

VERSION 5 UPGRADE INSTRUCTION MANUAL

Support Guide for Upgrade to Version 6.xx

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This document contains information about downloading and installing the latest upgrade from Aspect Software, Version 6.xx. This document pertains to the upgrade4.zip or upgrade4.exe download file(s) that contain the latest program files and is intended for **registered users only**.

If you are not already using Aspect Software, you need to download the complete set of installation files.

Follow these steps to download and install the latest upgrade of Aspect Software:

- 1. Obtain a copy of upgrade4.zip or upgrade4.exe either from Aspect Software support (support@aspect-software.net) or by downloading it from the upgrade website. (The size of the file is approximately 2MB)
- 2. Save the file to the Upgrade folder beneath your Aspect folder. If you do not see an Upgrade folder, either create one or select a temporary directory such as C:\Temp or C:\Windows\Temp. Remember where you save the file.
- 3. Once you have saved the files, load Windows Explorer by right-clicking on the Start button and selecting Explore.
- 4. Locate the file that you downloaded. The name of the file will be upgrade4.zip or upgrade4.exe.
- 5. Upgrade4.zip is a compressed file. Upgrade4.exe is a self-extracting archive file. Either file will have to be unzipped or extracted to the Upgrade folder or the temporary directory you selected earlier. If you don't know how to unzip or extract data, here are some tips:

Where do I get an UnZip program?

There are many file compression programs available, with various options for compression degree, speed of execution, etc. The original and still one of the most popular for MS-DOS (and Windows) computers is PKZip and its companion de-compression program PKUnZip, both developed by PKWare. Another popular archive utility for Windows is WinZip.

How do I unzip a ZIP file?

Right-click the zipped file, select WinZip, and then select where you want the file to be extracted to.

If using the evaluation version, click Use Evaluation Version.

A folder appears with the contents of the .zip file. Click "Extract" to use the files.

How do I use PKUnZip?

First, copy pkzip and pkunzip to the Upgrade folder or the temporary directory you selected earlier.

Run the PKUNZIP program. Since PKUNZIP is a DOS application/utility, it is best to run it from a C:> DOS prompt. To launch a DOS prompt, simply choose Action / DOS Shell from within Aspect. Once the DOS prompt is open, close Aspect. You will then need to navigate to the \upgrade folder using DOS commands.

The basic command is PKUNZIP file.zip. For example, if you were unZIPing our Aspect program (UPGRADE4.ZIP), the command would be:

PKUNZIP UPGRADE4.ZIP <enter>

How do I self-extract an archived EXE file?

Double-click on the upgrade4.exe file to extract it into the directory where the self-extracting archive file is located.

6. After extracting or unzipping, you should find the following files in the same folder as the original file. If you do not see these files, click on the View menu and select Refresh. If you still don't see these files, restart with step 1.

Line	Name	Size	Туре
1	ENDOFDAY.EXE	1663KB	Application
2	AINVNTRY.DLL	989KB	Application Extension
3	ALABOR.DLL	729KB	Application Extension
4	ASALES.DLL	869KB	Application Extension
5	ASPECT.DLL	546KB	Application Extension
6	ASYS.DLL	936KB	Application Extension

7. To begin upgrading, ASPECT must be closed on ALL computers and it is highly recommended that a complete BACKUP of Aspect be completed first.

Copy the following files to the \Aspect directory:

ENDOFDAY.EXE AINVNTRY.DLL ALABOR.DLL ASALES.DLL ASPECT.DLL ASYS.DLL

When prompted, overwrite the existing files.

8. When the installation is complete, double-click on the Aspect icon on your desktop to load the software. In the top left of the program it should read Aspect Software V5.xx.

For a list of new features, visit our <u>upgrade website</u> and/or visit the Version History located in the program by clicking on Help / Version History.

If you experience any problems or have questions, please email support at support@aspect-software.net or contact us at 800.454.3280.