



ProCare Management Software Installation Instructions

(rev. 03/26/07)

ProCare is designed to run on the Windows® family of operating systems including Windows Vista, XP and 2000.

Welcome!

Congratulations and welcome to the ProCare family of users! Our goal is your success. If you need help installing ProCare please call Technical Support at: **1-(800)-964-1729**.

1. Install ProCare

- **Single Computer:** See page **2** only.
- **Network Computer:** See pages **3** and **4**.

2. Learn ProCare

Use the *Free Learning Tools* and try *Live Online Training* to help you get the most from your management software. Be sure to take advantage of the **First Time Buyer's Class** which is included with your purchase.

- Get started today at **training.procaresoftware.com**.

ProCare & Windows Vista

Get the latest information on using ProCare with Vista at: **procaresoftware.com/vista.shtml**.



Install ProCare on a Single Computer

ProCare is designed to run on the Windows® family of operating systems including: Vista, XP and 2000.

Does this computer have internet access?

First time installation of ProCare requires an **Installation Key** which is usually accessed online. If this computer does not have internet access call Technical Support at **1 (800) 964-1729**.

Install ProCare:

1. Log on to the computer with local “Administrator” privileges and close all programs.
2. Insert the **ProCare CD** then...
 - a. For Windows XP or 2000
Click **Start** > **My Computer** > Double-click **ProCare_CD** > Double-click **SETUP**.
 - b. For Windows Vista
Click **Start** > **Computer** > Double-click **ProCare_CD** > **Right-click SETUP** > choose **Run as Administrator**.
3. At the first screen, **ProCare Center Management System** should already be selected. Click **NEXT**.
4. You’ll be asked to enter the **Installation Key Number** found on the label of your CD envelope. The **Online Key** option should already be selected. Enter the number and click **Next**.

Note: If this computer does not have internet access, but you’ve already installed ProCare on one that does you can **Make Your Own Install Key**. Go to support.procaresoftware.com – search for “install key”.
5. Continue to follow the on screen prompts clicking **NEXT** as appropriate.
6. When the “Program Files” screen is displayed click **Install Program Files**.
7. Under **Set Program Folder** the **C:\ProCare.win** folder should already be selected. In most cases you should leave this as is.
8. Under **Set Data Folder** click the **Drives** button > choose **Local Disk (C:)** > click **OK**.
9. Click **START**. At the end of the installation click **FINISH**. At this point you may remove the ProCare CD.
10. On your desktop you’ll have a ProCare for Windows shortcut (looks like a penguin). For Windows Vista Only: There is a one time change you’ll need to make. Right-click the **ProCare Shortcut** > choose **Properties** > click the **Compatibility** tab > under **Privilege Level** check the box to **Run this program as an administrator** > then click **OK**.
11. To open ProCare double-click the shortcut. At the main screen of ProCare click **Sign In** and type the initials **NEW** and a password of **NEW**, then tap **Enter** on the keyboard. This will sign you into ProCare as a “New User”.

Online Updates

Your CD includes a one year subscription to the ProCare Online Update service with easy access to the latest program enhancements. You’ll periodically want to check to see if an update is available. **Sign In** to ProCare > click the **Operations** menu (top left) > choose **Online ProCare Update**. When the update has been downloaded you’ll be asked if you want to install it now – answer **Yes**. When the installation is complete you *may* be prompted to REPAIR the database. At the **Repair Status** screen click **Repair**. When the “**Repair is Complete**” message appears (at the top) click the **Penguin** button to return to ProCare.



Install ProCare on a Network

ProCare is designed to run on the Windows® family of operating systems including: Vista, XP and 2000.

Working with your network technician

You may need a local computer technician to set up your network, permissions and file sharing. ProCare Support can help you with the ProCare part, however, network setup is beyond the scope of our support. You (or your technician) may call in advance to ask questions or arrange an appointment for the time your technician will be on site.

Important - Wireless Networks!

ProCare is designed to run on a local area network using standard network cabling. Wireless networks are *not* appropriate for use with this product due to connectivity issues and high risk of data corruption.

1. Share a folder for your ProCare data:

You'll need to share a folder on the main computer (server) for your ProCare data. Each ProCare computer on the network will need full permissions to the shared folder and all subfolders.

What operating system is on the main computer?

- a. **Windows Vista**
Share the **Public Folder** on the main computer. Go to **Start > Network > Network and Sharing Center**. Under **Public Folder Sharing** select "Turn on sharing so anyone with network access can open, change and create files". Then make sure **Password Protected Sharing** is turned **Off**.
- b. **Windows XP or 2000**
First install ProCare on the main computer following the instructions below. Then share the **C:\procare.win** folder. If the main computer does not have internet access call the number below.
- c. **Windows Server 2003 (or other server OS)**
Create a folder like **C:\SharedApps** and share it with full permissions. Then install on each client computer following the instructions below.
- d. **Citrix / Terminal Services**
For special instructions go to **support.procaresoftware.com > click Manuals > select Citrix / Terminal Server**.

2. Install ProCare:

First time installation of ProCare requires an **Installation Key** which is usually accessed online. At least one computer on the network should have internet access, if not call Technical Support at **1 (800) 964-1729**.

1. Begin at a computer that has internet access, if none of the computers do then call the above number. Log on to the computer with local "Administrator" privileges and close all programs.
2. Insert the **ProCare CD** then...
 - a. **For Windows XP or 2000**
Click **Start > My Computer > Double-click ProCare_CD > Double-click SETUP**.
 - b. **For Windows Vista**
Click **Start > Computer > Double-click ProCare_CD > Right-click SETUP > choose Run as Administrator**.
3. At the first screen, **ProCare Center Management System** should already be selected. Click **NEXT**.
4. You'll be asked to enter the **Installation Key Number** found on the label of your CD envelope. The **Online Key** option should already be selected. Enter the number and click **Next**.

Note: If this computer does not have internet access, but you've already installed ProCare on one that does you can **Make Your Own Install Key**. Go to support.procaresoftware.com – search for "install key".

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5. Continue to follow the on screen prompts clicking **NEXT** as appropriate.
6. When the “Program Files” screen is displayed click **Install Program Files**.
7. Under **Set Program Folder** the C:\ProCare.win folder should already be selected. In most cases you should leave this as is.
8. Next you’ll need to choose a location for the **Data Folder**. Use the following examples as your guide. If you don’t know the correct path to your data folder then contact your local network technician.
 - a. This is the main computer and it is an XP or 2000 computer
Click the **Drives** button > choose **Local Disk (C:)** > click **OK**.
 - b. This is an XP or 2000 computer but it is NOT the main computer
Click the **Network** button > browse to the shared folder (see note) > then click **OK**.
 - c. This is a Vista computer
Click the **Network** button > browse to the shared folder (see note) > then click **OK**.

Note: The shared folder might be something like \\MainComputer\ProCare.win or \\MainComputer\Public or \\MainComputer\SharedApps.

9. Click **START**. At the end of the installation click **FINISH**. At this point you may remove the ProCare CD.
10. On your desktop you’ll have a ProCare for Windows shortcut (looks like a penguin). For Windows Vista Only: There is a one time change you’ll need to make. Right-click the **ProCare Shortcut** > choose **Properties** > click the **Compatibility** tab > under **Privilege Level** check the box to **Run this program as an administrator** > then click **OK**.
11. To open ProCare double-click the shortcut. At the main screen of ProCare click **Sign In** and type the initials **NEW** and a password of **NEW**, then tap **Enter** on the keyboard. This will sign you into ProCare as a “New User”.

Hint: If you’ve already set up your own initials and password use those instead.

12. Exit ProCare on this computer.
13. For Windows XP or 2000 Only: If this is the main computer share the **ProCare.win** folder. Go to **Start > My Computer > Local Disk (C:)** > right click the **ProCare.win** folder > choose **Sharing and Security** > check the box to **Share this Folder on the Network** > then check the box to **Allow network users to change my files** > click **OK**.
14. Go to the next computer and repeat the above steps.

Changing the Data Folder

If needed you may change the path to the Data Folder *after* installation. **Sign In** to ProCare > click the **Configuration** menu > choose **Data Folder Configuration**. Then click **Network** (for a UNC path like \\MainComputer\Public\procare.win) or click **Drives** to select a mapped drive letter like P:\procare.win.

Online Updates

Your CD includes a one year subscription to the ProCare Online Update service with easy access to the latest program enhancements. You’ll periodically want to check to see if an update is available. **Sign In** to ProCare > click the **Operations** menu (top left) > choose **Online ProCare Update**. You only need to *Download* the update once from one of the computers on the network, but be sure to *Install* the update on each computer. **Sign In** to ProCare > click the **Install** button > select **Online ProCare Update Files** > click **Install** again. When the installation is complete you *may* be prompted to REPAIR the database. At the **Repair Status** screen click **Repair**. When the “**Repair is Complete**” message appears (at the top) click the **Penguin** button to return to ProCare.