consists of a situation where the application runs on a single computer.. This computer works as the Server and the Client by processing the application and maintaining all data. Since a Standalone computer does handle all data and the application, it should be a reasonably fast computer with adequate memory, processing speed and disk space. In this environment, you simply need to install the database engine and application on the standalone computer.

Network With Server & Client Workstations

The Network environment is made up of two or more computers. These computers communicate with each other, share resources and, in some cases, control other computers over the network. Express Technology uses the [Client/Server](#) model in a Network environment. The [Client/Server](#) model is

comprised of a computer that acts as a Server to one or more computers over the network. The Server houses data and handles data requests from Client computers. Clients (Workstations) are the computers that manipulate the data sent to and from the Server. These computers run independent of the Server in all respects other than to request and send data.

In this environment, you need to install the database engine and application on the Server Only. Each network workstation that will access and run the application is setup with a simple shortcut as outlined below.

Client Workstation Setup (Networks)

To run the applications from a client workstation, you need to have the ExpressTech folder on the server shared with read / write permission. In addition, you must have TCP/IP installed on the server (usually installed automatically by windows). Test run *ExpressMaintenance* at the server to insure the communication is working between the program and the database engine before proceeding to the workstations.

Once you are sure that the server computer is setup according to the guidelines above, proceed to the client workstations. Create a shortcut on the workstation pointing to the Maintenance.exe file on the server in the Express Tech folder.

ExpressMaintenance uses a file by the name of ExpressMaintenance.ini. The ExpressMaintenance.ini file must reside in the folder with Maintenance.exe and must contain the following:

```
[Connection Info]
SQLServer=ActualSQLServerName
SQLDatabase=ExpressMaintenance
```

The ini file is best edited using the Notepad text editor. Notice the space in "Connection Info". Also, make sure this file is in the folder with Maintenance.exe. Give users read permission to ExpressMaintenance.ini.

Test first at the server and make sure everything works correctly. You can use the option under Administration / Manage Connection to create and view the ExpressMaintenance.ini file.

Next, make sure the workstation shortcuts point to the same Maintenance.exe in the same folder where you tested at the server.

The file can contain another line to prevent or force the use of Windows login. For details on using or disabling the Windows login - see our website tech bulletins for more details.

The same applies to *ExpressRequest*. There must be an ExpressRequest.ini file with the same contents. In the current version, *ExpressMaintenance* & *ExpressRequest* only use the two ini files and no other ini files are required. No ini files are used on the workstations.

In some network environments, it might be that the workstations require several seconds or even a minute to find and connect to the SQL Server. By default, *ExpressMaintenance* only allows 15 seconds to make the SQL Server connection. You can increase the timeout allowance by adding the following line to the ExpressMaintenance.ini file. The example below increases the allowed time to make the connection to 60 seconds.

```
[Connection Info]
SQLServer=ActualSQLServerName
SQLDatabase=ExpressMaintenance
SQLTimeout=60
```

If you are having trouble connecting from a workstation, make sure the ExpressMaintenance.ini file is setup as outlined above and the user has permission to read the file. Also, increase the timeout setting to allow for slower network connections.

In the unlikely event the problem persists and you have checked the items above, the problem is a permission issue with the workstation logging into the SQL Server. You can test this from the workstation using Windows and ODBC as outlined below.

Creating ODBC DSN

You can test a computer's connectivity to the SQL Server and force a TCP/IP connection to the server by creating an ODBC Data Source. On some computers (especially Windows 98), it is necessary to force a manual TCP/IP connection one time to activate the SQL communications. Try creating and testing an ODBC / DSN to ExpressMaintenance by following the steps below:

1. Click on Windows / Start / Control Panel
2. Double Click on Administrative Tools (Note: some versions of windows, do not require this step)
3. Double Click on Data Sources (ODBC)
4. Click the System DSN tab
5. Click the Add Button
6. Scroll to the bottom of the driver list and click SQL Server
7. Click the Finish button
8. Type ExpressMaintenance in the Name & Description fields
9. In the Server field, type the name of the SQL Server or the IP address if the IP is permanent
10. Click the Next button
11. Click the "With SQL Server authentication ..." option
12. Click the Client Configuration button
13. Click TCP/IP option for the network library
14. Make sure the Server Alias and Server Name fields have the IP address of your server
15. Click the Ok button
16. Click the "Connect to SQL server to obtain..." option
17. Enter "sa" (no quotes) for the user name,
18. Use the password of 'welcome' unless you assigned another password for 'sa' during installation
19. Click the Next button
20. Click on "Change the default database to:..." option
21. Click the Database drop down list and select ExpressMaintenance
22. Click the Next button
23. Click the Finish button
24. Click the Test Data Source button
25. Note the results
26. Repeat the process except in steps 16 & 17 use the login of 'etuser' with a password of 'etrik22'
27. Note: You can also try connecting to the "Master" database in step 21
28. Note the results

If the above process does not allow you to successfully connect to the server / database, the problem is in your network or the Microsoft Data Access Components are not installed on the client workstation. You can install the MDAC directly from the Express Technology CD. You may need a specialist to setup your network using TCP/IP which is the industry standard.

You can get the MDAC detection utility to determine your MDAC version. To [download the MDAC detection utility, click here](#). You can download the MDAC installation program or learn more about MDAC from Microsoft. For more details on MDAC, go to the [downloads page](#).

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at: <http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

1.3 After Installation

ExpressMaintenance & *ExpressRequest* include comprehensive help systems to assist you. The help systems utilize the Microsoft HTML help system which provides many handy features including an index and full text searching capabilities. The first thing you should do is click on the Help button at the

top of *ExpressMaintenance* and take a few minutes to review the help file topics.

We suggest you begin with the "Quick Links" section of the main help. You will then want to review the various screens of *ExpressMaintenance* and then begin entering data. You will also want to take a look at the "Getting Started" section of the main help.

Printing A Manual

A printable version of the help system is available in Adobe Acrobat (pdf) format. You can obtain the pdf file from the CD or from the Updates or Downloads pages of our website at www.ExpressTechnology.com. This manual is also on the Express Technology CD.

1.4 Distributing ExpressRequest

What is ExpressRequest

If you have purchased a copy of *ExpressRequest*, you can provide users with a short cut to *ExpressRequest.exe*. This program allows non-maintenance users to enter maintenance requests in a simple easy to use screen or via an internet web page. Users do not necessarily have to know the unit name or proper service to provide. They can simply enter a description of the equipment and service needed or problem. A separate help file system is included with *ExpressMaintenance*.

ExpressRequest Defaults

There are a few defaults settings for *ExpressRequest* which are located in *ExpressMaintenance*. You can access these settings under Administration / Defaults / *ExpressRequest* Defaults. See that section of the help for more details.

Distributing ExpressRequest

Like *ExpressMaintenance*, you do not actually distribute *ExpressRequest*. You create shortcuts to the application.

1. Server Setup

1. Install and make sure *ExpressMaintenance* runs properly.
2. Install and make sure *ExpressRequest* runs properly.
3. Click on the Setup button and set the values as desired.
4. Leave the Requester Name blank.
5. Save the setup savings for *ExpressRequest*.
6. Exit *ExpressRequest*.

2. Client Workstation Setup

1. Go to the client workstation
2. Use the windows explorer to locate the server drive and the \ExpressTech folder.
3. Right click on the *ExpressRequest.exe* file and click copy.
4. Right click on the client workstation desktop and click **Past Shortcut**.
5. Run *ExpressRequest* from the shortcut.

Using A Web Interface

Because *ExpressMaintenance* and *ExpressRequest* are based on Microsoft SQL Server as the database engine, you can also allow users to input requests via a web page. This can be setup on your own WAN or via the internet. The SQL Server computer must be on the network. Sample files are included in the installation for your reference (*eRequests.asp*, *eRequestsOk.asp*, *eRequestsErr.asp*).

ExpressRequest Help File

Make sure the *ExpressRequest.hlp* file is located in the same folder with *ExpressRequest.exe*. This will insure users can run the help file from within the *ExpressRequest* application. The *ExpressRequest* uses the standard windows help system rather than the HTML help system (used by *ExpressMaintenance*). The standard windows help is more likely to be available on every computer.

The HTML help system is more powerful and more compact. However, it is not necessary with this small application.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at: <http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

1.5 Technical Support

At Express Technology we are committed to making sure your experience with ExpressMaintenance is a pleasurable. We work hard to provide comprehensive Tech Bulletins for frequently asked questions (FAQ) in addition to providing prompt support answers.

Before contacting Express Technology for technical support, please take the time to carefully search the on-line help for a possible explanation. Make sure that you are asking a specific question about the Express Technology application instead of general Windows or computer use questions that might be appropriate for your IT department or local hardware dealer. If you are having a problem, please take the time to test the problem a couple of times to ensure consistency and a complete understanding of what is occurring.

Our web site contains a designated page for submitting support issues. Please prepare your support questions in a manner that is specific and detailed. Please be specific about the module, screen name and other particulars. These steps will allow us to more promptly replicate the problem or address your question.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at: <http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

Please submit support questions using the support page of our web site at: <http://www.expresstechnology.com/Support.htm>.

Web site access: <http://www.expresstechnology.com/Support.htm>

Email: support@ExpressTechnology.com

Phone: 251.929-3200

Fax: 251.929-3211

1.6 Updates & Releases

New updates or program releases are placed on our web site. Users are usually notified via email when a new release or update is available. ***You should always download new releases in order to stay up to date with the latest version.***

You can view / download the latest updates from the ExpressMaintenance [Updates Page](#).

Detailed instruction on downloading and installing updates is available at: <http://www.expresstechnology.com/DownloadInfo.htm>.

Release Notes

You can view or print release notes in the main window of ExpressMaintenance by clicking on Help / Release Notes. It is a good idea to review the release notes each time an update is installed.

Version

Your software version is always displayed in the lower left corner of the program screen. It is a good idea to state the version when submitting issues to tech support.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at:

<http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

1.7 Transferring Data

Moving The Application & Data

It is common for clients to first install ExpressMaintenance on a single PC during the evaluation period. When the client purchases ExpressMaintenance, they are ready to install it on a network server. However, they often realize that they have entered valuable data and would like to retain the data. You can transfer the data to the server by using the following steps:

1. Make sure you have the latest release of *ExpressMaintenance* installed on the evaluation PC or source computer.
2. Run *ExpressMaintenance* and go to Utilities / View Connection Properties.
3. Note the full folder path name of the *ExpressMaintenance* data file. It will likely be something like: C:\Program Files\Microsoft SQL Server\MSSQL\Data\ExpressMaintenance_Data.mdf.
4. Stop your SQL Server using the Service Manager (2000) or Configuration Manager (2005 & 2008).
5. Go to the previously noted folder and copy the ExpressMaintenance_Data.mdf and ExpressMaintenance_Log.ldf files and keep on media for placing on the destination computer.
6. Download and install the applicable version of MS SQL Server on the Destination computer.
7. Download and install the latest release of *ExpressMaintenance* on the Destination computer.
8. After installing ExpressMaintenance, paste the ExpressMaintenance_Data.mdf and ExpressMaintenance_Log.ldf files into the folder where *ExpressMaintenance* was installed, overwriting the model files already there.
9. Run *ExpressMaintenance* from the Destination computer and follow the prompts to create the database. See the instructions for [creating the new database](#).

Registration Data

The serial number and registration code will be restored when the data is restored. If you have lost the original data, you must email support@ExpressTechnology.com with the new serial number and a your company name. A new registration code will be issued and emailed to you.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at: <http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

1.8 Client/Server

This section explains the concept of client / server setup. To view detailed instructions on how to setup *ExpressMaintenance* on a network or how to setup client workstations, view the [Workstation Setup](#) topic.

Express Technology software products are designed for multi-user environments using the Client / Server model and [SQL](#). This provides for optimal performance and solid data integrity. With Express Technology software, you will not spend your time rebuilding index files or inputting loss data because of the [Microsoft Database Engine \(MSDE\)](#) and [Microsoft SQL Server](#).

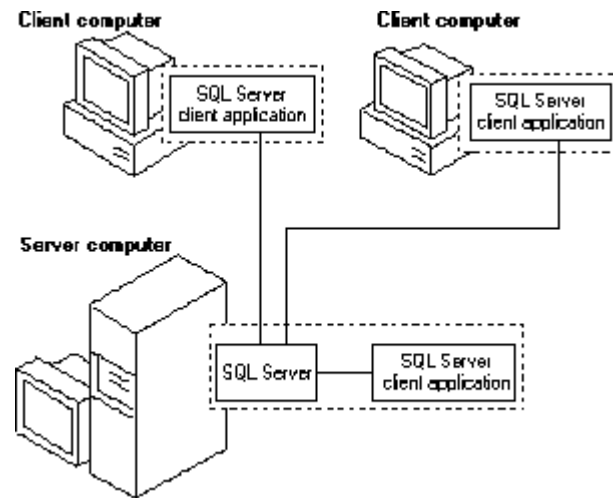
The Client / Server model is comprised of a computer that acts as a Server to one or more computers over the network. The Server houses and controls the flow of data. It also handles the requests received from Client computers. Clients (Workstations) are the computers that manipulate the data sent from the Server. These computers run independent of the Server in all respects other than to request and send data.

One advantage to the Client/Server model is that all data is stored on a single Server. This prevents data corruption and maintains data integrity. Another advantage is that the Client computers actually run the programs, which make calls to the Server for data. This distributes the program processing

among the Client computers.

In a small network environment (i.e. 2 - 5 computers) the Server can actually be a Client as well as the Server. This simply means that users can run the application directly from the Server. As the network grows however, it will become necessary to let the Server be reserved for processing data requests and therefore be a designed server in order to maintain satisfactory performance.

The following diagram demonstrates the concept of Client / Server configuration:



1.9 SQL Server

Express Technology Inc. software is designed for the Microsoft SQL Server Database Engine (MSDE). Most companies can use the MSDE which is a scaled down version of SQL Server. Larger companies will require the complete SQL program. The following information about SQL is provided by Microsoft Corporation.

Microsoft® SQL Server™ is designed to be a client/server system. [Client / Server](#) systems are constructed so that the database can reside on a central computer, known as a *server*, and be shared among several users. When users want to access the data in SQL Server, they run an application on their local computer, known as a *client*, that connects over a network to the server running SQL Server.

Having data stored and managed in a central location offers several advantages:

- Each data item is stored in a central location where all users can work with it. Separate copies of the item are not stored on each client, which eliminates problems with users having to ensure they are all working with the same information.
- Business and security rules can be defined one time on the server and enforced equally among all users.
- A relational database server optimizes network traffic by returning only the data an application needs. For example, if an application working with a file server needs to display a list of the names of salesmen in Oregon, it must retrieve the entire employee file. If the application is working with a relational database server, it sends this command:

```
SELECT first_name, last_name
FROM employees
WHERE emp_title = 'Sales Representative'
AND emp_state = 'OR'
```

The relational database only sends back the names of the salesmen in Oregon, not all of the information about all employees.
- Hardware costs can be minimized.

Because the data is not stored on each client, clients do not have to dedicate disk space to storing data. The clients also do not need the processing capacity to manage data locally, and the server does not need to dedicate processing power to displaying data.

The server can be configured to optimize the disk I/O capacities needed to retrieve data, and clients can be configured to optimize the formatting and display of data retrieved from the server.

The server can be stored in a relatively secure location and equipped with devices such as an Uninterruptible Power Supply (UPS) more economically than fully protecting each client.

- Maintenance tasks such as backing up and restoring data are simplified because they can focus on the central server.

In large [client/server](#) systems, thousands of users may be connected to a SQL Server at the same time. SQL Server has full protection for these environments, with safeguards that prevent problems such as having multiple users trying to update the same piece of data at the same time. SQL Server also effectively allocates the available resources, such as memory, network bandwidth, and disk I/O, among the multiple users.

SQL Server applications can run on the same computer as SQL Server. The application connects to SQL Server using Windows Interprocess Communications (IPC) components, such as shared memory, instead of a network. This lets SQL Server be used on small systems where an application needs to store its data locally.

While SQL Server works very effectively as a server, it can also be used in applications that need a stand-alone database stored locally on the client. SQL Server can dynamically configure itself to run efficiently with the resources available on a client without the need to dedicate a database administrator to each client.

1.10 Operating Systems

ExpressMaintenance will run under all versions of Windows from 95 to the latest release. However, certain requirements exist as outlined below.

Important Requirements

Windows 95 - you must have revision B.

Windows 98 - you must have 2nd edition.

Windows NT - you must have at least service pack 4.

Windows XP Home edition, you must install the Microsoft Data Access Components (MDAC) available from our website - [click here for downloads page](#).

To see what version of Windows you are running, click on the Windows Start Button / Control Panel / System. The General tab should display the version of windows and any services packs or revisions.

The OpenGL screen savers have a terrible effect on server performance. When selecting a Windows screen saver for a server computer, we advise that you not install any screen savers. We recommend that you only use the "Blank Screen" screen saver or no screen saver at all. Screen savers consume memory and system resources.

Citrix Terminal Services

ExpressMaintenance will run under Citrix Software and Terminal Services as we have many clients using the software in those environments.

Novell Netware Server

ExpressMaintenance will run fine on a Novell network and we have many customers using it in a Novell environment. However, you must install the database engine and application on a Windows based computer within the network. You cannot install directly on the Novell server. You will need to install the database engine on a Windows based computer but it does not have to be a dedicated server. Workstations are setup normally.

For the most current information, check the **Technical Bulletins (FAQ)** at our web site at:
<http://www.expresstechnology.com/TechBulletins/BulletinIndex.htm>.

Index

- A -

After Installation 7
Applications 2
Assistance 9

- B -

backup / restore 10

- C -

client / server 5, 10, 11
Client Installation 2
client setup 5
client shortcuts 5
clients 5
Configuring Windows 12
connection.ini 5
Creating the Database 2

- D -

Data Access 2
Database 10
Database Engine 11
Database Engine - Installing 2
Database Engine - Starting 2

- E -

Email 9
environment 5
ExpressRequest - Distributng 8
ExpressRequest - Help 8
ExpressRequest - Setup 8

- G -

Getting Started 7

- H -

Help System 7
HTML Help 7

- I -

Indexing Not Required 10, 11
Installation 2
Installation Environment 2, 5
Installation Introduction 2
Installation Operating Systems 12
Installing 2
Installing Applications 2
Installing MSDE 2
Installing Software 2

- M -

Maintenance Requests 8
moveing data 10
MSDE 11
MSDE - Installing 2
MSDE - Starting 2

- N -

network setup 5

- O -

ODBC 2
Operating Systems Supported 12

- Q -

Questions 9

- R -

Registering Software 2
Registration Data 10
ReIndexing Not Required 10, 11
Release Notes 9

Releases 9
Request - Distributing the program 8
Request - Setup 8
Requests - Help 8
restore / backup 10

- S -

Server Installation 2
server setup 10
setup 5
setup clients 5
setup workstations 5
Shortcuts 2, 5
SQL 11
Starting Database Engine 2
Support 9
Support - Tech Bulletins 9
Support Fees 9
Support Methods 9

- T -

Tech Bulletins 9
Technical Support 9
transferring data 10

- U -

Updates 9

- V -

Version 9

- W -

Web Site 9
Windows OS 12
Windows Settings 12
Windows Versions 12
Workstation Installation 2
workstation setup 5
workstation shortcuts 5
workstations 5