



GI Business Database Solutions

Sample Database - Installation Instructions

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IMPORTANT – READ ALL OF THIS DOCUMENT BEFORE INSTALLING THE DATABASE

Setup Overview

The **GI Service Call database** software (version 3.00) consists of a front-end (user interface) and back-end (Data Tables) components. This design format provides greater multi-user functionality and performance.

The user-interface (front-end) is installed on each user's local computer hard drive, using the provided installer software. (**Service Call 3 Setup.exe**)

The Database data tables (back-end), are installed manually ([see Installing Database Tables](#)). The folder where you will install the back-end file (**Service Call Data3.mdb**) depends on how the database is to be used:

- For use by a single user, or multiple users on a single computer. (See [Single user Access](#))
- For shared use by multiple users over a home or business network. (See [Multi User Access](#))

The downloaded zip file contains

- | | |
|-----------------------------------|---|
| • Service Call 3 Setup.exe | The database front-end installer |
| • Service Call Data3.mdb | The database back-end tables file |
| • Install Instructions.pdf | Installation Instructions (this document) |
| • Quick Start.pdf | Quick Start Instructions |

Installing the User Interface (front-end)

1. **Extract** all files from the downloaded zip file to a folder on your computer or network.
2. In the extraction folder, double click the software installer 'Service Call 3 Setup.exe' file to start the install.
3. The installer identifies whether MS Access Database is installed on your PC, and if not will offer to download and install the FREE Access Runtime from Microsoft. (See [Runtime Installer](#) below).
4. On the 'Welcome to the installer wizard' panel, accept the recommended install location and confirm the 'Place shortcut on desktop' option is ticked, then click the **Next >** button.
5. On the software 'Licence Agreement' panel read the agreement, and if appropriate select the '*I have read this, understand it, and agree to do it*' option and then click the **Next >** button.
6. Once the software has installed, select the option to 'Open Readme file when you click OK', if you want to read these detailed instructions on how to manually install the database data tables (back-end).
7. During install shortcuts were added to the Start Menu and your desktop:
8. **IMPORTANT:** Before starting the database for the first time, the database data table file (Service Call Data3.mdb) MUST be moved to its permanent store folder, see [Installing Database Tables](#) section.

Installing Database Tables (back-end)

IMPORTANT: Do NOT install any access database component in a replicated folder such as Dropbox, One Drive, P-Cloud, Google Drive or similar on-line drive. Doing so WILL result in data corruption, and can damage the database beyond the ability to recover your data.

Information: All user data entered in the database is stored in the database back-end tables file. The database back-end file **MUST** reside in a folder that is shared with and accessible to all users of the database. All users MUST require full read, write, and delete permissions in the database tables' folder.

Setup for Multiple User Access

Installing the Database back-end data tables file for multi-user access over a local network.

1. Locate or create a shared folder on your network.
2. Ensure all intended database users have full read, write and delete permissions within that folder. *(Generally, all users will already have full permissions in a network folder unless the permissions have been manually changed – speak to your network administrator if you are unsure)*
3. Add the shared folder to your regular back-up regime.
4. Move the file name 'Service Call Data3.mdb' (extracted from the zip file), and place it in the shared network folder you created at step 1.
5. You are now ready to start the database. Follow the instructions in [Starting the Database](#).

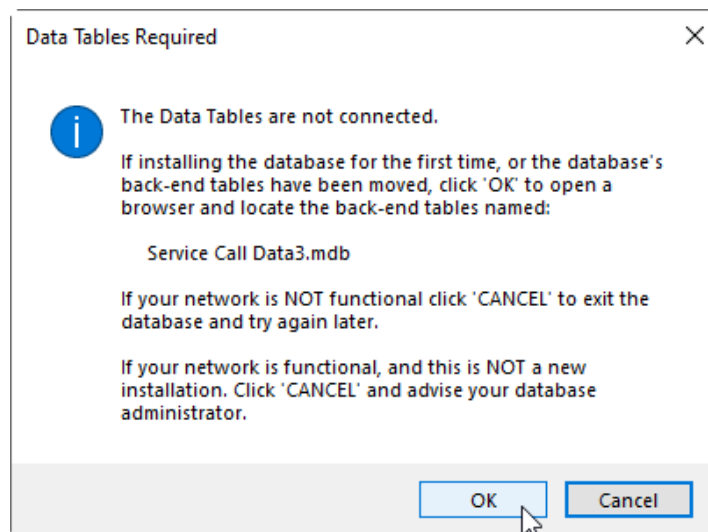
Setup for Single User Access

If the database will be used by a single user, or multiple users on a single PC, the back-end database tables may be stored in a folder on the local hard drive.

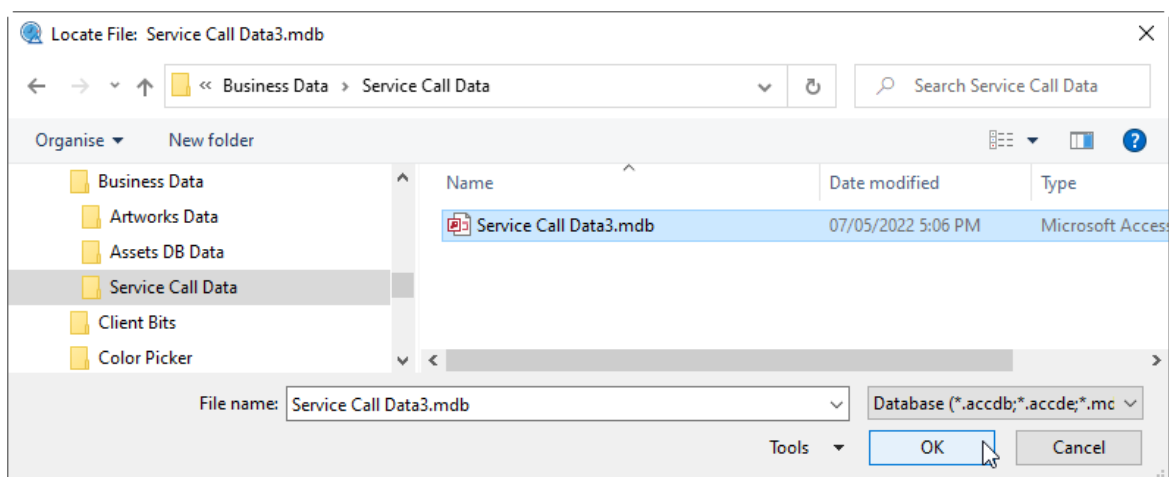
1. Locate or create a new folder in which to store the database back-end tables file. (Ensure the folder is added to your regular back-up regime.
2. **Move** the file '**Service Call Data3.mdb**' into the folder you created at step 1.
3. You are now ready to start the database. See instructions in [Starting the Database](#).

Starting the Database

1. Install the database front-end in accordance with the '[Installing the User Interface](#)' instructions.
2. Use the Start Menu or the '*GI Service Call Database*' shortcut on your desktop to start the database.
3. The first time the database starts you will be prompted for the location of the data tables file.



4. Click '**OK**' and using the Windows Browser navigate to the folder containing the Database Tables file (**Service Call Data3.mdb**). Double click on the file name, or select the name and then click '**OK**'.

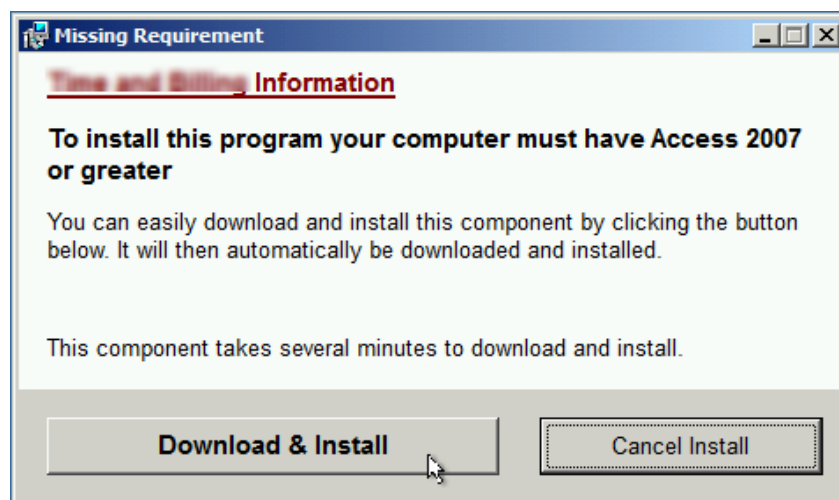


5. The Windows browser will close. Wait a few moments whilst the database links the back-end tables file.
6. Perform these steps on each user's computer. Ensure all users are linked to the same back-end data tables file.

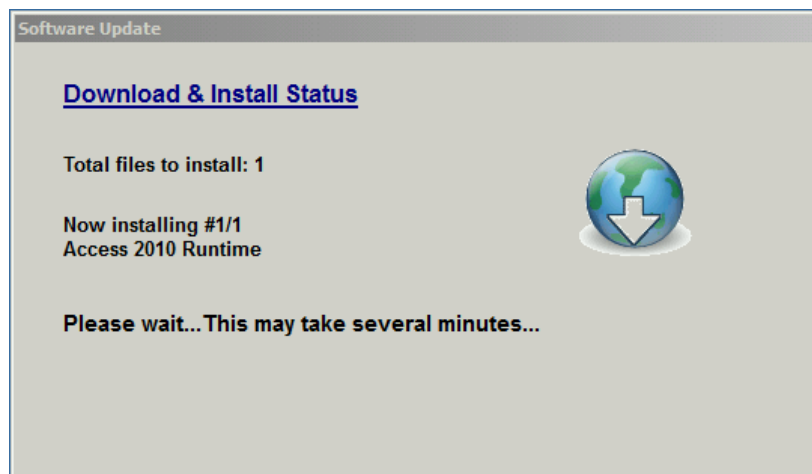
Runtime Installer

The **GI Service Call Database** software requires Microsoft Access Database program to operate. If the Microsoft Access Database program is not detected on your PC by the software installer, you will be advised and asked if you wish to install the free version of the Access Runtime database program from Microsoft.

Note: Do NOT install Runtime Access Database program if you already have ANY full version of Microsoft Access Database installed on your computer.



To install Microsoft Access Runtime Database, click the '**Download & Install**' button and wait whilst MS Access Runtime is being downloaded and installed. **This may take several minutes.**



Once Access Database has been installed, the installation process will continue as usual. See [Installing the User Interface](#) for further information.

Warranty & Limited Liability Information

END USERS LICENSE AGREEMENT

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