

Mamut Business Software

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Additional Products and Enterprise Extensions

# Mamut Client Manager



*Reach Your Goals!*

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# ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

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Mamut offers a number of Enterprise Extensions and services that allow your company to use Mamut Business Software more efficiently. Mamut Enterprise Extensions are available for purchase for those using the Mamut Enterprise series and who require more advanced functionality than what is included within the standard Mamut program. This will allow your business to function more effectively with the Mamut system.

There are a number of additional products which offer extra functionality connected to your website and webshop. Domain and e-mail accounts can be used regardless of which Mamut program you are running, however the other additional products and Enterprise Extensions require that you own a program version from the Mamut Enterprise series.

To find out more about the compatibility of the different Enterprise Extensions and additional products with your Mamut system, visit our home page at [www.mamut.co.uk/addons](http://www.mamut.co.uk/addons).

You can also call free on 0800 032 5616 or send an e-mail to [info@mamut.co.uk](mailto:info@mamut.co.uk) for more information.

This manual is intended to provide you with a basic description of how the Enterprise Extension is set up, how to navigate through it, and how you can customise it to suit your own needs.

We would also like to remind you about our website [www.mamut.co.uk/support](http://www.mamut.co.uk/support), where you will find answers to the most frequently asked questions about Mamut. It is designed to make it as easy as possible for you to search for answers to any questions you may have - 24 hours a day.

# ACCESS TO ADDITIONAL PRODUCTS AND ENTERPRISE EXTENSIONS

So that you can use Enterprise Extensions and additional products, you need to register the licence number you receive after you have ordered the product, and you also have to set up which users or which company database should have access to the extra features. Once you have done this, the additional product or Enterprise Extension is ready for use.

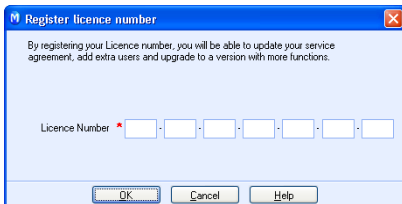
When you buy additional products, you will be sent a licence number for each of the additional products you have purchased.

If you receive several licence numbers, you will first need to register the licence for the program itself. After that, you can continue with registering the licence number for the service agreement or other additional products.

**Note!** When you register a licence number it is important to enter the licence number correctly in the same way as it appears in the letter/e-mail you received. Be especially careful with the difference between the letter "O" and number "0". Our licence numbers do not contain the letter "O", only the number "0".

## How to register an additional licence

1. Go to **Help - About** and click on **Register licence number**.



2. Enter your licence number and click **OK**.

 *The additional licence is now registered.*

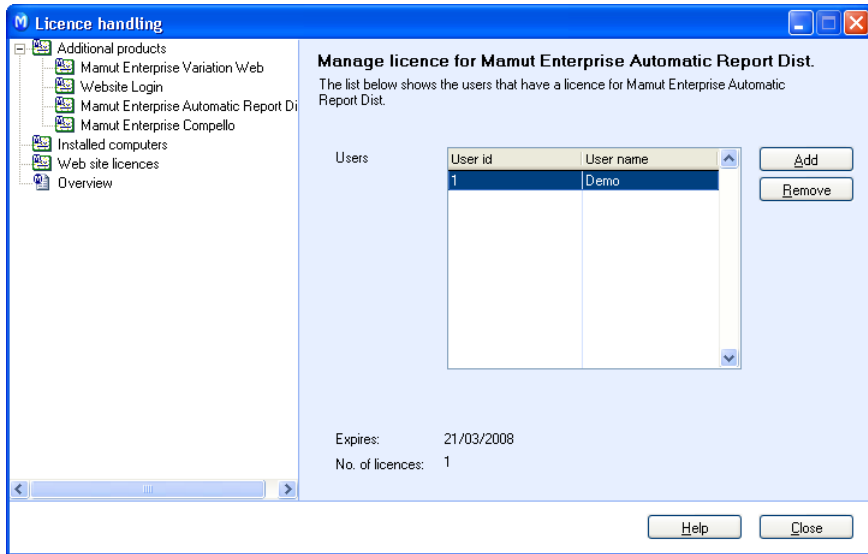
Some of the Mamut Enterprise add-on products have to be registered for your company database or for certain users, who will be given access to the new functionality.

After you have registered the licence for your additional product and restarted your Mamut Enterprise system, you will have access to the licence administration area. To get there, go to **Help - About - Manage licence information**.

**Note!** Find out whether the additional product is for a number of **users, company database** or **All users and company databases**.

## How to manage access to additional products

1. Go to **Help - About**.
2. Select **Manage licence information**.



3. You will now see a list of the additional products you have access to. Select the additional product you want to manage from the left and click on **Add**.
4. Select a company database or user and click **OK**.
5. Close the program and restart it.

*All functionality is now available.*



**Note!** At the bottom of the page you can see how many licences you have for the additional product. You can add as many users/company databases as you have licences for.

# INSTALLING EXAMPLE DATABASE/EVALUATING ADDITIONAL PRODUCTS

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Within the example database you are able to test the program without affecting your company data. You are also able to evaluate the various additional products and enterprise extensions before you purchase them.

Within the wizard for first time start up of the program, you are able to select if you wish to install the example database.

Many will have already installed the example database by using the wizard for Installing the Program. If you are unsure about this you can check by selecting **File** and **Open Company database**. A list will display installed company databases.

If you are already a customer but wish to evaluate additional products or expanded products, you can do this by using the example database.

To install the example database, select **File - Database utilities** and **Install example database**.



**Note!** When you log on to the example database you will be able to select evaluation product and any available additional product for it.

It is also possible to remove a company database from the installation by clicking **Delete** in the company database list.

# CLIENT MANAGER

Client Manager is included in certain program versions and is used to manage several system databases. A system database, or, "installation", can contain several company databases (companies, clients, sets of accounting). Users in need of several system databases can be accountancy firms with a large number of clients.

Client Manager consists of the programs Client Start and Client Update.

## Client Start

Client Start gives users the opportunity start multiple system databases at the same time. The typical user may be an accountant, alternating between different system databases on the same computer or administrators that need to maintain different system databases. Via Client Start you can also open Import/Export and DataTools. DataTools enables you to create a backup and perform other administrative tasks in the database.

Read more about these and other functions within Client Start below.

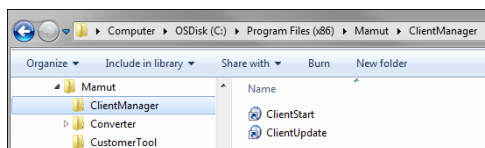
## Client Update

Client Update gives users the opportunity to update several system databases simultaneously. It is also possible to update company databases within a system database. A typical user may be a system administrator, who is responsible for managing several databases.

Read more about the functions within Client Update below.

## Starting the Applications

You can start the programs by clicking on one of two shortcuts. These can be found in the same location to where you installed Mamut Business Software, in the ClientManager folder.



The installation/update programs do not create shortcuts to these additional programs. Therefore, it is recommended that you create a shortcut yourself, for example by right clicking on one of the .exe files and selecting **Desktop (create shortcut)** under **Send to**.

## Installation

The applications are automatically installed together with Mamut Business Software. Each system database that you want to open via Client Start or update via Client Update requires a separate Client Manager licence.



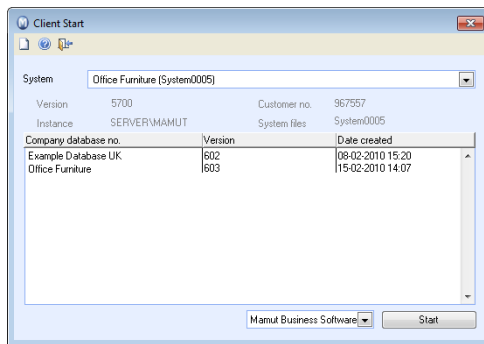
# CLIENT START

Client Start gives users the opportunity start multiple system databases at the same time. Via Client Start you can also open Import/Export for data imports and DataTools. DataTools enables you to create a backup and perform other administrative tasks in the database.

Further, you can create new system databases wit Client Start and move company databases between different system databases. Read more about this below.



**Tip!** If you have installed Mamut Business Software on several computers, you can still use Client Start from all of them, limited only by your regular licence. A licence is required for Client Manager in every system databases where the functionality shall be used.



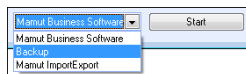
Start Client Start by double-clicking **ClientStart.exe** which can be found in the same location where you installed Mamut Business Software, in the ClientManager folder. By default, Mamut Business Software is selected in the **Start Program** drop-down list at the bottom of the window. From this drop-down list you can also select other functions, like Import/Export and DataTools.

## Opening Mamut Business Software

To open a company database, select the system database from the **System** drop-down list. Then click the company database and make sure that Mamut Business Software is selected in the **Start Program** drop-down list at the bottom of the window. Click start to open the company database. You can open one company database per system database at the time.

## Creating backups via DataTools

From Client Start you can also open the program DataTools for the different system databases, and export backup of other administration tasks in the databases. You can open DataTools from Client Start by selecting **Backup** from the drop-down list at the bottom of the window and clicking **Start**.



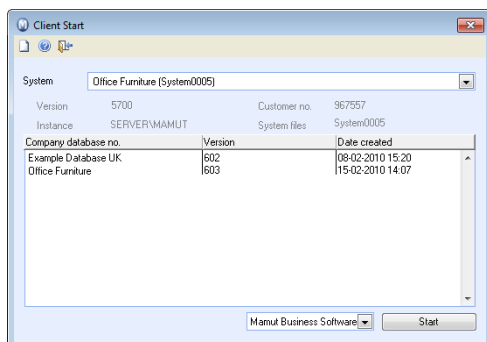
## Importing/Exporting data


Mamut Import/Export is a program that simplifies the communication between Mamut Business Software and other programs. Mamut Import/Export contains multiple predefined formats for import and export of among other things, customers, suppliers, orders, invoice information and much more. You can open Import/Export from the drop-down list at the bottom of the window.

## How to Create a new system database with Client Manager

### The steps involved in creating a new system database

1. Start Client Manager by double clicking on the program file ClientStart.exe from the folder ClientManager, which is in the folder where you have installed the program files for Mamut Business Software.



2.  Click **New** in the toolbar.  
**Note!** You must have a licence for each system database that you use. You can create a new system database with an evaluation licence in order to register an adequate licence in the usual manner later.
3. Click **Yes** to start the wizard for the first time startup.

*The program is checking if there is a database in the file path you provided to the document directory. Instead of writing in the path to the document directory, it is easier if you click on **Browse**, and navigate to the database. In a multi-user installation you must provide a network path to the document directory, for example: \\servername\mamut\data.*

## How to move a Company Database between two System Databases

If you have previously had a large number of company databases (clients) in your database, you may want to separate these out so that the company database is saved to a separate location, which will increase the speed and security.

### Moving a company database between two system databases

1. Start Mamut Business Software and select the database containing the company database that is to be separated.
2. Make a backup copy of the company database that is to be separated. Place this backup copy in an easily accessible place.

**Note!** This backup has to be made without system files!

You can create a backup without system files by going to **File - Backup - Create Backup**. Follow the wizard and select **Advanced** in the window **Select type of backup**. Make sure to select **Parts of the system** and the company database. Also deselect **System files**. Read detailed information about making backups by clicking **Help** in the wizard.

3. Close Mamut Business Software.
4. Start **Client Start**.
5. Select the system database you wish to move the company database to from the **System** drop-down list and make sure that **Mamut Business Software** is selected from the drop-down list at the bottom.
6. Select one of the current company databases (it does not matter which one) and click **Start**.
7. Log into Mamut Business Software and restore the backup copy which you have created in step 2 via **File - Backup - Restore Backup**. Read detailed information about restoring backups by clicking **Help** in the wizard.
8. If you like, you can delete the company database from the old system database. You can do this by opening another company database from the original system database. Then go to **File - Open Database**. Select the original company database and click the button **Remove**.

**Tip!** Before deleting the company database from the system database, we advise you to check that the company database can be opened in the new system database.



*All of the company's data is now in the new system database. Add the licence and create the required users.*

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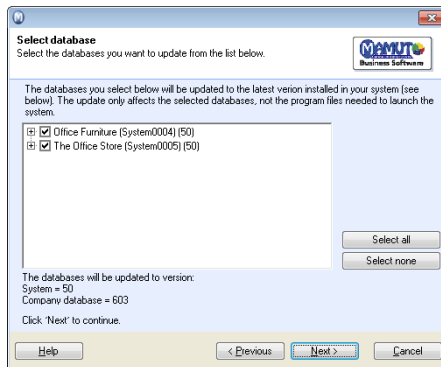
# CLIENT UPDATE

Client Update enables you to update several databases simultaneously. It is also possible to choose to update company databases within a system database. Updating can take some time with large amounts of data. It is important that you allow the update to complete. Once the update has been executed a status window will appear that informs you that the wizard is complete.

## How to update databases

1. Double-click the **ClientUpdate.exe** program file to start Client Update. The program file is located in the **ClientManager** folder.  
The files used for updating should be the newest available files. Client Update will check whether there are company or system databases that are not updated compared to the databases you have registered in Client Start.
2. Click **Next**.
3. Mark the system databases you wish to update. By clicking [+ ] in front of a system database, you can see all company databases. Company databases that are greyed out already are the newest version.

The numbers besides the system and company databases are database versions. At the bottom of the windows you can see the newest version numbers.



**Tip!** You can identify the system database under **View - Settings - Other Programs** in Mamut Business Software.

4. Click **Next**.

**Note!** Updating can take some time for large amounts of data. It is important that you allow the update to complete. Once the update has been executed a status window will appear that informs you that the wizard is complete.

5. Click **Complete**.

*Updating is now complete. The status window will be displayed if some of the system databases did not permit the update.*

# DATABASE

## Microsoft® SQL Server® Database

Version 12 of Mamut Business Software is based on the Microsoft® SQL Server 2005 database. The Mamut Business Software installer will detect any previous Microsoft SQL Server installations automatically. Microsoft SQL Server will be installed if no previous installations are detected.

If you choose the default single-user installation, the program will only be used on one computer; this computer will act as the database server.

If you choose a multi-user installation, one of the computers within the network will act as the database server. If no previous installation can be detected on this server, the Microsoft SQL Server will be installed.

If you choose a client installation - through which you connect to a database server already available within the network - you will not be required to install Microsoft SQL Server when installing the Mamut Business Software program files.



**Note!** You should avoid changing the name of the computer containing the SQL Server database since this may create problems for other programs using SQL Server.

## Instance

A database server can have several different instances. When installing Mamut Business Software, MAMUT will be suggested as the default instance name. You can enter a different instance name if you, already have access to an existing instance for example. In order to get a full overview of the systems, it is recommended that you create your own instance for the Mamut Business Software database.

The database server name will often consist of the server name plus the instance name. An example of a database server can be: SERVERNAME\MAMUT.



**Note!** Instance name is only required if you will be running several SQL Servers on the same computer.

An instance can contain one or several databases. The Mamut Business Software database consists of one system database and one or several company databases.

## System Database

The program's database consists of company database files and system files. The company database files contain data relevant to the various company databases, while the system files contain data which is shared by all company databases. Shared information can, for example, include information about users and access information.



**Tip!** Information about the server name, instance and system database is stored in the settings under **View - Settings - Other Settings - Other Programs**.

## Company Database

A company database represents one business or part of a business. Where book-keeping agencies refer to 'clients', other users handling several companies may view one company database as one company/organisation. It is possible to manage several company databases in a single program installation. The maximum number of company databases is determined by your licence.

## Security

The SQL Server installed with Mamut Business Software uses SQL Authentication by default. The system administrator can differentiate between the users' database access in the SQL Server.

## Database Maintenance

Maintenance tasks such as repairing, re-indexing, or compressing the database are performed using a separate application called DataTools. DataTools is a tool for database administration, and supports the most common administrative tools for the SQL Server-based databases. The application is automatically installed with the installation of Mamut Business Software and it can be launched by double-clicking the file MDataTools.exe. This is located in the DataTools folder, where the Mamut Business Software program files were installed. Example: C:\Program Files\Mamut\DataTools.

In addition to maintenance tasks, you are also able to create and restore backup copies using DataTools. More information can be found within the DataTools help files.

## Performance

**Database size:** Microsoft® SQL Server® Express is limited to 4 GigaBytes. The document files are not a part of the database.

**Memory:** Microsoft® SQL Server® Express is limited to 1 GigaByte of memory.

**CPU:** Microsoft® SQL Server® Express is limited to 1 CPU.

**64 bit support:** Microsoft® SQL Server® Express only supports IA64 systems in Windows on Windows (WOW) emulation mode.

You can upgrade to a larger version of the SQL Server database software or install a larger version side by side of Microsoft® SQL Server® Express. Read more about this on our website.

# Installed Files

## Division of Files

The program's database consists of company database files and system files. The company database files contain data relevant for the various company databases, while the system files contain data which is shared by all company databases. Shared information can, for example, include information about user and access information.

The program files are divided so that files created or changed, when installing and updating the system, are saved to a separate location. In Windows Vista® and Windows 7®, files saved to C:\Program Files can only be created or changed by using Windows® Installer.

Files which are meant to be created or changed by the user are saved to a location to which the user(s) have access. Managing user access is the responsibility of the system administrator, externally to the program, which means that it is the system administrator's responsibility to allocate the relevant user access when installing a multi-user version of the program.

## Default File Location when Installing

You can install the program files anywhere you like, the default file path is:

**Program files:** C:\Program Files\Mamut.

**Document files and mamut.ini:** C:\Documents and settings\All Users\Public Mamut\Mamut. In Windows Vista® and Windows 7® C:\Users\Public\Public Mamut\Mamut. Each system database gets its own area,

system0001, system0002 etc. In a multi-user installation the user must provide a network path under installation/updating.

**System and Client Databases:** Windows XP® C:\Documents and settings\All Users\Public Mamut\Databases. Windows Vista® and Windows 7® C:\Users\Public\Public Mamut\Databases.



**Tip!** The system administrator can override the location of the database files by defining an "Environment Variable" in Windows command prompt: SET MamutDatabaseLocation=c:\databases (example). Users must then be given access to the area.

C:\ represents your computer's hard drive.

## Installation

**New installation:** When installing for the first time, the program will suggest C:\Program Files as the location for the program files. The suggested location of the Library folder and the mamut.ini file is described above in the section "Default File Location when Installing".

If you choose to install the program files to another location, the structure of the data area will mirror the structure of the program files.

**Updating:** When updating, the new program files are installed to the file path you specified during installation. The Library folder is installed to C:\Documents and settings\All Users\Public Mamut\ or in Windows Vista® and Windows 7®: C:\Users\Public\Public Mamut\.

## First Start-Up

When launching the program after having performed a new installation, no files or values in the Registry are changed. In the mean time, you can change the location of the document directory.

# INSTALLATION OF MAMUT BUSINESS SOFTWARE WITH MAMUT BUREAU

Client Manager is a part of the program Mamut Bureau.

With Mamut Enterprise Bureau ASP, you will find many positive reasons to offer your clients access to your applications, numbers and reports 24 hours a day. At the same time that you as the accountant, have the possibility to log in to the Mamut system, from for example your home office. The solution provides your accounting bureau the best premise to be able to manage and update the clients applications and data areas.

Below you can read more about Setup in a ASP environment.

## Setup in an ASP Environment

In a typical ASP-environment, the customer's database is managed by and located at the Application Service Provider. Customers log on remotely using "thin" clients. Many accountants opt for a solution where each client is separated into a different database so that it is possible for them to work within the database at the same time as the client.

### Recommended Setup

- Program files installed on the server.
- Database placed on Microsoft SQL-Server®, which is either installed on the same server or a different one.
- Document directory placed on a network station which is automatically connected via a login script in Windows.
- Mamut.ini stored on the same network station as the document directory.

### Program Files

The program files must be available for all users. The users do not necessarily need access rights for editing or creating files. The Config.ini file contains information about where the program can find the Mamut.ini file containing information about server and instance.



**ASP Setup:** Place the customer's/client's program files on an area the users can access.

### The Database

The SQL Server can either be installed on the same server (for small setups) or on a separate server. Mamut.ini contains information about the server and instance the Mamut database is stored on.



**ASP Setup:** Select server and instance in the installation/first setup wizard. You can choose an existing server and instance, or you can create new ones. The SQL Server installed together with Mamut Business Software uses SQL Authentication by default. The system administrator can differentiate between the users' access to the database in the SQL Server.



## The Document Directory

The document directory is used to store document files, image files, report files and other information that is not a part of the actual database. The users must have access to this folder. It is recommended that you place the document directory on a network station the users connect to automatically using a login script. In that way, the system can be set up so that users from the same company will access the same data on the same station automatically. The Mamut.ini file will be stored on the station so that the users also get the database settings for their company.



**ASP Setup:** The document directory is defined during the first startup wizard. The users must have full access to the area.

## Setup of Config.ini

The Config.ini file is located in program file folder belonging to Mamut Business Software. Below you will find an example of the information in the Config.ini. The paths might be different depending on your setup and operating system.

### Example

AppPath=C:\Program Files\Mamut\

DataPath=C:\Documents and Settings\All Users\Public\Mamut\Mamut\Data\

IniFile=H:\Mamut.ini

Installtype=STANDARD

AppPath specifies where the program files have been installed, DataPath refers to the local Mamut folder Data (containing Library) and IniFile specifies the file path to the Mamut.ini file.

When running a standard installation, the IniFile will refer to C:\Documents and Settings\All Users\Public\Mamut\Mamut\Mamut.ini. This means that all users logging on to the server will get access to the same database.



**ASP Setup:** Change the value of IniFile so that it refers to a network station as in the example above. You can thereby use different Mamut.ini files for the different users.

## Setup of Mamut.ini

Below you will find an example of the information in the Mamut.ini. The paths might be different depending on your setup and operating system.

### Example

[SQL]

Server=SERVERNAME

Instance=MAMUT

SystemDatabase=System0001

Server and Instance tells the program to which SQL Server and instance to connect. SystemDatabase specifies which Mamut system database should be used. You can have several databases on the same instance.



**ASP Setup:** Change the Server and Instance values in Mamut.ini in order to refer to the company server, instance and system database.

## Create a New Client/Customer Database

The simplest way is to use a backup copy of an evaluation database with an evaluation licence. In this way, new users can be created by creating a connection to the network station, copy the Mamut.ini file and finally, restore the backup copy using Mamut DataTools. In this backup copy, you should set up the document directory on the same network station that the customer will use.

### How to create a new database

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1. The administrator must connect the network station to the same area where the customer's document directory will be located, with the same initial letter as the one the customer will use (H:, in this example).
2. Copy Mamut.ini to the network station.
3. Update Mamut.ini with the correct server and instance.
4. Start **DataTools.exe** from the DataTools folder in the program files folder for your Mamut Business Software installation.
5. Use the tool to restore the backup copy.



*The new user will now be able to log on to the server and, after having launched Mamut Business Software, access the database.*

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## Printers

Mamut has printer settings at 3 levels. Most modules also offer to select printer.

The most practical solution for Application Service Providers may be, not to use printer settings in Mamut. This way, the default printer for the current user session is used as the default printer for Mamut. This is because more users will link local printers and the names for these printers will always differ depending on which user is logged on and from which machine.

### The Printer Settings

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- **First level:** If no printer settings are defined in Mamut, the Windows default printer will be used. (Terminal/Citrix-session).
- **Second level:** Overrides the default printer in Windows®. The printer settings can be defined for the user in the user settings for the report module in Mamut Business Software. The drawback is that the complete printer name, session ID and machine name, etc. are stored. This means that the settings will not be applied if the user gets a new session ID or logs in from a different machine name.
- **Third level:** Printer settings that are defined for each report override other printer settings. Name, driver, drawer, driver settings etc. is saved for the report. If you make settings for the Contact list report, these can be copied to other reports that are being used. Since the settings are saved in the database, they are individual for each customer. This may still not be an optimal setup for installation using client-printers from the customers, since these may have different names for different users.

In most modules, you can also override the settings by selecting a printer manually. Manual selections will only be applied to the current print job.

Additionally, you can go into the setup for users in Mamut and determine that they always need to select a printer when printing. To do this, go to **View - Settings - Security - User administration** and go into a user and the connected user profile. Under **Settings per Module - Reports** and the **Reports** tab you choose to **Select printer**. These users will then receive a box in which they select the printer for printing to in those Mamut modules, where you can choose a printer. Where you cannot choose a printer (transfer of journal entries to the Nominal ledger, for example), the user session default printer is used.

# MORE INFORMATION

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## Service and Support

### Mamut Service Agreement

The service agreement gives you the right to make use of the Mamut Support Centre.

Find out more about the Mamut Service Agreement below.



### Mamut Support Centre

The Mamut Support Centre offers an extensive personal service programme to assist you whenever you may need help.

Under the heading **Support** at [www.mamut.co.uk/support](http://www.mamut.co.uk/support), you are also able to use the Article search database to find specific tips and tricks that will help you when trouble shooting within the program. Here you will also find a link to the 10 newest support articles and the 10 most read support articles.

### How to get in touch with the Mamut Support Centre

#### Get in touch through the program

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The easiest way of getting in touch with the Mamut Support Centre is via the program. The **Mamut Support Centre** focus area allows you to search for answers and send new queries. The status of and answers to your query can be found in the same place. In order to utilise this feature within the program, you must be connected to the Internet.

#### Get in touch by e-mail

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If you cannot find the answer you are looking for on the Mamut Information Desk or in the online article database you can send an e-mail to [support@mamut.co.uk](mailto:support@mamut.co.uk).

#### Get in touch via fax 020 7153 0901

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If you do not have Internet access, you are able to send your query by fax to the Mamut Support Centre. You will receive an answer by fax as well. However, please do provide a telephone where you can be reached during working hours in case we need more information in order to solve your problem.

#### Get in touch over the phone: 020 7153 0900

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Most questions can usually be answered in the course of a phone call but in special cases we may need to record the question and contact you once we have found the solution to your problem.

#### Letters may be sent to:

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Mamut Software Ltd  
90 Long Acre  
Covent Garden  
London WC2E 9RZ

## The Mamut Service Agreement

The Mamut Service Agreement ensures that you are prepared and have full control of all challenges you or your business may encounter.

### Updates following legislation changes

We make sure that your Mamut system is always fully up-to-date with new laws and regulations, changes to tax-rates and official forms. Extensive user documentation for all such changes ensures that you can adapt to them quickly and easily.

### New functionality

Mamut systems are developed and improved continuously in tune with technological advances, new industry standards and trends and feedback from our customers. You are always guaranteed a modern solution, which will simplify your working day.

### Mamut Support Centre

We place great importance on providing a responsive and professional support department, which can promptly provide answers to your questions. Your Mamut Service Agreement entitles you to user support via telephone, e-mail, Internet or directly from within your program.

### Mamut Information Desk

Within the program you will find an Internet-powered news channel that provides you with daily updates of information, news and user tips directly related to your program and area of business. The Mamut Information Desk lets you communicate directly with our support department as well.

### Tips for users

At regular intervals, interested users will receive e-mails with tips about using their Mamut system, news about the product range and other useful information.

### Mamut Knowledge Series

Mamut publishes documents and advice on a range of areas including changes from the government, effective use of the system as well as new trends.

### Special offers

Mamut gives you special offers on Mamut products as well as on suitable products from other market-leading software vendors.

## Mamut Academy

### Courses at Mamut Academy

Mamut Academy is the name of the course activity offered by Mamut.

Mamut Software Ltd. supplies complete solutions in financial management, sales and contact management, purchasing/logistics, human resources, time sheets/projects and tax/personal finance.

The courses offered by Mamut Academy are for people who wish to work with Mamut and in associated fields as efficiently as possible. Allowing you and your colleagues to really make use of the abundance of functions in the Mamut systems, which will stimulate both your business and the people using the systems!

#### Online courses

In addition to classroom courses Mamut also offers Online courses. Online Courses are for those people who wish to participate in courses via the internet. Here you are able to connect to the course via your office computer, with the possibility of connecting to a telephone conference with audio playback. It is worth noting that this course focuses on demonstrating/discussing the functionality, with exercises being performed on your own initiative once the course has been completed.

If you require further details regarding dates and content of the courses offered, please contact us via phone 0800 032 5616 or e-mail at [academy@mamut.co.uk](mailto:academy@mamut.co.uk).