

SPM Help Application -SOP

Here is the step-by-step procedure for downloading, installing, and updating the SPM Help application and other functionalities.

Video Help files available in the following YouTube link and Gdrive link:

<https://www.youtube.com/@SPMHelp> (Can be searched with Keyword SPM Help or SPMHelp)

Setup file and Video Help files available in the following Gdrive link.

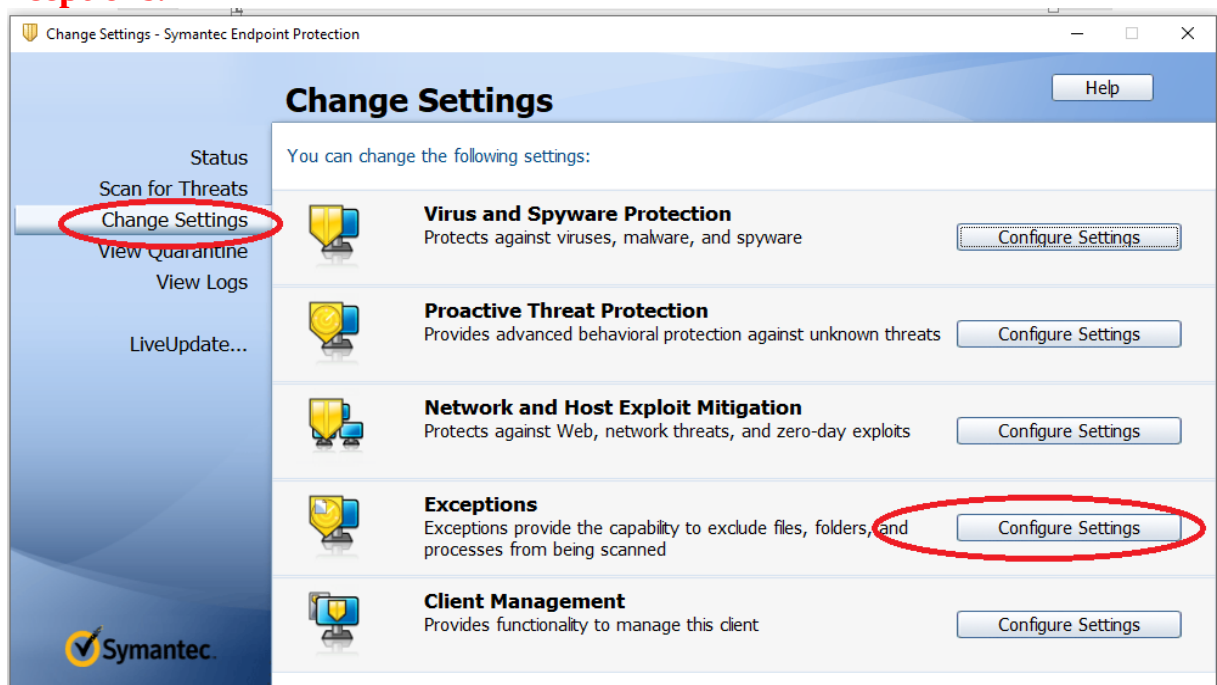
<https://drive.google.com/drive/folders/167-RE5pSVHDeXutR5M7UJdflygGuv0eK>

Users having older lower resolution PCs are requested to use SPM Help Low Version and all other users are requested to use SPM Help High Version.

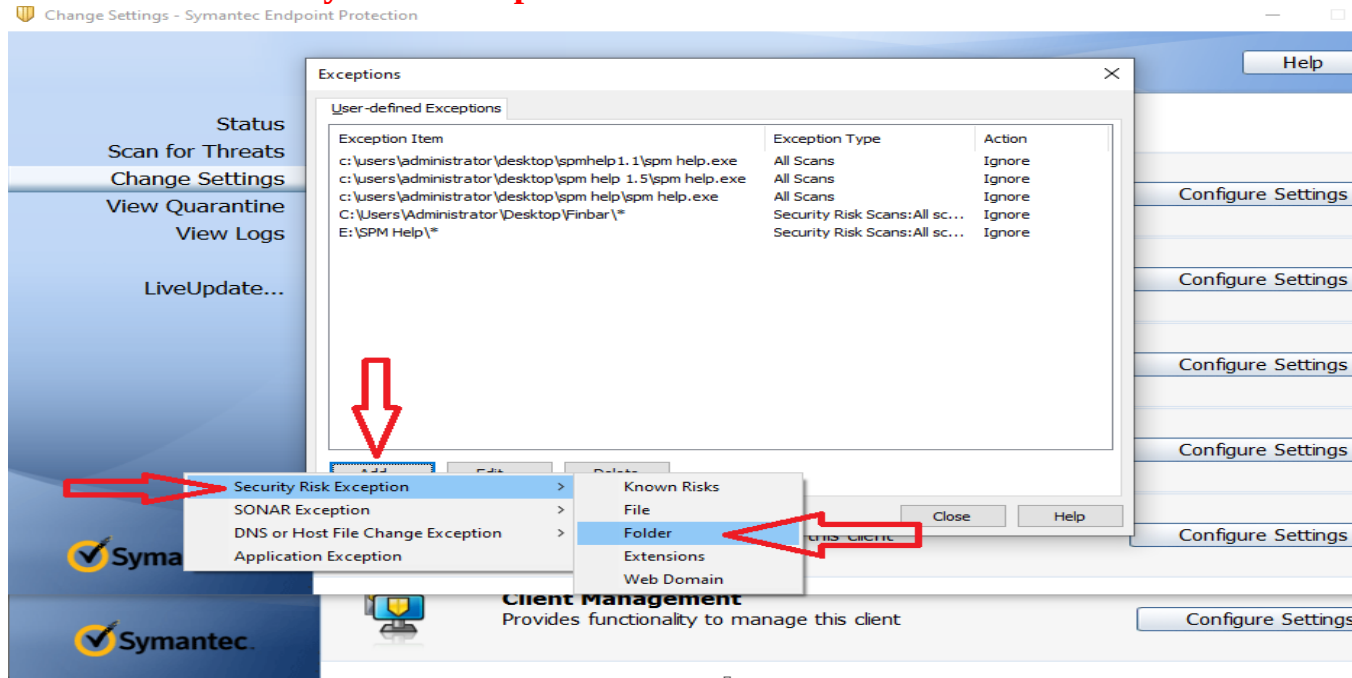
Phase 1: Initial Installation & Setup

Some users have been reported that the SPM Help.exe file was automatically deleted by Symantec Antivirus. Analysis confirmed this occurs if the antivirus definitions are outdated. To prevent this issue, you must create a dedicated folder and add it to the Symantec Exceptions list before running the application.

- **Please create a folder in your desired location. Open Symantec Endpoint protection. Click change settings and then click Configure settings in exceptions.**



- Click Add→Security Risk Exception→Folder. Select the created folder.



1. **Download the File:** Download the **SPM Help** zip file from your designated source.
2. **Move the File:** Copy the downloaded SPM Help zip file and paste it into the newly created folder which was added Symantec Exceptions.
3. **Extract the Files:** Unzip/extract the contents of the zip file into this folder.
4. **Create Desktop Shortcuts:**
 - Open the extracted **SPM Help** folder.
 - Locate the **SPM Help EXE** file, right-click it, and select **Create shortcut** (or Send to > Desktop (create shortcut)).
 - Locate the **Letters** folder, right-click it, and select **Create shortcut** (or Send to > Desktop (create shortcut)). **(Reports generated by this application will be saved in this folder.)**

Phase 2: Updation from older version to new version.

For example from 1.4 to 1.6

1. **Download and Extract Update:** Download the **SPM Help 1.6** zip file, place it in your desired directory, and unzip it.
2. **Migrate the Database (SPM DB):**
 - Go to your older version (v1.4) folder.
 - Copy the **SPM DB** file.

- Paste this file into the new version (v1.6) folder.
 - When prompted, choose to **Replace the file in the destination** to ensure the newer version uses your existing database.
3. **Clean Up Old Shortcuts:** Go to your desktop and delete the old **SPM Help EXE** shortcut and the old **Letters** folder shortcut.
 4. **Create New Desktop Shortcuts:**
 - Open the newly extracted **SPM Help 1.6** folder.
 - Right-click the **SPM Help EXE** file and create a shortcut on the desktop.
 - Right-click the **Letters** folder and create a shortcut on the desktop.

Office Configuration Steps

1. **Launch the Application:** Go to your desktop and double-click the **SPM Help EXE** shortcut to open the application.
2. **Fetch Office Details:**
 - Open the office configuration.
 - Enter your **Office Pincode** in the designated field.
 - Click the button to **Fetch** office details (the system will automatically load post offices associated with that pincode).
3. **Manage Office Mappings:**
 - **Review the list:** Check the fetched offices against your actual pincode.
 - **Delete incorrect offices:** If any offices are wrongly mapped to your pincode, select them and click the **Delete** button to remove them.
 - **Add missing offices:** If an office is missing from the fetched list, update the missing office in last row.
4. **Save Configuration Data:** Once the office list is accurate, click the **Save Data** button to save your office data.
5. **Update Basic Details:**
 - Navigate to the basic details section for your office.
 - Fill in or update the required fields (such as office name, contact info, etc.).
 - Click **Save Data** to finalize your basic office details.