

February Mandatory Update Installation Information and Install Tips

The latest WinAA update includes the Microsoft Access 2010 Runtime. The Agency Advantage's goal in incorporating this runtime with the update is to ensure that our customers are using the most current and dependable runtime available. This will allow you to use WinAA for many more years as Microsoft ends support for its older Access runtimes. Before installing the update you must make sure that all computers running WinAA will be able to support the requirements for the Access 2010 runtime.

Microsoft Access 2010 Runtime Requirements

Supported Operating Systems: Windows7, Windows Server 2003 R2, Windows Server 2008 R2, Windows Vista SP1, Windows XP SP3. All of these include the 32 and 64 bit versions.

CPU: 1Ghz or higher

Memory: 1Gb or more

Display: 1024x768 or higher

Other Requirements

If running Windows Vista or 7 make sure that the User Account Controls are disabled.

Always log in as an administrator before running the WinAA update.

WinAA Update Installation Instructions

1. Make sure all users are out of WinAA. If you have users that connect remotely make sure that they log off instead of disconnect from their sessions.
2. Close all other programs that you have open.
3. Make a backup of your existing WinAA database.

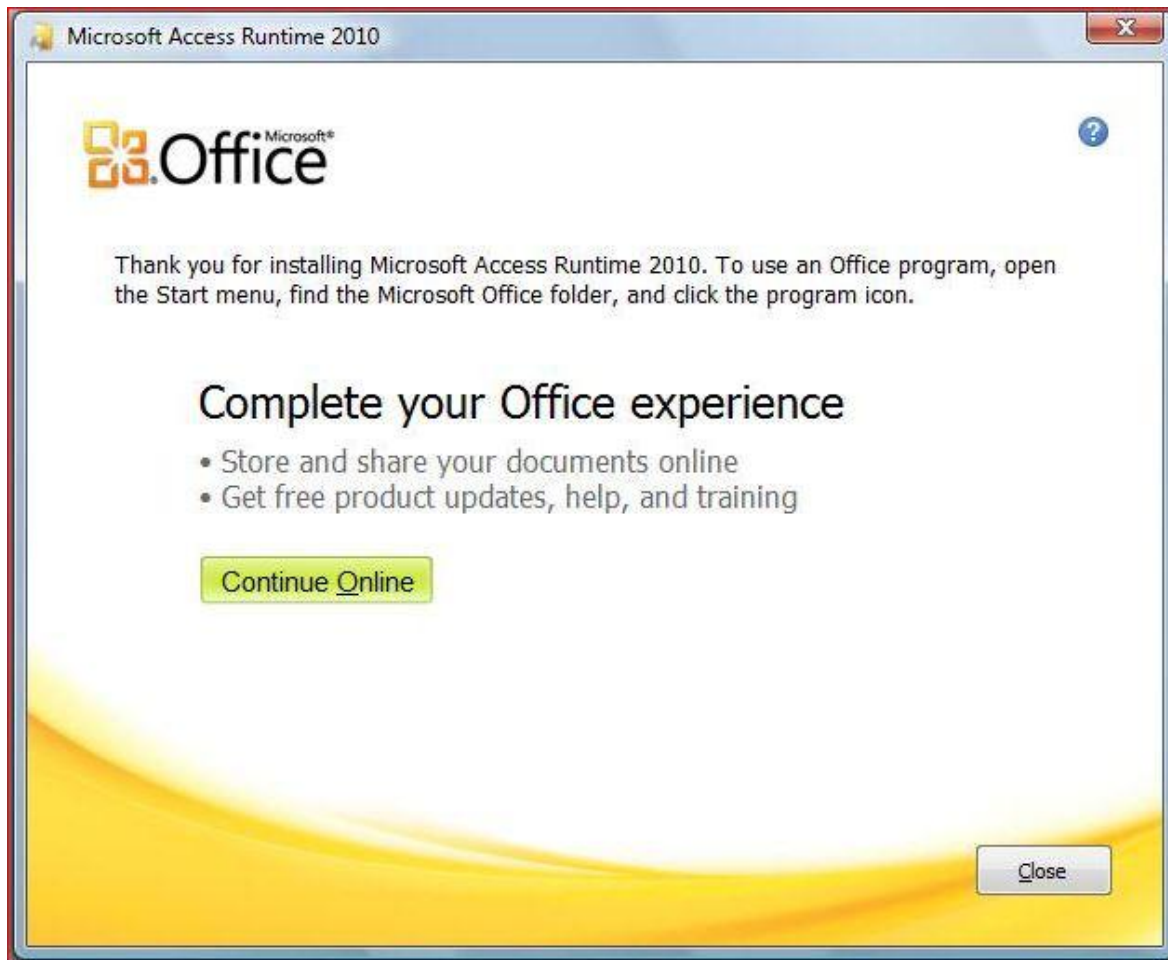
4. Make a system restore point for your computer.
5. Download the WinAA update. It is recommended that you save a copy of the file to a network drive. Then you can access the file from other computers instead downloading multiple times. Also, please be patient when retrieving the update. It may take longer to download since it is close to 240Mb in size.
6. Run the update by double clicking on it.

Access 2010 Runtime Install

Before the Update installs any WinAA components it runs the Access 2010 runtime install. This process may take a few minutes so please be patient. You will have to accept the license agreement for the runtime before it can install. The screen will look like the image below.



Once runtime install is finished you will need to click the Close button on the next screen to continue with the WinAA update. The screen will look like the image below.



Running WinAA After the Update

When you run WinAA after installing the update the program will have to relink to your live database. Please note that this process may take a few minutes. If anyone is in WinAA during this process please have them to exit the program. It will speed up the relinking process. Once relinking is complete and you are able to log in to WinAA you may get a message similar to the image below.



If you receive this message then please click Unblock to continue. Make sure that you are able to pull up your customer data. If everything appears ok then the update was successful.