

TABLE OF CONTENTS

Table Of Contents 1

INSTALLATION **2**

Step by Step – Server Installation 4

Upgrading From a Previous Version 10

Uninstalling Truck Tracker Software 11

Uninstalling Truck Tracker Server components 11

Converting a Standalone System to a Network Server 12

User Manual Last Updated: 7/14/2011

Installation

Overview

We've put extensive effort into creating an installation media that provides everything you need to install (or upgrade) the system in one simple process.

Truck Tracker software is a true client server system. The server component is Microsoft SQL Server software, and the client component is Truck Tracker software. Depending on your preference, you can install both client and server on one machine, or install each separately on different machines connected through a network.

If you don't already have SQL Server installed, or simply don't want the headache of administering another SQL Server, you can choose to have a dedicated SQL Express installed automatically and securely for your Truck Tracker application. This is the typical behavior for both standalone and network deployments. You can unlock the "sa" account at a later date if you require.

Truck Tracker software is a 32-bit program, but it will run fine on 64-bit operating systems. SQL Server has 32 and 64-bit version, so make sure to download and install the correct server installation.

If during the normal installation you have any problems installing required Microsoft components you can manually download and install them before running the Truck Tracker installation.

Minimum Requirements

Server Component Requirements:

- Microsoft Windows XP SP3 and higher (Vista, Win7, Server 2003, 2008, R2)
- 4+ GB Disk Space required for program and database files
- 1.5 GB RAM or more recommended
- 2.0 GHz CPU or faster recommended

Client Component Requirements:

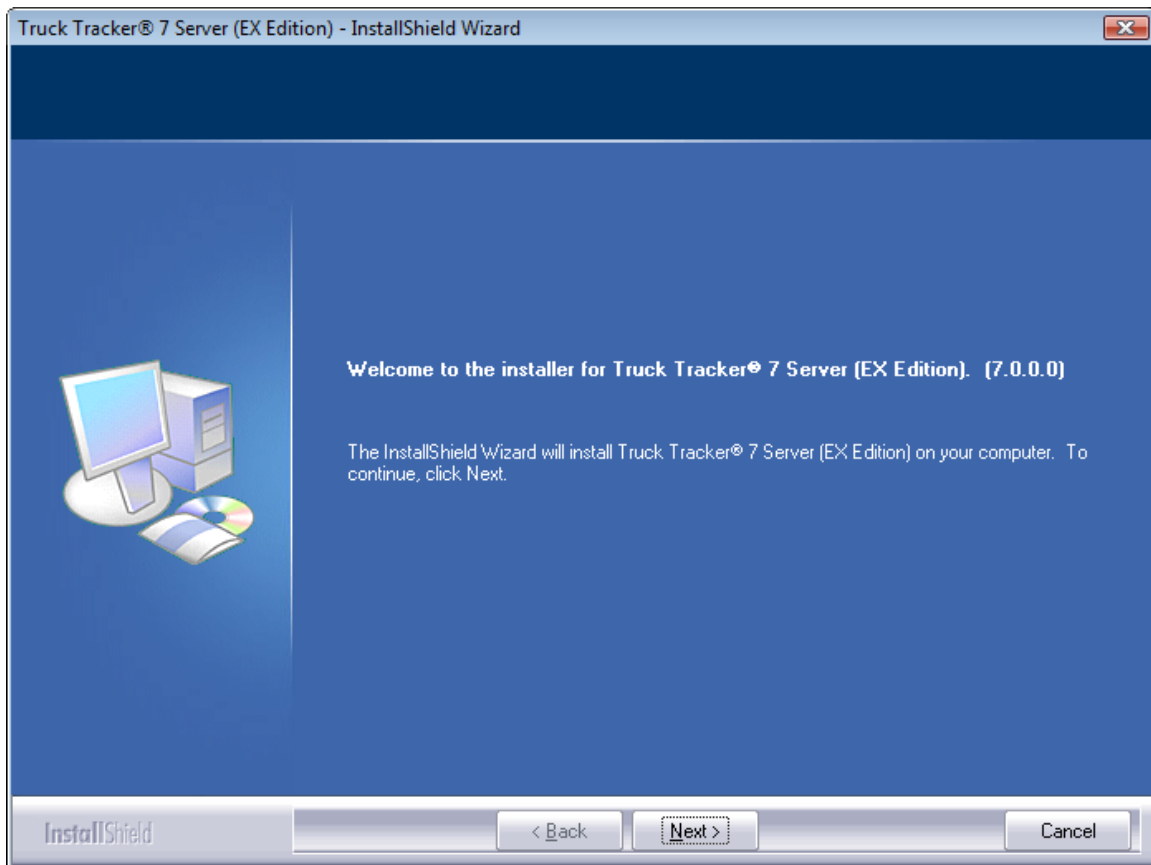
- Microsoft Windows 2000 SP4 and higher (XP, Vista, Win7, Server)
- 128 MB Disk Space required for program files
- 512 MB RAM or more recommended
- 1.0 GHz CPU or faster recommended

Installation Types

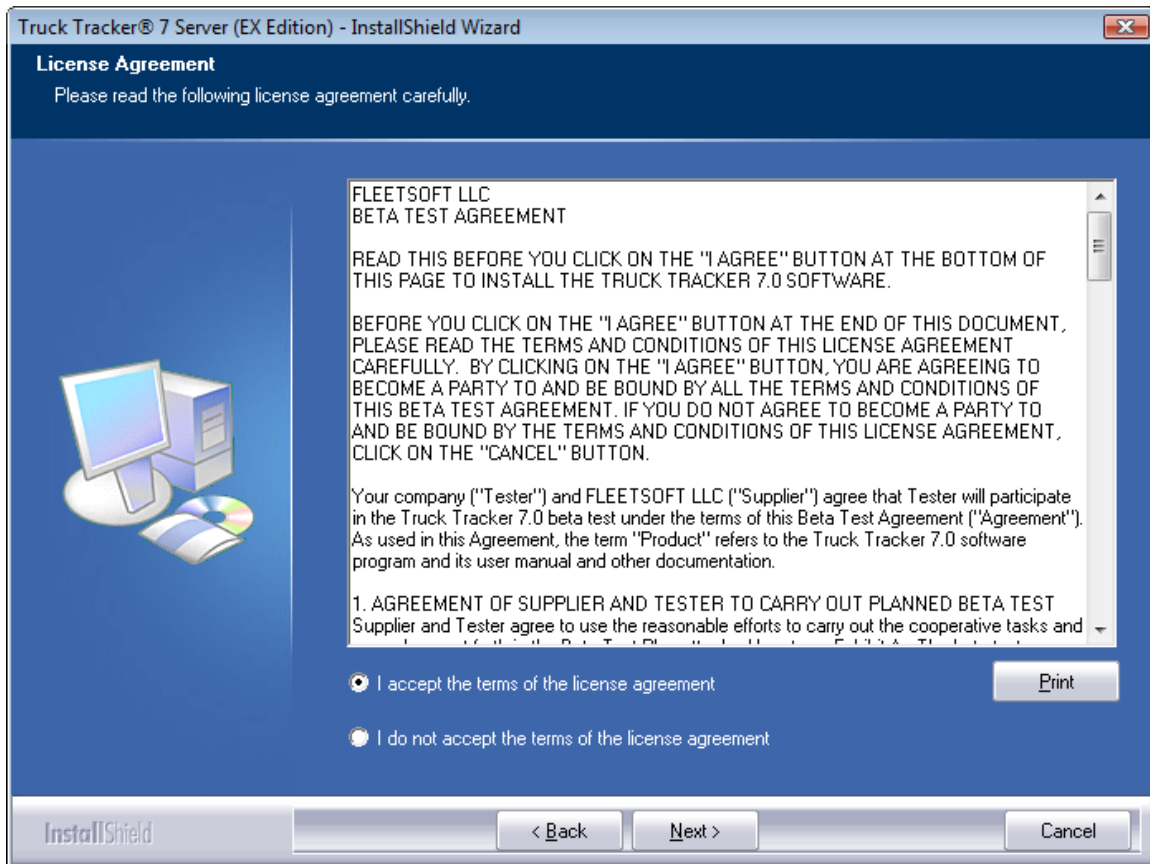
When installing Truck Tracker software, you have three setup types to choose from:

- The software can be installed as a **Standalone System**. This is the most common deployment for a single user system. Both client and server components will be installed and SQL remote access will be disabled. No firewall changes need to be made.
- The software can be installed as a **Network Server**. This is the most common deployment for multi-user and multi-site systems. Both client and server components are installed, SQL remote access is enabled, and Windows Firewall ports 1433 (TCP) and 1434 (UDP) are opened for access to the database.
 - You can optionally share the client program files folder with network clients to avoid installing the Network Client option on the client machines. For best performance, make sure SQL Server Native Client 9 is installed on all client machines.
- The software can be installed as a **Network Client** only. This is the most common deployment for users requiring access to Truck Tracker over a network. When connecting to the server from a network client, enter the correct server name or IP address on the login screen, followed by a backslash \, and then the SQL instance name TRUCKTRACKER. For example:
 - 192.168.20.120\TRUCKTRACKER, or
 - MyServerName\TRUCKTRACKER
- The system can also be deployed on a server utilizing remote desktop technology such as Citrix or Remote Desktop Services. This option is the most common for multiple sites and systems that require remote or internet access to the software.
 - When accessing the software through Citrix or Remote Desktop Services, the application server will usually have the **Network Client** installed, and another server will have the **Network Server** installed.
 - It is also common to simply have the **Standalone System** installed on the one server.

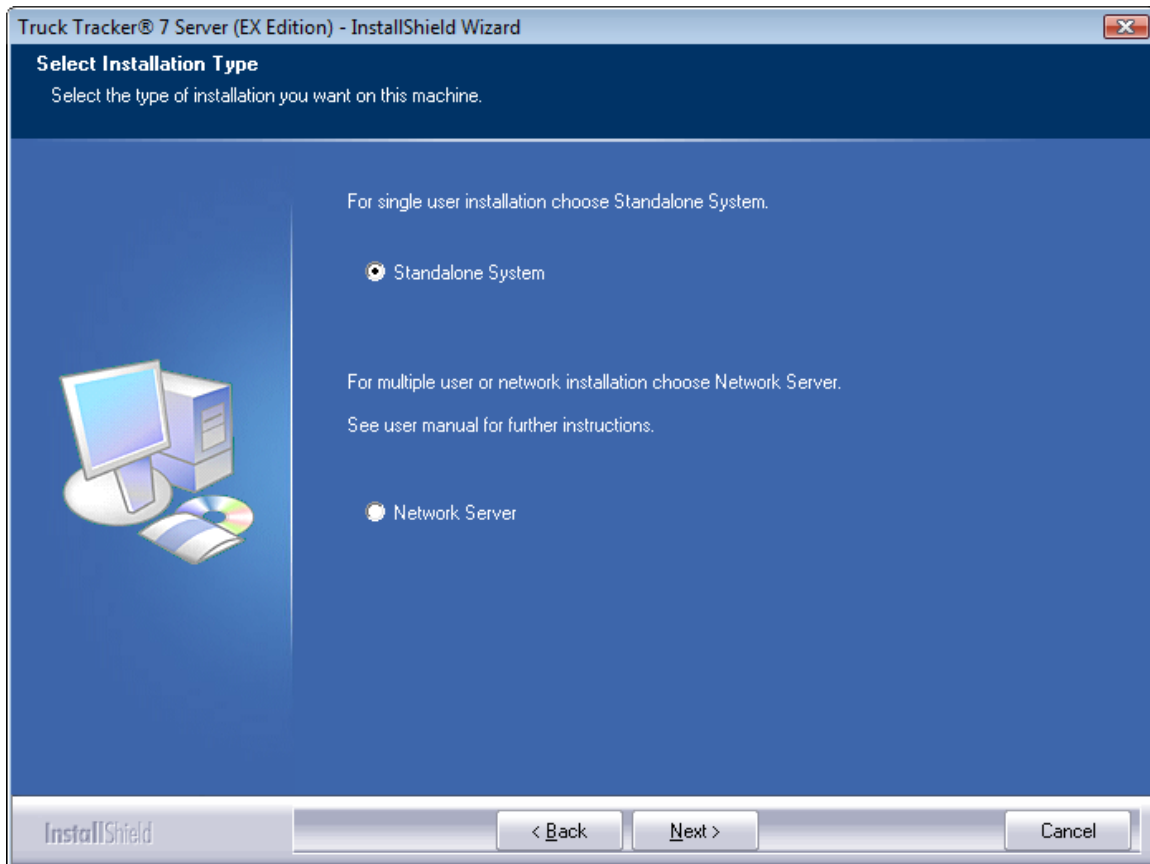
Step by Step Installation



Depending on the installation package, you will see either (EX Edition) or (ST Edition) throughout the Choose “Next” to begin the installation wizard.



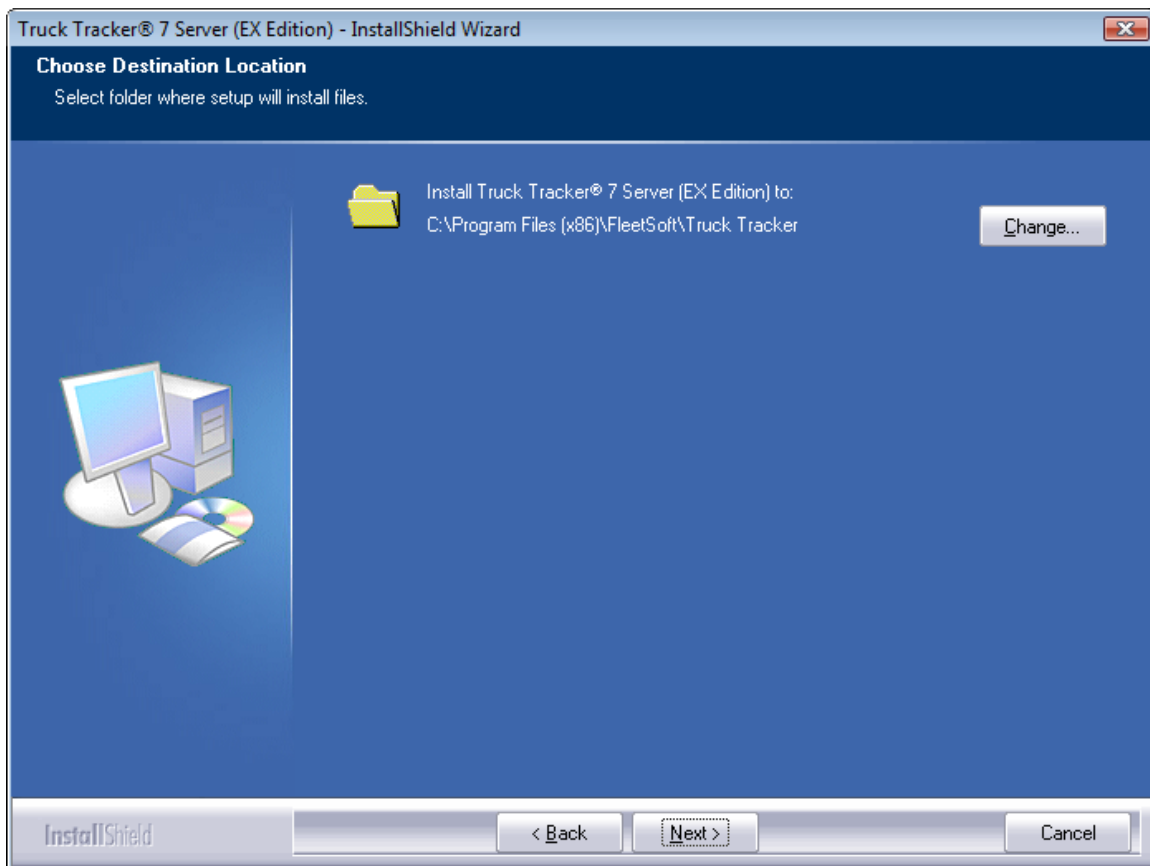
Review the License Agreement. Choose "I accept the terms of the license agreement" to accept the agreement. If you choose to reject the agreement, the installation will not continue. You can also choose to "Print" the license agreement.



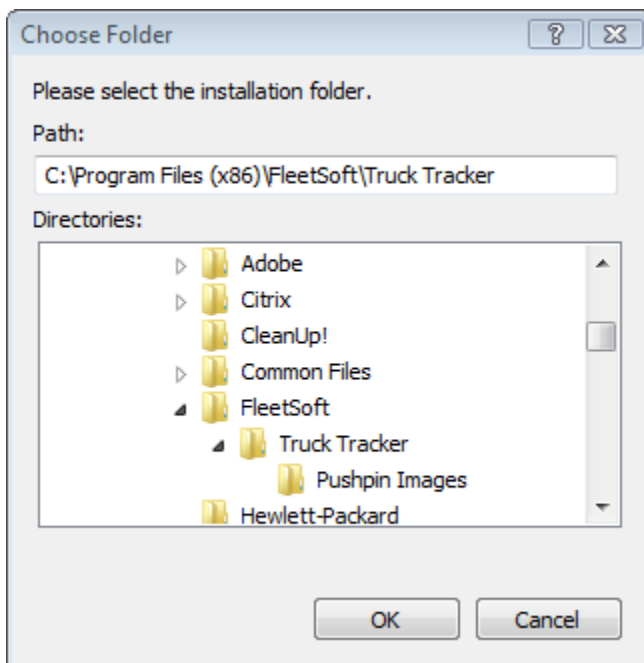
- *Warning! Only install the Server software on one machine! You can install the Network Client on any number of machines.*

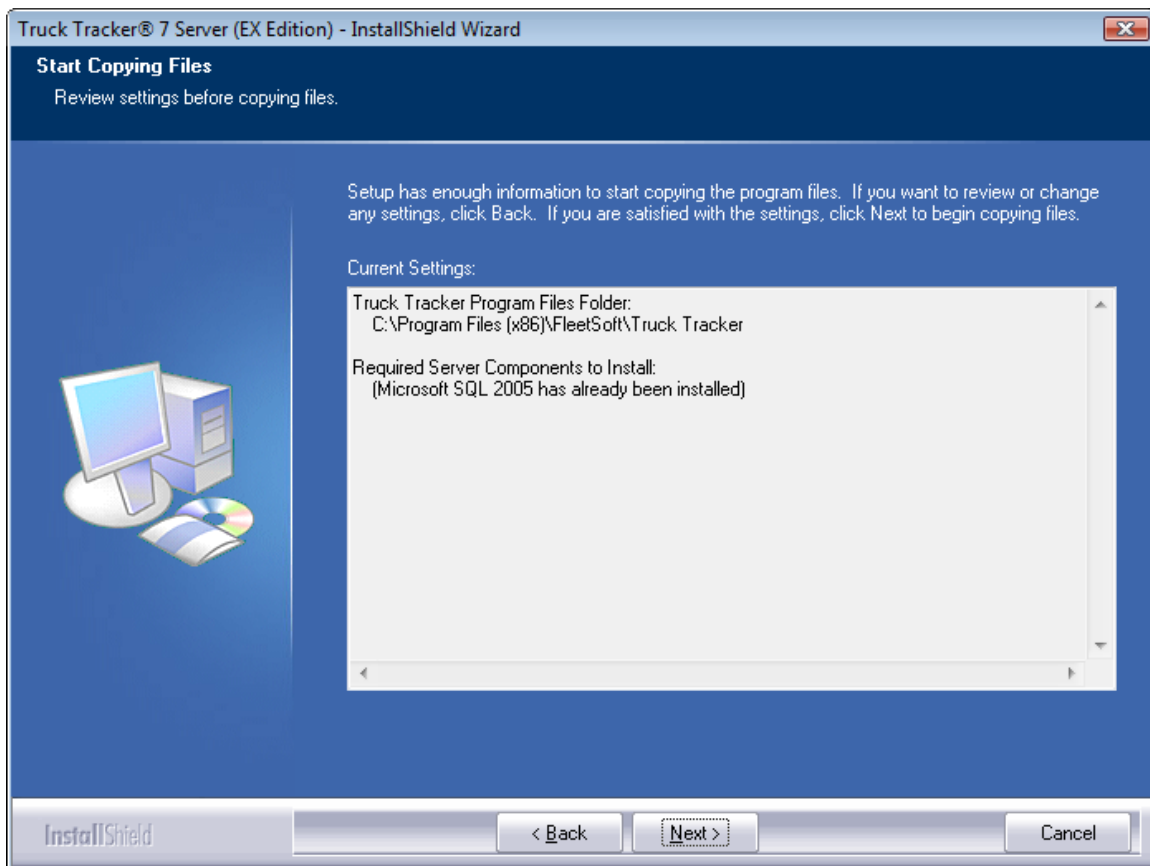
Standalone System – This option will install both the SQL Server Express instance (TRUCKTRACKER) and the Truck Tracker program on this machine, with network access to the database disabled. This is the best option for a single user or standalone system.

Network Server – This option will automatically install and configure the SQL Server 2005 instance (TRUCKTRACKER) on this machine with network access enabled and sets the Windows Firewall to allow inbound access on the default SQL port 1433. If you are using other firewall software on this machine, remember to allow inbound access to the SQL Server port. The client software will also be installed for local access to the application.

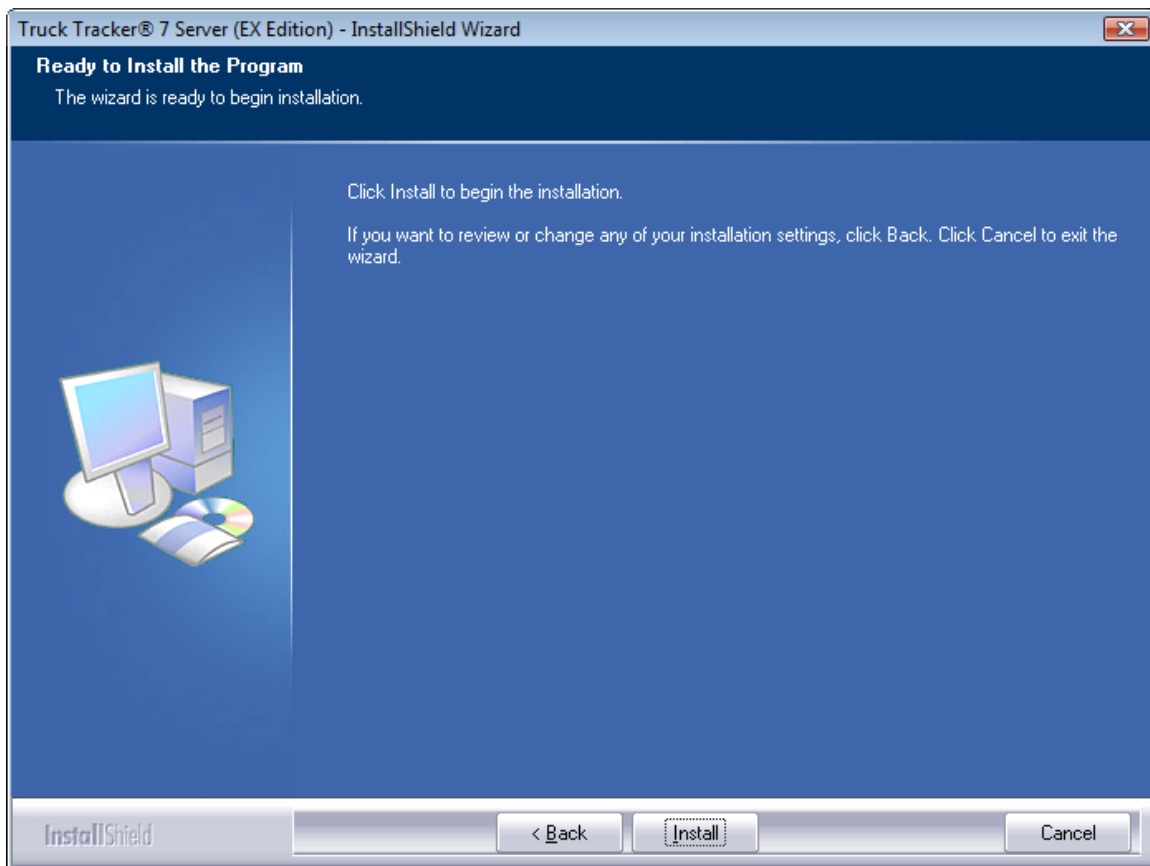


By default, the Program files will be installed to the folder “C:\Program Files\Truck Tracker 7”. You can select a different location by choosing the Change button.





Verify that your choices are correct and choose “Next”.



Finally choose “Install” to begin the installation.

The Network Client option should take less than 5 minutes to complete installation. The Standalone System and Network Server options should take between 5-20 minutes to complete depending on the number of components that need to be installed and the speed of your system. You should allow sufficient system resources for the installation process and wait for the installation to finish before running any other programs.

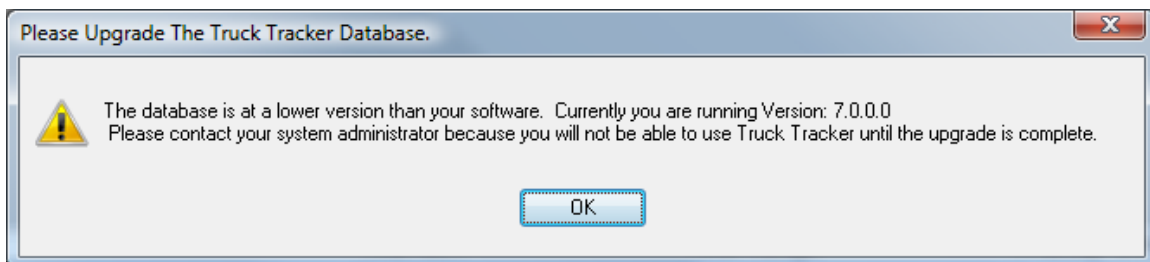
Once the installation is complete, choose “Finish” to exit the installer.

Upgrading From a Previous Version

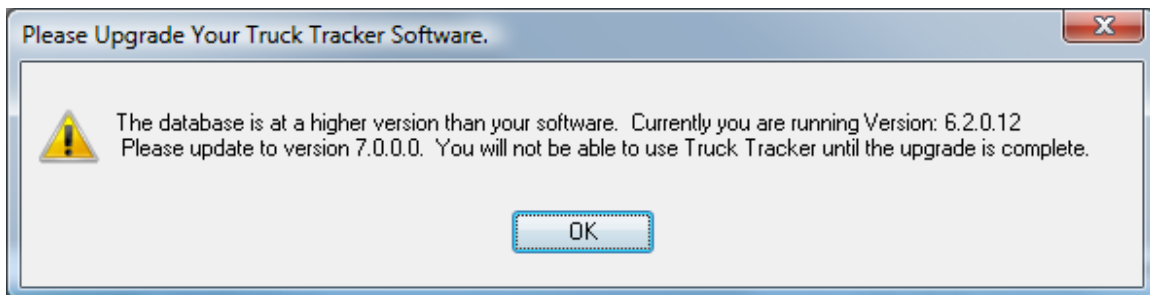
If you are upgrading Truck Tracker software, we recommend that you follow this upgrade process:

1. Make a backup of your database. We also recommend making daily backups of your database.
2. Install the upgrade on all client workstations first. This is to protect data integrity. The new versions of the software will detect that the database is older than what it was designed for and not let you continue until step three is complete.
3. Once all client workstations are upgraded, install the upgrade on the server. NOTE: If you install the update on a standalone system, steps 2 and 3 will happen at once.
4. Once you have verified that the upgrade has installed properly, make another backup of your database. If you restore the database to an earlier version of the software, you will have to re-install the upgrade.

There are some specific messages that will occur if you run Truck Tracker and the database doesn't match the version you are trying to run. For example, if you are running a newer version of the software and an older version of the database, you will see the following message when you attempt to login:



Also, if your software is older than your database you will see the following message when you login:



Uninstalling Truck Tracker Software

You need to be an Administrator or have installation rights to remove this software.

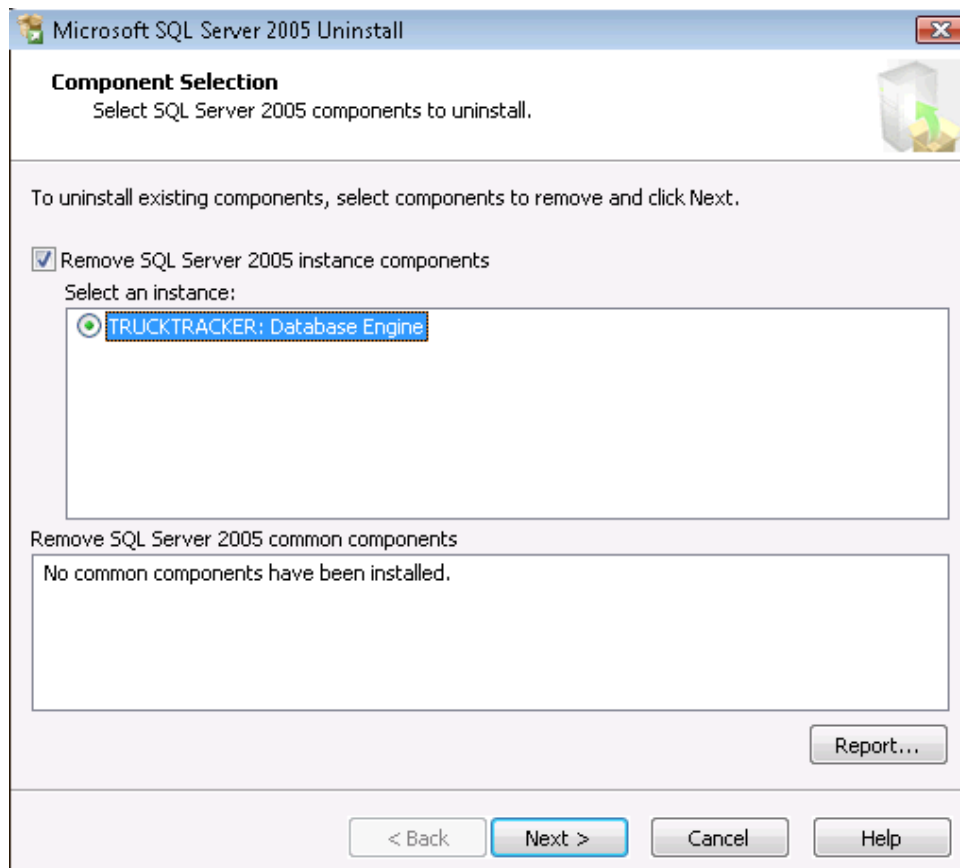
To uninstall Truck Tracker software from a client or server machine, run the installation program located on the setup disk, or open the Windows Control Panel and choose “Add/Remove Programs.” Locate Truck Tracker and choose “Remove.” When asked for confirmation to remove the program, choose “Yes”.

Uninstalling Truck Tracker Server components

If you are uninstalling the Server (EX) software by running the original installation media, you will be prompted to automatically uninstall the SQL Server Express instance used by Truck Tracker software.

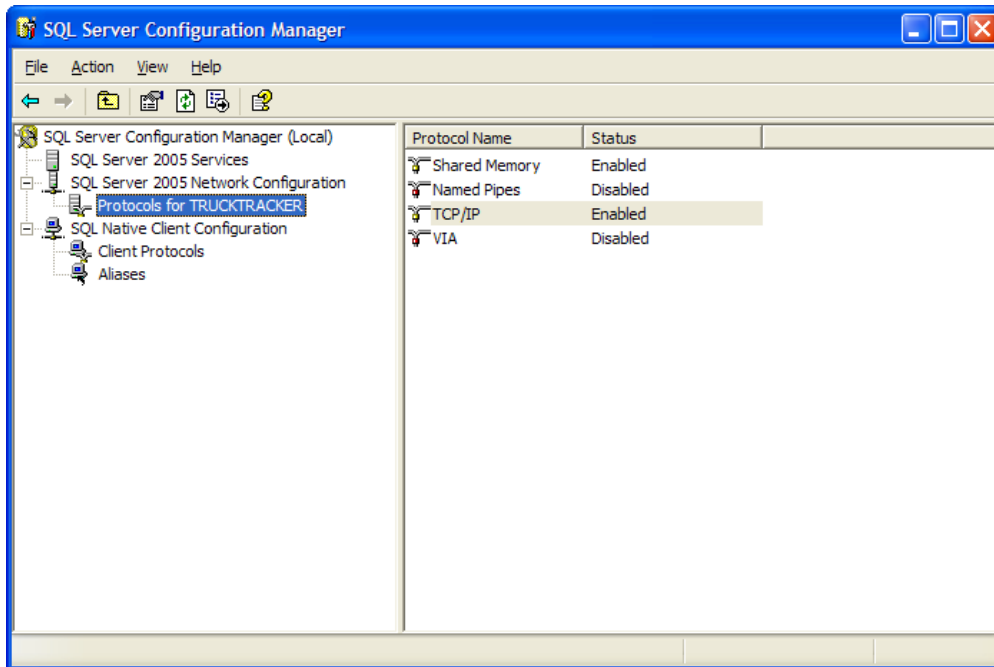
If you are uninstalling the Server (ST) software, you will be prompted to remove the Truck Tracker database from your existing SQL Server instance.

If needed, you can uninstall the SQL Server instance manually. Go to “Add/Remove Programs” under the Windows Control Panel. Locate Microsoft SQL Server 2005 and choose “Remove”. **WARNING:** If you have other instances of SQL Server 2005 installed, they will be shown on the screen. **Only remove the instance used by Truck Tracker software!** The data files and backup files will not be removed with the SQL Server instance. You must remove these from the system manually.

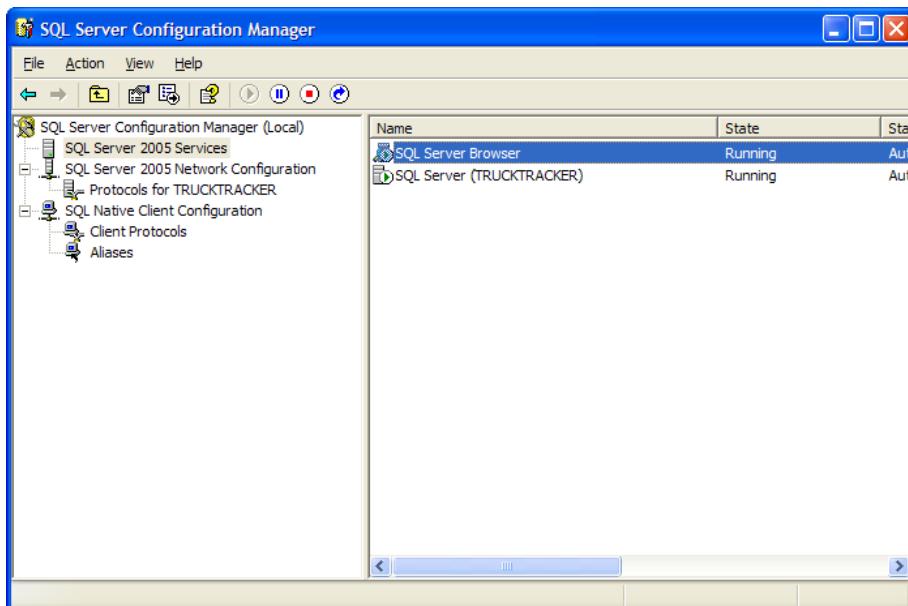


Converting a Standalone System to a Network Server

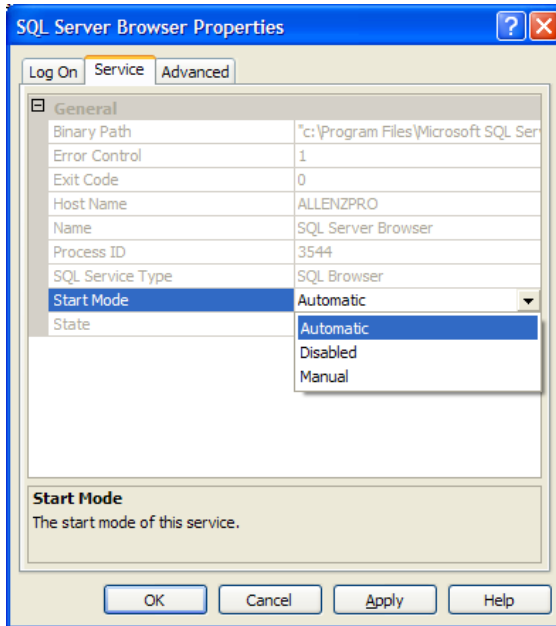
To convert a Standalone System to a Network Server you will need to change some SQL Server 2005 Configuration settings and open some firewall ports on that machine. To change SQL Server settings, go to the Windows Start Menu and select Microsoft SQL Server 2005, Configuration Tools, and SQL Configuration Manager.



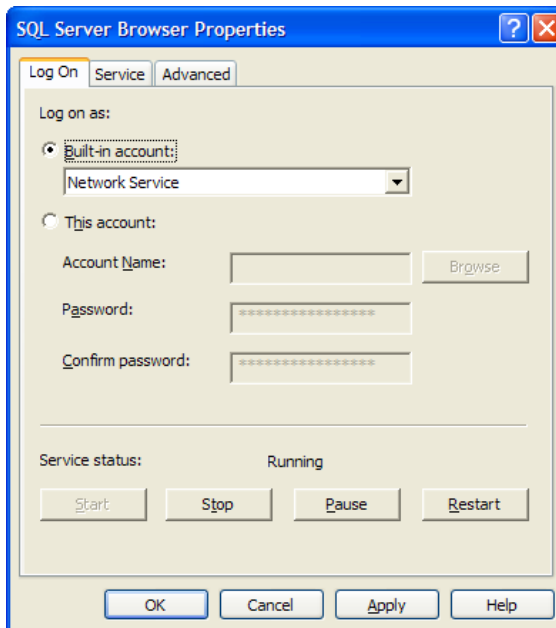
When this screen opens, expand the SQL Server 2005 Network Configuration section and select the Protocols for the instance used by Truck Tracker software (The default instance is TRUCKTRACKER). Now make sure that the Shared Memory and TCP/IP protocols are enabled by right-clicking on them and choosing "Enable."



Next you will want to turn on the SQL Browser Service so that other client computers can locate this server on the network. To do this, go to the SQL Server 2005 Services section, right click on SQL Browser Service and choose “Properties.” Go to the Service tab and set the Start Mode to “Automatic.”

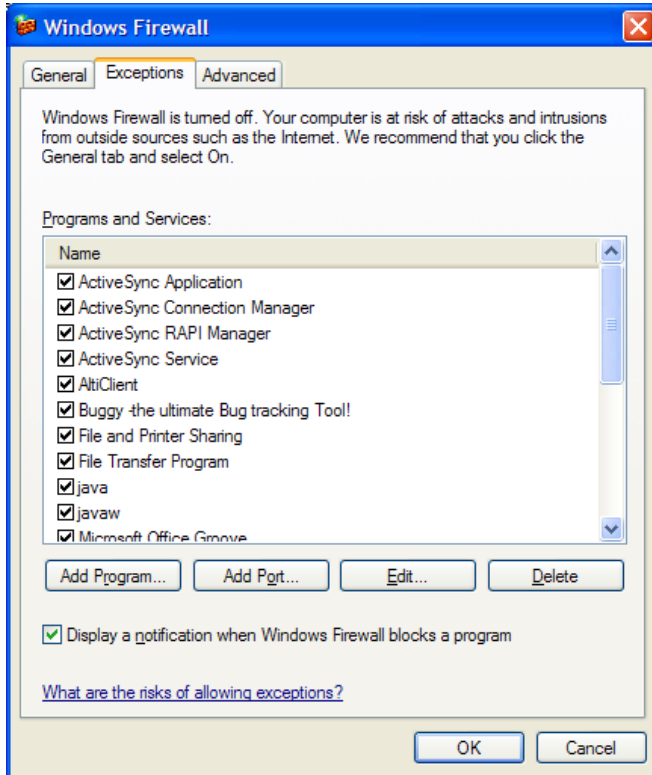


Now go to the Log On tab and press the “Start” button to make sure the service is running.

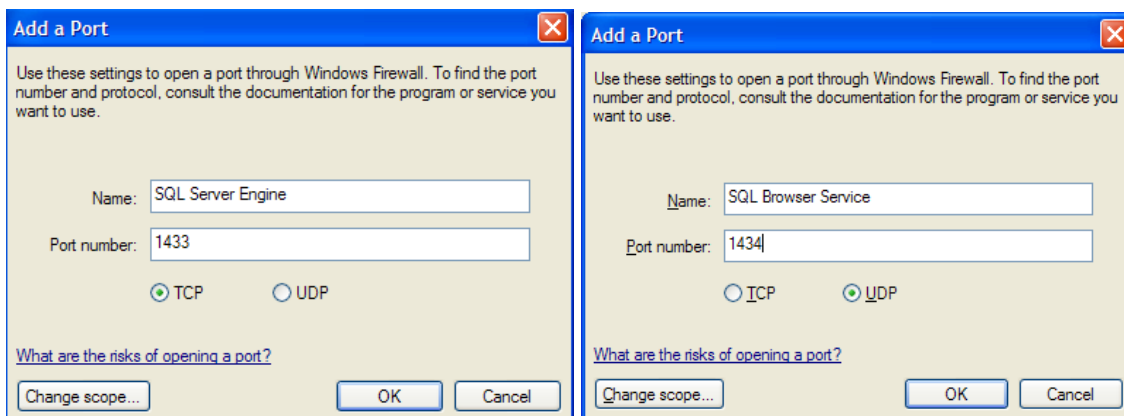


Now that the SQL Server is configured for network access you should make sure that communications will not be blocked by a firewall. Here is the procedure for checking the Windows firewall. Make sure to set these options in any other firewall software on the machine as well.

Open the Windows Firewall located on the Window Control Panel. If the firewall is On, go to the Exceptions tab and choose “Add Port.”



Add the SQL Server Engine TCP port number (default is 1433) and SQL Browse Service UDP port number (default is 1434) to the exceptions list.



You can change the port numbers that SQL Server uses in the SQL Server 2005 Network Configuration section.

Below are the steps to follow in order to move Truck Tracker software and database to another computer.

- 1) Create or obtain a backup file of the current database.
 - a. If the TT Service is running, it should be making backup files each night. If not, you can manually create a backup using the program by choosing File-Backup.
 - b. Unless you have moved the backup files elsewhere, they should be in this location: "C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup". If you have problems finding the location of the backup files, open the software to the backup screen and it will display the folder.

- 2) Copy the database backup file to the new machine.

- 3) Install a fresh copy of Truck Tracker software on the new machine.
 - a. You can download the latest version of TT7.0 server by logging into the Fleetsoft.com website with your customer account, or contact Truck Tracker Technical Support for an FTP download.

- 4) Once the install is complete, run the program and activate the software. Your registration information will need to be entered and the Truck Tracker Technical Support Team will provide the new Activation Code :
 - a. Software Version (Standard/Professional/Enterprise)
 - b. Limits: # sites, # users, # Vehicles (If unlimited vehicles enter 1,000,000)
 - c. Modules: select all modules you have purchased
 - d. Serial #: Truck Tracker Serial #
 - e. Activation Code: (Provided by Technical Support)

- 5) Once the software is activated, run the program and choose File-Restore.
 - a. Select "Alternate Location" checkbox and choose the backup file and press OK. Wait for the restore to complete and restart the software.
 - b. If you get an error message during the restore operation, you might need to add file permissions on the backup file to allow "Everyone" to read and write it.

- 6) If you installed a newer version of the software, you might have to upgrade the database at this point.
 - a. You will receive a message explaining there is a version mismatch. If this happens, just re-run the fresh install again on the new machine and choose the "Repair" option of the installer.

- 7) Once the software and database are up and running on the new machine, you should remove the Truck Tracker software and SQL Server software from the old machine.

