

# 1on1

## Install Enhancements

Step-by-step instructions

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Estimated Time: between 2 to 4 minutes, depending on internet connection. You must have MS Windows administrator privileges to install any software, but most people should be able to load enhancements and activate their software.  
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### Option 1 (1on1 is already running):

- Click "Help/Customer LogIn" (at the top-left border of the program)
- Click "Install Enhancements" (second option down)
- 1on1 should automatically close and then automatically open up a page on our website. Just click the appropriate button (32bit or 64bit) for your computer. You will then need to click "Run" twice. You are finished.
- If you are on Windows7 Professional, then there are some additional security features that require you to "Save" (rather than "Run") our update programs. You should select "View Downloads", then "Open Containing Folder", then right-click the downloaded program and select "Download as Administrator".

### Option 2 (1on1 is not running):

- Close OUT of the 1on1 Sales Mgr Tool before proceeding (also close out of the Activation screen and any subscreens, if open)
- Go to our website at: [www.1on1co.com](http://www.1on1co.com)
- Click on "Customer Login" (left-hand side of screen)
- UserName: " \_\_\_\_\_ " (small letters)
- Password: " \_\_\_\_\_ " (small letters)  
(have your administrator contact us for changes to your UserName and Password)
- Click on "Enhancements" (choose either 32-bit or 64-bit)
- Click "Run" (it typically takes between 30 to 60 seconds)
- Click "Run" again at the message that the publisher could not be verified (Microsoft does not recognize small publishers like us).
- You should see the program unzipping some files. After it has finished, the screen will go back to the web page. Just close the page. You are finished.
- If you are on Windows7 Professional, then there are some additional security features that require you to "Save" (rather than "Run") our update programs. You should select "View Downloads", then "Open Containing Folder", then right-click the downloaded program and select "Download as Administrator".

### NOTES:

Note 1: [ERAccess](#): If you need to add the shortcut icon (yellow pencil icon) at the top of the ERA screen to download data: Right-click above the blue part of your ERA screen (in an open gray area). Left-click on the option for "Queries".

Note 2: ERAccess may (or may not) require changing your Queries folder. If your queries are not present, then they are probably in the previous ERALink32 folder. You can change the folder by doing the following within ERAccess: Click Setup / Applications / Folders. Then scroll down and click Queries, then Modify. Click Browse Folders. Change the folder location to "my documents \ eralink32 \ queries".

Note 3: Windows 7 and Windows Vista: After installing the 1on1 software, if the user receives a message that the data could not be downloaded, this typically means that you may need to change "read-write" permissions for a specific sub-folder. To do this, please click the following link: [http://www.1on1co.com/custom\\_reports/files/misc/1on1\\_install\\_techystuff\\_1.pdf](http://www.1on1co.com/custom_reports/files/misc/1on1_install_techystuff_1.pdf)

Note 4: If you logged into Microsoft Windows as "administrator" (in order to install the software), then you will need to manually copy the queries into a specific folder for each "user" on this computer. The files you need are currently in the folder: "c:\program files \ 1on1 \ 1on1fi \ queries". These files should be copied to each user's folder: "my documents (for each user) \ ERAccess \ queries".

Note 5: Many of our customers request to install the software on additional computers. No problem. You are licensed to install the "1on1 Sales Mgr Tool" on as many computers as needed within your dealership.

Please forward this document to any manager at your dealership that also needs to update his/her 1on1 Reporting Tool? Please call us at 800-847-3111 if you have any questions.

Thank you,  
One-on-One Consulting