E:T•N | **Roadranger®**   More time on the road™

Bulletin: MDIB-0016

Date: April 1, 2009

Bulletin Type: Service

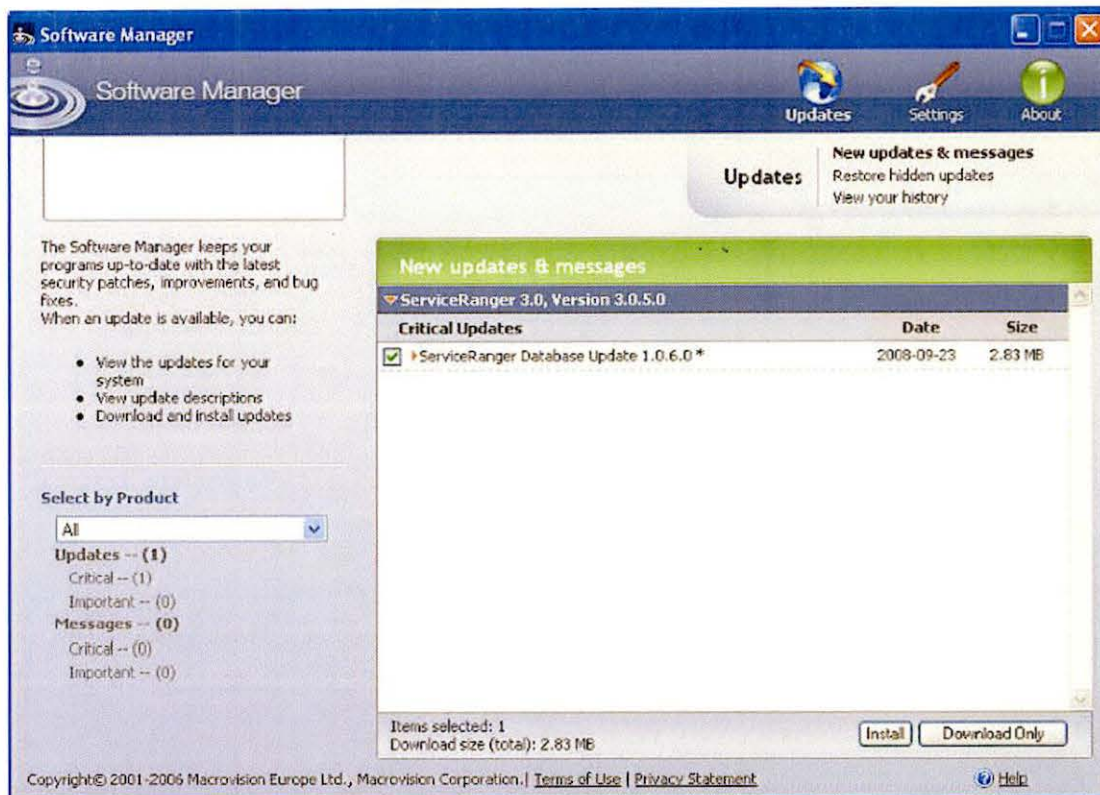**Topic:** ServiceRanger 3.x Software Manager Update Utility

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Issue Description

In order to keep the ServiceRanger program up-to-date with the latest fixes, database updates and enhancements, an internet update utility has been included in the ServiceRanger Version 3.0.5.0 installation.

When ServiceRanger version 3.0.5.0 is installed, a second program is also installed called Software Manager. Whenever the user's PC is running and connected to the internet, the Software Manager utility checks for any ServiceRanger updates from its update service and notifies the user when updates become available. A small pop-up window is displayed in the lower right corner of the PC Desktop. The user can then choose to run the update or dismiss it for installation later. The Software Manager runs automatically and does not require any configuration.

In the event the notifications have been disabled in Software Manager, the user can manually run the Software Manager program to check for updates. Software Manager can be found in the Windows Programs menu. By simply launching the Software Manager program it will automatically check to see if any updates are available to download.

The update notices include the size of the update, and a description of the update. From this list, the user can choose the updates they wish to install. Clicking on an update listing allows the user to learn more about the update, or to remove the update notice. Clicking on the "Install" button will immediately run the installation. By clicking on the "Download Only" button the file can be saved to a folder for installation at a later time. See figure on the next page.

Some firewall software programs may prevent the Software Manager program from accessing the internet. If Software Manager is unable to connect to its update service, the user must contact their computer support personnel about potential firewall issues with this software.

Containment/Corrective Action:

Affected Models/Population:
ServiceRanger Version 3.x

Field Strategy:
- ServiceRanger version 3.0.5.0 can be downloaded from the ServiceRanger webpage at Roadranger.com. Follow link below:

http://www.roadranger.com/Roadranger/trainingsupport/ServiceRanger/index.htm

Warranty Information:

Warranty Parts:
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Warranty Labor:
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Warranty Coverage:

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