



TECHNICAL BULLETIN

Installing RAID patch

TBSE002
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Purpose:

ToolWatch software has compatibility issues with some RAID configurations. This document outlines the necessary steps overcoming those issues.

Sequence Overview

It will be necessary to perform this additional installation process in order for your ToolWatch software to operate.

Follow these steps to complete your ToolWatch Installation

1. Install ToolWatch as described in the *Installation Instructions*. Although you will have to set up a *shared data folder* as outlined in the instructions, you can bypass the instructions for running the *Setupex.exe* file on the server.
2. Copy the *-otw.otw* file into your *Shared Data Folder* (the folder that contains your ToolWatch database).
3. Launch ToolWatch. You will see the *Authorization Wizard*.
4. When prompted, select the location of your *Shared Data Folder*. If your operating system is Windows 2000 or Windows NT, you may receive an error message, click OK and continue to step 5.
5. On the serial numbers screen, enter your serial numbers and then click next.
6. You may receive an error at this time. If you do, ToolWatch will close. If you do not receive an error, you will still need to close ToolWatch by selecting the *Cancel* option on the *Obtain Authorization* screen.
7. Launch ToolWatch again. ToolWatch should open normally.