Getting started with FilmStar
Optical Thin Film Software

Thank you for purchasing or updating FilmStar Optical Thin Film Software.

Software and updates are provided on the FTG website. Support e-mails include installation passwords at the bottom. Please bookmark our main support page

http://ftgsoftware.com/updates.htm

for quick access to software and support links. You can also use the links in any FilmStar Help menu.

Please install FilmStar before attaching the USB Security ID Module. This ensures that appropriate drivers are available when Windows automatically locates the device. Administrator rights may be required. If the ID Module is not recognized, try exiting and restarting Windows.

Manuals in PDF format are listed on updates.htm. Since the printed manual is the same as online help we suggest, for environmental considerations, that you only print portions of the manual as needed.

> **MEASURE users should review**
> ***Getting started with FilmStar***
> ***MEASURE* before installing.**

In addition to its Windows point and click interface, FilmStar includes development modules BASIC, Workbook, FSPlot and Report Generator. The modules are described in on-line help and illustrated in examples, especially in c:\winfilm\basic32.

See Page 2 for installation issues. Please contact FTG Software if you have problems installing or running FilmStar. Keep us informed about e-mail address changes and other users who should receive our support e-mails.

The FilmStar Database integrates the FileMaker Pro database application and is <u>not</u> a list of coating designs or materials. It is included with the Facility License and available with the Single User License. Install FM12Setup.exe only after installing FileMaker and FilmStar. Learn more at http://ftgsoftware.com/database.htm. FTG assumes that users adapting the FilmStar Database will be familiar with FileMaker Pro and have the ability to develop scripts.

Windows 7-10 Installation Issues

LIKELY PROBLEM...If you get Unexpected error; quitting at startup, (A) disable UAC (User Account Control) or (B) right click and select 'Run as administrator'. Then select Allow. The next time the program runs normally. Repeat the procedure for each FilmStar program. Lack administrator privileges? Contact IT to implement step B. Avecto Privilege Guard and similar systems may require IT action.

TRENDING PROBLEM, especially Windows 10 with corporate security...Should the installer fail to complete its task, try running in XP compatibility mode. Right click setup32.exe and adjust properties as shown below.

Click here if you still get Error: You do not have access to make the required system configuration modifications. Google any other error messages; you are not alone!

NO LONGER A RARE PROBLEM?...Should setup32.exe get stuck at installing the USB Hasp driver, restart the installation and select None in the Install USB License Key dialog. This also applies if the installation proceeds normally but the license key fails to work. In either case use the standalone installer with password listed at the bottom of FilmStar e-mails.

OTHER ISSUES...http://ftgsoftware.com/issues_installation.htm