

InFOREMAX RMA Management System 7.08 Installation Guide



Welcome to the InFOREMAX RMA
Management System

*“Integrate a powerful e-business environment
today”*

InFOREMAX-based solutions enable your
electronic business programs and provide
new ways for you to enhance your customer
satisfaction and retention.

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Welcome to InFOREMAX

InFOREMAX is an integrated e-business solution built on a foundation of research and experience gained through years of work in electronic business strategies. The system was first developed in 2002 as a response to the requirements of a multinational firm. InFOREMAX was launched as a commercial application shortly thereafter.

The first version of InFOREMAX RMA Software was developed in MS Access. In 2009 InFOREMAX re-developed its RMA software with the Microsoft .NET framework. In the same year the company re-launched its website and its new software. The new InFOREMAX 7.0 software is compatible with Windows 7 and runs under .NET 3.5.

Today InFOREMAX is installed and running successfully installed at many sites. InFOREMAX solutions provide optimum performance in a variety of industries, including Computer Retail, High-Tech, Manufacturing and Service.

Knowing InFOREMAX

InFOREMAX is a database-driven windows application, which supports either the Microsoft® Jet or Jet SQL Engine.

InFOREMAX Standard includes an external MS Access database file that allows multiple users to simultaneously access, retrieve and modify the same set of data. This single file is easily maintained and backed up, and keeps all relational integrity in one place.

InFOREMAX SQL Edition includes scripts to create professional database structures that prepare a blank database for an InFOREMAX installation. InFOREMAX SQL provides extended data security and a high-performance end-user experience.

InFOREMAX offers two license models - premium and subscription (Software-as-a-Service). Mix and match the licenses that best fit your needs. An InFOREMAX license allows for installation of **licensed** copies of the software on individual workstations.

Skill Requirements

InFOREMAX Standard does not require that you know any programming languages or have any previous database infrastructure knowledge.

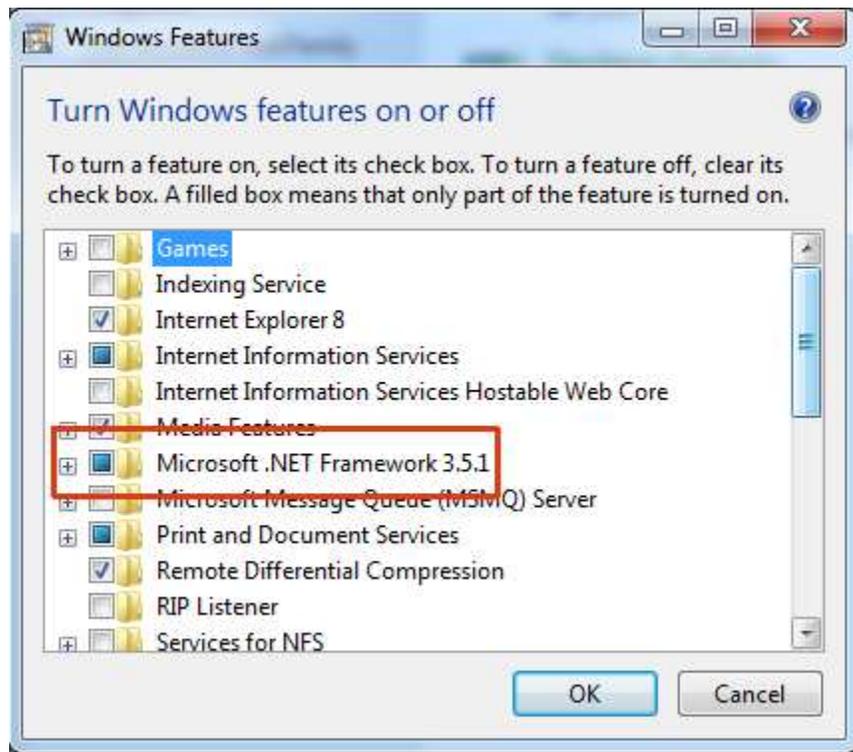
However, in order to fully utilize all the features of InFOREMAX SQL, basic knowledge of configuration of a Microsoft® SQL database is required.

System Requirements

InFOREMAX RMA Software is a .NET based windows application. The software requires that you have Microsoft® .NET Framework 3.5, 2007 Office System Driver and Crystal Reports Basic for Visual Studio 2008 installed on a user workstation. You are required to install these required software packages before trying to install InFOREMAX Software.

Enable .NET Framework 3.5 in Windows 7

Microsoft .NET Framework 3.5 is already included in Windows 7. Inside Turn Windows Features On or Off, to turn it On, you will need to check the Microsoft .NET Framework 3.5.1 checkbox. You are required to enable Framework 3.5 before install InFOREMAX in Windows 7.



Install 2007 Office System Driver

The latest version of InFOREMAX requires Microsoft.ACE.OLEDB.12.0 driver. If Microsoft Office 2007 is not present on the target workstation, you are required to install 2007 Office System Driver first. Run AccessDatabaseEngine.exe to install the required system drivers.

Install Crystal Reports Basic for Visual Studio 2008

Download and install Crystal Reports Basic for Visual Studio 2008. Run CRRedist2008_x86.msi to install the required software.

For InFOREMAX Standard, it is recommended that you have a retail copy of Microsoft® Access 2003 or newer, installed on at least one workstation. InFOREMAX Standard uses an external Access database file that can be opened with Microsoft® Access allowing transfer of data to/from other network-connected systems.

InFOREMAX SQL Package uses Microsoft® SQL server for its database-driven catalog. The user is responsible for having a Microsoft® SQL server accessible to the InFOREMAX SQL application.

For information regarding hardware requirements, please visit

www.inforemax.com/requirements.html

Technical Support

If this Installation Guide does not contain the answer to a question or problem that you may have with InFOREMAX, please contact us at:

support@inforemax.com

Technical support is available for free via email, 24 hours a day, 7 days a week.

Getting Started

Before you can start using InFOREMAX, you must first install and activate licensed copies of the software on your designated user workstations. The following section provides step-by-step instructions for installation and activation.

Installing the software

The InFOREMAX program is installed just like any other “Windows” application. Run the downloaded setup program and follow the install prompts.

After the installation is completed, you will find a shortcut to the InFOREMAX executable presented on the user's Desktop and in the Programs Menu.

If you are using InFOREMAX Standard, you may start using InFOREMAX immediately after it is installed. For multi-user deployment you may place the database file in a network folder (on a server or somewhere that it will be backed up daily). Since InFOREMAX contains an external Access database file, your network users can share the same database by linking the database file to the locally installed version of the program on their workstation.

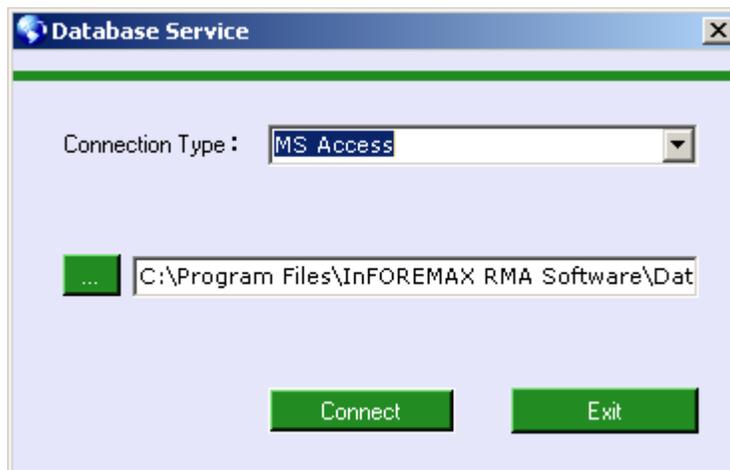
If you are using InFOREMAX SQL, you are required to create an InFOREMAX database on an SQL server first and add a user account with Read and Write permission to the database.

Professional Database

Integrating the Microsoft Access database

Note: You can find a blank database file named "InFOREMAX Clean.mdb" in the InFOREMAX...\Database folder.

1. Place the database file onto your file server, and ensure that full permissions for each domain user have been granted.
2. Start the InFOREMAX application. A Database Service Windows will prompt you for a Connection Type and file location.



3. In the Database Service Window make sure "MS Access" is selected.
4. Click on the "Browse File" button. A dialog box will appear to prompt you to select the location where the InFOREMAX database file is located (e.g. InFOREMAX Clean.mdb).
5. After you locate the database file click the "Connect" button to proceed to the Login window.
6. Repeat Steps 2-5 on each computer where InFOREMAX is installed.
7. Congratulations! Installation and configuration is completed.



It is recommended that you either move your database file to a new location or rename your database file because software upgrades may overwrite your database file in its default location.

Creating the Microsoft SQL Server Database

Note: You need InFOREMAX SQL Edition to obtain the MS SQL scripts. Full documentation for creating the InFOREMAX database on an SQL server is included with the InFOREMAX SQL Package and is not covered in this document.



BACKUP YOUR DATABASE

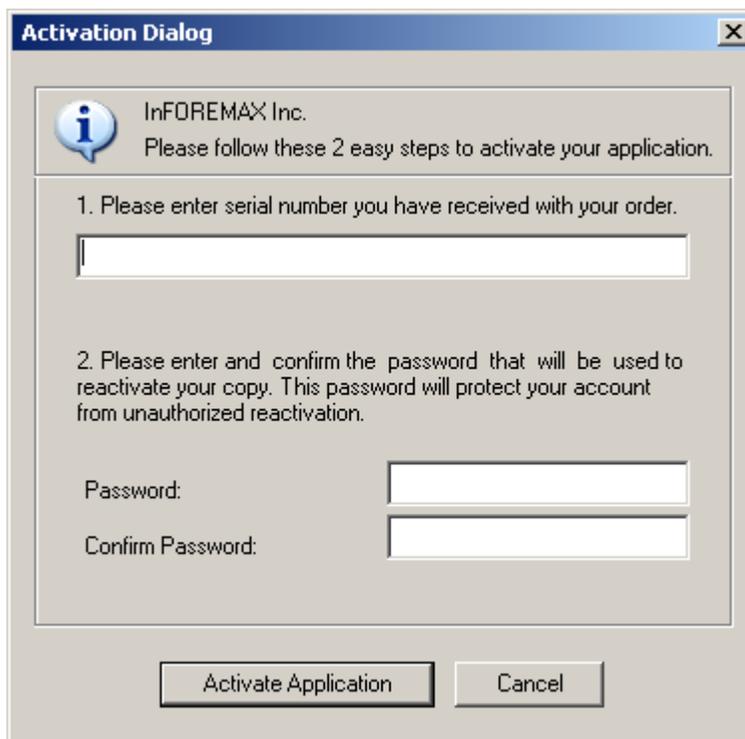
It is the end user's responsibility to backup their InFOREMAX database on a regular basis. If the database is corrupted or the server is damaged, your data will be lost and cannot be recovered – and your last good database will be your last backup. InFOREMAX is not responsible for lost data or damaged databases.

Activating the software

Anyone that purchases the InFOREMAX RMA Software will be required to activate the product. Product activation is a one-time process and typically takes 10 to 30 seconds to complete.

You can activate your product 24 hours a day, seven days a week on the Internet. Product activation requires you to type in your product serial number and click submit. You need to have a connection to the Internet in order to activate your product online.

Note: It is recommended that that you create a password for your product activation. This password will protect your account from unauthorized reactivation.



Activation Dialog

 InFOREMAX Inc.
Please follow these 2 easy steps to activate your application.

1. Please enter serial number you have received with your order.

2. Please enter and confirm the password that will be used to reactivate your copy. This password will protect your account from unauthorized reactivation.

Password:

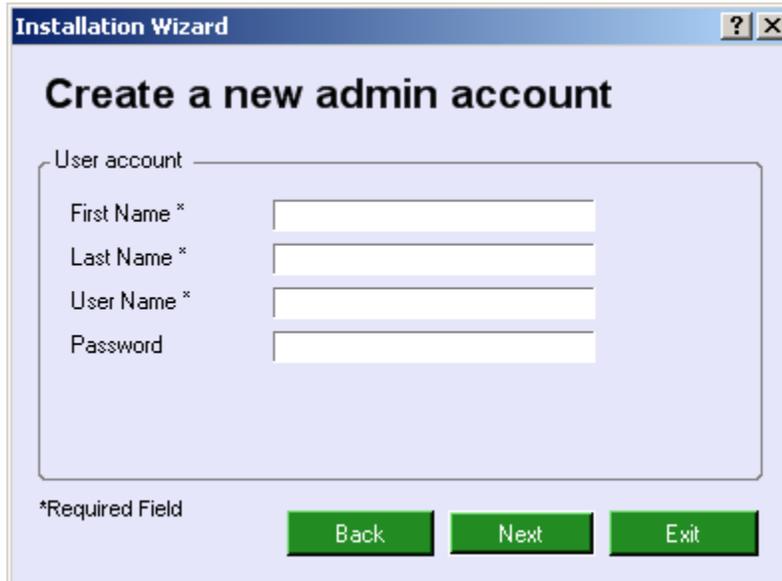
Confirm Password:



When you activate your product for the first time, you **MUST** use online activation regardless of whether you're a premium or subscription-based user. Telephone activation is available to premium users when they have to re-activate their application copy. If you are a subscription-based user, you cannot use phone activation to activate your product.

Starting InFOREMAX

When you start InFOREMAX with a clean database, the Installation Wizard will appear and prompt you to enter your company name and create a new administrative user for the InFOREMAX system.



The screenshot shows a window titled "Installation Wizard" with a subtitle "Create a new admin account". Inside the window, there is a section labeled "User account" containing four input fields: "First Name *", "Last Name *", "User Name *", and "Password". Each field has a corresponding text box. Below the input fields, there is a legend: "*Required Field". At the bottom of the window, there are three green buttons: "Back", "Next", and "Exit".

After you create an admin account you will be prompted to logon to the system.

If you have chosen to try our demo database (e.g. InFOREMAX Demo.mdb) a Login window will appear. To logon to the demo database you may use:

Username: admin
Password : <blank>



Each time InFOREMAX starts, a Login window will be presented to prompt you to enter your username and password in order to logon to the system.

Removing InFOREMAX

You can remove InFOREMAX by using Add/Remove program in the Windows Control Panel. You can also remove it by running the InFOREMAX Setup.exe again and selecting "Remove".