

CLICK ON ERROR CODE YOU NEED AND IT WILL TAKE YOU TO THE APPROPRIATE SOLUTION.

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UPDATES (ACCESSING THE UPDATE WEBSITE)

SEE ALSO: UPDATES – LAMI Updates

UPDATES – Software Updates & Patches

PROBLEM: User can not access or does not know how to access the HomeTech Advantage Update website.

SOLUTION: The HomeTech Advantage Update website must be accessed by completing the following steps:

Log on to the internet.

Choose the START MENU from your desktop.

Choose PROGRAMS.

Choose HOMETECH ADVANTAGE COST ESTIMATOR.

Choose CHECK FOR UPDATES.

This will open the update website.

In the update website choose SHOW UPDATES.

This will display a list of available updates and patches.

Next to the update you wish to download choose LEARN MORE.

This will open the "Update Information" page. This page details what problems or errors the patch corrects. Review this page to find out if a particular patch applies to your particular situation.

At the bottom of the "Update Information" page choose DOWNLOAD if you wish to download this particular patch.

This opens another "Update Information" page that contains INSTALLATION INSTRUCTIONS for installing the patch.

At the bottom this page click on the highlighted link / patch name (ex. HT40SP1.exe) to begin saving/downloading the file to your computer.

A FILE DOWNLOAD window will appear and you can choose to open the file or save the file to your computer/disk. It is recommended to save the file to your computer to the location of your choice (saving the file to My Desktop is the easiest location).

Once the file is saved to your computer, CLOSE ALL PROGRAMS (INCLUDING HOMETECH).

Go to the location on your computer where you saved the file (Ex. My Desktop) and DOUBLE CLICK on the file to install the update on your computer.

Follow the installation instructions from the "Update Information" page found on the update site for detailed instructions.

NOTE: Windows 2000 and Windows XP users may have to verify the location on their computer to where the files are being unzipped. This applies to the High Edit Patch. By default the files unzip to the following location:

C:\Windows\System32

If after unzipping the patch the problem is not corrected, you should check where your System32 folder is located. Some versions of Windows 2000 and Windows XP have a WINNT folder instead of a Windows folder. In this case you would want to change the default location and unzip to:

C:\WinNT\System32

UPDATES (LAMI UPDATES)

SEE ALSO: UPDATES – Accessing the HomeTech Advantage Update Site

PROBLEM: Customer has not received their quarterly LAMI (Local Area Modification Index) update disk used to update the costs in the databases.

SOLUTION: With the release of the HomeTech Advantage Cost Estimator version 4.0 all LAMI updates are posted to and available through the HomeTech Advantage Update Site for active subscribers of the HomeTech Advantage Cost Estimator software.

HomeTech Information Systems will not be mailing LAMI update disks because all updated LAMI data is posted to this update site. This update website is accessed through the internet.

If you do not have internet access/capability call HomeTech Information Systems for alternate arrangements.

UPDATES (SOFTWARE UPDATES & PATCHES)

SEE ALSO: UPDATES – Accessing the HomeTech Advantage Update Site.

PROBLEM: User receives error messages, or features of the program are not functioning properly. User needs an update or patch to correct the problem.

SOLUTION: User needs to access our HomeTech Advantage Update Site to check for and download available software updates/patches for the applicable problem.

HomeTech posts current software updates and patches to this update site. If you do not see a solution for your particular problem at the update site, please contact Technical Support at HomeTech at 1-800-638-8292 for further assistance.

UPDATES (Installing the XP Patch - VFPODBC)

SEE ALSO: ERROR - Error #40002, #40071, #91 Microsoft ODBC Driver Manager

PROBLEM: User needs to install the XP Patch (VFPODBC.msi) to correct the Error #40002, #40071, #91 error sequence.

SOLUTION: The XP Patch (VFPODBC.msi) corrects interface issues between HomeTech Advantage, Office Manager Plus, and Windows XP/2000. To install the XP Patch to your computer you will need to complete the following procedure:

- * Close HomeTech Advantage Cost Estimator and Office Manager Plus programs.
 - * Download the XP Patch file (VFPODBC.msi) to a disk or to your computer (Example: My Documents).
 - * Locate the VFPODBC.msi file and double-click on it to begin the install process.
 - * When the installation is complete and the patch is installed, test the updated interface by opening the HomeTech Advantage Cost Estimator program, choose the EDIT pull-down menu, choose EDIT CLIENT INFORMATION. The problem/errors should be corrected.
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UPDATES (Installing the HomeTech Updates From A CD-ROM Disk)

PROBLEM: User needs to install some or all of the HomeTech Updates from a CD-ROM disk.

SOLUTION: To install the HomeTech Updates to your computer you will need to complete some or all of the following procedures (Depending on which updates you need to install):

- * Close HomeTech Advantage Cost Estimator and the Office Manager Plus (If applicable) programs.
- * Insert the HomeTech Update CD into the appropriate drive.
- * Choose START menu from your desktop.
- * Choose RUN.
- * Choose BROWSE.
- * In the Browse Window, "Look In" your CD-ROM drive (Probably D:\). Find and highlight the update name (Example: HT40SP1.exe), and choose OK or OPEN in the Browse Window.

- * In the Run Window, if the path is correct choose OK or OPEN.
- * Choose OK to the on-screen update prompts.
- * Choose UNZIP in the Self-Extractor Window.
- * Choose OK to the on-screen update prompts.
- * At this point, the update has been installed. Repeat this process with any other available updates as needed.

NOTE #1:

Windows 2000 and Windows XP users may have to verify the location on their computer to where the files are being unzipped. This applies to the High Edit Patch and the QuickBooks Link Patch. By default the files unzip to the following location:

C:\Windows\System32

If after unzipping the patch the problem is not corrected, you should check where your System32 folder is located. Some versions of Windows 2000 and Windows XP have a WINNT folder instead of a Windows folder. In this case you would want to change the default location and unzip to:

C:\WinNT\System32

NOTE #2:

The LAMI Update is the only patch that requires an additional step. Installing the LAMI UPDATE loads all LAMI areas to the HomeTech 4 program folder, but you do still need to update the costs in the HomeTech 4 program by completing the following procedure:

- * OPEN the HomeTech Advantage Cost Estimator program.
- * CLOSE any open estimates, and return to the Estimate Window.
- * Choose LAMI pull-down menu.
- * Choose QUARTERLY LAMI UPDATE.
- * In the Quarterly Update Window, you should see your area (Example: DC01 1Q 2004) in the white box in the lower left of the window.
- * If your area is highlighted, choose OK.
- * Choose YES or NO to "Default Area Is..." as applicable.
- * At this point the HomeTech Advantage Cost Estimator is updated with your current LAMI costs.

UPDATES (Update Current LAMI For Entire Program)

SEE ALSO:

UPDATES - Accessing the HomeTech Advantage Update Site

UPDATES - Update Current LAMI For Single Estimate

PROBLEM: User needs to (1) install/unzip the current LAMI update file, and (2) update the HomeTech Advantage Cost Estimator program with this current LAMI

data.

SOLUTION: With the release of the HomeTech Advantage Cost Estimator version 4.0 all LAMI updates are posted to and available through the HomeTech Advantage Update Site for active subscribers of the HomeTech Advantage Cost Estimator software. HomeTech Information Systems will not be mailing LAMI update disks because all updated LAMI data is posted to this update site.

This update website is accessed through the internet. If you do not have internet access/capability call HomeTech Information Systems for alternate arrangements. The following solution will be divided into two (2) components:

1. Installing/Unzipping The Current LAMI File To Your Computer

* Open the HomeTech Update Site. Refer to UPDATES - Accessing The HomeTech Advantage Update Site for specific details regarding this procedure. Follow the directions for accessing the Update Site, and UNZIP the CURRENTLAMI.EXE file. Once unzipped, the current LAMI files are now installed to the following location on your computer:

C:\Program Files\HomeTech4\LAMI

At this point, the the current LAMI files have been installed to your computer, but the HomeTech Advantage Cost Estimator program has not been update with the current LAMI data. Refer to Step #2 below on how to update the program with the current data you just installed.

2. Updating The HomeTech Advantage Cost Estimator Program With The Most Current LAMI Data

* OPEN the HomeTech Advantage Cost Estimator program.

* Choose LAMI pull-down menu.

* Choose QUARTERLY LAMI UPDATE.

* In the "Quarterly LAMI Update" window you should see your LAMI area in the white box in the lower-left of the window. It should display the most recent LAMI data that you just installed/unzipped. If your LAMI area is highlighted in this box, choose OK to accept.

* You will probably want to choose OK to "Default LAMI Area Is?".

* Once the program has finished recalculating the cost data, the HomeTech Advantage Cost Estimator program is now updated with the current LAMI cost data.

* You can always verify which LAMI area is loaded into the program by going into the CostBook window in the program. The Title Bar of the CostBook window (this is the

very top line of the program window, above the toolbars and pull-down menus) should display which CostBook is being used and which LAMI area is loaded into the program (Ex: HomeTech Advantage - [HomeTech Remodeler/Renovator LAMI Applied DC01 1Q 2004]).

UPDATES (UPDATES - Update Current LAMI For Single Estimate)

SEE ALSO: UPDATES - Update Current LAMI For Entire Program

PROBLEM: User wants to change or update the LAMI data for a single estimate created in the HomeTech Advantage Cost Estimator program.

SOLUTION: To update a single estimate to the most current LAMI data, or to change the LAMI area for the estimate complete the following procedure:

- * Open the HomeTech Advantage Cost Estimator program.
- * OPEN the estimate you want to modify.
- * Choose the EDIT pull-down menu.
- * Choose EDIT CLIENT INFORMATION.
- * Choose the PROJECT INFORMATION tab.
- * In the "Local Area Modifiers" box on the right of the screen, select the LAMI area you want to upgrade the estimate to.
- * In the "New LAMI Selected" window, choose OK to update your estimate or choose CANCEL to abort the upgrade.
- * Choose the CLIENT INFORMATION tab.
- * Choose OK to update the estimate, or CANCEL to cancel the update.