



# **Installation, Update, & License Guide**

**8/10/2009**

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## Company Information

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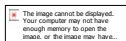
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## General

**Software-Only Purchases.** SPOT is available for software-only purchase. The cost of SPOT software includes only software and is exclusive of other services such as setup, integration, configuration, and assistance with system problems. These optional services are available from SPOT Business Systems on a fee basis to both you and/or your local technician (see Services). Please make sure your technician is aware of service fee requirements before calling for assistance.

**User Supplied Hardware.** If you purchase your own computer equipment and hardware, we provide a number of services to assist you with installation, integration, setup, and training. As an option, you can send computers to our office for installation, integration, and setup. We do charge a small per workstation bench fee to you or your local technician for this service. Only qualified technicians should perform the installation, integration, and setup of SPOT, Windows operating system, SQL 2005 database engine, and related networking. Do not attempt to do this yourself unless you have experience. **NOTE:** *Due to the difference between classes of computers and suitability of peripherals, SPOT Business Systems does not guarantee SPOT operation and proper performance with all user-supplied equipment. We do guarantee proper operation with SPOT Business Systems supplied business systems.*

**Installation and Training Notice.** SPOT, like other sophisticated software designed for complex business operations, requires a high degree of knowledge to effectively setup and train. We do not recommend self-installation. SPOT Business Systems offers several assistance plans. If you attempt self-installation or training and you need assistance, purchase of an assistance plan is required.

**Operating System.** SPOT must be run only under Windows XP SP2, Windows Vista or Windows Server 2003 SP2. SPOT will **not** run under Windows `95, `98, ME or Windows 2000.

**Support Communications.** It is mandatory that computer systems be connected to a secure high-speed internet connection such as DSL or Cable modem. Without this connectivity, timely resolution to support issues and technical assistance may be impossible. *Review the "SPOT Software Implementation Guide" for more details on maintaining a secure network.*

**Updating Via the Internet.** SPOT is expressly designed for rapid updating via the Internet using a high-speed connection. This document covers installation from CDROM only. For assistance with Internet updates, contact technical support.

## Services

**Integration Service.** Integration service includes assistance for installation, setup, and configuration of SPOT software with the computer and all attached peripherals. This optional fee-based service is available onsite or by phone on an hourly rate basis plus related travel expenses. It is provided as a service for those who prefer to purchase software-only on a do-it-yourself basis. Technical support personnel are not able to assist with this service. **NOTE:** *This service is automatically included as part of every business system purchased from SPOT Business Systems.*

**Store Consultation.** Assistance for determining the most effective use of SPOT within a drycleaning store. Issues such as tag printing, lot tracking, number of workstations needed, racking options, equipment sizing and specifications are considered. This optional fee-based service is available onsite or by phone on an hourly rate basis plus related travel expenses. This service is for those who prefer to purchase software-only on a do-it-yourself basis. Technical support personnel are not able to assist with this service. **NOTE:** *This service by phone is automatically included as part of every business system purchased from SPOT Business Systems.*

**Enterprise Consultation.** Assistance for determining technical specifications for hardware and software of large SPOT enterprises (usually greater than 15+ stations) having complex centralized or hosted equipment requirements. The result of this service is to create an overall system architecture of greatest performance and reliability at lowest possible cost. A list of suggested equipment is created. This optional fee-based service is available onsite or by phone on an hourly rate basis plus related travel expenses. Technical support personnel can't assist with this consultation service.

**Price Table Setup.** We customize your store price table for use with SPOT. This optional fee-based service is available on an hourly rate basis. SPOT software contains a price table editor allowing you to create or maintain your own price tables. Since efficient setup of a price table can reduce mark-in processing time, it is recommended that our specialists provide initial setup.

**Data Conversion.** Our database conversion utilities can convert only some standardized SPOT Classic databases such as the customer and accounts receivable balances. Competing systems might have radically different formats preventing unattended conversion. Our programming staff will do its best to convert uncommon database formats. This optional fee-based service is available onsite or by phone on an hourly rate basis plus related travel expenses. **NOTE:** *Not all database formats can be converted. Contact SPOT Business Systems for details on format requirements.*

**Onsite Training and Installation.** Getting your store operational with SPOT software or a business system with the least amount of time and disruption to your operation is the goal of our onsite trainers. Training is an interactive process consisting of setting operational configuration preferences and system use instruction. Onsite installation and training is usually required for the first installed store. Subsequent stores will then use the existing store as a training ground, saving you money on future installs. This optional fee-based service is available at flat rate per day (includes related travel expenses). You can also be trained at our facility with expenses paid by you.

**Software Customization.** As part of our continued effort to provide the latest feature enhancements, we encourage enhancement suggestions from our customers. In most cases, where feature suggestion is universally applicable to the industry, the cost for this enhancement is borne by SPOT Business Systems. In those rare cases when a non-universal enhancement is requested, at our sole discretion we may provide contract programming services on an hourly or flat rate basis depending on the magnitude of the requested change. All feature enhancements become part of the software program available to all future users and exclusively owned by SPOT Business Systems. We cannot make changes to the software that become exclusive to the client, whether paying for customized changes or not.

**Service Assistance Appointment.** When installing SPOT for the first time, integrating or upgrading system hardware, or updating software, it is imperative that an appointment be made to schedule time. Once an appointment is made, make sure to allocate an ample amount of your time to complete the task. Some services can require as much as several hours or longer, especially with equipment we are unfamiliar with. You will need to provide a credit card number prior to receiving help with fee-based services.

## Customer Care

**Technical Support.** Technical support services begin on the day your SPOT system is placed into operational service within your store and is provided by telephone during our normal office hours of 7 am to 6 pm Mountain Time, Monday Friday, Saturday 8-5 with the exceptions of national holidays. An unlimited number of support phone calls are allowed for a flat annual fee. We attempt to handle each call when it arrives. On occasion, the number of calls is greater than our capacity to handle them. In this case you have the choice to wait until the next support person is available or leave a message for a callback. We attempt callbacks as quickly as possible, but give priority to systems that are completely down (nonfunctional). Technical support personnel are not equipped to provide training, integration or consultation services, but they can coordinate scheduling with one of our specialists.

- **Annual Fee**—Based on your initial software purchase anniversary date. Cost is \$100 per month or \$1,200 per year for the first 20 workstation per year and is billed monthly via ACH draft. Support is mandatory in the first year of initial purchase. Software updates are included at no additional cost while under the annual support agreement.

- **Per Incident**—Optional after the first year of initial purchase and charged on a per call basis. Cost is \$50 per each 15 minute increment. Payment is required by Credit Card only at the time of service. Software updates are optional and purchased at 50% of the currently published license fee per workstation.

- **Version Support**—Support is provided for the current Major release of the software. You may check our website at [www.SPOTpos.com](http://www.SPOTpos.com) for the current major release of the software. Older version releases must be updated prior to receiving support.

**Program Updates.** Program updates are included at no additional charge with the payment of the annual Customer Care program fee. SPOT software updates consist of Major and Minor releases in the format Major.Minor (i.e., 3.15 is Major release 3 and Minor release 15). Updates to the software between Minor releases are considered maintenance releases. Major-to-Major software updates are available at no cost as part of the Customer Care package fee. Only the current Major release of the software are supported by the technical support department. Older releases must be updated prior to receiving support. Software updates can be provided via the Internet with internet based high-speed communications only. **NOTE: Updates sent by CDROM are charged a \$25 media and shipping fee.**

**Contacting Technical Support.** Contact support services at (801) 208-2210 for assistance with SPOT installation or to schedule an appointment for assistance.

## Installation Overview

### Requirements

#### Server

Intel Pentium III or higher

2 Gbytes of memory

40 Gbytes free hard disk space

Optical Mouse

800 x 600 color vga monitor

100 Mbs Ethernet network card

Microsoft Windows XP / SBS Server 2003 Ultimate/ Server 2003 / Enterprise Server 2003 with current service packs

Microsoft SQL 2005 Licensing

Backup device

#### Workstation

Intel Pentium III or higher

1 Gbytes of memory

5 Gbytes free hard disk space

Optical Mouse

800 x 600 color vga monitor

100Mbs Ethernet network card

Microsoft Windows XP or Vista with current service packs

#### Database Server

SPOT is designed for use with the Microsoft SQL 2005 Database Engine. This engine is available in two versions:

- **SQL 2005 Server**—A full featured, relational database with essentially no size restrictions, complete with management and optimization utilities. Microsoft charges license fees for SQL 2005 Server per connection. It is required to use the SQL 2005 Server data base for configurations larger than five-user or a hosted/centralized configuration.
- **SQL 2005 Express (MSDE)**—The little brother to SQL 2005 Server, it is a size restricted, free database without management and optimization utilities. This version of SQL is limited to 5 users.

#### New Installation Process

Software installation to a network is straight forward, requiring SPOT to be installed (from the CDROM) to the server, with each attached workstation in the local network installed next. The Windows network must first be installed and operational. Servers require SPOT, SQL 2005 and the Microsoft .Net Framework 3.5, while workstations require SPOT and the Microsoft .Net Framework installation. The initial SPOT software installation process takes about 25 minutes for the server and 15 minutes for each workstation. **NOTE:** *Servers and standalone (single-user) systems install the same.*

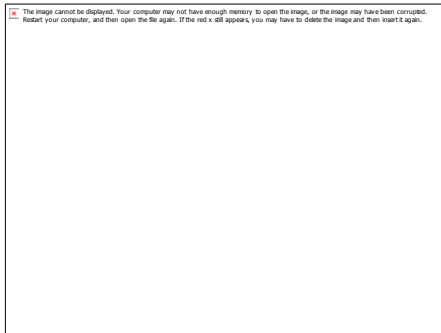
#### Update Process



SPOT software updates are made from the internet or CDROM to the server only. The server software update process also performs database housekeeping functions. Workstations are then updated directly from the newly updated server via the local area network (LAN). The update process takes about 20-30 minutes for the server (depending on existing database size) and about 10 minutes for each workstation

## Installation CDROM

The Windows *Autostart* feature should automatically access the startup program. If Autostart is not active, manually access the installation program by selecting Windows **Start\_>Run\_>Browse\_>select CD Drive\_>Setup.exe\_>Open\_>Ok**. You should see the following screen appear a few moments after the SPOT Installation CDROM disk starts up:



Selections include:

- **SPOT Documents**—Version release notes and various PDF documents.
- **Install SPOT**—Used to install both server and workstation software.
- **SPOT Website**—Internet access to the SPOT Business Systems Web Site.
- **Contact Us**—Contains address and phone number contact information.
- **Install Internet Explorer** —A free copy of the latest Microsoft Internet Explorer
- **Install MSDE**—Installs Microsoft SQL 2005 Express

**NOTE:** *SPOT determines if the installation is "new" or an "update" by testing for the presence of existing SPOT data files. An update differs from a new installation in that existing data and configuration settings are preserved. Only the program version is updated. Select **Install SPOT** for both new software installations and updates.*

**NOTE:** *Normal software installation and updates will occur only if the current logged-on user has local administrative privileges and network setup is standard. If your system uses non-standard security privileges you will experience update problems requiring our assistance. In this case, you may need to update from the CDROM.*

## New Server/Standalone Install

A server network adapter must be connected to a hub prior to operation or an error will occur with system operation not possible. **NOTE: A Standalone installation is also a server and must have either a valid network hub connection, NIC card with loopback adapter, or software loopback adapter. Windows XP, Vista or 2003 are shipped with an installable software loopback adapter. Contact technical support for assistance. NOTE: If a restart is requested by the system during the installation process; restart, then reinsert the installation CDROM and resume at STEP 1.**

### Install SQL

- 1 Insert the SPOT CDROM, select **Install MSDE** from the main view (no display activity occurs during this process...please wait for completion).
- 2 Restart the system only if prompted to do so. Proceed to SPOT installation.

### Install SPOT

- 1 Insert the SPOT CDROM, select **Install SPOT** from the main view.
- 2 At the SPOT Installer view, press the **Next** button.
- 3 Select **Server / Standalone** and press the **Next** button.
- 4 Write down the name of the server displayed in red. Select **CDROM** if not already selected and press the **Next** button.
- 5 If Microsoft SQL Server is shown as not installed (red X), press **Exit**, reinsert the installation CDROM, and select **Install MSDE** above.
- 6 SPOT installation begins with progress displaying line by line.
- 7 The **SPOT Auto Setup** view appears, checkmarking each installed group.
- 8 Once installation is complete, a dialog appears indicating a successful server installation and the SPOT version installed.
- 9 Click the **SPOT Clerk Logon** button to start SPOT.

## New Workstation Install

- 1 Insert the SPOT CDROM, select **Install SPOT** from the main view.
- 2 At the SPOT Installer view, press the **Next** button.
- 3 Select **Workstation** and press the **Next** button.
- 4 Select **Local Server** if not already selected and press the **Next** button.
- 5 Enter *Server Name* and press the **Test** button to verify that the server can be found on the network. Press the **Next** button.

**6** Installed workstation file progress displays line by line. This step may prompt to restart the computer. Press the **Next** button when done.

**7** Once installation is complete, SPOT starts automatically.

## Update Server/Standalone

Software updates are made to the server from the CDROM. Once the server has been updated, each workstation is then updated locally from the server to ensure version consistency. The *SPOT Installer*, placed on each workstation from the new installation process, handles update detection automatically.

**NOTE:** *The SPOT Installer automatically tests for the presence of an existing database during the server update process, preserving all existing data. Only program files will be updated.*

**1** Exit all connected workstations and the server to the Windows desktop.

**2** Insert the SPOT CDROM, select **Install SPOT** from the main view.

**3** The currently installed SPOT version is displayed in red indicating an Update is about to be performed. Press the **Next** button.

**4** Select **Server / Standalone** and press the **Next** button.

**5** Select **CDROM** if not already selected and press the **Next** button.

**6** SQL Server should indicate a green installed checkmark. Press the **Next** button.

**7** SPOT installation begins, displaying progress line by line.

**8** The **SPOT Auto Setup** view appears, checkmarking each installed group.

**9** Once update is complete, a dialog appears indicating a successful server update along with the SPOT version installed.

**10** Click the **SPOT Clerk Logon** button to start SPOT.

**11** Proceed to the next section to update all connected workstations.

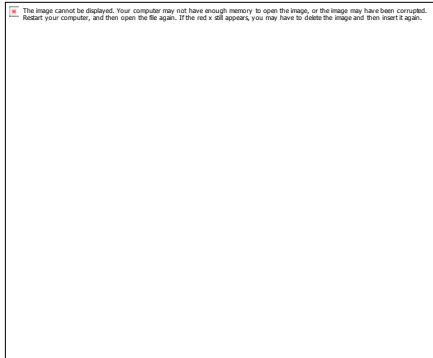
## Update Workstation

Once the network server is updated, start up each workstation (one at a time) to perform the update. The workstation compares versions with the server, detects a difference, then prompts the user to perform the update via the local network. This update process method is very automated, requiring minimal user intervention. **NOTE:** *SPOT will not allow a workstation to run when its version differs from that of the server.*

**1** From the workstation desktop, double-click the *SPOT User Logon* icon.

**2** Select **Yes** at the version difference detection dialog to update the workstation.

**3** Once the update is complete, SPOT starts automatically.



## License Registration

Your newly installed SPOT system is automatically licensed for 30 days with a termination warning occurring 10 days prior to expiration. To purchase a permanent license(s), contact SPOT Business Systems at 801-495-1200. License registration is performed by accessing **Tools>Licenses** shown above. Once payment is made, the system license code (issued automatically by your SPOT system) is given to a SPOT Business Systems representative. In return, the representative will issue an authorization code (shown below). Updates do not require re-licensing.

