



Installing the Q360 Windows Client

Before You Begin

Before you install the Windows Client, note the following information:

- These instructions assume that you have already downloaded the zip file from the location provided by the Solutions360 Customer Care team.
- The overall upgrade should only be performed by someone proficient in the setup and architecture of Q360.
- Complete the installation using the prescribed order as indicated in this document.
- File names indicated in this document by xxxxxxxx will contain an actual version number or date instead, based on the files that you download.

Part 1: Q360 Windows Client Software

This section describes how to install the main Q360 Windows Client software onto a user's workstation.

1. Navigate to the location on your server containing the Windows Client installation files. For example \\Q360_Prod\Q360Updates\Setup.
2. Copy the following files to the workstation's desktop folder:
 - Q360_ODBC.bat
 - SetUpQ360Client_xxxxxxx.exe
 - Q360_Prod shortcut
 - Q360_Test shortcut
 - Q360ClientLibxxxxxxx.exe
 - vcredist_x86.exe
3. Using the files, you copied to your local workstation, right click on the SetUpQ360Client_xxxxxxx.exe, then select to "Run as administrator".
4. In the "User Account Control" window that opens, select "Yes".
5. Click through until you reach the Registration information window and details in the Name and Company fields.
6. Click Next, then Browse, and in the Select Destination Directory change the text field to C:\Apps\Q360.
7. Keep clicking through the process. If you encounter an error concerning the file Msvcr71.dll, see the Troubleshooting section in this document for assistance.
8. When the installation is completed, click Finish.

Part 2: Microsoft Visual C++ Components

If you are installing the windows client for use with Q360 version 9.03.100 and later, you must install vcredist_x86.exe, located in the Setup folder. This is a required component for Microsoft Visual C++ on the user's desktop.

Part 3: Q360 Windows Client Library File

The Q360ClientLibxxxxxxx.exe file re-registers all of the required libraries and files that Q360 client depends on to operate properly.

1. Run the Q360ClientLibxxxxxxx.exe file.
2. Click through selecting Yes, and Next, then click "I accept the agreement".
3. In the text bar that contains "c:\apps\q360", you can either leave it as is, or change it to what your current production Q360 folder is. For example: "c:\apps\q360_prod"
4. If you use a folder that already exists you will be asked to confirm that the folder already exists. Click Yes.
5. The installer will begin and copy files to the locations where the files are supposed to exist, and will close on its own.
6. Restart computer.
7. Go to the C:\Apps folder and remove the Q360 folder that is contained within. This folder will not be used.
8. Delete the following installation files for the user's desktop:
 - Q360_ODBC.bat
 - SetUpQ360Client_xxxxxx.exe
 - Q360ClientLibxxxxxxx.exe
 - vcredist_x86.exe

Part 4: Add the ODBC Connection

In order for the Windows client to interact with the SQL Server Q360 database, you must setup an ODBC connection on the user's desktop.

1. Copy the Q360_PROD / Q360_TEST folders from the original setup location and paste them into the C:\Apps folder.
2. Right click on the Q360_ODBC.bat file, and select "Run as administrator".
3. Right click on the Q360_Test shortcut on the desktop and select "Run as administrator". The desktop Windows Client should load as expected.

Troubleshooting

If you encounter the following message, use the instructions below to resolve the issue.

"C:\WINDOWS\System32\Msvcrt.dll" could not be opened. Please check that your disk is not full and that you have access to the destination directory.

1. Right Click on the SetUpQ360Client_XXXXXX.exe file and select Properties.
2. Click the Compatibility tab.
 - Check the box for "Run this program in compatibility mode:", and select the operating system that applies to the desktop.
 - In the same tab, location the Run this program as an administrator" and check the corresponding box.
 - Click on OK to confirm the changes, then, Return back to step 3 of the instructions and run the installer again. This should resolve your installation issues and allow you to complete the rest of the steps without further problems.

Should problems continue to persist, contact the Q360 Customer Care team for further assistance.

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