

CCH® Fixed Assets Manager™ Network Installation

Upgrading Network Installations from 2020.02 to 2021.01

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PLEASE READ CAREFULLY

Determine what version of Fixed Assets Manager you have installed

You can tell what program version you currently have installed by opening FAM and choosing Help, About Fixed Assets Manager from the menu. Database Administrators can also find the Program version in the *System* table of the FADATA database.

If the current version of the FAM application you have installed is prior to 2020.02, you can follow Steps 1-4 of the below instructions to update the application side of the program. However, in Step 5, you will have to run multiple scripts, IN ORDER, against FADATA to update the user data database. See examples below.

Example 1: If the current application version is 2019.03, the following scripts need to be applied to all existing FAM user data databases in the following order. The scripts are in the FAPROG sub folder where FAM was installed:

- FADATA_Schema_Upd_201904.sql
- FADATA_Schema_Upd_202001.sql
- FADATA_Schema_Upd_202002.sql
- FADATA_Schema_Upd_202101.sql

Example 2: If the current application version is 2020.01, the following scripts need to be applied to all existing FAM user data databases in the following order. The scripts are in the FAPROG sub folder where FAM was installed:

- FADATA_Schema_Upd_202002.sql
- FADATA_Schema_Upd_202101.sql

If you have any questions prior to performing the upgrade, please contact Customer Support at 800.739.9998, Option 2 then Option 3.

Network Upgrade

The following steps are required to upgrade an existing **Network** installation of the Fixed Assets Manager program from 2020.02 to 2021.01:

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.

Order of Events

1. Install the most recent Fixed Assets Manager program.
2. Drop and recreate the system database (Fasys).
3. Grant users' rights to the system database (Fasys).
4. Verify your current user data (Fadata) database version.
5. Upgrade your user data database from version 2020.02 to 2021.01.

1. Install the most recent Fixed Assets Manager Program.

Note: We always recommend that you back up your Fixed Assets Manager databases before applying any update to the FAM software.

To update the current version of the program:

1. Close all applications running in Windows®.
2. 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'.
3. 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.
4. The Fixed Assets Manager Master Setup screen opens. Select **Install**.



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

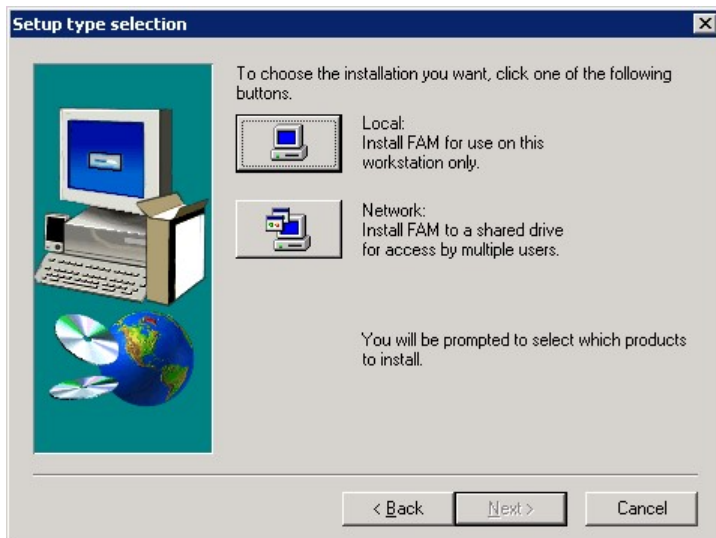


6. The Permission Key Installation opens. Browse to the PermKey folder at the location where the application was downloaded from the Software Delivery Manager. Select the 'fxperm02' file. Click **Next**.

NOTE: The 2021.01 release requires a new 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'.



7. Setup Type selection opens.



8. Two installation options are available:

Local - Installs Fixed Assets Manager on the current workstation. Not applicable for Network installation (Not recommended).

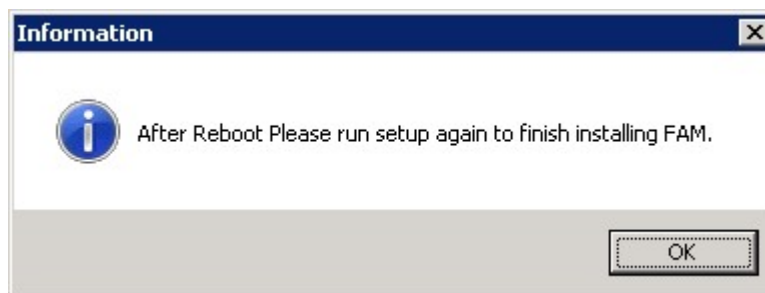
Network - Installs Fixed Assets Manager to a shared drive for access by multiple users (**Recommended**).

9. Click Network. Choose Program Destination opens

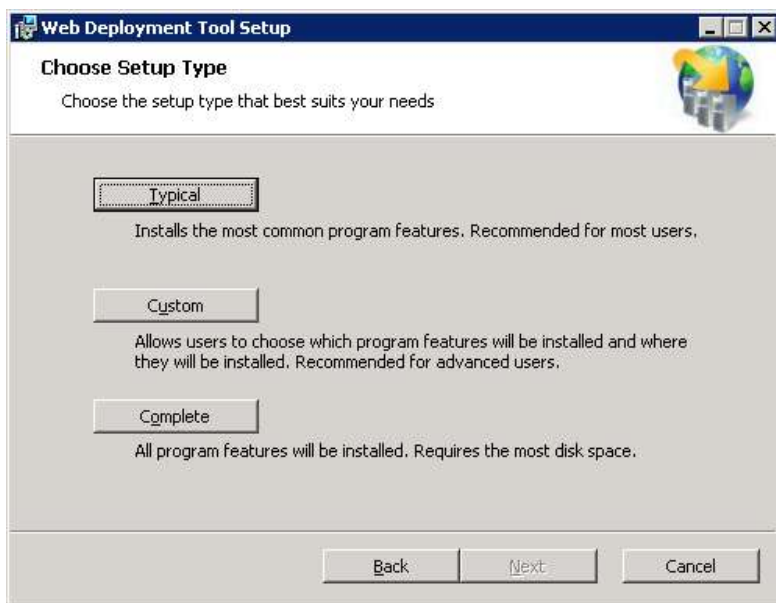


10. You can change or accept the default locations of the program files folder. To accept the default location, click **Next**.
11. To change the locations, click the **Browse** button, select the new destination on Choose Folder, and click **OK**. To continue, click **Next**.
12. Product Selection opens. Select Fixed Assets Manager, if it is not already selected, and click **Continue**.
13. 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.
14. 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 the 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.

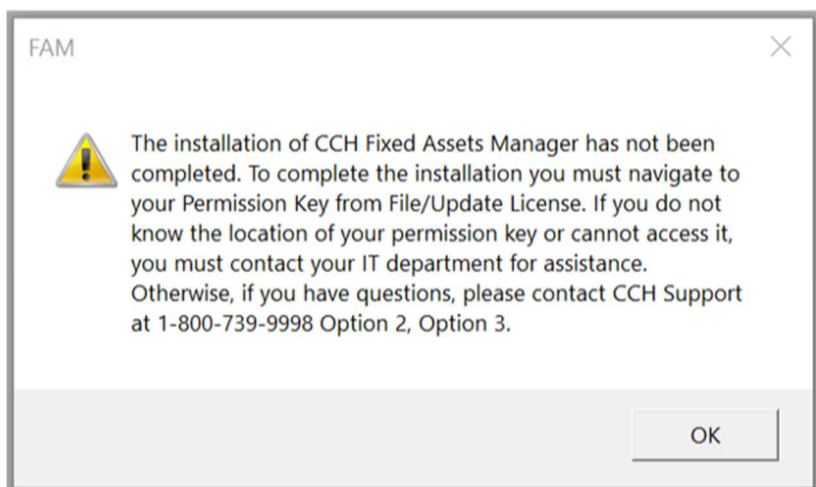
NOTE: Some operating systems may require a reboot. A message will appear indicating a reboot is necessary. Follow the instructions to reboot. When system is back up, login and **start the FAM installation again (repeat steps 1- 14 and then continue with step 15).**



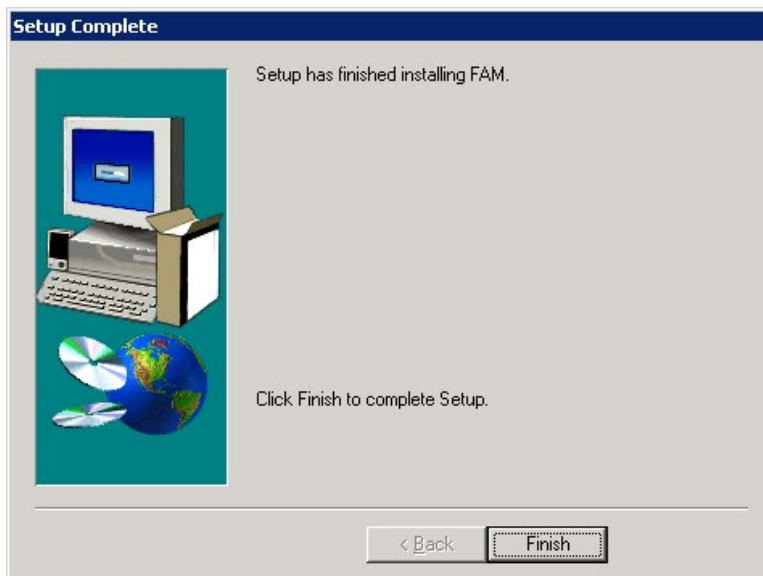
15. Web Deploy 3.5 is required to be installed if not already present. When prompted, select **Yes** to continue or select **No** to exit the installation. Select Typical as the installation type.



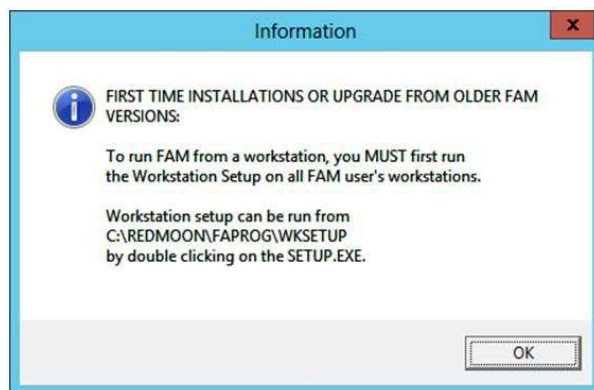
17. To enable first time use of the 2021.01 release, IT personnel (preferable) or a user must open the application and from *File/Update License*, navigate to the 2021 Permission Key that was downloaded from the Software Delivery Manager. Failure do so will generate incorrect licensing messages. You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



18. Setup Complete opens.



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



2. Drop and recreate the system database (FASYS).

You must drop and recreate your FASYS database.

1) To drop the existing FASYS database:

1. Open **Microsoft® SQL Server Management Studio**.
2. In Management Studio, expand the database server where the FASYS database resides.
3. Expand the Databases folder on the database server.
4. Select the FASYS Database and right- click.
5. Select **Properties**.

6. Select the "Files" page.
7. Record the **Path** of the fasys.mdf data file.
8. Close the **Properties** dialog.
9. Right click the FASYS database again, select **Delete**.
10. Hit **OK** on the Delete Object dialog.

2) To attach the populated FASYS database:

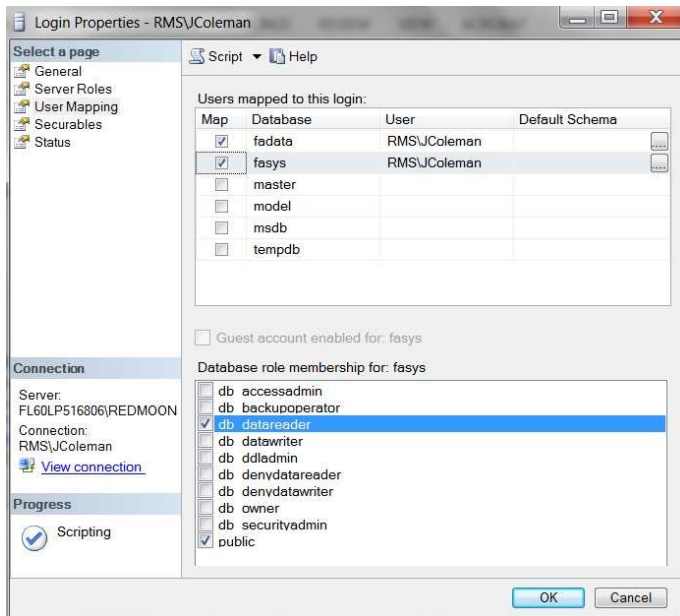
1. Copy the system data file, FASYS.MDF, from the installation image under /FAM/DATABASES to the location noted in step 7 above. ***Before attempting to attach the database, remove the Read-only attribute from fasys.mdf.***
2. Open **Microsoft® SQL Server Management Studio.**
3. In Management Studio, 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. In the 'Databases to attach' field, hit 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 "fasys database details" section, highlight the fasys_log.ldf file and hit the **Remove** button.
8. Hit **OK**.

3. Grant rights to FASYS.

User rights must be re-assigned to the FASYS database.

1. Open **Microsoft® SQL Server Management Studio.**
2. Expand the database server where the databases reside, select **Security** and then **Logins**.
3. Right click on **each** Fixed Assets Manager user login, or the FAM Group if you setup a users group containing the logins of all the users of the application (Recommended) and select **Properties**.
4. Go to the User Mapping page.
5. In the 'Users mapped to this login' section, select **fasys**. In the 'Database roles for FASYS', select **db_datareader**.



6. Remember if you are not assigning rights to a User Group, you must repeat steps 3 through 6 for each user of the application.

4. Verify your current user data (Fadata) database version.

The Fixed Assets Manager databases contain a System table where the version information is stored. To view the version information for a database:

1. Open **Microsoft® SQL Server Management Studio**.
2. In Management Studio, expand the database server where the databases reside.
3. Open the **Databases** folder and expand fadata.
4. From the left pane, double-click **Tables**.
5. Right-click **dbo.System** table, and select **Select top 1000 rows**.
6. The database version displays in the Version column.

Warning: If you do not have 202002 as the database version, please stop here. Refer to Page 2 for more information. Contact CCH Customer Support at 800.739.9998, Option 2 then Option 3 for assistance.

5. Update your user data database from Version 2020.02 to 2021.01.

Network installations can have multiple user databases. If you have multiple user databases, you must update all databases.

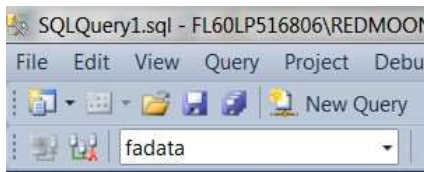
The following script needs to be applied to all existing Fixed Assets Manager user data databases. The script is in the FAPROG sub folder where FAM was installed.

- FADATA_Schema_Upd_202101.sql

Run this script once for each user database:

1. Open **Microsoft® SQL Server Management Studio**.
2. In Management Studio, expand the database server where the databases reside and select the Fixed Assets Manager user database (fadata) that needs to be updated.
3. Select **Open, File** from the **File** menu and then open FADATA_Schema_Upd_202101.sql

Notes: Verify the database name is selected in the database name list. If the user database is not selected, select the user database (FADATA) before proceeding to the next step. Do **not** run these scripts on the system (FASYS) database.



If the user database name was changed to something other than FADATA, the second line of the update script applied needs to be modified or removed.

For example: if the user database name was changed to TAXFADATA, the second line of each update script needs to be removed or modified as follows:

```
use taxfadata
```

4. After the SQL file opens, click the **Execute** button on the toolbar.

You are finished upgrading to the most current version.

NOTE: The Fixed Assets Manager program must be run in administrator mode the first time a user launches the program after updating a version. 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.

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.

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 Online Help topics in the Getting Started book on the Contents tab.

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