

## **CCH® Fixed Assets Manager™ Local Installation**

### **First Time Setup for New Local Installation and Update Existing Install to 2021.01**

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# Installing the Fixed Assets Manager Program

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## Process Overview

The process to install CCH Fixed Assets Manager using Software Delivery Manager consists of two steps.

1. Downloading the installation image and the permission key from the CCH Software Delivery Manager.
2. Running the installation process.

Below are detailed instructions for each of the above steps.

## Downloading the installation image from Software Delivery Manager

1. Install Software Delivery Manager if you have not already done so.
  - To find out [how to install Software Delivery Manager \(click here\)](https://support.cch.com/kb/solution.aspx/sw43658) - (https://support.cch.com/kb/solution.aspx/sw43658)
2. Download the file to install CCH Fixed Assets Manager using Software Delivery Manager.
  - To find out [how to use Software Delivery Manager to download installation files \(click here\)](https://support.cch.com/kb/solution.aspx/sw43910) - (https://support.cch.com/kb/solution.aspx/sw43910)

## Running the Installation Process

At this point, you have downloaded the installation files and the permission key to install CCH Fixed Assets Manager using the instructions above. If you need assistance please contact CCH customer support at 800.739.9998, Option 2 then Option 3.

To install the Fixed Assets Manager (FAM) program version 2021.01:

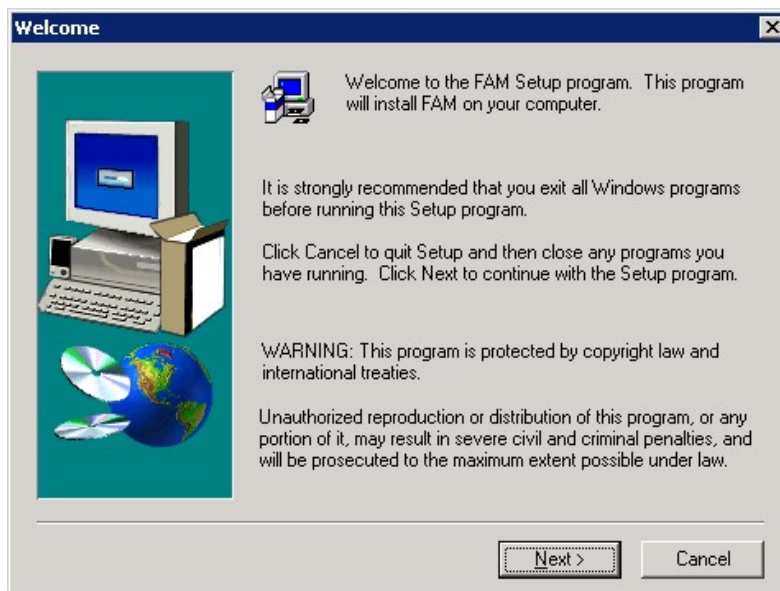
1. Close all applications running in Windows®.
2. **Important:** If this is the initial installation of FAM, the computer may shut down and restart during the installation. Therefore, we highly recommend saving your work and closing all applications running on the workstation before installing the Fixed Assets Manager program.
3. Navigate to the location where you downloaded the installation files archive from the Software Delivery Manager. Right Click on the fam-2021.01000.exe and select 'Extract'.
4. After the extraction is complete, right click on the **Setup.exe** file and select "**Run as administrator**". When the User Account control window opens, select **Yes** to continue.

5. The Fixed Assets Manager Master Setup screen opens.

Select **Install**.

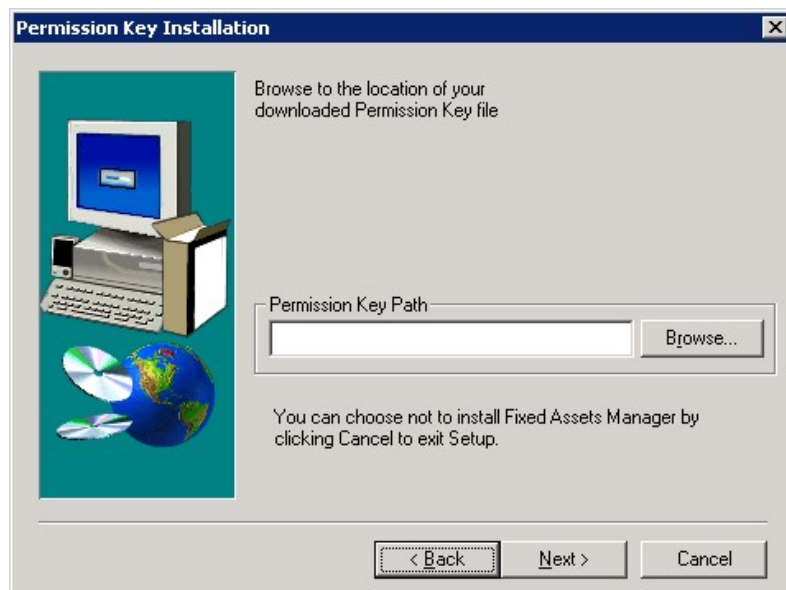


6. The Welcome screen opens. To continue, click **Next**.

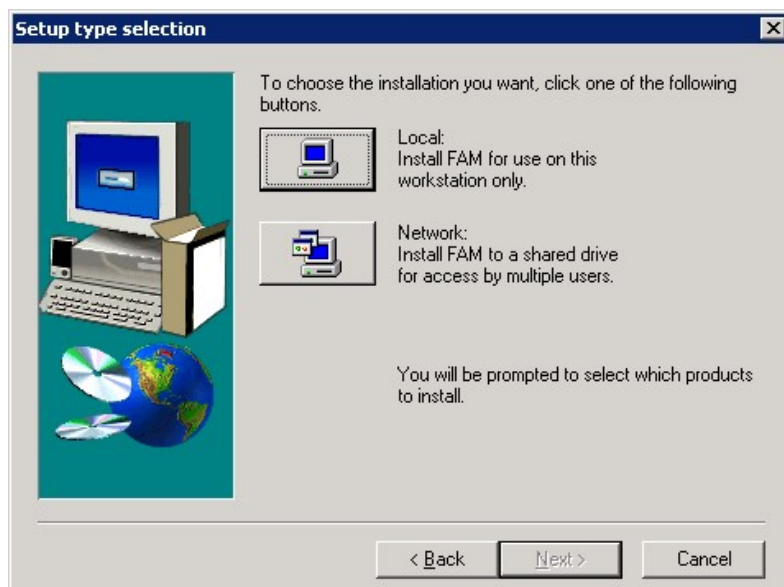


7. The Permission Key Installation opens. Browse to the PermKey folder at the location where the application was downloaded from the Software Delivery Manager. Select the 'fxperm02' file. Click **Next**.

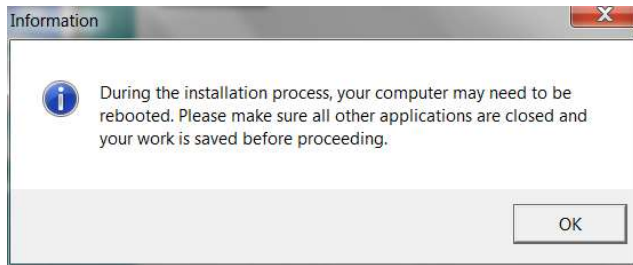
**NOTE:** The 2021.xx releases require a 2021 Permission Key to be downloaded from the Software Delivery Manager. If you use a prior year Permission Key, you will receive a message that 'The Key selected is invalid'.



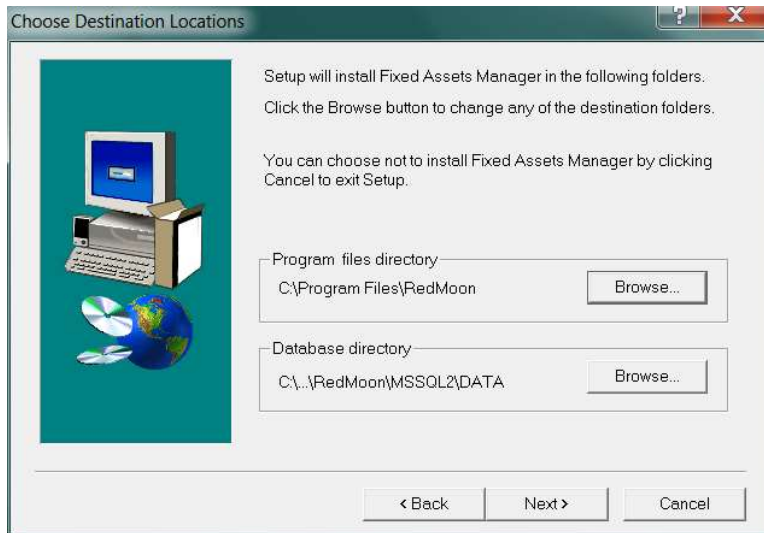
8. Setup Type selection opens. Click **Local**.



9. The following information window opens. Select **OK** to continue.



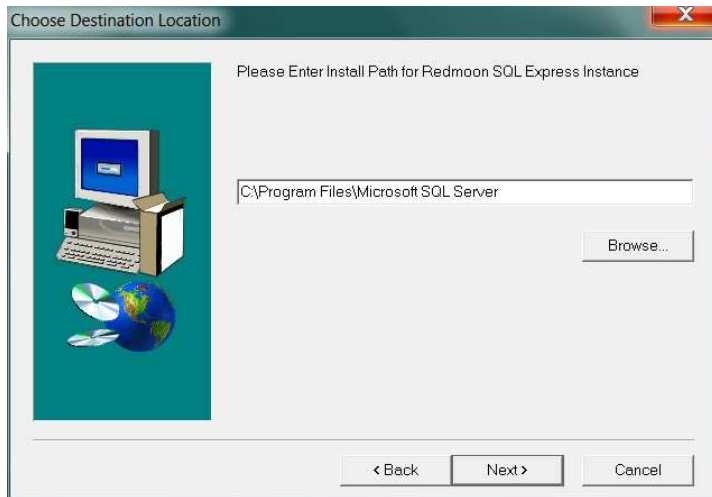
10. Choose Destination Locations opens. To accept the default locations (recommended), click **Next**.



**Note:** When installing the Local version, it is recommended to use the default location and name for the program and database folders.

To change the locations, click the Browse button, select the new destinations on Choose Folder, and click OK. To continue, click Next. If you decide to change the name and location of the default program and database folders, *we recommend* that you create a folder called REDMOON within the new location.

11. The second Choose Destination Location dialog box opens. To accept the default path (recommended), click **Next**



12. Select Program Folder opens. To continue with the installation, click **Next**.

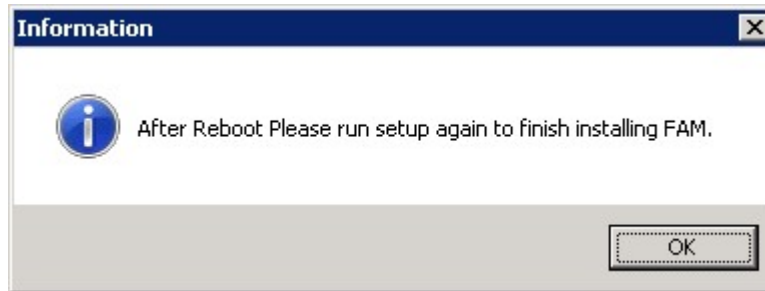


13. Product Selection opens. Select Fixed Assets Manager if it is not already selected. Click **Continue**.

14. After all files are successfully copied, Setup Complete opens.

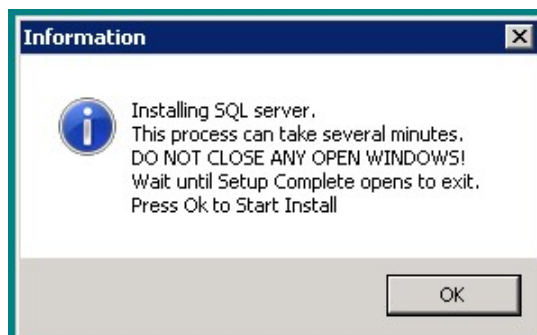
15. The Microsoft® Visual C++ 2015 Redistributable (x86) is required for the proper functioning of the FAM software. When prompted, select **Yes** to continue or select **No** to exit the installation.
16. Microsoft® .NET Framework is required for the proper functioning of the FAM software. Microsoft® .NET 4.6.1 is required for FAM version 2021.01. The installation will upgrade your current .NET Framework version if required. You will need internet access to download the .NET installation files. When prompted, select **Yes** to continue or select **No** to exit the installation.

**NOTE:** Some operating systems may require a reboot. A message will appear indicating a reboot is necessary. Follow the instructions to reboot. When system is back up, login and **start the FAM installation again (repeat steps 1- 13 and then continue with step 15).**

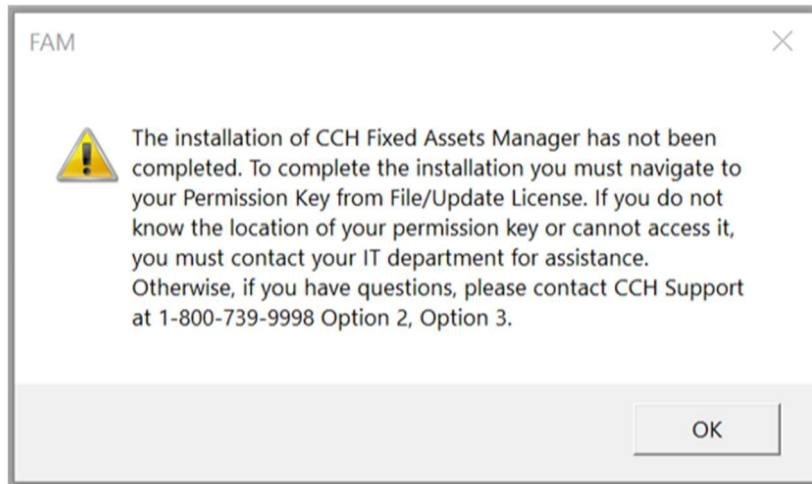


17. SAP Crystal Reports runtime engine for .NET Framework (32 bit) is required for the proper functioning of the FAM software. The installation will install SAP Crystal Reports runtime engine for .NET Framework (32 bit) if it is not already installed. Select **Yes** if prompted.
18. If a reboot is necessary, a message will appear. Follow the instructions to reboot. When system is back up, login and **start the FAM installation again (repeat steps 1- 17 and then continue with step 18).**
19. After the latest program files are finished being copied, the Microsoft® SQL Server Express 2014 installation begins.

If this is a first time install you will receive the following message. Press OK to start the install.



20. To enable first time use of the 2021.01 release, IT personnel (preferable) or a user must open the application and from *File/Update License*, navigate to the 2021 Permission Key that was downloaded from the Software Delivery Manager. Failure do so will generate incorrect licensing messages. You will see this reminder message.



21. Setup Complete opens. Click Finish.



The installation is now complete.

**NOTES:**

The initial access to the program must be as an administrator. Right click on the FAM icon and select **"Run as administrator"**.

If this is a first-time installation, when you first enter the program, the following message appears: 'The Local databases do not exist. Would you like to create the new databases?' Select **Yes** to continue.

**To enable first time use of the 2021.01 release IT personnel (preferable) or a user must open the application and from *File/Update License*, navigate to the 2021 Permission Key that was downloaded from the Software Delivery Manager. Failure do so will generate incorrect licensing messages.**



## Setting Up the Fixed Assets Manager Databases

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Fixed Assets Manager uses Microsoft® SQL Server Express 2014 as a data engine for local installations of the software. This engine was installed during the installation of the software. The program databases are created dynamically when you initially enter the program.

**NOTE:** The initial access to the program must be as an administrator. Right click on the FAM icon and select “**Run as administrator**”.

If this is a first-time installation, when you first enter the program, the following message appears: ‘The Local databases do not exist. Would you like to create the new databases?’ Select **Yes** to continue.

## Uninstalling the Fixed Assets Manager Program

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The following procedures describe how to uninstall Fixed Assets Manager from an individual workstation (local install).

1. From the Windows® **Start** menu, select **Settings**, and then select **Control Panel**.
2. In Control Panel, select the **Add/Remove Programs** icon.
3. Select **Fixed Assets Manager** from the list and click **Change/Remove**. FAM Uninstall opens. Click **Remove All**. When the successfully completed message appears, click **OK**.

## Maintenance Best Practices

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Fixed Assets Manager will perform better with regular re-indexing and DBCC. If you experience slower performance, run the Database Maintenance utility located from the Tools, Utilities, Database, Maintenance menu options in the Fixed Assets Manager application. This utility will re-index your local database and remove any records that may be causing performance issues.

## Accessing Customer Support

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You can access CCH Customer Support at **800.739.9998**. For product support choose Option 2 then Option 3. For installation or technical support choose Option 4 then Option 1 then Option 2.

For more information about using the Fixed Assets Manager program, refer to the topic ‘Getting Started’ under the ‘Fixed Assets Manager Online Help’ section in the program’s Help system.

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