

# FAC Console® 4.1

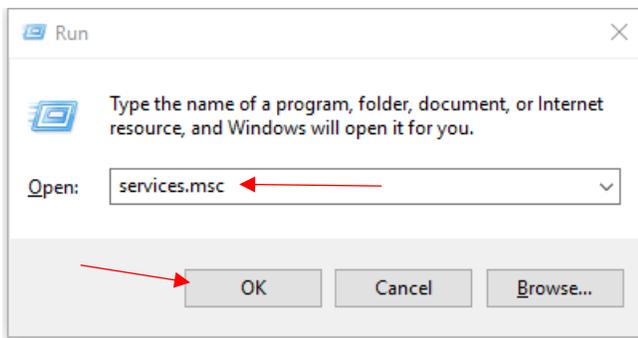
## Upgrade / Installation / Configuration

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.

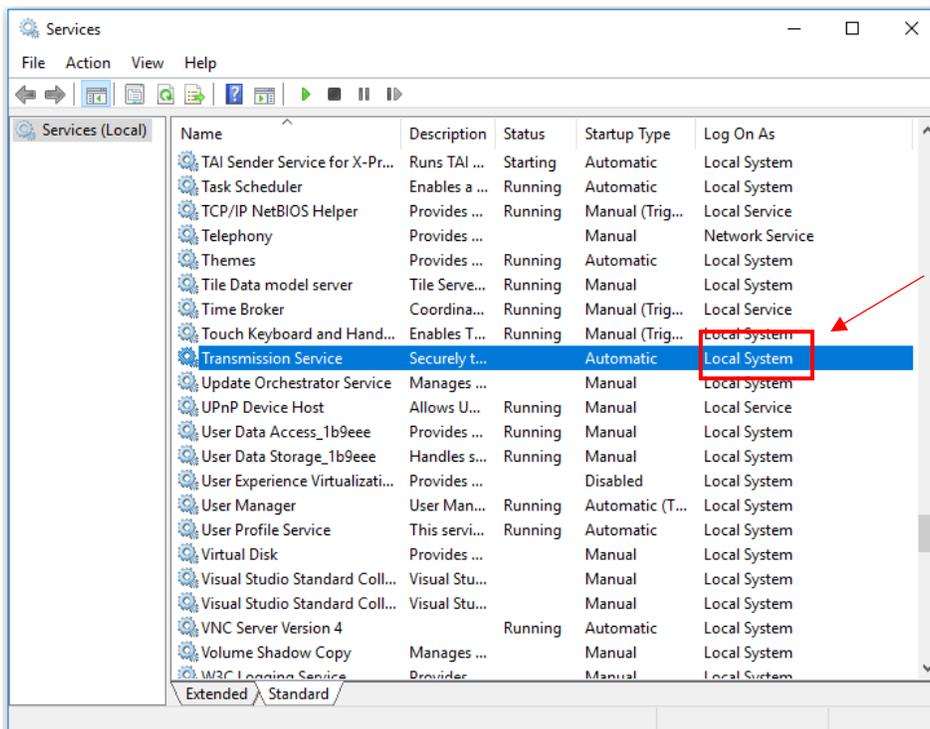
### Section 1: Gather configuration information and settings

#### Step 1: Transmission Service Account

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

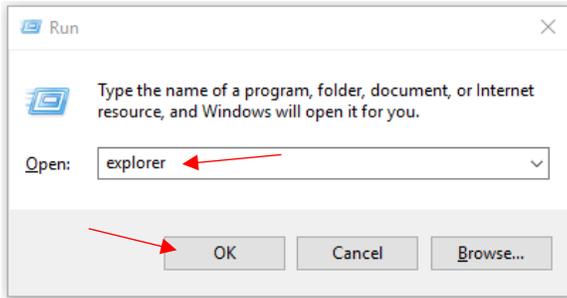


- 3) Locate the 'Transmission Service' and make note of the account it uses to run

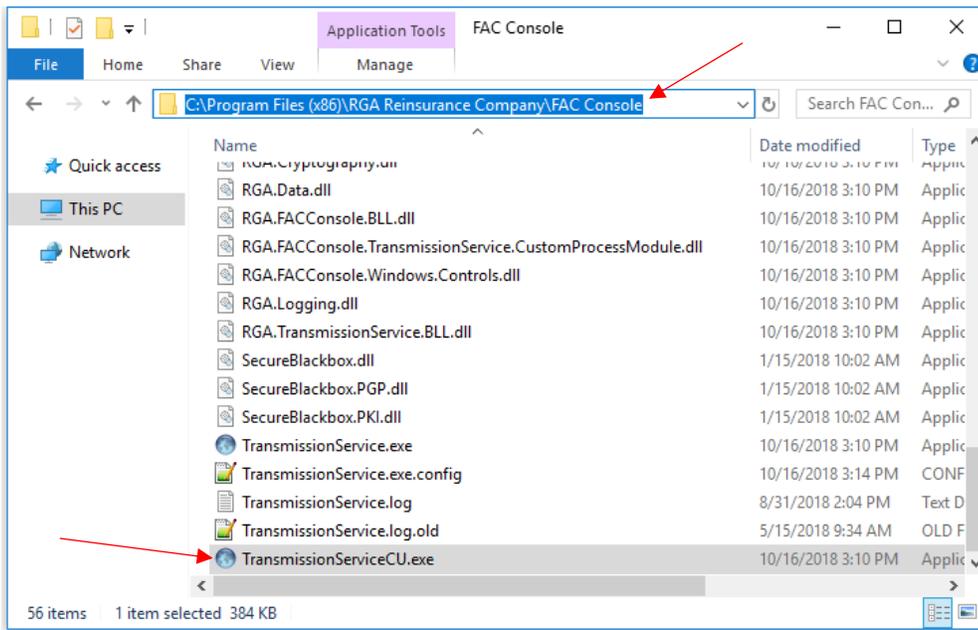


## Step 2: Configuration Files - Database Connection String

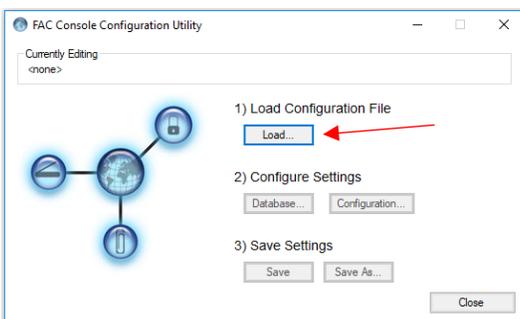
- 1) Click start menu and type 'run'
- 2) In the run command box type 'explorer and click 'OK'

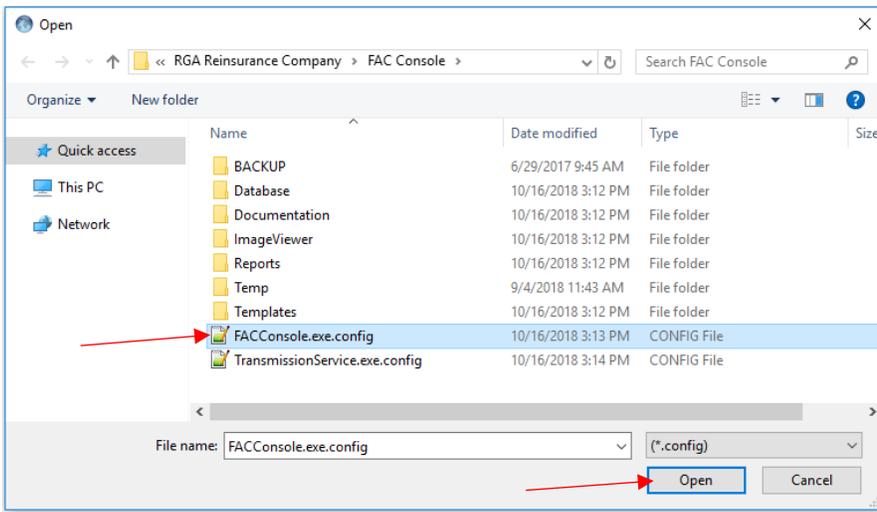


- 3) In the address bar type 'C:\Program Files (x86)\RGA Reinsurance Company\FAC Console' and click 'Enter'
- 4) Find the .exe 'TransmissionServiceCU.exe', right click on it and choose 'Open'

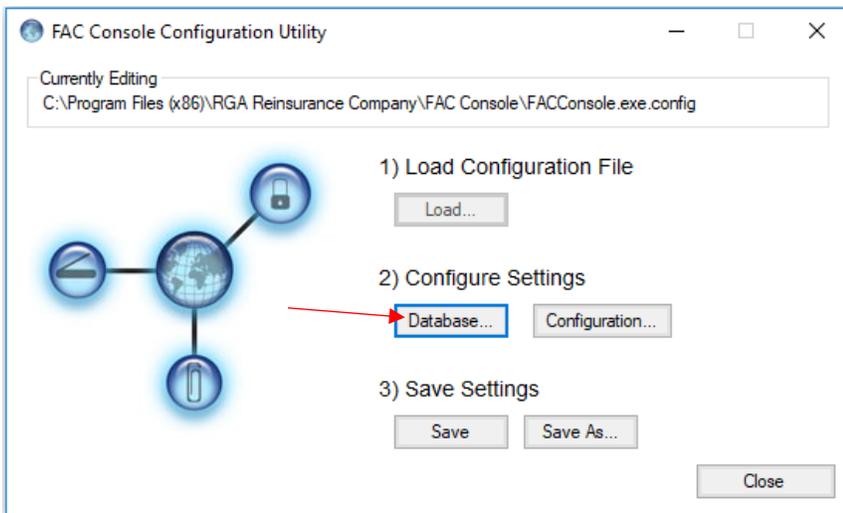


- 5) When the Configuration Utility loads click the 'Load' button and select 'FACConsole.exe.config' and click 'Open'

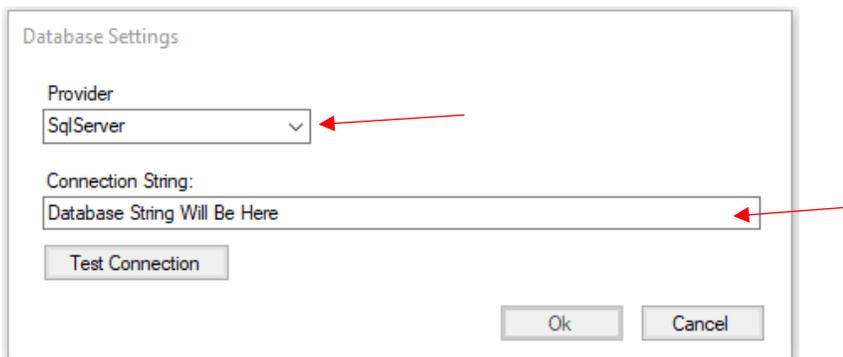




6) When back at the Configuration utility, click 'Database'



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

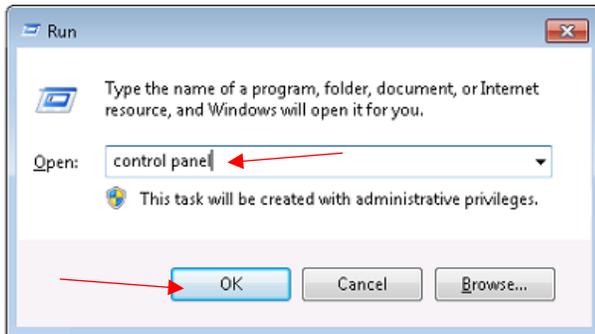


You should now be ready to uninstall your current version of FAC Console®. See section 2 for instructions.

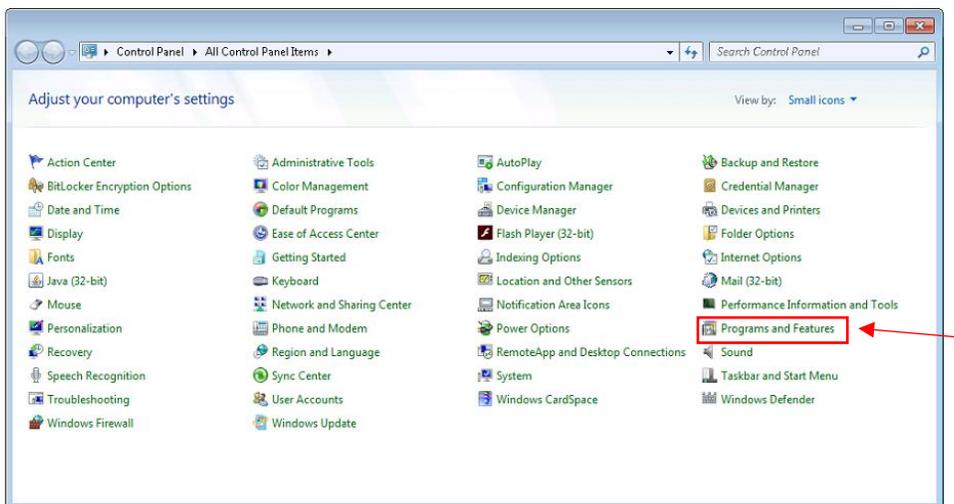
## Section 2: Uninstall older version (if applicable)

### Step 1: Uninstall older version

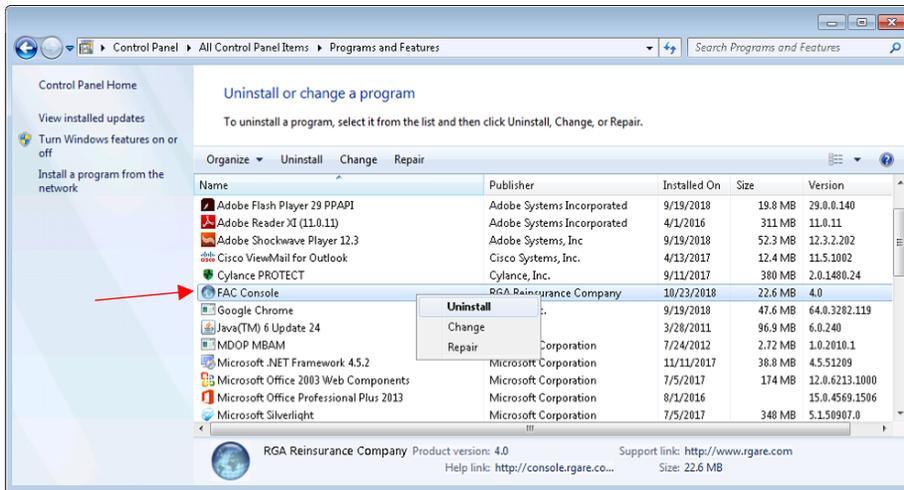
- 1) Click start menu and type 'run'
- 2) In the run command box type 'control panel' and click 'OK'



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



4) On the Uninstall screen, find 'FAC Console', right click and select 'Uninstall'

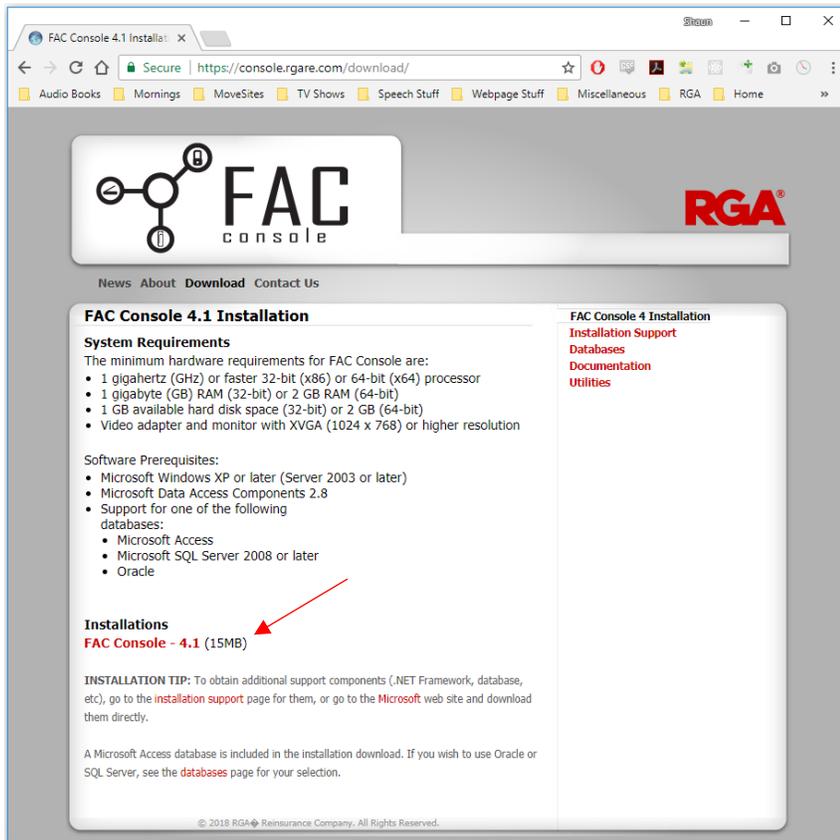


Once the uninstall completes, you are ready to install the new version of FAC Console®

## Section 3: Installation and configuration of FAC Console® version 4.1

### Step 1: Download and install new version

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



The screenshot shows a web browser window displaying the FAC Console 4.1 Installation page. The browser's address bar shows the URL <https://console.rgare.com/download/>. The page features the FAC Console logo and the RGA logo. The main content area is titled "FAC Console 4.1 Installation" and includes the following sections:

- System Requirements**

The minimum hardware requirements for FAC Console are:

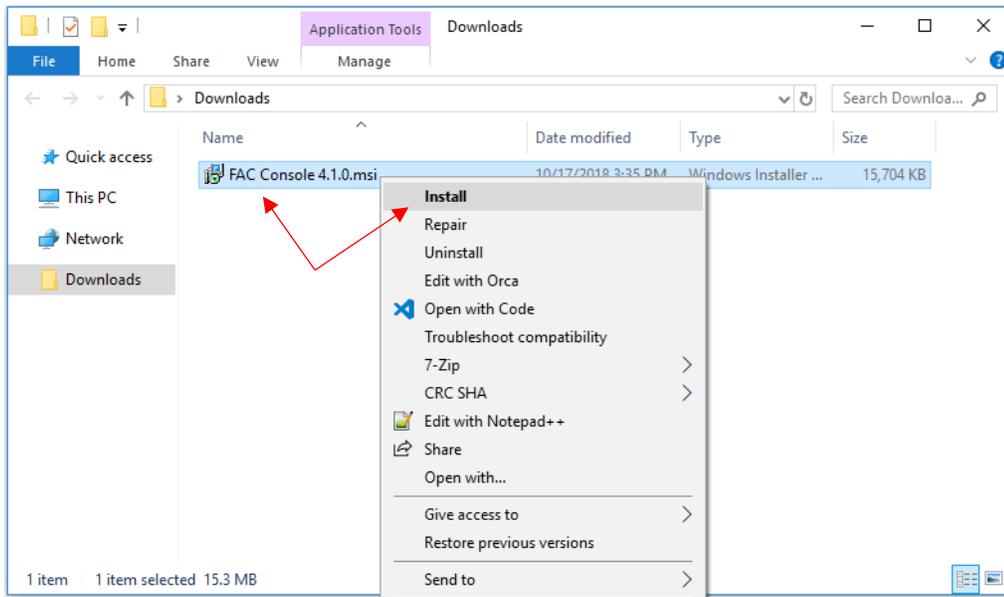
  - 1 gigahertz (GHZ) or faster 32-bit (x86) or 64-bit (x64) processor
  - 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
  - 1 GB available hard disk space (32-bit) or 2 GB (64-bit)
  - Video adapter and monitor with X VGA (1024 x 768) or higher resolution
- Software Prerequisites:**
  - Microsoft Windows XP or later (Server 2003 or later)
  - Microsoft Data Access Components 2.8
  - Support for one of the following databases:
    - Microsoft Access
    - Microsoft SQL Server 2008 or later
    - Oracle
- Installations**
  - **FAC Console - 4.1 (15MB)** (indicated by a red arrow)

**INSTALLATION TIP:** To obtain additional support components (.NET Framework, database, etc), go to the [installation support](#) page for them, or go to the [Microsoft](#) web site and download them directly.

A Microsoft Access database is included in the installation download. If you wish to use Oracle or SQL Server, see the [databases](#) page for your selection.

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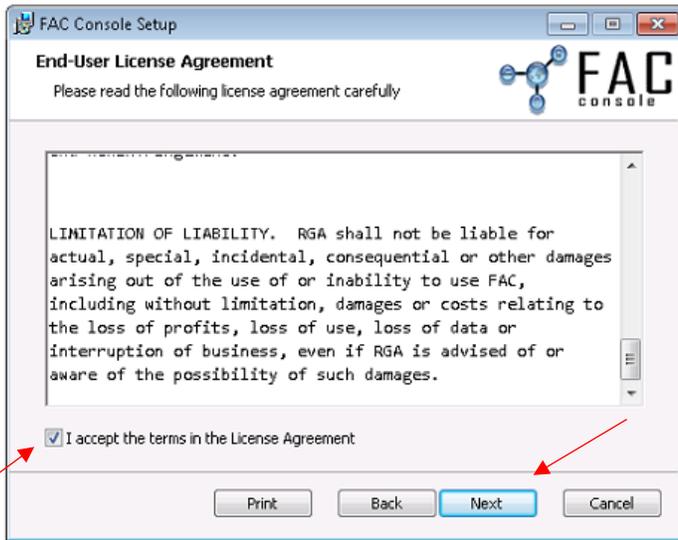
2) Open the location you downloaded the file to. Right click on the 'FAC Console 4.1.msi' and click 'install'



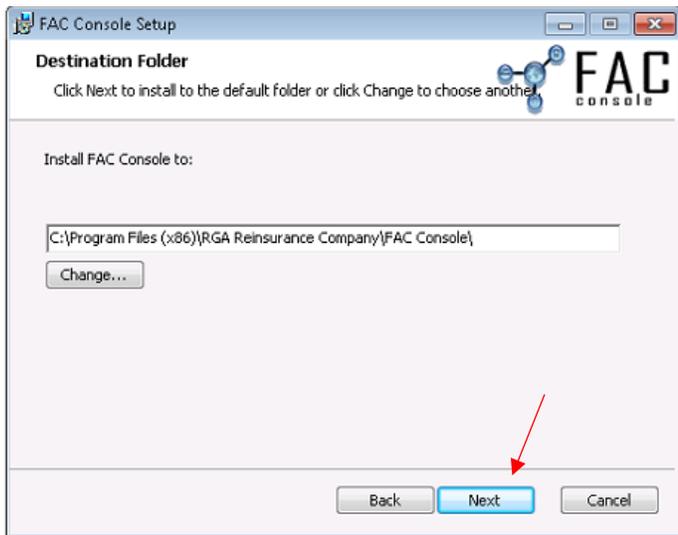
3) On the install screen click 'Next'



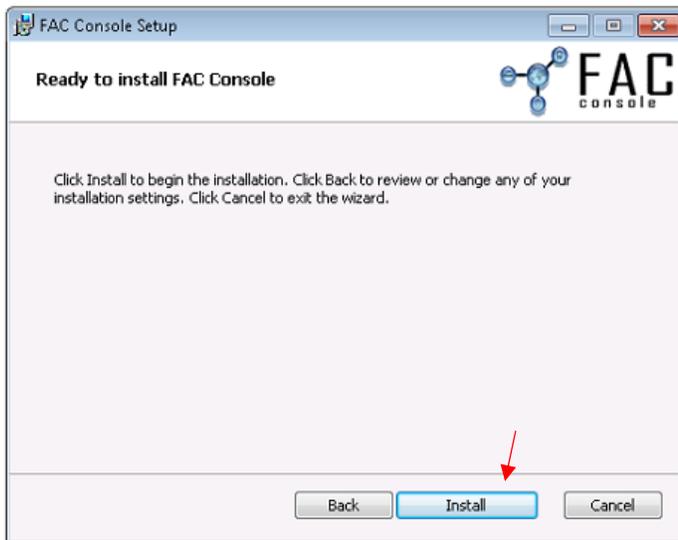
4) Read through the License agreement, then click the box to accept, then click 'Next'



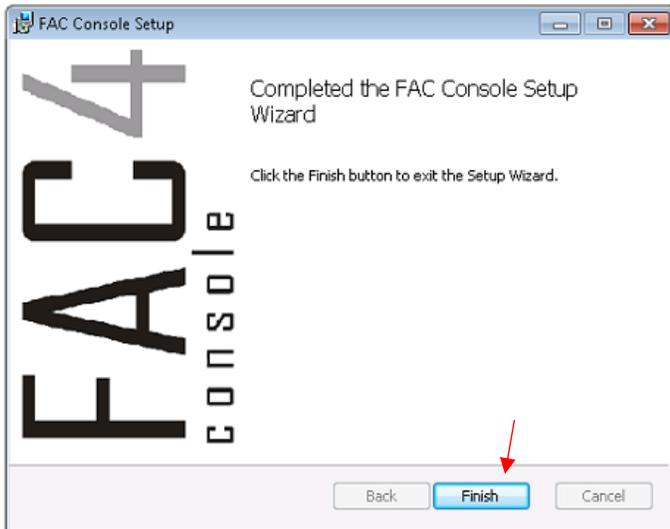
5) Leave the install path as the default value and click 'Next'



6) Click 'Install'



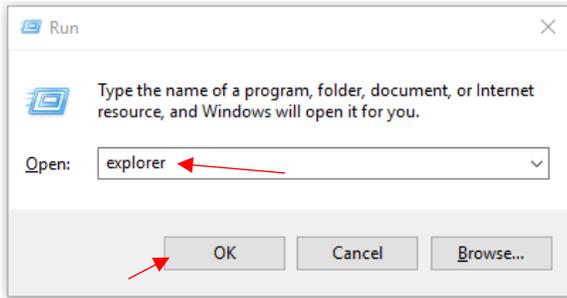
7) Once the install completes, click 'Finish'



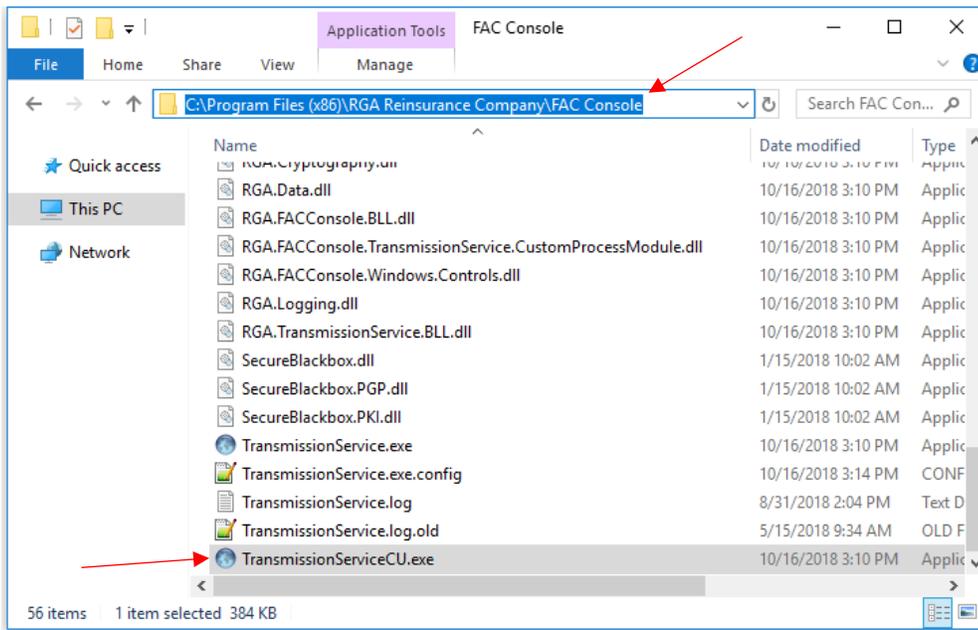
FAC Console® and the Transmission Service are now installed, and ready to be configured in the next steps.

## Step 2: Update Configuration Files

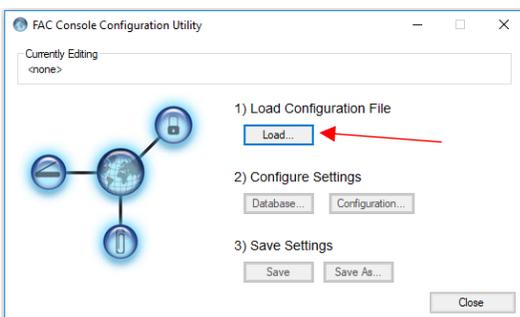
- 1) Click start menu and type 'run'
- 2) In the run command box type 'explorer' and click 'OK'

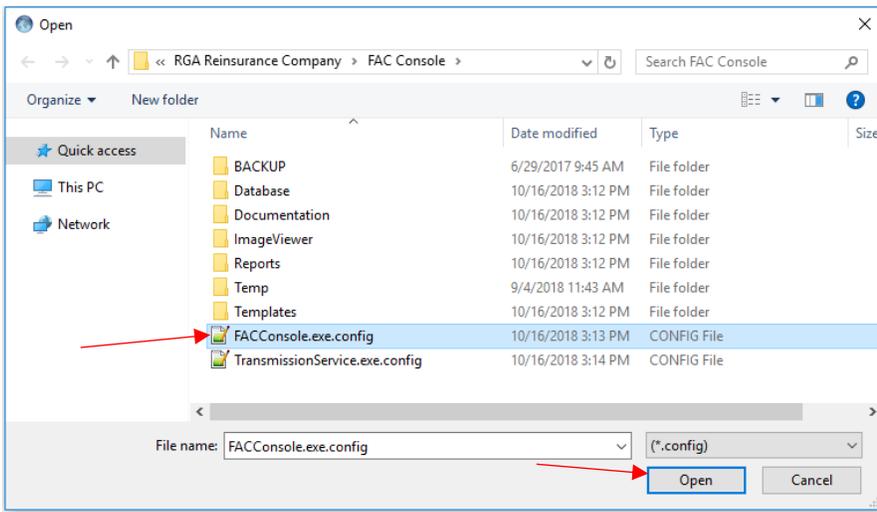


- 3) In the address bar type 'C:\Program Files (x86)\RGA Reinsurance Company\FAC Console' and click 'Enter'
- 4) Find the .exe 'TransmissionServiceCU.exe', right click on it and choose 'Open'

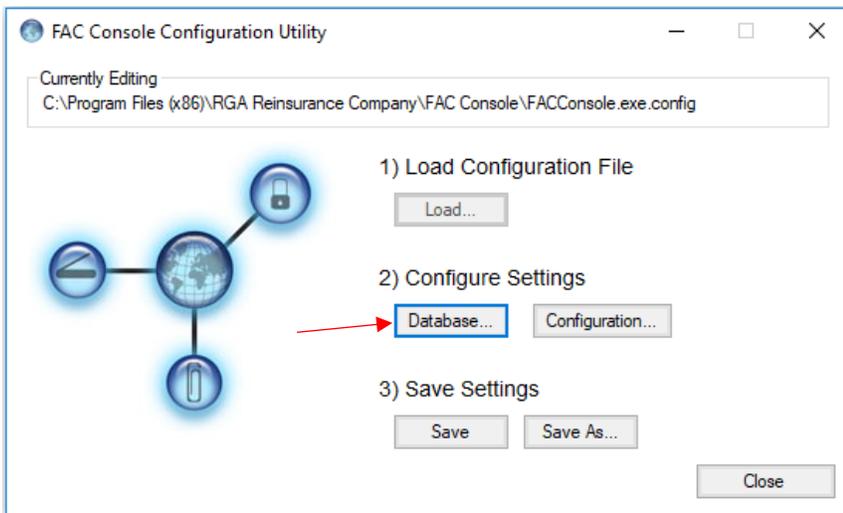


- 5) When the Configuration Utility loads click the 'Load' button and select 'FACConsole.exe.config' and click 'Open'



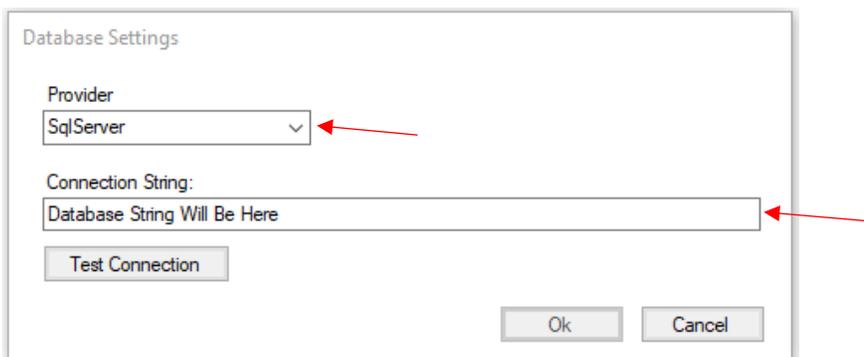


6) When back at the Configuration utility, click 'Database'



- 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'

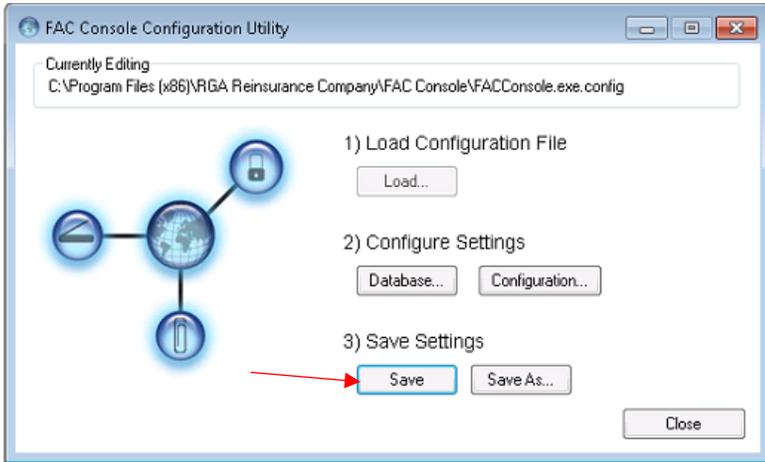
*This should be the information that was noted in section 1 - step 2.*



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



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

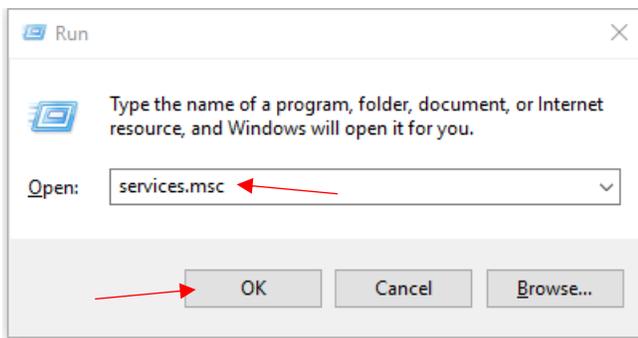


12) Repeat steps 5-11 to configure the TransmissionService.exe.cong (step 5)

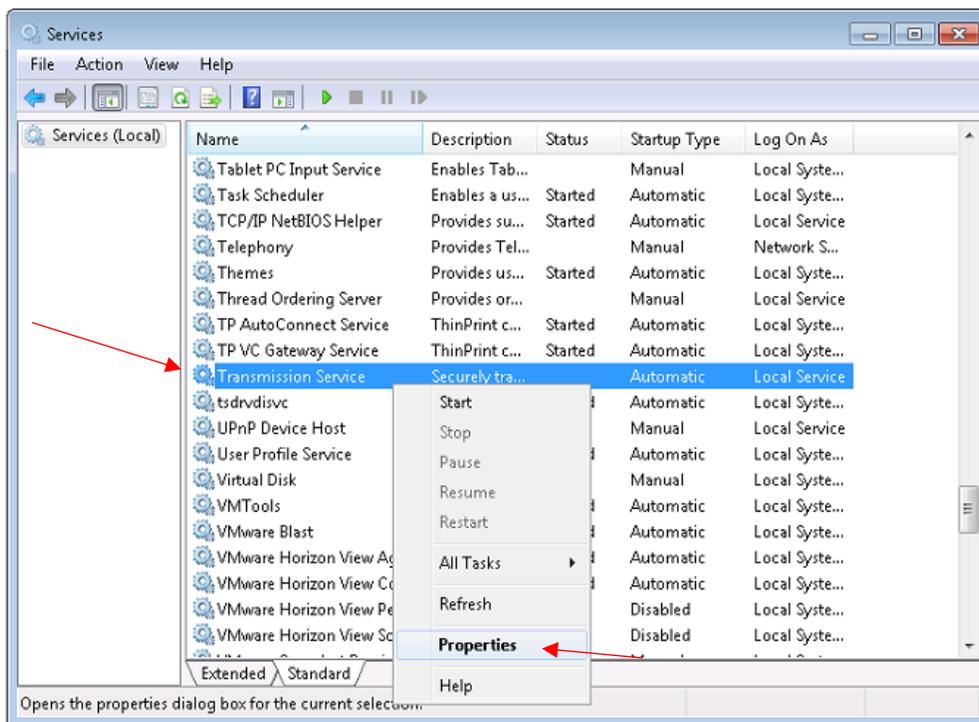
Now that the configuration files, and database connection information is correct, you can setup the Transmission Service in step 3.

### 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'

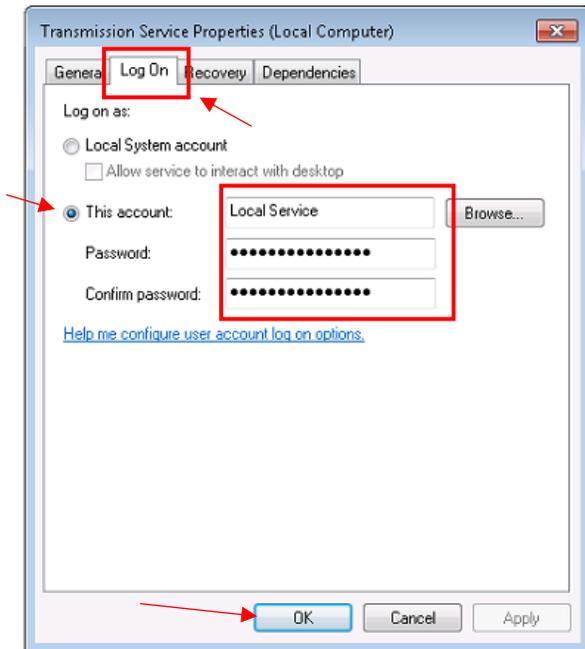


- 3) Locate the 'Transmission Service', right click and select 'Properties'

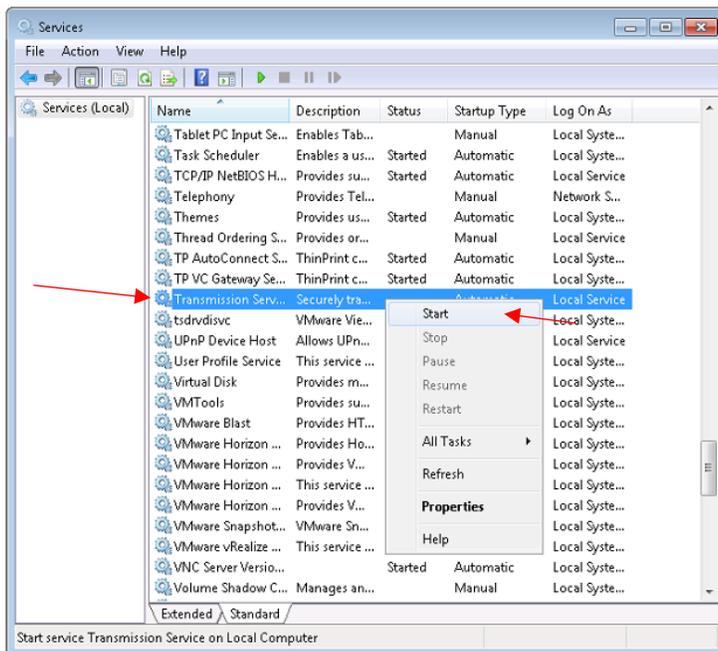


- 4) Select the 'Log On' tab, choose the 'This account' option and assign a domain account that has the required access. Then click 'OK'

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



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



- 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 [FACSupport@rgare.com](mailto:FACSupport@rgare.com)