



Knowledge Base Article

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Agent Tools web site: www.viewmylisting9ae.com

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Installation Overview

Pro Gold i2 3.0 SQL platform for Windows XP, Server 2003 R2 Operating Systems

Please read this entire document before starting your installation

Before you install your Pro Gold i2 Broker Management System, you must first determine your environment:

- Do your computers meet hardware requirements? Reference KBA article <http://tkb.progoldxp.com/Showarticle.aspx?tkbid=40641>
- What computer is going to host my Pro Gold i2 database? This computer will need to remain on in order for other Pro Gold workstation to connect to it.
- How many Pro Gold i2 installations I am licensed for? You can find your number of install licenses on your original purchase agreement.
- Internet connection required on all computers

With today's security complexities, we recommend that a qualified IT professional is available when installing applications for the first time.

The installation of Pro Gold i2 requires three procedures: See sections A, B and C.

Refer to Section A: Obtaining your Installation Files

Refer to Section B: Installing Pro Gold i2 software program on your PC

This section will need to be repeated for all workstations licensed to use Pro Gold.

Refer to Section C: Creating and installing your SQL database

This section only needs to be performed once on the computer you designated to host your Pro Gold i2 database.

Refer to Section D: Linking additional workstations to the SQL database

This section will need to be performed on the computer you

Refer to Section E: Troubleshooting Installation Problems / Errors

Section A - Obtaining Your Installation Files

Before you can begin your installation you must first either obtain a Pro Gold i2 installation CD or download the installation file from the Internet.

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To order a Pro Gold i2 installation CD contact Taro Systems, Inc. at 616-940-0007 or email your request to support@taronetwork.com and include your contact information, mailing address and company information. There is a fee of \$50.00 for a CD shipped ground or \$75.00 for a CD shipped overnight.

To download your program installation file from the Internet you must first create a folder on your local drive (c: d: e: etc). Label this folder *ProGold_Install* **Do NOT run or open** this file you must first save it to your hard drive. The installation file is 250 MB in size and can vary based on your Internet speed. Typically 30 minutes to 2 hours. You can avoid downloading the installation file multiple times by saving the ProGoldInstall.exe file to a common accessible drive or network shared folder/drive.

- 1) Create a folder on your local drive (c: d: e: etc) and label it *ProGold_Install*
- 2) Download the installation file by clicking the below link. Note: When prompted, save the file and **DO NOT run or open** the file. Save the file to the folder: ProGold_Install
- 3) If you have multiple computers that you need to install Pro Gold on, you do not have to re-download the installation file. Instead copy the ProGold_Install folder that contains the installation file ProGoldInstall.exe to your other computers local drive (c: d: e: etc.) or CD/DVD using windows explorer.

<http://www.progoldxp.com/pginstall/ProGoldInstall.exe>

Section B - Installing Pro Gold application

Installing Pro Gold i2 software program on your PC. This section will need to be repeated for all workstations that are licensed to use Pro Gold.

- Step 1 Login to your computer as the system administrator. The installation will not complete successfully if you do not have administrative permissions to your computer. Contact your system administrator if needed.
- Step 2 Prepare your system. - Close all open applications. Temporarily turn off any security applications that could prevent a successful install (firewall, anti-virus etc.) Although not typically necessary, you will want to make sure that your Internet security settings will allow:

FTP traffic to www.taronetwork.com
TCP Port 5500 – 6500
TCP Port 21
HTTP traffic to www.taronetwork.com
HTTP traffic to www.progoldi2.com
HTTP traffic to www.viewmylisting.com
HTTP traffic to www.progoldxp.com
Outbound SQL traffic for TCP Port 1433

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Pro Gold i2 installs a runtime version of Microsoft Access version 2002. Higher versions of MS Access (i.e., 2003/2007) must be uninstalled prior to installing Pro Gold i2 and then re-installed once it is completed.

Step 3 Start the Installation Menu

If you're installing from a CD – Insert the CD in your drive and the Installation menu will load. If the installation menu does not load, start the autorun.exe manually from your CD.

If you are installing from a download installation file, start the installation menu by opening the \ProGold_Install\ProGoldInstall.exe file. The installation menu may take a few minutes to extract and load.

Step 4 Install Pro Gold - Step 1 from the installation menu

- a. Select Ok to start the Installation
- b. Select the Change Directory button only if you wish to install on another location other than the default location.
- c. Select the button/icon to start the install
- d. Select continue and keep the default Program Group
- e. If prompted to keep or overwrite existing files, always choose Keep
- f. You will be prompted to respond OK when the installation is completed successfully and the installation menu will reload.

Your system may require you to reboot your computer. If the installation does not resume after your system boots, you will need to restart your installation.

Step 5 Install Pro Gold Utilities - Step 2 from the installation menu

- a. Select Next when prompted from the Installation Wizard
- b. When prompted you can change location or accept the default. Make sure that Everyone is selected and select Next
- c. Select Next to start the Pro Gold Utilities installation
- d. When the installation is complete, select Close to return back to the Installation menu.

Step 6 Install FMS Memo - Step 3 from the installation menu

- a. There is no user prompts installing this feature. Once the FMS Memo is installed the installation menu will load.

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Section C - Creating and Installing Your SQL Database

Creating and installing your Pro Gold i2 database. This step only needs to be performed once on the computer you designate to host your Pro Gold i2 database. Before you can perform this step, you must first obtain a registered database name and key number.

- Step 1 Send an email to support@taronetwork.com and request a database name and database create key. Your software purchase includes one database key. Multiple databases are available at a fee. Contact sales@taronetwork.com for additional databases.

Database Name _____

Database Key _____

- Step 2 Record your exact computer name of the computer that will be hosting your database. _____

You can find your computer name by right clicking on the My Computer icon, select properties and select the Computer Name tab. The My Computer Icon can usually be found on your desktop or under your start menu.

Computer Name Example **Frontdesk**.mydomain.com

Frontdesk is your computer name

- Step 3 Login to your computer as the system administrator. The installation will not complete successfully if you do not have administrative permissions to your computer. Contact your system administrator if necessary.
- Step 4 Close all open applications. Temporarily turn off any security applications that could prevent a successful install (firewall, anti-virus etc.). You will also want to make sure that your Internet security settings will allow:

FTP traffic to www.taronetwork.com
TCP Port 5500 – 6500
TCP Port 21
HTTP traffic to www.taronetwork.com
HTTP traffic to www.progoldi2.com
HTTP traffic to www.viewmylisting.com
Outbound SQL traffic TCP Port 1433

- Step 5 Start the Installation Menu

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If you're installing from a CD – Insert the CD in your drive and the Installation menu will load. If the installation menu does not load, start the autorun.exe manually from your CD.

If you are installing from a download file, start the installation menu by opening the ProGoldInstall.exe file. The installation menu may take a few minutes to extract and load.

- Step 6 Install Pro Gold SQL Data Engine (Data PC Only) - option 4 from the installation menu

Select the drive you wish to have your database stored on. The amount of disk space required depends on the amount of data you enter in Pro Gold. As a general rule you should always maintain 20 GB's of free disk space on your drive at all times. The blank default database is less than 1 GB in size.

Once you select your drive to install the SQL data engine, the SQL database installation wizard will guide you through the process. Accept the default prompts. When finished you will return back to the installation menu.

- Step 7 Create your Pro Gold i2 database

1. Start Pro Gold i2 from your start menu
2. If Pro Gold cannot find your database the New Company Database Utilities from will load and prompt your database connections information:

Server Name	Enter your computer name or IP \ProGold from previous step 2 <i>Example Frontdesk\ProGold</i>
UserID	Enter sa for the UserID when creating your database. Enter ProGoldEnt once your database is created
Password	***** (preset by Pro Gold, do not change)
Database Name	Enter your database name from previous step 1
Database Key	Enter your database key from previous step 1

3. Once you enter the above information, the **Create DB** button will be enabled allowing you to create your Pro Gold database and attach it to your SQL data engine.
4. If your database is successfully created, you will be prompted to **activate your Pro Gold software**. To activate your software follow steps a-d.

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- a. Click on the "I have read and understand the above warning" button. This will allow you to make changes to the Software Activation form.
- b. Enter **only** you're **Company Name** and **Phone Number** exactly as it appears in your welcome letter email. Your address and contact information as well as your license key will automatically be populated when your software is activated. Your licensed company name and phone number was provided to you in a separate email. If you are unable to obtain this information you can request your Pro Gold Activation information by sending an email request to support@taronetwork.com.
- c. Select Clear License Key button
- d. Select Activate Pro Gold XP button

If your Company Name and Phone number does not exactly match Taro Systems registry, the software activation form will re-load. Make corrections and repeat steps a-d.

Once you select Activate and your Company Name and Phone number exactly match Taro Systems registry, you may be prompted to install a newer version, if there is not a newer version available you will be prompted to login to Pro Gold.

Respond No if you do not have a current subscription to Taro Systems, Enhancement HelpNet Center or you wish to install your update at a later time.

Respond Yes if you do have a current subscription to Taro Systems, Enhancement HelpNet Center. When the update is finished, you will be prompted to enter your Pro Gold User Name and Password.

5. A new database is not secured and does not have a password setup. Select **Super** as the User Name and click continue. You can setup your Pro Gold security at any time.

Pro Gold reserves the User Name Super as the systems administrator account with full unrestricted privileges. It is important that you establish a password for this account.

6. If Pro Gold is unable to connect to your database, more than likely you have system security settings preventing Pro Gold to communicate with your SQL Pro Gold database. See Section E Troubleshooting Installation later described in this document.

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Section D - Linking additional workstations to the SQL database

Before you can perform this step:

Pro Gold i2 must already be installed on a computer designated to host your Pro Gold i2 database. Moreover, that computer must be turned on and accessible.

Step 1 Start Pro Gold i2 from your start menu

Step 2 Enter connection information:

Initially, Pro Gold i2 will not be able find your database since it is not on this computer.

The Database Utilities screen will load and prompt for your database connection information:

Server Name Enter computer name or IP\progold from Section C Step 2

Example Frontdesk\progoldp

UserID Enter ProGoldEnt

Password ***** (preset by Pro Gold i2, do not change)

Database Name Enter database name from previous Section C Step 1

Step 3 Click the **Connect** button to connect to the database

Step 4 Login to Pro Gold i2

If you're unable to get the exact Server name and there is another PC that does connect and login to Pro Gold, do the following on that PC

- * Login to Pro Gold i2
- * Go to the Setup Tab
- * Select the Work With Another Company icon
- * Click Yes to the prompt

It will display the Database Utilities screen which will contain the Server Name information you need to use for your entry from your PC.

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Section E - Troubleshooting Installation Problems / Errors

Installation technical assistance is available through normal business hours.

Problem: You received an error when you try to install a newer version "Pro Gold could not download your file. Please try again. "

Cause: You have a Progold Utilities file conflict with Pro Gold

Resolution: Update Pro Gold from Pro Gold Utilities application.

1. Right click on the Pro Gold Utilities Icon in your system tray. If Pro Gold Utilities is not loaded in your system tray, start Pro Gold Utilities from your start menu.
 2. Select the tab labeled Other and select download update.
 3. When the Pro Gold logon screen appears, login to Pro Gold and verify that the program version and data version the same.
-

Problem You received an error when you trying to connect to the database from the Database Utilities form "-2147467259 [DBNETLIB(ConnectionOpen (Connect().)] SQL Server does not exist or access denied."

Cause: The Pro Gold application cannot find nor has access to the SQL database.

Resolution: Verify the server name. The server name must be the computer name or IP of the computer hosting the Pro Gold SQL database. If you're using an IP make sure that you use a static IP, or use the actual computer name if a static IP is not available. The convention for a standard database name using the default SQL data engine is: Computer Name\Progold

Resolution: Temporarily turn off all security such as fire walls, anti-virus on the computer that is hosting your Pro Gold SQL database and try to re-connect. If this resolves the problem then you will need to configure your fire wall setting to allow connections on the SQL port 1433.

Resolution: Verify your User ID is either ProGoldEnt or sa

Resolution: Verify your Password; you will have to contact Taro Systems, Inc. to obtain this password. And only will be disclosed to the company owner.

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Resolution: Verify your Database Name. If you do not know your database name you can do a Windows file search for the file ProGoldSQL_*. * on your hard drive of the computer that is hosting the database. When entering your database name on the Database Utilities form do not include the file extension.

Example database file ProGoldSQL_CN1000.mdf
Enter ProGoldSQL_CN1000 as your Database Name

Problem: Every time I start Pro Gold is prompts me to install a newer version even after answering yes.

Cause: Pro Gold has a version conflict with Pro Gold Utilities application or Pro Gold Utilities is not installed.

Resolution: Manually download your update by:

1. Start Pro Gold and answer No to install the newer version
2. Select Download Live Update from the Setup tab
3. Select Custom
4. Select from the drop down list PGUTILITIESINSTALL.EXE
5. Select Continue and follow the Pro Gold Utilities installation wizard through the install process.
6. Close Pro Gold
7. Open Pro Gold Utilities from your desktop icon or from your Windows start menu.
8. Select the "other" tab
9. Select Download Update. When the update is finished you will be prompted with your Pro Gold login information. Verify the program version and the data version are the same.

Problem: When I try to open Pro Gold from my Icon Pro Gold does not open.

Cause: You may have a version of Microsoft Office newer than the version Pro Gold. Microsoft requires that Office products including MS Access are installed oldest version first.

Resolution: Uninstall all MS Office and uninstall Pro Gold and reinstall Pro Gold before Installing MS Office 2003 or later versions.

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Problem: When I start Pro Gold I receive an 429 ActiveX component can't create object Error.

Cause: You have a reference that is not installed or registered

Resolution: Re-install the FMS memo from the Installation menu option 3

Resolution: Uninstall Pro Gold Utilities from the Windows add/remove programs and Reinstall Pro Gold Utilities from the Installation menu option 2

Resolution: Manually register the reference file dao360.dll

1. Click on your Windows start button
2. Select Run and enter the command below and click OK

```
regsvr32 "C:\Program Files\Common Files\Microsoft Shared\DAO\dao360.dll"
```

If the dao360.dll is not located in the default location you will need to change the path to the location the dao360.dll is located in.

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Install, CD, Download, Connect, Standalone, LAN, Link, Local Area Network, Installation, Re-Install ActiveX, 429, 4065