

Magaya Software Installation Guide

Introduction

Topics in this installation guide:

- System Requirements
- Installation Steps
- Software Components Installed
- How to Update Magaya Software
- How to Uninstall Magaya Software
- Contact Magaya & Find Help¹

System Requirements

Hardware Requirements for Installing Magaya Software

To install Magaya software, follow these hardware and software minimum requirements:

New Requirements for Magaya software version 11+: See below for details of which Windows operating systems **NO LONGER** supported!

	Server	Workstation (client)
Processor	Recommended: 64 bits processor and multiple cores	See supported OS requirements

1. Revision date: October 25, 2019

	Server	Workstation (client)
Memory	Minimum: 2 GB Recommended: 1 GB per license (should be increased as database size increases to ensure optimal performance)	Minimum: 1 GB / Recommended: 2 GB and up
Hard Disk Space (HDD)	5 GB minimum Recommended: 10 GB (As your database grows, you will need more space)	Minimum: 1 GB
Operating System	Windows Server 2008R2 or higher (64 bits recommended)	Windows 7 or higher
Network	Minimum LAN: 100 Mbps/ Recommended: 1Gbps	Minimum LAN: 100 Mbps/ Recommended: 1Gbps

Date of Documentation Revision: October 25, 2019

Notes:

It is not recommended to have the backups in the same HDD where the Magaya database is running.

For a network installation, a minimum of 1 GB of memory is required for the server. 2 GB is recommended.

The following port needs to be enabled: Port 6110 TCP for the database server.

Microsoft Library Needed:

If you are using one of the following operation systems, you will need to install the msxml 4.0 Service Pack 3 library to use Magaya:

Windows 2000 Service Pack (SP) 4, Windows 7, Windows Server 2003 SP 1, Windows Server 2003 SP 2, Windows Server 2008, Windows Server 2008 R2, Windows Vista, Windows Vista SP 1, Windows XP SP 2, Windows XP SP 3

MSXML 4.0 Service Pack 3 (SP3) is a complete replacement of MSXML 4.0, MSXML 4.0 Service Pack 1 (SP1) and MSXML 4.0 Service Pack 2 (SP2). MSXML 4.0 SP3 provides a number of security and reliability bug fixes.

NOTE: This information is from Microsoft, not Magaya. Always see Microsoft.com for the most current information.

See the Microsoft website for details and to download the file:

[Microsoft download:](#)

<http://www.microsoft.com/en-us/download/details.aspx?id=15697>

Magaya on Windows XP ended in 2017.

End of Support for Windows XP, Windows Vista and Windows Server 2003

Magaya Corporation has adopted new technologies in order to continue offering state of the art solutions to our customers and to solve new challenges in a more effective and productive way. In order to do this, we have no other option but to **discontinue support for some of the older Windows operating systems** that are not compatible with these technologies and that are already not supported by Microsoft Corporation.

Starting with the release of Magaya software 11, Magaya no longer supports the following operating systems:

- For clients PCs, we do not support Windows XP and Windows Vista
- For servers, we do not support Windows Server 2003. Windows Server 2008 R2 is the oldest server version supported.

These links from Microsoft announce their end of support for these operating systems:

- [End of XP support:](https://www.microsoft.com/en-us/windowsforbusiness/end-of-xp-support)
<https://www.microsoft.com/en-us/windowsforbusiness/end-of-xp-support>
- [End of Vista support:](https://support.microsoft.com/en-us/help/22882/windows-vista-end-of-support)
<https://support.microsoft.com/en-us/help/22882/windows-vista-end-of-support>
- [End of support for Windows server 2003:](https://www.microsoft.com/en-us/cloud-platform/windows-server-2003)
<https://www.microsoft.com/en-us/cloud-platform/windows-server-2003>
- [Microsoft Windows Life Cycle support page:](https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20Xp)
<https://support.microsoft.com/en-us/lifecycle/search?alpha=windows%20Xp>

Magaya recommends as minimum requirement:

- For clients PC: Windows 7 or higher
- For servers: Windows Server 2008 R2 or higher (64 bits highly recommended)

Check your servers and every computer that uses Magaya in your offices, warehouses, etc., and upgrade those running Windows XP, Vista or Server 2003 today.

Magaya software releases prior to version 11 release will continue to work on these platforms, but we will no longer offer updates after version 11 release, which became available in September 2018.

Magaya Software on the Cloud

The Magaya Cloud is an Internet-based computing solution that delivers Magaya software as a service. Using Magaya software via the Cloud eliminates the need to buy expensive servers, and you have remote access to your Magaya database from anywhere. It works on PC or Mac computers. See the following Knowledgebase article for:

- System Requirements
- How to log into the Cloud portal

- How to migrate from a local installation of Magaya software to the Cloud
- FAQs

[Getting Started with the Magaya Cloud](#)

https://knowledge.magaya.com/#/article/cloud_getting_started

Install Magaya Software

Steps to Install on a Single Computer (or Server)

To install Magaya software, first download the installation program and then install the software from that downloaded program.

The software can be installed for a single user or installed on a network that connects many users.

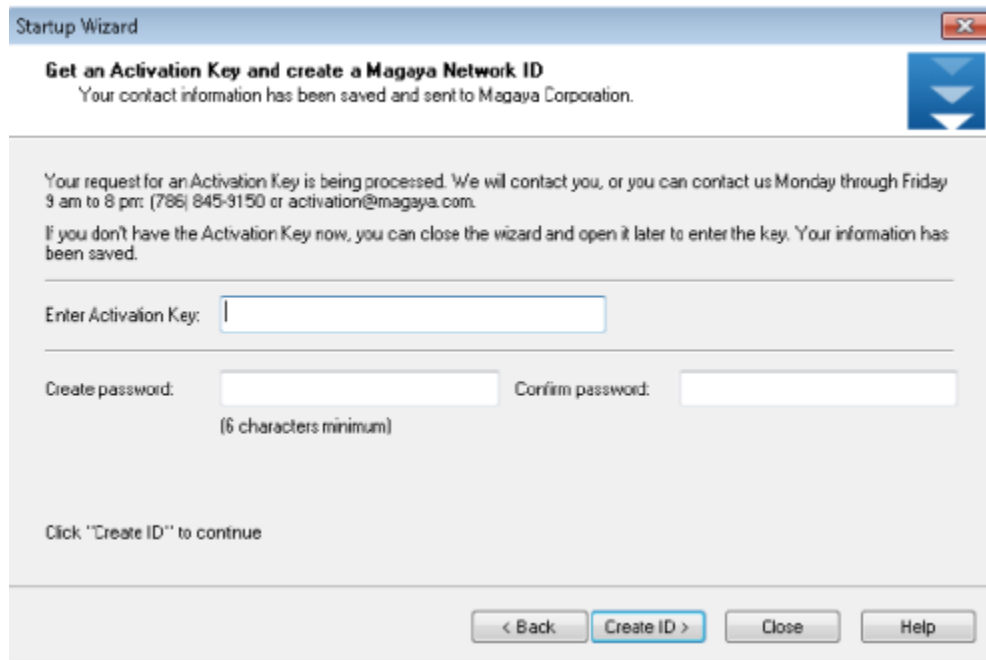
The steps for installing any Magaya software on a single computer (or a server) are the same whether the installation is done on a PC, a laptop, or a server in a corporate headquarters or at a web hosting location.

- 1) **Get the Download Program:** Go to Magaya.com, and fill in the fields on the web registration form. Enter the email address to receive the downloading instructions. **You must use the same email address for the download and the installation processes.**

A link to download the software will be sent to that email address. Follow the instructions in the email message.

*An Activation Key is required to use the software. When you're installing the software, you will see the Activation screen. When you receive the code, enter it in this screen. If you don't receive a code right away, you can close the wizard and return to it later. It will reopen in the same screen. This step is required to assign you a Magaya Corporation identification number called a **Network ID**. The*

Network ID enables your Magaya database to connect to the Magaya Network, the infrastructure that the software is built on.

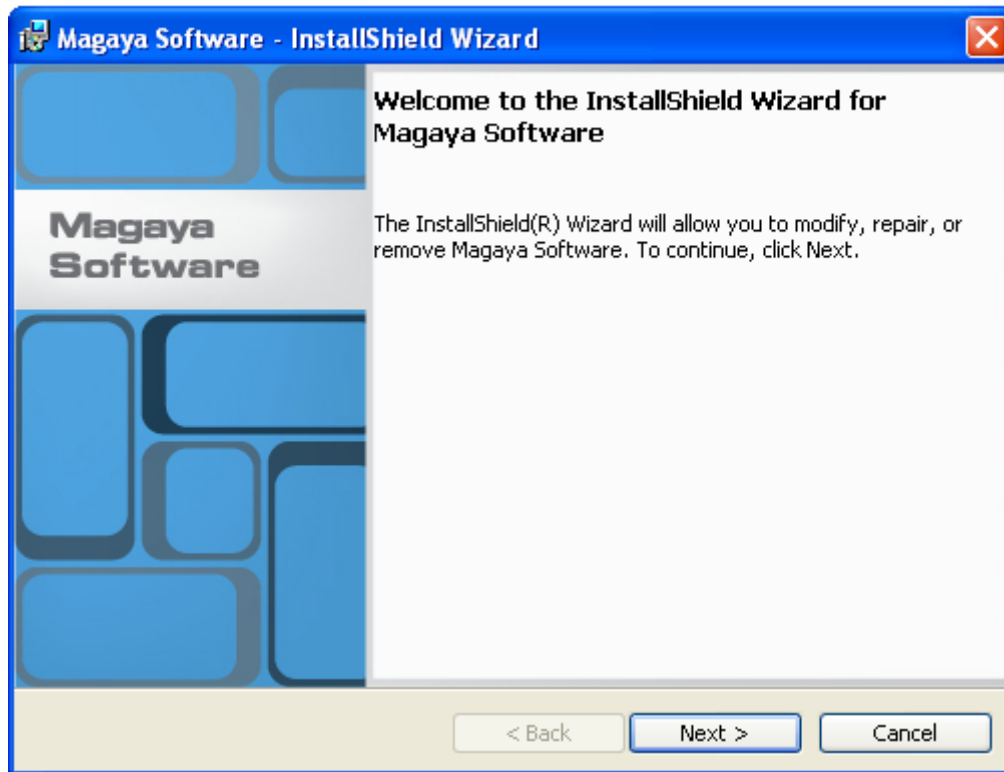


The Startup Wizard is explained in the following Knowledgebase article:

Startup Wizard:

https://knowledge.magaya.com/#/article/startup_wizard/EN

- 2) **Install the Program:** Double-click on the **InstMCS.exe** file to run it. The Installation Wizard screen appears:



- a) Follow the instructions in the wizard.

Choose Language: You can choose the language of the software. Later, when you log in, you can select a different language, but this installation step will determine the language of all the Account Types and Items and Services and other elements of the software. For example, if you install it in English, then these elements will be in English, even if you change the language later. To change these, you will need to uninstall and reinstall the software in that language. Contact Magaya Tech Support from Page One, the welcome screen in your software for assistance.

The option to change the language of the interface enables you to have different employees in your company working in a different language if needed, all in one database (i.e., one Magaya Network ID).

Note: You can also change the language of the interface in the Options button from the top of the software screen. If so, then you must restart the software.

- b) Click the Close (or Finish) button when the setup is completed.
c) Restart the computer if necessary.
d) Double-click the Magaya Explorer shortcut icon to start the software.



This icon should appear on your desktop. If not, go to your Start menu to find it in the programs list.

You can now log in with the Administrator user name and password.

Recommended Next Steps:

Next follow the configuration steps in the topic “Initial Software Configuration” to enter your company information and create employee user names and passwords and other set up tasks:

3) [Initial Software Configuration: Overview](#)

https://knowledge.magaya.com/#/article/intro_initial_sw_config/EN

The article also includes links to help you learn how to navigate the interface.

Also see Page One, the welcome screen in your Magaya software for links to resources such as training videos, user manuals and more.

If you are installing the software at a large company with employees in different departments, we recommend contacting Magaya Corporation for training to ensure all your employees know how to perform the tasks for their roles.

Steps for Client-Server Installation on a Network

“Network installation” means to connect other computers (or “clients”) to the main computer (server) where you run the Magaya software.

If you have not installed the Magaya software on a main computer (a PC, server, etc.), then install it first. See the steps in the section [“Steps to Install on a Single Computer \(or Server\)”](#).

For better performance, it is recommended that the IP address of the server computer is set as static.

The network can be a local network or a corporate network via VPN. These steps are for the client side of the client-server installation.

Follow these steps for each computer (or workstation) that will run the Magaya software:

- 1) Install the software. See the steps in the section “Steps to Install on a Single Computer (or Server)”.
- 2) Open Windows Explorer on the workstation.
- 3) Locate the server computer. The workstation must have access to the server computer over the network. If not, you must share the Magaya installation folder at the server computer in Read Only mode.
- 4) Access the shared directory where the Magaya software is installed.
- 5) Locate the SetupClient.exe file under the Magaya software directory on the server computer.
- 6) Double-click on the SetupClient.exe file. A dialog box appears showing the steps for the workstation installation process.
- 7) Click Install.
- 8) When the setup is finished, click Close. A shortcut icon to the Magaya Explorer is created on your desktop.
- 9) Double-click on the Magaya Explorer icon to access the Magaya software.

Perform the steps above to install the Magaya software for all the workstations that will run the Magaya software.

Terminal Services Installation

The Terminal Services set up consists of clients (computers) connected to the server, and the application runs on the server.

- 1) Install the software. See the steps in the section “Steps to Install on a Single Computer (or Server)”.
- 2) Copy the shortcut icon for the installation you just did and put the copy onto the desktop of each user.

The software is ready for the user.

Software Components Installed

Software Components Installed with Magaya Software

When you install Magaya software, the following are installed:

- **Magaya Explorer:** This is a Windows Explorer-look-a-like program that allows you to manage all the data with a familiar interface. As part of the installation process, Magaya software creates a desktop icon of the Magaya Explorer for you:



- **Magaya Communication Suite Controller:** This runs as a service (CS.Service.exe) and allows you to log into the Magaya Network system, share data among other companies using Magaya software, send documents via email, and let your clients track their transactions in real time. To interact with the server, you use the Magaya Communication Server Agent. A Magaya Communication Server Agent icon is displayed on your taskbar. To manage the Magaya Communication Server Agent, right-click on the icon:



Note: The Magaya Communication Server name was changed to the “Magaya Communication Suite” in version 11 of Magaya software. To learn about the Suite and see a full list of the components installed with, please see:

- [Communication Suite](#)
https://knowledge.magaya.com/#/article/communication_suite/EN
- **Magaya Database Server Agent:** The Magaya Database Server agent should always be running to allow you access to the data across the network and/or locally. This runs as a service. It is called

MagayaDb.exe (for 32-bit operating systems). Also installed is MagayaDb64.exe for 64-bit systems. For information on managing the performance of the database, see Chapter 8 in the *Magaya Software Customization Manual*. Also see in the Knowledgebase:

Database Administration:

- [Database Administration](#)

http://knowledge.magaya.com/#/article/intro_database_admin

Database Performance:

- [Database Performance](#)

https://knowledge.magaya.com/#/article/database_performance/EN

Access the administration dialog box of the Magaya Database Agent by right-clicking the icon on the task bar:



- **Magaya Document Designer:** The Magaya Document Designer enables you to customize many documents in Magaya Explorer. It gives you tools to create custom fields, insert images, code JavaScript, and more. Learn how to use the Document Designer:

- [Introduction to the Document Designer](#)

https://knowledge.magaya.com/#/article/intro_document_designer/EN

These software components are on your computer (or server) under All Programs > Magaya Software.

To learn more about the Magaya Communication Suite, see the following topic in the Knowledgebase:

[Communication Suite](#)

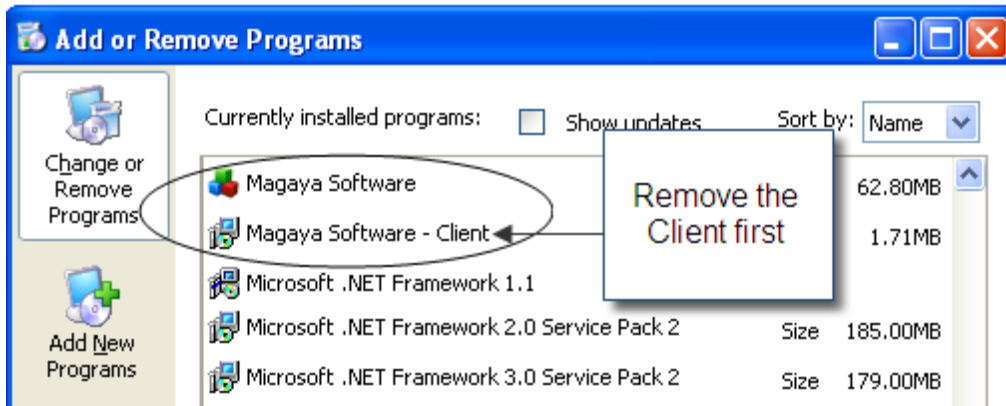
https://knowledge.magaya.com/#/article/communication_suite/EN

Uninstall Magaya Software

To uninstall Magaya software (and the Magaya software client), follow these steps:

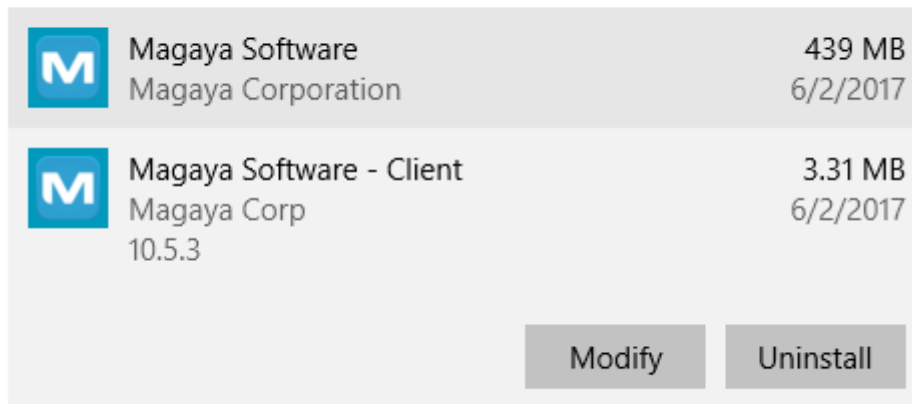
- 1) Go to the Control Panel.
- 2) Double-click “Add/Remove Programs.”
- 3) Select “Magaya Software - Client” and click “Remove.” If any programs are open, the system will tell you.

Be sure to remove the Magaya Software Client first according to these steps



If you have Windows 10, your list may look different:

Apps & features



- 4) Select "Magaya Software" and click "Remove".
- 5) Click "Close" when finished.

Update Magaya Software

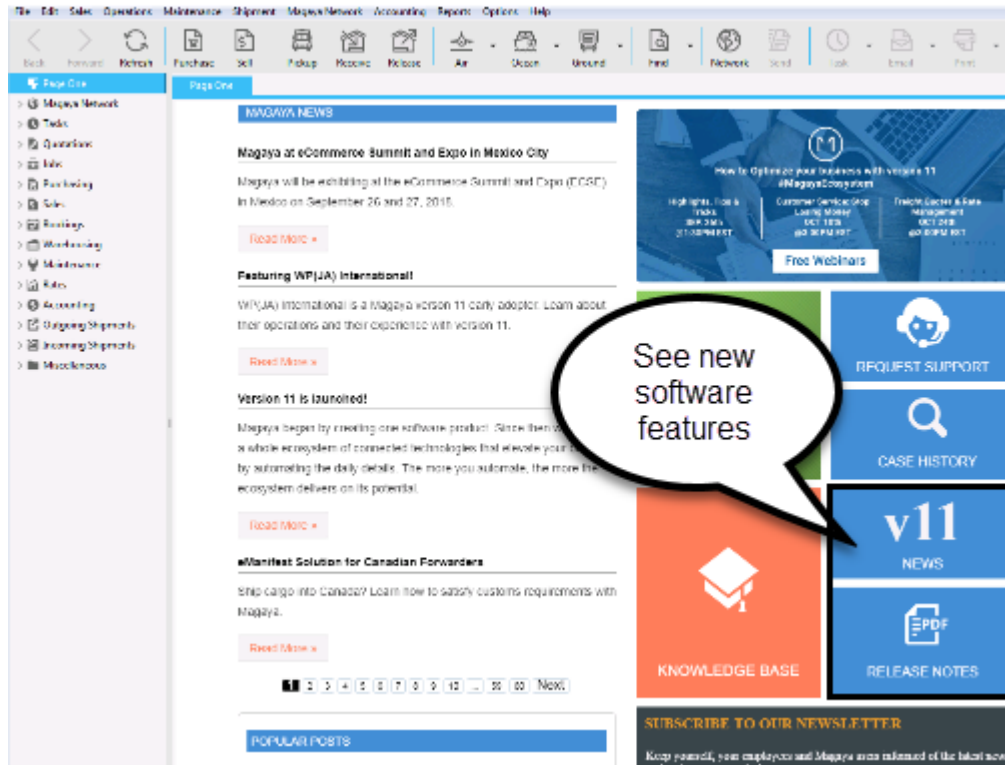
Overview to Updating your Magaya Software

To update your Magaya software, review all the steps below and then follow them in order. Work from the server computer and backup your data first.

See What's Changed in the Latest Software Release:

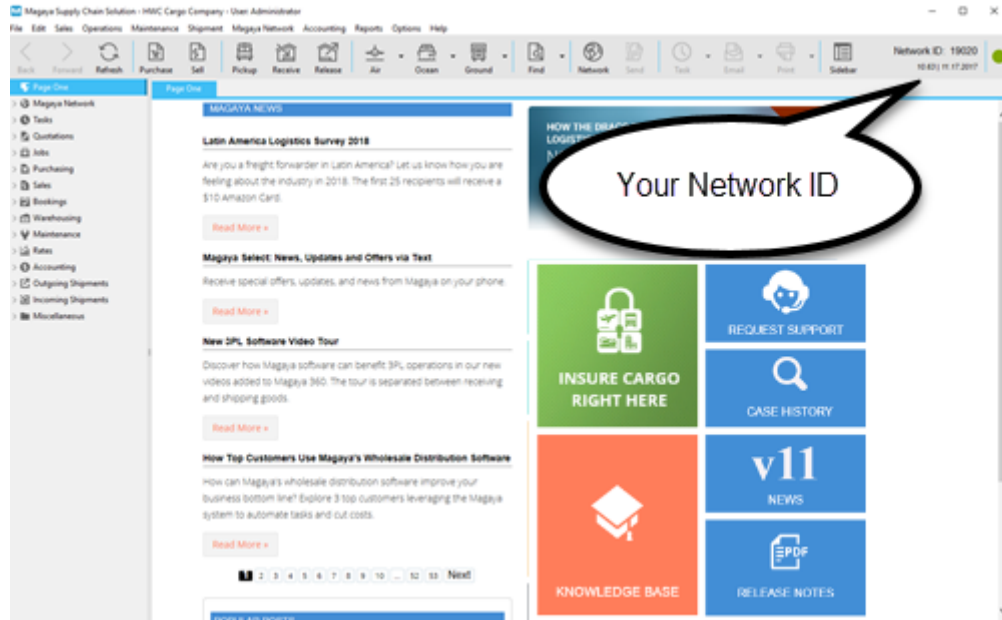
We recommend familiarizing yourself and all users in your company with the new features in the latest version of the software, especially new permissions and roles because these may change how employees access functions.

New features are announced in Page One, the welcome screen in your software, in the Knowledgebase, and on the News page of Magaya.com. Software release notes are also available in Page One.



How do I find what version of Magaya software I'm using?

The version number of your software is included in the top toolbar, on the left.



See your Network ID number, and see the build date of the version of Magaya that you're running. The date of the build is also displayed.

Steps to Update Magaya Software

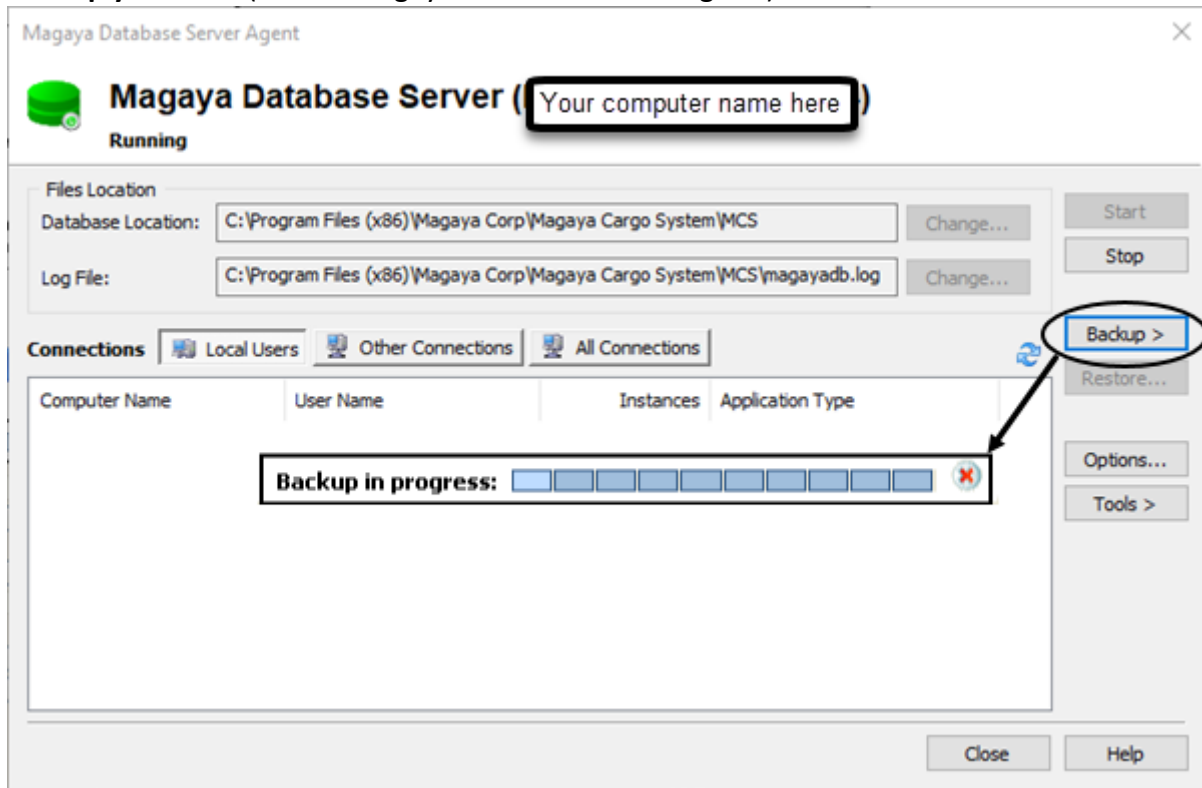
CAUTION: Follow these steps in this order from the server computer.

- 1) **Ensure all users are logged off the Magaya system.**

View who is logged on by opening the Magaya Database Server Agent and clicking the "All Connections" tab.

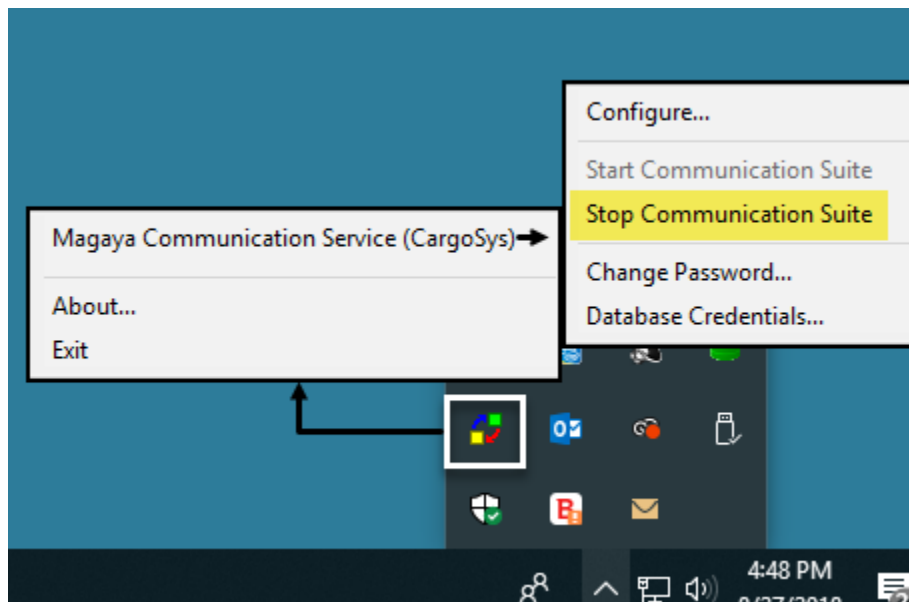


- 2) **Backup your data** (via the Magaya Database Server Agent.)



For full details on backing up data, see the Knowledgebase article:
http://knowledge.magaya.com/#/article/backup_database

- 3) **Stop** the Magaya Communication Suite by right-clicking on the icon in the taskbar and selecting "Stop Communication Suite."

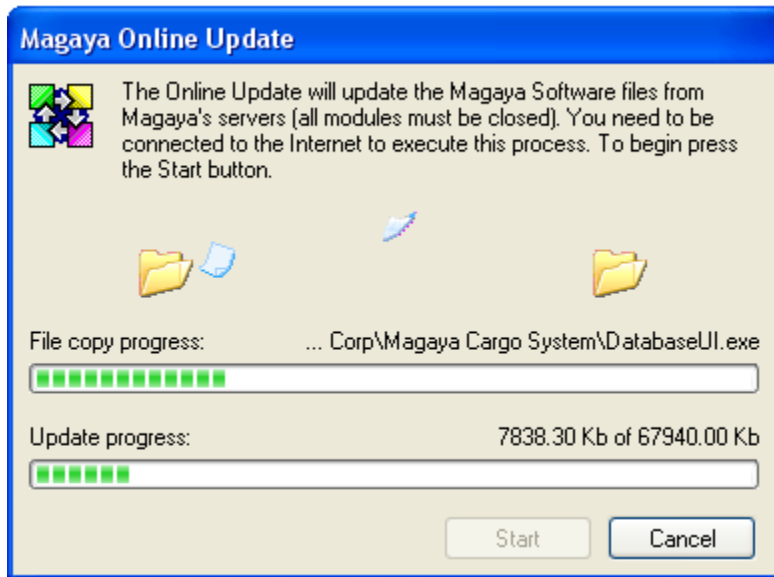


- 4) **Stop** the Database Server: Right-click on the Magaya Database Server Agent icon and select "Stop Database Server."
Then right-click again and select "Exit."

- 5) Go to the Magaya software installation folder and double-click on the **OnlineUpdate.exe** file to run the file. This is the icon:



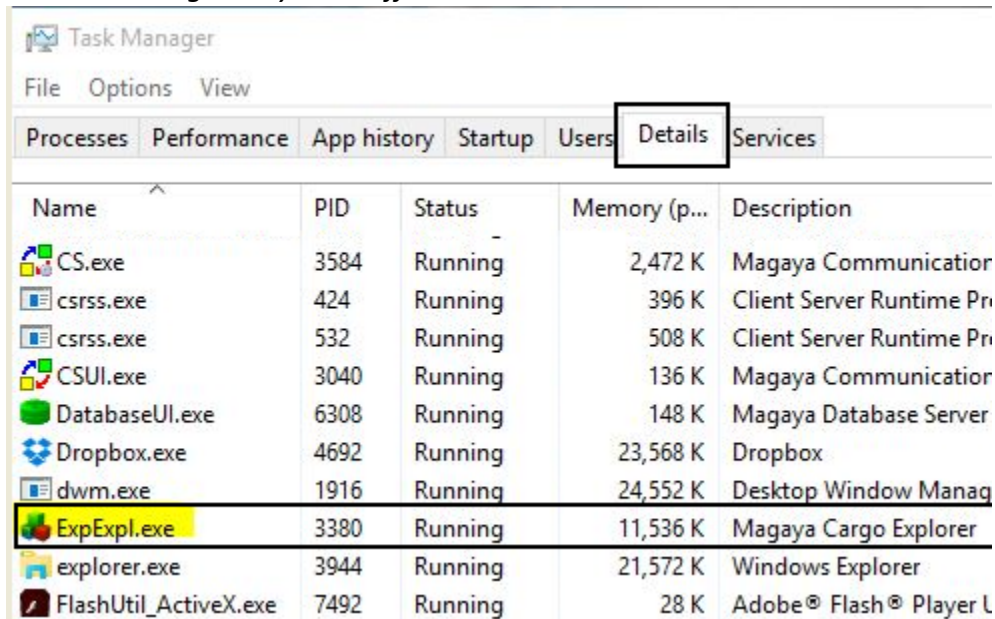
- 6) Click "Start" in the Online Update window to start the update.



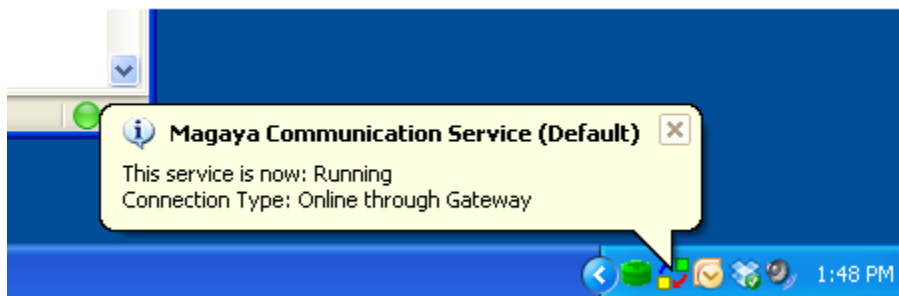
If you receive a message that some user(s) are still logged on or some processes are still running, you must log off those users and/or end those processes. From the server computer, go to Administrative Tools > Computer Management > Shared Folders > Open Files. This is the path for Windows based computers; yours may vary. Find open files that match dependencies that are not allowing you to update. Don't close everything because there could be files open that do not relate to Magaya.

If there is a process running on an individual PC, go to that PC and look for the Magaya executable file in that Task Manager to end that process: ExplExpl.exe.

Note: Your Task Manager may look different.



- 7) When the update is complete, the Magaya Database and Magaya Communication Suite services and components will start.



- 8) Restart the computer (or server) to apply the update.
*Then the update will be active on all the computers in your company that run Magaya software.
 When the user logs in again, the new version will run.*

Magaya Cloud Updating Process

For users of the Magaya Cloud, there is an updating tool in the Cloud interface. The “Update Scheduler” tool will schedule a time when the system checks for Magaya updates and automatically installs them. The tool enables you to create a user who will be designated with permission to update the cloud manually or to set up a schedule. No other user will have credentials to update the cloud. Contact Magaya Tech Support with any questions about this tool.

See the following article for more about Magaya on the Cloud:

[Getting Started with Magaya Cloud](#)

https://knowledge.magaya.com/#/article/cloud_getting_started/EN

In Spanish (Magaya en la nube):

[Magaya en la nube](#)

https://knowledge.magaya.com/#/article/cloud_getting_started/ES

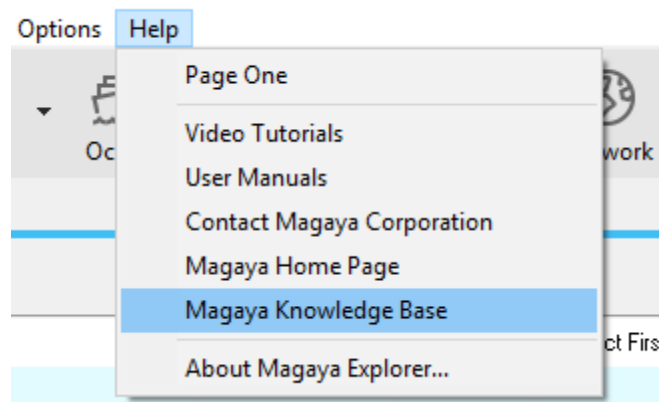
Contact Magaya & Find Help

Contact and Help Resources

Help with the software is available in a few different places and formats for your convenience. We know that reading a full user manual isn't for everyone, so we also have a knowledgebase to search; it's available from the Help menu, or you can access from Page One, the welcome screen in your software.

Page One is the welcome screen in your software with links to resources and to Magaya Customer Support. You can request Tech Support and check the status of a request, find the user manuals and link to the Knowledgebase to search for topics.

Click the **Help menu** in the top toolbar of your software to access resources such as videos, user manuals, the Knowledgebase, and more.



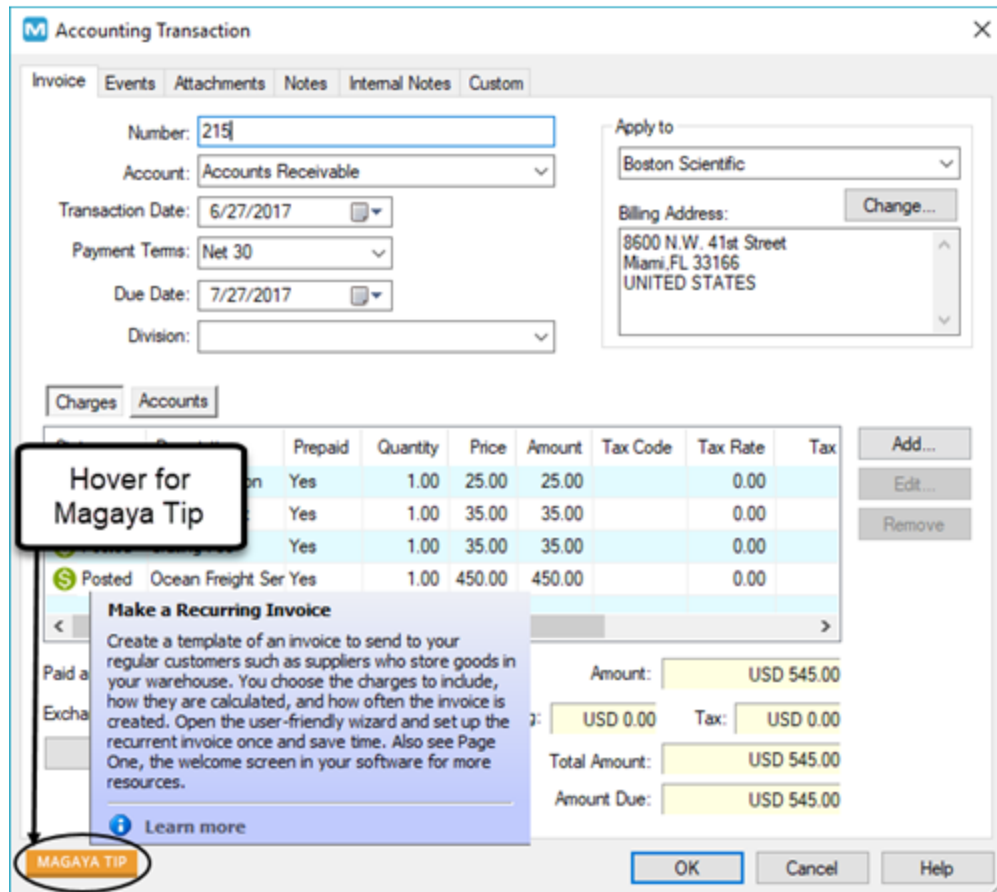
Ayuda: The Knowledgebase and Help are also available in Spanish:

[Ayuda](#)

https://knowledge.magaya.com/#/article/contact_help/ES

Tips and suggestions are available in Magaya software on dialog boxes and other locations in the software program.

Hover over the “Magaya Tip” button to see a quick tip or link to more resources such as how-to articles and videos.



It is recommended to leave the Tips on, but your system can be set to turn it off; go to: the Maintenance folder > Configuration > General.

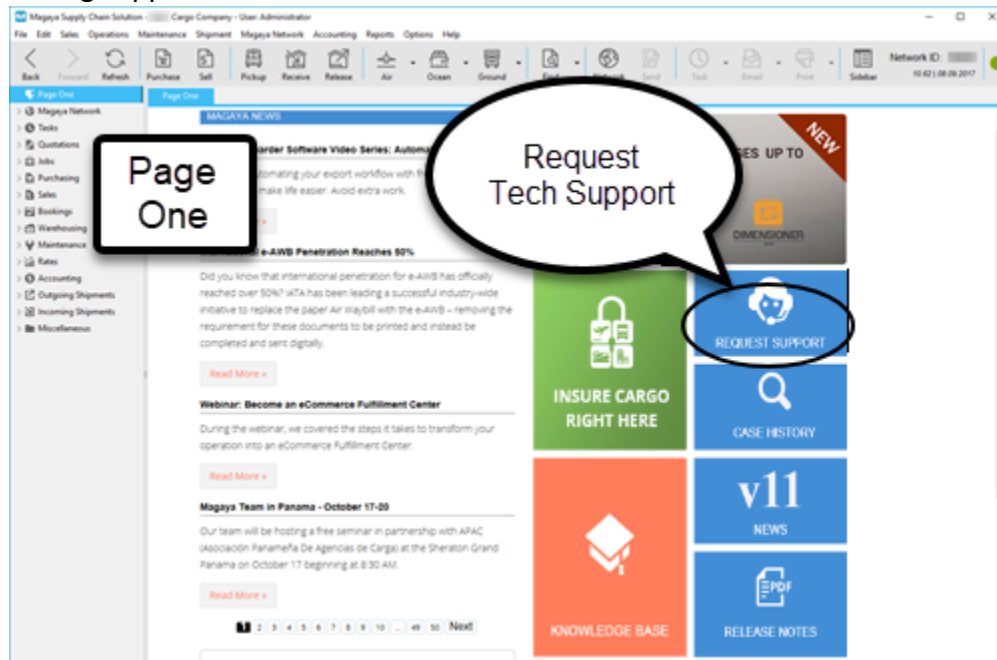
Video tutorials are on www.magaya.com and [YouTube.com](https://www.youtube.com)

If you have any questions or require assistance, please contact Magaya at:

Phone: (786) 845-9150

Email: support@magaya.com

You can request Tech Support from Page One, the welcome screen in your software, and check that status of an existing support case.



Next Steps

To get started using the software, you can begin creating transactions or enter some of your company data to customize the software and documents to your needs. See the manual for more on initial configuration and navigating the user interface.

We also recommend reading Chapter 8 in the *Magaya Software Customization Manual* which provides information about customizing the software to your needs, especially useful for systems administrators and managers. Database admin topics include:

- Creating backups of your Magaya database
- Improving database performance
- Server authentication

If you are an administrator of the system, see an overview of options:

[Admin Overview](#)

https://knowledge.magaya.com/#/article/admin_overview/EN