

# Installation Guide

Hollander Electronic Book (EBook) Version 3.12

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## To Contact Us

General information via the web: [http://www.hollandersolutions.com/recycling\\_solutions/recycle\\_solutions.aspx](http://www.hollandersolutions.com/recycling_solutions/recycle_solutions.aspx)

Client support via the web: <http://www.support.hollandersolutions.com>

Training via the web: <http://www.training.hollandersolutions.com>

Support via email: [hollandersupport@audatex.com](mailto:hollandersupport@audatex.com)

Support via phone: (800) 825-0092, Option 1

## Step 1: Verify System Requirements

Before you install Hollander Electronic Book, please verify that the computer you are installing it on meets the following system requirements.

Component	Requirement
Prerequisite Software	<ul style="list-style-type: none"><li>· Microsoft Internet Explorer 6.0 SP1 or later (prerequisite for .NET v2.0 Framework)</li><li>· Microsoft .NET Version 2.0 Framework (When needed, EBook installs this for you)</li></ul>
RAM	<ul style="list-style-type: none"><li>· Minimum: 256 MB</li><li>· Recommended: 512 MB or higher</li></ul>
Hard Disk Space	<ul style="list-style-type: none"><li>· 2.5 GB free space to install EBook</li></ul>
Processor	<ul style="list-style-type: none"><li>· Pentium III Compatible or higher</li><li>· Minimum: 500 MHz</li><li>· Recommended: 1 GHz or higher</li></ul>
Operating System	<ul style="list-style-type: none"><li>· Windows 10 (32 and 64 bit),</li><li>· Windows 8.1 (32 and 64 bit),</li><li>· Windows 7 (32 and 64 bit).</li></ul>
Monitor	<ul style="list-style-type: none"><li>· Color VGA Monitor with screen resolution of 800 x 600 or higher</li></ul>
DVD-ROM Drive	<ul style="list-style-type: none"><li>· 4X DVD-ROM Drive for application installation</li></ul>

## Step 2: Make sure your computer has the latest Microsoft Updates



To prevent longer than normal install times, be sure to update your computer with the latest Windows Updates.

To find out if your computer is current, visit Microsoft's Update website at: <http://update.microsoft.com/windowsupdate/>

## Step 3: Install EBook Version 3.12

The installation process may take up to one hour to complete.



**ATTENTION - This installation requires 2.5 GB of available hard-disk space.**

1. Make sure you are logged in as an **Administrator**.
2. Verify the computer's system date and time.  
To do this, double-click on the time in the lower right corner of your screen. From the Date and Time Properties dialog box, verify the **Date**, **Time**, and **Time Zone**. Make any necessary changes, and then click **OK** to close the dialog box.
3. **PLEASE BE SURE TO CLOSE ALL OPEN PROGRAMS BEFORE BEGINNING THE INSTALLATION!**
4. Open the DVD tray on the computer, insert the **EBook v3.12 DVD** and then close the DVD tray.

If the installation did not automatically start, see the table below.

<i>In Windows</i>	<i>Select</i>
<b>XP</b>	<b>Start &gt; Search</b> , and enter <b>D:\Setup.exe</b> (where 'D' represents the letter of your DVD drive), and then click <b>OK</b> .
<b>Vista or 7</b>	<b>Start &gt; Computer</b> , double-click on the DVD drive, and then double-click on the <b>Setup.exe</b> program.

5. If prompted, follow the on-screen instructions to uninstall the current version of EBook.
6. Click **Next**.
7. Read the **License Agreement**.
8. Select **I accept the terms of the license agreement**, and then click **Next**.
9. Enter the desired **User Name** and **Company Name**, select who you wish to install the application for, and then click **Next**.
10. Do one of the following:  
**(Recommended)** Click **Next** to install the EBook application to the default location, or  
Or  
To change the location, click **Browse**, navigate to the desired location, click **OK** and then click **Next**.
11. Click **Install**.



**Please wait while the update is loaded.** This part of the process may take up to one hour to complete.

12. When the process is complete, select **Yes, I want to restart my computer now** and then click **Finish**.
13. Before you can start using EBook, you'll need to activate your license. Continue to Step 4 to learn how.

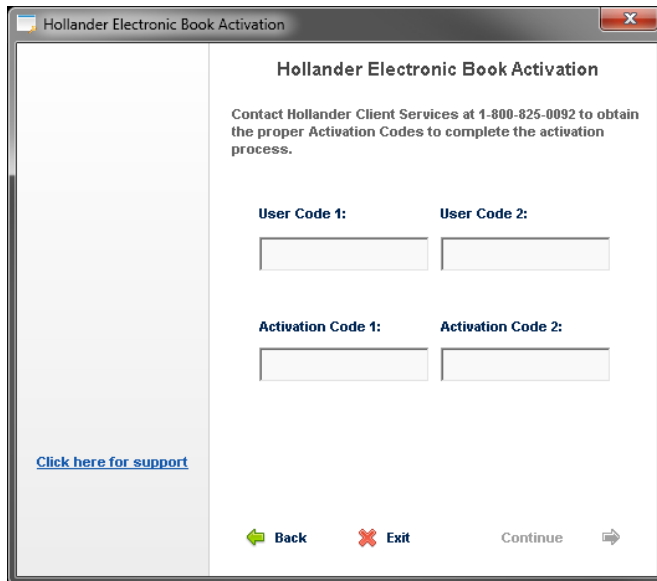
## Step 4: Activate your EBook license

Follow the steps below to activate your EBook license.

1. Click **Start > Programs > EBook**.
2. Click **Activate EBook**.



3. When the **EBook Activation** window displays, call Hollander at **(800) 825-0092** and select **Option 1**.



4. Please give your **User Codes** to the Technical Support Representative who will provide you with your **Activation Codes**.
5. Enter your **Activation Codes**, and then click **Continue**.
6. A confirmation message displays once the license has been activated.
7. Click **Continue** to open EBook.

## Annual Subscription Renewal



### **Your subscription to EBook requires annual renewal.**

After one-year, your subscription will expire and EBook will become unusable. To prevent unnecessary interruptions, we strongly recommend marking your calendar to renew your EBook subscription within one-year of installation.

**When you're ready to renew your subscription, contact Sales at (800) 825-0644 and press option 4.**

## Interchange Action Requests (IARs)

IARs are contributions submitted by our clients to:

### Submitting IARs

IARs can be submitted online, or by phone or fax.

**Online:** <https://www.training.audatex.us/IAR/>

**Phone:** (800) 825-0644 Ext. 3413 or (763) 519-3413

**Fax:** (763) 553-0270

### Our goal to you

Our goal is to fax or mail you an acknowledgement within one business day and a status within five business days of receipt.

**INTERCHANGE ACTION REQUEST**

**CONTACT INFORMATION**

Date: 03/28/2011  
Yard Name: \_\_\_\_\_  
Recycler X: \_\_\_\_\_  
Contact Name: Scott  
Phone Number: (612) 723-4567 Fax Number: (612) 765-4321  
Contact Email Address: RecyclerX@Hollander.com  
RecyclerX: \_\_\_\_\_

**Products used**

HYMS  
 Powerlink 2  
 Ebook  
 Quickview  
 Manuals  
 Other

**ACTION REQUEST INFORMATION**

Part Type: 300 Description of Request: Enter description of request here.  
Interchange #: 300-0622

## Need Help?

EBook contains two online help systems to assist you with your questions.

- EBook Help (**Help > EBook** or press **<F1>**)
- Parts Identification Help (**Help > Parts Ident Help**)