

Installing Synergy/DE® 12.3.1 for Windows

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Review [System Requirements](#) for information on supported platforms. See “[Installation considerations](#)” in the Synergy/DE documentation for information on things you should consider before installing Synergy/DE. For additional information on installing on 64-bit Windows, see “[Synergy/DE on 64-bit Windows](#)” (PDF) on the Synergex website.

REV11 licensing requirements

- Synergy/DE 12 includes REV11 licensing. For general information on REV11 licensing, see “[Synergy/DE Licensing](#)” in the Synergy/DE documentation; the “[Licensing FAQ](#)” may be particularly useful.
- An internet connection is required to sync with the Synergy License Web Service and download product keys. The Synergy License Web Service is a standard RESTful web service running on the standard HTTPS port, 443. If your firewall does not allow outbound access on port 443, you’ll need to create an outbound rule for that port to either the DNS address (licensing.synergex.com) or the IP address (104.40.28.133) used by the Synergy License Web Service.
- If a proxy is in use on your license server, you may need to specify it from the Synergy Configuration Program or with **Imu**; see “[Using a proxy server with REV11 licensing](#)” in the Synergy/DE documentation.
- The installation runs the **Imcheck** utility to verify connectivity to the Synergy License Web Service. We recommend that you run **Imcheck** separately before installing Synergy/DE 12 to not only check connectivity, but also verify your license in Synergex’s database. This utility can be downloaded from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center. If you’re using a proxy server, you may need to run **Imcheck** with the **-pp** option. See “[Imcheck utility](#)” in the Synergy/DE documentation for details.

Installing Synergy/DE

You can install Synergy/DE to run locally or from a shared drive, in which a single local installation is shared by one or more client machines running Synergy/DE Client. For a local installation, see [Installing Synergy/DE to run on a local hard drive](#). For a shared installation, see [Installing Synergy/DE to run from a shared drive](#). If you are upgrading from a previous version of Synergy/DE, first read the information in [Upgrading to version 12.3](#) below.

Upgrading to version 12.3

For both local and client installations, you can upgrade to Synergy/DE 12.3 from Synergy/DE 9.3.1 and higher. If you are changing the installation type (local to client or vice versa), you cannot upgrade: you must *always* uninstall your current version before installing the new version.

If you are upgrading a system that has the REV11 licensing upgrade package installed, you must remove it first. See “[Upgrading Synergy/DE on a system that has the licensing upgrade package installed](#)” in the Synergy/DE documentation for more information.

If you are upgrading a **shared installation**, upgrade the shared machine before upgrading the clients.

For a **client installation**, if you are upgrading from v11, there is nothing to do. If you are upgrading from an earlier version, you must either upgrade all clients or install the Microsoft Visual C++ Redistributable for Visual Studio 2022 on each client system. This redistributable package (commonly referred to as **vc_redist**) contains the Visual C++ runtime libraries required by version 12.3 and can be downloaded from the Microsoft website. Go to <https://visualstudio.microsoft.com/downloads/>, scroll down to the bottom of the page, and expand

“Other Tools, Frameworks, and Redistributables.” If you are running Workbench (which is 32-bit) you will need the 32-bit (x86) **vc_redist** even if the system is 64-bit.

Installing Synergy/DE to run on a local hard drive

Do not install to a mapped drive. Synergy/DE cannot be installed on a machine that has Synergy/DE Client or xfODBC Client installed. Installing multiple versions of Synergy/DE on the same machine is not supported.

1. If a Synergy program is running using **dbf** or **dfs**, stop it.
2. Log on as administrator or under an account that is a member of the administrator group.
3. Download the installation file (**101SDE1231-####.exe** for 32-bit or **104SDE1231-####.exe** for 64-bit, where **####** is the build number) from the [Feature Release Downloads](#) area of the Synergex Resource Center to a temporary directory.
4. Run the downloaded file to start the installation, and then follow the instructions in the wizard.
5. On the Feature Selection screen, select the products you want to install.
6. If you are installing on a machine that has never had Synergy/DE installed, you’ll be prompted for the license configuration. Select the type of licensing (license server or stand-alone [a.k.a. local licensing] or license client), and then specify either the unique licensee name that you provided to Synergex when you ordered Synergy/DE products (for license server/stand-alone) or the name of the license server (for license client).
Note: If you are installing 32-bit Synergy/DE on a machine that has 64-bit Synergy/DE network server licensing installed, the server name for the 32-bit installation will default to that of the 64-bit machine.



When you click the Install button, the installation checks connectivity to the Synergy License Web Service. If the connectivity check fails, you’ll see a “cannot access Synergy License Web Service” message and be offered the option to abort or continue the installation. We recommend you go ahead and complete the installation, and then refer to [Troubleshooting](#) below.

If your system uses a proxy, this connectivity check may fail, depending on how your proxy is set up. Once the installation is complete, you can configure **Imu** to use a proxy from SynConfig or with **Imu**; see “[Using a proxy server with REV11 licensing](#)” in the Synergy/DE documentation.

7. When the installation is finished, ensure that your environment is set up correctly:
 - Configure your system to use the correct **synergy.ini** file. If this is a new installation, copy the sample **synergy.ini** file from synergyde\dbl to another directory and then set SFWINIPATH in the environment to point to that location. We do not recommend putting **synergy.ini** in the Windows directory or the Program Files directory tree.
 - On 64-bit systems, neither the 64-bit nor the 32-bit installation sets the usual Synergy environment variables or adds anything to the path. Synergy/DE tools derive their environment from the executable’s path. To run applications and utilities from the command line, we recommend you run the **dblvars64.bat** or **dblvars32.bat** batch files. For more information, see the document “[Synergy/DE on 64-bit Windows](#)” (PDF).
8. If you’re installing on a machine that previously had Synergy/DE version 11 or lower installed, the fuzzy matching feature will enable your products to run immediately. Once your upgrade order has been processed, your system will automatically download and install version 12 product keys.
9. If you’re installing on a machine that has never had Synergy/DE installed, there is a 14-day grace period after installation, during which you can run the software without licensing it. To initiate licensing, apply the install

code that was emailed to you by Synergex after you ordered products: Start the Synergy Configuration Program. On the Licensing tab, click the Apply Install Code button and enter the 4-digit code. (You can optionally apply the code from the command line using **Imu -install code**.)

Applying the install code transmits your registration string to Synergex. Then product keys will be generated and automatically downloaded and installed on your system.

For more information on licensing in Synergy/DE, see “[Synergy/DE Licensing](#)” in the Synergy/DE documentation. If your system has problems contacting the Synergy License Web Service, run the **Imcheck** utility to help with troubleshooting; see “[Imcheck utility](#).”

Installing Synergy/DE to run from a shared drive

There are two parts to a shared installation: first you perform a local installation on the shared machine, and then you install Synergy/DE Client on the client machines. Note the following:

- The shared machine can be any supported 32-bit or 64-bit Windows platform.
- The client machines can be any supported 32-bit or 64-bit Windows platform except Terminal Services. (The Windows Server platforms are terminal server machines; they cannot be clients.)
- The client machines must use network client licensing and be in the same domain as the shared machine.
- We do not recommend installing *xfODBC* to run in a shared environment when you are running Visual Studio on the client machine for *xfODBC* development.

See “[Installation considerations](#)” in the Synergy/DE documentation for more information on shared installations.

Installing Synergy/DE for shared access

Do these steps on the *shared* machine.

1. Perform a local installation of Synergy/DE following the instructions in [Installing Synergy/DE to run on a local hard drive](#) above. On the Feature Selection screen, select “Files for shared installation” in addition to the Synergy/DE components that you want clients to be able to access.
2. Share the `\synergyde` directory.
3. Edit the command line (the line beginning with “`CmdLine=`”) in the **setup.ini** file in the `synergyde\client` directory on the shared machine.

The command line supports the following keywords:

- **LICENSE_SERVER**. The name of the license server for the clients. You can use the shared machine as a license server, or you can use a different machine. When you install the clients, they will become license clients to the license server specified here, regardless of the type of licensing they had previously. If the license server is running on a non-default port, append a colon followed by the port number to the end of the server name.
- **SFWINIPATH**. The directory on the shared machine where the **synergy.ini** file that will be shared by all clients resides. The client installation program sets the SFWINIPATH environment variable on the client machine to this value. If you omit this keyword, the **synergy.ini** file located in `synergyde\dbl` on the shared machine is used. We recommend that you always specify the **synergy.ini** file with SFWINIPATH because the file in `synergyde\dbl` is a sample file.

For example,

```
CmdLine=LICENSE_SERVER=tiger SFWINIPATH=\\rocket\apps\config
```

Note: The keywords are case sensitive. If a keyword value includes a space, enclose the value in double quotes (for example, `SFWINIPATH=“\\rocket\my apps\config”`).

4. Share the directory in which the shared **synergy.ini** file is located.

Installing Synergy/DE Client

Note the following restrictions:

- 32-bit Synergy/DE Client cannot be installed on a machine that has Synergy/DE, *xfODBC* Client, or 64-bit Synergy/DE Client installed.
- 64-bit Synergy/DE Client cannot be installed on a machine that has Synergy/DE or 32-bit Synergy/DE Client installed.

Do this on each *client* machine:

- Navigate to the synergyde\client directory on the shared machine and right-click on **SDEC64.exe** (or **SDEC32.exe** for 32-bit) and run it as administrator. This will install icons, set registry entries and environment variables, update the path, install Visual C++ runtime libraries, and register **.ocx** files on the client machine. For example,

\\toby\apps\synergyde\client\SDEC64.exe

Using mapped drives in a shared configuration

We recommend using UNC paths when installing and running Synergy/DE in a shared configuration. If you prefer mapped drives to reference the Synergy/DE Client installation and the shared **synergy.ini** file, you will need to do following:

- Map a drive on each client to reference the \synergyde directory and the location of the **synergy.ini** file. These may be the same mapping or two separate mappings.
- Use the same drive letter on all clients. Once the drives are mapped, they should not be changed, because the mapped drives are used both to install Synergy/DE Client and to run Synergy/DE applications.
- Use the mapped drive letters when specifying a value for the SWFINIPATH keyword in the **setup.ini** file and when running **setup.exe**.

Installing *xfODBC* Client

You can upgrade to *xfODBC* Client 12.3 from *xfODBC* Client 9.3.1 and higher. *xfODBC* Client cannot be installed on a machine that has Synergy/DE or Synergy/DE Client installed.

1. Download the *xfODBC* Client installation file (101OC1231-####.exe for 32-bit or 104OC1231-####.exe for 64-bit, where #### is the build number) from the [Downloads](#) area of the Synergex Resource Center to a temporary directory
2. Run the downloaded file to start the installation, and then follow the instructions in the wizard.

Installing *xfNetLink* Java and *xfNetLink* .NET

You can upgrade to *xfNetLink* 12.3 from *xfNetLink* 9.3.1 and higher.

1. Download the *xfNetLink* Java (101NJ1231-####.exe) or *xfNetLink* .NET installation file (101NN1231-####.exe for 32-bit or 104NN1231-####.exe for 64-bit, where #### is the build number) from the [Downloads](#) area of the Synergex Resource Center to a temporary directory
2. Run the downloaded file to start the installation, and then follow the instructions in the wizard.

Troubleshooting

If an installation fails, the installation log file may help Synergy/DE Developer Support resolve the problem. This file is created automatically during installation. The file has a generated name that includes a time stamp and is placed in the logged-on user's %TEMP% directory. The easiest way to locate it is to view the directory with Windows Explorer and sort by date.

If your system has problems contacting the Synergy License Web Service, run the **lmcheck** utility, note the error, and contact Synergy/DE Developer Support for assistance. See “[lmcheck utility](#)” in the Synergy/DE documentation for more information and the complete syntax.

If you encounter any problems installing, please contact Synergy/DE Developer Support for assistance: support@synergex.com or 800.366.3472 (toll-free from the U.S. and Canada) or +1.916.635.7300.

System Requirements

For additional information, see “[Windows requirements](#)” in the Synergy/DE documentation. Synergy/DE 12.3 is supported on the following Windows platforms.

Platform	System ID
Windows 11 64-bit	104
Windows 10 32-bit	101
Windows 10 64-bit	104
Server 2022 64-bit	104
Server 2019 64-bit	104
Server 2016 64-bit	104
Server 2012 R2 64-bit	104
Server 2012 64-bit	104