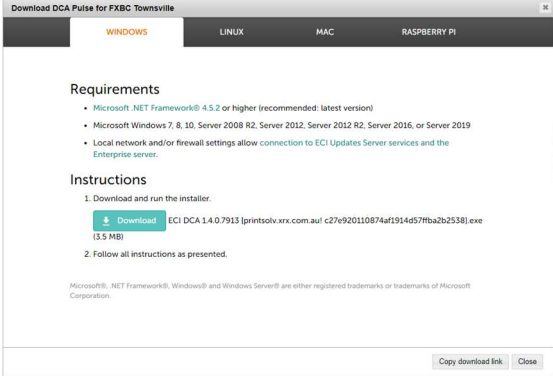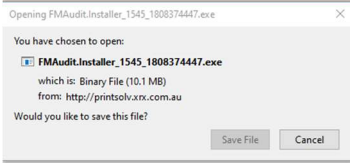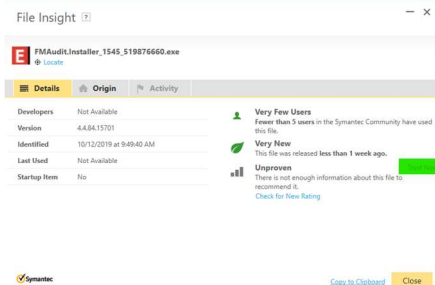# **Client Installation Instructions**

Installing FM Audit can be undertaken by our customers or their Managed IT Provider by following the simple instructions below. Should you run into any issues, please call our service team on 07 4759 9499 (2) or email service@xrx.com.au.

Steps	Instructions	Screenshot
Step 1:	Identify which PC/Server would be the best to run the software, we recommend a computer that is turned on for the most amount of time. If you have had the software previously installed, you will see which PC/Server it was previously on	
Step 2:	Once you are on the PC/Server you would like it installed on, click the link in email labelled "**Download DCA**" which is highlighted on the screenshot	
Step 3:	You will be taken to your default web browser and a pop-up should appear. Select your platform on the top row (Windows, Linux, Mac) and then click the "Download" button.	
Step 4:	Depending on your PC settings it may automatically save and go into your downloads folder or you may have to select a location to save the file	

Step 5:	Sometimes Antivirus software will mark this as suspicious and you will have to trust this file or remove from the quarantine. If you are concerned, please review the technical whitepaper on our website at [FM Audit Install Instructions	XRX Business Centre](#)/ This step will be different depending on your antivirus being used.	
Step 6:	Locate on your PC where you have saved the file, right click the install file then click "run as administrator" which is highlighted in green	
Step 7:	Windows Defender will more than likely prevent the program from running, in order to proceed you will need to click "more info" Once you have clicked more info, you will need to click "Run Anyway"	
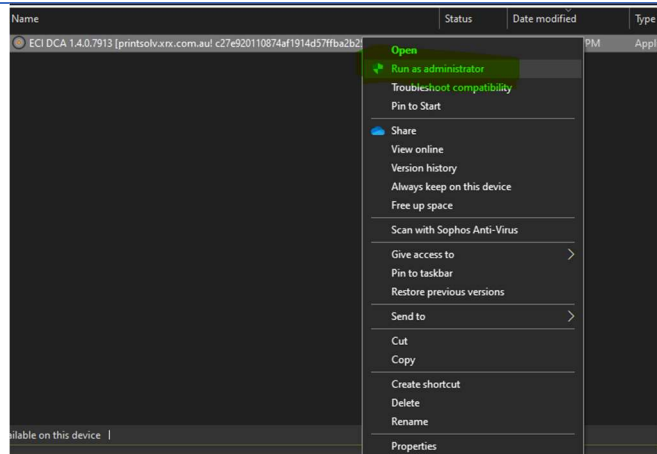
Copiers Excellence P/L t/a
XRX Business Centre
85 Denham Street
Townsville QLD 4810

Postal Address:
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ABN: 54 089 013

Phone: 07 4759 9499
Fax: 07 4759 9444
Email: sales@xrx.com.au
Web: www.xrx.com.au

FUJI XEROX Authorised Dealer
Fuji Xerox Dealer
Sustainability Program
LEVEL 3: leading on sustainability
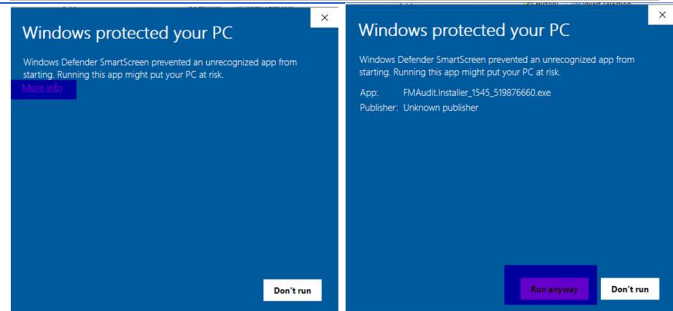
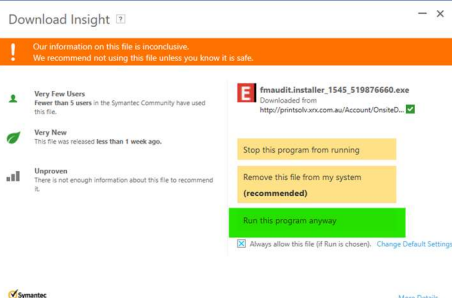| Step 8:	Your Anti-Virus may pick this up again, you will have to process with the installation This step will be dependant on your Antivirus Installed.	
Step 9:	The install process has now started. If you do not receive this message, please proceed to the next step. If you have previously had this installed on your device, you need to select the box to ensure you have a clean installation	
Step 10	Select the install location, then click next	
Step 11	Select which components will be installed (default settings will work). Then Click Next	
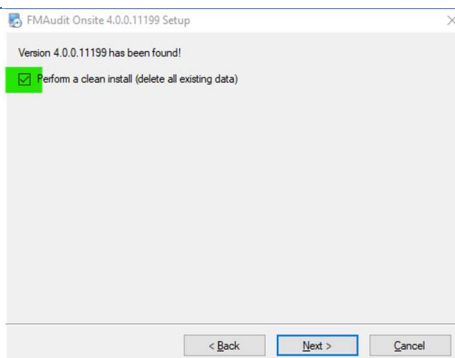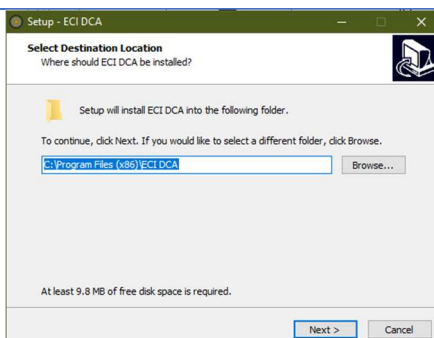
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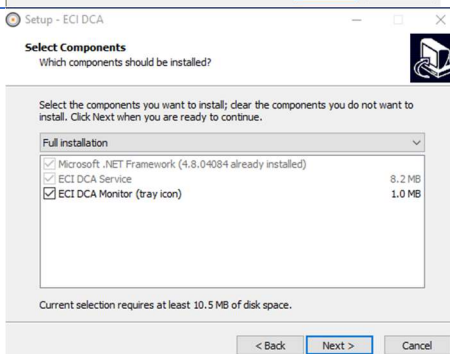
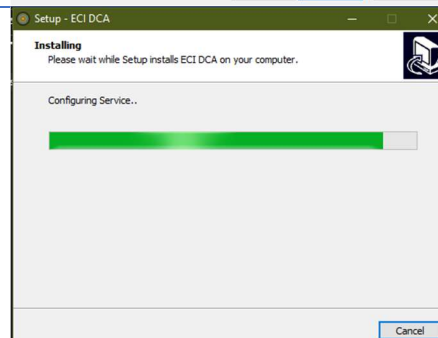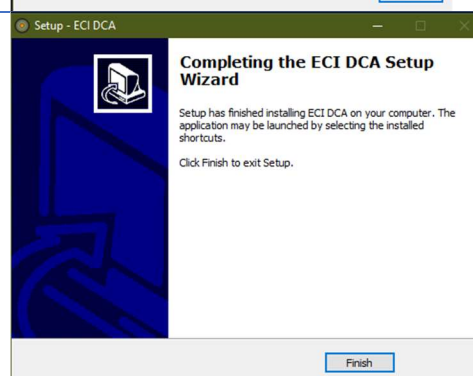| Step 12: | Confirm the setting your have previously selected then click next. | |
Step 13	Screen will go through various screens, maximum of 1 minute.	
Step 13:	The installation was a success if you see this screen, click finish and you should not need to do anything further.	
Step 14	Look for the icon in your taskbar that has a black outer circle with red inner circle. Right Click the icon and press start if it hasn't already. You may be prompted to continue, hit accept. To confirm its running you can go to the below link. ECI DCA 1.4.0.7913	
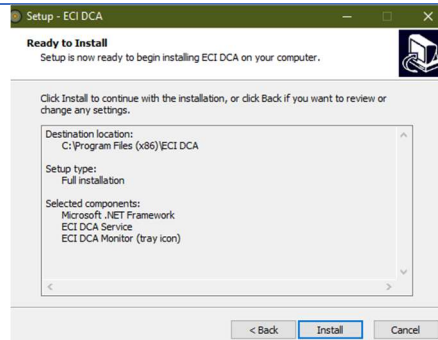
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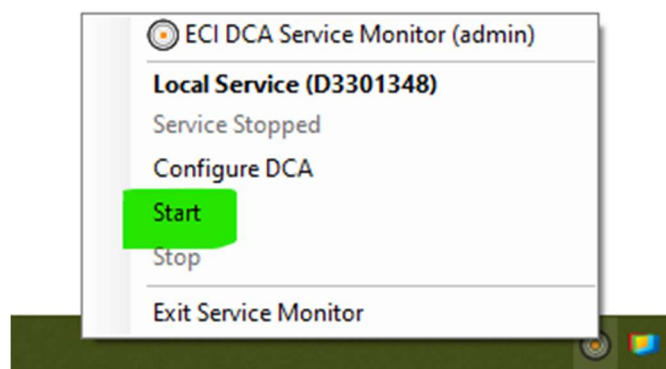
FAQ

1. I have previously installed the software, why am I being asked to do it again.

The software is highly dependent on the PC/Server. We have at times had the following items break the synchronisation which could be a contributing to your software not working correctly:

- Windows Updates
- Antivirus Updates
- Firewall Updates
- Network Changes
- PC/Server Replacements

2. Why Does Anti-Virus software pick this up as suspicious?

Each Installer is unique as the staff at XRX Business Centre configure the installation according to your network to ensure that is configured for your requirements. Consequently, there is no historic usage for the individual program (as you're the only person using that specific .exe file) that the Anti-Virus tools can compare to ascertain if the file is infected or not. Consequently, they generally act with caution for unknown files and sometimes quarantine the file or provide a user requirement to allow the install to continue. This does not mean the file is infected, its confirming you know that it is coming from a trusted source (XRX Business Centre).