



Email – support@axxya.com

Help - Center -- www.nutritionistpro.com/help-center/

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Dear Nutritionist Pro™ customer,

Congratulations on your purchase of Nutritionist Pro™ Diet Analysis, Menu Creation and/or Nutritionist Pro™ Food Labeling **Network Version** Software — the most comprehensive diet analysis and food labeling software from Axxya Systems. The intuitive design and powerful functionality of Nutritionist Pro will assist individuals as well as nutrition professionals in any healthcare environment, food/nutrition services, or educational setting.

Your Nutritionist Pro purchase entitles you to receive the following:

- product usage support, software, & technical support from our knowledgeable staff
- Notification of your account end date for the opportunity to renew and continue receiving database updates & support
- Two FREE software/database updates per year (updates will be delivered automatically to the specified address/email address on file)
- Discounts on other Axxya Systems applications
- Immediate access to new product tips, software releases—and much more!

INSTALLATION STEPS: NETWORK VERSION:

- **Network install is a 2 part installation. You will require a minimum of 2 machines one for the server install and the other for the client. Additional client installs can be installed based on the organizations need.**
 - **The server houses the database and the client workstation connects to the server to access the application.**
- If you are interested in installing the application on a MAC please read these steps here before proceeding further [Steps on how to install on a MAC](#)

SET A: APPLY ONLY TO SERVER (PC environment):

- Download the exe file provided.
- Next double click on the file it will start to self-extract.
- Once the self-extraction is done the application will install all the needed files to your computer. Please do not interrupt this process.
- Once the program starts installing follow the install screens to complete installation then license the application.
 - For the server part select Server as the option during install.
 - The main purpose of the server is to house the database. The application is run via the client workstation that connects to the server.

SET B: APPLY ONLY TO EACH CLIENT WORKSTATION (PC environment):

The main purpose of the client workstation is to access the app by connecting to the server.

- Download the exe file provided.
- Next double click on the file it will start to self-extract.
- Once the self-extraction is done the application will install all the needed files to your computer. Please do not interrupt this process.
- Once the program starts installing follow the install screens to complete installation then license the application.
 - For the client workstation part select Client as the option during install.

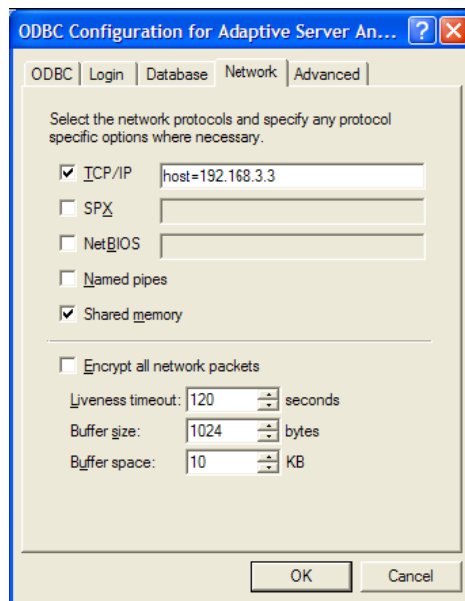
LICENSING STEPS -- NETWORK VERSION:

****NOTE****(You will have a **7 day grace period** to license your software. Failure to license the program within the 7 day grace period will result in a **TEMPORARY** lock out of the program). All information SAVED prior to licensing **will be retrieved once software has been licensed.**

1. The only part that needs to be licensed is the server since the database is stored there.
2. To license the server Access /all programs/axxya systems/nutritionist pro network/database server monitor/click on "start server"
3. On the database server monitor, press "license" button
4. Once you've accessed the Nutritionist Pro Product Licensing Window, you will be provided with a serial #
NOTE*IT IS IMPORTANT TO KEEP THE SCREEN OPEN UNTIL THE LICENSE KEY IS ENTERED AS THE SERIAL NUMBER CHANGES EVERY TIME THE SCREEN IS CLOSED***. IF the window is closed the serial # will change and the key received from our team will not work.**
5. Contact us via phone or email with the serial # and you will be given a license key to license your software. You can reach us at support@axxya.com or via phone at **1-800-709-2799**
6. Enter the license key provided by our team.
7. Press the "License" button.
8. Close the "Licensing" screen.
9. To see if the licensing was successful launch the application from the client workstation.

CONNECTION TO THE SERVER -- NETWORK VERSION:

- In order for the user to access the application the client workstation needs to connect and find the server. In most cases Nutritionist Pro is able to do that by default; however additional steps may be needed if you are not able to connect to the server.
- After the server and client workstation are installed launch the Nutritionist Pro software from the client workstation. If you are able to open the application great you are done the client app is able to communicate with the server portion.
- If the client workstation is not able to find the database then these steps will help the client find the server.
 - Ping the client machine to see if it is talking to the server. Sometimes firewalls prevent client machines from talking to the server machines. Make sure this basic setup is not the issue.
 - If pinging the client was not an issue then try these steps on the client workstation.
 - If the client workstation is **a 64 bit machine**, launch the odbcad32.exe from this path below
 - Launch the ODBC from this folder NOT the control panel.
C:\Windows\SysWOW64\odbcad32.exe.
 - For **a 32 bit machine** launch the ODBC from the control panel and admin tools. Windows Icon or Start Button - Control Panel - Administrative Tools - Data Sources (ODBC)
 - See image below of what the ODBC looks like
 - Select the "System DSN" Tab - Select "Nutritionist Pro" - Press "Configure" - Select the "Network" Tab
 - TCP/IP should say "host=IP address of server" example:
host=192.168.1.1 see image shown below as example
 - NO space between host=andtheipaddressofserver



- If you are still unable to connect contact our team for additional assistance.

BACKING UP THE DATABASE -- NETWORK VERSION:

BACK UP STEPS: NETWORK VERSION:

****NOTE**** (The file size of different databases varies; however, the most common size is about 225 MB's, make sure that a **flash drive or a disk to which you will back up the database contains enough space**).

BACKUP STEPS – APPLY TO SERVER ONLY since the database is housed on the server:

Manual steps

- 1) Terminate all client sessions
- 2) Access /all programs/axxya systems/nutritionist pro network/database server monitor/click on “stop server”
- 3) Access local disk/program files/axxya systems/nutritionist pro network/copy “NutritionistPro.db” file over to backup directory/tape
- 4) Access /all programs/axxya systems/nutritionist pro network/database server monitor/click on “start server”

Automatic steps using other backup utilities

- 1) You can also utilize your own backup utility just make sure that you set Pre/Post commands on the backup job before you run it:
 - Pre command would be – net stop nutritionistpro
 - Post command would be – net start nutritionistpro

We value your business and want to ensure that you have all the tools necessary to navigate throughout Nutritionist Pro easily. Here are a few references to help you while using the program:

1. Nutritionist Pro User Guide, which is a printable pdf manual built into the program.
2. Nutritionist Pro Tutorial found on our website www.nutritionistpro.com under the Video option.
3. Online Help is also available while using the program by selecting Help or by simply clicking on the **F1 key from your keyboard**

4. You can also refer to our website for FAQ's or questions related to a specific topic at www.nutritionistpro.com/help-center/

As part of our commitment to providing you with the most innovative program on the market and maintain our standard of quality, we gladly accept your feedback and suggestions. We encourage you to share your success when using Nutritionist Pro as well as how we can continue along the path of improvement. If you'd like to give us feedback or need assistance, please call us at **1-800-709-2799 inside USA or 425-999-4350** or email us at support@axxya.com.

Please review all enclosed documentation prior to loading the software, and again, thank you for purchasing Nutritionist Pro.

Healthy regards,

Axxya Systems Sales Team

Mailing Address: PO Box 3157 Redmond, WA 98073 (**payments or no signature required**)

Physical Address: 16932 Woodinville Redmond Rd, NE Suite A201 Woodinville, WA 98072 (**FedEx, UPS, require signature**)

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