

Red River Software Update Installation Guide

This document will guide you through the Red River Software Update installation.

****POS users will also need to update the till(s).**

Those with laptops in trucks will need to perform the update on the laptops as well.

* You must be logged into the system as Administrator to run the install.

* You must have access to the Internet for required downloads on Windows 8 / Windows Server 2012.

* You must have a Minimum of 1.5GB of free space.

***Important** – Please make sure Adobe Reader is installed before proceeding. If you do not have it yet you can find a copy on the CD under the Utilities Folder and install this first before moving forward. The process will let you know if you need to install Adobe as well and cancel the Installation Process if it is not installed.

1. Be sure you have a COMPLETE backup including programs and data.
2. If you have more than one Red River Company, delete the RRS.DBF file in each one.
 - a. Go into the Company
 - b. From the top toolbar, select Tools – Remove RRS.DBF (there will be no indication that anything has happened)
 - c. Close the Company

Do not go back into your Company until after you have installed the update; if you go into your company before completing the update, you will need to repeat step 2.
3. Note the location of the RRS folder: (if unsure follow these steps)
 - a. Right-Click on your Red River Icon
 - b. Click on Properties and then on the Shortcut tab
 - c. Find where the Target Path is (usually **C:\RRS\RUN32\RRS32.EXE**, or could say **D:\RRS\RUN32\RRS32.EXE** or any other drive letter). The part of this path that is needed is **C:\RRS**.
4. **Reboot your server** to ensure all users are out of Red River Software completely and that the files are not locked.

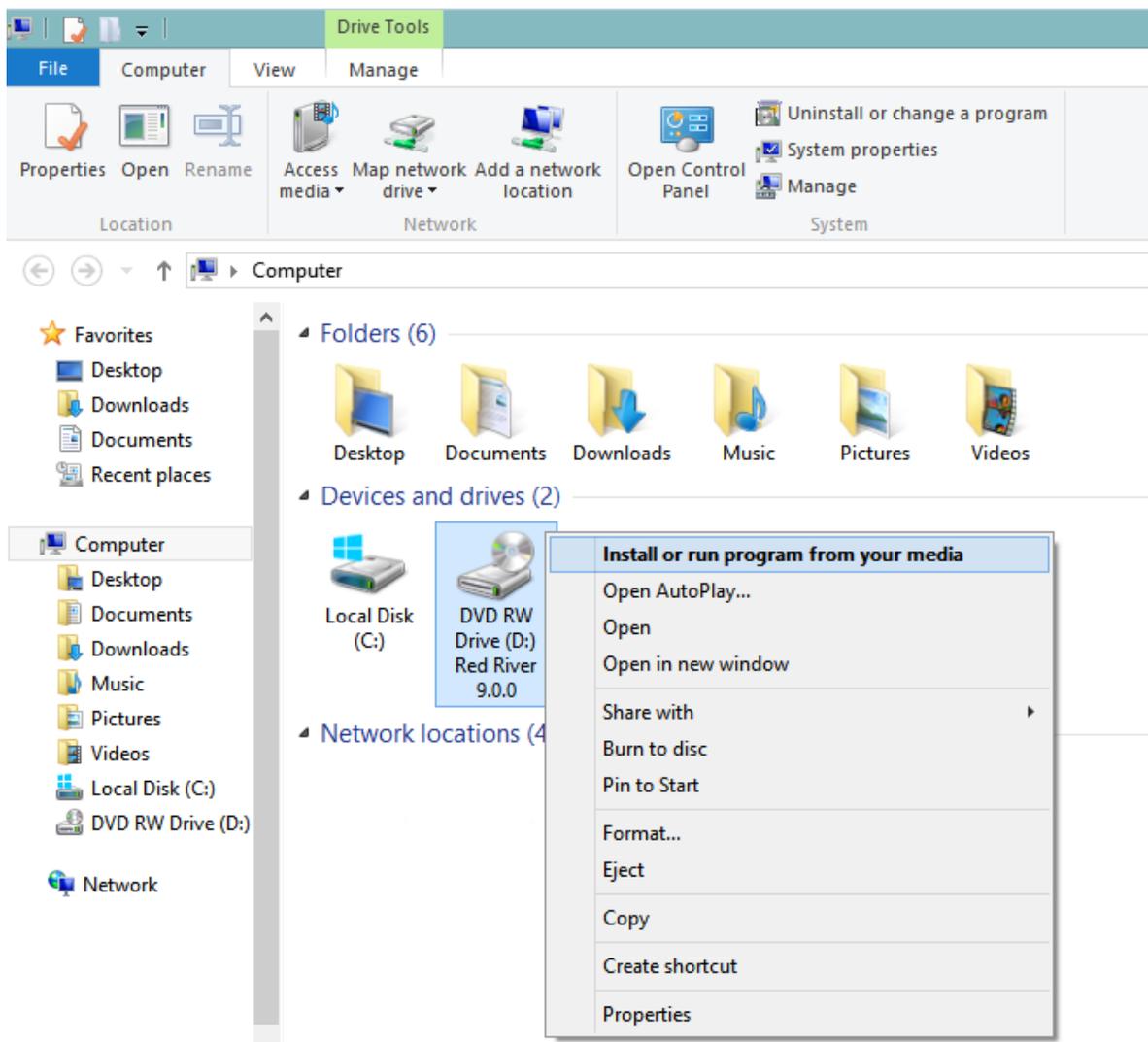


5. Insert the Red River Software Update CD. Using Windows File Explorer, browse to the Disc Drive.

- If the Computer icon is present on the Desktop, double clicking that icon will open File Explorer.
- If installing on a server or PC that does not have Computer displayed on the desktop, click the folder icon located in the task bar to access File Explorer.

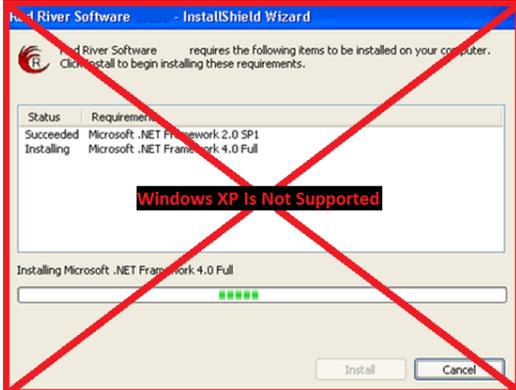


6. Right click the drive, and from the properties menu, select “Install or run program from your media” to begin loading the CD.

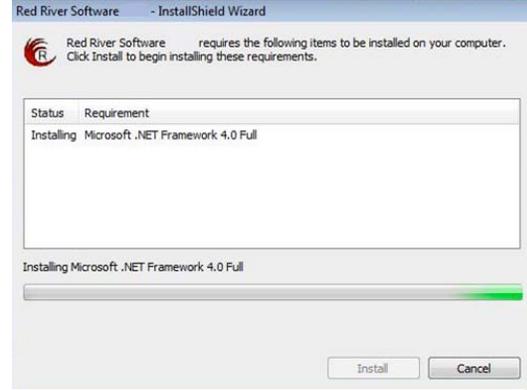


- When the Update CD has loaded, if you do not have the required .Net Framework installed, you will see the following possible screens show up depending on your version of Windows. If you are prompted with one of the following screens you will want to click the Install so they get installed on your system.

Windows XP / Windows Server 2003 (Example)



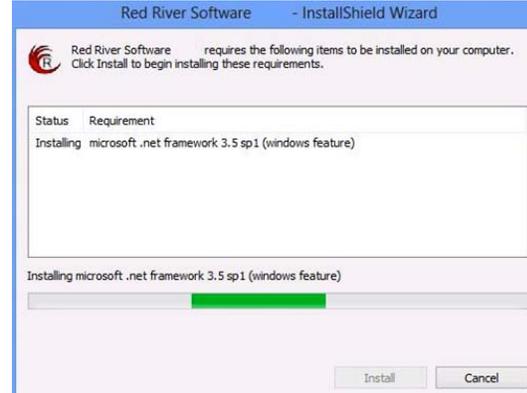
Windows Vista / Windows Server 2008 (Example)



Windows 7 / Windows Server 2008 R2 (Example)



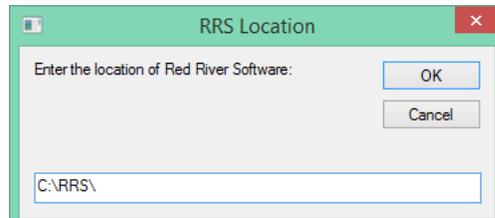
Windows 8 / Windows Server 2012 (Example)



- Clicking **Install** button will download the .Net Framework required and may take some time to complete.
If .Net Framework needed to be installed, you may be prompted to reboot your Computer/Server.
- If you did not need to reboot you will see the following screen.
If you did need to reboot, please start the Install process again and then you will then see the following screen:

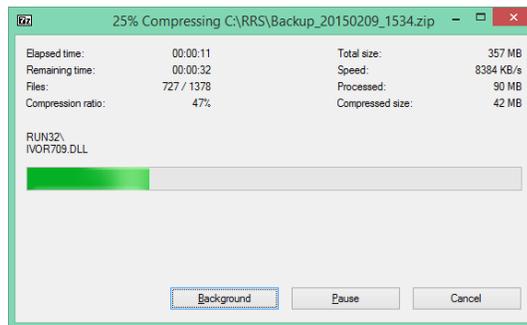


10. Then a screen will pop up asking for the location of the Red River Software:

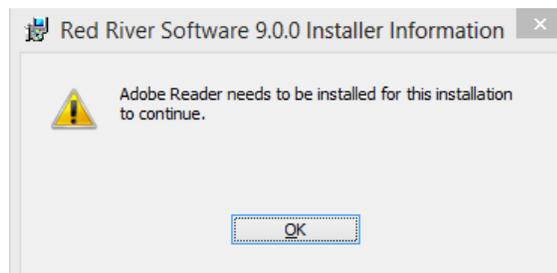


Enter the location of the RRS folder on your system and click OK. (The location “C:\RRS” was used only as an example in the screen shot above) If you have already performed a RRS Install or Update previously on this computer, this will auto populate with the Path.

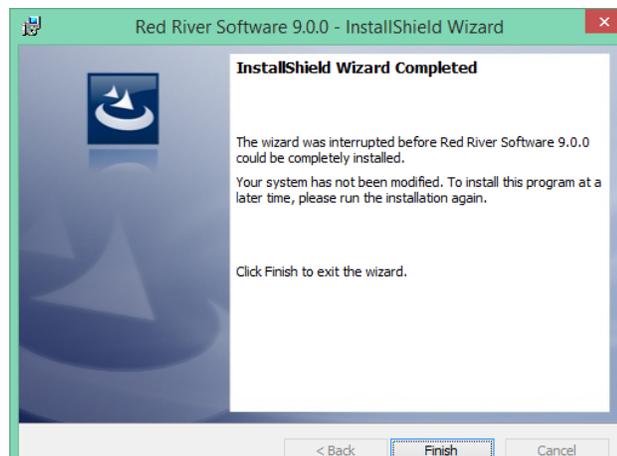
11. The program will then create a backup of the Data & Run32 folder on the system. This will save in the RRS folder as Backup_Date_Time.zip. Note: This only creates a backup for the Data folder so if you have more than one Data folder it will NOT make a copy of them all.



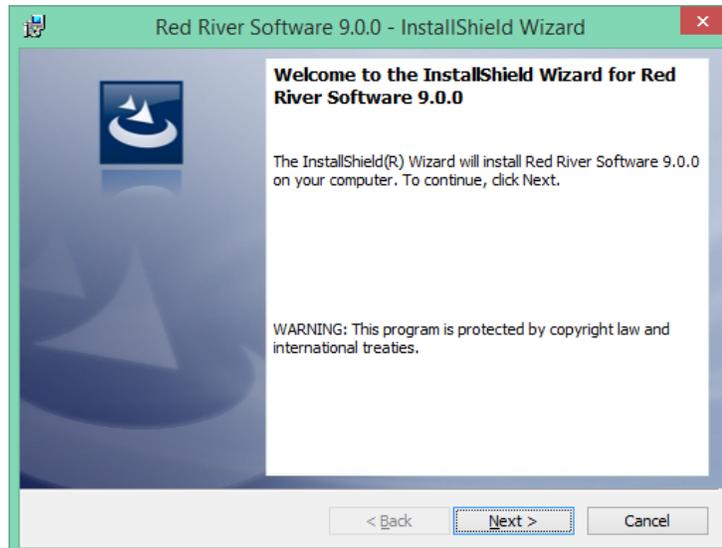
12. If you did not install Adobe Reader, the installation process will check for this now.



13. Your Installation process will be canceled, and you will need to install Adobe Reader before starting the installation again.

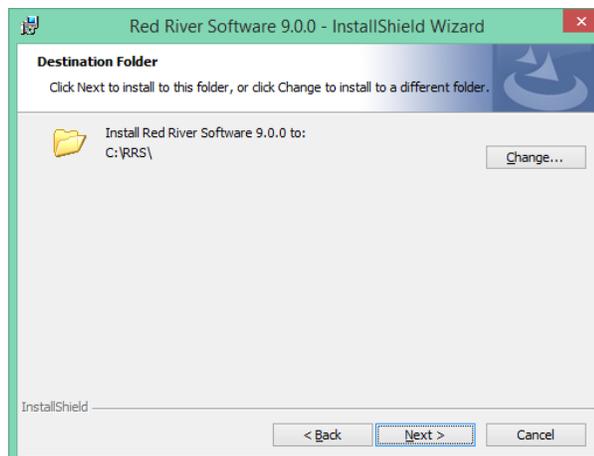


14. If you did have Adobe Reader installed then you will get the Welcome screen below:



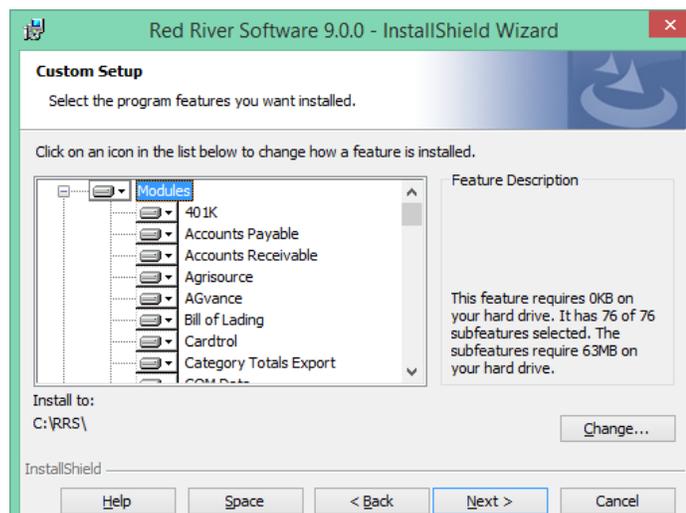
Click on Next

15. The Destination Folder will come up, verify that this matches the path entered in the RRS Location screen (in step 6).



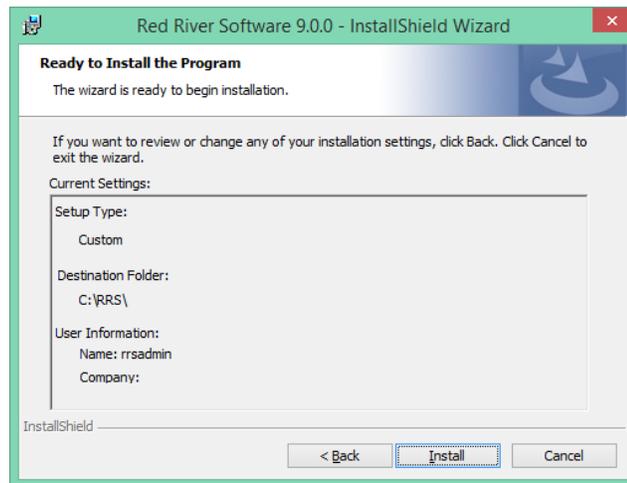
Click on Next

16. It will then show the modules that will be installed.



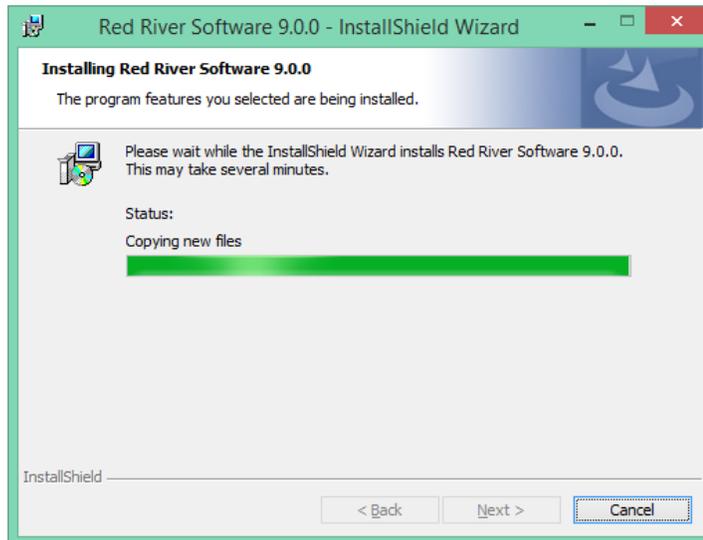
Click on Next

17. The program will now install

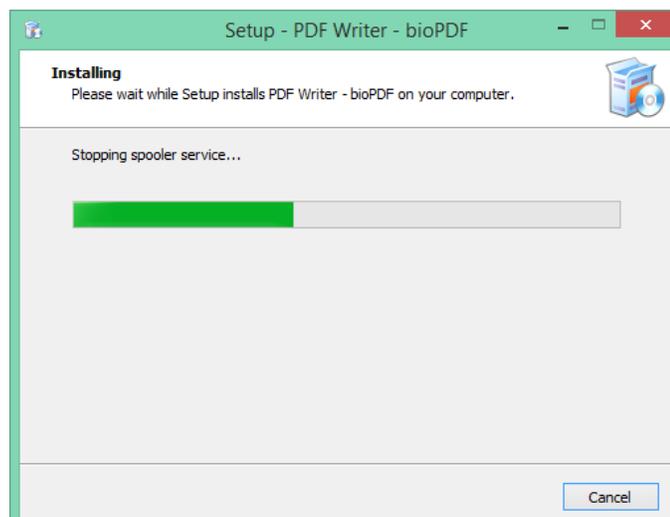


Click on Install

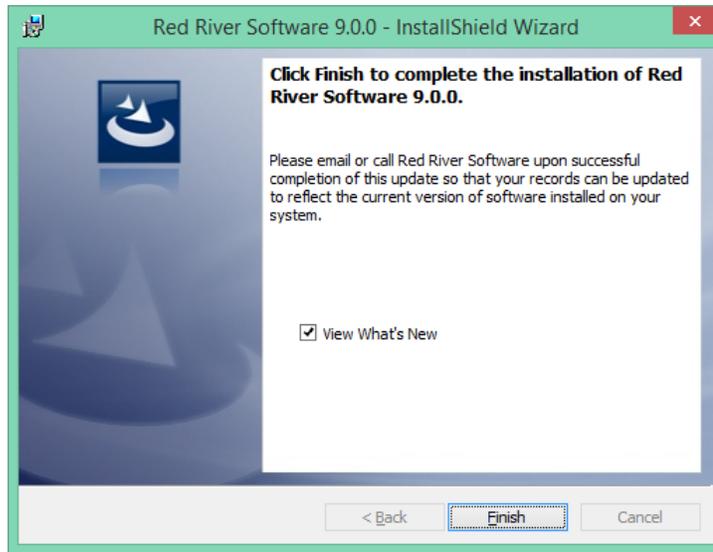
18. The Installation will now begin installing new files.



19. It will also install a PDF Writer if you are installing a package that utilizes it.



20. The installation then finishes



Click on Finish

21. If you are prompted to reboot your computer after updating please do so.

(Note: If you receive an error report upon re-entering the software, contact the Red River Software Support Team)

This completes the installation!

****You will now need to go into *each* of your companies to let the program load. The loading may take a while. You are not locked up!** Let the loading process complete and do not allow other users to go into any company until the initial reloading has been completed.

WONDERING IF THE NEW VERSION INSTALLED PROPERLY? After you are back in the Red River program, go to Help and click on About, the Red River Software Version displayed should match the version on the update label, if so, the new version has been successfully installed. If the version displayed is different call Red River Software Support for assistance.