ProCogo™ XL 24 – Citrix / VMware Installation Requirements

(This document is for information only and does not include a download link or installation password. If you have purchased the software, please get these directly from AGT.)

When installing in a Citrix or VMware type of environment, only the workstations are allowed to be installed on an Application Server. **Installing the main program on an application server is in violation of our product licensing.** Workstations are installed using our "NetSetup.exe" utility. Only the Server portion of ProCogo XL is installed using the main setup utility. The Server portion of the program must be installed only once, and in a manner where only a **single copy** of the executable ever exists. (for instance, on a Windows Server).

Physical or Virtual Server

- The main program is installed here.
- Can be a physical or virtual server.
- Program activation is done here (locally).
- Program does NOT need to be running for workstations to check license status.
- Main program folder must be shared and visible to workstations.
- *C:\Users\Public\Emerald Data\ProCogo XL Subscription Common Settings* must be **FULLY** shared with the workstations (step 2 below).

Application Server

- ProCogo XL workstations can be installed here (using Netsetup.exe as described in Step 3 below).
- The workstation must have FULL access to the *ProCogo XL Subscription Common Settings folder* for license authentication.
- License authentication is done only when ProCogo XL is started on a workstation. The server portion does not need to be running for authentication.
- The full copy of the program (the server portion) must not be installed here on an Application Server.
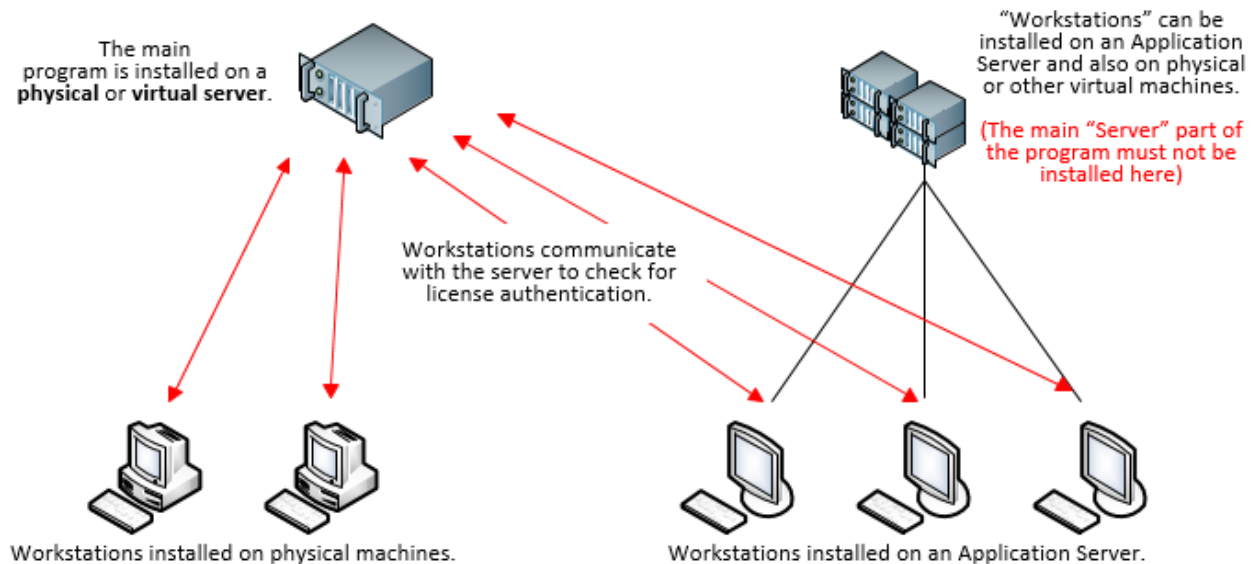
Installation Overview

There are three steps to installing the network version on your network.

Step 1 - Install the "Server" portion of the program on a server.

Step 2 - Create a "Share" for the program folder, and also for the common settings folder.

Step 3 – Install the smaller "workstation" portion of the program on each of the other computers.

Step 1 – Server Installation

Install the full program on the server or other central computer using the setup program. It can be installed on a physical machine, or on a virtual machine. It can be any computer that other computers can access. It does not have to be a Windows Server. **It must not be installed on an Application Server.** (Workstations can be installed on an App Server, just not the server.) The server portion should only be installed once.

If you are re-installing the software on a computer where the software is already installed, do not uninstall it. Just install this one on top of it.

- Install this server portion with the download link, installation password and product key that you receive from the vendor.

Step 2 – Creating the Network "Shares"

After the server portion has been installed, you must set up a network share for the main installation folder, and also the *ProCogo XL Subscription Common Settings* folder. Detailed instructions on how to do this are included in the addendum at the end of this document. Do not rename this folder.

Sharing the Installation folder:

1. Start Windows Explorer (or My Computer)
2. Browse to the folder where the program was installed (normally C:\Program Files (x86)\ProCogo XL 24 Subscription\)
3. Right-click the folder and select **Properties**.
4. Click the **Sharing tab** and then **Advanced Sharing...**
5. Make sure that **"Share this folder"** is checked.

Sharing the Common Settings folder.

1. Start Windows Explorer (or My Computer).
2. Browse to *"\Users\Public\Emerald Data\"*
3. Right-click the folder **"ProCogo XL Subscription Common Settings"** and select **"Properties"**.
4. Click the **"Sharing tab"**, and then **"Advanced Sharing…"**
5. Make sure that **"Share this folder"** is checked.
6. Click the **"Permissions"** button.

7. Make sure that the permissions for **"Everyone"** is set for **"Full Control"**. If "Everyone" is not in the list, click the Add button and add it. Important! The workstations will not work unless they have FULL access to this folder.

If you need additional assistance, see the detailed instructions at the end of this document.

Step 3 – Install the Workstations

The "Workstation" portion of the program is installed with the "NetSetup.exe" utility. Do not use the main Setup utility. The workstation portion can be installed on an Application Server. The installation only copies a few necessary support files over to the workstation computer. The main ProCogo XL executable is not copied and is always executed from the central computer or Server that you installed in step 1.

1. Go to the computer that you wish to install the workstation on.
2. Start Windows Explorer (or My Computer).
3. Browse to the network share that you created above for the main program folder. (This will be the folder where the main executable ProCogoXL.exe is located.)
4. Double-click **NetSetup.exe** to start the installation.
5. Follow the instructions on the screen. We recommend just clicking "Next" to accept the default values.

Repeat these steps for each of the other computers that you want to run the software from.

Troubleshooting the Installation

If you try to start a workstation and get an error that says **"No More Users Allowed…"** This indicates that the \Users\Public\ProCogo XL Subscription Common Settings folder is not fully shared. Each workstation must have FULL access to this folder. To resolve this issue, go back up to step 2 and verify that the share is set correctly.

Note that this message will also occur if more people try to start the software than you have purchased licenses for. When this happens, you must wait for a user to finish using the software before another user can start it.

Product Activation

This software must be activated within 15 days. You may continue to use the software during that time by pressing the **"skip"** button on the activation screen that appears. To activate the software…

1. Go to the computer where the main program is installed (the Server) and start it. Note that you **MUST** do this directly from the server. You cannot do it from a Workstation, or through a "Share" or mapped network drive.
2. When the activation screen appears, select the option for "Activate via the internet" and click Next.
3. Fill out the form that appears, then click **Send**.

4. An activation code will be emailed back to you.

Getting Started and Tutorial Videos

- To see **Quick Start Tutorials** to get started with your new software, click here.

- To download additional tutorial videos for this product, click here.

Technical Support

If you have any questions about the installation or activation, please contact coderequest@agtcad.com

For other issues, please visit www.agtcad.com and then click **"Support"**, and then **"Knowledgebase"**. If the issue of your concern is not on the web site, please send a detailed email to support@agtcad.com.

Scroll down for more…

Addendum – Detailed Instructions for Creating the Shares (Step 2)

Below are detailed instructions on how to share the program and common settings folders as described above in Step 2.
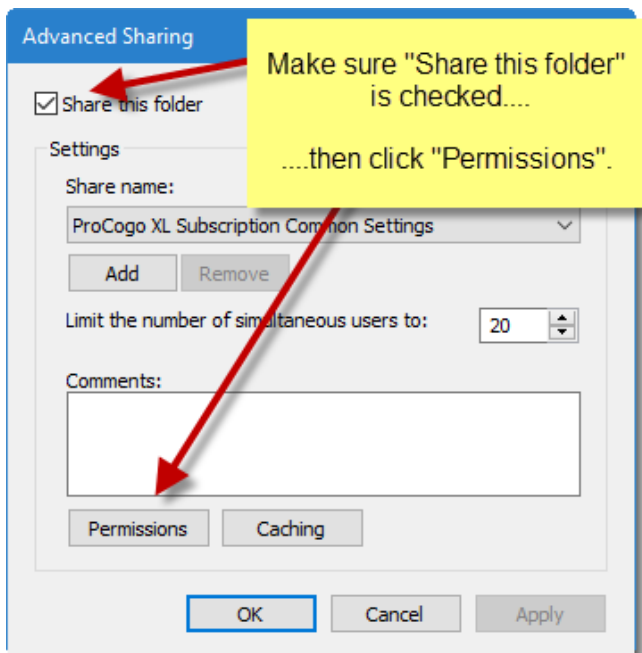
1. Start Windows Explorer (or My Computer)
2. Browse to C:\Users\Public\Emerald Data\
3. Right-click "\ProCogo XL Subscription Common Settings" and select **Properties**.
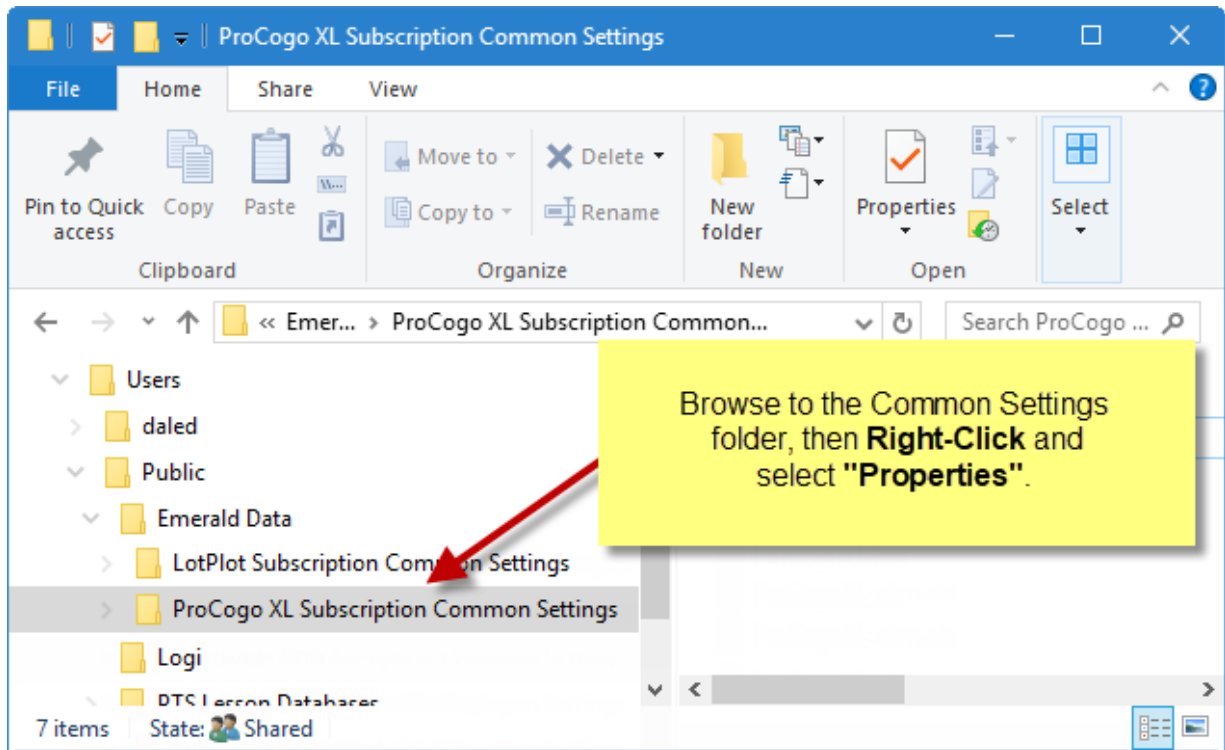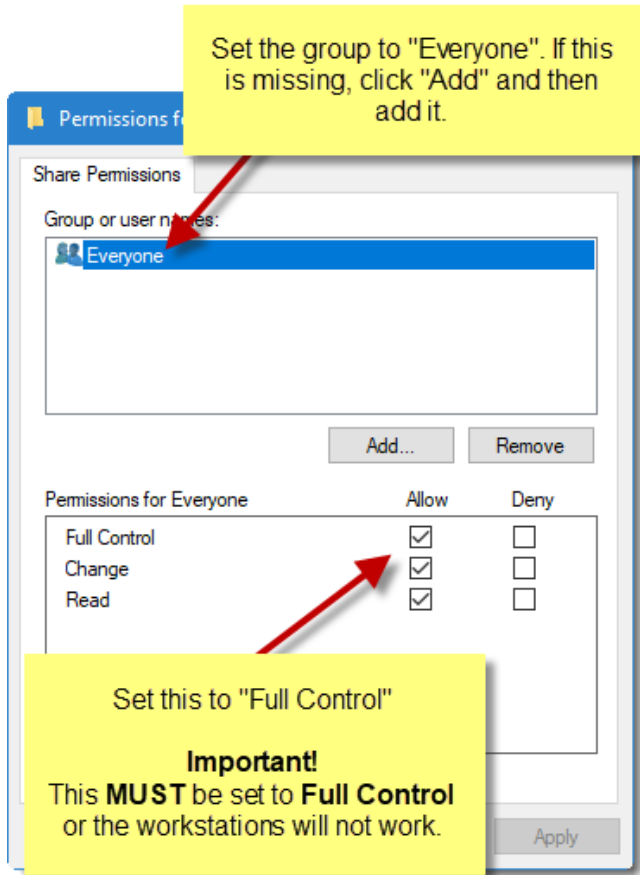
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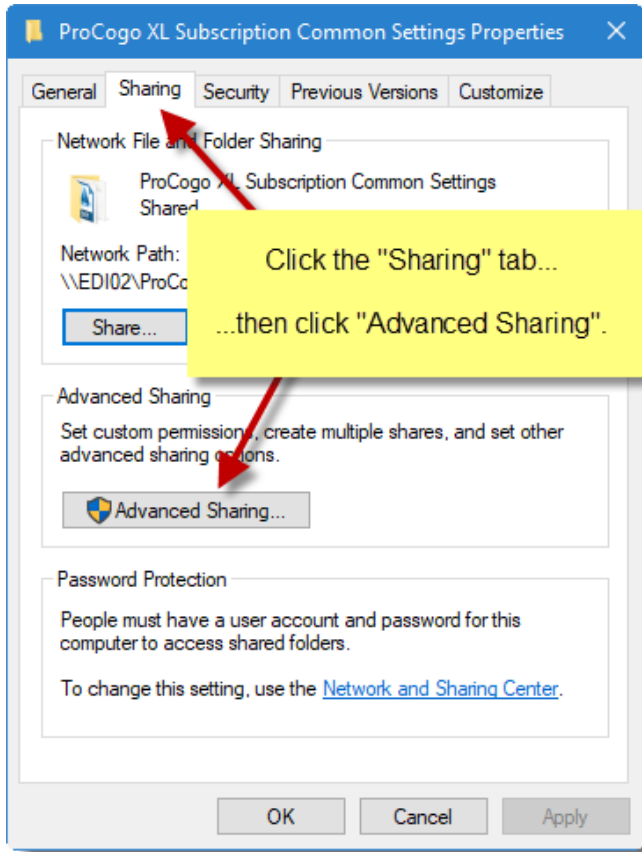
5. Make sure that **Share this folder** is checked.
6. Click the **Permissions** button

7. Make sure that permissions for **"Everyone"** is set for **"Full Control"**. If "Everyone" is not shown, click the Add button and add it. This folder <u>must</u> be set for <u>Full Control</u>.

8. Repeat these steps to share the folder where the main program is installed. This is usually C:\Program Files (x86)\ProCogo XL 24 Subscription.

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Activation Support: coderequest@agtcad.com
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