

INSTALL TIREMASTER 9.4.0

This document describes how to install TireMaster 9.4.0 on a server and workstations for the first time. If you need assistance during the installation process, call **800-891-7437**, enter a support request (use the link at support.tiremaster.com), or send an email to portal_tm@asaauto.com.

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INSTALLATION REQUIREMENTS

To install TireMaster 9.4.0 on your server, its operating system must be one of the following:

- Microsoft® Windows Server® 2022
- Microsoft® Windows Server® 2019
- Microsoft® Windows Server® 2016

To install TireMaster 9.4.0 on your workstations, the operating system on those machines must be one of the following:

- Microsoft® Windows® 11 Professional
- Microsoft® Windows® 10 Professional

TireMaster 9.4.0 cannot be installed on home editions of the Windows® operating system, Windows® 8, Windows® 7, or Windows XP®.

To install TireMaster 9.4.0, you also need installers for the following:

- The SAP® SQL Anywhere® 16 (Sybase) database engine
- The TireMaster program

Both of these installers are available for download from the TireMaster Support site. Download them onto your server.

After you've downloaded the installers, install both SQL Anywhere 16 and the TireMaster program on the server. Then run the TireMaster installation on each workstation.

DOWNLOAD THE TIREMASTER INSTALLERS

Download the installers for the database engine and the TireMaster program and save them on your TireMaster server. Before you can download the installers, you need to log on to the TireMaster Support Site with your TireMaster customer number and password. If you don't have these credentials, call **800-891-7437**, enter a support request (use the link at support.tiremaster.com), or send an email to portal_tm@asaauto.com.

To download the TireMaster Installers

1. Close all applications.
2. Log on to support.tiremaster.com.
3. Type your customer number and password, and click **Login**. The Support Site home page opens.
4. Click **Download Programs** on the menu. The Download Center page opens.
5. Download the server (SQL Anywhere 16/Sybase) database engine installer.
 - a. Under **Update Files**, click the link **TireMaster 9.0 Server Install**. Depending on your browser, you'll be prompted to save the file and possibly run the installation.
 - b. Save the installer on your computer.

Note: Downloading the installer might take several minutes, depending on the speed of your internet connection.

6. Download the TireMaster program installer.
 - a. Under **Update Files**, click the link for the TireMaster installer. Depending on which version of TireMaster or Cornerstone you're running it'll be one of the following:

▪ TireMaster 9.4.0 Corp	▪ TireMaster 9.4.0 POS	▪ TireMaster9.4.0 Plus
▪ TireMaster Cornerstone 9.4.0 Corp	▪ TireMaster Cornerstone 9.4.0 POS	▪ TireMaster Cornerstone 9.4.0 Plus

You'll be prompted to save the file and possibly run the installation, depending on your browser.

- b. Save the installer on your computer.

Note: Downloading the installer might take several minutes, depending on the speed of your internet connection.

7. Exit the TireMaster Support Site.

Once you have finished downloading the installers, you can install TireMaster on the server. For instructions, see "[Complete the Server Installation](#)" on the facing page.

COMPLETE THE SERVER INSTALLATION

Once you've finished downloading the TireMaster installers, install the database engine and the TireMaster program on the server.

Note: The installers are needed for updating the server only.

To install the database engine and TireMaster on the server

1. Close all applications on the server, including those in the Windows® System Tray (such as antivirus programs).
2. Go to the folder in which you saved the installers downloaded from the TireMaster Support site.
3. Install the database engine.
 - a. Right-click **TMSSybase09000000-09000000**, and select **Run as administrator**. A confirmation message appears.
 - b. Click **Yes**. The TireMaster – Installation Program screen opens.
 - c. Click **OK**. The Destination Folder prompt appears.
 - d. Select the location where you want to install TireMaster (usually **c:\lqdstm**, **d:\lqdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos** or **d:\tmpos**), and click **OK**.
 - e. At the end of the installation, click **Finish**.
4. Go to the folder in which you saved the installers downloaded from the TireMaster Support site.
5. Install TireMaster.
 - a. Right-click the TireMaster 9.4 file, and select **Run as administrator**. Depending on which version of TireMaster or Cornerstone you're running, it'll be one of the following:

▪ TMCORP09000000-09040000.exe	▪ TMPOS09000000-09040000.exe	▪ TMWin09000000-09040000.exe
▪ TMCORPCS09000000-09040000.exe	▪ TMPOSCS09000000-09040000.exe	▪ TMWinCS09000000-09040000.exe

A confirmation message appears.

- b. Click **Yes**. The TireMaster – Installation Program screen opens.
 - c. Click **OK**. The Search Results screen opens.
 - d. Select the installation location for TireMaster (usually **c:\lqdstm**, **d:\lqdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos**, or **d:\tmpos**), and click **Update**. When the installation is finished, the TireMaster – Installation Program screen opens.
6. Register TireMaster. For more information, see ["Register TireMaster" on the next page](#).

Once you have finished installing TireMaster on the server, restart the applications you turned off before the installation, such as antivirus programs. Then install TireMaster on each workstation. For instructions, see ["Install TireMaster on the Workstations" on the next page](#).

INSTALL TIREMASTER ON THE WORKSTATIONS

Once you've finished installing TireMaster on the server, you can install it on the workstations. Perform the following steps on each workstation.


To install TireMaster on the workstations

1. From the workstation, navigate through the network to the **tmapps** folder on your server.
2. Right-click the TireMaster 9.4 file you downloaded, and select **Run as administrator**. Depending on which version of TireMaster or Cornerstone you're running, it'll be one of the following:
 - **TMCORP09000000-09040000.exe**
 - **TMPOS09000000-09040000.exe**
 - **TMWin09000000-09040000.exe**
 - **TMCORPCS09000000-09040000.exe**
 - **TMPOSCS09000000-09040000.exe**
 - **TMWinCS09000000-09040000.exe**
3. Click **Yes**. The TireMaster Installation Program screen opens.
4. Click **OK**. The Search Results screen opens.
5. Select the location (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos**, or **d:\tmpos**) where you want to install the software and click **Install**. When the installation is finished, the TireMaster– Installation Program screen opens.
6. Click **Finish**.

REGISTER TIREMASTER

After installing TireMaster, you have six days to register the program. If you do not register, it will expire and you won't be able to log in. Perform the registration on the server. During the registration, you'll be asked for your support ID and password. If you don't have this information, call **800-891-7437**, enter a support request (use the link at support.tiremaster.com), or send an email to portal_tm@asaauto.com.

To register TireMaster

1. If the Registration Wizard is not already open, do one of the following:
 - Click . Then select **TireMaster > TireMaster Registration**.
 - Select **Registration** from the **Help** menu (if you're already logged in to TireMaster).
2. Read the information on the **Welcome** tab. Then click **Next**.
3. Read the end-user license agreement. Then select **I accept all of the terms of the preceding license agreement**.
4. Click **Next**.
5. Type your TireMaster customer number and password.
6. Review your contact information, and make changes if needed.

Note: Required information is colored red.
7. Click **Next**. A summary of the contact and email information is displayed on the **Licensing** tab.

8. Verify the information is correct. Then click **Register**. A confirmation message appears.
9. Click **OK**.
10. Click **Finish**.

