

# ISS



# 45



*V8 Office Installation Guide*  
*Version 8.2.0*

## ISS45 V8 Office Installation Guide Version 8.2.0

<b>Date of Issue</b>	<b>Product Identification Number</b>	<b>Part Number</b>	<b>Brief Description</b>
October 1998	45001/032	80602977	Preliminary Release
September 1999	45001/032	89000020	Version 8.1
March 2000	45001/032	89000029	Version 8.2.0

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# Setup and Installation

We recommend you read this guide and familiarize yourself with the installation requirements and procedures before beginning the installation procedure.

## Before you Start

Make sure you log on to NT with an account that has administrator privileges. Obtain the administrator's password, as you will be required to use it during the installation. Check that your system meets or exceeds the listed requirements.

## Hardware Requirements

- Processor: Pentium 200MHz recommended, P166 minimum.
- RAM: 128 Megabytes (MB) recommended, 64MB minimum.
- Disk space: 4 Gigabytes (GB) minimum. Use at least three disks, controlled by hardware RAID.  
Depending on the volume of history to store, this requirement may change.
- Tape drive for SQL and general backups.
- CD-ROM reader (optional).
- Uninterruptible power supply (UPS).

## Software Requirements

- Microsoft Windows NT 4.0 Server pre-installed, plus Service Pack 4 or 5.
- The following operating system configurations are available. Choose the correct software configuration to suite your needs:

	<b>Operating System</b>	<b>SQL Options</b>
MFS1	NT Server	SQL Server OR Desktop
MFS1	NT Workstation	SQL Desktop
MFS2	NT Workstation	SQL Workstation (Database is remotely accessed)

- Internet Explorer 5.0 - a pre-requisite for installing Microsoft SQL 7.0, plus Service Pack 1 (included in Internet Explorer).
- Microsoft SQL Server, Desktop or Workstation (as per your requirements), plus Service Pack 1.
- ODBC Administrator, version 3.510.37110 and ODBC Drivers for SQL Server version 3.70.0623 (automatically installed during SQL installation).
- ISS45 Back Office (V7) pre-installed.

## **Installation Check List**

For a first-time Office installation use the list below to assist with installation of the various software components.

- Microsoft NT (Server or Workstation) depending on your requirements.
- Microsoft SQL (Server, Desktop or Workstation) depending on your requirements. For installation instructions, refer to:
  - Server, page 4
  - Desktop, page 9
  - Workstation, page 10
- SQL 7.0 Service pack 1
- ISS45 Back Office (V7) Pre-Installed

## Installing SQL

Confirm your installation requirements and the correct configuration for your specific store before attempting one of the following SQL installation procedures:

- Server
- Desktop
- Workstation
- SQL Server Agent

### Note

To achieve optimal performance it is essential to adhere to the parameters specified in this guide.

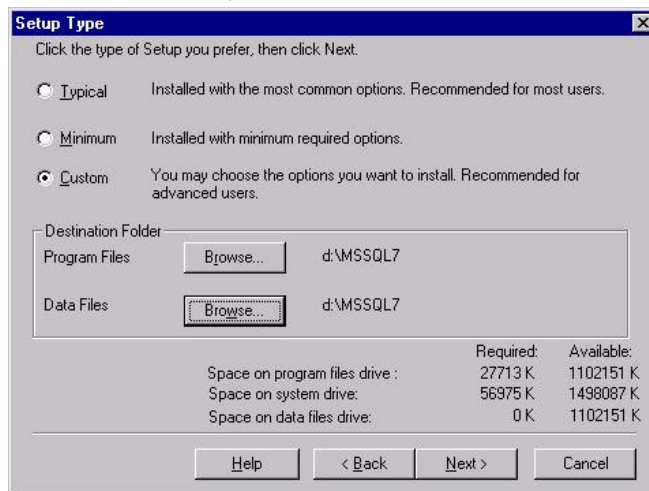
## SQL Server

SQL Server is a client/server relational database management system (RDBMS) that uses Structured Query Language (SQL).

### ➤ To install SQL 7.0 Server

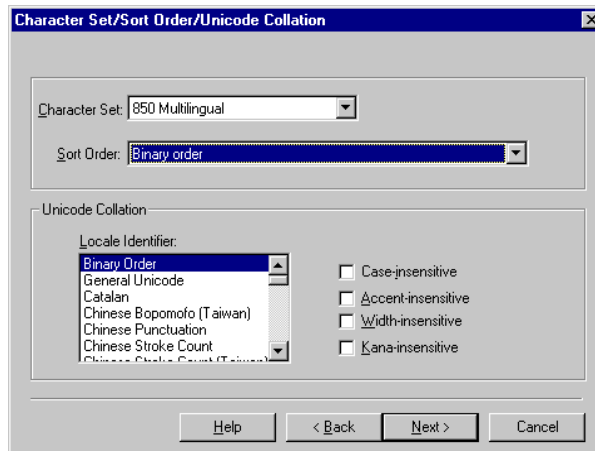
- 1 Close all running applications and stop the POS\_SRV\_Manager service.
- 2 Insert the SQL Server CD into your CD-ROM drive and double-click the Autorun.exe file in the root directory.
- 3 From the main menu, select the following:
  - Install SQL Server 7.0 Components, then
  - Database Server - Standard Edition

- 4 Select **Local Install - Install to the local machine** as the installation method type, then click *Next* and *Next* again at the *Welcome* screen.
- 5 Click *Yes* to confirm the Software License Agreement.
- 6 In the User Information window type in your **name** and **company name** then click *Next*. The *Setup* window appears.
- 7 Enter the CD Key number and click *OK*.

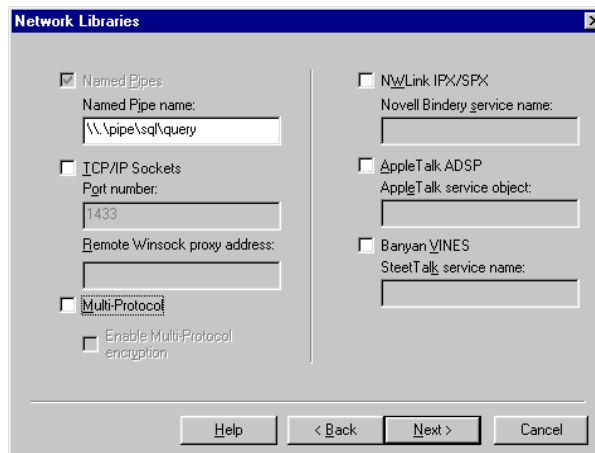


- 8 In the *Setup Type* dialog box, select the *Custom* radio button. Under both destination folders (Program Files and Data Files), it is recommended that SQL 7.0's default directory is saved on a different drive. For example, D:\Mssql7 (SQL 6.5 would be on your C: drive). Click *Next*.

- 9 In the *Select Components* dialog box, leave the default settings as they are and click *Next*. The *Start Copying Files* dialog box appears. Click *Next*, the *Character Set* dialog box appears.



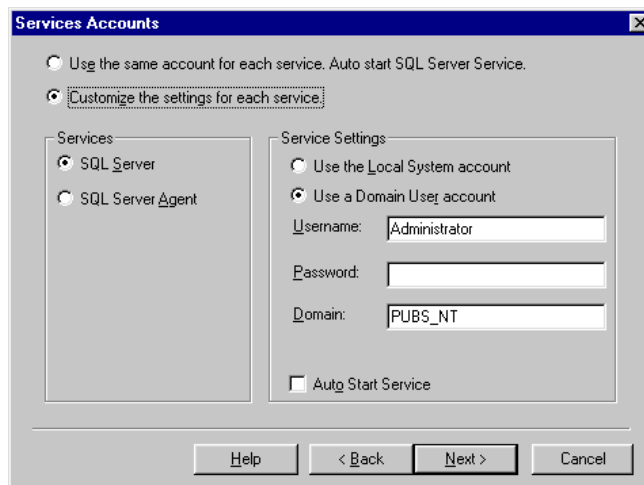
- 10 From the Character Set dropdown list, select **850 Multilingual** and from the Sort Order dropdown list, select **Binary Order**. Click *Next*, the *Network Libraries* dialog box appears.



11 Clear the following check boxes then click *Next*:

- TCP/IP Sockets
- Multi-Protocol

The Services Accounts dialog box appears.

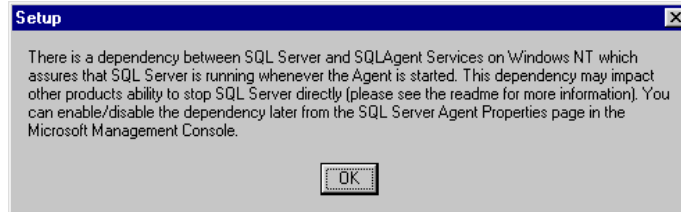


**Note**

In the Services Accounts dialog box, both the SQL Server and SQL Server Agent must be set up.

- 12 Select **Customize the setting for each service** radio button.
- 13 Set up the SQL Server by selecting **SQL Server** in the Services area.
- 14 In the Service Settings area, select the **Use a Domain User Account** radio button, then enter a username, password and domain.

- 15 Select the Auto Start Service check box and click *Next*. A Setup message box appears. Click *OK*.



- 16 Go back to the Services Accounts dialog box and select SQL Server Agent. (Ensure that the **Customize the setting for each service** radio button is still selected).
- 17 In the Service Settings area, select the **Use a Domain User Account** radio button. Enter a username, password and domain. Click *Next*.
- 18 In the *Database Creation* dialog box, type the **user name**, **password** and **domain**. Click *Next* and *Next* again. The Start Copying Files dialog box appears. Click *Next*.
- 19 In the *Choose Licensing Mode* dialog box, select **Add Licenses** in the Per Server for area. The *New Client Access License* dialog box appears, type **50** as the Quantity and click *OK*.
- 20 Select **I agree that** in the *Per Server Licensing* dialog box and click *Continue*. The *Setup Complete* dialog box appears. Click *Finish*.

## SQL Desktop

Any user who has a *per seat* client access license for the small business server, standard, or enterprise editions of SQL Server can install a desktop edition server.

### ➤ To install SQL 7.0 Desktop

- 1 Close all running applications and stop the POS\_SRV\_Manager service.
- 2 Insert the SQL Server CD into your CD-ROM drive. Double-click the Autorun.exe file in the root directory.
- 3 From the main menu, select the following:
  - Install SQL Server 7.0 Components, then
  - Database Server - Desktop Edition
- 4 Select **Local Install - Install to the local machine** as the installation method type, then click *Next* and *Next* again at the *Welcome* screen.
- 5 Click *Yes* to confirm the Software License Agreement.
- 6 Type in your **name** and **company name** in the *User Information* dialog box then click *Next*. The *Convert Existing SQL Server Data* dialog box appears. Click *Next*.
- 7 Select the *Custom* button in the *Setup Type* dialog box. Under both destination folders (Program Files and Data Files), it is recommended that SQL 7.0's default directory is saved on a different drive. For example, D:\Mssql7. (SQL 6.5 would be on your C: drive). Click *Next*.
- 8 In the *Select Components* dialog box, leave the default settings as they are and click *Next*. The *Character Set/Sort Order/Unicode Collation* dialog box appears.

- 9 From the Character Set dropdown list, select **850 Multilingual** and from the Sort Order dropdown list, select **Binary Order**. Click *Next*.
  - When the *Start Copying Files* dialog box appears, click *Next*.
  - When *Setup Complete* dialog box appears, click *Finish*.

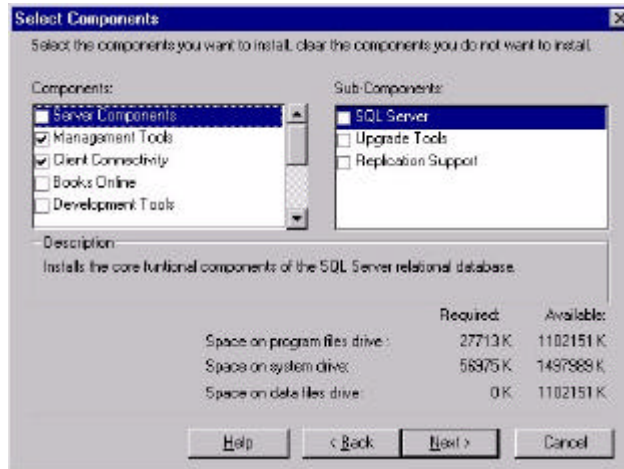
## SQL Workstation

SQL Workstation resides on MFS1. MFS2 reads the database from MFS1.

### ➤ To install SQL 7.0 Workstation

- 1 Close all running applications and stop the POS\_SRV\_Manager service.
- 2 Insert the SQL Server CD into your CD-ROM drive and double-click the Autorun.exe file in the root directory.
- 3 From the main menu, select the following:
  - Install SQL Server 7.0 Components, then
  - Database Server - Desktop Edition
- 4 Select the type of installation to perform **Local Install - Install to the local machine**, then click *Next* and *Next* again at the *Welcome* screen.
- 5 Click *Yes* to confirm the Software License Agreement.
- 6 Type in your **name** and **company name** in the *User Information* dialog box then click *Next*.
- 7 Select the *Custom* button in the *Setup Type* dialog box. Under both destination folders (Program Files and Data Files), it is recommended that SQL 7.0's default directory is saved on a

different drive. For example, D:\Mssql7. Click *Next*. The Select Components dialog box appears.



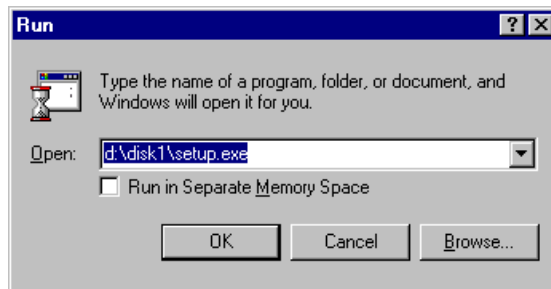
- 8 From the Components list, select **Management Tools** and **Client Connectivity**, then click *Next*.
- When the *Start Copying Files* dialog box appears, click *Next*.
- When the *Setup Complete* dialog box appears, click *Finish*.

## Installing ISS45 Office

The options below explain how to install Office. If you want to upgrade from a previous V8 version, refer to page 15.

### ➤ To install Office

- 1 Stop the POS\_SRV\_MANAGER task.
- 2 Insert the CD or diskette number 1 in the appropriate drive. Click Start and select *Run*. The *Run* dialog box displays.

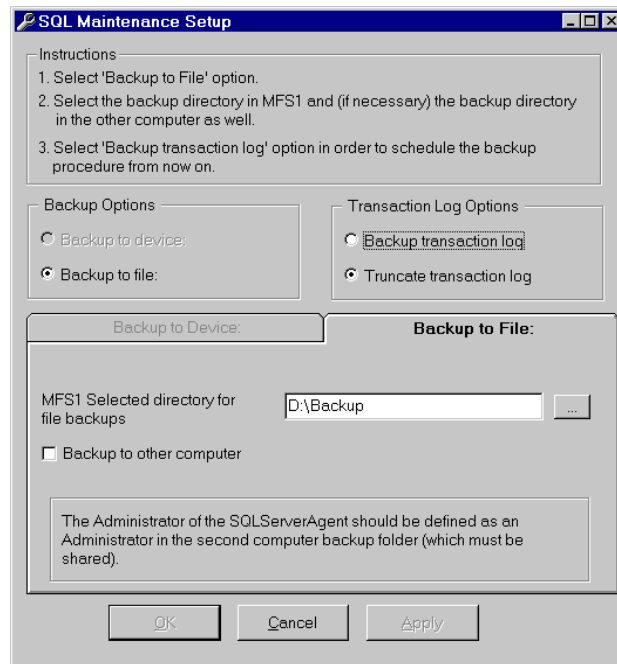


- 3 Type **d:disk1\setup.exe** (from diskette **a:\setup.exe**) and click *OK*.  
Note that the drive letter for your CD-ROM or diskette may be different to the example illustrated here.
- 4 The installation starts with a brief welcoming screen. Follow the on-screen instructions.
- 5 During the installation, the *Destination Location* window appears twice.
  - The first time, specify where to save the Office application.
  - The second time, specify where to save the SQL database.When done, the *Setup Complete* dialog box appears.

**6** Select to restart now, then click *Finish*.

After the system has restarted, the SQL Maintenance Setup dialog box appears.

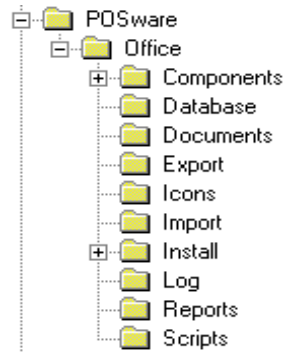
This option enables you to define when SQL database backups are performed and to which directory they are saved.



**Note**

You must restart the PC before you can run Office.

The installation process creates the following directory structure under the Program files folder:



**Note**

This is the system-default structure. You may have specified a different structure during the installation.

## Upgrading ISS45 Office

You may upgrade your current version of ISS45 Office to a new version. Follow the procedures below.

### ➤ To Upgrade ISS45 Office

- 1 Stop the POS\_SRV\_MANAGER task.
- 2 Insert the upgrade CD or diskette in the appropriate drive.
- 3 Click Start and select *Run*. The *Run* dialog box displays.
- 4 Type **d:disk1\setup.exe** (from diskette **a:\setup.exe**) and click *OK*.  
Note that the drive letter for your CD-ROM or diskette may be different to the example illustrated here.
- 5 The installation starts with a brief welcoming screen. Follow the on-screen instructions.
- 6 Restart your computer.

## Starting ISS45 Office

You may start Office from the Start button or from a shortcut you create on the desktop.

### ➤ To start Office

- 1 Click *Start*. Select **Programs | ISS45 | Office, or;**  
If you've created a shortcut on the desktop, you may start ISS45 Office from there.  
The *log in* dialog box appears.
- 2 Log in with your assigned user name and password.

## Uninstalling ISS45

This section includes instructions for uninstalling ISS45 Office (V8) and ISS45 Back Office (V7).


### Note

If the Office installation was not successful, you must uninstall Office (V8), before uninstalling Back Office (V7).

## Uninstalling V8 Office

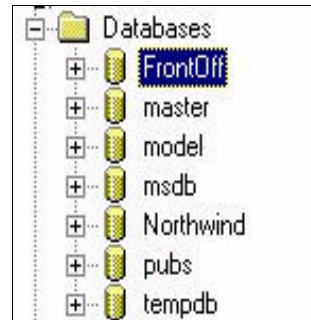
To remove Office, follow the procedures below.

### ➤ To uninstall Office



- 1 Close all ISS45 windows: Office (V8) and Back Office (V7).
- 2 Stop the POS\_SRV\_MANAGER task: **Start | Settings | Control Panel | Services**.
- 3 From the directory:  
C:\Winnt\Profiles\All Users\Start Menu\Programs;  
highlight the Startup folder and delete the following from the right of the window:
  - POS Service Monitoring
  - Office Task Executor
  - Office Alert Service Monitor
- 4 From the same directory delete the ISS45 and Pcmaster folders.
- 5 Click **Start**, point to Programs\Microsoft SQL Server 7.0 and click the Enterprise Manager folder.
- 6 From the Enterprise Manager folder, highlight SQL Server Group as the required server and click  to expand the tree.

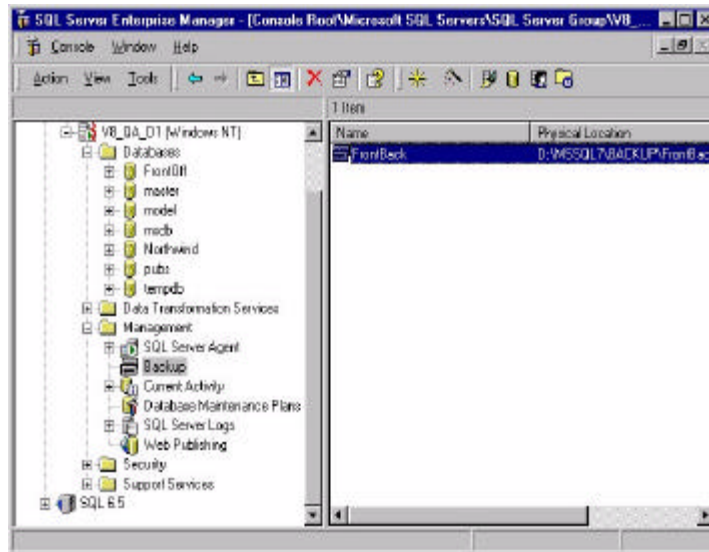


SQL Server Group before expanding the tree

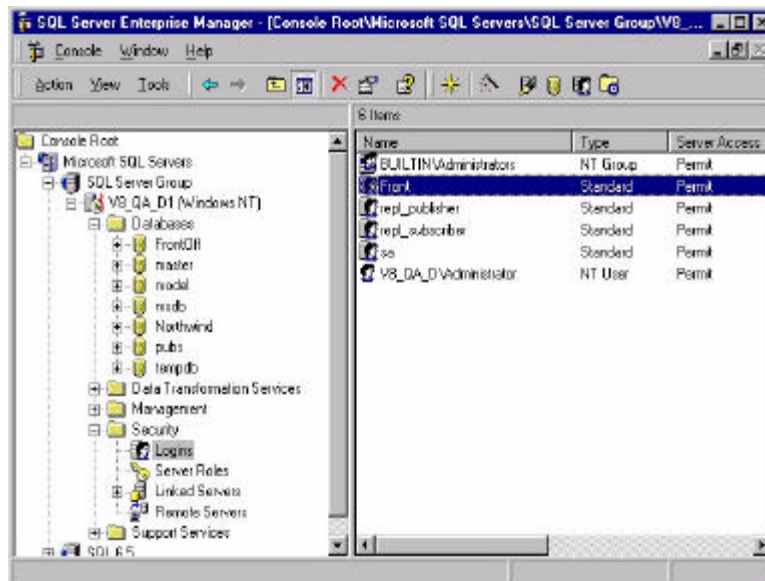


SQL Server Group after tree is expanded

- 7 Select the **Databases folder** and click  to expand the tree.
- 8 Highlight the **FrontOff Database**, right click your mouse and select **delete**, to delete the database. At the *confirm delete* dialog box select **Yes**.
- 9 Highlight the **Management** folder and click  to expand the tree.



- 10 Highlight **Backup** and delete the **FrontBack** backup device which appears on the right of the window.
- 11 Select the **Security** folder and click **+** to expand the tree.



- 12 Highlight **Logins** and delete **Front** which appears on the right of the window.
- 13 In Explorer, delete the **Backup** device file which is located in C:\MSSQL7\Backup. You will only see .DAT files if you have already created backups.
- 14 In the Control Panel, select the **Add/Remove Programs** icon, highlight **ISS45 Office** and click *Add/Remove*.
- 15 At the prompts, confirm deletion of the application and all its components. The final screen confirms that ISS45 Back Office has been removed.
- 16 In Explorer, manually delete the Posware directory together with its subdirectories.
- 17 Restart your computer.

## Uninstalling V7 Back Office

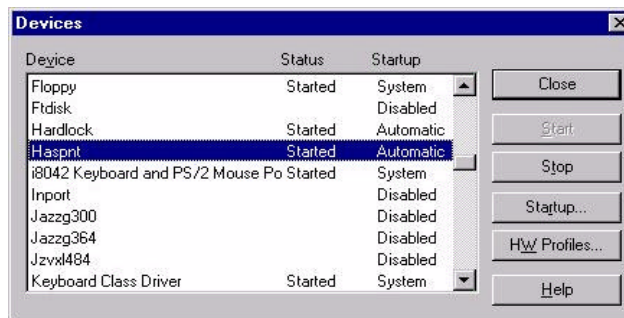
To remove V7 Back Office from the computer, follow the procedures below.

### Note

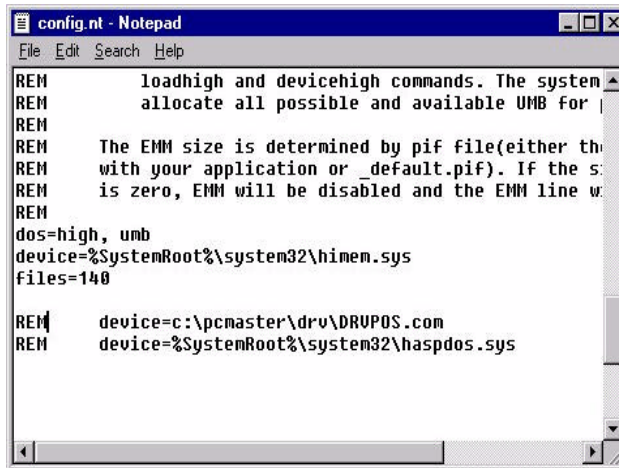
If the Office installation was not successful, you must uninstall Office (V8), before uninstalling Back Office (V7).

- 1 Close all V8 Office windows.
- 2 Stop the POS\_SRV\_MANAGER task: Start|Settings|Control Panel|Services.  
In the Service Monitoring Window, check that the services have stopped running then close the window.

- 3 At the C:\Pcmaster prompt type the command:  
**instsrv POS\_SRV\_MANAGER remove**



- 4 In Control Panel, double-click the Devices icon. In the *Devices* dialog box highlight HaspNT and click *Stop*.
- 5 At the C:\WinNT\System32 prompt, type **edit config.nt**.  
The config.nt file opens in notepad.



```
config.nt - Notepad
File Edit Search Help
REM loadhigh and devicehigh commands. The system
REM allocate all possible and available UMB for |
REM
REM The EMM size is determined by pif file(either th
REM with your application or _default.pif). If the s
REM is zero, EMM will be disabled and the EMM line w
REM
dos=high, umb
device=%SystemRoot%\system32\hinem.sys
files=140

REM device=c:\pcmaster\drv\DRUPOS.com
REM device=%SystemRoot%\system32\haspdos.sys
```

- 6 Type **REM** at the beginning of the last two lines of the file. This is to disable DrvPOS.Com and HaspDOS.Sys.
- 7 In Control Panel, select the **Add/Remove Programs** icon, highlight **ISS45 Back Office** and click *Add/Remove*.
- 8 At the prompts, confirm deletion of the application and all its components. The final screen confirms that ISS45 Back Office has been removed.
- 9 In Explorer, manually delete the Pcmaster directory and its subdirectories.
- 10 Delete the shortcuts 'Pcm' and 'Pcmview' from the desktop and from your startup programs.  
(C:\Winnt\Profilers\All Users\Start Menu\Programs).
- 11 In Control Panel, double-click the System icon, select the **Environment** tab and delete the System Environment.  
(C:\Pcmaster\drv32) and User Paths (C:\Pcmaster\drv).
- 12 Restart your computer.

## SQL 7.0 Administration

The following administrative functions may be performed in SQL 7.0:

### WARNING

These functions are to be used ONLY by system administrators or support personnel. Any attempt to perform SQL administration procedures by unqualified personnel may result in damage to the system. If in doubt, please contact your supplier or dealer.


- SQL Administrator Account and Password
- Registering a Server
- Administering ODBC Data Source
- Creating a New Backup Device
- Backing Up the FrontOff Database
- Restoring the FrontOff Database
- Upgrading from SQL 6.5 to SQL 7.0

### SQL Administrator Account and Password

User access to SQL Server is authenticated against an administrator Account and Password. The procedure below explains how to define an account and password.

#### ➤ To Define Administrator Account and Password

- 1 Select MSSQL Service.  
**Start | Settings | Control Panel | Services**
- 2 Click Startup and select This account in the Service dialog box.

- 3 Enter a user name or click on  to select a name from the Add User Name list. Highlight a name from the list, click Add then click OK.
- 4 Enter and confirm the user password. Click *OK* to exit the *Service* dialog box.
- 5 Click *Close* to close the *Services* dialog box .

## Registering a Server

You must register a local or remote server before you can administer and manage it by using SQL Server Enterprise Manager.

### ➤ To Register a Server

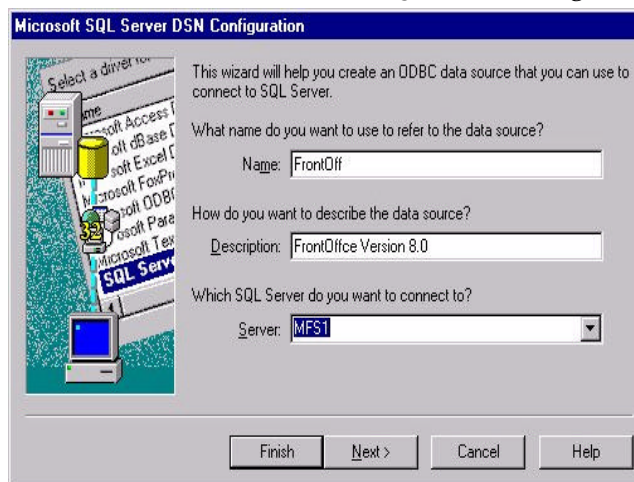
- 1 Select **Enterprise Manager**:  
**Start | Programs | Microsoft SQL Server 7.**
- 2 Highlight SQL Server Group, right click your mouse and select **New SQL Server Registration** from the pop up menu.  
The *Register SQL Server Wizard* appears.
- 3 Click *Next*.
- 4 Select the required server from the available servers list, click *Add* then click *Next*.
- 5 Select **Windows NT authentication** as the authentication mode that you use to connect to SQL Server, then click *Next*.
- 6 Specify the SQL Server you are registering to an existing SQL Server group by selecting **SQL Server Group** as the Group Name from the drop down list.
- 7 Click *Next* then click *Finish*.

## Administering ODBC Data Source

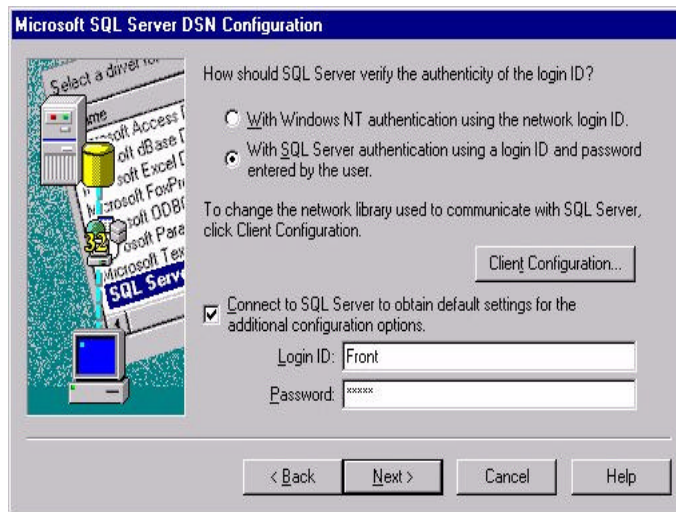
An ODBC data source includes all the information used to connect to a SQL Server, plus any essential options. The most common way to configure SQL Server ODBC data sources is to use the ODBC Data Source Administrator, via ODBC in the Control Panel.

### ➤ To Administer ODBC Data Source

- 1 Select **ODBC Data Sources: Start | Settings | Control Panel**.
- 2 Open the System DSN tab and double-click **FrontOff**. The *Microsoft SQL Server DSN Configuration* dialog box appears.



- 3 Select the default values for Name, Description and Server, then click *Next*.
  - For MFS1 select Local.
  - For MFS2 select MFS2's correct computer name



- 4 Select **With SQL Server authentication using a login ID and password entered by the user.**  
Ensure the Login ID and Password entered is **Front**.
- 5 Click *Next*, then *Next* again.
- 6 Click *Finish* to exit the *Microsoft SQL Server DSN Configuration* dialog box.
- 7 Click *OK* and *OK* again to exit the *Data Source Administrator* dialog box.

## Creating a New Backup Device

Follow the steps below to create a backup device using SQL Enterprise Manager.

### ➤ To create a new backup device


- 1 Select **Enterprise Manager: Start | Programs | Microsoft SQL Server 7.**
- 2 From Enterprise Manager, select **SQL Server Group** server and click **+** to expand the tree.
- 3 Highlight the Management folder and click **+** to expand the tree.
- 4 Highlight **Backup** and right click your mouse.
- 5 Select **New Backup Device** from the pop up menu. *The Backup Device Properties - New Device* dialog box appears.
- 6 Enter the Backup Device Name in the Name field and click *OK*.

## Backing Up the FrontOff Database

Follow the steps below to manually backup the FrontOff Database using SQL Enterprise Manager. Backups are performed automatically every 15 minutes.

### ➤ To Backup the FrontOff Database

- 1 Select **Enterprise Manager: Start | Programs | Microsoft SQL Server 7.**
- 2 From Enterprise Manager, select **SQL Server Group** server and click **+** to expand the tree.



- 3 Highlight the Management folder and click  to expand the tree.
- 4 Highlight **Backup** and right click your mouse.
- 5 Select **Backup a Database** from the pop up menu. The *SQL Server Backup* dialog box appears.
- 6 From the Database combo box, select **FrontOff** as the database you wish to backup. Under Backup, select the radio button **Database-complete**. Under Destination, click *Add*. The *Choose Backup Destination* dialog box appears.
- 7 Select the **Backup device** radio button and select the required Backup device from the combo box.
  
- 8 Click *OK* and *OK* again in the *SQL Server Backup* dialog box. A Backup Progress bar appears. Once the process is complete the following message appears: '*The backup operation has been completed successfully*'.
- 9 Click *OK*.

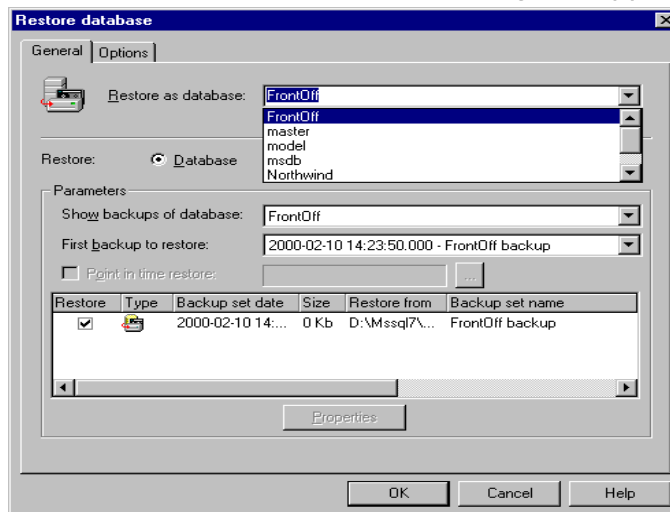
## Restoring the FrontOff Database

Follow the steps below in order to restore the FrontOff database.

### ➤ To Restore the FrontOff Database

- 1 Close Office.
- 2 Close Services.
- 3 Select **Enterprise Manager:**  
**Start | Programs | Microsoft SQL Server 7.**

- 4 From Enterprise Manager, select **SQL Server Group** server and click  to expand the tree.
- 5 Open the Database folder by clicking  to expand the tree.
- 6 Highlight the name of the database you want to restore. Details about the database appear on the right side of the window.
- 7 Right click FrontOff, highlight All Tasks, and click on Restore Database. The Restore Database dialog box appears.



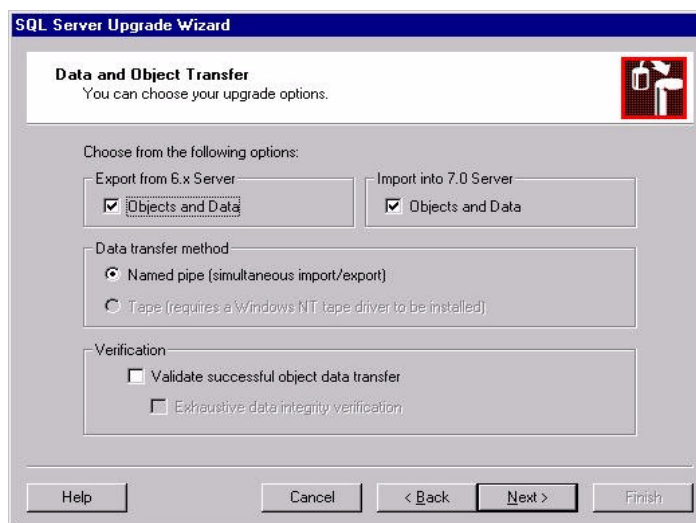
- 8 Select **FrontOff** from the Restore as database dropdown list.
- 9 Select the **From Device** radio button in the Restore area. Click *Select Devices* then click *Add*.
- 10 Select *File Name* and click the backup file you want to back up. The *Choose Restore Destination* dialog box appears.
- 11 Click *OK* and *OK* again to exit both windows.

## Upgrading from SQL 6.5 to SQL 7.0

The procedure below explains how to cleanly upgrade your existing FrontOff Database from SQL 6.5 to SQL 7.0.

### ➤ To Upgrade from SQL 6.5 to SQL 7.0

- 1 Open up the **SQL Upgrade Wizard**.  
**Start | Programs | Microsoft SQL Server-Switch | SQL Server Upgrade Wizard.**
- 2 In the *Welcome to the SQL Server Upgrade Wizard* dialog box, click *Next*.



- 3 In the Data and Object Transfer dialog box, check the following, then click *Next*:
  - under Export from 6.x Server, **Objects and Data**.
  - under Import into 7.0 Server, **Objects and Data**.
  - under Data Transfer Method, select the **Named pipe (simultaneous import/export)** radio button.
- 4 In the *Logon* dialog box, under Export Server (6.x), select your server name from the combo box. Leave the Administrator password field blank and click *Next*. A confirmation message appears.



- 5 Check that no users are currently using the SQL Server databases and then click *Yes* to continue. The *Scripting Code Page* dialog box appears.
- 6 Select **850** from the combo box and click *Next*. Under Include these databases, select **FrontOff** as the required database and click *Next*.
- 7 In the *Database Creation* dialog box, under Create Database Scripting, select **Use the default configuration** radio button and click *Next*.
- 8 In the *System Configuration* dialog box, under System Objects and Transfer, select **Server Configuration** and **SQL Executive Settings**.

- 9 Accept the defaults under Advanced Settings and click *Next*.
- 10 Click *Finish*. The *SQL Server Upgrade Script Interpreter* dialog box appears.

**Note**

Save the files that have been found as errors by the Interpreter. Open and save them in notepad to fix them later, and run them from the Query Analyzer.

- 11 When the *Upgrade Complete* message appears, click *Close*.
- 12 Click *Yes* to confirm closing the application.





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