

How do I apply the latest update to my CLIP program

Revised February 14, 2006

PLEASE MAKE SURE YOU MAKE A BACKUP OF YOUR EXISTING CLIP PROGRAM FIRST!!!

DO NOT DOWNLOAD THE UPDATE FILE INTO YOUR CLIP DIRECTORY/FOLDER.

THIS UPDATE NEEDS TO BE INSTALLED WHERE YOUR CLIP PROGRAM IS INSTALLED. If you are not sure where you have installed CLIP, you can right click on your CLIP icon on your desktop and click "*Properties*" and then view the "*Target*" or "*Location*" – this will tell you where CLIP is installed. In a Multi-User / Networked environment, the Client location needs to be pointed to the Server.

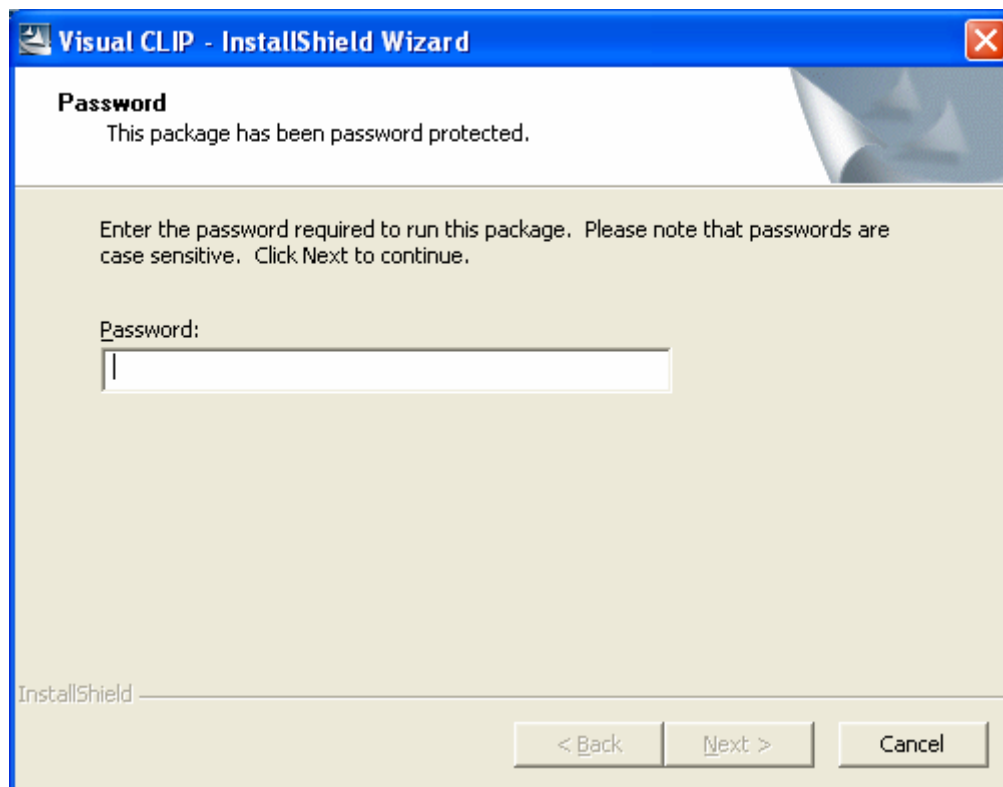
****** If you have downloaded this update from our Website.... Simply click on VCUpdate_xxxx.EXE (where xxxx is equal to the latest version #) that is located wherever you downloaded it to your system usually the Desktop -- you can skip #1 below ******

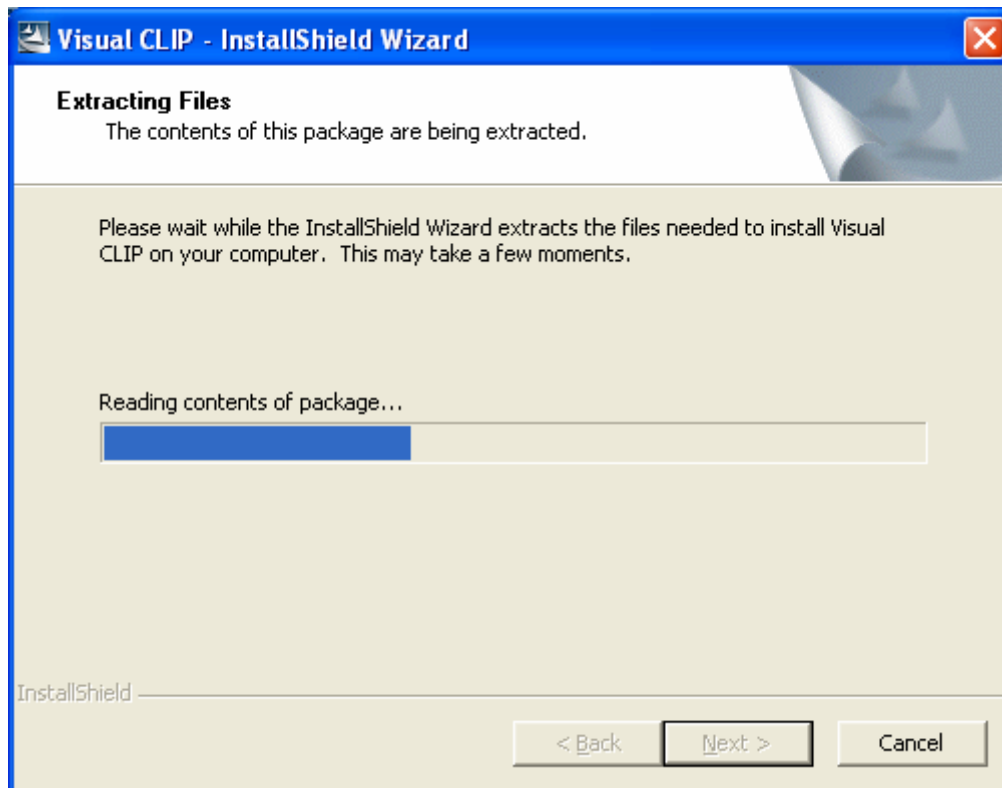
INSTALL this upgrade wherever you have CLIP installed.

e.g. C:\CLIPV or in a networked / multi-user environment it would be "X":\NetCLIP\CLIPV where X is equal to the drive on your server.

1. Insert the CD-ROM into the drive; the CD will automatically start to run. If it does not, go to **Start>Run** and type in: **D:\setup.exe**. (Replace the "D" with the appropriate drive letter for your CD-ROM drive.)
2. Follow the on-screen instructions for the update/installation.

NOTE: Users that have downloaded the update from the CLIP Website will need to enter a password

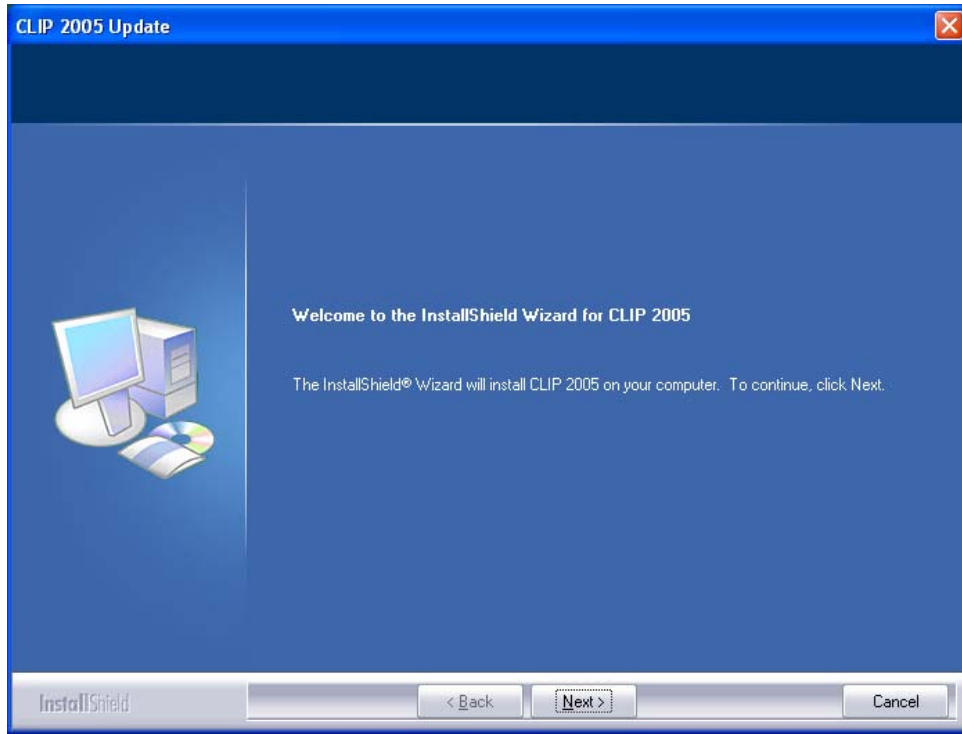




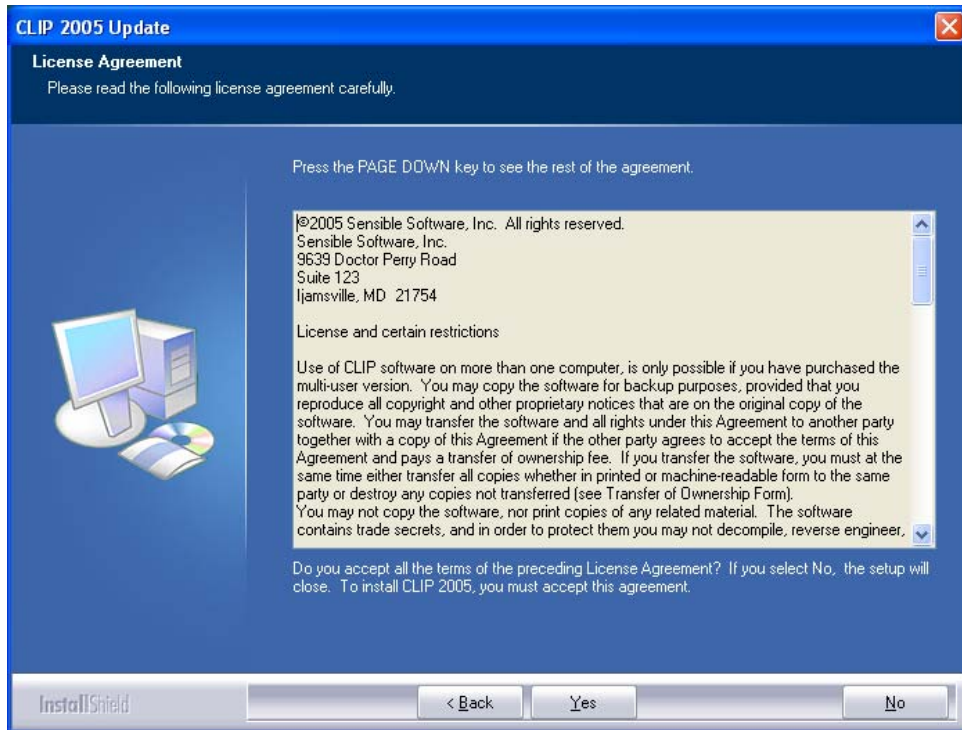
Skip to Step #2B

A. Users who are installing from a CD will receive the following message when the Update CD starts. "Please sure all applications are closed before continuing." Click "OK"



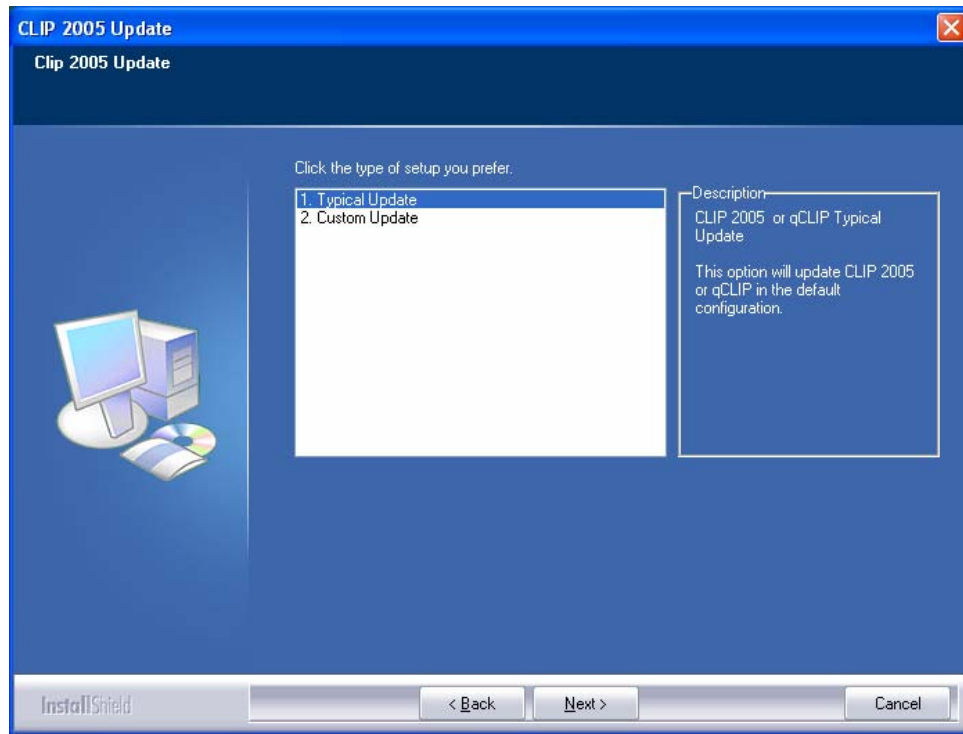


B. "Please read the following license agreement..." Click "YES"

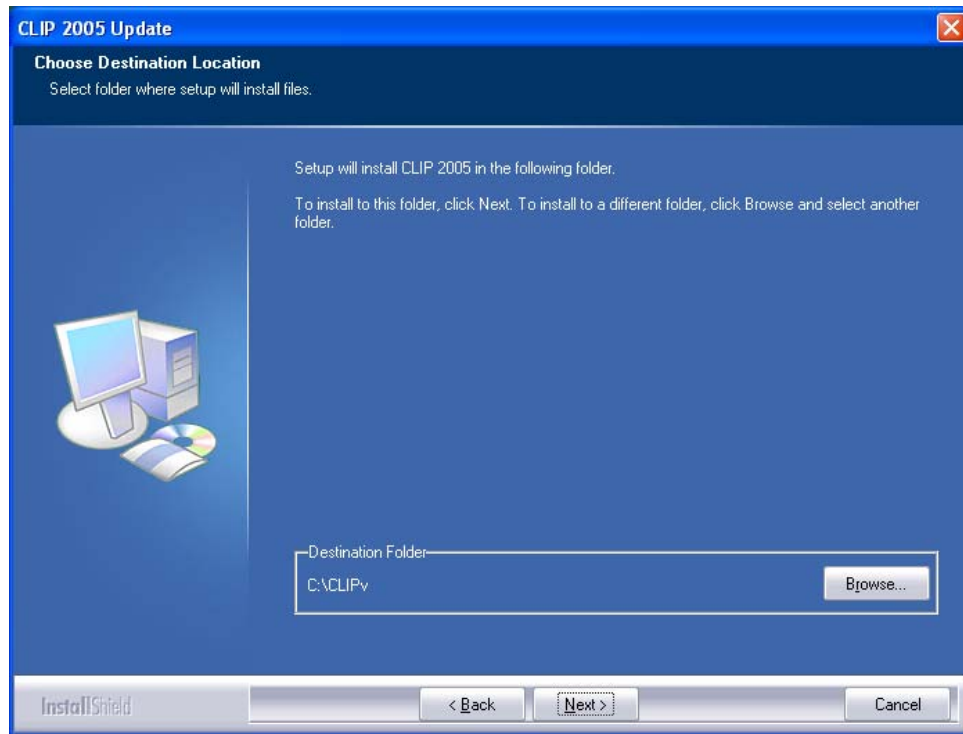


- D. Choose “Typical Update” (A “**Custom Update**” would be needed to be installed if you have customized any reports / invoices / route sheets, etc.)

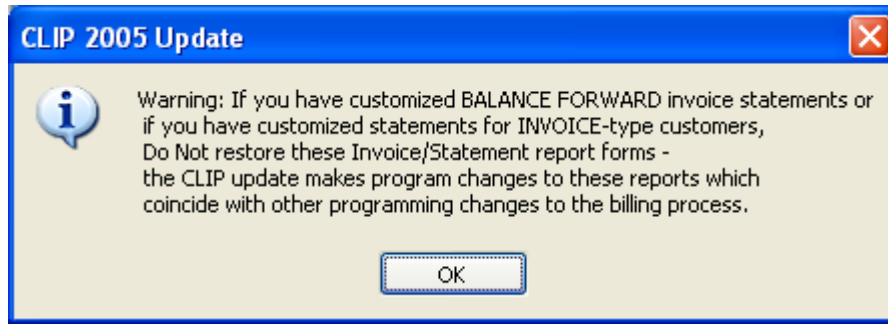
NOTE: If you have customized any reports you can run a typical update and simply restore your REP folder from your backup. This will install and update any reports that have been changed by CLIP.



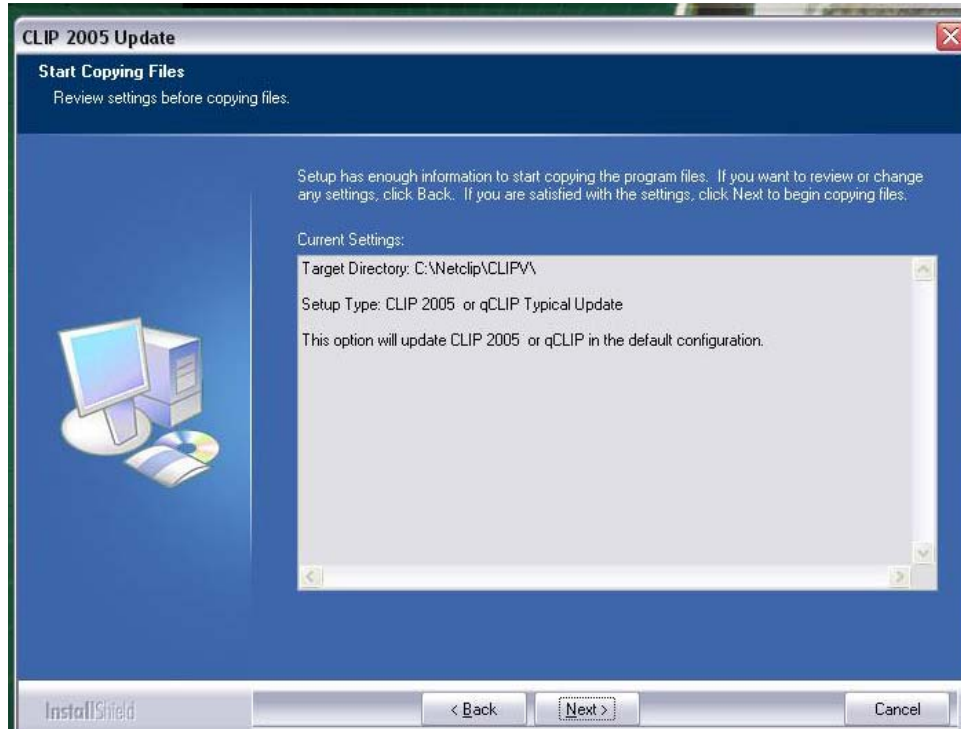
- E. In the following screen, you will see the location where *CLIP* is to be installed:



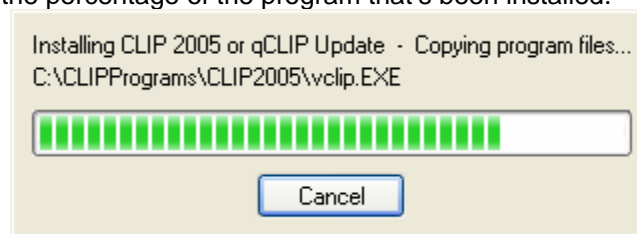
NOTE: When updating on a network: DO NOT install Visual CLIP on the root drive of the server. Install the program into the Netclip \ CLIP V folder. Choose the “Typical” setup to install Visual CLIP on the server.



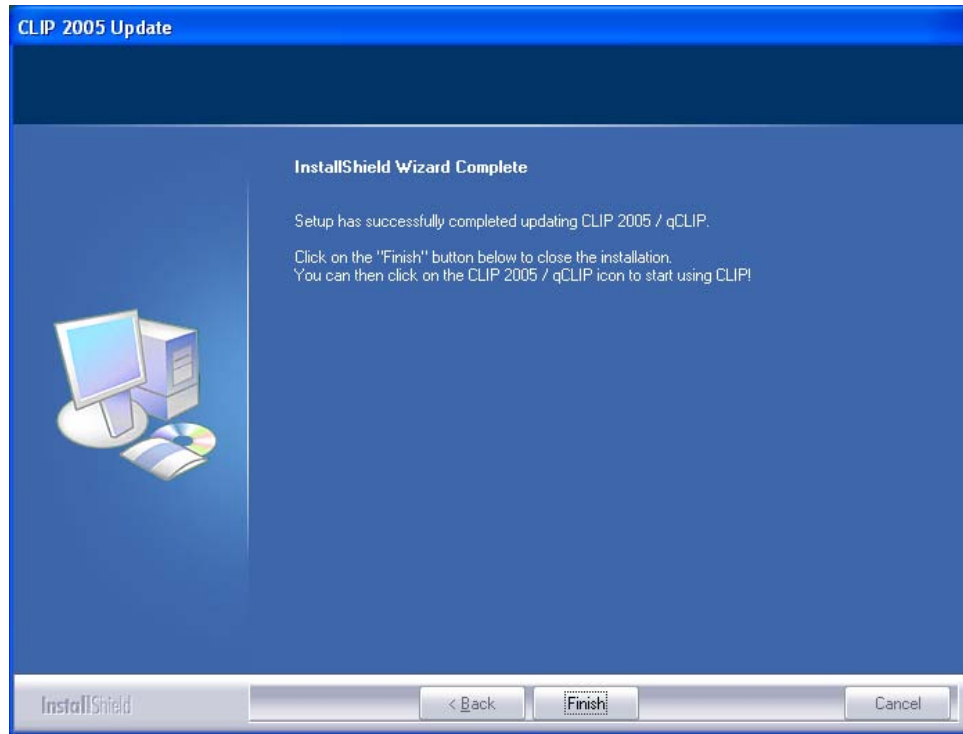
E. Once you are satisfied with the installation location, click "Next."



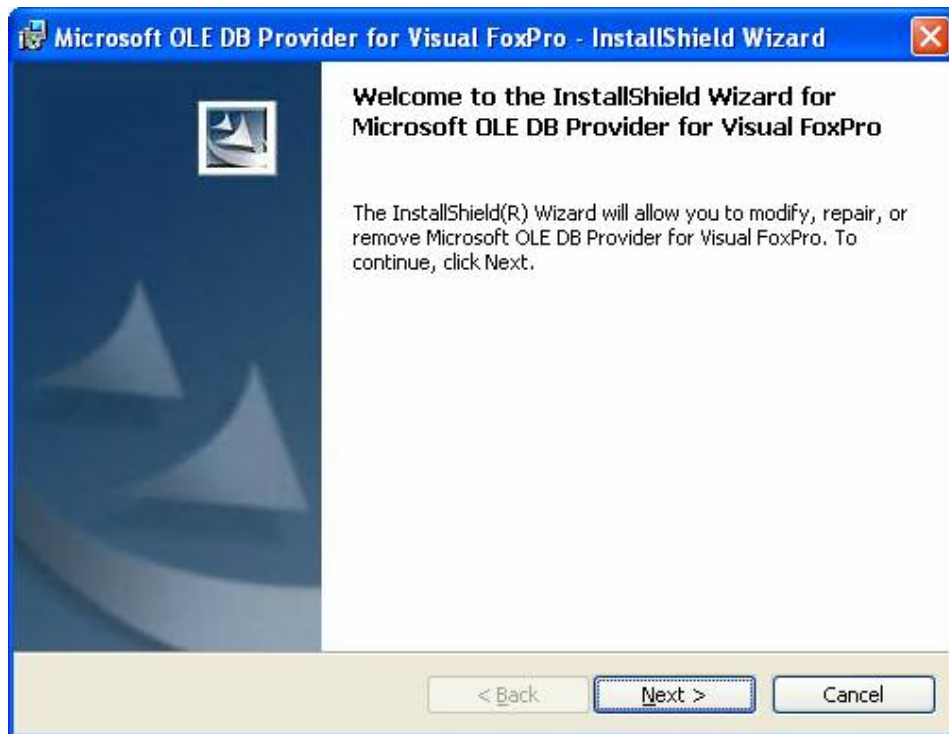
F. *CLIP* will now begin copying the Program Files to the installation directory. You can see the progress of the installation process, and the percentage of the program that's been installed.



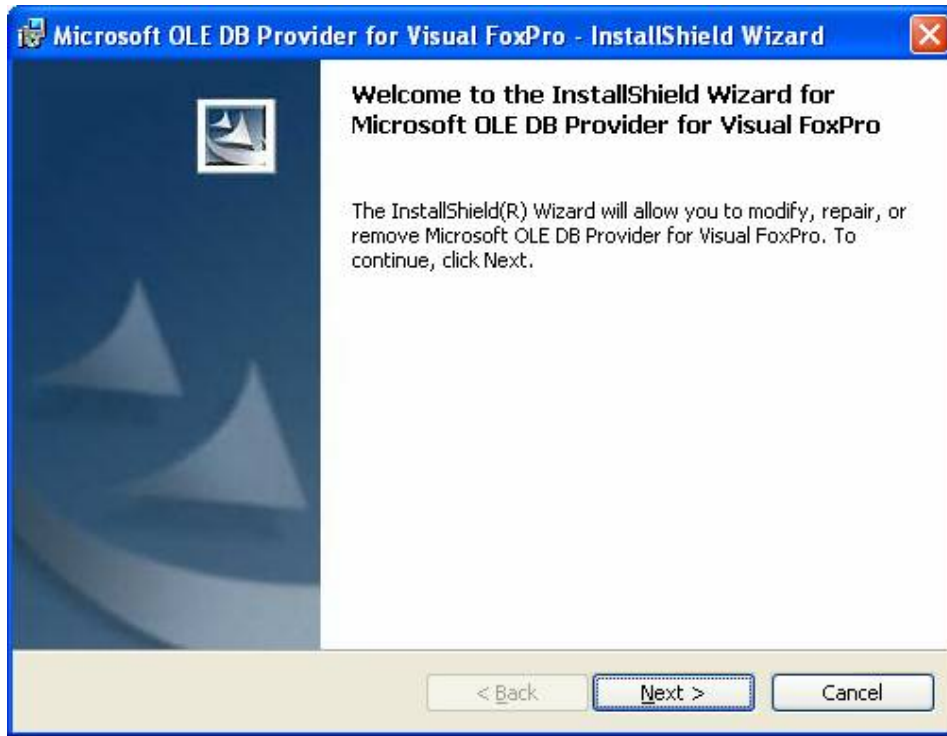
- G. After all of the files have been installed, a window will appear, indicating that, "Setup has finished installing Visual Clip on your computer." You may now click "*Finish*" to close the setup.



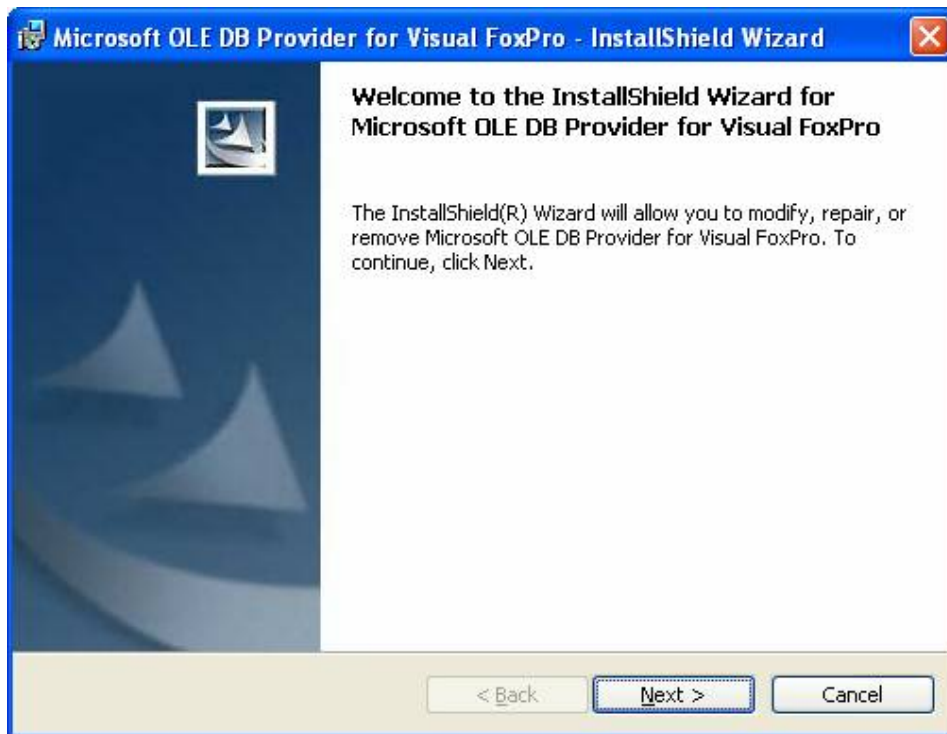
You may also receive the following screen when updating to 5.0.0039 or newer. This update will allow you to link with Microsoft Office Products.



Click *Next*



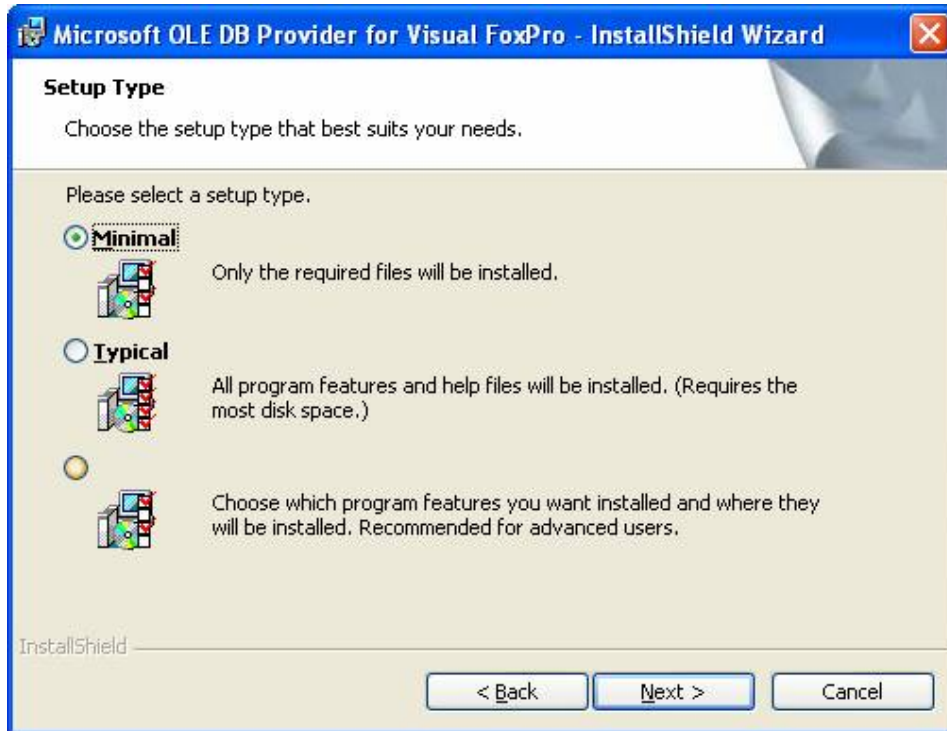
Click the radio button "I accept the terms..." then click *Next*



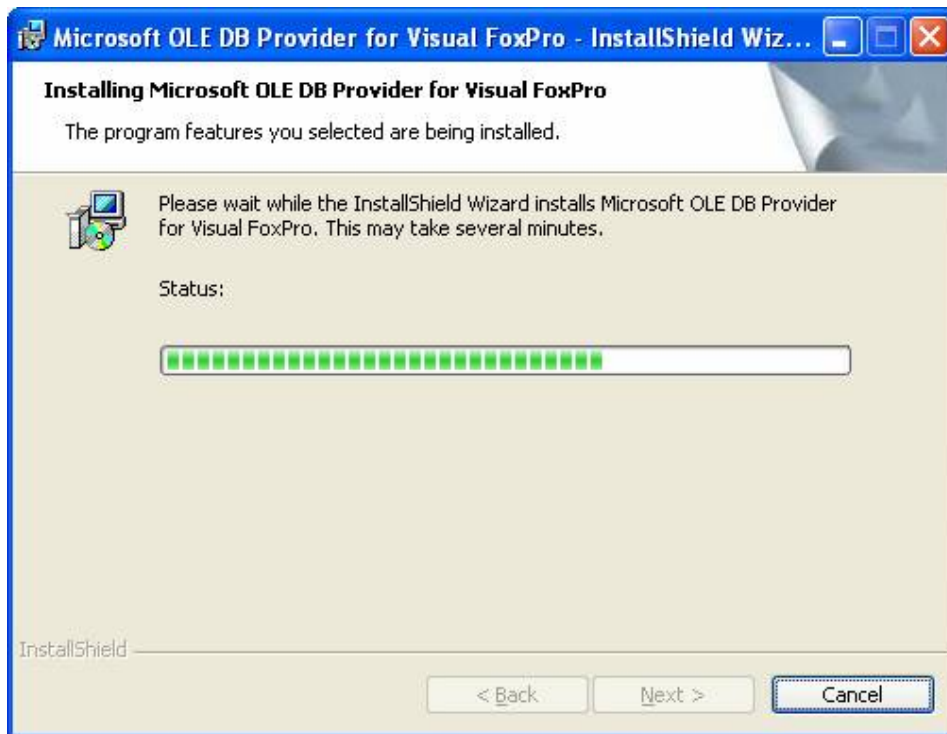
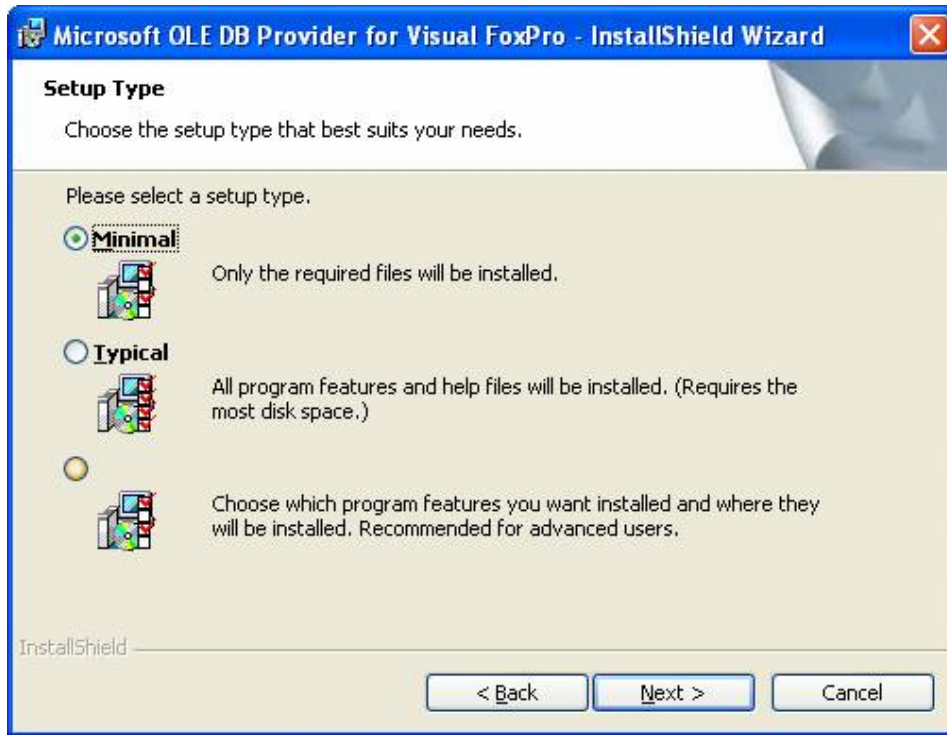
Click *Next*



Click *Next*



Click the radio button "Minimal" then click *Next*

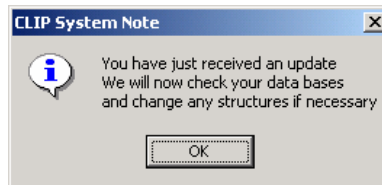


The program will now install.

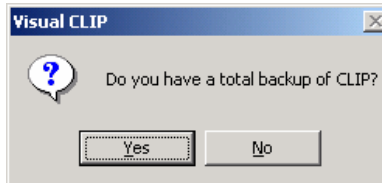


Click *Finish*

3. After the installation is complete, you can access *CLIP* from either **Start>Programs>Clip Software> Visual Clip** or from the Icon created on your desktop. Open *CLIP* and you will be advised that you have just received an update. Click "OK".



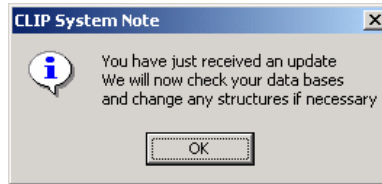
4. You will then be asked if you have a total backup of CLIP. Click "YES".



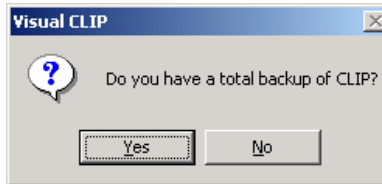
5. The program will then run through an update process and re-index your files. Once the process is complete you may re-enter your CLIP program and start your work again.

CLIENT / Workstation Update

- After you have completed the update on the server, exit CLIP and connect to CLIP on your client workstations.
- The first time your Client Workstations enter CLIP, they will receive the following message. Click "OK".



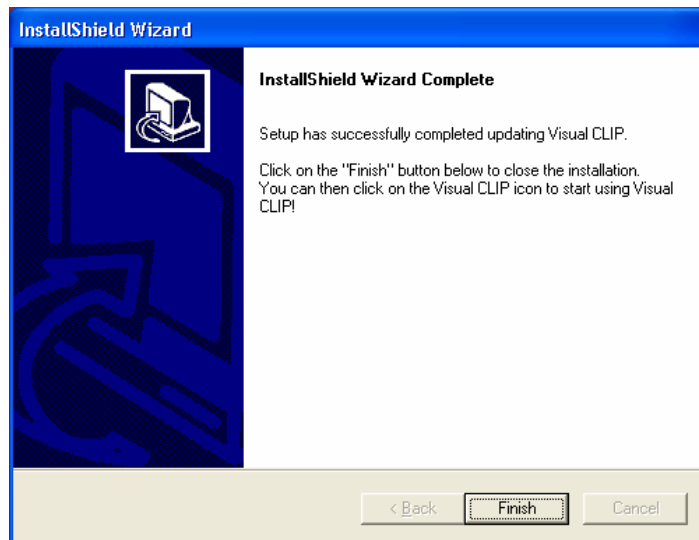
- You will then be asked if you have a total backup of CLIP. Click "YES".



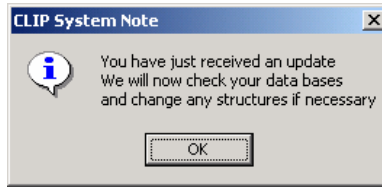
- The program will then run through an update process and re-index your files. Once the process is complete you may re-enter your CLIP program and start your work again. This process should be completed on each workstation that connects to CLIP.

NOTE: To avoid re-indexing your files every time you update the Client workstation, don't launch CLIP on your workstation until you have applied the update to the server and opened CLIP on the server and allowed it to complete the re-index process.

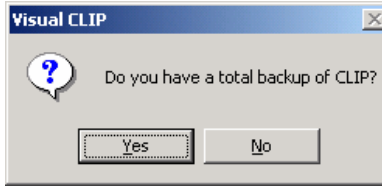
- After all of the files have been installed, a window will appear, indicating that, "Setup has finished installing Visual Clip on your computer." You may now click "*Finish*" to close the setup.



- After the installation is complete, you can access *CLIP* from either **Start>Programs>Clip Software> Visual Clip** or from the Icon created on your desktop. Open *CLIP* and you will be advised that you have just received an update. Click "OK".



11. You will then be asked if you have a total backup of CLIP. Click "YES".



IMPORTANT! FREQUENTLY ASKED QUESTIONS

1. On transferring data I get an error that says: File "REP\RELADDGO" does not exist.

This may rarely happen. Certain older versions of CLIP had some code that causes this error when moving the data over. Just select "Ignore". Everything will be fine and the error will never appear again.

2. I receive a code #483-T

"Code #483-T. Program has timed out. Please make sure you have entered the latest Product Code, Otherwise call Clip Software at (800) 635-8485" You will need to get a new Product Code from Clip software (You can bypass the error message by pressing <Enter>, however, you may only bypass this message for 10 days.)

3.. I receive a System Abnormality message.

If a system abnormality occurs, you should first try indexing your files: **Go to Files>Index Files>"No."** (Click "Yes" if the problem pertains to a customer history.) If Indexing does not solve the issue, Close Clip and go to **Start>Programs>Clip Software>Repair Databases** and run this program. Restart Clip. It will re index all the files automatically. If this process does not fix the error, call *CLIP* Technical Support: 1-800-286-1709.

4. I receive an error 115 or 623 when installing an update.

An error 623 is caused usually by one of 3 possible causes:

A. The *CLIP* program is open during the update process.

Solution: Close ALL instances of the *CLIP* before applying the update.

B. Virus Software/Task Scheduler Interference

Solution: This error usually occurs because a virus-checking program is being used on the system. When this problem occurs, disable any anti-virus software running. Also, "pause" any "Task Schedulers" that may be running as well.

C. (Download issue only.) The "VCupdate5_XXXX.exe" file was placed in the same directory as *CLIP*, which has a component named "update.exe." When the file is extracted it cannot be "locked" for a file "write" since the file is in use during the update process.

Solution: Place the update from the web site in a temporary directory on the hard drive and execute it from there instead of the root of *CLIP*.