

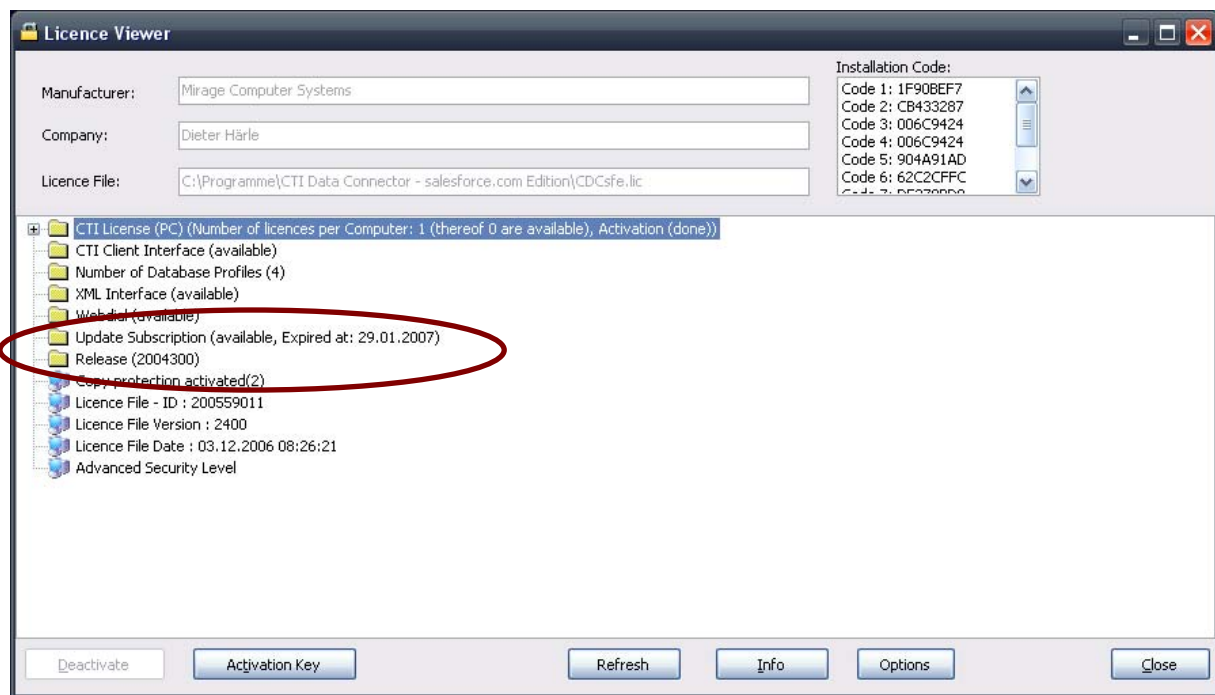
CTI Data Connector (*salesforce.com Edition*) - Update 2.4 Installation Instruction

To install this update you need a valid update subscription with an expiry date after 01.04.2008 (04/01/2008)

To retrieve the current version number and the update subscriptions status proceed as follows.

Choose in CTI Data Connector the menu item ? and then **About CTI Data Connector** or right mouse click on the icon, Licence Viewer, to retrieve your current release version. You can install the update, if

- ▷ Release is 2004300 / 2004200 / 2004100 and
- ▷ The module **Online Update / Update Subscription** expires after 01.04.2008 (04/01/2008)



If you don't have a module Online Update or another Release Status, then this is an old licence file version. Please contact ✉ sales@Mirage-Systems.de.

Installation Instruction Single User Installation

- ▷ Step 1: Backup the **complete** installation directory of CTI Data Connector
- ▷ Step 2: Select the installation directory of your current CTI Data Connector installation. The updater then checks if you are entitled for this update
- ▷ Step 3: The main installation starts. Select *Single User Installation*. You find an installation guide online: http://www.helpserver.biz/onlinehelp/cdc/sf/2.4/help2000/index.html?installation_single_user.htm

- ▶ The update procedure is now completed

Backup your licence file – you find the licence file on your installation directory with the extension .LIC.

You find complete information about the new features in this version online at <http://www.mirage-systems.de/cdc/modhistory24.html>

Installation Instruction Network Installation

- ▶ Step 1: Backup the **complete** installation directory of CTI Data Connector on the server
- ▶ Step 2: Select the installation directory of your **current** CTI Data Connector installation. The updater then checks if you are entitled for this update
All workstations have to terminate CTI Data Connector before the installation starts
- ▶ Step 3: The main installation starts. Select *Multi User System*. You find an installation guide online:
http://www.helpserver.biz/onlinehelp/cdc/sf/2.4/help2000/index.html?installation_network_network_installation_overview.htm
- ▶ Step 4: Update now all workstations. You have to uninstall the old version first (Select Start, Control Panel, Add/Remove Programs, CTI Data Connector...) . Then install the new version using **setup.exe** –
see http://www.helpserver.biz/onlinehelp/cdc/sf/2.4/help2000/index.html?installation_network_client_setup.htm
- ▶ The update procedure is now completed

Backup your licence file – you find the licence file on your installation directory with the extension .LIC.

You find complete information about the new features in this version online at <http://www.mirage-systems.de/cdc/modhistory24.html>

Use of SQL Server for data replication

If you use an SQL Server for data replication, you have to add the SQL Statements from your **backup** you previously made. The SQL statements are stored in the file **cdcsfe.xml**. Copy and paste your SQL statements from the old cdcsfe.xml to the new cdcsfe.xml. Backup the modified file.