

Pcounter for Windows Upgrade Guide

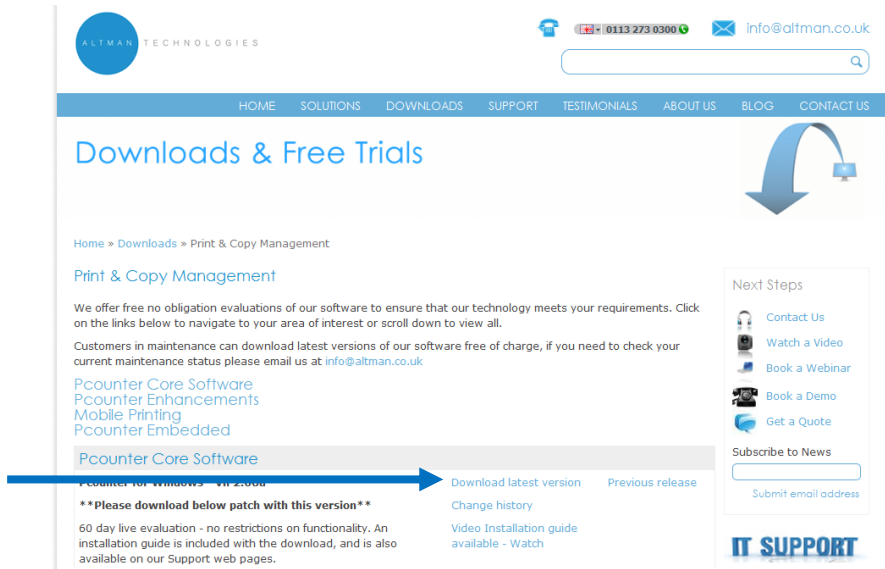
**INTRODUCTION**

This document details how to upgrade Pcounter for Windows.

Upgrading Pcounter for Windows is a quick and easy job requiring almost no down time. A restart of the Pcounter services is the only downtime necessary. Consequently an upgrade can be performed during normal working hours with minimal disruption

**1. Download the latest version**

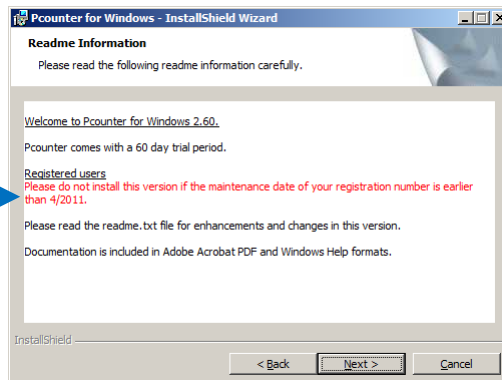
The latest version of Pcounter is available from <http://www.altman.co.uk/downloads/print-copy-management>



**2. Run the Setup**

[Click here to access further How to Guides](#)

For Support [Click here](#)



Open the zip file and run setup.exe. Click **Next** to install

**Important:** It is essential that you check your licence is valid to complete the install. If your licence is out of date upgrading will **disable** Pcounter.

Click **Next**



Enter **User** & **Organisation** credentials and set who you wish to have **access** to the application.

Click **Next**

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### Remember

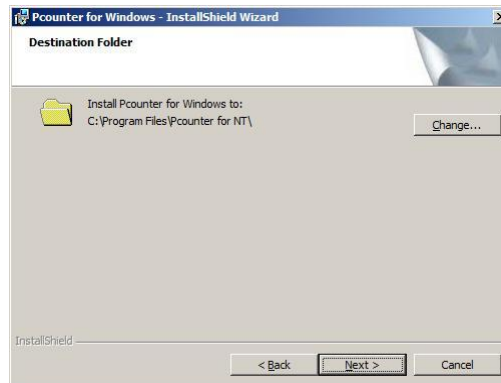
If your licence has expired you can still upgrade by coming back into maintenance.  
Contact [info@altman.co.uk](mailto:info@altman.co.uk) for more details.

If you experience any problems feel free to contact Support on 0113 273 0300,  
[support@altman.co.uk](mailto:support@altman.co.uk) or <http://www.altman.co.uk/support/index.php>

All new features in a Pcounter update are detailed in the README, which is unpacked during the installation

### Best Practice Tips...

If you prefer to err on the side of caution it is recommended that you take a quick backup of the Pcounter share (default C:\PCOUNTER) before upgrading



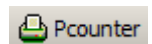
Choose the **location** for the installed files.

Click **Next**

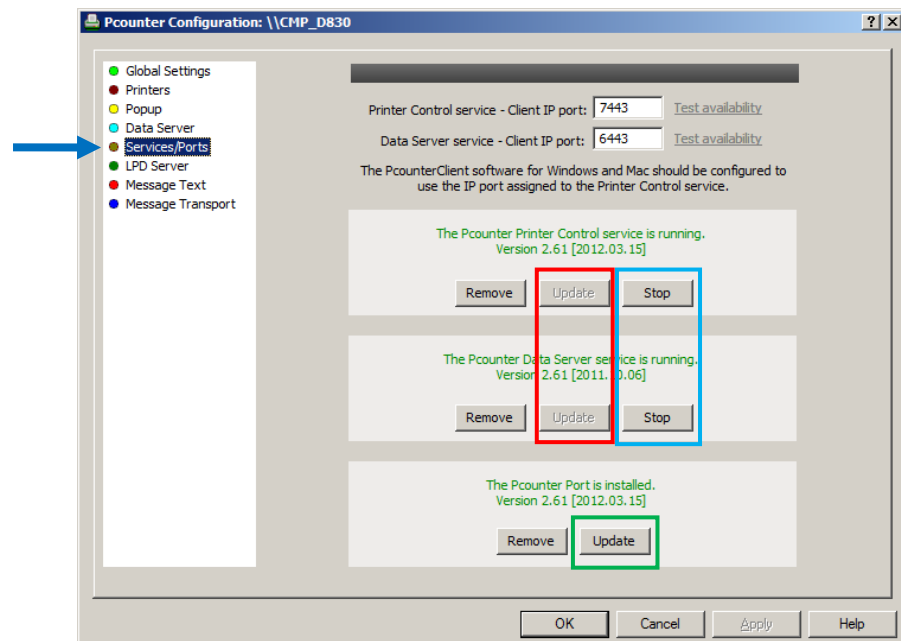
The installation will now complete. This may take a few minutes.

### 3. Upgrade the Services and Port

Open Pcontrol and open the **Server Configuration** by selecting the server and clicking the **Pcounter button**



Select the **Services and Ports** tab.



Now:

- **Stop** both Services
- **Update** the Port
- **Update** both Services (order is unimportant)
- **Start** both Services (order is unimportant)

Upgrade of Pcounter for Windows is now complete.

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### 4. Troubleshooting & Known Errors

#### "User-mapped section open" error when updating Pcounter services

This error is known to occur if the Event Viewer is open and viewing the Application log. The Event Viewer reads event messages from service EXE files, preventing them from being deleted or replaced. Either close the Event Viewer or view the System or Security logs in order to update the Pcounter services.

If closing the Event Viewer does not resolve the problem (or it is not open in the first place) try the manual update procedure:

- Ensure both services are stopped and Pcontrol is closed
- Browse to **C:\Windows\System32**
- Locate the two files: **PCOUNTER.EXE** and **PCNDATA.EXE**. Rename both of these.
- Browse to **C:\Program Files\Pcounter for NT\NT\Server** and copy the same two executables from here into C:\Windows\System32
- Re-open Pcontrol and start the services. You should notice that the version numbers have changed.