bitter end, l.l.c.

Installation guide

MOBY™ 7

1 Downloading FileMaker

FileMaker Pro is the software used to operate MOBY™. Single-lane installations of MOBY™ use FileMaker Pro software exclusively, whereas multi-lane installations of MOBY™ use both FileMaker Pro and FileMaker Server.

Fortunately, the same data files can be used for single-lane and multi-lane installations of MOBY™, making it easy for you to upgrade as your store and customer base grow.

1.1 FileMaker Pro

FileMaker Pro is the software used to operate MOBY™.

Please download the software installer that is appropriate for your register(s) and/ or workstation(s).

<http://tinyurl.com/fmp9forwin>

<http://tinyurl.com/fmp9formac>

Once it is downloaded, please follow the appropriate steps to launch the installer. When prompted, you will need to enter the following as BOTH the User and Organization Name for installation:

BITTER END SYSTEMS

... with the serial number that was included in your download link e-mail.

Note: Please note - your license with Bitter End Systems determines the maximum number of computers on which you may install FileMaker Pro.

1.2 FileMaker Server

If you are licensed to use a multi-lane version of MOBY™, you should also download this installer for FileMaker Server:

<http://tinyurl.com/fms9forwin>

<http://tinyurl.com/fms9formac>

Once it is downloaded, please follow the appropriate steps to launch the installer. When prompted, you will need to enter the following as BOTH the User and Organization Name for installation:

BITTER END SYSTEMS

... with the serial number that was included in your download link e-mail.

Note: Please note - your license with Bitter End Systems will determine if you can install FileMaker Server.

2 Installing Additional Elements

There are a few additional software elements that MOBY™ needs to operate properly.

2.1 Font

There is one font for use on either a Mac or a PC. The font should have been automatically installed when you ran your MOBY™ installer program, however you can also install the font directly with the font installer. You can find the installer for the font here:

> http://www.bitterendsystems.com/plugins/BES_FontWIN.zip

> http://www.bitterendsystems.com/plugins/BES_FontOSX.zip

Note: You need to do this on all Macs and PCs that will act as a register, workstation or server.

2.2 Extensions

There are four FileMaker plug-ins for use on either a Mac or a PC. The plug-ins should have been automatically installed when you ran your MOBY™ installer program, however you can also install the plug-ins directly with the plug-in installer. You can find the installer for them here:

http://www.bitterendsystems.com/plugins/BES_PluginsWIN.zip

http://www.bitterendsystems.com/plugins/BES_PluginsOSX.zip

Note: You need to do this on all Macs and PCs that will act as a register, workstation or server.

3 The MOBY™ data files

Bitter End Systems provided you with a custom URL to use when downloading MOBY™. The format is likely something like this:

<http://tinyurl.com/1234abc>

The .zip archive you download will contain a folder named something like this:

MOBY 7vX

This is MOBY™ – the whole folder. When backing up, this whole folder is what you'll backup.

In this folder are 36 separate files. The file titled:

MOBY.fp7

... is the file you'll double-click to launch MOBY™.

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Note: We recommend you make an alias or shortcut to the MOBY.fp7 file and place that alias in your dock, on your desktop, or anywhere else convenient.
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Warning: Please DO NOT move any of the MOBY files out of the folder or MOBY will not launch.
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4 Support

When your copy of MOBY™ is under a Support & Maintenance Agreement, we like to establish a reliable protocol and mechanism for providing prompt support. For multi-lane stores this means installing a special program on your server.

Our primary method for achieving this goal is to install a piece of software on your server (multi-lane only) that will permit us to login and remotely control that computer.

Currently we use a tool called NTRsupport. We like it because it's secure, reliable and works on both the Mac OS and Windows.

You can read about how NTRsupport does what it does, here:

    <http://www.ntrsupport.com>

Installing this will let us safely and easily provide you support over a reliable Internet connection, and then only when you specifically permit us to do so.

Please download and launch the appropriate installer on your server.

    <http://tinyurl.com/remoteforwin>

    <http://tinyurl.com/remoteformac>

Single-lane stores will be provided with 'Session Assignments' on a case-by-case basis as support is needed.

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Note: Bitter End Systems will have provided you with a custom activation code and password to use when installing the remote support tool included with your MOBY™ download link.

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5 Next steps

You'll want to start with a review of the manual, available here:

< http://www.bitterendsystems.com/downloads/guides/moby7manual.pdf>

... and the The MOBY™ forum:

<http://bitterendsystems.com/phpBB3/index.php>

Welcome aboard!

Last Modified by:

Bitter End Systems, L.L.C.
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