

Laptop Mobile Client Upgrade Guide

Electronic Service Control - Version 8

This procedure will explain how to upgrade your laptop client. This may be desirable or necessary as new versions of the client become available.

Before You Begin

We highly recommend you update your version of Windows with all the latest Microsoft Critical Updates and Service Packs. On Windows 98 machines this is a requirement. You can check for updates at:

<http://windowsupdate.microsoft.com>.

Installation Directions

The following instructions will walk you through upgrading your laptop client. While they may seem involved, the steps are actually very straightforward and easy to accomplish.

Recording Your Current Settings

1. Start the laptop client.
2. Click **Properties | Address of Server**, write down the results on the next page then click **OK**.
3. Click **Properties | TCP/IP Port**, write down the results on the next page then click **OK**.
4. Click **Properties | Warehouse Number**, write down the results on the next page then click **OK**.
5. Click **Properties | Technician Number**, write down the results on the next page then click **OK**.
6. If you are using GPS tracking, click **Properties | GPS Settings**, write down the results on the next page then click **OK**.

Mobile Server IP Address: _____

TCP/IP Port: _____

Warehouse Number: _____

Technician Number: _____

GPS Info: Port _____

 Baud _____

 Data Bits _____

Parity _____
Stop Bits _____
Log Results _____

Deleting the Mobile Database

The laptop client is not capable of upgrading the database it uses so you will have to delete it manually. Before you do that, we highly recommend you synchronize the laptop with the office computer so that no data is lost. These directions will explain the process:

1. Connect the laptop to the office network.
2. Open the laptop client and click **Synchronize**. This will transfer any dispatches that have been marked as finished from the mobile database to the office database.
3. Once the synchronization is complete, check to see if any dispatches remain in the laptop client. If so, any information entered about these dispatches on the laptop unit will be lost when we delete the database. To avoid this, either manually copy this information and reenter it on the dispatch showing on the office computer or finish the dispatch and repeat step 2.
4. Close the Laptop Client.
5. Delete the *Coastal.mdb* file from the laptop. It will be in the same folder as the laptop client (*C:\Program Files\Mobile Client* if you accepted the defaults during installation). Here is one way of doing this, but feel free to use whatever method you are most comfortable with.
 - a. From the Windows desktop click **Start | Programs**.
 - b. Click **My Computer**.
 - c. Double-click the **C:** drive.
 - d. Double-click the **Program Files** folder.
 - e. Double-click the **Mobile Client** folder.
 - f. Right-click the **Coastal.mdb** file (you might not see the .mdb extension but it is the only file named Coastal in this directory).
 - g. Select **Delete** from the resulting menu. Select **Yes** when prompted.

Uninstalling the Laptop Client

1. Close all open programs on the laptop computer.
2. Go to the *Windows Control Panel*.
3. Select *Add/Remove Programs*.
4. Select *Electronic Service Control Mobile Client* from the resulting window.

5. Click the **Remove** button.
6. Click **Yes** when asked for confirmation.
7. Close all windows once the software has been uninstalled.
- 8. Reinstalling the Laptop Client**
9. Insert the *Electronic Service Control Installation* disk on your laptop computer.
10. Select **Install Mobile** from the resulting screen. If the screen does not display automatically within a minute, click **Start | Run** and enter *D:\Setup.exe* and click **OK**. Replace the *D:* with the appropriate CD or DVD drive designation.
11. Select **Laptop Client** from the next screen.
12. Select **Laptop Client** from the following screen to start the installation process.
13. Accept all the defaults during the installation process. When prompted for an installation type, select **Typical**.
14. Once the installation has been completed, click the **Exit** button to close the *Electronic Service Control Installer Menu*.

Configuration

To setup your upgraded laptop client for use, simply click the **Properties** menu on your laptop client and enter the values you wrote down at the beginning of this procedure in the appropriate fields.

Downloading Inventory

This step is only necessary if you wish to create invoices or use an electronic price book in the field. You should repeat this step each time you make changes to your inventory that you want to show on the mobile device.

1. Connect the laptop to the office network.
2. Start the mobile client by clicking **Start | Programs** and selecting **Mobile Client** from the resulting screen.
3. Click **Download | Inventory** to begin the download. This could take a while, depending on the number of inventory items you have.

Congratulations

You have successfully upgraded the client on your laptop computer.

System Requirements

Processor:	Minimum: Pentium II 350Mhz	Recommended: Pentium III 500Mhz
Memory:	Minimum: 64MB	Recommended: 256MB
Hard Drive Space:	Minimum: 20MB	Recommended: 500MB
Other Drives:	CD-ROM or DVD-ROM	
Operating System:	Windows 98, ME, 2000, or XP	
Network Protocol:	TCP/IP	
Optional Components:	<i>Navman GPS 3420 – Required for GPS connectivity</i> Other GPS devices that connect directly to the laptop computer using an emulated serial port interface should also be compatible. <i>Wireless Networking Device – Required for remote synchronization</i> <i>Bar Code Reader – Required for bar code functionality</i>	