Installing PestaRoo on Several Computers

FileMaker must be installed on each machine, whereas PestaRoo will only be installed on the 'Host' computer. This document explains how to install each copy of FileMaker, the 'Host' copy of PestaRoo, and how to connect to PestaRoo from other computers.

Overview

PestaRoo will be installed on only one machine designated as the 'Host'. FileMaker will be installed every computer needing access.

Single Computer Install

If you purchased only one copy of PestaRoo, then you'll have a 'Single Copy Install'. First install FileMaker Pro on your machine. Then install PestaRoo on this same machine. See the support document, "Installing PestaRoo on a Single Computer" .

Number of Computers

PestaRoo can be installed on a host machine and (through peer-to-peer sharing) be available to two or three other machines in the office. Should you need more than 3 other machines connected, contact us about setting up FileMaker Server which can support hundreds of computers. FileMaker Server needs a dedicated machine. This separate machine also must be a computer running the Macintosh operating system. The guest machines around the office may be either Windows or Macintosh OS X machines.

Contact our office for the purchase and installation of FileMaker Server.

Client Platform Requirements

PestaRoo is a true cross platform software solution. You can run it on Macintosh OS X ,Windows XP, Vista, Windows 7 or Windows 8. Your machines can be of mixed platforms. PestaRoo is the only pest control Software that runs great on both major computer platforms.

Installation of FileMaker

You will have download link for Installing FileMaker Pro 12. A serial number is required to complete the installation. This serial number (or License Key) is in the same email. Don't lose these numbers! To install you will use the Organization name: CUSTOM DATABASE DESIGN Yes, this is all caps. You may select any User Name you want. The User Name is usually the person who most frequently works on that specific computer.

When you have staffing changes, the User name can be easily changed without re-installing FileMaker.

After installation is complete you may throw away the FileMaker installer icon from your desktop.

Select your Host Machine

This is the machine that will have PestaRoo installed on it. It will host the database for everyone else in the office. This means you will have one copy of the file called 'PestaRoo' that will act as host for all computers in the office. This is where all your data resides. But, if your purchase includes multiple computers of access, they will go into your one hosted file through the network sharing that FileMaker provides. So, PestaRoo will be installed on one machine,

while FileMaker will be installed on each machine that needs access to PestaRoo.

Your host machine can be either a Windows or a Mac computer. Your client (or guest) machines can be the same as your host, or different. FileMaker and PestaRoo are truly cross platform.

Installing PestaRoo on the Host

UnZip ('Extract All' for Windows users) your PestaRoo download and drag the "PestaRoo Folder" to your 'Documents' folder or 'My Documents'.   Thats it! Now you are almost ready to go!

Last step: Create a shortcut (Windows) or an Alias (Mac) of the PestaRoo.fmp12 file and place it on your desktop or some other convenient place. Notice that on the Host, your shortcut connects directly to your copy of PestaRoo.

On a Windows machine you create a shortcut by right-clicking on the PestaRoo.fmp12 icon, and selecting 'Create Shortcut', and then moving that shortcut to wherever you want it.

On a Mac you create an alias by clicking once on the PestaRoo.fmp12 and selecting 'Make Alias' from the Edit menu, and then moving it to wherever you want it.

This shortcut or alias will be used each day to launch PestaRoo. By having it on the desktop, we are saved from opening a series of windows to get into the PestaRoo folder. It is critical that the actual data file PestaRoo.fmp12 stays inside the PestaRoo folder.

If you have purchased other copies of FileMaker for running PestaRoo, then your host machine's copy of FileMaker needs to be set-up for Sharing. With FileMaker running, select: File >> Sharing >> FileMaker Network. In that new window, turn 'Network Sharing' to 'On'. Next, click on PestaRoo.fmp12 as an open file to highlight it. Lastly, set 'Network Access to file' to 'All Users'.

Activation and Initial Password

When PestaRoo launches for the very first time, you will need to log in as 'user' with an initial password of 'user'. After that, you will be asked to designate your companies 'user' password. This will be the password that will be used to connect to PestaRoo anytime from any computer. So, everyday when you launch PestaRoo, from any computer, you will enter the Account Name of 'user' and then your chosen company password.

Each work day you must launch PestaRoo. (If you have left it open all night, you will need to Quit and then relaunch. To launch, Double Click on PestaRoo's shortcut or alias.

Two Types of Host Configurations

There are two possible types of Hosts with FileMaker:

• PestaRoo running under FileMaker Server on a dedicated Server machine.

• PestaRoo running on a regular computer and shared via Peer-to-Peer.

If you have Server, PestaRoo is always open 24/7 and running on the Server. Server makes backups multiple times during the day. (You just burn a CD each night.) No one uses the Server machine for normal work. In other words, no one ever sits in front of the Server computer to do normal office work. If using Server, you must designate another computer in the office to serve as the "AutoTrigger Computer".

If you have your host sharing PestaRoo as 'Peer-to-Peer' using regular FileMaker, then PestaRoo must be restarted on this computer every work day. It will probably be designated at the "AutoTrigger" computer.

A separate support doc is available for 'Designating your AutoTrigger' computer.

Installing PestaRoo on each Guest

Actually, you don't install PestaRoo.fmp12 on each guest machines. You only install FileMaker, and then place a Launcher in your Documents folder. Then, you'll create a shortcut or alias and put it on the desktop. To connect to PestaRoo on a guest machine, merely double-click on the Launcher shortcut. Notice that on a guest machine, your shortcut connects to your Launcher. (And then the Launcher seamlessly connects to the copy of PestaRoo on your Host.) Give us a

call, and we will provide you a free PestaRoo Launcher.

Guest machines can not connect to PestaRoo until it is fully open on the Host machine.

Connecting a Guest User Without a Launcher

What if you don't have a launcher? If you accidentally delete or lose your launcher, we will be happy to make you a new one. But, how do you connect, in the meantime, without a launcher? (These notes assume you are in the same building, 'WAN')

First, launch the application FileMaker. If it asks you if you want to open a new file or an existing file, select 'existing'. Then, click on 'Remote...' to tell FileMaker you want to open an existing file that is hosted somewhere on a remote machine. After a few seconds, a list of available machines will appear on the left. Click on the name of your Host machine. PestaRoo, the file that the host is sharing will then appear on the right. Click on 'PestaRoo', and then 'Open'. You will be asked for your Account Name and Password. Use 'user' and your chosen company user password. You will land on Home Page, ready to work.

Enabling 'Remote Location' Access to PestaRoo

One of the neat thing about PestaRoo is that you can, if you choose, connect to your copy from anywhere in the world where you have web access.

Several things are required for Remote Location access:

1. Sharing must be enabled on the Host machine.

2. You must have a fixed or 'Static' IP address (you'll get this from your internet provider)

3. Port Forwarding in your router for 5003 must be pointed to your host machine.

4. PestaRoo must be open and running to allow Remote Location access.

Many of remote PestaRoo users also enable VNC access to their Host machine so as to allow remote Restarting and the launching of PestaRoo. VNC uses port 5900.

We can help you with these steps, or point you to where you can go for help with these.

OS Sharing Warning!

Do not ever try to connect to PestaRoo through a shared window from Windows or Mac OS X. This will damage your database! Guest users must ALWAYS go through the "Remote..." button (or a Launcher) in order to allow FileMaker to connect to your host machine. The reason for this is that FileMaker manages the meta data for each connected machine, separately through a special FileMaker 'network tunnel'. If you try to connect through an operating system networking system, File-Maker can actually overwrite key directory info, and so permanently damage the file. Surprisingly, Network File Sharing at the operating system level does not need to enabled for FileMaker sharing to function. Actually, we prefer to NOT share the folder that contains PestaRoo. File-Maker has its own networking 'tunnel' for connecting.

Backups

You should backup your database to a CD every day. To back it up, PestaRoo must be closed and you must Quit or Exit FileMaker Pro. Never backup an open file. If you have Server, contact us to learn how to burn you CD when the file is always open.

The file you need to backup each day is called "PestaRoo.fmp12". We suggest burning a new CD every night, and then labeling the CD by the date. Do not reuse the CD's. Use CD-R media, not CD-RW.

PestaRoo has its own internal backup system that runs three times per week, writing to the directory 'Backups' which is inside the 'Pesta-Roo Folder'. This backup does NOT protect your data from hardware failure or drive corruption. So your daily backup to a CD is still critical.

If you have a carefully configured backup system that runs every night and backups up everything, AND you close PestaRoo each night, then you do not necessarily need to burn

a CD each day. In our experience, however,
very few people have solid backup systems
writing to external media. So the backup to a
burned CD is always a good idea.