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## filePro Installation Windows (Versions 7, 10 and Server Editions)

- **\*\*\* IMPORTANT \*\*\***
- **\*\* Download the filePro Install (Zip file) and License File Together \*\***
- **The filePro Install will process the license file automatically.**

**[Step 1.] Before installing filePro 5.0.15 (when released) and later, obtain a license by going to URL <http://www.fpotech.com/fpotech/forms/drequest.php> or by contacting our sales office at (800) 847-4740.**

When requesting a license, you will need to 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)

### 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@fpotech.com](mailto:sales@fpotech.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 Volume 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" ( Depending on Windows version, 'getmac' command may work as well. ).

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.

**[Step 2.] Go to the fP Technologies webpage <http://www.fptech.com/fptech/forms/drequest.php>**

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.

**[Step 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.*

**[Step 4.] Make sure that you are logged into the server as "Administrator".**

Unzip the filePro ( FullDev.zip or FullRun.zip ) download image file into a temporary directory.

*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.*

**[Step 5.] Run Setup.exe by clicking on the setup.exe in the temporary directory.**

Note that filePro must be installed from the fPLauncher 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.

**[Step 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.**

**[Step 7.] The installation will create a filePro icon on your Desktop and/or Programs folder based on the install options you have selected.**

**You will need to modify the Windows filePro shortcut.**

Right click the filePro desktop icon and select 'Properties'.

Make sure it is set to 'Normal Window' when opening ( Not Maximized )

Click on 'Font' tab and select 'Lucida Console' Font. Set size to 24 ( adjust accordingly )

Then click on 'Layout' tab and set Width to '80' and Height to '25'. ( You may need to uncheck the wrap text option )

Click "Apply" and then 'Ok' buttons.

**[Step 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

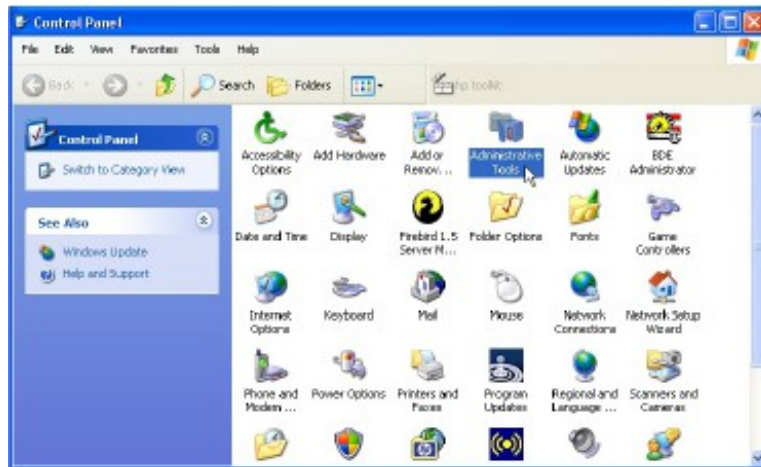
Although it is not recommended that you install your license file after performing the filePro install, there may be instances where this is necessary. If you have installed the license during the filePro install and the fp\_lm\_service is running, you can ignore the following procedure and proceed to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

### Troubleshooting

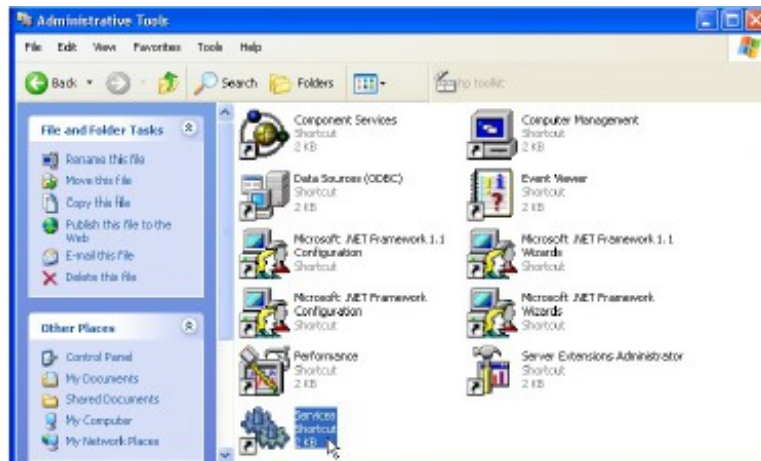
If you haven't properly installed the license service during the filePro install or the license server will not start, you will need to install and start the filePro License service. You can do this by using the Window's “Service Manager” (graphical interface) or the a command line utility named “sc.exe”.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

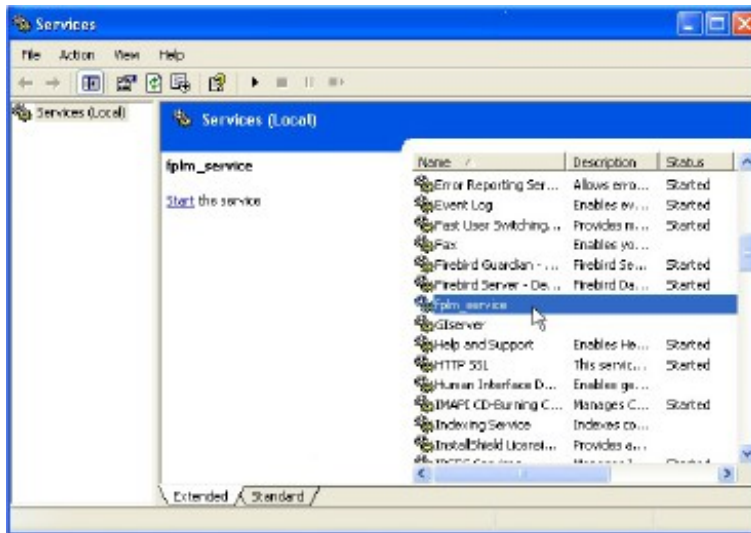


3. When the “Administrative Tools” panel is displayed, click on the “Services” shortcut to display the installed services.

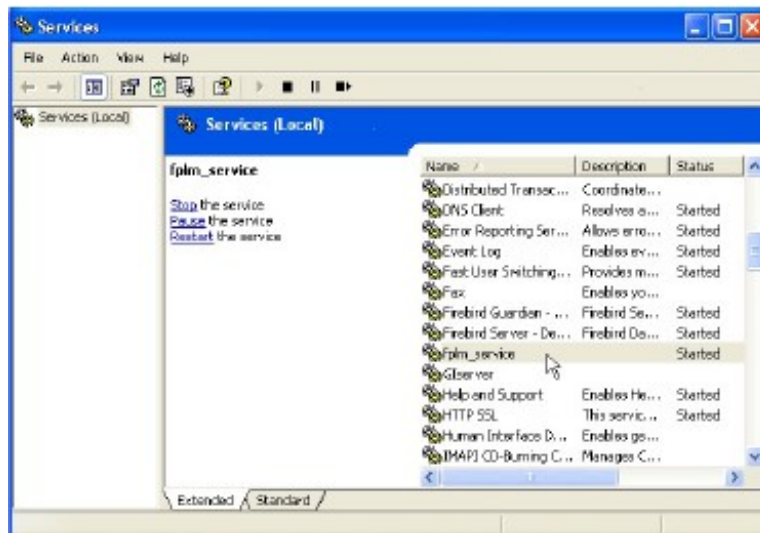


4. When the Services panel is displayed, look for the “fp\_lm\_service”. You can start the service by clicking on “Start”.

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

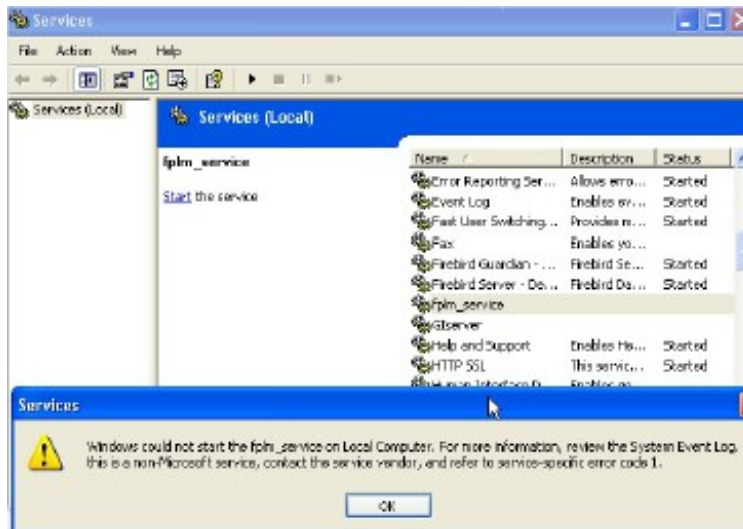


If the service properly starts, it will show “Started” under Status column as depicted below.



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%\fp\lib\licfp.dat where %PFPROG% is your filePro parent program directory e.g.

c:\appl\fp\lib\licfp.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\fplicense.exe c:\fp.56\fp"
```

where “`fplm_service`” is the service name and “binpath” contains the full path to “`fplicense.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

Map the \appl directory on the server to the workstation. Map the now shared 'appl' directory from the workstation. The following example assumes mapped drive is P:

Copy the FullDev.bat located in the c:\appl directory on the server to WS.bat for use by workstations.

Edit the WS.bat and Add after the first line

```
set FPLMHOST=192.168.1.15:6556
```

NOTE: Replace the IP address with the correct one for your server.

**\*\*\* Recommend setting the server where filePro is installed to Static IP address. \*\*\***

This tells the Workstation to use the machine at that IP address as the server license manager and to connect to port 6556 (the default).

ws.bat should look similar to the following: (if appl directory is mapped as P-Drive)

```
@echo off
rem This File created by install shield on 11-3-2016
set PFLMHOST=192.168.1.10:6556
set PATH=c:\windows\system32
set PFDSK=P
set PFDATA=P:
set PFPROG=P:
set PFDIR=
set PFMENU=P:\fp\menus
set PFGLOB=
set PFCONFIG=
set PFCMARK=30
set PATH=%pfprog%;%PFPROG%\fp;%path%
echo stuff > fp$$$$$.bat
del fp$$*.bat>NUL
%pfprog%\fp\p.exe
```

If you wish for workstations or specific users to open a specific menu:

change the last line to:

```
%pfprog%\fp\p.exe mymenuname
```

Where 'mymenuname' is the name of the specific menu to open.

From the workstation, right click the ws.bat file and select 'send to – Desktop – Create Shortcut'.

## Troubleshooting

When a Windows workstation cannot connect to the License Manager, it means one of 3 things.

1. Make sure the license server is running on the server. Does filePro run from the server properly?
2. Make sure the bat file that launches filePro on the workstation has the appropriate environment setting of 'set PFLMHOST=serveraddress:port'.  
The port is set to 6556 on all filePro licenses.
3. Make sure that the port (6556) is not blocked by either the operating system or by a firewall.  
( You may need to create inbound and outbound firewall rules to allow connections to both 6555 and 6556 )

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