



How to Upgrade RentalPoint v9 to RentalPoint v10

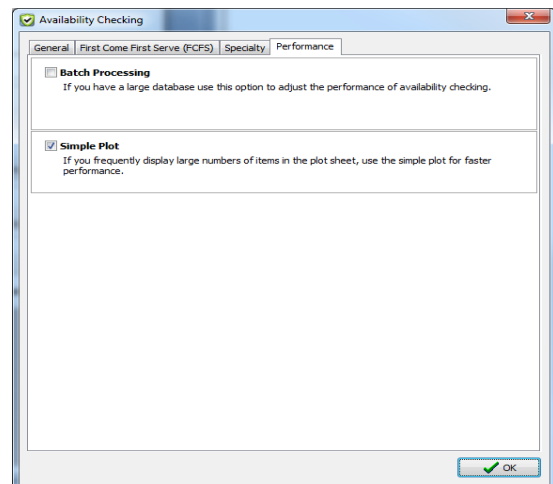
RentalPoint Software is committed to developing new and improved features and functionality for our range of software products. Our goal is to provide customers with an easy to use, flexible and efficient application.

This document provides step-by-step instructions on how to upgrade from RentalPoint Version 9 (v9) to Version 10 (v10). For a successful upgrade, v9 must already be up and running on the computer that you would like to upgrade. The upgrade process can be broken into six (6) steps as shown below. These steps must be executed in the following order for this to be successful.

1. Download latest Version 10 web update files (approximately 45Mb)
2. Backup Version 9 SQL Database
3. Run the latest Version 10 web update file
4. Copy the license file from the version 9 system to the Version 10 folder
5. Edit the rpini.ini file
6. Now run RentalPoint Version 10 and upgrade the database



Once your upgrade is complete you have two options with your plot sheet use. If you frequently display a large number of items in the plot sheet, you may experience some delay in loading the plot sheet with the later version. This is due to the use of some updated graphics. To use the 'simple plot sheet' that you are familiar with from version 9, change your parameter setting in Operational parameter #6 'Equipment Availability Checking' under the 'Performance' Tab to 'Simple Plot'



If you have any questions about the upgrade process please call or email RentalPoint Support BEFORE starting the upgrade. If for any reason the database upgrade fails, we will ask you to restore a backup of the SQL Database for v9 that you would have done (step 2), before doing the rest of the steps in the upgrade process.

If you would prefer, RentalPoint Support staff can do this upgrade for you remotely via the Internet. Email support@rentp.com for further information.



STEP 1

Download the v10 installation files. To do this, simply open an internet browser and go to the RentalPoint Support site www.rentp.com/support. Click on the Current Version for new installs and upgrades, the link located on the right hand side of the window.

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RentalPoint Customer Support

Phone Support provided!

Advice is always at hand! **RentalPoint** customers receive support for 6 months included with the original purchase and thereafter renewed by payment of the Service and Software Assurance Plan (SSAP) fee. Software rental includes SSAP. Remote support via Remote desktop Services, GoToMeeting or GoToAssist is available.

To ensure a high level of service all support inquiries (phone, email) will be entered as a support ticket. Once a support ticket is created a ticket number will be issued. You may request this ID number when contacting support. All tickets and their responses are monitored for quality and timely response.

Enter an [eTicket - click here](#)

Or see the phone number below for your region.

Sign up for our client newsletter, [click here](#).

4 Tier Support level definition

In an effort to clearly define the responsibilities and expectations of our support agents, each support agent has been assigned a support level and given a clear list of requirements for their level.

When contacting our support agents, please be aware of their support level and the responsibilities for that level, please feel free to escalate your issue to the appropriate support level.

[More info](#)

Our Service Commitment

If, for any reason, you are dissatisfied with our service, please contact the president

Timothy Grafton
+1 (905) 693 9457 x 104
- .. tg@rentp.com

RentalPoint Updates

Please contact RentalPoint support for the latest login details.

Current v10 version for new installs and upgrades is 10.1.0.17
>> [DOWNLOAD v10.1.0.17](#)

RentalPoint User Guide and Literature
>> [DOWNLOAD RentalPoint Literature](#)



RentalPoint Newsletters and Articles
>> [DOWNLOAD RentalPoint Newsletters](#)

The current RentalPoint 2000 version is 7.1.114
>> [DOWNLOAD v7.1.114](#)

RentalPoint



Enter your name, your company name and the password. For security reasons the password changes regularly, please contact the RentalPoint Support team if it has expired and you require a new password.

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RentalPoint Updates

This section is only for authorized users of RentalPoint software.

The password has been changed as of **March 2013**, please contact your RentalPoint support team for the new password. Your company must be covered by a service contract, have purchased a new system in the last 6 months or be on a subscription / rental plan.

Items available for download may exceed 120MB. A high-speed connection is highly recommended.

Name	<input type="text" value="myname"/>
Company	<input type="text" value="my company"/>
Password	<input type="password" value="....."/>





Choose the v10 upgrade file from the list.

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RentalPoint Updates

The file to download is **V10.x.xx.msi** where x represents the current version number. This is an update patch for workstations and servers, it does not contain a setup program.

The Crew Planner is now available in V10 and comes standard with RentalPoint Enterprise. If you are using the Enterprise edition please contact us for a new license file.

*** Before you upgrade**

1. Please ensure you are using SQL 2005 Express or later. If you are using SQL 2000, MSDE or are unsure of the version, please contact us for assistance.
2. If you have custom crystal reports, please send them to support@rentp.com to verify that they will run in V10.

File	Last Updated (EST)	Size
✓ V10.1.0.18.msi	May 15, 2013 @ 8:30	74 MB
✓ Patch Changes V10.1.txt	May 15 2013 @ 8:30	6 KB
✓ New V10.1 Features.pdf	Mar 18, 2013 @ 15:45	29 MB
✓ How To Update RentalPoint.pdf	Jun 1, 2010 @ 9:36	228 KB
✓ Step By Step Installation.pdf	Jun 1, 2010 @ 9:36	10 MB
✓ RentalPointPDF.zip	Dec 4, 2012 @ 8:43	8 MB
✓ RPSscanner.exe	Jun 7, 2010 @ 10:42	10 MB
✓ Templates.zip	Feb 22, 2010 @ 12:10	150 KB
✓ Export CR To Excel.zip	Oct 19, 2010 @ 11:20	319 KB
✓ E9-1-17-31.exe	May 26, 2010 @ 12:30	49 MB
✓ RPSEServerSetup10.1.0.18.msi	May 10, 2013 @ 14:30	7.5 MB

Update Patch

You may also want to download these files for update/new feature details.

Select the files to download (saved to your downloads directory):

- V10.1.xx.msi (latest web update build file)
- New V10 Features.pdf (new features to Version 10 from Version 9.1)
- Patch_Changes_V10.txt document (latest changes in build update files).



STEP 2

BEFORE commencing the upgrade process you need to do a backup of your Version 9 SQL Database. **This is a critical step in the process**, just in case for some reason the upgrade process doesn't function correctly. **DO NOT SKIP THIS STEP.**

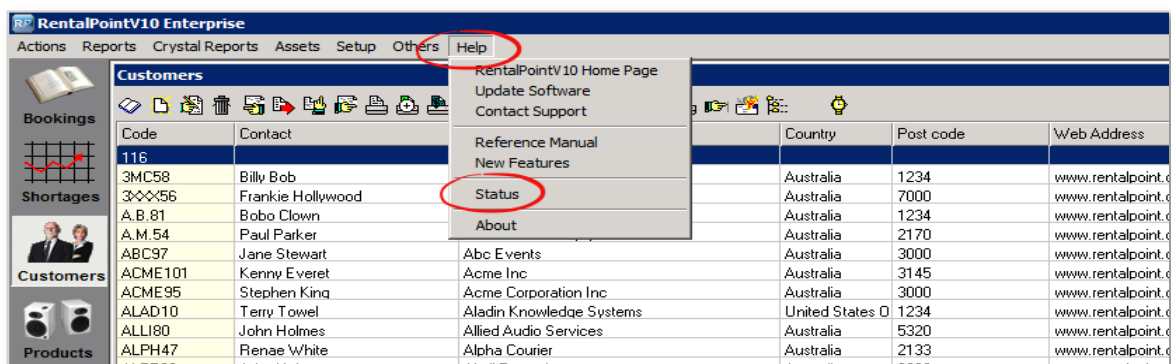
In the event the upgrade process fails please contact RentalPoint Support staff. They will ask you to restore the SQL Database from the backup before assisting you through the upgrade process. Without the backup you will lose all of your data.

Backups:

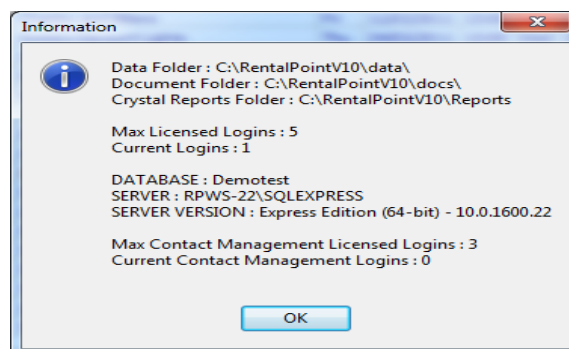
There are three things that need to be backed up on your system separately:

1. SQL Database
2. RentalPoint Data Folder
3. RentalPoint Document Folder

We recommend you double check that you are backing up the correct RentalPoint files. To do this you can view your RentalPoint Data and RentalPoint Document folder location that by selecting **Help>Status** from the main menu.



Your RentalPoint system information will be displayed. Make a note of the Data and Document folder location and click **OK** to continue.



Now run a manual backup of the SQL database from SQL Server Management Studio Express. If you do not know how to do this, please ask your RentalPoint support person or your IT person / company.



To setup an automated backup procedure, please ask your RentalPoint support person or read the RentalPoint Knowledge base available from the link on the support page on our web site. **This does not mean you can miss step 2. A manual back up must be done before you continue with the upgrade process.**



STEP 3

Locate the file called "V10.1.xx.msi" that you downloaded in step 2. Double click on the file to install the update to your application. Please make sure that the update is written to c:\rentalpointv10\sys\.



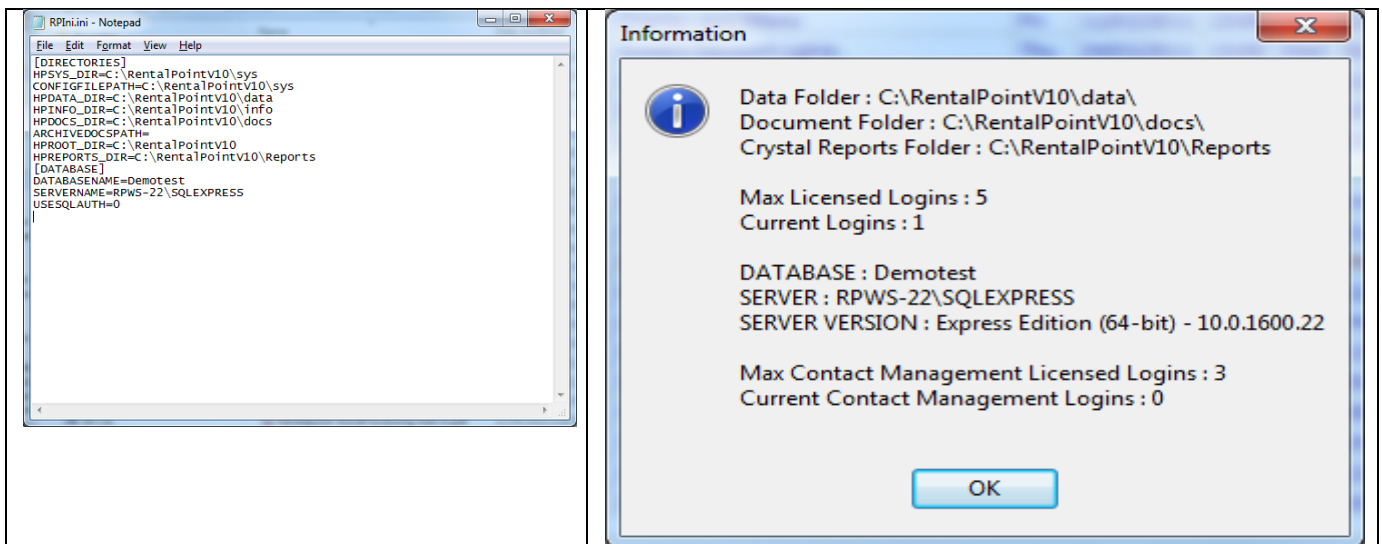
You can navigate to the saved files in your directory for steps 1, using either My Computer or Windows Explorer.

STEP 4

You will now need to copy your RentalPoint license file from your v9 system, to the v10 system. On a standard install this means copying the file called "prodref.hdl" from c:\rentalpointv9\sys\ to c:\rentalpointv10\sys\ using either My Computer or Windows Explorer (whatever you prefer).

STEP 5

Go to the local C: drive on your computer and then go to the directory called RentalPointV10. Inside this directory you will find a 'SYS' directory and in this folder there will be a file called rpini.ini or rpini configuration file. If you double click on this file (the one that doesn't have the RentalPoint Icon on it) you should get notepad open with a screen looking like the one below on the left.



This file tells RentalPoint where to look and store information. You need to check the following lines and enter the correct values into this file. Remember, you can check/see what these values are from Help>Status as we did in step 2 (the screen on the right hand side above).


PATH	WHAT IS THIS?	AS PER ABOVE EXAMPLE
HPDATA_DIR	Where your current V9 data files are located	C:\RentalPointv10\data\
DatabaseName	The name of your current database	Demotest
HPDOCS_DIR	Where your current V9 docs are located	C:\RentalPointv10\docs\
ServerName	The name of your SQL Server	RPWS-22\SQLEXPRESS

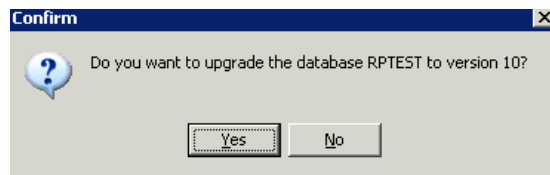
Once you have confirmed these values and entered the correct values, close and save this file.



STEP 6

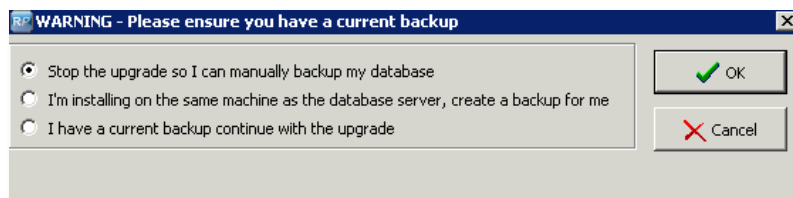
It's now time to run v10 and upgrade the Database to V10.

On the desktop of your computer you should have a new RentalPoint 10 icon  (you can right click on this icon to rename it to suit) , double click this icon and it will startup RentalPoint v10. A prompt will be displayed asking if you want to upgrade your RentalPoint Version 9 Database to a Version 10 Database.



Click **Yes** to continue.

You will then be asked if you want to create a backup of the database. Select an appropriate answer for your situation and the upgrade process will continue after the backup has been created (if selected).

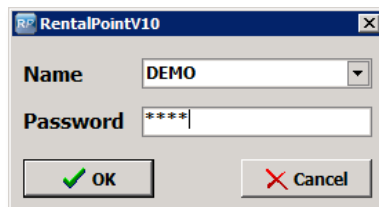


The backup process and database upgrade can take anywhere from 1 minute to 30 minutes depending on how fast your server is, and how big your database is.

Once the database upgrade is complete, you will see a window about the SQL objects being re-loaded. Once this process has been completed you will see another window saying that RentalPointV10 will now close.

Click the **OK** button and then double click on the 'RentalPoint 10' icon located on your desktop.

The RentalPoint login screen will be displayed and you can login to your RentalPoint v10 system.



It is important that after you have successfully loaded and run your new RentalPoint V10 system, to delete any additional icons that you created for Version 9.



Any questions or feedback? Please email support@rentp.com putting the module name in the Subject line of your email. EG: How to Upgrade RentalPoint v9 to RentalPoint v10.