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## CUSTOMER GUIDE: Updating FLEETMATE

### How to Update Existing FLEETMATE Installations



***If you are using FLEETMATE in a Multi-User, networked environment, consult with your IT staff before proceeding. If you are using a SQL Server database, please consult with your DBA.***

First, there is no need to uninstall FLEETMATE before continuing. You will be installing the latest release of FLEETMATE *over* your existing installation.

FLEETMATE supports either a Microsoft JET database (*included*), or a Microsoft SQL Server database. How to proceed will depend upon the database system that you have been using.

When using Microsoft JET, your FLEETMATE database will exist as a single file. The database file will feature an "FDB" file extension (e.g., FLEETMATE.fdb, YOURCOMPANY.fdb, etc.).

### Operating System Permissions

The FLEETMATE installer will install a number of *system* files on your PC. Therefore, your Windows user account will need to offer adequate local permissions during installation.

It is recommended that **Local Admin Permission** be granted.

A different approach will be to login under your Windows user account, and run the fmsetup.exe installer as Administrator. You will likely need assistance from your IT support staff to enter the Administrator password so that the update process will be completed successfully.

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### Prepare to Install FLEETMATE



***If you are using FLEETMATE in a Multi-User, networked environment, consult with your IT staff before proceeding. If you are using a SQL Server database, please consult with your DBA.***

The following five (5) steps will be necessary to begin the update, regardless of the database system you are using.

To begin, follow the steps below:

1. If you're using **SQL Server** for data storage, click Help | About... in your *current* FLEETMATE software and note your **Build Number**.
2. Close **ALL** FLEETMATE Sessions.
3. Browse to FLEETMATE.com on the Web.
4. Choose the Download button, which will take you to the Download page of the FLEETMATE Website.
5. Click the FLEETMATE Download link to run the fmsetup.exe installer on each PC. If using Remote Desktop, save the fmsetup.exe installer file. Then run the installer on your Windows® Remote Desktop Session Host (formerly Windows® Terminal Server). Be sure that your Remote Desktop Session Host is in *Install* mode when you run the installer so that FLEETMATE is published properly for RDP clients. All FLEETMATE clients should be running the same FLEETMATE build number.

At this point, all PCs and/or your Windows RD Session Host will have been updated with the latest release of FLEETMATE.

The table on the next page will explain how to proceed for either database scenario. Follow the steps under the column (Microsoft JET or SQL Server) that represents the database system that you are using.

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#### Microsoft® JET

1. Start FLEETMATE on one (1) PC.
2. If security in FLEETMATE is active, you'll see a Login dialog. Login as **Admin**, or use an **Administrator Equivalent** account.
3. FLEETMATE will display one or more messages indicating that its database structure needs to be updated. Click **OK** to proceed, and wait for the process to complete.
4. Do not start FLEETMATE on any other PCs until step #3 has successfully completed.
5. If you receive a message indicating that your database is in-use, follow the steps below to remedy the issue:
  - a. Open the **User Administration** window, click the **Clear Hung Sessions** button, and then close the User Administration window.
  - b. Exit FLEETMATE and restart it.
  - c. If a Database Optimize does not start, click **File | Database | Utilities | Optimize...**, then click the **Begin** button to run it manually.
6. Once the database optimization completes, the update process has also been completed.

#### Microsoft® SQL Server

1. Open **File Explorer** and browse to the C:\Program Files (x86)\FLEETMATE\Database\Scripts folder. You'll see a collection of **Alter** scripts. The last three (3) numerals in the filename indicate the build number. **Note: Not all builds have an Alter script.**
2. Locate the Alter script that is greater-than your prior build number that you noted on page 2. In other words, if you *currently* have build **183**, you'll need to run the Alter scripts 184, 185, and 187, in that order. Right-click on the first file, choose "**Open with >**", then choose **Notepad**.
3. Press [**Ctrl**] + [**A**] to select all text, press [**Ctrl**] + [**C**] to copy the text to the Windows clipboard, then close Notepad.
4. In SQL Server Management Studio (SSMS), right-click on your FLEETMATE database, then click **New Query**.
5. Press [**Ctrl**] + [**V**] to paste the contents of the Windows clipboard into the **New Query** tab.
6. If your FLEETMATE database on SQL Server is named something other than "FLEETMATE", edit all occurrences of the term "FLEETMATE" to match your actual database name.
7. Click the **Execute** button to execute the script.
8. Repeat this process from Step #2 above until all necessary Alter scripts have been executed.
9. Your database update is now complete.

If you have an **Enterprise Technical Support** subscription, we'll perform this process for you. Write us at [support@fleetmate.com](mailto:support@fleetmate.com), or call us at **443-808-2719** if you need assistance.

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## Starting FLEETMATE after Updating Your Database

With existing FLEETMATE installations, the software will automatically open your last-used database. This information is stored in the PC registry under your Windows user account. Your FLEETMATE license information is also stored in the PC registry under your Windows user account. FLEETMATE will automatically recognize you as a licensed end-user.

With any *new* installation, or if you are updating from a *very old* release of FLEETMATE, you will need to redirect FLEETMATE to your actual database if one of the following statements is true...

- Your existing JET database is located on a file server.
- You have changed the default name of your JET database.
- You are using SQL Server for data storage.

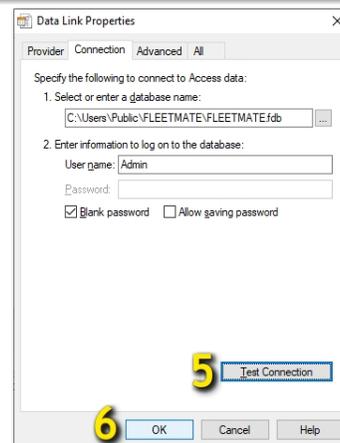
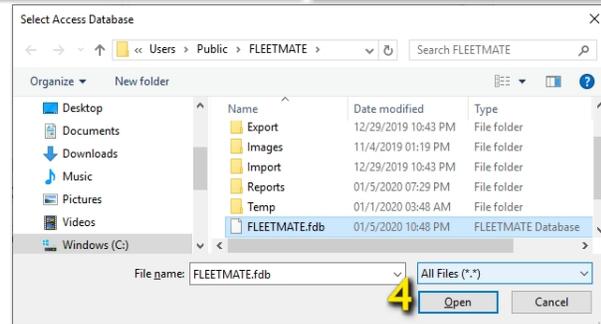
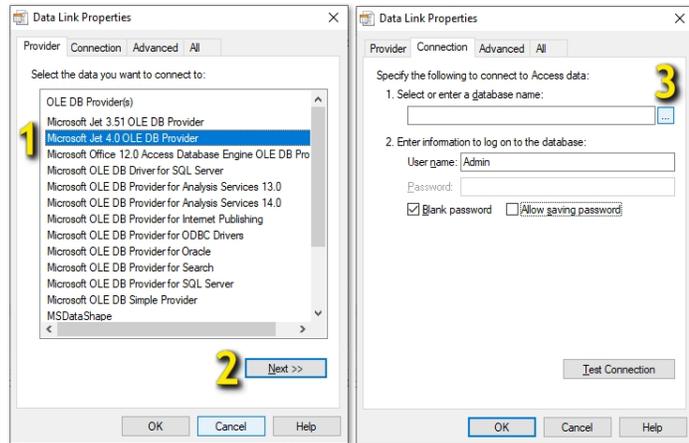
The next two pages will explain how to open either a Microsoft JET database, or a SQL Server database.

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### Opening a FLEETMATE JET Database

Click **File | Database | Open...** in FLEETMATE and follow the steps below.

1. Use **"Microsoft Jet 4.0 OLE DB"** as your provider.
2. Click **Next >>**
3. Click the browse **[...]** button.
4. Change the file type to **"All Files (\*.\*)"**, then double-click on your FLEETMATE FDB database file.
5. Click **Test Connection**.
6. Click **OK** to open your FLEETMATE database.



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### Opening a FLEETMATE SQL Server Database

Click **File | Database | Open...** in FLEETMATE and follow the steps below.

1. Use **"Microsoft OLE DB Driver for SQL Server"** as the Provider. If it is not listed, choose "Microsoft OLE DB Provider for SQL Server."
2. Click **Next >>**
3. **Select your SQL Server.** If necessary, click **Refresh** to refresh the list. Your IT department may require you to manually enter the server name or IP address. You may need to contact your IT staff for additional information.
4. Using **Integrated Security** is always recommended.
  - a. If you must use a specific **SQL Server Login**, be sure to check the **Allow Saving Password** box.
5. **Select your Database** from the list.
6. Click **Test Connection** to ensure that the connection succeeds.
7. Click **OK** to open your FLEETMATE SQL Server database.

