# EasyPay Installation Instructions

## Recommended Requirements

The recommended requirements are Microsoft Windows 10 (64 Bit) with 8 GB RAM and at least 20 GB of free hard disk space.

## Apple Computers

If you have an Apple computer, then you will first need to setup Microsoft Windows on your computer. There are two options for this.

The first option is to use Bootcamp, a free feature included with your Apple computer. For information on setting up Bootcamp, please refer to the video at https://www.youtube.com/watch?v=Hmm9Q-T0oTo

A second better option is to buy and set up Parallels. A video detailing the setup of parallels is available at https://www.youtube.com/watch?v=7Ff-OByV--k

## BullGuard Antivirus Software

If you are using the BullGuard Antivirus software, this software has a known issue with the installation of Microsoft SQL Databases. It will be necessary to first uninstall BullGuard prior to installing EasyPay. The software can be reinstalled after successful installation of EasyPay.

## Microsoft .NET Framework Requirements

EasyPay currently uses the .NET Framework 3.5. If you do not have this feature enabled in Microsoft Windows, a warning message will appear at the start of the installation. For information on how to enable this feature, visit https://docs.microsoft.com/en-us/dotnet/framework/install/dotnet-35-windows-10

## Windows Updates (Important)

Before starting installation, we recommended checking Windows Update first to see if there are any Windows Updates currently being installed or if the computer requires a restart. You can access Windows Update from the Control Panel or search for "Windows Update" in the Search bar at the bottom of the screen.

## Administrator Rights

Please also ensure you are logged on to the computer with a user account that has administrator rights. On many corporate networks the right to install new software is restricted to administrators.
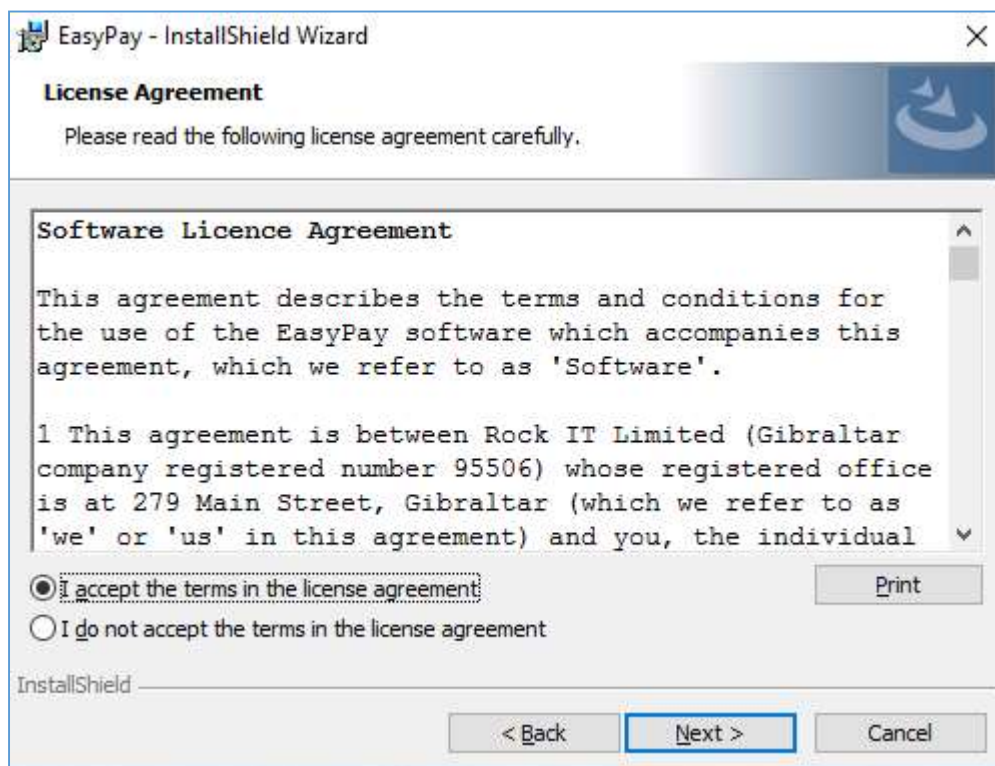
To install EasyPay on a new PC, simply download the installation software to the desktop from the EasyPay website http://www.easypay.gi/support.html

After downloading the installation program, double click on the program to run it.
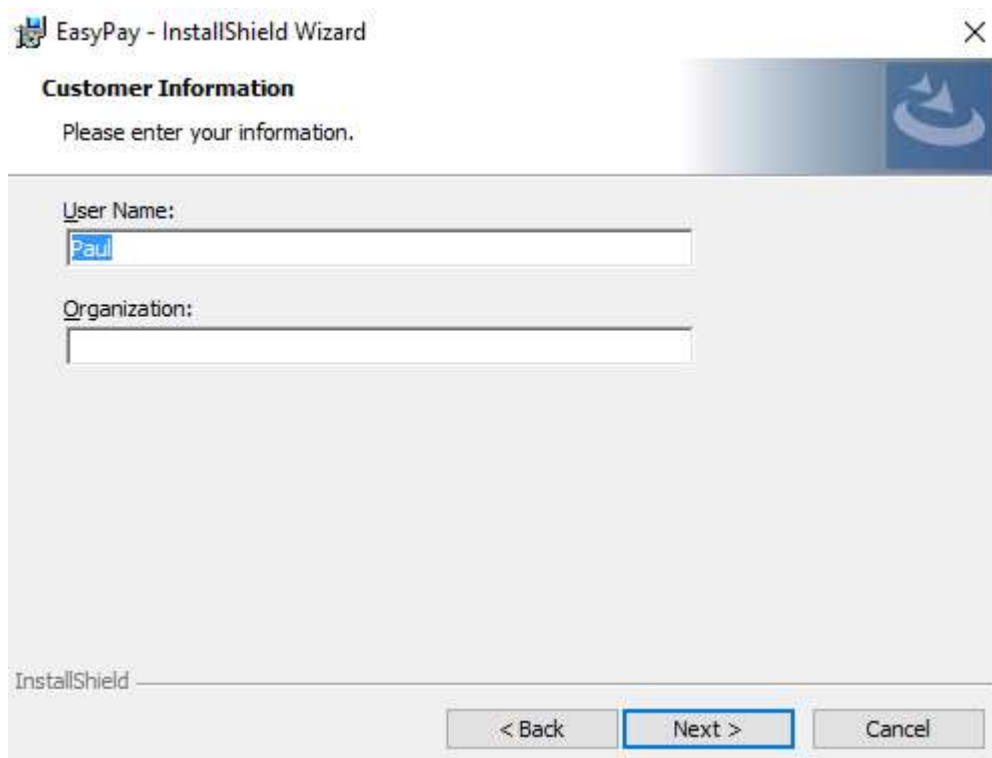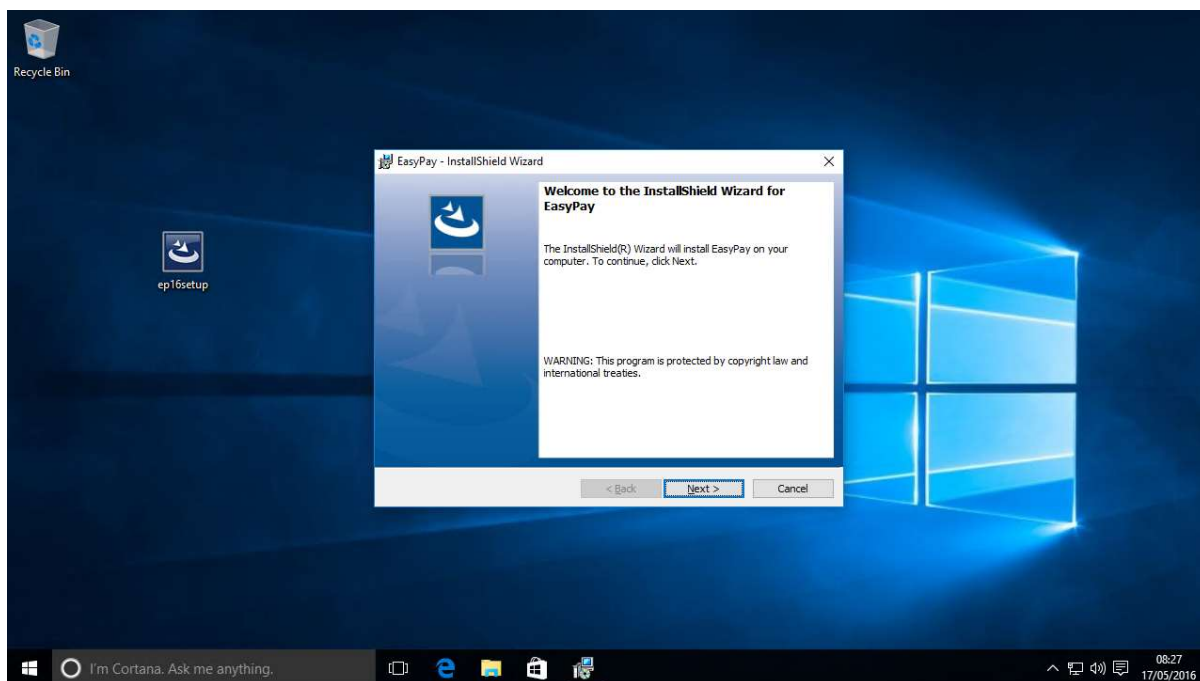


Click Next.

The License agreement will appear. You can read or print the agreement (optional), but to proceed you will need to click accept.



Click Next.

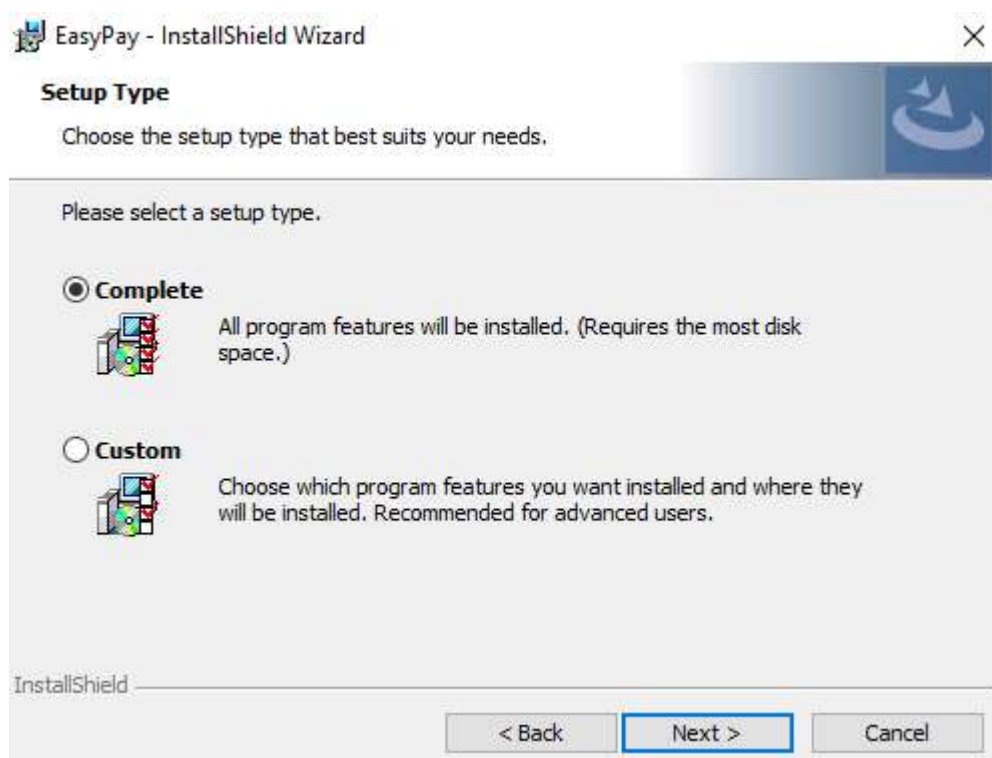The Customer Information window will appear, please enter your details.



Click Next

You will now have the option to select Complete installation or Custom.

If you are a first time user and wish to set up a new EasyPay database, choose "Complete"

If there is already an EasyPay database set up somewhere else on your network, you can optionally choose Custom and turn off the option to install the installation files for the EasyPay database server. This saves at least 500 MB of disk space.
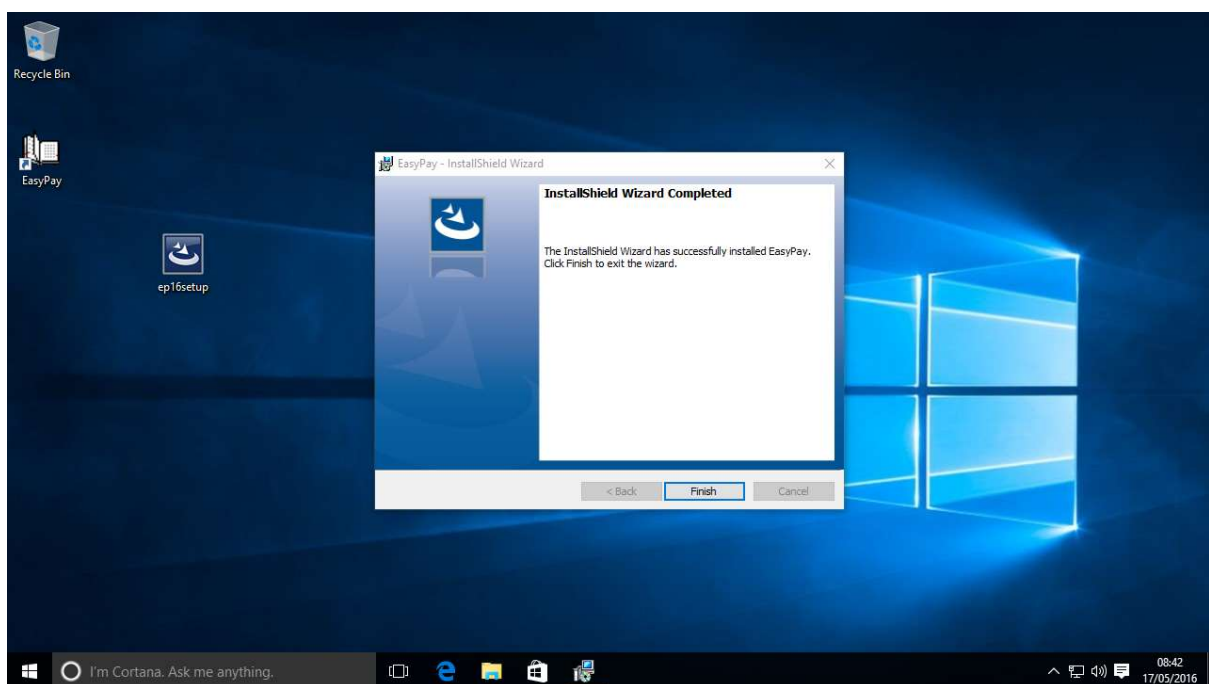


Click Next
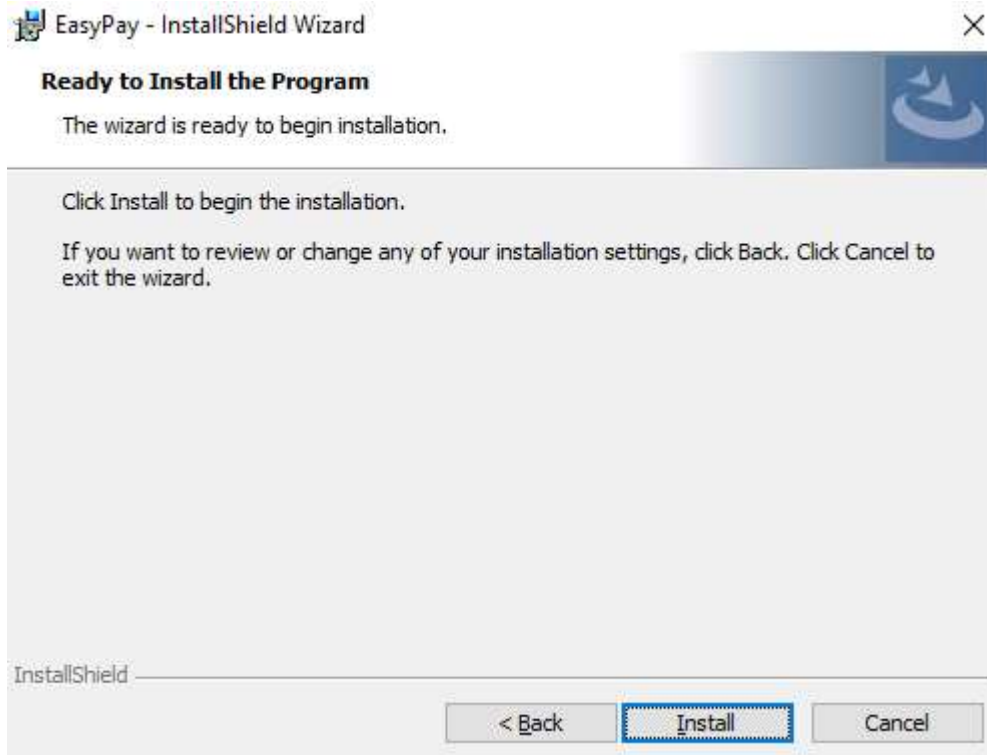
Click Install to start the installation process.

The installation process can take a few minutes.

After the installation process completes you will see an "Installation Wizard Completed" message. An icon will have been created for EasyPay on the desktop.

Click Finish.

**Running EasyPay**

Double click on EasyPay.



If this is the first time you install EasyPay, then you will need to click the button to set up an EasyPay database to run on this computer.

If there is already a computer on your network with an EasyPay database, select the option to connect to an existing database. You can skip to "Logging In To EasyPay" section in these instructions as there is no need to set up another EasyPay database.

**Set Up An EasyPay Database**

If you selected this option, you will next be presented with a question regarding enabling EasyPay for Network use.

If you do not plan to have other computers connect to the payroll, we recommend that you click NO for increased security. If you do however, then you will need to click YES.
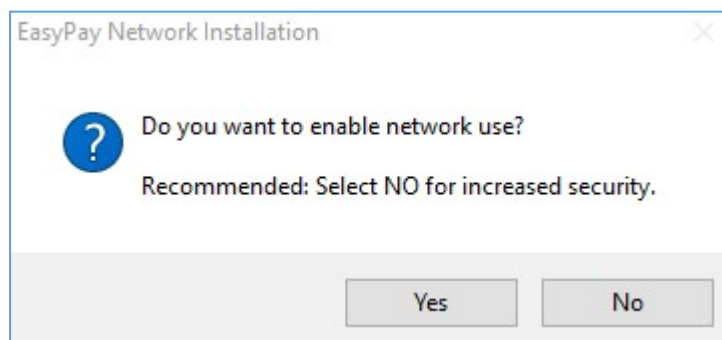


Next SQL Server 2014 Express will install. This process is automatic but can take 5 to 10 minutes depending on the speed of your computer.

**Logging Into EasyPay**

You are now ready to log in to EasyPay. Double click on the EasyPay icon on the desktop to run the program.



If you are a first-time user and have just set up a database, you can simply click ok to log straight in. There is no password set by default.

If you wish to connect to a database set up on another computer on the network then you will need to click on the settings tab. You will need to enter the location of the database.

**EasyPay Registration Wizard**

The very first time a user logs into a new database, the EasyPay Registration Wizard appears.

Please fill out the details in full. These details are important for correct activation of the software. EasyPay will use these details to contact our server to retrieve your license details.

Congratulations, you have now installed EasyPay!

EasyPay will now prompt you to set up a new company and add some employees to it.

**License Activation**

After Installation, your software will need to be activated.

If your license details have not been found or activated yet, then the software will default to a 10-employee license of EasyPay Standard for three days.

You can check to see your license details in EasyPay from the Help Menu (at the top of the screen) and clicking the About option.

You should contact your EasyPay Reseller to ask them to activate your software. The software activation process is usually carried out over the Internet automatically, but can be carried out by telephone if your computer has restricted Internet access.

**Post Installation Clean up**

After installation you should delete "ep16setup" to save disk space from your desktop. In some cases, a temporary folder such as "SQLEXPR_x64_ENU" or "SQLEXPR_x86_ENU" may have been created on the desktop. This folder can also be safely removed.

**Common Issues with installation**

Q. Immediately after installing a blank new database, I get the message "**Connected to SQL Server, database appears up but not accessible by application.**" when running and logging into EasyPay the first time.

A. If EasyPay is installed while other Windows Updates are being installed, the installation process does not always complete successfully. To complete the installation process, perform the following steps:

    1. Run a command prompt as administrator.

        You can do this by going to the search bar, search for "CMD"

        Right click on Command Prompt and select "Run as Administrator"

    2. Change to EasyPay program directory.

        Type "cd c:\program files (x86)\easypay" into the command prompt and press enter.

    3. Run EasyPay with /INSTALLDB option

        Type "easypay.exe /INSTALLDB" and press enter.

    4. A message will appear when the installation process has completed saying "/INSTALLDB completed". You can now run EasyPay.

Q. During the installation you receive a crystal reports installation error message similar to the below message regarding a DLL which has failed to register.
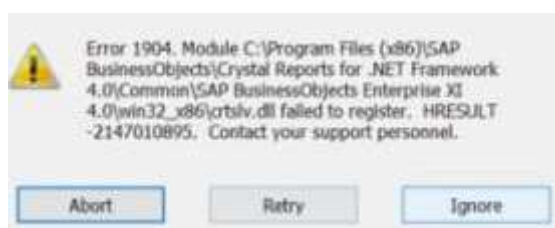
A.  This is usually due to running the installation software from an account which does not have the rights to install new software. In other words, an account which does not have administrator access.

You can either reinstall EasyPay, after logging in to the computer with an account with administrator rights.

Alternatively, you can run the following installation programs to rectify the issue:

http://www.rockit.gi/files/CR13SP26MSI64.MSI (For Windows 64 Bit editions)

http://www.rockit.gi/files/CR13SP26MSI32.MSI (For Windows 32 Bit editions)


Q.  EasyPay is having difficult connecting to the EasyPay Database which is hosted on another computer. An error message appears that says something along the lines of "unable to connect to database".

A.  Check that you have restarted the host PC since you first setup the EasyPay database. It is very common that the SQL Database installation is not fully completed until the computer has been restarted.

Next check that you have set the correct server location.

When you are running EasyPay, click on the settings tab, check the SQL Server Name. This must correctly indication the location of the computer hosting the EasyPay Database. The format of the SQL Server name must follow the standard format:

Computer Name\DBEP,13211

Note: Alternatively, the IP Address could be used in place of the Computer Name.

The next point to check is that the firewall on the host computer has been configured to allow INBOUND traffic on TCP Port 13211. This is the port that is used for database communication. A Windows Firewall rule is created automatically by the installation software; however, it may be necessary to manually create this rule if you have other antivirus / security products installed on the computer.

Another common cause for this issue is that the host computer is not configured to share the database by TCP/IP. (Please refer to the next point.)


Q.  The computer hosting the EasyPay database has not been configured to use TCP/IP.

A.  If the user selected No to the following question that arises during the installation – "Do you wish the database to be enabled for network use?" Then the database will have TCP/IP disabled. To access the database over a network, TCP/IP needs to be enabled.

Run the COMPUTER MANAGEMENT tool. You can find this by right-clicking on the Windows button at the bottom of the screen.

> *On the left window pane of Computer Management*
> *Left click on Services and Applications to expand it.*
> *Expand SQL Server Configuration Manager.*
> *Expand SQL Server Network Configuration.*
> *Double click "Protocols for DBEP"*
> *Right click TCP/IP in right pane.*
> *On Protocol tab*

*Check it is set to Enabled = Yes. (Change if it is No)*
*Change to IP Addresses tab*
*Each network adaptor in this section is labelled IP1, IP2, IP3 and so on.*
*Look for the physical network adaptor.*
*Note: It will be the one which has a valid IP address for the local network.*
*Check TCP Port for this adaptor is 13211.*
*Go to the bottom. Where it says IPAll, check TCP Port is set to 13211.*
*Click Ok.*
*On the left pane, under SQL Server Configuration Manager*
*Click SQL Server Services.*
*On the right pane, right click SQL Server (DBEP) and choose RESTART*

The EasyPay help desk is available for assistance with installation issues. You can reach them at
easypay@easypay.gi