

Gear Jammers

User

Documentation

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User

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User Manual

Introduction

Thank you for choosing Gear Jammers Return Merchandise Authorization (RMA) software system. With this system, users can track and manage customer return requests with three different types of operators: administrators, RMA return analysts, and engineers.

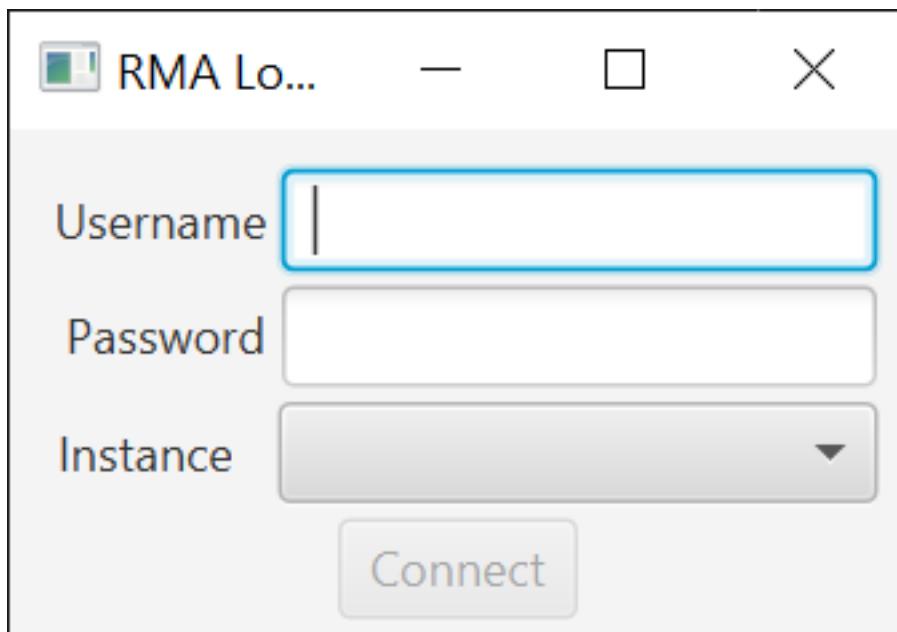
User Role Types

Users in the administrators, also known as admins, group would be team leads or managers, who have full access to all input fields, and can create, modify, and delete RMA requests.

Analysts is the second role type, and these users would be front-line workers that handle entering and processing customer return requests and have access to all fields except the Engineering Evaluation. They can create, modify, and delete RMA requests.

Finally, the engineer's role is meant for the technical team that physically repair and inspect returns and report their findings. These users are unable to create or delete requests and can only modify the Engineering Evaluation field in RMA requests.

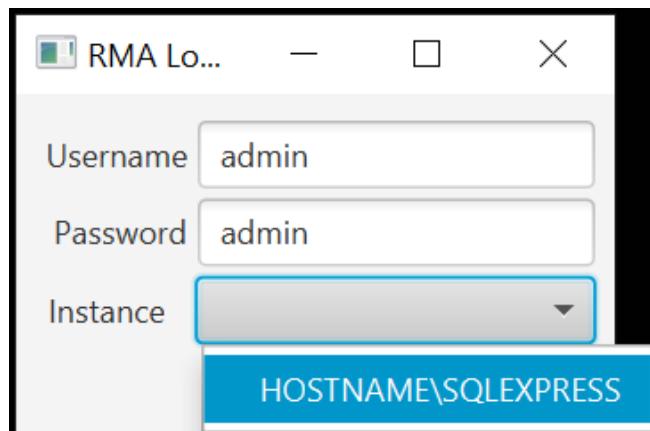
Login



On the RMA Login screen, decide which of the three user roles to log in as:

- **Admins:** username "admin", password "admin".
- **Analysts:** username "analyst", password "analyst".
- **Engineers:** username "engineer", password "engineer".

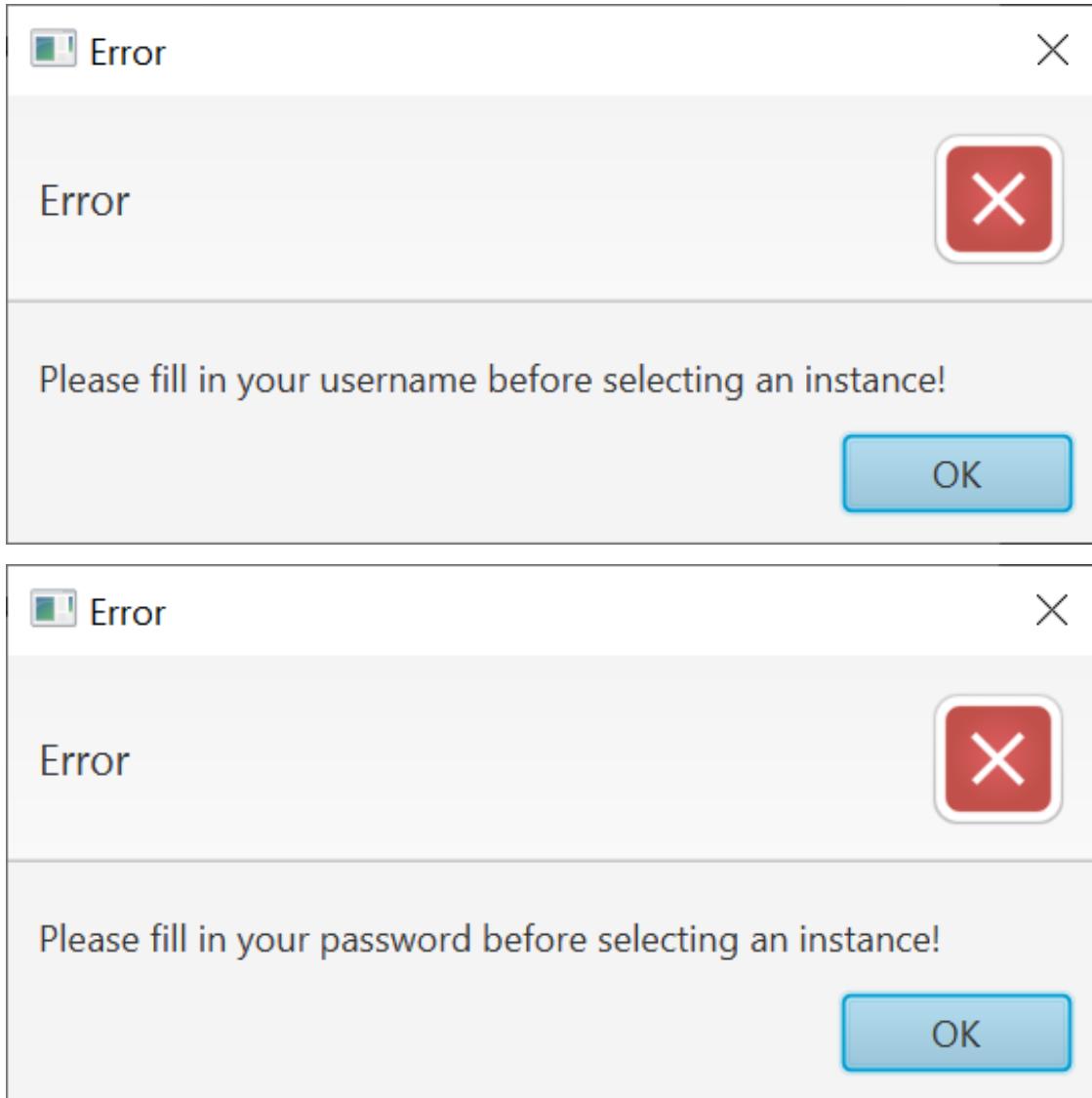
After entering the username and password, the Instance dropdown will be available for selection, where a list of SQL Server instances on the network, assuming they have SQL Browser Service running and able to listen for requests, will appear:



Note that "HOSTNAME" would be the name of the computer or server where the SQL Server instance is installed.

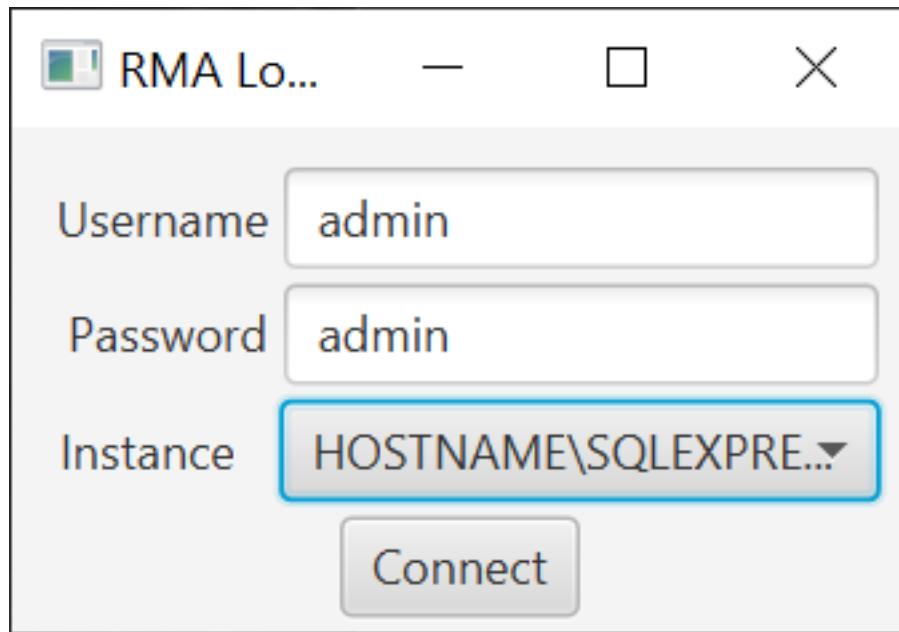
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If attempting to select the Instance before filling in username or password, one of the following pop-ups will appear:



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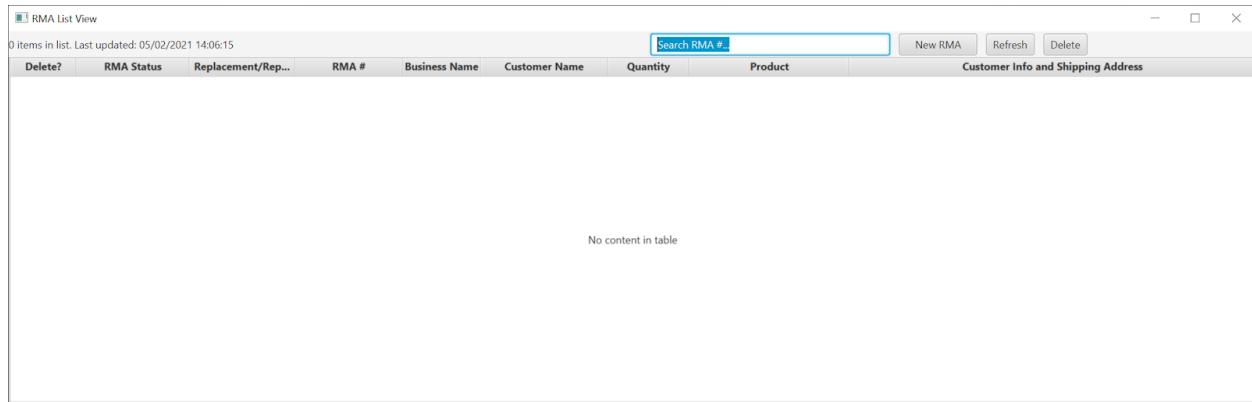
After selecting the instance, the “Connect” button is enabled, and the user can now attempt to connect to the instance where the RMA database is installed.



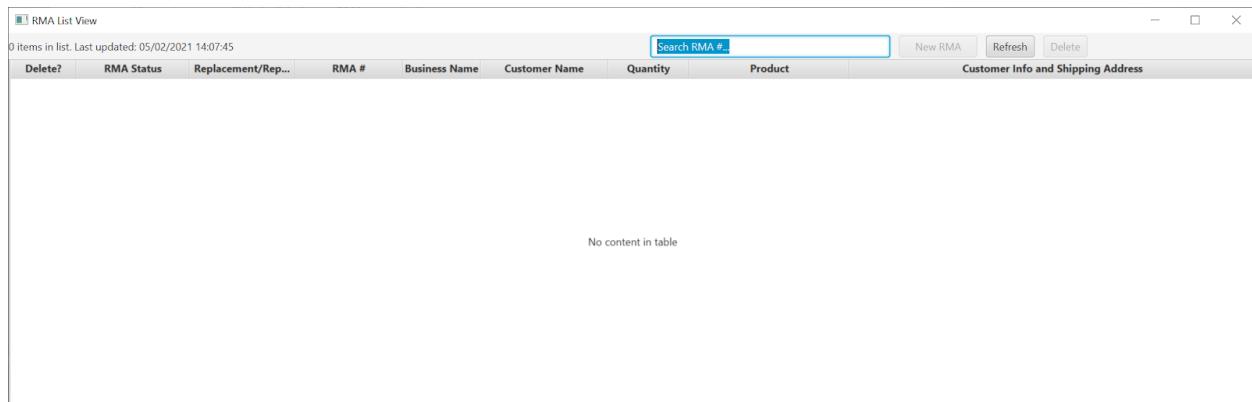
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RMA List View (main screen)

The main screen, called RMA List View, appears on successful login, where there is a list of open RMA requests, if any exist. There are currently not any open RMA requests in the following screenshot:

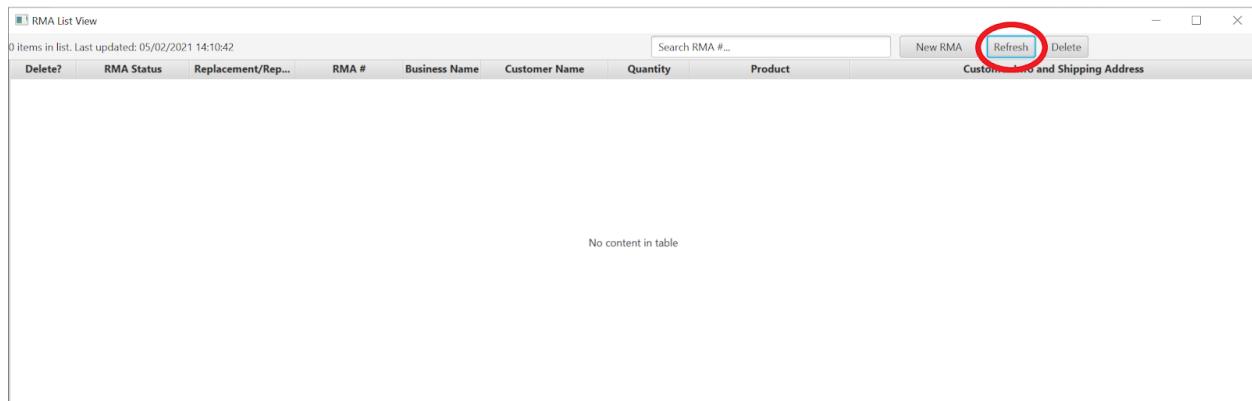


If the user is part of engineers, the screen will look like the following, where the "New RMA" and "Delete" buttons are disabled:



Check for new RMA Requests/Refreshing the List

To check if any new RMAs have appeared, select the "Refresh" button.



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Here, we created a new RMA request to demonstrate what it would look like with a request in the list:

RMA List View								
Delete?	RMA Status	Replacement/Rep...	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Shipping Address
<input type="checkbox"/>	Diagnose		0	George's Corner Store	Big Food Inc.	3	Food, Apple	Big Food Inc. George's Corner Store 63 S Mission Rd Eastborough Sedgwick KS 67207 United States of America Phone: 621-187-3888
<input type="checkbox"/>								

Deleting an RMA Request

Note that an RMA request may only be deleted if the user is a part of admins or analysts.

To delete a request, first select the RMA(s) for deletion in the “Delete?” column. One or more RMAs may be selected for deletion. In the following screenshot, only one RMA has been selected out of the two for deletion:

RMA List View								
Delete?	RMA Status	Replacement/Rep...	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Shipping Address
<input checked="" type="checkbox"/>	Diagnose		0	George's Corner Store	Big Food Inc.	3	Food, Apple	Big Food Inc. George's Corner Store 63 S Mission Rd Eastborough Sedgwick KS 67207 United States of America Phone: 621-187-3888
<input type="checkbox"/>	Diagnose		1	Open Box Mart	Everything Inc.	2	Kitchen, Fork	Everything Inc. Open Box Mart 100 W 100 S 200 N 350 E Redmond Sevier UT 84652 United States of America Phone: 122-345-6789

To clear the list of selected RMAs for deletion, simply select the “Refresh” button.

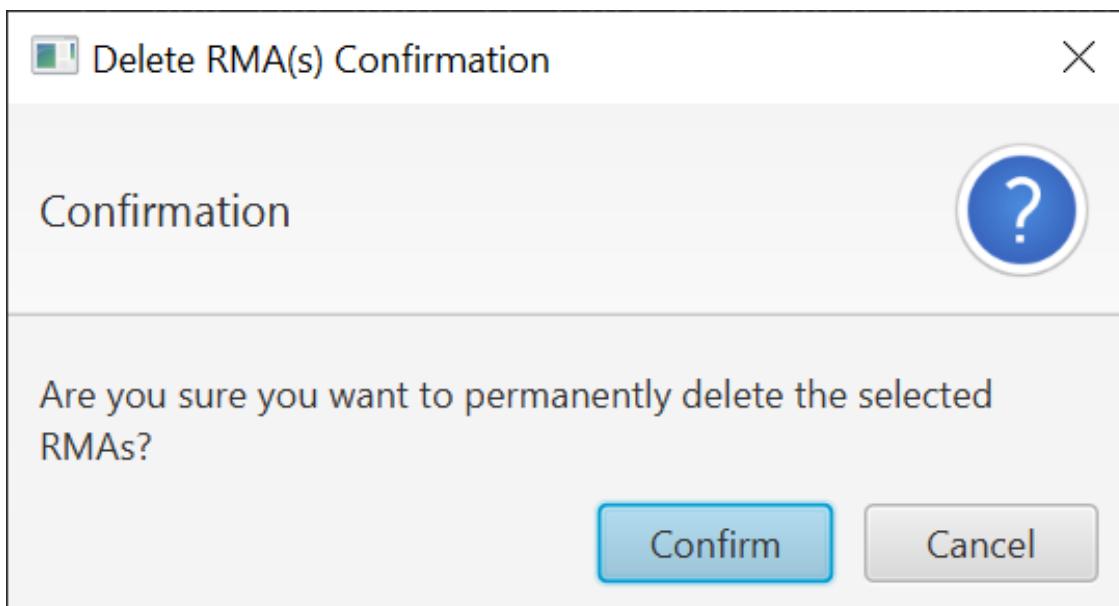
To delete the RMA request, first select the “Delete” button...

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RMA List View
2 items in list. Last updated: 05/02/2021 14:16:08

Delete?	RMA Status	Replacement/Repair Sent?	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Shipping Address
<input type="checkbox"/>	Diagnose	<input type="checkbox"/>	0	George's Corner Store	Big Food Inc.	3	Food, Apple	Big Food Inc. George's Corner Store 63 S Mission Rd Eastborough Sedgwick KS 67207 United States of America Phone: 621-187-3888
<input checked="" type="checkbox"/>	Diagnose	<input type="checkbox"/>	1	Open Box Mart	Everything Inc.	2	Kitchen, Fork	Everything Inc. Open Box Mart 100 W 100 S 200 N 350 E Redmond Sevier UT 84652 United States of America Phone: 122-345-6789

This will cause the resulting pop-up to display, asking if the user is sure they want to delete the selected RMAs:



Upon clicking "Confirm", the selected RMAs will be deleted from the database and the list will be refreshed, such as in the following image:

RMA List View
1 items in list. Last updated: 05/02/2021 14:39:37

Delete?	RMA Status	Replacement/Repair Sent?	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Ship...
<input type="checkbox"/>	Diagnose	<input type="checkbox"/>	1	Open Box Mart	Everything Inc.	2	Kitchen, Fork	Everything Inc. Open Box Mart 100 W 100 S 200 N 350 E Redmond Sevier UT 84652 United States of America Phone: 122-345-6789

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Searching RMA Requests by RMA

All users are able to search the list of open RMAs by RMA # (also referred to as RMA ID). To do so, simply replace the “Search RMA #...” text in the Search box with the start of or the exact match of the RMA identifier:

Delete?	RMA Status	Replacement/Repair Sent?	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Ship...
<input type="checkbox"/>	Dropped at Shop	<input type="checkbox"/>	2	Matt's Mini-Mart	Big Food Inc.	3	Kitchen, Pan	Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd Door 2 Hopkinton Merrimack NH 03229 United States of America Phone: 603-584-8662 Fax: 487-568-9855
<input type="checkbox"/>	Dropped at Shop	<input type="checkbox"/>	3	Matt's Mini-Mart	Big Food Inc.	3	Kitchen, Pan	Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd Door 2 Hopkinton Merrimack NH 03229 United States of America

For instance, searching for RMA ID “3” in the list will filter the list above to only show RMA IDs that begin with and exactly match “3”:

Delete?	RMA Status	Replacement/Repair Sent?	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Ship...
<input type="checkbox"/>	Dropped at Shop	<input type="checkbox"/>	3	Matt's Mini-Mart	Big Food Inc.	3	Kitchen, Pan	Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd Door 2 Hopkinton Merrimack NH 03229 United States of America Phone: 603-584-8662 Fax: 487-568-9855

Note that closed RMA requests will not appear.

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New RMA Requests

Upon clicking the “New RMA” button on the main screen as either an analyst or admin, the New RMA screen comes up, which is used to submit a new RMA request into the system.

The screenshot shows the "New RMA" window with the following sections:

- Information**: Contains fields for RMA # (disabled), Customer Name (dropdown, highlighted in blue), Business Name (dropdown), P. O. Number (dropdown), Owner (dropdown), Return Reason Code (dropdown), Credit, Replace, Repair? (dropdown), RMA Status (dropdown), and Additional Info/Special Instructions (text area).
- Product Information (Only 1 product per RMA#)**: Contains fields for Product (dropdown), Quantity (text box with value 0), and Return Label Tracking # (text area).
- Product Evaluation**: Contains a large text area for Initial Evaluation.
- Product Disposition**: Contains fields for Disposition (dropdown) and Disposition Notes (text area).
- Replacement Information**: Contains fields for Replacement/Repair Product Tracking # (text area), a checkbox for Replacement/Repair Product Ship?, and Replacement/Repair Product Ship Date (text area with calendar icon).

At the bottom are three buttons: Save, Save & Close, and Cancel.

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Customer Name, Business Name, P.O. Number, and Product Dropdowns

The “Business Name”, “P.O. Number”, and “Product” fields are disabled at the beginning, as seen in the above screenshot. This is because the available businesses are dependent on the chosen customers, and the available P.O. Numbers are dependent on the chosen business. Likewise, the available products to choose from are dependent on the chosen P.O. Number.

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Populating the Shipping Address

Upon selecting the business, the “Shipping Address” field will auto-populate:

The screenshot shows the 'New RMA' application window with the following details:

- Information Section:**
 - RMA # (disabled input field)
 - Owner (disabled input field)
 - *Customer Name: Big Food Inc.
 - *Business Name: Matt's Mini-Mart (highlighted with a blue border)
 - *P. O. Number (disabled input field)
 - *Return Reason Code (disabled input field)
 - *Credit, Replace, Repair? (disabled input field)
 - *RMA Status (disabled input field)
 - Shipping Address: Big Food Inc.
Matt's Mini-Mart
2263 Gage Hill Rd
 - Additional Info/Special Instructions (empty text area)
- Product Information (Only 1 product per RMA#) Section:**
 - *Product (disabled input field)
 - *Quantity: 0
 - Return Label Tracking #: (disabled input field)
- Product Evaluation Section:**
 - Initial Evaluation (empty text area)
- Product Disposition Section:**
 - Disposition (disabled input field)
 - Disposition Notes (empty text area)
- Replacement Information Section:**
 - Replacement/Repair Product Tracking # (disabled input field)
 - Replacement/Repair Product Ship?
 - Replacement/Repair Product Ship Date (disabled input field)
- Action Buttons:**
 - Save
 - Save & Close
 - Cancel

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Quantity

The “Quantity” field only accepts positive integers and does not accept any input beyond the numbers 0 through 9:

Information

RMA #	Owner
*Customer Name Big Food Inc.	*Return Reason Code
*Business Name Matt's Mini-Mart	*Credit, Replace, Repair?
*P. O. Number 458695345	*RMA Status
Shipping Address Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd	Additional Info/Special Instructions

Product Information (Only 1 product per RMA#)

*Product Kitchen, Knife	*Quantity 65
Return Label Tracking #	

Product Evaluation

Initial Evaluation

Product Disposition

Disposition	Disposition Notes
-------------	-------------------

Replacement Information

Replacement/Repair Product Tracking #	<input type="checkbox"/> Replacement/Repair Product Ship?
Replacement/Repair Product Ship Date	

Action Buttons

- Save
- Save & Close
- Cancel

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“Credit” Option Under “Credit, Replace, Repair?” and Replacement Information Section

Selecting the “Credit” option in the “Credit, Replace Repair?” dropdown causes the fields under the “Replacement Information section to clear and disable:

Information

RMA #

*Customer Name: Big Food Inc.

*Business Name: Matt's Mini-Mart

*P. O. Number: 458695345

Shipping Address:
Big Food Inc.
Matt's Mini-Mart
2263 Gage Hill Rd

Owner

*Return Reason Code

*Credit, Replace, Repair?: Credit

*RMA Status

Additional Info/Special Instructions

Product Information (Only 1 product per RMA#)

*Product: Kitchen, Knife

*Quantity: 65

Return Label Tracking #

Product Evaluation

Initial Evaluation

Product Disposition

Disposition

Disposition Notes

Replacement Information

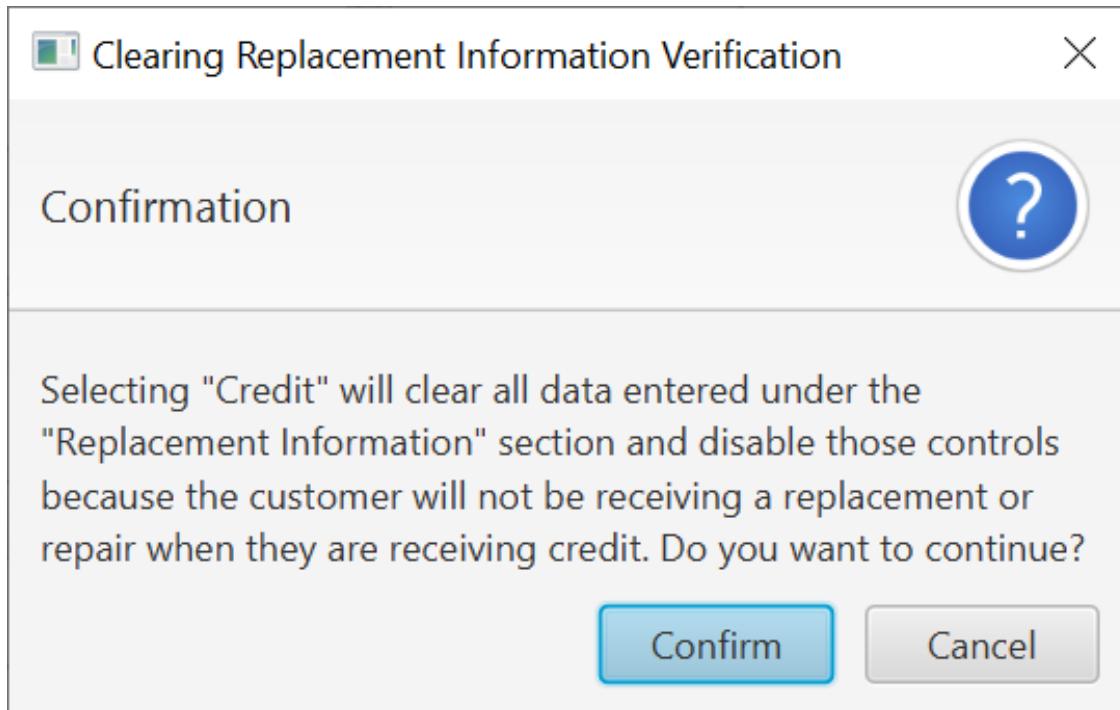
Replacement/Repair Product Tracking #

Replacement/Repair Product Ship?

Replacement/Repair Product Ship Date

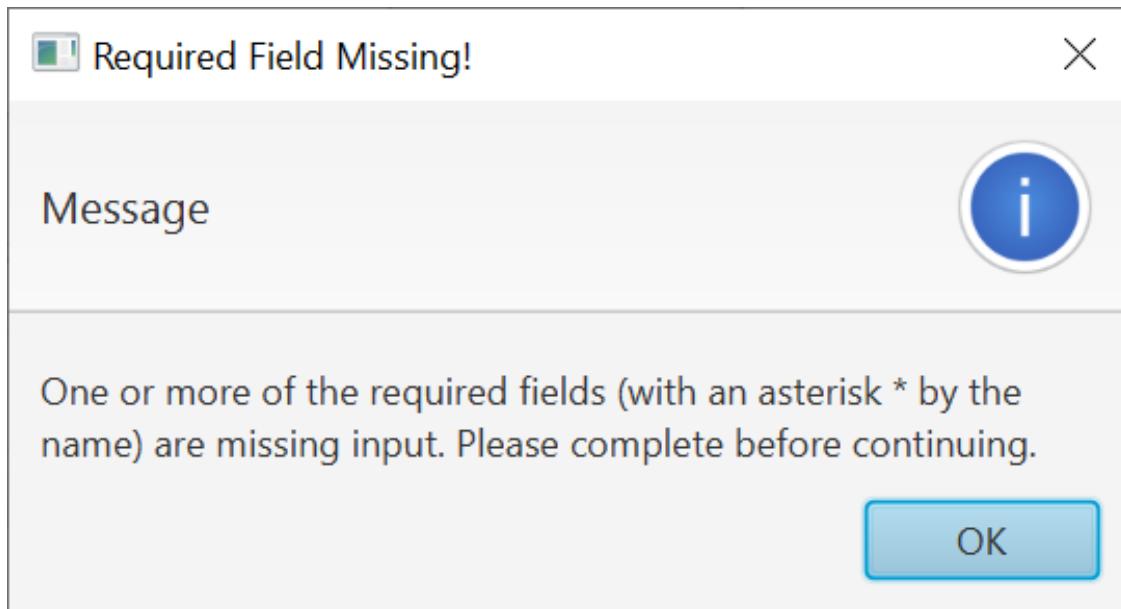
Save Save & Close Cancel

If any of the fields under "Replacement Information" are filled in when selecting "Credit", the following pop-up will appear that informs the user that the fields will be cleared because they are not needed when the customer is receiving a credit, and will ask before continuing:



Required Fields

Forgetting to populate the "Customer Name", "Business Name", "P.O. Number", "Return Reason Code", "Credit Replace Repair?", "RMA Status", "Product", or "Quantity" required fields upon saving will result in the following pop-up:

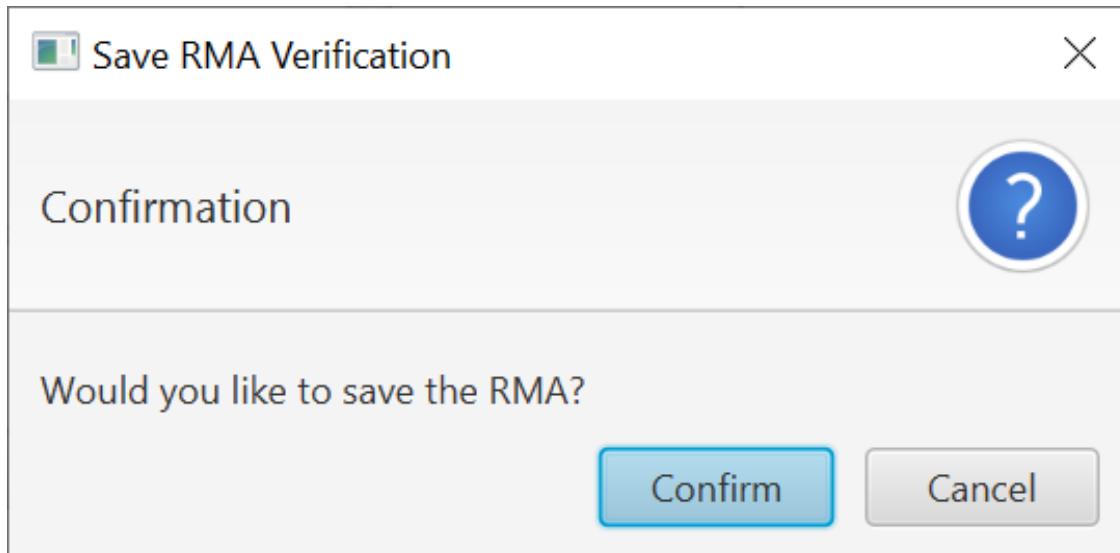


Save, Save & Close, and Cancel Buttons

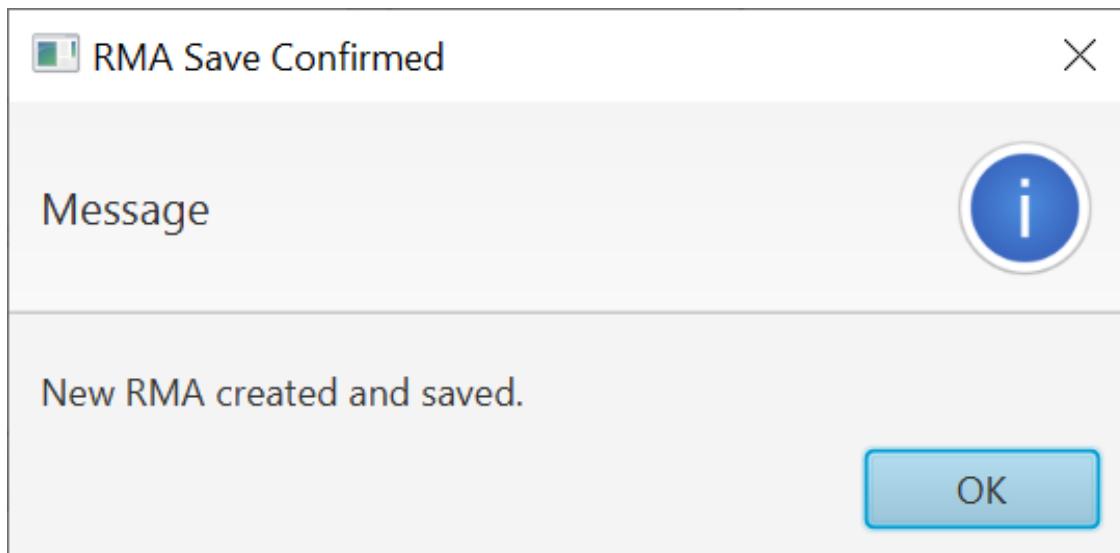
Save Button

The “Save” button at the bottom of the form is used to save the form to the database and then continue creating another RMA using the same information, such as when two or more products from the same purchase order need to be entered, or dealing with the same customer or business as part of a series of returns.

When selecting the “Save” button, the following pop-up will appear:



After clicking “Confirm”, the following pop-up will show to inform that the RMA was saved successfully:



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Furthermore, at the top of the New RMA form, the RMA # and the Owner of the RMA request will be populated. The Owner defaults to the username that created the request.

Information

RMA # 2	Owner admin
*Customer Name Big Food Inc.	Return Reason Code BROKEN-RET Damaged-Replace when returned
*Business Name Matt's Mini-Mart	*Credit, Replace, Repair? Credit
*P. O. Number 458695345	*RMA Status Dropped at Shop
Shipping Address Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd	Additional Info/Special Instructions

Product Information (Only 1 product per RMA#)

*Product Kitchen, Pan	*Quantity 3
Return Label Tracking #	

Product Evaluation

Initial Evaluation

Product Disposition

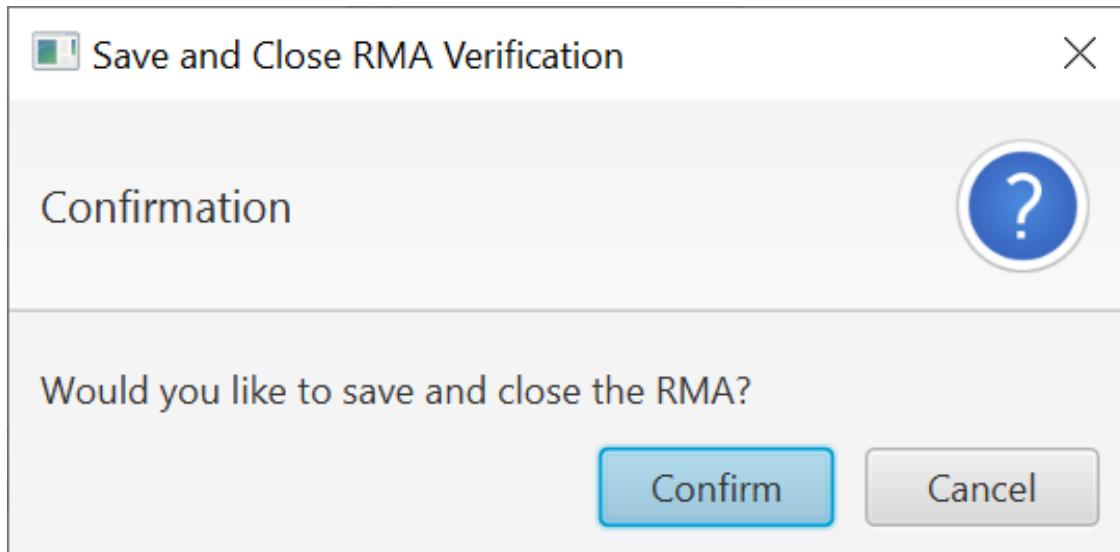
Disposition	Disposition Notes
-------------	-------------------

Replacement Information

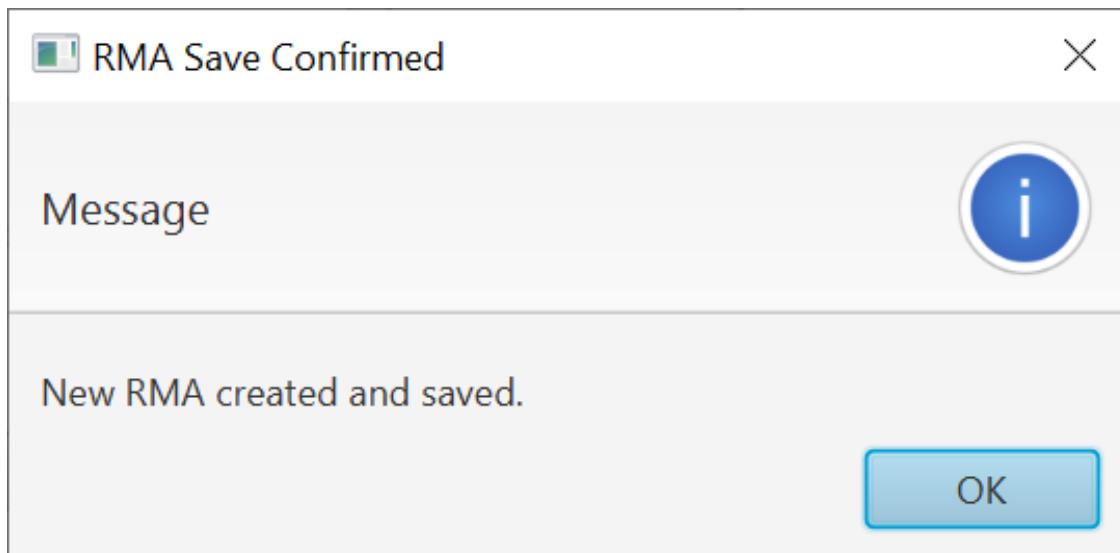
Replacement/Repair Product Tracking #	<input type="checkbox"/> Replacement/Repair Product Ship?
Replacement/Repair Product Ship Date	
<input type="button" value="Save"/> <input type="button" value="Save & Close"/> <input type="button" value="Cancel"/>	

Save & Close Button

The “Save & Close” button is used when creating a single RMA request without needing to create any additional requests involving the same information. It also displays a pop-up to verify before saving, and also closing, the New RMA form:



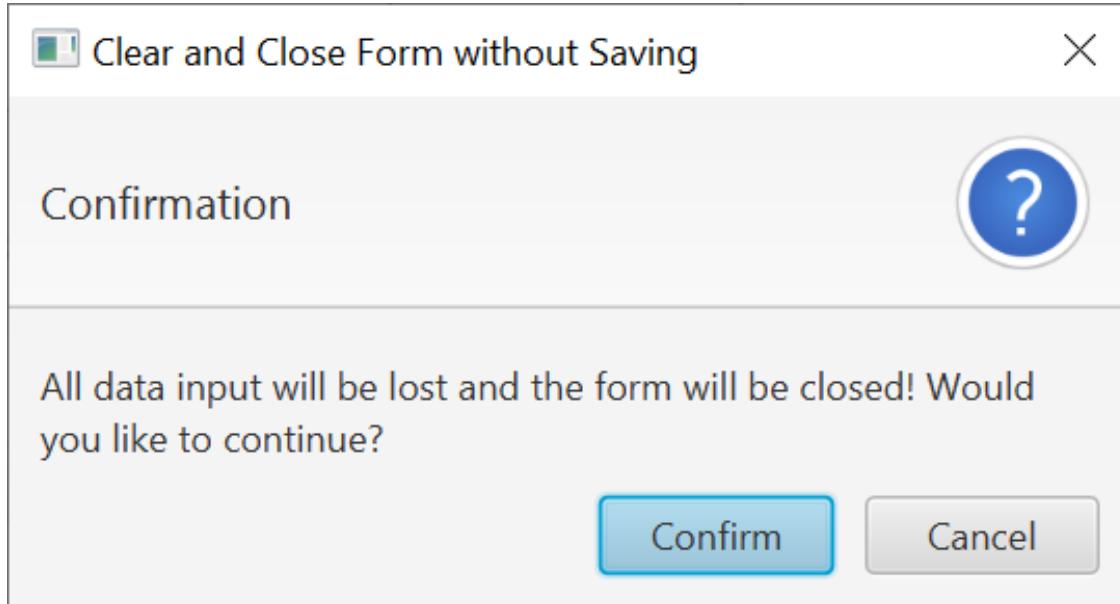
After selecting “Confirm”, the following pop-up appears to notify that the RMA was successfully saved to the database:



After selecting “OK” here, the New RMA form will close.

Cancel Button

The “Cancel” button is used to close out of the New RMA form without saving its contents. After selecting the “Cancel” button, the following pop-up appears:



After selecting “Confirm”, the New RMA form will close and the main screen will appear.

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RMA Details

To view and modify an RMA's details, double-click an RMA request in the table list on the RMA List View screen:

RMA List View								
			Search RMA #...		New RMA	Refresh	Delete	
Delete?	RMA Status	Replacement/Repair Sent?	RMA #	Business Name	Customer Name	Quantity	Product	Customer Info and Ship...
<input type="checkbox"/>	Diagnose	<input type="checkbox"/>	1	Open Box Mart	Everything Inc.	2	Kitchen, Fork	Everything Inc. Open Box Mart 100 W 100 S 200 N 350 E Redmond Sevier UT 84652 United States of America Phone: 122-345-6789
<input type="checkbox"/>	Dropped at Shop	<input type="checkbox"/>	2	Matt's Mini-Mart	Big Food Inc.	3	Kitchen, Pan	Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd Door 2 Hopkinton Merrimack NH 03229 United States of America Phone: 603-584-8662

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RMA Details

Information

RMA #	1	*Owner	admin
*Customer Name	Everything Inc.	*RMA Status	Diagnose
*Business Name	Open Box Mart	*Credit, Replace, Repair	Replace
Age In Days	0	*Return Reason Code	BROKEN-RET Damaged-Replace when returned
Shipping Address		Additional Info/Special instructions	
Everything Inc. Open Box Mart 100 W 100 S 200 N 350 E		<input type="button" value="Edit"/>	
Last Modified By		Created By	
admin, 2021-05-02T14:16:07.390		admin, 2021-05-02T14:16:07.453	

Product Information (Only 1 product per RMA#)

*product	*Quantity
Kitchen, Fork	2
*Return Label Tracking #	<input type="button" value="Edit"/>

Product Evaluation

*Initial Evaluation	<input type="button" value="Edit"/>
*Engineering Evaluation	<input type="button" value="Edit"/>

Product Disposition

*Disposition	*Disposition Notes
<input type="button" value="Edit"/>	<input type="button" value="Edit"/>

Replacement Detail

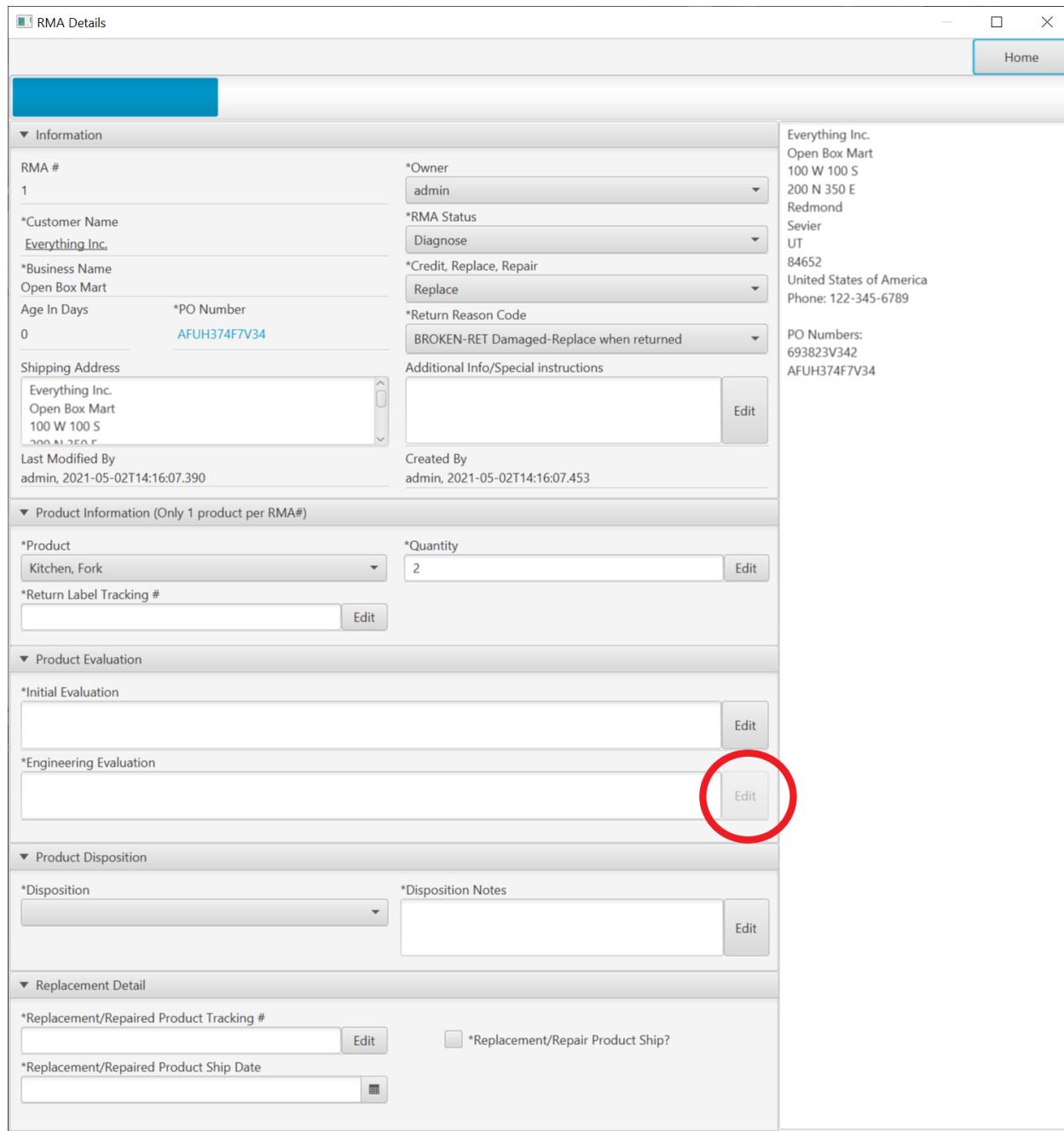
*Replacement/Repaired Product Tracking #	<input type="button" value="Edit"/>	<input type="checkbox"/> *Replacement/Repair Product Ship?
*Replacement/Repaired Product Ship Date	<input type="button" value="Edit"/>	

Everything Inc.
Open Box Mart
100 W 100 S
200 N 350 E
Redmond
Sevier
UT
84652
United States of America
Phone: 122-345-6789

PO Numbers:
693823V342
AFUH374F7V34

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Analysts will see the screen in the same way, except the “Edit” button next to the “Engineering Evaluation” field will be disabled:



The screenshot shows the 'RMA Details' screen with the following details:

- Information Section:**
 - RMA #: 1
 - *Owner: admin
 - *RMA Status: Diagnose
 - *Credit, Replace, Repair: Replace
 - *Return Reason Code: BROKEN-RET Damaged-Replace when returned
 - Additional Info/Special instructions: (empty)
- Shipping Address:** Everything Inc., Open Box Mart, 100 W 100 S, 200 N 350 E
- Last Modified By:** admin, 2021-05-02T14:16:07.390
- Created By:** admin, 2021-05-02T14:16:07.453
- Product Information (Only 1 product per RMA#):**
 - *Product: Kitchen, Fork
 - *Quantity: 2
 - *Return Label Tracking #: (empty)
- Product Evaluation:**
 - *Initial Evaluation: (empty)
 - *Engineering Evaluation: (empty) **(This field has an 'Edit' button circled in red.)**
- Product Disposition:**
 - *Disposition: (empty)
 - *Disposition Notes: (empty)
- Replacement Detail:**
 - *Replacement/Repaired Product Tracking #: (empty)
 - *Replacement/Repair Product Ship?:
 - *Replacement/Repaired Product Ship Date: (empty)

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Engineers will only have the “Engineering Evaluation” “Edit” button available (the dropdowns and “Replacement/Repaired Product Ship Date” appear enabled for readability purposes and are not modifiable) :

The screenshot shows the "RMA Details" window with the following fields:

- Information:**
 - RMA #: 1
 - *Customer Name: Everything Inc.
 - *Business Name: Open Box Mart
 - Age In Days: 0
 - *PO Number: AFUH374F7V34
 - Shipping Address: Everything Inc.
Open Box Mart
100 W 100 S
 - Last Modified By: admin, 2021-05-02T14:16:07.390
 - Created By: admin, 2021-05-02T14:16:07.453
- Product Information (Only 1 product per RMA#):**
 - *Product: Kitchen, Fork
 - *Quantity: 2
 - *Return Label Tracking #: (empty)
- Product Evaluation:**
 - *Initial Evaluation: (empty)
 - *Engineering Evaluation: (empty)
- Product Disposition:**
 - *Disposition: (dropdown menu)
 - *Disposition Notes: (text area)
- Replacement Detail:**
 - *Replacement/Repaired Product Tracking #: (text input)
 - *Replacement/Repair Product Ship?: (checkbox)
 - *Replacement/Repaired Product Ship Date: (date input)

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Customer Name and PO Number Hyperlinks

Selecting the hyperlinks under "Customer Name" and "PO Number" will display additional information in the right-hand pane. The "Customer Name" information shows there on opening by default.

Customer name:

The screenshot shows the 'RMA Details' application interface. On the left, there's a form with various fields like RMA #, Customer Name, Business Name, Age In Days, PO Number, Shipping Address, and Product Information. A 'Customer Name' field is highlighted with a dashed blue border. On the right, a sidebar displays detailed information for 'Big Food Inc.' including address, phone number, fax number, and PO numbers. The 'Customer Name' section in the sidebar is expanded, showing the full company details.

Information	
RMA #	2
*Customer Name	Big Food Inc.
*Business Name	Matt's Mini-Mart
Age In Days	0
*PO Number	458695345
Shipping Address	
Big Food Inc. Matt's Mini-Mart 2263 Gage Hill Rd Door 2	
Last Modified By admin, 2021-05-02T17:03:14.993	
Product Information (Only 1 product per RMA#)	
*product	Kitchen, Pan
*Return Label Tracking #	Edit
Product Evaluation	
Initial Evaluation	
Engineering Evaluation	
Product Disposition	
*Disposition	Edit
Disposition Notes	
Replacement Detail	

Big Food Inc.
Matt's Mini-Mart
2263 Gage Hill Rd
Door 2
Hopkinton
Merrimack
NH
03229
United States of America
Phone: 603-584-8662
Fax: 487-568-9855

PO Numbers:
[458695345](#)
[PO3A23FE](#)

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PO Number:

The screenshot shows the 'RMA Details' window with the following data:

Information

- RMA #: 2
- *Customer Name: Big Food Inc.
- *Business Name: Matt's Mini-Mart
- Age In Days: 0
- *PO Number: 458695345
- *Owner: admin
- *RMA Status: Dropped at Shop
- *Credit, Replace, Repair: Credit
- *Return Reason Code: BROKEN-RET Damaged-Replace when returned
- Shipping Address: Big Food Inc.
Matt's Mini-Mart
2263 Gage Hill Rd
Door 2
- Created By: admin, 2021-05-02T17:03:14.993

Product Information (Only 1 product per RMA#)

- *Product: Kitchen, Pan
- *Quantity: 3
- *Return Label Tracking #: (empty)

Product Evaluation

- *Initial Evaluation: (empty)
- *Engineering Evaluation: (empty)

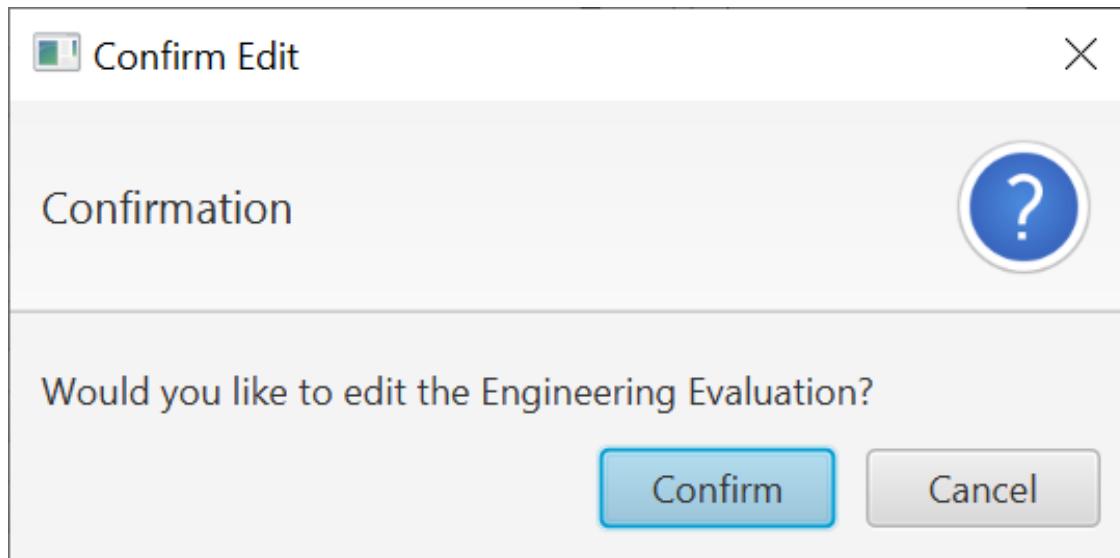
Product Disposition

- *Disposition: (dropdown menu)
- *Disposition Notes: (text area)

Replacement Detail

Edit/Save Buttons

Modifying a field with an “Edit” button next to it first requires selecting the “Edit” button, which will bring up the following pop-up to verify editing the field before enabling it for editing:



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After selecting "Confirm", the field will be able to have text entered into it, and the "Edit" button will turn into a "Save" button; in addition, all the other fields will become disabled to prevent modifying while editing the field:

The screenshot shows the 'RMA Details' application window. At the top right are standard window controls: minimize, maximize, and close. A 'Home' button is also present.

Information Section:

- RMA #:** 1
- *Customer Name:** Everything Inc.
- *Business Name:** Open Box Mart
- Age In Days:** 0
- *PO Number:** AFUH374F7V34
- Shipping Address:** Everything Inc.
Open Box Mart
100 W 100 S
- Last Modified By:** admin, 2021-05-02T14:16:07.390
- Owner:** admin
- *RMA Status:** Diagnose
- *Credit, Replace, Repair:** Replace
- *Return Reason Code:** BROKEN-RET Damaged-Replace when returned
- Additional Info/Special instructions:** (Empty text area)
- Created By:** admin, 2021-05-02T14:16:07.453

Product Information (Only 1 product per RMA#):

- *Product:** Kitchen, Fork
- *Quantity:** 2
- *Return Label Tracking #:** (Empty text area)

Product Evaluation Section:

- *Initial Evaluation:** (Empty text area)
- *Engineering Evaluation:** test

Product Disposition Section:

- *Disposition:** (Dropdown menu)
- *Disposition Notes:** (Empty text area)

Replacement Detail Section:

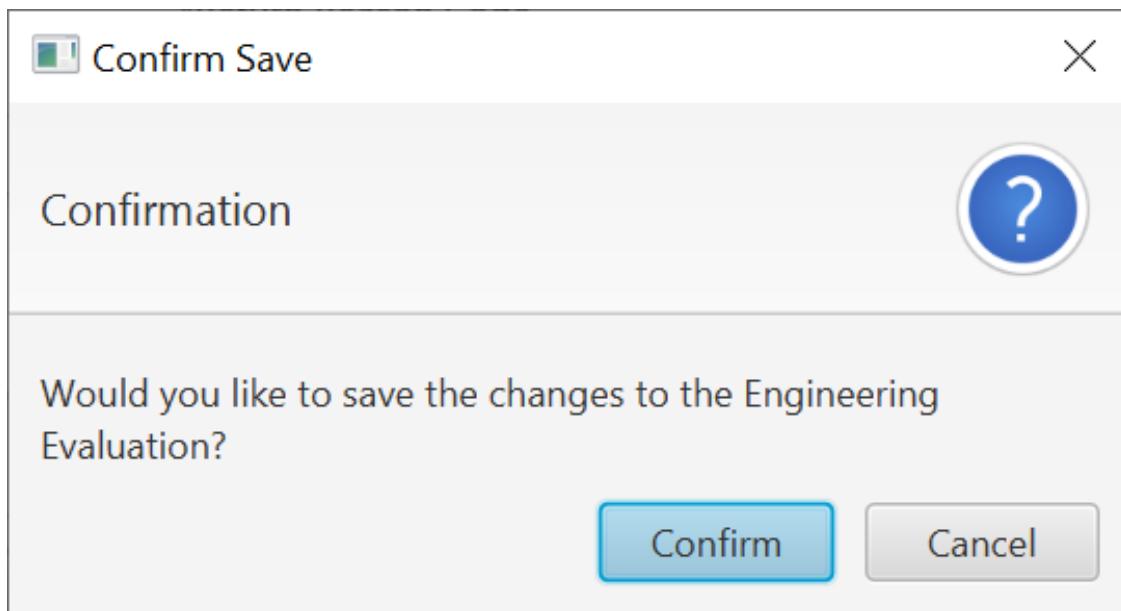
- *Replacement/Repaired Product Tracking #:** (Empty text area)
- *Replacement/Repair Product Ship?**:
- *Replacement/Repaired Product Ship Date:** (Empty date picker)

Right-hand sidebar:

- Everything Inc.
Open Box Mart
100 W 100 S
200 N 350 E
Redmond
Sevier
UT
84652
United States of America
Phone: 122-345-6789
- PO Numbers:
693823V342
AFUH374F7V34

Gear Jammers – User Documentation

After satisfied with the change, selecting the “Save” button will bring up the following pop-up, asking the user if it is okay to save:



After selecting “Confirm”, the changes will be saved to the database and the “Last Modified” details will be updated with the user’s information and time.

Gear Jammers – User Documentation

RMA Details

Information

RMA #	1	*Owner	admin
*Customer Name	Everything Inc.	*RMA Status	Diagnose
*Business Name	Open Box Mart	*Credit, Replace, Repair	Replace
Age In Days	0	*Return Reason Code	BROKEN-RET Damaged-Replace when returned
Shipping Address		Additional Info/Special instructions	
Everything Inc. Open Box Mart 100 W 100 S Redmond Sevier UT 84652 United States of America Phone: 122-345-6789		PO Numbers: 693823V342 AFUH374F7V34	
Last Modified By admin, 2021-05-02T18:35:27.287740100		Created By admin, 2021-05-02T14:16:07.453	

Product Information (Only 1 product per RMA#)

*product	*Quantity
Kitchen, Fork	2
*Return Label Tracking #	Edit

Product Evaluation

*Initial Evaluation	Edit
*Engineering Evaluation	Edit

Product Disposition

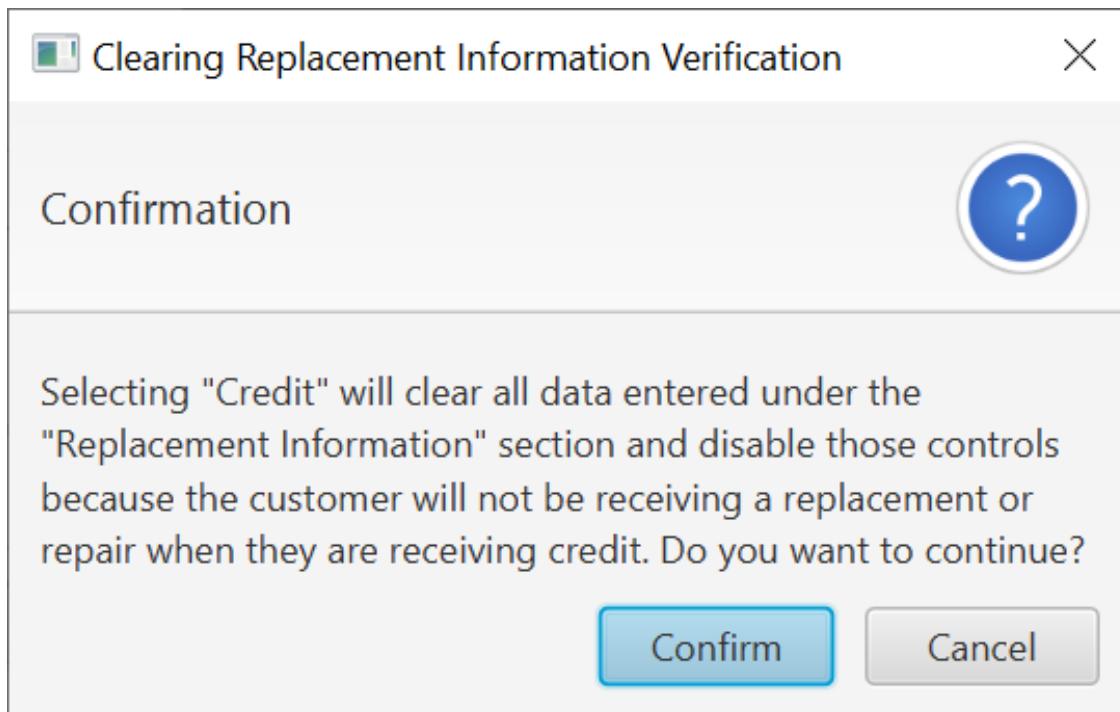
*Disposition	*Disposition Notes
--------------	--------------------

Replacement Detail

*Replacement/Repaired Product Tracking #	Edit	<input type="checkbox"/> *Replacement/Repair Product Ship?
*Replacement/Repaired Product Ship Date		

"Credit" Option Under "Credit, Replace, Repair?" and Replacement Information Section

Similar to the New RMA form, selecting the "Credit" option in the "Credit, Replace Repair?" dropdown causes the fields under the "Replacement Information" section to clear and disable. If there is nothing in the fields, the section will close up and become disabled; furthermore, the RMA Progress bar at the top will update to not include the section when calculating RMA completion. However, if a field is not empty in the section, a pop-up will appear asking the user if they agree to clearing the section out before doing so because it is not needed when giving a Credit:



Gear Jammers – User Documentation

Here is the form after selecting “Credit”; notice the change in the RMA Progress bar:

The screenshot shows the 'RMA Details' form with the following details:

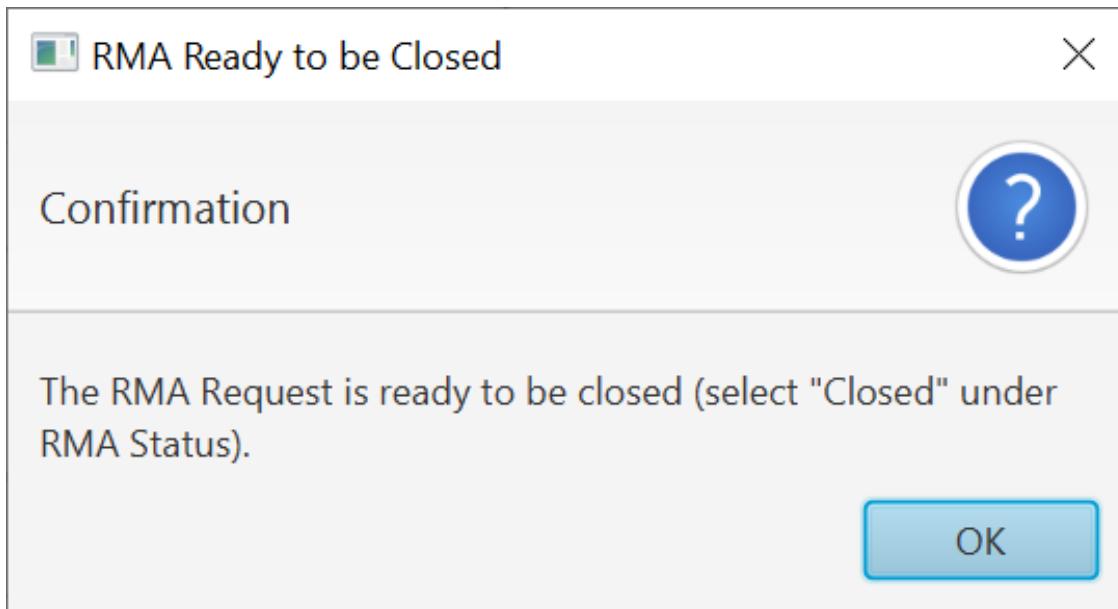
- RMA #:** 1
- *Customer Name:** Everything Inc.
- *Business Name:** Open Box Mart
- Age In Days:** 0
- *PO Number:** AFUH374F7V34
- *RMA Status:** Diagnose (highlighted)
- *Credit, Replace, Repair:** Credit (highlighted)
- *Return Reason Code:** BROKEN-RET Damaged-Replace when returned
- Shipping Address:** Everything Inc.
Open Box Mart
100 W 100 S
200 N 350 E
- Created By:** admin, 2021-05-02T18:42:53.396935100
- Last Modified By:** admin, 2021-05-02T18:42:53.396935100
- Product Information (Only 1 product per RMA#):**
 - *Product:** Kitchen, Fork
 - *Quantity:** 2
- *Return Label Tracking #:** (empty field)
- Product Evaluation:**
 - *Initial Evaluation:** (empty field)
 - *Engineering Evaluation:** test
- Product Disposition:**
 - *Disposition:** (dropdown menu)
 - *Disposition Notes:** (empty field)
- Replacement Detail:** (empty field)

On the right side of the form, there is a sidebar with the following information:

- Everything Inc.**
Open Box Mart
100 W 100 S
200 N 350 E
Redmond
Sevier
UT
84652
United States of America
Phone: 122-345-6789
- PO Numbers:**
693823V342
AFUH374F7V34

RMA Progress and Completion

As the RMA's required fields are filled out or cleared, the RMA progress bar will fill up or decrease as appropriate. When full, the following message will display to notify that the RMA is ready to be closed:



Gear Jammers – User Documentation

RMA Details

Information

RMA #	1	*Owner	admin
*Customer Name	Everything Inc.	*RMA Status	Diagnose
*Business Name	Open Box Mart	*Credit, Replace, Repair	Credit
Age In Days	0	*Return Reason Code	BROKEN-RET Damaged-Replace when returned
		Additional Info/Special instructions	<input type="text"/>
		Created By	admin, 2021-05-02T14:16:07.453

Product Information (Only 1 product per RMA#)

*product	*Quantity
Kitchen, Fork	2
*Return Label Tracking #	<input type="text"/> test

Product Evaluation

*Initial Evaluation	<input type="text"/> test
*Engineering Evaluation	<input type="text"/> test

Product Disposition

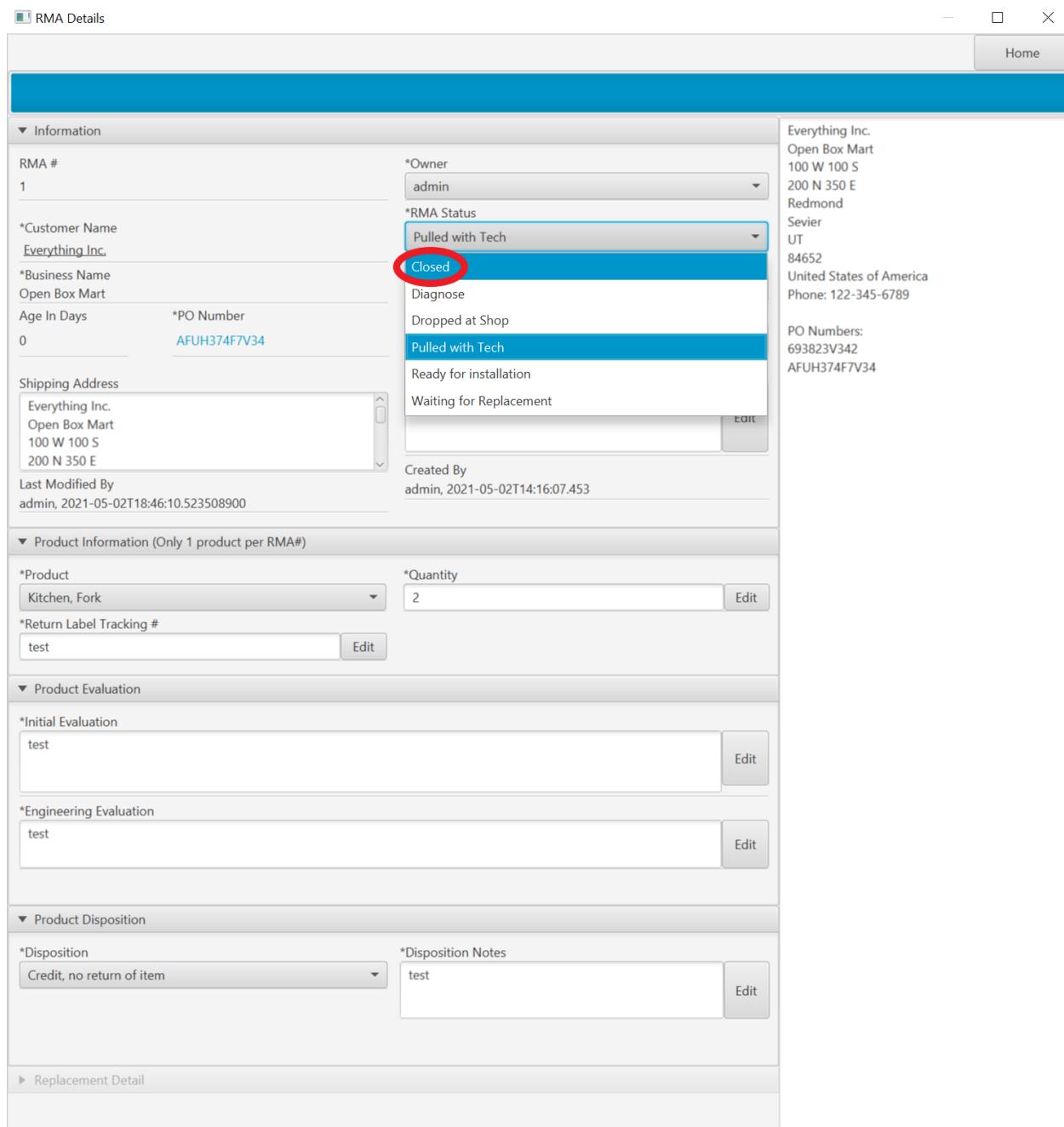
*Disposition	*Disposition Notes
Credit, no return of item	<input type="text"/> test

Replacement Detail

Gear Jammers – User Documentation

Closing an RMA Request

To close an RMA request, select the “Closed” option under “RMA Status”:



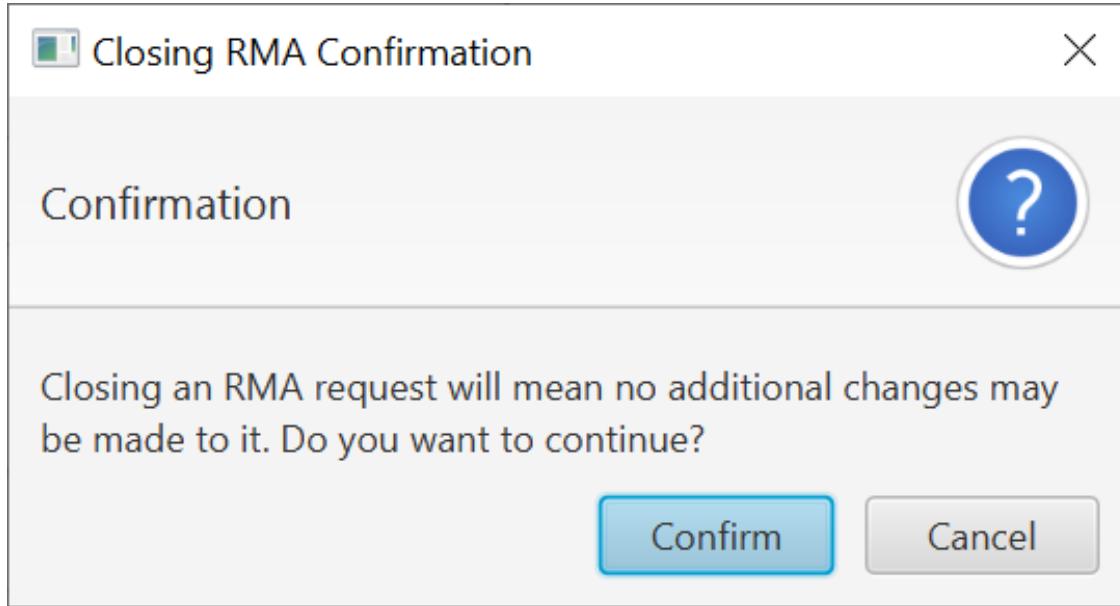
The screenshot shows the 'RMA Details' page with the following details:

- RMA #:** 1
- Owner:** admin
- RMA Status:** Pulled with Tech (highlighted in blue)
- Closed** (highlighted with a red circle)
- Customer Name:** Everything Inc.
- Business Name:** Open Box Mart
- Age In Days:** 0
- *PO Number:** AFUH374F7V34
- Shipping Address:** Everything Inc.
Open Box Mart
100 W 100 S
200 N 350 E
- Last Modified By:** admin, 2021-05-02T18:46:10.523508900
- Created By:** admin, 2021-05-02T14:16:07.453
- Product Information (Only 1 product per RMA#):**
 - *Product:** Kitchen, Fork
 - *Quantity:** 2
 - *Return Label Tracking #:** test
- Product Evaluation:**
 - *Initial Evaluation:** test
 - *Engineering Evaluation:** test
- Product Disposition:**
 - *Disposition:** Credit, no return of item
 - *Disposition Notes:** test
- Replacement Detail:** (This section is collapsed, indicated by a triangle icon.)

On the right side of the page, there is a sidebar with company information:

- Everything Inc.
Open Box Mart
100 W 100 S
200 N 350 E
Redmond
Sevier
UT
84652
United States of America
Phone: 122-345-6789
- PO Numbers:
693823V342
AFUH374F7V34

Upon selecting close, the following pop-up will appear, warning that closing the RMA request will not allow any further changes. If everything is okay, then select “Confirm” to close the RMA:



Gear Jammers – User Documentation

This is how the RMA request looks after closing:

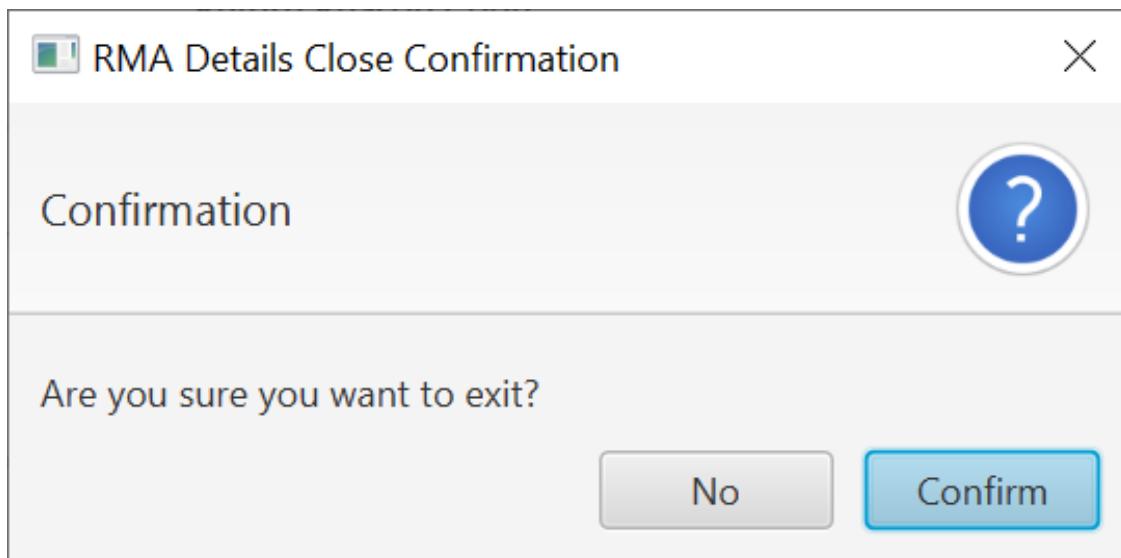
The screenshot shows the 'RMA Details' application window with the following details:

- RMA #:** 1
- *Customer Name:** Everything Inc.
- *Business Name:** Open Box Mart
- Age In Days:** 0
- *PO Number:** AFUH374F7V34
- *Owner:** admin
- *RMA Status:** Closed
- *Credit, Replace, Repair:** Credit
- *Return Reason Code:** BROKEN-RET Damaged-Replace when returned
- Shipping Address:**
 - Everything Inc.
 - Open Box Mart
 - 100 W 100 S
 - 200 N 350 E
- Last Modified By:** admin, 2021-05-02T18:48:55.515075700
- Created By:** admin, 2021-05-02T14:16:07.453
- Additional Info/Special instructions:** (Empty)
- *Product:** Kitchen, Fork
- *Quantity:** 2
- *Return Label Tracking #:** test
- *Initial Evaluation:** test
- *Engineering Evaluation:** test
- *Disposition:** Credit, no return of item
- *Disposition Notes:** test
- Replacement Detail:** (Empty)

On the right side of the application, there is a sidebar with the following information:

- Everything Inc.
- Open Box Mart
- 100 W 100 S
- 200 N 350 E
- Redmond
- Sevier
- UT
- 84652
- United States of America
- Phone: 122-345-6789
- PO Numbers:
- 693823V342
- AFUH374F7V34

At this point, close the RMA by either selecting the "Home" button or the "X" button in the upper-right and select "Confirm" on the resulting pop-up:



Upon doing so, the user will be returned to the RMA List View main screen and the RMA request will be removed from the list.

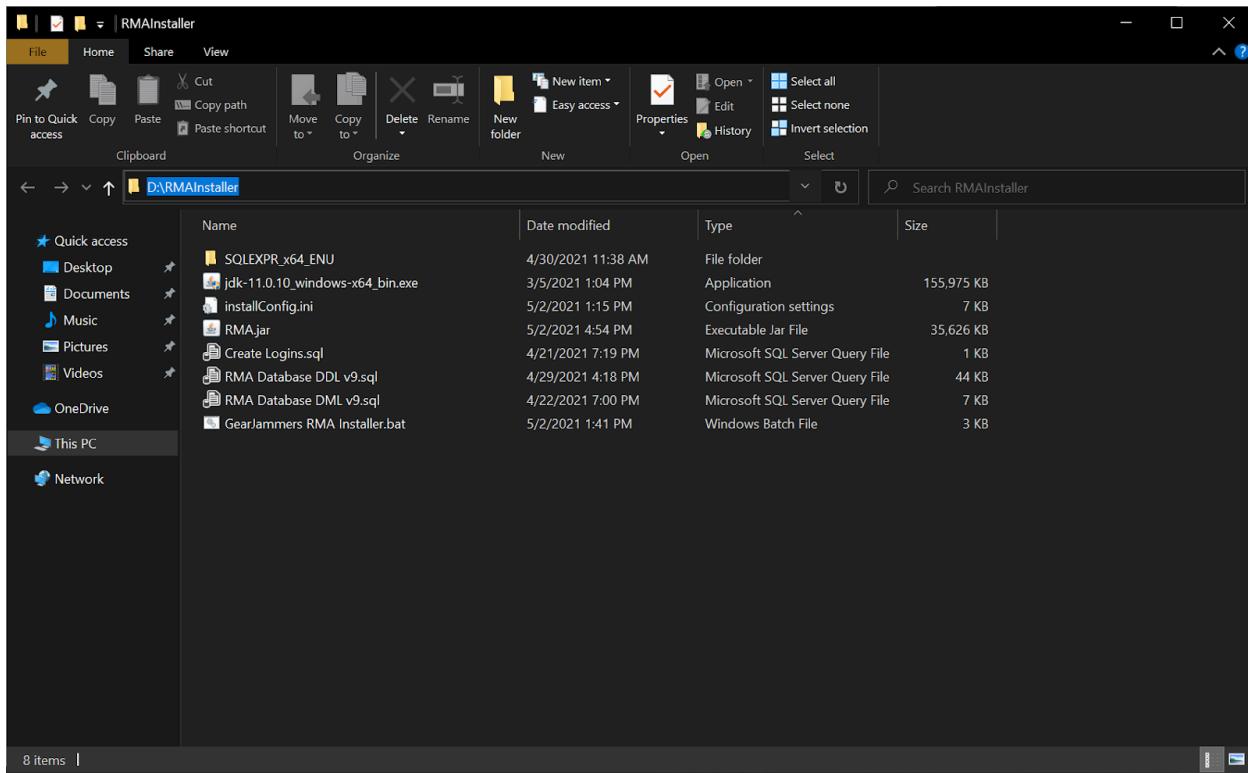
Installation

System Requirements

In order to install the RMA software, the system must be running Windows 10 and be a 64-bit Operating System. Earlier versions of Windows have not been tested, but should be 64-bit.

Installation Instructions

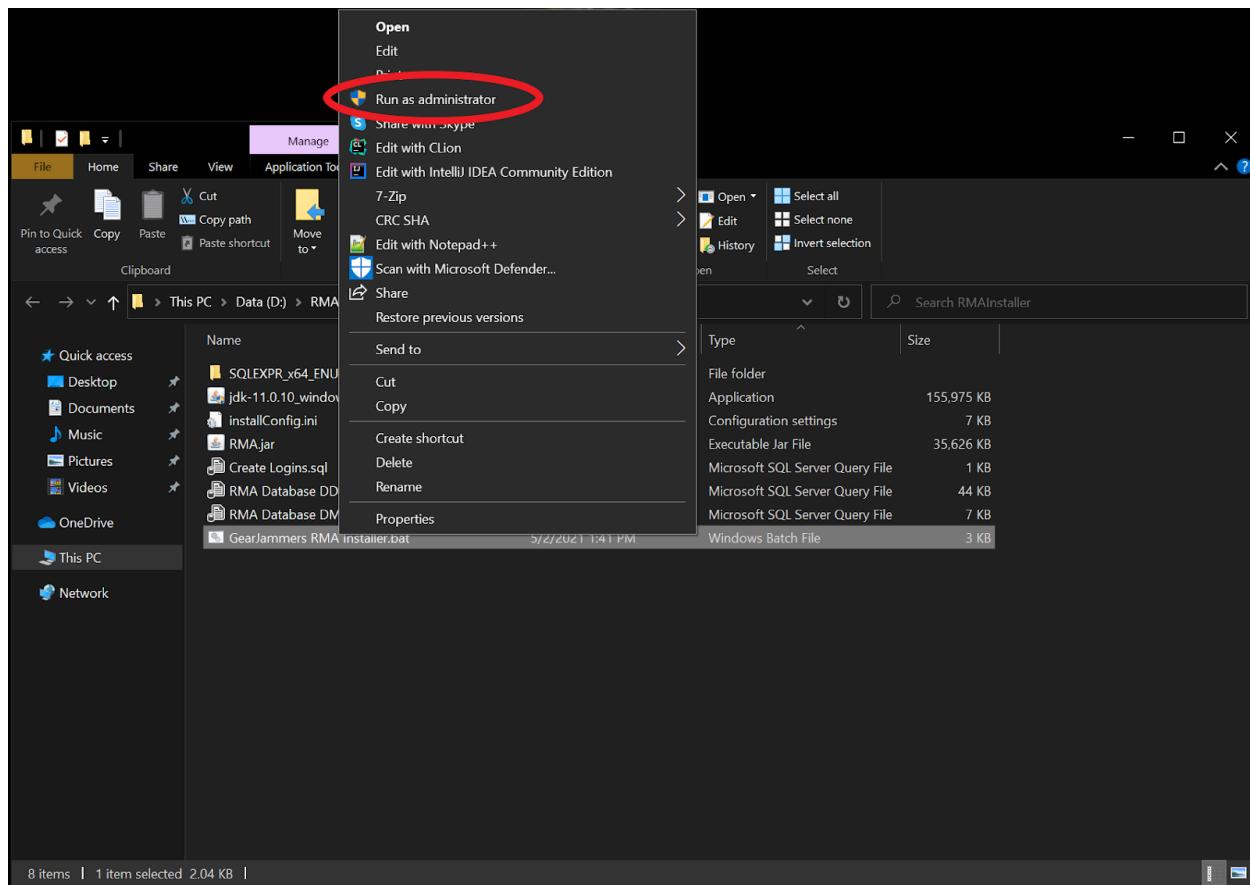
To install the RMA software, first copy the installation files to a directory as close to the root of the drive as possible, such as in a folder called “RMAInstaller” at the root of the drive:



From here, right-click on the “GearJammers RMA Installer.bat” batch file, select “Run as administrator”, and input credentials if necessary.

If an administrative account is not used when running the script, the Java and SQL Server installers will not execute, and nothing will be installed, not even the firewall rules. “Access is denied” messages will appear when running the script, indicating error.

Gear Jammers – User Documentation

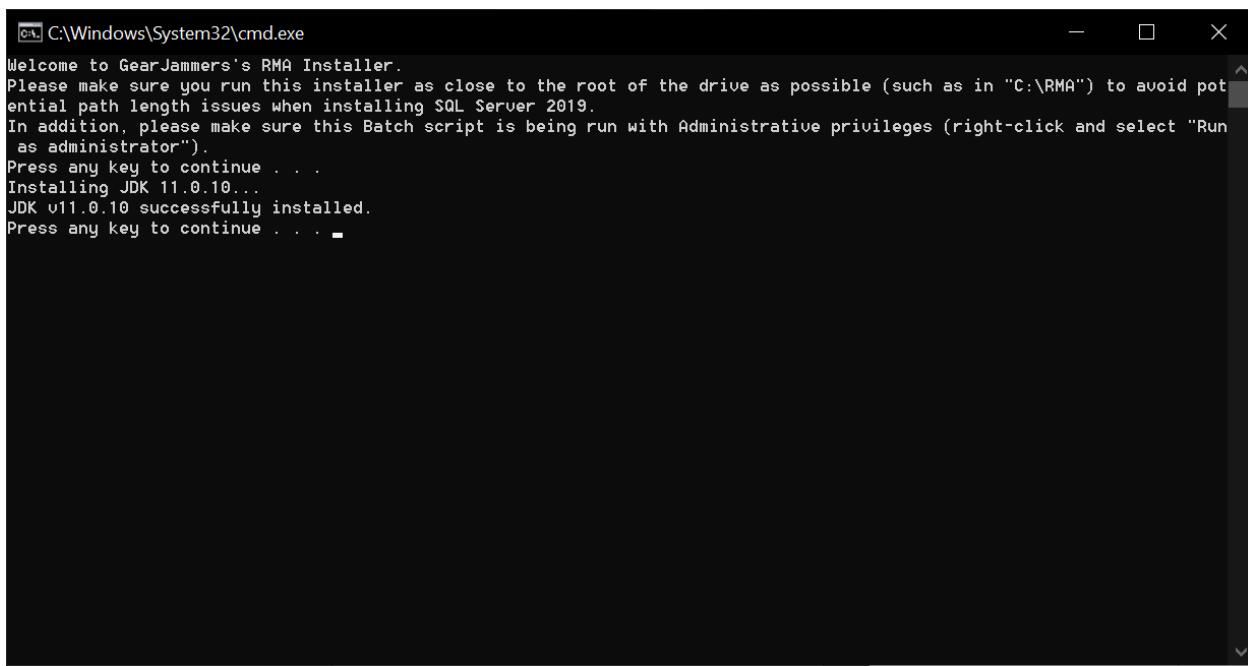


After authenticating, the following text prompt will appear, containing instructions similar to this guide on where and how to execute the installation script:

```
C:\Windows\System32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "C:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
```

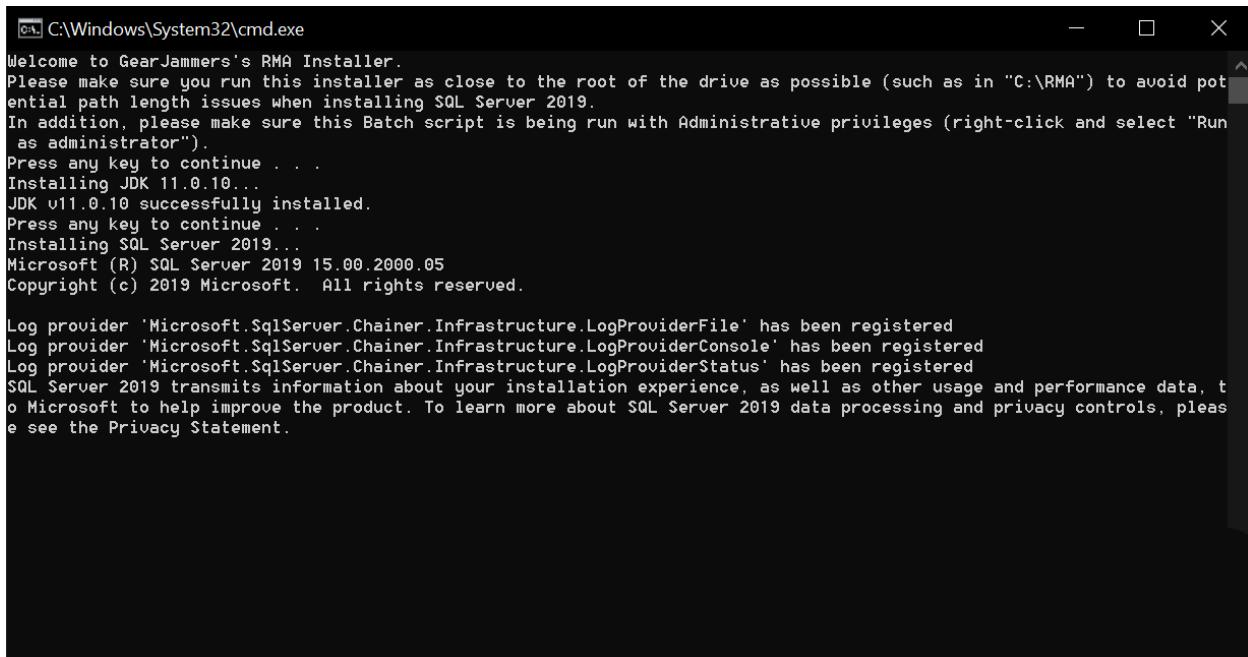
Gear Jammers – User Documentation

When ready, press any key, and the installer will proceed to quietly install Java JDK v11.0.10 64-bit, and will notify when done:



```
C:\Windows\System32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "C:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
JDK v11.0.10 successfully installed.
Press any key to continue . . .
```

After installing the JDK, the installer will begin the SQL Server 2019 installation. Output from the SQL Server 2019 installer will output inside the RMA Installer window:

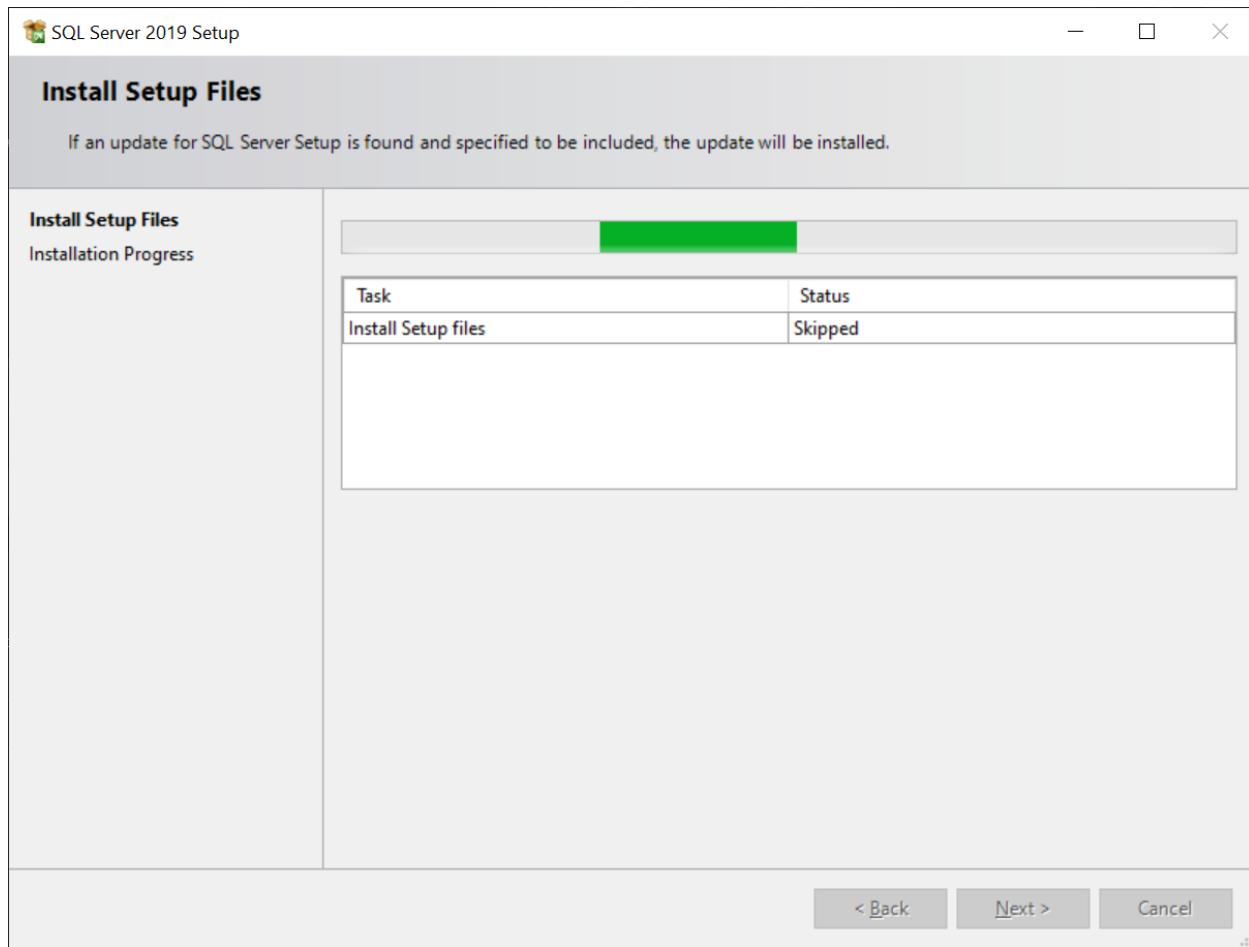


```
C:\Windows\System32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "C:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
JDK v11.0.10 successfully installed.
Press any key to continue . . .
Installing SQL Server 2019...
Microsoft (R) SQL Server 2019 15.00.2000.05
Copyright (c) 2019 Microsoft. All rights reserved.

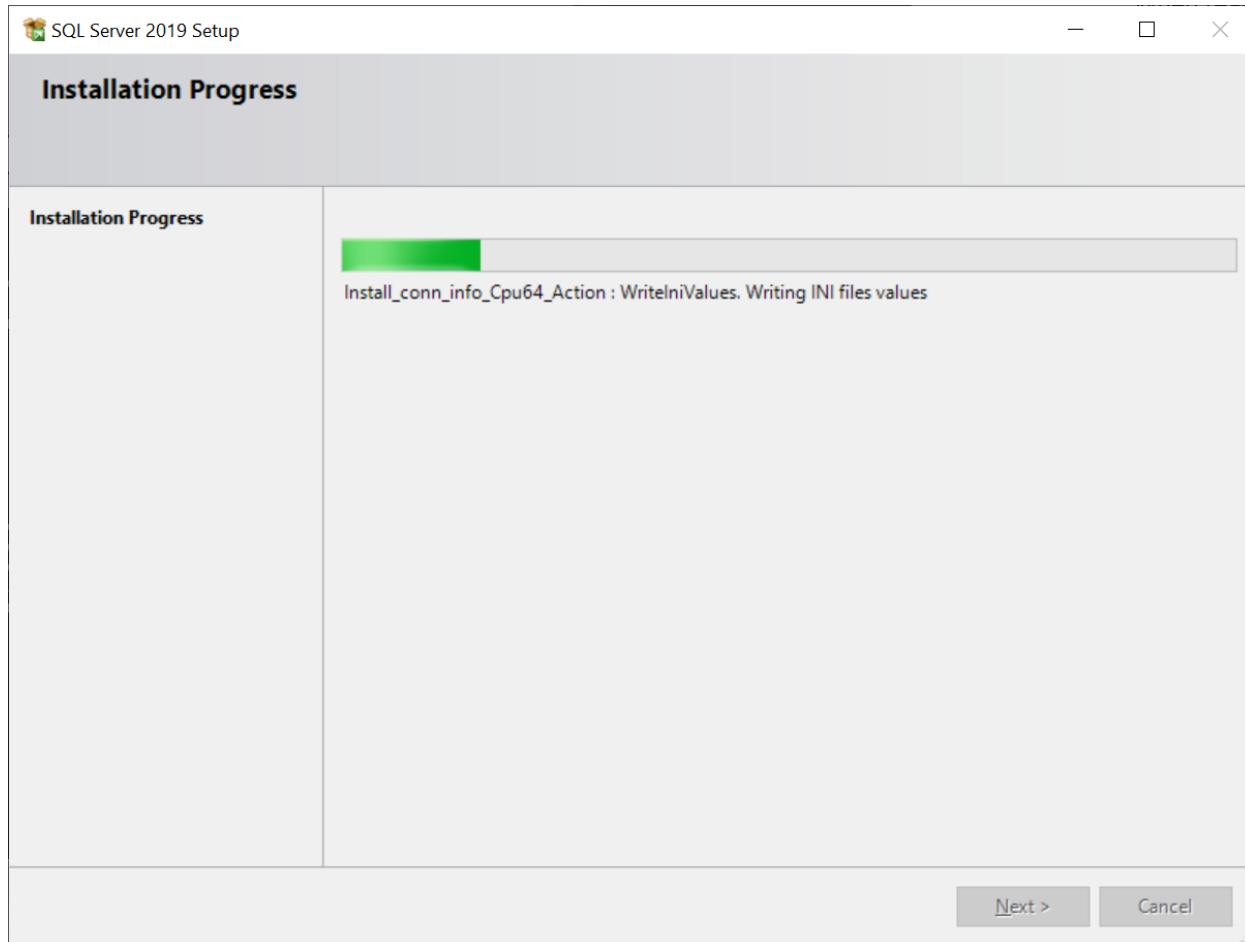
Log provider 'Microsoft.SqlServer.Chainer.Infrastructure.LogProviderFile' has been registered
Log provider 'Microsoft.SqlServer.Chainer.Infrastructure.LogProviderConsole' has been registered
Log provider 'Microsoft.SqlServer.Chainer.Infrastructure.LogProviderStatus' has been registered
SQL Server 2019 transmits information about your installation experience, as well as other usage and performance data, to Microsoft to help improve the product. To learn more about SQL Server 2019 data processing and privacy controls, please see the Privacy Statement.
```

Gear Jammers – User Documentation

As the installation continues, windows from the SQL Server 2019 installer will pop-up and disappear now and then, displaying progress, such as:



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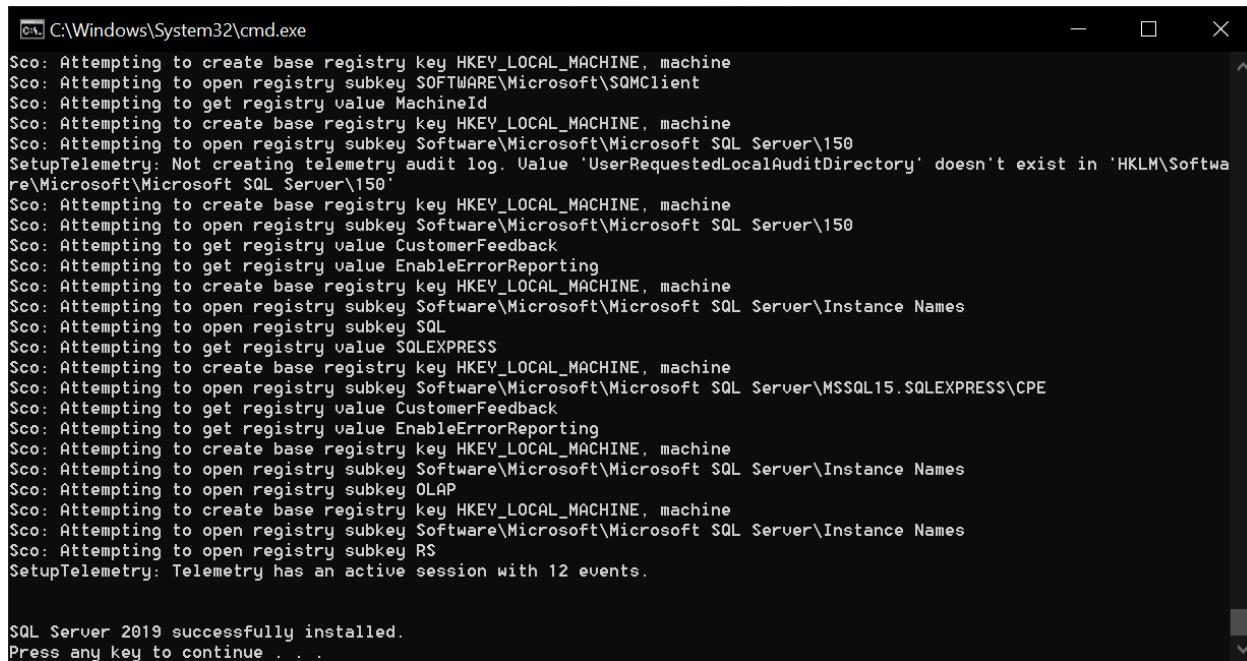


SQL Server 2019

Please wait while Microsoft SQL Server 2019 Setup processes the current operation.

Gear Jammers – User Documentation

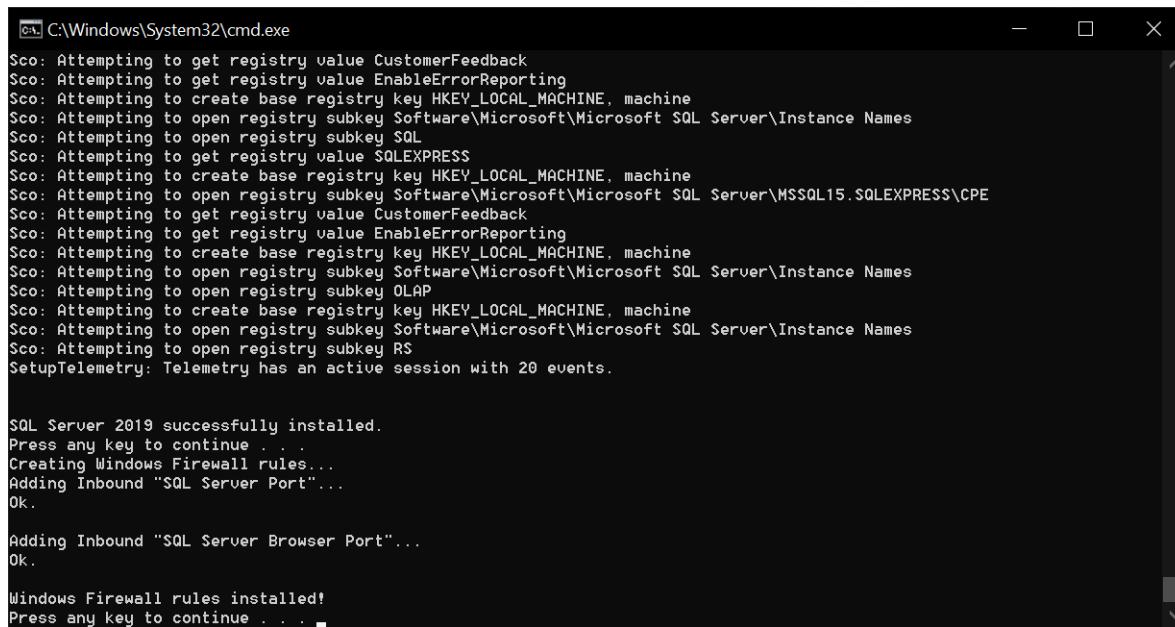
Eventually, the RMA Installation window will appear as follows, notifying that SQL Server 2019 was successfully installed (actually, more like it finished, since there is no way to determine it failing from the script itself, but the output from the SQL Server installer above the script's output will say if it failed):



```
C:\Windows\System32\cmd.exe
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey SOFTWARE\Microsoft\SQLClient
Sco: Attempting to get registry value MachineId
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\150
SetupTelemetry: Not creating telemetry audit log. Value 'UserRequestedLocalAuditDirectory' doesn't exist in 'HKLM\Software\Microsoft\Microsoft SQL Server\150'
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\150
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey SQL
Sco: Attempting to get registry value SQLEXPRESS
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\MSSQL15.SQLEXPRESS\CPE
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey OLAP
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey RS
SetupTelemetry: Telemetry has an active session with 12 events.

SQL Server 2019 successfully installed.
Press any key to continue . . .
```

Afterwards, the necessary Windows Firewall rules are installed, one to connect to the SQL Server instance, and another to allow the SQL Server Browser Service to listen for requests querying the list of installed instances:



```
C:\Windows\System32\cmd.exe
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey SQL
Sco: Attempting to get registry value SQLEXPRESS
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\MSSQL15.SQLEXPRESS\CPE
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey OLAP
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey RS
SetupTelemetry: Telemetry has an active session with 20 events.

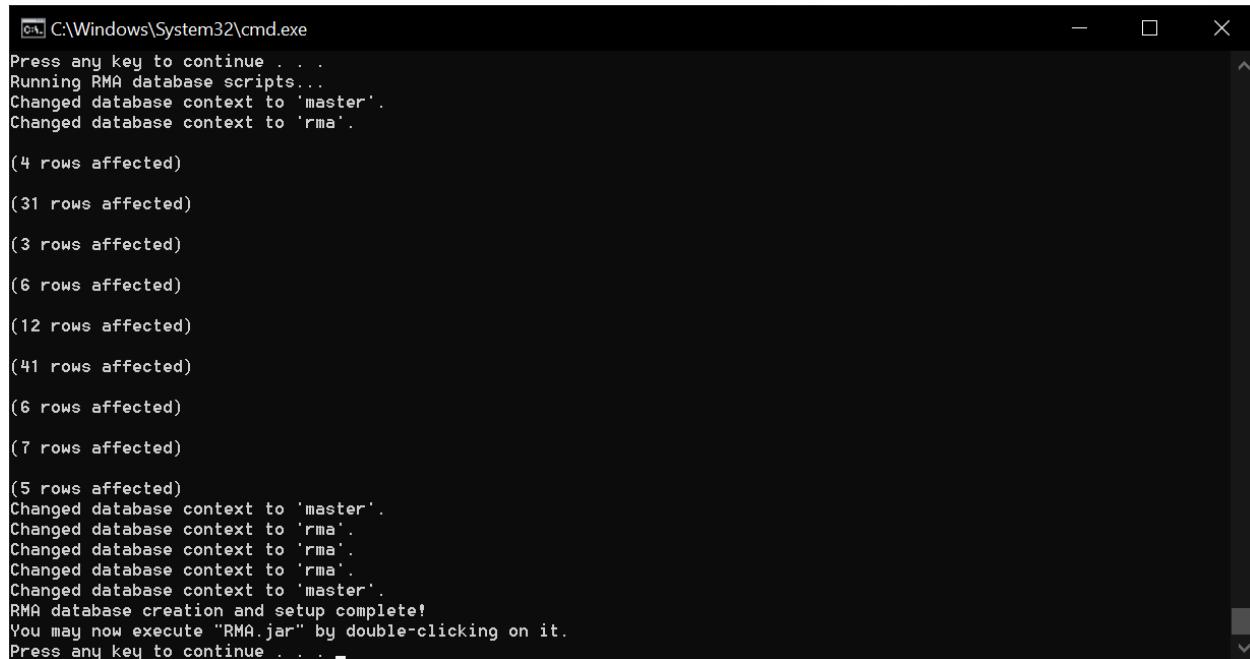
SQL Server 2019 successfully installed.
Press any key to continue . . .
Creating Windows Firewall rules...
Adding Inbound "SQL Server Port"...
Ok.

Adding Inbound "SQL Server Browser Port"...
Ok.

Windows Firewall rules installed!
Press any key to continue . . .
```

Gear Jammers – User Documentation

Finally, it is time to install the RMA database using the .SQL script files in the installation directory. The files are installed in this order: "RMA Database DDL v9.sql" (contains the database, table definitions, and user roles), "RMA Database DML v9.sql" (contains the table data), and "Create Logins.sql" (creates the SQL login credentials for "admin", "engineer", and "analyst", adds them to the RMA database as users, and adds them to the "admins", "engineers", and "analysts" roles, respectively).



The screenshot shows a Windows Command Prompt window titled 'cmd C:\Windows\System32\cmd.exe'. The window contains the following text output:

```
Press any key to continue . . .
Running RMA database scripts...
Changed database context to 'master'.
Changed database context to 'rma'.

(4 rows affected)

(31 rows affected)

(3 rows affected)

(6 rows affected)

(12 rows affected)

(41 rows affected)

(6 rows affected)

(7 rows affected)

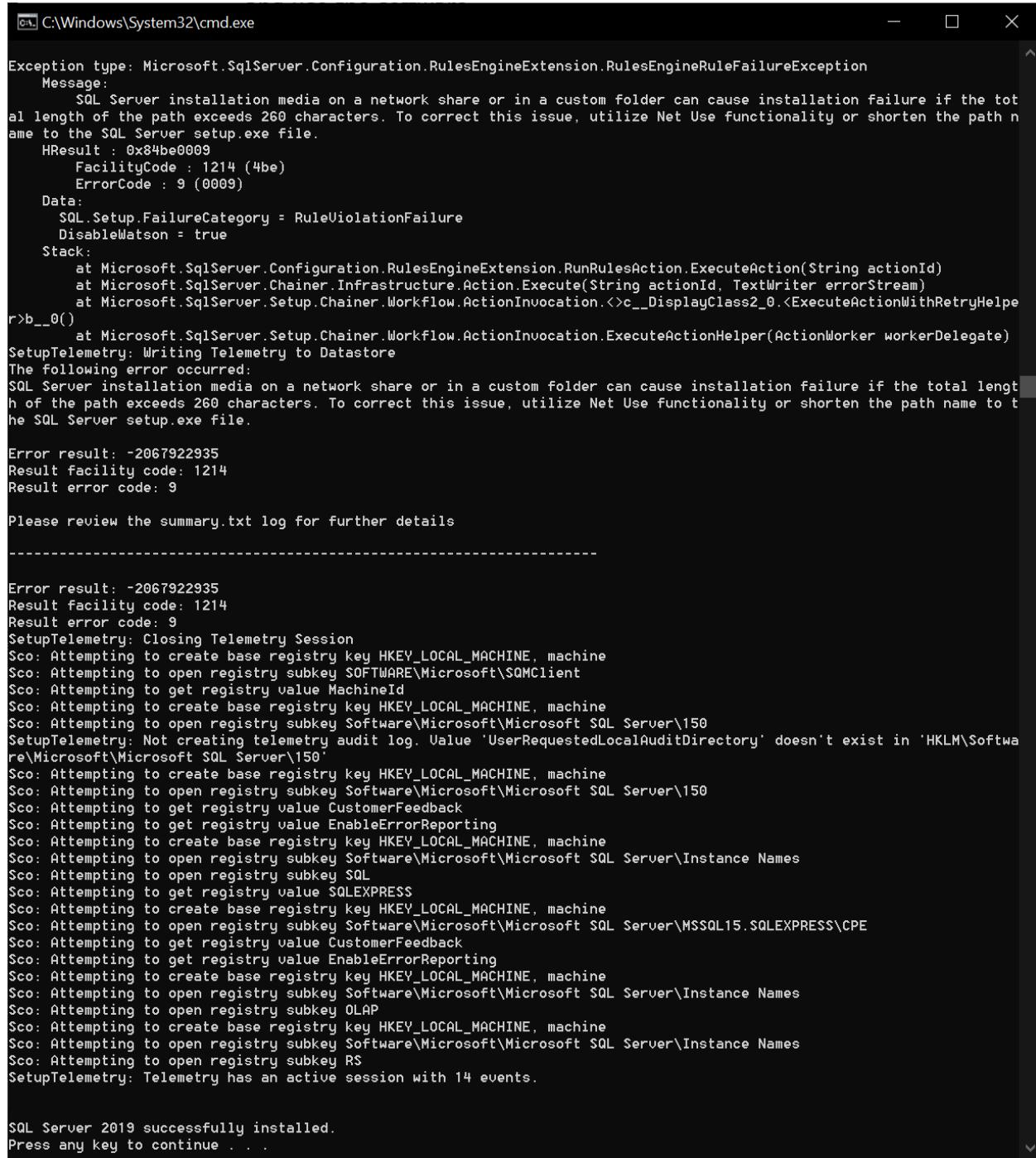
(5 rows affected)
Changed database context to 'master'.
Changed database context to 'rma'.
Changed database context to 'rma'.
Changed database context to 'rma'.
Changed database context to 'master'.
RMA database creation and setup complete!
You may now execute "RMA.jar" by double-clicking on it.
Press any key to continue . . .
```

As seen at the bottom of the installation screen, after the scripts are run and the database is created, the RMA application may now be run by double-clicking on the "RMA.jar" file, and the "RMA.jar" file can also be placed anywhere.

At this point, the installation script will exit after any key is pressed.

Installation Issues

One installation issue that may come up is if the RMA installer is run in a directory whose path length is too long, and the only way to find out is if the SQL Server 2019 installer fails. Below is a screenshot demonstrating the failure. It does not show in the initial output, but if the output is scrolled up, or if the window is vertically expanded and then scrolled...



```
C:\Windows\System32\cmd.exe

Exception type: Microsoft.SqlServer.Configuration.RulesEngineExtension.RulesEngineRuleFailureException
Message:
    SQL Server installation media on a network share or in a custom folder can cause installation failure if the total length of the path exceeds 260 characters. To correct this issue, utilize Net Use functionality or shorten the path name to the SQL Server setup.exe file.
    HRESULT : 0x84be0009
    FacilityCode : 1214 (4be)
    ErrorCode : 9 (0009)
Data:
    SQL_Setup.FailureCategory = RuleViolationFailure
    DisableWatson = true
Stack:
    at Microsoft.SqlServer.Configuration.RulesEngineExtension.RunRulesAction.ExecuteAction(String actionId)
    at Microsoft.SqlServer.Chainer.Infrastructure.Action.Execute(String actionId, TextWriter errorStream)
    at Microsoft.SqlServer.Setup.Chainer.Workflow.ActionInvocation.<>c__DisplayClass2_0.<ExecuteActionWithRetryHelper>b__0()
    at Microsoft.SqlServer.Setup.Chainer.Workflow.ActionInvocation.ExecuteActionHelper(ActionWorker workerDelegate)
SetupTelemetry: Writing Telemetry to Datastore
The following error occurred:
SQL Server installation media on a network share or in a custom folder can cause installation failure if the total length of the path exceeds 260 characters. To correct this issue, utilize Net Use functionality or shorten the path name to the SQL Server setup.exe file.

Error result: -2067922935
Result facility code: 1214
Result error code: 9

Please review the summary.txt log for further details
-----
Error result: -2067922935
Result facility code: 1214
Result error code: 9
SetupTelemetry: Closing Telemetry Session
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey SOFTWARE\Microsoft\SQMClient
Sco: Attempting to get registry value MachineId
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\150
SetupTelemetry: Not creating telemetry audit log. Value 'UserRequestedLocalAuditDirectory' doesn't exist in 'HKEY\Software\Microsoft\Microsoft SQL Server\150'
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\150
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey SQL
Sco: Attempting to get registry value SQLEXPRESS
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\MSSQL15.SQLEXPRESS\CPE
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey OLAP
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to open registry subkey RS
SetupTelemetry: Telemetry has an active session with 14 events.

SQL Server 2019 successfully installed.
Press any key to continue . . .
```

Gear Jammers – User Documentation

...the message “SQL Server installation media on a network share or in a custom folder can cause installation failure if the total length of the path exceeds 260 characters. To correct this issue, utilize Net Use functionality or shorten the path name to the SQL Server setup.exe file.”

It is because of this issue that the installation files should be put in a folder as close to the root of the drive as possible before running them.

If the above error is encountered, do *not* press any key to continue. Instead, exit the installer using the “X” button in the upper-right, move the installation to a folder closer to the root of the drive, and re-run it.

If moved past or did not realize the error occurred, there will be errors when attempting to install the database using the SQL scripts at the very end saying “The system cannot find the path specified”, which is referring to the script’s use of the SQLCMD tool to execute the scripts, located under “C:\Program Files\Microsoft SQL Server\Client SDK\ODBC\170\Tools\Binn”, which is not installed:

```
C:\Windows\System32\cmd.exe
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\150
Sco: Attempting to get registry value CustomerFeedback
Sco: Attempting to get registry value EnableErrorReporting
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
Sco: Attempting to create base registry key HKEY_LOCAL_MACHINE, machine
Sco: Attempting to open registry subkey Software\Microsoft\Microsoft SQL Server\Instance Names
SetupTelemetry: Telemetry has an active session with 13 events.

SQL Server 2019 successfully installed.
Press any key to continue . .
Creating Windows Firewall rules...
Adding Inbound "SQL Server Port"...
Ok.

Adding Inbound "SQL Server Browser Port"...
Ok.

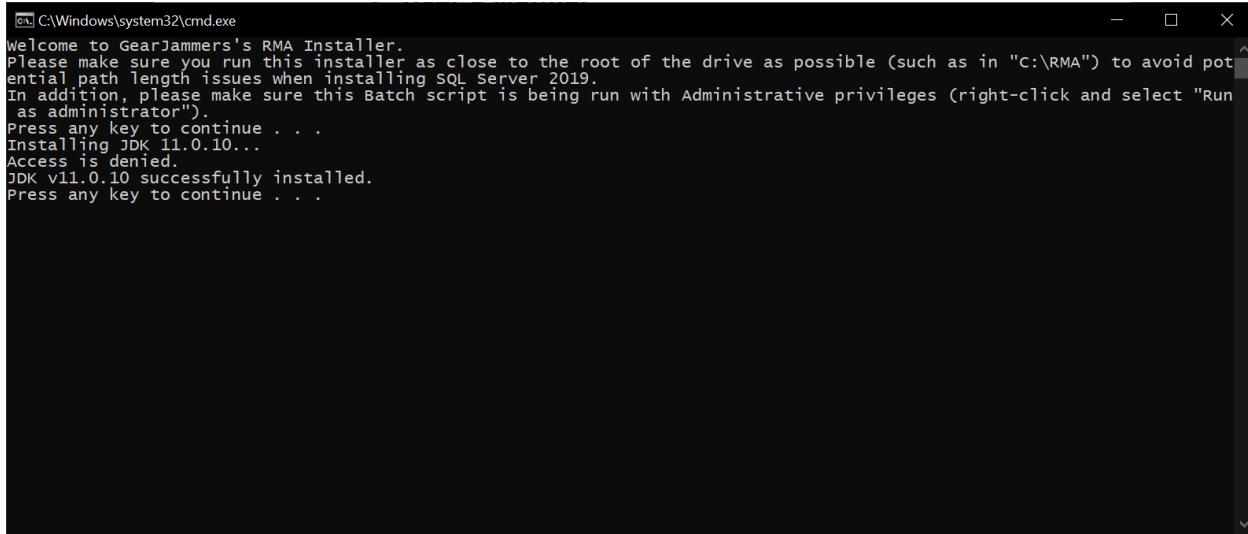
Windows Firewall rules installed!
Press any key to continue . .
Running RMA database scripts...
The system cannot find the path specified.
The system cannot find the path specified.
The system cannot find the path specified.
RMA database creation and setup complete!
You may now execute "RMA.jar" by double-clicking on it.
Press any key to continue . .
```

If this happens, move the RMA installer directory to a folder close to the root of the drive, and then try running the installation script again.

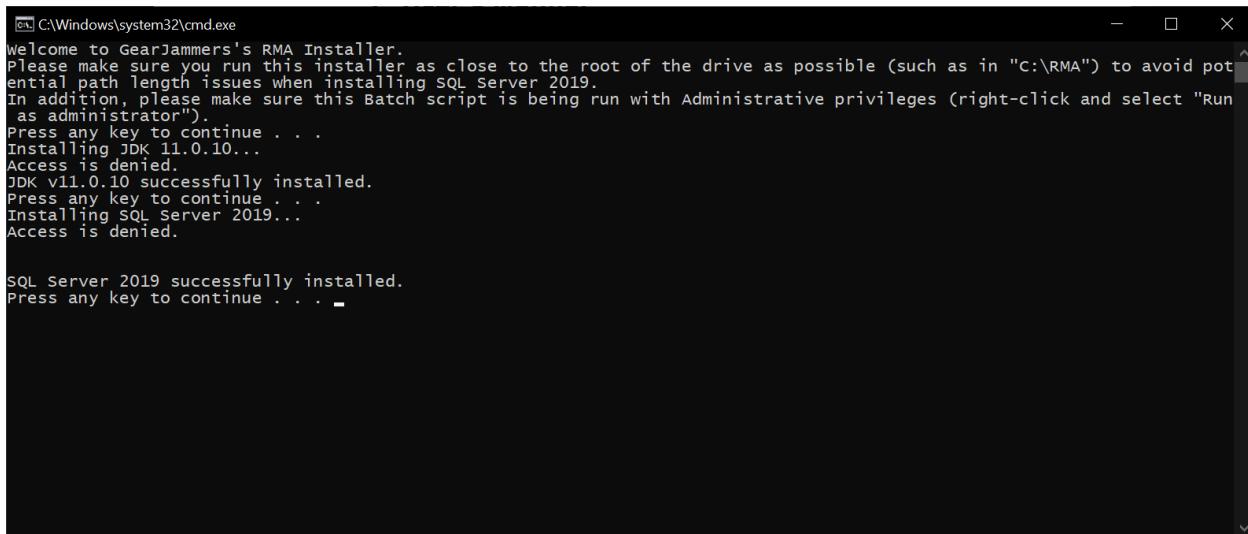
If an administrative account is not used when running the script, the Java and SQL Server installers will not execute, and nothing will be installed, not even the firewall rules. “Access

Gear Jammers – User Documentation

is denied" messages will appear when running the script, indicating error:



```
C:\Windows\system32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "c:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
Access is denied.
JDK v11.0.10 successfully installed.
Press any key to continue . . .
```



```
C:\Windows\system32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "c:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
Access is denied.
JDK v11.0.10 successfully installed.
Press any key to continue . . .
Installing SQL Server 2019...
Access is denied.

SQL Server 2019 successfully installed.
Press any key to continue . . . -
```

Gear Jammers – User Documentation

```
C:\Windows\system32\cmd.exe
Welcome to GearJammers's RMA Installer.
Please make sure you run this installer as close to the root of the drive as possible (such as in "C:\RMA") to avoid potential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
Access is denied.
JDK v11.0.10 successfully installed.
Press any key to continue . . .
Installing SQL Server 2019... .
Access is denied.

SQL Server 2019 successfully installed.
Press any key to continue . .
Creating Windows Firewall rules...
Adding Inbound "SQL Server Port"...
The requested operation requires elevation (Run as administrator).

Adding Inbound "SQL Server Browser Port"...
The requested operation requires elevation (Run as administrator).

Windows Firewall rules installed!
Press any key to continue . . . -
```

```
C:\Windows\system32\cmd.exe
ential path length issues when installing SQL Server 2019.
In addition, please make sure this Batch script is being run with Administrative privileges (right-click and select "Run as administrator").
Press any key to continue . . .
Installing JDK 11.0.10...
Access is denied.
JDK v11.0.10 successfully installed.
Press any key to continue . . .
Installing SQL Server 2019... .
Access is denied.

SQL Server 2019 successfully installed.
Press any key to continue . .
Creating Windows Firewall rules...
Adding Inbound "SQL Server Port"...
The requested operation requires elevation (Run as administrator).

Adding Inbound "SQL Server Browser Port"...
The requested operation requires elevation (Run as administrator).

Windows Firewall rules installed!
Press any key to continue . .
Running RMA database scripts...
The system cannot find the path specified.
The system cannot find the path specified.
The system cannot find the path specified.
RMA database creation and setup complete!
You may now execute "RMA.jar" by double-clicking on it.
Press any key to continue . . . -
```

Use Issues

If the installation script is run according to these instructions, there will not be any issues using the software.

If the software will not install

The only reasons the software will not install is if the user is not a part of Administrators, the script is not run with Administrative privileges, or the path length of the directory is too long. In the last case, move the installation folder to a folder as close to the root of the drive as possible before running again.