

How To: Resolve 32 & 64-bit Operating System Issues

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This information is based on Delta Financial Systems understanding of the current legislation. You should not rely solely on the information provided by Delta Financial Systems but should also form your own opinion as to the practical applications of the current legislation.

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Overview

Many organisations use a combination of 32-bit and 64-bit operating systems. This has led to a number of issues where some machines are unable to run some of the FileMaker functions, or DMM modules.

These issues are caused because a 32-bit operating system installs programs by default into 'C:\Program Files\' whilst a 64-bit operating system installs 32-bit programs by default into 'C:\Program Files (x86)\'. At the same time, FileMaker only allows the input of one file location in the 'User Parameters' menu for each function.

Resolution

If a client has this combination of operating systems, the following actions are required:

For 32-bit Machines

1. Create a folder called '**C:\Program Files (x86)**' on the client machine.
2. Run the file '**\\...\32bit Symlink\32BIT_CREATE_FMPRO55_SYMLINK.bat**' as 'Administrator' on the client machine.

For 64-bit Machines

1. Create a folder called '**C:\Program Files**' on the client machine.
2. Run the '**\\...\64bit Symlink\64BIT_CREATE_FMPRO55_SYMLINK.bat**' as 'Administrator' on the client machine.

Checking

Run a Cluster Valuation.