



200 Shadow Lane
Shady Shores TX 76208
www.premierdatasoftware.com

Phn: 217.528.9000
800.720.DATA
Fax: 888.801.DATA

Super Route Manager / i

Super Route Onsite

Super Route Manager

SRM Implementations

Planning: The first step to a successful SRM Implementation is to organize and document your requirements. Does your office use one, two, three, or more employees to process collection transactions? What does each of these people do? Do you have a network that ties your PCs together? How many PCs and Printers do you have? Do you have a network server? Do you have Internet Access? What does your state require you to document?

Single PC Installation (Personal)

Overview: Super Route Manager can be configured to work on a single PC. This is called the Personal Version application of SRM. The database and programs are installed on a single PC. To increase dependability we suggest a PC dedicated to just running SRM. SRM has several optional features that can be enabled using the Subsystem Configuration program under the Control Menu.

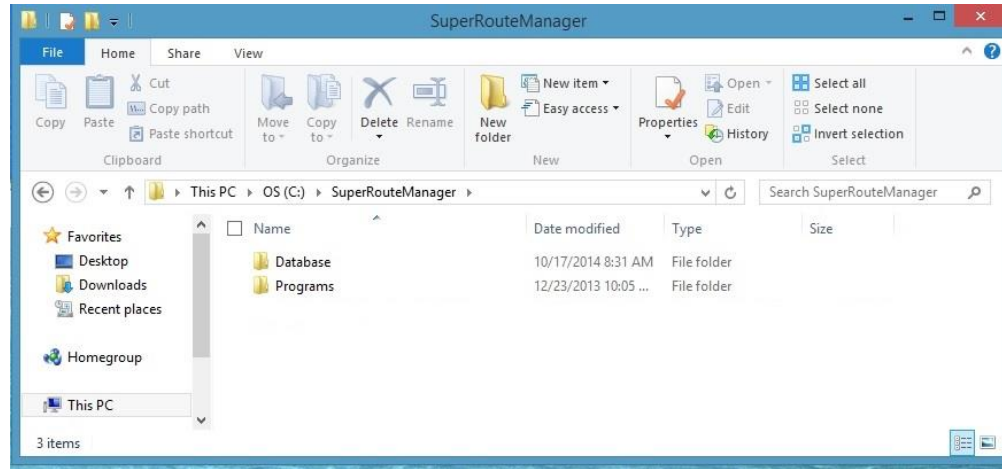
Step 1: Do NOT download the software to the PC and then install it. Install (RUN) Super Route Manager on the PC workstation from the website. If you have a Windows Vista or Windows 7 system, disable User Account Control (UAC) before installing Super Route Manager.

The Figure above shows where the SRM personal Version will be installed on your PC.

Step 2: You must run SRM from the PC and call us or email us for the SRM registration code. Send us that whole PC ID as it shows in the registration code window.

Step 3: The first time you run SRM on the PC it will ask for the [companies name and address](#). Complete this information accurately and complete. Next select any optional features that you want to evaluated or use. The evaluation period is for 90 days from the date of installation. If you like the selected features and want to license them to that machine print out a remittance invoice and mail or fax it with your remittance. We will email you a code back the will enable the options selected to that machine.

The Figure below shows a list of installed SRM Folders and objects.



Single PC Upgrade (Personal)

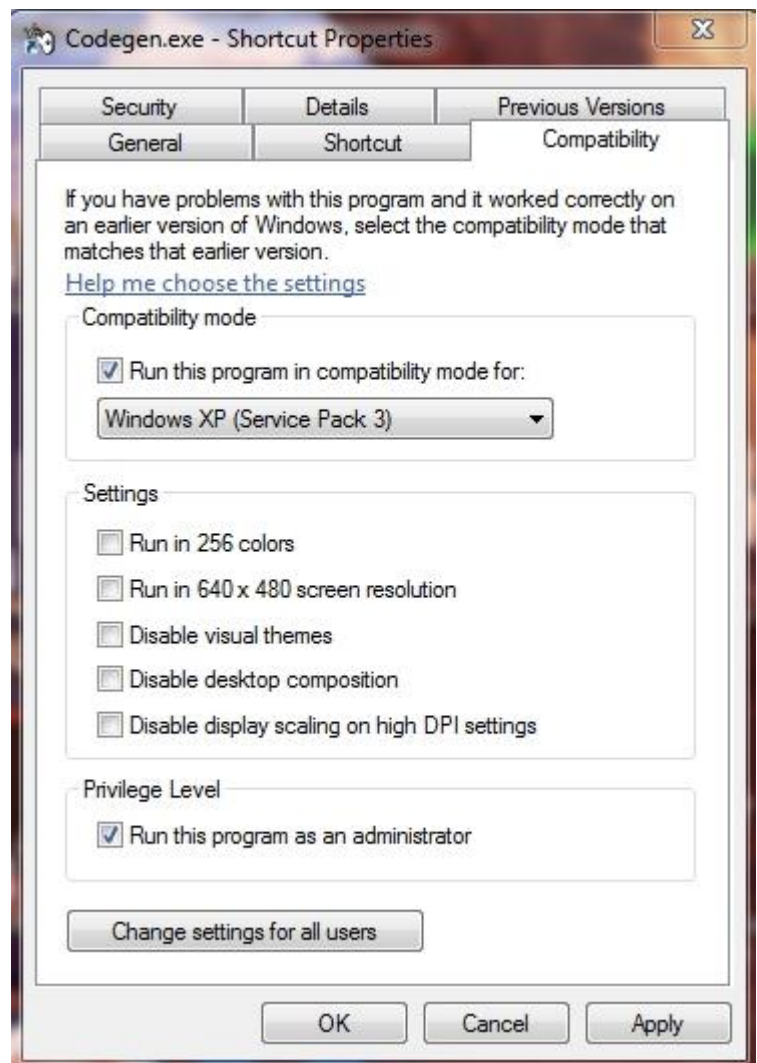
Overview: Super Route Manager (personal version) can easily be moved to a replacement PC.

Step 1: Copy your database **SuperRouteManager.mdb** from the old computer to a flash drive. Using a flash-drive is the easiest way to transfer it if you do not have network capabilities. On the old machine it will probably be under **C:\ Program Files\SuperRouteManager\Database** or on a new machine maybe under **C:\ SuperRouteManager\Database**. From the **C:\ Program Files\SuperRouteManager\Programs** or on a new machine maybe under **C:\ SuperRouteManager\Programs**. Copy **MainMenu.exe** and **CustomTicket.exe** to your flash-drive.

Step 2: Install (**Run Free Trial Install Program now**) Super Route Manager on the New PC from our website. <http://www.premierdatasoftware.com/srm.htm> Once installed, use your flash-drive and copy your database file over into the new **C:\ SuperRouteManager\Database** folder and place it over the free trial database. From your flashdrive now copy **MainMenu.exe** and **CustomTicket.exe** from your flash-drive to **C:\ Program Files\SuperRouteManager\Programs** or on a new machine maybe under **C:\ SuperRouteManager\Programs** folder also overwriting those files.

Step 3: You must run SRM from the PC and call us or email us for the SRM registration code. Send us that whole PC ID as it shows in the registration code window. Once you receive back the code you should be up and running.

Step 4: Every year or sooner Windows upgrades its security. On your desktop right click on the SRM menu icon and select properties as shown below. Set **Compatibility** mode and check on **Run this program as administrator** as shown. Also using Windows explore find the **CustomTicket.exe** you copied over, then right click on it and make the same settings. When you have save those settings, double-click on the **CustomTicket.exe**. That action will have Windows register its location and allow it to run when SRM calls it.





200 Shadow Lane
Shady Shores TX 76208
www.premierdatasoftware.com

Phn: 217.528.9000
800.720.DATA
Fax: 888.801.DATA

Super Route Manager / i

Super Route Onsite

Network Installation (Professional)

Overview: Super Route Manager can be configured to work on either a Windows Workgroup network or a Domain Server network. The most common and recommended type of configuration puts Super Route Manager on the dedicated server then one or more workstations at the office or the warehouse and have access to the program and database. The advantage of a networked system is that the database is shared. That means; one workstation can input a ticket while another can view it after it has been saved and you can search all your previous collections from all workstations. Larger operations may use a network version of SRM to divide out their processing tasks.

Network Preliminaries: Before even attempting to set up Super Route Manager on a network, you must have a solid network. Wireless networks will be slower than cabled networks. All computers using SRM must belong to the SAME Domain or Workgroup. The folder on your Windows Server containing Super Route Manager must be set to Share with the workstations. The Super Route Manager programs must be allowed to run through firewalls and run as administrator. If you have Windows Vista or Windows 7/8/10 workstations do not use these workstations as your server. Security issues may prevent SRM from running in a client server environment. We suggest you have a competent PC/Network Professional to handle these issues. We cannot successfully resolve these issues from a remote session.

Server Installation

Step 1: Make sure the server has a unique domain name that fits the business. Then join each workstation to the domain. If this is a workgroup make sure the server and workstations all are part of the same workgroup. Always use a dedicated Windows Server. Never use one of the workstations as the server.

Step 2: Do NOT download the software to the server and then install it. Install **(RUN)** Super Route Manager from our website for installation on the SERVER. **Do NOT** install SRM in the **Program Files** folder as it is defaulted to do. It is very difficult to create a share on the **Program File** folder. You may install SRM on any Server Drive or Disk Partition. You may need to make accommodations for Sharing and Security. If you are employing a network workgroup/domain environment make sure your workstations are registered with the workgroup/domain.

Step 3: After Installed you must run SRM from the server and call us or email us for the SRM registration code. Send us that whole Server ID as it shows in the registration code window.

Step 4: The first time you run SRM on the server it will ask for the **companies name and address**. Complete this information accurately and complete. Once you set up the network you will not be able to go back and change this information. Do not select any optional features as they should not be used on the server.



200 Shadow Lane
Shady Shores TX 76208
www.premierdatasoftware.com

Phn: 217.528.9000
800.720.DATA
Fax: 888.801.DATA

Super Route Manager / i

Super Route Onsite

Step 5: You will need a SRM Network Enabling code. To get a network Key from us use the print Remittance Button on System Configuration Optional Features tab Select the network option, print and submit a Network License registration request. Up receiving your remittance we will return a code for that network server. That code is entered using the Server Computer on the third tab of the System Configuration Screen.

Step 6: If you are converting a working SRM Personal Installation to a SRM Professional (Network) version. Do the prior steps for network installation, but copy the database ScrapMetalManager.mdb on the working PC to the newly configured SRM server. The database should replace the existing one on the server located in C:\ScrapMetalManager\. Once you have the system up and running we suggest that all ScrapMetalManager workstation folders and SRM workstation shortcuts be deleted from the workstations (NOT the SERVER).



200 Shadow Lane
Shady Shores TX 76208
www.premierdatasoftware.com

Phn: 217.528.9000
800.720.DATA
Fax: 888.801.DATA

Super Route Manager / i

Super Route Onsite

Workstation Preparation (Professional)

Step 1: Do NOT download the software to the workstation and then install it. Run the **SuperSupport.msi** from our website (**RUN**) on each workstation. This program will install only the needed Windows components for **Super Route Manager**. There should NOT be any SuperRouteManager folders/programs on the workstations.

Step 2: Make sure each workstation can see the Shared folder on the server that contains the ScrapMetalManager folder. It is often easiest to map the ScrapMetalManager folder to each workstation using the same drive letter/name.

Step 3: Create a SRM short-cut on the workstation desktop to the program MainMenu.exe on the server.

Step 4: When you run the SRM link on each workstation you will need a SRM registration code.

Step 5: Test system.

Common Issues

If the installation programs are saved on the desktop or a personal downloading folder and then installed from these folders, the system will NOT install correctly. This is normally a security issue. Uninstall Super Route Manager and do it correctly. If you must save the MSI file, just save it to the C:\drive and run it from there. Right click on it and check the security setting. The MSI file cannot be blocked and must be set to run under Administrator rules.

DLL & OCX hell. When SRM cannot find a needed DLL or OCX file run the latest version of SuperSupport.msi on the computer with the issue. This can especially happen after a version upgrade. If that does not take care of it, call us.

Sometimes SRM may hang up during a close down process. To close down SRM manually push the Ctrl + Alt + Delete keys to bring up Task Manager and cancel the SuperRouteManager MainMenu task. If asked you do not need to send a report to Microsoft.

Occasionally, when a database is copied from one computer or another the database file may pick up a read-only attribute. If this happens when you run SRM any add or update to the database will generate an error. Right click on the database file and check the properties and uncheck the read-only setting and apply the changes.

If you get a domain or Workgroup name error from SRM network version, your workstation may not be part of the same domain or workgroups that the Server is.



200 Shadow Lane
Shady Shores TX 76208
www.premierdatasoftware.com

Phn: 217.528.9000
800.720.DATA
Fax: 888.801.DATA

Super Route Manager / i

Super Route Onsite

If you are having issues with Share permissions, be sure you have any guest accounts read & write enabled on the machine hosting the shared folder. When running XP SP2 or higher and you try to run an executable located on another machine on your network. You are accosted with a prompt: "The publisher could not be verified". You are forced to confirm that you wish to run this program... every time you run it. Listed below is a solution to eliminate the prompt.

1. Windows (key) + R
2. Run **gpedit.msc**
3. Select User Configuration/Administrative Templates/Windows Components/Attachment Manager
4. Add ***.exe** to the Inclusion list for **Moderate risk file types setting**.

This policy setting allows you to configure the list of moderate risk file types. This allows you to run an .exe from the Intranet zone without a prompt. However, Windows will still warn before running an application from the Internet.

SRM Upgrades

The SRM Network Version can only be upgraded from the server if the server is connected to the Internet. The workstations do not have the menu option for Upgrading.

NOTE: On a SRM network installation the workstations should not have any the SRM programs or databases on their hard drives. Only the server should have SRM installed on it. The workstations merely point to the server.

Gather up your questions and don't be afraid to call our 24/7 Support Line: (217) 528-9000