



PC*MILER[®] 28

Technology Beyond Miles



Getting Started Guide

TABLE OF CONTENTS

PC*MILER [®] CONTACT OPTIONS	1
SYSTEM REQUIREMENTS	1
GENERAL LICENSING INFORMATION	3
INSTALLATION	3
Important Notes	4
Single-User Local (Non-Network) Installations	4
PC*MILER Traffic Subscription Upgrade	8
Activation Using a Proxy Server	8
Adding Worldwide, Energy or DTOD-Compliant Data.....	9
Multi-User Network Installations	10
Citrix and Terminal Services Installations	12
AS/400 and CICS Installations	13
Importing Saved Files From a Previous Version	13
FREQUENTLY ASKED QUESTIONS (FAQ)	14
UPDATES AND PATCHES	14
GETTING HELP WITHIN THE PROGRAM	14
ADDING NEW PC*MILER PRODUCTS	15
DEACTIVATING AND UNINSTALLING A LICENSE.....	16
PC*MILER PRODUCT LINE END-USER LICENSE AGREEMENT	17

PC*MILER® CONTACT OPTIONS

PC*MILER SALES

Phone: 800-377-6453, ext 1
609-683-0220 (Outside the U.S.)
Fax: 609-252-8108
Email: sales@pcmiler.com
Web Site: www.pcmiler.com
Address: ALK Technologies, Inc.
457 North Harrison Street
Princeton, NJ 08540 USA

TECHNICAL SUPPORT

Phone: 609-683-0220, ext 2 or
1.800.377.6453, ext 2
Fax: 609-252-8108
Email: pcmsupport@alk.com
Web Site: www.pcmiler.com/support
Hours: 9:00am - 5:00pm EST, Mon-Fri

SYSTEM REQUIREMENTS

PLATFORMS

- PC/LAN Windows® XP, 7 and 8 running in 32-bit compatibility mode as well as support for 64-bit native applications on Windows 7 and 8*
- AS/400
- CICS®/MVS
- UNIX® (AIX, HP-UX, Sun-Solaris) and Linux™
- Citrix® Metaframe
- Windows Server® (Terminal Servers, Server 2003, Server 2008 including Server 2008 R2 running in 32-bit compatibility mode for the Interactive GUI and on 64-bit processor for PC*MILER Connect, Mapping, BatchPro and Spreadsheets)
- TCP/IP functionality for use with other platforms

* If you install PC*MILER | Connect or Mapping v28 on a 64-bit computer, you are given the option of using either the 32-bit versions or the 64-bit versions of the COM dll's. To switch between versions, you can run "Modify" in the setup to make the decision again or run "UseCom32.bat" to switch to 32-bits or "UseCom64.bat" to switch to 64-bits. These .bat files are found in the PCMILER28\Mapping\com and PCMILER28\Connect\com folders.

NOTE: Platforms not supported include: SCO UNIX, Windows 95, 98 First/Second Edition, Me, 2000, NT, 2003 and Vista.

WINDOWS® REQUIREMENTS

Environment:

- PC with a minimum 1.5-2 GHz processor or networked personal computers
- 512 MB of RAM minimum, 1 GB strongly recommended for desktop users. For Citrix and Terminal Server, 200 MB RAM for each user running PC*MILER | Connect and Spreadsheets.

Other Requirements:

- DVD-ROM drive or CD/DVD-ROM drive
- Minimum Screen Resolution of 800x600
- Color Quality Settings Supported: 16-bit and 32-bit (8-bit and 24-bit not supported)
- Internet Connection for license activation (recommended) and access to select features such as Satellite imagery and real-time Traffic data on the RouteMap.
- Email address for license activation

PC*MILER:

- PC*MILER – 2.6 GB hard disk space for full install (including all Add-ons listed below except PC*MILER|Energy, and all Connectivity products)
 - PC*MILER|Tolls – 50 MB hard disk space
 - PC*MILER|HazMat – 50 MB hard disk space
 - PC*MILER|Streets (U.S. Data) – 1.1 GB hard disk space
 - PC*MILER|Streets (Canadian Data) – 60 MB hard disk space
 - Canadian Postal Codes – 50 MB hard disk space
 - Standard Point Location Codes (SPLC) – 2 MB hard disk space
 - PC*MILER|Worldwide – See the *PC*MILER User's Guide*, Requirements section
 - PC*MILER|Energy – 2.5 GB hard disk space

Connectivity Products:

- PC*MILER|Connect – 3 MB hard disk space
- PC*MILER|Mapping – 3 MB hard disk space
- PC*MILER|Spreadsheets – 3 MB hard disk space
- PC*MILER|BatchPro – 2 MB hard disk space
- PC*MILER|TCP/IP – 2 MB hard disk space

NOTE: PC*MILER|Connect and PC*MILER|Spreadsheets support x86-64 architecture. Our software was not ported to IA-64 architecture although it will still be supported through a hardware compatibility mode.

RouteSync™ Requirements:

- CoPilot® Truck™ running on one or more mobile devices and registered with CoPilot Live messaging
- CoPilot Truck Version 9 supported platforms are: Windows XP, Windows 7, Windows Mobile, Windows CE, iPhone, iPad, and Android
- RouteSync license key code and street-level data in the US and/or Canada

These additional components will also be installed:

- Microsoft® Visual C++ 2005 Re distributable Package (x86) – 6 MB hard disk space
- WindowsInstaller-KB884016-v2-x86.exe (x86) – 2 MB hard disk space
- .NET dotnetfx.exe (x86) – 280 MB hard disk space

AS/400 REQUIREMENTS

PC to AS/400 Connectivity Options (Not Provided by ALK)

- PC with a 2+ GHz processor
- Client Access Express V4R4M0 or higher, also known as iSeries Access (recommended)
- Supports OS/400, i5/OS and IBMi operating systems; Version 4.2 (V4R2) and higher on IBM AS/400, Systemi and power Systems hardware

CICS REQUIREMENTS

Because PC*MILER-CICS employs a distributed processing solution, the following additional hardware is required to run the software:

- A dedicated PC with a high-end Pentium processor (1.5-2 GHz or greater)
- 512 MB of RAM (minimum), 1 GB recommended
- Communication software from Quotium Technologies (formerly ICOM Informatics) called Winsurf+ can be found at www.Quotium.com

UNIX AND LINUX REQUIREMENTS

Contact PC*MILER Technical Support for more information.

GENERAL LICENSING INFORMATION

Single-User License

A single-user license can be installed to only **one** PC/workstation locally.

Multi-User License

A multi-user license can be installed to a server environment, on the computer that will be sharing the licenses to other computers. It allows “x” number of concurrent workstation connections to PC*MILER at a time. For example, a 5-User License allows PC*MILER to be installed on a central server or PC with as many workstation PCs as you want to have access, but it only allows 5 users to access PC*MILER at the same time.

Enterprise License

An Enterprise License allows users to install PC*MILER on any combination of end-user PCs or workstations without license limitations. It's a cost-effective installation and licensing solution for larger companies with several users. It does not require license activation but requires signing an enterprise license supplemental agreement directly with ALK.

Additional Copy License

Users can install PC*MILER locally onto additional PCs by purchasing additional copy licenses. If you purchase 5 copy licenses, you can install PC*MILER locally onto five additional PCs or workstations. If you are installing onto a desktop PC and a laptop, two licenses are needed.

INSTALLATION

Available PC*MILER installation types are the following:

Non-Network (Local) Installations

A non-network installation allows you to install PC*MILER to a PC or workstation locally, not onto a server environment to be shared with other computers.

Network Installations

A networked installation allows you to install PC*MILER on network file servers where each

end-user can save their own option settings or can share option settings that are stored on the server.

Citrix/Terminal Services Installations

PC*MILER can be installed onto a Citrix Server or into a Terminal Services environment, if you have purchased a license to do so. Each end-user must have a license to gain access to PC*MILER.

Trial Installation

A trial installation is a 15-day license to access PC*MILER's features and data. It provides the option of installing highway-level routing, street-level routing, truck-specific toll costs, hazardous materials routing, and access to worldwide routing. (NOTE: Access to worldwide routing is available only with PC*MILER|Worldwide.)

IMPORTANT NOTES

PC*MILER Interfaces

For those who are interfacing any PC*MILER component to a transportation management, logistics management or other third-party software system, please contact the vendor directly to make sure that the interface to this new version of PC*MILER is updated and complete before you install.

Access to Updates and Patches

Just a friendly reminder to frequently check PC*MILER's Updater for posted updates and patches applicable to your license type and components. In PC*MILER, go to the Help tab > *Check for Updates*. Click the help button in the Updater for instructions. 

User's Guides and Guided Tours

A PDF reader, such as Adobe® Acrobat®, is needed to view and print the PDF format of our User's Guides and Guided Tours. To download a free copy of Adobe Acrobat, go to www.adobe.com.

Microsoft Windows 7 or 8 Users

Your license must be installed and activated using an Administrator Account. Once installed, you do not have to "Run as an Administrator" provided you install to the recommended default directory or to another directory that doesn't require users to "Run as an Administrator".

SINGLE-USER LOCAL (NON-NETWORK) INSTALLATIONS

NOTE: Have your Product Key Code on hand before beginning the installation. It will be emailed to you from alkservices@alk.com in an email titled, "PC*MILER Software Order..." (Enterprise License customers excluded, see note in Step 5 below.) You will see "Single" in the Product Key email, indicating that you have purchased a single-user license. If not, please contact an Enterprise Solutions Account Executive to purchase the correct license.

NOTE for PC*MILER|Traffic Installation: If PC*MILER|Traffic was purchased, a separate email will be sent with a second Product Key Code and you will need to upgrade the PC*MILER license with this code at the end of the installation. Instructions for installing RouteSync and/or PC*MILER|Traffic are included as options in the installation instructions below.

BEFORE INSTALLING, please double-check that the emailed Product Key Code(s) lists all purchased components. For example, the code shown below unlocks the following components: PC*MILER|BatchPro, RouteSync, PC*MILER|Tolls, and PC*MILER|Streets.

Product Key Code: 3QYKJ-V2KJ7-KJ2F5-82KJ2-KJ2F2

== PC*MILER 28 (Single), BatchPro, Canadian Streets, RouteSync, Tolls, US Streets

NOTE: If you need to uninstall a previous version of PC*MILER on the computer that you are now installing to, you must uninstall the previous version **before** installing PC*MILER 28. If you do not need to uninstall, it is possible to have both versions of the desktop program installed on the same system. Please note that PC*MILER|Connect, PC*MILER|Mapping and PC*MILER|Spreadsheets will be updated to the new version.

CONVERTING SAVED FILES: To import saved settings and files from your previous version of PC*MILER, see the *PC*MILER User's Guide* that is installed with PC*MILER (see p. 14).

1. If you are downloading the installation, click the provided link in the email that was sent to you from ALK Technologies.

If you are installing using a DVD, place the PC*MILER Install DVD in the DVD or CD/DVD drive and the installation will start automatically. If it does not start automatically, click the Windows **Start** menu. Then, depending on your operating system, either 1) click **Run...**, then type "d:\setup.exe" and click **OK** (Windows XP – if the DVD drive is not the D drive, substitute the letter that designates the DVD drive); or 2) select Computer > [DVD drive letter] > setup.exe.

2. A Welcome screen will open. Click **Next** to review the terms and conditions of the End-User License Agreement. **NOTE:** Depending on the current status of your Windows operating system, some Windows updates may install automatically before the PC*MILER installation begins.

3. In the next screen, review the license agreement then choose "**I accept...**" If this option isn't selected, the setup won't continue. After selecting it, click **Next** to continue.

4. When prompted, enter a **User Name** and **Company Name** and click **Next**.

5. Enter the **Product Key Code**. This 25-character code will be emailed to you from alkservices@alk.com in an email with the subject line "PC*MILER Software Order..." It can be copied from the email and pasted in. If entering the code manually, dashes are not required – dashes, spaces, or no spaces are all acceptable. Click **Next** when finished.

NOTE: For Enterprise License customers, the Product Key Code is hard-coded into the installation and is valid for each install under the contracted terms.

6. In the next screen you will see a list of the **Licensed Features** that will be installed. Check to make sure all the purchased features are in the list, then click **Next** to continue.

7. Now you will see the **Destination Location** where all components will be installed. To install to the default directory (recommended), do not make any changes and click **Next**. By default, PC*MILER 28 installs directly to C:\ALK Technologies\PCMILER28.

If you decide to install to a location other than the default, click **Browse** to select a directory. (Be sure to add “PCMILER28” to the end of the new path; for example, “C:\PCMILER\Version 28\PCMILER28”. If you don’t, PC*MILER will install to the root of the specified directory.) Click **OK** then **Next** to continue.

8. In the next screen you will **Start Copying Files**. To change any settings, select **Back**. If you are satisfied with the settings, click **Next** to continue.

If you have a previous version of PC*MILER | Connect or PC*MILER | Mapping installed, this alert will appear: “The install found a previous version of Connect (Mapping). These files will be renamed with a .bak extension”. If both products were previously installed, you will receive two alerts. Click **OK** in the dialog box(es) to continue.

9. Follow through with the rest of the installation. This may take some time depending on the speed of the computer you are installing to. **Do not exit or reboot the computer during the installation**. If any error messages appear, please contact PC*MILER Technical Support.

10. When the installation is complete, you will be prompted to view the ReadMe.txt and to activate your license. If you need to use a Proxy Server to access the Internet, skip to *Activation Using a Proxy Server* on page 8. Otherwise, leave these boxes checked and click **Finish** to proceed to the automatic activation (Step 11 below). When the ReadMe opens, review the information in it and then close the window.

IMPORTANT NOTE: ALK provides a 15-day temporary license prior to completing the activation process. If you make a second attempt to install on the same computer, you will lose this 15-day temporary license. If you experience an activation error and need access to PC*MILER before Technical Support is available, please do not attempt a second installation without assistance.

AUTOMATIC LICENSE ACTIVATION

11. The PC*MILER Product Activation window should be open. (If it is not open, select Start menu > Programs (or All Programs) > PCMILER 28 > License Status to open the License Tool window, then click **Activate**.)

If you are an Enterprise License Customer: You can bypass the following license activation steps of the install because you are already activated and registered with ALK. To continue, close the Product Activation window then **proceed to Step 15** to open PC*MILER and start using the application.

If you are not an Enterprise License Customer: If the computer you are installing to has an Internet connection and you have a valid email address, the license activation can be processed automatically. Enter your **Email Address** then click **Activate**. “**Manual Activation**” should be left unchecked.

If **RouteSync** is one of the components you are installing, before clicking “Activate” you will also need to enter an alphanumeric or alphabet-only password of your choosing. (Record this password and keep it handy, as you will be asked to enter it again when you use RouteSync for the first time in PC*MILER.)

NOTE: Internet license activation is available 24 hours a day. If you don’t have an active Internet connection or email address, please contact PC*MILER Technical Support during business hours for assistance.

12. When the activation process is complete, you will receive a message in the Product Activation window saying, "License Activation Complete!". Close the window to continue. If the activation failed, skip to Step 16 below for manual activation.
13. To verify that PC*MILER is now licensed, go to the Windows **Start** menu > **Programs** (or **All Programs**) > **License Status**. In the PC*MILER License Tool window, verify that "**Licensed**" appears under **Status**. PC*MILER is now activated. If "Licensed" is NOT in the Status field, skip to Step 16 below for manual activation.

If PC*MILER|Traffic was purchased, you can install it right after activation or it can be installed at a later time. Skip to the *PC*MILER|Traffic Subscription Upgrade* section on page 8 below for instructions on how to add the license to your base PC*MILER application.
14. If the automatic activation was completed, close the License Tool window. An email titled "PC*MILER 28 Activation Code for Product XXXXX..." from alkservices@alk.com will be sent to the email you entered in Step 11. You only need to keep this email for your records.
15. To start PC*MILER once the installation is complete, double-click the PC*MILER icon on the desktop, or click the Windows **Start** menu and then select **Programs** (or equivalent) > **PCMILER 28** > and choose **PCMILER 28** or another installed PC*MILER product.

MANUAL ACTIVATION

16. (You only need to follow these steps if the automatic license activation process failed.) If the automatic activation (Steps 11-12 above) fails for any reason, try manually activating. In the Product Activation window, enter your **Email Address** (and RouteSync password if applicable) then check "**Manual Activation**".
17. Next, click the provided URL for the ALK activation site.
18. You will be taken to the ALK Technical Support "Activate Product" web page, and your PC*MILER product key will automatically populate the **Product Key** fields. Click **Next** to continue.
19. In the next screen, enter your **Email** address (and RouteSync password if applicable) and click **Finish**.
20. An email titled "PC*MILER 28 Activation Code for Product XXXXX..." from alkservices@alk.com will immediately be sent to the email you entered.
21. Copy the activation code directly from the Activation web page or from the email sent to you, and paste it into the **Activation Code** field in the Product Activation window.
22. Click **Activate** in the Product Activation window to complete the activation.
23. You will see the message "License Activation Complete!". Close the Product Activation window, and check the license status as in Step 13 above.
24. To start PC*MILER once the installation is complete, double-click the PC*MILER icon on the desktop, or click the Windows **Start** menu and then select **Programs** (or equivalent) > **PCMILER 28** > and choose **PCMILER 28** or another installed PC*MILER product.

PC*MILER | TRAFFIC SUBSCRIPTION UPGRADE

If a PC*MILER | Traffic subscription was purchased, a separate upgrade product key was sent in an email along with the base PC*MILER product key. Follow the steps below to install the PC*MILER | Traffic upgrade after PC*MILER has been installed and activated.

1. If the PC*MILER License Tool window is not already open, click the Windows **Start** menu and select **Programs > PCMILER 28 > License Status** to open this window.
2. Click **Add License**.
3. In the PC*MILER Product Activation window, enter the PC*MILER | Traffic Upgrade product key that was emailed to you and click **Add License**.
4. When prompted, enter your **Email Address** then click **Activate**.
5. When the activation process is complete, you will receive a message on the screen saying, "License Activated Successfully." The upgrade is now complete.
6. You will immediately receive an email from ALK Technologies that contains the new activation code for this upgrade. Keep this email for your records.
7. To start PC*MILER, double-click the PC*MILER icon on the desktop, or click the Windows **Start** menu and then select **Programs > PCMILER 28 > PCMILER 28**.

ACTIVATION USING A PROXY SERVER

To activate PC*MILER using a Proxy Server, follow these steps:

1. When the installation is complete (Steps 1-9 on page 5-6), uncheck the **Activate** check box and then click **Finish**.
2. Next, start PC*MILER: either click the PC*MILER icon on the desktop, or click the Windows **Start** menu and then select **Programs** (or **All Programs**) > **PCMILER 28 > PCMILER 28**.
3. Select the Help tab > Windows group > *Proxy Setup*.
4. In the Proxy Setup dialog, check **Use Proxy Server** then enter a **Host** and **Port**.
5. If needed, check **Proxy Authentication** then enter a **Username** and **Password**.
6. Click **OK** to save your settings and close the dialog. PC*MILER is now set up to use the indicated proxy server when connecting to the Internet.
7. Close PC*MILER.
8. In the Windows **Start** menu, select **Programs** (or **All Programs**) > **PCMILER 28 > License Status** to open the PC*MILER License Tool window, then click **Activate**.
9. Follow the steps beginning on page 6 for automatic activation.

ADDING WORLDWIDE, ENERGY OR DTOD-COMPLIANT DATA

To install additional PC*MILER|Worldwide*, PC*MILER|Energy or DTOD-Compliant data to the base installation of PC*MILER, follow the steps below. The steps assume that, after purchasing the data add-on(s), you either 1) received an email from ALK Technologies that provides one or more URL link(s) to the setup.exe required for the data install; or 2) received an installation DVD which includes the data you are adding (or two DVDs if you purchased Worldwide data.

* Including PC*MILER|Worldwide Streets data sets.

NOTE: Please check that you have the latest updates before installing additional components. Open PC*MILER and select the Help tab > *Check for Updates*.

1. If you are using a DVD, insert the DVD and **skip to Step 7** below.

If you are using the email sent to you by ALK, click the download link at the bottom of the email. The email's subject line will say "PC*MILER 28 Software Oder #...". You may see more than one link, depending on what was purchased – begin with the topmost link.

2. A web page will open and you will be prompted to open or save the PC*MILER zip file. Click **Save** and select a folder where you want to save the zip file.

3. The download will begin. A very small progress bar in the upper right corner of the web page will track the progress of the download. The progress bar will disappear when the download is finished.

4. Navigate to the folder where you saved the zip file, and double-click the file to open it.

5. Click **Extract** at the top of the window that opens to extract the contents of the zip file to a separate folder in the same location. The progress of the extraction will be tracked at the bottom of the window.

6. When the extraction is complete, open the extracted folder and run the setup.exe as follows: **For Windows 7** users, right click the setup.exe and select "Run as administrator". **For other operating systems**, just double-click the setup.exe.

7. The PC*MILER Data Installer – InstallShield Wizard will open. Click **Next** to continue.

NOTE: If an update to PC*MILER is available, you will be prompted to install it before continuing with the upgrade. Click **OK** at the prompt.

8. Select "**I accept the terms of the license agreement**" then click **Next**.

9. A prompt will tell you to select "Add License" in the next screen – click **OK**.

10. After a few seconds the PC*MILER License Tool window will open – click **Add License**.

11. In the PC*MILER Product Activation window, enter the **Product Key** for the purchased data add-on, then click **Add License**. The product key can be copied and pasted from the email that was sent to you at the time of purchase.

12. Enter your **Email Address** in the next screen, then click **Activate**.

13. When the activation is finished you will see a “**License Activation Complete!**” message. Close the Product Activation and License Tool windows by clicking on the “X” in the upper right corner of each window.
14. (*AUP Customers Only*) At this point, you may see a prompt asking if you want to delete the data from the previous quarter. Select **Yes** or **No**.
15. Back in the InstallShield Wizard, you will see a list of all the PC*MILER **Licensed Features** that will now be installed. Click **Next**.
16. Now you will see the **Destination Location** where the new data will be installed. To install to the default directory (recommended), do not make any changes and click **Next**; or click **Change** to change the destination folder. The default destination folder is C:\ALK Technologies\PCMILER28.
17. In the next screen, click **Next** to **Start Copying Files**.
18. At the end of the copying process, a prompt will appear that says “Setup will now create a backup copy of your user.cfg file...”. Click **OK**.
19. Click **Finish** in the next screen. Your data add-on is now ready to use.

The title bar of the PC*MILER application window will include the installed data add-ons, and you will see the new data set in the Map tab > Utilities group > *Change Data Set* menu. All installed data sets are listed in this menu, and the data set you just installed will be activated by default. Refer to the *PC*MILER User’s Guide* on changing the map data set (see page 14 on how to access this *Guide*).

MULTI-USER NETWORK INSTALLATIONS

NOTE: Have your Product Key Code on hand before beginning the installation. It will be emailed to you from alkservices@alk.com in an email titled, “PC*MILER Software Order...” (Enterprise License customers excluded, see note in Step 4 below.) You should see “X-User” in the Product Key email, signifying that you have purchased a multi-user license. If not, please contact an Enterprise Solutions account executive to purchase the correct license.

NOTE: If you need to uninstall a previous version of PC*MILER on the computer that you are now installing to, you must uninstall the previous version **before** installing PC*MILER 28. If you do not need to uninstall, it is possible to have both versions of the desktop program installed on the same system. Please note that PC*MILER|Connect, PC*MILER|Mapping and PC*MILER|Spreadsheets will be updated to the new version.

CONVERTING SAVED FILES: To import saved custom settings and files from your previous version of PC*MILER, see the *PC*MILER User’s Guide* that is installed with PC*MILER (see page 14 on how to access the *Guide*).

BEFORE INSTALLING, please double-check that the emailed Product Key Code(s) lists all purchased components. For example, the code shown below unlocks the following components: PC*MILER|Connect, PC*MILER|Tolls, RouteSync, and PC*MILER|Streets.

Product Key Code: 3QYKJ-V2KJ7-KJ2F5-82KJ2-KJ2F2

== PC*MILER 28 (XX-User), Canadian Streets, Connect, Tolls, RouteSync, US Streets

To install PC*MILER 28 on a network, follow these steps:

1. Begin by installing PC*MILER to the server: follow steps 1-9 for a *Single User Local Installation* on page 5-6.
2. When the installation is complete, you will see an InstallShield Wizard message that says “PC*MILER has set up your UNC Path and created a shared folder on this server. Your workstations can now access this shared network folder to install PC*MILER.” The last line of the message will provide the location of PC*MILER on the server. Click **OK** to continue.
3. You will be prompted to view the **ReadMe.txt** and to **activate your license**. If you need to use a **Proxy Server** to access the Internet, skip to *Activation Using a Proxy Server* on page 8. Otherwise, leave these boxes checked and click **Finish** to continue. Review the ReadMe and then close the window.

IMPORTANT NOTE: ALK provides a 15-day temporary license prior to completing the activation process. If you make a second attempt to install on the same computer, you will lose this 15-day temporary license. If you experience an activation error and need access to PC*MILER before Technical Support is available, please do not attempt a second installation without assistance.

4. After you click **Finish**, the PC*MILER Product Activation window will open.

If you are an Enterprise License Customer: You can bypass the following license activation steps of the install because you are already activated and registered with ALK. To continue, close the Product Activation window. PC*MILER is installed on the server and can be opened by double-clicking the PC*MILER icon on the desktop, or clicking the Windows **Start** menu > **Programs** > **PCMILER 28** > **PCMILER 28**.

If you are not an Enterprise License Customer: If the computer you are installing to has an Internet connection and you have a valid email address, the license activation can be processed automatically. Enter your **Email Address** then click **Activate**. “Manual Activation” should be left unchecked.

If **RouteSync** is one of the components you are installing, before clicking “Activate” you will also need to enter an alphanumeric or alphabet-only password of your choosing and then enter it again to confirm. (Record this password and keep it handy, as you will be asked to enter it again when you use RouteSync for the first time in PC*MILER.)

NOTE: Internet license activation is available 24 hours a day. If you don’t have an active Internet connection or email address, please contact Technical Support during business hours for assistance.

5. If the activation is successful, you will see a “License Activation Complete!” message that directs you to open an email from ALK Technologies for further instructions. If the activation was NOT successful, try activating manually (Steps 16-23 on page 6) before calling Technical Support. To contact PC*MILER Technical Support, see page 1.
6. After activation, open the email you received, then follow the instructions for copying the “**net.lic**” file included with the email to the “App” folder in your PC*MILER installation. Net.lic holds the license or user count for your installation. Until you save this file to the designated folder, you will only have a single-user installation. The PC*MILER application is now accessible on the server (see Step 2 below for access options).

INSTALLING ON A WORKSTATION (MULTI-USER)

To install PC*MILER 28 on each workstation, follow these steps:

1. Click the Windows **Start** menu and enter the network path, then press **Enter** on the keyboard. To find this path, navigate to the server's "PCMILER28" folder, right-click the folder, and go to *Properties > Sharing*. The network path can be copied and pasted from there.
2. Next, you will be asked to choose your workstation setup options. Two screens will prompt you to select the type of settings you would like to use.

The setup options in the first screen (Settings Location) are:

- **Use local setting** – Allows each workstation to customize default options and settings within the application.
- **Share network settings** – Provides each workstation the same default options and settings within the application.

The setup options in the second screen (Settings Data) are:

- **Use local data** – Installs data to the local workstation. This option can decrease the time it takes PC*MILER to open and begin processing, and reduces network traffic. In general, the performance is better. However, there must be enough hard disk space to accommodate the data.
- **Share data on your network, default** – This is the default choice. PC*MILER uses the shared data that was installed on the server.

NOTE: for RouteSync Users: Currently only one RouteSync account is allowed per installation. To access RouteSync functionality from multiple workstations, one master RouteSync account must be shared.

3. To start PC*MILER on a workstation once the installation is complete, double-click the PC*MILER icon on the desktop, or click the Windows **Start** menu and select **Programs** (or **All Programs**) > **PCMILER 28** > **PCMILER 28**.

CITRIX AND TERMINAL SERVICES INSTALLATIONS

NOTE: Have your Product Key Code(s) on hand before beginning the installation process. They will be emailed to you from alkservices@alk.com in an email titled, "PC*MILER Software Order..." (*Enterprise License customers excluded*) "(Citrix/Terminal Services)" will be included in the Product Key email signifying that you have purchased a Citrix or Terminal Services license. If this is not listed, please contact an Enterprise Solutions account executive to purchase the correct license and request one Product Key Code for each individual server you are installing to.

NOTE: If you need to uninstall a previous version of PC*MILER on the computer that you are now installing to, you must uninstall the previous version **before** installing PC*MILER 28. If you do not need to uninstall, it is possible to have both versions of the desktop program installed on the same system. Please note that PC*MILER|Connect, PC*MILER|Mapping and PC*MILER|Spreadsheets will be updated to the new version.

CONVERTING SAVED FILES: To import saved custom settings and files from your previous version of PC*MILER, refer to the *PC*MILER User's Guide* that is installed with PC*MILER (see page 14 on how to access it).

BEFORE USING PC*MILER: Citrix supports 16 bit and 24 bit color, while PC*MILER supports 16 bit and 32 bit color. A Citrix end user must set the color resolution on their workstation to 16 bit before they log into a Citrix server to run PC*MILER. If an end user has their color resolution set to 32 bit and logs in to Citrix, the Citrix software will adjust it downward to 24 bit prior to loading PC*MILER, and PC*MILER will fail to load.

BEFORE INSTALLING, please double-check that the emailed Product Key Code(s) lists all purchased components. For example, the code shown below unlocks the following components: PC*MILER|BatchPro, PC*MILER|Tolls, RouteSync and PC*MILER|Streets.

Product Key Code: 3QYKJ-V2KJ7-KJ2F5-82KJ2-KJ2F2

== PC*MILER 27 (Citrix), BatchPro, Canadian Streets, RouteSync, Tolls, US Streets

If you were using an existing version of PC*MILER with PC*MILER|Connect and/or PC*MILER|Mapping in your Citrix environment, there may be existing files that require deletion. Citrix and Terminal Servers can have multiple copies underneath C:\Users\\Windows, C:\Documents and Settings\\Windows or in %homedir%\windows like H:\Windows. Copies of the following files should be deleted from any location outside of C:\WINDOWS:

- Pcmserve.ini
- Pcmserve.ctx
- Pmwssrv.ini
- Pmwxxrv.ctx

IMPORTANT: Only a qualified Citrix administrator should be installing PC*MILER on a Citrix system. With Citrix in Install Mode, follow the steps in *Single User Local (Non-Network) Installation* on page 5-6.

AS/400 AND CICS INSTALLATIONS

Please contact PC*MILER Technical Support (see page 1) if assistance is needed.

IMPORTING SAVED FILES AND SETTINGS FROM A PREVIOUS VERSION

Saved route files, custom road preferences, custom places, and geofence files can all be transferred from an older version of PC*MILER (Version 27 or 27.1) to the newly-installed version. Saved route files will be automatically updated when they are opened in PC*MILER 28. Refer to the *PC*MILER User's Guide* for custom place, custom road, and geofence file conversion (see page 14 on how to access the *Guide*).

Additionally, a Settings Importer utility is provided (new in Version 28) that let you import customized route options, custom road speeds, map feature settings, custom vehicle profiles, custom routing profiles, and general application settings from the previous version. See the *PC*MILER User's Guide* for more information.

FREQUENTLY ASKED QUESTIONS (FAQ)

For FAQs related to problems you may have with the installation of your PC*MILER products, please go to www.alk.com/support.

UPDATES AND PATCHES

PC*MILER Updates and Patches

To check for mid-release updates/patches from within PC*MILER, select the Help tab > Windows group > *Check for Updates*. A dialog box will appear that alerts you to any available updates. You can then choose to “Download and Install” or download now and install later. Refer to the *PC*MILER User’s Guide* for more detailed instructions (see *Accessing the User’s Guide* on the next page).

You can also search for PC*MILER product updates by going to www.alk.com/support: select a product, then click the “Updates/Patches” link in the upper right corner of the web page. If you choose to download an update, you’ll need to double-click the downloaded file on your PC to begin the installation.

PC*MILER|Tolls Updates

To receive quarterly toll data updates, you must first sign up for ALK’s Update Program Subscription Plan. If you’re an Enterprise License customer, you are automatically enrolled in this program. Once enrolled, ALK will contact you when each new quarterly toll data update is available for download.

To make sure all applicable parties in your organization receive update notifications, email tolls@alk.com with their contact information. Quarterly update notifications are sent via email from replies@alk.com in HTML format. Please put both these emails on your email provider’s Safe Sender Recipients List to ensure that you receive all related emails.

GETTING HELP WITHIN THE PROGRAM

ONLINE HELP FILES

PC*MILER includes a complete system of on-line Help that’s easy to use. There are three ways to open the Help window:

1. Click a help button in any dialog box that has one; 
2. Press **F1** on your keyboard; or
3. Select the Help tab > Help group > Help Index.

In the left pane of the Help window, use the **Contents**, **Index** or word **Search** tabs to navigate to the topics you need in the right pane.

The **Contents** tab lists all available topics. Click any plus sign next to a main topic to see the related topics underneath. Click on any topic in the Contents tab to open it. Scroll the topic in the right pane if necessary to read all of it. In the **Index** tab, click on any index entry to see

the related topics. Double-click on a related topic to open it. In the **Search** tab, type a word or phrase then click **List Topics** to find topics that contain that word or phrase. In the list of topics that displays, double-click a topic to navigate to it.

ACCESSING THE USER'S GUIDE

To access the *PC*MILER User's Guide* after installing, click the Windows **Start** menu and select **Programs** (or the equivalent option) > **PCMILER 28 > User Guides > User's Guide**.

FEATURE REFERENCE GUIDE

Beginning with Version 27, the PC*MILER user interface was updated with a new look and feel while retaining the same functionality as in previous versions. For users of Version 26 and previous versions of PC*MILER who are updating, a feature reference guide in PDF format is available. To access it, click the Windows **Start** menu and select **Programs** (or the equivalent option) > **PCMILER 28 > User Guides > Feature Reference Guide**.

README FILE

Consult the **ReadMe file** for last-minute product information, updates to the PC*MILER documentation and additional feature information. To open the ReadMe, click the Windows **Start** menu and select **Programs** (or the equivalent option) > **PCMILER 28 > ReadMe**.

ADDING NEW PC*MILER PRODUCTS

NOTE: If you are changing your license from a multi-user install to a single-user install, you must fully uninstall, deactivate your license, then reinstall using the new Product Key Code. See *Deactivating and Uninstalling a License* below.

You may find that you want to purchase an additional PC*MILER Solution sometime after the initial installation of PC*MILER.

First, **call PC*MILER Sales at 1-800-377-6453 ext. 1** (or 609-683-0220 ext. 1 outside of the U.S.) 9:00am-5:00pm EST, Monday-Friday to purchase the product(s) and obtain a new Product Key Code to license and install the new product(s). Once you receive the new product key code, follow the instructions below for a single user or multi-user workstation.

SINGLE USER AND MULTI-USER SERVER INSTALLATION

1. Go to the Windows **Start** menu > **Programs** (or the equivalent option) > **PCMILER 28 > License Status**.
2. In the PC*MILER License Tool window, click **Add License**.
3. In the PC*MILER Product Activation window, enter the product key for the purchased component(s) and click **Add License**.
4. When prompted, enter your **Email Address**. If you are installing RouteSync, you will also need to enter a **Password** and confirm it.
5. Click **Activate**.

6. When the activation process is complete, you will see the message “License Activation Complete!”. Close the Product Activation window.
7. Back in the License Tool window, make sure all new and existing PC*MILER components are listed under **Licensed Components**.
8. Some components include data that needs to be installed after the license has been activated. These components will appear on the Licensed Components list with an asterisk (for example, “Canadian Postal Codes*”). In this case, follow Steps 9-14 below. If there are no components that need to be installed, you can close the License Tool window and begin using the newly-added PC*MILER products.

Components that do NOT have additional data that needs to be installed include: PC*MILER |Traffic, PC*MILER |HazMat, PC*MILER |RouteMatrix, and RouteSync.
9. **To install newly added components**, go to the Windows **Start** menu > **Control Panel** > **Programs and Features** (or the equivalent on your system, for Windows XP this is Settings > Control Panel > Add/Remove Programs).
10. In the list of installed programs, right click PC*MILER 28 and choose *Change*.
11. In the InstallShield Wizard, choose **Modify** and click **Next**.
12. In the next screen, check the list of **Licensed Features** then click **Next**.
13. In the next screen you’ll see the **Destination Folder** for the installation. Click **Next** to start copying files.
14. When the installation is complete, click **Finish**.

MULTI-USER INSTALLATION, FROM A WORKSTATION

1. Go to the workstation.
2. Browse to the shared ... \PCMILER28\network folder on the server.
3. Run the setup.exe and choose “**Modify**”.
4. Follow through with the rest of the installation.

DEACTIVATING AND UNINSTALLING A LICENSE

You must fully deactivate the product’s license and uninstall all PC*MILER components, including local, network, enterprise, or server installations if you are:

- Moving any PC*MILER installation to a new computer
 - Reformatting a computer that PC*MILER is currently installed to
 - Returning the product
 - Reinstalling on the same PC
1. Go to the Windows **Start** menu > **Programs** (or the equivalent option) > **PCMILER 28** > **License Status** and in the PC*MILER License Tool window click **Deactivate**.
 2. In the PC*MILER Product Deactivation window, click **Deactivate**.

3. When the deactivation is complete, you will see a “Deactivation Complete” message, with the deactivated product keys listed below. Close the Product Deactivation and License Tool windows.
4. To uninstall after deactivating, go to the **Start** menu > **Settings** > **Control Panel** > **Programs and Features** (in Windows XP, this is **Add/Remove Programs**).
5. In the **Programs and Features** (or **Add/Remove Programs**) window, highlight **PC*MILER 28**. Right-mouse click and select **Uninstall** (Windows 7), or click the **Remove** button on the right in the highlighted text (Windows XP).
6. Click **Yes** at the prompt to completely remove the application.
7. Click **Finish** when the installation process is complete.

NOTE: If any messages appear during the uninstall process that say that a certain file cannot be removed, click **OK** to continue.

8. **!! IMPORTANT STEP !!** Once the uninstall is finished, delete the **...ALK Technologies\PCMILER28** folder manually to completely remove the PC*MILER application from your system. The default location for this folder is C:\ALK Technologies\PCMILER28.

NOTE: If you deactivated/uninstalled an installation that included PC*MILER components that were licensed and added after the initial installation, you will need to add those components separately again when you reinstall.

PC*MILER PRODUCT LINE END-USER LICENSE AGREEMENT

Please carefully review the terms and conditions included in the End-User License Agreement (EULA) before using this product. The agreement provides a documented license to use the software and contains warranty information and liability disclaimers. By installing or using the software, you are confirming acceptance of the software and agreeing to become bound by the terms of the agreement. The EULA can be viewed at the beginning of the installation process, in the *PC*MILER User's Guide* and within the on-line Help.

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