

UPDATE TO TIREMASTER 9.4.0

TireMaster 9.4.0 is now available. The following information describes how to update TireMaster servers and workstations. If you need assistance during the update, call **800-891-7437**, enter a support request (use the link at support.tiremaster.com), or send an email to portal_tm@asaauto.com.

CONTENTS

This document includes the following sections:

- "Update Requirements" below
- "Access the TireMaster Installer" on the next page
- "Download the TireMaster Installer" on the next page
- "Update the TireMaster Server" on page 3
- "Update the TireMaster Workstations" on page 4
- "Validate TireMaster" on page 5
- "Register TireMaster" on page 5

UPDATE REQUIREMENTS

To update to TireMaster 9.4.0, you need to be running the following:

- TireMaster 9.3.3
- Microsoft® Windows Server® 2016 or newer on your server
- Microsoft® Windows® 10 Professional or newer on your workstations

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

To update to TireMaster 9.4.0, you need an installer. To locate it, do one of the following:

- Access the automatically-deployed installer from the **apps** shared directory on your TireMaster server.
- Download the installer from the TireMaster Support site.

After you locate the installer, update the server. Then update each workstation.

ACCESS THE TIREMASTER INSTALLER


If your TireMaster system is set up to download automatically-deployed installers as part of the nightly backup process, the TireMaster 9.4.0 installer is already available to you.

Typically, installers are placed in one of the following locations:

- c:\TireMaster\apps
- c:\TMPOS\apps
- c:\QDSTM\apps
- c:\QDSTM\apps
- d:\TireMaster\apps
- d:\QDSTM\apps

Note: If your installers are downloaded to a different location, go to that folder instead.

To access automatically-deployed installers

1. Right-click  and select **File Explorer** from the menu that appears.
2. In the Quick Access navigation pane, scroll to This PC.
Note: If File Explorer opened the This PC screen instead, disregard this step.
3. Double-click the letter or icon for the drive that TireMaster is installed in. (Usually, it's the **c:** or **d:** drive.)
4. Double-click the **TireMaster**, **qdstm**, or **tmpos** program folder.
5. Double-click the **apps** folder, and locate the installer. Depending on which version of TireMaster or Cornerstone you're running, it will be one of the following:

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

Once you have located the installer, you can update the server. For instructions, see "[Update the TireMaster Server](#)" on the facing page.

DOWNLOAD THE TIREMASTER INSTALLER

You can download the TireMaster installer and save it on your TireMaster server. Before you can download the installer, you need to log on to the TireMaster Support Site with your TireMaster customer number and password. If you no longer 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 Installer

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. 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 Corp**
- **TireMaster 9.4 POS**
- **TireMaster 9.4 Plus**
- **TireMaster Cornerstone 9.4 Corp**
- **TireMaster Cornerstone 9.4 POS**
- **TireMaster Cornerstone 9.4 Plus**

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

6. Save the installer on your computer.

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

7. Click **Close**.

8. Exit the TireMaster Support Site.

Once you've finished downloading the installer, you can update the server. For instructions, see ["Update the TireMaster Server" below](#).

UPDATE THE TIREMASTER SERVER

Once you've located the TireMaster installer in the **apps** directory or downloaded it from the TireMaster Support site, you can update the server.

To update the server

1. Prepare for the update.

- a. Double-click the **TM Backup** icon on your desktop to back up your TireMaster data.



- b. Close all applications on the server, including those in the Windows[®] System Tray (such as antivirus programs).
- c. Log out of TireMaster on all workstations.

2. Retrieve the TireMaster installer.

- Go to the **apps** directory in the **TireMaster**, **qdstm**, or **tmpos** program folder. For more information, see ["Access the TireMaster Installer" on the previous page](#).
- Go to the directory where you saved the installer you downloaded from the TireMaster Support site.

3. Run the TireMaster update.

- 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**

- b. When the confirmation message appears, click **Yes**. The TireMaster Installation Program screen opens.
 - c. Click **OK**. The Search Results screen opens.
 - d. Select the update location for TireMaster (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos** or **d:\tmpos**), and click **Update**. When the update is finished, the TireMaster – Installation Program screen opens.
4. If you want to validate the database now, click **Validate**. For more information, see "[Validate TireMaster](#)" on the facing page.
- Note:** Validation warnings are for your reference only. If the TM Data Validation screen shows errors, you need to correct the errors and run the validation program again.
5. Click **Finish**. The Registration Wizard opens.
 6. Register TireMaster. For more information, see "[Register TireMaster](#)" on the facing page.
- Note:** Restart applications that you turned off before the update, such as antivirus programs.

Once you have finished updating the server, update each workstation. For instructions, see "[Update the TireMaster Workstations](#)" below.

UPDATE THE TIREMASTER WORKSTATIONS

Once you've finished updating the TireMaster server, you can update the workstations. Perform the update on each workstation.

To update workstations


1. Right-click the TireMaster icon on the workstation, and select **Run as administrator**.
2. Click **Yes** to continue.
3. Log in to TireMaster. The following message appears: "This workstation needs to run one or more installations, updates, or both. Do you want to run them now?"
4. Click **Yes**. The TireMaster Installation Program screen opens.
5. Click **OK**. The Search Results screen opens.
6. Select the update location for TireMaster (usually **c:\qdstm**, **d:\qdstm**, **c:\tiremaster**, **d:\tiremaster**, **c:\tmpos**, or **d:\tmpos**), and click **Update**.
7. At the end of the update, click **Finish**.

VALIDATE TIREMASTER

TireMaster needs to be validated before you can access several program areas and complete transactions. Perform the validation on the TireMaster server.

Note: If you are using a co-located database in a TireMaster Corporate environment, validate all sites that use the shared database.


To validate TireMaster

1. If you didn't click **Validate** at the end of the update, click . Then select **TireMaster > Validate TireMaster**.
2. Type your user ID and password. Then click **OK**. The TM Data Validation screen opens.
3. Click **Validate**. The validation utility displays the status of various TireMaster settings.
4. For a copy of the validation log, click **Print**.
5. If errors (red) appear on the TM Data Validation screen, check the settings in the applicable program areas and rerun the validation. Resolving warnings (green) is optional.
6. When you can run the validation with no errors, click **Exit**.

REGISTER TIREMASTER

After updating 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:
 - If you're not logged in to TireMaster, click . Then select **TireMaster > TireMaster Registration**.
 - If you're already logged in to TireMaster, select **Help > Registration**.
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 labeled in red text.
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**.

