



1. You have to be in the correct **Administration Mode** before installing the tools ...

```
> EBS_ADMIN <CR>
> USER.NAME = SU <CR>
> PASSWORD = (Using Administrator Password)
Mon = 11921; Tues = 21921; Wed = 31921; Thurs = 41921; Fri = 51921
If you are not able to type the above then type in the following...
UPDATE.ACCOUNT PICK <CR>
> ED MD MENUS <CR>
> 0001 F <CR>
> 0002 MENUS <CR>
> 0003 D_MENUS <CR>
> FI <CR>
```

2. At TCL check if tools already loaded ...

```
> LIST SUBP <CR>
```

Should the TCL command return the following error

*Retrieve: syntax error. Unexpected sentence without filename.
Token was "". Scanned command was LIST SUBP*

Please use the **New Install** Instructions ...

```
UPDATE.ACCOUNT PICK <CR>
> ED MD SUBP <CR>
> 0001 Q <CR>
> 0002 SupAdmin <CR>
> 0003 SUBP <CR>
> FI <CR>
> ED MD SUBP.O <CR>
> 0001 Q <CR>
> 0002 SupAdmin <CR>
> 0003 SUBP.O <CR>
> FI <CR>
```

3. At TCL type the following...

```
> SELECT EBS.O <CR>
```

```
> SEARCH VOC <CR>
```

```
STRING: > SUBP <CR>
```

The above instruction should return **0 records(s) selected to SELECT list #0.**

Should any items be selected then do the following instructions ...

```
> SELECT EBS.O <CR>
> CATALOG EBS <CR>
```

Remove all files/directories on REMOTE computer in the C:\tecfinity\SupAdmin Folder...

3. Download (**ALL**) the SupAdmin Files/Directories from our
LOCAL SUPPORT Server (**C:\Tecfinity\SUPADMIN**)

Into the **REMOTE** Computer

SUPADMIN Directory : (C:\Tecfinity\SUPADMIN)

Using the Modem (This should take a few minutes)

4. At TCL type the following...

```
> SELECT SUBP.O <CR>
> CATALOG SUBP <CR>
> SU <CR>
```

Should this be a **<< NEW INSTALL >>** then **<ONLY>** do the following at TCL...?

```
> INSTALL.SUPADMIN <CR>
```

5. Otherwise...

Type in **SU** and **< CR>** to start the tools

<< End of Installation >>

