PREPARING YOUR WINDOWS DEVICE FOR A DRAINS INSTALLATION

watercor

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.

Step 1. 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 2. Adding the Licensing Files

You will need to copy the 3 files "*Drains.duc*", "*Drains.txt*" & "*ActivationKey.txt*" licensing files into your <u>C:\ProgramData\DRAINS</u> directory. (this is NOT C:\Program Files\DRAINS)

You can find these files included with the email received when purchasing the DRAINS Subscription.

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

🏪 🖸 📙 🖵	Manage C:\						
File Home Sha	View Drive Tools						
Navigation Details pane	Extra large icons Large icons Small icons List Tiles Content	Medium-sized icons Medium-sized icons T	Sort by •	☐ Group by ▼ Ĩ Add columns ▼ 3 Size all columns ▼ 3	 Item check boxes File name extensions Hidden items 	Hide selected items	Options
Panes	Layout			Current view	Show/hide		
$\leftarrow \rightarrow \cdot \uparrow \stackrel{\bullet}{=} \cdot$ Thi	is PC > C M2 970 (C:) >						
,	Name ^	Date modified T	/pe	Size			
🖈 Quick access	Program Files	8/08/2020 3:59 PM Fil	folder				
📃 Desktop 🛛 🖈	Program Files (x86)	8/08/2020 3:59 PM Fil	folder				
👆 Downloads 🛛 🖈	ProgramData	20/08/2020 5:37 PM Fil	folder				
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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 3. 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.

If you are unsure about any of the above steps, then please contact <u>info@watercom.com.au</u> 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) <u>not</u> 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.

Object	ame: (Program	Files\Drains			
objecti	anno. v	o.program	ines prems			
Group o	rusernam	es:				
SE Ad	ministrators	(XPS-17\A	dministrators)			
Se Us	ers (XPS-1)	7\Users)				۰.
St Tru	stedInstall	er				
				_	_	
To char	ide permis	sions. click	Edit		F -04	
	3				Edit	
Permiss	ions for Us	ers	A	llow	Deny	
Full c	ontrol					
Modi	by .					
Read	& execute			/		
Listfo	Ider conter	nts		/		
Read				/		
Write						
Forspe	cial permis	sions or ad	vanced settings,		Advanced	
click Ad	vanced.				navancee	_

Switch to the Security tab.

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

User Account Control	×
Do you want to allow this app to make changes to your device?	
Permissions editor for files and folders	
Verified publisher: Microsoft Windows	
Show more details	
To continue, enter an admin username and password.	
Permissions editor for files and folders will also be installed for the administrator.	
Password	
XPS-17\	
More choices	
Yes No	l

A UAC prompt will be displayed.

Your Windows Administrator <u>must</u> enter their username and password.

Select the Yes button to continue.

The **Permissions** window should open.

Object name: C:\Program	Files\Drains		
Group or user names:			
& CREATOR OWNER			
SYSTEM			_
Administrators (XPS-17\A	dministrators)		L
Isers (XPS-17∖Users)			L
IrustedInstaller			
	Add	Remove	
	Add	Remove	
Permissions for Users	Add Allor	Remove v Deny	
Permissions for Users Full control	Add Allor	Remove	
Permissions for Users Full control Modify	Add Allor	Remove v Deny	
Permissions for Users Full control Modify Read & execute	Add Allow	Remove v Deny	
Permissions for Users Full control Modify Read & execute List folder contents	Add Allow	Remove	
Permissions for Users Full control Modify Read & execute List folder contents Read	Add Allon	Remove v Deny	

General Sharing Security Previous Versions Customise Object name: C:\Program Files\Drains oup or user names Administrators (XPS-17\Administrators) InustedInstaller To change permissions, click Edit. 😌 Edit Allow Permissions for Users Deny Full control Modify Read & execute List folder contents Read Write For special permissions or advanced settings, click Advanced. Advanced OK Cancel Apply Select the Group Users.

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

Permissions for Users	Allow	Deny	
Full control			
Modify	\sim		
Read & execute	\sim		
List folder contents	\sim		
Read	\sim		

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.