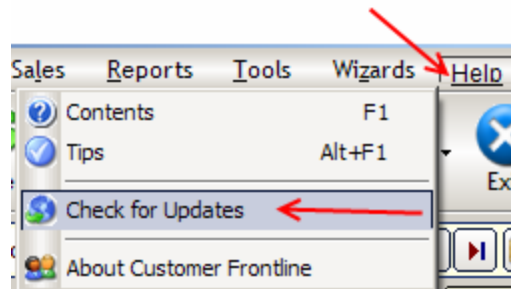


Before proceeding with this procedure: your system firewall settings may require adjustment to enable the download routine as explained below. Re-set the firewall after the download routine is completed.

This guide will cover the sequence to check for program updates for your Customer Frontline™ (CFL) system and how to install the updates. There are two steps for updating CFL: 1) download the update files; 2) install the updates.

The root directory of your CFL system will show as either “Riata” or “Front”, depending on the software version installed on your client server.



How To Download Updates

To initiate the update process go to the top menu bar and select **Help | Check for Updates**. A dialog box will appear to indicate if updates are available for your CFL system.

Click yes in the dialog box if updates are available for your CFL system.

Note: A current CFL software maintenance agreement (SMA) is required to download updates. You will receive a message in this first step of the procedure if your SMA has expired. The download routine will not proceed. Contact Retail Business Solutions, LLC to renew the SMA for your CFL system: ads@rbsolution.com

The Download Process

CAUTION before downloading updates: 1) all user sessions must be closed out of CFL; 2) all users must be closed out of AIMsi™ Accounting, if linked to your CFL system.

Downloaded update files are stored into a temporary folder and are installed as described in the next step of this procedure.

A progress dialog box will be displayed during the download process, do not interrupt this sequence.

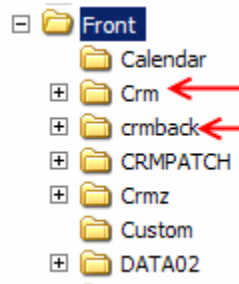
Installing The Downloaded Updates

Verify that all users are logged out of the CFL (and AIMsi) systems before proceeding to install the downloaded updates. Users must **not** attempt to log in to CFL (and AIMsi) until the download and update routines are completed.

Verify that you have a complete system backup (CFL & AIMsi) before applying any new updates.

Select yes in the dialog box to install the updates. Next, **select yes** at the beginning of the installation when CFL prompts you to back up files. CFL will create a copy of the CRM folder in the folder: crmback. This backup procedure may take several minutes and cannot be interrupted.

CFL will close after the file download routine is completed. The downloaded updates will automatically be installed when you log back in to CFL. When all updates have been installed CFL will close again. Log in to CFL to test and verify that all functions are normal. Repeat this verification for your linked accounting system. Users can be allowed to log in to Riata CRM and the accounting system upon verification of system operations.



Quick Restore From the CFL Backup File

Per the instructions above, CFL has stored a backup file folder: crmback. This is a CFL system backup file that was made before the new update patches were installed. It is a copy of all folders, files, etc. that were in the CRM folder prior to installing the updates.

CFL can be re-stored to its pre-update version. Follow this procedure in the event that CFL cannot open after the system has been updated.

1. rename the current CRM folder to xCRM. 2. Rename the crmback folder to CRM. CFL will then operate as it did prior to the update.

CFL technical support: ads@rbsolution.com; 702-271-3263