

CCH® Fixed Assets Manager™ Network Installation

First Time Setup for New Network Installation

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Process Overview

There are four principle steps in Network Installations:

1. Downloading the installation image and the permission key from the CCH Software Delivery Manager.
2. Install the application software
3. Setup the Fixed Assets Manager databases
4. Setup the workstations

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**.

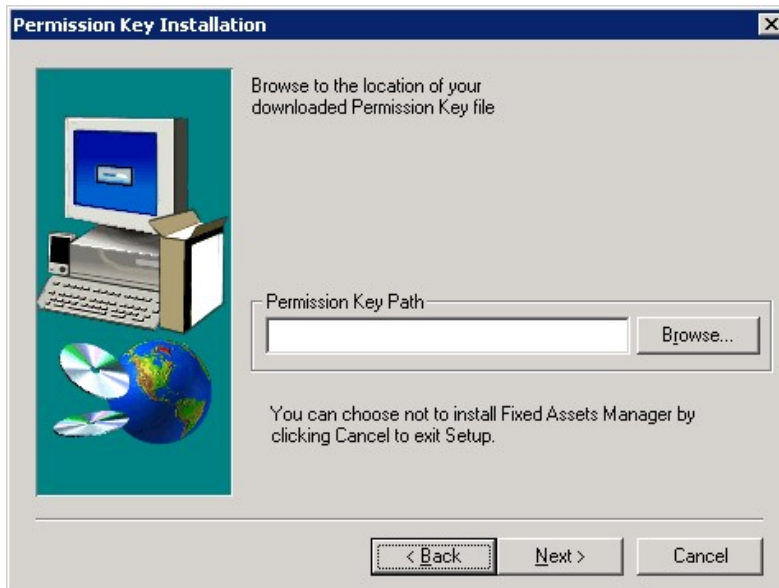


6. The Welcome screen opens. To continue, click **Next**.

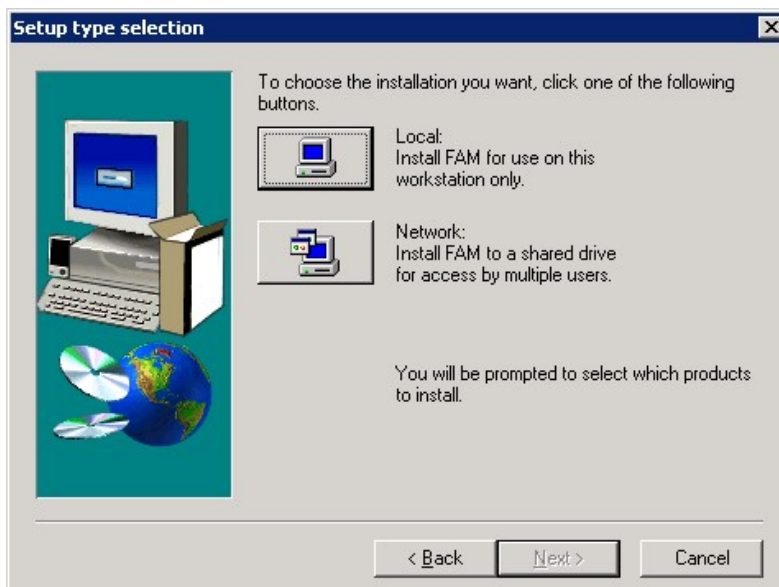


7. The Permission Key Installation opens. Browse to the PermKey folder at the location where the application was downloaded from the Software Delivery Manager. Select the 'fxperm02' file. Click **Next**.

NOTE: The 2021.01 release requires 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.



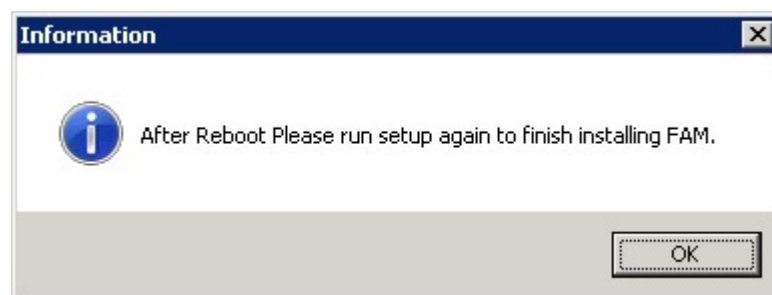
9. Two installation options are available:
10. **Local** - Installs Fixed Assets Manager on the current workstation. Not applicable for Network installation (Not recommended).
11. **Network** - Installs Fixed Assets Manager to a shared drive for access by multiple users (**Recommended**).

12. Click **Network**. Choose Program Destination opens.

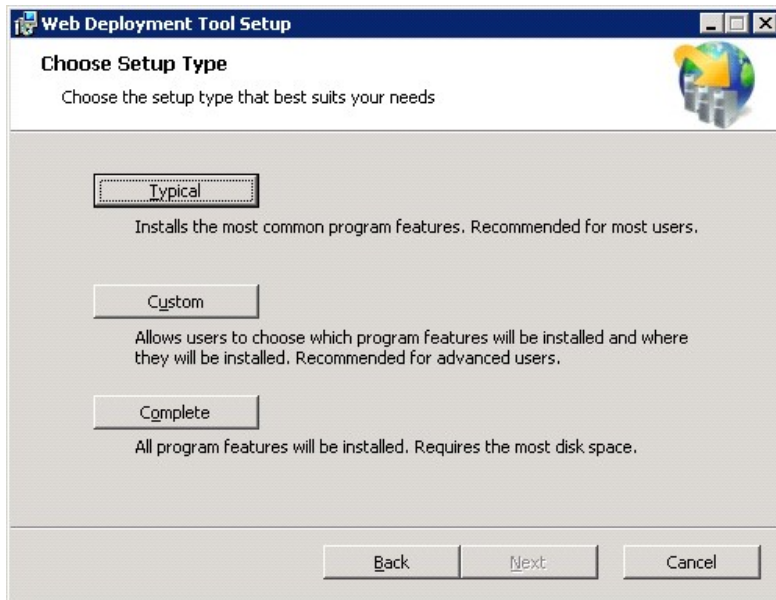


13. You can change or accept the default locations of the program files folder. To accept the default location, click **Next**.
14. To change the locations, click the **Browse** button, select the new destination on Choose Folder, and click **OK**. To continue, click **Next**.
15. Product Selection opens. Select Fixed Assets Manager, if it is not already selected, and click **Continue**.
16. After all files are successfully copied, Setup Complete opens.
17. 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.
18. 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.

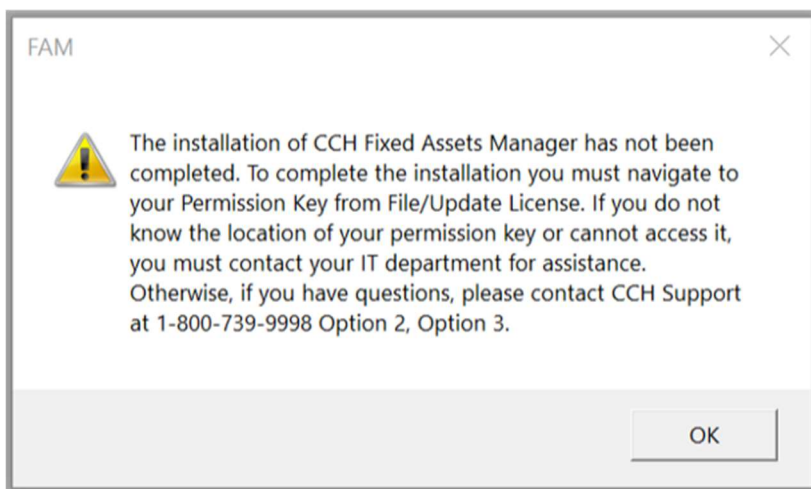
NOTE: Some operating systems may require a reboot. A message will appear indicating a reboot is necessary. Follow the instructions to reboot. When system is back up, login and **start the FAM installation again (repeat steps 1- 15 and then continue with step 17)**.



19. Web Deploy 3.5 is required to be installed if not already present. When prompted, select **Yes** to continue or select **No** to exit the installation.
20. Select **Typical** as the Setup Type when prompted. Select **Install**.



21. 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 to do so will generate incorrect licensing messages. You will see this reminder message.



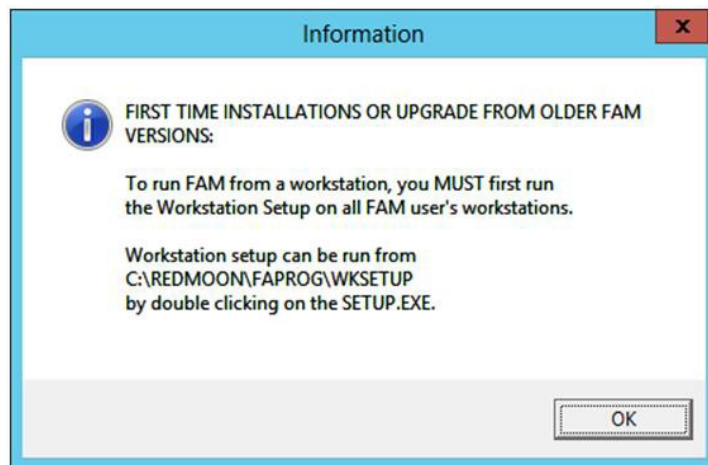
22. Setup Complete opens.



NOTES:

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.

23. To complete the installation process, click **Finish**. The following message appears, asking you to set up the workstation(s) needed to access the program:



Workstation setup will need to be performed on each workstation that will access FAM on the Network. Normally this is done after the Fixed Assets Manager databases have been created, but it can run any time after the application has been successfully installed. See FAM Workstation Setup below.

Setting Up the Fixed Assets Manager Databases

Fixed Assets Manager is designed to use Microsoft® SQL Server as a data engine for its multi-user, network installations. If you are using the **Network** version of **Fixed Assets Manager**, your database administrator must manually set up the system and user databases **before** you can use the program.

Database Recommendations

We recommend that a database maintenance routine be created. For more information, refer to the 'Database Maintenance wizard' in the Microsoft® SQL Server Books Online. We recommend that a qualified SQL Server DBA perform these tasks when in a production environment.

Order of Events

The following steps are required to access the Fixed Assets Manager program:

1. Attach the new databases for network (multi-user) installations.
 - a. Attach the system database.

Note: A system database must exist on each server where a user database is created. Only one system database should be attached on each server.
 - b. Attach the user database(s).
2. Create users and grant them rights.
3. Grant execute permissions on stored procedures.
4. Setup the FADBNAMES.fad file.

1. Creating New Databases for Network (Multi-user) Installations

Attaching Empty Database Files

To create the databases, attach the system database and the user database to your SQL Server instance by using SQL Server Management Studio.

Note: The detached database files are located in the DATABASES folder on the Fixed Assets Manager installation image. If the database server is not already registered, register the server in Management Studio. For more information, refer to 'How to: Create a New Registered Server (SQL Server Management Studio)' in the Microsoft® SQL Server Books Online.

1) System Database

To attach a Fixed Assets Manager system database (FASYS):

1. The FASYS.MDF database file is located in the DATABASES folder on the Fixed Assets Manager installation image. Copy the FASYS.MDF file to the location where the SQL Server instance is located. Verify that the FASYS.MDF file does not contain the Read-only attribute.
2. Open **SQL Server Management Studio**.
3. In SQL Server Management Studio, expand the database server where the database will reside.
4. Select the Databases folder on the database server and right- click.
5. From the list, select **Attach**.
6. Click the **Add** button and browse to the location where your system data file (FASYS.MDF) is located.

Note: The 'Attach as' field, displays the default database name. Do not change the system data filename.

7. In the "'fasys" database details' section, highlight the fasys_log.LDF file and click the **Remove** button.
8. Click the **OK** button.
9. When the database is successfully attached, you will see 'fasys' listed under the Databases folder.

2) User Database

To attach the Fixed Assets Manager user database (the default name is FADATA):

1. The FADATA_data.MDF database file is located in the Databases folder on the Fixed Assets Manager image.
2. Copy the FADATA_data.MDF file from the image folder to the location where the SQL Server instance is located.
3. Verify that the FADATA_data.MDF file does not contain the Read-only attribute.
4. Open **SQL Server Management Studio**.

In SQL Server Management Studio, expand the database server where the database will reside.

5. Select the Databases folder on the database server and right-click.
 6. From the list, select **Attach**.
 7. Click the **Add** button and browse to the location where your user data file (FADATA_data.MDF) is located.
- Note:** The 'Attach as' field, displays the default database name. Do not change the user data filename.
8. In the 'fadata' database details' section, highlight the fadata_log.LDF file and click the **Remove** button.
 9. Click the **OK** button.
 10. When the database is successfully attached, you will see 'fadata' listed under the Databases folder.

2. Creating Users and Granting Rights

For Fixed Assets Manager to run correctly, the application needs access to the SQL Server engine. You can access this either through a 'trusted connection' using Windows authentication or a 'non-trusted connection' using SQL Server authentication. Check your internal IT policies to determine if either method of authentication is a preference or requirement. This connection must be created for each Fixed Assets Manager user. Certain rights and permissions must be assigned to the connection.

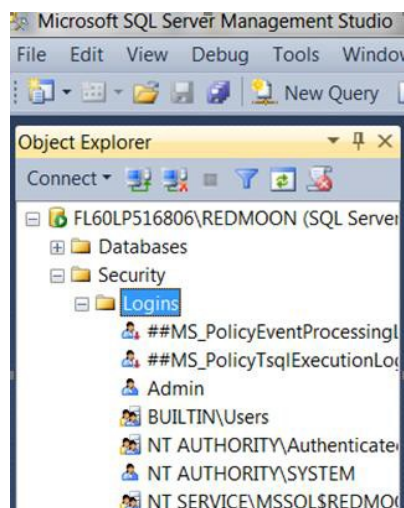
Note: We recommend creating a domain Users Group for users of the Fixed Assets Manager application. Database access can then be granted to the group. Using groups allows you to manage many users with a single step.

Option A) Creating a Trusted Connection (Recommended)

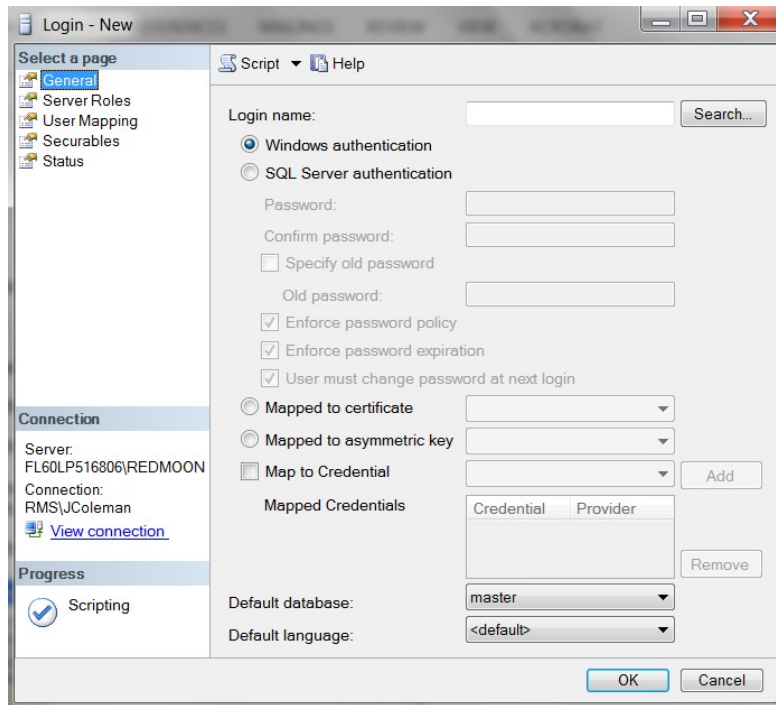
A trusted connection means that a user will connect to the database using Windows Authentication.

To create users who will access Fixed Assets Manager through a trusted connection\Windows authentication:

1. Open **SQL Server Management Studio**.
2. Expand the REDMOON database server, select **Security** and then **Logins**.



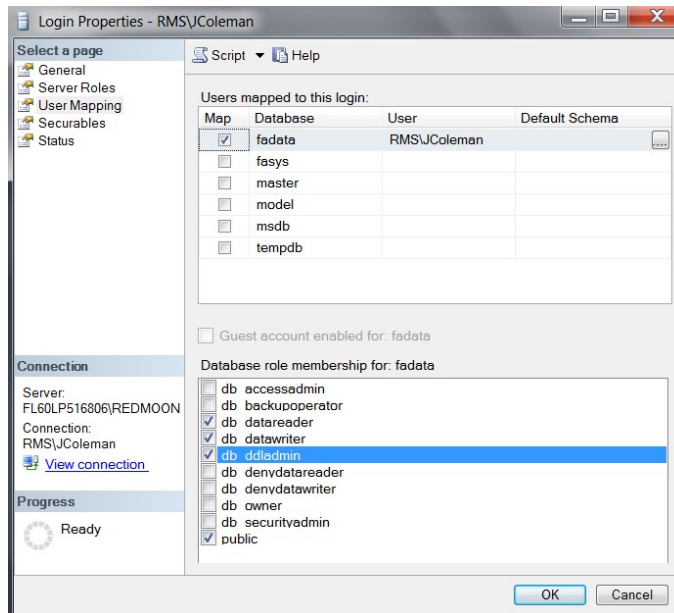
3. Right-click on **Logins** and select **New Login**. Login - New opens.



4. Click the **Search** button next to the Login Name field.
5. Select the **Advanced** button.
6. Select the **Object Types...** button. Verify that **Users** and **Groups** is selected.
7. Verify the name of your company's network domain appears under the 'From this Location' heading. If not, select the **Locations...** button to select the appropriate domain account network.
8. Select the **Find Now** button. A list of your domain user and group accounts should appear.
9. Select the User or Group (recommended) and hit the **OK** button.
10. Hit **OK** again on the Select User or Group dialog screen.
11. Select 'User Mapping' under 'Select a page' area of the **Login - New** dialog.
12. Under the 'Users mapped to this login:' area, select the **fadata** database.

13. Select the following roles for the **fadata** database:

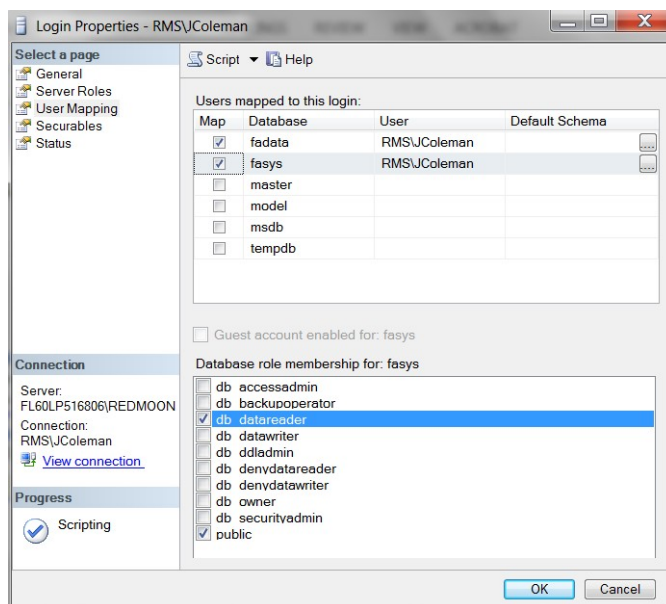
db_datareader, db_datawriter, db_ddladmin, public



Note: In order for a user to create Accounting Information Fields within Fixed Assets Manager, they must have either **db_ddladmin** or **db_owner** access to the FADATA database. Without these rights, users will not be able to create or delete Accounting Information Fields and may have problems backing up entities, and restoring entities. Users with **db_owner** access can change entity access within the program. For more information, refer to the *Setting up Access to Entities* section.

14. Select the following roles for the **fasys** database:

db_datareader, public



15. Hit **OK**. The user will now have a trusted connection.
16. If you did not grant rights to a *Users Group*, you must repeat steps 2 through 14 for each individual Fixed Assets Manager user.

Option B) Creating a Non-Trusted Connection

A non-trusted connection means that a user will connect to the database using SQL Server authentication.

Create users who will access Fixed Assets Manager through a non-trusted connection\SQL Server authentication:

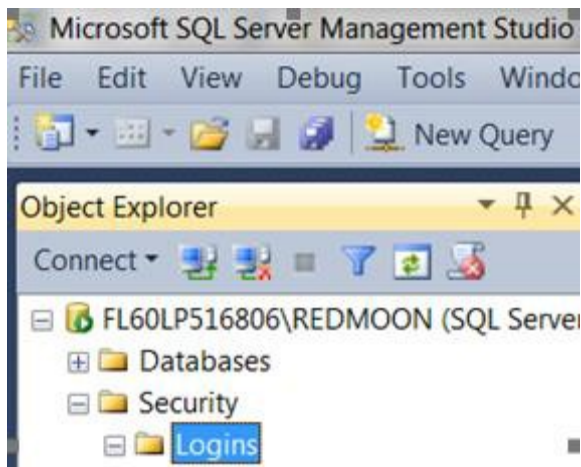
1. Open **SQL Server Management Studio**.
2. Expand the REDMOON database server, select **Security** and then **Logins**.
3. Right-click on **Logins** and select **New Login**. Login - New opens.
4. Select **SQL Server Authentication**, and then enter a user name in the Login Name field and a password in the Password field.
5. Follow Steps 10 through 14 in the *Creating a Trusted Connection* section and click **OK**. The user will now have a non-trusted connection.
6. Repeat for each Fixed Assets Manager user. Each user will need to be notified of their new Login Name and Password.

C) Granting Rights to Existing Users

If user logins already exist when the user database is created, you can grant individual access to the user.

To grant existing users rights to the new database:

1. Open **SQL Server Management Studio**.
2. Expand the REDMOON database server, select **Security** and then **Logins**.



3. In the right pane, double-click the name of the user to whom you want to grant access. The **Login Properties** opens.
4. Follow Steps 10 through 14 in the *Creating a Trusted Connection* section and click **OK**. The user will now have a trusted connection.

3. Granting Execute Permissions on the User Database(s)

For Fixed Assets Manager to work correctly, each login or connection needs execute rights to the stored procedures in the user database. To grant an existing user or SQL group the execute permission to the stored procedures in FADATA (or your alternatively named user database):

1. Open **SQL Server Management Studio**.
2. Expand the RedMoon database server.
3. Select **Open** from the **File** menu and navigate to the **\FAPROG** folder where the program is installed and open the **FamGrantExecute.sql** file.
4. Verify that the database name specified on the USE line is correct (FADATA by default).

Note: The FamGrantExecute.sql script grants the 'execute' privilege on stored procedures in the FADATA database to all users in the 'Public' database role. Your company policy may not permit granting this privilege to 'Public'. Step 5 is only necessary if you wish to grant execute privileges to someone else other than 'Public'. **If you do not need to do this, skip Step 5 and proceed to Step 6.**

5. By default FamGrantExecute.sql grants permission to all users in the 'Public' database role. If you need to grant permission solely to a SQL group or individual, replace the word 'Public' with the new username or group:
 - a) From the first 'Grant' line, select the word 'Public'.

Note: The 'Find' field should already display the word 'Public'. If not, type in the word 'Public' in the 'Find' field.
 - b) From the **Edit** menu, select **Replace**.
 - c) In the 'Replace with' field, enter a valid username and click **Replace All**.
 - d) When the replace is complete, close **Replace**.
6. To execute the query, press **F5** or click the **Execute** button on the toolbar.
7. Repeat Steps 5 and 6, as necessary, to grant another user execute permission.

4. Setting Up the FADBNAMES.fad File

The FADBNAMES.fad file is a text file, which is utilized only in Network (Multiuser) installations and includes all databases that the Fixed Assets Manager product can access. This file includes the name of the database, the location of the database, and a connection flag. This file is ignored in Local (Single Workstation) deployments of the software.

To set up the Fixed Assets Manager FADBNAMES.fad file:

1. In Windows® Explorer, navigate to the **\FAPROG** folder where the program is installed.
2. Open the **FADBNAMES.fad** file with a text editor such as WordPad.

3. After the file is open, you can add, delete, or modify the database entries. The format for an entry is as follows:

DatabaseName|Location|Connection Flag;

where

- DatabaseName equals the actual name of the database;
- Location equals Server Name or IP Address;
- Connection Flag equals 0 for Non-Trusted Connection or 1 for Trusted Connection.

Example: FADATA|Your SQLServerDBName|1;

Example: FADATA|123.123.123.123|1;

Note: The entry in the FADBNAMES.FAD file must be terminated with a semi-colon. Verify there are no spaces in the connection string.

If you are using a named instance of SQL Server, and not the default instance, the entry should include the instance name.

Example: Fadata|YourSQLServerDBName\YourInstanceName|1;

4. After the modifications to the FADBNAMES.fad file are complete, save and close the file.

5. Setting Up Access to Entities

If you license the Enterprise version of Fixed Assets Manager, you have the option to allow and restrict users' access to entities within the database. Please refer to the *Entity Access* section of the FAM_Security.pdf located in the FADOCUMENTS folder on the FAM installation image.

Note: If you do not license the Enterprise version of Fixed Assets Manager, no action is required. Your database setup is complete.

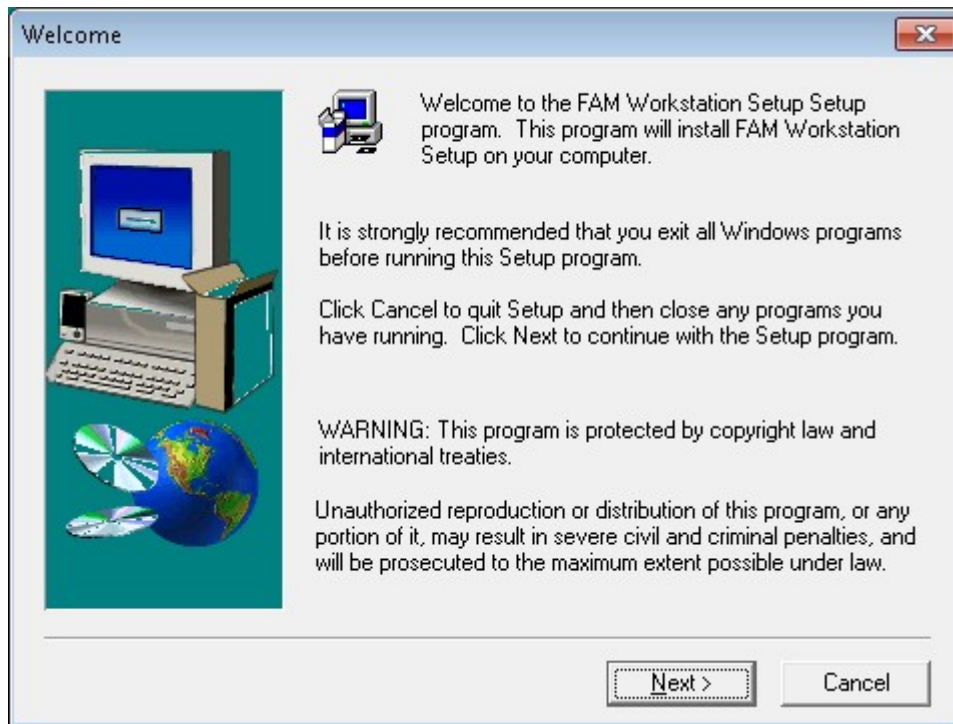
FAM Workstation Setup

To install the FAM Workstation Setup:

1. Close all applications running in Windows®.

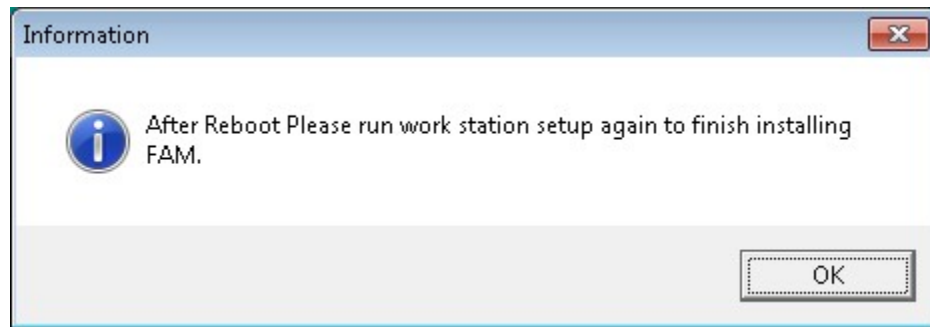
Note: If this is the initial installation of FAM, the computer may shut down and restart during the installation. Therefore, we highly recommend saving your work and closing all applications running on the workstation before installing the FAM workstation setup.

2. To perform the workstation setup, map a drive to the location where the application was installed. Right click on the **setup.exe** file located in RedMoon\Faprog\Wksetup and select **“Run as administrator”**. When the User Account control window opens, select **Yes** to continue.
3. The Welcome screen opens, select Next to continue.



4. 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.
5. 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 a reboot may be required. A message will appear indicating a reboot is necessary. Follow the instructions to reboot. When system is back up, start the FAM installation again (repeat steps 1- 5 and then continue with step 6).



6. 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.
7. Once the workstation setup is finished, the Network Fixed Assets Manager application installation is complete.

NOTE: The Fixed Assets Manager program must be run in administrator mode the first time a user launches the program. Users should right click on the Fixed Assets Manager program on the Start menu and select "**Run as administrator**". When the User Account control window opens, select **Yes** to continue.

Using Maintenance Mode

Maintenance Mode is designed for databases that are used by multiple users. It is not necessary to use this for local databases. This utility is a convenient way to allow an end user to prohibit other end users from having FAM program access to the database. This allows end users to act in an administrative capacity without having to involve the local DBA.

To ensure that you will have exclusive access to the database, place the database in Maintenance Mode. While in Maintenance Mode, no one else will be allowed to access this database. You can now modify or delete data in the database without any other user placing locks on the data.

We recommend placing the database in Maintenance Mode before performing the following operations:

- Add or delete Asset Types
- Add or delete Accounting Information fields
- Add or delete Books
- Apply Asset Types
- Renumber Assets
- Perform a mass deletion of a large number of assets
- Migrate a file into the database

Note: Maintenance Mode is not necessary for routine user activity.

Entering Maintenance Mode

To enter Maintenance Mode:

1. From the **Tools** menu, select **Maintenance Mode**. Fixed Assets Manager - Maintenance Mode opens.



Notes:

- Maintenance Mode always displays while you are in this mode.
- If other users are logged on to this database when you attempt to enter Maintenance Mode, the following message appears: 'System lock cannot be obtained at this time. This process requires exclusive use of the database. Active users are: {User's Login Name, data and time the user logged into the database}.' The users listed in the warning message need to log out of the database before it can be placed into Maintenance Mode.

2. Make your changes.

3. To exit Maintenance Mode, click **End Maintenance Mode**.

Maintenance Best Practices for Administrator (Network)

Fixed Assets Manager will perform better with regular re-indexing and DBCC. The database administrator should perform this on a regular schedule. We include the script, `FAM_Database_Maintenance.sql`, in the `FAPROG` folder where the FAM application is installed. To perform database maintenance:

1. Open **SQL Server Management Studio**.
2. Expand the RedMoon database server and select the Fixed Assets Manager user database.
3. Select **Open** from the **File** menu and navigate to the `\FAPROG` folder where the program is installed and open the `FAM_Database_Maintenance.sql` file.
4. Verify that the database name specified on the USE line is correct (FADATA by default).
5. To execute the query, press **F5** or click the **Execute** button on the toolbar.

Uninstalling the Fixed Assets Manager Program (Network)

The following procedures describe how to uninstall Fixed Assets Manager from a shared drive (Network install).

Uninstalling from Individual Workstations

Note: You must uninstall workstations that have run Workstation Setup before uninstalling from a shared drive.

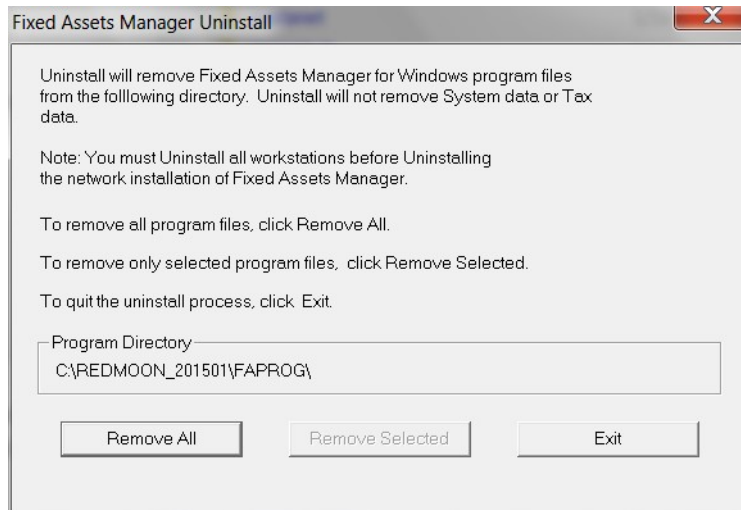
1. From the **Windows Start** menu, select **Settings**, and then select **Control Panel**.
2. In Control Panel, select the **Add/Remove Programs** icon. Add/Remove Program Properties appears.
3. Select **FAM Workstation Setup** from the list, and click **Change/Remove**. FAM Uninstall opens.
4. To uninstall Fixed Assets Manager, click **Remove All**. When the successfully completed message appears, click **OK**. To cancel the uninstall process, click **Exit**.

Uninstalling from a Shared Drive

Use this procedure to uninstall Fixed Assets Manager from a shared drive.

Important: Before uninstalling the program from the shared drive, be sure that the Workstation Setups have been removed from all individual workstations. For more information, refer to the Uninstalling from Individual Workstations section.

1. In Microsoft® Explorer, browse to the **FAPROG** folder on the network drive where the Fixed Assets program was installed.
2. In the FAPROG folder, double-click **Aauninst.exe** to run the file. FAM Uninstall opens.



3. From FAM Uninstall, click **Remove All**.

Note: To cancel the uninstall process without uninstalling the FAM program, click **Exit**.

4. When the successfully completed message appears, click **OK**.
5. In Microsoft® Explorer, browse to the RedMoon\FAPROG folder on the network drive where the Fixed Assets program was installed and verify no program files exist. If some program files still exist, delete all remaining files in the FAPROG folder.

Accessing Customer Support

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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