



Installing RMS 8 onto an existing or new Workstation

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Overview

This document can be used to either re-install RMS onto a workstation whereby RMS needs to be fully re-installed or for a new workstation where the SQL Server is NOT on this PC.

This document is NOT intended for users of Windows Terminal Services, 2X or Citrix Metaframe and is intended for the use of a computer technician.

Important Notes

You will also require internet access from the new server.

All steps indicated below must be performed using a Windows user with Administration rights.

RMS can be installed by using the appropriate files from either the Installation CD or by downloading the relevant files from our Customer Support web page.

If you are re installing RMS from a CD that is pre April 2008 it will have come with a version of SQL called MSDE. This version of SQL has been replaced by SQLExpress 2008 – which is available on our web page or on CD's post April 2008.



First Step - Regional Settings

Assuming that RMS has been completely removed from the PC or this is a new/formatted computer. Ensure that the system is set to English Australian regional settings through the Control Panel. Often (if you have reformatted or have a new PC) you will find that the system will be set to English American.

Second Step - Windows Updates

Install all critical Microsoft security updates via Windows Update. This step is very important.

Third Step - Dot Net Framework

Install the Microsoft .NET Framework version 1.1 and version 2. The framework can be found on the RMS Installation CD (runtimes folder) or by download from Microsoft.

Fourth Step - Create RMSWIN folder

Make a folder on C drive that will store RMS form letter files etc. This folder should be called RMSWIN (c:\RMSWIN). Share this folder on the network (FULL ACCESS RIGHTS TO ALL USERS).

Fifth Step - Install RMS Full Version

Install the full version of RMS from the CD or Webpage (you will need a password from RMS Support to download the version from our Webpage). Do not change any installation options.

Sixth Step - Restart the PC

Once the installation of RMS is complete, restart the computer.

Eighth Step - Run Connection Wizard

Open the RMS Connection Wizard (Start > All Programs > RMS for Windows > Connection Wizard)

Select Choose an Existing Database and click Next (you may receive an error message at this stage, simply click ok to continue)

In this order - Set the username to sa and the password to that of your SQL Server, THEN select the name of your server from the drop down list beside SQL Server (it will not be local, but rather the name of the server computer on the network).

If you do not see your server name please see Troubleshooting below.

You should see your database name appear down the bottom - Select it



You now need to select the correct shared data path. This path is crucial for RMS to operate correctly. Use the Browse button on the right of this box to locate the Share for your RMSWIN folder on the server. You will need to navigate through My Network Places > Entire Network > MS Windows Network > (your domain/workgroup name) > (Servers Name) > RMSWIN share. This should fill out a UNC style path such as \\server\RMSWIN on the shared data path line. RMS is NOT compatible with mapped network drives such as R:\RMSWIN etc. YOU MUST USE A UNC STYLE PATH.

Note: If you cannot locate the RMSWIN share on your server it may not be shared correctly. This share must have full permissions to all users.

Select Finish to save the database and shared path settings.

You can now run RMS for the first time via the icon on the desktop

If you have previously used the RMS Configurator on the server to download an RMS upgrade this will now be installed on this workstation to bring it up to the version to match that of the server and other computers.

If you receive the message “The RMS database has been modified to suit a later version of RMS” you need to manually upgrade this version of RMS to be the same as the other workstations. This will require the Configurator to be running on your server and you will need to contact RMS support to release that version to your system. This means that you have never done a version upgrade using the Configurator, so the system has no upgrade files to use.

[Resetting your RMS License Accumulation](#)

This step will need to be complete if you are replacing a workstation. Click the title above to be taken to the article on how to reset your license.

Troubleshooting Accessing your SQL Server

Q. You receive an error when you run the RMS connection wizard that exits you completely from the application.

A. You may not have installed the Microsoft .NET 1.1 framework and version 2. This is available from either the RMS CD in

the runtimes folder or from the Microsoft Website.

A. You have not installed the correct .NET framework version – RMS specifically requires the .NET framework version 1.1

and version 2.

A. Check the Add Remove Programs list in Control Panel to ensure that the Framework is installed

Q. Having received an error on the Connection Wizards screen the mouse stays as an hourglass

A. You can still actually use the mouse. Ignore the fact that it is an hourglass and continue.

Q. You cannot see your server in the drop down list of SQL servers in the RMS Connection Wizard

A. Make sure that the SQL server is actually running on the server (Does RMS run normally on the server and/or other workstations)



A. Your server is not on the same domain or workgroup as this workstation – SQL servers are only discoverable on the same workgroup/domain

A. A firewall is blocking the SQL server on the network – TCP port 1433 and UDP port 1434

A. Try typing in the SQL servers IP address as the SQL server location in the connection wizard, then press enter to have the Connection wizard attempt to connect

Q. You can see the SQL server in the Connection wizard drop down box, but every time you select it you get an error.

A. Try retyping the password emu and then reselect the SQL server from the drop down list

A. Try deleting the password entirely and leave it blank, then reselect the SQL server from the drop down list

Q. If you sign in as a different user you get a Runtime Error “Overflow”

A. For each user of this workstation you need to RUN the Connection Wizard to set up the connection parameters for that user.

Related

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