

Summary

- Service Packs let you take advantage of additional or enhanced functionality.
- Service Packs are free of charge.
- Service Packs are important because they will help us to provide the best possible support, in addition to this it will reduce the likelihood of program failure.
- Service Packs will save time and money.

Existing installations of the *APIS IQ-Software* will benefit from the improvements included within the Service Packs (SP). For example, reported failures will be removed, existing functionality may be enhanced and new functionality may become available. The investment in APIS IQ-Software can only be fully appreciated when you work with the current development state of the software. You will find the information about which software product you are using, plus the service pack number by selecting **ABOUT** from the program's **HELP** menu.

Example:

IQ-RM PRO IQ-RM PRO: the name of the product is an indication of the programs features
V6.5 – 0070 Version 6.5 with service pack “0070”

Downloading Service Packs

To download the latest Service-Pack you have the following options:

- Download directly via the APIS IQ-Software:
HELP | UPDATE PROGRAMM VERSION
- Download from the APIS Website:
WWW.APIS.DE → CUSTOMERS`SECTION → DOWNLOADS → SERVICE PACKS/PATCHES

Once the download is complete you will find the Service Pack has been saved as an EXE-file on your PC.

Installing a Service Pack

A) Single user license and NLX local client

1. Copy, save or move the Service Pack to a folder of your choice.
2. Notify all APIS IQ-Software users that they must exit the program whilst the service pack is being installed.

3. Begin the Service Pack installation by, for example, double-clicking on the EXE-file via the Windows Explorer.
4. To ensure that you have successfully installed the latest Service Pack, re-start the APIS IQ-Software and then once again select **HELP | ABOUT** from the program's pull-down menus.

B) Network license

Please note that installing network license service packs can only be done via the command line.

More information on service packs and other manuals can be found on the homepage **WWW.APIS-IQ.COM → CUSTOMERS-SECTION → DOWNLOADS → DOCUMENTS**

Information about the availability of Service Packs

The current development state of the software should always be used. This helps to prevent unnecessary activities, such as contacting our support team to report known problems, or by using a ‘workaround’ to achieve an objective, when new functionality is now available; thus saving time and money.

There are two ways to receive information about the availability of the Service Packs.

- Automatically, or
- by notification

Automatic examination of the APIS IQ-Software's status

APIS IQ-Software allows the user to update the version automatically. It does this by sending an enquiry to the APIS Web-Site to examine the development state. The procedure is explained as:

1. Going to the IQ-Software's comparison dialogue:
HELP | UPDATE PROGRAM VERSION.

2. Automatic testing of the software can be activated by selecting the option: **LOOK FOR NEWER IQ VERSIONS AUTOMATICALLY ON START UP**.

Consequently, every time that the program is started an enquiry is made with the APIS Web-Site's computer, which then compares the version status; ensuring that you are always up-to-date. In the subsequent dialogue box, the APIS IQ-Software will then display information about the current state and the latest SP releases that are available.

3. In this list you can then view the changes that are to be made by selecting the **DETAILS** button. Alternatively you can view them by simply clicking on the **MORE INFO** link.
4. The actual Service Pack can be downloaded and installed.

Notification of new Service Packs by E-Mail

As soon as a Service Pack becomes available for the **APIS IQ-Software** all users of the **APIS-Forum** who have subscribed for this notification will receive an automatically generated E-mail.

Registration

1. Open the APIS Homepage:
WWW.APIS.DE
2. By clicking on the **FORUM** link users can sign up to become members. New users can register and then use the forum instantly. **NEW USERS (NEUER BENUTZER)** are then sent a personal password by E-Mail. Please remember your username and password.
3. To **LOGIN (ANMELDEN)** to the FORUM the username (login name) and password are needed. All content of the Forums can now be viewed.
4. Then change the settings from the links **MY ACCOUNT | SUSCRPTION**.
5. Activate the news subscription for Service Packs, by you select the categories which are expedient for you.
6. After saving you can then Log-out (**ABMELDEN**). Following this you will be notified by E-Mail of any future Service Packs that become available.

Notice

Cumulative Service Pack

The most recent Service Pack includes all of the changes introduced by previous Service Packs, therefore, only the latest Service Pack need be installed.

APIS-Forum – Username

Your username is the identifier that will distinguish you from other **APIS-Forum** users, for example, if you post a question to the other users. Normally, the 'first and family name' is selected, but any other username is possible as well.

An E-Mail address can only be assigned to one username. Upon request, the APIS-Support team can delete usernames from the **APIS-Forum**. (E-Mail: **support@apis.de**). After this deletion the E-Mail address is free to be used again.

