

5 Installation

Installation

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Installation Procedures

5.1 System Requirements

System Requirements

Here's what you will need to use this software:

- Pentium 4 processor, or higher.
- RAM: 16 MB recommended.
- Windows 2000, XP, Vista and Windows 7.
- 100 MB of hard disk space.
- A standard 1024 x 768 or higher monitor (800 x 600 no longer supported).
- Access to the Internet is required since it will be the source of downloads and give you access to the online User's Forum and receive by email any announcements and our quarterly newsletter.

5.2 Installation Procedures for Retain Pro 9.0

Installation Procedures for Retain Pro 9.0

(Procedures are similar if re-installing previous version 2007)

The following topics are covered:

1. [Installing Retain Pro 9 Single User License on a new computer](#)
2. [Installing Retain Pro 9 Network License on your server](#)
3. [Installing a Network License on your server when upgrading from a Single User License](#)
4. [Using Auto Update on version 9.0](#)
5. [Removing Retain Pro from a computer](#)
6. [Installing to a computer without an Internet connection](#)
7. [What to do when my reports say: "Licensed to: Not Licensed"](#)
8. [What to do when help does not appear or the manual does not appear](#)

NOTE: *If you have difficulty with any of the above, and you are sure you have followed the above procedures, you can email us at support@retainpro.com. Describe as specifically as you can any messages you got and where in the process you had a problem. And give us your registration number (RP-xxxxxxx)*

Before doing your first design be sure to create your title block. Otherwise the report printouts will show an UNLICENSED COPY. Clicks on the Settings tab on the tool bar and you will get this screen:

Global Settings

Licensee Information | **Printing & Title Block** | Licensing | Auto-Update | Network Limiter Parameters

Title Block Logo File...

Create your title block below (appears on reports):

Title Block (See Criteria Below:)

Line 1 NOT AN AUTHORIZED REPORT

Line 2

Line 3 Use settings screen to create your

Line 4 company title block here.

Line 5

Logo Image...

Save & Close

Cancel

Title Block Criteria (title block must conform to the following):

- 1) There must be at least three (3) lines.
- 2) Line 1 must have at least three (3) characters.
- 3) Line 2 must have at least nine (9) characters.
- 4) The last two lines (3 and 4 or 4 and 5) must have at least ten (10) characters total (not each).

Title Blocks NOT conforming to the above Criteria will be REMOVED !!!

5.2.1 Installing Retain Pro 9 Single User License on a new computer

1. Installing Single User License on individual computers

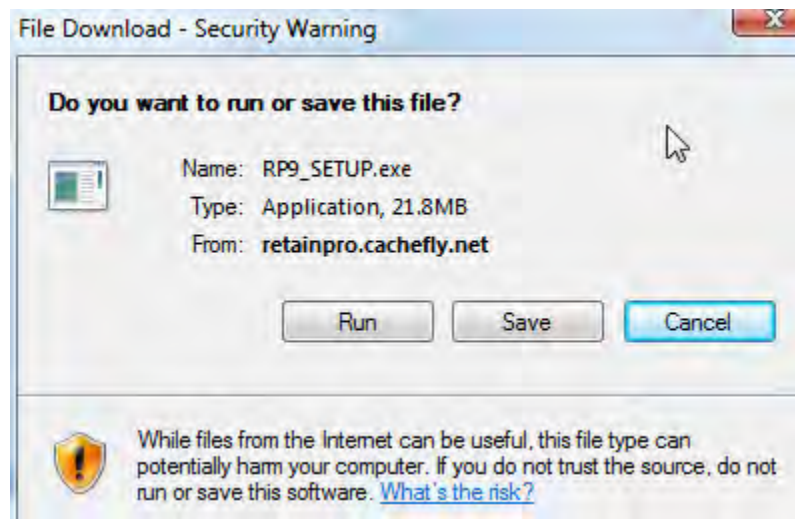
Use this procedure to install on up to 4 or 12 (depending upon order option chosen) office/home/laptop computers (but NOT on a server – see next instruction).

Download the software from www.retainpro.com/downloads. Select the top **.EXE** link (unless you are downloading an earlier version) from the screen The following screen will be displayed:

Download Versions

- Download Retain Pro 9.0 in .EXE format
- Download Retain Pro 2007 in .EXE format
- Download Retain Pro 2005 in .EXE format

The following screen will be displayed:



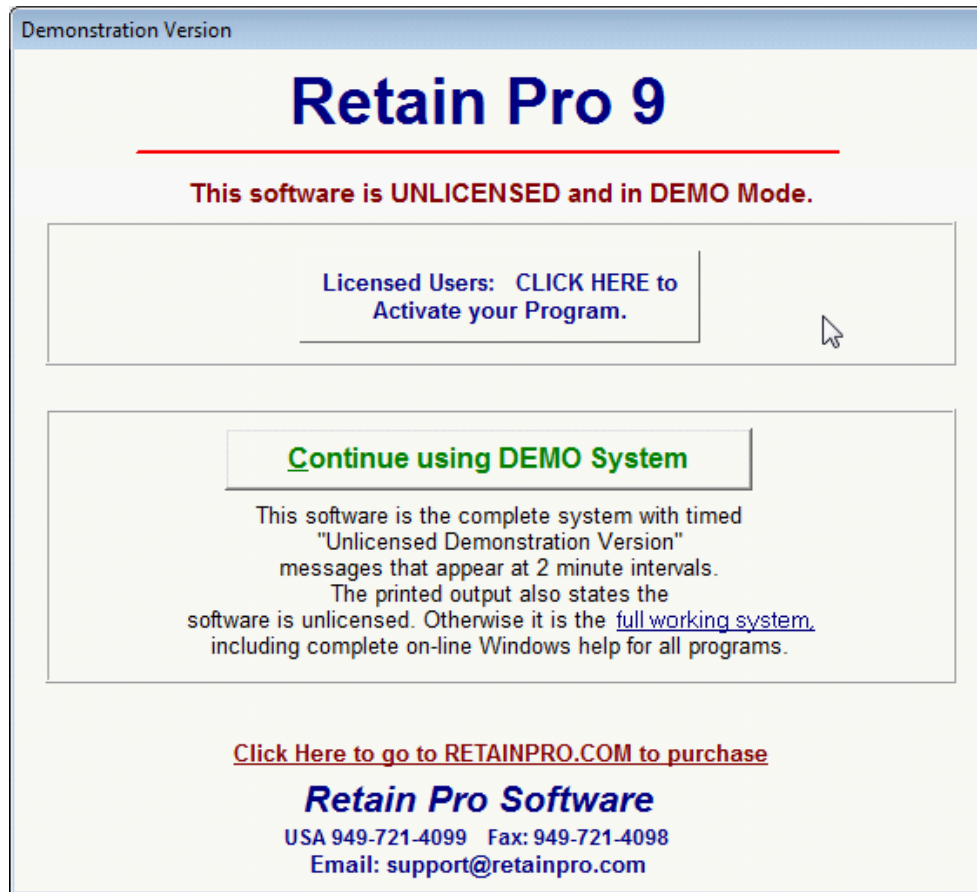
Create a folder to store Retain Pro 9 files (suggest "RP9"), then click SAVE

Windows Vista and Window 7 users:

There have been security changes to the operating system that require additional steps on your part.

1. Follow the instructions found at the following link to make sure proper access rights are granted:
http://retainpro.com/pdf/setting_access_rights.pdf
2. Make sure you are running Retain Pro with Administrator Rights.

The Demonstration Version of Retain Pro 9 will be installed and a button will appear Licensed Users Click Here:

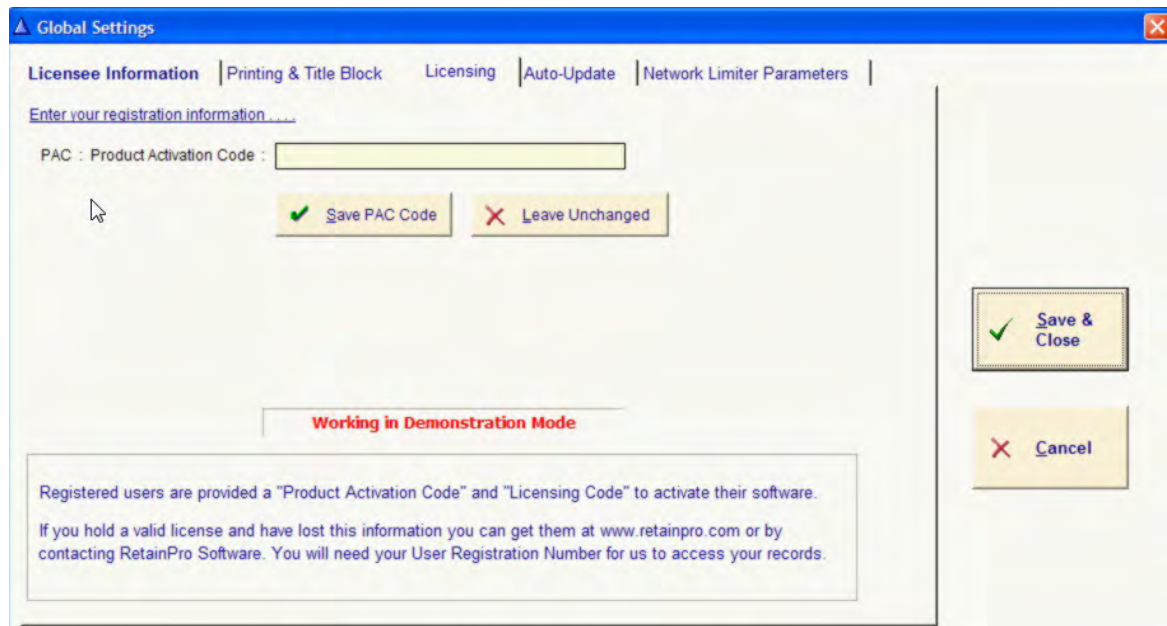


The demonstration version of Retain Pro 9 can be used for a total of 45 days in "Evaluation Mode" where you can use the entire program with no limitations (except the words "demo" on the report printouts). When this period has ended the program will no longer operate and you cannot extend the period by reinstalling or changing the computer date.

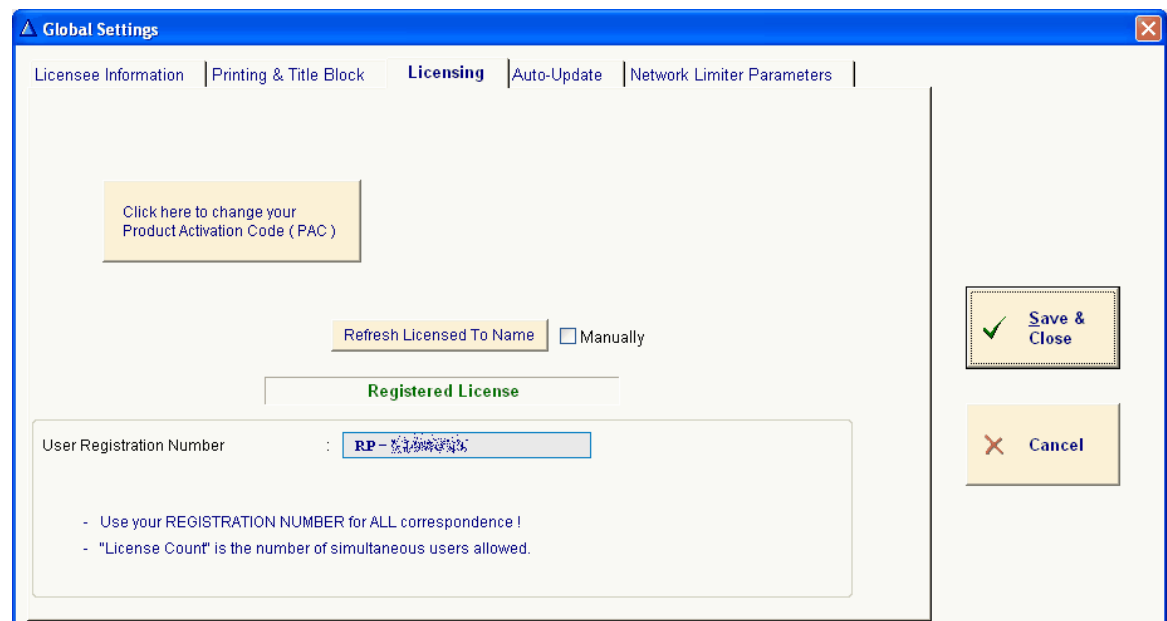
After clicking this button:

Licensed Users: CLICK HERE to
Activate your Program.

The following screen will be displayed:



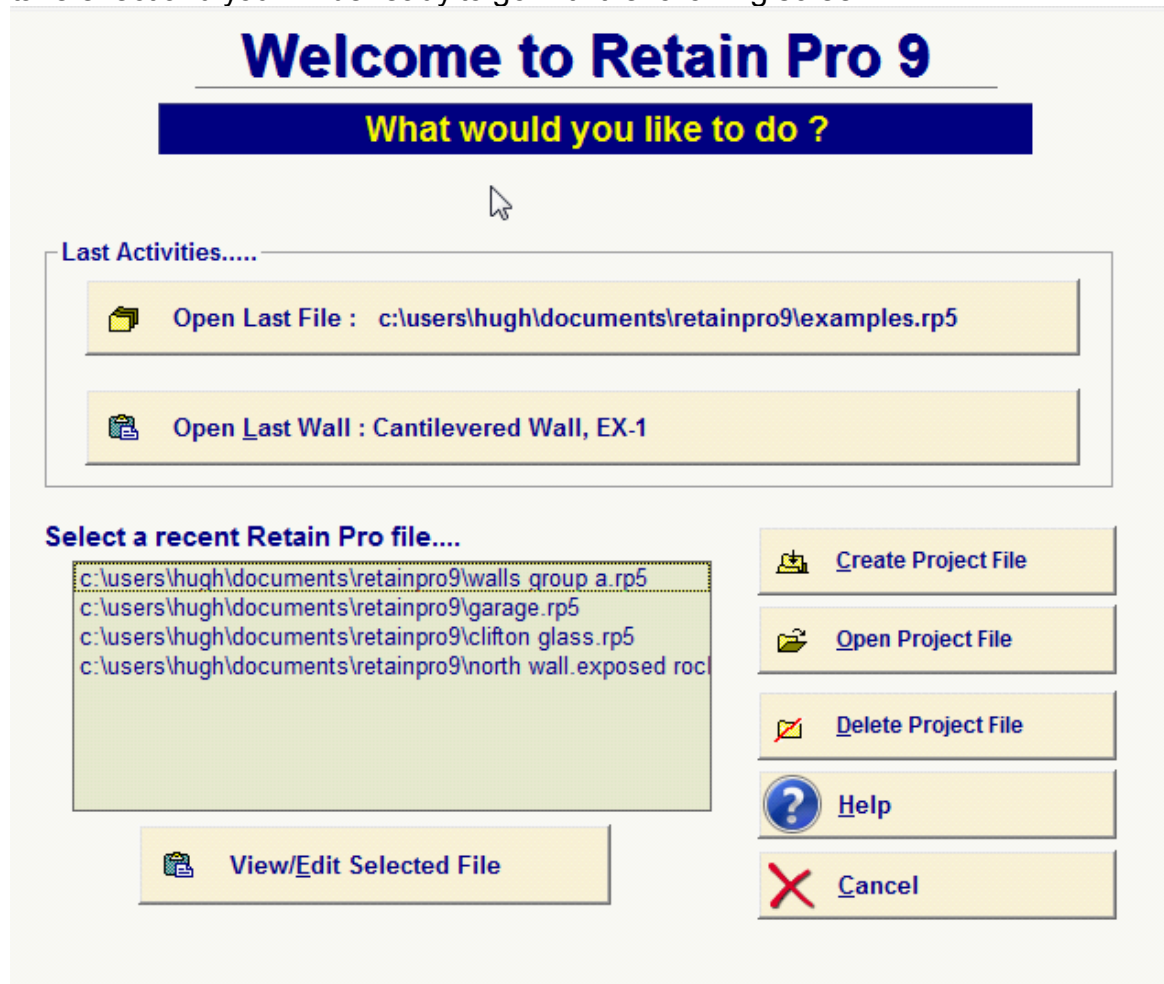
Enter your 16-digit PAC code – include the hyphens – and click Save PAC Code. If your PAC was entered correctly the program will change to a registered version. The following screen will appear:



Click the "Refresh Licensed to Name" button and then click the "OK" button when the process is completed.

Click the "Printing & Title Block" tab and enter your title block information making sure it meets the criteria stated below the title block entry fields.

Click "Save & Close" and then exit Retain Pro. Restart Retain Pro so the changes take effect and you will be ready to go with the following screen:



5.2.2 Installing Retain Pro 9 Network License on your server

2. Installing Retain Pro 9 Network Version on your server

Note: Do not attempt to install a Single User License on a server!

- A. Install Retain Pro on your server using the same instructions for Single User License.
- B. Read the CAUTION below for anti-virus and firewall instructions.
- C. Start Retain Pro on the server with Administrator Rights. Enter your Product Activation Code (PAC) per the instructions in section #1 above. This will activate Retain Pro from demonstration mode and store your PAC on the server.
- D. On each computer that will launch Retain Pro 9 from the server make sure that the server is mapped as a drive letter....NOT a share name.

- E. Make sure that you allow the client computers to have Read/Write/Modify permissions to the Retain Pro installation folder on the server. This is essential because a few files that manage licensing and network limitations must be access by the software running on the remote “client” computer.
- F. On the client, create a shortcut to the executable program file on the server. Be sure that on your shortcut the startup directory is set to the installation directory on the server.

5.2.3 Installing a Network License on your server when upgrading from a Single User License

3. Installing a Network Version on a server when upgrading from a Single User License

On each computer where Retain Pro has already been installed it is best to uninstall it, BUT keep any data files you have created for future use.

Repeat this on all computers where Retain Pro has been installed.

Install the software on your server (or a computer where all other computers will be able to launch it from). Follow the same instructions as **2** above. If you have already installed you can proceed to create the shortcuts on the remote computers as described in the normal "Network" installation instructions shown in **2** above.

5.2.4 Using Auto Update on version 9.0

4. Using AutoUpdate

Occasionally we issue updates to correct problems reported and to add enhancements. To assure you are always current you will see a pop-up message asking if you want to check for updates. If you click YES it will check to see if you are using the latest release. If a later one is available it will let you know and ask permission to proceed with the update installation.

If this feature does not work – perhaps because you are using a much earlier release – you will need to download the latest release from www.retainpro.com/downloads.

5.2.5 Removing Retain Pro from a computer

5. Removing Retain Pro 9 from a computer

You may want to remove Retain Pro 9 from a computer, such as to free it for another computer installation to keep within your license restrictions. To do this go to your Programs directory and select the folder (RP9?), then select Uninstall Retain Pro 9. It will be permanently removed.

5.2.6 Installing to a computer without an Internet connection

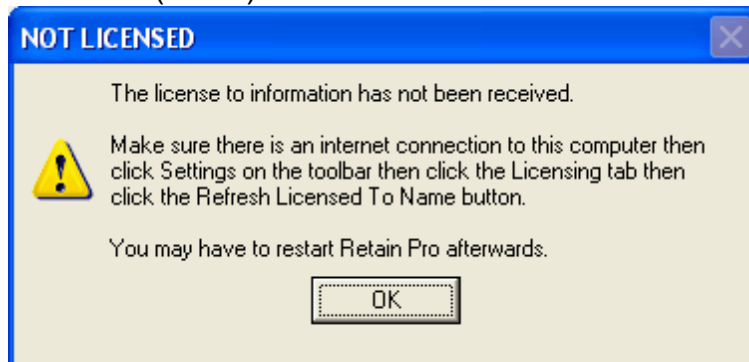
6. Installing to a computer without internet connection

If you wish to install Retain Pro on a computer without an Internet connection you download the installation file from www.retainpro.com/downloads. Save that file to a USB memory stick, burn it to a CD or simply have it available to your other computer. On the non-Internet connected computer run the program to install on that computer. Then per the instructions in item 1 above enter your PAC.

5.2.7 What to do when my reports say: "Licensed to: Not Licensed"

7. What to do when my report says: "Licensed to: Not Licensed"

After Retain Pro has been successfully installed and activated Retain Pro attempts to acquire from the Retain Pro ordering system the licensee name and address to display on the reports. If this process fails, you will see the NOT LICENSED window (below) when you print a report and on the report itself you will see "Licensed to: Not Licensed" (below):



ABC Corporation
1001 A Street
Suite 101
Yuma, Texas

Retain Pro 9 © 1989 - 2009 Ver: 9.04 8092
Registration #: RP- RP9.04
Licensed to: Not Licensed

Criteria

Retained Height = 0.33 ft

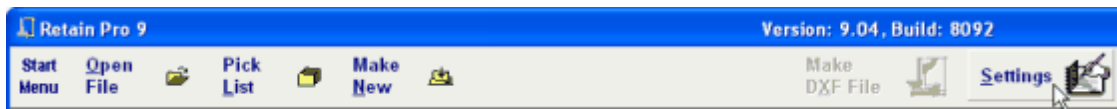
You will need to instruct Retain Pro to make that attempt again. In order for it to

work automatically, you must have a connection to the internet without any network firewalls or local computer firewalls blocking the process.

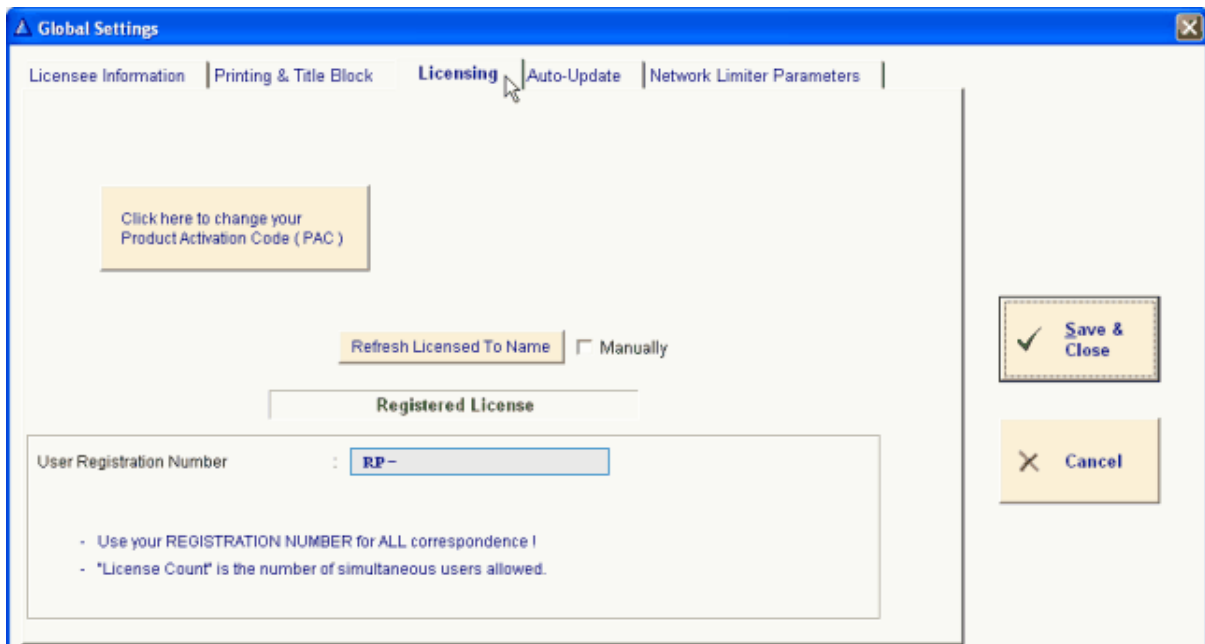
- a) [Acquire the "Licensed to" information over the internet.](#)
- b) [Acquire the "Licensed to" information manually.](#)

5.2.7.1 Acquire the "Licensed to" information over the internet

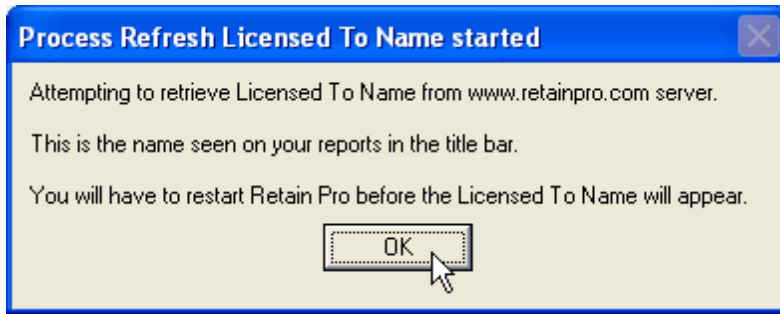
To acquire the licensee information over the internet, start Retain Pro then at the Welcome to Retain Pro 9 window, either edit a wall or cancel. Next select the Settings button at the top:



Next select the Licensing tab so that you see the screen below:



Next, click the "Refresh Licensed To Name" button. Then when the window below appears, click OK.

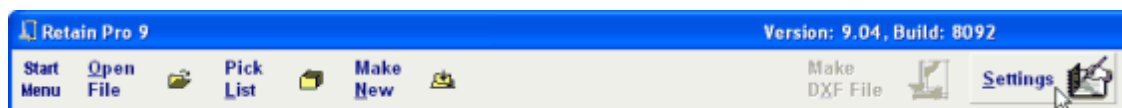


Notice that you will have to restart Retain Pro so completely exit out of Retain Pro and then start it up again. If this process does not work, then there is something blocking Retain Pro's access to the internet. You may have to do this manually.

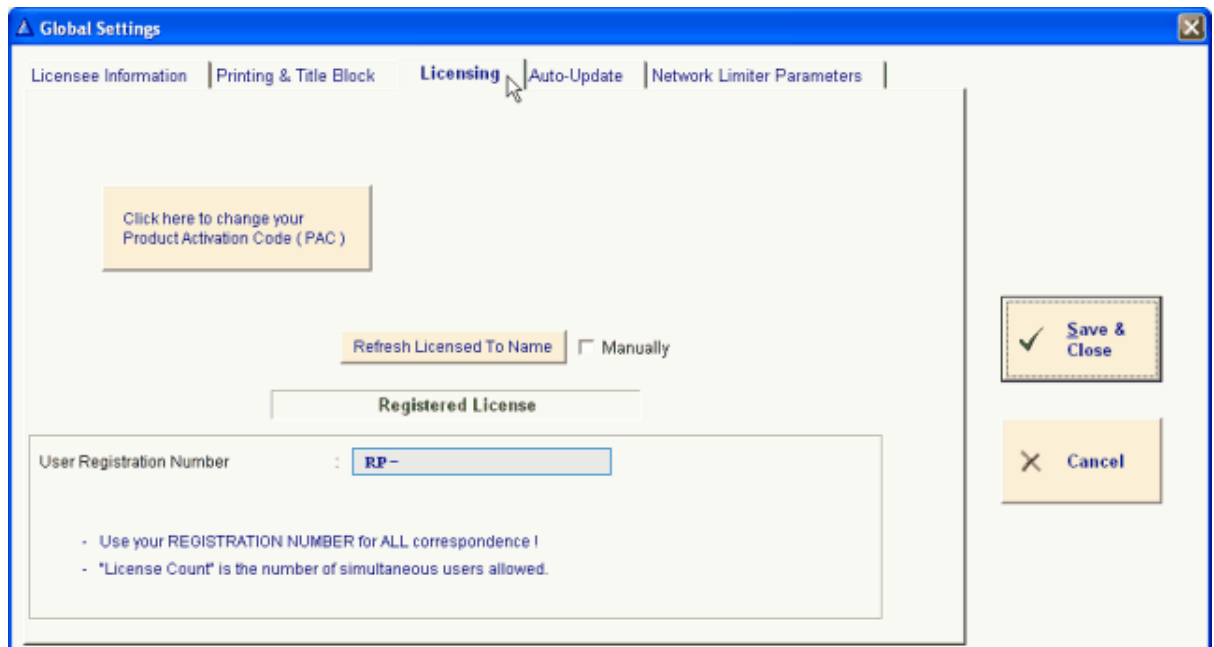
5.2.7.2 Acquire the "Licensed to" information manually

There are a couple of reasons you may have to acquire the licensee information manually. The first reason is that something in your network that is blocking Retain Pro from accessing the internet. The second reason is that you may, for security reason, not connect your computer to the internet. The following are the steps necessary to manually acquire the licensee information.

- I. Write an email to support@retainpro.com with the following in the subject line:
Request for encoded licensee information for RP-#####.
where ##### is the User Registration Number found on the Licensing tab seen below.
- II. The above request must be sent from the email address on file with Retain Pro. If the email address is not on file with Retain Pro, no response will be received.
- III. When you receive the encoded licensee information and Retain Pro is installed on the same computer, simply copy the encoded licensee information into the clipboard as indicated in the email and proceed to the next step. If Retain Pro is on another computer, such as one not connected to the internet, you will need to copy the encoded licensee information to a portable media acceptable to the target computer, then transfer it to that computer and then at that computer, get the encoded licensee information into the clipboard.
- IV. Start up Retain Pro then at the Welcome to Retain Pro 9 window, either edit a wall or cancel. Next select the Settings button at the top:



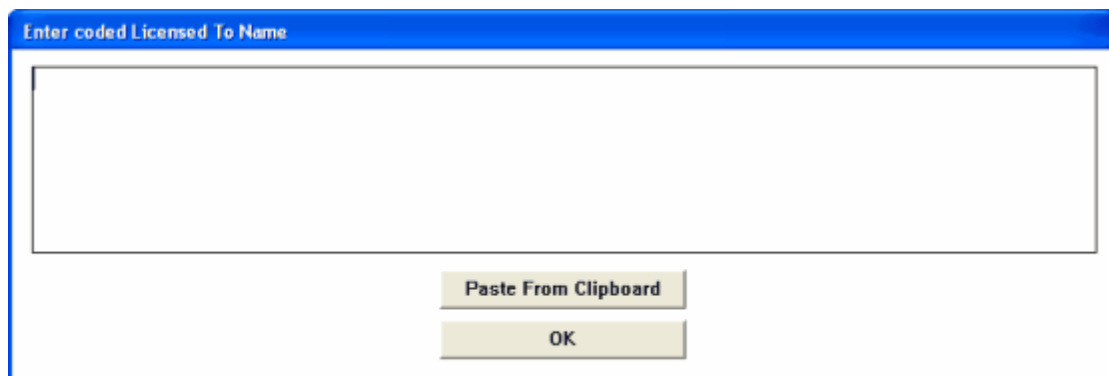
- V. Next select the Licensing tab so that you see the screen below:



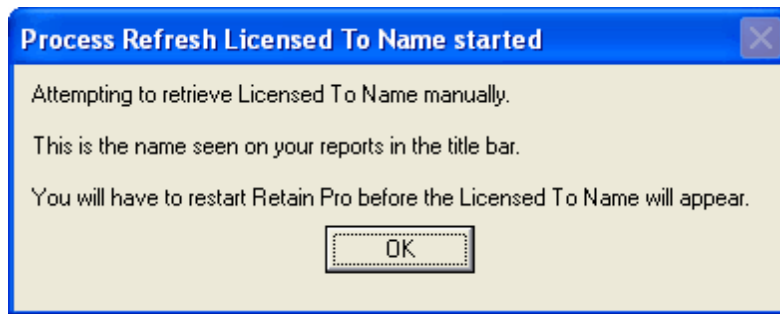
VI. Click the check box so that it appears checked:



VII. Click the "Refresh Licensed To Name" button and the following window will appear:



VIII. Click the "Paste From Clipboard" button and then click the "OK" button and the following window will appear:



IX. Click the OK button and completely exit out of Retain Pro and then restart Retain Pro.

5.2.8 What to do when help does not appear or the manual does not appear

8. What to do when help does not appear or the manual does not appear

To get the help system and/or the manual to work, it is sometimes necessary to completely shut down your computer and then restart it. Doing a restart does not always work, it is usually necessary to do a complete shut down.