

Upgrade Guide

Welcome to FactoryWiz™ DNC, a modern DNC system designed for ease-of-use on touch-accessible devices.

You should have received an e-mail that contains the links to the installation files.

Note: Installation instructions for hardware drivers are provided separately.

IMPORTANT: If you have QUATECH hardware, please do not proceed before following Instructions for Updating your Quatech Drivers found at this link: <http://download.factorywiz.com>

Download FactoryWiz DNC Software

1. Make sure you are connected to the Internet.
2. Open the e-mail containing the link to the installation file.
3. Click the link to download the installer for FactoryWiz DNC from: <http://download.factorywiz.com>
4. If you are prompted to Open/Run or Save the file, click the **Save** button and save the file to your Desktop.
5. Look for your software to be downloading.
This could be in a pop-up window or in your browser window's footer.

Install FactoryWiz DNC

1. Locate the most recently downloaded file on the Desktop.
2. Double-click to run `fwdnc_server_setup.exe`.
3. You will be prompted for a password. You must contact Refresh Your Memory, Inc. or your Reseller for the current password.
4. Follow the onscreen instructions and click the **Next** button on each screen to use the default settings.
5. Click **Finish**.
6. Two shortcuts are created on your desktop: **FactoryWiz DNC Server** and **FactoryWiz DNC Client**.

License your Software

1. Locate the shortcut to **FactoryWiz DNC Server** on your desktop and double-click to run the server in the background.
2. Locate the shortcut to **FactoryWiz DNC Client** and double-click to open the application.
3. Click the **Log In** button and log in with the username **Admin** and the password **FactoryWiz**.
Note: The username and password are case-sensitive.

For Versions 16.0.0 or later

4. Click on **Initiate Request** button. For earlier versions and systems without internet access, see section below.
5. Enter Company name for the license in the **Request License** field. If you have purchased multiple systems at the same time, name each one in such a way as to distinguish it from the others (i.e Company Name/machine name or location. This is a temporary name to allow RYM to pick the correct system from the pending license requests).
6. You will receive an email indicating that your license has been activated. **Log In** with the username **Admin** and the password **FactoryWiz**. Click **Licensing**. Click **Check Request**.

7. You will be prompted to restart server for new license to take effect.
8. Once you have downloaded at least one key- even if that key has expired, our system will know who that computer belongs to and a **Check Cloud** button will appear. From that point on, if you Initiate Request for a new key with the same security numbers, press "**Check Cloud**" to download your new key(s).

For Versions prior to Version 15.4.4 or earlier, or systems without internet access.

1. Click the **Log In** button and log in with the username **Admin** and the password **FactoryWiz**.
Note: The password is case-sensitive.
2. On the left side of the screen, click **Licensing**. Five User Keys display at the top of the licensing information.
3. Copy User Key 1 through 5 by dragging your cursor to select all five User Keys and then click the right mouse button and select Copy.
4. Open a new e-mail and type your company name and License Request in the subject line.
5. Paste the license keys in the body of the e-mail.
6. Be sure to include all your contact information and send to licensing@factorywiz.com.
7. You will receive an e-mail with your license file and instructions on how to activate it.

Upgrade from PC-DNC Plus

1. If it is open, close the FactoryWiz DNC Client application.
2. From the Windows **Start** menu, choose **FactoryWiz DNC Server** and then choose **Import PC-DNC Plus Config**.
3. A dialog box opens with two paths displayed:
 - The current path to the original PC-DNC Plus configurations
 - The current FactoryWiz DNC Server location
4. If the PC-DNC Plus location is incorrect, browse to the correct folder.
This could be a backup location for PD-DNC Plus or even a USB storage device.
5. Make sure the box is checked to "Remove any existing FactoryWiz DNC configurations".
(When FactoryWiz DNC is installed, sample machines are installed as well. You do not need these sample machines)
6. Click **Start**.

Share FactoryWiz DNC Server with other computers on a network

If you have additional PC's running the Client software, you will need to download the Client install to each computer and share the FactoryWiz DNC Server configurations.

Before starting this section you should be proficient at sharing folders, understanding user permissions, managing users in a domain or workgroup environment, determining host names, and other basic networking tasks. If you are not proficient at, or do not have authorization to perform these tasks, then you should seek the assistance of your IT professional for the following section.

1. You will need to share the FactoryWiz DNC Server folder and ensure the appropriate user groups have read and modify permission to the share. Depending on your system, the folder is located at one of the following locations:
 - C:\Program Files (x86)\RYM\FactoryWiz DNC Server\SHARED
 - Or
 - C:\Program Files\RYM\FactoryWiz DNC Server\SHARED
2. Download and install **FactoryWiz DNC Client** on each computer.

Important: FactoryWiz DNC Server must be running in order to continue.

3. Start **FactoryWiz Client** on the local computer and login with **Admin/FactoryWiz**.
4. In the Log In screen, click **Configure**.
5. Browse to the **FactoryWiz DNC Server\SHARED** folder and double-click on the **SERVER.FWDNCSERVER** file.
6. Click **Return**.
7. You must close FactoryWiz DNC Client for the new setting to take effect.
8. Start FactoryWiz DNC Client and login with your username/password.
9. Check the box to **Save for automatic login**.

To see these instructions in video format, please go to <http://download.factorywiz.com>