

# Total Quality System 9000 Family of Products

## TQS-9000 Product Update Instructions



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Before updating your existing product to Version 7.0 you will need to determine the current version of the software that you have installed.

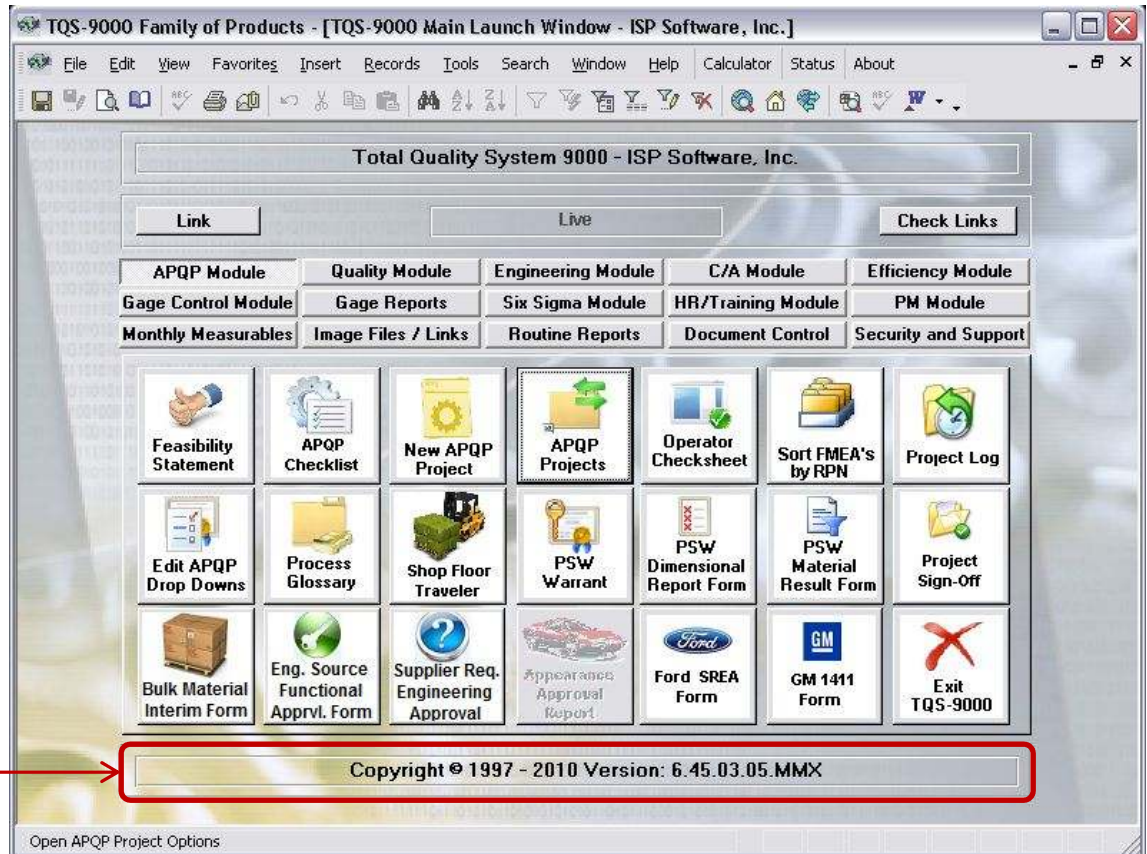
**When you open your current product the program splash screen may display the current version that you are running. This however may show a false version if the splash screen was not updated the last time that you installed an update.**

When your program is open you may verify the actual version by looking at the bottom of the program main launch window.

**Once you have determined the current version that is running on your machine, you must determine the location of your data file.**

**It is very important to backup your current data file before beginning the update process. Installing the Version 7.0 update without backing up your existing data file may overwrite your existing data file and cause the loss of your existing data.**

**If you have any questions regarding backing up your data file, locating your data file, or how to install this update, please contact an ISP Software, Inc. Solution Provider for assistance before proceeding with this update to assure you do not lose any of your existing data.**

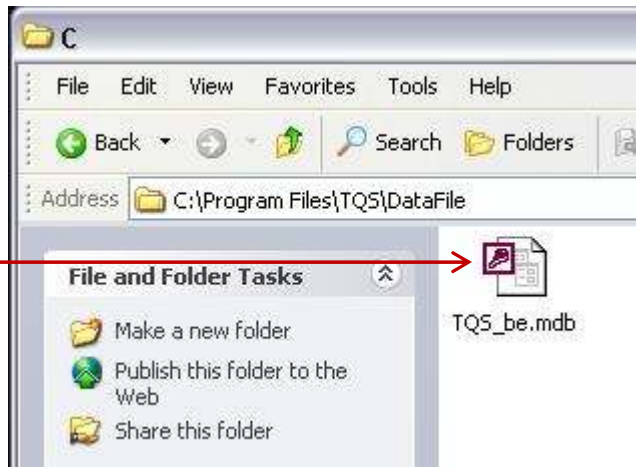


Users may update their product using two methods. The first method is to uninstall their current version of the software and install the new Version. Since this is a major release of the software, **ISP Software, Inc. strongly recommends that this method is utilized.**

Before uninstalling your current version of the software, please locate your existing data file. Your data file is normally installed in the "C:\Program Files\TQS\DataFile" directory. Older versions of the software may have the data file stored in the C:\TQS" directory.

The data file is named "TQS\_be.mdb"

If you have a multiple user copy of the software, the data file will most likely be stored on your network drive. Each customer will have Determined the location and directory structure for their network. Please make sure you check with your IT department before running any Updates and make sure that the data file that is located on your server is backed up before updating your product.



If your data file is located on the machine that you are installing this update on you will want to rename the data file before installing your update.

**ISP Software, Inc. also recommends copying your data to safe location as well until the update process is complete.**

**If you have any questions regarding protecting your existing data before updating your product, please contact an ISP Software, Inc. Solution Provider for assistance before proceeding with your update.**

**Do not proceed with your update until your existing data file has been backed up and secured as data loss may occur.**

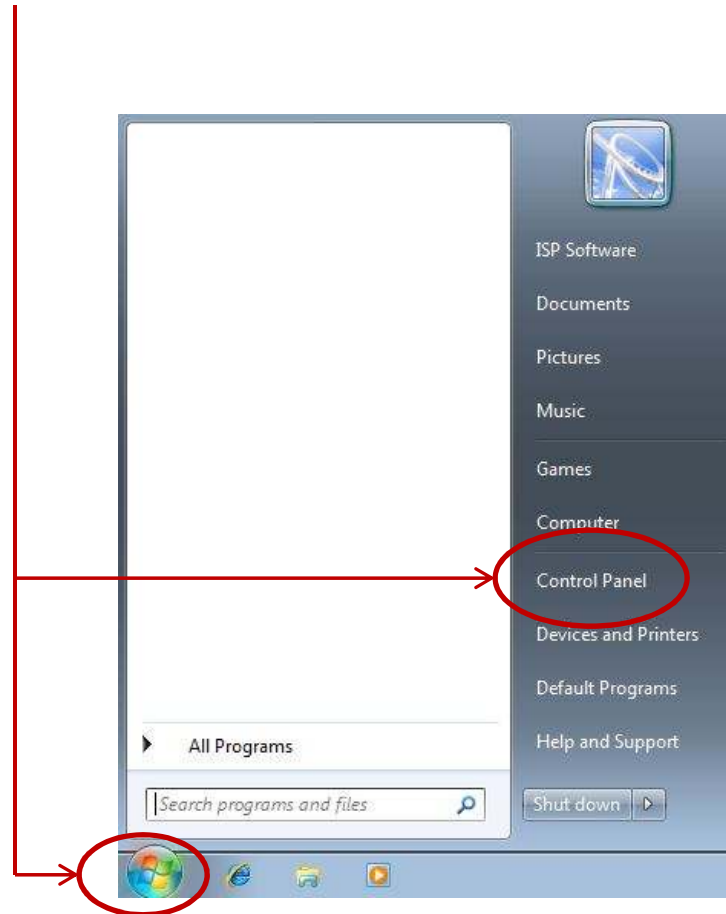


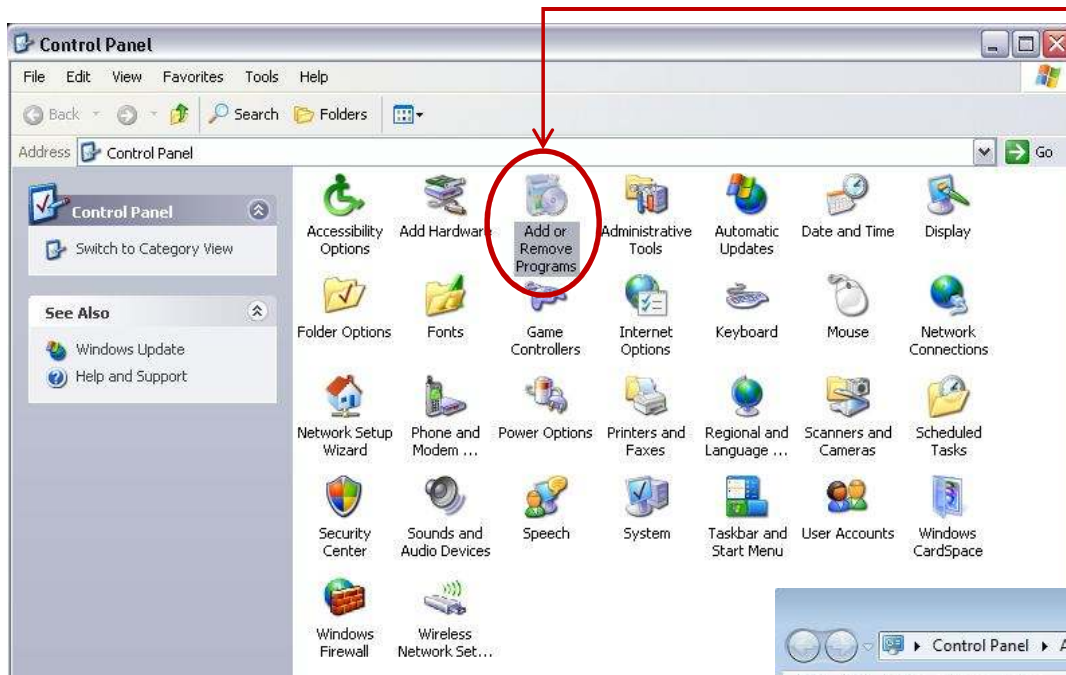
Once your data file has been backed up, you may uninstall your existing copy of Total Quality System 9000, Total Advanced Quality 9000, Total Corrective Action 9000, or Total Gage Control 9000.

To begin the uninstall process click on the Windows Start button and open the "Windows Control Panel."

Windows XP

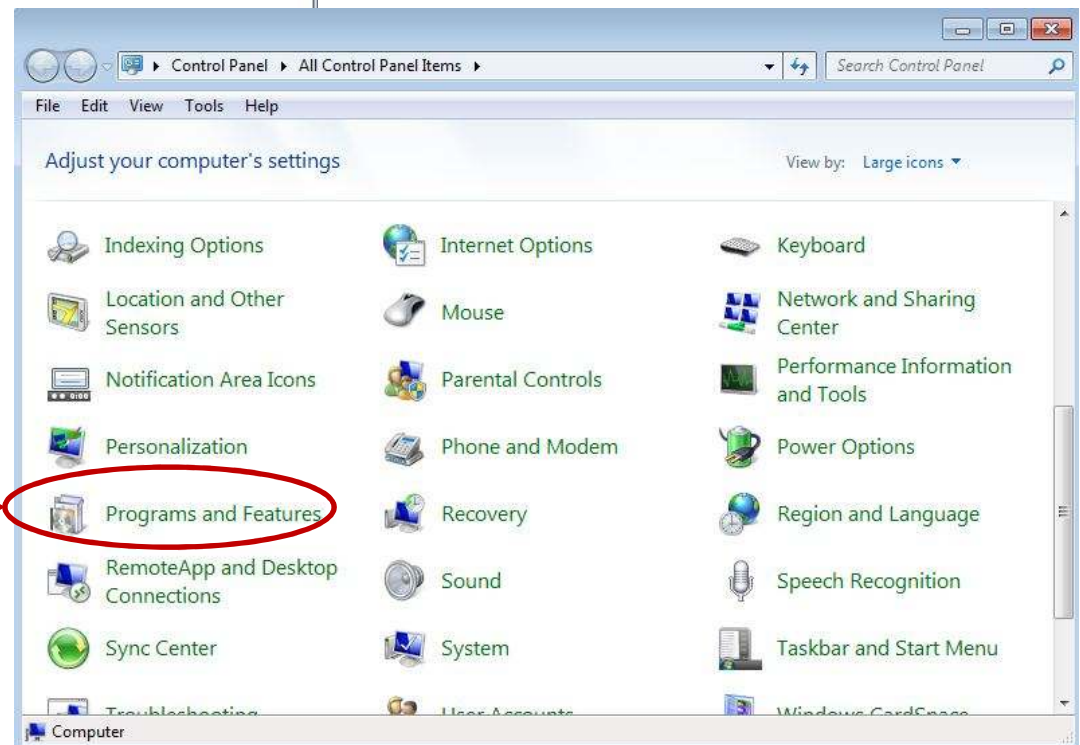
Windows Vista or Windows 7

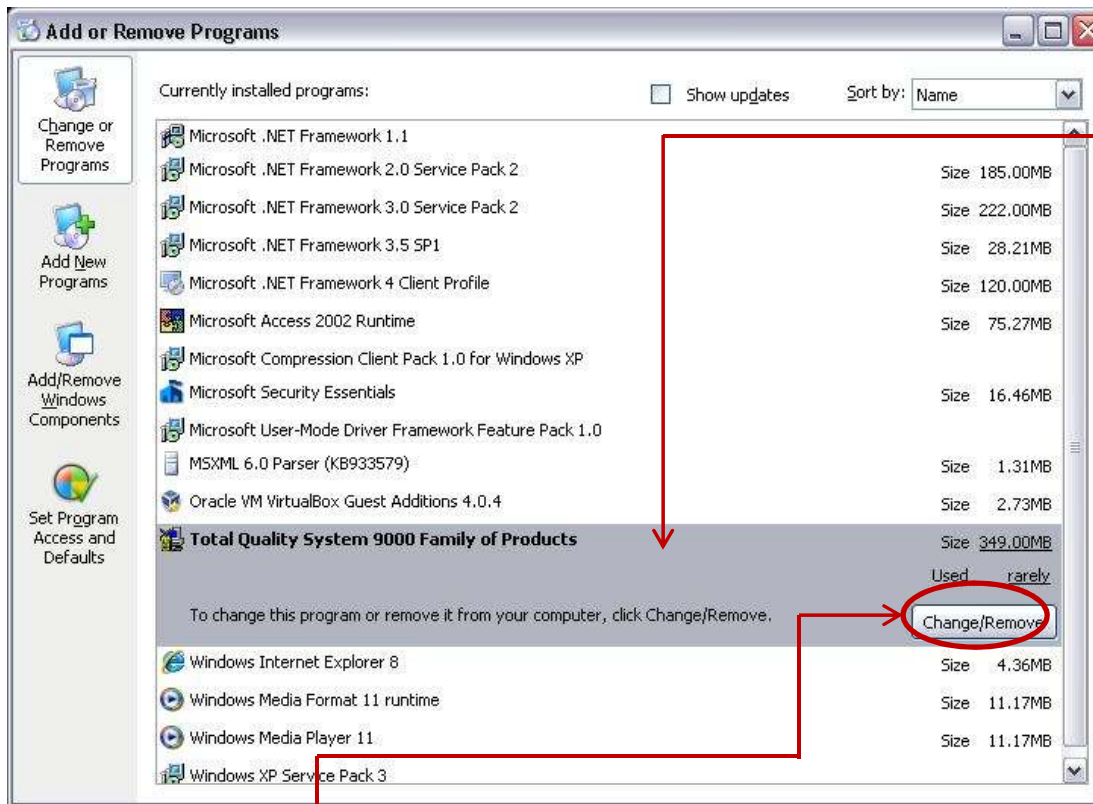




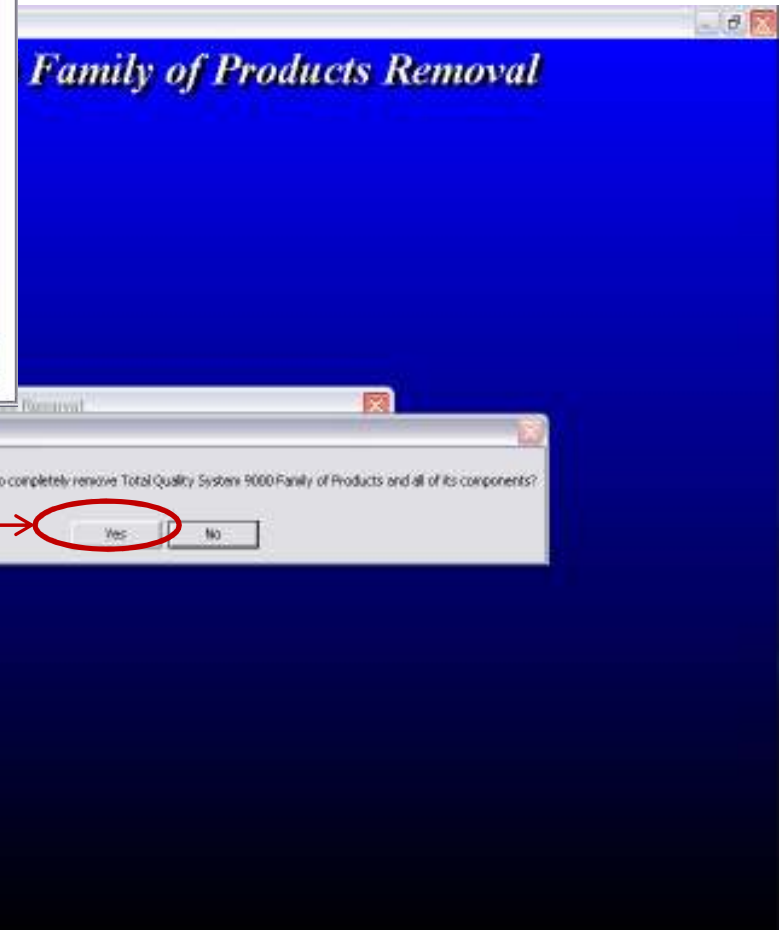
Once your control panel is open select the “Add or Remove Programs” option if your operating system is Windows XP.

Once your control panel is open select the “Programs and Features” option if your operating system is Windows Vista or Windows 7.





Once you have opened either the “Add or Remove Programs” or “Programs and Features” option a list of currently installed software on your machine will be displayed. Scroll down the list of products and select either Total Quality System 9000, Total Advanced Quality 9000, Total Corrective Action 9000, or Total Gage Control 9000 depending on the product that was previously installed. **If you have additional ISP Software, Inc. products installed please do not uninstall these unless they are also being updated.**



After highlighting your choice, click on the “Change/Remove” button to begin the software removal process.

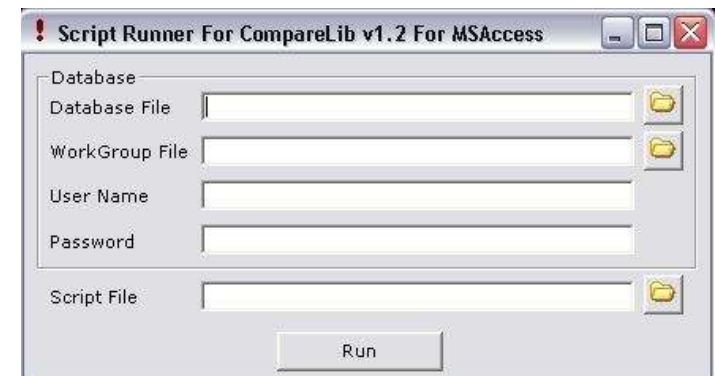
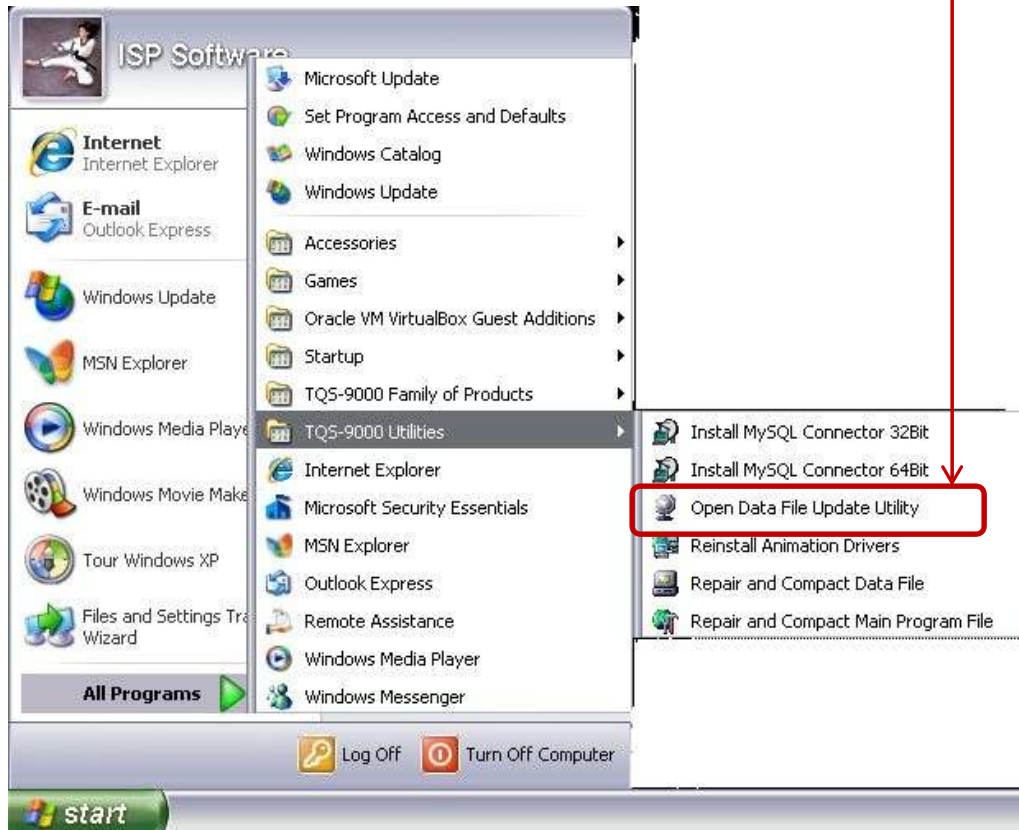
You will be prompted if to verify that you wish to remove the software from the machine. Select the “Yes” button to remove your old installation of your product.

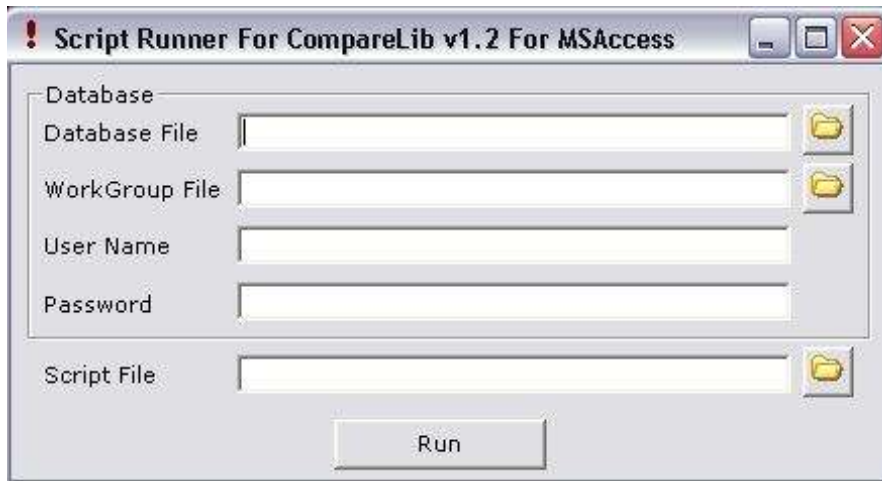
After the old version of your software has been successfully removed you may be requested to restart machine. Please restart the machine prior to installing your new version if prompted to do so. To install your new version of the software, please follow the instructions on our Tutorial page named: "Total Quality System 9000 Family of Products Installation Process". You may enter the Tutorial pages from your company web page on our site. If you need assistance in signing into your company web page, please contact an ISP Software, Inc. Solution Provider.

**Once the installation of your new product is complete, you will need to update your existing data file. Please do not open your new installation until the data file update process is complete.**

**Your new software product has been shipped with the "Script Runner" utility that will update your existing data file. The script runner utility will add additional tables and fields to your existing data file to support your new version.**

To access the script runner utility, click on your Windows Start menu and find the program group named:"TQS-9000 Utilities", then click on the icon named: "Open Data File Update Utility".





The "Script Runner" utility will require some information to update your existing data file. This will include the location of the database file that you wish to update, the current location of your program security file, the user name that use to open your product, the password that you use to open your program, and the location of the script file that will be used to update your data file.

**You must use and Administrators user name and password for your data file to updated properly.**

**Before running the "Script Runner" utility, make sure that no other users are connected to your data file if your data file is shared on the network.**

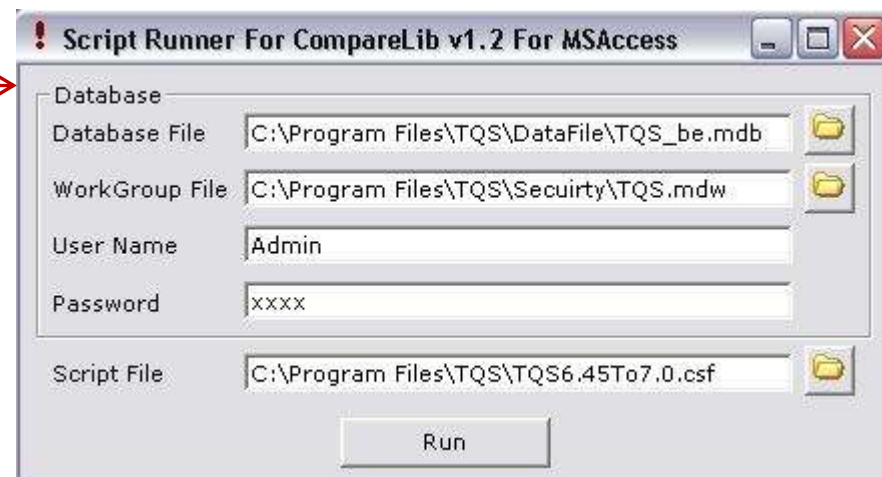
For the 'Database File' make sure you locate the file that is to be updated and enter the path in this line. You may use the folder button next to this line to browse to the location.

In the Workgroup File line make sure that you enter the path to the Security file. If you are using a shared security file this may also be located on your network.

Use an Administrators User Name in the next line and then provide the Administrators password.

**You will have the ability to download the proper script file to update your product from your company web page on our site. Please make sure that you verify your current version prior to downloading the script file that is right for your current installation.**

Simply click on the "Run" button once you have configured the "Script Runner" to update your data file.



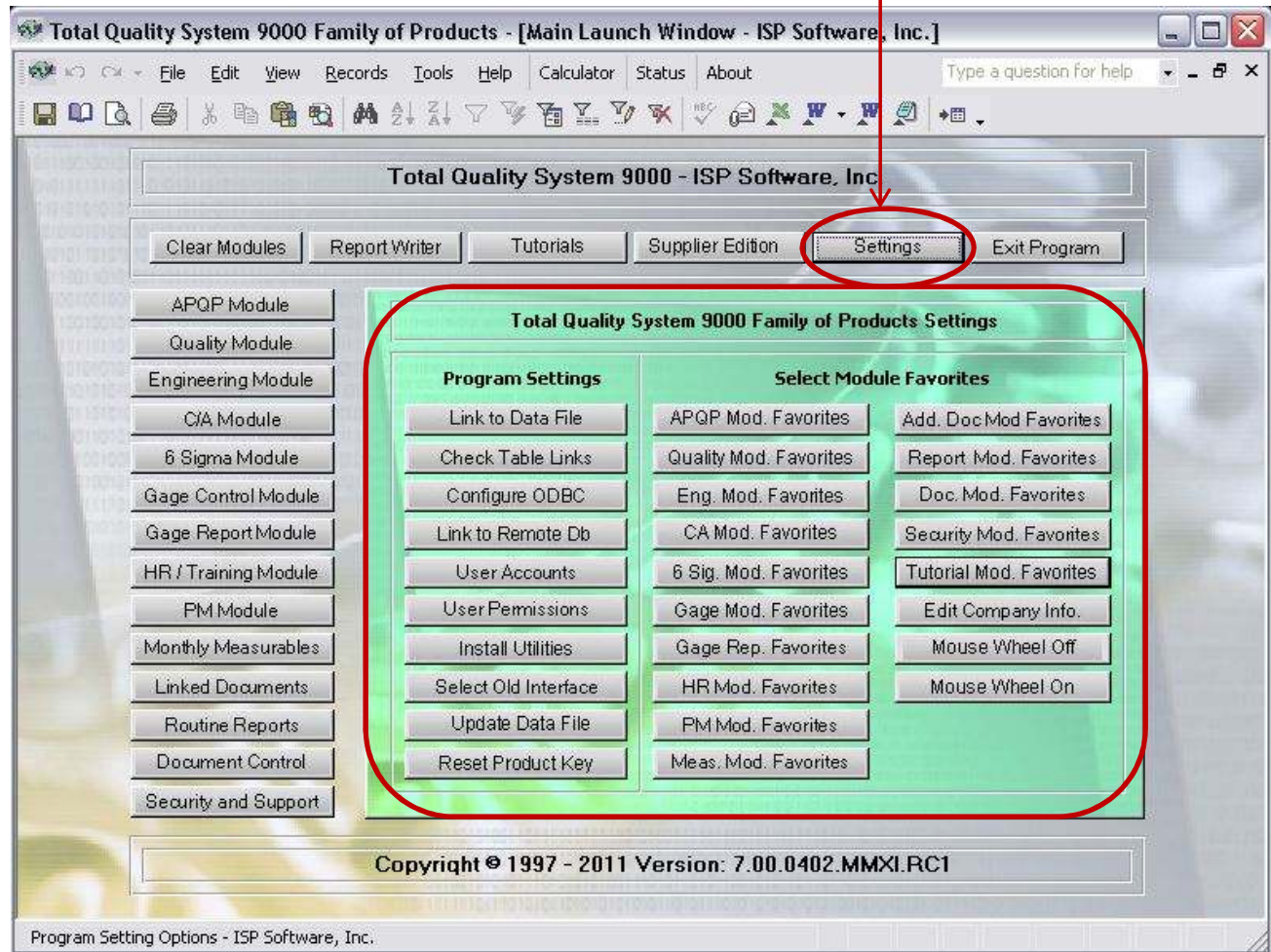
**If you cannot locate the script file that you need on your company web page, please contact an ISP Software, Inc. Solution Provider for assistance.**

Once your data file has been updated you may start your program. If you have a multiple user installation and your data file is located on your network, please follow these instructions to reconnect to your data file.

In your Total Quality System 9000 Version 7.0 product we have provided a “Settings” module to provide several customizable options for your program.

In this module you may link to your data file if it is stored on your network, check your table connections, configure an ODBC connection if you are using the TQS-9000 Supplier Edition or have upsized your data, access and change your user accounts and permissions, install additional utilities, access to script runner for updating your data file from a previous version, update your product key if you are upgrading your product or adding additional users, set your favorites and lock non used features, edit your company information, and turn the scroll feature for your mouse on and off.

Details for each of these features is included in this instruction.



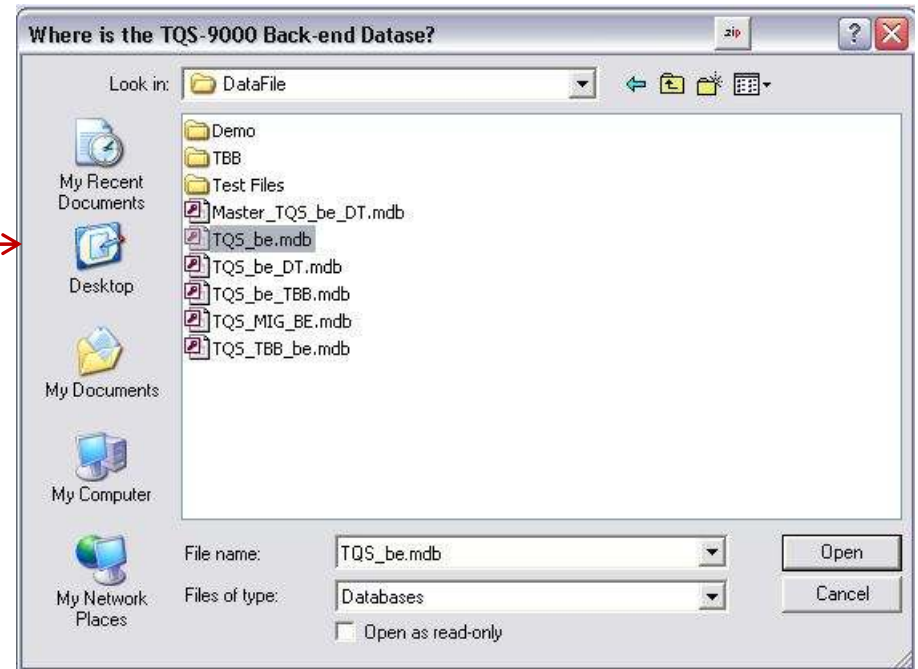
**Refer to the program installation guide to entering your product key and activating your product. Once your product is activated you may continue to reconnect to your data file.**

From the program “Setting” module you may select the “Link to Data File” option if you are installing your data file on a server or in a different location than the default directory when your program was installed.

When you click on the “Link to Data File” button a popup form will be presented. (For instructions on moving your data file or connecting to a data file stored on your network, please refer to the instructions for a network setup.) To begin the process of reconnecting to the new location of your data file, click on the “Browse for Data File” button.

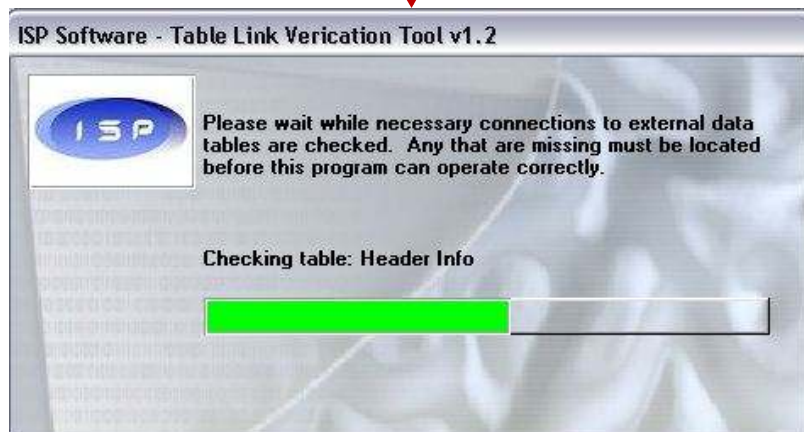


When you click on the “Browse for Data File” button, another popup window will be displayed. Use this popup window to browse to the new location of your data file and select your new location then click on the “Open” button to begin the table relinking operation. Your TQS-9000 product is provided with a front end file and back end data file. The front end file connects to tables that are stored in your data file. All of your data is stored in the data file. Your data file is named “TQS\_be.mdb” by default.



**Note: You should not move your data file or try reconnecting your data file unless instructed to do so by your IT department or an ISP Software Solution Provider.**

Once you have reconnected your main program file to your data file if it has been moved you may check the table links by clicking on the "Check Table Links" button. You may also click on this button to check if your network connections are active if you are having difficulty accessing any portion of the program. When you click on the "Check Table Links" button you will see the progress meter shown below as your table links are verified.



Once the verification process is completed you should see the message below indicating that all of your table links have been verified. If you receive a message indicating the table links could not be verified please make sure that your network connections are active and that you have security access to the directory where the data file is located. If your IT department has verified that all connections are good, please contact and ISP Software Solution Provider for assistance.



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