

// Mamut Business Software Basic Installation Guide

Introduction

This guide has been created In order to simplify the installation and first time startup of Mamut Business Software.

The main focus of this guide is on single-user installations. For more detailed information regarding multi-user installations, please refer to the online Installation guide which you will find on our website www.mamut.co.uk/getstarted.

The structure of the guide is similar to the way the installation and first time startup should be performed, thereby providing you with step-by-step instructions to get started with Mamut Business Software.

If you have any questions regarding the installation and first time startup of the program, then do not hesitate to contact us. More information can be found at the end of this guide.

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Version 17

MBS.BKL.BIG.UK.170.1

Before Installation

About the Program

>> We strongly recommend that you read this guide before commencing the installation of the program. By doing so, you will familiarise yourself with the system requirements and the terms used during the installation, and thereby prevent any errors that might occur during the process.

The elements below are part of Mamut Business Software. Most of these run in the background and will have little impact on your daily work with the program. However, it is important to be aware of these elements.

SQL Server®

Mamut Business Software uses Microsoft® SQL Server® as a database. When installing the program it will check if you already have Microsoft SQL Server installed on the computer. If it is already installed, you are able to use it. We recommend that you create a separate instance for Mamut Business Software. This can be done in the installation wizard.

Database files

The database files contain all data that you enter in the different modules in the program, such as contact information, sales and purchase data along with accounting data. During the installation, a predefined file path will be suggested. This file path can be customised by defining a new file path in the **Advanced settings** in the installation wizard. The database files must be installed on a local disk on the server; external devices or mapped drives cannot be used. We recommend that you use the predefined file path.

Document directory

The document directory is used by the system to save documents, pictures, reports and other files that are not part of the database. Each system database will be allocated a unique area. The document directory is created in the first time startup wizard, and can be customised by clicking **Browse** in the wizard. It must be shared in the network so that all users have access to it.

Licence

Your licence determines how many computers you can install the program on. If you have received your licence number, you can register this in the wizard for first time startup. Otherwise select to install the evaluation version in this wizard, and enter the licence number in the program at a later point by going to **Help - About - Register Licence number**.

About Installation

Before you commence the installation of Mamut Business Software, it is important that your system meets the system requirements, and that you know which type of installation you will perform. If you already know this information, the installation wizard should take you about 5 to 10 minutes. The total installation time can take up to 30 minutes (possibly longer on old/slow systems), depending on your computer setup.

System requirements

The program has been designed to work on updated Windows® versions and updated hardware.

Complete and updated system recommendations can be found here:

www.mamut.co.uk/system.

Installation Types

Before you proceed with the installation, you should decide which type of installation to install. The different types are installed from the same download page. You can select the type of installation within the wizard:

Single-user

This option is used when you have a licence that allows for installation on one computer. The program files must be installed on the computer that you plan to run the program on. However, additional persons are able to share the machine and register as users of the program.

Multi-user

If you have purchased a multi-user licence, you are entitled to use the program on different computers. In this case, the program files are installed on the different work stations, but the database is stored on a server to which all work stations connect. More information regarding multi-user installations can be found in the advanced installation guide which you will find on our website www.mamut.co.uk/getstarted.


During installation

Installation prerequisites

You can now start the installation of Mamut Business Software by downloading the program from our website.

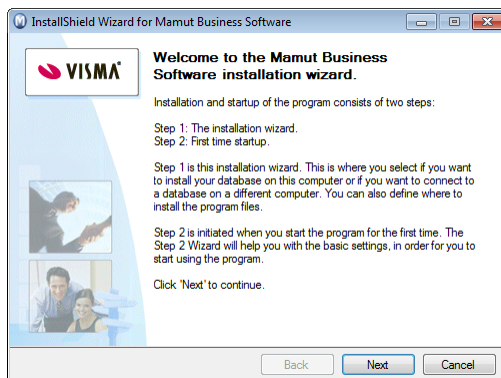
Ensure that you have met all prerequisites before starting the installation.

- Ensure that the system requirements are met
- Complete all Windows Updates
- Log in as an administrator in Windows
- Close all programs

 In some windows you will find this **Help** button. Click on the button for more information regarding the corresponding step in the wizard.

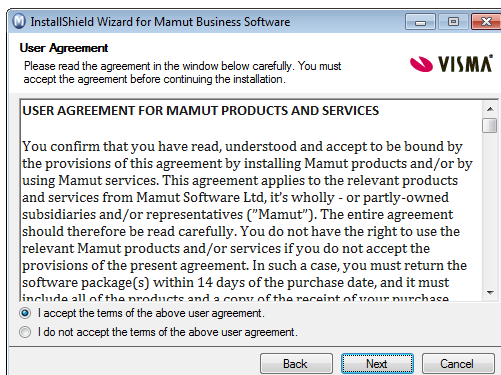
How to Install: Single-User

1. Welcome



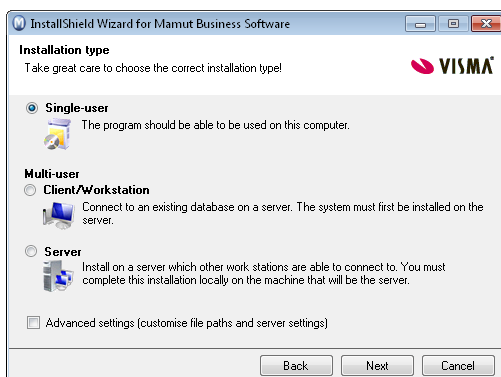
The wizard will guide you through the installation.

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 **Single-user**.

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

3b. Advanced Settings

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

Advanced settings
We recommend that you use the default values.

Program files
The program files must be installed locally on each computer that will be running the program.

C:\Program Files (x86)\Mamut

[Reset default path](#) C:\Program Files (x86)\Mamut

Database files
Note! The database files must be installed on a local disk on the server. The files cannot be installed on a mapped drive or an external device.

C:\Users\Public\Public Mamut\Databases\MAMUT

[Reset default path](#) C:\Users\Public\Public Mamut\Databases\MAMUT

[Back](#) [Next](#) [Cancel](#)

Click the button next to the **Program** and/or **Database files** fields to navigate to the location you wish to install the files. Click **OK**.

Click **Reset default path** if you want to revert back to the default file paths.

4. User Account

This window will only be shown if you are installing on a computer which is the domain controller for your network, or have changed the permissions of the user account "Network Service".

User Account
The user account 'Network Service' is not available or does not have sufficient permissions. You have to use another account.

The user account 'Network Service' is not available or does not have sufficient permissions on this computer. This may be because it is used as a domain controller for your network.

Choose another account from the list below, or create a new user and start the installation again.

User Account: Mamut [Authenticate user](#)

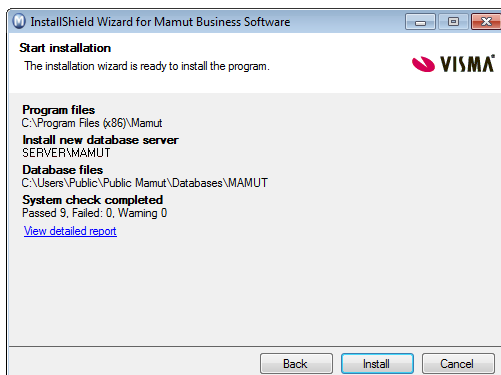
Password:

[Click the question mark for more information.](#)

[Back](#) [Next](#) [Cancel](#)

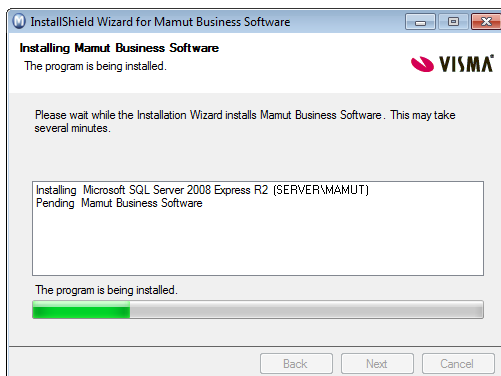
Select the user account which has sufficient permissions to perform the installation, or click **Cancel** if you wish to leave the installation wizard and create a new user account before starting the installation again.

5. Start Installation



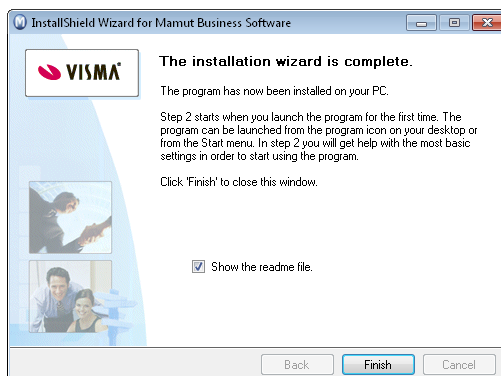
In the summary, click **Install** to start the installation or click **Back** if you wish to change any of the settings.

6. Installation Progress



Mamut Business Software will now be installed. This process may take some time and it is important that you do not cancel this process.

7. Installation Complete



Click **Finish** to complete the installation.

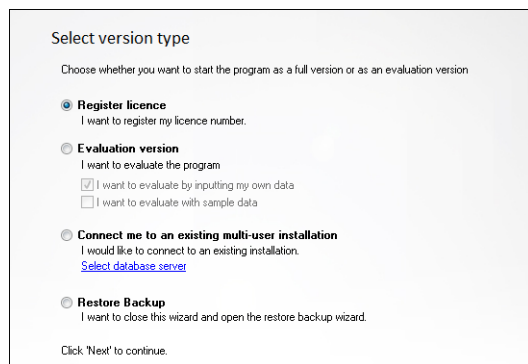
We recommend that you restart your computer before you continue.

After installation

First Time Startup Wizard

Once the installation of Mamut Business Software has been completed, you can perform the first time startup by double clicking the Mamut icon on your desktop. A wizard will help you to create the system and company database, as well as your user profile.

1a. Select Version



The screenshot shows a window titled "Select version type". Below the title is the instruction: "Choose whether you want to start the program as a full version or as an evaluation version". There are four radio button options:

- Register licence** (selected): "I want to register my licence number."
- Evaluation version**: "I want to evaluate the program". It has two sub-options: a checked checkbox "I want to evaluate by inputting my own data" and an unchecked checkbox "I want to evaluate with sample data".
- Connect me to an existing multi-user installation**: "I would like to connect to an existing installation." with a link "Select database server".
- Restore Backup**: "I want to close this wizard and open the restore backup wizard."

At the bottom, it says "Click 'Next' to continue."

Select the correct **version type**.

In this example we will choose **Register licence**. You can install the evaluation version if you have not received a licence yet. Read more about evaluating the program below.

1b. Connect to a multi-user Installation

*This window will only be shown if you selected **Connect me to an existing multi-user installation** in step 1a.*



The screenshot shows a window titled "Connect me to an existing multi-user installation". Below the title is the instruction: "Choose which installation you want to connect to. If you do not know which one to select, please contact your system administrator." Below this is a list box containing the text "The Office Store, Office Furniture Ltd".

A list of the existing databases will be shown.

Select the database you wish to connect to and click **Next**. You will be directly taken to the login window.

2. Document Directory

In a server installation, the document directory must be located in a shared directory and the path must be a network path. Please read the extra instructions in the window if you are installing on a server.

Document Directory

You have chosen to install the system for a user on a local computer. We recommend that you use the standard document directory recommended below. Click 'Next' to continue.

Document directory
C:\Users\Public\Public Mamu\Mamu\Data\

Database:

Server

Instance

Click **Browse** if you wish to use another location. We recommend that you use the default path.
Database: Server and **Instance** are created automatically.

3. User Profile

Create a user profile

You will now create a user profile for the System Administrator. The System Administrator will have full access to all modules and functions in the program. Please make a note of the username and password.

Full name *

Username *

Password *

Verify password *

Click 'Next' to continue.

Create your **User profile**.

Please make a note of your username and password. You should not use special characters, blank spaces or periods in the username or password.

4. Register the Program

Register the program

Please enter your company details for our records. This will be registered with the supplier of the software.

Name/Company	<input type="text" value="John Smith"/>	Telephone	<input type="text" value="020 5500 7300"/>
Address	<input type="text" value="22 High Street"/>	Fax	<input type="text" value="020 5500 7301"/>
	<input type="text"/>	Language	<input type="text" value="English (UK)"/>
Postcode	<input type="text" value="EC4A 1AZ"/>	Type of business	<input type="text" value="Ltd./pub. liab. company"/>
Town/City	<input type="text" value="London"/>	Subject Area	<input type="text" value="Other goods and services"/>
Country	<input type="text" value="London"/>		
Country	<input type="text" value="United Kingdom"/>	Retailer	<input type="text"/>
Contact Person	<input type="text" value="John Smith"/> <input type="text" value="Mr"/>	As a user, you will receive user tips and special offers by e-mail.	
E-mail	<input type="text" value="john.smith@mail.co.uk"/>	<input type="checkbox"/> I do not wish to receive this kind of information from Mamut.	
Company Reg. no.	<input type="text" value="987654321"/>		

Licence Number

*Field is required

Click 'Next' to continue.

Register the program by adding all required information.

Tip! In the licence number, <0> is always a digit, not a letter.

5. Create a Company Database

Create a new company database with the help of a wizard.

You can get help from a wizard when setting up your company database. The wizard consists of 5 to 10 steps and includes the most common settings, which can be made for a company database.

The following stipulations apply to the wizard

- All the settings, excluding those for COUNTRY, can be changed after the company database has been created.
- Certain information can be changed up until they have been applied for the first time, e.g. the accounting year can be changed until you first use the accounting module.
- The wizard contains only a selection of all settings available in the system.
- Every step in the wizard has its own help button, pressing which will give you information on the current setting as well as other settings for the module.

☐ No, thank you. I do not want to use the wizard to set up my company database.

Click on 'Next' to start the wizard or to directly create your company database.

You can choose to create a new company database with the help of a wizard. This will guide you through the most important settings. Select **No, thank you...** if you do not want to launch the wizard.

6. Company Settings

Company Settings

Name

Invoice address

County

Postcode Town/City

Country

Currency

Accounting year ☒ Select first month of accounting year

Chart Of Accounts [Details](#)


VAT VAT no. No. of VAT periods

VAT

If you have chosen not to use the wizard, you must enter the company information before completing the startup.

7. Login

Login



Please enter your username and password

Username

Password

Log in with the username and password that you created earlier.

Evaluate, move and update Mamut Business Software

Evaluating and testing the program

If you would like to evaluate the program or one of the various add-on and extended products you do not have a licence for, you can easily do so. The majority of functions are available for evaluation and we recommend that you use the Example database for all evaluations. It contains ready-made contacts, products, prices, warehouses, a webshop and much more so that you can easily try out different functions without it affecting your own data and without the need for entering any information in order to get started. There are two ways to start evaluating and testing.

Install the evaluation version

If you have not yet received your licence number, you can select to install the evaluation version during the first time startup. The evaluation is applicable for a set number of days and logins.

Using the example database

If you have already installed the program, and registered the licence, you can install the example database via **File - Database utilities - Install example database**. After installing the example database, you open it via **File - Open company database**. There are no limitations to the number of days or logins.

The example database allows you to test the program without affecting your company data. When you log in to the example database you will be able to select the evaluation product and any available additional product for it.

Updating to a new version

The software provider will notify you when a new version of the program has been released. You can update to a new version via the program's interface or by downloading the update from our website. It is important that you read the update documentation before you start. You will also need to create a backup first.

When an update is available you will find information about the update and the update wizard on the Internet: www.mamut.co.uk/update.

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. 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.

In help (F1), you can find more information about how to move the program to another computer/server.

Where to find more information

This guide is intended to help you get started with the functionality within Mamut One. If you would like more information regarding the functionality or on how to take advantage of your products and services, you will find more information below:

Online help

All products and services from Mamut include comprehensive help, which can be opened by clicking Help within the relevant applications. In Mamut Business Software you can also, at anytime, press the function key **[F1]** to open a detailed help screen for the current window you are working in.

Documentation for download

Mamut also produces additional documentation that is continuously being updated in accordance with new and improved functionality within the program. Here you will find the **Mamut Knowledge Series**, among others, which consist of guides covering selected topics. This documentation series goes more in-depth, and provides more examples of procedures that demonstrate how to do things within the system. The documentation can be downloaded from our website:
www.mamut.com/uk/download.

Online tutorials

Mamut also offers you the possibility to watch tutorials on our homepage. Mamut's online tutorials provide you and your colleague's access to short videos covering Frequently Asked Questions (FAQs) free of charge. These videos include short and easy-to-follow instructions demonstrating different processes within the system. You can access a list of available online tutorials at www.mamut.co.uk/tutorials.

Article search

On www.mamut.co.uk/support, you also have access to our Article search, where you can find specific tips and tricks that can help you with problems you may have encountered within the program. Here you will also find links to the 10 newest and 10 most read support articles.

Mamut Support Centre

The Mamut Support Centre offers an extensive personal service programme to assist you whenever you may need help. We recommend that you take advantage of the various sources described on the previous page of this guide before you contact us.

How to get in touch with the Mamut Support Centre?

Get in touch via the program

Via the focus area **Mamut Support Centre** in the program, you are able 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 over the phone: 02071530900

The phone lines are open between 9.00 am – 5.00 pm weekdays. The majority of questions will be answered in the course of the conversation, but for special cases we may note your question and contact you once a solution has been found.

Get in touch by e-mail

If you cannot find the answer you are looking for, you can send an e-mail to support@mamut.co.uk.

Get in touch via myMamut

You can also get in touch via myMamut. Here you can create new queries, along with find the status and response to your previous queries, all in one place.

Founded in 1994, Mamut (OSE "MAMUT") is a leading European provider of complete, integrated software solutions and internet services for SME's. Mamut offers complete and user-friendly solutions at the best value for money, integrating CRM, sales force, logistics, accounting, e-Commerce, domains, email, web hosting and security. More than 400,000 European customers simplify their daily business with solutions from Mamut. Further information about Mamut and the company's products can be found at www.mamut.co.uk

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