



**Auditor of State  
Betty Montgomery**

**TO: UAN CLIENTS**  
**FROM: UAN STAFF**  
**DATE: NOVEMBER 9, 2006**  
**SUBJECT: VERSION 11.0 UPDATE INSTRUCTIONS**

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**PLEASE INSTALL VERSION 11.0 IMMEDIATELY. You must have Version 10.3 installed to apply this update.** Please allow 90 minutes to perform this update. To apply the update, please follow the instructions below:

**Important Note: Version 11.0 must be installed PRIOR to advancing your Accounting and/or Payroll software to 2007!**

- (01) Perform a quarterly backup.
- (02) Start the update from the Desktop (Windows main menu screen). **It is important that no other applications are running. Close all software applications. If your computer is logged onto a network, logout before you start this update.**
- (03) Press the CD button to eject the CD tray. Check the front and back of your Version 11.0 Update CD to make sure there are no fingerprints or smudges on it. If so, be sure to use a clean cloth to wipe off the smudges before inserting it into the CD drive. Place the Version 11.0 Update CD into the tray with the label face up and press the CD tray button to insert the CD into the CD drive.
- (04) The setup program will automatically execute shortly after the CD is loaded into the CD drive.
- (05) The first time the CD is inserted into the CD drive, a message box will be displayed for you to select the Version 11.0 documents to print. **You will have the option to print all documents or just the Contents of Version 11.0, Version 11.0 Update Instructions and Version 11.0 Overview.** Regardless of which option is chosen, all documents will be copied to My Documents/UAN Install Documentation/Version 11.0. If you have to restart the install before the 11.0 documents are printed, you will be given the opportunity to print the documents after the install is restarted.
- (06) A window will display asking if all of the conditions have been met to proceed with the update. Answer this question, by clicking on 'Yes' or 'No'.

**Important:** The setup program will automatically detect if a condition has not been met. If the setup program detects an unresolved condition, you will be notified and instructed on how to proceed. Once the situation is resolved, eject and reinsert the CD to restart the setup program. **Press the CD tray button to eject the tray and immediately press the CD tray button to reinsert the CD to execute the setup program again.**

- (07) Once all the conditions have been successfully met, a window will be displayed welcoming you to the InstallShield Wizard for the Uniform Accounting Network. Click on the 'Next' button.
- (08) A window titled 'Uniform Accounting Network – InstallShield Wizard' will be displayed with a progress bar. Then a series of windows will be displayed while the software is updated.

**Important:** Villages that use the UAN Payroll software and have police officers that contribute to Ohio Police and Fire Pension Fund may receive a message about an incorrect employer rate during the install process. If you receive the message please retain the report that prints during the install and contact the UAN Support Line for help correcting this issue.

- (09) A window titled 'Microsoft Office XP Professional with Front Page' will be displayed. During this process, Microsoft Outlook will be installed onto your UAN computer.
- (10) On January 1, 2007, UAN will be moving from iPass to Qwest for internet service. This step will install the Qwest Remote Office Virtual Assistant (ROVA) software. This process will take about 10 to 15 minutes to install the new Qwest ROVA client on your system.

**Important:** You may receive a couple of 'Symantec Client Firewall' warning messages during the installation of the ROVA software (see below). Select the '**Always allow connection from this program on all ports**' option in the drop down before clicking on 'OK'.



- (11) Several Microsoft Office and Microsoft Windows Updates will be installed after the ROVA software is installed. This will take several minutes (35 to 45 minutes) to install. You will receive 2 message boxes notifying you that the update completed successfully. Click on 'Ok' each time the box appears.
- (12) A window titled 'Uniform Accounting Network – InstallShield Wizard' will be displayed. Select the 'Yes, I want to restart my computer now' option and click on the 'Finish' button.
- (13) Once the computer restarts, remove the 11.0 Update CD from the CD drive.
- (14) Perform a quarterly backup.
- (15) Go into the UAN software to verify the Version number is 11.0.

**Keep this update CD along with your other UAN installation CD's and materials.**

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