



Installation Guide for Version 12

Property Management Solutions for Over 30 Years

Overview

This guide covers how to install the Professional Landlord® Version 12 on a Windows server or workstation. It also covers how to move data from one server to another.

Related Guides

Please review the [Best Practices Guide for Version 12](#) for important information regarding other software and environment settings that may interfere with the database engine used by the software.

If you are considering purchasing a new computer, we recommend reviewing the [Hardware Recommendations for Version 12](#).

If you encounter issues with a network installation, please refer to [Network Troubleshooting Guide for Version 12](#).

Quick Links to Individual Topics in this Document

- [Deployment Options](#): A brief description of the ways Promas can be installed, including cloud hosting and anywhere access over an internet connection.
- [Install the Application on a New Workstation](#): Use this procedure if you are adding a new workstation to your network.
- [Copy the Application from Another Workstation](#): This procedure is only recommended when you need to add a workstation and do not wish to update to the latest version of the software.
- [Maintain a Copy of the Database at Home or on a Laptop](#): Use this procedure if you would like to maintain a reference copy of your application and data at another location.
- [Install the Application on a Single Computer](#): This procedure can be used for stand-alone operation or for evaluation.
- [Download the Installer](#): How to download the software installer from our website.
- [Recommended Network Installation Method](#): The application is installed on the server only. A shortcut on each workstation launches the application.
- [Prepare the Server Folders for the Application Data](#): Use this procedure to prepare a folder on the server to hold the application data.
- [Move the Application Data to a New Server](#): Use this procedure when you wish to move the application data and to a new server.
- [Alternate Network Installation Method](#): The application is installed on each workstation.
- [Find the Working Folder Location on the Server](#): Use this procedure to determine where the application data is stored.

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- [Select the Working Folder from the Logon Screen](#): Use this procedure when the location of the application data needs to be specified or has changed.
- [Select the Working Folder by Editing the *rpromas.ini* File](#): Use this procedure if the data location is not discoverable in the file selection dialog.
- [Prepare the Server Folders for the Application Data](#): Use this procedure to prepare a folder on the server to hold the application data.
- [Register the Application for the First Time on a Server](#): Use this procedure to register the application license for use. This is usually only necessary for new users.

Deployment Options

- Cloud hosting is available for The Professional Landlord®. Contact the Help Desk if you would like more information.
- The Professional Landlord® can be set up in house for anywhere access using a Windows Server product. This flexible deployment option is also the fastest and most secure way to run Promas in-house. A Windows Server installation (using RDP) allows in-office employees to have direct access to the application without the need for a working internet connection. Off-site employees can access the application and other in-house applications from most Windows, Android, and Apple (iOS) devices over an internet connection. It is strongly recommended that you consult with an experienced IT professional to set up any Microsoft Server product.
- The Professional Landlord® can be installed once on a local area network and shared among multiple users from their workstations.
- The Professional Landlord® can be installed stand-alone on a single laptop or computer.

Install the Application on a New Workstation

If you have used the recommended method of installing the application on the server only:

1. From an existing workstation, make note of the location of the executable file used by the application by examining the shortcut.
2. Create a shortcut on the desktop of the new workstation to this same executable file.
3. Launch the application and follow the instructions to [find the database location](#).

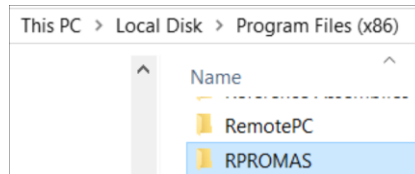
If you have chosen to install the application on each workstation:

1. Follow the instructions for [downloading the installer](#).
2. Follow the instructions for the [alternate network installation method](#).

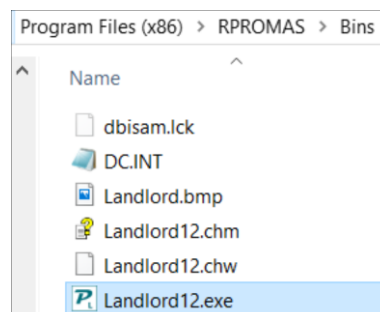
Copy the Application from Another Workstation

This is only recommended when you need to add a workstation and do not wish to update to the latest version of the software.

- From the workstation where the software is installed, browse to the Program Files (x86) folder.
- Copy the RPROMAS folder from there to a flash drive, removable media, or to a shared storage location.



- Go to the new workstation and attach the flash drive, removable media, or browse to the shared storage location.
- Copy and paste the RPROMAS folder so it is under the Program Files (x86) folder on the new workstation.
- Once pasted, browse to the Bins folder.



- Right Click on the Landlord.exe file and Click Create Shortcut (Desktop Icon). This will add an icon to the desktop so PROMAS can be launched.

Maintain a Copy of the Database at Home or on a Laptop

One Time - at the Office

- Copy the entire RPROMAS folder (the one that contains your data, not the one under Program Files or Program Files (x86)) with all subfolders to a flash drive, other removable media, or a cloud drive.

One Time - at Home or on a Laptop

- Install the PROMAS program. You can download the full version from the Download Software page of the website or copy it from your work machine as described in this guide.
- Copy the RPROMAS folder from the flash drive, other removable media, or cloud drive.
- Paste the RPROMAS folder onto the home computer at a location of your choosing, such as the root of your hard drive (C:\).
- Launch the application and follow the instructions in this guide for [selecting the working folder](#). If you placed the data in the root of your hard drive, it will be C:\RPROMAS.

Install the Application on a Single Computer

This can be for stand-alone operation or for evaluation.

- [Download the installer](#) to the computer.
- Run the installer, letting it install to the default location.
- Follow the instructions to [select the working folder](#) from the logon screen.

Download the Installer

1. Go to support.promas.com.
2. Click on the words "Sign In" at the upper right. If you are already signed in, you may skip the next step.

PROMAS Sales Download Support Topics Sign In

All About Fees Webinar
The All About Fees webinar was held on July 24, 2019. This webinar covers the fees taken in Promas including management fees, late fees, NSF fees, leasing fees and more. A recording and a companion help document are available.

All About Fees Webinar
All About Fees Help Document
Recent Webinars

New Arizona Tax Reporting Module
A new module for reporting Arizona Taxes and generating an export file for AZDOR is available. The cost of this add-on module is \$450.00. Please contact the Help Desk if you would like to use the new feature.

Arizona Tax Reporting Help Document

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Sign in for access to software downloads. Please review the Antivirus Trust Guide for important information about trusting our software before installing or updating our software.

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Order check stock, 1099s, and other supplies from Promas Forms.

Go to Website

Cloud Hosting
Information on how you can host PROMAS in the cloud.

Learn More

Partners
Integration partners provide services such as online payments, cloud based inspections, online client portals, applicant screening, and more.

Learn More

3. Sign in with your User ID and password. If you do not remember your credentials, please contact the Help Desk for assistance.

SIGN IN

You are required to login to view this page.

9009390101 Username

..... Password

Log In Remember me

[Lost your password?](#)

4. From the support home page, click "Download Software" to get to the Download page.

5. Scroll down and click on the Download button for the Professional Landlord® - Version 12 production release. You may review the release notes before downloading by clicking on the link in the release description.

The Professional Landlord Version 12 Expiration date: 01/01/2020

The Professional Landlord® - Version 12 Production Release

Release 2019.2 Build 12 and the companion release notes were published June 28, 2019. This release contains enhancements to batch tenant receipt processing for the new RentTrack integration and refinements to Arizona tax reporting. **IMPORTANT. SOME ANTIVIRUS SOFTWARE VENDORS HAVE MADE IT DIFFICULT TO INSTALL UPDATES. IF YOU ARE USING ANTIVIRUS SOFTWARE AND ARE HAVING ISSUES INSTALLING THE SOFTWARE, MAKE SURE TO TRUST THE SOFTWARE BEFORE INSTALLING UPDATES.** Find out more in our guide [How to Let Your Antivirus Software Trust Landlord 12](#). If this is your initial download to convert from Version 6, please follow the export, logon, and setup steps in the [Version 12 How to document](#). Contact the help desk if there are any questions.

[Details](#) [Download](#)

6. Execute the downloaded installer. Most browsers have a download button or otherwise display recent downloads. If not, use Windows Explorer to locate the installer in the download folder. The installer has a name of the form "Install_Rental_LL12_xxxx.exe".

Recommended Network Installation Method

The application is installed on the server only. A shortcut on each workstation launches the application.

- [Download the installer.](#)
- Install PROMAS on the server. The program installs to the Program Files (x86)\RPROMAS folder by default. The executable file is found in the Bins folder beneath the RPROMAS folder.
- Create a shortcut to the program and put it into a folder that is accessible to all workstations on the network.
- Follow the instructions to [prepare the server for the application data.](#)
- If you are moving data from another server, follow the instructions to [move the application data to a new server.](#)
- From the workstation, in Computer or File Explorer, browse to the server drive. Find the shortcut that was created above. Copy that shortcut to the desktop of the workstation.
- From the workstation, follow the instructions to [select the working folder](#) from the logon screen.
- Repeat for all workstations.

If the workstations were previously set up to run the software locally, it is recommended you rename the local RPromas folder on each workstation to "RPromas Old" and remove any shortcuts to the old version of the application. This folder may be removed in the future once you are satisfied the application is functioning properly.

Prepare the Server Folders for the Application Data

- The application requires a dedicated folder to hold the application data folders. This folder must be accessible from all workstations. We recommend creating a folder in the Public folder called “APromas” for Promas for Associations and “RPromas” for The Professional Landlord®. This is referred to as the “Working Folder”.
- The recommended Working Folder from the perspective of the server is:
 - Association - C:\Users\Public\APromas
 - Rental - C:\Users\Public\RPromas
- From the perspective of a workstation, we recommend using a [UNC naming convention](#)*. If the name of the server is “WorkServer” then the UNC path for the above folders would be:
 - Association - \\WorkServer\Users\Public\APromas
 - Rental - [\\WorkServer\Users\Public\RPromas](#)

**UNC - (Universal Naming Convention) A standard for identifying servers, printers and other resources in a network. A UNC path uses double slashes or backslashes to precede the name of the computer. The path (disk and directories) within the computer are separated with a single slash or backslash, as in the following example. Note that in the example, drive letters (c:, d:, etc.) are not used in UNC names.*

\\servername\path

Move the Application Data to a New Server

- Make sure you have followed the instructions above for [preparing the server folders](#). Note that an experienced network professional may choose other locations for the data and lock folders and may choose to set up a common network share that contains only these folders.
- Identify the location of Working Folder on the old server. Information on identifying the working folder can be found in the [Installation Guide for Version 12](#).
- Copy the entire contents of the Working Folder and its sub-folders from the old server to the new server.
- We recommend renaming the Working Directory folder on the old server if it will remain connected to the network. This will prevent users from accidentally opening outdated data.
- Make note of the Working Folder used to set up the new server. Follow the [recommended network installation method](#) in this guide.

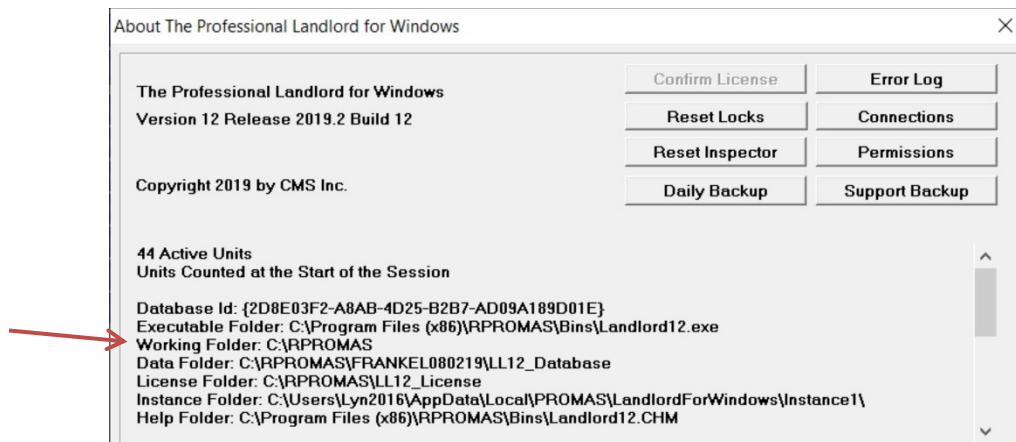
Alternate Network Installation Method

The application is installed on each workstation. This is only recommended for networks that were previously set up in this manner.

- [Download the installer](#) to the workstation or use a copy of the installer on removable media or a shared location.
- Install the program on each workstation, letting it install to the default location.
- [Identify the location of the working folder](#) on the server or local drive.
- Follow the instructions to [select the working folder](#) from the logon screen.
- Repeat for each computer on the network where the software is installed. This installs the latest version of the software on each computer.
- If you do not intend to maintain an active subscription, please copy the installer to a safe location so it can be used if new computers are purchased.

Find the Working Folder Location on the Server

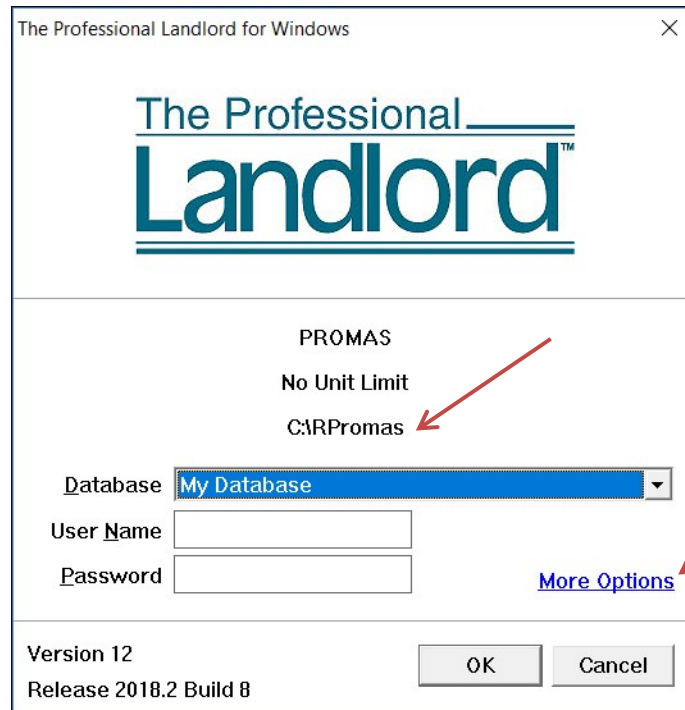
- It is necessary to know the location of the working folder on the server so you can connect to your databases.
- If you are on an existing network, log on to the software from a computer that has already been configured.
- From the toolbar, select Help>About. Make note of the working folder location.



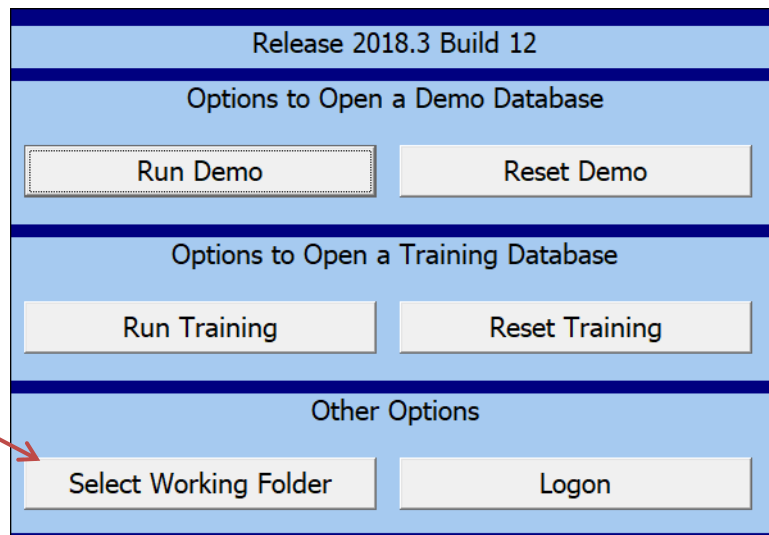
Select the Working Folder from the Logon Screen

Instead of the PROMAS Logon screen you may go directly to the logon options screen when you launch the application.

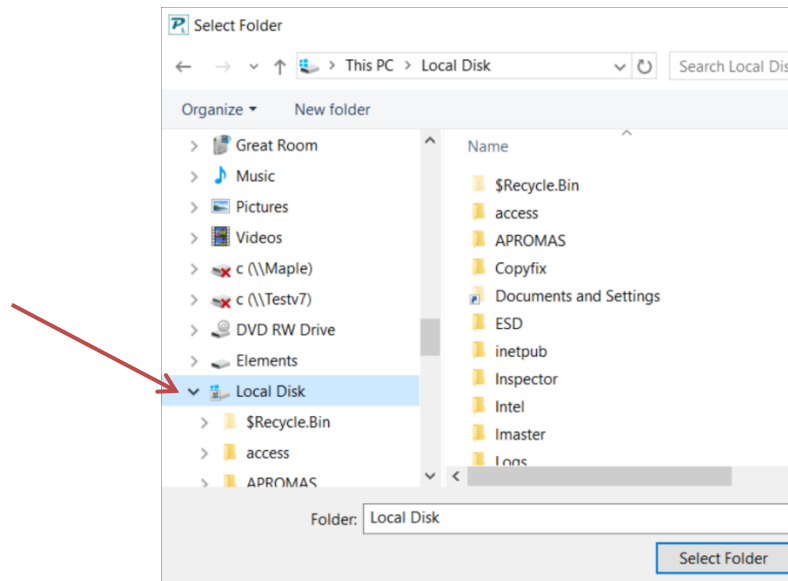
- From the logon screen, click on the "More Options" link at the bottom right. Alternately you can double click on the current working folder and go directly to the folder selection dialog.



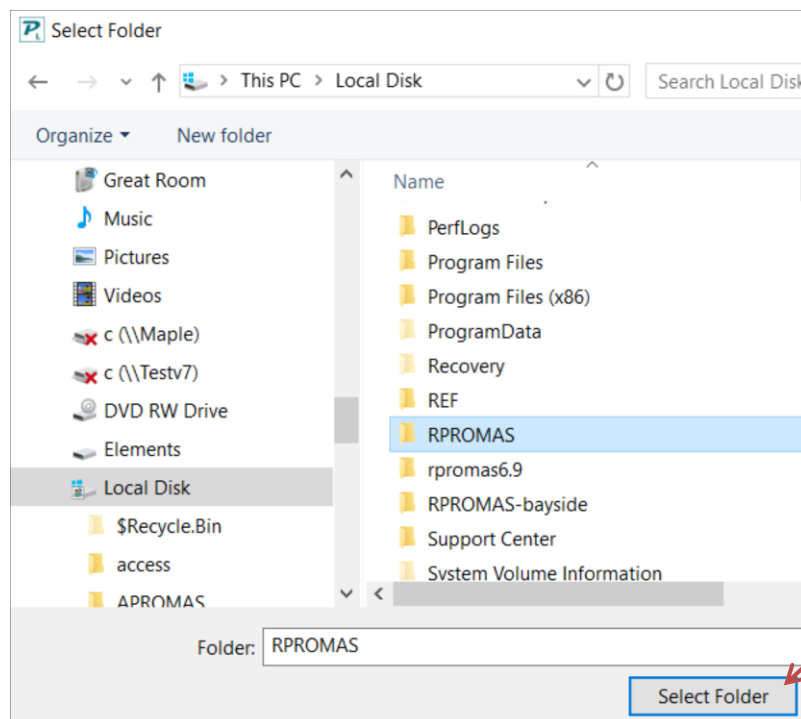
- Click on the button that says Select Working Folder.



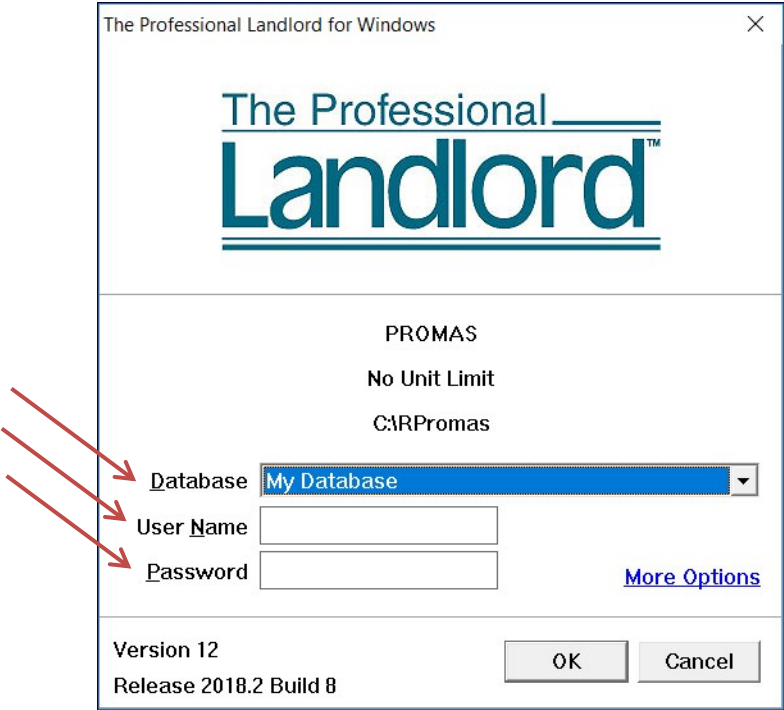
- From the Select Folder screen, scroll to find the server or mapped drive and click on the arrow to the left to expand the directory structure.



- Find the RPROMAS folder. On a Windows 7 or 10 server, it will be likely be under Users\Public. On a stand-alone machine it will often be directly under the C drive.
- Once you have highlighted the RPromas folder, click Select Folder.

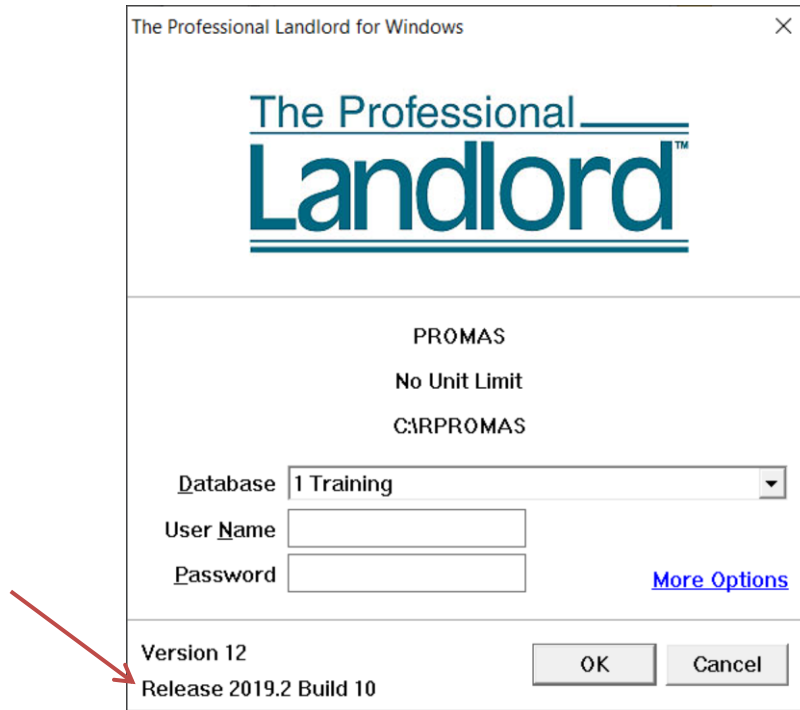


- If you are unable to locate the server path in the dialog, you may need to [select the working folder by modifying the *rpromas.ini* file](#).
- Find your database in the Database dropdown list and log in with your user name and password.

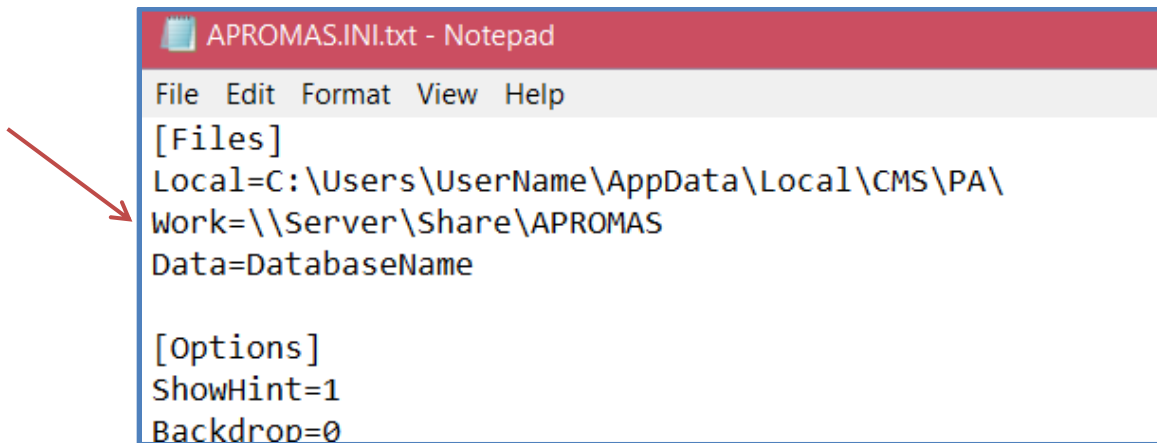


Select the Working Folder by Modifying the *rpromas.ini* file.

- Double click the Release information to open the location of the initialization file (rpromas.ini).



- Open the rpromas.ini file using Notepad.
- Edit the file changing the line that starts with “Work=”. Cutting and pasting the location from a File Explorer window can ensure that the path is accurate.



- Save the changes.
- Close and re-launch the application to ensure the working folder has been changed.

Register the Application for the First Time on a Server

- Make sure you have followed the instructions above for preparing the server folders. Note that an experienced network professional may choose other locations for the data and may choose to set up a common network share that contains only these folders.
- Install the Promas application on the server following [the instructions in this guide](#).
- Register the application and if needed set up your database by contacting the Promas help desk.
- Make note of the Working Folder to set up the server. Set up the workstations following the instructions in the [Installation Guide for Version 12](#).