

Revised SOLUS files September 2009

Users in some Local Authorities are experiencing difficulties in downloading upgrade and patch files via SOLUS. A message indicating a failure to reach the SOLUS web server is received.

There are revised SOLUS files available to resolve this issue.

Proceed as follows:

- Carry out these operations on the server hosting the SIMS database, or on the workstation hosting the SIMS database in the case of a Workgroup.
- Visit our support site, www.capitaess.co.uk and click on the link to download the revised SOLUS files
- When prompted, Run the downloaded file, there may be a second dialogue box asking for confirmation of the Run command
- WinZip is being used to copy the files into the correct location, a default location of the SIMS .net directory server has been pre-entered
- The location is likely to be C:\Program Files\SIMS\SIMS .net which is the default entry or D:\Program Files\SIMS\SIMS .net. If you are unsure, use the ESS Upgrade Utility, this will show the location of this folder on your system. See the notes below.
- Important note, if entering manually, there is a space after SIMS and before .NET
- With the location of the SIMS .NET folder entered, click UNZIP to extract the files
- A report that 2 files have been unzipped successfully will be received.
- When this process is complete, follow normal SOLUS upgrade procedures and any upgrade or patch files will show as being available in SOLUS

Using the ESS Upgrade Utility to find the location of the SIMS .Net folder

On our website www.capitaess.co.uk, identify an icon entitled "ESS Upgrade Utility" and double click on it

Internet Explorer security may activate a warning. If this is the case, confirm that you wish to run the file and then Add the site to a list of your trusted sites for downloads

In the dialogue box that appears, confirm that you wish to **Run (or Open)** the file



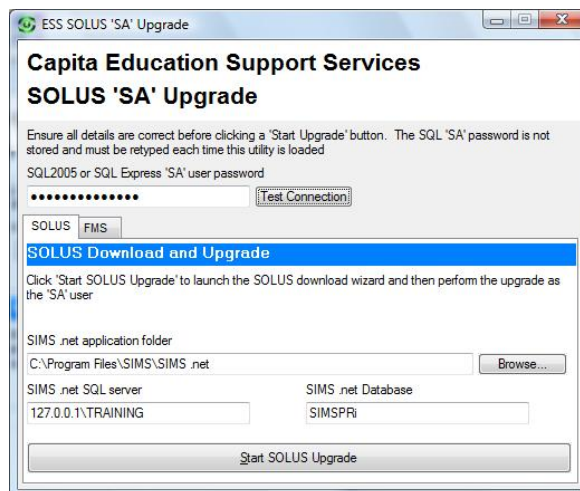
Confirm again by clicking **Run (or Open)** at the next dialogue box



The location of the SIMS .net application folder is clearly shown.

Enter this information into the WinZip application. It is possible to copy and paste between the two applications to ensure accuracy. If manually typing, remember the space between SIMS and .net.

When the upgrade of the SOLUS files is complete, it is possible to use the open ESS upgrade utility to continue the upgrade process.



Any problems with the upgrade process should be reported to the helpdesk on 0844 893 8000 for assistance