

# Greenshades Garnishments Installation Guide



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# 1. Install Required Programs

Please use this manual to install Greenshades Garnishments. After completing the steps in this installation manual, please refer to the [Greenshades Garnishments](#) available on our website or contact our support team to schedule a walkthrough.

## 1.1. Required Programs

Microsoft .NET Framework v 2.0

Internet Explorer 5.51 or higher

These programs can be downloaded from the Microsoft website, <http://www.microsoft.com/downloads/>. If you do not have these installed please install them now. If you are unsure if you have these installed, please contact your IS / IT department for help.

## 1.2. Other Prerequisites

Active internet connection, Greenshades Garnishments requires that an active internet connection be available.

Greenshades Garnishments can be configured to authenticate with a corporate proxy server, but the responsibility is on the client to ensure that adequate internet access is provided to the Greenshades Garnishments module. For information on setting up Greenshades with your Proxy Server or Firewall, please see our Firewall Guide available at <http://www.greenshades.com/pub/downloads/documentation/firewallguide.pdf>

# 2. Pre-Installation Preparation

You should be logged out of your accounting package or back office system. If you are installing Greenshades Garnishments in a Citrix or Terminal Server environment, please make sure everyone is logged out before completing the installation.

You will need to know your SQL server name, SA (System Administrator for Dynamics GP) password, and which databases you plan on using with the Greenshades Garnishments module. If you are unsure of this information, please contact your IS / IT department.

## 3. Installing Greenshades Garnishments

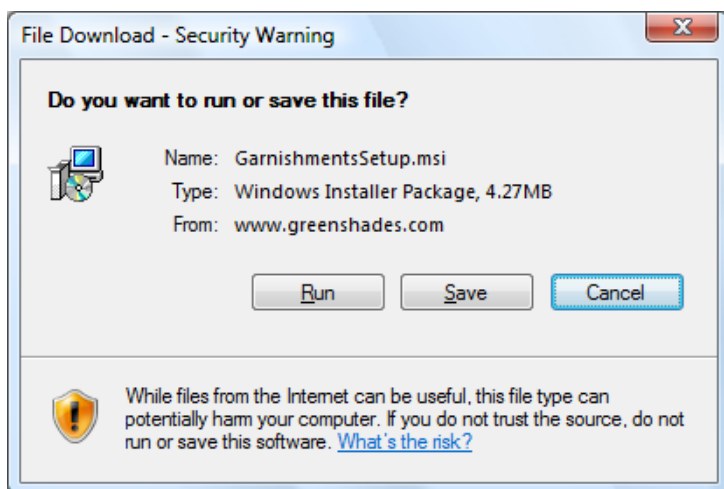
For client/server accounting packages, Greenshades is designed to be installed on the client workstation, not server. If you are in a Citrix or Terminal Server environment, you will need to install Greenshades directly on the server.

The process for installing Greenshades Garnishments is outlined below. If you have any questions while you proceed through the installation please contact Greenshades Support via email at [support@greenshades.com](mailto:support@greenshades.com) or by calling 888-255-3815 extension 700.

### 3.1. Step 1 – Download the Garnishments installation file

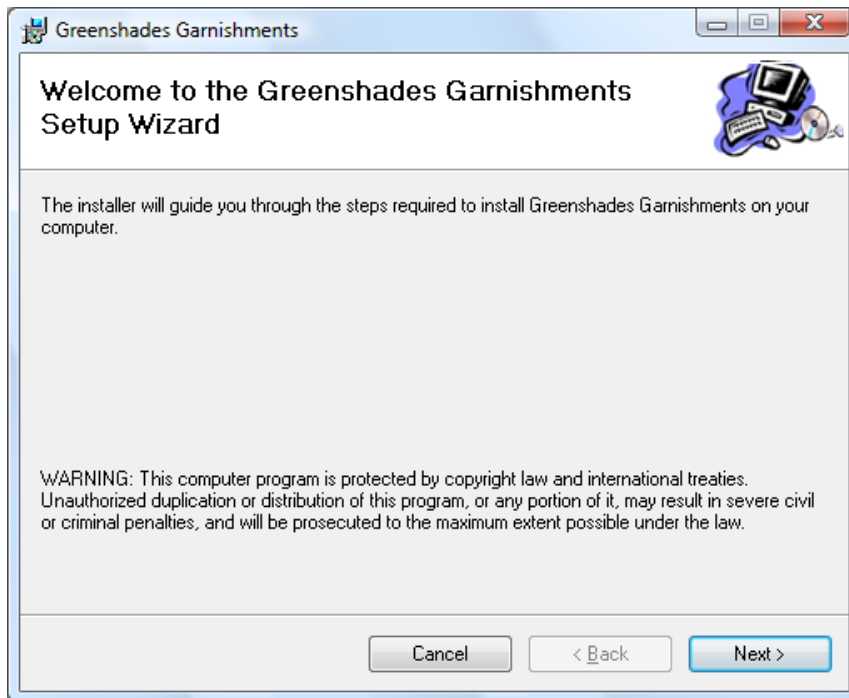
The most recent Garnishments installation file is available on our website at <http://www.greenshades.com/pub/downloads/garnishmentssetup.msi>. When you select the download link you will need to Open, Run, or Save the installation file.

If you select Open or Run the installation file will automatically launch. If you Save the installation file you will need to double-click on the installation file to launch the installation wizard.



## 3.2. Step 2 – Welcome to the Setup Wizard

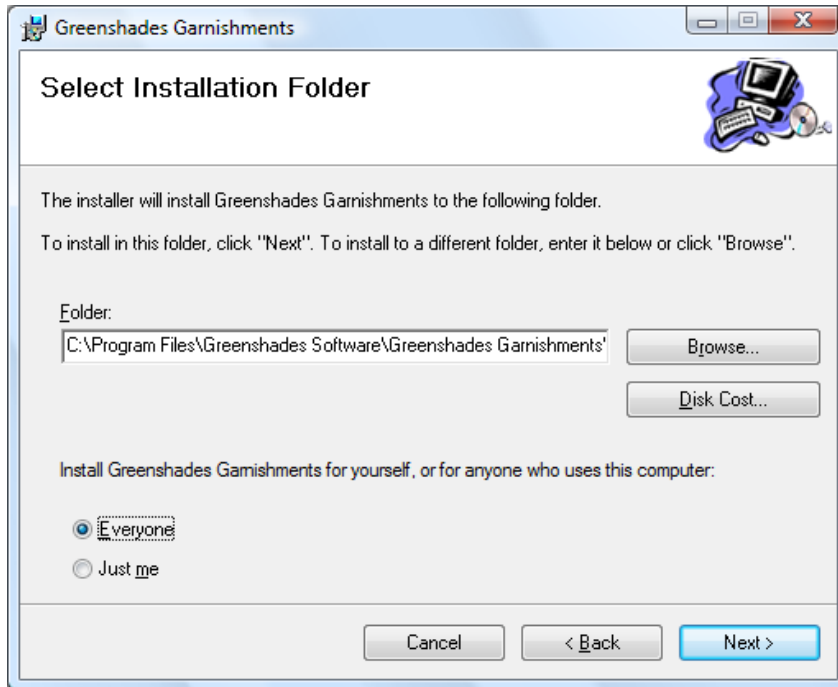
The first screen in the setup wizard is a welcome screen.



To continue through the setup wizard, click Next.

### 3.3. Step 3 – Select the Install Folder

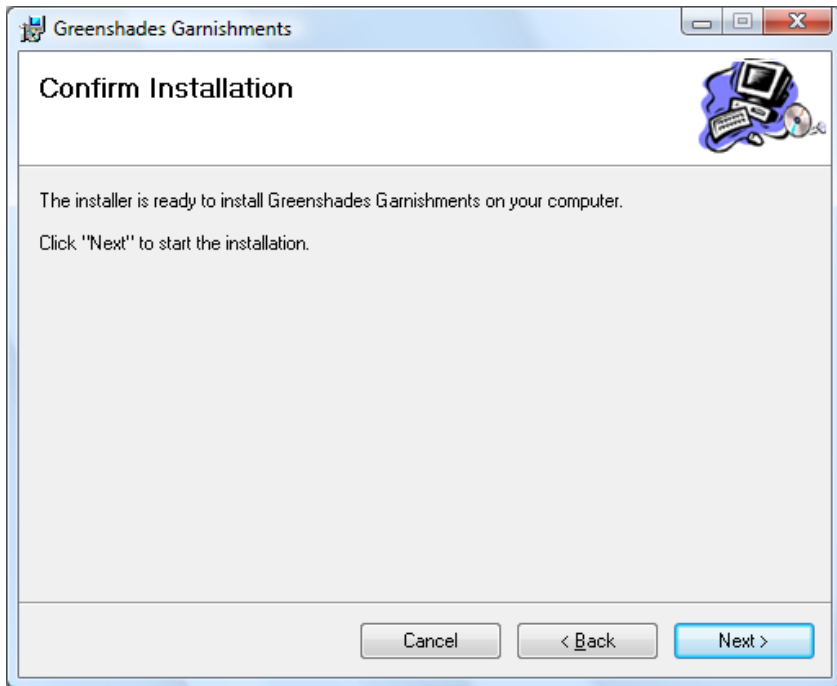
The default location for Greenshades Garnishments is C:\Program Files\Greenshades Software\Greenshades Garnishments. Although we recommend using the default installation location you can change this location by clicking the Browse option.



To continue through the setup wizard, click Next.

### 3.4. Step 4 – Confirm Installation

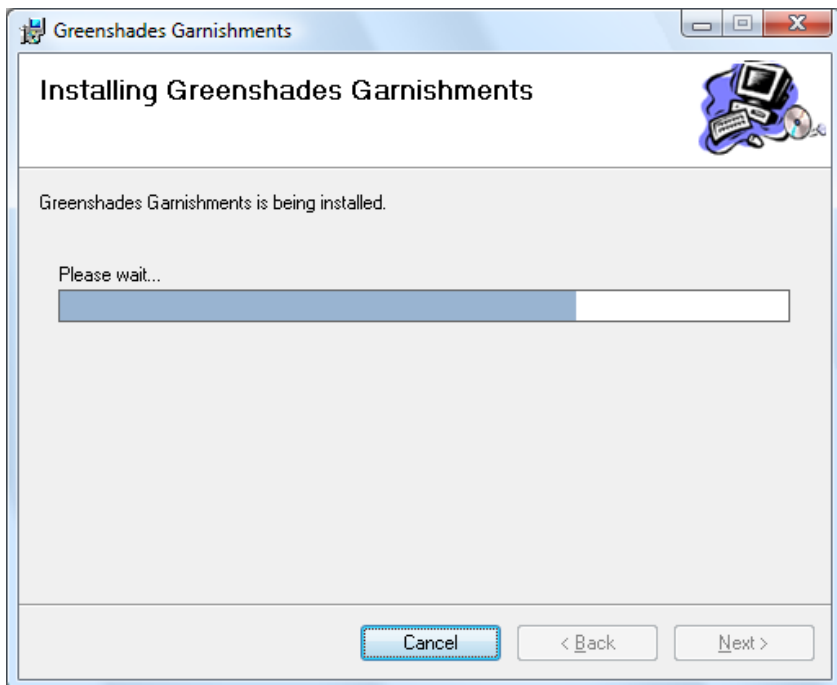
This step is only to ensure that you are ready for installation.



To continue through the setup wizard, click Next.

### 3.5. Step 5 – Start the installation process

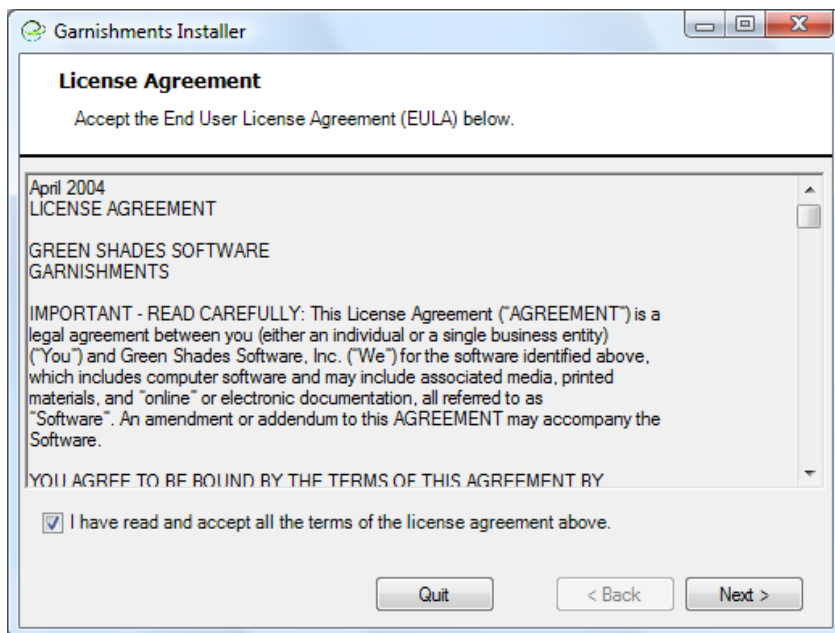
During this step the necessary files for Greenshades Garnishments are being installed. This step may take a couple of minutes.



To start the installation and continue through the setup wizard, click Next.

### 3.6. Step 6 – License Agreement

You should carefully read the Greenshades Garnishments license agreement before completing the installation. Once you have reviewed the license agreement, you need to check the 'I have read and accept all the terms of the license agreement above' box before continuing with the setup wizard.



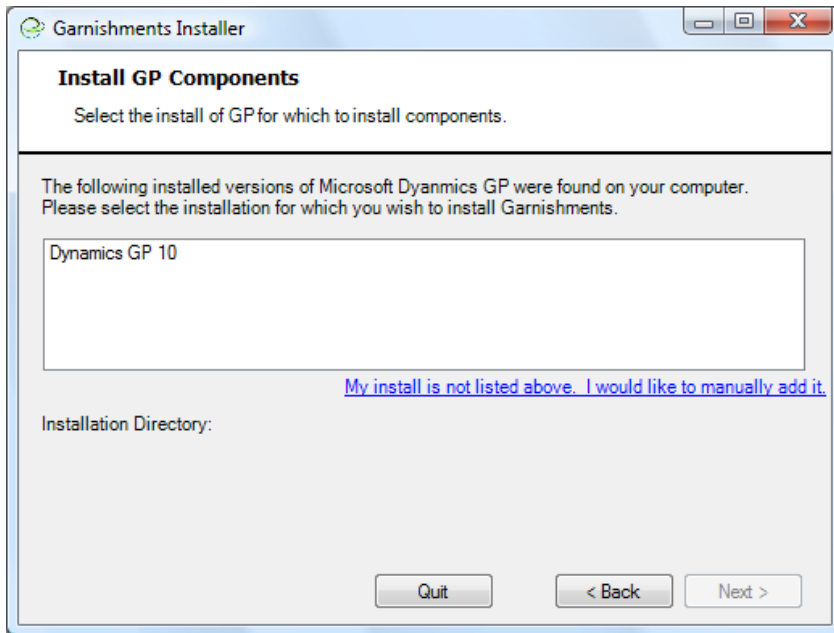
To continue through the setup wizard, click Next.

### 3.7. Step 7 – Confirm your Accounting Package

Greenshades will automatically try to detect your accounting package. If you see the correct accounting package listed, select the appropriate package.

If you do not see the correct accounting package listed, click the Add Package button. This will bring up a separate window where you will need to find the location of your accounting package.





Also, ensure that the Dynamics GP installation directory is correct at the bottom of the screen before continuing.

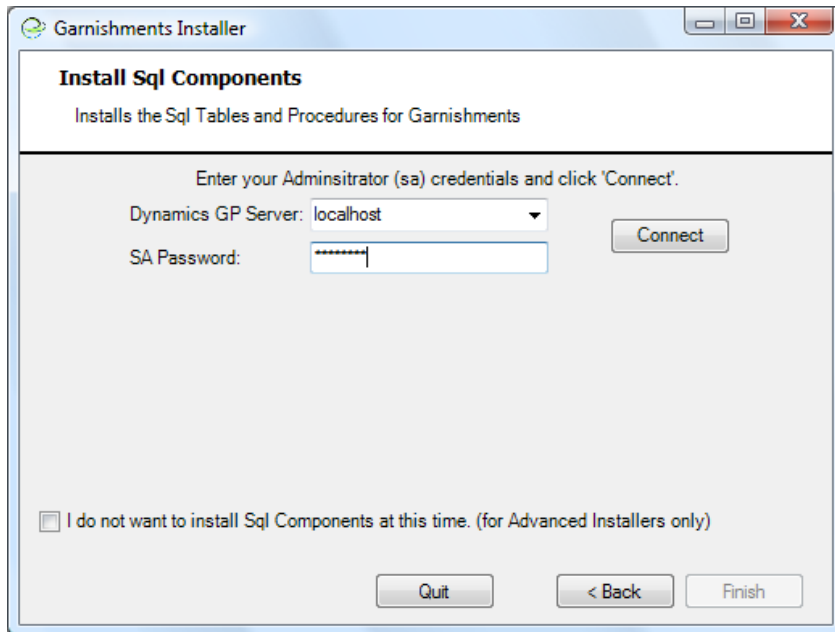
To continue through the setup wizard, click Next.

### **3.8. Step 8 – Enter Dynamics GP Information**

At this step, you will be prompted to provide your Dynamics GP Server information. To install the SQL tables you must either select or type in the appropriate server name and SA password.

The server name is your Dynamics GP server machine name. If you are unsure of your Dynamics GP server machine name you can check it by going to Start > Control Panel > Administrative Tools > Data Source (ODBC) > User DSN tab.

When prompted for the SA or Administrator password, please enter your System Administration password for Great Plains. If you are unsure of the correct password please check with your IT/IS department or payroll controller. Greenshades Support does not have your SA password.

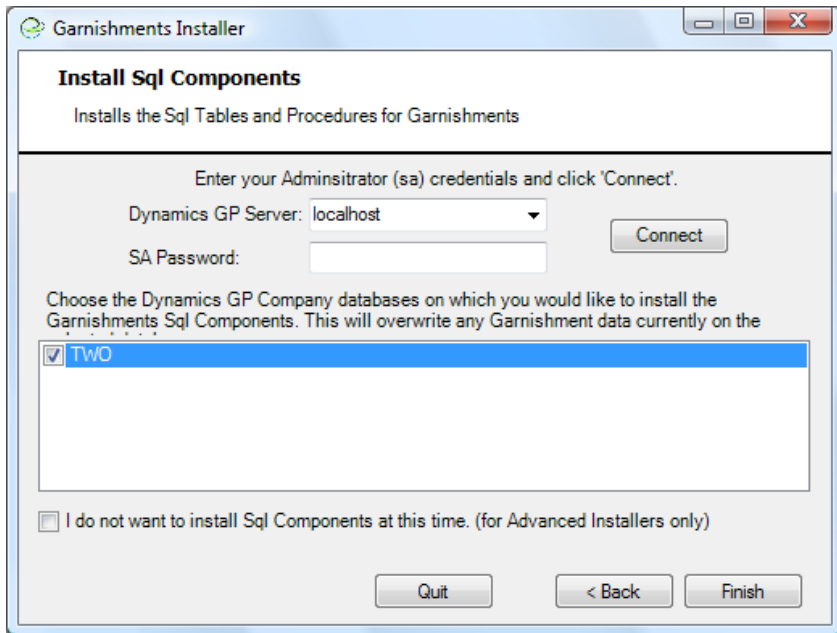


To continue through the setup wizard, click Next.

### 3.9. Step 9 – Company Setup

In order to use Greenshades Garnishments you must install necessary SQL tables. A list of databases will automatically populate, based on the SQL server you selected on the previous screen. To install the SQL tables you will need to check the boxes next to company databases that you plan on using Greenshades Garnishments with.

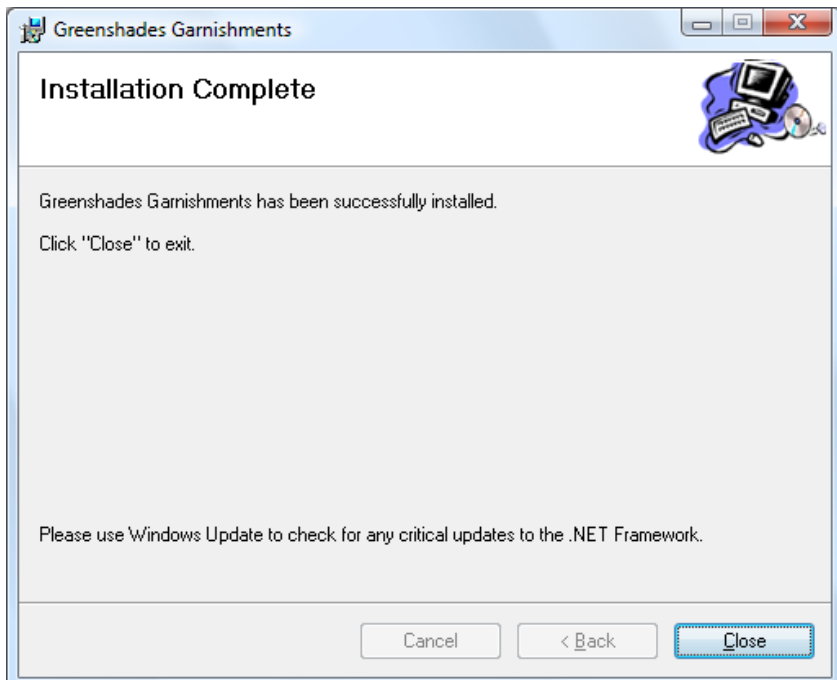
To install the SQL tables check the appropriate boxes and click Process. Then to continue through the setup wizard, click Next.



If you have previously installed the SQL tables for Greenshades Garnishments, do not check the boxes to recreate the tables or click Process. Simply click Next without processing any databases. If you recreate the SQL tables you will lose any mapping with the product you have already completed.

### 3.10. Step 10 – Installation Complete

Congratulations you have successfully installed Greenshades Garnishments!



To exit the setup wizard, click Close.

## 4. Launching Greenshades Garnishments

Greenshades Garnishments can be accessed through Dynamics GP by navigating from the top bar menu through Cards > Payroll > Garnishments.

For more information on using Greenshades Garnishments please refer to the [Greenshades Garnishments User Guide](#) available on our website.

## 5. Important Notes

All Greenshades Garnishment users need read, write, and modify access to the Greenshades Software directory and all sub-directories. Also, Greenshades Garnishment users need read/write access to the Greenshades section of the Windows Registry (Computer\HKEY\_Local\_Machine\Software\Greenshades). If Greenshades Garnishments was installed on a Citrix or Terminal Services machine then the user must be granted the appropriate operating system permissions on that server.

## 6. Proxy Server and Firewall Troubleshooting Steps

Greenshades Software uses an Internet technology called web services to connect to a Greenshades web server for registration, downloading updates, and other purposes. Some of our clients have firewalls or proxy servers at their site that are preventing this registration from completing successfully. If you are receiving errors about your connection to Greenshades' servers or your firewall while using Greenshades Garnishments, please view the Proxy Guide located here: <http://www.greenshades.com/pub/downloads/documentation/firewallguide.pdf>

## 7. Frequently Asked Questions

Here we have provided some of our most commonly asked questions.

### 7.1. How can I get live support?

Live support comes with Greenshades Software. You can access Greenshades Support online at: <http://www.Greenshades.com/MyGreenshades>. You can also send an email directly to support at: [support@greenshades.com](mailto:support@greenshades.com). Finally, you can also call support at 888-255-3815 extension 700.

### 7.2. How do I know I am installing the most recent version of the MSI?

Whenever we release updates we create an updated GarnishmentsSetup.msi file on our website. To ensure you are installing the most recent version of Greenshades Garnishments always make sure to download the msi file from our website.

### 7.3. What is my registration key?

Your registration key is available on your personalized MyGreenshades webportal at <http://www.greenshades.com/mygreenshades>. At MyGreenshades, you can retrieve registration keys, view invoices, get technical support, and much more. Once you are issued a registration key it should never change, regardless of enhancement payments or upgrades to your accounting package.

If you have the Greenshades Center and Greenshades Garnishments, you will use the same registration key for both products.

### 7.4. I upgraded to a new version of Dynamics, what do I need to do for Greenshades?

You will need to uninstall and reinstall Greenshades Garnishments whenever you complete an upgrade to ensure that you get the correct files for your new version. After your upgrade is complete, please contact Greenshades Support so that we may update your accounting package information on our registration servers.

As you complete the installation, **do not** recreate the SQL tables as you will lose any garnishment mappings you have setup.



## **7.5. Client feedback:**

Was this guide helpful to you? We would love to hear your feedback. Was there something else that you feel should have been included? We will do our best to accommodate you! Did this guide make your task easier? Make our day and let us know! Please send all feedback to [support@greenshades.com](mailto:support@greenshades.com).

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