



**“Free DIY software for Estate Agents”**

**Downloading and installing  
pcAgent Components**

## **Notes to new users**

*You will only need to read up to point 3 to get the components installed successfully.*

*The pcAgent components, upgrades and documents are available on a runnable CD as a separate purchase from the site. We recommend that you purchase the CD if:*

- *you normally experience slow downloads from the internet.*
- *You intend to install the components on a number of PCs in your agency.*

*Please see <http://www.pcagent.co.za/code/purchase.php> for pricing information.*

## **Further notes to dial-up users:**

*This document can be downloaded from the internet – please read the "Download this document from the internet" section for more information.*

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## **What is the minimum hardware and operating system that I need?**

1. Windows XP (we recommend Service pack 2).
2. 500Mb memory and above
3. 1 Gb hard drive space or more
4. Network card (most new PCs have a built-in network card)

## **What type of installation do I require?**

Before you proceed with downloading and installing the components that make up the pcAgent product suite, it is important to determine what type of installation you will be doing:

### **Single-user installation**

A single user installation should be done if your agency complies with one of the following statements:

- a. I am a single estate agent and have 1 PC at my disposal. There are no other PCs in my agency.
- b. We are a number of estate agents that work in the same office, but only want to use one (1) PC to capture property information. We may want to show a slideshow of properties in the future, but it is not an immediate requirement.
- c. We are a number of estate agents working together, but we work independantly, so we do not want to merge all our property information.

A single user installation requires that the components of pcAgent are all installed on the same machine. To proceed, download the server, then the Agent, followed by the Slideshow component.

### **Multiple user installation**

A multiple user installation should be done if your agency complies with one of the following statements:

- a. We are a number of estate agents working in one office and would like to have the ability to capture property information from more than one PC.
- b. We are a number of estate agents working in one office, and would like to put slide shows in our window displays. We have more than 1 PCs that are linked (networked) together.

## ***I'm still not sure what type of installation I require***

It you are still not sure what type of installation you require, please check the table below:

<b>Description</b>	<b>Recommendation</b>
There is only 1 PC in our office	Single-user installation
There are multiple PCs in our office and they all form part of our network (I can view files on another computer, or I can print to a printer on another PC)	Multiple-user installation recommended, but single user installation can also be done
We have two or more PCs in our office, but they are not networked (I can <b>NOT</b> view files on another computer in my office, <b>NOR</b> can print to a printer on another PC)	Single-user installation, but recommend a multiple user installation (you need to link up the computers in a network) for a multiple user installation.

## **Downloading and installing the components**

Regardless of whether you are performing a single or multi-user installation, the server installation will always be the first installation that you will need to do. There are three components which must always be installed in the following order:

- The **Server** component, followed by the
- **pcAgent Client**, followed by the
- **Slide Show** Component

Both the pcAgent Client and the SlideShow require the Server to be installed beforehand.

## **How to install the components**

All of pcAgent's components have the exact same looking installer, so once you've installed one component, the rest of the installations should seem very familiar.

Repeat these steps for each installation that you do:

1. Skip to step 4 if you have already installed the server. The server only gets installed once in a single or multi-user environment. If you have not installed the server yet, please continue reading steps 2 and 3.
2. Ensure that you are connected to the internet.
3. Click on the following link: <http://www.pcagent.co.za/code/downloads.php> to go to the downloads page of the 'pcAgent' web site.
4. Click on the 'download' link next to each of the following component names:
  - a. 'Server' - to download and install the Server component
  - b. 'Client' - to download and install the Client component
  - c. 'SlideShow' - to download and install the Slide Show component

5. You will now be prompted to download the component. See the dialog below:



### 'Run'

Select this option if you are installing the server component on the same machine that you are downloading it on.

Clicking 'Run' will start an automatic download of the pcAgent Server installer. The files are stored on a temporary location on your hard drive, but just for the time-being and until pcAgent Server is properly installed on your computer.

### 'Save'

Select this option:

- i. if you are planning to install this component onto another machine (not the same machine as this) **or**
- ii. if you are planning to install the component on this computer as well as on other computers

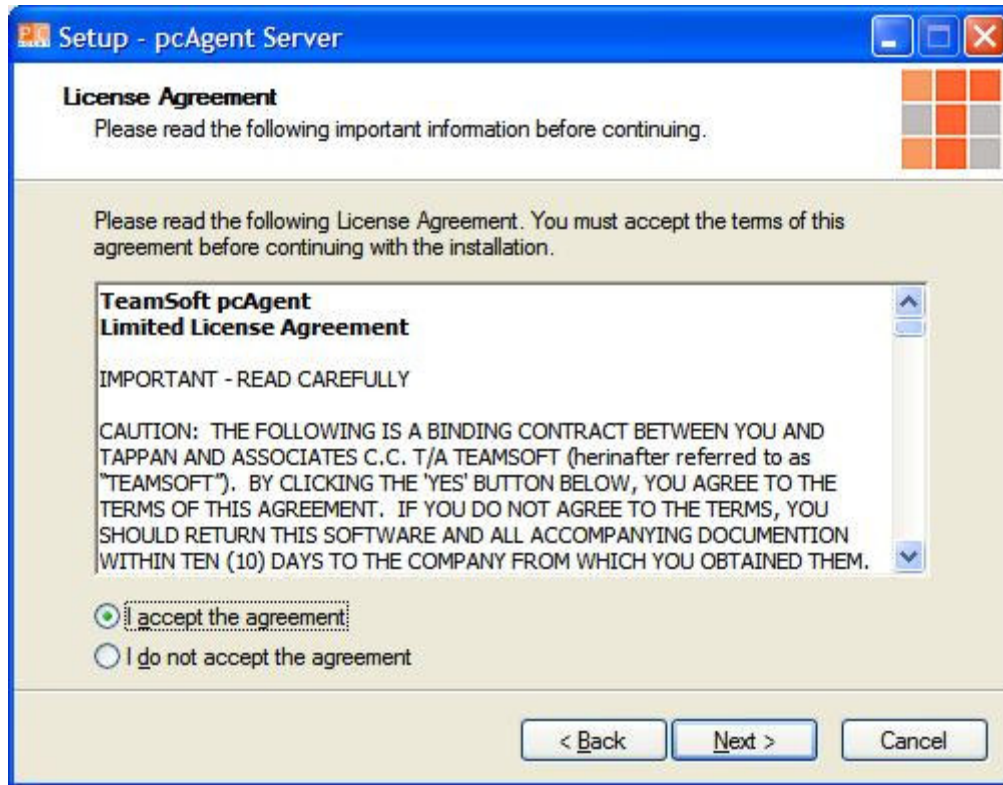
Clicking 'Save' displays a dialog asking you where you want to save the pcAgent Server to. Select where you want to save the file, then click the 'save' button. The download will begin.

6. Your browser should now start downloading the component that you selected.
7. **Hint:** If you chose 'save' and you want to install the component on this machine, then locate the downloaded file in Windows explorer and double-click it to start the installation.
8. The following screen is displayed after the installer starts.

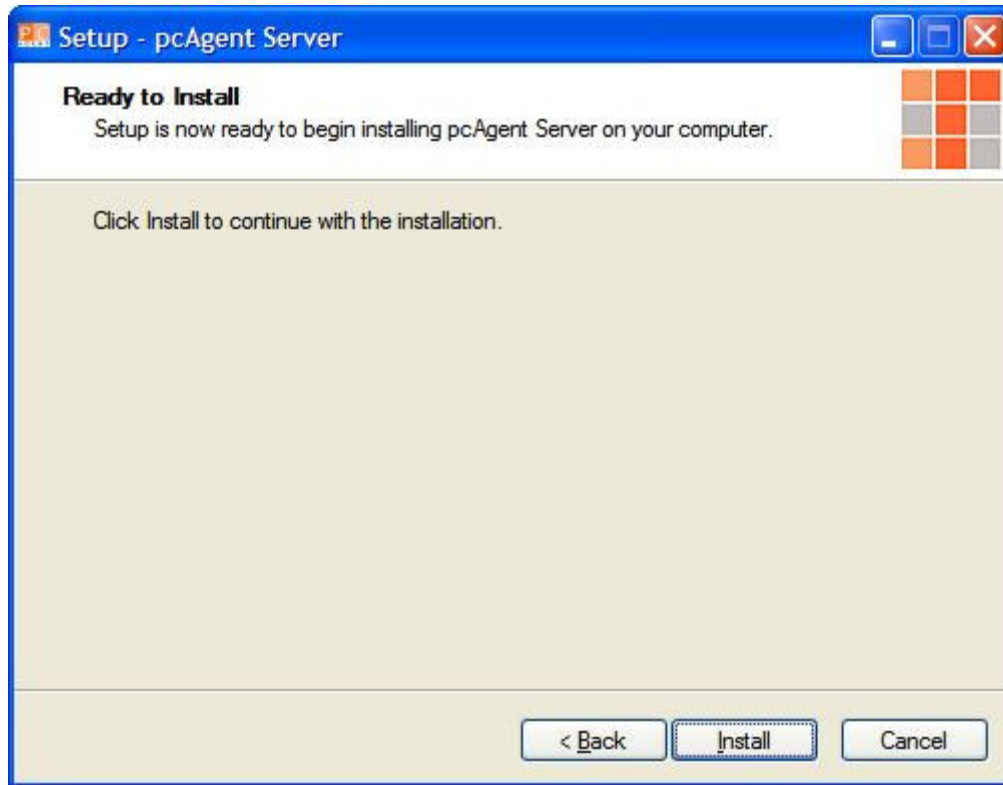


Click the 'Next' button to proceed with the installation.

9. The next page of the installer is displayed. Read the license agreement, and then click on (select) "I accept the agreement". Now click on the 'next' button to accept the license agreement.



10. Now click the "install" button to install the pcAgent component.



11. The installer will now complete the installation. Once the installation completes, the final page of the installer will be displayed:



12. This completes the installation of the component. To install another component, return to step 1 above, and repeat the steps for the remainder of the components. You should install the Server, Client and the SlideShow components.

## **How to upgrade an already-installed component**

### **What is an upgrade?**

From time to time, we may add new features to the software, enabling it to be more efficient, faster, and/or to provide more useful functionality. An Update for the component(s) will then be made available to you on via the internet.

### **When do I apply an upgrade?**

When a new upgrade becomes available, you should receive an email message to this effect from pcAgent Support. You can simply visit the downloads page and re-download the relevant component from our web site

on <http://www.pcagent.co.za/code/downloads.html>. The upgrade should always be installed over the existing component, unless expressly stated.

## How do I start the upgrade?

Make sure you are connected to the internet.

**Note:** If you wish to upgrade a component on a machine that does not have an internet connection, you will need to download the upgrade setup file on another PC, then install it on the PC in question.

Alternatively, you could simply purchase the latest CD from our "Purchase" page – this will allow you to simply insert the CD in the machine that requires an upgrade. The Upgrade will then run directly off the CD.

## How do server upgrades work?

When a server upgrade becomes available, you will be informed that a new installer is available. The installer must be run on the same machine as where the Server is installed. Never uninstall the Server component, unless expressly stated in the upgrade instructions.

To upgrade the server component, you will visit the pcagent downloads page on the internet, then click on the download link for the server component.

- If you are visiting the pcAgent downloads page with the same machine as where the server is installed, just choose 'Run' from the dialog that appears when you click on the install link for the server component.
- If you are visiting the pcAgent downloads page on one machine (and you are planning to install the server component on another machine without an internet connection), then you will need to choose "Save" from the dialog that appears when you click on the link for the server component. Now, save the server setup to a location on your hard drive, then - once the download is complete - copy the server setup file to the machine that contains the installed server component and double-click the server setup file on that machine in order to upgrade the server component

In most cases, the rest of the components should be upgraded after you have successfully upgraded the server component.

# How to remove the pcAgent components from your computer(s)

## Very Important:

If you are planning to remove the pcAgent Server from your, you must backup the captured data. Once you have backed up your database successfully, it is safe to uninstall the pcAgent Server. Please see the user guide at <http://www.pcAgent.co.za/documents/version3/userguide.pdf> for information on performing backups and restoring data from a backup.

## Also note:

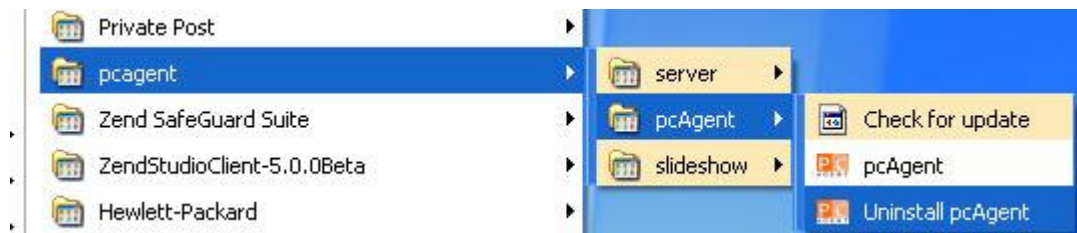
The pcAgent components can be uninstalled from your machine in any order that you prefer (remember that the Slide Show and pcAgent data entry components will not work without the Server component). There are two ways to remove components from your computer, namely:

1. Removing the component using the 'uninstall' shortcut (EASY)
2. Removing components using the Windows Control Panel (ADVANCED)

## Remove the component using the 'Uninstall' shortcut

This is the easiest way of removing a pcAgent component from your machine.

1. Click on the 'Start' button in Windows. Click on 'Programs' or 'All Programs', then locate the pcAgent program menu.



2. Click on the 'Uninstall <component>' menu option as per the image above.

**Note:** The same procedure can be followed for all components of pcAgent.

## Removing components using the Windows Control Panel

To remove any of the components from your system, do the following:

1. Click the 'Start' button in Windows. Locate the 'Control panel' program entry and click on it.
2. Find the 'Add or Remove programs' icon/entry in the control panel and double-click it.
3. The 'Add/Remove Programs' list will be displayed – this is a list of all programs installed on your computer in alphabetical order.
4. Scroll down and select the component that you want to remove. Depending on the component that you want to uninstall:
  - a. Select 'pcAgent Server 2.0', then click the 'Remove' button to remove the pcAgent Server **OR**
  - b. Select 'pcAgent 2.0', then click the 'Remove' button to remove the pcAgent client **OR**
  - c. Select 'pcAgent SlideShow 2.0', then click the 'Remove' button to remove the pcAgent Slide Show.
5. Once you click on the 'Remove' button in 4 above, the software will automatically start uninstallation.
6. You will notice that once the uninstallation is complete, the 'Add/Remove' programs list will be updated to reflect all the remaining components. If you wish to uninstall other components, then please follow the same instructions.

## How to download this document from the internet

To download this document from the internet

Option 1: Right-click to download

1. Make sure you are connected to the internet.
2. Click on this link to visit our help page on the internet:  
<http://www.pcAgent.co.za/code/help.html>
3. Right-Click on 'Downloading and installing pcAgent' link and select 'Save Target As' from the popup menu.
4. You will be asked for the location on your hard drive where you want to save this document to. Select a location, then click the 'save' button.
5. The document will be downloaded to your hard drive. You can then read and browse the document without having to connect to the internet.

Option 2: View, then save in Internet Explorer

1. Make sure you are connected to the internet
2. Click on this link to visit our help page on the internet:  
<http://www.pcAgent.co.za/code/help.html>

3. Click on the 'Downloading and installing pcAgent' link. The document will now open in a separate window, similar to the image below:



4. Click on the 'Save' button indicated in the image above. You will be prompted for a save location. Save the file to a location that you will remember. To open the file, simply double-click on it.

## Troubleshooting

Please see the 'Troubleshooting' section in our user guide for more troubleshooting. We can also be contacted on [support@pcagent.co.za](mailto:support@pcagent.co.za) or [support@pcagent.com](mailto:support@pcagent.com) should you require assistance in getting pcAgent installed on your PCs and/pr network. Please also consider our forum as a means to get answers to typical installation questions and answers here: <http://www.pcagent.co.za/forum/index.php>