



## Samco Launcher User Guide

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### **Table of Contents**

Samco Launcher User Guide	a
Table of Contents	. b
Samco Launcher Introduction	. 1
Peer-to-Peer Mode	. 5
Install Update Procedure:	. 8
Windows Thin-Client Mode	11
Windows Link install steps	13
Linux Thin-Client Mode	14
Launcher Updates	20
FAQ	22
What is the Samco Launcher?	22
What are the Launcher's requirements?	22
Why does the Launcher require an Internet Connection?	22
I'm not satisfied with the License agreement and I want to Update Samco, can I?	22
Using Peer Mode but can't download Update, why?	22
Using Peer-Mode, but Update is taking too long, why is that?	23
Using Samco Thin-Client on a Linux Server; can Launcher still be used?	23
On Thin-Client when my Password is entered, getting a connection refused error, why?	23
My Update failed, what can I do?	23





# Chapter1

## Samco Launcher Introduction



The Samco Launcher is an application that will load your Samco Power Accounting Software and check for any new Updates. The new Samco Launcher will be prompted to install onto your system starting with the 2018 July 1<sup>st</sup> payroll Update and all AEP Updates thereafter.

Depending on how your Samco System is setup, the Samco Launcher will either prompt you that there is an Update available or it will assist you to connect with the Acu Thin-Client package.

To install the Launcher,> 'Click' on the **Checkered Shield** that you will find flashing on your **Taskbar** 

See screen shot below:



Once you have 'Clicked' on the Checkered Shield, you will be prompted to allow the program to make changes, please Click on > 'Yes'



After you say > 'Yes', the Installer will pop up.

Please Hit > 'Next' to complete the install of the System Update.

Welcome to the Samco Update Launcher   This application will install all the required files needed to Launch Samco and also update your applicatiopn.   Mext > Cancel   M Samco Update Launcher Setup    M Samco Software Inc. ("Samco")    By CLICKING ON THE ACCEPT BUTTON, YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A DALL OF THE TERMS OF THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE CANCEL BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE.   Samco Software Inc.    Samco Software Inc.	М	Samco Update Launcher Setup		_	
Launch Samco and also update your applicatiopn.   Next >   Cancel   M Samco Update Launcher Setup   Cancel   SAMCO SOFTWARE INC. ("Samco")   By CLICKING ON THE ACCEPT BUTTON, YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE CANCEL BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE.   Samco Software Inc.				Samco Upda	ate
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	Sa	nco Software Inc.	< Back	I Agree	Cancel

Be sure to Click on > 'I agree' to allow the System to complete the install.

诸 Samco Update Launcher Set	tup		-	
				1
Check the components you wa install. Click Install to start the	nt to install and i installation.	uncheck the com	ponents you do	n't want to
Select components to install:	Samco Upo	date Launcher		
Space required: 2.3MB				
Samco Software Inc.				
		< Back	Install	Cancel
▶ Samco Update Launcher Set	tup		-	
				ы
Completed				
Show details				
Samco Software Inc.				
		< Back	Close	Cancel

Once Installed, you will be prompted to convert your existing shortcuts to the new Launcher. Please Hit > 'Yes'



You now have the Launcher successfully installed. Once installed it will then update your software package with any new updates. Depending on your system, go to the corresponding Chapter that pertains to your Mode for steps and information.





## Chapter2 Peer-to-Peer Mode

When the Launcher is first installed, it needs to know where your Samco Software is installed at.

### **Installing the Launcher:**

In Peer-to-Peer, your Samco is usually being shared by a remote Server.



Click > 'Browse' to locate your Samco Directory then Click >'OK'



Once your Samco Installation has been found, the Launcher will either load Samco without any further interruptions or if there are any updates, you will be prompted that there is a new Samco Update Available.



If you Click on > 'What's New!' it will open a new window displaying a list of changes/updates that have been made to Samco Software.

### Other messages that may come up:

When you Click >'Download Update', you may also get different messages; such as this one shown below:

### If you see this message:

Samco Power Accounting	_		$\times$
Samco_Manager	×		
Someone is currently updating samco, please try again la	ter		
ОК			
Download Update What's New!	Run	Ca	ncel

This message indicates that Someone is already updating Samco. You will not be able to run the Update or use Samco Software until the Update is finished.

Once completed, you will be able to use Samco as usual.

Samco Power Accounting -	_		×
Samco Update	×		
Notice: You need to run this update on the same machine where Samco Power Accounting is installed. Please go to you Samco Server and try again.	ur		
ОК			
Download Update What's New! Run		Car	ncel

This indicates that you are trying to run the Update on a remote machine and not the main server where Samco is installed.

In order to run the Update, you must run the Samco Launcher on the machine where Samco is installed. Be sure to run the Update from there.

Please check with your IT Department if you are not sure.

### If you see this message:

Mamco Po	wer Accounting	_		×
	Samco_Manager	×		
	Error 18: Your AEP service has expired. Please contact Sam renew your service in order to download this update.	nco Sales to		
		OK		
Update	Now What's New!	Run	Car	cel

This above error indicates that your AEP Service has expired and you are no longer eligible for an Update.

• NOTE: You will need to call Samco to renew your AEP Service.

### After the Launcher has been installed you will now need to run the update.

Once you have Clicked on > 'Download Update', you will see this screen. This means that the update is being successfully downloaded.

This also opens Samco, so you may continue working while the download is happening in the background (onto the server). These changes do not go into effect until after you have run the Update to complete the install process.

📧 Samco Update		—		$\times$
Samco is downloa continue your wo	ading the update. We are not preventing the transmission of the time.	g you t	0	
	Downloading: AEP/config.win		1	

### Install <u>Update</u> Procedure:

Once the download is completed, please Click > 'Install Update' button to complete the Update process.

When you Click on the Update process, it will prompt you to make sure everyone is out of the Samco Power Accounting.

Once everyone is out of the Samco, Click >'Yes' to proceed with Update.

Samco Power Accounting	_		×
Samco Update	×		
Warning: You are about to install an update for Samco. All users must be logged out of Samco during the updat process.	te		
Yes No			
Update Now What's New! Run	า	Car	ncel

Once 'Yes' has been pressed, it will prompt you to read over the License Agreement. You must accept in order to proceed with the Update.



After you have 'Accepted' the agreement, the Launcher will quickly backup Samco Power Accounting for you. This restore is a safeguard, in case any issues come up during the Update process.

Please note, this may take some time to finish.

Discovered 770 items (145 MB)	-	
Preparing to recycle from Windows7_OS (C:) Discovered 770 items (145 MB)		×
Name: Time remaining: Calculating		
Items remaining: 770 (145 MB)		

After Samco Power Accounting has successfully been backed up, it will begin the Update.

Samco Update	_	$\times$
Please wait a moment, Samco is currently updating		· •
Continue		

The Update is mostly automatic.

If it requires your feedback, the Update will prompt you.

After the Update is finished, Click > 'Continue'.

You now have the latest version of Samco.

🔳 Samco Update	- [	X
Please wait a moment, Samco is currently updating		
Continue		





# Chapter3

## Windows Thin-Client Mode

Namco Power Accountin	ng	_	×
	Server:		
	Username:		
	Password:		
•	Run Cancel		

### If you are a Windows Client:

Follow this Chapter if you have a Windows Server running Thin-Client.

Once the Launcher is installed on your PC, it will prompt you each time you open Samco with the Server, Username, and Password.

The Server and Username will be saved so you do not need to enter it every time you open the application.

### A message you may see:

If you enter the Server, Username and Password, and you are getting the following error message:



This means that the entered information is not correct and you will need to enter the correct information.

• NOTE: If you were able to connect before, with the same Server and Username, this could mean that you may have entered the Password incorrectly. Once all the information is correct, Samco will open up as normal.

If there is an Update available, the application will look like the following:

▶ Samco Power Account	ing	_		×
	There is an update availa	ble		
	Server:	<b>v</b>		
Update Now	What's New!	Run	Ca	ncel

By Clicking on > 'What's New!' a window will pop-up and you can view /read the information on what is new in this Update and the listing changes to the Software.

#### A message you may see Once you Click on >'Update Now', You may get this message:

Samco Power Accounting	_		$\times$
There is an update available			
Samco Update     Notice: You need to run this update on the same mach     where Samco Power Accounting is installed. Please go     Samco Server and try again.			
,	ОК		
Update Now What's New! F	Run	Car	ncel

This warning message is asking you to go to the Server where Samco is installed to run the Update on that machine.

• NOTE: The install will not be completed or successful, unless it is installed on the main Server.

If the machine you are on, is the correct machine, the message for the application on the server will look like the following:

1 Samco Power Accounti	ing	_		×
	There is an update available			
Download Update	What's New!	Run	Car	ncel

### Windows Link <u>install steps</u> The above link will take you to Chapter 2 > install steps

Follow the Update process listed in Chapter 2 to install the Update for Samco on the Server.





## Chapter4 Linux Thin-Client Mode

Namco Power Accounting		- 🗆 X
	Server:	
	Jsername:	
	Password:	
	Run Cancel	

### Follow this Chapter if you have a Linux Server running Thin-Client.

The new Launcher once installed on your PC, will prompt you every time you open Samco the Server, Username, and Password.

The Server and Username will be saved so you do not need to enter it every time you open the application.

### A message you may see:

If the information is not correct when you enter the Server, Username and Password, you will get the following error message:



You will need to re-enter the correct information.

• NOTE: If you were able to connect before with the same Server and Username, this could mean that you have entered the Password incorrectly. However, once all the information is correct, Samco will open up as normal.

If there is an Update available, the application will look like the following:

Namco Power Accounting		_		×
Th	ere is an update available			
Use	Server:	]		
Pas	ssword:			
Update Now Wha	t's New!	Run	Can	cel

'What's New!' will give you information on what is new on this Update.

If you Click on > **'Update Now'**, you will see the following:

Dialog	×
Administrator access required to update Samco Power Accounting. Please provide the administrator update password or notify the administrator that an update is available.	
Update Password:	
OK Cancel	

# If you are the Administrator, please enter the Password that was provided to you by Samco shortly after your AEP Update.

Avoid putting in your regular login Password here as this is a special Password given by Samco to the Administrators and they should be the only ones able to Update Samco Power Accounting.

Once you have entered the Password, the License Agreement will appear. Please read it through and Hit > 'Accept' to proceed with the Update.

License Agreement	×
SAMCO SOFTWARE INC. ("Samco")	^
BY CLICKING ON THE ACCEPT BUTTON, YOU ARE CONSENTING TO BE BOUND BY AND ARE BECOMING A PARTY TO THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE DECLINE BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE.	
LICENSE OF SOFTWARE AGREEMENT By installing and running the software, the Customer hereby agrees to the conditions and terms of the following:	
1. Limited Use of Software	
1.1 The Software whether individual modules, or, as a package, Samco Power Accounting shall be used on one computer by one individual. In either case, the Software shall be used by the Customer only at one location and on one computer for the license use purchased.	*
Accept Decline	

### A message you may see:

If you accidentally entered the wrong Password, you will get the following messages:

Samco Update	- 🗆 ×
Please wait a momer extend Thin Client ×	
Connection failed Connection to server refused	
ОК	
Continue	
	×
Warning: The update did not run. Make sure all users logged enter the correct Administrator password.	l out or
	ОК

Please hit > 'OK', and then you can go ahead and try to re-run the Update again. Please be sure to enter the Password correctly to avoid the error message again.

### A message you may see:

If you did not get any errors, you will see a progress bar. If you do not see a progress bar, this means that Samco is creating a backup before the Update starts so this may take a while.

Samco Update	_	×
Please wait a moment, Samco is currently updating		
Continue		

### A message you may see:

If something occurred during the updating process, you may see the following screen:

Please wait a moment, Samco is currently updating	
r lease wait a moment, sameo is currently updating	
The update has experienced an error, please report this to Samco.	
ОК	
Continue	

The system will revert back to the saved back up.

Hit > 'Ok' on the above message and Hit > 'Continue'.

You can either try to Update Samco again or proceed with Samco

### Please make sure you let Samco know that you got this error so they can assist you.

If the Update is going along with no issues, you will get the following message:



This means that Samco has been Updated Successfully!





## Chapter 5 Launcher Updates

The new Samco Launcher will notify User of Updates when they are signing in to Samco.

### A message you may see:

You may come across the following image:

<sup>User Account Control</sup> Do you want to allow this app from an unknown publisher to make changes to your device?	×
SamcoLauncher.exe Publisher: Unknown File origin: Hard drive on this computer Show more details	
Yes No	

This means that the Launcher has a new Update and needs to be installed.

Please click on > "Yes". Once pressed, it will install the Update for the Launcher.

Samco Update Launcher Setup	-	
		М
Completed		
Show <u>d</u> etails		
Samco Software Inc.	e	Cancel

After the Update is completed press > "Close", and the Launcher will open as normal. You will now be able to carry on in the Samco Software package.





## Chapter6 FAQ

### What is the Samco Launcher?

The Samco Launcher is a multipurpose application that allows you to launch your Samco application, as well as Update Samco when there is an Update available.

### What are the Launcher's requirements?

1Ghz CPU (32 or 64-bit processor) 1GB RAM 250MB free space Internet Connection Network Connection to connect to Samco Server (peer and Thin-Client mode) Windows 7, 8, or 10

### Why does the Launcher require an Internet Connection?

The Samco Launcher is self-updating.

If there is a new Update detected, it will automatically Update itself. If you are using Peer-Mode, the Launcher will detect if there is a new version available and prompt you to download the latest version of Samco.

I'm not satisfied with the License agreement and I want to Update Samco, can I? You must agree with our license agreement before you proceed the Update.

### Using Windows Peer-to-Peer, how does the Launcher work for us?

If your using peer-to-peer, the Launcher will detect that Thin-Client is not installed and will use Peer-Mode. If you have a Samco shortcut on your desktop, it will detect your Samco application location and automatically open Samco once found.

### Using Peer Mode but can't download Update, why?

Check if you have Administrator Rights. Only your Samco Administrator can download and install Samco Updates. In order to detect that you are a Samco Administrator you need to run the Samco Launcher on the physical machine where Samco is installed. Only from that machine, can the download and install of the Update be completed.

### Using Peer-Mode, but Update is taking too long, why is that?

When doing Updates in Peer-Mode, the Launcher is backing up Samco before it continues the Update. Depending how big your data is, it may impact the speed for this process. Once the Update is completed, you can contact Samco Support for review. We can clean up data with you to speed up this process.

If there is an error, it usually means you are entering the wrong Password; however, if you are still having problems getting into Samco, please contact Samco Support: <a href="mailto:support@samco.com">support@samco.com</a>

### Using Samco Thin-Client on a Linux Server; can Launcher still be used?

The Samco Launcher is partially integrated with the Thin-Client and will detect if you have the Thin-Client installed on your machine. Once detected, the Launcher will switch into Thin-Client Mode and prompt for Server IP, Username and Password. If your Thin-Client was configured in the past, it will populate your server IP and Username.

## On Thin-Client when my Password is entered, getting a connection refused error, why?

This error could mean up to 3 different issues:

- 1. You have entered the wrong Password
- 2. Your Username is incorrect
- 3. It could not connect to the Samco Server (either wrong IP or no network connection)

### My Update failed, what can I do?

If the Update failed, be sure to inform Samco so we can correct this issue and enable you to proceed with the Update.

If the Update did fail, the Launcher will automatically restore Samco to its previous state prior to Update.

Once this process is finished, you can continue to use Samco before the Update occurred, however you will need to inform Samco of the unsuccessful Update.

23