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Step 1: Verify Minimum Requirements

Requirements for e-Link Users

The new web streaming update process automatically updates the e-Link database for you. However, before you begin the Interchange update, you must verify your system meets the following minimum requirements.

Application	Requirements
Blackthorne	Version 4.11 or higher
Powerlink	Version 2.7.3 or higher

Hollander Interchange Update Requirements

Before you begin the Interchange update, you must verify your system meets the following minimum requirements.

Component	Requirement
Prerequisite Software	· Hollander Interchange release 79.04 · Microsoft SQL 2005 or greater on Powerlink/Powerstation/PPC
Hard Disk Space	· 1.2 GB free space to run the application **Need Help?** For information on checking available drive space and permission levels see **Windows® Help (Start > Help)**.
High Speed Internet	· DSL, Cable, or T1
Download Speed	· A high-speed Internet connection is required (DSL, Cable, or T1). Recommended speed is 4 - 7 Megabits per second (MBps). Times will vary according to your Internet service. **Not sure what your download speed is?** Test it here: http://www.dslreports.com/stest

Step 2: Run Hollander Interchange Update

This procedure takes place on the Windows desktop of the Powerlink Server or Primary PC.

> ⚠ **ATTN: Hollander e-Link Users**
> Before you begin this update, make sure your **eBay computer** is turned **On** and **Blackthorne** has been closed.

1. From the Powerlink Server or Primary PC, login as an **Administrator**.
2. Close all programs.
3. **Click here to download Interchange Release 80.01.**

4. Do one of the following:

To	Do the following:
Run update now	a. Click **Run** to download the file. b. Click **Run** to start the software update. c. Continue to Step 5.
Save to desktop & run later	a. Click **Save** and browse to the desired location. To make the update easy to find later, save it to your desktop. b. Click **OK**. **When you're ready to run the update:** a. Log into the Powerlink Server or Primary PC as an Administrator user. b. Browse to the location of the saved **Powerlink_Interchange.exe** file. c. Double-click on the file and select **Run** to download the file. d. Click **Run** to start the software update. e. Continue to Step 5.

5. Click **Next** to continue.
6. Read the License Agreement, select **I accept the terms of the license agreement**, then click **Next**.

   If you do not accept this License Agreement, the install will terminate.
7. **Hollander e-Link Users ONLY!**

> ⚠ **IMPORTANT:** This update cannot be run until your **eBay computer** has been turned **On** and **Blackthorne** has been closed.

8. Click **Install** to start the update.
9. Several informational dialog boxes will flash on the screen.

   🕐 **Average run time is between 15 and 30 minutes.**

10. Click **Finish**.

Verify the Update was Successful

From the **Help** menu in Powerlink, select **About Powerlink**. If the update was successful, the version number displays **Interchange: 80.01**.

Step 3: Run Verify & Update

As Hollander gathers information about new models, we also improve the old Hollander Interchange. When we receive additional information about a part or modify the Hollander Interchange for efficiency, the numbers change. As a result, your inventory

> **Verify and Update is IMPORTANT!**
>
> Once you have completed the Interchange update, please start the Verify and Update process as soon as possible, as you will not be able to find all of your inventory until the process is complete.

numbers must be changed to correspond with the new numbers. The update process converts those numbers that may be changed without your review. However, not all numbers can automatically be changed, hence the need to run Verify & Update.

Need Help?

Several help topics are available to assist you with the Verify and Update process. These topics can be found in the **Contents** tab of the **Powerlink Help** system, or you can press **<F1>** from any Powerlink dialog box to get a detailed description of each of the fields within the open dialog box.

Frequently Asked Questions

It's all online! To get answers to the most frequently asked questions about the Verify and Update process, login to Hollander's Online Training Center at www.training.hollandersolutions.com, and go to:

Home page > Hollander Software Installation & Updates Page > Interchange for Powerlink > Powerlink Verify & Update Frequently Asked Questions

Interchange Action Requests (IARs)

IARs are contributions submitted by our clients to improve the Hollander Interchange, request new part type coverage, report errors and/or omissions, and point out software and/or display issues.

Submitting IARs

IARs can be submitted via an online form, phone, or fax. We will respond to your request within five business days of receipt.

Online: https://www.training.audatex.us/IAR/
Phone: (800) 825-0644 Ext. 3413 or (763) 519-3413
Fax: (763) 553-0270

To submit an IAR through Powerlink:
Click **Tools** > **Send SARs and IARs**, complete the form, and then click **Submit** to send it to Hollander.

Air Bag Warning

Regarding any and all parts related to the function of the air bag restraint

Original Equipment Manufacturers warn that by installing a used part from another vehicle, or even a new part other than specified by the manufacturer, the Air Bag or Supplemental Inflatable Restraint (SIR) or Supplemental Restraint System (SRS) may not perform as designed. Although parts look alike, they may function differently. Each system is tuned to that particular vehicle. Therefore, the vehicle manufacturers recommend never to use Air Bag or SIR or SRS components from another vehicle and never attempt to repair any Air Bag or SIR or SRS component. Service is intended to be

To Contact Us

General information via the web: 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: support@hollanderparts.com

Support via phone: (800) 825-0092