

May 05, 2018

## Lackner 6-in-1 v10 network version upgrades

Applies to installations running FileMaker Server 11 on Microsoft Windows servers only.

### General Recommendations

1. FileMaker Server runs as a service on the Windows server platform. Before applying any Microsoft Security Updates or Services Packs, be sure that you stop the FileMaker Server service and set the Startup type to *Manual*. After you have successfully installed the Microsoft updates and have restarted the server, you may start the FileMaker Server service and set the Startup Type back to *Automatic (Delayed Start)*.
2. If this server is not dedicated for 6-in-1 purposes, you should consider applying the update during off-peak hours so that you do not interfere with the performance of other installed applications.
3. Note: When you start the FileMaker Server service, it performs an internal consistency check on the database files. This may take 20 to 30 minutes to complete. During this time, the databases are unavailable to both workstations and thin client servers and the *fmserver.exe* process may show high CPU activity.

### Lackner 6-in-1 Version 10 Update Instructions

Note: Unless specifically stated, there are no updates to be applied to the workstations holding the Lackner client. Updates are only applied to the server computer holding the Lackner database files.

All 6-in-1 users must close the program at their workstations and any Terminal Server sessions.

1. Stop the FileMaker Server service.

The quickest way to accomplish this is to click the Start button, select Run and, in the Open line, type "services.msc" (without the quotes).

Click OK (Step 1 continued on next page)

Locate "FileMaker Server" from the list and double click on it.

Click the "Stop" button.

When the process is completely stopped, click the OK button.

Close the local services window by clicking the X in the upper right corner.

2. Run the 6-in-1 Server update file from our website:  
[www.lacknergroupp.com](http://www.lacknergroupp.com)

Update files obtained from the website may show a Security warning that the publisher cannot be determined. You will need to select the "Run" button to proceed with the update, then enter the password provided.

3. The Estate10 suggested destination path for the file extraction is either:
  - a) the suggested data location for a new installation
  - or
  - b) the location from the last successful update

We recommend that you keep the suggested Estate10 pathway.

4. Report any error messages to Lackner Technical Support for assistance.
5. When the file installation is complete, you will be advised that the Installer will launch "FileMaker Pro" to complete the update process.

Click "Next" to launch FileMaker Pro automatically.

6. Be prepared for a FileMaker warning box:

"FileMaker cannot share a file because FileMaker Network Sharing is turned off."

This message is expected. The database files are intended to be shared over the network only by the FileMaker Server application and never with the FileMaker Pro application.

Click OK on this message to proceed.

**Please note:** Towards the end of the update and while clearing the temporary files, FileMaker Pro will produce a white screen for several minutes.

7. When the update is complete, click the button to "Close 6-in-1".

**IMPORTANT:** FileMaker Pro must be closed completely before proceeding. This includes waiting for the grey FileMaker Pro screen to close which may take several seconds.

8. Start the FileMaker Server service.

Go back to Step #1 but this time click the Start button.

Remember that it may take 20-30 minutes for the files to be fully available to the network.

Please direct questions to Lackner Technical Support.

Call (412) 279-2121 or send an email to [support@lacknergroun.com](mailto:support@lacknergroun.com)