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filePro Installation - Windows 2k; WIN 2003; XP

1. Before installing filePro 5.0.15 (when released) and later, obtain a license by going to URL <http://www.fptech.com/Download/> or by contacting our sales office at (800) 847-4740. When requesting a license, you will need the have the following information readily available.

- * Registered Email Address
- * filePro Serial Number

One of the following items.

- * Hard Disk Serial#
- * MAC Address (Physical Address of your network card)
- * Windows Product ID

How to get the items.

The *Registered Email Address* and *filePro Serial Number* are on your Shipping Voucher. If you have lost your Shipping Voucher, contact sales by e-mail sales@fptech.com or by phone at (800) 847-4740 to get this information.

Note: *If you are doing a network install, go to the machine that will be your filePro License Server (normally the filePro program server) or you can use a "Terminal Services" session (if installed) to get the following items.*

- * *Hard Disk Serial # of the disk drive where the filePro program folder "/fp" will reside.*

Go to a command prompt and type "dir/w/p". Make a note of the Volume serial #.

- * *MAC Address (Physical Address of your network card)*

You can find the MAC address of the primary Ethernet adapter by going to a command prompt and typing "IPCONFIG /ALL". Look for a line containing "Physical Address" for your primary Ethernet adapter. You will see one or more devices listed similar to the following:

```
0 Ethernet adapter :
Description . . . . . : PPP Adapter.
Physical Address. . . . . : 44-45-53-54-00-00
DHCP Enabled. . . . . : Yes
IP Address. . . . . : 0.0.0.0
Subnet Mask . . . . . : 0.0.0.0
Default Gateway . . . . . :
DHCP Server . . . . . : 255.255.255.255
etc . . . . .
```

```
1 Ethernet adapter :
Description . . . . . : NDIS 5.0 driver
Physical Address. . . . . : 00-E0-7D-91-6C-3A
DHCP Enabled. . . . . : Yes
IP Address. . . . . : 192.168.0.5
Subnet Mask . . . . . : 255.255.255.0
etc . . . . .
```

Note that there are two Ethernet adapters identified in the previous example, one for the modem (PPP Adapter) and another (NDIS 5.0 driver) for the primary Ethernet adapter. The MAC address (Physical Address) of the primary Ethernet adapter is displayed as **00-E0-7D-91-6C-3A**. This value would be entered as **00E07D916C3A** when submitting your request for the filePro license.

Windows Product ID

Right Click on My Computer. Select Properties and then General Tab. Make a note of the *Windows Product ID* shown under the Registered to: Section beneath the registered name.

Example:

Registered to:

Jim Smith
The Ant Company

36204-OEM-1234567-68465

The *Windows Product ID* is **36204-OEM-1234567-68465**.

2. Go to the fP Technologies webpage <http://www.fptech.com/Download/> and select the License File Download Area. Enter your e-mail address and filePro Serial Number.

Note: The license link is case sensitive so make sure to enter it exactly as presented above.

3. Click on the *Request NEW License* button and save the license file to disk. Make a note of where you have saved the license file since you will be prompted for the license file location during the filePro install. Do not change the name of the downloaded license file since the install will be unable to find the name if you do.

Note: *If you are downloading a new license to increase the number of users or to add features, there is no need to run the filePro install again. You can manually copy the license to your current %pfprog%\fp\lib directory as filename "licfp.dat" e.g. "c:\fp\lib\licfp.dat" or to other directory \ filename as specified by your PFLICFILE variable.*

4. Make sure that you are logged into the server as "Administrator".

If you are installing filePro from a fP Technologies installation CD, insert the CD and the fPlaucher should automatically start the install. If the install fails to autostart, go to step 5. If you are installing from an install image downloaded from our website, unzip the filePro download image file into a temporary directory and then go to step 5. Otherwise, go to step 6.

Note: *It's important that you install filePro programs on the machine that will be your filePro program and License Server e.g. do NOT install filePro programs from a workstation unless you are using a "Terminal Services" session to do the install on the server.*

5. Run Setup.exe from the Windows Start Run dialog box or by clicking on the setup.exe in the temporary directory or in the root of your CD media. Note that filePro must be installed from the fPlaucher setup.exe in order for filePro to be properly installed. Do not attempt to start from the "Programs" sub-folder setup.exe or you will not be able to install.

6. Carefully follow the instructions provided within each install shield. Select the options that you wish to install and then click "Next" to proceed with the selected install options. You will be prompted to enter the path for your license that you downloaded in step 3.

7. The installation will create a filePro Icon on your Desktop and/or Programs folder based on the install options you have selected.

8. Click on the applicable icon to start filePro.

Note: When upgrading, depending on the last version of filePro that has been installed, you may have to identify the location of the ~/fp and ~/filePro directories on your system. Make sure to include the correct location of these directories during the install to properly set your program and data directories paths.

Starting the filePro License Service on Windows

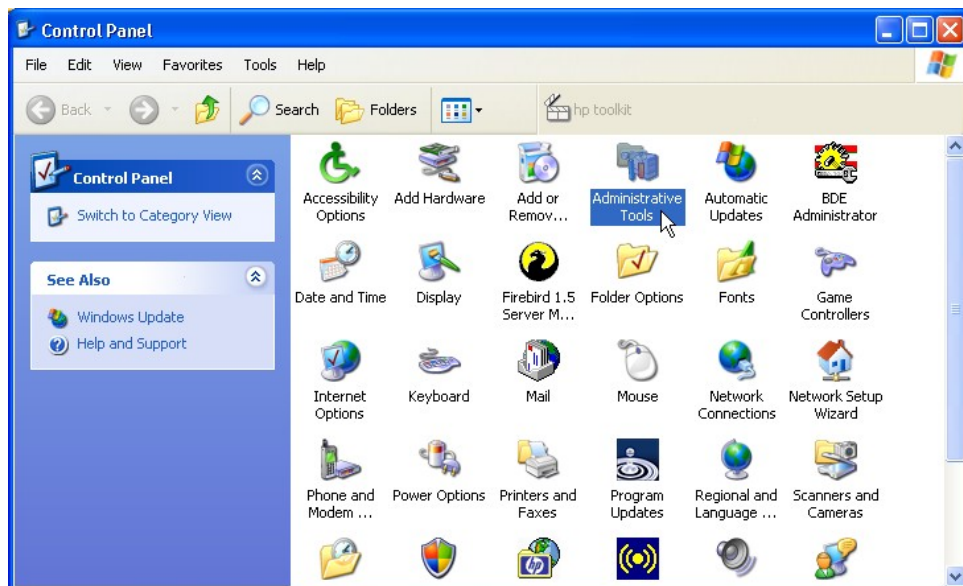
Although it is not recommended that you install your license file after performing the filePro install, there may be instances where this is necessary. If you have installed the license during the filePro install and the fp_lmsservice is running, you can ignore the following procedure and proceed to “**Workstations – Connecting to the License Server**” section if setting up network workstations.

Troubleshooting

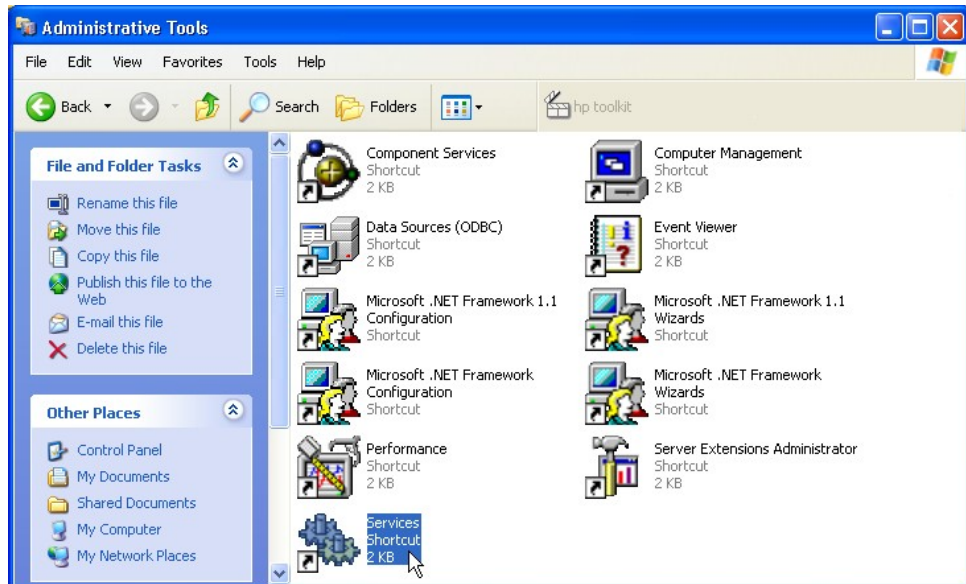
If you haven't properly installed the license service during the filePro install or the license server will not start, you will need to install and start the filePro License service. You can do this by using the Window's “Service Manager” (graphical interface) or the a command line utility named “sc.exe”. To use the “Service Manager”, do the following.

Starting the filePro License Service using the Window's Service “Manager”

1. Click on “Start” , “Settings” and then “Control Panel” to display your Windows control panel options.
2. Click on the “Administrative Tools” icon in the control panel.

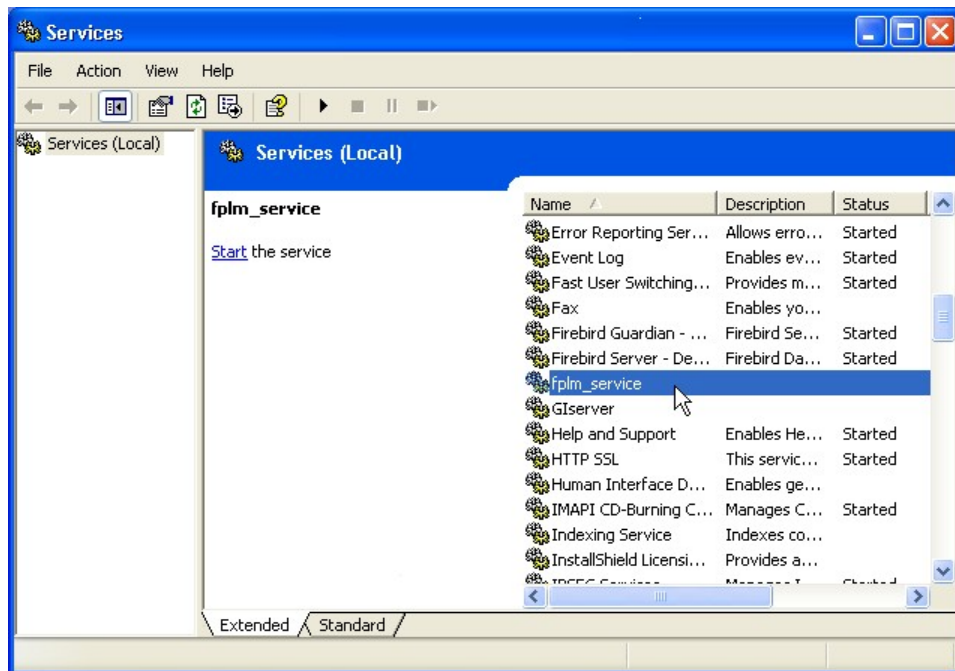


3. When the “Administrative Tools” panel is displayed, click on the “Services” shortcut to display the installed services.

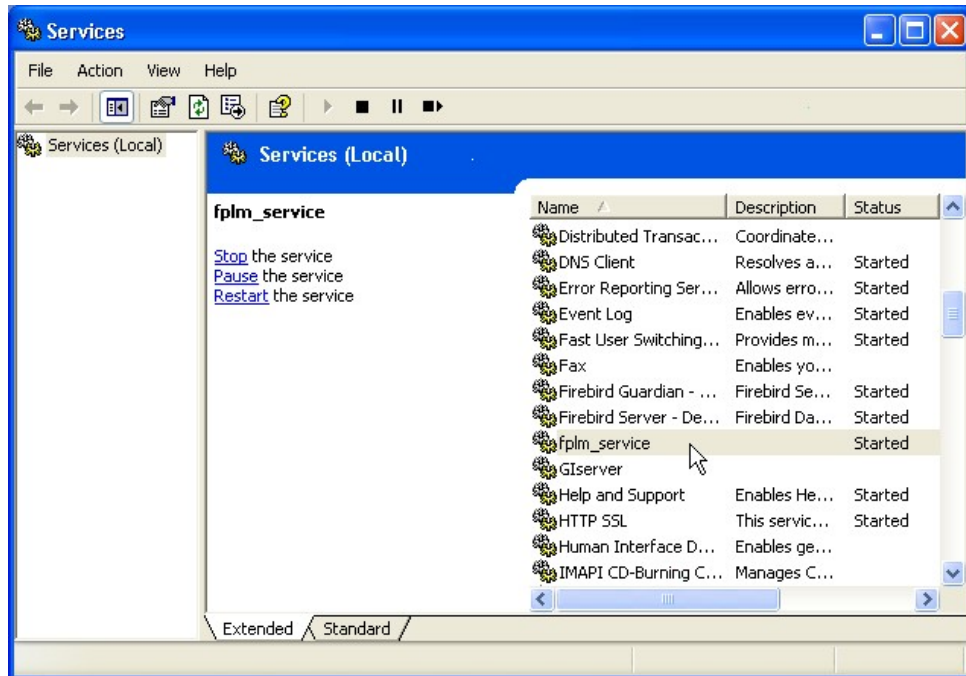


4. When the Services panel is displayed, look for the “fplm_service”. You can start the service by clicking on “Start”.

Note: If you do not see “fplm_service” listed, refer to section “**Starting the filePro License Service from a command line using sc.exe**”.

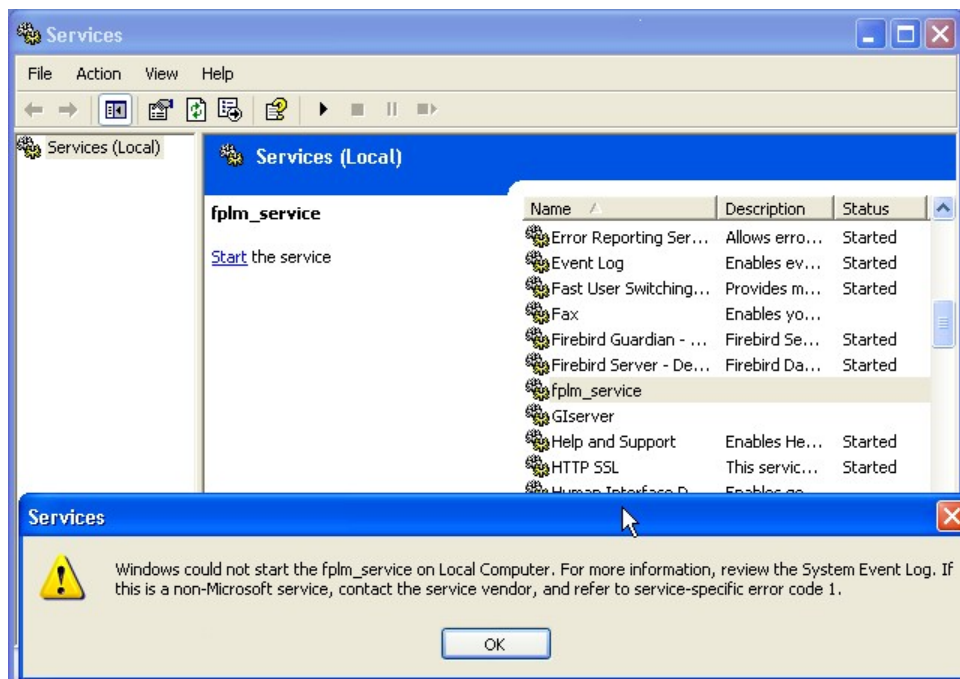


If the service properly starts, it will show “Started” under Status column as depicted below.



5. Close the Window's panels and test filePro to make sure things run.

If the service fails to start, an error window will be display as depicted in the following screen. This will usually be due to not having a good license, the license is not in the right place or the license may not have the right name. The license should be found as file %PFPROG%\fplliblicfp.dat where %PFPROG% is your filePro parent program directory e.g. c:\appl\fplliblicfp.dat if %PFPROG% is set to c:\appl.



Starting the filePro License Service from a command line using “sc.exe”

In some instances, you may have a need to install the `fplm_service` as a service on your server without doing it during the filePro install. This is true for NETWARE installations where the service would be installed on a Windows box that serves as your *filePro License Server* or in cases where you are temporarily using a Mirror/Backup server as your *filePro License Server*.

Also, some anti-virus software will prevent the license service “*fplm_service*” from being created during the install. Use this section to install the service when the “*fplm_service*” is not shown as a service in the Window’s “Service” panel.

Microsoft provides a command line utility named “sc.exe” that allows you to start a service.

To install the filePro License Server from a command line, do the following.

```
sc create "fplm_service" binpath= "c:\fp.56\fp\fplmservice.exe c:\fp.56\fp"
```

where “fplm_service” is the service name and “binpath” contains the full path to “fplmservice.exe” executable and the path parameter “c:\fp.56\fp” identifies the location of the \lib directory containing the license file “licfp.dat”.

Important: You need a space after each equal sign when using the sc.exe utility program.

The “sc.exe” allows you to manage the service based on the parameters that you pass to it. When executing sc.exe without parameters, the syntax and acceptable parameters are identified for things like *Stopping*, *Pausing*, *Removing* and *Querying* the service.

Workstations - Connecting to the License Server

Once the License Server is running, you will need to identify the server in your workstation startup file(s). The PFLMHOST variable is used to identify the server name or the server IP address as follows.

```
set PFLMHOST=servername:6556
```

where `servername` is the Windows computer name where the filePro license server is running and “6556” is the reserved port number.

```
set PFLMHOST=xxx.xxx.xxx.xxx:6556
```

where `xxx.xxx.xxx.xxx` is the statically assigned IP address of your server and “6556” is the reserved port number.

Recommend using the “servername” rather than IP address since the license server will be found whether the server IP address is either statically or dynamically assigned.

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