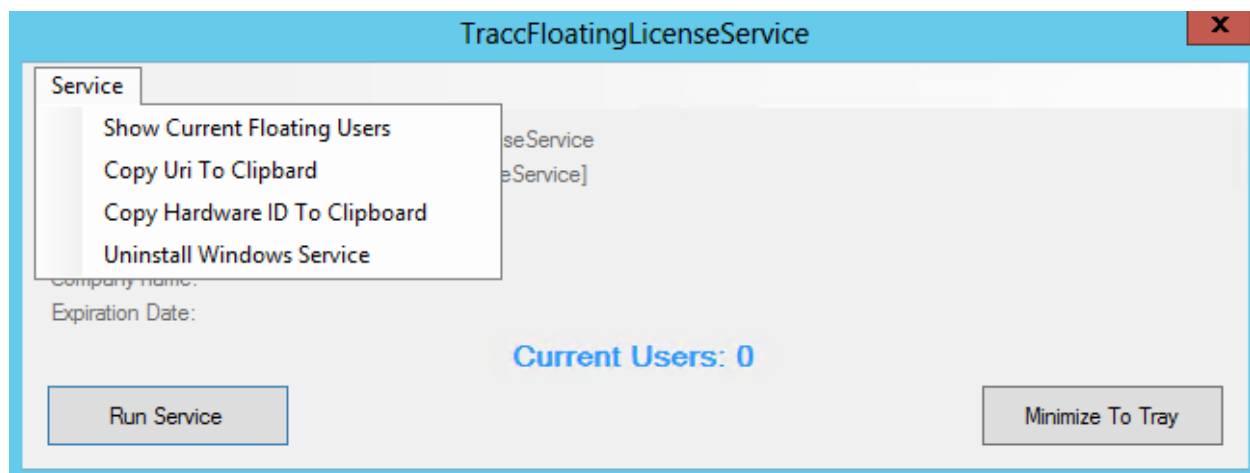


Concurrent Licence installation

To install the TRACC licence on the Server Application:

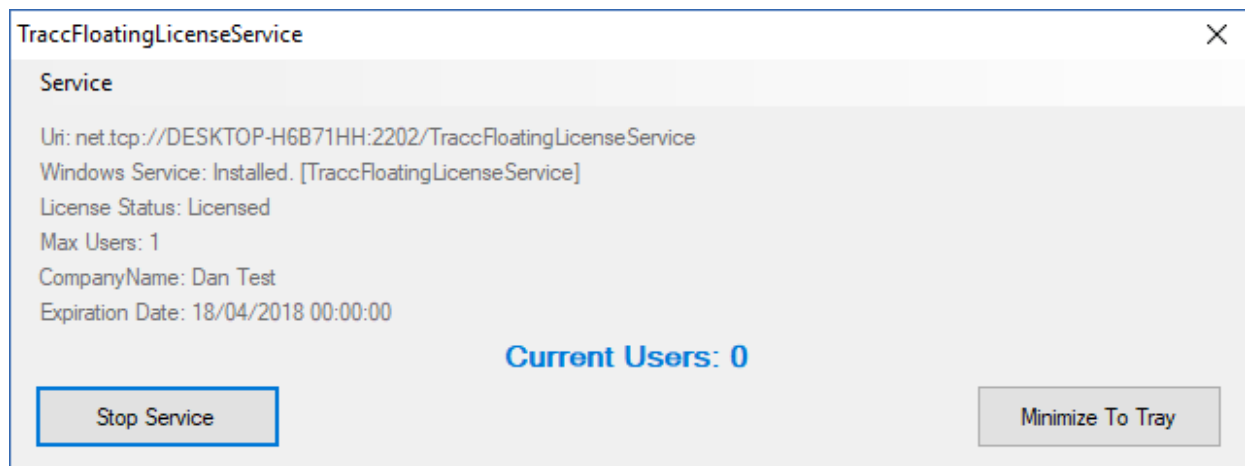
1. Log into the Server that will hold the central licence as an Administrator.
2. Click on this link: [Server Setup](#) and run the .exe application
3. Click '**Service**' (at the top of the box that opens) and select '**Copy Hardware ID to Clipboard**' from the drop down menu.




4. Again click '**Service**' menu and select '**Copy URI to Clipboard**'. Send the URI to Basemap.
5. Send the hardware ID and Uri to Basemap (traccsupport@basemap.co.uk)
6. Basemap will then send the server .licence file and the client .licence file. Copy the server licence file into the location that the 'FloatingLicenceServer.exe' is saved to on the server machine. See below for an example:

Dan_test.license	19/07/2017 14:46	LICENSE File	12 KB
FloatingLicenseService.exe	10/04/2017 17:14	Application	258 KB
OnlineUsers.log	19/07/2017 14:50	Text Document	0 KB

7. Press '**service**' again and this time select '**Install as Windows service**' from the drop down list.
8. Next, press '**Run Service**' at the bottom of the box and close the application once completed.
9. The TRACC Floating License Service should now say '**Licenced**' and have number of Max users updated. Close the Server application (Don't minimize to Tray).



10. Open Task Manager and go to **'Services'** to ensure that **'TRACC Floating Licence Service'** is running.

Name	PID	Description	Status
 TraccFloatingLicenseService	11868	TraccFloating License Service	Running

This will complete the setup of the Server Licence.

***To check which user(s) is running TRACC, you can look in the 'OnlineUsers.log' file in the server installation folder.*

To install TRACC and the licences on User machines:

1. Check whether you need the 32-bit or 64-bit version of TRACC

We would always recommend installing the 64-bit version of TRACC where possible. However, If you have a 32-bit version of Microsoft Office on your machine the 64-bit version of TRACC will not be compatible.

To install the 64-bit version of TRACC you will need to upgrade to the 64-bit version of Microsoft Office or remove Microsoft Office from the machine altogether. This a Microsoft bug due to an incompatibility with the 32-bit version of Microsoft Office and the 64-bit Microsoft Access Driver required for the 64-bit version of TRACC. Using the 32-bit version of TRACC will limit the amount of RAM available to TRACC to 2GB, which will only able to process small/town-sized areas.

2. Use the links below to install TRACC on the user's machine:

Please note, all components must be installed on the **END USER ACCOUNT** (i.e. the person who will be using the application). You will need to have administration rights on your machine, or the administrator must be present to enter their admin details on the user account when prompted.

32-bit:

[Pre-Requirements x86](#)
[Setup\(X86\)](#)

64-bit:

[Pre-Requirements x64](#)
[Setup\(X64\)](#)

3. Copy the client licence file that was sent from Basemap to one of the following file directories:

If you have installed the 64-bit version of TRACC:

C:\Program Files\Basemap\TRACC

If you have installed the 32-bit version of TRACC:

C:\Program Files (x86)\Basemap\TRACC

4. Open the TRACC application to make sure the program is licenced
5. Check that all the pre-requirements are installed by going to the settings tab in TRACC and selecting 'Dr TRACC'. Each component should show a green tick. Make sure to also install the Geocoder.

Pre-Requirements	
✓	Access Connectivity Engine [X64] is installed
✓	SQL110Library is installed
✓	Visual C++ 2010 is installed
✓	Dot Net 3.5 SP1 is installed
✓	Dot Net 4 is installed
✓	SQL Express is installed
✓	SQL Express service is running
✓	Current user is an admin on SQL Express
✓	SQL Server Local DB is Installed

Environment	
User Name	Jo
OS Version	Microsoft Windows NT 6.2.9200.0
CPU Architecture	x64
Processor Count	4
System Directory	C:\WINDOWS\system32
CLR Version	4.0.30319.42000
Microsoft Office 1386	2013

This will complete the installation of TRACC on the client machine.