

February 3, 2011

Lackner 6-in-1 v10 network version upgrades

Applies to installations running FileMaker Server 10 (or 11) and FileMaker Pro 10 on Microsoft Windows servers only.

General Recommendations

1. FileMaker Server runs as a service on the Windows server platform. Before applying any Microsoft Security Updates or Services Packs, be sure that you stop the FileMaker Server service and set the Startup type to **Manual**. After you have successfully installed the Microsoft updates and have restarted the server, you may start the FileMaker Server service. You may also reset the Startup Type to **Automatic** or, if you are running Server 2008, to **Automatic (Delayed Start)**.
2. If this server is not dedicated for 6-in-1 purposes, you should consider applying the update during off-peak hours so that you do not interfere with the performance of other installed applications.
3. Note: When you start the FileMaker Server service, it performs an internal consistency check on the database files. This may take 20 to 30 minutes to complete. During this time, the databases are unavailable to both workstations and thin client servers, and the **fmsserver.exe** process may show very high CPU cycles.

Lackner 6-in-1 Version 10 Update Instructions

All 6-in-1 users must close the program closed at their workstations or “thin clients” sessions. You may view 6-in-1 sessions from within the FileMaker Server 10 Admin Console. See Step #2.

1. Open the FileMaker Server 10 Admin Console

Click: Start | All Programs | FileMaker Server | FMS 10 Start Page.

Enter the User name and Password that was declared when the program was installed (usually “lackner”, “lackner”).

If you cannot access the FileMaker Server console because of an unknown Java conflict, proceed to Step #4.

2. To verify any established sessions to the databases:

From within the Admin console, highlight the “Clients” link in the upper left.

You will see any connected databases in the right panel and must clear them before proceeding to Step #3.

3. Close all Open Databases before you stop the FileMaker Server service.

From within the console, click the “Databases” link in the upper left.

In the right panel, click the Estate10 folder to highlight it.

From either the context menu or the Perform Action pulldown menu, select Close All. This action may take several seconds to complete.

Once all listed databases show Closed, leave the console by clicking File | Exit.

Your web browser will still be open and you may close this window as well.

4. Stop the FileMaker Server service.

The quickest way to accomplish this is to click the Start button, select Run and, in the Open line, type “services.msc” (without the quotes).

Click OK

Locate the icon titled FileMaker Server and double click it.

Click the Stop button.

When the process is completely stopped, click the OK button.

Close the local services window by clicking the X in the upper right corner.

5. Run the 6-in-1 update file from our website: www.lacknergroupp.com

Update files obtained from the website may show a Security warning that the publisher cannot be determined. You will need to select the “Run” button to proceed with the update, then enter the password provided.

6. The Estate10 suggested destination path for the file extraction is either:

- a) the suggested data location for a new installation
- or
- b) the location from the last successful update

We recommend that you keep the suggested Estate10 pathway.

7. Report any error messages to Lackner Technical Support for assistance.
8. You must run FileMaker Pro 10 locally on the server to complete the update.

When the file installation is complete, you will be advised that the Installer will call FileMaker Pro 10 to complete the update process.

Click "Next" to launch FileMaker Pro 10 automatically.

9. Be prepared for a FileMaker warning box:

"FileMaker cannot share a file because FileMaker Network Sharing is turned off."

This message is expected. The database files are intended to be shared over the network only by the FileMaker Server application and never with the FileMaker Pro application.

Click OK on this message to proceed.

Please note: Towards the end of the update and while clearing the temporary files, FileMaker Pro will produce a white screen for several minutes. In some cases, you may see a screen noting "Opening 6-in-1 files..." Please be patient with this process, the screen will return.

10. When the update is complete, click the button to "Close 6-in-1".

Wait until FileMaker Pro 10 is completely closed before going to Step #11.

11. Start the FileMaker Server service.

Go back to Step #4 but this time click the Start button.

Remember that it may take 20-30 minutes for the files to be fully available to the network.

Please direct questions to Lackner Technical Support.
Call 412/279-2121 or send an email to support@lacknergrou.com