

PREPARING YOUR WINDOWS DEVICE FOR A DRAINS INSTALLATION

Watercom is not responsible for backing up your device, which includes your existing DRAINS software installation or licensing. Please familiarise yourself with this entire installation process before performing any of the tasks.

Deleting your DRAINS installation folders may delete any existing DRAINS database you have created. You can back these up by copying them to another location.

You do not need to use your DRAINS USB Dongle or Network License. They may NOT work if you use the training licence.

First Time DRAINS Installation

If your Windows 10+ laptop does NOT have a licensed version of DRAINS installed, proceed to Step 2.

Existing DRAINS License – Current DRAINS Maintenance & Support

With current maintenance and support through Watercom you should be able to install the current version of DRAINS without affecting your existing License. Proceed to Step 2.

Existing DRAINS License – Expired DRAINS Maintenance & Support

If you do NOT have current maintenance and support with Watercom for DRAINS, then installing the latest version of DRAINS is not possible without first removing your expired license files.

Additionally, after installing the latest version of DRAINS, you will not be able to roll back to your older version of DRAINS if **you do not** have a backup of your original DrainsSetup64.exe installation file.

It is recommended you first have a copy of the relevant installation file version you are currently authorised to use, as only the Current version of DRAINS is available from Watercom.

If you are unsure, then make a copy of the following DRAINS folders to another location on your device:

<C:\ProgramData\DRAINS>

<C:\Program Files\DRAINS>

After making the backup, now proceed to Step 1.

Step 1. Back Up & Location of Expired License Files

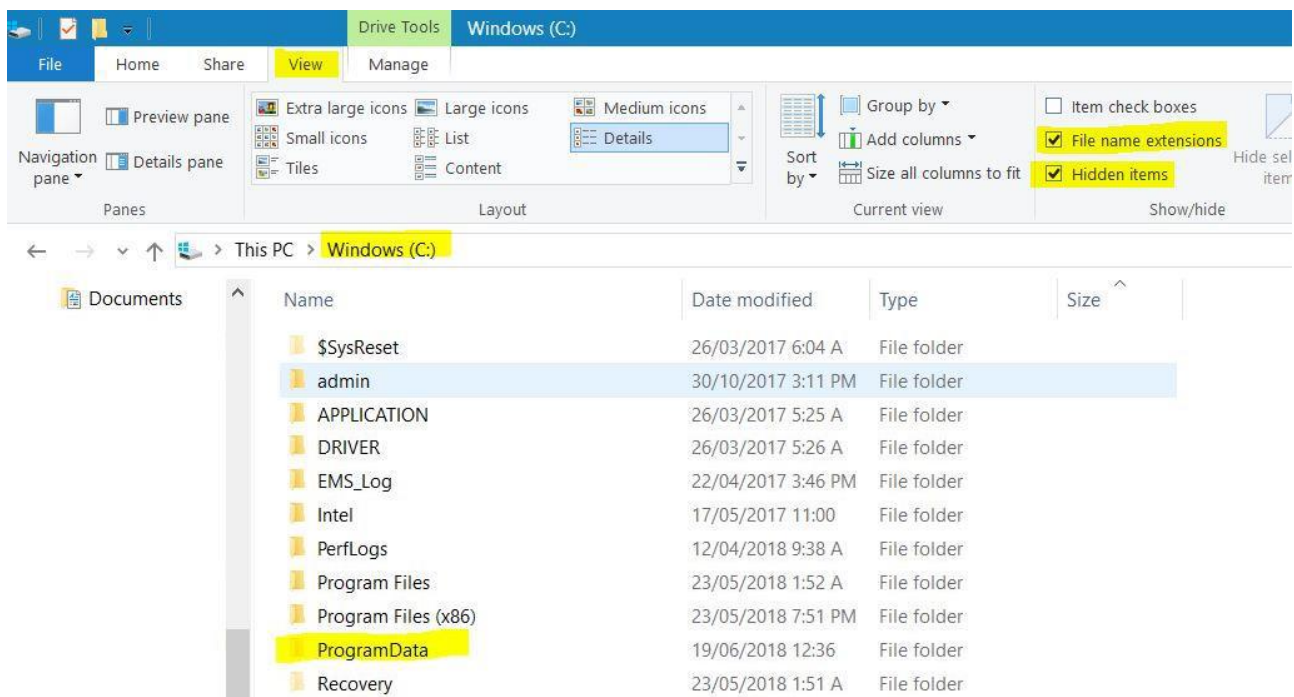
You need to back up and remove you Expired DRAINS license files prior to attempting to install the latest version of DRAINS. This can include moving the files to another folder or simply renaming them. Current licenses are not affected. The licensing files are:

- *Drains.duc* - *Drains.txt*

These are located in "*C:\ProgramData\DRAINS*". This might be a hidden folder. Please see the below guide to 'Show hidden Files, Folders and Drives for Windows 10/11'.

Alternatively, you can try clicking the following link or pasting the address directly in your windows folder explorer address bar: <C:\ProgramData\DRAINS>

If the License files are not in this directory on your Laptop, then you can proceed to Step 2



Step 2. Downloading and Installing DRAINS

Download the latest version of *Drains* from the Watercom website:

<https://watercom.com.au/download/>

Once downloaded, double click on the '*DrainsSetup64.exe*' file, accept the EULA, keep the default installation directory and proceed next to complete the installation.

Once installed, *Drains64.exe* can be launched as a Demo mode from the Windows Start Menu under D for DRAINS, or from a shortcut you might place on your Desktop or Taskbar.

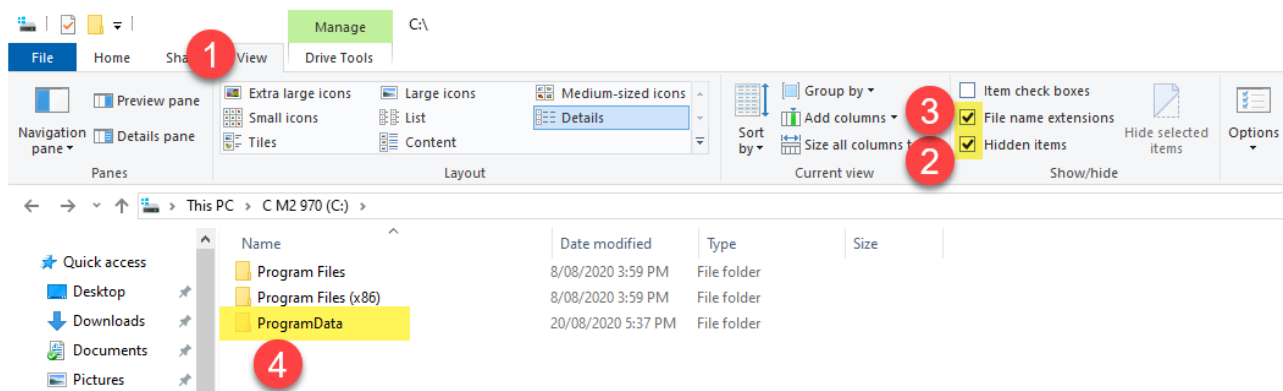
Step 3. Adding the Licensing Files (If using a Paid Subscription or Paid Online Training)

You will need to copy the 3 files "*Drains.duc*", "*Drains.txt*" & "*ActivationKey.txt*" licensing files into your <C:\ProgramData\DRAINS> directory.

(this is NOT C:\Program Files\DRAINS)

You can find these files included with the email received when purchasing the DRAINS Subscription or if requested during check-out of Paid Online Training.

If you cannot find 'ProgramData' then enable 'Hidden items' and 'File name extensions' as shown below.



If you do not have an Authorised DRAINS License, or Firewall restrictions prevent DRAINS from accessing the Internet, DRAINS will launch in Demo mode.

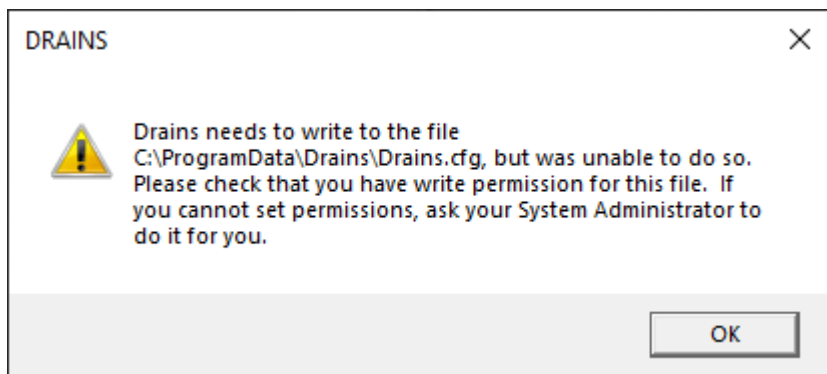
To communicate with the License Management Server, DRAINS requires firewall internet access **TCP/UDP for ports 1947, 443, 80, 20 & 21**, and **IP Address 162.241.218.211**.

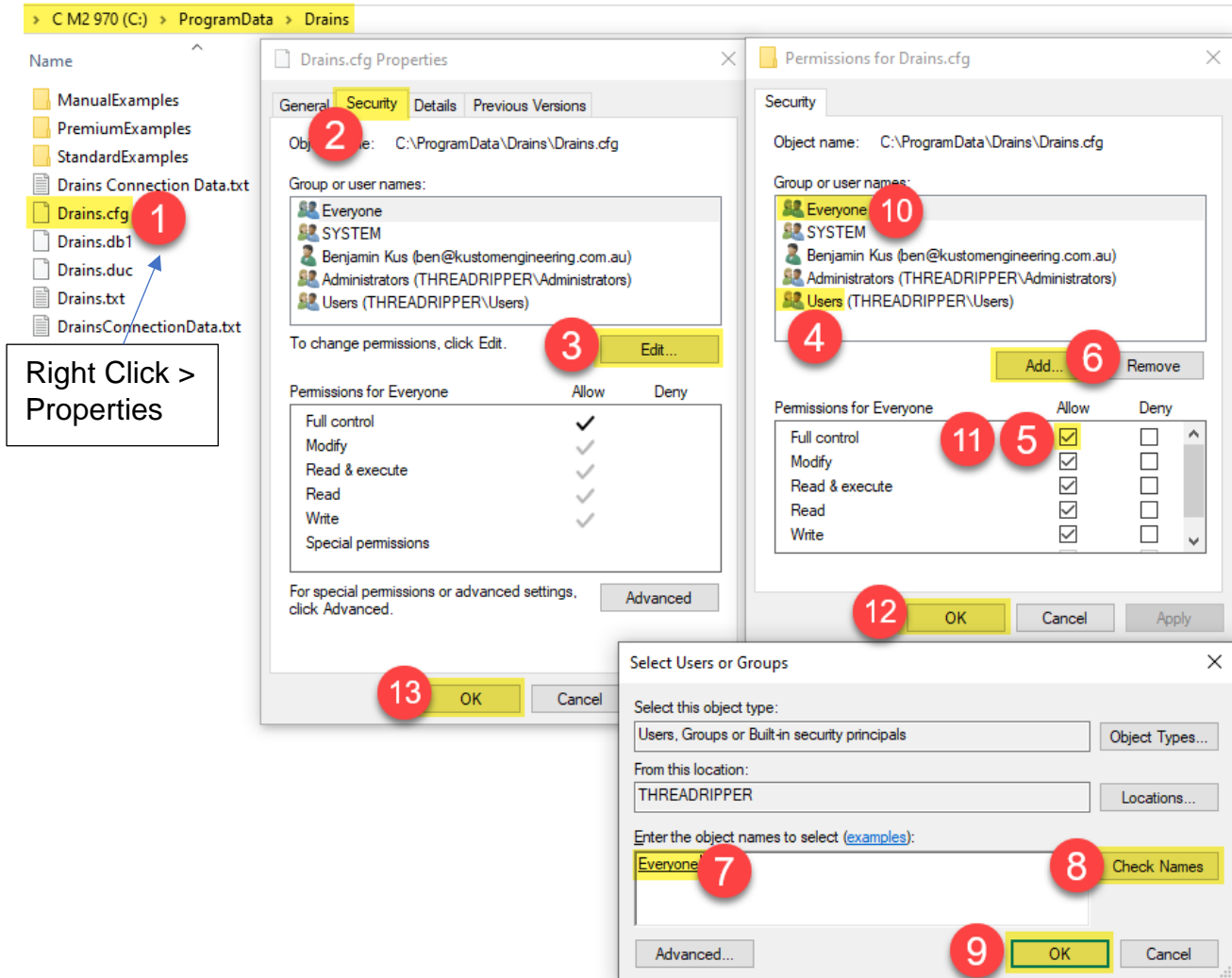
If you are still having issues with the license, first confirm you are running the correct version of DRAINS and not using an old DRAINS shortcut pointing to another different version of DRAINS (non 64 bit or W8).

Step 4. File & Folder Requirements

Please check that you have full read-write access to the folder: "C:\ProgramData\Drains".

If you receive a warning about DRAINS needing to write to 'Drains.cfg', you may need to provide 'Full Control' access to the 'Users' Group, or add an 'Everyone' user and allow it to have 'Full Control' as shown in the figures below.





You should now be able to Launch DRAINS without a warning about limited access to the "Drains.cfg" file.

Step 6. Post Webinar Uninstallation of Software

At the end of the E-Learning course, you simply need to delete the training "ActivationKey.txt", "Drains.duc" & "Drains.txt" files from <C:\ProgramData\DRAINS>

If you moved or renamed your licensing files (Drains.duc & Drains.txt) you will need to copy them back to <C:\ProgramData\DRAINS>

If you need to reinstall an older version of DRAINS, you can use your backup of DrainsSetup64.exe or copy and paste the 'Drains64.exe' file you backed up from <C:\Program Files\DRAINS>

If you require assistance, we will help where possible, but note that we will not be able to provide assistance if you are not able to provide your original DRAINS Setup Installation File or Licensing files.

For customers with current maintenance and support, Watercom will be able to reissue active license files after the webinar if required. Contact Support at support@watercom.com.au

If you are unsure about any of the above steps, then please contact training@watercom.com.au where further assistance can be provided.

Additional Trouble Shooting

Issue running Drains in a Windows User Account, either not running or an Activation Key error is displayed.

Possible Testing & Solution:

Make sure that the following Network Ports are open for two-way traffic and that the URL: **www.watercom.net** or IP: **162.241.218.211** has not been blacklisted in the **Windows Firewall** and in your **Network Modem / Router**.

- 20 : Direct connection FTP
- 21 : Direct connection FTP
- 80 : Hypertext Transfer Protocol (HTTP).
- 443 : Hypertext Transfer Protocol Secure (HTTPS).
- 1947 : Aladdin Systems (HASP Security) & SentinelSRM.

To verify that the URL: **www.watercom.net** is not blocked...

1. Open a command prompt window (**cmd.exe**) not Windows PowerShell.
2. Enter the command: **ping www.watercom.net**

The following should be displayed (actual times may differ):

```
>ping www.watercom.net
Pinging www.watercom.net [162.241.218.211] with 32 bytes of data:
Reply from 162.241.218.211: bytes=32 time=174ms TTL=48
Reply from 162.241.218.211: bytes=32 time=167ms TTL=48
Reply from 162.241.218.211: bytes=32 time=167ms TTL=48
Reply from 162.241.218.211: bytes=32 time=167ms TTL=48
```

Ping statistics for 162.241.218.211:

Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),

Approximate round trip times in milli-seconds:

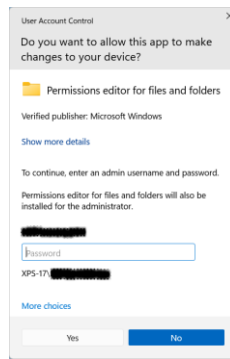
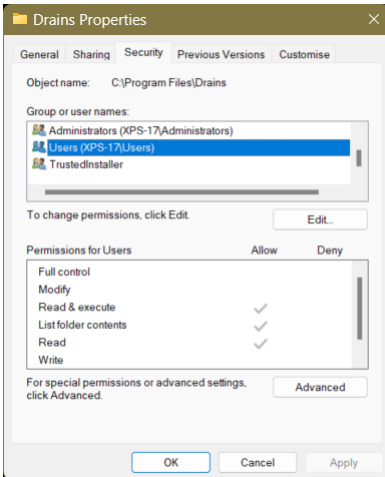
Minimum = 167ms, Maximum = 174ms, Average = 168ms

On the Local User PC use **File Explorer** and navigate to **C:\Program Files**

Right-Click on the **Drains** folder to display the Context Menu and then select **Properties** to display the properties for the Drains Folder.

Switch to the **Security** tab.

Select the **Edit...** button to change the permissions.

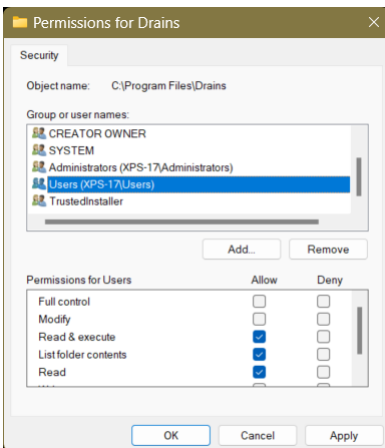


A UAC prompt will be displayed.

Your Windows Administrator **must** enter their **username** and **password**.

Select the **Yes** button to continue.

The **Permissions** window should open.

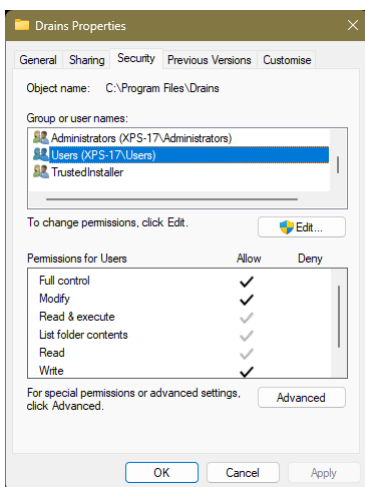


Select the Group **Users**.

Select the **Full control** option, **Allow** tick box in the **Permissions for Users** section.



Select the **OK** button to accept the changes and close the window.



Scroll down and select the group: **Users**

You should see ticks in the **Allow** column for...

- Full control
- Modify
- Read & Execute
- List folder contents
- Read
- Write

Select the **OK** button to accept the changes and close the window.

Run the Watercom Drains application.