

Table of Contents

Step 1: Verify System Requirements	2
Step 2: Get the Latest Microsoft Updates	2
Step 3: Install eBook Version 3.15	2
Step 4: Activate your eBook license	4
Annual Subscription Renewal	4
Interchange Action Request (IARs)	4
Submitting IARs	4
Our goal for you	4
Need Help?	5
Contact Us	5

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">• Microsoft .NET Version 3.5 Service Pack 1 Framework• Microsoft .NET Version 4.0 Framework <p>TIP: When needed, eBook installs these for you</p>
RAM	<ul style="list-style-type: none">• Minimum: 256 MB• Recommended: 512 MB or higher
Hard Disk Space	<ul style="list-style-type: none">• 2.5 GB free space
Processor	<ul style="list-style-type: none">• Pentium III Compatible or higher• Minimum: 500 MHz• Recommended: 1 GHz or higher
Operating System	<ul style="list-style-type: none">• Windows 10 or higher
Monitor	<ul style="list-style-type: none">• Color VGA Monitor with a screen resolution of 800 x 600 or higher

Step 2: Get the Latest Microsoft Updates

To prevent longer than normal install times, be sure to update your computer with the latest Windows Updates. To determine if your computer is current, visit Microsoft's Update website at:

<https://support.microsoft.com/en-us/help/4027667/windows-10-update>

Step 3: Install eBook Version 3.15

Follow the steps below to install eBook version 3.15

This procedure takes place on the desktop of the computer on which you want to install eBook.



IMPORTANT: Your eBook software license includes support services for the term of the one-year subscription. After one-year, your subscription will expire, and eBook will become unusable. When you're ready to renew your subscription, contact Sales at (800) 825-0644 and press option 4.

1. **RESTART** your computer.
2. Log in as an **Administrator**.
3. Shut down any anti-virus or firewall programs, as well as any startup applications.
4. 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.

5. Insert the USB Drive into the USB port on your computer.

If the installation does not automatically start, follow the instructions below.

6. Open the USB Drive using Windows Explorer.
7. Double-click on "Setup.exe" to start the installation.

The eBook installation program checks your computer for the required pre-requisite software.

<i>If the pre-requisite software is:</i>	<i>Then</i>
Found	The eBook Welcome screen displays. Continue to Step 10.
Not Found	A window displays indicating that the required software is being installed. If prompted, be sure to RESTART . When you log back in, the install will pick up where it left off (See Step 8).

8. Click **Next**.
9. Select **I accept the terms of the license agreement** and then click **Next**.
10. Enter your **User Name** and **Company Name**, and then select one of the following:

<i>If</i>	<i>Then</i>
You want to allow everyone access to eBook	Select Anyone who uses this computer , and then click Next .
You are the only user	Select Only for me , and then click Next .

11. The drive and directory where eBook will be installed displays. Accept the default, and then click **Next**. We strongly recommend installing eBook in the default location. However, if you wish to change the location, click **Browse** and then navigate to the new location.
12. Click **Install**.



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

13. Select **Yes, I want to restart my computer now**.
14. When the process is complete, click **Finish**.

Congratulations! eBook version 3.15 has been successfully installed on your computer.



IMPORTANT: Before you can begin using eBook, you will need to activate your eBook license.

To get started, contact Hollander to obtain a Site Code, and then follow the steps found under *Step 4*.

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 press **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**.
A confirmation message displays once the license has been activated.
6. 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 Request (IARs)

IARs are contributions submitted by our clients to:

- Improve the Hollander Interchange.
- Report errors and/or omissions.
- Request new part type coverage.
- Point out software and/or display issues.

Submitting IARs

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

Online: <http://my.hollandersolutions.com/contact-us>

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

Fax: (763) 553-0270

Our goal for you

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

Need Help?



eBook contains an online help system to assist you with your questions. To access the help, click **Help** > **eBook** or press <F1>.

Contact Us

General information via the web: <http://www.hollandersolutions.com>

Client support and training via the web: <https://my.hollandersolutions.com>

Support via email: support@hollanderparts.com

Support via phone: (800) 825-0092