Installation & Activation Procedure
RetainPro

General

RetainPro must be installed on each computer where it will be used.

DO NOT install on one computer and use a shortcut to the software on a different computer....it WILL NOT run properly. This different from RetainPro 9 and earlier versions!

You can install the **RetainPro** on ANY computer where you might want to use it. You will need "activate" it on the computer where it will be used so it runs as a "activated" program.

The activated seat can easily be moved between computers as you desire using our Internet Activation system. An Internet connection is needed only for the brief moment of activating or deactivating.

Download Installation File

Download the installation file using this link :   **www.retainpro.com/RP10_SETUP.html**

This link will ALWAYS install the MOST RECENT build of the software. Don't save the installation file for later use.....you will be saving the installer for an old copy of the software because we update the builds very often.

This installation file will ask you to paste in the **Product Control Code (PCC)** that RetainPro has assigned to you. Locate the email you received from RetainPro that contains that long scrambled looking string of characters. Always use the most recent email because it has your latest **PCC**.

The **PCC** has all the information for your license, including your Maintenance & Support Plan expiration date, name that will appear as the license holder, etc.

NOTE! If you installed our DEMO version be sure to UNINSTALL IT. It cannot be used as licensed software.

Installation Procedure

This section describes installation of the software on any computer where you want to use it. At this time we assume you have downloaded and started the installation program file.

Immediately after starting the installation program you will view a "Welcome" screen identifying the product to be installed.

Click **[**Next >**]**

Next you will be asked to review the RetainPro License Agreement. You have 60 days after purchase to review the agreement and return the software, so it is not necessary to read the entire document at this time. After installation you can print and read the License Agreement using the License->License Agreement menu selection.
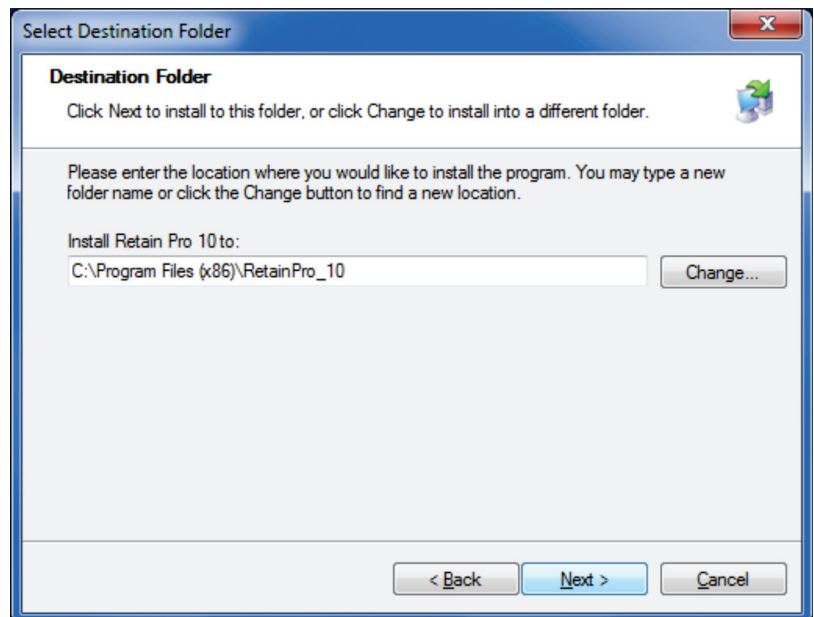
Choose "I Accept...." and click **[**Next >**]**
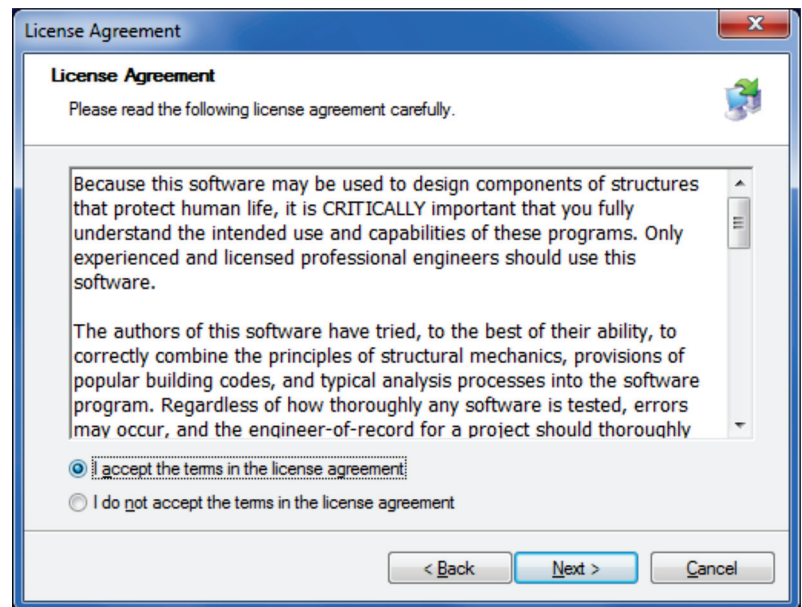
Next you will be asked to name the Start menu program group that will contain the links for starting up various parts of the software. (We recommend using what our installation program suggests.)

This program group will be placed within the Start | Programs selection within Windows.
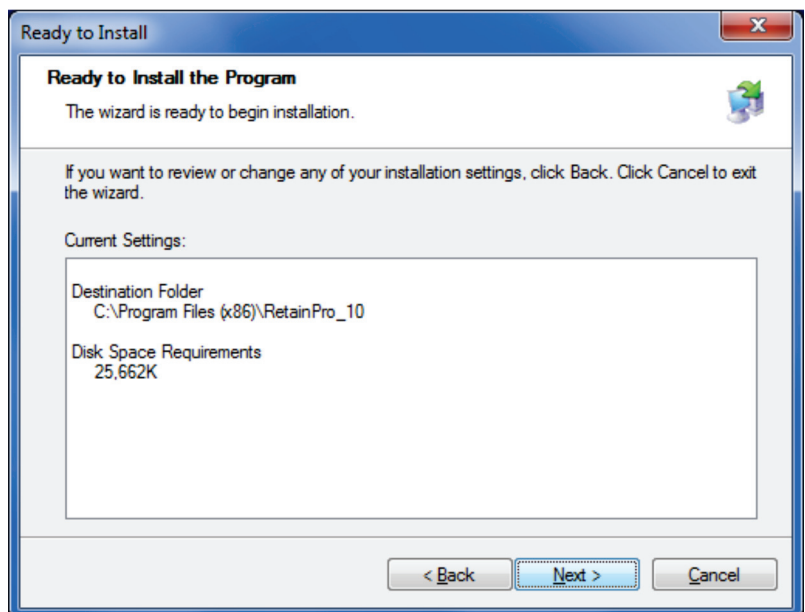
Click **[**Next >**]**

Next and immediately prior to the file placement process you will be given a summary of your selected items.

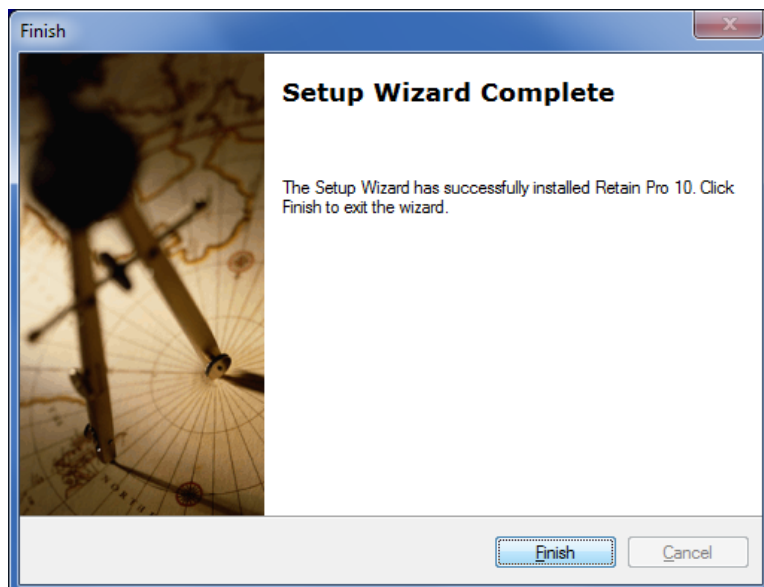If all is OK then Click **[**Next >**]**

The files will then be copied to your computer.

The final screen announces that the installation process is complete.

Click [Finish]

SOFTWARE INSTALLATION IS NOW COMPLETE

Software Activation Procedure on Next Page

Software Activation Procedure
RetainPro

General

RetainPro has a security system that requires you to "Activate" the software.

You will :
- Copy & paste a **Product Control Code** (**PCC**) into the software
- Use an [**Internet Activate**] button to get permission from our **Internet Activation Server** to run as a registered program.

The **PCC** has extensive information about your license, including your Maintenance & Support Plan expiration date and the Licensee name that will appear on screen and reports.

The **RetainPro** must be installed on each computer where it will be used. DO NOT install on another computer and use a shortcut to the software on a different computer....it WILL NOT run properly.

You will use "Internet Activate" to activate the software on each computer on which you want to use the software. You can only activate computers simultaneously up to the number of simultaneous licenses you have purchased. Use "Internet Deactivate" to return the activation permission to our activation server for use on another computer. (An Internet connection is needed only for the brief moment of activating or deactivating.)

There are other methods of manually activating the software if you do not have an Internet connection. There is also a [Manual Activation] button provided. Click it for information & guidance.

Activation Procedure

The first window that you will see is the license startup screen to the right.

Click the button you see circled in red to continue to the next step of entering your Product Control Code.

The screen will change to display an entry area for your Product Control Code (PCC).

The PCC is a scrambled looking string about 150 characters long that was supplied to you in one of your product delivery emails.
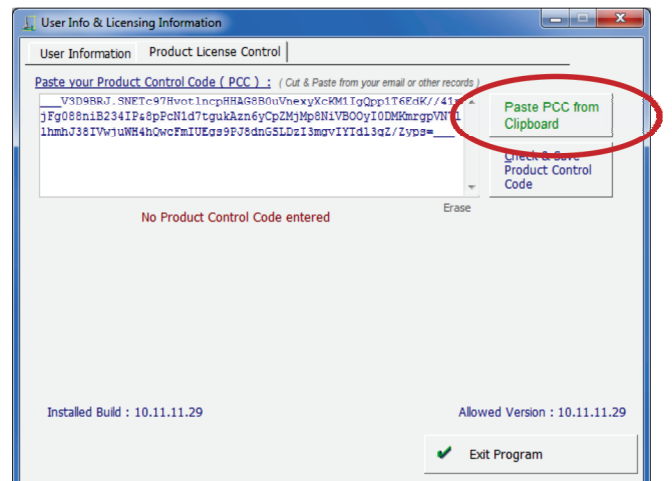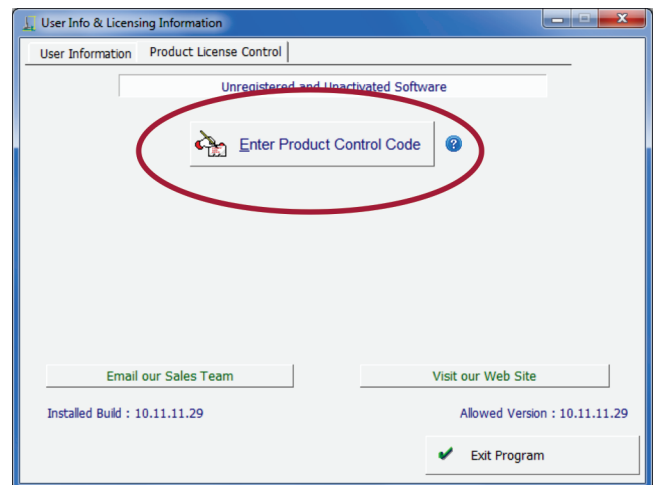
Locate your most recently received PCC, highlight it and press Ctrl-C to copy it to the Windows Clipboard. Then click the button circled to paste it into the entry area.

Note! The same PCC is used in ALL your installations. You only need a new PCC when you renew your MSP.
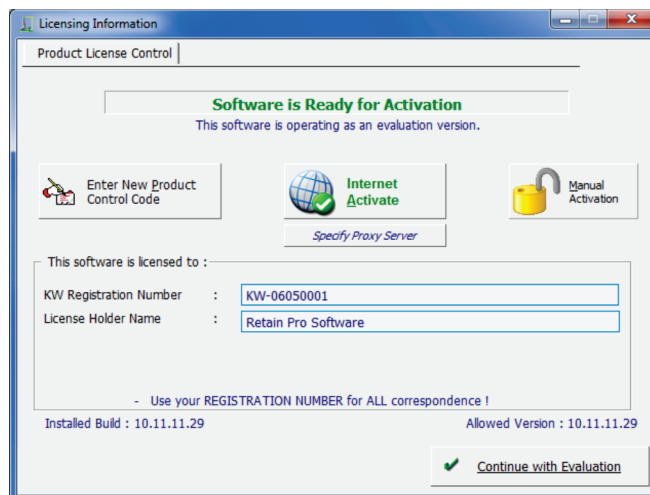
Now click the [Check & Save Product Control Code] button.

The screen will change when the PCC is accepted and it will display your license information.

To "activate" the software to be a fully working version click the [Internet Activate] button circled.

You will then be presented with two activation options:

Indefinite This selection will activate the program and leave it activated. Each time you start the software thereafter it will launch immediately as "activated".

Automatic Activation & Deactivation deactivates on exit and then automatically activating on launch. This setting is typically used in larger firms that have many users in many different locations.
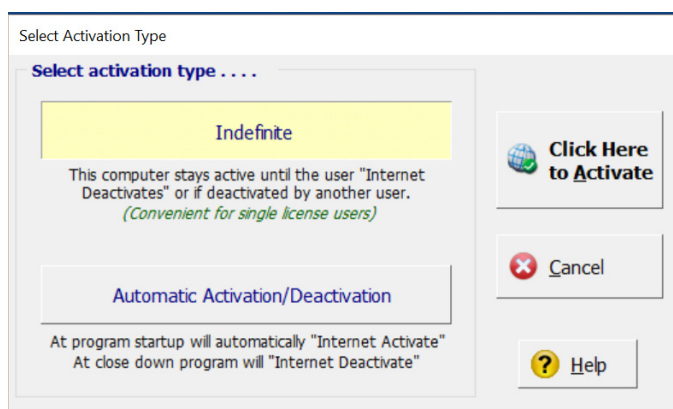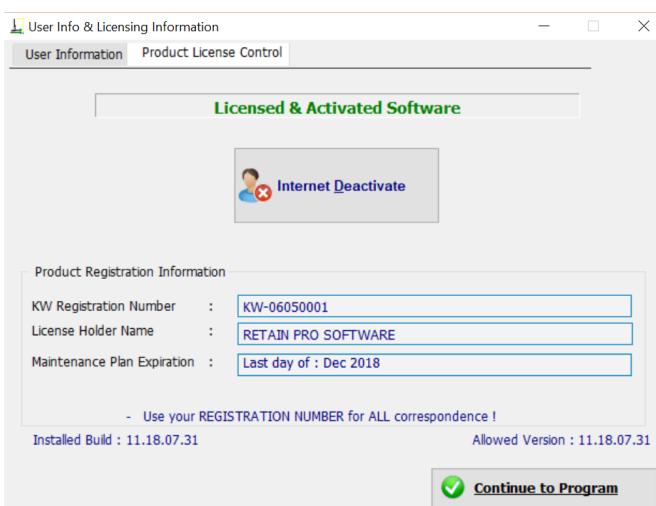
When you have made your selection click :
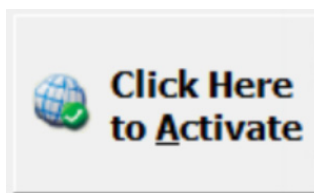
If the activation is successful you will see the dialog shown to the right.

Simply click [Continue to Program] and you are all set to start working!

If your activation request is declined...

If you already have other computers "Activated" and have used up all available seats you will receive a message that this computer can't be activated.
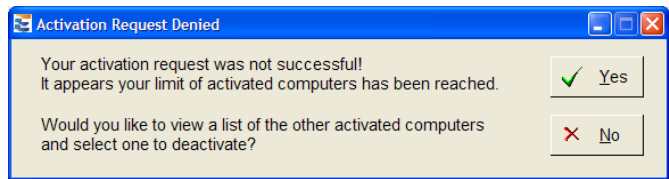
You have the option to forcibly deactivate the computer(s) that are already activated. This is a very handy feature in case you left the office with your software activated there...and are currently trying to activate a laptop.
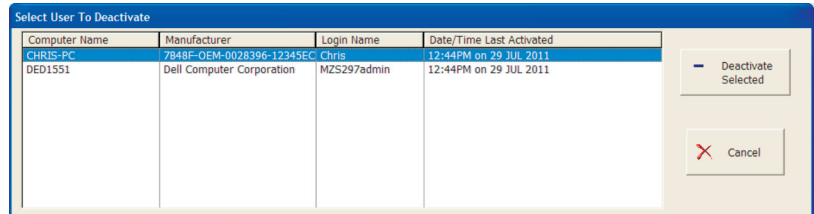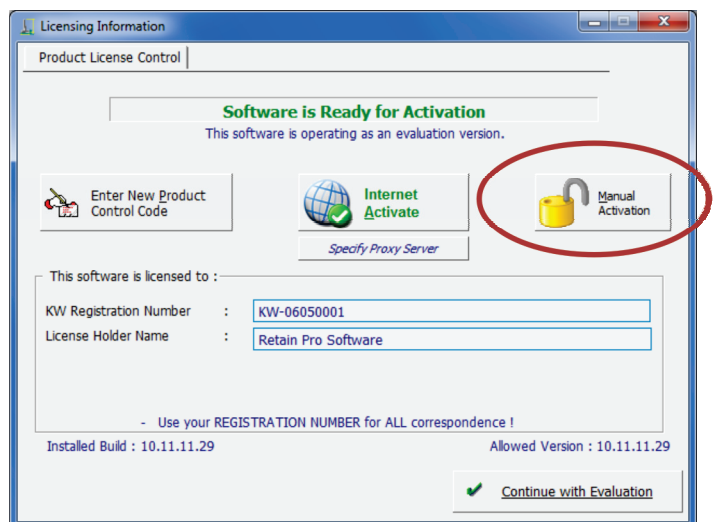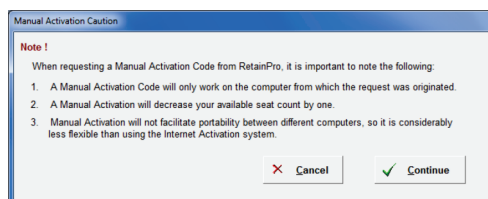
Manual Activation

There may be instances where Internet Activation will not operate. This may be because of no Internet connection, a stubborn antivirus software, firewall or proxy server that you just can't get around.

Manual Activation involves sending RetainPro Software a simple string of data that identifies your license and computer. You email that information to us and we create an "Unlocking Key" that you then paste into the software.

Note! Providing unlocking keys is done for users on a limited basis. If you have problems with Internet Activation and plan on moving the active license to various computers frequently we cannot continually assist you. You will need to find and fix the problem that prevents our software from contacting the RetainPro Internet Activation Server.

Click [**Manual Activation**] button. The Manual Activation dialog will then be displayed.
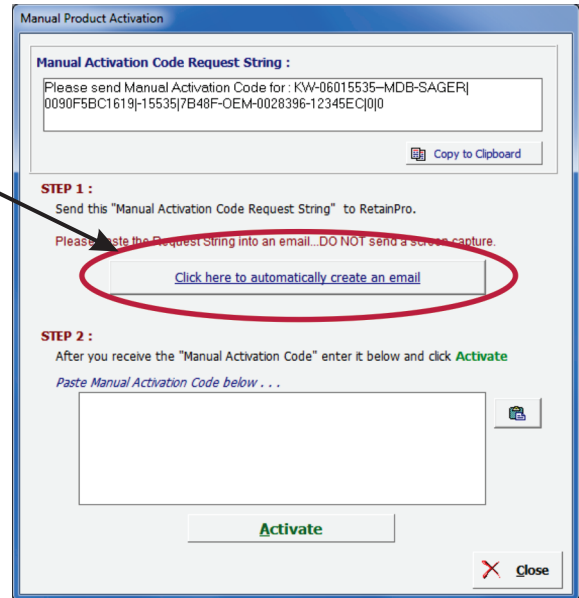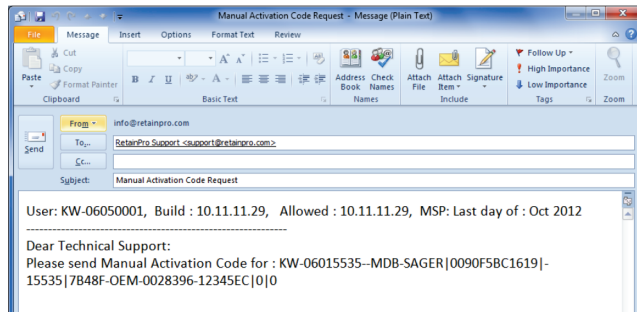Read the message and click [Continue]

Manual Activation

The program has created a "Request String" that you will need to send to support@retainpro.com.

We've made this easy for you...clicking the [Click here...] button will tell your email program to create the email to send to us.

The email it creates will look like this :

When you receive the response from us simply copy the "Unlocking Key" we will provide into the location shown and click the [Activate] button.

The program will store the unlocking key in the Windows Registry on your computer. Click [Activate] and the software activation process will be complete!

Note! If activation does not work at this point you are trying to use a Manual Activation Code that was meant for another computer or is corrupted. Manual Activation Code's are <u>computer specific</u>.

# Moving your Activation between Computers

This section will assist you in moving your activation between computers. RetainPro 10 must already be installed on the computer and the Product Control Code entered. These instructions only describe using Internet Deactivate and Internet Activate to move the activation between computers.

You originally activated the software using the "Internet Activate" ability of the software. To return this activation to our server so that it can be available to you on another computer you will "Internet Deactivate" the software.

Follow these steps

Start the **RetainPro 10.** You will probably see the "Project Assistant" screen seen to the right. You will need to click the [Close] button.
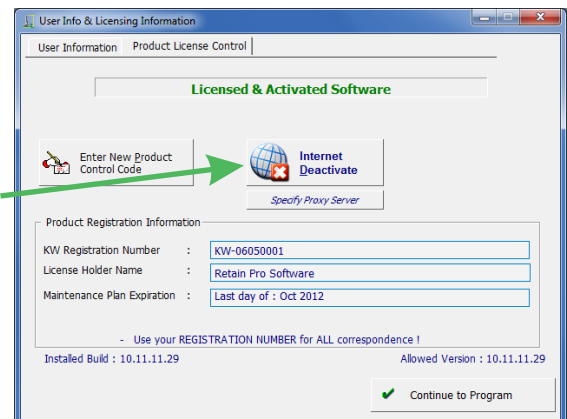
Then click License>Software Activation in the menu bar.
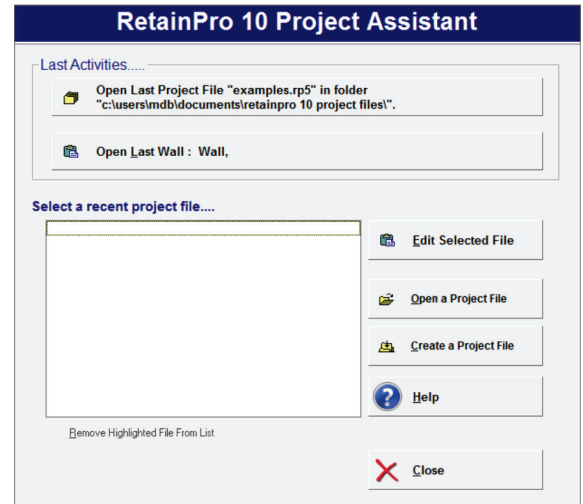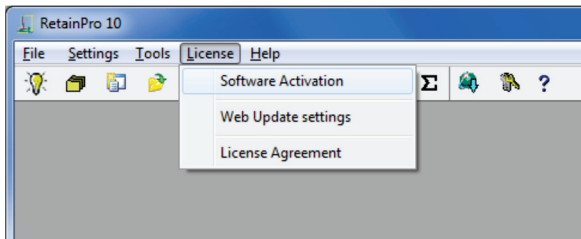
You will now see the "**User Info & Licensing**" screen shown to the right.

Click the [**Internet Deactivate**] button you see on the screen to the right to return your "activation" to our server.

Note! You must allow the RetainPro 10 program file "**RP10.EXE**" Internet access through your firewall or anti-virus software.

Your activation has now been returned to our server .

You can now go to another computer and "activate" it using the [**Internet Activate**] button on the User Info and Licensing screen.