

CSA Expert Update - Version 3.5.5

Procedure of Execution

Summaries of Update Procedures

1. Download update program and request password from CSA website
2. Run "csaexpupdate.exe" at a designated computer
 - (1) update CSA program
 - (2) install SQL Server Native Client driver
 - (3) update CSA database

A. Download Update Program

1. Visit our website <http://www.plsoft.com/csa-expert-update/> to download CSA Expert update program and request password for execution.
2. Save the update file "csaexpupdate.exe" to a temporary location (e.g. "C:\TEMP")

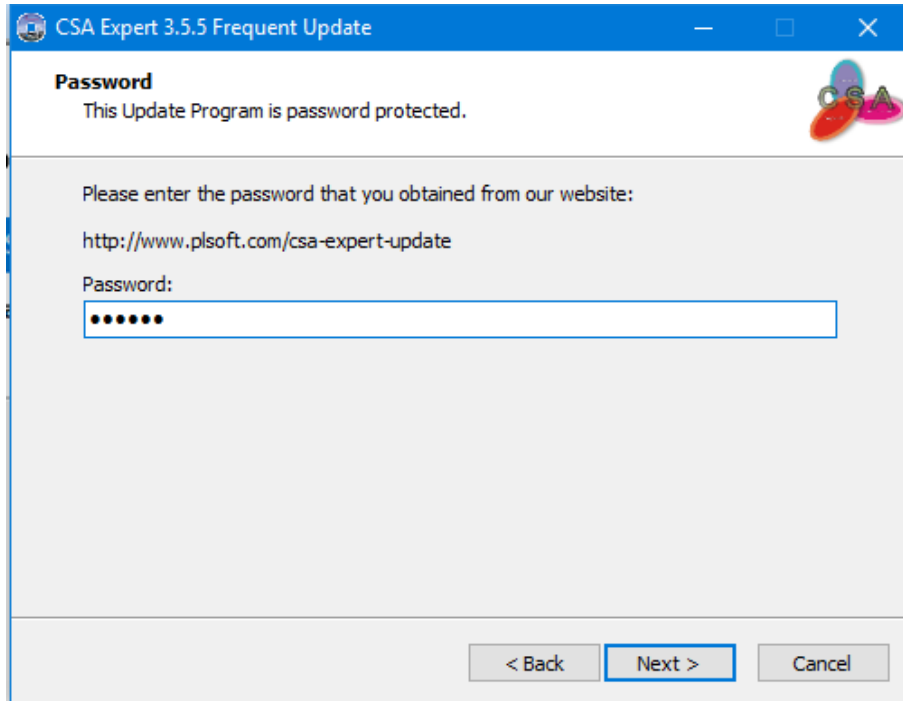
B. Execute Update Program

1. On the Welcome screen, click [Next >]

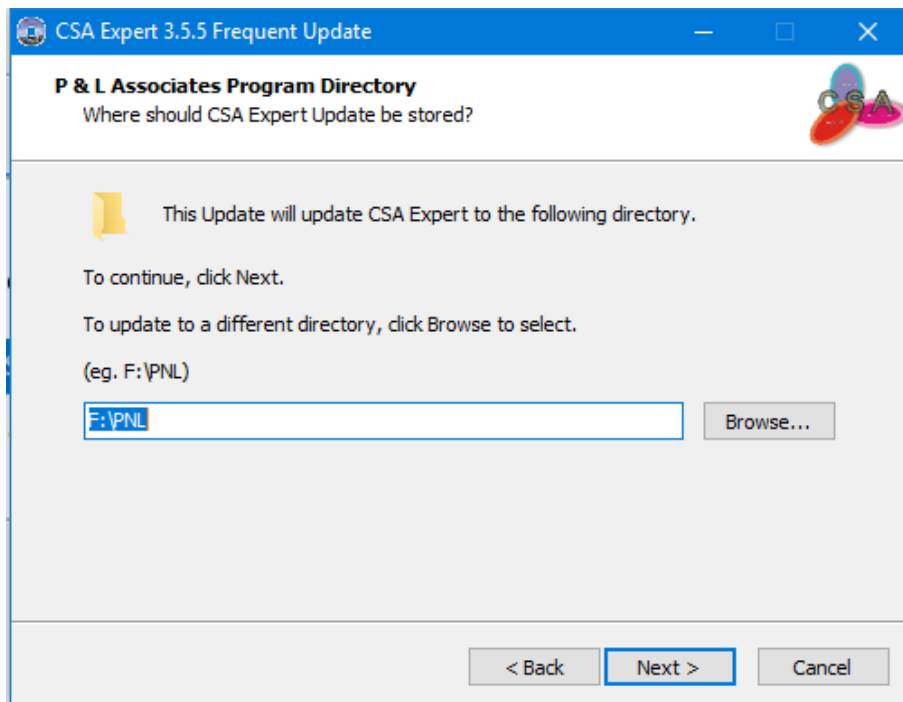


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2. Enter your password

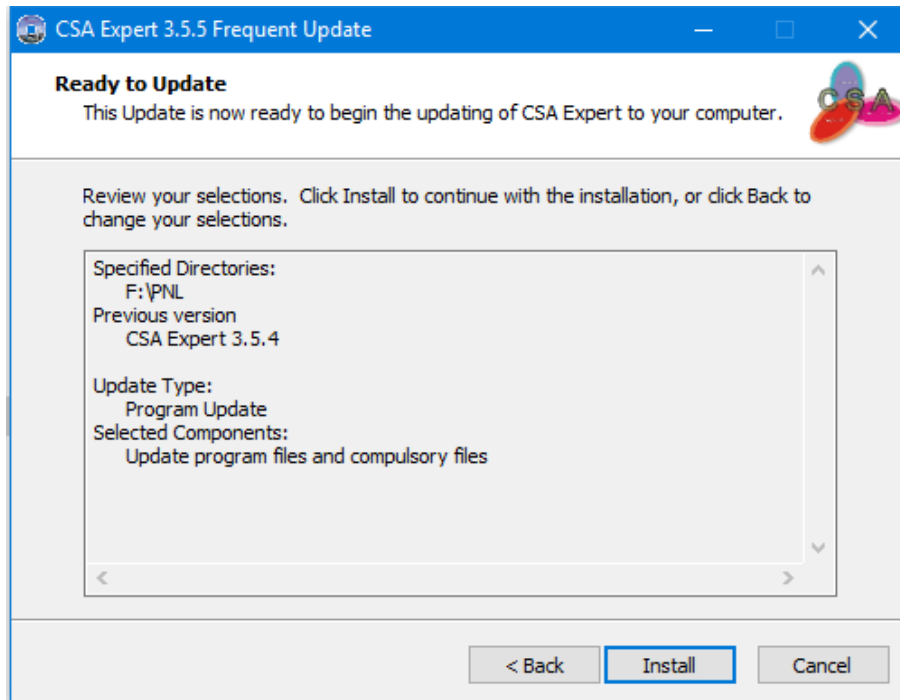


3. Enter or browse the location of CSA Expert (e.g. "F:\PNL"), then click [Next >] to continue.

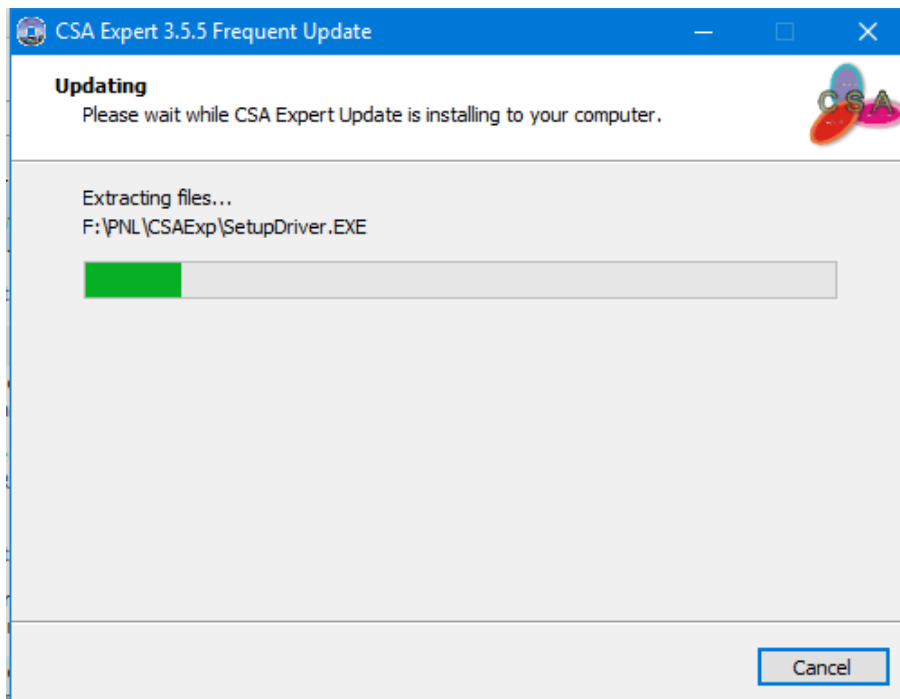


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4. Ensure the program path is correct, then click [Install] to start the update program.



5. The program update procedure may take a few minutes.



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6. After the program is updated, click [Next] to continue the following two proceeds:

- (1) Install SQL Native Client #
- (2) Run CSAExpMan.EXE: Update Database

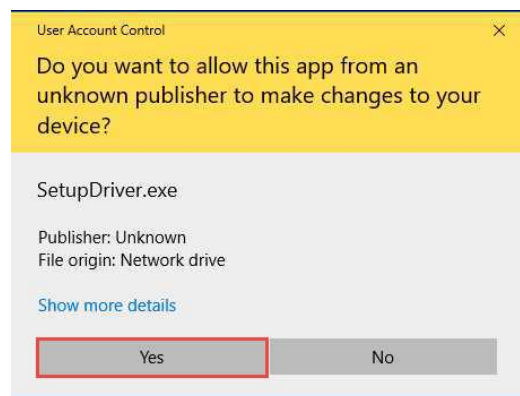
(1) is checked automatically if your SQL Native Client driver is not updated. If it is unchecked, ignore (8) & (9).



7. Windows 7 and 10 will pop up the following message, click [Yes] to confirm the installation.



Message in Windows 7

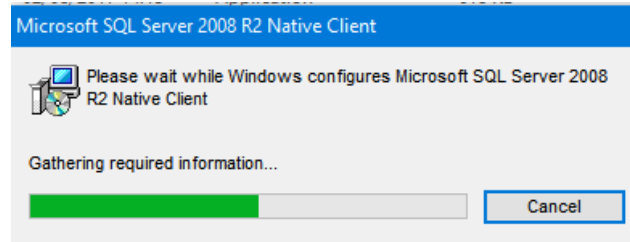


Message in Windows 10

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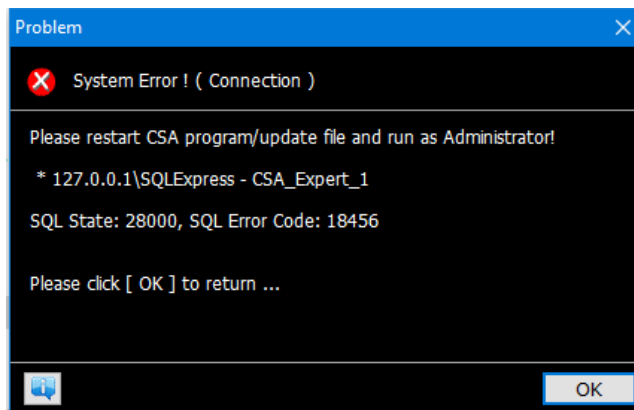
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8. SQL Server Native Client driver will be installed.

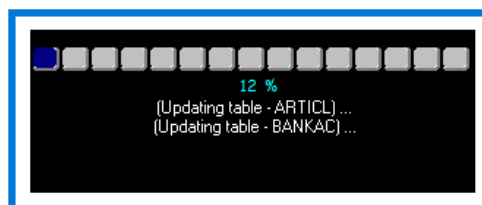


9. If you get an error message as shown below, CSA encounters a problem in accessing the database in SQL Server. Please try the following to solve it:

- (1) click [OK] once or twice to re-connect to the SQL Server
- (2) if (1) fails, run the update program again with Administrator's right
- (3) if still fails, contact us or your I.T. specialist for assistance



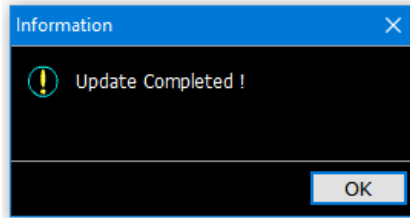
10. The update process will continue on updating the database. It may take several minutes if you have a large database.



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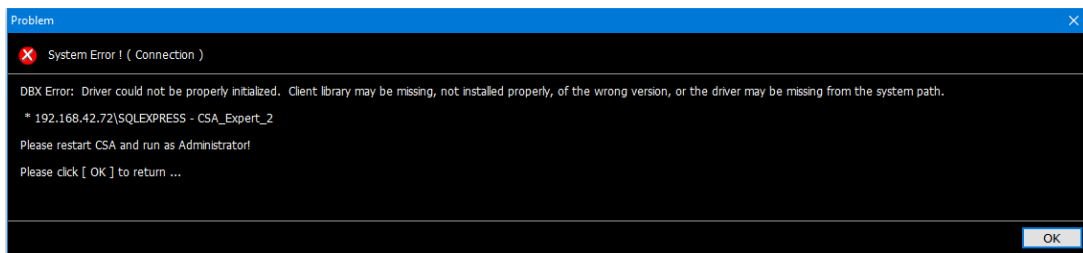
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11. When the update of database is completed, click [OK] to exit.



C. Problem solving at Workstation

When CSA user run CSA after it is updated to version 3.5.5, CSA will install a new database driver, SQL Server Native Client, to each user's computer. If CSA fails to do so, the user will get the following message when he / she log into CSA.

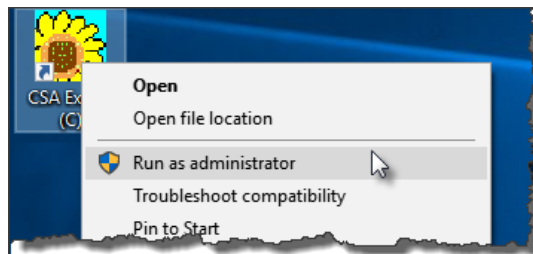


CSA pops up error message if SQL Server Client Driver is not installed

Solution 1:

Run CSA Expert as Administrator

Run CSA using administrator's right when you first login CSA after it is updated to version 3.5.5. Right-click the CSA desktop icon, select "Run as Administrator".



Solution 2:

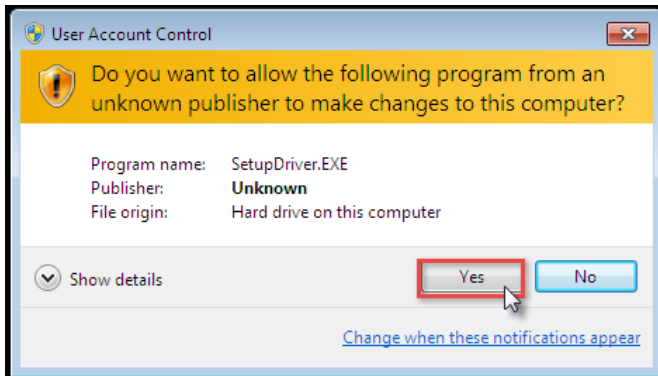
Install CSA Native Client driver manually

1. If you cannot run as Administrator, please ask your I.T. administrator to install the driver manually for you.

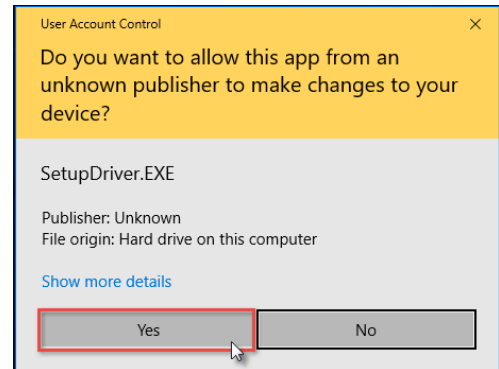
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Suppose CSA is installed at F:\ drive. At each CSA user's computer, run "F:\PNL\CSAExp\SetupDriver.exe" to install the driver.

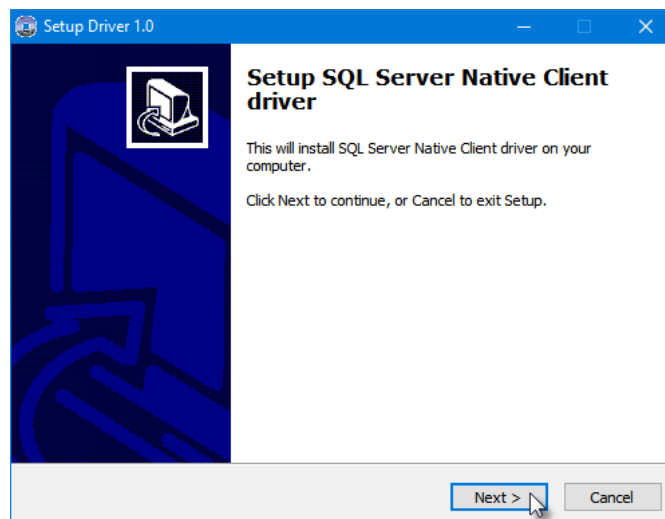


Message in Windows 7

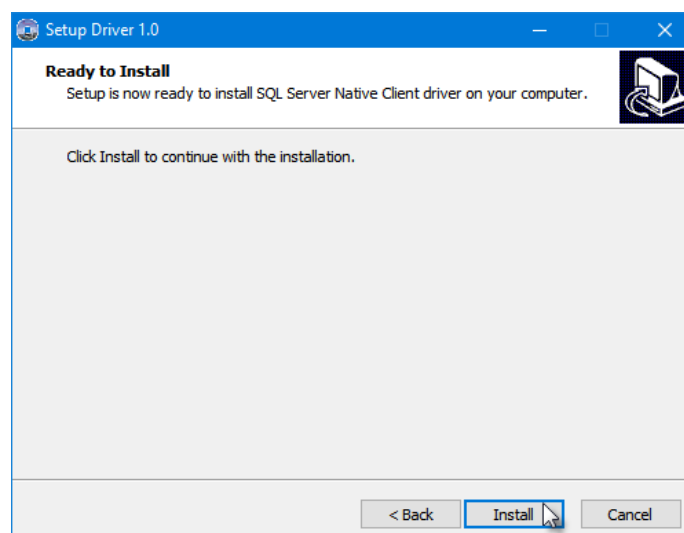


Message in Windows 10

2. Click [Next >] on the welcome screen.



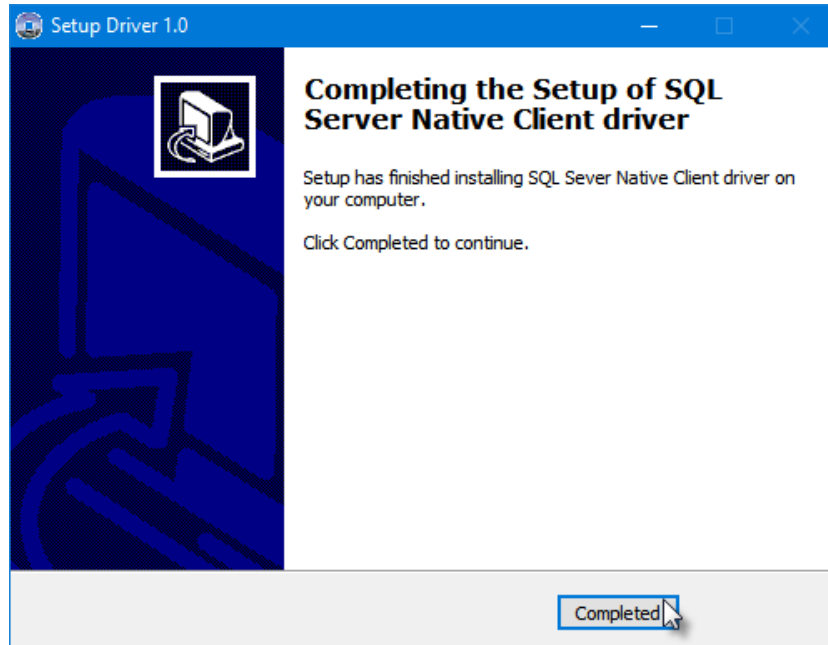
3. Click [Install] to start.



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4. Click [Completed] to exit.



~ End ~