

## ACS 10.0 FAQ

### How will I know when the upgrade is available?

ACS Technologies will notify you by e-mail when your upgrade is available.

### How do I download the ACS 10.0 upgrade?

See Knowledge Base article 21853 for information on how to download and install the upgrade.

### What is the file name for the upgrade?

The file name for the 10.0 upgrade is ACS\_10011.exe. This file name will change as each successive revision is released.

### Do I have to load the upgrade on each workstation?

If you are a network user, ACS Technologies recommends that you load ACS 10.0 on an administrative workstation on which all of your ACS modules are installed. The workstation from which you update the server is updated as part of the server upgrade process. For other workstations, users are prompted to load the upgrade the first time they log in to ACS after the server is updated. When prompted to upgrade the workstation, click **Yes**.

### What if the workstations do not update?

After you run the upgrade, you should receive a prompt to upgrade the workstation when logging in to ACS. If you do not, use the following steps to upgrade the workstation.

#### If the workstation does not update automatically

1. On the Microsoft® Windows® taskbar, click **Start** and then **Run**.
2. In the **Open** text box, type **X:\ACSNET\install.exe**. Substitute your network drive letter for **X**.
3. Click **OK**.
4. Follow the instructions as they display.

### What version of ACS do I need installed on my PC to upgrade to version 10.0?

To upgrade to ACS 10.0, you must have ACS 2006 (v. 9.0.1.1) or later installed.

#### To find out which version of ACS you have

1. Start ACS People Suite or ACS Financial Suite.
2. On the menu bar, click **Help**.
3. Click **About**. The version number displays under the product name.

If you have an earlier version of ACS installed, contact ACS Technologies at 1-800-669-2509 to get additional upgrades.

## What if I don't have Internet access?

If you have Internet access at home or another location, you can place an order for an upgrade CD on the ACS Upgrade Web page. On the Get the Upgrade page, click **Request a CD Version** to submit your request. Another option is to copy the install file to a flash drive or other media device from a location connected to the Web, and then load the upgrade at your site.

## What are the installation requirements?

**Operating System** — ACS 10.0 requires Microsoft Windows 2000 Professional or later.

**Disk Space** — To load the upgrade, you must have free space on your hard drive equal to one and a half times the size of the winacs folder on your workstations and one and a half times the size of the acsnet folder on your server.

**Web Browser** — To use ACS Help, you must have Microsoft Internet Explorer® 6.0 or later. It is not necessary that Internet Explorer be the default browser.

**Internet Connection** — Due to the size of the file, a high speed Internet connection is recommended.

## How large is the upgrade file?

The file size is approximately 300MB. File size is noted on the Get the Upgrade Web page.

## Can I still request a CD?

Yes. On the Get the Upgrade Web page, click **Request a CD Version**. Only one contact per site is permitted to request a CD.

## How do I find out which contact at my site has downloaded the upgrade?

On the Get the Upgrade Web page, click **View Download History**.

## Where are the enhancements for the upgrade?

The ACS People Suite and ACS Financial Suite Release Notes are posted on the ACS Upgrade Web page along with additional special upgrade guides for specific areas of ACS.

## Do I have to be a network administrator to load the upgrade?

No, but be sure to load ACS 10.0 on a workstation that has all of your ACS software installed on it, such as People Suite, Financial Suite, and Growth Suite.

## What are the benefits in loading ACS 10.0?

The following are just a few of the enhancements included in ACS 10.0.

**Checkpoint** — The Checkpoint module in ACS People Suite has an enhanced interface, particularly to the Express Check In/Out process. With a cleaner look and more customizable screens, your attendees will appreciate the attention this module received.

**Background Checks** — You can run and manage background checks within your ACS program, saving this vital information for each user. Using the new Secure Search™ service, you can submit background checks directly from ACS and save all data in the individual's profile.

**Reports** — The Reports area of ACS Financial Suite has gotten tremendous updates to the look and navigation. ACS performed extensive research to develop a more user-friendly interface that allows users to perform more actions in fewer clicks.

**Global Name List** — ACS Financial Suite includes a new feature called the Global Name List. This single list combines name, address, phone, and e-mail information from all financial modules, making each module consistent in terminology.

To view a complete list of enhancements, see the ACS People Suite Release Notes and ACS Financial Suite Release notes on the ACS Upgrade Web page.

## How much time does the upgrade take to download and run?

Download time depends on your Internet connection. On the Get the Upgrade page, you can select your connection speed to see an estimated download time. Plan for a minimum of 30 minutes and a possibility of up to several hours depending on the amount of your data and your network configuration.

## What network settings are recommended to load the upgrade?

- Use default security settings and try to avoid setting policies. If policies are necessary, implement them one at a time. Document and test the policy before setting the next policy.
- The share settings for ACSNET must be **Full Control Everyone**, and the STFS permissions should be **Full Control Everyone**.
- You do not need to share the C:\ drive of the server because you can map workstations to a partitioned drive on the server that contains the ACSNET folder.
- Protocol must be **TCP/IP** only. You can use **DHCP** or static address.
- Set the network card to half duplex. The full duplex setting works with switches and the half duplex setting works with hubs. Try setting to full duplex and then half duplex, and monitor the differences in performance.
- Verify that the paging file is set to at least 1.5 times the amount of RAM for Windows 2000 Server and Windows Server® 2003.

## What if I need to upgrade my previous ACS version before loading ACS 10.0 but I do not have the CDs?

You can purchase replacement copies of your upgrade CDs. If you are in the Preferred Client Program, contact ACS Central Services at 1-800-669-2509. On the automated attendant, choose option 3 and then option 1 to connect with this department.

## In what order should I load the upgrade CDs before loading ACS 10.0?

You must be on at least ACS 2006 (v. 9.0.1.1) before loading ACS 10.0. If you are in the Preferred Client Program and use a version prior to 7.0, ACS Technologies strongly recommends that you send your data to our Data Services Department for a free upgrade to ACS 10.0. If you have questions, call ACS Support for assistance.

## How do I know if the upgrade loaded?

**To find out which version of ACS you have**

1. Start ACS People Suite or ACS Financial Suite.
2. On the menu bar, click **Help**.
3. Click **About**.

The version that displays should match the version that appears on the ACS Upgrade Web site.

## Am I required to load the upgrade?

No. However, ACS Technologies only supports versions 7.0 and higher. To continue getting support for your software, we highly recommend that you keep your software up to date by loading the upgrade each year and loading revisions between upgrades.

## What should I do if I receive errors while loading the upgrade?

Check the Knowledge Base on the ACS Support site. Many articles have been created concerning ACS 10.0, including enhancements, known errors, and other information.

If you receive table corruption errors, refer to Knowledge Base article 8942 on Paradox tables and 8874 on DBISAM tables.

If you receive an error that lock files are present, see Knowledge Base article 8787 to delete the .net and .lck files.

If you are unable to resolve your issue through the Knowledge Base, contact ACS Support in one of the following ways:

**E-mail** — <http://apps.acstechnologies.com/support/emailsupport/acsemailform.asp>

**Internet Chat** — [www.acstechnologies.com/support](http://www.acstechnologies.com/support)

**Telephone** — 1-800-669-2509

**Fax** — 1-800-664-5786

## Do we have to load ACS 10.0 before loading our tax upgrade?

No. You can load the tax upgrade before or after you load ACS 10.0.