FAC Console® 4.1

Upgrade / Installation / Configuration

This guide will walk you through uninstalling your current version of FAC Console[®], and installing the new version. If you only need to install the new version without uninstalling a previous version, skip to section 3.

Section 1: Gather configuration information and settings

Step 1: Transmission Service Account

- 1) Click start menu and type 'run'
- 2) In the run command box type 'services.msc' and click 'OK'

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	services.msc 🗸 🗸 🗸
_	OK Cancel <u>B</u> rowse

3) Locate the 'Transmission Service' and make note of the account it uses to run



Step 2: Configuration Files - Database Connection String

- 1) Click start menu and type 'run'
- 2) In the run command box type 'explorer and click 'OK'

💷 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	explorer 🗸 🗸 🗸
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- 3) In the address bar type 'C:\Program Files (x86)\RGA Reinsurance Company\FAC Console' and click 'Enter'
- 4) Find the .exe 'TransmissionServiceCU.exe', right click on it and choose 'Open'

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5) When the Configuration Utility loads click the 'Load' button and select 'FACConsole.exe.config' and click 'Open'



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💻 This PC	Database	10/16/2018 3:12 PM	File folder	
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	Reports	10/16/2018 3:12 PM	File folder	
	- Temp	9/4/2018 11:43 AM	File folder	
	Templates	10/16/2018 3:12 PM	File folder	
	FACConsole.exe.config	10/16/2018 3:13 PM	CONFIG File	
	TransmissionService.exe.config	10/16/2018 3:14 PM	CONFIG File	
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			Open C	ancel

6) When back at the Configuration utility, click 'Database'

Currently Editing C:\Program Files (x86)\RGA Reinsurance Company\FAC Console\FACConsole.exe.config 1) Load Configuration File Load	FAC Console Configuration Utility	_		×
1) Load Configuration File	Currently Editing C:\Program Files (x86)\RGA Reinsurance	Company\FAC Console\FACConsole.exe.config		
2) Configure Settings Database Configuration 3) Save Settings Save Save As Close		 Load Configuration File Load Configure Settings Database Configuration Save Settings Save Save As 	Close	

7) On the Database Settings screen, make note of the selected 'Provider' and Copy the Connection string

Database Settings	
Provider SqlServer	
Connection String:	
Database String Will Be Here	+
Test Connection	
Ok Cancel	

You should now be ready to uninstall your current version of FAC Console[®]. See section 2 for instructions.

Step 1: Uninstall older version

- 1) Click start menu and type 'run'
- 2) In the run command box type 'control panel' and click 'OK'



3) In the control panel window, click 'Programs and Features'

🕖 🖓 🕨 Control Panel 🕨 All	Control Panel Items 🕨	• 4	🕈 Search Control Panel 🔎
Adjust your computer's setting	gs		View by: Small icons 🔻
🏲 Action Center	administrative Tools	📷 AutoPlay	Backup and Restore
Real BitLocker Encryption Options	Color Management	🛼 Configuration Manager	Credential Manager
Pate and Time	👦 Default Programs	🚔 Device Manager	R Devices and Printers
🦉 Display	Sease of Access Center	 Flash Player (32-bit) 	Folder Options
A Fonts	Getting Started	🚑 Indexing Options	💮 Internet Options
📓 Java (32-bit)	C Keyboard	Elecation and Other Sensors	() Mail (32-bit)
I Mouse	Network and Sharing Center	I Notification Area Icons	Performance Information and Tools
Personalization	🔚 Phone and Modem	Power Options	Programs and Features
Recovery	🥩 Region and Language	🐻 RemoteApp and Desktop Connections	💐 Sound
Speech Recognition	Sync Center	🕎 System	Taskbar and Start Menu
Troubleshooting	& User Accounts	📑 Windows CardSpace	iiii Windows Defender
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4) On the Uninstall screen, find 'FAC Console', right click and select 'Uninstall'

🕒 🔍 🔻 🖪 🕨 Control Panel	 All Control Panel Items Programs and Feat 	ures			- + Search	Programs and	Features	Q
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the	list and then o	lick Uninst	all, Change, or Repair.				
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network	Name		Publisher		Installed On	Size	Version	1
	Adobe Flash Player 29 PPAPI		Adobe Sys	tems Incorporated	9/19/2018	19.8 MB	29.0.0.140	
	Adobe Reader XI (11.0.11)	Adobe Systems Incorporated		4/1/2016	311 MB	11.0.11		
	Adobe Shockwave Player 12.3		Adobe Systems, Inc		9/19/2018	52.3 MB	12.3.2.202	
			dit Cisco ViewMail for Outlook Cisco Systems, Inc.		4/13/2017	12.4 MB	11.5.1002	
	Cylance PROTECT		Cylance, I	nc.	9/11/2017	380 MB	2.0.1480.24	L
	AC Console		RGA Raine	urance Company	10/23/2018	22.6 MB	4.0	
	Coogle Chrome	Uninstal			9/19/2018	47.6 MB	64.0.3282.119	
	Java(TM) 6 Update 24	Change			3/28/2011	96.9 MB	6.0.240	
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	Microsoft .NET Framework 4.5.2		Microsoft	Corporation	11/11/2017	38.8 MB	4.5.51209	
	S Microsoft Office 2003 Web Components		Microsoft	Corporation	7/5/2017	174 MB	12.0.6213.1000	
	Microsoft Office Professional Plus 2013		Microsoft	Corporation	8/1/2016		15.0.4569.1506	
	Wicrosoft Silverlight		Microsoft	Corporation	7/5/2017	348 MB	5.1.50907.0	
								1

Once the uninstall completes, you are ready to install the new version of FAC Console®

Step 1: Download and install new version

1) Download and save new FAC Console® MSI from https://console.rgare.com/download/



2) Open the location you downloaded the file to. Right click on the 'FAC Console 4.1.msi' and click 'install'

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3) On the install screen click 'Next'

🛃 FAC Console Setup	
4	Welcome to the FAC Console Setup Wizard
	The Setup Wizard will install FAC Console on your computer. Click Next to continue or Cancel to exit the Setup Wizard.
	Back Next Cancel

4) Read through the License agreement, then click the box to accept, then click 'Next'



5) Leave the install path as the default value and click 'Next'

🙀 FAC Console Setup	- • •
Destination Folder Click Next to install to the default folder or click Change to choose anothe	
Install FAC Console to:	
C:\Program Files (x86)\RGA Reinsurance Company\FAC Console\ Change	
	/
Back	Cancel

6) Click 'Install'



7) Once the install completes, click 'Finish'

🛃 FAC Console Setup	
4	Completed the FAC Console Setup Wizard
	Click the Finish button to exit the Setup Wizard.
	1
	Back Finish Cancel

FAC Console[®] and the Transmission Service are now installed, and ready to be configured in the next steps.

Step 2: Update Configuration Files

- 1) Click start menu and type 'run'
- 2) In the run command box type 'explorer and click 'OK'

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	explorer 🚽 🗸 🗸
	OK Cancel <u>B</u> rowse

- 3) In the address bar type 'C:\Program Files (x86)\RGA Reinsurance Company\FAC Console' and click 'Enter'
- 4) Find the .exe 'TransmissionServiceCU.exe', right click on it and choose 'Open'

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5) When the Configuration Utility loads click the 'Load' button and select 'FACConsole.exe.config' and click 'Open'



🚷 Open				×
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	ImageViewer	10/16/2018 3:12 PM	File folder	
	Reports	10/16/2018 3:12 PM	File folder	
	Temp	9/4/2018 11:43 AM	File folder	
	Templates	10/16/2018 3:12 PM	File folder	
	FACConsole.exe.config	10/16/2018 3:13 PM	CONFIG File	
	TransmissionService.exe.config	10/16/2018 3:14 PM	CONFIG File	
<				>
File name:	FACConsole.exe.config	~	(*.config)	\sim
			Open	Cancel

6) When back at the Configuration utility, click 'Database'



- 7) Choose the Provider you will be using from the drop down (OleDB, SqlServer, or Oracle)
- 8) Type in your database connection string in the 'Connection String' box
- 9) Click 'Test Connection'

This should be the information that was noted in section 1 - step 2.

Database Settings]
Provider		
SqlServer 🗸 🗸		
Connection String:		
Database String Will Be Here	•	
Test Connection		
	Ok Cancel	

10) You should get a 'Verified' pop up box. Click 'OK', then 'OK'



11) Back on the Configuration Utility window, click 'Save'

🚯 FAC Console Configuration Utility	
Currently Editing C: VProgram Files (x86)\RGA Reinsurance	Company/FAC Console/FACConsole.exe.config
	1) Load Configuration File
$\Theta - \Theta$	2) Configure Settings Database Configuration
	3) Save Settings
	Close

12) Repeat steps 5-11 to configure the TransmissionService.exe.cong (step 5)

Now that the configuration files, and database connection information is correct, you can setup the Transmission Service in step 3.

Step 3: Update the Transmission Service account

- 1) Click start menu and type 'run'
- 2) In the run command box type 'services.msc' and click 'OK'



3) Locate the 'Transmission Service', right click and select 'Properties'

🔍 Services						- • •	
File Action View Help							
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🔍 Services (Local)	Name	Description	Status	Startup Type	Log On As	*	
	🍓 Tablet PC Input Service	Enables Tab		Manual	Local Syste		
	🏟 Task Scheduler	Enables a us	Started	Automatic	Local Syste		
	🎑 TCP/IP NetBIOS Helper	Provides su	Started	Automatic	Local Service		
	🎑 Telephony	Provides Tel		Manual	Network S		
	🖏 Themes	Provides us	Started	Automatic	Local Syste		
	🍓 Thread Ordering Server	Provides or		Manual	Local Service		
	🍓 TP AutoConnect Service	ThinPrint c	Started	Automatic	Local Syste		
	🏟 TP VC Gateway Service	ThinPrint c	Started	Automatic	Local Syste		
	🖏 Transmission Service 📃	Securely tra		Automatic	Local Service		
	🖏 tsdrvdisvc	Start	1	Automatic	Local Syste		
	🤹 UPnP Device Host	Stop		Manual	Local Service		
	🏟 User Profile Service	Pause	3	Automatic	Local Syste		
	🏟 Virtual Disk	Perupa		Manual	Local Syste		
	🖏 VMTools	Resume	1	Automatic	Local Syste	=	
	🥋 VMware Blast	Restart	3	Automatic	Local Syste		
	🎑 VMware Horizon View Aç	All Tasks	▶ 4	Automatic	Local Syste		
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	🎑 VMware Horizon View Pe	Refresh		Disabled	Local Syste		
	WMware Horizon View Sc	Properties	-	Disabled	Local Syste	-	
	Extended Standard	Help	_				
Opens the properties d	laiog box for the current selection	n					

4) Select the 'Log On' tab, choose the 'This account' option and assign a domain account that has the required access. Then click 'OK'

This should be the same account that was noted in section 1 - step 1.

Transmission Service Properties (Local Computer)							
Genera Log On Recovery Dependencies							
Log on as:							
Local System account Allow service to in	nt teract with desktop						
it is account:	Local Service Browse						
Password:	•••••						
Confirm password:	•••••						
Help me configure user account log on options.							
	OK Cancel Apply						

5) Right click the Transmission Service, and click 'Start'

Services						
File Action View	Help					
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🔍 Services (Local)	Name	Description	Status	Startup Type	Log On As	^
	🍓 Tablet PC Input Se	Enables Tab		Manual	Local Syste	
	🍓 Task Scheduler	Enables a us	Started	Automatic	Local Syste	
	🖏 TCP/IP NetBIOS H	Provides su	Started	Automatic	Local Service	
	🎑 Telephony	Provides Tel		Manual	Network S	
	🍓 Themes	Provides us	Started	Automatic	Local Syste	
	🍓 Thread Ordering S	Provides or		Manual	Local Service	
	🌼 TP AutoConnect S	ThinPrint c	Started	Automatic	Local Syste	
	🏩 TP VC Gateway Se	ThinPrint c	Started	Automatic	Local Syste	
	Real Transmission Serv	Securely tra	- Our	A	Local Service	
	Sector Contract Contr	VMware Vie	Star	τ 🖣	Local Syste	
	🐏 UPnP Device Host	Allows UPn	Stop	p	Local Service	
	Service Service	This service	Pau	se	Local Syste	
	Sirtual Disk	Provides m	Res	ume	Local Syste	
	Sector VMTools	Provides su	Rest	tart	Local Syste	
	🔐 VMware Blast	Provides HT			Local Syste	
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Start service Transmiss	ion Service on Local Com	puter				

6) The Transmission Service should now be running with a status of 'Started'

FAC Console®/ Transmission Service should be installed and ready to use. If you have any question feel free to reach out to the FAC support team at <u>FACSupport@rgare.com</u>