

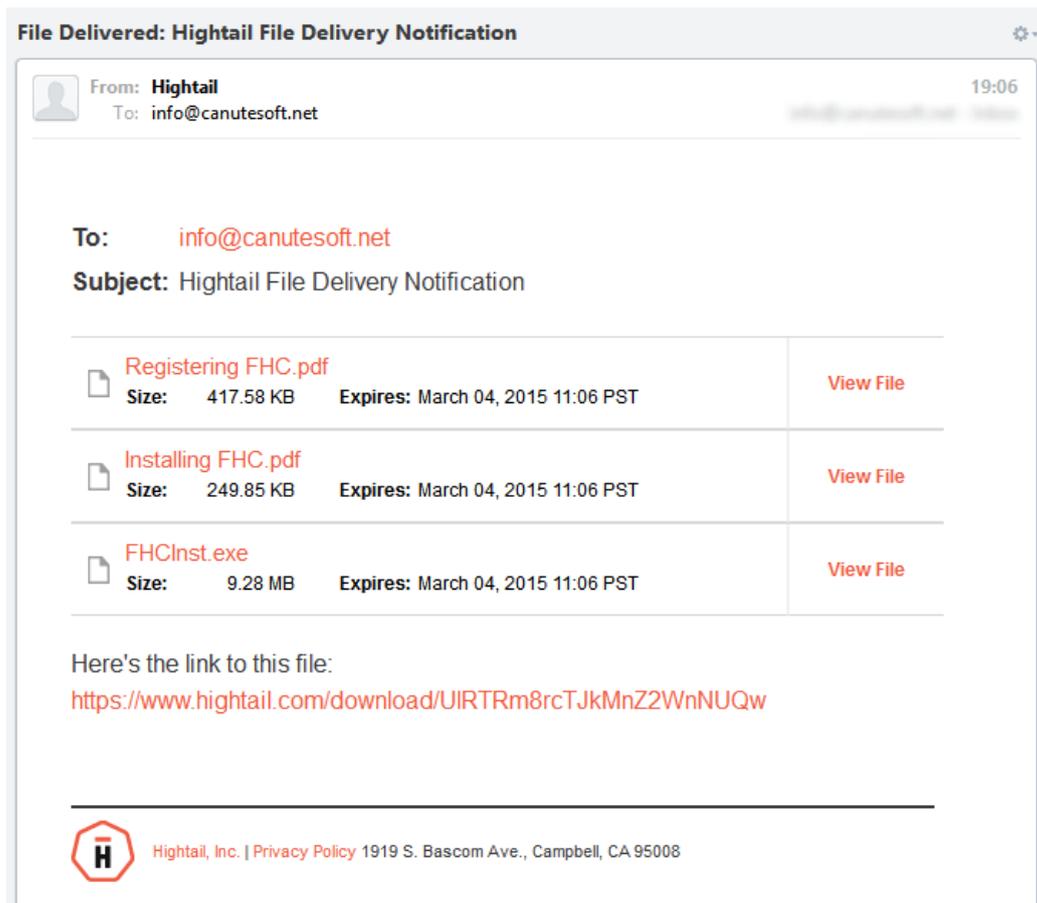
If you have installed the **FHC evaluation copy** (DEMO version) then you should full uninstall before you install this new version.

The FHC install program is supplied in to methods:

- Installation CD
- Link to download from the internet (hightail.com)

METHOD USING THE DOWNLOAD LINK

We use [hightail](#) as a method of distributing our software and you will receive an email from them which will look like the one below:



This link is only valid for a short period of time so please insure that you have downloaded your copy before the link expires. Once you have download all the files you should keep them in a safe place. You can use the single download to install the FHC software onto all the computers in your company for which you have licences. If at any time you need to reinstall the software again you can use a copy you have downloaded and saved to reinstall.

INSTALLATION FROM CD

If you have a FHC installation CD then insert this in to your computers CD player and wait the CD to be recognized and in most cases the installation program will automatically start. If the software does not start you will need to open the 'My Computer' and navigate to the CD player and then select the FHCPro.exe file to start the installation.

Now please follow the instruction bellow 'Installing FHC'.

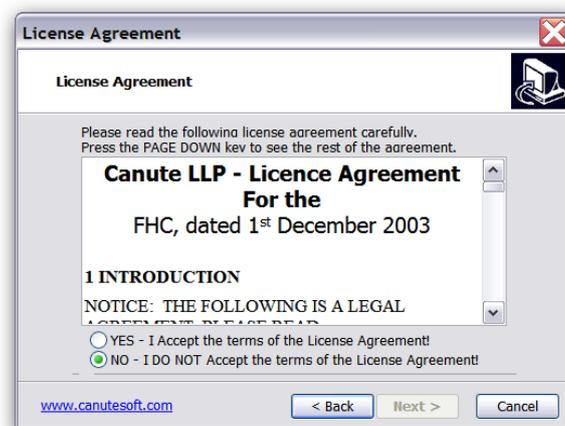
INSTALLING FHC

It is **very important** to insure that you have full administration rights before you install FHC. If you have a computer administrator please asks them for advice or to undertake the installation process.

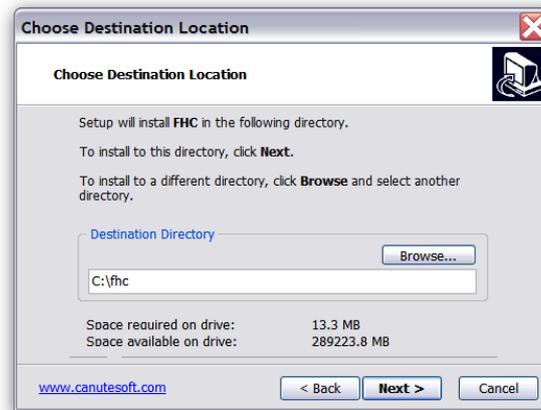
We recommend that if you have a previous version of FHC installed that you make a backup copy before you continue with the installation.



You will now be asked to accept the Canute LLP license agreement for FHC



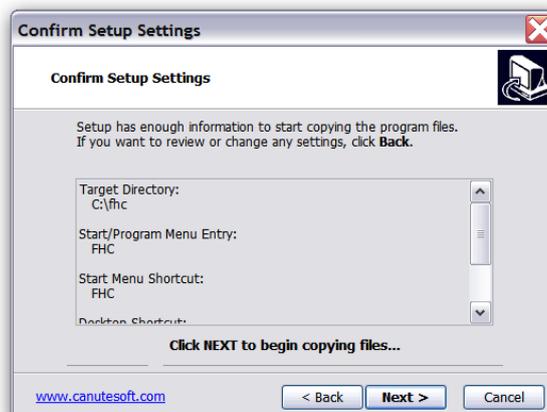
The next screen will recommend that location FHC will be installed too. We strongly recommend that you level this location unchanged unless it is absolutely necessary to change it.



The next screen will set up short cuts on the start menu and desktop and you can also select if this is the 'ALL Users' or the current uses. We recommend that you level this unchanged.



The next screen is confirming the installation options and you can press the 'next' button to start the installation, 'back' to make a change or 'cancel' to abort the installation processes.



STARTING FHC

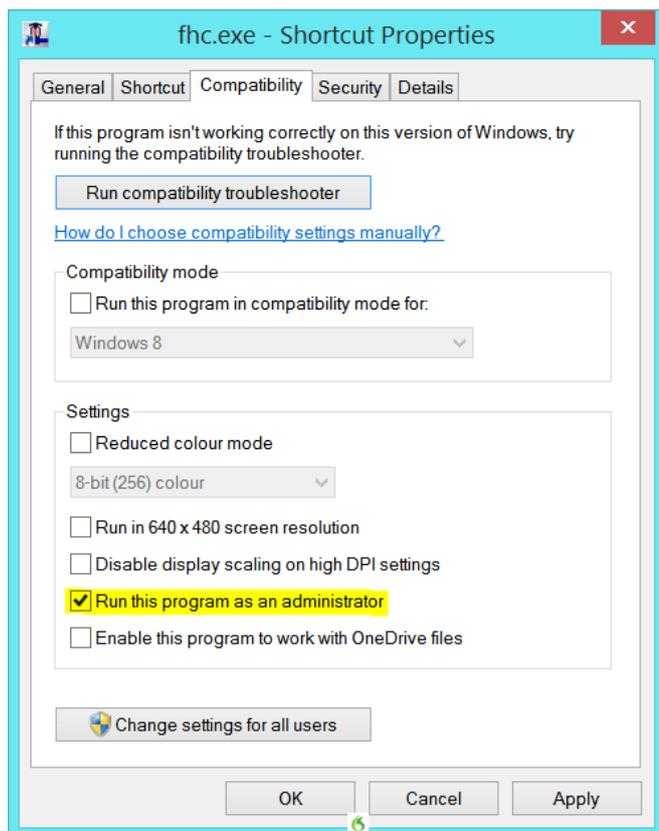
Once FHC has been installed we recommended that you test that it fully works in the same account as you installed it you should also request a 'registration code' as soon as possible otherwise you will not be able to use all the functions of FHC.

If the FHC software is normally used by different account holder on the same PC and please switch that account and test that the software runs correctly.

TROUBLESHOOTING

They can be a number of reasons why FHC does not run correctly but this is nearly always down to incorrect installation or the target computer not having the necessary permissions to read the files it requires.

In the first instance it is worth trying to modify some of the settings to do this locate the FHC icon on your desktop and then right click and go to *properties* -> *compatibility*. Select *run this program as an administrator* and then press the apply button then the OK button. If FHC is to be used by a number of users on the same computer it may be worth using the change settings for all users and follow the same procedure as above.



If your computer is a member of a domain network we would recommend that you contact your domain administrator for advice and see if they are able to elevate the permissions on your computer. It may be helpful if they can give you full administration rights just to test FHC to see if this is the issue.

We have tested FHC on Vista, Windows 7, Windows 8 and 8.1 without any issues if you experience any difficulties please contact us at support@canutesoft.com