ACTS 12.4.5.0 Release Quick Install

To update ASPEN Complaints/Incidents Tracking System (ACTS) to ASPEN 12.4.5.0, you can perform a Thin or Client/Shared/Full Install as appropriate. Instructions for all installation options follow.

Note: The updates to ACTS RO for CMS CO and RO are performed by the CMS contractor in coordination with DQSAS. You do not need to follow the Thin Install process described in this document.

Thin Install

The Thin Install option allows you to update only the shared ACTS application files on your network server. This makes upgrading very efficient because you do not have to run an install program, and you skip client installation altogether.

To do a Thin Install of ACTS 12.4.5.0, you simply unzip the "ACTS12.4.5.0_Thin.zip" file, which contains the updated shared ACTS files, into the shared ACTS application folder on the network.

Note: If you need to install ACTS 12.4.5.0 on a new server or client machine, perform a Client/Shared/Full Install using the ACTS Client or ACTS Shared option, or both, as described on page 2.

Performing a Thin Install

1   Locate the network folder containing the current shared ACTS application files.

    The shared files are usually in the folder where all users access the application. For ACTS, this folder contains various files including ACTS.EXE and AtgMain.DLL, and a folder called Data.

2   Make a backup of the folder containing the shared files.

3   Locate the "ACTS12.4.5.0_Thin.zip" file containing the updated shared ACTS files.

4   Unzip "ACTS12.4.5.0_Thin.zip" with the ZIP program of your choice, for example, WinZip.

5   Extract all the files in "ACTS12.4.5.0_Thin.zip" to the shared folder. If you are prompted to overwrite existing files, choose to do that.

    The upgrade is complete.

Final note - Thin Install

To verify that the update was successful, start ACTS and make sure the ASPEN 12.4.5.0 version is running by clicking Help on the tool bar, then About ACTS.

For installation assistance:

QTSO Help Desk — ASPEN Hotline
888-477-7876
iqies@cms.hhs.gov

Client/Shared/Full Install

If you are installing ACTS 12.4.5.0 on a new server or client machine, you need to perform a Client/Shared/Full Install using the ACTS Client or ACTS Shared option, or both, from the ASPEN 11.3 Full Install DVD. To obtain the DVD, contact the QTSO Help Desk.

Note: If you are upgrading ACTS on your server/clients to ASPEN 12.4.5.0, you can use the Thin Install process described on page 1.

ACTS workstations must be running a 64-bit Windows operating system, and have a valid TCP/IP network connection between the workstation and ASPEN's database server.

Before beginning:

- If installing ACTS on a machine with no current ASPEN client, be sure the Oracle 12c client installation (included on the ASPEN 11.3 Full Install DVD) has been applied to your machine and that Oracle's TNSNAMES.ORA connection file has been properly implemented. See the *ASPEN Full Install Guide* for details; this document is included on the ASPEN 11.3 Full Install DVD.
- Make sure all applications are closed.
- You must be logged in with administrator privileges.

Performing a Full Install

1 Insert the ASPEN Full Install DVD.

2 To install Oracle 12c:

   Right-click **Start**, then select **Run**.

   Click **Browse**, and locate the Oracle 12 Client folder.

   Select **silent.bat**.

   Click **Open** to start the installation.

3 When the Oracle installation is complete, right-click **Start** and select **Run** | **Browse** to locate the folder containing the ASPEN installation files on your DVD drive.

4 Select **SETUP.EXE** and **Open** to launch the ASPEN Installer. On the Welcome screen, click **Next**.

5 On the Select Features screen, expand the ACTS node and select the features you want to install.

ACTS Client

Client components must be installed on each workstation that will be running ACTS for the first time.

ACTS Shared

Shared components should be installed on a network server that is available to all agency staff.

This task is performed only once, *before* any Client components are installed on individual workstations.

Note: To install both Client and Shared components (Full Install) on one computer, select both options.

6 Click **Next**.

7 For Destination, either accept the defaults or **Browse** to the desired location of the ACTS folder.

   The Installer defaults to C:\ASPEN\ACTS or the existing ACTS folder, if there is one.

8 When the correct destination folder is displayed, click **Next**.

Note: Steps 7 and 8 are repeated for client and shared, so two prompts may occur.

9 When Setup is complete, you may be prompted to restart your computer. Select **Yes** to restart your computer now, then **Finish**.

Final note - Full Install

An ACTS entry will be added to your Start|Programs menu and your desktop. If you performed the Client Install, and you are not upgrading a prior version, the first time you select this item you will be asked to provide the location of the ACTS executable file (ACTS.EXE). Select **Browse** and go to the location on the network where the Shared components were installed.

For installation assistance:

QTSO Help Desk — ASPEN Hotline
888-477-7876
iqies@cms.hhs.gov