



ARGUS  
Valuation - DCF™

# Installation Instructions

Release Version 15.0 | January 30<sup>th</sup>, 2011



**ARGUS Software: ARGUS Valuation - DCF Installation Instructions**

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ARGUS Valuation - DCF was formerly known as ARGUS.

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# Installing ARGUS Valuation – DCF Version 15.0

Thank you for purchasing ARGUS Valuation – DCF Version 15.0. Before installation, it is recommended that all other applications are closed and antivirus tools temporarily disabled. Users should select the install that corresponds to their license configuration of Valuation – DCF.

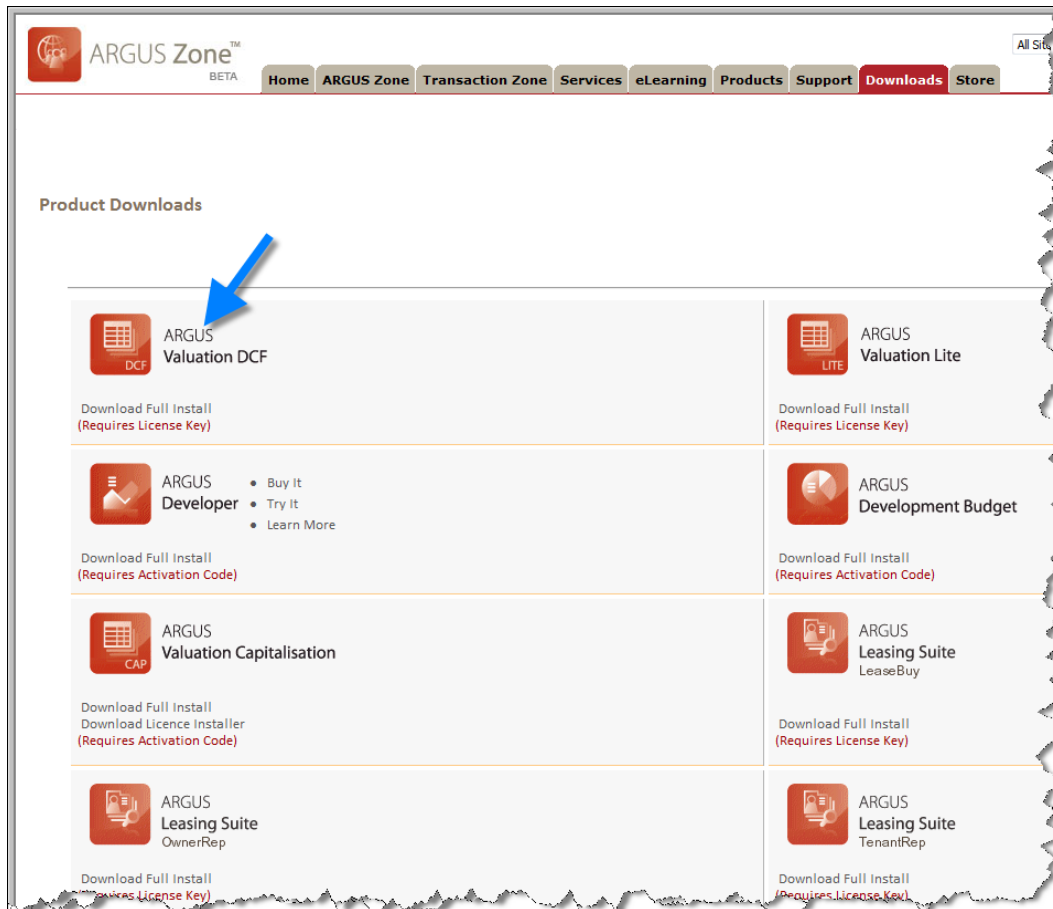
## **Special Note to Upgrade Customers**

While not technically required, it is recommended that users uninstall previous versions of ARGUS Valuation – DCF, including Version 12, ARGUS 2006, ARGUS 2007, and Valuation – DCF 14.0, prior to installing Version 15. Prior versions may be uninstalled using the “Add/Remove Programs” feature found in the Windows Control Panel or by choosing the “Uninstall ARGUS” selection in the ARGUS program folder accessible via the Windows Start menu. We also recommend backing up any property data files prior to embarking on the upgrade process.



# Downloading the Installation Files

The installation files can be downloaded from [arguszone.com](http://arguszone.com). If you do not currently have an ARGUS Zone account, you will be required to register with a valid ARGUS Product Key.

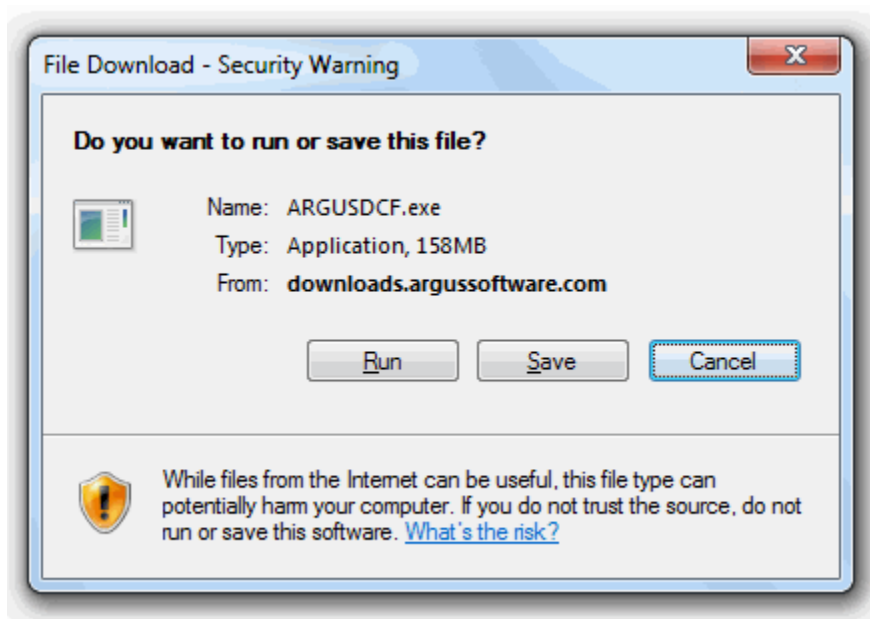
1. After logging in to ARGUS Zone, click on the **Downloads** tab and click **ARGUS Valuation – DCF**.



2. Select the download link based on the preferred installation language. The only difference between these installation packages is the language of the installation itself. The application installed is identical. Your ARGUS Product Key will communicate the software configuration including language settings available.

		Installation Downloads	Release Notes	Installation Instructions
	ARGUS Valuation - DCF™	<ul style="list-style-type: none"> <li>Western OS</li> <li>Japanese OS</li> <li>Chinese OS</li> </ul>	<ul style="list-style-type: none"> <li>English</li> <li>French</li> <li>German</li> <li>Spanish</li> <li>Chinese</li> <li>Japanese: PDF   DOC</li> </ul>	<ul style="list-style-type: none"> <li>English</li> <li>French</li> <li>German</li> <li>Spanish</li> <li>Chinese</li> <li>Japanese: PDF   DOC</li> </ul>
	ARGUS Valuation - Lite™	<p>These products utilize a multimode installation and share the downloads listed here.</p>		

- Click **Save** to save the executable file (ARGUSDCF.exe, ARGUSDCFjp.exe, or ARGUSDCFch.exe) to your computer. The download of the installation package defaults to the Windows Desktop for quick access. Upon completion of the download, you will run the executable file to complete the installation of ARGUS Valuation – DCF Version 15.



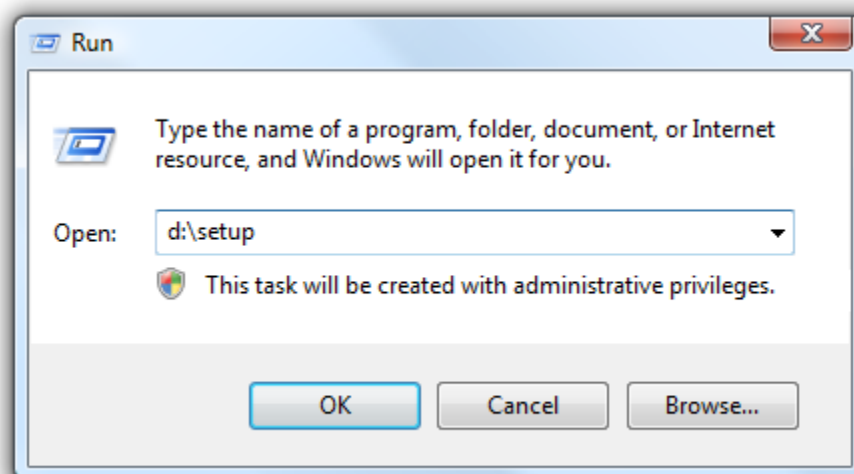
# How to Install on a Single Computer

Installing ARGUS Valuation – DCF Version 15 to a single computer requires a standalone Product Key.

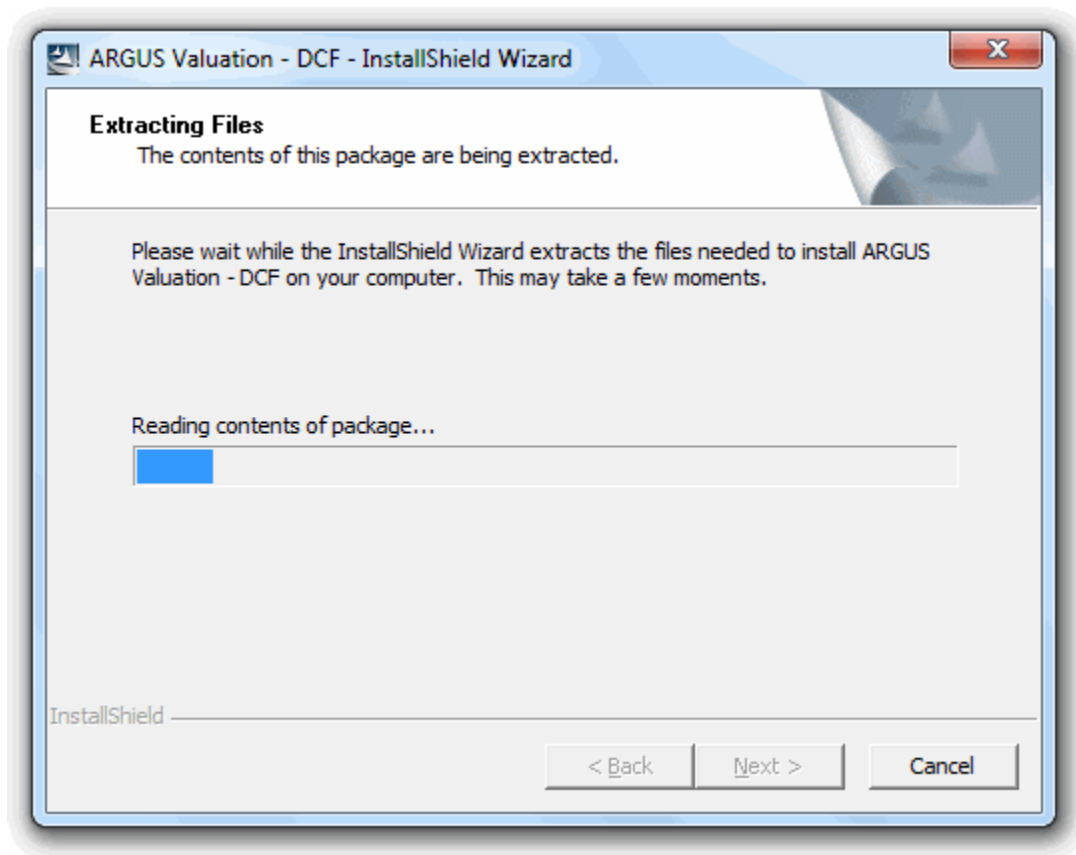
1. Log in as an administrator, and ensure Windows is the only application running.
2. Start the installation using one of the following methods:
  - a. Run the downloaded installation file by double-clicking on it. By default this file is saved to the Windows Desktop.



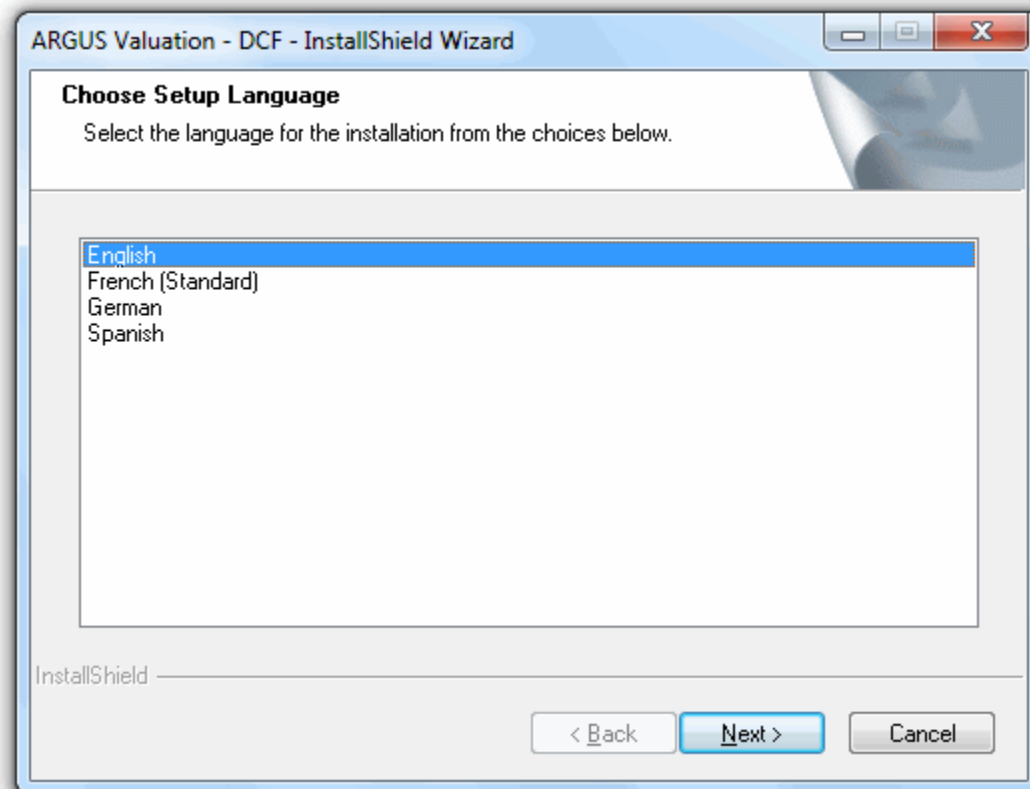
- b. Insert your ARGUS Valuation – DCF Version 15 CD. If the CD does not run automatically, click on the **Start** menu and select **Run**. Type **d:\setup** in the Command Line, where **d:\** is the drive letter of your CD drive, and then click **OK** or press **Enter**



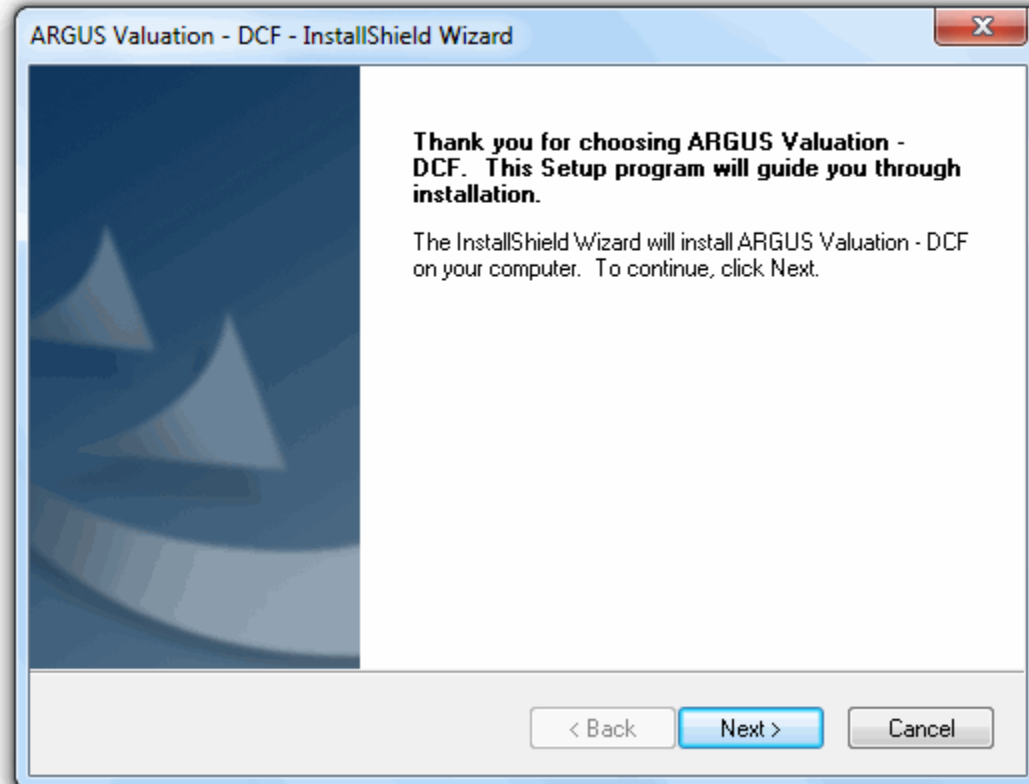
- The installation package has been compressed to increase the speed of download. Therefore, the installation process begins with the contents of the package being extracted.



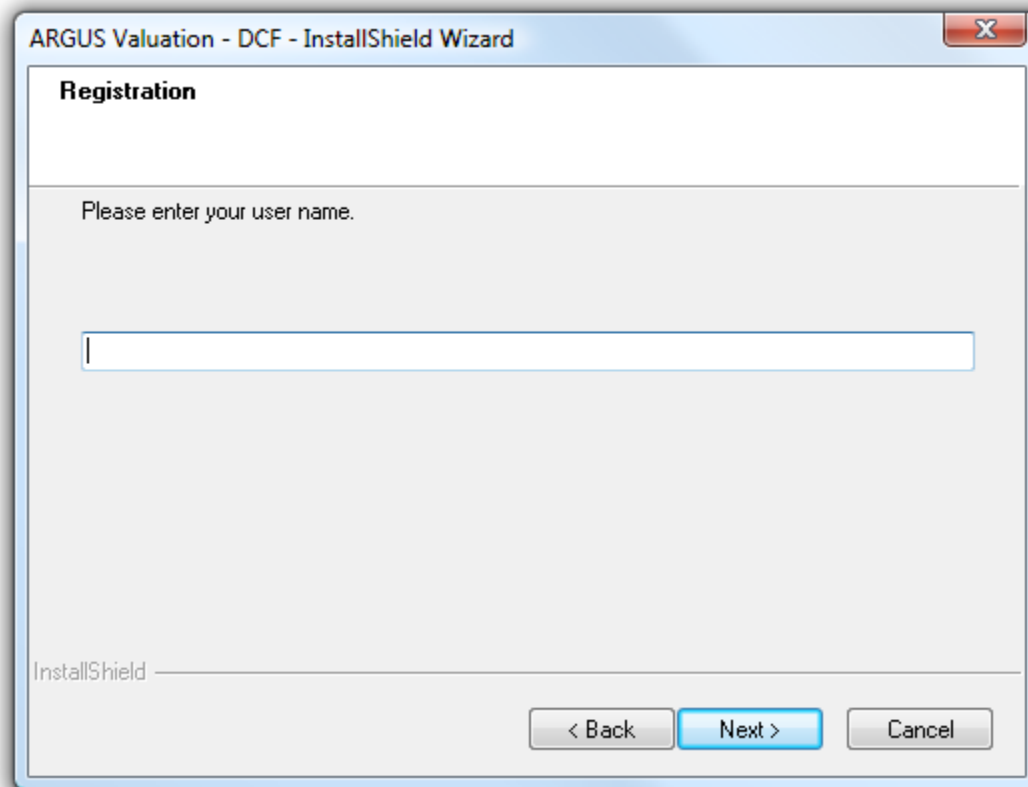
4. Select the language to use during the installation process and click **Next** to continue. If you have installed ARGUS Valuation – DCF previously the install may skip this step.



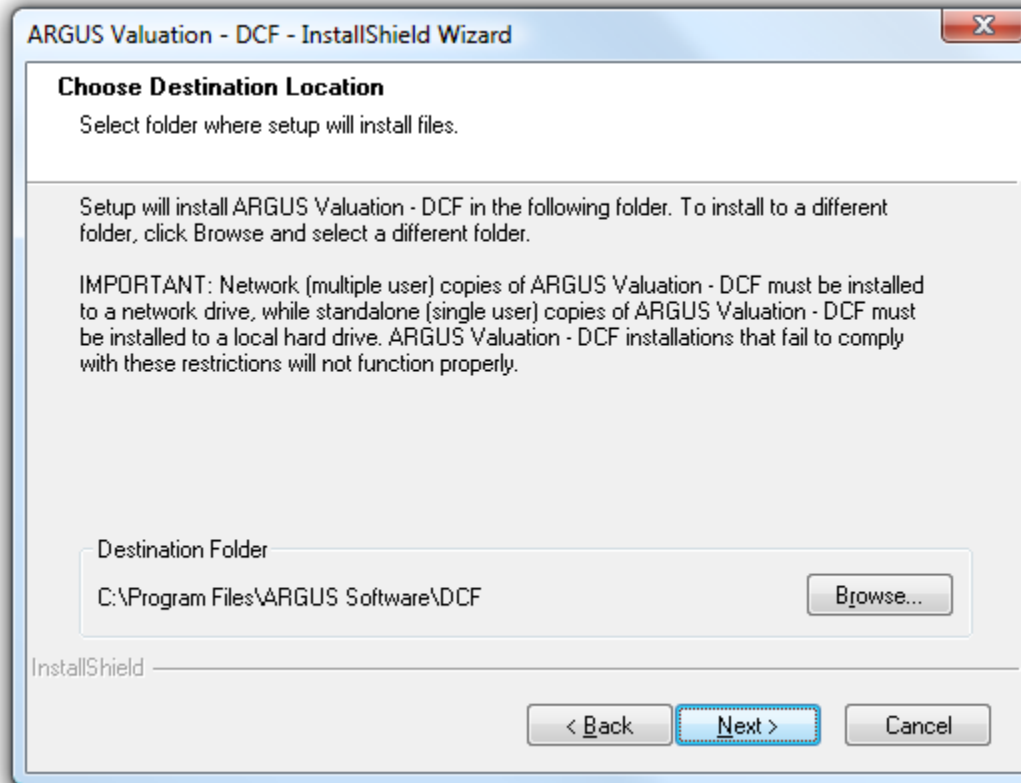
5. Click **Next** on the ARGUS Valuation – DCF Setup screen.



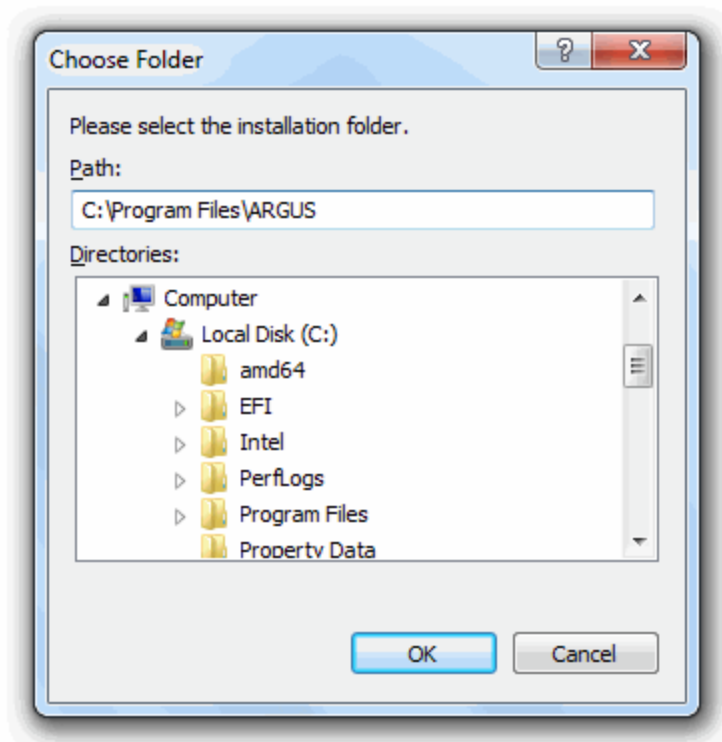
6. Enter your user name and click **Next** (this should reflect the user of this computer).



7. Select a folder on the local hard drive to install the application and click **Next**. You may overwrite a previously installed copy or select a new installation folder by clicking **Browse**.



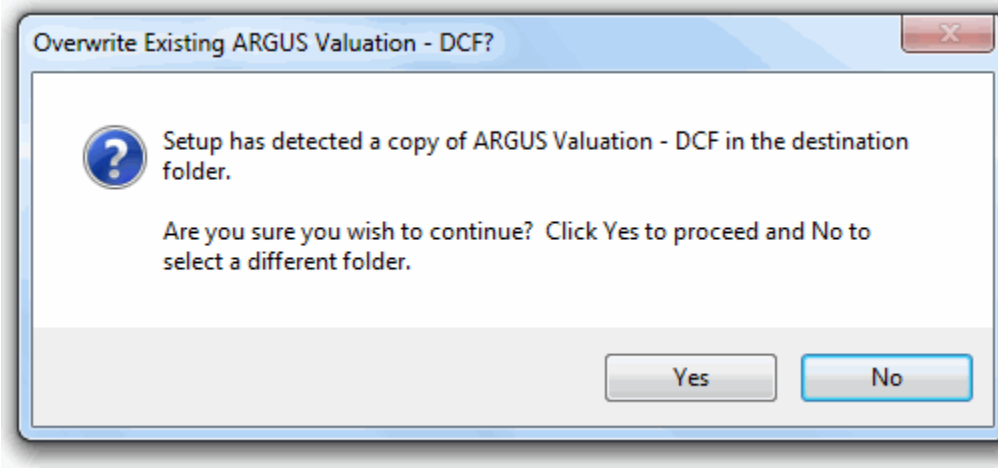
To choose a Destination Folder other than the default selection, click the **Browse** button and type in a path or navigate to the desired folder.



The entry in the **Path** field can be a mapped drive or a UNC path on your local network.

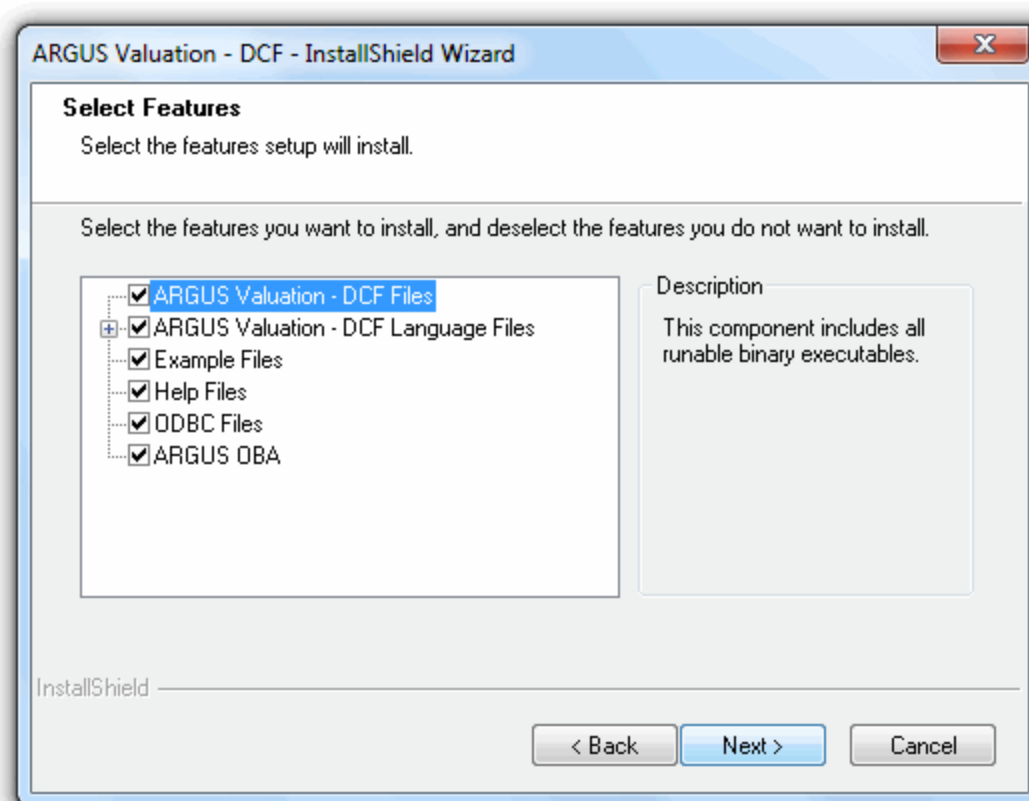
**If this is a new installation of ARGUS Valuation – DCF, or if the license key for your previous version of ARGUS Valuation – DCF has already been checked in to the ARGUS License Server, please proceed to Step 9.**

8. Installing Version 15 over a prior version of ARGUS Valuation - DCF requires you to select **Yes** to confirm your intention to overwrite. You may select **No** to go back and choose a different folder.

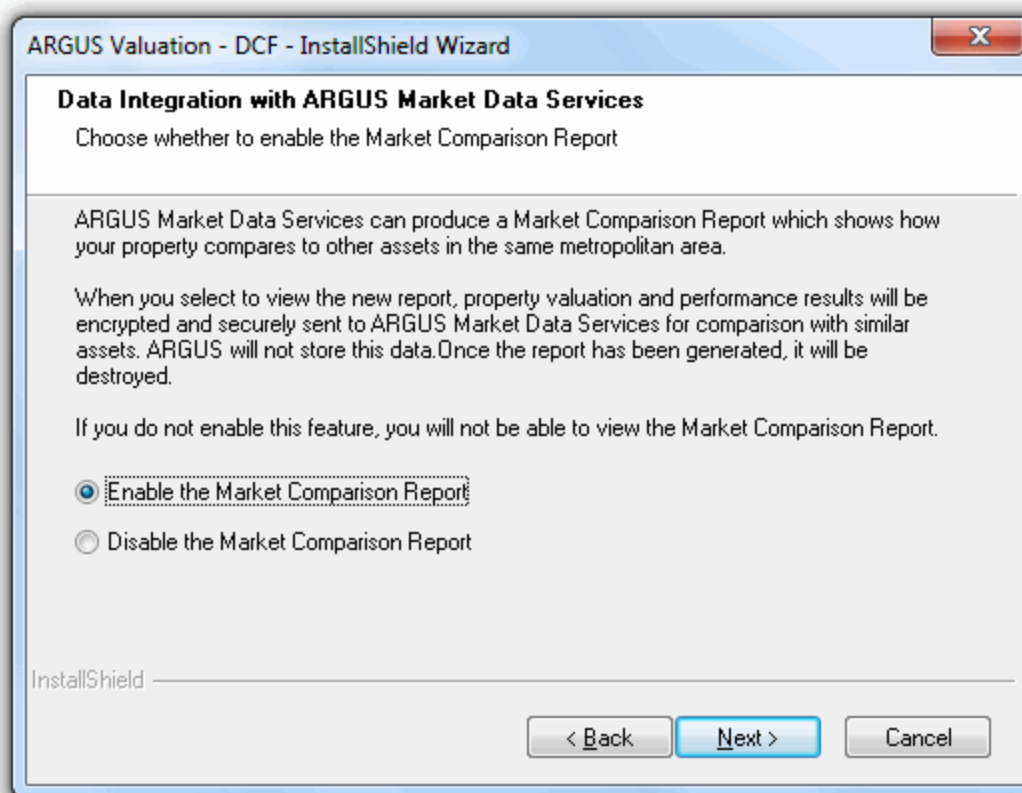


9. Select the components to be installed and click **Next**.
  - a. ARGUS Valuation - DCF Files

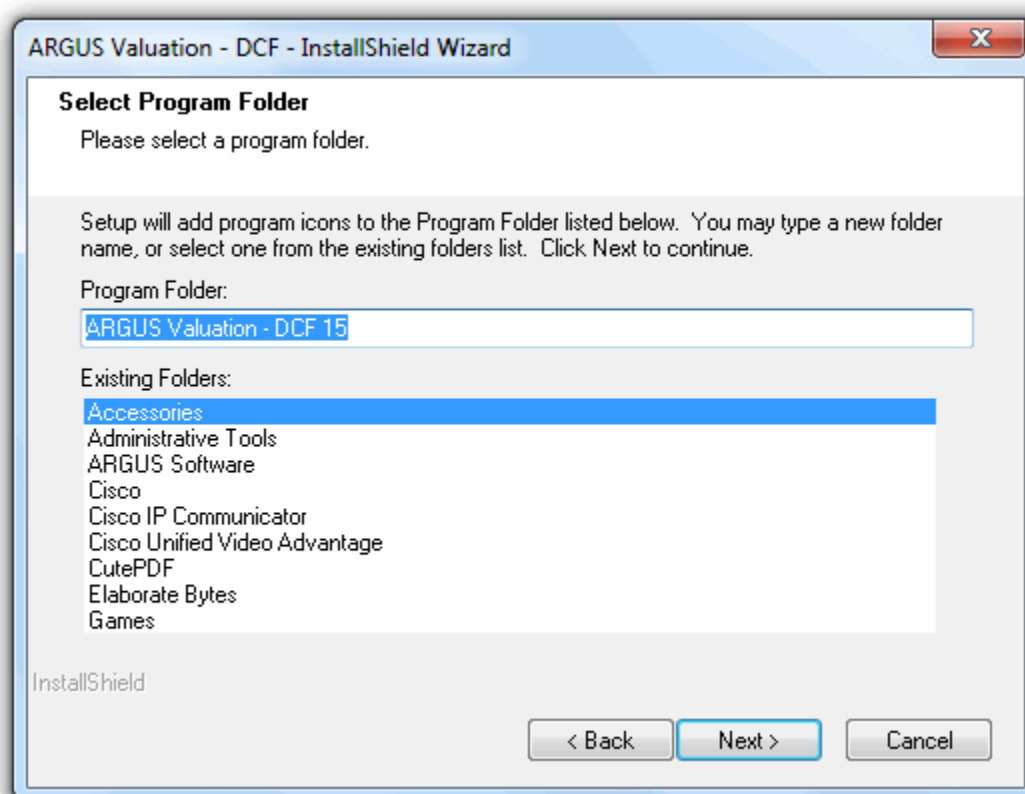
- i. Installs the system files required to run the application
- b. ARGUS Valuation - DCF Language Files
  - i. Installs the system files pertaining to each language supported
- c. Example Files
  - i. Installs sample files and education sample files
  - ii. Files installed to the Data folder
- d. Help Files
  - i. In program Help accessed by pressing F1 or the Help button
  - ii. The ARGUS.chm files are installed to C:\Windows\Help
    - 1. ARGUS.chm – US English
    - 2. ARGUS3.chm – Japanese
    - 3. ARGUS4.chm – French
    - 4. ARGUS5.chm – German
    - 5. ARGUS6.chm – Spanish
    - 6. ARGUS8.chm – Chinese
- e. ODBC Files
  - i. Used for OpenARGUS which supports importing and exporting data from Microsoft Access databases and Microsoft SQL Server open databases
  - ii. The ARGUSv15.mdb is installed to the target folder
- f. ARGUS OBA
  - i. Installs the Excel Add-In which allows property inputs to be edited in Excel workbooks and published back to your data files
  - ii. Will create a new tab in the Excel ribbon bar, “ARGUS OBA”



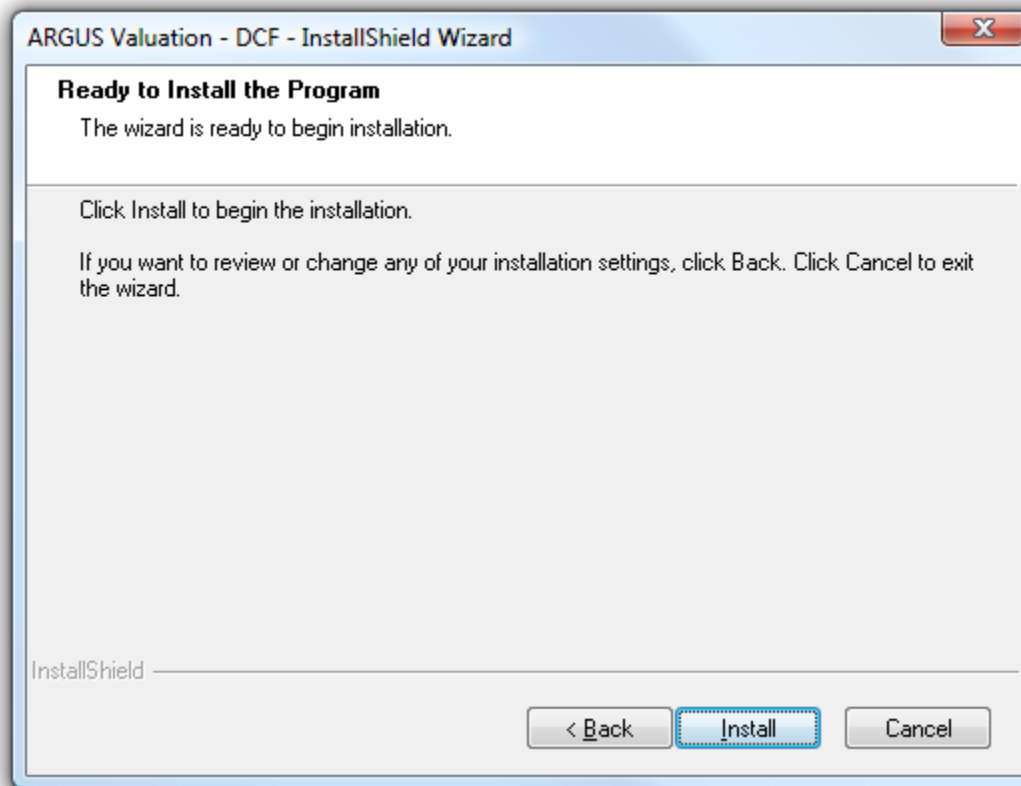
10. Choose whether or not to enable the Market Comparison Report. If enabled, users will have the ability to transmit performance results to ARGUS for comparison to similar assets in the marketplace.



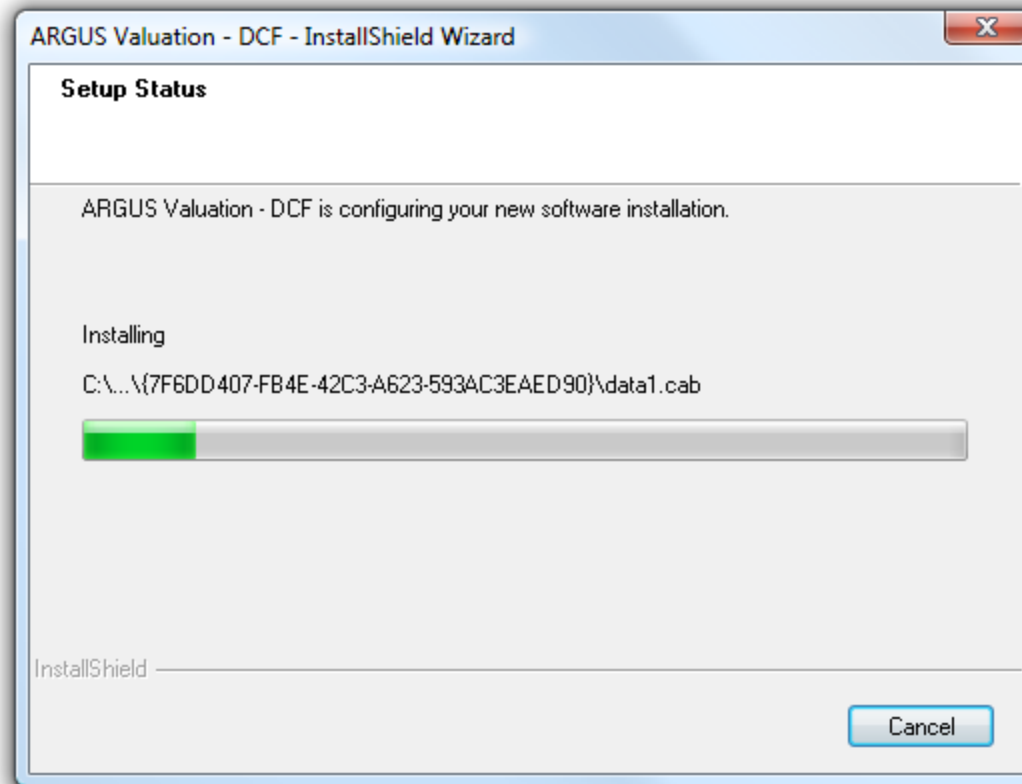
11. Choose a name for the start menu folder that will contain the program icons and shortcuts. This is what will appear in your **Start -> All Programs -> ARGUS Software** menu.



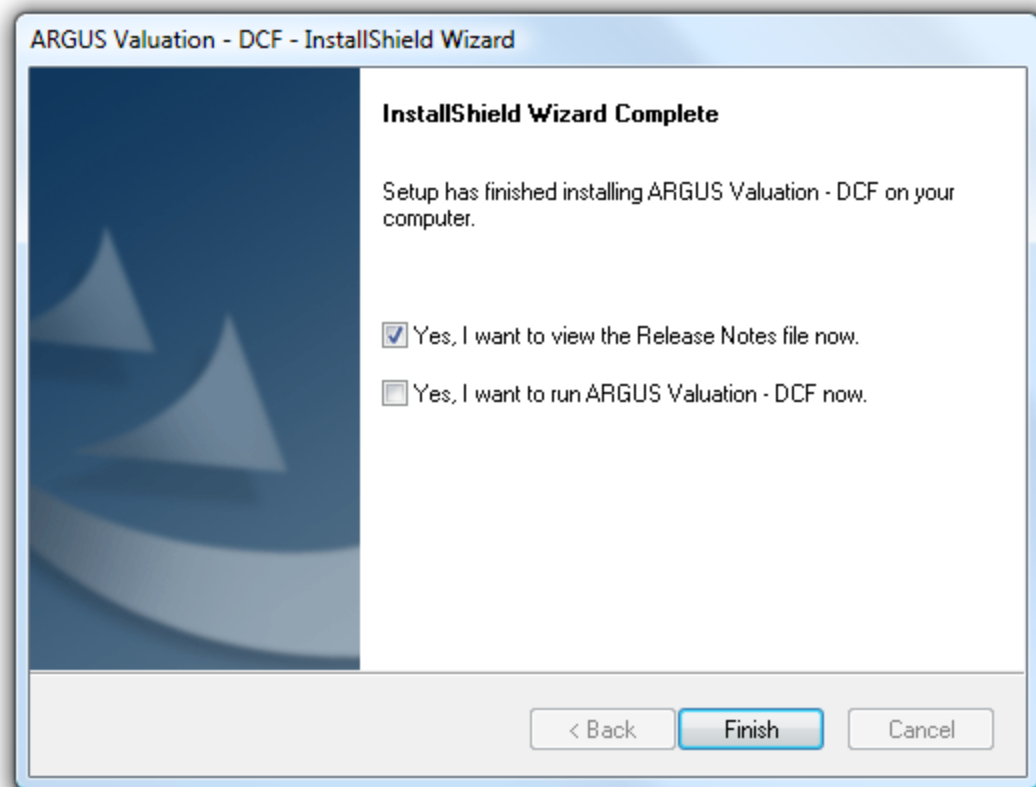
- Click **Install** to begin installing the features selected. To view or modify any of the previously selected components select **Back**.



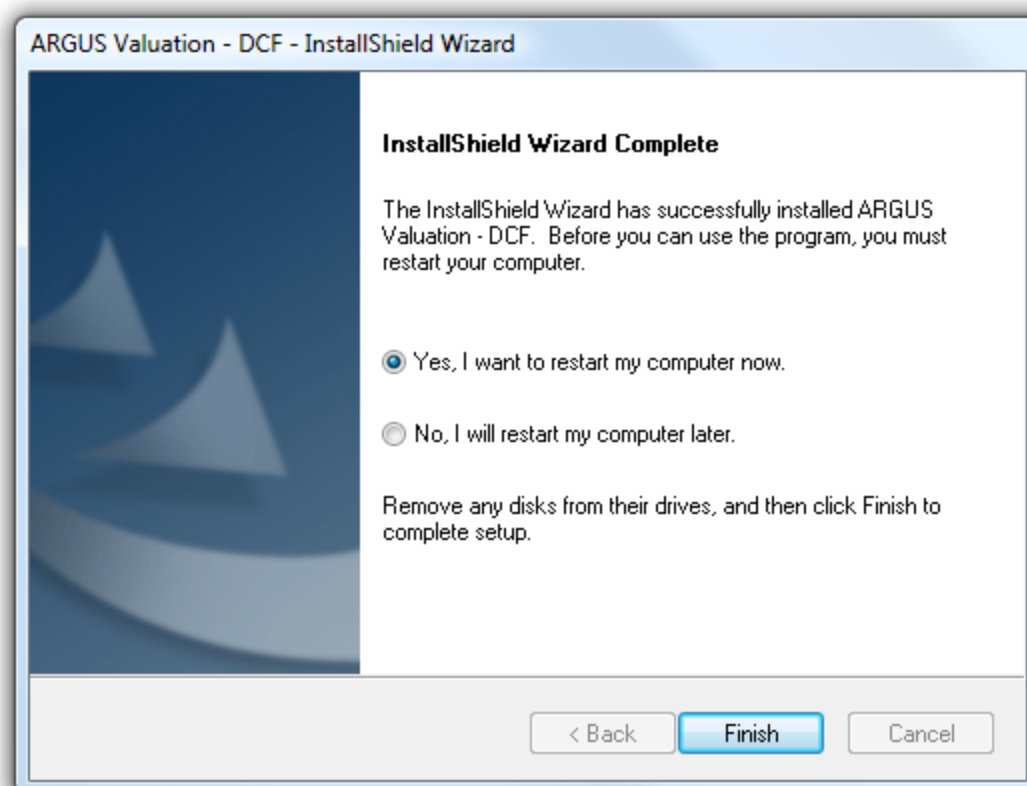
- The status bar tracks progress as files are installed. This step may vary in length based on the features selected in Step 9.



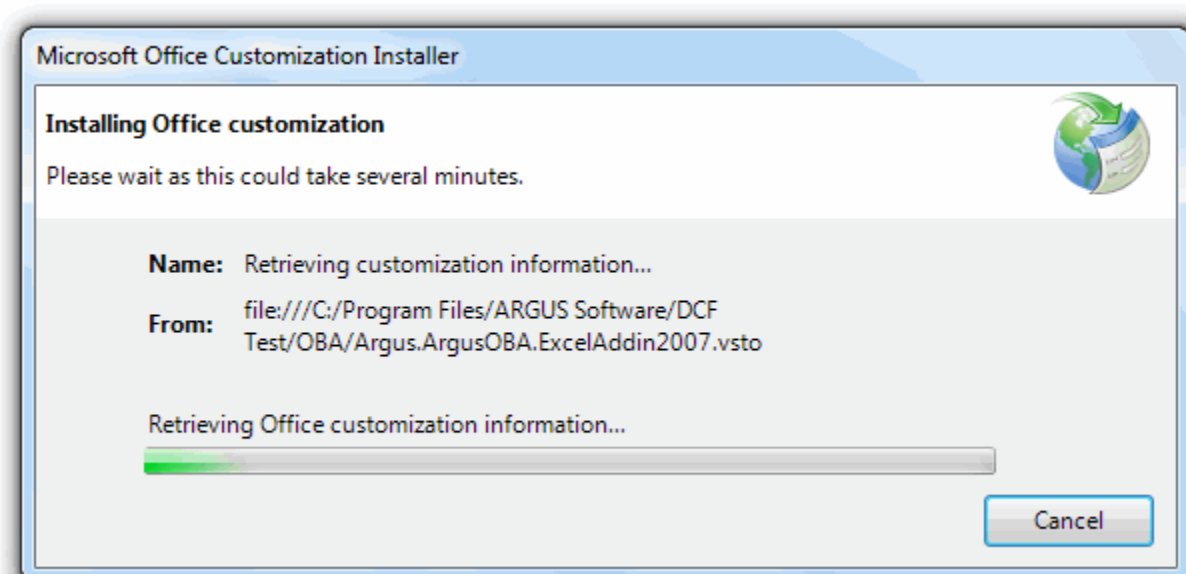
14. Depending on the computer one of the following screens will be presented.
  - a. To see what is new in ARGUS Valuation – DCF Version 15 select to view the Release Notes. To launch the application select to run the program now.



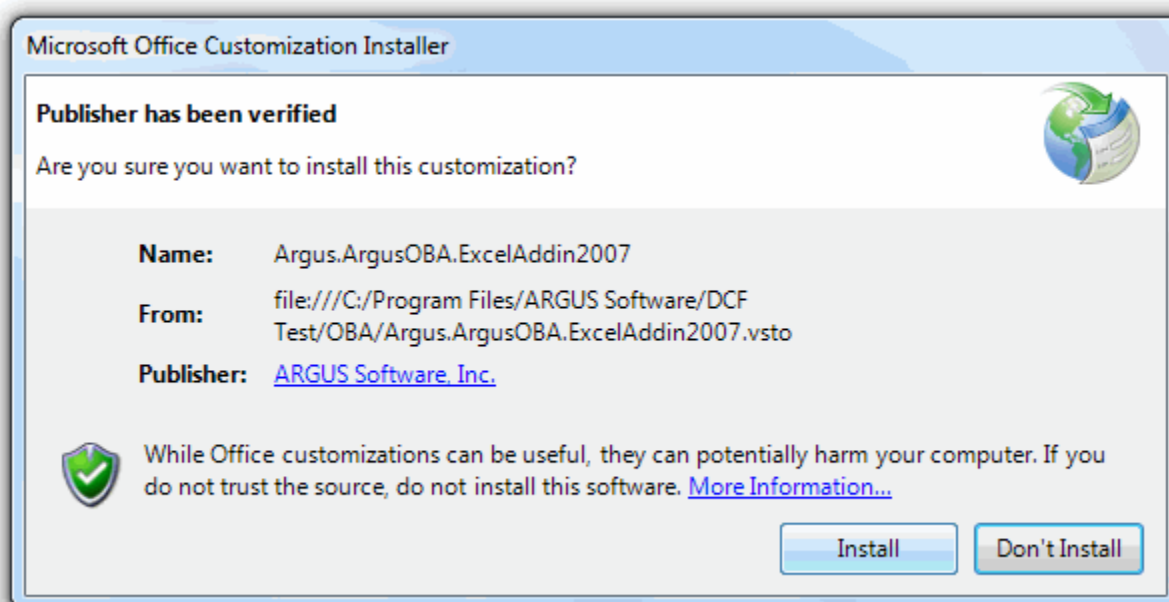
- b. If prompted to restart your computer, please do so before attempting to run the application. However, if the ARGUS OBA installation was selected in step 9, you should allow it to proceed prior to restarting.



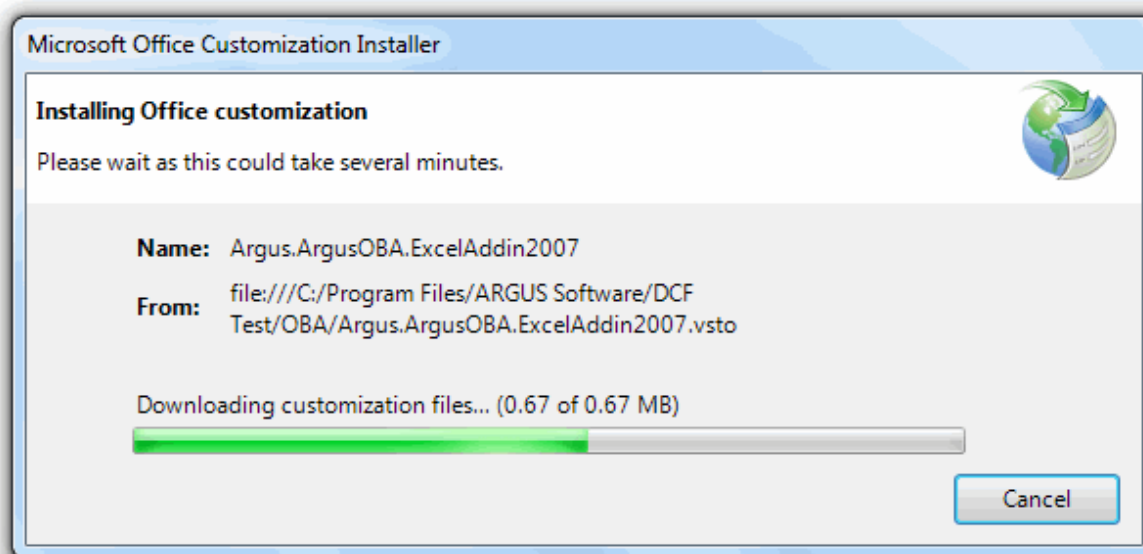
15. If the ARGUS OBA installation was selected in step 9, it will automatically launch now.



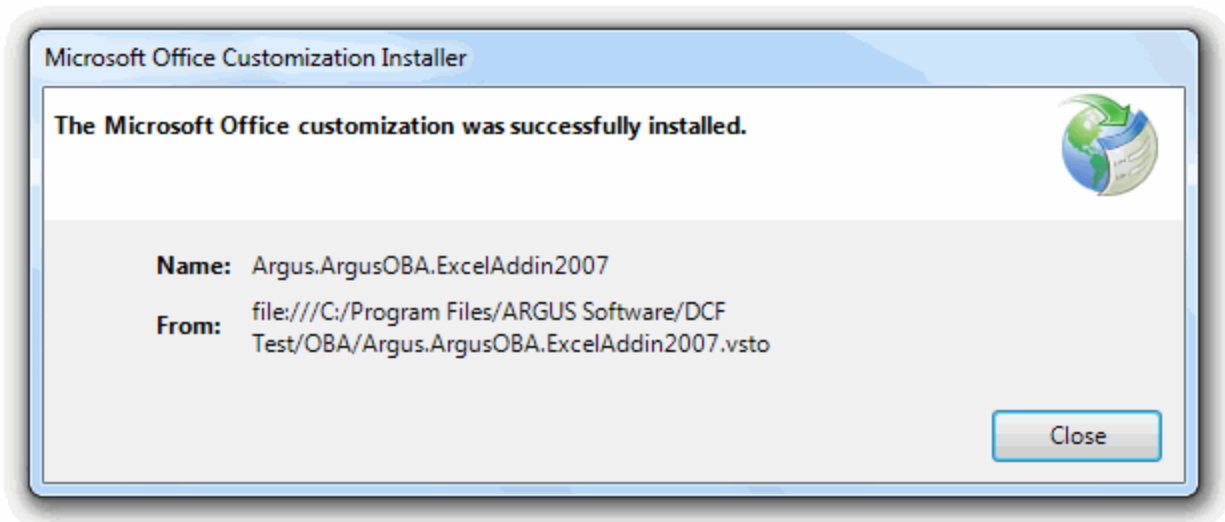
- Once the ARGUS OBA installation has been initialized, choose the **Install** button. If you choose **Don't Install**, you may have to re-run the installation script.



- The status bar tracks progress as files are installed.

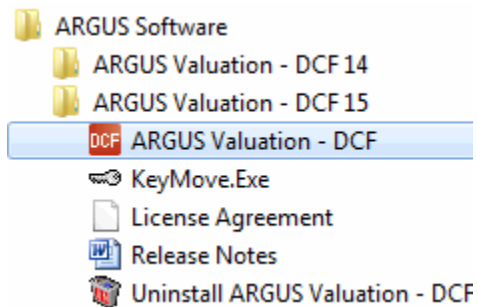


- Congratulations!** Setup has completed the installation.



19. When launching the application for the first time, you will be prompted to authorize the program by entering your Product Key. You will also be required to review and accept the license agreement prior to using the program (See Also – About the Authorization Process).

20. ARGUS Valuation – DCF 15 will be available in the ARGUS Software folder on the Start menu and as a shortcut on your Windows Desktop.

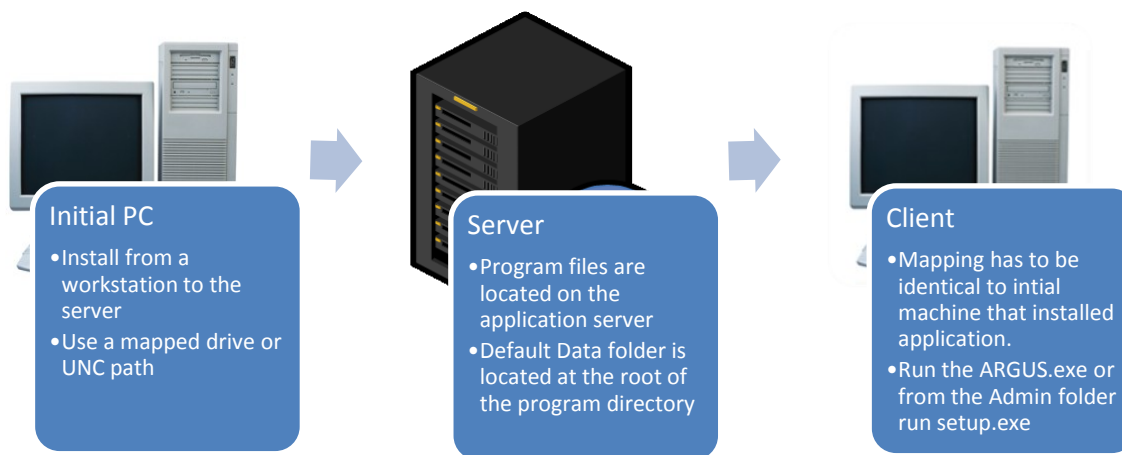


# How to Install on a Network

Installing ARGUS Valuation – DCF Version 15 to a local area network (LAN) requires a Product Key configured for a network installation.

The LAN installation cannot be installed directly from the server. It must be installed from a client or workstation that is connected to the server. The server can be designated by a mapped network drive or by its UNC path.

You will not need to perform a node installation on the initial client or workstation. Additional clients or workstation installs will be initiated from the primary ARGUS Valuation – DCF Version 15 directory on the application server. You will not be able to run ARGUS Valuation – DCF from the designated server.



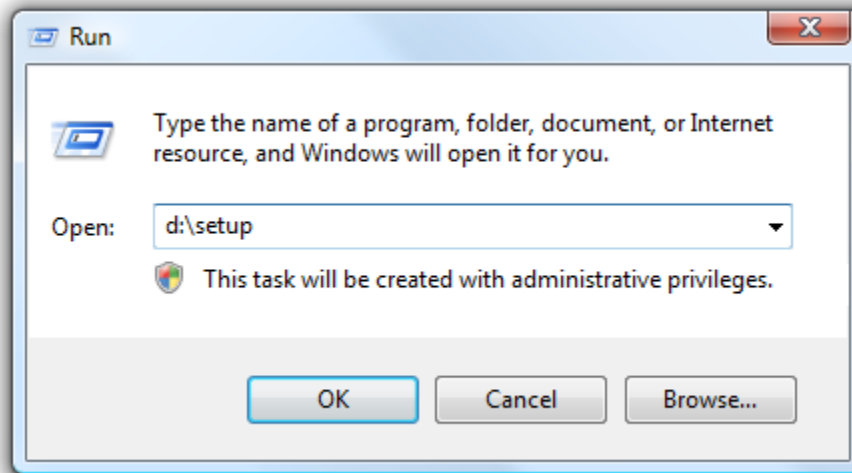
The instructions below explain how to install a network license of ARGUS Valuation – DCF.

1. Log in as an administrator to both the local workstation and destination server and ensure Windows is the only application currently running.
2. Start the installation process using one of the following methods:
  - a. Run the downloaded installation file by double-clicking on it. By default this file is saved to the Windows Desktop.

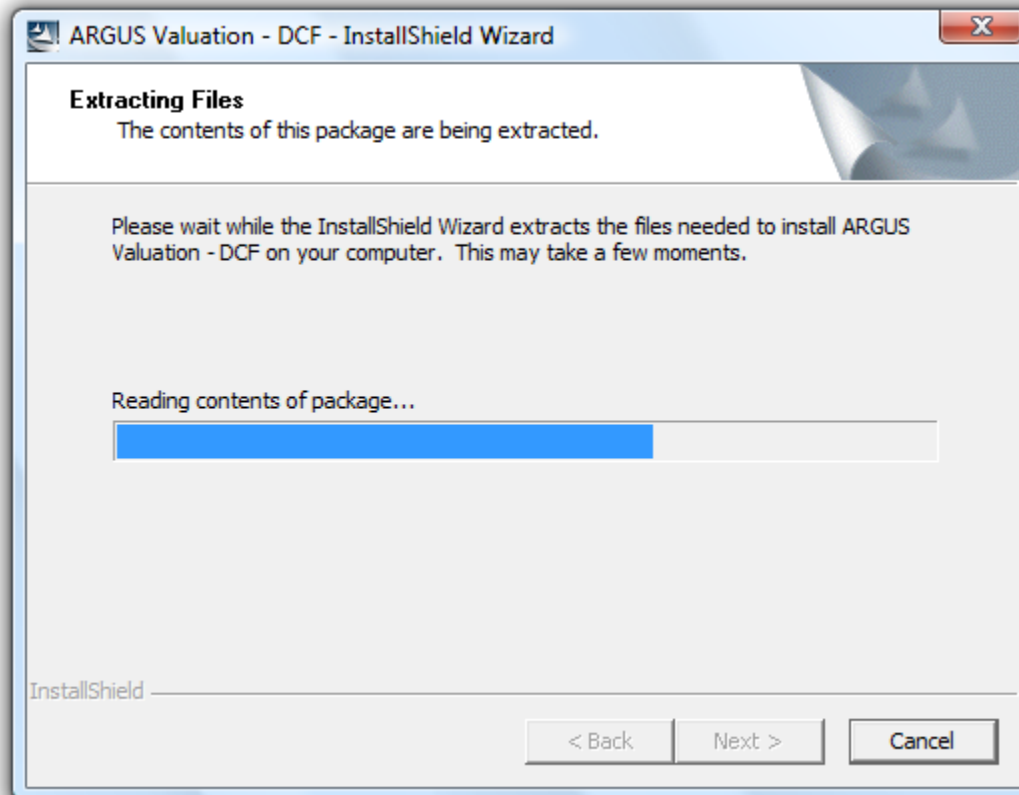


b.

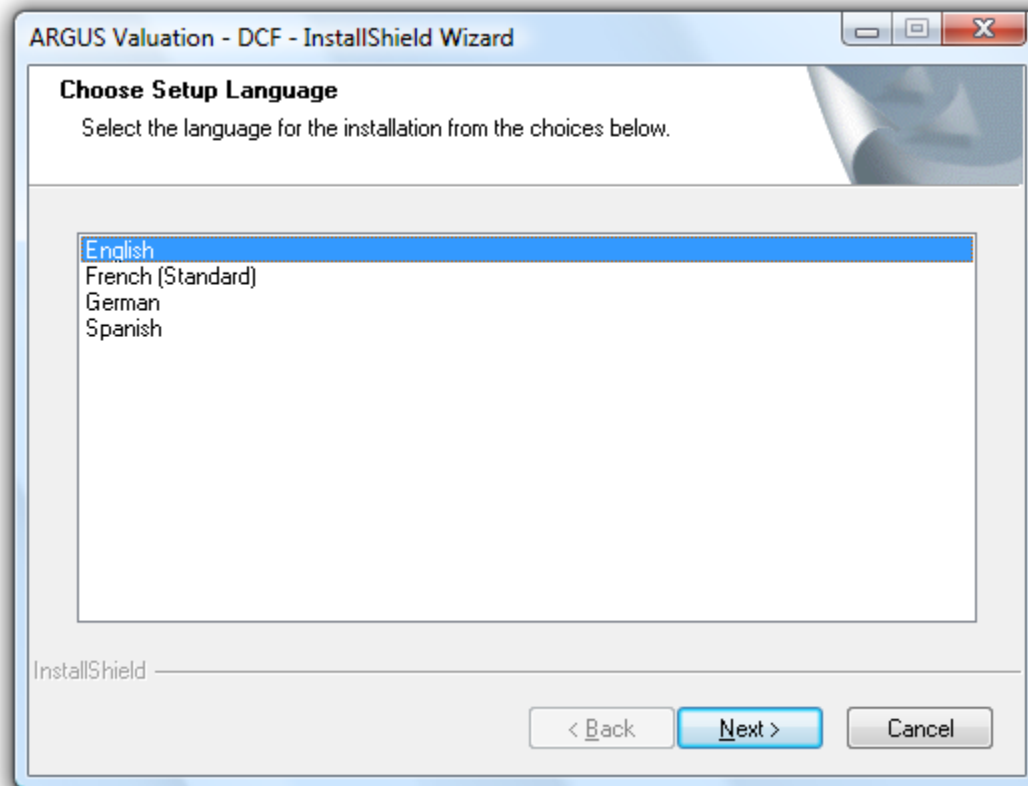
- c. Or, insert your ARGUS Valuation – DCF Version 15 CD. If the CD does not run automatically, click on the **Start** menu and select **Run**. Type **d:\setup**, where **d:\** is the letter of your CD drive, in the Command Line, and then click **OK** or press **Enter**



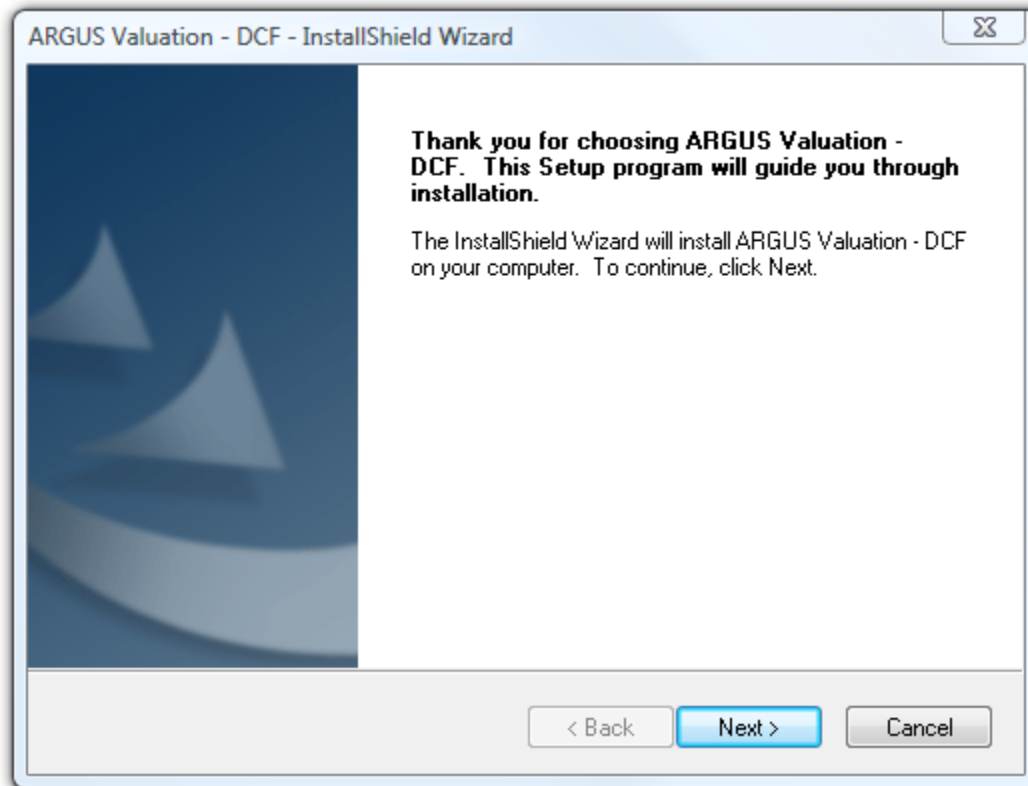
3. The installation package has been compressed to increase the speed of download. Therefore, installation process begins with the contents of the package being extracted.



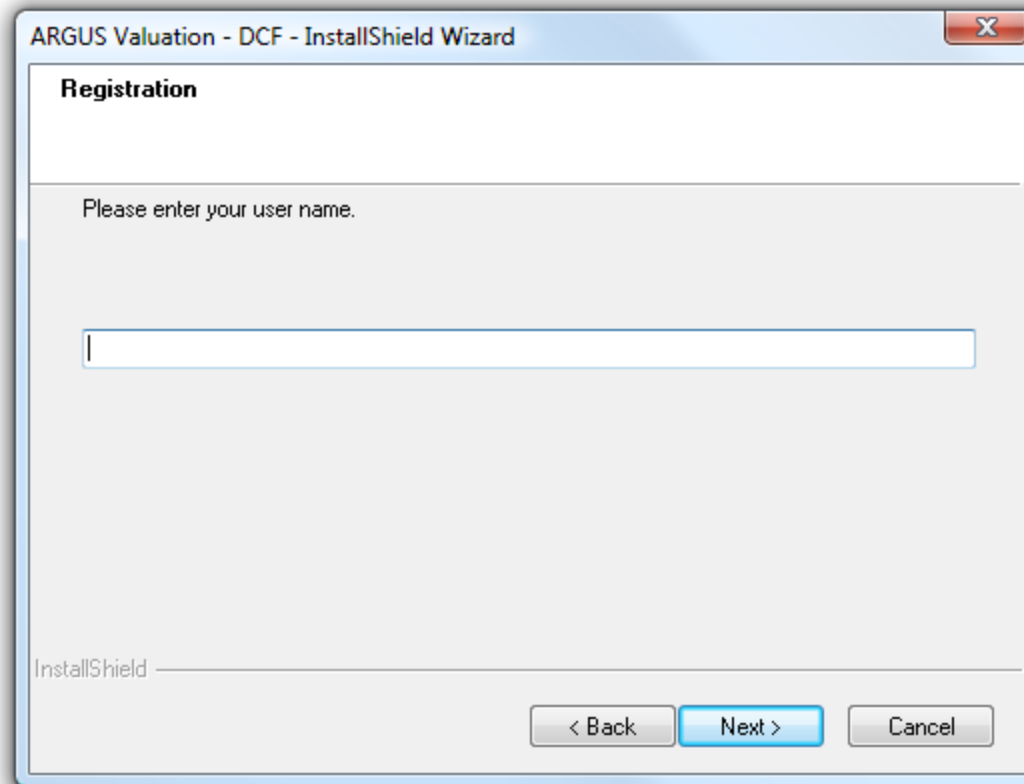
4. Select the language to use during the installation process and click **Next** to continue. If you have installed ARGUS Valuation – DCF previously the install may skip this step.



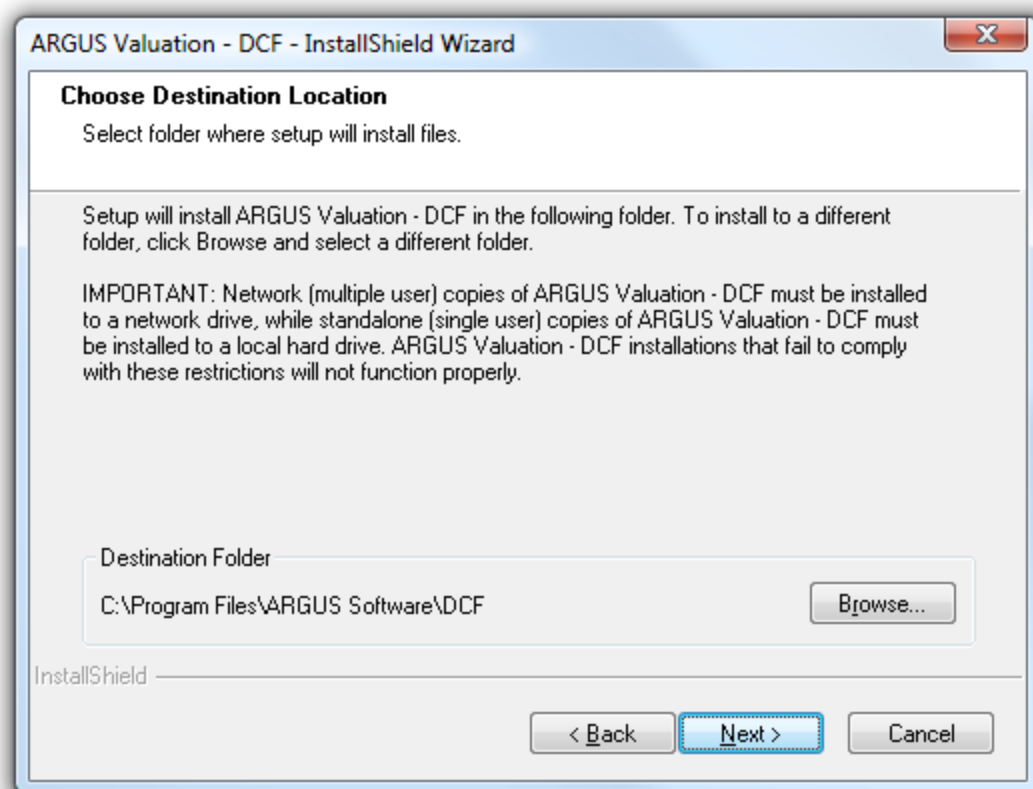
5. Click **Next** on the ARGUS Valuation – DCF Setup screen.



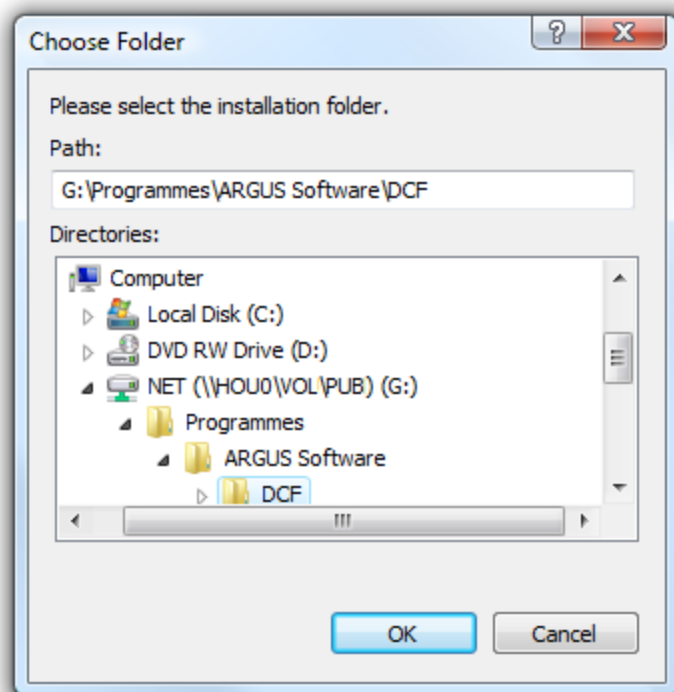
6. Enter your user name and click **Next** (this should reflect the user of this computer).



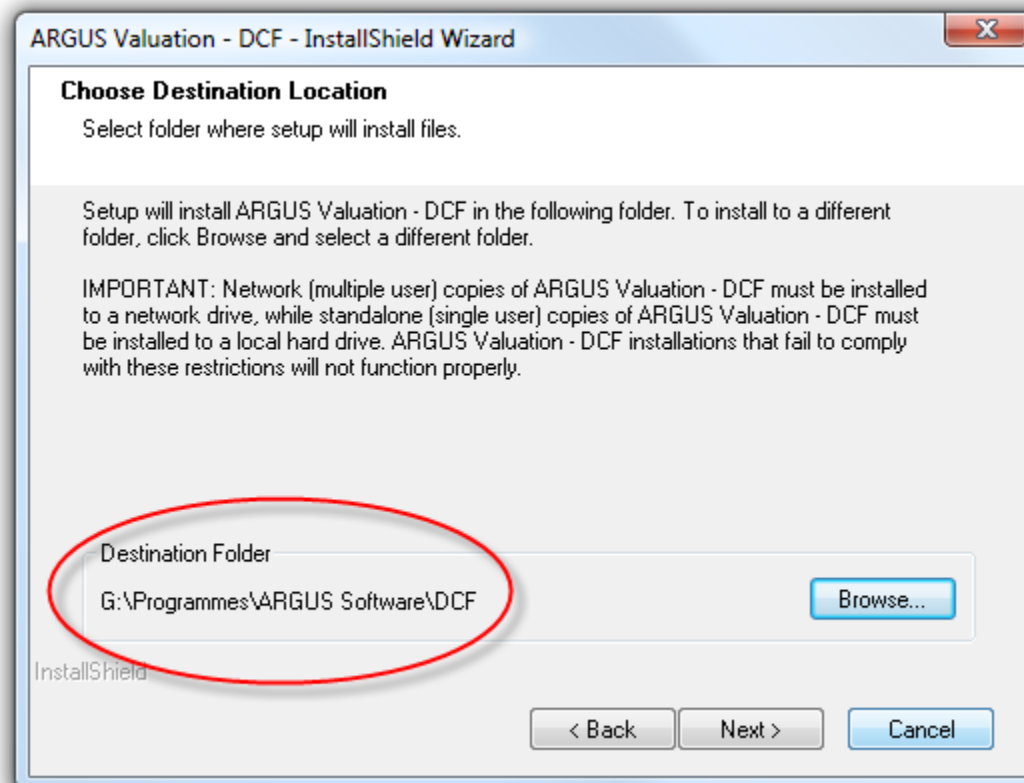
7. Select a network drive to install the application. Click **Browse** to select a new installation folder. The destination folder can be indicated as a mapped network drive like "K:\apps\argus" or as a UNC path like "\\Servername\Servershare\".



- a. Navigate using My Computer to the destination program folder. If there is not currently a destination folder you are able to create one by typing the folder name in the Path field. If the destination folder entered does not exist the installation will create it for you.
- b. Ensure that appropriate rights are offered to the destination program folder and all subfolders. End-users must be assigned modify with delete rights to the destination folder.
- c. Ensure that the path to the destination folder is identically mapped on each end-user's workstation. One example of a mapped drive would be "G:\Programmes\ARGUS Software\DCF".
- d. Press **OK** to continue.

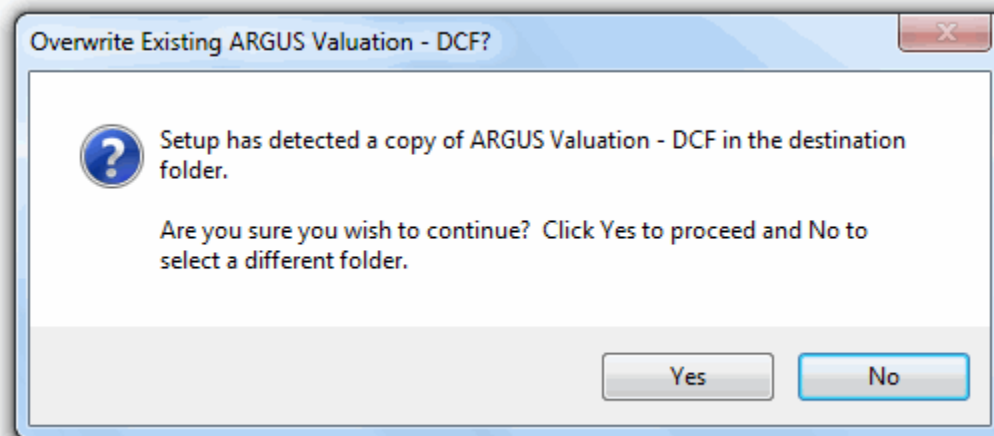


**Note:** Verify that the destination folder is correct and click **Next**.



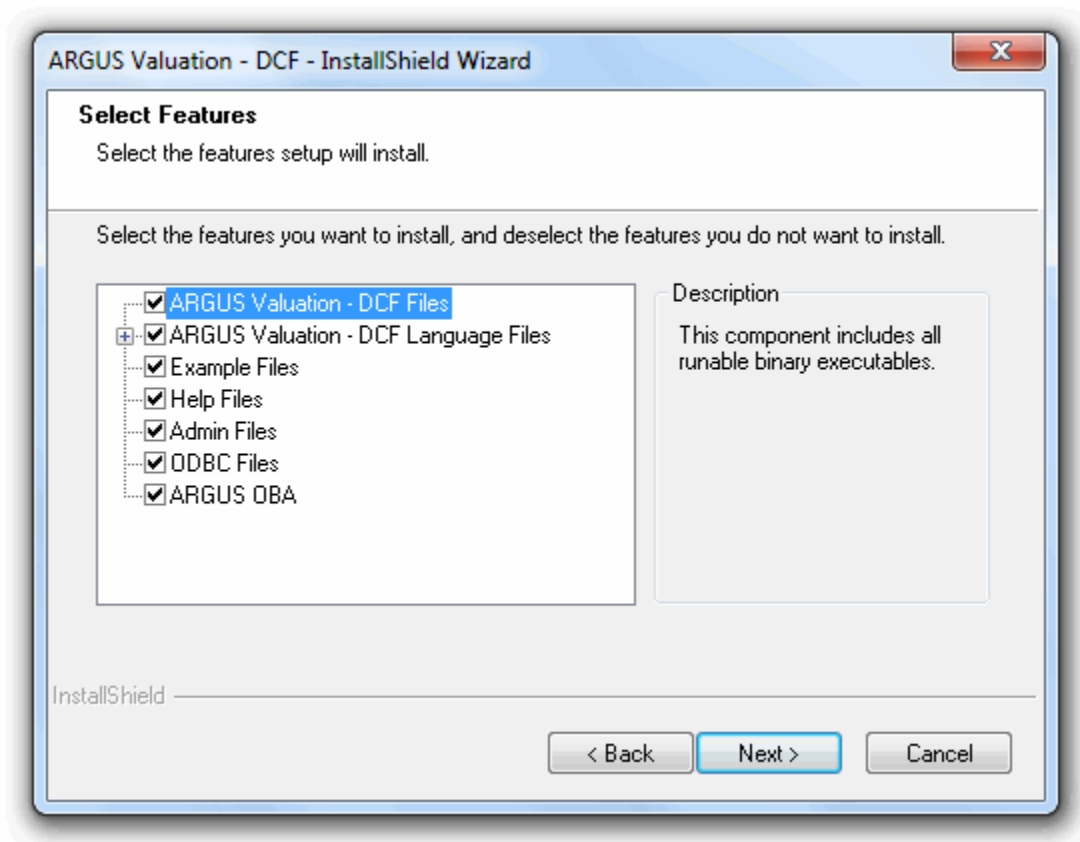
If this is a new installation of ARGUS Valuation – DCF, or if the license key for your previous version of ARGUS Valuation – DCF has been checked in to the ARGUS License Server, please proceed to Step 9.

8. Installing Version 15 over a prior version of ARGUS Valuation - DCF requires you to select **Yes** to the following message. You may select **No** to go back and choose a different folder.

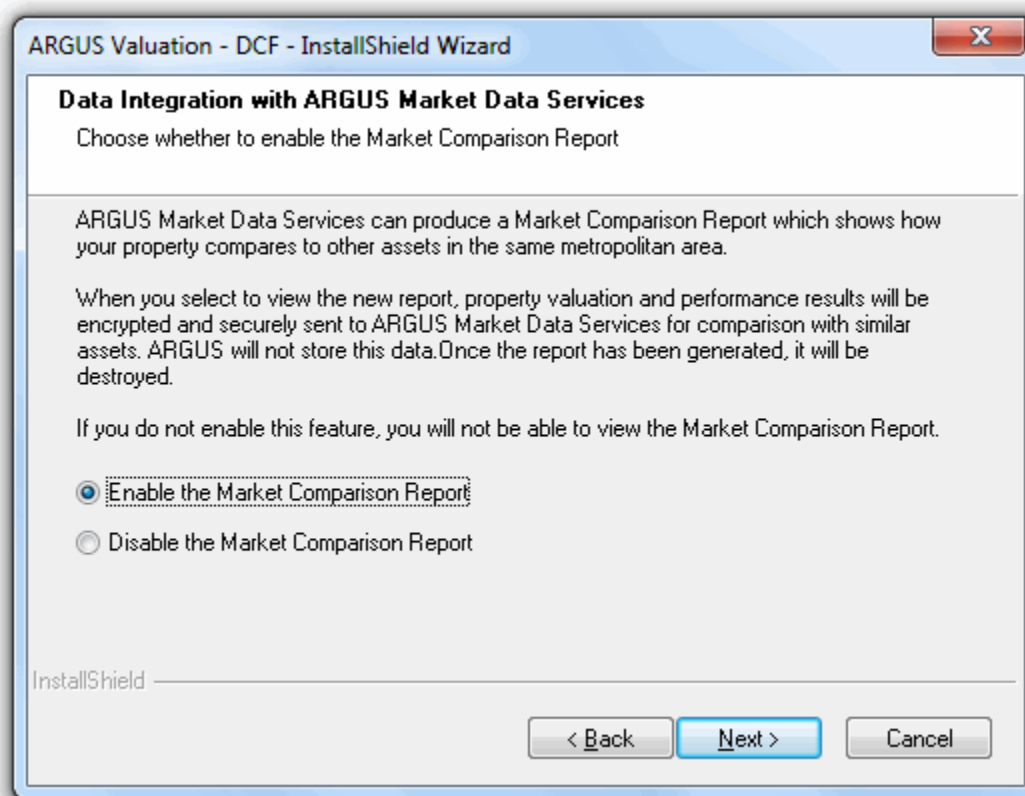


9. Select the components to be installed and click **Next**. The Admin component must be selected if you wish to run the application on additional machines.
- ARGUS Valuation - DCF Files
    - Installs the system files required to run the application
  - ARGUS Valuation - DCF Language Files
    - Installs the system files pertaining to each language supported
  - Example Files
    - Installs sample files and education sample files
    - Files installed to the Data folder
  - Help Files
    - In program Help accessed by pressing F1 or the Help button
    - The ARGUS.chm files are installed to C:\Windows\Help
      - ARGUS.chm – English
      - ARGUS3.chm – Japanese
      - ARGUS4.chm – French
      - ARGUS5.chm – German
      - ARGUS6.chm – Spanish
      - ARGUS8.chm – Chinese
  - Admin Files
    - Files required to run a node install
    - Available when a network drive is selected
  - ODBC Files
    - Used for OpenARGUS which supports importing and exporting data from Microsoft Access databases and Microsoft SQL Server open databases

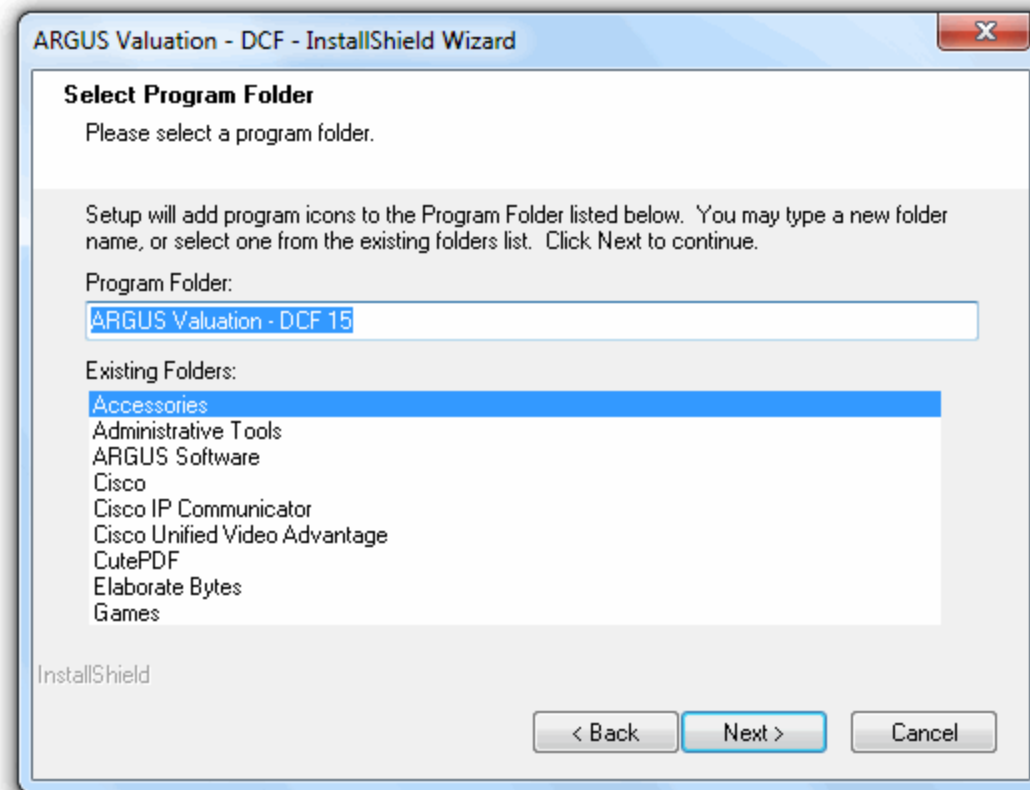
- ii. The ARGUSv15.mdb is installed to the target folder
- g. ARGUS OBA
  - i. Installs the Excel Add-In which allows property inputs to be edited in Excel workbooks and published back to your data files
  - iii. Will create a new tab in the Excel ribbon bar, “ARGUS OBA”



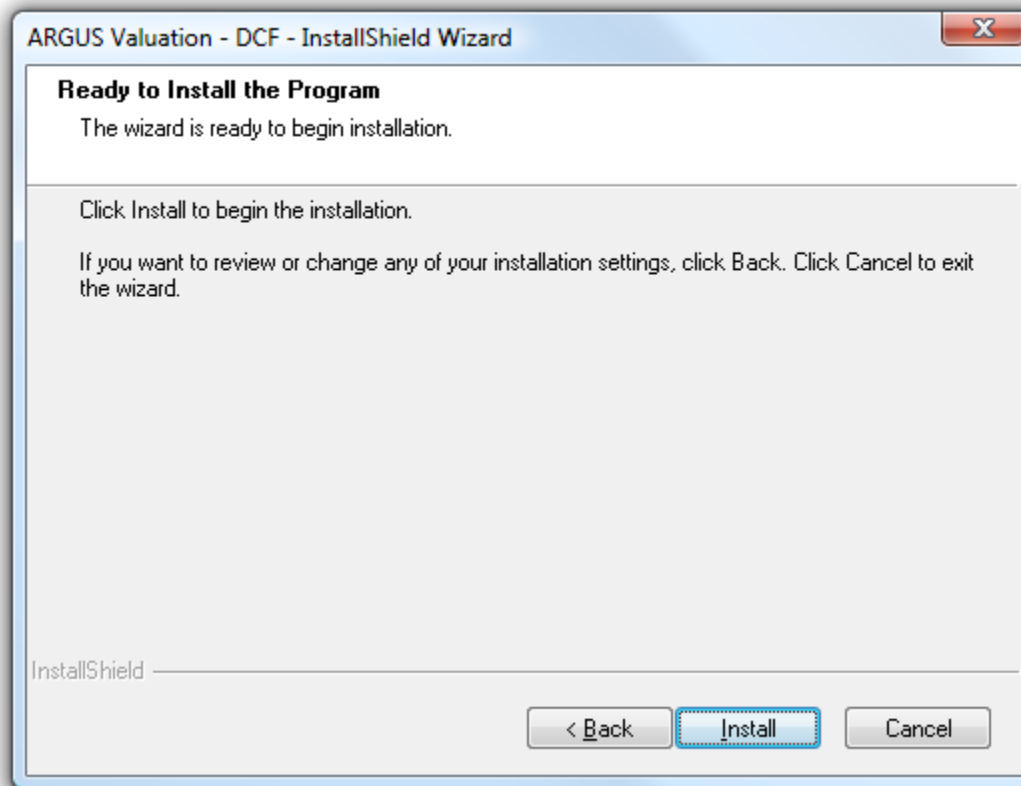
10. Choose whether to enable the Market Comparison Report. If enabled, users will have the ability to transmit performance results to ARGUS for comparison to similar assets in the marketplace.



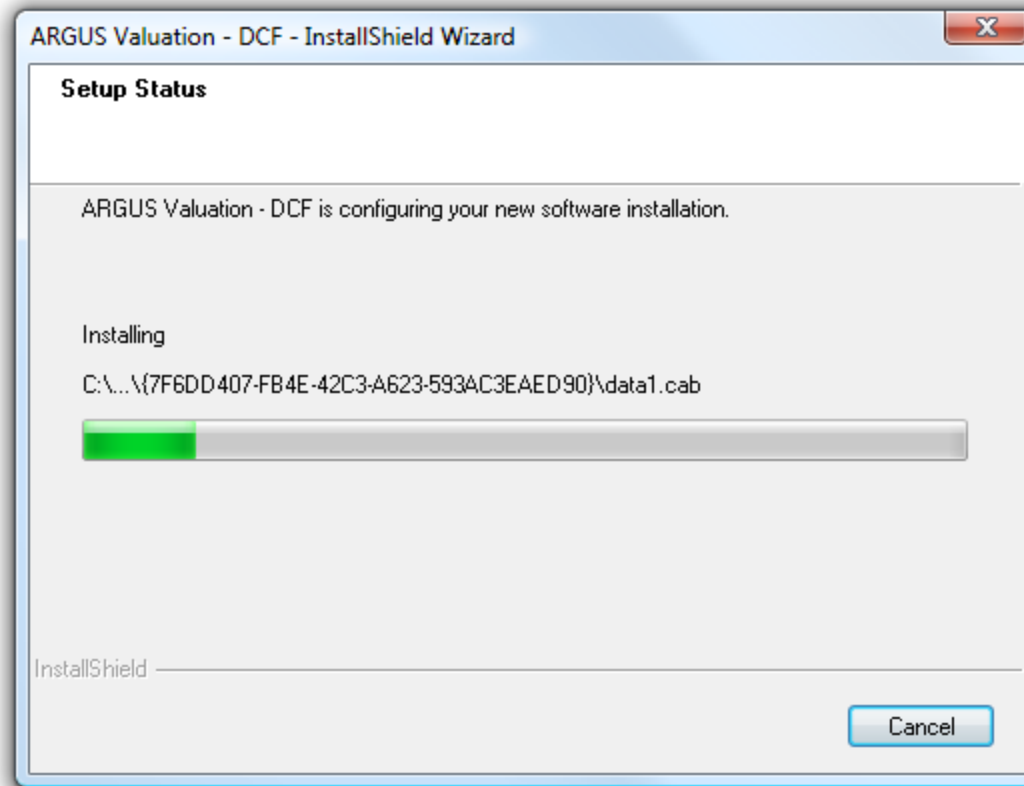
11. Choose a name for the folder that will contain program icons. This is what will appear in your **Start -> All Programs -> ARGUS Software** menu.



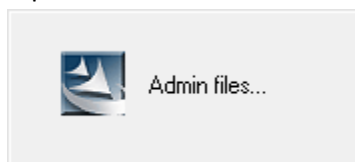
- Click **Install** to begin installing the features selected. To view or modify any of the previously selected components select **Back**. To exit the installation press **Cancel**.



- The status bar tracks progress as files are installed. This step may vary in length based on the components selected in Step 9. To abort the installation during this step, press **Cancel**.

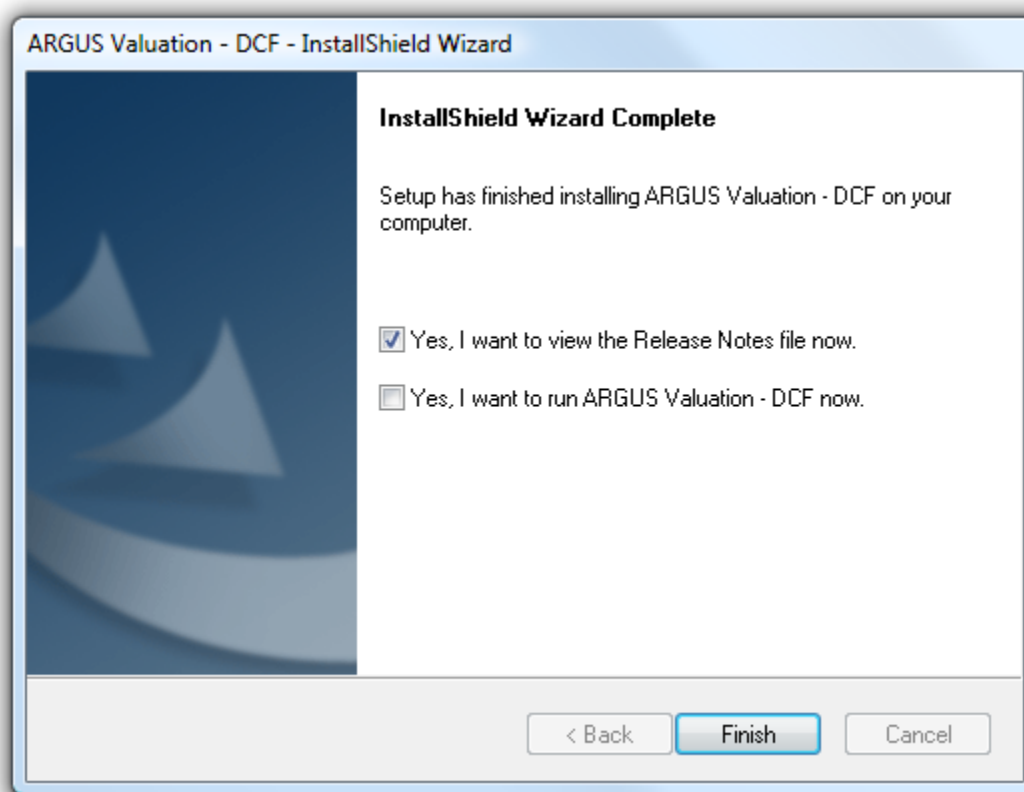


When the status message shown below appears the files necessary for a node install are being copied to the Admin folder.

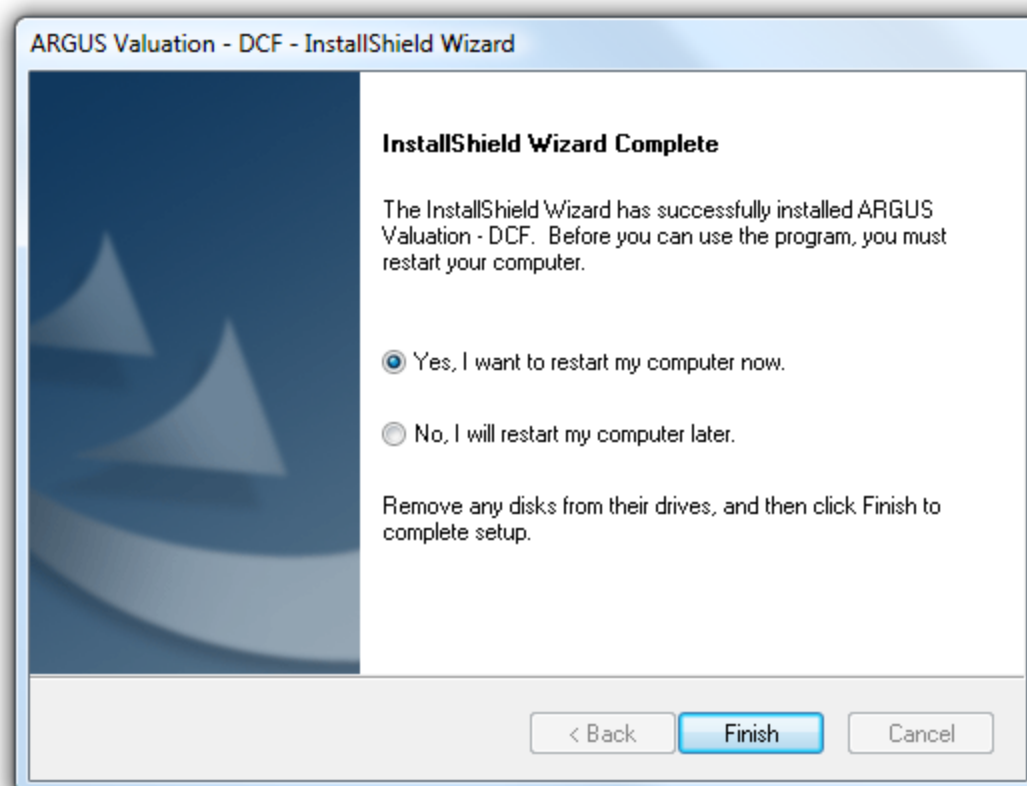


14. Depending on the computer one of the following screens will be presented.

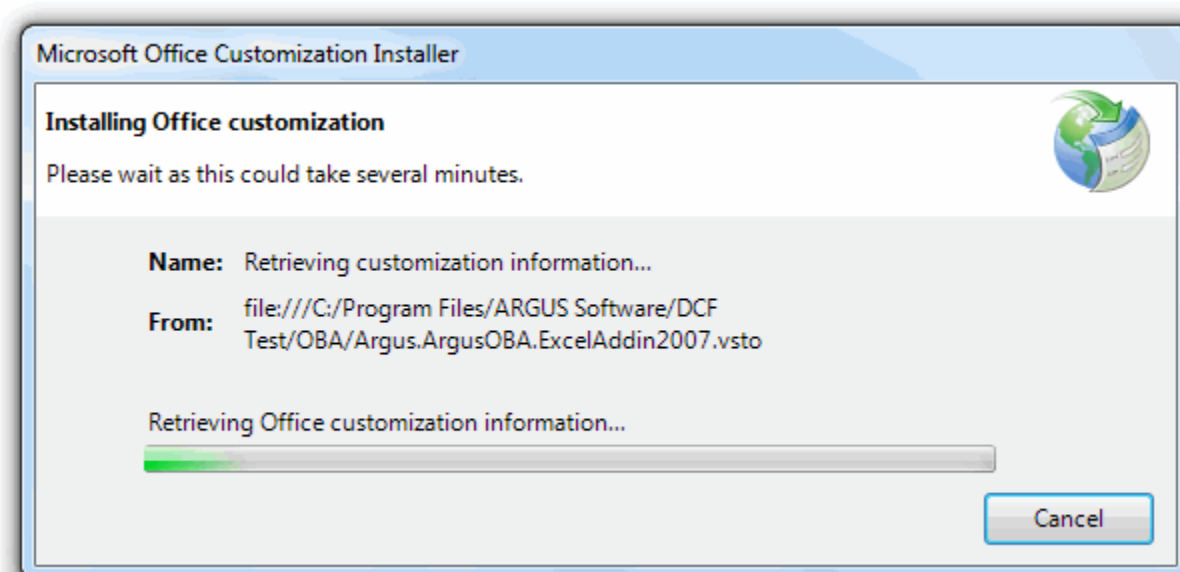
- a. To see what is new in ARGUS Valuation – DCF Version 15 select to view the Release Notes. Get started utilizing the application by selecting to run the program.



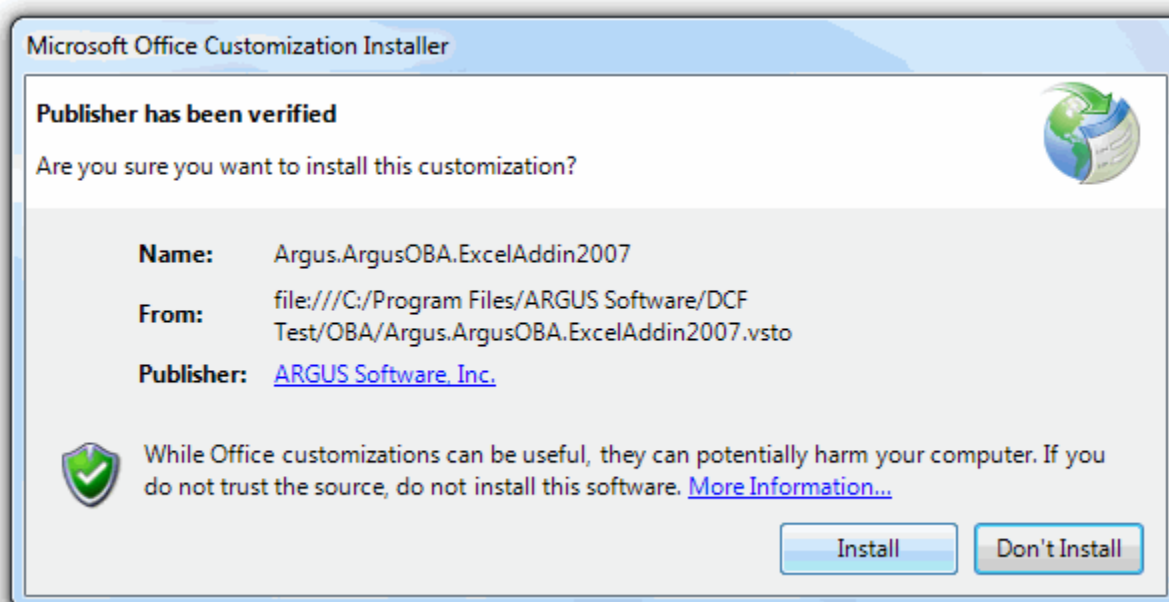
- b. If prompted to restart your computer, please do so before attempting to run the application. However, if the ARGUS OBA installation was selected in step 9, you should allow it to proceed prior to restarting.



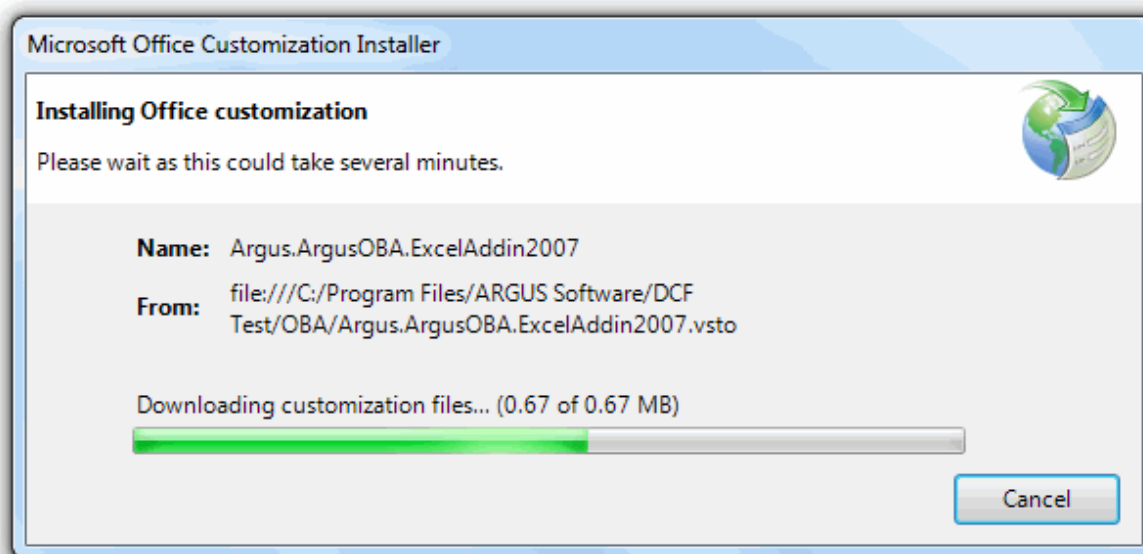
21. If the ARGUS OBA installation was selected in step 9, it will automatically launch now.



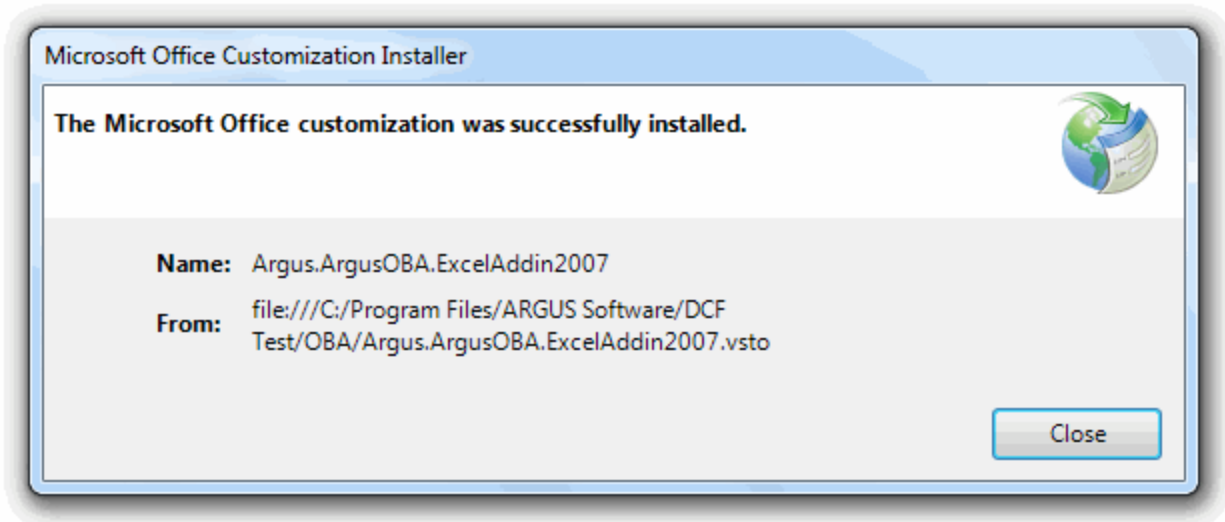
22. Once the ARGUS OBA installation has been initialized, choose the **Install** button. If you choose **Don't Install**, you may have to re-run the installation script.



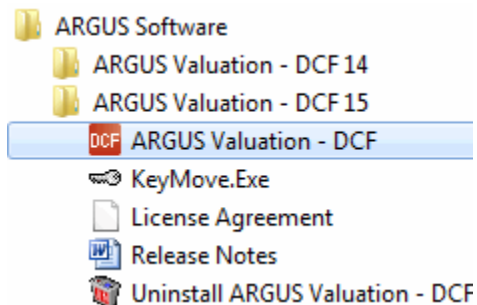
23. The status bar tracks progress as files are installed.



24. **Congratulations!** Setup has completed the installation.



25. When launching the application for the first time, you will be prompted to authorize the program by entering your Product Key. You will also be required to review and accept the license agreement prior to using the program (See Also – About the Authorization Process).
26. ARGUS Valuation – DCF 15 will be available in the ARGUS Software folder on the Start menu and as a shortcut on your Windows Desktop.

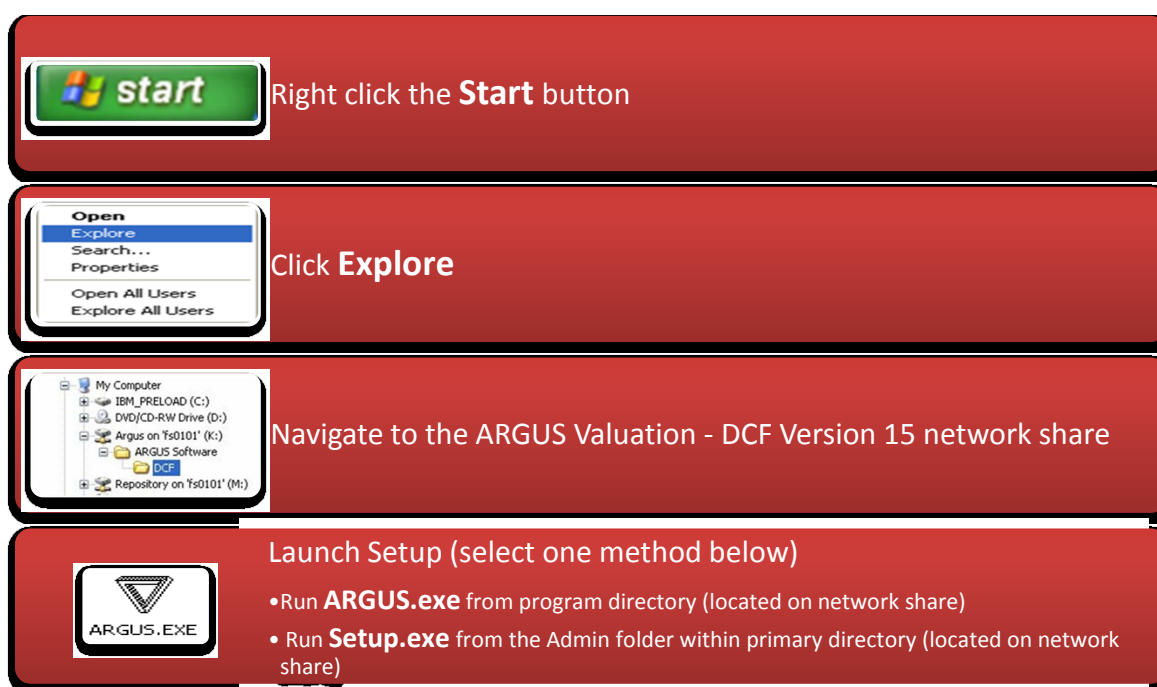


# How to Perform a Node Installation

Prior to installing a node or client installation of ARGUS Valuation – DCF Version 15, a network installation including the Admin component is required (See Also – How to Install on a Network).

Ensure that appropriate rights are offered to the destination program folder and all subfolders. End-users must be assigned modify with delete rights to the destination folder.

Additional node or client installs will be initiated from the primary ARGUS Valuation – DCF Version 15 directory on the application server. The network installation requires a mapped network drive to run properly. All node installations must use the identical mapped network drive as the initial installation and authorization of ARGUS Valuation – DCF Version 15.



Right click the **Start** button

Click **Explore**

Navigate to the ARGUS Valuation - DCF Version 15 network share

Launch Setup (select one method below)

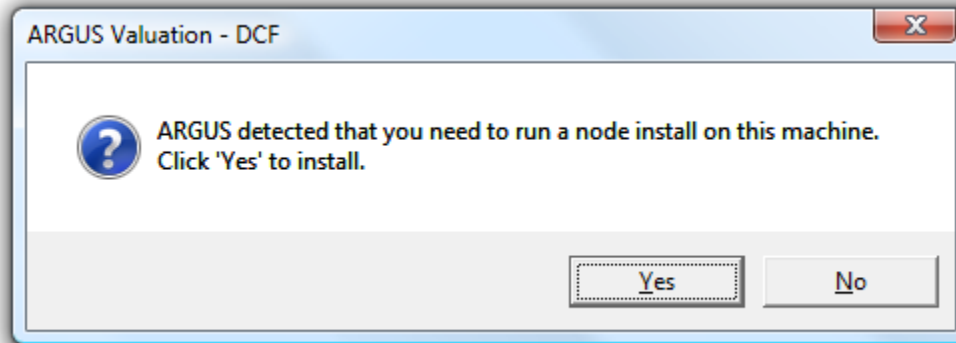
- Run **ARGUS.exe** from program directory (located on network share)
- Run **Setup.exe** from the Admin folder within primary directory (located on network share)

The instructions below explain how to perform a node installation of ARGUS Valuation – DCF Version 15.

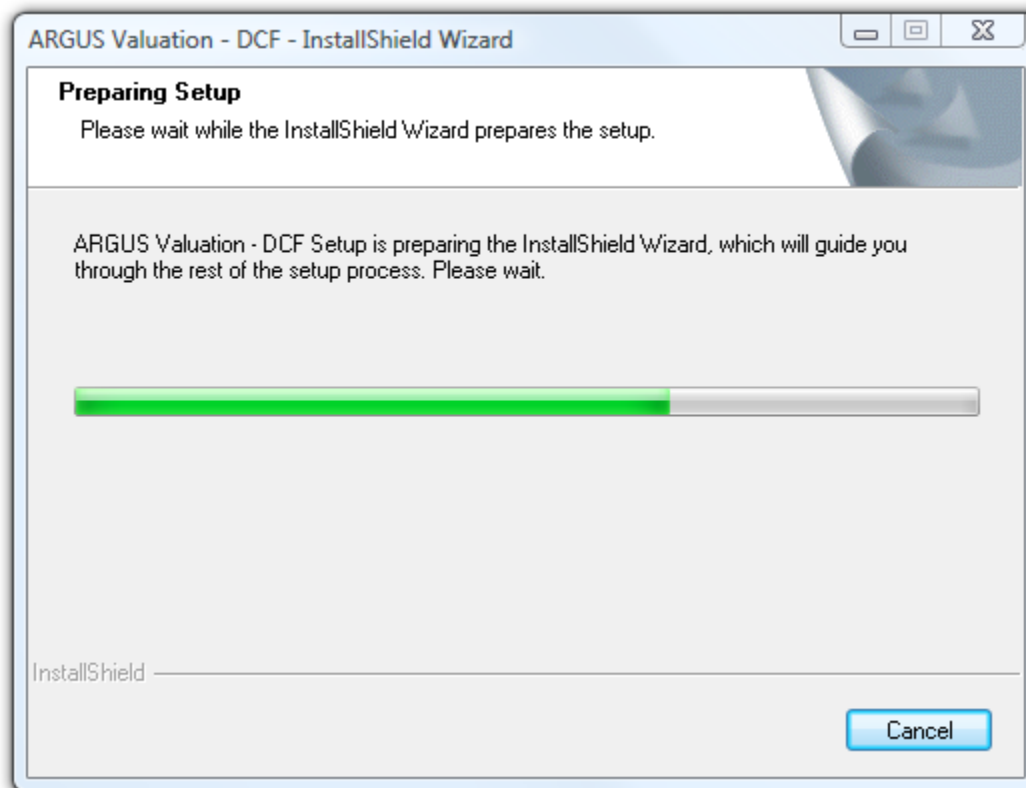
**If you are installing over a previous version, proceed to Step 2c.**

1. Log in as an administrator to both the local workstation and destination server, and ensure Windows is the only application currently running.
2. To begin the node install choose any of the following three options:
  - a. Run **ARGUS.exe** from program directory (located on network share)
  - b. Run **Setup.exe** from the Admin folder within primary directory (located on network share) of the ARGUS Valuation - DCF share

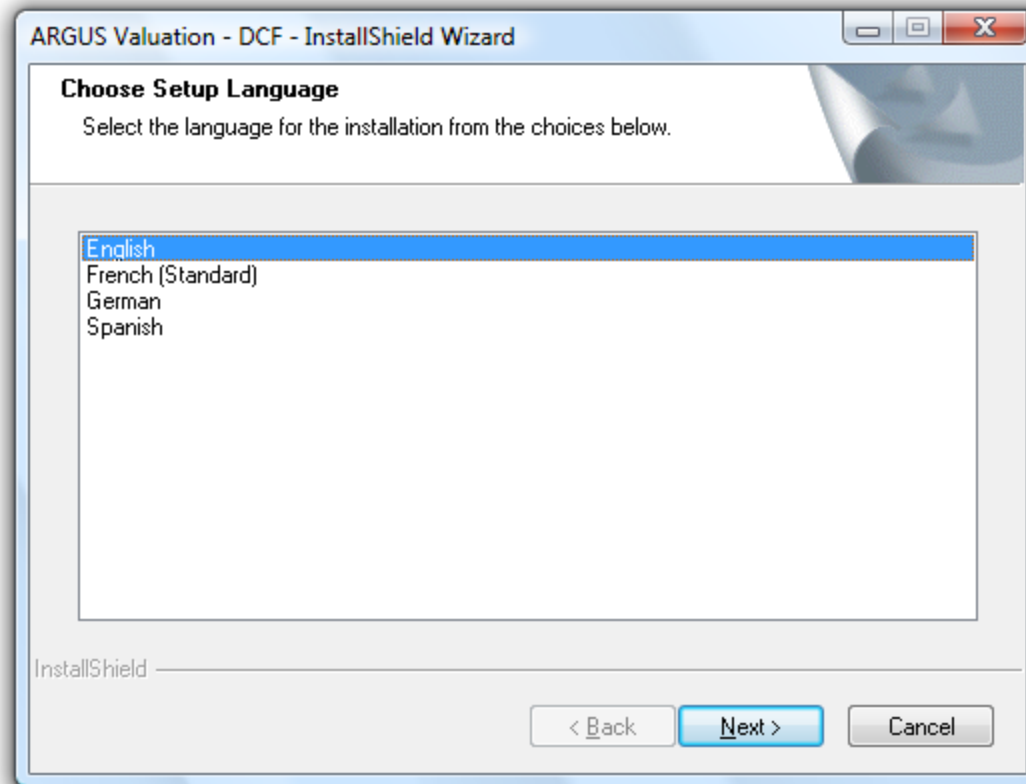
- c. If the Version 15 program files were installed over the prior version's installation, users will be prompted to run a node installation the first time they launch the application from their existing shortcut



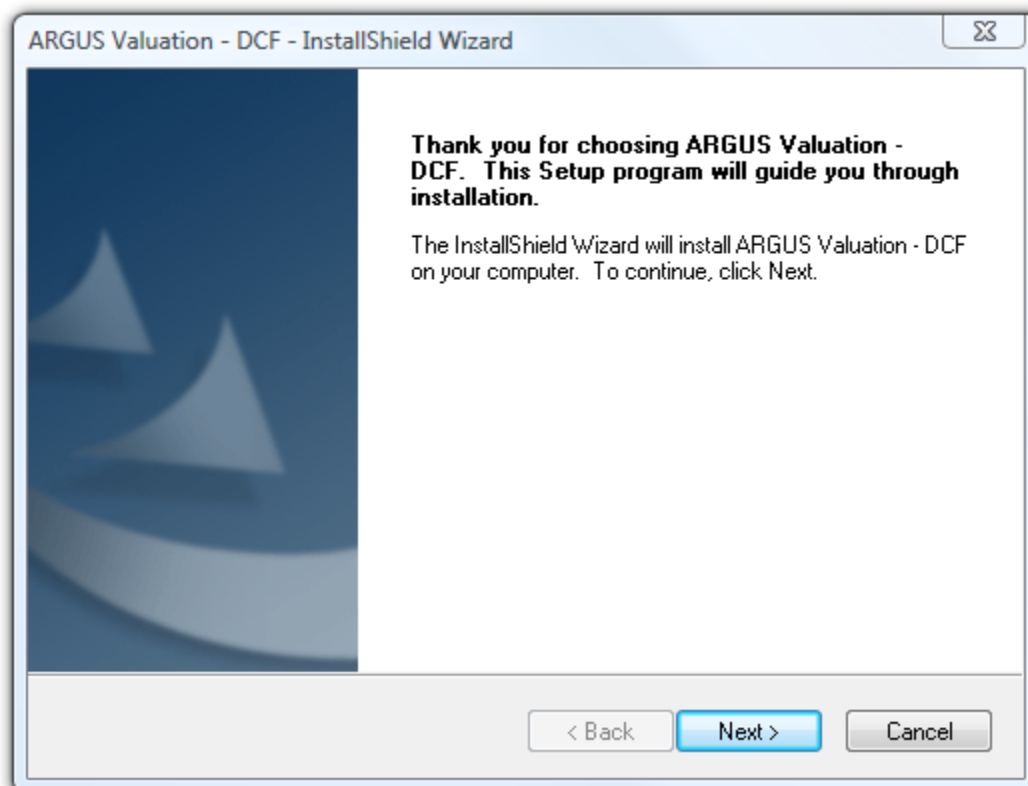
3. The installation is preparing the node installation setup.



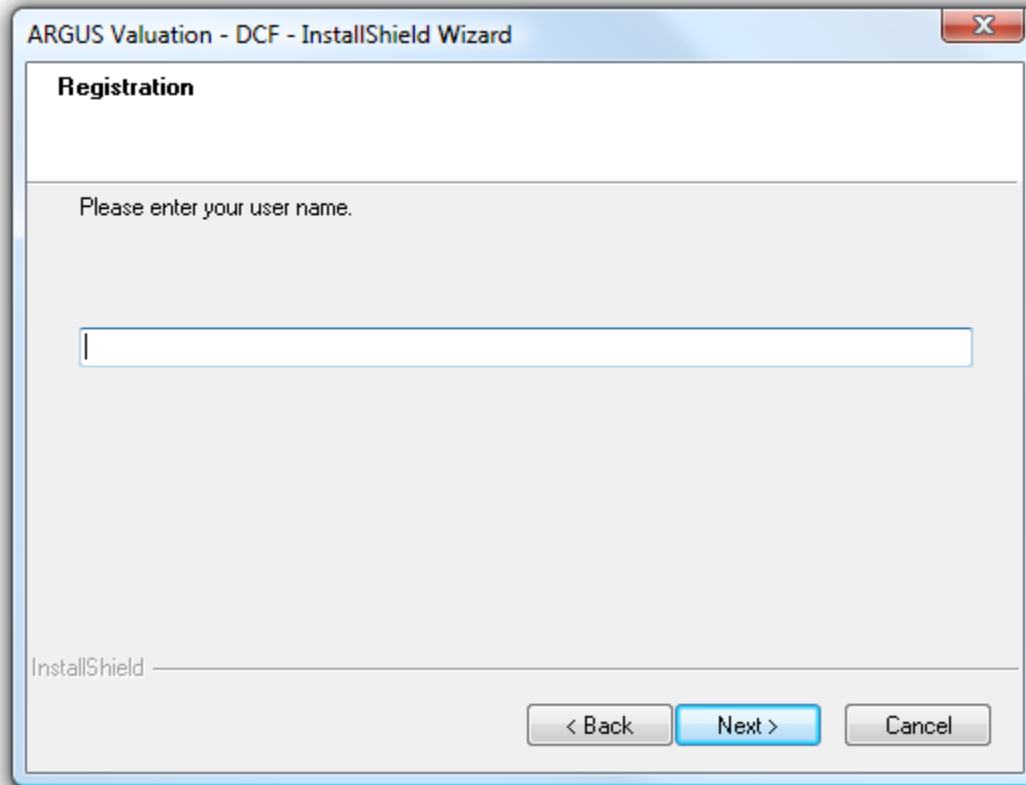
4. Select the language to use during the installation process and click **Next** to continue. If you have installed ARGUS Valuation – DCF previously the install may skip this step.



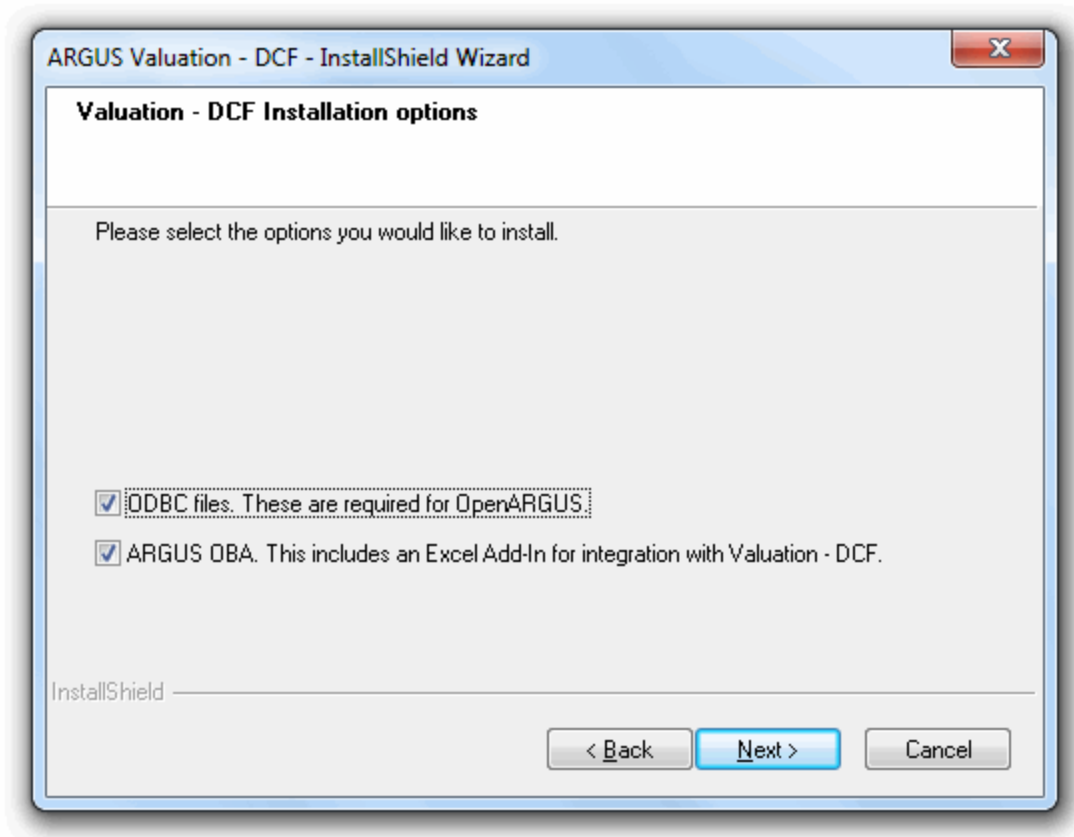
5. Click **Next** on the ARGUS Valuation DCF Setup screen.



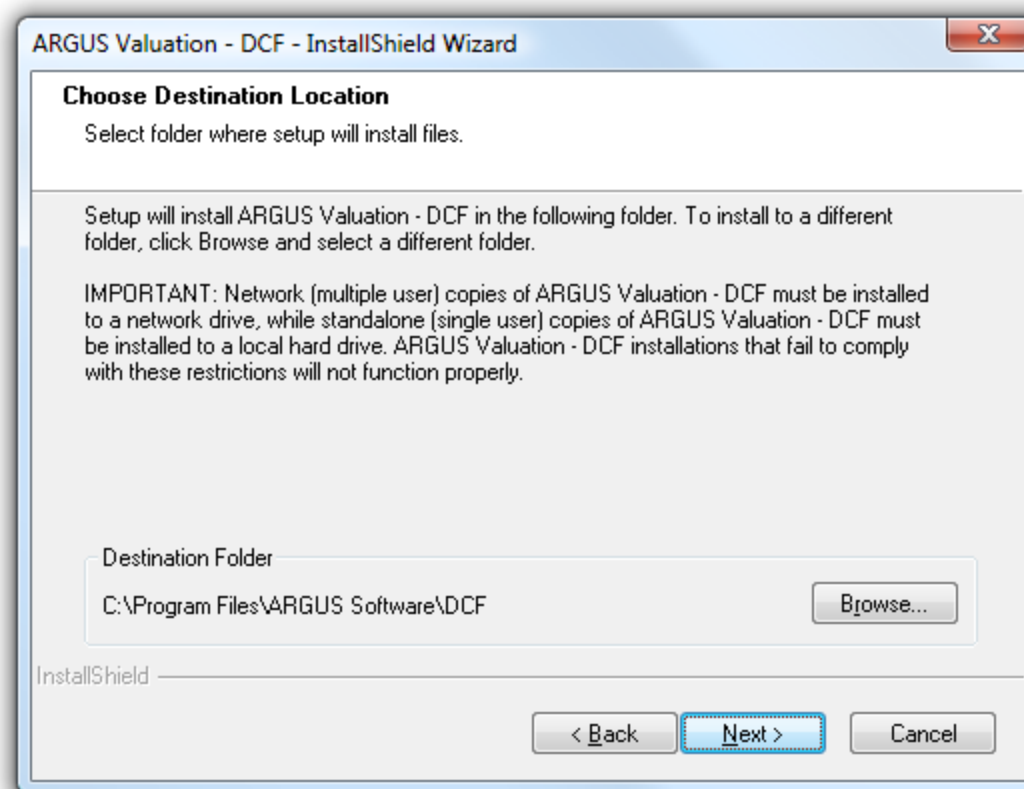
6. Enter your user name and click **Next** (This should reflect the user of this computer). When viewing a list of users in the application, this is the name that will appear.



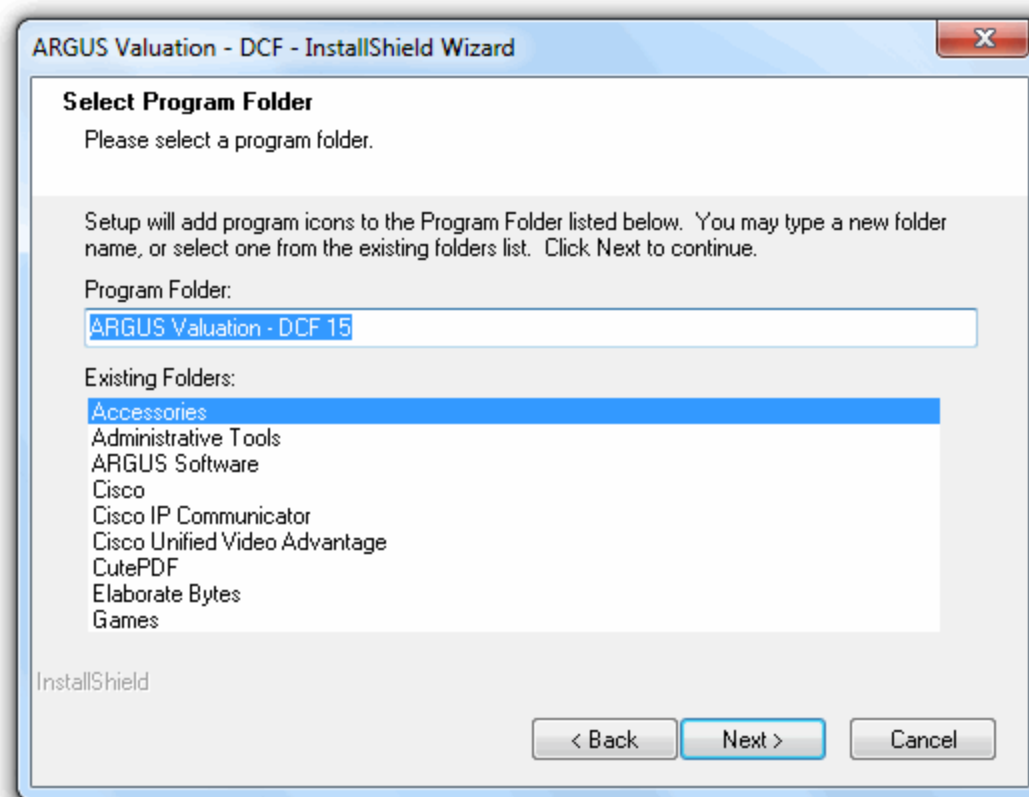
7. Select the components to be installed and click **Next**.
  - a. ODBC Files
    - i. Used for OpenARGUS which supports importing and exporting data from Microsoft Access databases and Microsoft SQL Server open databases
    - ii. The ARGUSv15.mdb is installed to the target folder
  - b. ARGUS OBA
    - i. Installs the Excel Add-In which allows property inputs to be edited in Excel workbooks and published back to your data files
    - ii. Will create a new tab in the Excel ribbon bar, "ARGUS OBA"



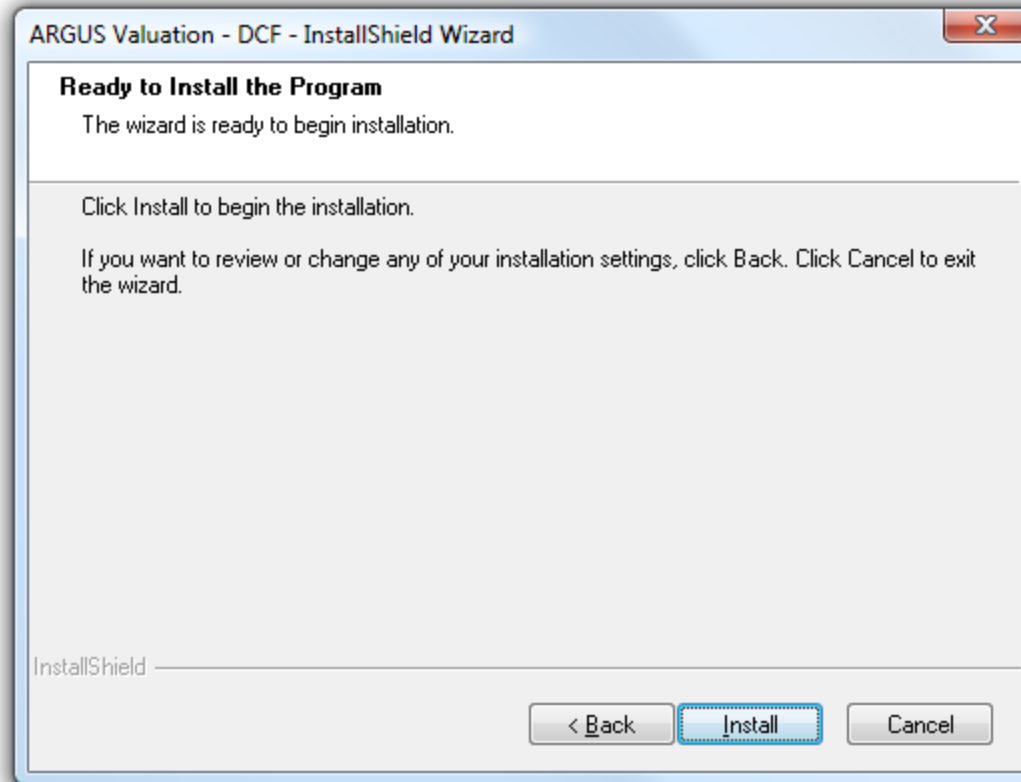
8. Select a destination on the local drive to install the files needed to run the application as a node.



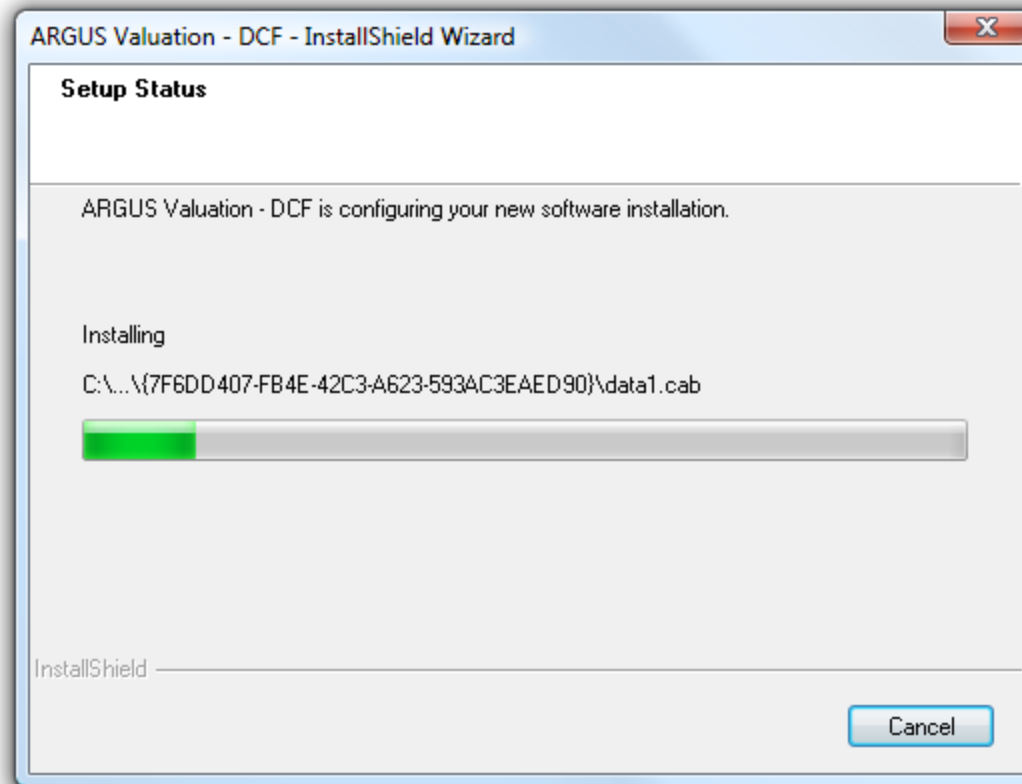
9. Choose a name for the folder that will contain program icons. This is what will appear in your **Start -> All Programs -> ARGUS Software** menu.



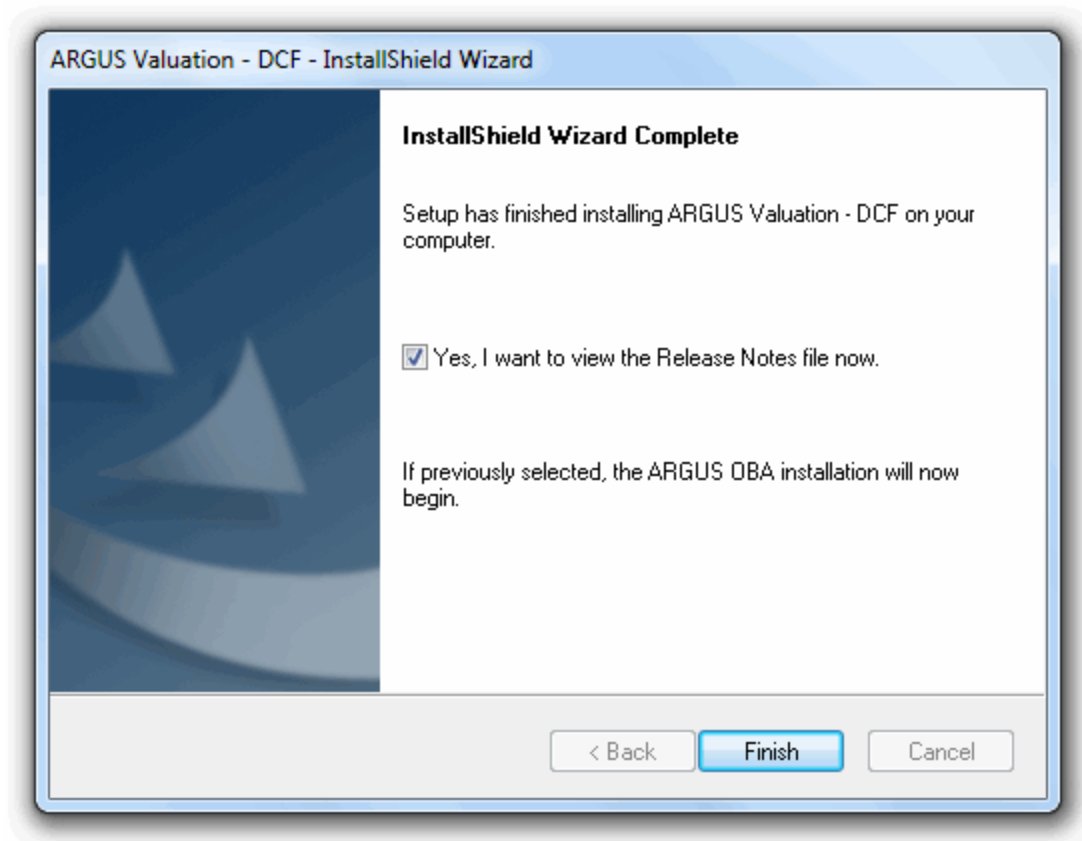
10. Click **Install** to begin installing the features selected. To view or modify any of the previously selected components select **Back**. To exit the installation press **Cancel**.



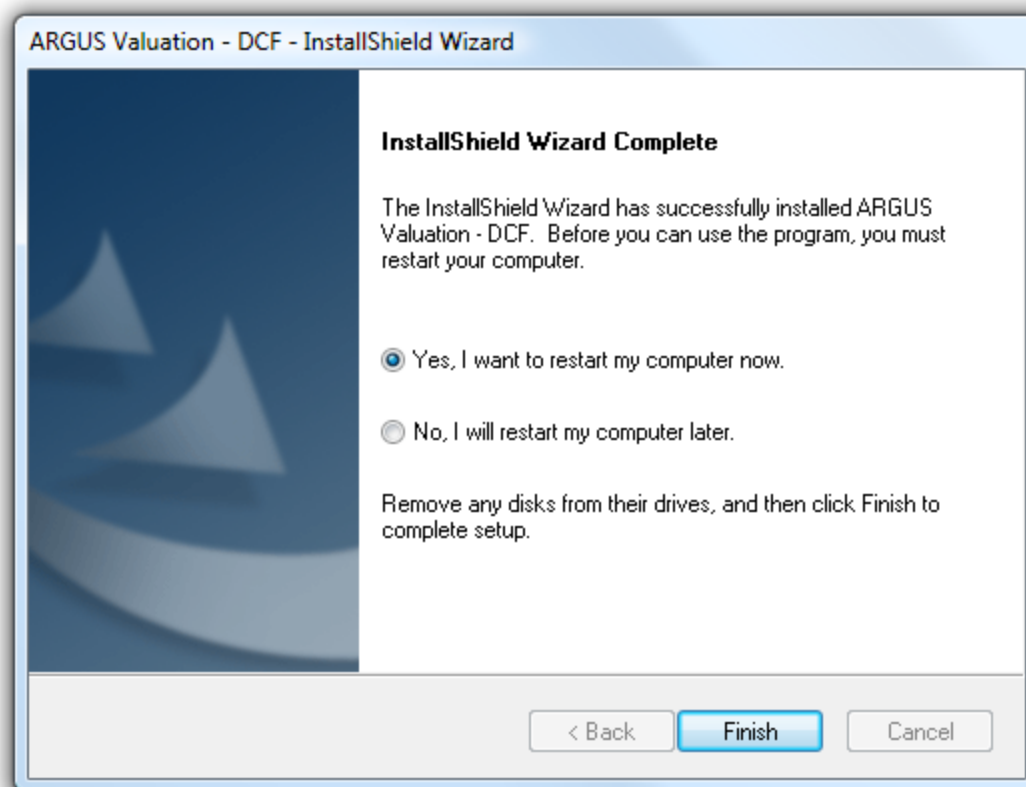
11. The status bar tracks progress as files are installed. To abort the installation during this step, press **Cancel**.



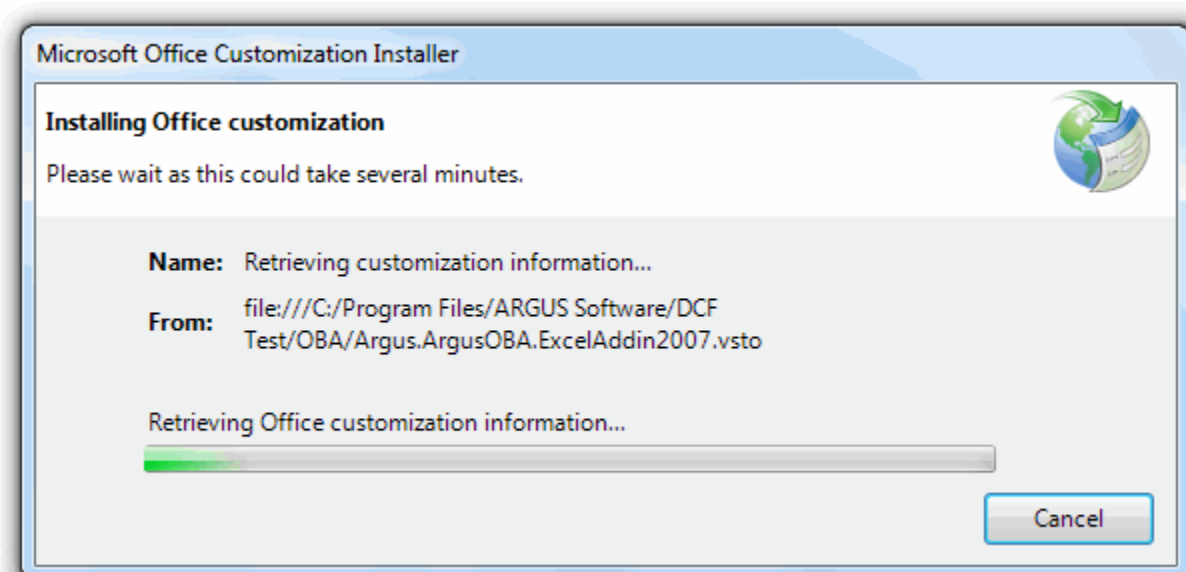
12. Depending on the computer one of the following screens will be presented.
  - a. To see what is new in ARGUS Valuation – DCF Version 15 select to view the Release Notes.



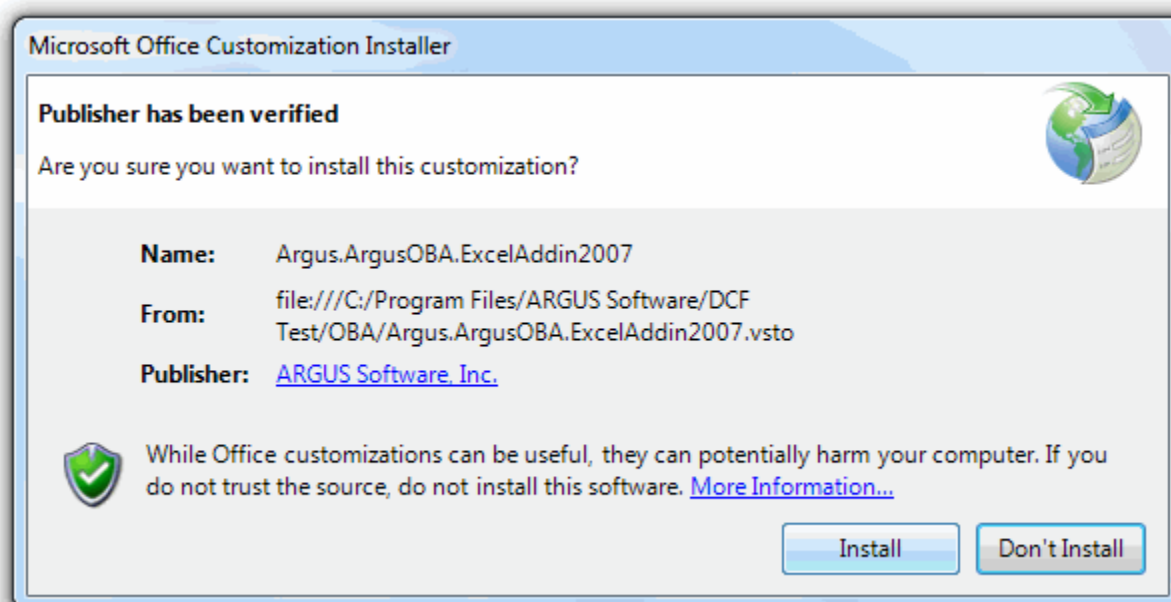
- a. If prompted to restart your computer, please do so before attempting to run the application. However, if the ARGUS OBA installation was selected in step 7, you should allow it to proceed prior to restarting.



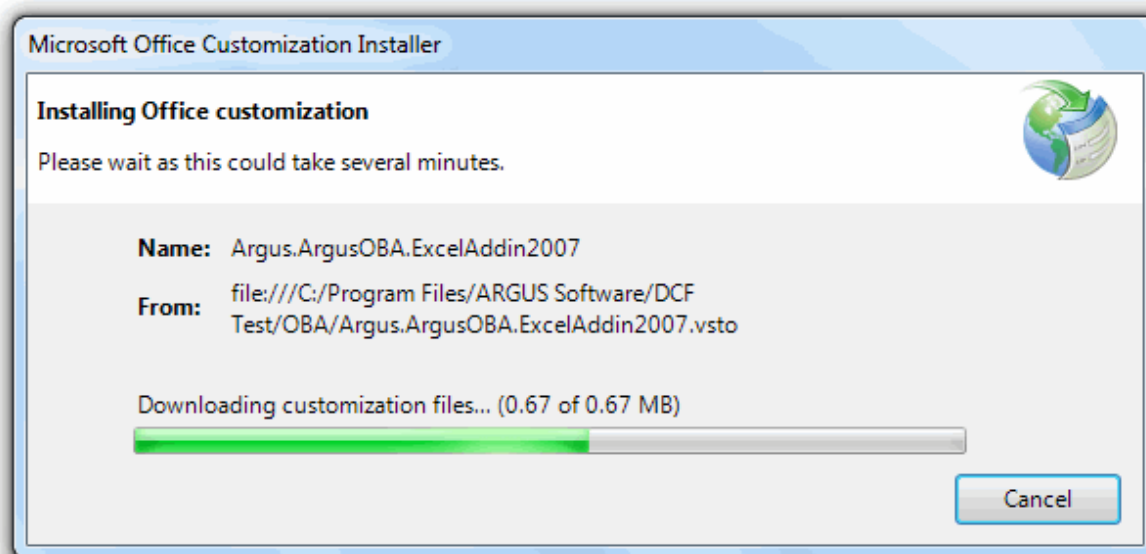
13. If the ARGUS OBA installation was selected in step 7, it will automatically launch now.



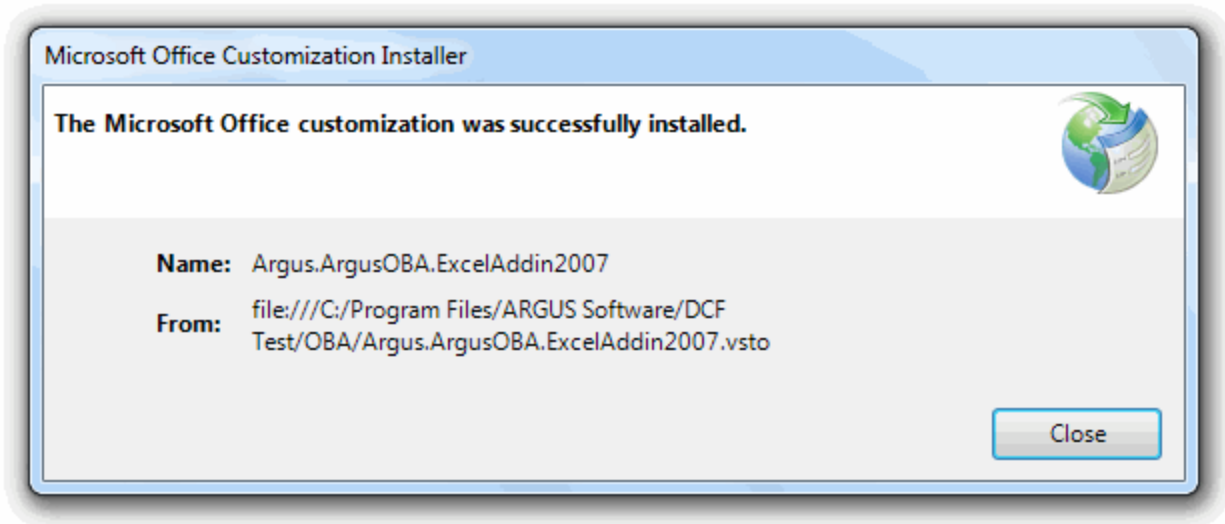
- Once the ARGUS OBA installation has been initialized, choose the **Install** button. If you choose **Don't Install**, you may have to re-run the node install.



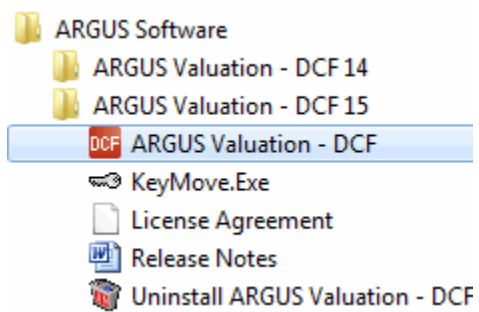
- The status bar tracks progress as files are installed.



- Congratulations!** Setup has completed the installation.

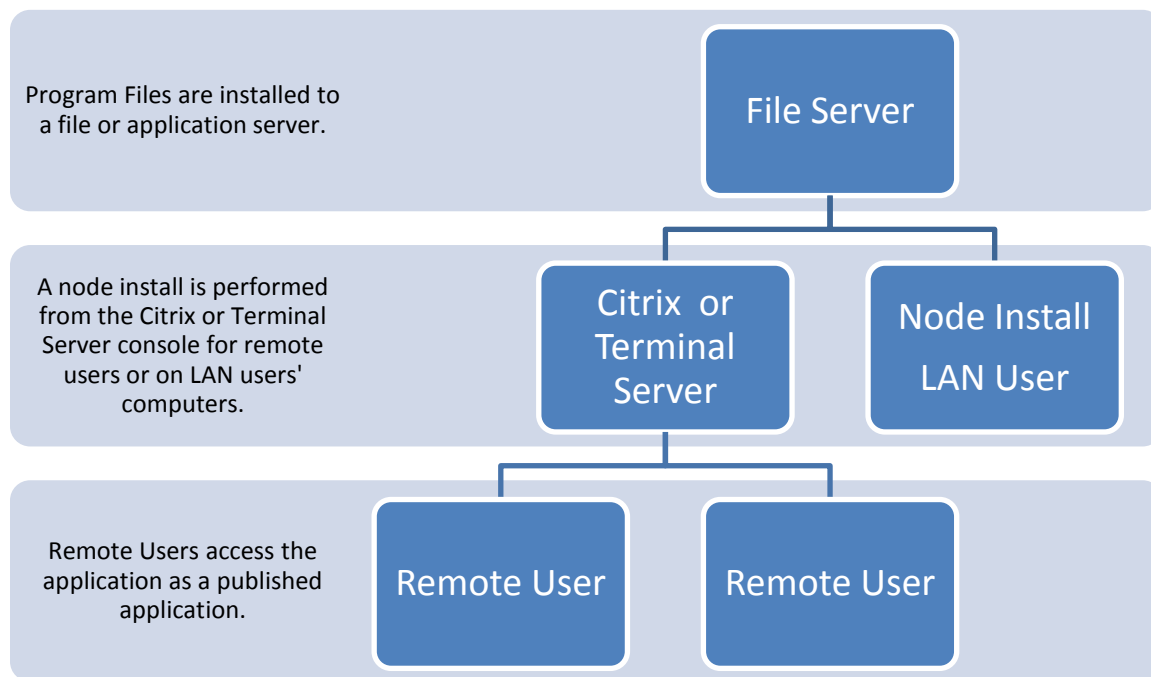


17. ARGUS Valuation – DCF 15 will be available in the ARGUS Software folder on the Start menu and as a shortcut on your Windows Desktop.



# How to Install a WAN/Terminal Server/Citrix License

The WAN license of ARGUS Valuation – DCF Version 15 offers all the features of the LAN license including the additional functionality of allowing users to work remotely via Citrix or Terminal Server. With the WAN license you are able to have local users running the application through node or client installs while your remote users access via Citrix or Terminal Server. If load balancing is a requirement install and publish the application on each of the Citrix or Terminal Servers. The application will manage concurrent usage.



It is recommended that WAN/Terminal Server/Citrix installations are done by installing the application from the Terminal Server or Citrix console to a separate file server on the local network (this process allows the Citrix or Terminal Server to run an ARGUS Valuation – DCF session as a client or node). Do not attempt to install the application to the local drive on the Citrix/Terminal Server. ARGUS Valuation – DCF will not run if it is installed to a local drive on the Citrix/Terminal server.

Alternatively, ARGUS Valuation – DCF can be installed to the application server from any workstation using a mapped network drive. However, a “Node Install” must then be performed on the Citrix/Terminal Server (Also See – How to Perform a Node Installation).

**NOTE:** Citrix/Terminal Server may require the installation be performed in “Install Mode” when installing from the server console. If this is the case, go into install mode on the server and begin the installation.

The instructions below explain how to install a WAN / Terminal Server / Citrix License of ARGUS Valuation – DCF Version 15.

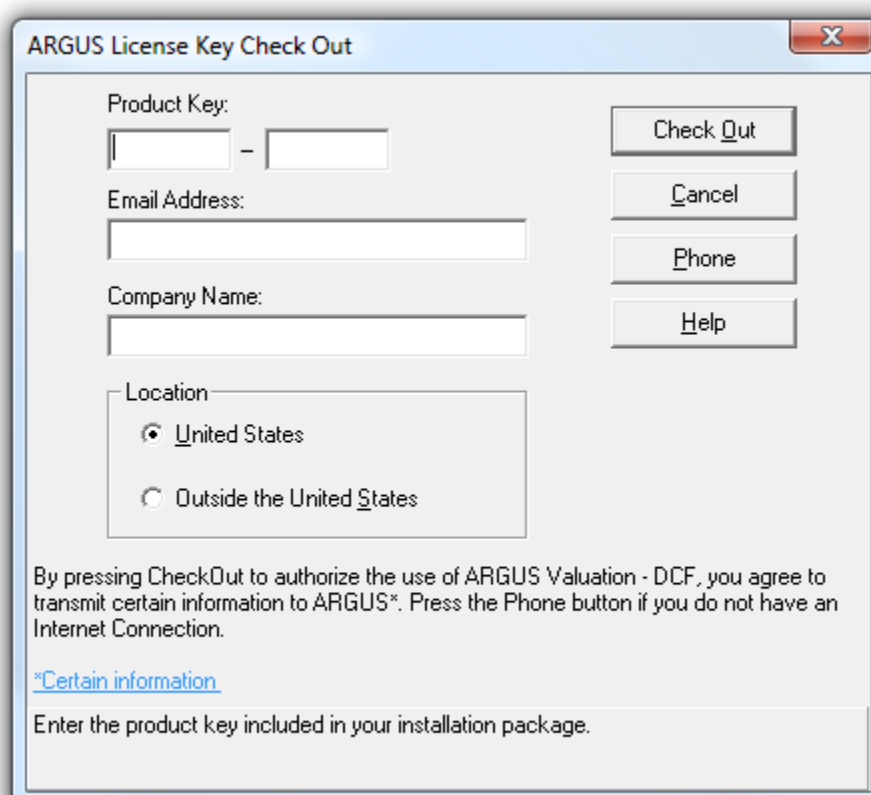
1. Install ARGUS Valuation – DCF Version 15 to a file server from either the Citrix/Terminal Server or a workstation. Refer to “*How to Install on a Network*”, Step 1 and complete all steps in the LAN install process including authorization (See Also – About the Authorization Process).
2. Verify the application will run as a node from the Citrix/Terminal Server (See Also – Troubleshooting Tips). If the installation was performed from a workstation rather than the Citrix/Terminal Server a node install must be performed (See Also – How to Perform a Node Installation).
3. Once the application is running as a node it is time to publish the application to the users.
  - a. All users will need to have full rights to the following locations
    - i. ARGUS Valuation – DCF folder and system 32 folder on the Citrix/Terminal Server
    - ii. ARGUS Valuation – DCF folder on the file server and all of its subfolders
  - b. Use the identical drive mappings as the initial installation

# About the Authorization Process

ARGUS Valuation – DCF is copy protected and must be authorized prior to use. To perform this authorization process certain information, including your unique Product Key, is communicated to a secure ARGUS License Server. Should you need to uninstall ARGUS Valuation – DCF for any reason, you must first check in your license key to the ARGUS License Server. You can then safely uninstall ARGUS Valuation – DCF and the license key will be available for check out when you reinstall.

## a. Checking Out the License Key

The ARGUS License Key Check Out screen will appear when launching ARGUS Valuation – DCF for the first time. A link to the “keymove.exe” is available in the **Program Menu** as well.



The screenshot shows a dialog box titled "ARGUS License Key Check Out". It contains the following fields and controls:

- Product Key:** A text box with a hyphen separator.
- Email Address:** A text box.
- Company Name:** A text box.
- Location:** A group box containing two radio buttons: "United States" (selected) and "Outside the United States".
- Buttons:** "Check Out", "Cancel", "Phone", and "Help".
- Disclaimer:** "By pressing CheckOut to authorize the use of ARGUS Valuation - DCF, you agree to transmit certain information to ARGUS\*. Press the Phone button if you do not have an Internet Connection."
- Footnote:** "\*Certain information" with a blue underline.
- Instruction:** "Enter the product key included in your installation package."

Certain anti-virus programs, firewalls, and Internet security applications and services can interfere with the license check-out process. You may wish to temporarily disable any auto-scanning antivirus program or firewall program before attempting to check out the license key.

Enter your **Product Key**, **Email Address**, and **Company Name** and select the **Location** where you will be using ARGUS Valuation – DCF. Upon selecting **Check Out** you will be presented a license agreement that you must accept to proceed. You may print or save a copy of the license agreement for review.

Accepting the license agreement and selecting continue will result in an immediate attempt to obtain the license key from the ARGUS License Server. If you do not accept the agreement, you will not be able to check out the license key from the server.

In order to authorize use of ARGUS Valuation – DCF, you will be transmitting the following information to ARGUS Software

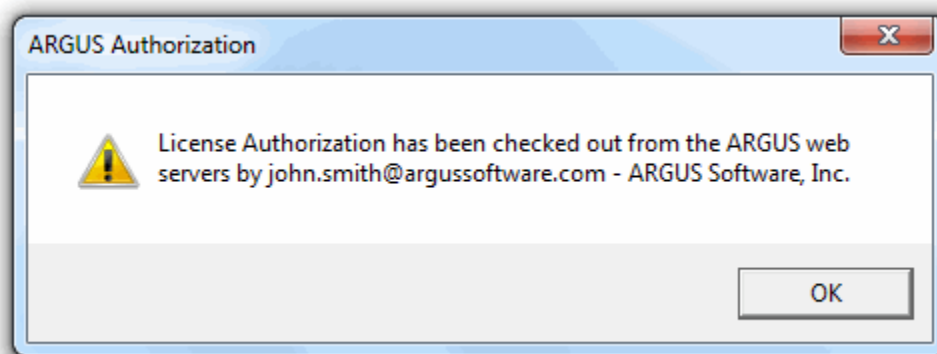
- The Product Key you type
- The Email Address you type
- The Company Name you type
- The UNC path and/or serial number of the hard drive to which you want authorization applied

ARGUS Software does not agree to keep this information private. ARGUS Software uses this information to prevent unauthorized use of ARGUS Valuation – DCF. If authorization is successful, ARGUS Software will transmit to you the following information, which will be automatically copied to the hard drive being authorized

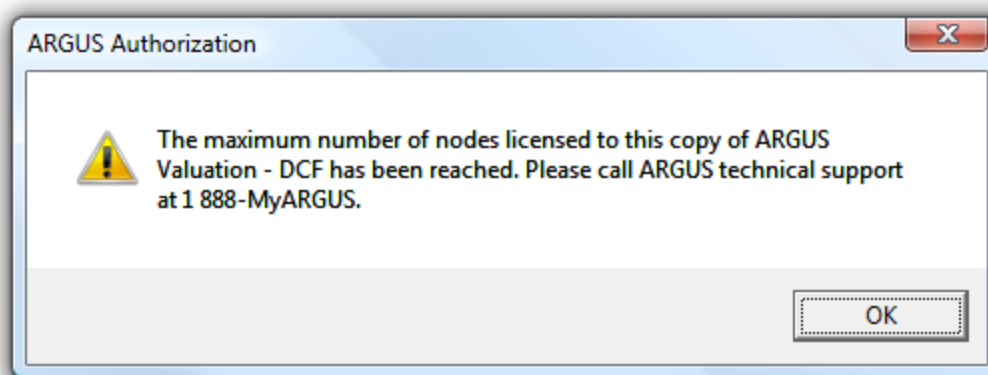
- License key data
- Configuration information that is encrypted and useless without the license key
- List of deactivated license keys that is used to prevent re-use of such license keys

For more information, please call ARGUS Software Support at 1-888-My-ARGUS (1-713-621-4343 outside the US and Canada) or email [support@argussoftware.com](mailto:support@argussoftware.com).

In the event the license key has already been checked out, the system will notify you and the attempt to check out the license key will fail. You will be able to begin the authorization process again after the license key has been checked back in.



The system allows you to install ARGUS Valuation – DCF to a maximum of two locations and share the license key between those two locations. Attempting to install to the license key to a third location will cause authorization to fail, and the system will display the following message:



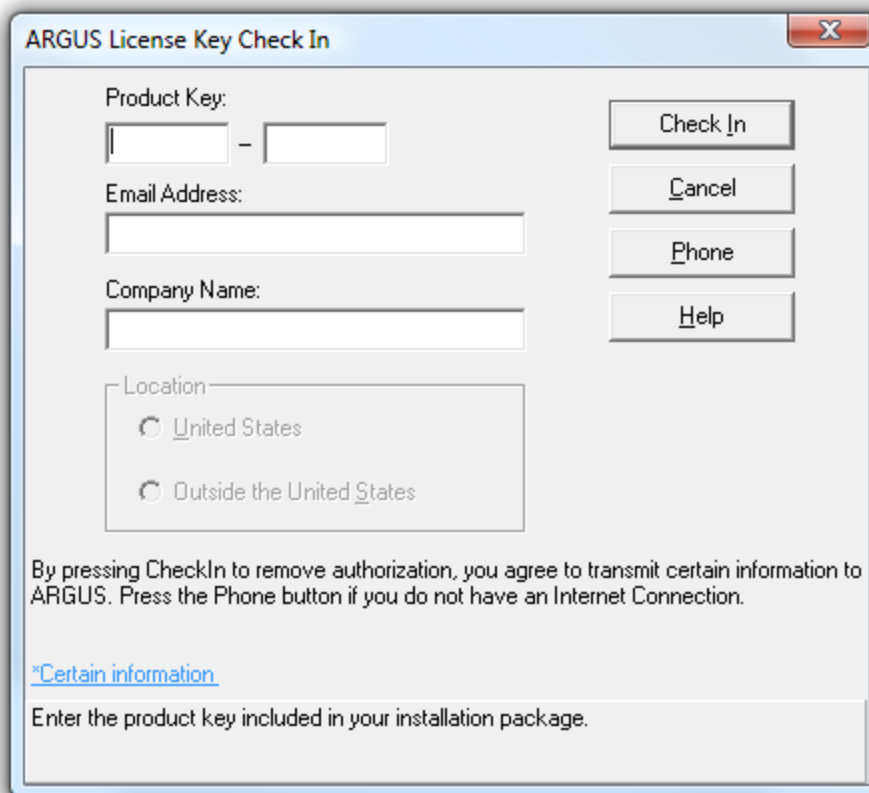
If you do not have an Internet connection and wish to authorize your copy over the phone, click the **Phone** button on the ARGUS License Key Check Out screen. A new window will provide you with a Site Code which is used to authorize your software over the phone. Call ARGUS Software Support at 1-888-My-ARGUS (1-713-621-4343 outside the US and Canada) or email [support@argussoftware.com](mailto:support@argussoftware.com). The support representative will ask you for the Site Code and provide you with the Authorization Key needed to launch ARGUS Valuation – DCF.

#### **b. Reconfiguration**

If you purchase additional modules or network seats, you will receive a new Product Key. You may refresh your configuration by checking in the old license key and then checking out the new license key without reinstall the entire program.

#### **c. Checking In the License Key**

To move the license key back to the ARGUS License Server, run the **KeyMove.exe** application from the Program Menu or the ARGUS Valuation – DCF directory. If you have a standalone copy, you may also check in the license key by accessing the **Help** menu in ARGUS Valuation – DCF and selecting **Check In License Key**.



The screenshot shows a dialog box titled "ARGUS License Key Check In". It contains the following fields and controls:

- Product Key:** Two text input boxes separated by a hyphen.
- Email Address:** A single text input box.
- Company Name:** A single text input box.
- Location:** A group box containing two radio button options: "United States" and "Outside the United States".
- Buttons:** "Check In", "Cancel", "Phone", and "Help" are arranged vertically on the right side.
- Text:** A paragraph at the bottom states: "By pressing CheckIn to remove authorization, you agree to transmit certain information to ARGUS. Press the Phone button if you do not have an Internet Connection." Below this is a blue hyperlink "\*Certain information" and a text box containing the instruction: "Enter the product key included in your installation package."

The Product Key should automatically be filled in the form as well as the last email address and company name provided. Verify the Product Key, Email Address, and Company Name provided and click **Check In**. The license key will be returned to the ARGUS License Server and will be available for future use.

In order to “de-authorize” use of ARGUS Valuation – DCF, you will be transmitting the following information to ARGUS Software

- The Product Key you type
- The Email Address you type
- The Company Name you type
- The UNC path and/or serial number of the hard drive from which you want authorization removed

ARGUS Software does not agree to keep this information private. ARGUS Software uses this information to prevent unauthorized use of ARGUS Valuation – DCF. If deauthorization is successful, the license key and configuration information will be erased from your machine. For more information, please call ARGUS Software Support at 1-888-My-ARGUS (1-713-621-4343 outside the US and Canada) or email [support@argussoftware.com](mailto:support@argussoftware.com).

If you do not have an Internet connection and wish to check in the license key over the phone, click the **Phone** button. A new window will provide you with a Site Code which is used to remove authorization over the phone. Call ARGUS Software Support at 1-888-My-ARGUS (1-713-621-4343 outside the US and Canada) or email [support@argussoftware.com](mailto:support@argussoftware.com). The support representative will ask you for the Site Code and provide you with the Authorization Key to remove the license key from your computer.

#### **d. Uninstalling ARGUS Valuation – DCF Version 15**

To uninstall ARGUS Valuation – DCF, choose Uninstall from the Windows Start menu or the Add/Remove Programs icon in the Windows Control Panel. You must check in the license key before you can uninstall.

# Troubleshooting Tips

## LAN or Network Installations

1. **This copy of ARGUS Valuation – DCF is not authorized to run:** If you receive this message after running a node install, check your drive mappings. All drive mapping must be identical.
2. **System Check 37:** This message is presented when a LAN product key is installed to a local drive or a standalone copy is installed to a network drive. Verify this initial install was performed from a workstation to the server, rather than while sitting at the server itself.
3. **Unable to establish a network connection:**
  - a. Make sure you are able to navigate to the ARGUS Valuation – DCF folder through Window Explorer.
  - b. Verify you are running the application through a mapped network drive. You can do this by right clicking on the icon on the desktop and selecting Properties. Verify both the Target and Start In are using mapped drives verses a UNC path.
4. **User Limit Exceeded:** If you are receiving a User Limit Exceeded message and you are certain you have not exceed the total number of users:
  - a. Select to view a list of users
  - b. Are those users in the application?
  - c. If no, verify they have full rights to the ARGUS Valuation – DCF folder and all of its subfolders. Then need to be able to add, delete, create, edit and modify.
  - d. If yes, verify the user trying to access the application has full rights

# Support FAQs – Frequently Asked Questions

## ***Q: What are the minimum system requirements for ARGUS Valuation – DCF, Version 15.0?***

**A:** The system requirements are as shown below:

- Desktop Operating Systems - Windows XP (Service Pack 2), Windows Vista, or Windows 7
- Server Operating Systems - Windows 2003 Server, Windows 2003 Server R2, Windows 2008 Server, or Windows 2008 Server R2
- Thin Client Environments (WAN License only) - Citrix XenApp Version 6, Citrix Xen Server 5.5, Windows 2003 Server and Windows 2008 Server
- Supported OpenARGUS Data Environments - MS Access 2003 (or later), MS SQL 2005, MS SQL 2008, or MS SQL 2008 R2
- PC Requirements - Memory: 1.0 GB RAM, Hard Drive: 200 MB Disk Space, Processor: 1.0 GHz or better
- Server Requirements - Memory: Minimal processing done at server, Hard Drive: 250 MB Disk Space, Processor: Minimal processing done at server
- Thin Client Server Requirements - Memory: 1GB plus 30 MB per session, Processor: 1.5 GHz or better
- Browser Requirement - Internet Explorer 6.0 or higher
- ARGUS OBA Requirement - MS Excel 2007 or higher

## ***Q: How do I convert my ARGUS 2007 or ARGUS Valuation – DCF Version 14.0 files to ARGUS Valuation – DCF, Version 15.0?***

**A:** ARGUS 2007 and ARGUS Valuation – DCF Version 14.0 files are automatically upgraded when opened in Version 15.0. ARGUS Valuation – DCF will ask you to confirm the file upgrade process. We strongly recommend that you make back-up copies of your older files prior to this permanent upgrade process.

## ***Q: Can I install ARGUS Valuation - DCF to more than one machine?***

**A:** Yes, if you have a standalone copy, ARGUS Valuation - DCF may be installed on up to two machines. The standalone copy is designed to run on one machine at a time. You can authorize a computer to run ARGUS Valuation - DCF by moving the license key to the appropriate computer. See Also - About the Authorization Process

## ***Q: Do I need to uninstall ARGUS 2007 or ARGUS Valuation – DCF Version 14.0 before I install ARGUS Valuation – DCF, Version 15.0 to the same location?***

**A:** No. Note that when you install ARGUS Valuation - DCF Version 15.0 over a previous installation of the software and accept all of the default values in the installation, you may have multiple selections for

ARGUS Valuation – DCF on the Start menu. However, when selecting any of them ARGUS Valuation – DCF, Version 15.0 will run.

***Q: Where is my data folder located?***

**A:** Data folders for network installations are located in the program folder on the network drive. Data folders for single computers are located in one of the following:

***Data folder location for older Operating Systems:***

C:\Documents and Settings\All Users\Application Data\ARGUS Software\DCF\Data

***Data folder location for Vista and Windows 7:***

C:\ProgramData\ARGUS Software\DCF\Data