



Email – support@axxya.com
Help - Center -- www.nutritionistpro.com/help-center/
For faster service please either update your current ticket or submit a new one. You can do that 2 ways -- through the webpage above or by emailing us.

Nutritionist Pro CD version License Steps for Network version

LICENSING STEPS -- NETWORK VERSION:

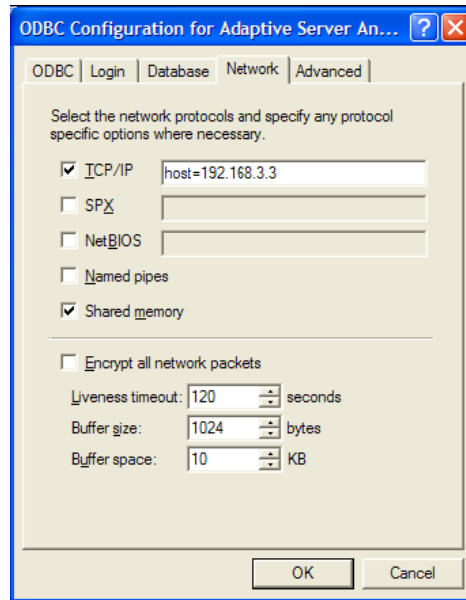
****NOTE****(You will have a **7 day grace period** to license your software. Failure to license the program within the 7 day grace period will result in a **TEMPORARY** lock out of the program). All information **SAVED** prior to licensing **will be retrieved once software has been licensed.**

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.