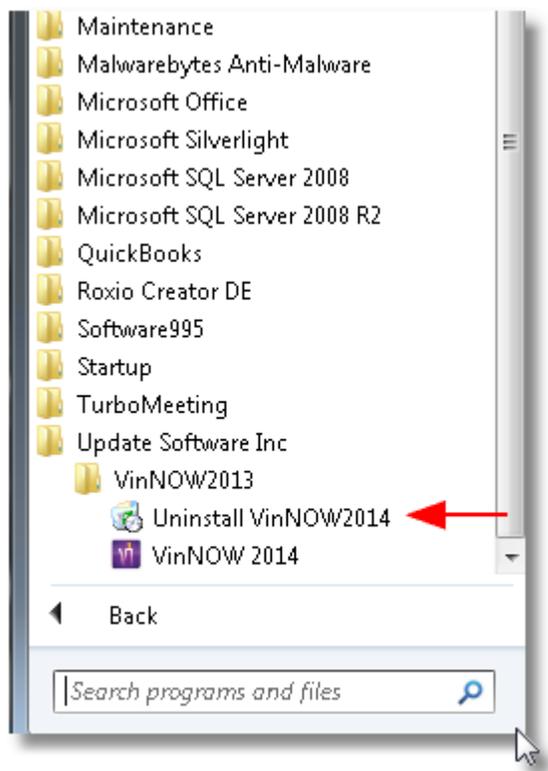


If Existing Client Machine Will Not Upgrade Automatically **Uninstall VinNOW**

If you do not think the program has uninstalled, or completely uninstalled the first thing to do is to uninstall the program. If the program DID uninstall, skip to install the Program (below). If the uninstall process was completed, the option to uninstall will not be on your start menu.

To uninstall, go to your start menu and choosing the uninstall VinNOW option; walk through the wizard that will uninstall the program.

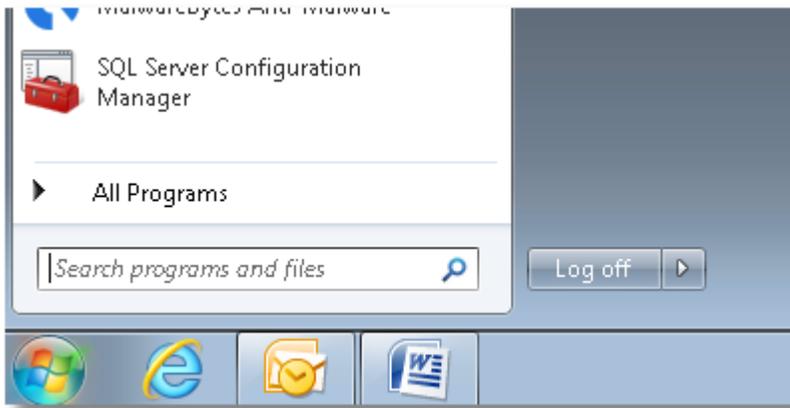
The uninstall option is under your start menu, All Programs, Update Software Inc, VinNOW, Uninstall VinNOW



Install VinNOW

In order to install VinNOW, you must reach across the network and reinstall by running the **setup.exe** in the **VinNOW_DB\update** folder on the server machine.

In order to get to a place you can “surf” to the database machine, in windows 7, click on the start menu and just above the start button you will see a block with “**search programs and files**” inside it.



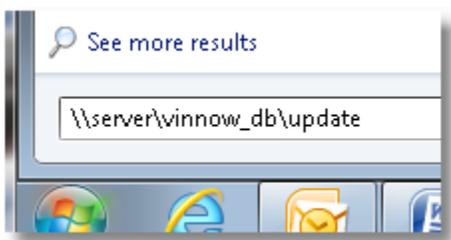
If you know what your database machine name is, (for this example we are going to call it “server” , your computer name may be different) then the pathway will look like this:

\\server\vinnow_db\update



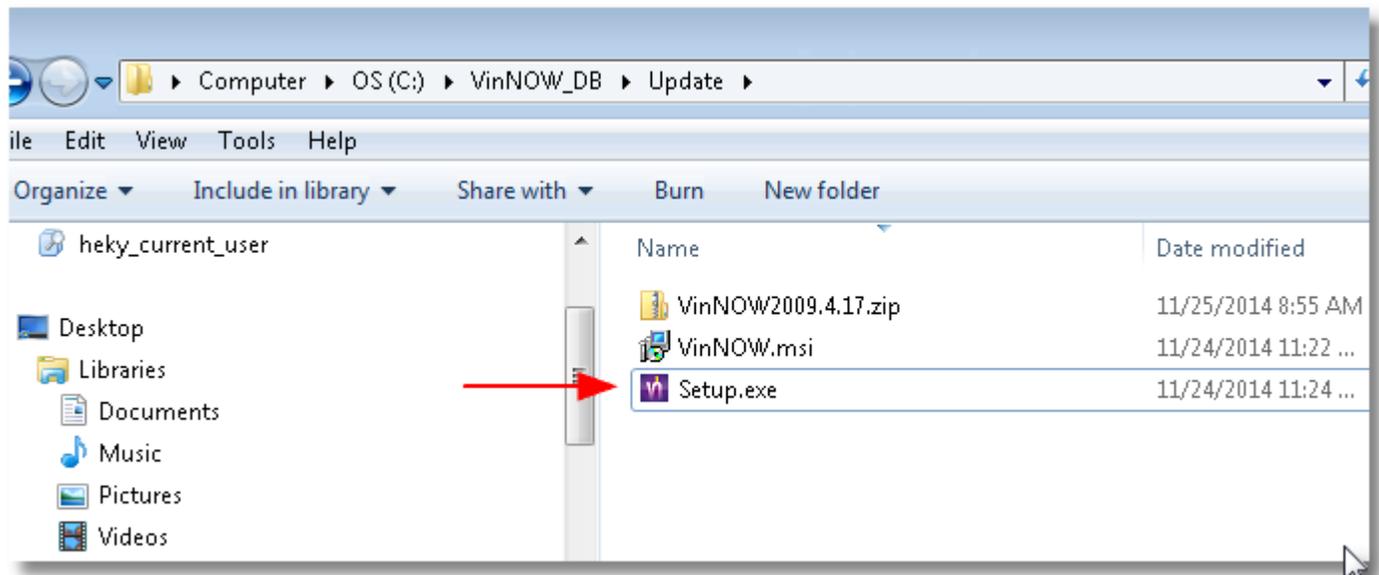
- A) \\ means go across the network
- B) “Server” is the name of the computer you are going to (“server” is not always what it is called)
- C) “**VinNOW_DB**” is the name the folder the program lives in (this will not change)
- D) “**Update**” is the name of the folder inside the **VinNOW_DB** folder that the Setup.exe is in (this will not change)

Put this pathway into the “*search programs and files*” box:



NOTE: If you are connecting via a VPN Network, depending on your connection, the **Setup.exe** may not be able to run before it times out. If that is the case, you need to copy both the **Setup.exe** and the **VinNOW.msi** over to the desktop of your client machine and run the setup.exe there.

Once you are at the **VinNOW_DB \ Update** folder, you will see a **Setup.exe**. Run the **Setup.exe** and follow the wizard to reinstall the program.



Windows 8.1 Machines

The process for uninstalling and reinstalling the program is the same, however, how you get to the uninstall VinNOW and ***search programs and files*** is different. Microsoft provides these instructions for searching:

How to search (Applies to Windows 8.1)

The Search charm uses Bing Smart Search so you can search your PC, the web, and OneDrive, plus some apps and the Windows Store. You can search once to get results from everywhere, and you can go back to your search results without having to search again.

To use the Search charm

1. Swipe in from the right edge of the screen, and then tap **Search**.
(If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click **Search**.)
2. Enter your search term. As you type, you'll see a list of search results and suggestions.

Tips

- On the Start screen, you can tap or click the **Search** button  to open Search. Or if you have a keyboard, just start typing.
- You can press the Windows logo key +S to open Search. To search for a file on your PC or OneDrive, press the Windows logo key +F. And to search for settings on your PC, press the Windows logo key +W.

VPN Connected Workstations

If your connectivity is slow over the VPN, you may not be able to just log into VinNOW and have the upgrade start. The Setup.exe will not run across a slow VPN connection.

If your client workstation has a problem connecting via a VPN, you must first uninstall the VinNOW Program, follow the instructions from the top of this document.

Note: Once you have installed the upgrade of VinNOW you can delete the Setup and MSI from your desktop.

Please note this segment of your Help Desk Support agreement on what is covered support :

****Supporting IT Staff Questions. Answering VinNOW related questions pertaining to replacing existing client machines or other information required by your IT staff to set up or maintain our program would be covered. Note: We are not able to answer specific network set up questions other than to provide the requirements and suggested settings. For specific network information please consult a network professional in your area. Questions about other programs on your system, such as SQL Server permissions, Microsoft Installer issues, VPN or network connectivity are not covered.***