

# General Installation Notes

## Important Information About ALERE® v11

March 2017



This is a mission critical application. It is strongly recommended that new releases be installed on a separate system where they can be tested BEFORE being released on a live system.

Windows XP or newer is required to operate ALERE.

Go to the TIW web site at [www.tiwcorp.com](http://www.tiwcorp.com) and check for the existence of a *General Patch*. If one is available, download and apply it before using ALERE.

If you have any questions, TIW Technical Support would be happy to assist you. We can be reached at 610.258.5161 between the hours of 9 am and 6 pm ET, Monday through Friday.



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## PLEASE READ THE INSTRUCTIONS COMPLETELY BEFORE INSTALLING.

The installation procedure has changed from versions prior to v11.0!

[Here is what is included in this shipment:](#)

ALERE® CD, which has:

- README.RTF (last minute valuable information on CD)
- ALERE Accounting, Manufacturing and Data Acquisition Program files
- Runtime files
- Sample Company
- ALERE HTML Doc-On-Disk (Microsoft Internet Explorer required)
- Developer's Source Kit and Manuals (If licensed)

One Label, with the Activation Key and Serial Number, on back of CD case

[Additionally, for new customers:](#)

- Quick Start Guide

[System Requirement changes:](#)

- ALERE V11.0 now requires video resolution of 1024x768 or higher

[Installing or Upgrading from Previous Versions:](#)

Starting with v11.0, ALERE data files are all in a single directory or Client Server Database for each company. DO NOT INSTALL OVER PREVIOUS VERSIONS OF ALERE! It is required that you always install in an empty directory using one of the two following methods:

1. The first time you install, place ALERE in a generic directory on your server named something like \ALERE. If upgrading, accept the default path name, changing it to your server path. Once the installation is complete, copy **wslogins.\*** and **wsaccess.\*** files from the previous version to the Sysfiles directory. This will bring forward your existing logins. Using a sample company test the new installation. If an upgrade, when testing is complete rename the old installation to ALEREVxx and rename the new install (\ALERE11) to your original directory name (\ALERE). The startup properties on existing workstations will not need to be pointed to a new directory using this method. If you have different logins for Manufacturing and Accounting, you will need to merge the **wslogins** records or reenter additional users.
2. An alternate approach is to accept the new program directory (substituting your server drive letter as necessary) to which the installation program defaults. Once the installation is complete, copy **wslogins.\*** and **wsaccess.\*** files from the previous version to the Sysfiles directory. This will bring forward your existing logins. Using a sample company, test the new installation. If you have a multiuser system, the startup properties on each workstation will need to be pointed to the new directory. If you have different logins for Manufacturing and Accounting, you will need to merge the **wslogins** records or reenter additional users.

After installation, start ALERE. After entering the Activation Key, the sample company will automatically be installed if selected on install, if it was not selected, the user will be taken to the Open Company Screen. When installing companies into Version 11.0 or higher, from versions prior to v11.0, it is necessary to create new company definitions.

**If you have modifications, install them before creating new companies.**

1. We suggest that you open your existing ALERE Accounting and/or ALERE Manufacturing Company Defaults Screens.
2. In ALERE 11.0, go to File > Open Company.
3. On the Open Company Screen, click NEW, this will bring up the New Company Screen.
4. Checkmark the boxes for importing ALERE Accounting and/or Manufacturing data. Enter the paths to the company data you are importing.
5. Enter the company name and the New Company Data Path. THIS CANNOT BE THE PATH TO PREVIOUS DATA! You can create either LAN or Client Server Companies by selecting the appropriate database type. You can create a CS company from LAN companies if desired. (Running with Client Server data requires that Microsoft SQL Server be installed prior to setting up the companies).
6. Press the Continue button.
7. Enter the Company setup information, copying from your previous installs.
8. SAVE and EXIT. This will bring you to the File Update screen, where you need to run the update for All Tables.
9. Repeat for additional companies. Each company must have its own Company data directory, or for CS, its own database.

### Note for Users without ALERE Accounting

The redesign the interface for v11.0 requires a change to user login options in order to display only the ALERE Manufacturing tabs.

1. Open the Login Options under *File>Maintenance>Login Options*
2. In the center of the window there is an option entitled **Default Ribbon** with a combo box below it.
3. Change the combo box to Manufacturing Only
4. SAVE and EXIT

### Issues with Installation for some Windows 7 Computers and all Windows 8 or Higher computers:

If you cannot select the path to your server on these computers when running the installation program, then run the utility SETUPLINK.EXE on the workstation. The SETUPLINK.EXE is automatically installed to the server when the Installation Files are included during the program installation process. Alternately it can be run from the install CD.

### Changes to a Terminal Server Installation:

Starting with ALERE Accounting v7.3 and ALERE Manufacturing v10.0 it is no longer necessary to have a separate TIWRUN directory for each user. Simply point all users' startup to the same TIWRUN directory on the terminal server. Note that on a traditional network the TIWRUN directory should still reside on the local drive so that the users can access the Manual.

### Updates with Modifications, Custom Reports or Custom Programs:

If modifications included changing the **wshooks.dbf**, then open the table, delete any records that do not pertain to the modifications, and copy the file to the new SysFiles directory. If you have made modifications, such as changing the size of a field, or other modifications to any system file, then copy the following databases to your new SysFiles directory:

- **wsdata.\***, **wsffdefs.\***, **wsindex.\***, **ws\_lingo.\***, **wsmapfrm.\***. APPEND any data in your old **usrtable.dbf** to the current **usrtable.dbf**, and the data within **usrpaswd** to the current **usrpaswd** file.
- Note that if you have modifications in both Accounting and Manufacturing, you will need to merge changes from both programs into these tables.

Since v6.6 it has been strongly recommended that all modifications, custom programs, and reports be placed in a "MODS" directory, directly under the ALERE root directory.

- Copy this directory from your prior version or create it if needed.
- In *File>Maintenance>Company Defaults>Default Paths*, be sure that this directory is defined.
- Copy all custom programs, VAR files and/or reports to this directory.
- It is a good idea to also place copies of your current USR files in this directory.
- Carefully test all modifications before converting your current data to the new version. V11 has changed the size of almost all screens, so most screen modifications will need to be adjusted to fit the new screen size.
- Consult the Developers Kit readme files for additional information on what areas of the product were changed.

### Special Note Regarding Runtime files:

ALERE requires specific Runtime, OCX & DLL files to operate. If you are upgrading from a version earlier than Accounting v7.3 or Manufacturing v10.0, select the option to install the Runtime during the installation process. All work stations must be updated.

Make sure that you are the local administrator in Windows or a network administrator on the server when installing the software.

### HTML Manual Installation:

A Microsoft Security Update prevents CHM (compiled HTML files) from being viewed when they are being loaded from a network drive or remote server. This can affect computers running Windows XP or newer with this update.

#### **Note – The manual must be on your local drive!**

If the HTML manual cannot be viewed when the ? button on a screen is selected, then follow these instructions:

1. Start the program and go to *File>Maintenance > Company Defaults> Options*.
2. Select the *Use HTML Help and HTML Manual on Workstations* Options.
3. Save the change, exit the screen, and restart ALERE. The work station will automatically download the manual from the server and use it locally. Thereafter, the manual will automatically be updated whenever the manual on the server is updated and ALERE is restarted on the work station.
4. Right click on your desk top shortcut to the ALERE manual and select "Properties".
5. Change the target to: "C:\TIWRUN\ALERE\ALEREMANUAL.CHM". (Assuming the default location)
6. Change the "Start In:" directory to "C:\TIWRUN\ALERE". (Assuming the default location)
7. Start the manual from your desk top shortcut. If you get a message asking if you want to start the program, select "Always" or "Yes". If it asks if you want to ask before running, answer "NO".
8. Verify that the contents and index show at the left side of the screen. If they do not, click on the "Show" button at the top left of the screen. If you do not have that button, use your mouse to drag the bar to just inside the left edge of the screen to the right.

The Manual should now work from the desktop shortcut or from within ALERE.