

# Installation Guide

## Upgrading from an Earlier Version of Fire Studio

If you currently have a prior version of Fire Studio installed on your computer, please uninstall it before installing Fire Studio 6. Even if you have purchased an upgrade, the new software you receive does not “build-upon” your earlier version. Your upgraded license replaces your old one.

## Trial Period

Fire Studio 6 has a 30-day trial period (also referred to as *demo mode*) built into the software. During the trial period, the software functions normally with all of the same features and capabilities as a “full” or “activated” installation. Entering a License Number is not required when running the software in *demo mode*.

As a matter of common practice, we always recommend that users, or IT professionals performing the installation, run the software once or twice prior to activation, ensuring it operates properly. It is entirely possible for the installation and activation to work flawlessly, but then to encounter issues with Fire Studio during launch or operation of the software due to any number of reasons. Resolving any technical issues prior to activation helps avoid any possible (accidental) loss of total activations with your license.

## Administrator Privileges (*Windows Users Only*)

Fire Studio 6 must be installed and run once using an account with full administrator privileges. Upon running the software for the first time, right-click on the Fire Studio 6 icon and choose *Run as Administrator*. This allows several files and/or registry entries to be created during the installation process.

Once Fire Studio 6 has been installed and run once, it can be used by non-administrator accounts. However, additional permissions may be required depending on the level of security on the system and the version of Windows you are using.

In order to run properly, users of Fire Studio 6 should have FULL PERMISSIONS (read, write, modify, delete, etc.) to the “Fire Studio 6” folder and all of its sub-folders. The default location for this folder is C:\Program Files\DigitalCombustion.

By default, a *FireStudio6* folder will be created in the *Documents* library in Windows to help eliminate many of the security restriction problems that sometimes arise. In some cases, if the *Documents* or Public Folders have been restricted or deleted, the software will instead place certain custom files in the application install folder outlined above.

## Windows Home Edition Users

Windows Home Edition offers the least amount of flexibility in creating user accounts and in the most extreme cases only Administrator accounts will have write access outside of the *My Documents* folders. Users with Home Edition will be required to use Administrator accounts if they cannot set write permissions to the *Fire Studio 6* folder.

## Remote Desktop Installations **\*Not Supported\***

Fire Studio 6 is not designed to be remotely installed and Digital Combustion, Inc. cannot provide technical support nor guarantee the software will work correctly if an installation or activation is attempted in such a way. Please install Fire Studio 6 locally at the machine that will be running the software.

## Installing on a Server **\*Not Supported\***

Fire Studio 6 is not designed to be installed and run remotely from a server. In other words, it must be installed and used by someone physically located at the device. Digital Combustion, Inc. cannot provide technical support nor guarantee the software will work correctly if the end-user attempts to use the software from a remote terminal or similar configuration. Furthermore, it is a violation of the EULA should more than one person be running the software remotely in excess of the number of purchased licenses.

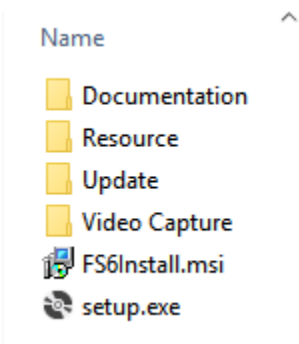
**Example of a Server Setup:** Installing software onto a shared server or cloud server, which end-users log into from their remote stations.

Note that the above references running the software directly from a server and not merely loading simulation files from a shared drive. You should be able to accomplish the latter, but multiple Fire Studio installations will be unable to use the same file at once. Therefore, to accomplish this, you (or your IT dept.) should setup multiple folders on the shared drive, each with their own copy of the simulation file. Third-party software can be installed to automate the copy process

# Installing Fire Studio 6 (Windows)

## Step 1: Finding the Files

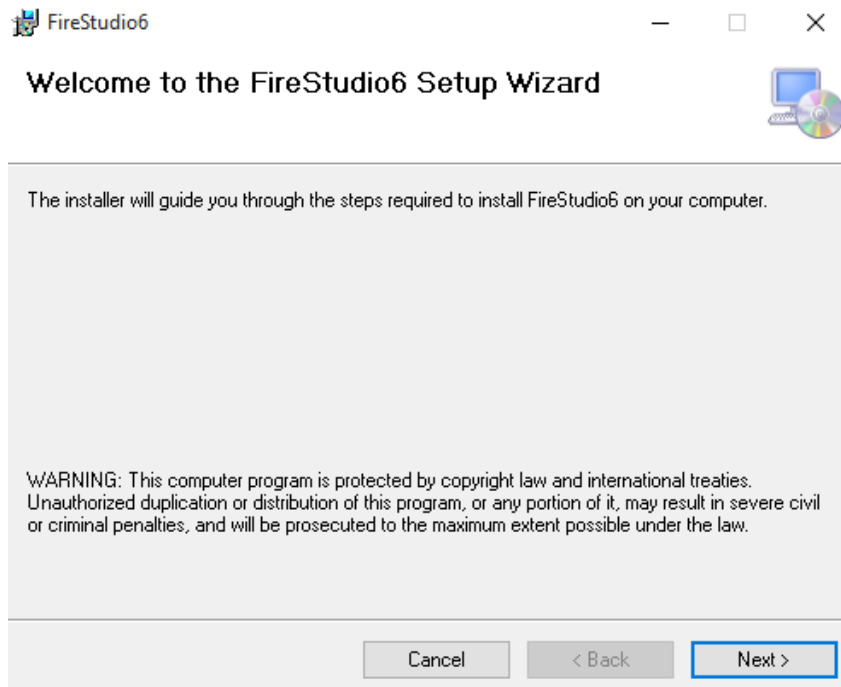
Insert your Fire Studio 6 USB into an available USB port or navigate to the folder where you extracted the files from the downloaded ZIP file. You should have the following files:



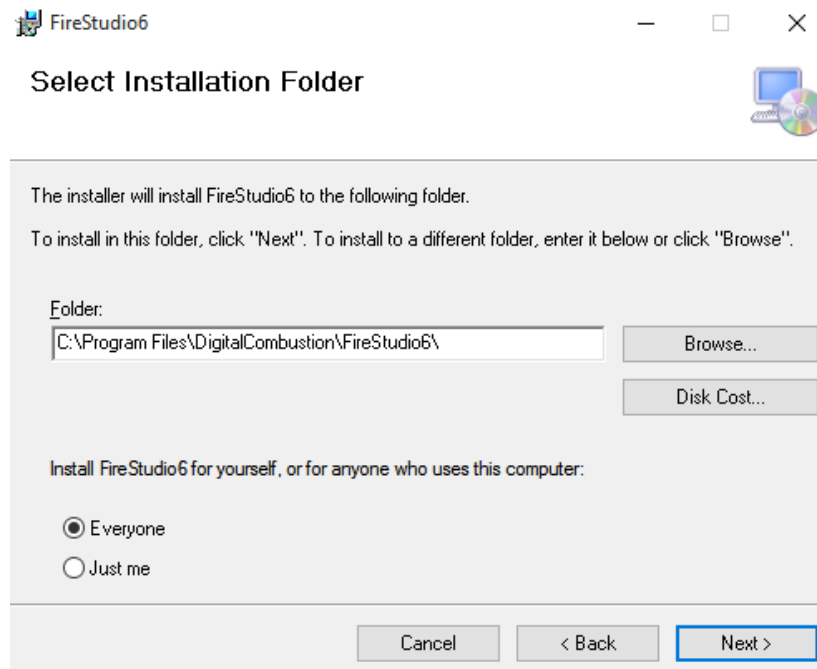
<i>Documentation:</i>	Contains manuals, the EULA, and any other supplemental documents.
<i>Resource:</i>	Contains any 3 <sup>rd</sup> party auxiliary drivers or install packages you <b>might</b> need.
<i>Update:</i>	This folder will contain important updates to Fire Studio 6, if available, when you receive the software. Refer to included documentation for installation instructions.
<i>Video Capture:</i>	Contains the CamStudio screen-capture software and the optional CamStudio Lossless codec.

## Step 2: Launching *setup.exe*

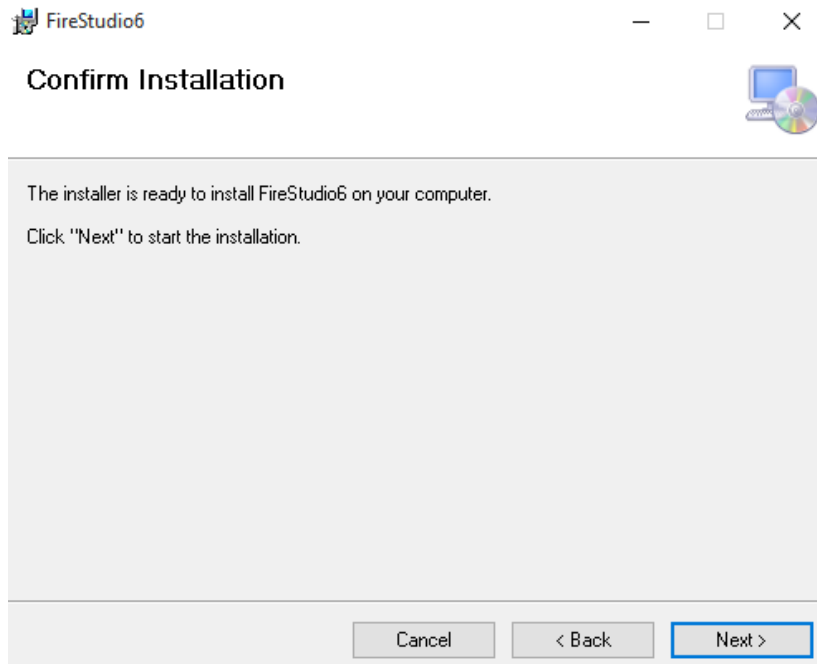
Begin installation by double-clicking on *setup.exe* and follow the instructions presented on the screen.



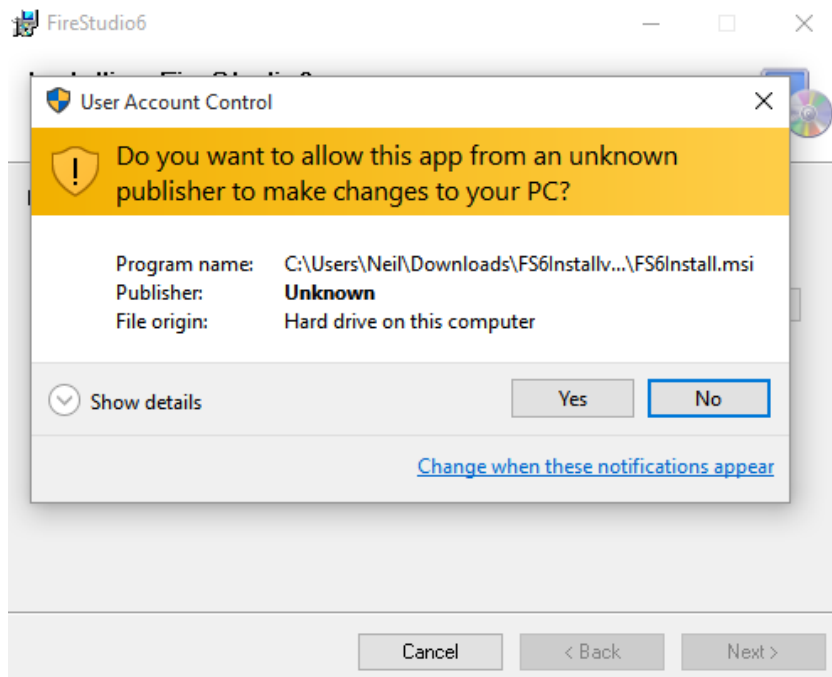
Click *Next*.



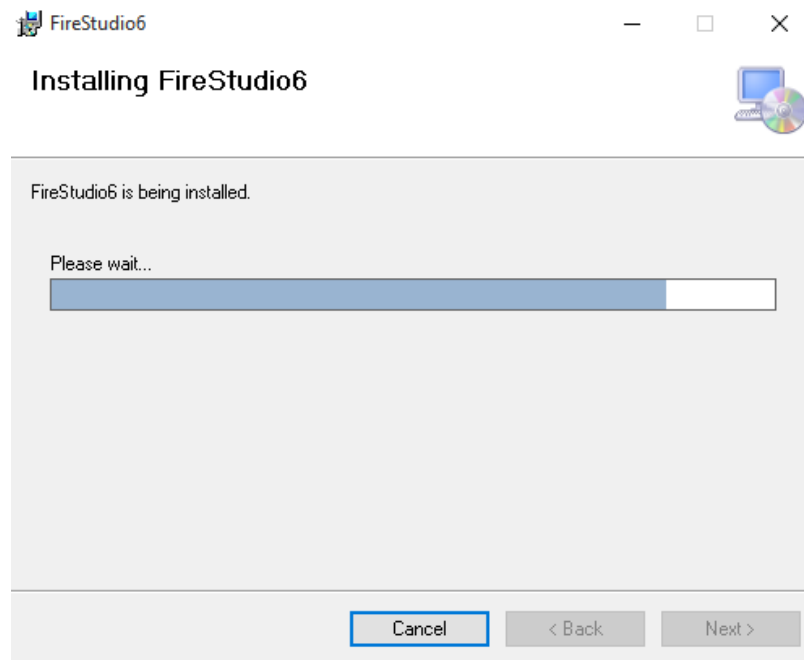
We recommend keeping the default installation path. Click *Next*.



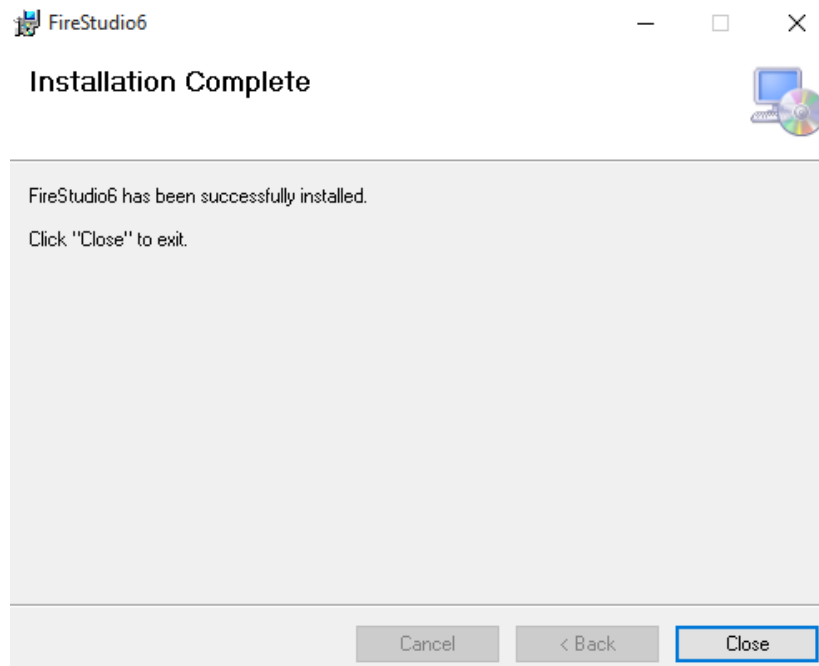
Click *Next*.



You will likely be presented with a UAC warning. Click Yes.



Installation will proceed normally. Depending on the speed of your PC and whether you're installing from USB or file on the hard drive.



Once Fire Studio has completed installation, click *Close*.

### Step 3: Running Fire Studio

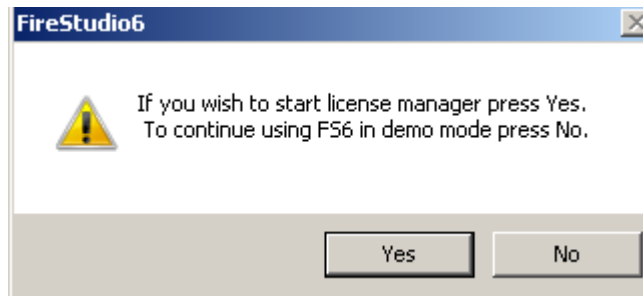
Once installation is complete, you can run the program by double-clicking on the Fire Studio 6 icon on your desktop or through the Windows Start Menu: (All) Programs → FireStudio6 → FireStudio6.



Win8.0 Users: You may want to pin the shortcut to your Start Menu to run it directly from the Metro interface.

### Step 4: Trial (No) or Activate (Yes)

If you've just installed Fire Studio or are still running the software as a demo, upon launch you will be presented with a pop-up box.



Click *No* to run as a demo or *Yes* to launch the License Manager. If you've purchased a license or currently hold a license for Fire Studio 6, you can click *Yes* to enter in your credentials (found on your invoice or receipt).

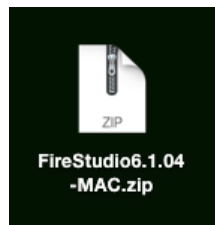
Details regarding activation of Fire Studio can be found in the section after ***Installing Fire Studio (Mac)***.

# Installing Fire Studio (Mac)

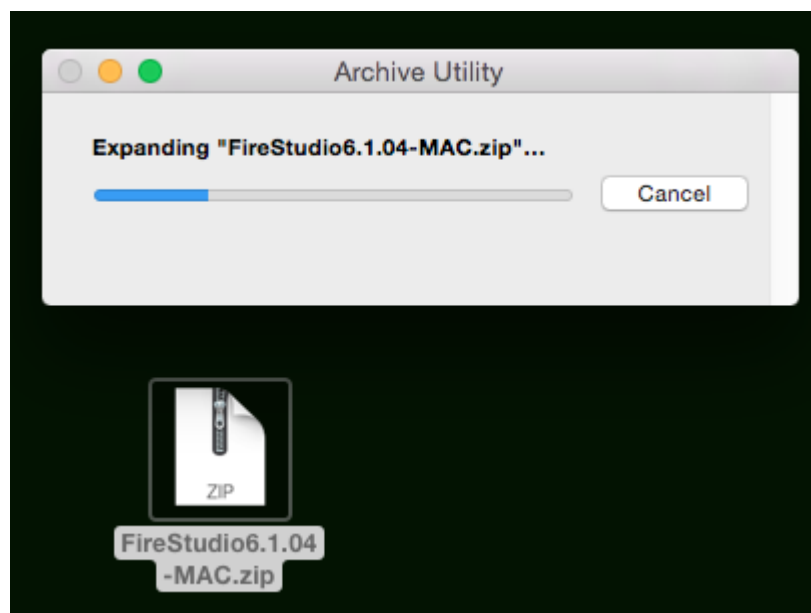
## Step 1: Extract the Zip File

If you downloaded Fire Studio 6 from the Digital Combustion website or were sent a link to download it, the file you receive will be a .ZIP file. Essentially, this is a package that contains one or more files, all bundled (and compressed) into a single file for easier delivery. If you're installing from a USB stick, you can skip this step and move onto [Step 2](#).

For most users, the downloaded Zip file can be found on the desktop, however, depending on your own personal settings, you may have downloaded the file to another folder. You'll need to use Finder to locate it in this case.

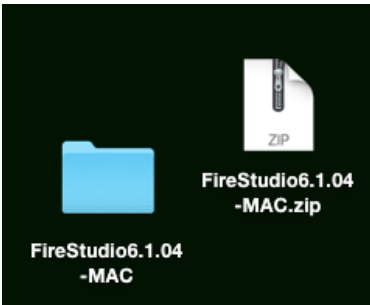


On the Mac, extracting the Zip file is very easy. Simply double-left-click on the Zip file and the contents will automatically be extracted.





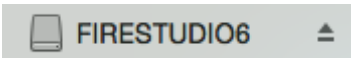
The extracted contents will be placed into a folder with the same name as the Zip file.



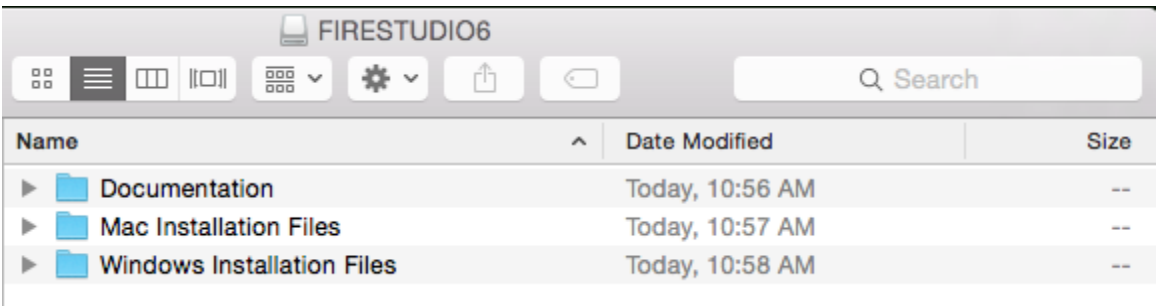
**Step 2: Locating FireStudio6.pkg**

**If You Are Installing from a USB Drive...**

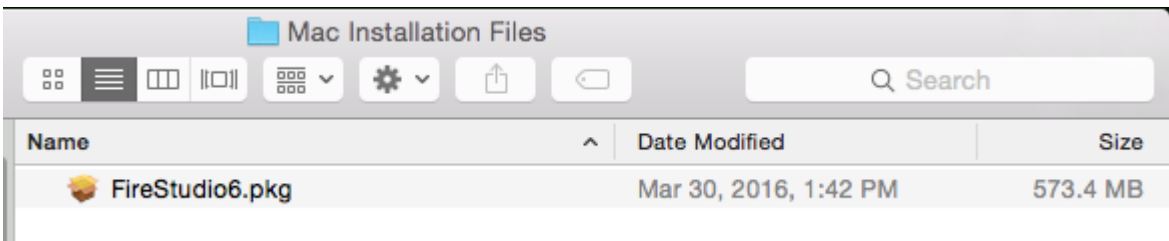
Navigate to your USB drive which contains the Fire Studio USB stick.



Double-click on *Mac Installation Files*.

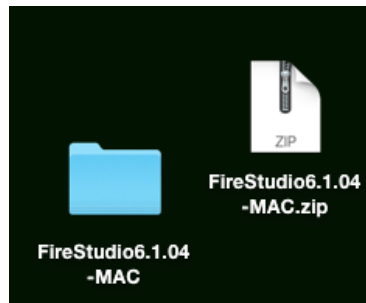


The *FireStudio6.pkg* file is located here.



## If You Are Installing from a Downloaded Zip File...

Navigate to the folder you extracted the Fire Studio Zip file to. If Zip file was located on your desktop, the folder should be on your desktop as well.



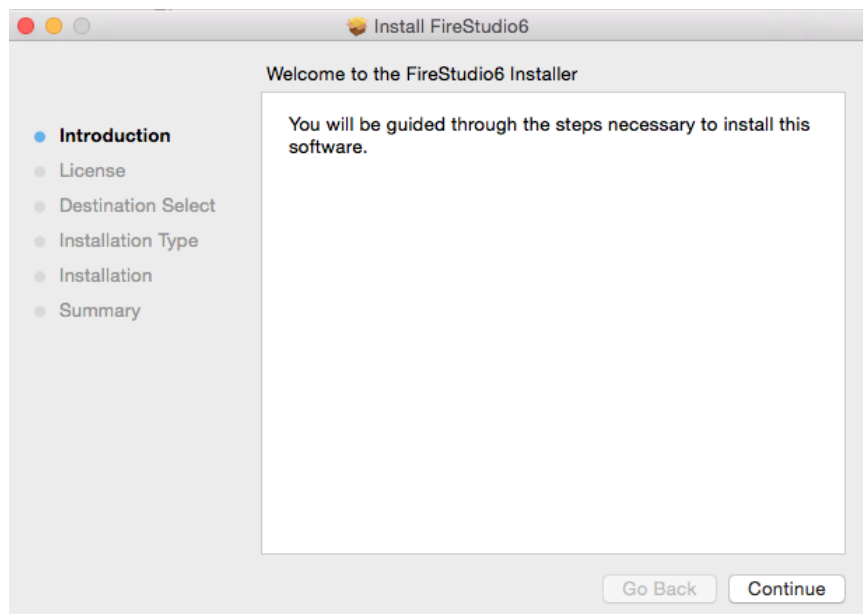
Double-click on the *folder* (not the Zip file) to open it. The contents should look like the following screenshot:

Name	Date Modified	Size
▶ Documentation	Today, 12:40 PM	--
🔥 FireStudio6.pkg	Mar 30, 2016, 1:42 PM	573.4 MB

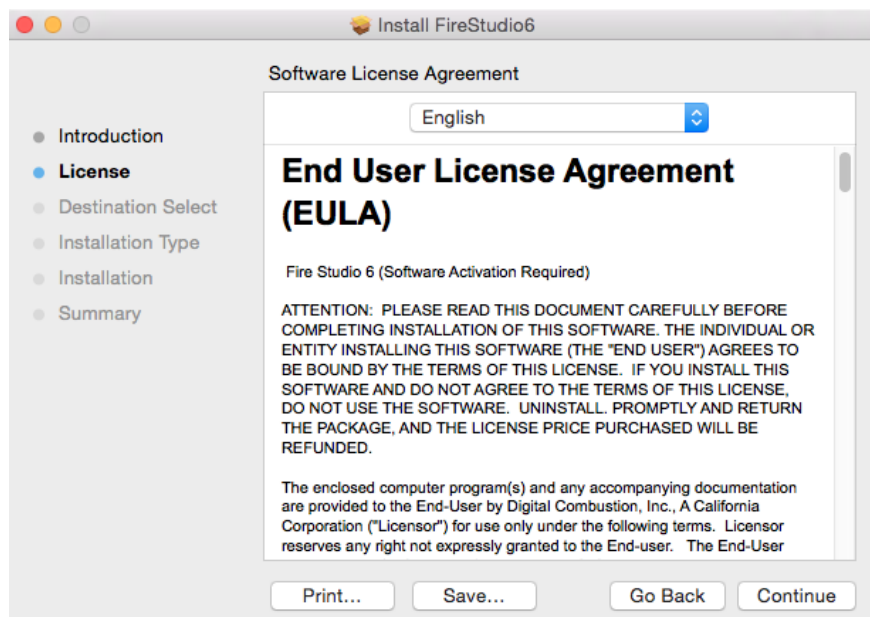
The *FireStudio6.pkg* file is located here.

## Step 3: Begin Installation

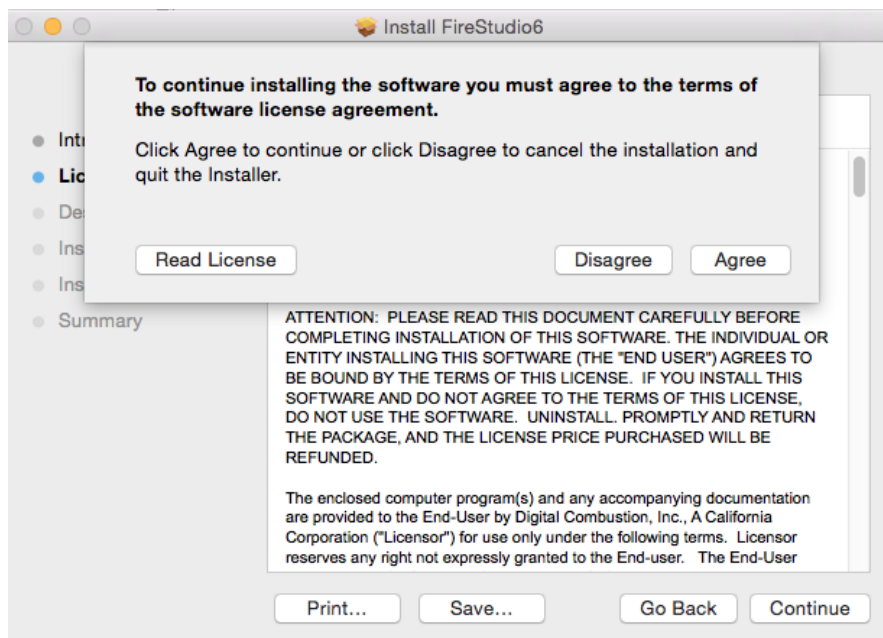
Begin installation by double-clicking on *FireStudio6.pkg* and follow the instructions presented on the screen. You will use the same file to setup both Fire Studio Instructor and Player editions.



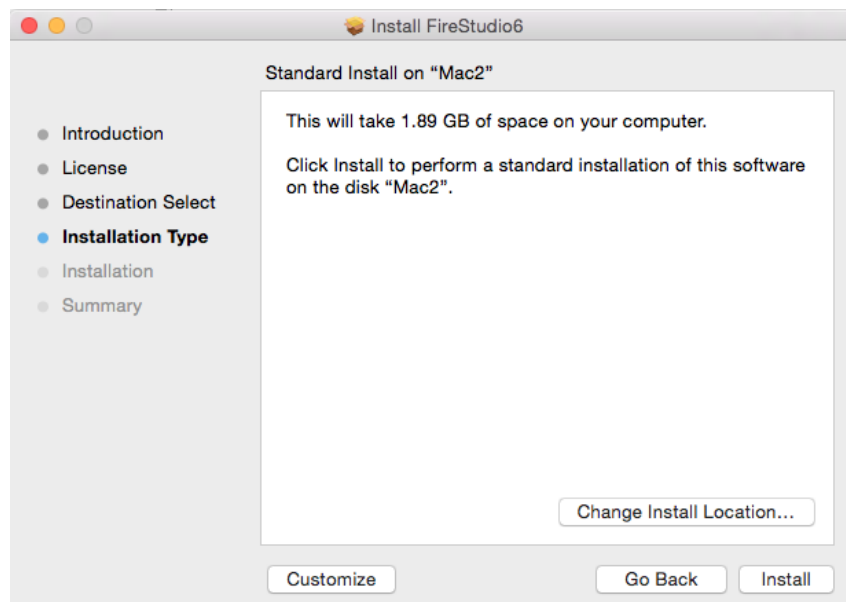
Click *Continue*.



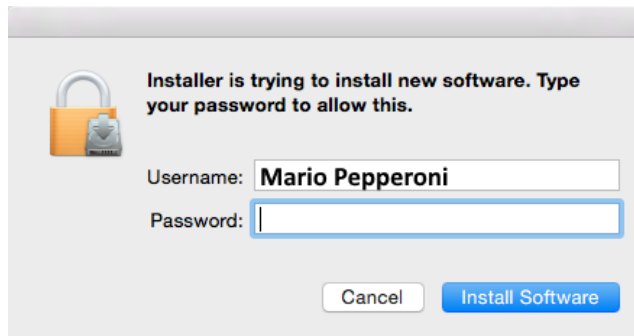
Please be sure to read the license agreement as proceeding with the installation constitutes your agreement to be bound by it. Click *Continue* when ready.



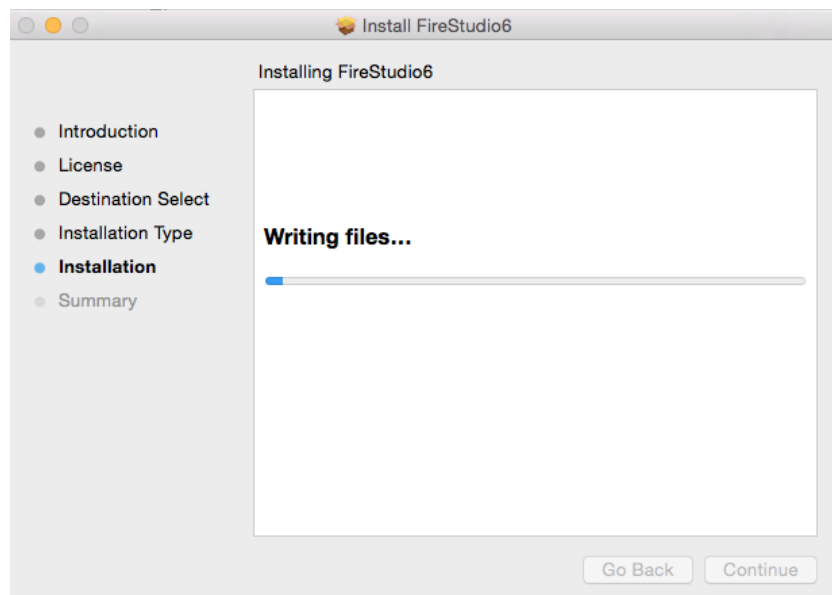
Click on *Agree* to accept the terms of the license and continue installation. If you click *Disagree*, installation will cease.



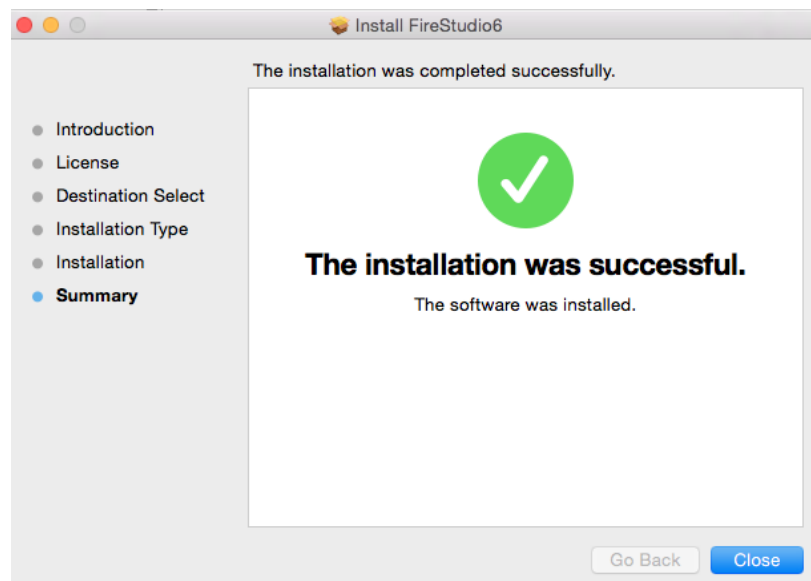
The next screen shows how much space the software requires and allows you to change the install location if necessary. We recommend leaving the default settings. Click on *Install* to begin.



If Mac security pops up a window asking for your password, you'll need to enter that to continue. This would be your **Mac user password**, not the Fire Studio Activation Password.



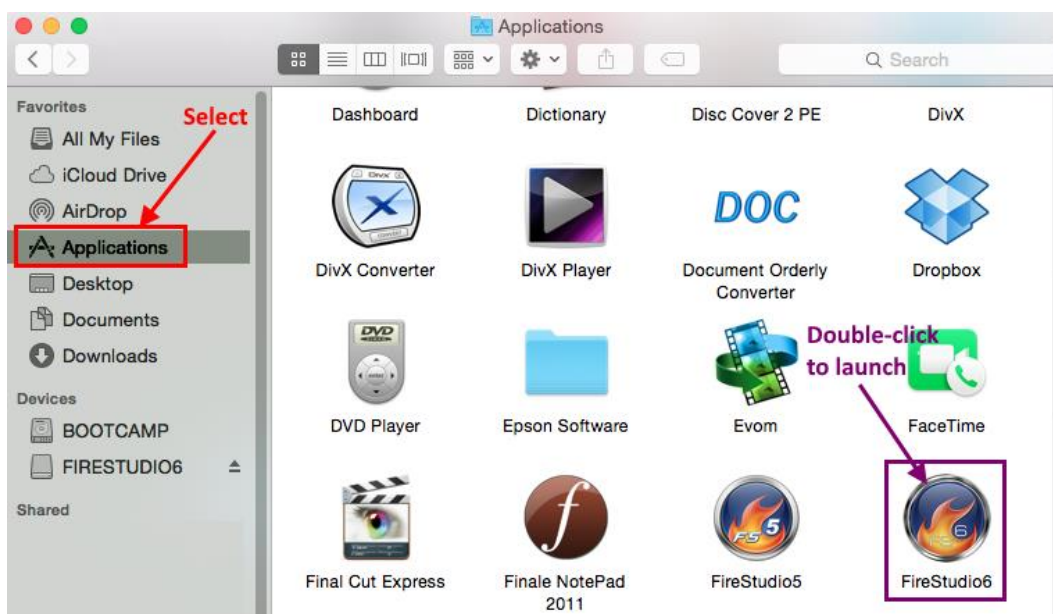
Installation of the software should proceed automatically and quickly.

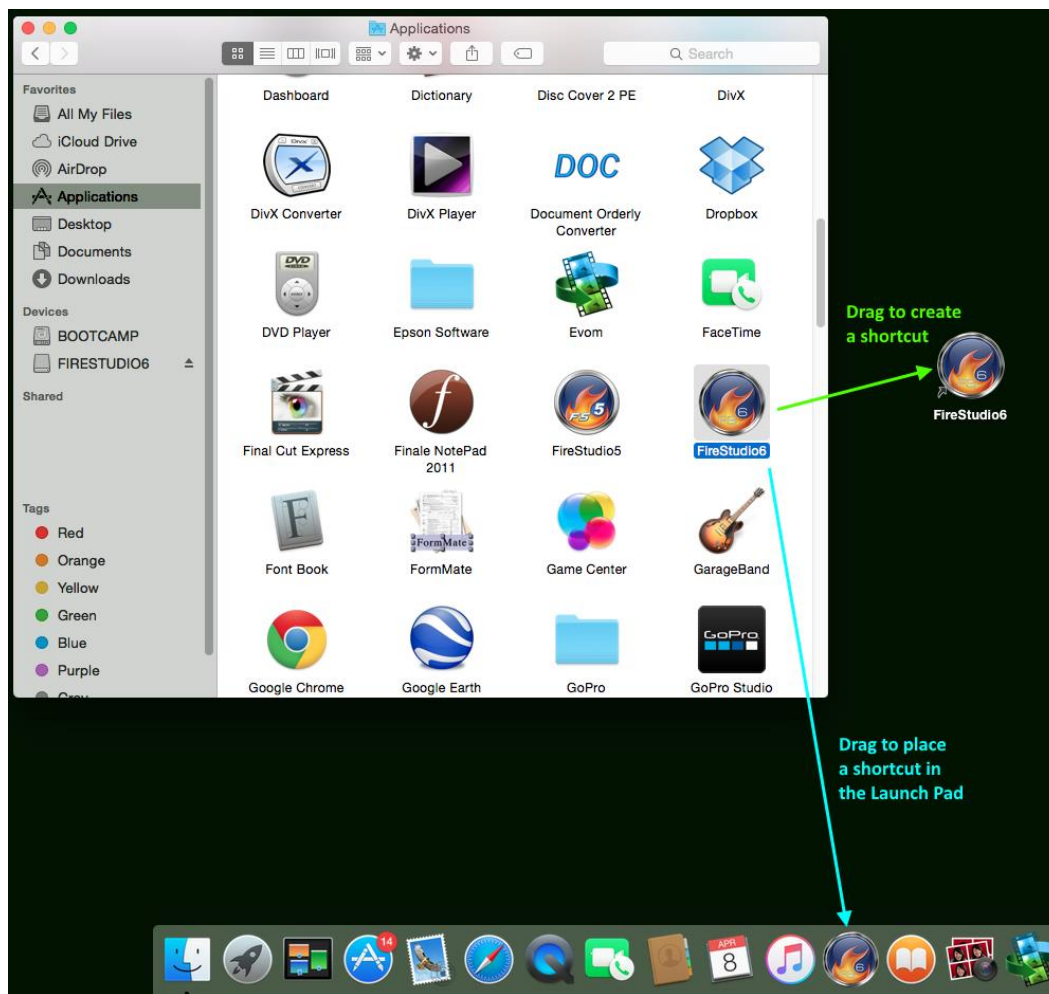


Once completed, you can click on the *Close* button to close the window.

#### Step 4: Run Fire Studio from *Applications* or Create a Shortcut

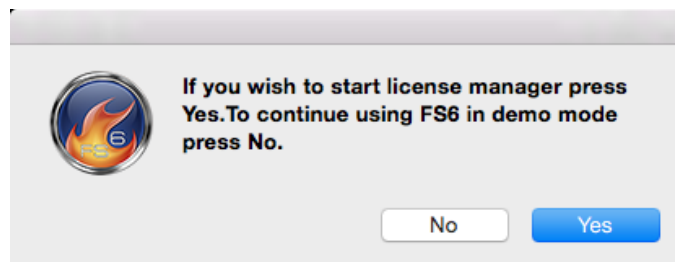
Once installation is complete, you can run the program by selecting it in your *Applications* drop-down menu or from Applications in Finder, if you still have it open. You can also create a shortcut on your desktop from the *Applications* file or add it to your Launch Pad by clicking and dragging the Fire Studio 6 icon to your desktop or Launch Pad, respectively.





## Step 5: Trial (No) or Activate (Yes)

If you've just installed Fire Studio or are still running the software as a demo, upon launch you will be presented with a pop-up box.



Click *No* to run as a demo or *Yes* to launch the License Manager. If you've purchased a license or currently hold a license for Fire Studio 6, you can click *Yes* to enter in your credentials (found on your invoice or receipt).

Details regarding activation of Fire Studio can be found in the next section.

## Activating Fire Studio

### Activation

- ***Your License ID and Activation Password will be required for activation.*** You can find this information on your invoice or receipt, as well as through the new Customer License Portal. These credentials will be provided by Digital Combustion, Inc. when your order has been processed (after purchasing) or if you have been authorized for the *Full Demo*. Please keep this information securely in your records to protect against unauthorized use and also for future activation or deactivation purposes.
- ***An Internet connection is required for activation.*** However, this connection can be on a separate computer. Read more in the sections below.
- Purchasing a license for a Fire Studio product allows 1 activation per license. If you follow the instructions in this manual correctly, you can move your active license an unlimited number of times. Additional, non-concurrent activations may be provided by Digital Combustion on a case-by-case basis. Please contact Digital Combustion for further information.
- Initial installation always begins as an Instructor Edition trial or an Instructor/CommLink dual trial. When you activate, the software will configure itself according to the entered code. Player codes will set the software to a Player Edition, an Instructor code to an Instructor Edition, and a CommLink code to CommLink software.
- In nearly all cases, you should never activate on top of an already activated license. If you've made a mistake and used the wrong credentials, deactivate the license first, then use your new information to activate again.

### Launch the License Manager (Windows)

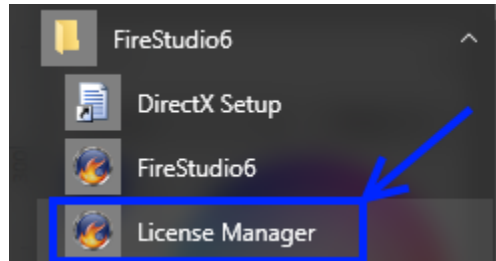
When you are ready to activate (or deactivate) the software, you must proceed into the License Manager. If your trial period has expired, you will automatically be brought to this menu and not allowed to proceed without activating.

Win 7: Windows Start Menu → (All) Programs → FireStudio6 → License Manager

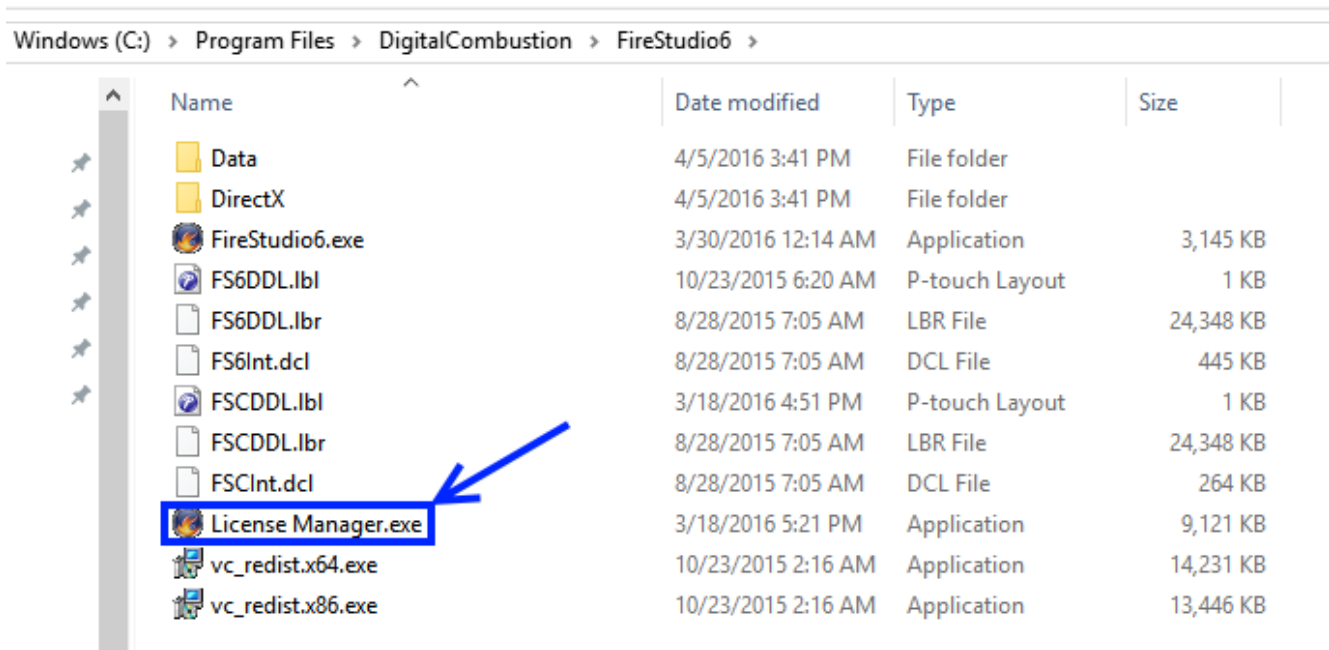


Win 8: (From the Metro interface) *All Apps -> FireStudio6 -> License Manager*

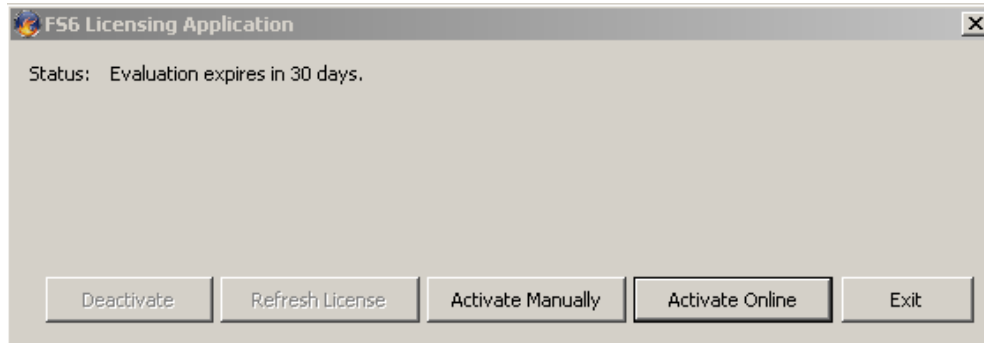
Win 10: Windows Start Button -> *All Apps -> FireStudio6 -> License Manager*



Or open *Windows Explorer* and navigate to the file directly. Double-click on the *License Manager* application.



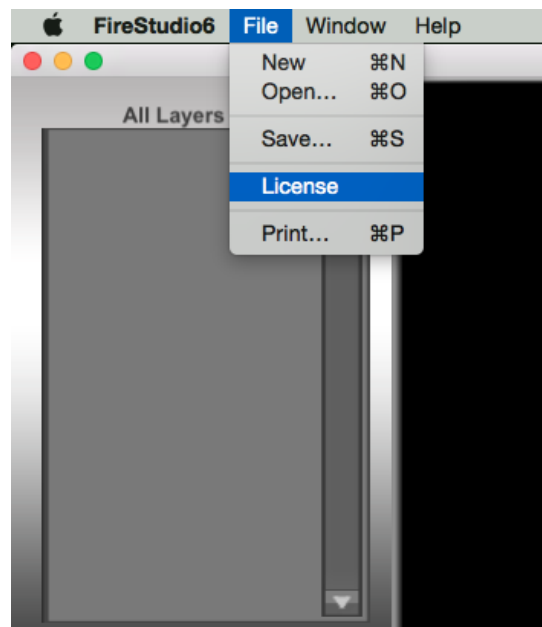
The License Application will appear like in the following screenshot.



Your status may be different depending on whether you've been using the demo or if the software has already been activated.

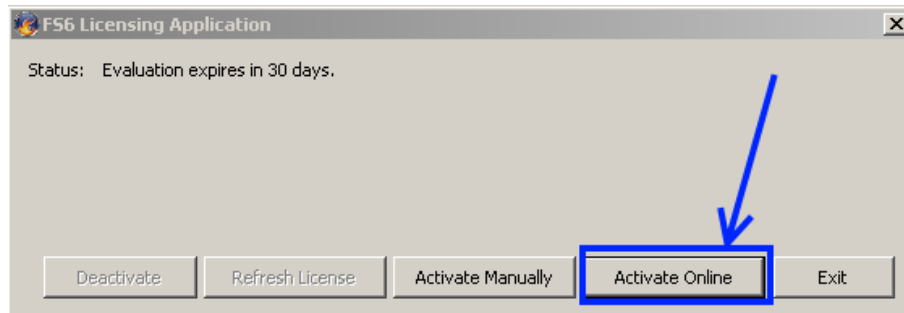
### Launch the License Manager (Mac)

With Fire Studio started click on the *File* menu option at the top of your screen and choose License. If your trial has expired, you should be brought into the License Manager automatically.



## Activate Online *\*Best Method\**

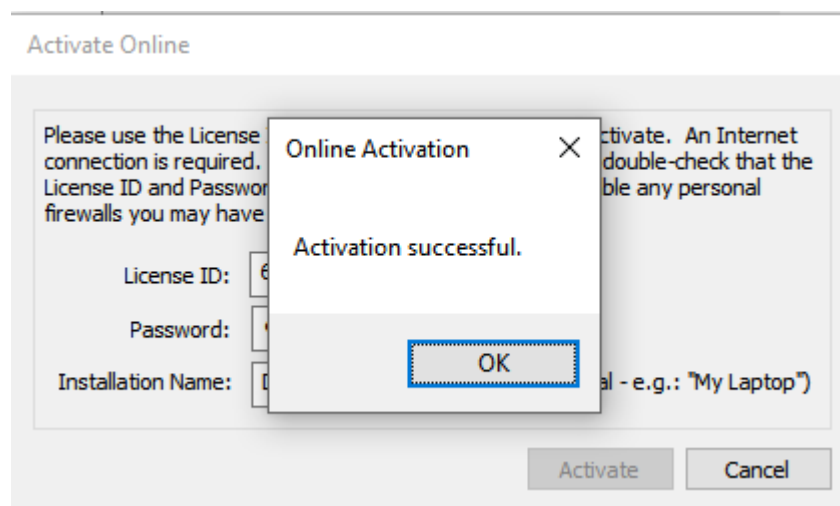
Using Activate Online provides the fastest way to activate Fire Studio. Click on the button labeled *Activate Online*.



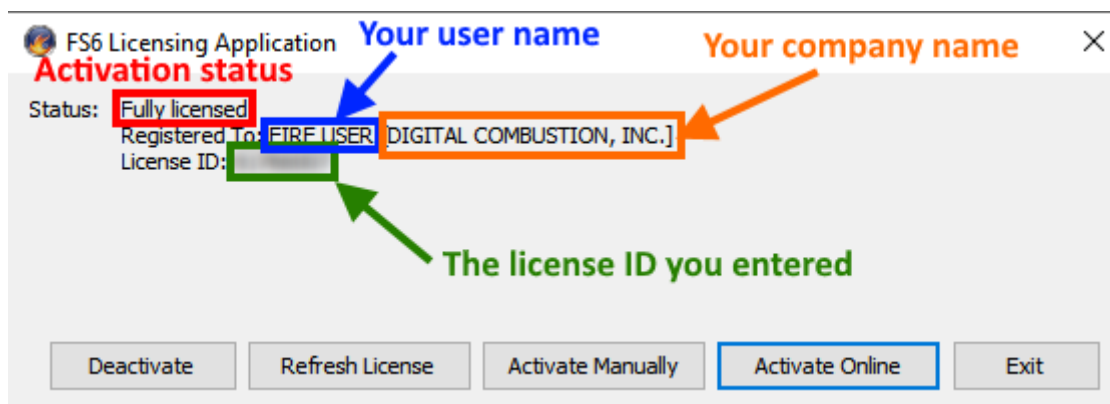
Type in your credentials in the appropriate fields. The Installation Name field is optional but provides a way to identify that particular computer when managing your licenses through the License Portal. We highly recommend entering a nickname or computer ID to help you differentiate this install.

A screenshot of the 'Activate Online' dialog box. It has a title bar with the text 'Activate Online'. Below the title bar, there is a text area with instructions: 'Please use the License ID and Password given to you to activate. An Internet connection is required. If you encounter an error, please double-check that the License ID and Password are correct, and temporarily disable any personal firewalls you may have installed.' Below the text area, there are three input fields: 'License ID:' with a text box, 'Password:' with a text box, and 'Installation Name:' with a text box. To the right of the 'Installation Name' text box, it says '(Optional - e.g.: "My Laptop")'. At the bottom right, there are two buttons: 'Activate' and 'Cancel'.

Click *Activate* to initiate the automatic activation process. The License Manager will communicate over the Internet to the license server to validate your credentials.



If successful, you will receive a pop-up like in the screenshot provided. Click *Ok* and you'll be brought to the status screen.



With the status listed as *Fully Licensed*, you're ready to start using Fire Studio. Click *Exit* and then start Fire Studio as normal.

## Activate Manually

A manual activation allows you to use a website to enter in your information and retrieve a special code in return. When activating in this way, your computer running Fire Studio does not need the internet connection. Instead, you can use a separate device connected to the Internet to retrieve the

necessary information. In some cases, where your network may block all traffic other than web pages, you may be able to use the same computer, even though the Activate Online method did not work.

The option to Activate Manually will soon be available.

## Activation Failure?

There are some circumstances in which your activation by either of the methods above might fail:

1. Fire Studio is already activated.
  - You should be able to use the software normally.
2. You do not have admin rights on your computer.
  - In most cases, admin rights are necessary to certify the License ID and install the proper files on your system. Your IT department may need to perform the activation or provide you with access rights to do so.
3. You have reached the limit on the number of activations allowed for the license number you are using.
  - You can deactivate another machine to free up an activation.
  - Contact Digital Combustion if you believe there should be an available activation. You can also check your license status through the Customer License Portal.
4. You've attempted to *Activate Online* and are prevented from connecting to the license server because of a firewall, proxy, or anti-virus program running.
  - Temporarily shut down your anti-virus software or firewall to perform the activation and try again.