
FLEETOHIO UPGRADE 6.3 QUESTIONS & ANSWERS...

Q. If I do not use FleetOhio, but use the Web Reservation Module; do I need to install the upgrade?

A. No, those who use only the Web Reservation Module will only need to connect to with the new link to the Web Reservation Module.

Q. If FleetOhio is not installed on my PC currently should I install the upgrade?

A. If you do not currently use FleetOhio, you probably don't need to install the upgraded version. Please contact your agency Fleet Manager if you think you may need access to FleetOhio.

Q. I have a new employee who does not currently have FleetOhio installed on his/her PC. This employee will use FleetOhio eventually. Should the new employee install the current version of FleetOhio on their PC now in addition to the upgrade version?

A. If an employee will use FleetOhio, but does not currently have it installed they will definitely need to install the upgraded version. The current version should only be installed if the employee will need to work in FleetOhio before the upgraded version goes live.

Q. I understand that FleetOhio will be unavailable during the upgrade. Will motor pool customers be able to enter reservations while the system is down?

A. No, during the upgrade all facets of FleetOhio will be unavailable. In preparation for the unavailability of FleetOhio, motor pool dispatchers should do the following:

- On 2/8, print the Motor Pool Confirmed Reservations report from InfoCenter
- On 2/8, print the Motor Pool Dispatched Reservations report from InfoCenter
- Record time, mileage and operator data on paper during the time that FleetOhio is unavailable so that the records can be updated accurately in FleetOhio when FleetOhio is available after the upgrade has taken place.

Q. What should the Target for the new FleetOhio shortcut be?

A. C:\FleetAnywhere\fa_gui.exe 66.145.134.102:2001

Q. I have followed the installation instructions, but am unable to connect to the upgraded version. Is there additional assistance available for installing the upgrade?

A. Contact DAS-Fleet at DASFleet@das.state.oh.us and someone will contact you to assist with the installation.

Q. When viewing reports in InfoCenter I get a pop-up message that says, “The webpage you are viewing is trying to close the window. Do you want to close this window?” Will this continue with the upgrade?

A. We believe this is an issue with Internet Explorer. We will resolve any remaining issues with this pop-up message after the upgrade is complete.

Q. Our agency would like to “push” this installation to our users; can DAS-Fleet assist with this process?

A. No, the vendor did not provide the GUI application with that option.

Q. Do you have specific times when FleetOhio will be unavailable between 2/9 and 2/11?

A. FleetOhio will be unavailable beginning at the close of business on Wednesday 2/8/12 and will not be available until sometime on Saturday, 2/11/12