Samco Launcher User Guide

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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 1st 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:
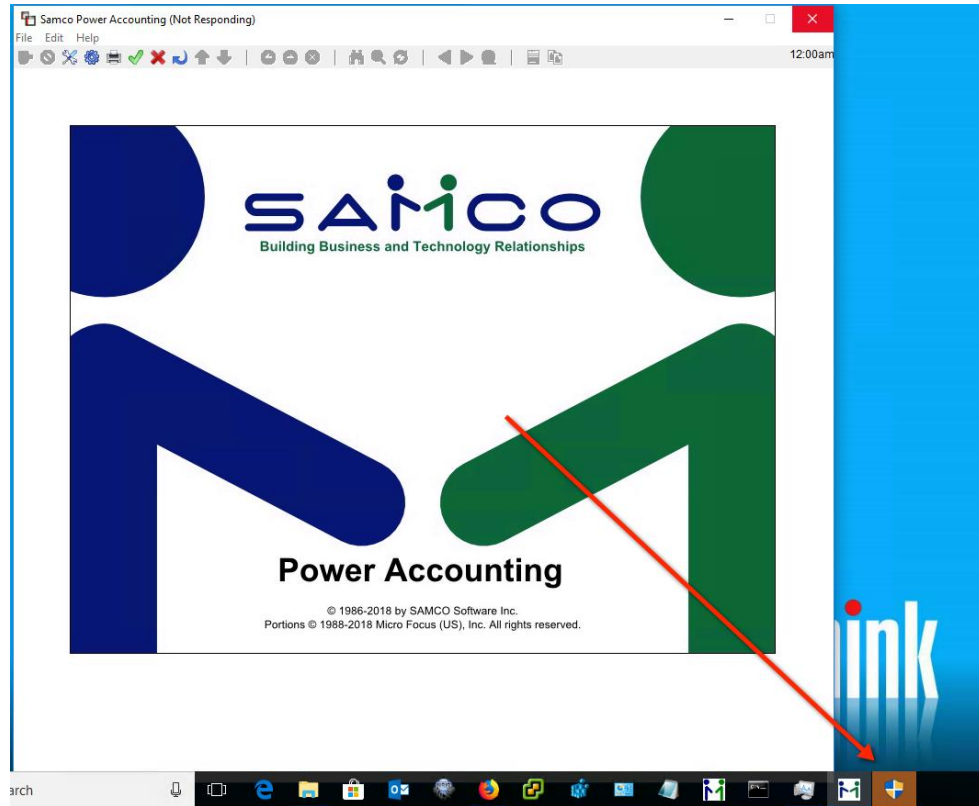
Once you have 'Clicked' on the Checkered Shield, you will be prompted to allow the program to make changes, please Click on > 'Yes'
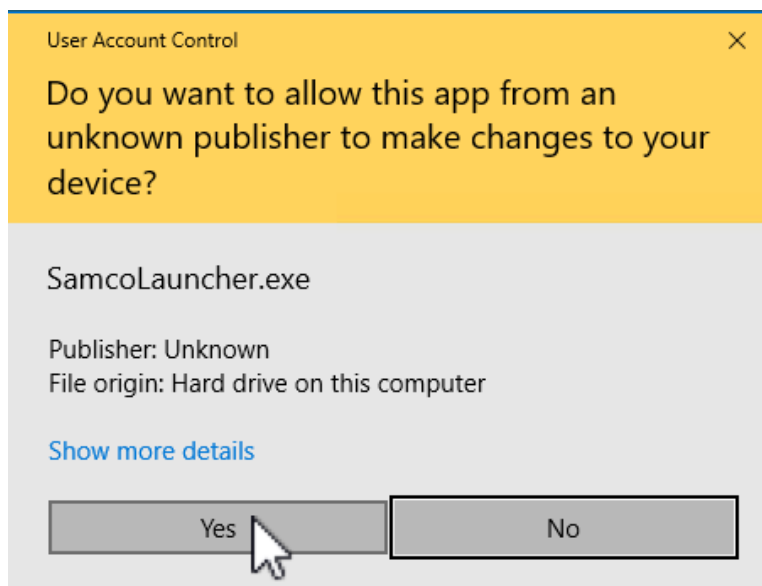
After you say > 'Yes', the Installer will pop up.

Please Hit > 'Next' to complete the install of the System Update.
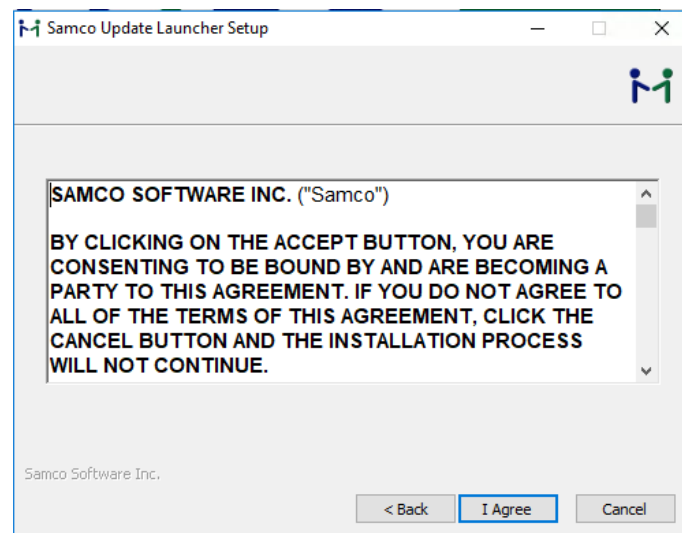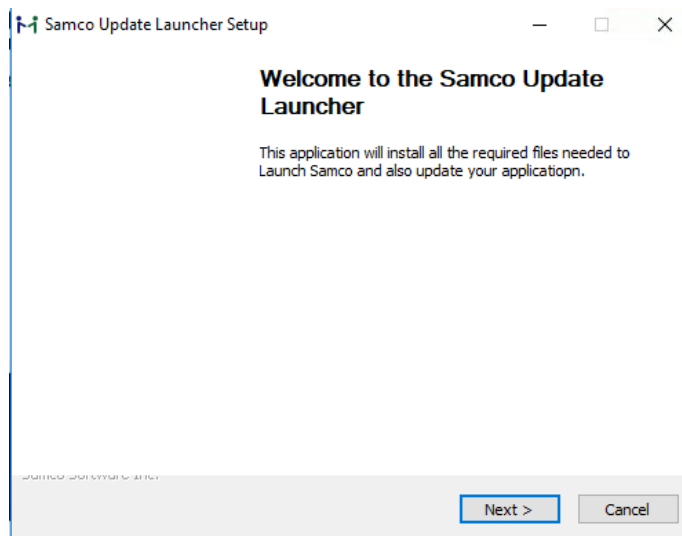
Be sure to Click on > 'I agree' to allow the System to complete the install.
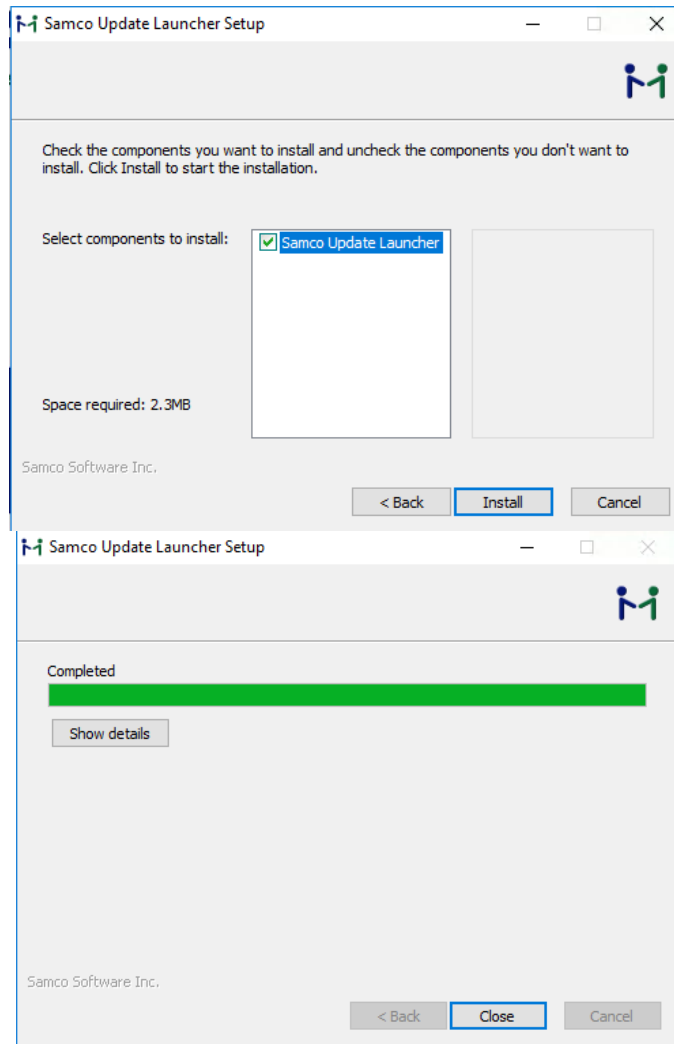
Once Installed, you will be prompted to convert your existing shortcuts to the new Launcher. Please Hit > 'Yes'
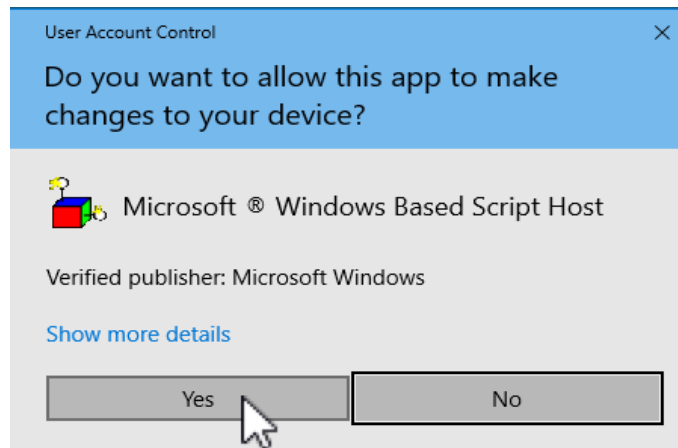
You now have the Launcher successfully installed. Once installed it will then update your software package with any new updates. Depending on your system, go to the corresponding Chapter that pertains to your Mode for steps and information.

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.
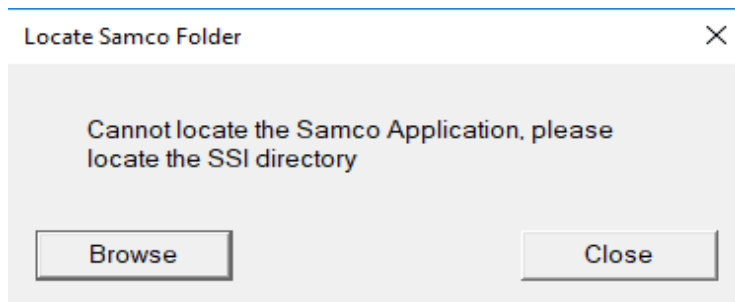
Click > 'Browse' to locate your Samco Directory then Click >'OK'
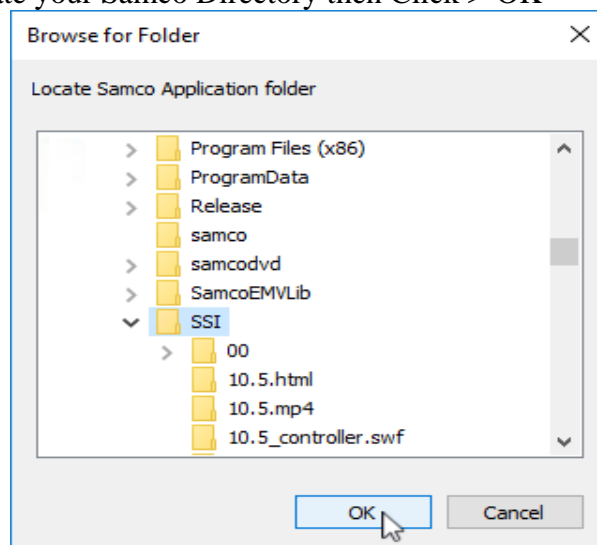
Once your Samco Installation has been found, the Launcher will either load Samco without any further interruptions or if there are any updates, you will be prompted that there is a new Samco Update Available.
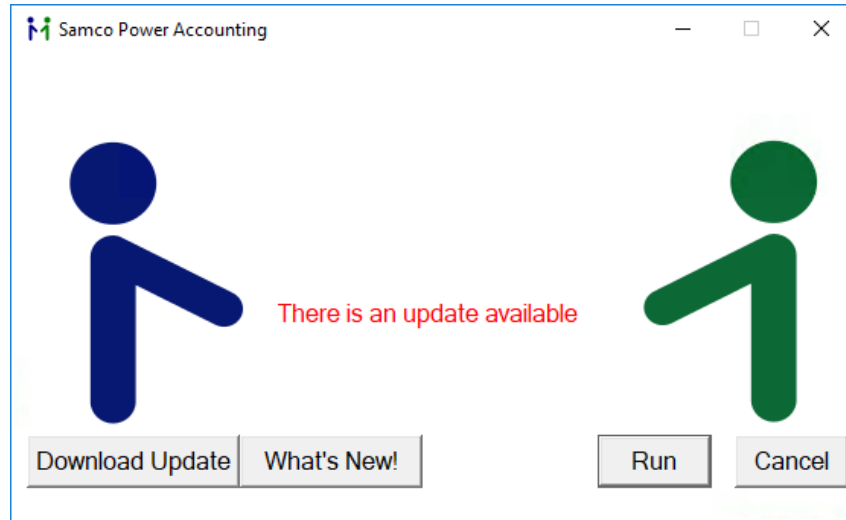
If you Click on > 'What's New!' it will open a new window displaying a list of changes/updates that have been made to Samco Software.

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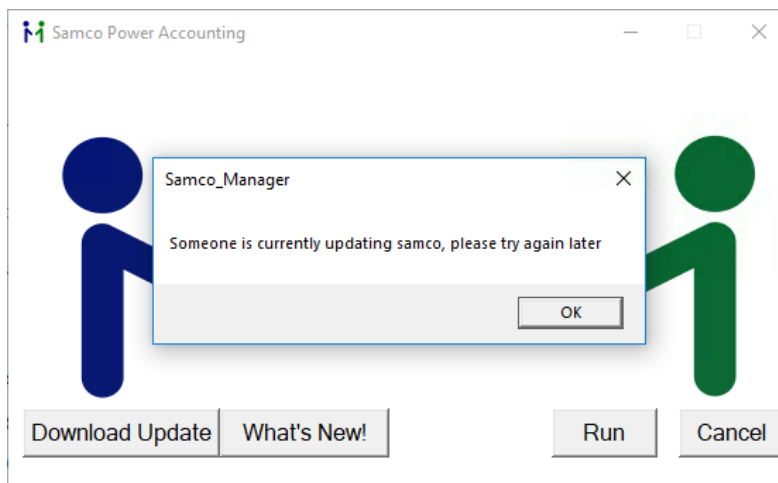
This message indicates that Someone is already updating Samco. You will not be able to run the Update or use Samco Software until the Update is finished.

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

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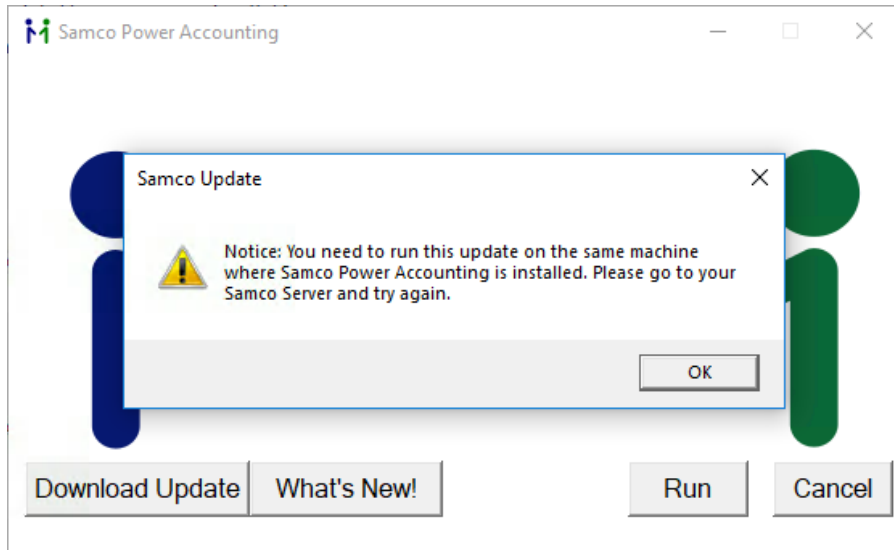
This indicates that you are trying to run the Update on a remote machine and not the main server where Samco is installed.

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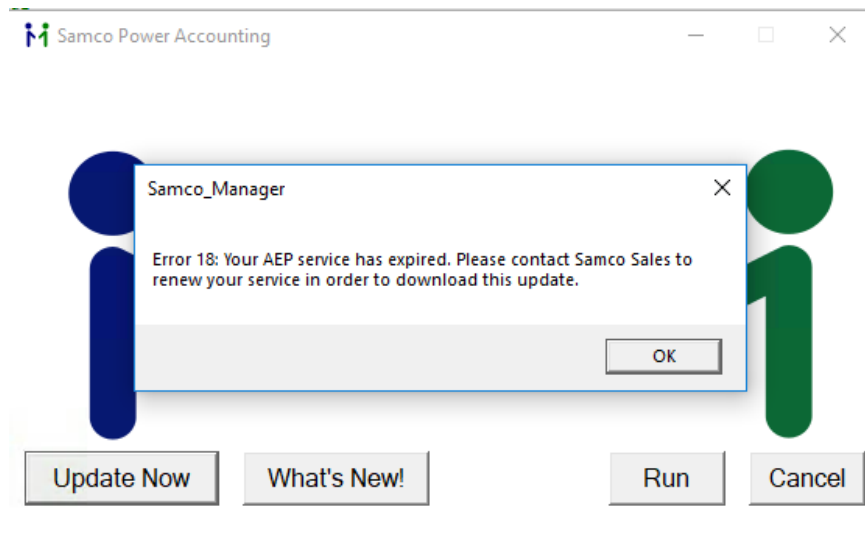
This above error indicates that your AEP Service has expired and you are no longer eligible for an Update.

▪ 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.
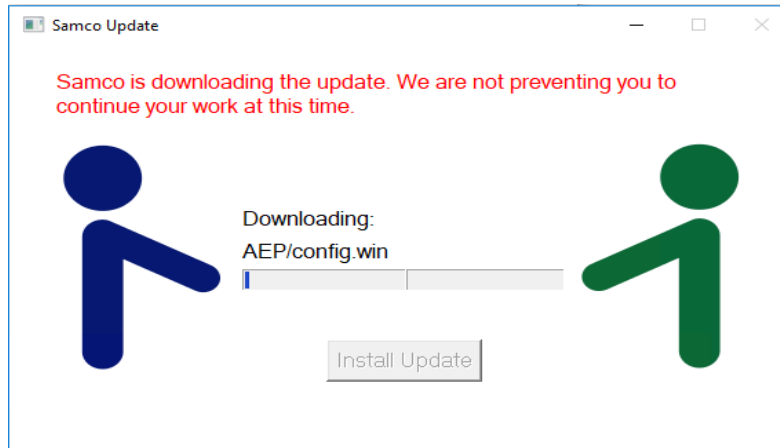
Install Update Procedure:

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.
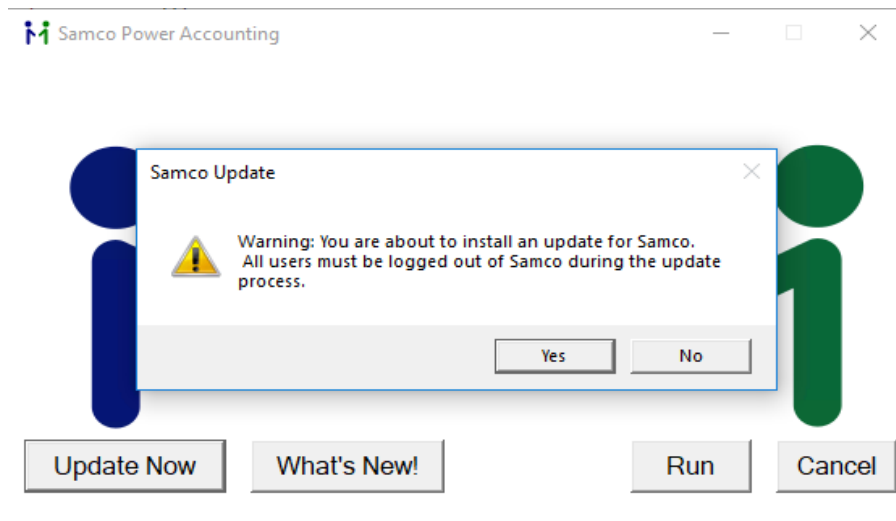
Once 'Yes' has been pressed, it will prompt you to read over the License Agreement. You must accept in order to proceed with the Update.
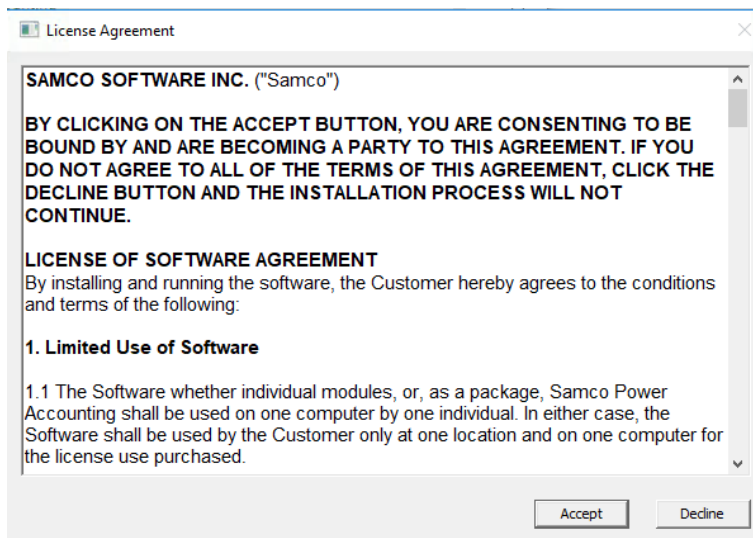
After you have 'Accepted' the agreement, the Launcher will quickly backup Samco Power Accounting for you. This restore is a safeguard, in case any issues come up during the Update process.

- Please note, this may take some time to finish.
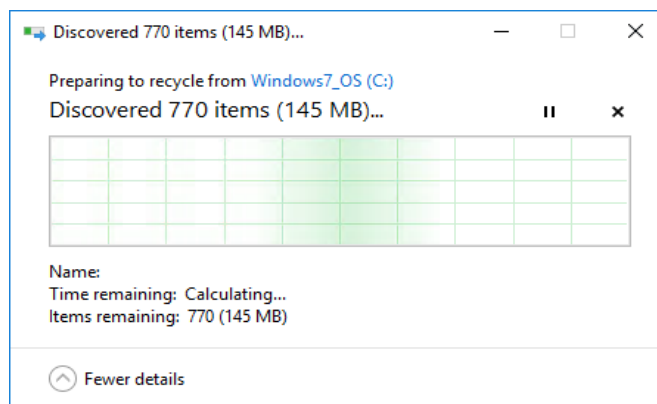
After Samco Power Accounting has successfully been backed up, it will begin the Update.
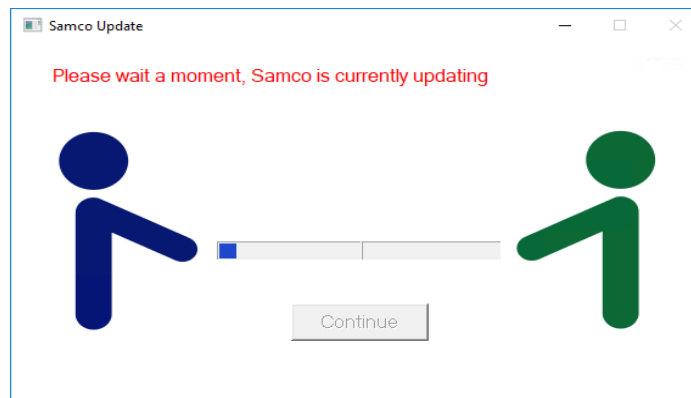
The Update is mostly automatic.

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.
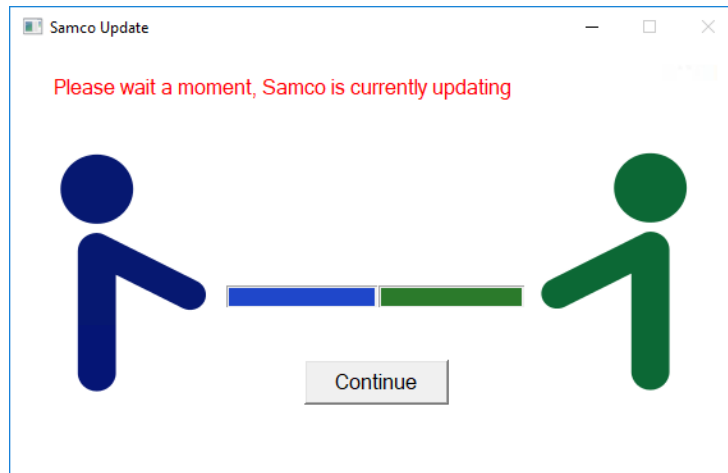
Chapter3

Windows Thin-Client Mode
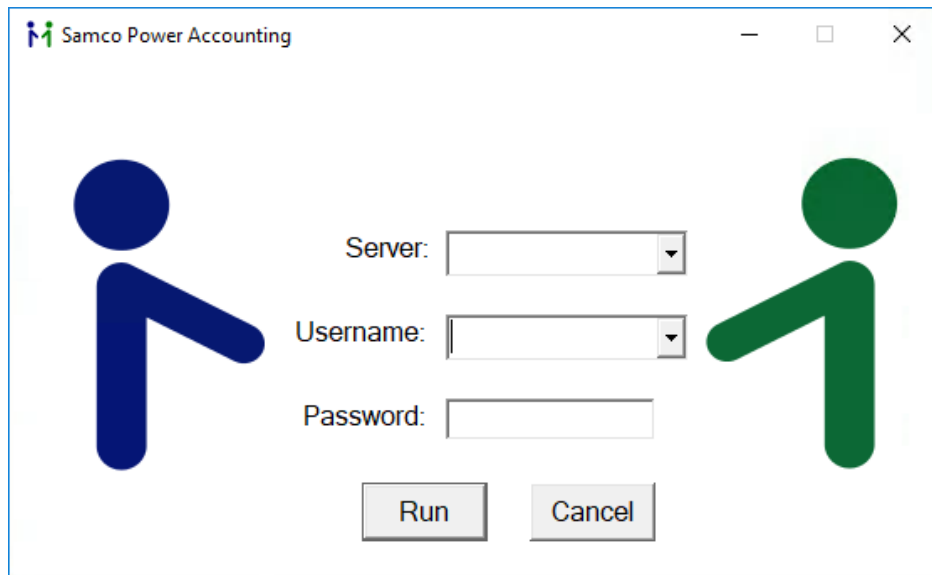
If you are a Windows Client:
Follow this Chapter if you have a Windows Server running Thin-Client.

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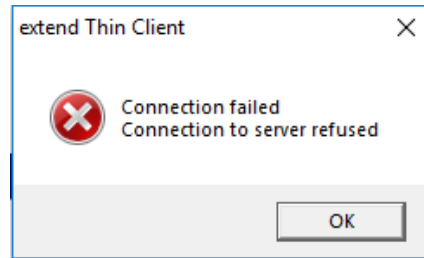
This means that the entered information is not correct and you will need to enter the correct information.

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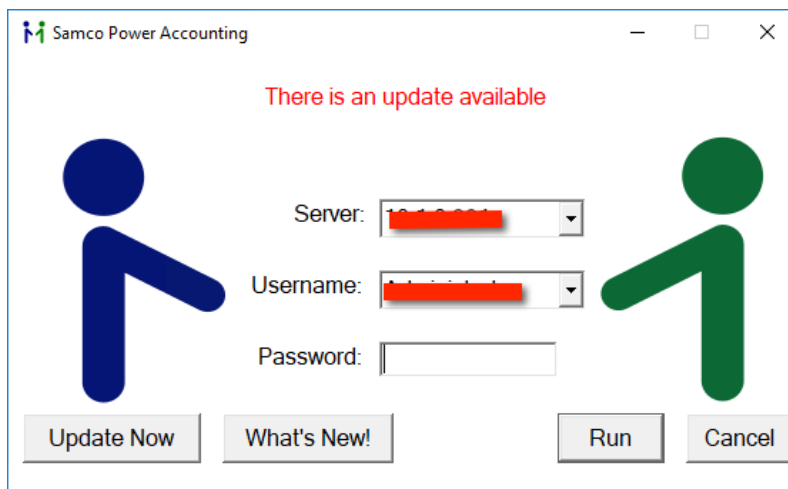
By Clicking on > 'What's New!' a window will pop-up and you can view /read the information on what is new in this Update and the listing changes to the Software.

A message you may see
Once you Click on >'Update Now', You may get this message:
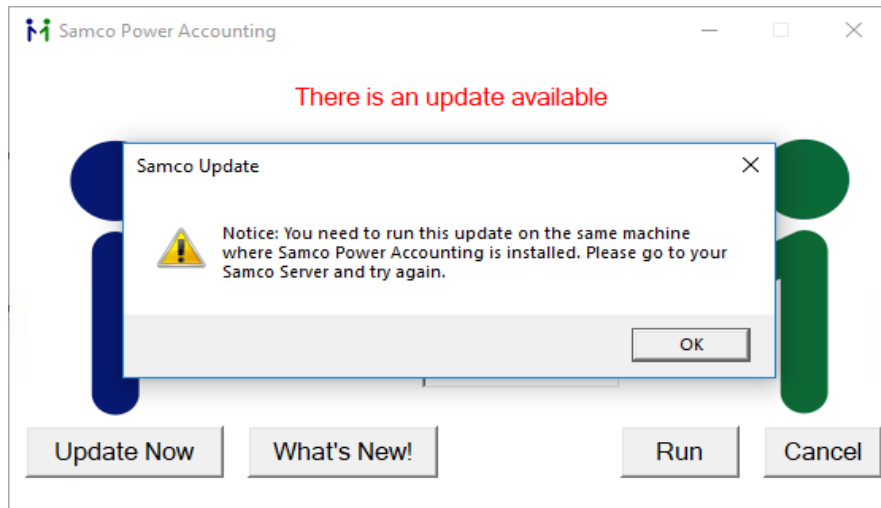
This warning message is asking you to go to the Server where Samco is installed to run the Update on that machine.

- ▪ 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:
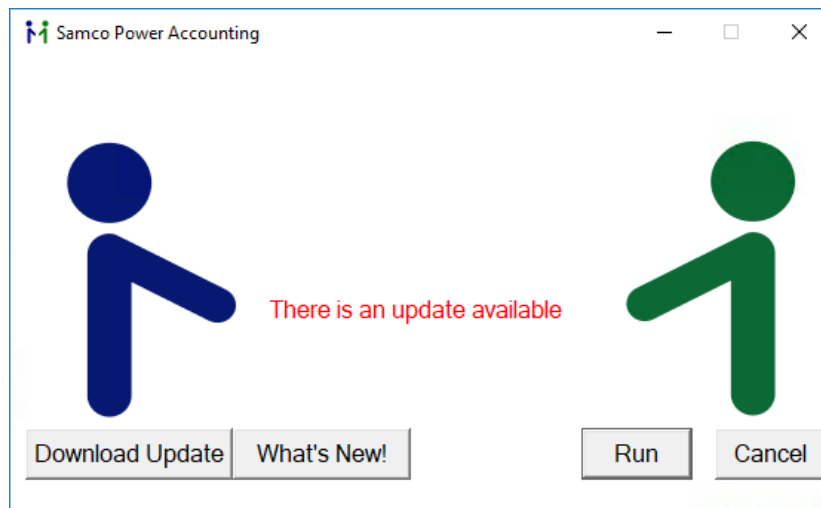
Windows Link install steps
The above link will take you to Chapter 2 > install steps

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

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Chapter4
Linux Thin-Client Mode
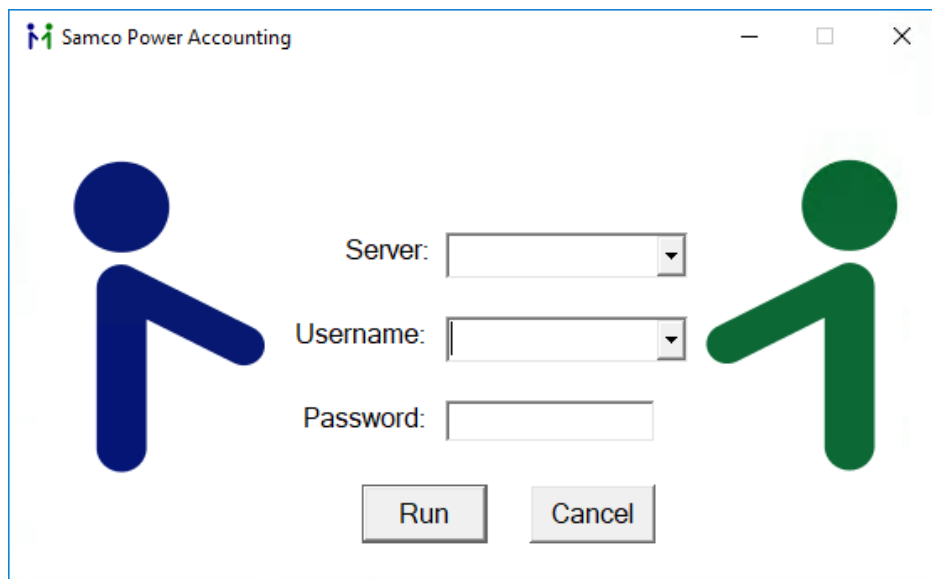
Follow this Chapter if you have a Linux Server running Thin-Client.
The new Launcher once installed on your PC, will prompt you every time you open Samco the
Server, Username, and Password.

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:
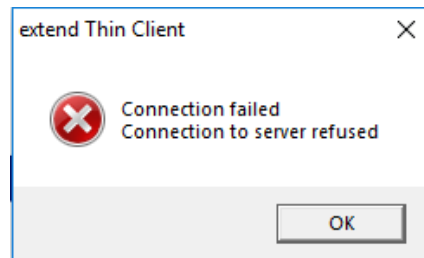
You will need to re-enter the correct information.

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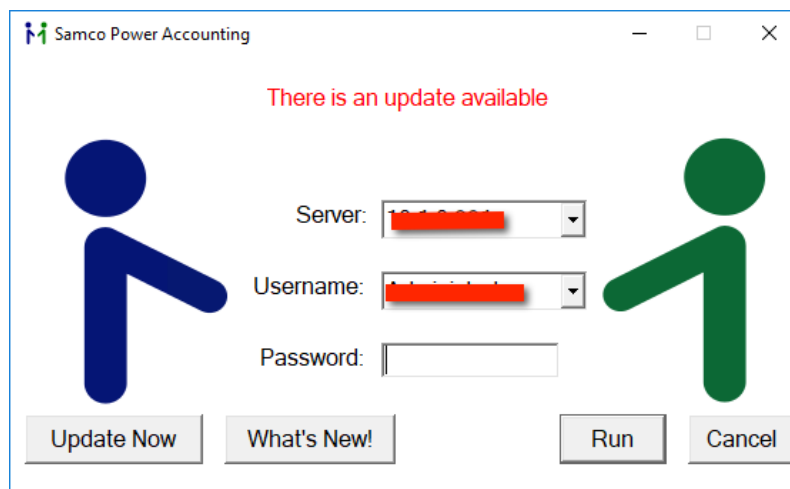
'What's New!' will give you information on what is new on this Update.

If you Click on > **'Update Now'**, you will see the following:
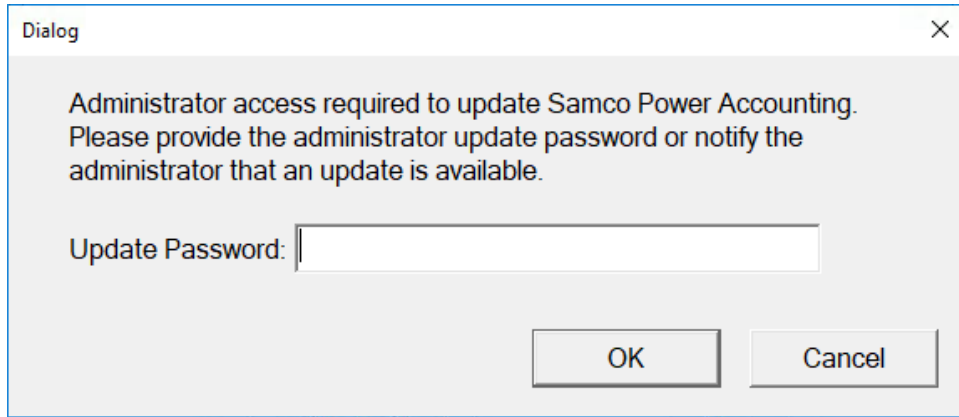
If you are the Administrator, please enter the Password that was provided to you by Samco shortly after your AEP Update.

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.
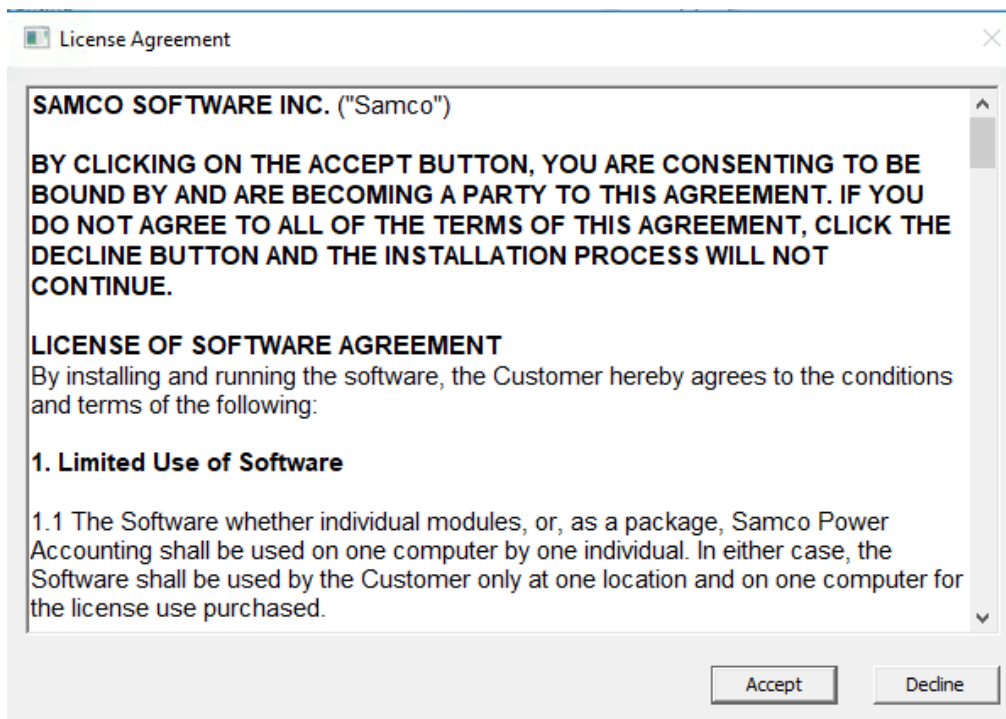
A message you may see:
If you accidentally entered the wrong Password, you will get the following messages:
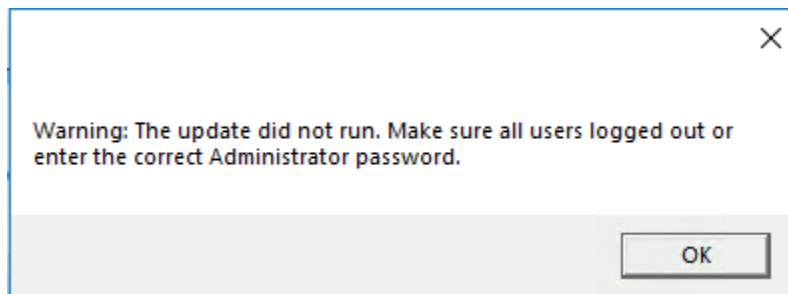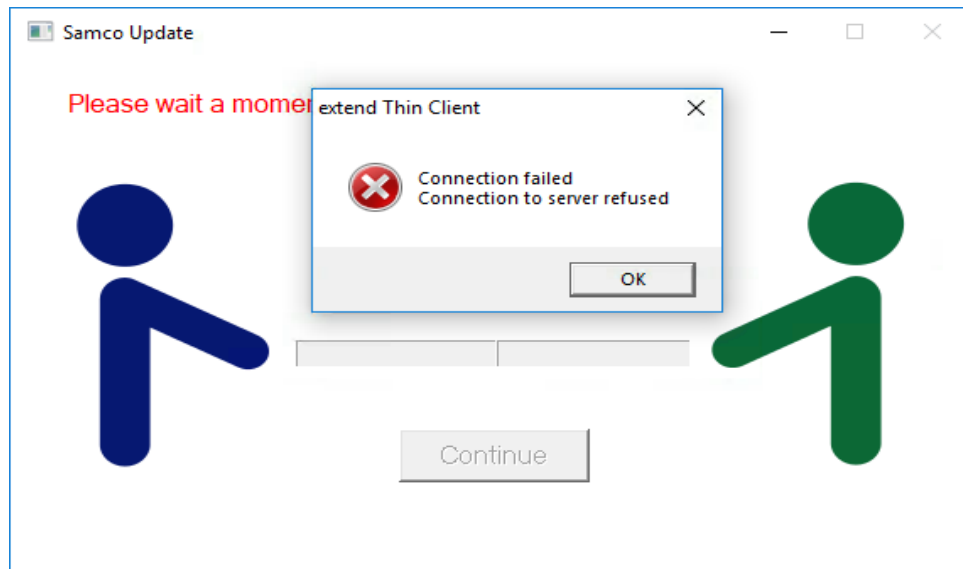
Please hit > 'OK', and then you can go ahead and try to re-run the Update again.
Please be sure to enter the Password correctly to avoid the error message again.

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.
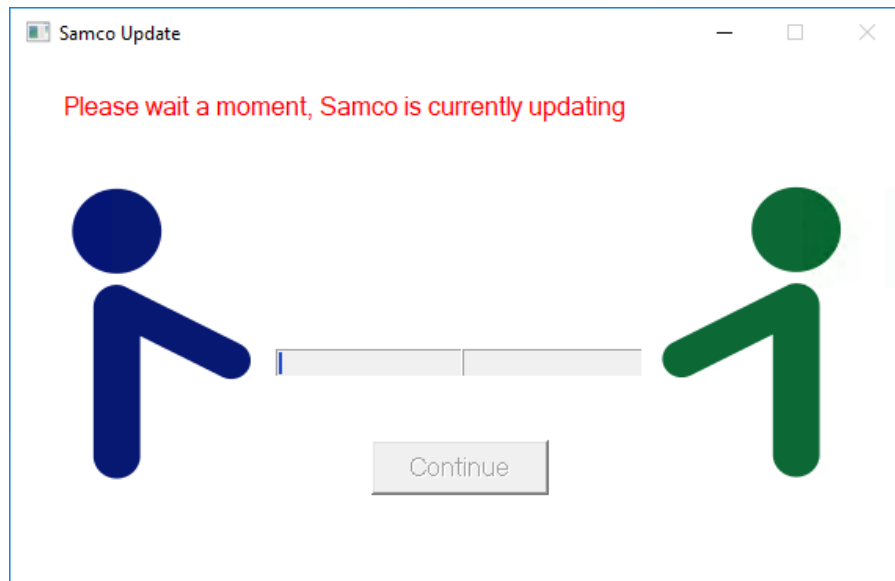
A message you may see:
If something occurred during the updating process, you may see the following screen:
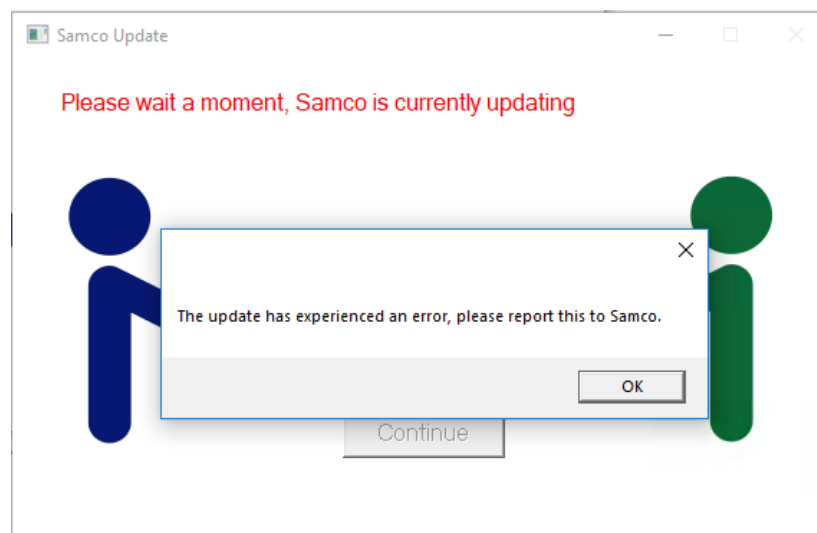
The system will revert back to the saved back up.

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:
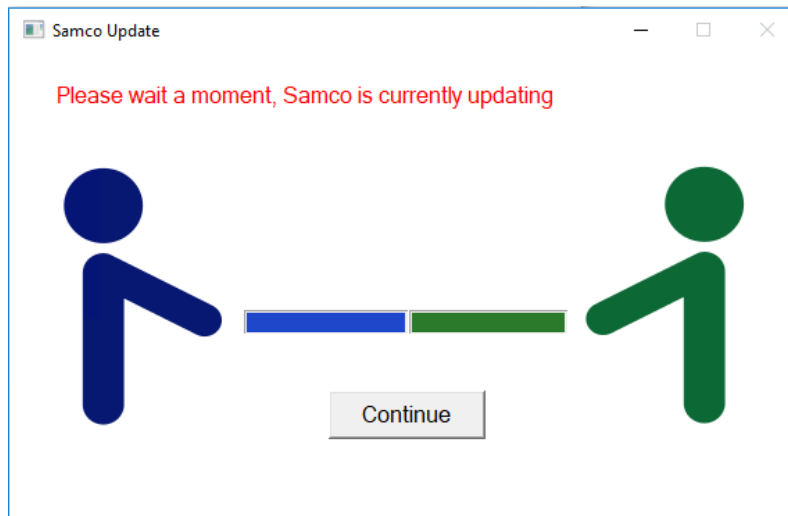
This means that Samco has been Updated Successfully!

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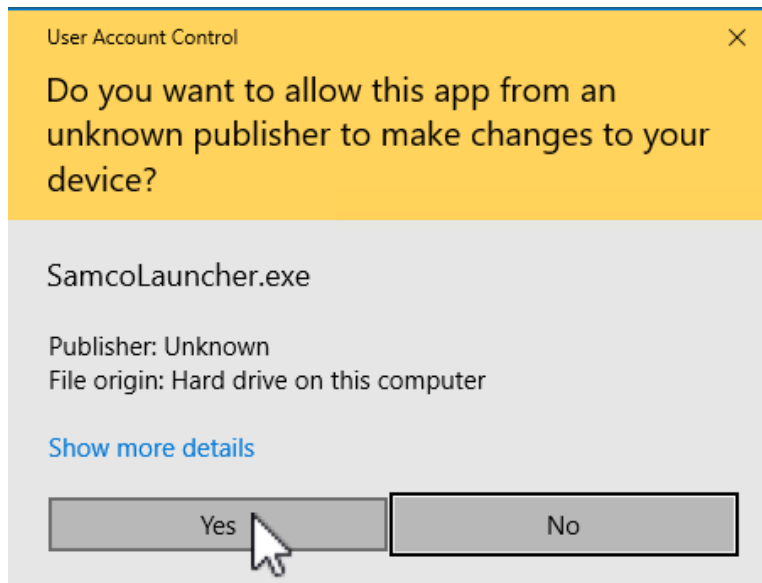
This means that the Launcher has a new Update and needs to be installed.

Please click on > "Yes". Once pressed, it will install the Update for the Launcher.
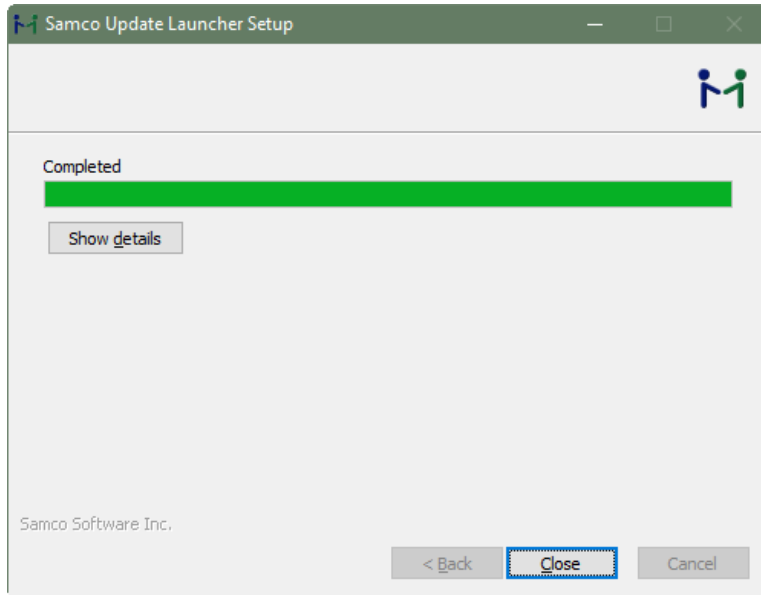
After the Update is completed press > "Close", and the Launcher will open as normal.
You will now be able to carry on in the Samco Software package.

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: support@samco.com

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.