

# PCASE 2.09.08 Installation and Trouble Shooting Instructions

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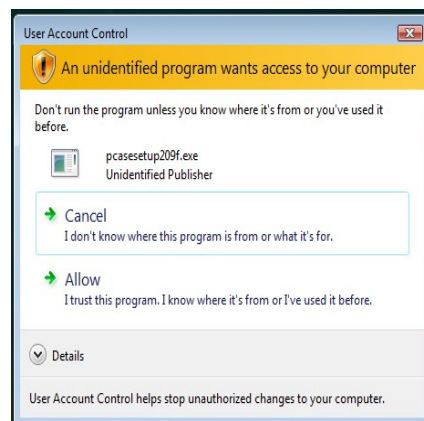
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## PCASE 2.09.08 Installation and Trouble Shooting Instructions

### Windows 10 Installation

1. These instructions are for PCASE 2.09.08 or higher on a computer with the Windows 10 Operating System. The default PCASE Directory locations is C:\EMS Program Files. Instructions for changing the default directory are included in this document.
2. You must have **administrative privileges** to install PCASE2.09.07 and MUST follow the steps below:
  - 2.1. If you currently have a version of PCASE on your computer and you want to keep your data
    - 2.1.1. Copy the folder \EMS Program Files\User Data to a safe place.
    - 2.1.2. If you have custom vehicles that you wish to save, copy the vehicles.bak file from \EMS Program Files\PCASE\Servers to a safe place.
  - 2.2. Uninstall PCASE 2.09.06 and/or any versions PCASE you currently have on your computer
    - 2.2.1. Go to settings and then APPs.
    - 2.2.2. In the list of Apps and features scroll down until you find the version of PCASE you want to uninstall.
    - 2.2.3. Click on PCASE and then uninstall.
    - 2.2.4. When asked about uninstalling shared components, select “no to all.” Selecting “no to all” prevents PCASE from uninstalling any component possibly shared with another application.
    - 2.2.5. If you have a version of PAVER older than 5.3.7 you will need to uninstall it also.
  - 2.3. If PAVER is NOT installed on your computer, delete the C:/EMS Program Files folder.
  - 2.4. If PAVER is installed, just delete the PCASE folder in the C:/EMS Program Files folder.
  - 2.5. Install PCASE 2.09 using the default setup (you will need administrative rights).
    - 2.5.1. With Windows 10 you may get the following message:



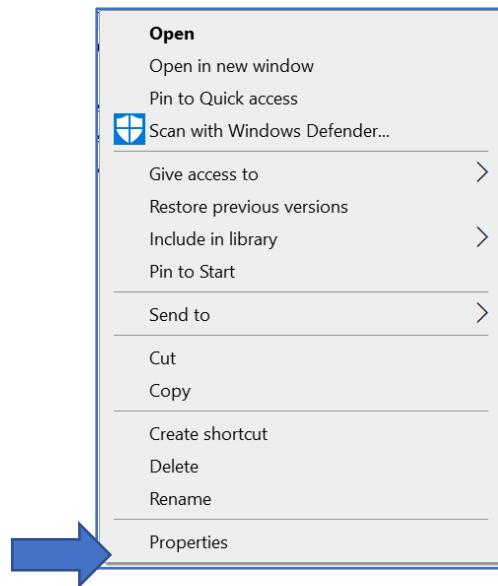
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- 2.5.2. If User Account Control is activated, you will be prompted to “Allow” or “Cancel” the installation of PCASE 2.09. You must select “Allow” to install PCASE 2.09
  - 2.5.3. If you do NOT have administrative rights to your computer, you will need write permissions to the EMS Program Files folder created with the installation (administrative rights for writing to the EMS Program Files are assigned to the user profile).
  - 2.5.4. If you copied your User Data from the \EMS Program Files\User Data directory to a safe place in step 2.1.1, copy the contents back to the \EMS Program Files\User Data.
  - 2.5.5. If you copied your vehicles.bak file from the \EMS Program Files\PCASE\Servers directory in step 2.1.2, copy it back to \EMS Program Files\PCASE\Servers.
3. If you have any problems installing PCASE2.09, assistance can be obtained using the PCASE website at [www.PCASE.com](http://www.PCASE.com).

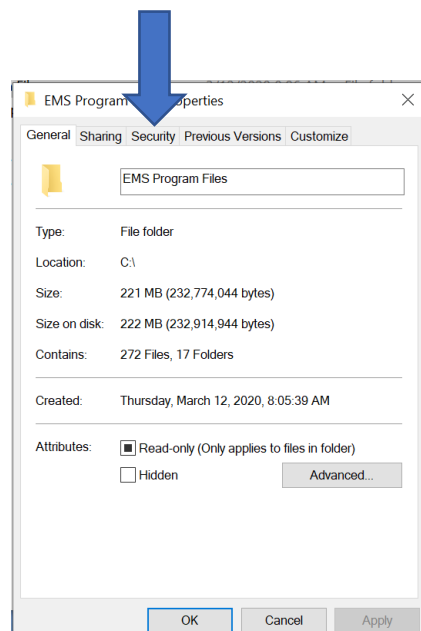
## PCASE 2.09.08 Installation and Trouble Shooting Instructions

### Fix Permissions Issues

1. To install PCASE 209 to a directory other than the default follow these additional steps:
  - 1.1. The user must have read/write/edit/create access to the directory where the ems desktop.exe resides and any child directories. For example: C:\program files\ems program files user must have read/write/edit/create rights to this directory and the child directories.
  - 1.2. Right-click on the C:\program file\ems program files directory or the directory where PCASE is installed.

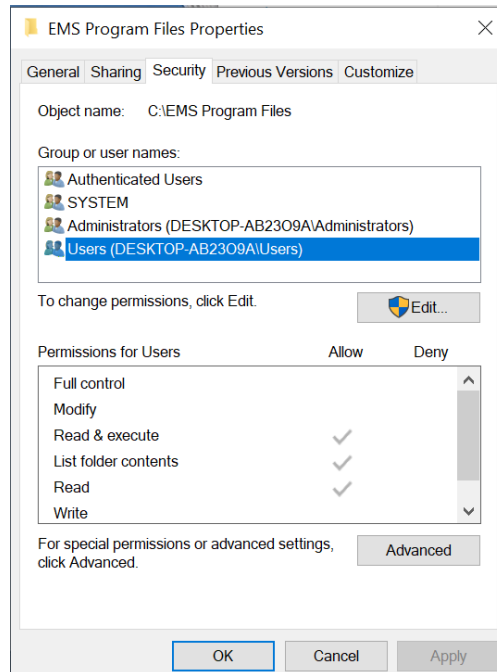


- 1.3. Double-click on Properties at the bottom of the popup menu.

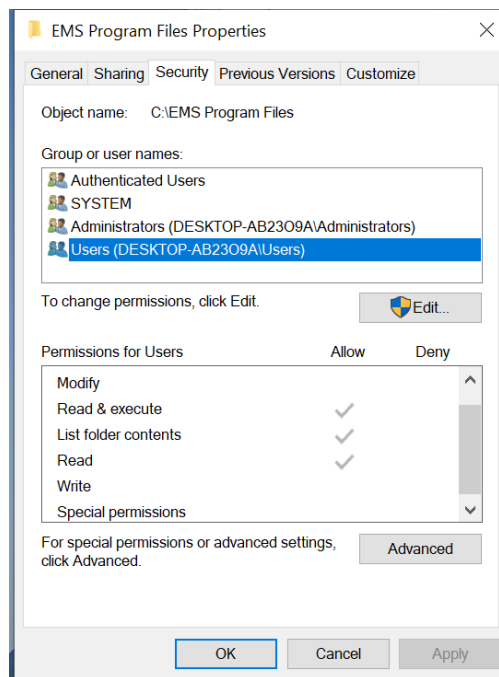


- 1.4. Click on the Security Tab at the top of the popup menu.

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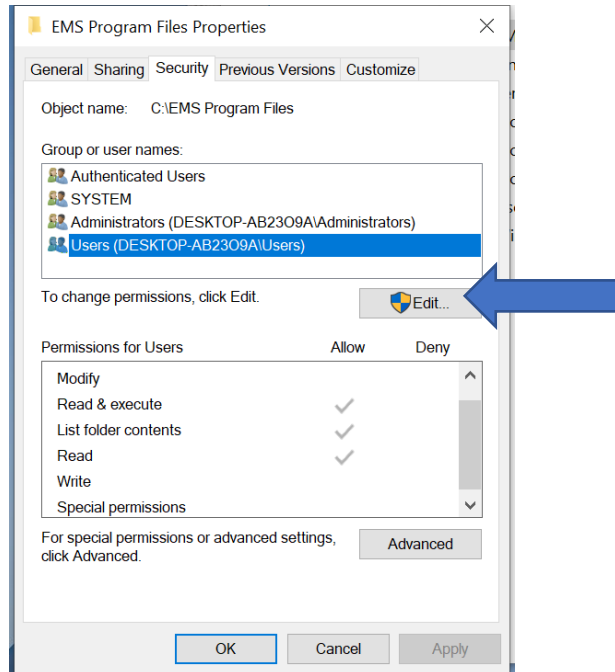


1.5. Verify that either the Users Group or the individual user is selected.

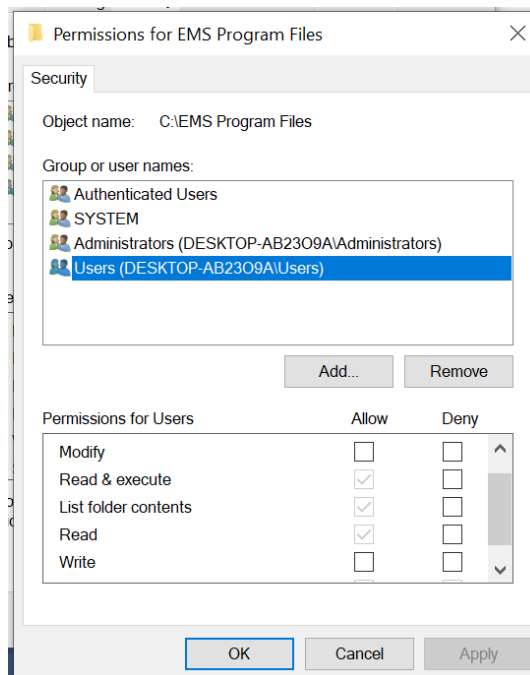


1.6. Check to see if Modify, Read & Execute, Read, and Write are checked.

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1.7. If not, double-click the edit button in the right center of the form.



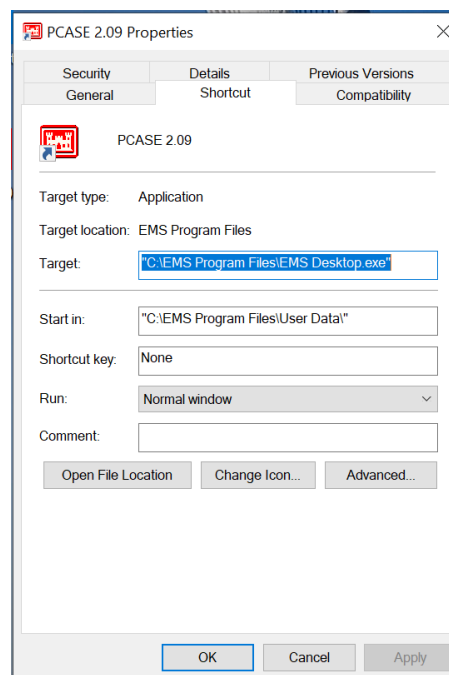
1.8. Make sure the correct user group or name is selected. Then click in the allow box for each additional permission required. Finally, click Ok until you are completely out of the form or forms.

2. Normally user data is stored in the user data folder beneath the ems program files directory. Since this directory is below the ems program files directory the user will also have read, write, edit, and create access.

## PCASE 2.09.08 Installation and Trouble Shooting Instructions

### Install PCASE 2.09 to a Different Directory

1. If user data is to be stored elsewhere (for example, it is to be stored on the D drive in a directory called PCASE USER DATA), take the following steps:
  - 1.1. Copy the contents of the default user data folder to the PCASE USER DATA folder.
  - 1.2. Open each .pvr file in the new user data folder and change the path to the pavement.mdb to read "D:\PCASE USER DATA\Database Name\pavement.mdb".
    - 1.2.1. Before example: C:\ems program files\exampleTraffic\pavement.mdb.
    - 1.2.2. After example: D:\PCASE USER DATA\exampleTraffic\pavement.mdb.
  - 1.3. On the desktop select and right click on the PCASE 209 icon.



2. Change the directory path for "Start in" to the desired path.

## **PCASE 2.09.08 Installation and Trouble Shooting Instructions**

### **Fix Issues with AutoCad after installing PCASE**

1. When starting PCASE, if a dialog box pops up asking to run an AutoCad install, do the following:
  - 1.1. Click “Cancel” repeatedly. This will sometimes allow the user to proceed to PCASE.
  - 1.2. If this does not resolve the problem, uninstall and reinstall AutoCad.
2. Note that there have been reports of issues with AutoCad after PCASE is installed.
3. PCASE 7.0, which is in development, will resolve conflicts between PCASE and AutoCad.



## PCASE 2.09.08 Installation and Trouble Shooting Instructions

### Updating the Vehicles database

1. Exit PCASE.
2. Locate your current Vehicles.mdb file in the EMS Program Files\PCASE\Servers folder.
3. Delete that Vehicles.mdb file.
  - 3.1. Do NOT delete the Vehicles.bak file. This will preserve your custom vehicles.
  - 3.2. If you don't feel comfortable deleting the Vehicles.mdb file, then rename it (e.g. VehiclesOld.mdb) until you ensure that the updated Vehicles.mdb works.
  - 3.3. Again, do NOT edit the Vehicles.bak file.
4. Copy the new Vehicles.mdb file into the EMS Program Files\PCASE\Servers Folder.
5. Vehicles added to the database as of 2/14/2020:
  - Unloaded version of the M988B RTCH Forklift
  - Boeing 737-7 Max Aircraft
  - Boeing 737-8 Max Aircraft
  - Boeing 737-9 Max Aircraft
  - Boeing 737-10 Max Aircraft
  - Boeing 787-8 Aircraft
  - Boeing 787-9 Aircraft
  - Boeing 787-10 Aircraft