



BACKED BY
Roadranger
SUPPORT

Subject: ServiceRanger 3.x Software Update Manager Utility and Update Service

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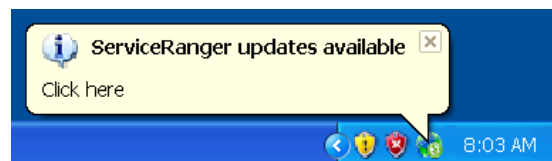
Issue Description

In order to keep ServiceRanger up-to-date with recent software updates, database updates, bug fixes, and feature enhancements, an Update Manager utility and Update Service have been developed and implemented.

Functional Overview

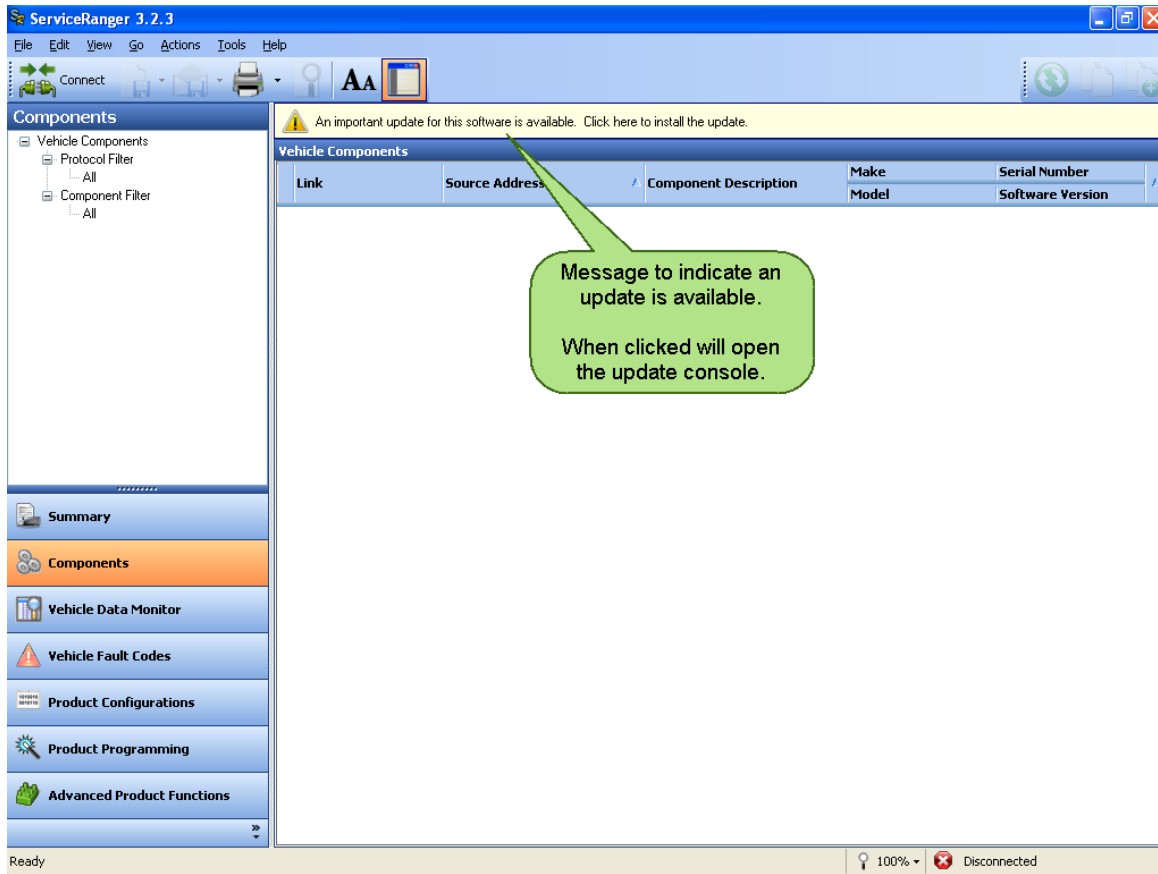
When ServiceRanger is installed, a second program, the Update Manager utility, is included. When the computer is connected to the Internet, the Update Manager utility routinely checks Eaton's web-based update service for available ServiceRanger updates. The utility runs in the background; the user is not notified and it does not interfere with ongoing work (A ServiceRanger icon appears in the Windows system tray). When an update is available, the user is alerted by the following methods:

- A small pop-up alert window will appear above the ServiceRanger icon in the Windows system tray.

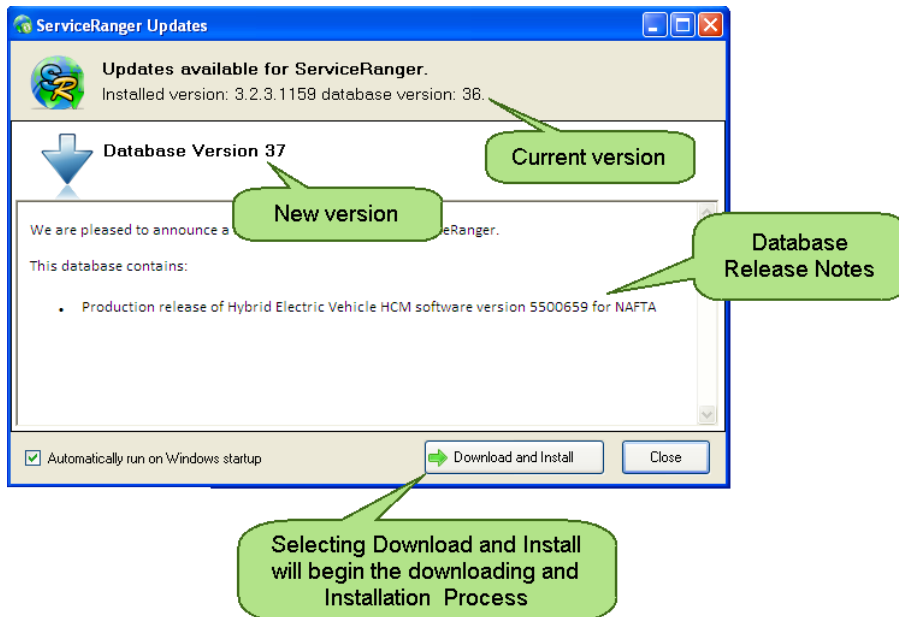


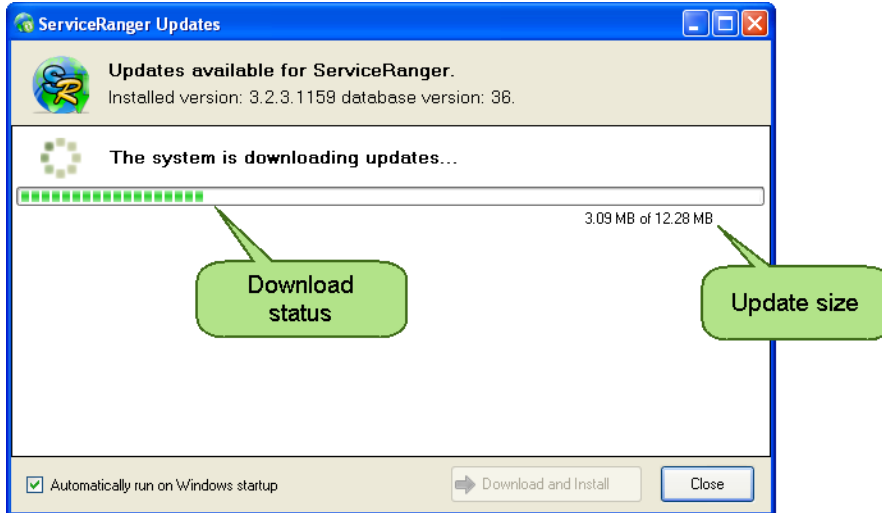
- A notification alert banner will also appear below the ServiceRanger main toolbar each time the software is opened and remain there until the update is performed.

Service Bulletin – Product

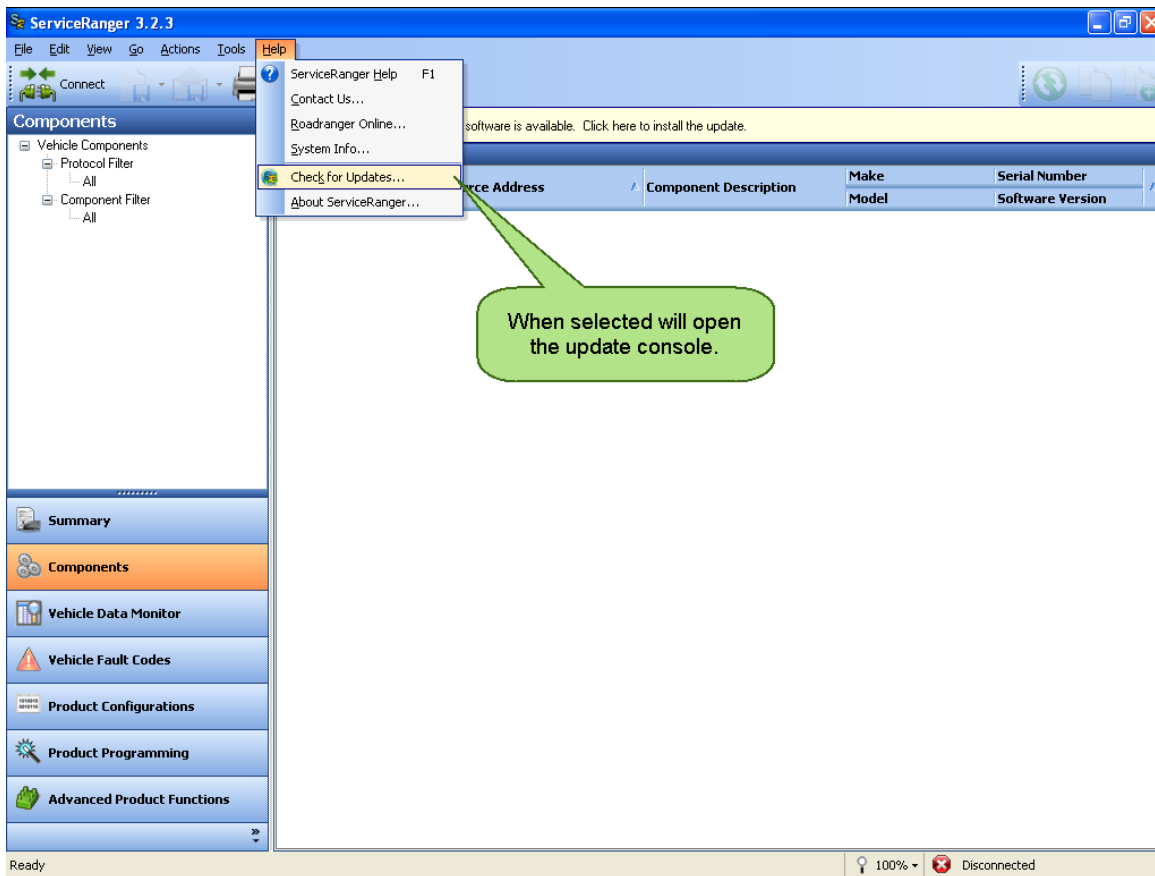


Clicking on either alert notification will open the Update Manager console to retrieve and install the updates. The Update Manager console provides current version information, new version information, and software release notes.





The user can also manually check for updates by launching the Update Manager console from either the Check for Updates option in the ServiceRanger Help Menu or from the Windows Start Menu (Start > All Programs > Eaton > ServiceRanger 3 > Check for Updates).



Important: The update service uses standard Internet protocols and ports to check for updates daily. Some firewall and IT services may block access to the website needed

for the update service to check for updates. **Port 80 should be open and the following web site should be added to their white list: *.myserviceranger.com**

Containment/Corrective Action:N/A

Affected Models/Population:

ServiceRanger Version 3

Field Strategy:

ServiceRanger can be downloaded from the ServiceRanger website page at Roadranger.com. Follow link below:

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

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Keyword Index:

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