// Mamut Business Software

Update Guide

Contents

Updating to a New Version

At regular intervals, Mamut launches new releases of Mamut Business Software.

We recommend that our customers update to the most recent main version.

> ❗ **Note!** You should make sure your computer/server conforms to the current system requirements before installing. This information is available on the Internet: www.mamut.co.uk/system/ . Please keep in mind that the update procedure may take some time.

Between the main updates, continuous improvements are made to the existing functionality. These versions are made available over the Internet through minor releases.

Mamut Software Ltd will notify you when a new version of the program has been launched. It is important that you read the information enclosed with the update before commencing the updating process. You will also be required to create a backup copy before installing.

Some versions you can only update to from a newer version of the program. If you are still running an older version it may be that you will first need to update to a newer version before you can update to the latest program version. You can read more about this below.

When the updates have been made available, you will find information about the update as well as an update guide on the internet: www.mamut.co.uk/update.

Updating to a new version may cause some user-defined reports to malfunction.

> ❗ **Note!** Mamut Business Software uses .NET Framework and Windows Installer. The installation of these components might require your computer/server to be rebooted twice, depending on your current installation.

Check for updates

When we release a recommended update of the program, or when a required update is available, you will receive a notification before logging into the program. You can also find this notification within Mamut Business Software by navigating to **Help - About - Check for updates**. The notification will not start the update, but will guide you to the download area where you can find more information about the new version, the update guide and the actual download file.

Updating your program from myMamut

You are able to update to the latest version of Mamut Business Software through myMamut. In order to do that, login to www.mymamut.com using your Mamut ID and select the product administration of Mamut Business Software where you will find a link to download the latest version of the program.

Updating your program in a multi-user environment

Updates in a multi-user environment should be carried out by the system administrator. You should update the server first, once you have taken a backup and all users are logged off. When the server is updated, the users logging on again on their workstations will receive a message to inform them that their version needs updating. The system administrator can choose to store the installation files on the server during the server update process. The user will then be asked whether he/she wants to use these files to update his/her computer.

Move Mamut Business Software and the database to another computer/server

It is possible to move the program and the database, for example from an old to a new computer or server.

Updating Mamut Online

Users who are logged on to the web based functionality on Mamut Online will be notified that the system is being updated. Until the update has been completed, the users will not be able to access the system. The synchronisation with Mamut Online will be resumed when the update process is completed. The web based functionality will then be available.

User Access Rights

By default, only the system administrator, i.e. the user with the access template **Full access/Super user** or **Administrator**, has access to update to a new version. All other users can be given access manually via the templates found under **User Access Rights** within **User Administration**. This must be done before updating. Before the update of the system database can commence, the person updating must verify his/her access by entering a **User name** and **Password**.

There must always be at least one user defined as **Full access/Super user** in the system. Please note that all users in a multi-user environment can update their clients/work stations when the system database has been updated on the server.

Updating the Offline Help

Offline Help will be updated automatically when you update to a new program version.

Tip! You are also able to select Online Help and get the latest version of help. This can be done under **View - Settings - User** - **Other**.
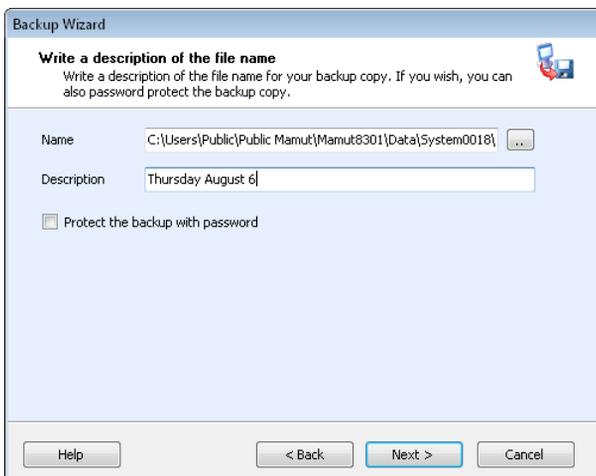
How to Create Backups

How to create a default backup copy

1. Go to **File** - **Backup** - **Create backup** and click **Next**.

2. Select which backup type you wish to create (**Standard** in this example) and click **Next**.
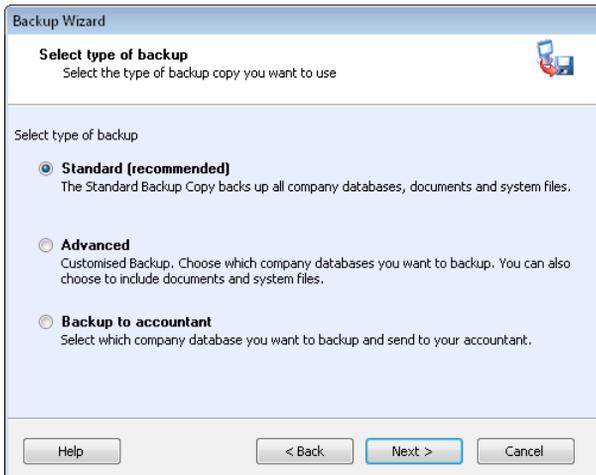
3. Enter a **Description** of the backup if you do not want to use the default description.


Name: A file path and name will be suggested based on the backup settings. You

can override the file path by clicking on the search button and then entering the file path of your choice. The file path can also be a network file path, for example: \\SERVERNAME\DATA\System001\Backup\<filename>.mbsb.

You can select the option **Protect the backup with a password**. However, if you select this option, you **must** enter the password when you want to restore the backup.

4. Click **Next** to create the backup.
 Detailed information about the backup will be displayed when the backup has been created.

5. Click **Finish** to complete the process.
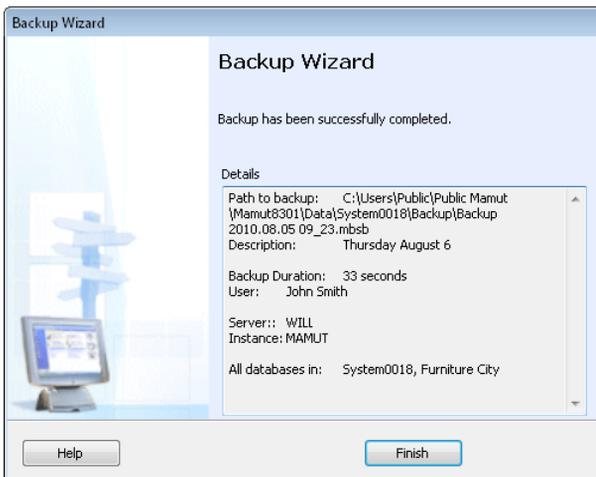
☑ *The backup has now been successfully created.*

❗ **Note!** Creating backups may take some time, especially if the database contains a large amount of data.

Updating to the latest version

> ❗ **Note!** It is recommended that you backup your existing data before installing a new version of Mamut Business Software. Go to **File** - **Backup** - **Create Backup** in your Mamut system to backup your data.
>
> **Multi-User Environment**: Updating in a multi-user environment should preferably be performed by the system administrator. Before installing on a client/workstation, you must complete the update on the server as described below and start Mamut Business Software on the server. Before starting the update procedure, all users should be logged off the system.

Important information regarding updating Microsoft® SQL Server®

In version 18 you have the option to update your Microsoft® SQL Server® to Microsoft® SQL Server® 2012 R2 Express, and you will receive this option in the installation wizard. Keep in mind the following:

- Mamut Business Software **only** update the Express version, and/or if the **instance name** is Mamut. Therefore, if you have a higher version then Express and/or another instance name you need to update your SQL server manually before you update Mamut Business Software.

- Mamut Business Software **only** update the 32-bit Express version. If you have manually installed a 64-bit version, you need to update your SQL server manually before you update Mamut Business Software.

- Mamut Business Software does **not** support SQL Server 2005 (any version) anymore, and therefore it is required to upgrade to minimum 2008 R2 Express.

- The update process from SQL Server 2005/2008 Express to SQL Server 2008/2012 R2 Express is handled by Microsoft. During the update, the entire database will be read. This is done automatically during the installation process.

- You **must** have a valid backup of your Mamut Business Software before you start the installation process.

How to update

Keep in mind that the installation wizard is dependent on your operating system and current version of SQL. Therefore, make sure that your read all instructions carefully in each section. Make sure you have a valid backup of Mamut Business Software and your SQL server before you proceed.
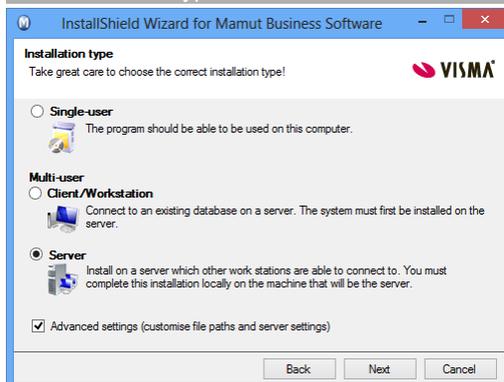
1. Welcome

The wizard will guide you through the installation.

2. User Agreement
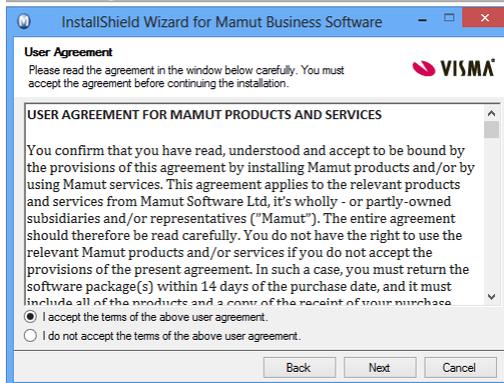
Read the user agreement and select **I accept the terms of the above user agreement**.
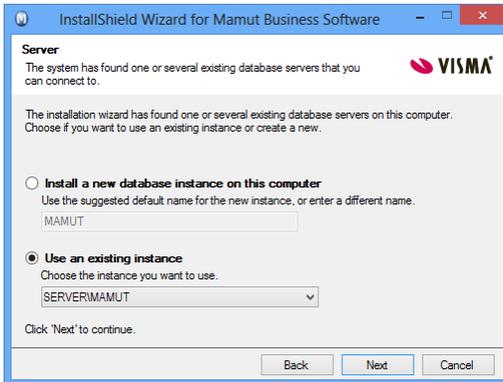
3a. Installation Type

Select the installation type, in this example **Server**.

Advanced settings: Check this box if you wish to customize the location the program files and database files will be installed to.

3b. Advanced Settings - Server

This window will only be shown if **Server** and **Advanced settings** have been selected in step 3a.

Here you need to select the database instance you wish to use. We recommend that you use the default value.

3c. Update SQL Server Instance (Windows 7/Windows Server 2008 or higher)

The next two windows will only be shown if **Single-user** or **Server** have been selected in step 3a. Note that the windows will be dependent on which operating system and SQL version you have.
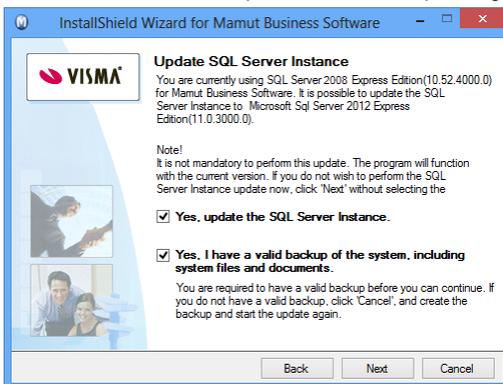
SQL Server 2008 R2 Express and Windows 7/ Windows server 2008 or higher: If you do not wish to update the SQL Server Instance from SQL 2008 R2 Express to SQL 2012 R2 Express deselect **Yes, update the SQL Server Instance**. If you want to proceed, make sure you have a valid backup and select **Yes, I have a valid backup of the system, including system files and documents**. Click **Next** to proceed.

3c. Update SQL Server Instance (Windows XP/Vista or Windows Server 2003)
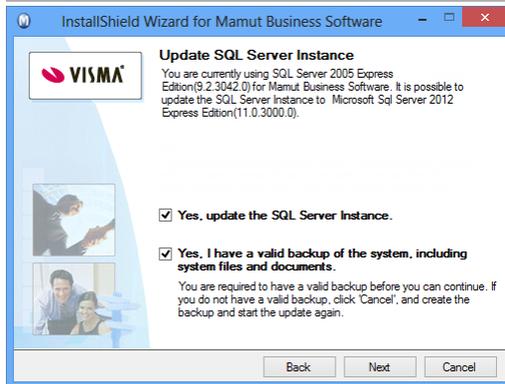
SQL Server 2005: If you have SQL 2005 installed you are required to upgrade since Mamut Business Software does not support 2005 in version 18. If you have Windows 7 or higher, or Windows Server 2008 or higher, you will be upgraded to SQL Server 2012 R2 Express. Otherwise you will be upgraded to SQL Server 2008 R2 Express. Make sure you have a valid backup and select **Yes, I have a valid backup**. Click **Next** .

3d. Advanced Settings

This window will only be shown if the **Advanced settings** have been selected in step 3a.
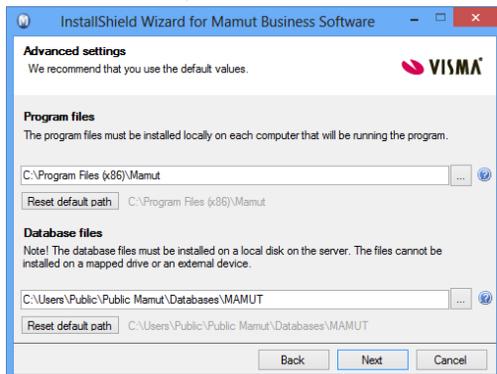
Check the program and database file paths. If you wish to change the paths, you need to follow the procedure to move the program. We advise that you first finish the update and then move the program once the update is complete. Alternatively, you can cancel the update, move the program and start the update again from the new location. Further information regarding moving the program can be found below.

4. Client/Workstation

This window is only for Client/Workstation installations. If the installation is done via a client installation set, no changes can be done in this window.
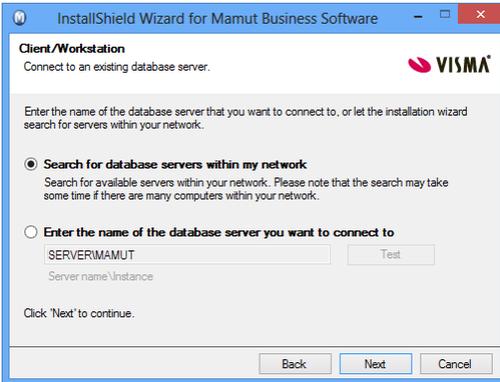
Choose which database server you wish to connect to. Select **Search for database servers within my network** or **Enter the name of the database server you want to connect to**.

If the system does not find any database servers, this may be because you do not have access to the server computer in the network. Contact the system administrator in order to solve this before continuing.

5. Start Installation
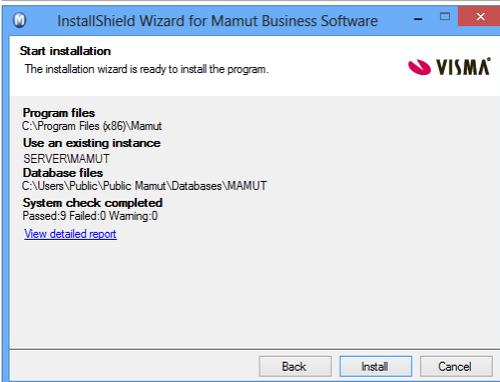
In the summary window, click **Install** to start the installation or **Back** if you wish to change any of the settings.

6a. Installation Complete

Click **Finish** to complete the installation. This may take some time, do not cancel.

If you have installed the update on a server, you will get the option to **Copy the installation files for client installation** if you want to create the installation files. This simplifies the installation for the users, and you as the system administrator can predefine the values. The users will also connect directly to the correct server and instance.

6b. Server: Create an installation set

This window will only be shown if you have selected **Server** in step 3a and **Copy the installation files for client installation** in step 6a.
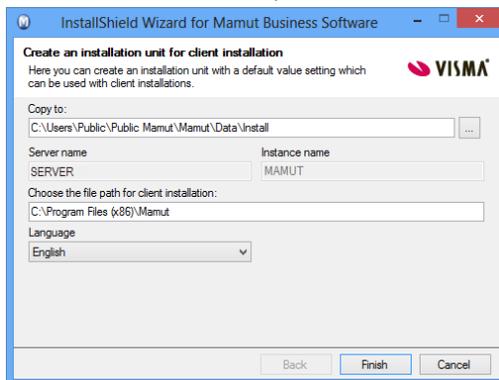
Enter the settings for the installation set here. The user cannot override the selection.

Copy to: The installation files will be stored in the document directory. You can also specify a second location to which you copy the installation set if you wish to collect all installation files on a separate location/server.

7. Start the program

We recommend that you restart your computer before opening the program.

Start Mamut Business Software by clicking the shortcut on the desktop or from the Start menu.

8. Your database will now be updated

Your database will now be updated

Updating company databases will take time when there are large amounts of existing data, in some cases more than an hour. It is important that you do not interrupt this process, even if it takes a lot of time.

The program will first create a security backup of your files. This will be stored in the following folder: C:\Users\Public\Public Mamut\Mamut8340\Data\System0001\Backup\Backup 2010.09.14_Update8368.mbsb

Please take note of the location in which the backup will be archived.

Please enter your username and password

Username

Password

Enter your **Username** and **Password**.

Users with the access template **Full access/Super user** or **Administrator**, have access to update to a new version. Please note that all users in a multi-user environment can update their clients/work stations when the system database has been updated on the server.

9. The system is being updated

ClientId Company database   Status
✓ System
➔ Office Furniture

More flexible product handling

You will find new possibilities related to product handling in this version.

You are now able to move product lines up and down or make partially sums in an order or invoice. In addition, there have been numerous improvements in the handling of structural and component products. You can now split, modify and edit product handling directly on the order screen.

1:4 Backup copy of Office Furniture (Client00020001)

Updating can take a long time when there are large amounts of data. Please do not click <ctrl>+<alt>+<delete> to end task!

Wait until the update wizard is finished.

This may take some time. Do not cancel the procedure.

Updating a Client/Workstation

Before installing on a client/workstation, you must complete the update on the server as described above.

If you created installation files during the server installation, you can simply start the program on the work station and select **Start installation** in the message that appears. You can also ask the system administrator to send you a link to the Setup.exe file, which you double-click in order to launch a simplified update wizard. Select language and continue.

How to move the Program to a Different Computer/Server

It is possible to move the program and the database, for example from an old to a new computer or server.

Note that the only way to move the database is by using a backup. It is not possible to move the program files for Mamut Business Software; you need to install the program on the new computer. The procedure is dependent on the type of installation. After the installation, you will have the possibility to restore the backup in the wizard for first-time startup.

If you are installing a version that is newer than your current one, the database will be automatically updated. We recommend that you use the latest version at all times.

> **Note!** If you are running an old version, you may have to restore the backup copy via a newer version and not directly to the most recent version. More information can be found on the Internet: www.mamut.co.uk/updatewww.mamut.ie/update.

Moving Single-User Installations

Single-user installation means that you are licensed to use the program on one computer. The program files must be installed on the computer on which you will be using the program, and uninstalled on the computer which you are moving from. You can, however, share the computer with other people and add users in the program.

Moving Multi-User Installations - Server

If you have installed a multi-user installation, you must move the document directory before moving the program. You must also make sure your users have access to the shared directories on this computer in order to access the document directory and database. The computer you choose to function as the server can be a dedicated server computer, or one of the users' computers.

Moving Multi-User Installations - Client/Workstation

If you are switching workstations, you must first set the "old" workstation as **Inactive** before installing on the new one and connecting to the server.

How to move: Single-User

How to move Mamut Business Software and the database to another computer:

1. Go to **Help - About - Manage licence Information - Installed computers** and select **Inactive** next to the computer name that you no longer wish to use, and click **OK**.
   Note! Do not close Mamut Business Software, but immediately go to the next step.

2. Create a default backup via **File - Backup - Create Backup**. Make sure you save the backup to a location that the new computer has access to, or from where you can easily restore it, for example a memory stick.

3. Install the program files of Mamut Business Software on the new computer.

   Note! If you install a version which is newer then your current version, the database will automatically be updated. We recommend that you always use the newest version.

4. Start Mamut Business Software. This will open the wizard for first-time startup.

5. Select **Restore Backup** in the first step of the wizard and click **Next**.
   The wizard for first-time startup will now close and the wizard to restore a backup will open.

6. Select **External backup** and use the button to browse to the backup location.
   If you have protected your backup with a password, you will be asked for the password upon selecting the backup.

7. Then click **Next** and again **Next**.

8. Read the **Important Information** and select **I have read and understood the information above** before clicking **Next**.
   The backup will be restored and information about the backup will be shown once the restore has been completed.

9. Click **Finish** to close **MDataTools**.

The procedure is now complete and you can use Mamut Business Software on the new computer.

How to move: Server Installation

> ❗ **Note!** All users have to be logged off before you start the below procedure.

How to move Mamut Business Software and the database to another server:

1. Move the document directory.
   Information about how to move the document directory can be found in the paragraph "How to move the document directory".

2. Go to **Help - About - Manage licence Information - Installed computers**. Select **Inactive** next to the computer name that you no longer wish to use, and click **OK**.
   Note! Do not close Mamut Business Software, but immediately go to the next step.

3. Create a default backup via **File - Backup - Create backup**. Make sure you save the backup to a location that the new server has access to or from where you can easily restore it, for example a memory stick.

4. Install the program files for Mamut Business Software on the new computer.

   Note! If you install a version which is newer then your current version, the database will automatically be updated. We recommend that you always use the newest version.

5. Start Mamut Business Software. This will open the wizard for first-time startup.

6. Select **Restore Backup** in the first step of the wizard, and click **Next**.
   The wizard for first-time startup will now close and the wizard to restore a backup will open.

7. Select **External backup** and use the button to browse to the location of the backup.
   If you have protected your backup with a password, you will be asked for the password upon selecting the backup.

8. Then click **Next** and again **Next**.

9. Read the **Important Information** and select **I have read and understood the information above** before clicking **Next**.
   The backup will be restored and information about the backup will be shown once the restore is completed.

10. Click **Finish** to close **MDataTools**.

☑ *The procedure is now complete and you can use Mamut Business Software on the new server.*

As the database is now moved, the clients/workstations will no longer be able to connect to the database. Follow the steps below to reconnect the workstations to the database.

How to connect a client/workstation to a database:

1. Remove the mamut.ini from the client/workstation. By default you will find this at the following location:
   Windows XP®: C:\Documents and Settings\All Users\Public Mamut\Mamut.
   Windows Vista® and Windows 7®: C:\Users\Public\Public Mamut\Mamut.

2. Start Mamut Business Software.

3. Select **Connect me to an existing multi-user installation** in the wizard.

4. You can see which database server you connect to by clicking **Select database server**. In this window you can also test if you have access to the server.

5. Click **Next**.

6. Select the database, and click **Next**.
   If there are multiple databases on the server, you will receive a list over all of the existing databases.

7. Log in with the user name and password that you have received from your system administrator, and click **OK**.

8. Repeat these steps for all clients/workstations.

☑ *The connection to the database has been established.*

How to move: Client/Workstation

It is possible to move the program and the database, for example from an old to a new computer or server. Note that the only way to move the database is by using a backup. It is not possible to move the program files of Mamut Business Software; you need to install the program on the new computer. The procedure is dependent on the type of installation.

❗ **Note!** Make sure that you install the same version of the program on the new computer. If you currently have an older version of Mamut Business Software, we advise you to update the version first.

How to use a new client/workstation:

1. Check the current version of the program via **Help - About**.

2. Go to **Help - About - Manage licence Information - Installed computers** and select **Inactive** beside the computer name that you no longer wish to use and then click **OK**.

3. Install the program files of Mamut Business Software on the new computer. If you still have access to the **Client Installation Set** (which can be created during the server installation), then we advise you to perform the installation from that file.

4. If you have installed the program using the **Installation files** for **Client installation**, then you will directly see the login screen when opening the program. If you have not used this file, then you need to follow the steps below.

5. Select **Connect me to an existing multi-user installation** in the wizard.

6. You can see which database server you connect to by clicking **Select database server**. In this window you can also test if you have access to the server.

7. Click **Next**.

8. Select the database, and click **Next**.
   If there are multiple databases on the server, you will receive a list over all of the existing databases.

9. Log in with the user name and password that you have received from your system administrator, and click **OK**.

✔ *The procedure is complete and you can now use Mamut Business Software on the new computer.*

How to move the Document Directory

It is very important that all users have full access to the document directory. If this is currently set to a location where you do not want to provide full access for all users, you can move the document directory. If you wish to start using a new server, you also have to move the document directory. In that case, first complete the procedure below before moving the server.

> ❗ **Note!** The document directory is the folder **System000x** and all sub folders. The number which replaces the **x** is dependent of the amount of SQL databases that are created. In this example we will use **System0001**.

How to move the document directory:

1. Open Windows Explorer and browse to the current document directory.

    Tip! You will find the current location of your document directory by going to **View - Settings - Other Settings - Other Programs** within Mamut Business Software.

2. Copy the document directory (the folder **System0001** with sub folders) to the new location. It is very important that you copy and do not cut and paste.

3. Write down the new path. Keep in mind that this has to be a network path, for example \\server\Mamut\Data\System0001.

4. Make sure that the other users of the program have full access to the new location.

5. Within your Mamut-program, go to **View - Settings - Other Settings - Other Programs**.

6. Click on **Edit** beside the **Document directory**.

Server	SERVER\MAMUT	
System	System0001	
Document directory	\\Server\Mamut\Data\System0001	Edit

7. Enter the new location and then click on **Refresh**.

Server	SERVER\MAMUT	
System	System0001	
Document directory	\\NewServer\Mamut\Data\System0001	Refresh

    You will get an error message if the location is invalid or if the folder is not shared correctly.

8. Remove the old document directory. Make sure that you only remove the folder
   **System0001**.

☑ *The document directory has now been moved.*
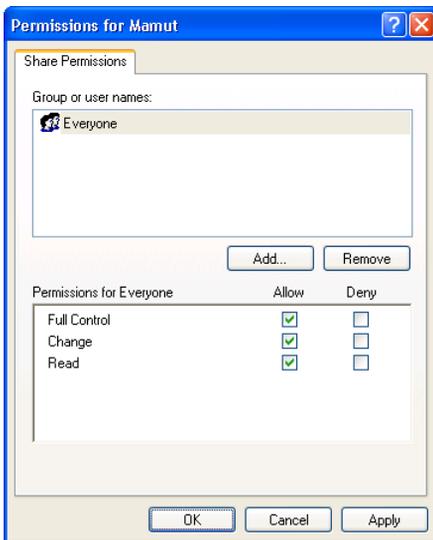
How to share the Document Directory

For multi-user installations of Mamut Business Software, you first have to install the program
on a machine and select which machine/server the database should be placed on. Next,
you need to share the document directory and give other machines full access to the
database so that they can link to it and retrieve information from there. In most cases, the
folder should be shared with the user account **All** or **Everyone**. However, it is also possible
to grant read/write access to the separate user accounts.

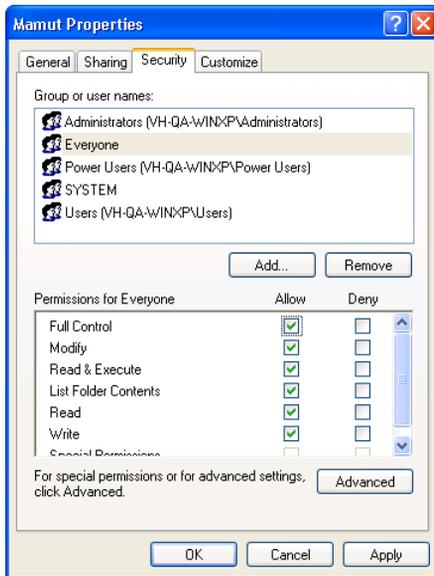### How to Share the Document Directory in Windows XP and Windows Server 2003

1. Open Windows Explorer and locate the Document directory.
    Tip! You can open the document directory in Windows Explorer by selecting **File** -
    Database Utilities - **Go to the Company database's document directory** from within
    Mamut Business Software. Please note that you will now open the document directory
    of the company database. We advise to share the entire document directory, which
    can be found higher up in the file structure. By default, the folder that should be
    shared is called <Mamut>.

2. Move up in the file structure, right-click the <Mamut> folder and select **Sharing and
    Security**.
    Note! If you have activated the option **Simple File Sharing**, then you need to
    deactivate this setting. To do so, open Windows Explorer and go to **Tools - Folder
    Options - View**. In the **Advanced Settings** section, click to clear the **Use simple file
    sharing** box.

3. On the **Sharing** tab, select **Share this folder**.
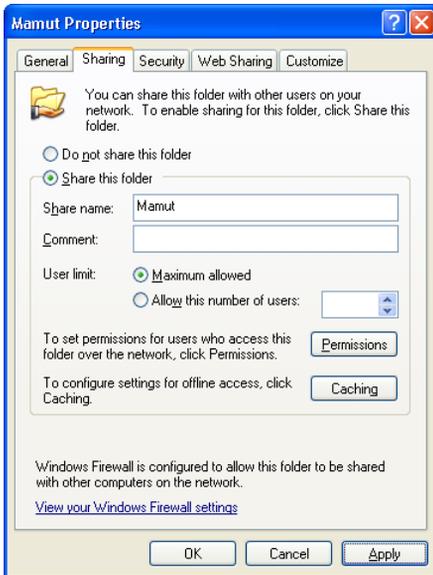
4. Click **Permission** to name the users with access.
   The users that will use the program must have full access.

5. Click **OK**.

6. Open the tab **Security** and give the users full access there as well.

7. Click **OK**.

✔️ *Each computer will now have access to the server's database.*

How to Share the Document Directory in Windows Vista and newer or Windows Server 2008

1. Open Window Explorer and locate the Document directory.

   Tip! You can open the document directory in Windows Explorer by selecting **File** - **Database Utilities** - **Go to the Company database's document directory** from within Mamut Business Software. We advise to share the entire document directory, which can be found higher up in the file structure. By default, the folder <Mamut> should be shared.

2. Move up in the file structure, right-click the <Mamut> folder and select **Properties** in the menu.

3. From the **Sharing** tab, click **Advanced Sharing** and select **Share this folder**.
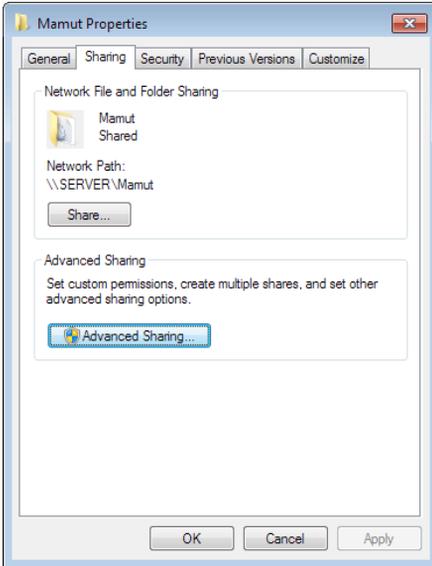
4. Click **Permissions** and give the group and/or users complete access.
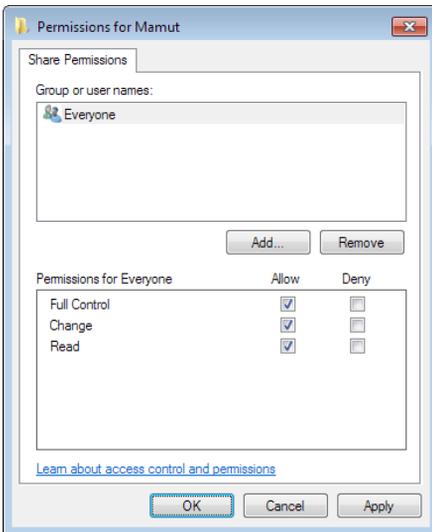
5. Click **OK** in both windows.

6. From the **Security** tab, click **Edit** and select the group and/or users (for example be called **Everyone**) that will have access. Activate **Allow** for all levels.
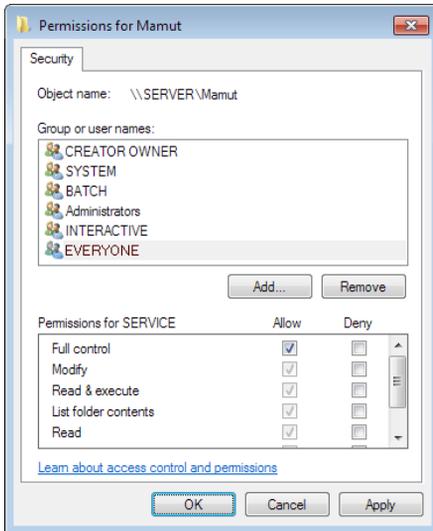
7. Click on **Apply** and **OK**.
   If you get any **Access denied** messages, click **Continue**.

8. Click **OK**.

☑ *The database on the server is now shared so that all remaining users can log themselves in.*

>> In the above examples the <Mamut> folder is shared. During the first time startup of the program, in a multi-user installation, this area must be stated as the document directory for the network path (UNC). The path will then look like this: \\SERVERNAME\Mamut. If the <Data> folder is shared, the file path will be as follows: \\SERVERNAME\Data.

E-Commerce update from version 15

After an update from Mamut Business Software version 15.0 or newer to the latest version of Mamut Business Software, you also need to update your E-Commerce solution.

You will do this assisted by an easy to use update-wizard who guides you through all steps of the process. The wizard opens automatically when accessing any E-Commerce functionality after the update of Mamut Business Software.

Note! We strongly recommend to make a backup of your database before starting the wizard.

Step 1

Your website/webshop will not be available for up to 5 minutes after the update. Take this in consideration before updating.

Click **Start** to begin with the update process. Step 2 is initiated.

If you don't want to update now, click **Close**. This is the only step in the process when you can easily cancel the wizard.

Step 2

Your website/webshop is now being prepared.

As soon as you get the confirmation, click **Next**.

Step 3

Your website/webshop is now being uploaded to the new platform. This might take some time.

As soon as you get the confirmation that all tasks are completed, click **Next**.

Step 4

Your website/webshop has been successfully updated and uploaded to the new platform. After max. 5 minutes your customers can access it again.

Click **Complete** to close the wizard.