



NEWSLETTER

APRIL 2021

RECENT SOFTWARE DEVELOPMENTS

MICROSOFT HAS DISCONTINUED SUPPORT FOR THE WINDOWS 7 (WIN7) OPERATING SYSTEM AS OF JANUARY 2020

- Many businesses are upgrading their computers to Windows 10. (WIN10)
- OilPro™ V3.2 or *older* OilPro™ Software, and especially Integration Software (with Dealer Management Systems) need to be updated for compatibility with WIN10.
- All OilPro™ updates (including WIN10 compatibility) are INCLUDED in the new OilPro™ **GREEN** Upgrade and Support package. (enquire [here](#))

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OLD VERSIONS OF OILPRO™ SOFTWARE

- Many customers still have old, previous versions OilPro™ Software installed. (some dating back pre-2010).
- The latest OilPro™ upgrades (available in the **GREEN** package) provide a way (an upgrade path) to extend the lifetime of the OilPro™ equipment and software, instead of necessitating spend on new equipment.

NEW VERSIONS DEALER MANAGEMENT SYSTEMS

Some of the Dealer Management Systems, for example Kerridge, have upgraded their integration software and are starting to roll out these changes in South Africa. Their OilPro™ Software (Integration) has to be updated to ensure compatibility with the changes made by the DMS companies.

The **GREEN** package includes this capability.

ABOUT THE NEW OILPRO™ GREEN UPGRADE AND SUPPORT PACKAGE

- When you buy new OilPro™ Version 3.5 software (with any new OilPro™ Oil Management System), the **GREEN** package is included for a year.
- After a year, the V3.5 OilPro™ software will *carry on working*, and the **GREEN** package is optionally renewable. The customer is under no obligation to buy the **GREEN** package for another period, although that would be advantageous for them.
- If a customer needs to upgrade to Version 3.5 OilPro™ software, the only cost involved is the **GREEN** package, valid for a year. Thereafter the V3.5 upgraded OilPro™ Software will carry on working and the customer can choose whether to renew the **GREEN** package for a further period.
- No OilPro™ software users with older OilPro™ software versions are obliged to purchase the OilPro™ **GREEN** software support and upgrade package.
- The **GREEN** package includes all fixes, upgrades and compatibilities, to ensure that the OilPro™ software works with relevant new technologies.

Enquire [here](#). Request brochure [here](#).

SUPPORT & UPGRADE

OilPro



SUPPORT & UPGRADE



GREEN OilPro™ Software Upgrade & Support Package:



Includes:

**R4995
PER YEAR**

- ☐ Priority software assistance via email, phone or WhatsApp, usually same day.
- ☐ 2x Free software assistance sessions (max 2 hours each) via TeamViewer.

Thereafter R500 per instance.

- ☐ Support regarding integration (with your Dealer Management Software) –

Evolve, Kerridge and Automate.

- ☐ 2 x Scheduled clean-ups and check-ups.
- ☐ Access to latest software enhancements.
- ☐ Electronic User Guide / How-to guides



Required if you will be running OilPro software on Windows 10 operating system.

SCENARIOS



1 CUSTOMER HAS NEW COMPUTERS RUNNING WIN10. OILPRO™ SOFTWARE MUST BE RE-INSTALLED.

- Unless the customer is already on OilPro™ software version 3.2.95 up to Version 3.5 we advise that they purchase the **GREEN** package which includes all the current updates and any further updates that may be needed for a year. (plus support).
- The customer could re-install their previous version OilPro™ software, but we do not guarantee that it will be compatible with their new computer setup.
- We will not support or troubleshoot pre-V3.4 issues on WIN10 computers as these have been resolved with V3.4 and V3.5 in the **GREEN** package upgrades.

SCENARIOS



2 CUSTOMER HAS NEW COMPUTERS RUNNING WIN10. OILPRO™ SOFTWARE AND INTEGRATION SOFTWARE MUST BE RE-INSTALLED

- For integration software to work on a WIN10 computer, they must upgrade to the latest version of OilPro™ software.
- WIN10 will block the integration process on previous versions.
- Re-installation of (previously bought) integration software is not included in the **GREEN** package. (Support regarding Integration issues is). To re-install Integration software requires the involvement of the Dealer Management System consultants and entails getting two independent products to be configured to work together correctly.
- We will not support or troubleshoot pre-V3.4 issues on WIN10 computers, as issues have been resolved with V3.4 and V3.5 in the **GREEN** package upgrades.

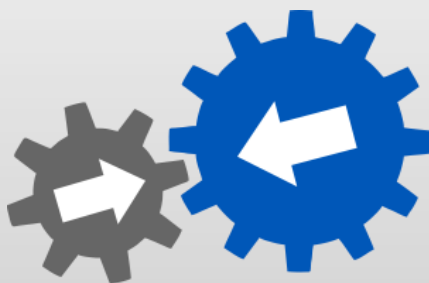
SCENARIOS



3

CUSTOMER HAS NEW COMPUTERS RUNNING WIN7. OILPRO™ SOFTWARE AND/OR INTEGRATION SOFTWARE MUST BE RE-INSTALLED

- Customer could re-install their previous version OilPro™ software.
- If Integration software (previously bought) has to be re-installed, there is a cost involved. Enquire [here](#).
- To re-install Integration software requires the involvement of the Dealer Management System consultants and entails getting two independent products to be configured to work together correctly.



	WIN 7	WIN10
OilPro TM Software full compatibility	Version 3.5 Version 3.4 Version 3.2.95 Selected Previous	Version 3.4 Version 3.5
Integration Software full compatibility	Version 3.5 Version 3.4 Version 3.2.95 Selected Previous	Version 3.4 Version 3.5

TRAINING

OILPRO™ SOFTWARE TRAINING OPTIONS

- The OilPro™ software itself is user-friendly with step-by-step instructions.
- The OilPro™ Software manual explains operations step-by-step. If lost, the electronic version may be ordered [here](#) @ R200. (available FREE on the OilPro™ **GREEN** Upgrade and Support Package.)
- Priority OilPro™ software [support](#) is available on the **GREEN** package, via email, phone and WhatsApp.
- On-site OilPro™ software training is not usually offered. Please request a quote, stating how many users need training, if you prefer this option.

For more information about OilPro™ software training, email info@oilpro.co.za

