

Mamut Business Software

Installation Guide

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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.

Microsoft® 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, as long as it is SQL Server version 2008 R2 Express or higher. We recommend that you create a separate instance for Mamut Business Software as this will make it easier to update to later versions in the future. 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. For multi-user installations, the document directory must be shared in the network so that all users have access to it.

License

Your license determines how many computers you can install the program on. If you have received your license 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 license number in the program at a later point by going to **Help - About - Register License 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: <http://help.mamut.-com/uk/mhelp/rm/mhelp.htm>

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 license 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

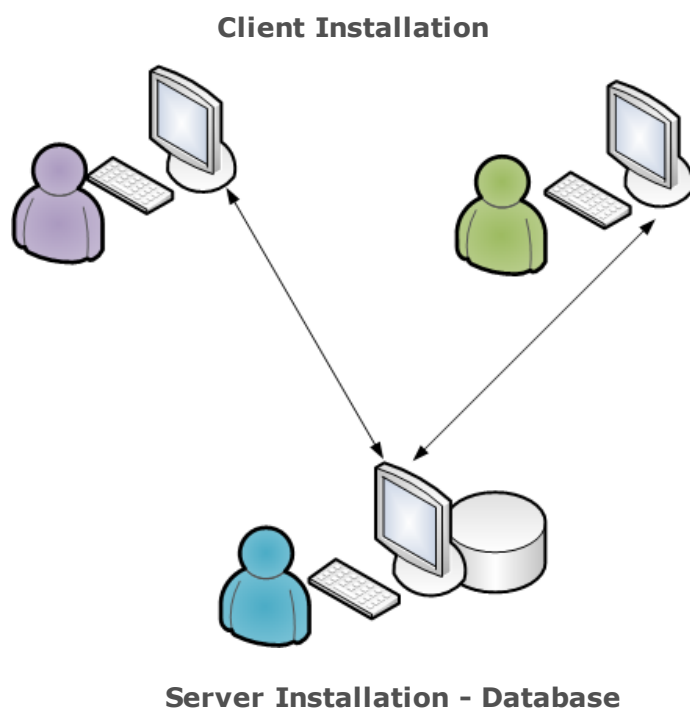
If you have purchased a multi-user license, you are entitled to use the program on different computers. In this case, the program files are installed on the different work stations, but the database is stored on a server to which all work stations connect.

About Multi-user Installations

If you have purchased a multi-user license, you firstly need to choose which computer will be used as the server and you must install the program on the server computer first. It is important to ensure that all users have the appropriate user access to the data folder on this computer. The computer you choose can be a computer only used as the server (dedicated server), or it can be one of the user's computers. We advise that you use a dedicated server when you will install on three or more work stations.

The database on one of the users' computers

All the computers in the network share information from the database, which is installed on one of the computers. Other users can only access the system if the server computer is running, which means that the user of the server computer, can never switch off the computer while others are working.

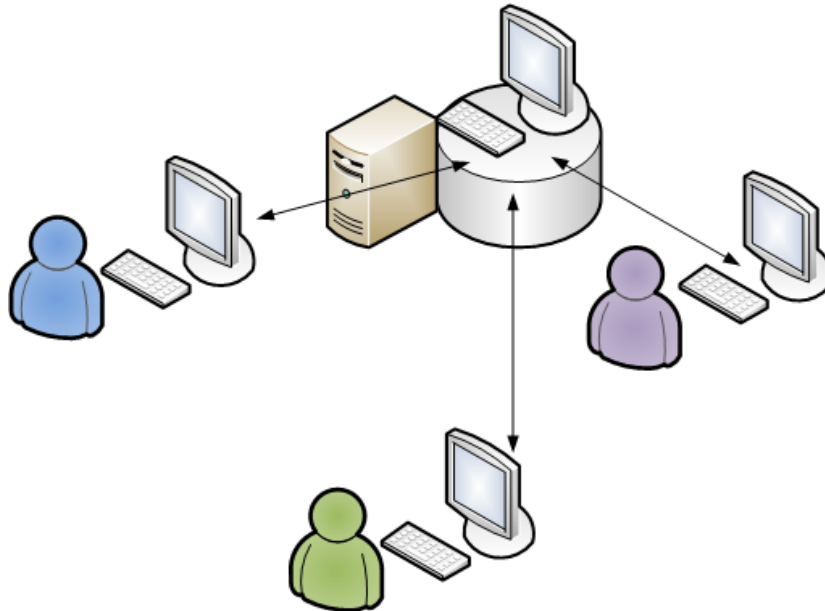


However, it may still be sensible to place the database on the computer of the person who uses the program the most. This user will then have the quickest access to the files in the database. It is common to use the network's newest or fastest computer as the server, in order to ensure speed and reliability.

The database on one server

In a 'client-server' network, one of the computers is used as a dedicated server from which all files are shared. An example of an operating system for a 'client server' network is the Windows 2008 Server. In a 'client server' network you should place the database in a place on the server where all the users of the program have access to it. The Mamut Business Software program files still need to be installed on every single computer.

Dedicated Server with Server Installation and Database



Client Installations

After the installation on the server, you can proceed to install the program files on the computers that the program will be used from. When installing on the server, you can choose to copy the installation files for client installation and save them to a shared location on your server.

Copy installation files for simpler client installations

When you are installing onto the server computer you are able to choose to copy the installation files for client installation, within the installation wizard. These installation files can later be used by other users who want to install the program. This will thereby simplify the installation process for the users, and as the system administrator you are able to predefine the values. Other users will also be connected directly to the correct server and instance. If a user logs on to the server with a client installation that is older than the copied installation files, a message containing a file path to the new installation files will be displayed.


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:

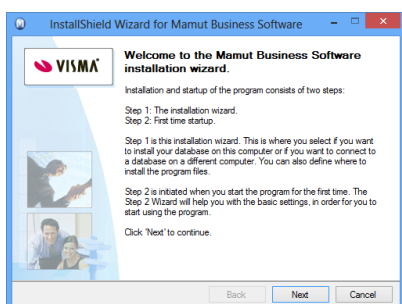
- Ensure that the system requirements are met
- Complete all Windows Updates
- Log in as an administrator in Windows
- Close all programs

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

Below you will find the instructions for the different installation types.

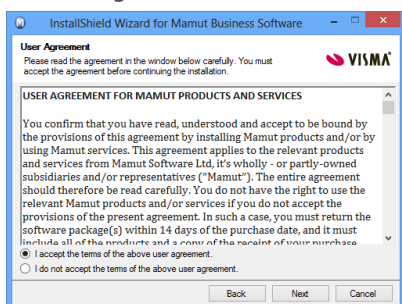
How to Install: Single-User

1. Welcome



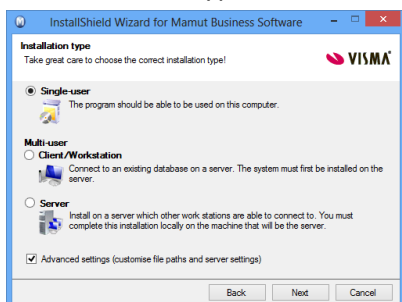
The wizard will guide you through the installation.

2. User Agreement



Read the user agreement and select **I accept the terms of the above user agreement.**

3a. Installation Type

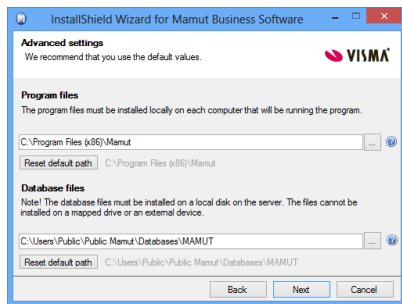


Select the installation type, in this example **Single-user.**

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

3b. Advanced Settings

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

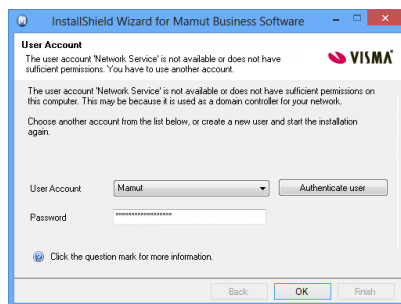


If you wish to change the location of Program or Database files respectively, click the button next to the **Program** and/or **Database files** fields to navigate to the location you wish to install the files. Click **OK**.

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

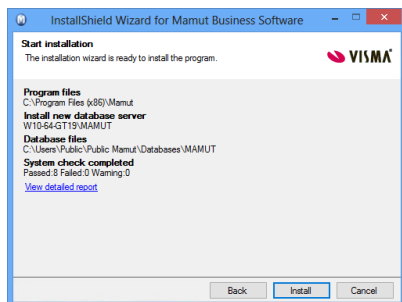
4. User Account

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".



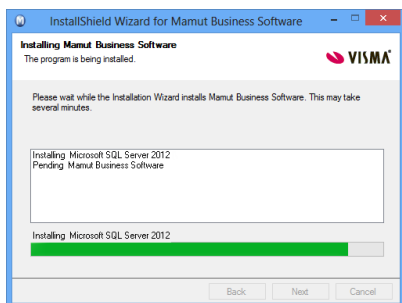
Select the user account which has sufficient permissions to perform the installation, or click **Cancel** if you wish to leave the installation wizard and create a new user account before starting the installation again.

5. Start Installation



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

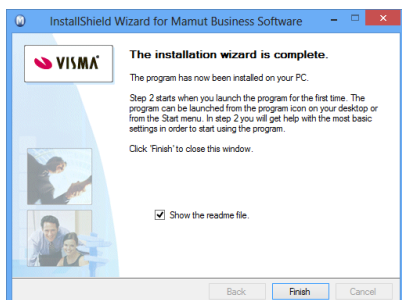
6. Installation Progress



When installing Mamut Business Software, the installation wizard will install SQL Server 2012 Express.

The installation process may take some time and it is important that you do not cancel this process.

7. Installation Complete

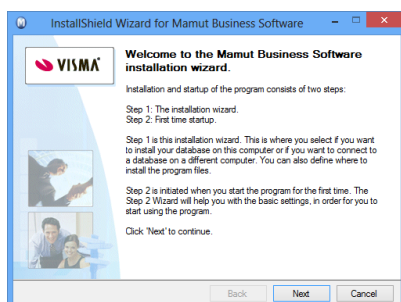


Click **Finish** to complete the installation.

We recommend that you restart your computer before you continue.

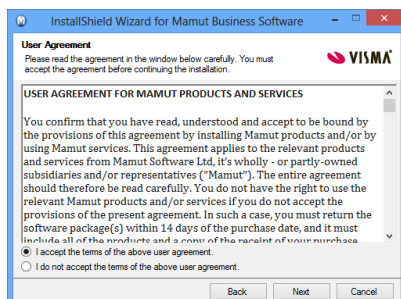
How to Install: Server

1. Welcome



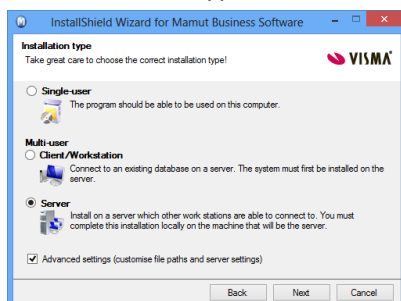
The wizard will guide you through the installation.

2. User Agreement



Read the user agreement and select **I accept the terms of the above user agreement.**

3a. Installation Type

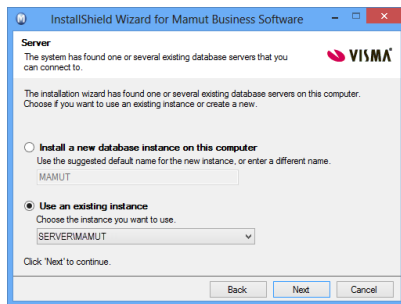


Select the installation type, in this example **Server**.

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

3b. Advanced Settings - Database Server Found

This window will only be shown if one or more SQL Server databases are found.

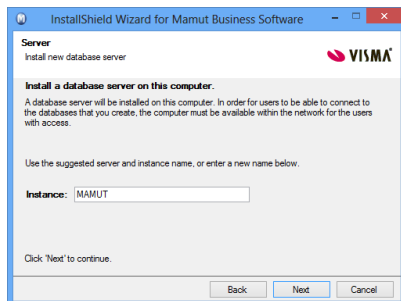


The system suggests installing a new database instance with the name <MAMUT>. We recommend that you select this as it will make future updates automatic and therefore easier.

Alternatively, you can use an existing instance.

3c. Advanced Settings - Installing a new Database Server

This window will only be shown if no SQL Server databases are found.

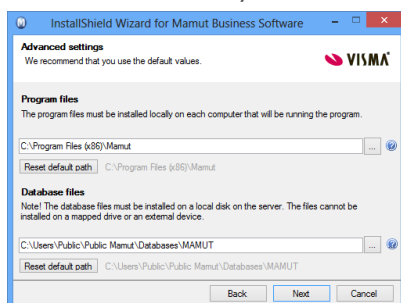


A database will now be created. The system suggests the name <MAMUT>. We strongly recommend that you choose this as it will make future updates automatic and therefore easier.

Alternatively, you can enter another name in the window **Instance**. You cannot use spaces or characters in the database name.

3d. Advanced Settings

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

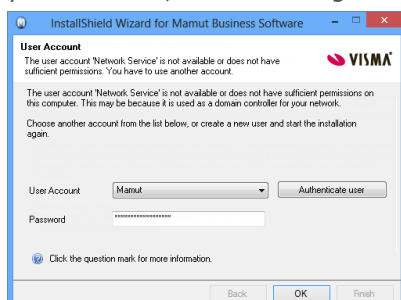


Click the button next to the **Program** and/or **Database files** fields to navigate to the location you wish to install the files. Click **OK**.

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

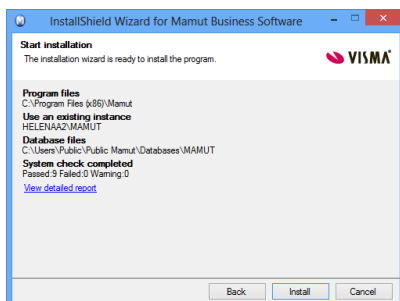
4. User Account

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".



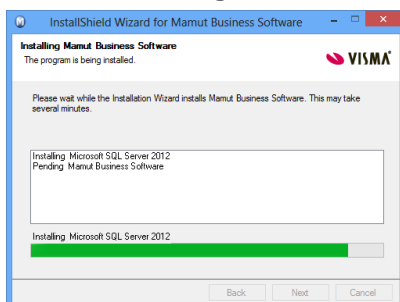
Select the user account which has sufficient permissions to perform the installation, or click **Cancel** if you wish to leave the installation wizard and create a new user account before starting the installation again.

5. Start Installation



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

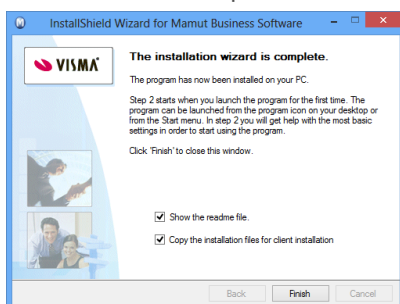
6. Installation Progress



When installing Mamut Business Software, the installation wizard will install SQL Server 2012 Express.

The installation process may take some time and it is important that you do not cancel this process.

7. Installation Complete

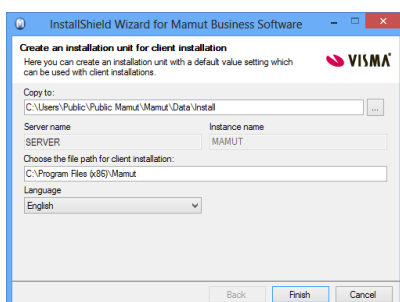


Select **Copy the installation files for client installation** if you wish to create installation files.

These installation files can be used to simplify the installation on the work stations. Read more about this in the section "About multi-user installations".

Click **Finish** to complete the installation.

8. Create an Installation Set



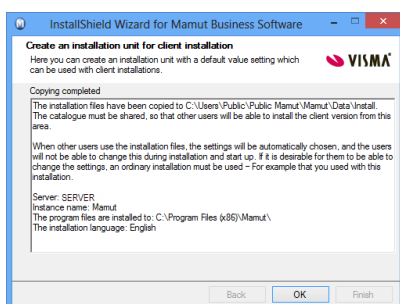
If you chose to create an installation set above, you can enter the settings here.

In the field **Choose file path for client installation** select which folder the users shall install the program files to. This path must exist on all work stations.

Click **Finish** to create the installation set.

Click **OK** to continue.

9. Installation Set has been created



We recommend that you restart your computer before you continue.

The installation files have been copied to C:\Users\Public\Public Mamut\Mamut\Data\Install.

Note: The catalogue must be shared so that other users will be able to install the client version from

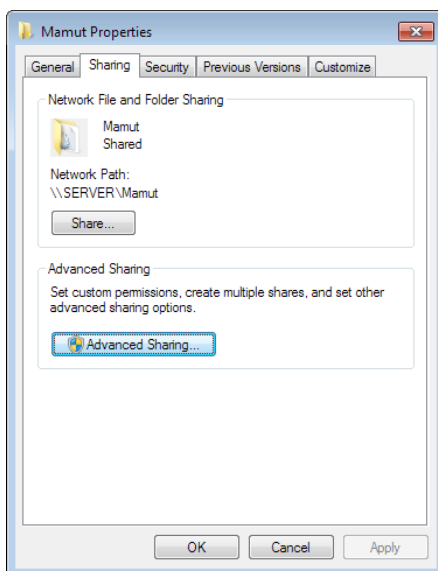
this area.

How to share the Document Directory

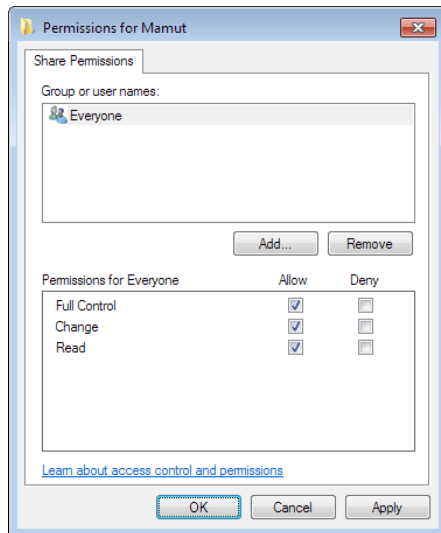
For multi-user installations of Mamut Business Software, you first have to install the program on a machine and select which machine/server the database will be placed on. Next, you need to share the document directory and give other machines full access to the database so that they can link to it and retrieve information from it. In most cases, the folder must 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 7 and above or Windows Server 2008 and above

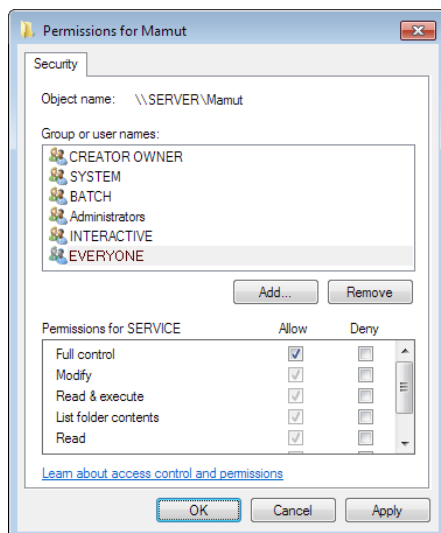
1. Open Window Explorer and locate the Document directory.
The default path is C:\\users\\public\\publicMamut\\Mamut.
2. Right-click the <Mamut> folder and select **Properties** in the menu.
3. From the **Sharing** tab, click **Advanced Sharing** and select **Share this folder**.



- Click **Permissions** to give the group and/or users full control.



- Click **OK** in both windows.
- From the **Security** tab, click **Edit**. Select the group and/or users (in this example; **Everyone**) and select Full Control.



- Click on **Apply** and **OK**.
If you get any **Access denied** messages, click **Continue**.
- Click **Close**.

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

How to Install: Client/Workstation

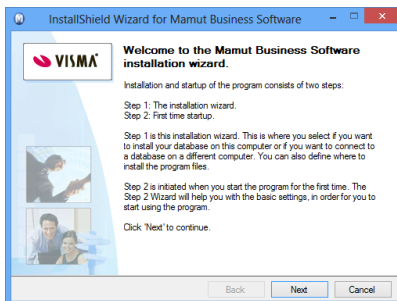
Before you install

Before you install the program on the Client/Workstation:

- Perform the first time startup on the server.
- Share the document directory.

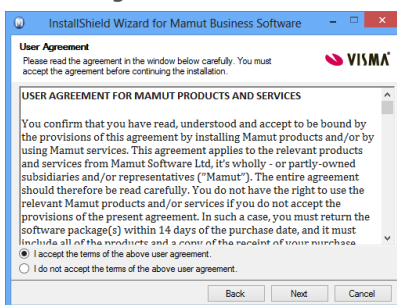
The instructions on how to share document directory can be found in chapter [How to share the Document Directory](#).

1. Welcome



The wizard will guide you through the installation.

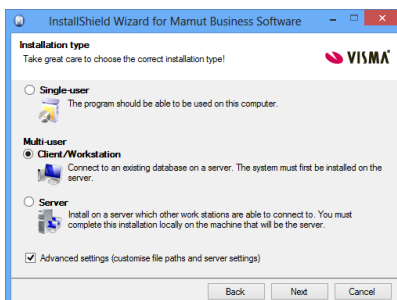
2. User Agreement



Read the user agreement and select **I accept the terms of the above user agreement**.

3a. Installation Type

Note! If you install with a **client installation set**, you are not able to change the installation type or select the advanced settings.

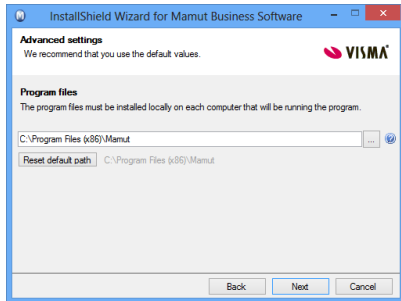


Select the installation type, in this example **Client/Workstation**.

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.

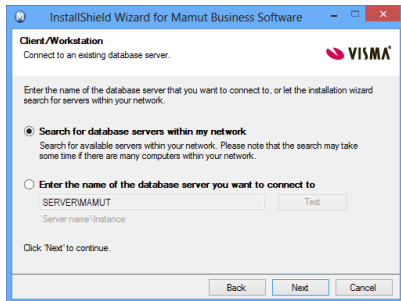


Click the button next to the **Program files** field to navigate to the location you wish to install the files. Click **OK**.

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

4. Connect to the Database Server

Note! If you install with a **client installation set**, you are not able to change anything.

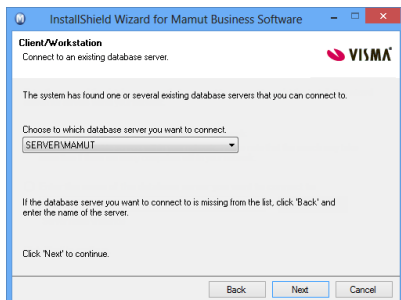


In this window you can choose which database server you wish to connect to.

Click **Next** to search for a database server in your network or enter Servername\Instance manually in the field below if you are familiar with the information.

5. Select Database Server

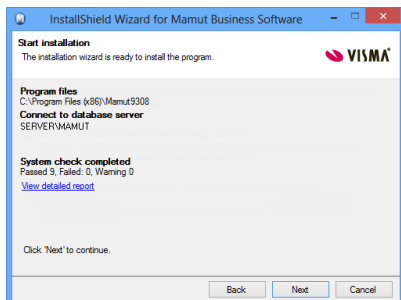
Note! If you install with a **client installation set**, you are not able to change anything.



Select the correct database server from the drop-down list.

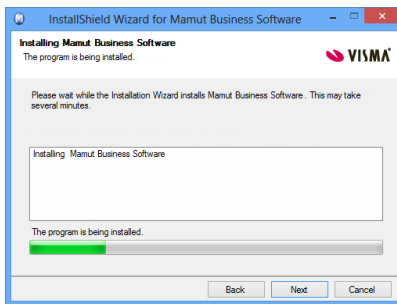
If the system does not find any database servers, this may be because you do not have access to the server computer in the network. Contact the system administrator in order to solve this before continuing.

6. Start Installation



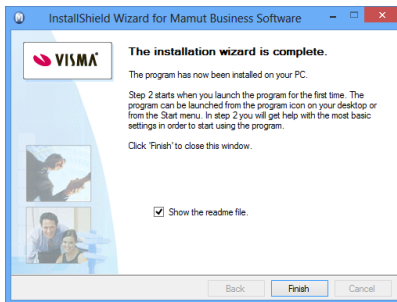
In the summary, click **Install** to start the installation or click **Back** if you wish to change any of the settings.

7. 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.

8. Installation Complete



Click **Finish** to complete the installation.

We recommend that you restart your computer before you continue.

If you are installing with a Client installation set, you will be taken directly to the login window when you start the program.

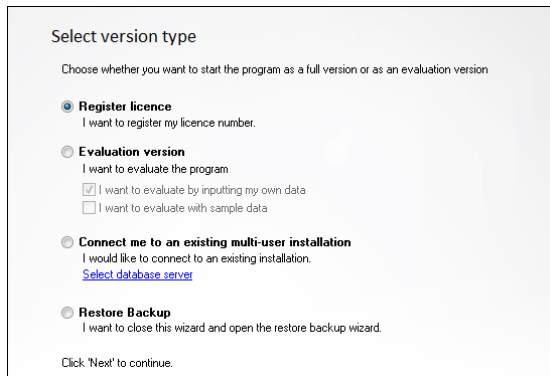
After installation

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 company database as well as your user profile.

1a. Select Version



Select version type

Choose whether you want to start the program as a full version or as an evaluation version

- ☒ **Register licence**
I want to register my licence number.
- ☐ **Evaluation version**
I want to evaluate the program
☒ I want to evaluate by inputting my own data
☐ I want to evaluate with sample data
- ☐ **Connect me to an existing multi-user installation**
I would like to connect to an existing installation.
[Select database server](#)
- ☐ **Restore Backup**
I want to close this wizard and open the restore backup wizard.

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 license yet.

Read more in chapter [Evaluating the product and testing its functions](#) 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.



Connect me to an existing multi-user installation

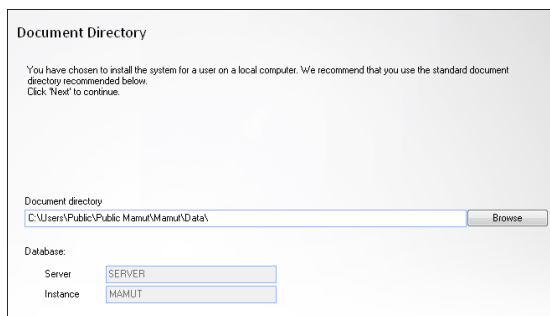
Choose which installation you want to connect to. If you do not know which one to select, please contact your system administrator.

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.

2a. Document Directory - Single user



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 Manus\Manu\Data\ Browse

Database:

Server: SERVER

Instance: MAMUT

Click **Browse** if you wish to use another location. We recommend that you use the default path.

Database: Server and **Instance** are created automatically.

2b. Document Directory - Multi user

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. For more information on how to share directory, see [How to share the Document Directory](#).

Document Directory

When you install onto a server all users must have access to the document directory, where shared documents, files, reports and so on are saved. The directory must be on a shared network area, independent of the program or database files but cannot be located under C:\Program Files (x86).

1. Show the folder you wish to use as the document directory in the network. This can be done by right clicking on the folder in Windows Explorer and choosing 'Sharing and Security'.

2. In the field 'Path to document directory' you must enter the folder by using a network path, for example '\\computername\share'. You can find the path by right clicking on 'Browse'. Find the server under 'My Network places' and browse through to the folder you have shared.

You must choose a shared network area, except C:\Program Files (x86). The standard file path to the document directory is C:\Users\Public\Desktop\Manut\Data.

Document directory

For instance: "C:\Program Files (x86)"

Database:

Server:

Instance:

This screen will only be shown if you install on a server for multiple users.

Follow the instructions in the screen.

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**.

Make a note of your username and password. Do 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: Telephone:

Address: Fax:

Postcode: Language:

Town/City: Type of business:

County: Subject Area:

Country: Retailer:

Contact Person: Mr

E-mail: As a user, you will receive user tips and special offers by e-mail.

Company Reg. no.: ☐ I do not wish to receive this kind of information from Manut.

Licence Number:

Field is required. Click 'Next' to continue.

Register the program by adding all required information.

Tip! In the License Number, <0> is always a digit, never 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: John Smith

Invoice address: 22 High Street

Country: London

Postcode: EC4A 1AZ Town/City: London

Country: United Kingdom

Currency: GBP

Accounting year: 2010 ☒ Select first month of accounting year

Jan - 2010

Chart Of Accounts: Nominal ledger [Details](#)

VAT: Registered VAT no. 987654321 No. of VAT periods: 4

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

Note that you cannot change the Accounting year and month once you have finished your Company Settings.

Make sure you are following your company's and national standards.

7. Login

Login

VISMA

Please enter your username and password

Username: JohnK

Password: *****

OK Exit Help

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

Firewall on the Server

When you select server installation, the system will automatically open a path for the SQL Server in Windows Firewall, if it is used. You can find the settings for this in the Windows control panel, under Windows Firewall.

If you use other program software with Firewall, you must enter exceptions within the Firewall. How to enter exceptions in your firewall depends on which software you are running. The same exceptions must be entered regardless of what kind of firewall software you are using. Please refer to the documentation for your firewall for further instructions.

Windows Firewall

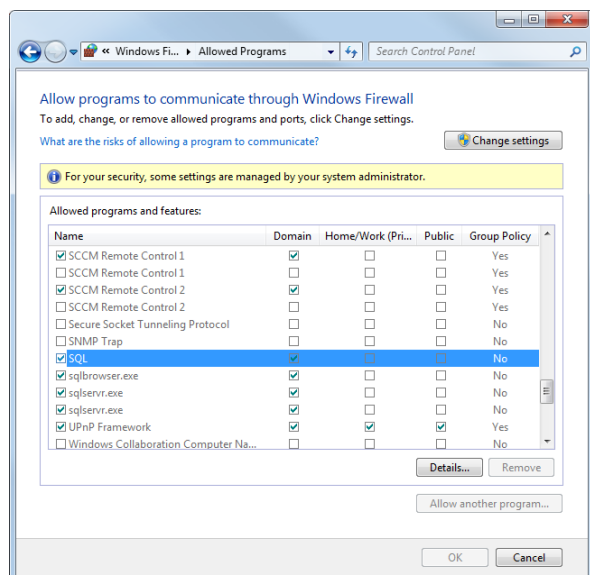
Below you will find the configurations for Windows Firewall. These are set automatically during the installation. You can check the settings and change them if necessary.

Read more about changing the Windows Firewall settings on Microsoft's website.

How to check the Windows Firewall settings in Windows 7 and above:

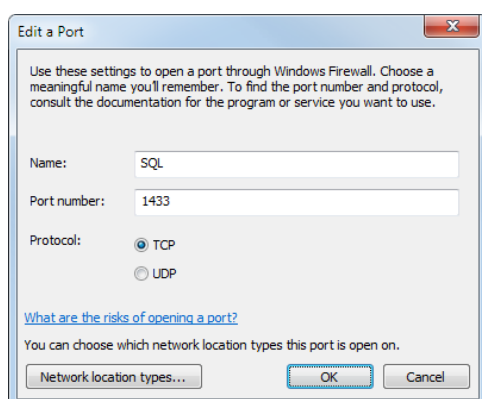
1. Open the settings for Windows Firewall via the **Windows Control Panel**.

2. From the menu on the left, select **Allow a program or feature through Windows Firewall**.



3. Select **SQL** and click **Details**.

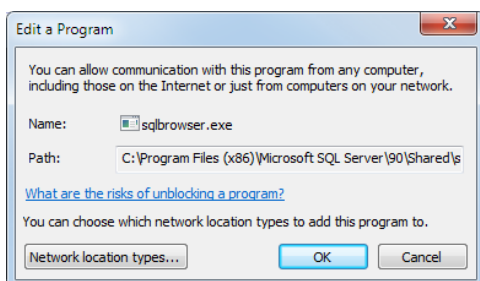
- Check the following settings for SQL:
 - Port number: 1433
 - Protocol: TCP



4. Click **OK**.

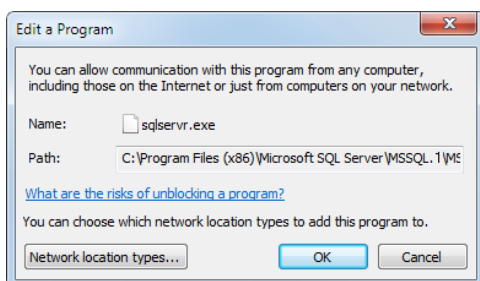
5. Select **sqlbrowser.exe** and click **Details**.

- Check the following settings for **sqlbrowser.exe**:
 - Path: C:\Program Files (x86)\Microsoft SQL Server\90\Shared\sqlbrowser.exe



6. Click **OK**.
7. Select **sqlservr.exe** and click **Details**.
 - Check the following settings for **sqlservr.exe**:
 - Path: C:\Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Binn\sqlservr.exe

Please note that the number after MSSQL can vary dependent on your installation.



8. Click **OK**.
9. If all settings are correct, click **OK** and close the Control Panel.

 *You have now checked and, if necessary, adjusted, the settings in the Windows Firewall.*

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 license 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 license 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 license, 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

It is important that you read the update documentation before you start. You will also need to create a backup first.

About moving 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.

Service and Support

Mamut offers personal service to assist you whenever you may need help.

Under the heading **Support** at 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.

Get in touch through the program

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.

Through the user portal myMamut you can easily register queries, errors and suggestions for improvements.

Get in touch by e-mail

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.

Get in touch over the phone: 020 7153 0900

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.

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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