

**precisely**

# Precisely MapInfo Pro

## Install Guide

Version 2021



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# 1 - Before you Install

MapInfo Pro is a comprehensive computer mapping tool that lets you perform complex geographic analysis such as redistricting, accessing your remote data, dragging and dropping map objects into your applications, creating thematic maps that emphasize patterns in your data, and much more

This document describes how to install MapInfo Pro to your desktop. It also provides more advanced topics that an IT Specialist or System Administrator would follow for installing MapInfo Pro within an organization.

For information about how to work with MapInfo Pro, see the *MapInfo Pro User Guide* after installing MapInfo Pro.

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# Introduction

This document is organized in two parts. The first provides information and instructions necessary for installing MapInfo Pro to a user's desktop. The second are the appendices that provides information and instructions necessary to IT Specialists or system administrators who must install MapInfo Pro in an organization.

## MapInfo Pro Users

Before you install MapInfo Pro on your desktop, refer to these sections:

1. [System Requirements](#)
2. [MapInfo Pro Database Connectivity and Support](#)
3. [Before You Install MapInfo Pro](#)

You are then ready to follow the instructions in [Chapter 2: Installing MapInfo Pro](#).

To remove MapInfo Pro from your desktop, see [Modifying or Removing MapInfo Pro](#).

## IT Specialists or System Administrators

System administrators installing MapInfo Pro should refer to the appendices in this document, which contain information for:

- [Workgroup Installations for System Administrators](#)
- [Silent Installation Procedures](#)
- [Advanced Configuration Options for System Administrators](#)

## Requirements

Below are the guidelines for minimum and recommended system requirements. Note that hardware requirements do vary based on your use of the product and your system. In general, a higher processor speed, larger memory (RAM) and industry leading graphics cards provide a better user experience and result in better responses from MapInfo Pro.

If the system memory (RAM) is less than 4GB, then some of the MapInfo Pro Raster user preferences are not available, such as:

- You cannot modify the cache size settings (only the **Normal** setting is available).
- The display cache option is not available.

## System Requirements

This product is tested on the following Microsoft Windows Desktop Operating Systems:

- Windows 10 64-bit
- Windows 11 64-bit
- Windows 2019 Server
- Windows 2019 Server 64-bit with XenApp 7.9
- Windows 2019 Server 64-bit with Citrix Virtual Apps 1912
- Windows 2022 Server 64-bit

## Windows 10 Hardware Requirements

- Windows 10 64-bit

**Table 1: Minimum**

Memory	Disk Space	Graphics	Monitor
2GB RAM (64-bit) required, 4GB RAM recommended, 1 GHz with support for PAE, NX, and SSE2	20GB (64-bit), Data 2.3GB or better	Microsoft DirectX 9 graphics device with WDDM driver	1024x768 resolution or better

**Table 2: Recommended**

Memory	Disk Space	Graphics	Monitor
16+GB RAM (64-bit) Intel Core 2 Duo, AMD Athlon X2 or better	25GB (64-bit), Data 2.3GB.	<i>Dedicated GPU:</i> AMD Radeon HD 2000 series, NVIDIA GeForce 8 series or better  <i>Integrated GPU:</i> AMD Radeon HD 3200, NVIDIA GeForce 9400, Intel HD Graphics or better	1024x768 resolution or better

## Dependencies and Prerequisites

We recommend ensuring that your machine has the latest updates before installing Pro.

The install wizard checks for the following and prompts you if not already on your system; you can choose to have the install wizard install these requirements, or cancel the installation if you do not want to proceed.

- Microsoft Visual C++ 2015 Update3 Redistributable (x64)
- Microsoft Visual C++ 2017 Redistributable (x64)
- Microsoft Visual C++ 2019 Redistributable (x64)
- Microsoft Edge WebView2 Runtime Installer (x64)
- Microsoft office Access database Engine 2010 (x64) - for 32-bit Microsoft Office
- Microsoft office Access database Engine 2010 (x64) - For 64-bit Microsoft Office
- Microsoft .NET Framework 4.7.2
- Windows fixes and updates:

Operating System	Required Update
Windows 10 *	Cumulative Update KB3156387

\* On Windows 10, the install wizard does not install the Cumulative Update. Ensure this update is installed before installing this release.

MapInfo Pro installs a file from the Microsoft Windows Presentation Foundation (WPF) toolkit, WPFToolkit.dll file version 3.5, which is necessary for the Meta-Data Catalog Browser feature.

# MapInfo Pro Database Connectivity and Support

MapInfo Pro supports the following spatial database servers:

- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016 SP1 (also called SQL Server Spatial)
- PostGIS 3.1 using PostgreSQL 13.2
- PostGIS 2.5 using PostgreSQL 10.1
- PostGIS client is 13.01 x64
- SQLite v3.8 / FDO 3.8
- Oracle 19c msp19c
- Oracle 18c msp18c
- Oracle Spatial 12C r2 msp12cr2
- Oracle11gr2

In order for MapInfo Pro to access a remote database, you must install a client or driver. The following are ODBC drivers that MapInfo Pro supports:

- Microsoft Access ODBC (64-bit)
- Microsoft SQL Server 2019
- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2012 QFE Native Client v11 (64-bit)
- PostgreSQL Unicode and ANSI ODBC driver 13.01 (64 bit)
- FDO toolkit 3.8 (used by SQLite and installed with MapInfo Pro)
- Oracle Instant Client 19.11 (64-bit)

You can also open tables of data from the following and make them mappable, but only for point data:

- Microsoft Access 2013, 2016, and 2019 (64-bit)

For more about working with remote database information, see *Accessing Remote Data* and *Setting your Database Connection Preferences* in the *Help System*.

## *PostgreSQL ODBC Driver Requires the Use Declare/Fetch Option*

To avoid an error when using the PostgreSQL Unicode ODBC driver, you must enable the **Use Declare/Fetch** option. When enabled, the driver automatically uses declare cursor/fetch to handle SELECT statements and keeps 100 rows in a cache. When disabled, which is the default setting,

the driver buffers the entire result set. For large tables this could use all the Windows memory resources. For details, see [Message: ODBC Error](#).

## Microsoft Office Support

MapInfo Pro supports Microsoft Excel (\*.xls, \*.xlsx) and Microsoft Access (\*.mdb, \*.accdb) formats for versions 2010, 2013 and 2016.

## MapInfo Pro Data File Support

You can open the following file types in MapInfo Pro on the **HOME** tab by pointing to **Open**:

- **ACCDB** – Microsoft Access 2007 or later files
- **CSV** – Comma Delimited files
- **DBF** – dBASE DBF files
- **MDB** – Microsoft Access files
- **TAB** – MapInfo .TAB files (includes MapInfo Extended – Type NATIVEX)
- **Raster image files** – (\*.adf, \*.asc, \*.bil, \*.bip, \*.bsq, \*.dat, \*.dem, \*.dt0, \*.dt1, \*.dt2, \*.ecw, \*.ers, \*.flt, \*.grc, \*.grd, \*.gxf, \*.img, \*.j2c, \*.j2k, \*.jp2, \*.jpc, \*.jpx, \*.kap, \*.mrr, \*.mvr, \*.jpx, \*.sid, \*.tif, \*.tiff, \*.vrt, \*.xml, \*.xyz, \*.zip)
- **SHP** – ESRI Shapefiles
- **TXT** – Delimited ASCII files
- **WKS** – Lotus 1-2-3 files (\*.wk1, \*.wks, \*.wk3, \*.wk4)
- **WOR** – MapInfo workspace files
- **MWS** – MapInfo workspace files
- **XLS** – Microsoft Excel files
- **XLSX** – Microsoft Excel 2007 or later files
- **Grid images** – (\*.adf, \*.flt, \*.txt, \*.asc, \*.img, \*.dem, \*.dt0, \*.dt1, \*.dt2, \*.mig, \*.grd). This release does not support .XLSM and .XLSB Excel files.
- **GPKG** – GeoPackage files
- **OGR** – Uses the GDAL OGR Vector File library to read and write many file types.

**Note:** Grid Format Direct Support: The following grid handlers support direct read of DEM-USGS Text (.dem); GTOPO30 (.dem) and DTED levels 1, 2, 3 (.dt0, .dt1, .dt2). These grid handlers are read-only; they cannot be used to create grid files during the Create Grid Thematic interpolation process.



## Importing File Formats

You can import the following file formats into MapInfo Pro using the Universal Translator (on the **HOME** tab, point to **Open** and click **Universal Data**. From the **Specify Data Source** dialog, click **Browse the gallery** to open the **FME Reader Gallery** dialog.):

- Autodesk AutoCAD DWG/DXF (.dxf, .dwg) — up to AutoCAD rel 2013
- Bentley MicroStation Design 7 (.dgn)
- Bentley MicroStation Design 8 (.pos, .fc1, .dgn)
- ESRI ArcInfo Export (.e00)
- ESRI ArcSDE
- ESRI Geodatabase (File GeoDB API) (.gdb)
- ESRI Geodatabase (Personal Geodatabase) (.mdb)
- GML (Geography Markup Language) (.gml, .xml, .gz)
- Google Earth KML (.kmz, kml)
- OS MasterMap Database – Supports Cadcorp OS MasterMap Database data.
- OS VectorMap District – Reader supports GML data in OS VectorMap District format.
- OS VectorMap Local – Reader supports GML data in OS VectorMap Local format.
- Spatial Data Transfer Standard, such as TR01CATD.DDF (\*CATD.DFF)
- Vector Product Format (VPF) Coverage, such as POAREA.AFT, POLINE.LFT, POPOINT.PFT (.ft)

You can import the following file formats into MapInfo Pro on the **HOME** tab by selecting **Open** and then pointing to **Import**:

- **DXF** – The graphic/data interchange format (DXF) for AutoCAD and other CAD packages
- **GML** – OS MasterMap format
- **GML, XML** – Geographic Markup Language (GML) 2.1
- **IMG** – A file format for MapInfo Pro for DOS image files
- **MBI** – MapInfo Pro Boundary Interchange format (MBI) An ASCII file for MapInfo DOS boundary files.
- **MIF** – MapInfo Pro Interchange Format (MIF) MapInfo Pro's data interchange format (ASCII file format).
- **MMI** – MapInfo DOS MMI

**Note:** You can download raster handlers for NIMA formats such as ADRG, CADRG, ASRP, CIB, USRP, and NITF formats from the Precisely website or get them from the Installation DVD.

MapInfo Pro imports graphics and textual information from MapInfo Pro Interchange Format, DXF, MBI, and MMI files. MapInfo Pro imports only graphics from IMG.

## Supported Raster Image File Formats

The following are the Raster image file formats that MapInfo Pro supports:

- **ADF** – ArcInfo coverage Data File (ADF)

- **ASC** – ASCII text file
- **BIL** – Satellite Pour l'Observation de la Terre (SPOT) satellite images Spot Image Formats 1.5 and 4.0: 8 Bit Gray, Format 1.5, 8 Bit Gray, Format 4.0, 24 Bit Color, Format 1.5, 24 Bit Color, Format 4.0
- **BIP** – Band Interleaved by Pixel
- **BSQ** – Band Sequential
- **BMP** – Windows bitmap (BMP) Monochrome: 8 Bit Color, 24 Bit Color
- **DAT** – Datum, contain data in text or binary format
- **DEM** – Digital Elevation Model
- **DT0, DT1, DT2** – Digital Terrain Elevation Data (DTED) Level 0, 1, and 2
- *filename.\** – Compressed ARC Digitized Raster Graphic (CADRG) format
- *filename.\** – Controlled Image Base (CIB) format
- **ECW** – Enhanced Compression Wavelet (ECW) format handler by ER Mapper
- **EMF** – Enhanced Metafile Format
- **ERS** – European Remote Sensing
- **FLT** – Image Filter (FLT)
- **GEN** – ARC Digitized Raster Graphic (ADRG) format
- **GEN** – ARC Standard Raster Product to 1.2 (ASRP) 1.2 format
- **GIF** – Graphics Interchange Format (GIF)
- **GIF** – Graphics Interchange Format (GIF89a) non-interlaced only Monochrome: 8 Bit Color
- **GRC** – Grid, or MapInfo Vertical Mapper
- **GRD** – Classified Grid, or MapInfo Vertical Mapper

MapInfo Pro treats GRD files as either a grid or raster image. If the associated .TAB file contains a RasterStyle 6 entry, then MapInfo Pro treats the file as a grid.

- **IMG** – ERDAS IMAGINE File Format
- **JFIF** – JPEG File Interchange Format (JFIF)

8 Bit Gray, 24 Bit Color, No Subsampling, 24 Bit Color, YUV422 Subsampling, 24 Bit Color, YUV411 Subsampling

- **JP2** – Joint Photographic Experts Group (JPEG) 2000 format

MapInfo Pro supports creating JPEG 2000 files using Save Window As and viewing JPEG 2000 files using the LeadTools raster handler.

- **JPG** – Joint Photographic Experts Group (JPG)
- **JPEG** – Joint Photographic Experts Group (JPEG)

8 Bit Gray, 24 Bit Color, No Subsampling, 24 Bit Color, YUV422 Subsampling, 24 Bit Color, YUV411 Subsampling

- **MRR** – Multi-Resolution Raster
- **NTF** – National Imagery Transmission Format (NITF) version 2.x format
- **PCX** – ZSoft Paintbrush
- **PCX** – Format Version 5 (Paintbrush Version 3.0)

Monochrome, 8 Bit Gray, 8 Bit Color, 24 Bit Color

- **PNG** – Portable Network Graphics (PNG) format
- **PSD** – Photoshop 3.0
- **SID** – MrSID format

The MrSID raster handler allows you to open and display raster images compressed in the MrSID format

- **TGA** – Targa

TGA Truevision File Format Specification 2.0. 8 Bit Gray, 8 Bit Color, 24 Bit Color

- **TIF** – Geographic Tagged Image File Format (GeoTIFF)
- **TIF** – Tagged Image File Format (TIFF)

TIFF Revision 5.0, Monochrome (Class B), Uncompressed, Monochrome (Class B), PackBits Compression, 8 Bit Gray (Class G), Uncompressed, 8 Bit Color (Class P), Uncompressed, 24 Bit Color (Class R), Uncompressed

- **TIF** – Tagged Image File Format (TIFF) CMYK
- **TIF** – Tagged Information File Format (TIFF) CCITT Group 4
- **TIF** – Tagged Information File Format (TIFF) LZW
- **TXT** – Text
- **URL** – Uniform Resource Locator
- **VRT** – Virtual Format
- **WMF** – Windows Metafile Format(WMF)

The raster handler will load a rasterized version of the WMF file.

- **ZIP** – a compressed file containing raster format files

## File Limitations for MapInfo Pro Supported Formats

Keep the following notes in mind when working with these MapInfo formats:

- MapInfo Pro only supports the DXF file import to release 13: on the **HOME** tab, point to **Open**, and click **Import**. This has been superseded by the Universal Translator and Open Universal Data feature.
- The Open Universal Data feature supports all DWG and DXF formats up to the AutoCAD release 2013. While it is our company's intention to keep pace with the new releases of FME, if you extend the application to import AutoCAD DWG and DXF files using a newer version of FME before we have upgraded our product, errors may occur.
- You can have maximum 500 files open at a time in MapInfo Pro if you remove the `HKEY_LOCAL_MACHINE\SOFTWARE\MapInfo\MapInfo\Common Max Files` registry key.
- You can have up to 125 files open at a time for editing in MapInfo Pro.

## Feature Manipulation Engine (FME) Format Support

MapInfo Pro installs with the Feature Manipulation Engine (FME) 2021.1, which lets you open data directly to avoid having to translate it separately and work with copies of the data in .tab format. This FME opens following Universal Data formats:

- Autodesk AutoCAD DWG/DXF – Supports AutoCAD file versions up to and including 2013
- Bentley MicroStation Design (V7) – Supports Intergraph Standard File Format (ISFF) Version 7
- Bentley MicroStation Design (V8) – Supports Intergraph Standard File Format (ISFF) Version 8
- ESRI ArcInfo Export (.e00) – Supports ArcGIS 10.x
- ESRI ArcSDE – Supports ArcSDE 10.x
- ESRI Geodatabase (File Geodatabase API) - Supports 10.0 File Geodatabases or higher
- ESRI Geodatabase (Personal Geodatabase) – Supports ArcGIS 10.x
- ESRI Shapefile (\*.SHZ, \*.SHP)
- Geography Markup Language (GML) - Reader supports GML versions 2.1.2, 3.1.1, and 3.2.1 and Writer supports GML versions 3.1.1 and 3.2.1
- Google KML – Supports KML 2.2
- OS MasterMap Database – Supports Cadcorp OS MasterMap Database data.
- OS VectorMap District – Reader supports GML data in OS VectorMap District format.
- OS VectorMap Local – Reader supports GML data in OS VectorMap Local format.
- Spatial Data Transfer Standard (SDTS) - Supports USGS DLG datasets that adheres to the SDTS Topological Vector Profile (TVP) and USGS Digital Elevation Model (DEM) datasets that adhere to the SDTS Raster Profile
- Vector Product Format (VPF) Coverage - Supports VPF data that is stored in a structure described in the Military Standard, Vector Product Format, MIL-STD-2407

**Note:** MapInfo Pro installs with a subset of FME that supports a limited number of formats. You can install the complete FME Suite from Safe Software for additional formats, and use it with mapInfo Pro. See [Working with the FME Suite](#) for details. For the list of formats supported by the FME suit, see: [http://docs.safe.com/fme/html/FME\\_Desktop\\_Documentation/FME\\_ReadersWriters/Format-List-All.htm](http://docs.safe.com/fme/html/FME_Desktop_Documentation/FME_ReadersWriters/Format-List-All.htm).

To open these data formats in MapInfo Pro, on the **HOME** tab, point to **Open** and select **Universal Data**.

To translate TAB files using FME in MapInfo Pro, on the **HOME** tab, in the **Tools** group, click **Tool Extensions**, and select **Universal Translator**.

To see what is new in FME 2019, see <http://www.safe.com/fme/new>.

# MapInfo Pro Web Server Support

MapInfo Pro supports the following web servers:

- GML (Geospatial data in XML format) 2.1.2
- FME Quick Translator) supports versions up to 3.2.1
- Web Feature Service (WFS) 1.0, 1.1, and 2.0
- Web Feature Service with transactions (WFS-T) using WFS 1.0
- Web Map Service (WMS) 1.3
- Web Map Tile Service (WMTS) 1.0

MapInfo Pro also supports the mapping tile servers:

- Microsoft Bing tile server
- MapXtreme.NET v9.3 tile server
- OpenStreetMap tile server
- Spatial Server v18.2
- WMTS including Spatial Server
- GeoMap

## Before You Install MapInfo Pro

Before installing MapInfo Pro, record your serial number and access code in an easy-to-remember place. You need a valid serial number and access code to complete an installation or an upgrade. Also, complete the postage-paid registration card and return it to Precisely or register online by accessing the Contact Info option on the DVD Browser.

If installing MapInfo Pro from a DVD on a shared network drive, ensure that the network drive is mapped to a specific drive letter (such as G). For details, see [MapInfo Pro Installer Requires a Drive Letter](#).

It is possible that the MapInfo PDF Printer driver may not install when:

- Your IT department has a policy to disallow printer installations. Contact your IT department to check if there is such a policy in place. If there is, then have them temporarily allow printer installation on your machine while you install MapInfo Pro.

- Your anti-malware or anti-spyware is turned on during the installation. Contact your IT department to temporarily stop the anti-malware or anti-spyware on your machine while you install MapInfo Pro.

**Note:** If there are concerns about stopping anti-malware or anti-spyware, then try installing MapInfo Pro first and if the MapInfo PDF Printer driver does not install, uninstall MapInfo Pro, stop your anti-malware or anti-spyware, and then reinstall.

## Upgrading

The **MapInfoPro.WOR**, **STARTUP.WOR**, and **MapInfoPro.pref** files are stored in the directory C:\Users\<username>\AppData\Roaming\MapInfo\MapInfo. When an upgrade is performed these configuration, preferences, settings, etc. will be automatically picked up by the newly installed version.

Application data (appdata) files are the non-executable data files that MapInfo Pro uses during operation.

## Installing 32-bit and 64-bit Microsoft Office Drivers

MapInfo Pro is a 64-bit application that can access spreadsheets and tables from 64-bit editions of Microsoft Excel and Access. To use data from Excel and Access in MapInfo Pro, you must use the Microsoft Office 64-bit edition.

As part of the MapInfo Pro installation process, the 64-bit Microsoft Access Database Engine 2010 Redistributable for Office is installed.

If you require the 32-bit edition of Microsoft Office on the same system with MapInfo Pro, the following procedure shows you how to install both versions of Office drivers.

**Note:** Microsoft does not support both drivers installed on the same computer citing incompatibility between the product editions or their components, see <http://support.microsoft.com/kb/2269468>.

To install Microsoft Office 32- and 64-bit drivers on the same system:

1. Download the Microsoft Office drivers from <http://www.microsoft.com/en-ca/download/details.aspx?id=13255>.  
The 32-bit version is `AccessDatabaseEngine.exe`. The 64-bit version is `AccessDatabaseEngine_x64.exe`.
2. Uninstall the 64-bit Office driver, if installed, and reboot the system. You will already have it installed if you have installed MapInfo Pro 64-bit.
3. Install the 32-bit Office 2010 driver.

4. In the System folder (for example C:\Windows\System32), right-click on `cmd.exe` and select **Run as administrator**.
5. At the command prompt navigate to the folder where the 64-bit Office 2010 driver is located.
6. Type the command and press enter: `AccessDatabaseEngine_x64.exe /passive`
7. If you have a 32-bit version of Microsoft Office 2007, 2010, 2013, or 2016 installed, then delete or rename its `mso.dll` registry key.
  - a) Open the **Registry Editor** window. On the Microsoft **Start** menu, type `regedit` in the **Search** field, and then click **regedit.exe**.
  - b) In the **Registry Editor** window, navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\14.0\Common\FilePaths`.
  - c) If there is a `mso.dll` value, either delete it or rename it.

If you do not delete or rename the file, then may see a reconfigure message when you open a Microsoft Office application.

Both drivers are now installed on your system.

## Opening Office 2013 32-bit Excel and Access Files

There is a potential issue when both 32-bit and 64-bit versions of MapInfo Pro are installed on the same machine along with the 32-bit version of Microsoft Office 2013. The 32-bit version of MapInfo Pro can close unexpectedly when opening tables generated in the 32-bit version of Excel 2013 or Access 2013.

The section **Installing 32-bit and 64-bit Microsoft Office Drivers** describes how to install the Microsoft Office 32- and 64-bit drivers on the same system. If after following these steps your 32-bit version of MapInfo Pro closes unexpectedly when opening Excel 2013 and Access 2013 tables, then follow the steps outlined below.

1. Uninstall both of the Microsoft Access database engine 2010 drivers.
  - a) From the **Start** menu, select **Control Panel**.
  - b) On the **Control Panel**, select **Programs and Features**.
  - c) Scroll through the list to locate and select **Microsoft Access database engine 2010**. There will be two instances of this application in the list.
  - d) Select **Uninstall** and follow the instructions that the uninstall procedure provides.
  - e) Select the second **Microsoft Access database engine 2010** and uninstall it.
2. Download and install the 32-bit version of Microsoft Access Runtime 2013 (called `AccessRuntime_x86_en-us.exe`) from <https://www.microsoft.com/en-us/download/details.aspx?id=39358>.
3. Download the 64-bit version of Microsoft Access Database Engine 2010 (called `AccessDatabaseEngine_x64.exe`) from <https://www.microsoft.com/en-us/download/details.aspx?id=13255>. Make note of the download location, such as `C:\Users\myname\Downloads`.

**CAUTION:** Do not run (install) from your internet browser window, download it first.

4. Install the 64-bit version of Microsoft Access Database Engine 2010 (called `AccessDatabaseEngine_x64.exe`).
  - a) Open a command prompt window with Administrator privileges. In the system folder `C:\Windows\System32`, right-click on `cmd.exe` and select **Run as Administrator**.
  - b) At the command prompt, change directories to the `AccessDatabaseEngine_x64.exe` file (type `cd C:\Users\myname\Downloads` and press **Enter**).
  - c) At the command prompt, type `AccessDatabaseEngine_x64.exe /passive` and press **Enter**.
5. If you have a 32-bit version of Microsoft Office 2007, 2010, 2013, or 2016 installed, then delete or rename its `mso.dll` registry key.
  - a) Open the **Registry Editor** window. On the Microsoft **Start** menu, type `regedit` in the **Search** field, and then click **regedit.exe**.
  - b) In the **Registry Editor** window, navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Office\14.0\Common\FilePaths`.
  - c) If there is a `mso.dll` value, either delete it or rename it.  
If you do not delete or rename the file, then may see a reconfigure message when you open a Microsoft Office application.

Both 32-bit and 64-bit drivers are now installed on your system, and you can open Access 2013 and Excel 2013 files in both 32-bit and 64-bit versions of MapInfo Pro.

## Navigating the MapInfo Pro DVD Browser

The initial dialog box of the MapInfo Pro DVD Browser includes these options:

- **Install Products** – From this option you can install MapInfo Pro (including DBMS support and translators) and free data.
- **What's New** – Displays a list and description of new and enhanced features.
- **Online Reference** – MapInfo Pro provides links to online reference documents, such as the *MapInfo Pro Install Guide* (this document) and *MapInfo Pro User Guide*, as well as the Adobe Acrobat Reader. These documents are copied into the Documentation subfolder of your installation directory during the installation process.
- **MapInfo Tutorial** – From this option you can access the MapInfo Pro Tutorial from the Precisely web site to learn more about the basic features of the product. To view these tutorials, visit us at <http://www.precisely.com/product/precisely-mapinfo/mapinfo-pro>.
- **Other Products** – Displays information about MapInfo MapBasic, Spectrum Spatial, and other products from our website.
- **Contact Information** – Wherever you are, Precisely is there to help you. Contact us at any of these locations or visit us at <http://support.precisely.com>
- **Browse DVD** – From this option you can review the contents of the DVD. There are additional utilities that may be useful to you that are only available when you browse.



# Citrix Installations

Typically, a Citrix installation is performed by an IT Specialist or a system administrator, but this is not always the case.

There are no special installation instructions for installing MapInfo Pro in a Citrix environment. In addition to the product serial number and access code (supplied on the Product Activation Information Card in the product box), you will also need the MapInfo License Server machine name and port number to activate MapInfo Pro. Citrix installations use a concurrent license. Your system administrator will supply this information.

## Information for IT Specialist or System Administrators

In addition to MapInfo Pro, you will also have purchased a MapInfo License Server Utility to activate MapInfo Pro with. Citrix installations require a MapInfo License Server Utility to activate MapInfo Pro. For instructions on how to install and set up a MapInfo License Server for your organization, see the *User Guide* that is provided with the Precisely License Server.

## Number of MapInfo Pro Instances a Citrix Server can Support

The Citrix server should comply with the basic requirement provided by Citrix.

To determine the amount of RAM required for your Citrix server to serve MapInfo Pro, multiply the base footprint by the number of concurrent MapInfo Pro users. If the footprint is 100M and there are five (5) concurrent MapInfo Pro users, then multiply  $5 \times 100\text{MB} = 500\text{MB}$  RAM required.

The previous calculation is an estimate, because MapInfo Pro has many dependencies, such as the type of data in use and type and frequency of operations performed. Different operations may have different memory requirements; the following are the most memory intensive operations:

- Running object processing operations, with Clean and Check Regions being most intensive
- Running complex SQL statements
- Editing and drawing objects
- Extensive use of the cosmetic layer
- Extensive labeling

# 2 - Installing MapInfo Pro

This chapter provides instructions for installing MapInfo Pro on your desktop. In addition, there are instructions for fixing problems that come up as part of the installation process and for removing MapInfo Pro from your desktop.

We recommend you to make sure of the following before starting the process to install:

- You must have Administrator rights to run the Installer.
- The Installer requires that your TEMP variable be set to a valid directory.
- You must exit from all Windows programs before beginning the installation process.

The installer for MapInfo Pro will install all the files necessary to run Pro in multiple languages. During the installation process the first question will be what language would you like to run Pro in. This will be the default language of the Pro Application. The list of available languages to choose from will depend on what is available in the installer. Eventually all languages will be available as the localization process finishes up.

MapInfo Pro users who register with a Precisely online account are able to run MapInfo Pro in a connected Viewer Only (subscription) mode. The MapInfo Pro installer adds a shortcut (Icon) to the Windows Start Menu to start MapInfo Pro in Viewer (subscription) mode. This icon is located next to the regular MapInfo Pro Start Menu shortcut.

Advanced users may wish to run Pro in a different language than was chosen at installation time. This will now be possible by copying the MapInfoPro.exe.config from a language sub-folder (such as fr, de, ja, zh-CN) under the MapInfo Pro installation location on top of the MapInfoPro.exe.config in the MapInfo Pro installation location. Most users will never need to do this, but if you do try it, be sure to make a copy of the file first! Be aware that many Pro settings such as ribbon customization are locale-specific.

These are the language versions of MapInfo Pro and the sub folders used (Changing AppLocale or System Charset via .config file is for advanced users only).



UI Locale and Sub Folder Name	AppLocale Name	AppLocale code	Language Country/Region	CodePage	SystemCharset Name
zh-CN	zh-cN	2052	Chinese (Simplified)	936	WindowsSimpChinese
cs	cs-CZ	1029	Czech - Czech Republic	1250	WindowsLatin2
da	da-DK	1030	Danish - Denmark	1252	WindowsLatin1
nl	nl-NL	1043	Dutch - The Netherlands	1252	WindowsLatin1
en	en-US	1033	English - United States	1252	WindowsLatin1
fi	fi-FI	1035	Finnish - Finland	1252	WindowsLatin1
fr	fr-FR	1036	French - France	1252	WindowsLatin1
de	de-DE	1031	German - Germany	1252	WindowsLatin1
he	he-IL	1037	Hebrew - Israel	1252	WindowsHebrew
it	it-IT	1040	Italian - Italy	1252	WindowsLatin1
ja	ja-JP	1041	Japanese - Japan	932	WindowsJapanese
pl	pl-PL	1045	Polish - Poland	1250	WindowsLatin2
pt	pt-BR	1046	Portuguese - Brazil	1252	WindowsLatin1
ru	ru-RU	1049	Russian - Russia	1251	WindowsCyrillic
es	es-ES	1034	Spanish - Spain	1252	WindowsLatin1
sv	sv-SE	1053	Swedish - Sweden	1252	WindowsLatin1
tr	tr-TR	1055	Turkish - Turkey	1254	WindowsTurkish

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# MapInfo Pro Installer

You must have Administrator rights to run the Installer, and the Installer requires that your TEMP variable be set to a valid directory.

**CAUTION:** We strongly recommend that you exit from all Windows programs before beginning the installation process. If you are upgrading from an earlier version of MapInfo Pro, we recommend that you uninstall before upgrading.

MapInfo Pro provides its application data files to each user. Called a Per-User install, this functionality runs the first time you run MapInfo Pro or MapInfo Pro client on a machine, and each time the MapInfo Pro Installer is run thereafter. The application data files include, among others, the Pen Styles file, Custom Symbols files, and Thematic Legend templates. These files allow different users to have custom settings.

**Note:** You may install MapInfo Pro (64-bit) on a machine that already has an installation of MapInfo Pro (32-bit). See [License Activation For MapInfo Pro 32-bit and 64-bit Editions on the Same Computer](#) on page 32.

To install MapInfo Pro:

1. If installing from a DVD, the Installer automatically launches. If the Installer does not automatically launch, then go to the DVD drive and click on `autostart.exe`. If installing from a download, go to the directory into which you downloaded MapInfo Pro and right-click the `setup.exe` file, select **Run as Administrator** from the pop-up menu to install using elevated privileges.

If you see a prompt for permission to continue. Click **Allow** or **Yes** to proceed.

The wizard begins to lead you through the installation process.

2. On the **Launcher** menu, choose **Install Products**.
3. Choose **MapInfo Pro** and then choose **MapInfo Pro Installer**.

You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, the install is unsuccessful).

4. Select the language in which you want to install MapInfo Pro.
5. If any of the prerequisites listed under [Dependencies and Prerequisites](#) are not already installed on your system, then a prompt displays to install them. Click **Install**. Installing the prerequisites takes several minutes—the status of each prerequisite updates as it installs.
6. If you see a message that MapInfo Pro requires a reboot, click **Yes**. You must reboot to continue with the installation.
7. Click **Next** to continue the process.

8. On the **License Information** dialog box, review the license. If accepting the terms, click **Next** to continue.
9. On the **License Information** dialog box, review the license. Click **Next** to continue.
10. On the **Customer Information** dialog box, do one of the following:

- Select the **MapInfo Pro - Licensed or Trial version** check-box, type your user name, organization, serial number, and access code in the corresponding fields and click **Next** to continue.

The user name and organization fields are mandatory. If you also enter the serial number and access code, MapInfo Pro Licensed version is installed. If no credentials are entered, the trial version of MapInfo Pro is installed.

This installs MapInfo Pro Licensed or Trial version based on the information provided and creates a shortcut to MapInfo Pro in the **Start** menu.

- Select the **MapInfo Viewer Subscription** check-box, type your user name and organization and click **Next** to continue.

This installs MapInfo Pro in the subscription mode and creates a shortcut to MapInfo Viewer in the **Start** menu.

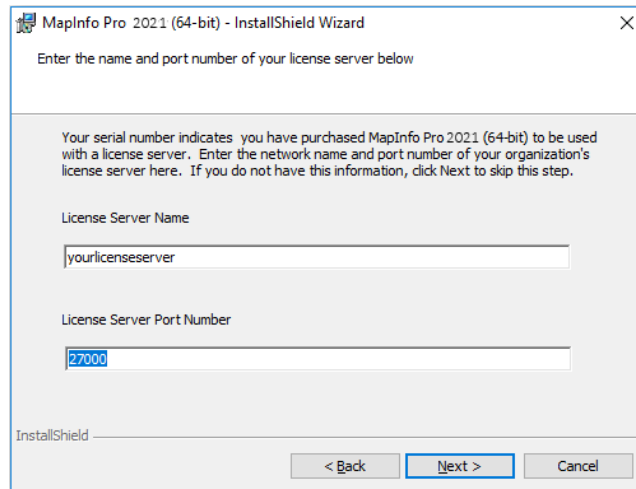
- Select both the check-boxes and click **Next** to continue. Shortcuts to both MapInfo Pro and MapInfo Viewer are created in the **Start** menu.

**Note:** If you choose to select both **MapInfo Pro - Licensed or Trial version** and **MapInfo Viewer Subscription** check boxes, MapInfo Pro would be the default application associated with MapInfo Pro registered file types such as workspace (\*.wor) or table (\*.tab).

The serial number and access code are listed on the Product Activation Information Card or emailed with your license details, and are used to activate your product.

11. Click **Next** to continue.
12. Do one of the following:
  - If your organization purchased node-locked licenses, the third character of your serial number is "**N**". Skip this step and go to [step 13](#).
  - If your organization purchased concurrent licenses, the third character of your serial number is "**S**" or a distributeable license, the third character of your serial number is "**D**". In this case, the **License Server Name** and **License Server Port Number** fields display on the dialog box.

**Note:** For more information about node-locked, concurrent and distributable licenses, see [Chapter 3: Starting and Activating MapInfo Pro](#).



If you know the license server name and port number, type them here. If you do not, you can continue with the installation without filling in the license server name and port number. You will have another opportunity to supply this information when you start MapInfo Pro.

13. Click **Next** to continue.

14. Select one of the following options:

- **Typical** – Choose this option if you will be using MapInfo Pro as a desktop application including remote database access and connectivity. Continue to [Typical Workstation Installation](#).
- **Custom** – Choose this option to restrict the components that are installed by the installation program. For example, you can prevent the installer from adding the documentation and tools. Continue to [Custom Workstation Installation](#).

15. Click **Next** to continue.

There are no special installation instructions for installing MapInfo Pro in a Citrix environment. Citrix users follow the instructions in [Typical Workstation Installation](#) to install MapInfo Pro.

## Typical Workstation Installation

You must have Administrator rights to run the Installer, and the Installer requires that your TEMP variable be set to a valid directory. Make sure you have completed the directions under [Installing MapInfo Pro](#) before beginning these instructions.

Choose the **Typical** option to install all MapInfo Pro program files including the documentation, tools, and Universal Translator.

To continue installing MapInfo Pro:

1. On the **Setup Type** dialog box, choose **Typical**.
2. On the **Destination Folder** dialog box, do one of the following:

- Click **Next** to accept the destination folder indicated.
  - Click **Change** to create a new path on the **Change Current Destination Folder** dialog box. Type the new path in the **Folder name** field and click **OK** to continue. Choose to create a new directory name when you have an earlier version of MapInfo Pro installed and you do not want to overwrite that version.
3. Click **Next** to continue.
  4. On the **Ready to Install the Program** dialog box, review your selections to ensure that the path is correct and then click **Install**. To make changes, click **Back**.  
A progress bar indicates the status of the process.
- Note:** If you are using ODBC or Oracle Spatial for database connectivity, we install ODBC Connectivity and Oracle Spatial support by default to simplify the connectivity process.
5. At the end of the installation, the prompt: "Would you like to check our web site for any current updates to our product?" displays. If you have an Internet connection, click **Yes** to access the Precisely web site containing information about product updates.
  6. On the **Complete** dialog box, click **Finish**.
- Continue to [Installing Data](#) or to [Chapter 3: Starting and Activating MapInfo Pro](#).

## Custom Workstation Installation

**Make sure you have completed the directions under [Installing MapInfo Pro](#) before beginning these instructions.**

Choose **Custom** to select components and drivers within the MapInfo Pro installation program. This is useful when you want to save disk space by not installing the MapInfo Pro documentation or tools.

To continue installing MapInfo Pro:

1. On the **Setup Type** dialog box, choose **Custom**.
  2. On the **Custom Setup** dialog box, you can click on a component to display information about it and the space it requires:
    - **MapInfo Program Files** – you must install these files to run MapInfo Pro.
    - **Documentation** – installs user guide documents in PDF format.
    - **Tools** - installs MapInfo Utilities.
- Select the components that you do not want to install (all are selected by default) by clicking the **Down Arrow** beside it. From the following menu of options, select **This feature will not be available**.
- This feature will be installed on local hard drive.
  - This feature, and all sub features, will be installed on local hard drive.
  - This feature will not be available.



3. To specify a non-default location for the installation, click **Change**.  
In the **Change Current Destination Folder** dialog box, type the new path in the **Folder name** field and click **OK** to continue.
4. To see if you have enough space on your hard drive or other mapped resources, click the **Space** button.  
The **Disk Space Requirement** dialog box displays the disk size, the amount of available space, and the amount of space the selected install would take.
5. After making your custom selections on the **Custom Setup** dialog box, click **Next**.
6. If you are installing an English language version of MapInfo Pro, the **Language Setting** dialog box displays. Select an English language preference and then click **Next**.
7. On the **Ready to Install the Program** dialog box, click the **Install** button to begin the installation of MapInfo Pro with the features you selected.  
The **Installing MapInfo Pro** dialog box displays with a progress bar indicating the status.
8. At the end of the installation, the prompt: "Would you like to check our web site for any current updates to our product?" displays. If you have an Internet connection, click **Yes** to access the Precisely web site containing information about product updates.
9. On the **Complete** dialog box, click **Finish**.

Continue to [Installing Data](#) or to [Starting and Activating MapInfo Pro](#).

## Installing Data

To help you get started, Precisely provides you with some United States-based and world-wide maps you can use as a background to your data.

To work with the sample data after installation, you must install to a folder that has permission to edit (read and write permission). Some folders, such as the `Program Files` or `Program Files (x86)` folder, do not have write permission by default when the User Account Control (UAC) is turned on. Consult with your system administrator prior to installing.

To install the free data provided with MapInfo Pro:

1. On the **Launcher** menu, choose **Install Products**.
2. Click **Introductory Data and Industry Samples**.
3. Click **Install Introductory Data and Industry Samples**.

You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, the install is unsuccessful).

4. On the **Welcome** dialog box, click **Next** to continue.
5. On the **License Information** dialog box, review the license. If accepting the terms, click **Next** to continue.
6. On the **Setup Type** dialog box, choose one of the following options:

- **Complete** – This option installs all datasets. Click **Next** and continue to **Complete Data Installation**.
- **Custom** – This option lets you choose which datasets to install. Click **Next** and continue to **Custom Data Installation**.

There are no special installation instructions for installing MapInfo Pro data in a Citrix environment. Citrix users follow the **Complete Data Installation** instructions to install MapInfo Pro data.

## Complete Data Installation

**Make sure you have completed the directions in [Installing Data](#) before beginning these instructions.**

Choose this option to install all of the MapInfo Pro sample data.

To continue installing data using the Complete Data instructions:

1. On the **Destination Folder** dialog box, either keep the default location or click **Change** to select a different location to install the data to. The default installation path is C:\Program Files (x86)\MapInfo\Data. Click **Next** to continue.
2. On the **Related Products** dialog box, choose one of the following options and then click **Next**.
  - **MapInfo Pro.**
  - **MapInfo Runtime**

If you will be using the data with both MapInfo Pro and MapInfo Runtime, select **MapInfo Pro**.

3. If you selected **MapInfo Pro** in the previous step, a **Question** dialog box opens. Click **Yes** to create workspace icons for the data.
4. On the **Ready to Install the Program** dialog box, click **Install**.

You are now ready to work with the sample data.

## Custom Data Installation

**Make sure you have completed the directions in [Installing Data](#) before beginning these instructions.**

Choose this option to install some of the MapInfo Pro sample data. The data only installs to one folder location.

To continue installing data using the Custom Data instructions:

1. On the **Custom Setup** dialog box, clicking on a dataset displays information about it and the space it requires. Select the datasets that you do not want to install (all are selected by default) by clicking the **Down Arrow** beside it. Choose an option from the following:

- This feature will be installed on local hard drive
  - This feature, and all subfeatures, will be installed on local hard drive
  - This feature will not be available
2. To change the install location, click **Change**. The default installation path is C:\Program Files (x86)\MapInfo\Data.
  3. To see if you have enough space on your hard drive or other mapped resources, click **Space**. The **Disk Space Requirement** dialog box displays the disk size, the amount of available space, and the amount of space the selected install would take.
  4. Click **Next** after making your custom selections.
  5. Depending on what data you selected to install in [step 1](#), the **Related Products** dialog box may open. If it opens, choose one of the following options and then click **Next**.
    - **MapInfo Pro.**
    - **MapInfo Runtime**

If you will be using the data with both MapInfo Pro and MapInfo Runtime, select **MapInfo Pro**

6. If you selected **MapInfo Pro** in the previous step, a **Question** dialog box opens. Click **Yes** to create workspace icons for the data.
7. On the **Ready to Install the Program** dialog box, click **Install**.

Continue to [Installing Related Programs and Resources](#) or to [Chapter 3: Starting and Activating MapInfo Pro](#)

## Getting More Data

To learn more about our products, choose **Install Products, Introductory Data and Industry Samples** and **Obtain More Data** from the MapInfo Pro product launcher. You can do this after installing MapInfo Pro on the **PRO** tab, by clicking **Products**, and then **Download Data Products Catalog**. If you have a browser installed, you are automatically connected to the Precisely web site, where we provide detailed information about our World Wide Data Products. We have over 350 data products to choose from—products that provide both reliable and current information.

## Installing Related Resources

This section contains the instructions for installing the the documentation associated with MapInfo Pro.

The first time you start MapInfo Pro you must activate your product license. After installing related programs and resources, continue to [Starting and Activating MapInfo Pro](#).

## Installing Online References

MapInfo Pro installs documentation to the Documentation subfolder of your installation directory:

- MapInfo Pro Licensing and Activation
- MapInfo Pro Install Guide
- MapInfo Pro User Guide

To view PDF format documentation files, you will need to install a PDF reader; the Adobe Acrobat Reader is a free download from [www.adobe.com](http://www.adobe.com).

## Modifying or Removing MapInfo Pro

### Modifying, Removing, or Repairing from the MapInfo Pro DVD

Use the Program Maintenance feature of the MapInfo Pro DVD Browser to modify, repair, or remove MapInfo Pro software.

**Note:** To set MapInfo Pro preferences, see *Setting MapInfo Pro Preferences in the Help System*.

To access Program Maintenance:

1. Click **Install Products** from the MapInfo Pro DVD Browser.
2. Click **MapInfo Pro**.
3. Click **MapInfo Pro Installer**.

You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, the install is unsuccessful).

4. On the **Welcome** dialog box, click **Next**.
5. On the **Program Maintenance** dialog box, choose one of the following options:
  - **Modify** to display the **Custom Setup** dialog box.
  - **Repair** to repair installation errors in the program.
  - **Remove** to remove an existing copy of MapInfo Pro from your system. The installer opens the **Remove the Program** dialog box. Click **Remove** to uninstall the product's programs from your system.

For information on node-locked license transfer options at uninstall, see [Chapter 3: Starting and Activating MapInfo Pro](#).

## Removing MapInfo Pro from your System using Control Panel

To remove MapInfo Pro using the **Control Panel**:

1. Launch the Control Panel and choose the **Programs and Features** option.  
On Windows 8, from the **Desktop** menu, on the **Control Panel**, point to **Programs and Features**.
2. Right-click on **MapInfo Pro 2021 (64-bit)** and select **Uninstall** from the pop-up menu.

## Removing MapInfo Pro from your System using the Product Launcher

To uninstall MapInfo Pro:

1. If you installed from a DVD, the Installer automatically launches. If the Installer does not automatically launch, then go to the DVD drive and click on `autostart.exe`. If installed from a download, go to the directory into which you downloaded MapInfo Pro and right-click the `setup.exe` file, select **Run as Administrator** from the pop-up menu to uninstall using elevated privileges.
2. On the Launcher menu, choose **Install Products**.
3. Choose **MapInfo Pro**.
4. Choose **MapInfo Pro Installer**.  
You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed.
5. On the **Welcome** dialog box, click **Next**.
6. On the **Program Maintenance** dialog box, select **Remove** and then click **Next**.
7. On the **Remove the Program** dialog, click **Remove**.

# 3 - Starting and Activating MapInfo Pro

The first time you start MapInfo Pro you are asked to activate your product using the serial number and access code you supplied during the installation. This section describes the activation process for the type of license your organization purchased.

To start MapInfo Pro, do one of the following:

- Double-click the MapInfo Pro icon on your desktop.
- From the **Start** menu, select **MapInfo Pro 2021 (64-bit)** from the Selected Program folder.

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# Determine the Type of License you have

The serial number and access code that you enter during the installation indicates to MapInfo Pro what type of license you have. Depending on the license type, MapInfo Pro will guide you through activating the product (if your organization purchased node-locked licenses) or connecting to a license server (if your organization purchased concurrent or distributable licenses).

MapInfo Pro licenses can be categorized as:

- **Feature Based Licenses**

- **Advanced Licenses** - If the second character of your serial number is "**A**", your organization purchased MapInfo Pro Advanced licenses. For details, see [Advanced Licenses](#).
- **Premium Licenses** - If the fourth character of your serial number is "**P**", your organization purchased Premium licenses. For details on Premium services, see [Premium Services](#).
- **Basic Licenses** - If the second character of your serial number is "**I**" and the fourth character of your serial number is "**W**", your organization purchased MapInfo Pro Basic licenses.

- **Single-User and Sharable Licenses**

- **Node-Locked Licenses** - If the third character of your serial number is "**N**", your organization purchased node-locked licenses. For activation instructions, see [Node-Locked Licenses](#).
- **Concurrent and Borrowable Licenses** - If the third character of your serial number is "**S**", your organization purchased concurrent licenses. This is the case if MapInfo Pro is installed in a Citrix environment. For activation instructions, see [Concurrent Licenses](#).
- **Distributable Licenses** - If the third character of your serial number is "**D**" or if you have limited access to email, then your organization purchased distributable licenses. Your system administrator will provide you with a license server machine name and port number. For activation instructions, see [Distributable Licenses](#).

MapInfo Pro license serial number is a combination of different licenses described above. For example, if you purchased the Advanced and Premium services of MapInfo Pro to work on a single workstation your serial number would be something like,

**MANPEW**1111111111

Here in the highlighted part of the serial number, "**A**" stands for Advanced License, "**N**" for a Node-Locked version and "**P**" for Premium Services.

# License Activation For MapInfo Pro 32-bit and 64-bit Editions on the Same Computer

You can have a 32-bit version of MapInfo Pro (version 15.x or 12.5) on the same computer as this 64-bit version regardless of the licensing model you are under. The actions when activating and returning, and whether you can borrow a license, are different depending on which license you have.

## *Node-Locked Licenses*

Licenses come from the Precisely FNO Server. When you install MapInfo Pro, you can activate the licensing immediately or do it later during the 30 day courtesy period. Activating it gets you a license from the Precisely FNO Server that is node-locked to your computer. When you install the 32-bit edition of MapInfo Pro, you will not need to activate a license. The same license is used for both installations.

Take precautions when returning licenses if you have a 15.x or 12.5 license checked out and both 32- and 64-bit versions of MapInfo Pro installed on the same machine. The 32- and 64-bit versions use the same license. If, for example you return the license for 64-bit MapInfo Pro 15.2 then your 32-bit MapInfo Pro 15.0 will no longer work.

For more information, see [Node-Locked Licenses](#) on page 35.

## *Concurrent License*

Concurrent, or floating licenses, come from a license server that your organization has purchased and maintains. You will need to know the name and port of the license server to activate a concurrent license. You can activate the license during the installation process or when you start a MapInfo Pro session. Each session of MapInfo Pro on a computer requires the checkout of a concurrent license. However, the same user using both instances of MapInfo Pro on same machine will not cause another license to be checked out. When you end your session, the license is returned to the server.

### **Borrowing a Concurrent License**

Borrowable licenses are concurrent licenses that are borrowed for use on another computer for a period of time. This allows you to run an installation of MapInfo Pro that is not connected to the license server, for example on a laptop while traveling.

If you have both 32- and 64-bit editions of MapInfo Pro on the laptop, the borrowed license will be shared with both editions. When you return a shared license, you will have to reconnect the laptop to the license server network to get another concurrent (floating) license to continue to use either edition.

For more information, see [Concurrent Licenses](#) on page 43.



### *Distributable Licenses*

The distributable licensing model allows companies to "distribute" permanent licenses using your MapInfo License Server, which is available on the MapInfo Pro DVD and for download. This model is for customers who have limited access to email or to the Precisely FNO server. Distributed licenses follow a similar activation procedure to other models that are handled using your License Server. For instructions on installing the License Server, please see the *License Server User Guide*.

For more information, see **Distributable Licenses** on page 47.

### *Universal Licenses*

Organizations who purchase universal licenses are provided with a special license that they make available to their MapInfo Pro users. There are no special requirements or handling when both 32- and 64-bit editions are installed on the same machine.

## Advanced Licenses

MapInfo Pro Advanced licenses enable high quality raster visualization and lets you analyze grid-based spatial information. The advanced license extends the capabilities of MapInfo Pro by providing a core raster engine that can be reused across desktop and server products. MapInfo Pro Advanced:

- Enables high performance with very large grid files.
- Efficiently displays data at all zoom levels.
- Supports both numeric and classified data in the same file.
- Supports grid and/or imagery formats.
- Provides high performance analysis, processing and complex workflows using huge raster files which are too large to fit in main memory.

If you have not purchased an Advanced license of MapInfo Pro, only following basic features of the raster engine are available:

- Open any supported raster (MRR, ERS, ASC, GRD, GRC, etc...)
- Raster Info
- Statistics
- Cell Value
- Color Pseudo
- Color RGB
- Color Stretch
- Hill shade
- Convert
- Copy

- Delete
- Rename

If you purchased node-locked licenses, your installation of MapInfo Pro must be activated before you can use it. Activation is the process of acquiring a license from Precisely.

**Note:** For Citrix installations, you must use a **concurrent license** to be in compliance with your licensing agreement.

# Mapping Services

## Microsoft Bing Maps Licensing

Purchasing a new MapInfo Pro license or upgrading an existing license provides access to Microsoft Bing Maps, a web mapping service, for Bing Aerial and Bing Hybrid maps. These maps are used by the **Add Bing Roads to Map** and the **Move Map to** features in MapInfo Pro. Access to these maps is for a limited time, see **Bing Maps Expiration Date** on page 34. To continue access after the expiration date, you must keep your MapInfo Pro license on maintenance. This ensures that you can upgrade to the latest version of MapInfo Pro and continue to use the **Add Bing Roads to Map** and the **Move Map to** features.

### *Bing Maps Expiration Date*

Bing Maps has a limited license period, which is specific to each version of MapInfo Pro. Bing Maps and the **Add Bing Roads to Map** and the **Move Map to** features cease working after this date:

- MapInfo Pro 17.0 on January 1st 2020
- MapInfo Pro 16.0 on January 1st 2018
- MapInfo Pro 15.0 and 15.2 on January 1st 2017

For those using the Premium Services option, which provides the Bing Roads layer and the **Move Map to** feature, the same dates apply.

To continue accessing Bing Maps, you should upgrade to the latest version of MapInfo Pro. By doing so, you also benefit from the latest improvements to MapInfo Pro. We recognize that sometimes IT departments may be slow to upgrade software. If you have licenses on a valid maintenance contract and cannot upgrade your MapInfo Pro licenses before the above deadlines, we can extend the Bing license for you. To extend your Bing Maps license for versions 11.0.x, 11.5.x, 12.0.x, 12.5.x, 15.0.x, 15.2.x, 16.0.x or 17.0.x contact your Precisely representative or reseller.

### Using Your Own License

If you already have a license for Bing Maps that you purchased from Microsoft, then you can use your license with MapInfo Pro.

To enter your license information in MapInfo Pro:

1. On the **PRO** tab point to **Licensing** and click **Bing License Key** to open the **Bing Key Credential** dialog box.
2. Type your license value in the **Enter valid key** field and click **OK**.

### Bing Maps Terms of Use

There are restrictions on how Bing Maps capabilities may be used. To view the terms of use, on the **Pro** tab, click **About**, and then click **Bing Terms** to open an internet browser window to the terms of use webpage.

## Premium Services

The following (optional) premium services are available with a MapInfo Pro Premium license:

- **Add Bing Roads to Map** – MapInfo Pro supports Microsoft® Bing™ Roads. With a single click, you can easily add a Microsoft Bing layer to a map.
- **Move Map To** – The Move Map To feature re-centers the map view to a new location by address or place name.

These are also available during an evaluation period for trial. Installing an evaluation gives you unlimited use of MapInfo Pro for a thirty (30) day courtesy period. There is an extra cost to purchase the Premium Services.

## Node-Locked Licenses

Node-locked licenses enable you to run MapInfo Pro on a specific computer. If you purchased node-locked licenses, your installation of MapInfo Pro must be activated before you can use it. Activation is the process of acquiring a license from Precisely

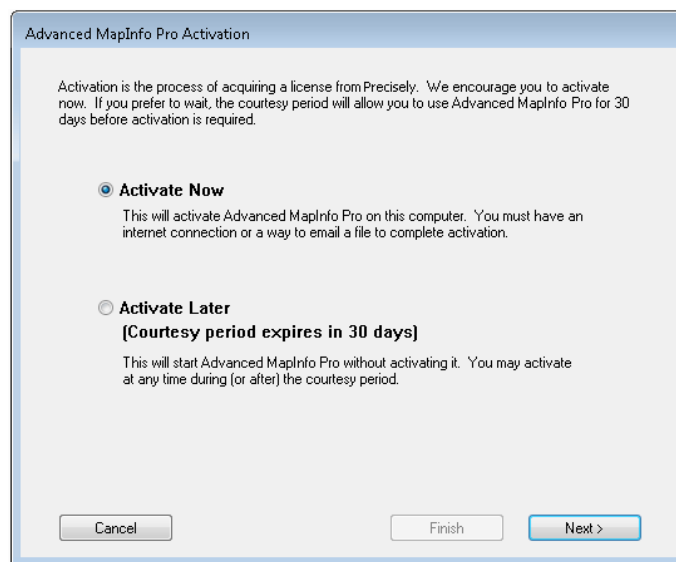
**Note:** For Citrix installations, you must use a **concurrent license** to be in compliance with your licensing agreement.

## Product Activation

Precisely uses the serial number and access code you supplied during the installation to activate the product. If you need to refer to these numbers again, the serial number and access code are on the Product Activation Information Card or provided to you in an email.

To activate MapInfo Pro:

1. Install MapInfo Pro, if you haven't already, and start the product.  
When you start MapInfo Pro for the first time after installation, the Activation Wizard launches. The **MapInfo Pro Activation** dialog box opens.



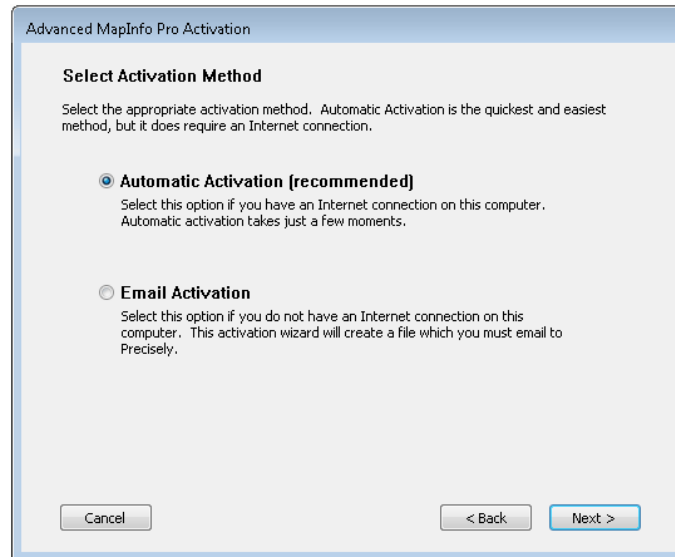
2. Select when you want to activate MapInfo Pro. Select one of the following:
  - **Activate Now**—Select this option to start activation now. For further instructions, continue to [Activate Now](#).
  - **Activate Later**—Select this option to start a 30-day courtesy period in which you can use the product without activating. For further instructions, continue to [Activate Later](#).

### Activate Later

If you selected **Activate Later**, the Activation Wizard closes and the courtesy period begins. The courtesy period enables you to use MapInfo Pro immediately and activate the product at a time that is convenient for you. Each subsequent time you start MapInfo Pro, a dialog box opens informing you of the time remaining in the courtesy period and giving you the opportunity to activate the product. You must activate MapInfo Pro sometime during the courtesy period to avoid interrupting your work. When the courtesy period ends, you will not be able to use MapInfo Pro until you activate it.

## Activate Now

In the **Select Transfer Method** dialog box, select one of the following activation methods and then click **Next**.



## Automatic Activation

Select the Automatic Activation option if you have an Internet connection. The Activation Wizard will make a one-time connection with the Precisely FNO Server. Using the serial number and access code you provided during the installation, the Activation Wizard will retrieve one of the licenses your organization purchased and associate it with your computer.

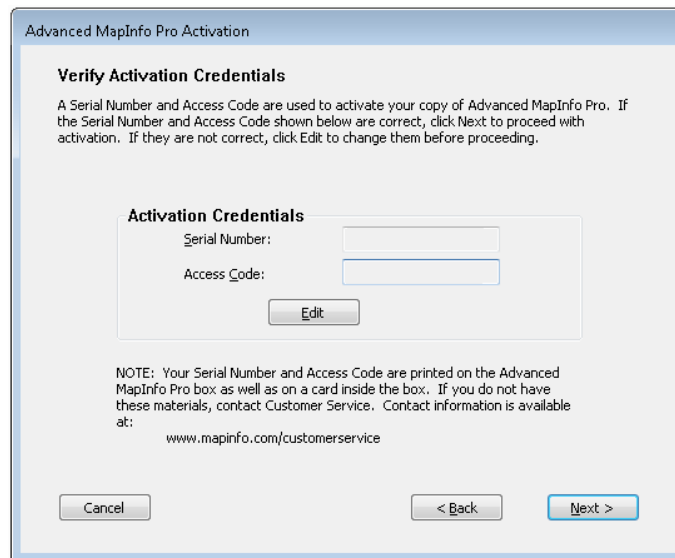
You are finished with the activation process and you can begin working with your software.

## Email Activation

Select the **Email Activation** option when you do not have an Internet connection. The Activation Wizard will guide you through the creation of an Activation Request file that you must then email to Precisely

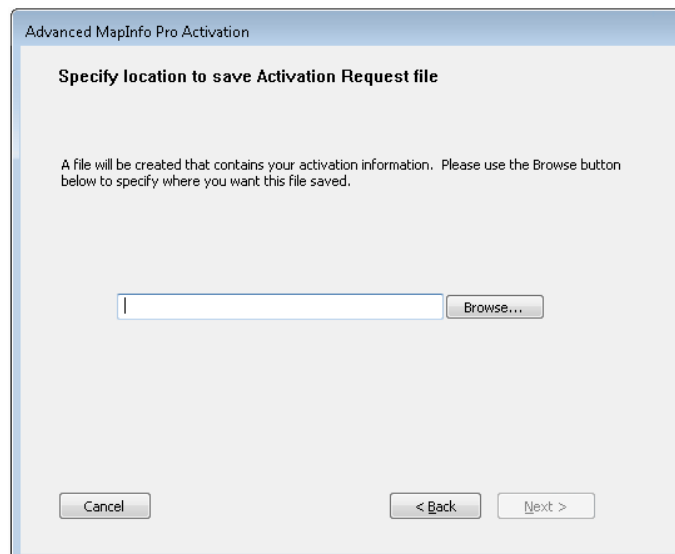
To start email activation:

1. In the **Verify Activation Credentials** dialog box, double-check that your serial number and access code are correct and then click **Next**. Click **Edit** if you need to make any corrections.



2. In the **Specify location to save Activation Request file** dialog box, click **Browse** to select a folder in which to save the Activation Request file and then click **Next**.

The Activation Request contains your serial number and access code, plus information that identifies the computer you are activating on.



3. The **Save this important information** dialog box contains information about your Activation Request file. The **Activation Request File** box shows the full path and filename of the Activation Request file. The **Email address** box shows the email address to send the file to.

Take a few moments to write down the location of the Activation Request file and email address to send the Activation Request file to.

**CAUTION:** Please do not edit the Activation Request file in any way. If you do, Precisely may not be able to process it and your activation will be delayed.

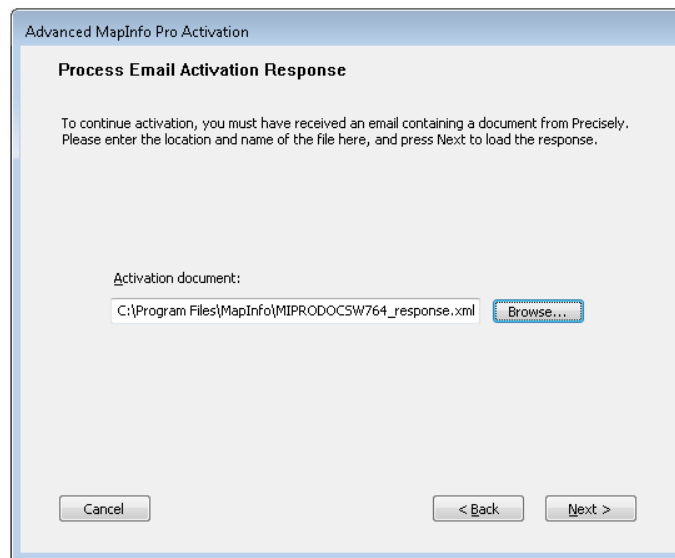
4. Click **OK**.  
The Activation Wizard closes and the courtesy period automatically starts.
5. Email your Activation Request to Precisely at this address: **activation@mapinfo.com**

## Finishing Email Activation

When you receive the Activation Response file from Precisely, you are ready to finish activating your product.

To finish email activation:

1. Copy the Activation Response file you received from Precisely to an accessible folder on your computer and make note of the location.
2. Open MapInfo Pro. If MapInfo Pro is already open, exit and restart the program.  
A dialog box opens asking you if you want to finish activating MapInfo Pro.
3. Click **Yes**.
4. In the **Process Email Activation Response** dialog box, click **Browse** to navigate to the location of your Activation Response file.
5. In the **Locate Response file** dialog box, click **Open** when you have located the file.  
You will see the path and filename of your Activation Response file.



6. In the **Process Email Activation Response** dialog box, click **Next**.  
An activation message opens telling you that the activation was successful.
7. Click **OK**.  
The Activation Wizard closes, your product is activated and ready to use.

The email activation is complete. If you wish, you can delete the Activation Response file (you do not need to keep the file on your computer).

**Note:** To check the status of your activation, on the **PRO** tab point to **Licensing** and review the information.

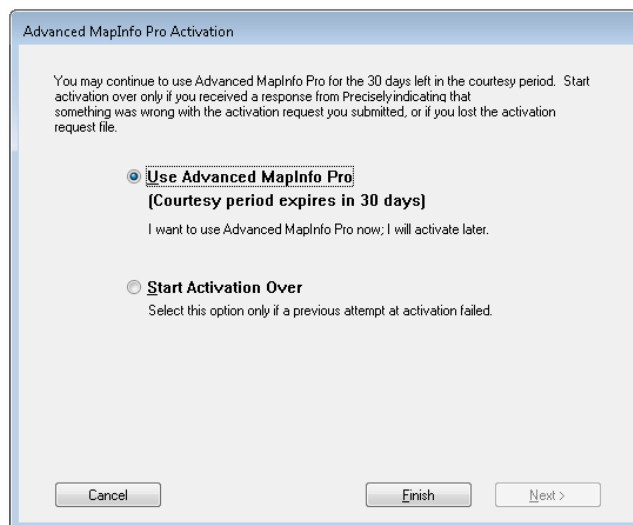
## Using MapInfo Pro While You Wait

While you are waiting for Precisely to send you the Activation Response file, you can continue to use MapInfo Pro under the courtesy period. To ensure uninterrupted use, we encourage you to activate before the courtesy period expires.

Each time you open MapInfo Pro subsequent to initiating email activation, a dialog box opens asking if you are ready to finish activating MapInfo Pro. When you receive the Activation Response file from Precisely you are ready to finish activation.

To continue using MapInfo Pro under the courtesy period:

1. In the **Are you ready to finish activating MapInfo Pro** dialog box, click **No**.
2. In the dialog box that opens and provides information about the courtesy period, select one of the following:



- **Use MapInfo Pro** – Select this option if you have not received an Activation Response file yet and you want to use MapInfo Pro under the courtesy period.
  - **Start Activation Over** – Select this option if previous activation attempts have failed.
3. Click either **Finish** or **Next**.
    - If you selected **Use MapInfo Pro**, click **Finish**. The Activation Wizard closes and MapInfo Pro is ready to use under the courtesy period. You can finish the activation at a later time.
    - If an earlier attempt to activate MapInfo Pro failed, and you selected **Start Activation Over**, click **Next**. The Activation Wizard restarts, giving you the opportunity to try the activation again.



## Transferring a Node-Locked License

Node-locked licenses (the third character of the serial number is "N") are associated with a particular computer. To use your product on a computer other than the one on which you have it activated, and without consuming another license, you can transfer your license from one computer to another. For example, you received a new computer at work and you want to run your product on the new computer instead of on the old one. The number of transfers available per year is dependent on the options your organization chose when purchasing the licenses.

### *Transferring Your License to another Computer*

To transfer a node-locked license:

1. Open MapInfo Pro.
2. On the **PRO** tab, point to **Licensing**, and **Transfer a License**.
3. In the **MapInfo Pro License Transfer** dialog box, click **Yes**.
4. In the **Select Transfer Method** dialog box, select an activation method, either **Automatic Transfer** or **Email Transfer**, and then click **Next**.

For further instruction, continue to the [Automatic Transfer](#) section or to the [Email Transfer](#) section.

### *Automatic Transfer*

Select the Automatic Transfer option if you have an Internet connection. Your license will be automatically transferred to Precisely You can retrieve the license by activating your product on another computer.

To start Automatic transfer of license:

1. In the **Select Transfer Method** dialog box, select **Automatic Transfer** and then click **Next**.  
The License Transfer Wizard takes a few moments to transfer the license to Precisely When this process is finished, a message opens informing you that the transfer was successful.
2. Click **OK**.

MapInfo Pro closes and can no longer be run from this computer. The license is now available for you to activate MapInfo Pro on another computer.

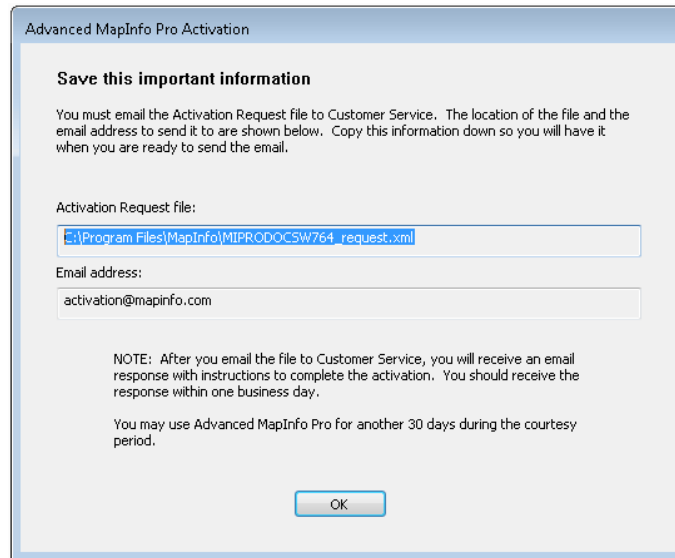
### *Email Transfer*

Select **Email Transfer** if you do not have an Internet connection. You will be guided through the creation of a Transfer Request file, which you must then email to Precisely

To transfer license through Email:

1. In the **Select Transfer Method** dialog box, select **Email Transfer** and then click **Next**.
2. In the **Save Transfer Request File** dialog box, enter, or click **Browse** to select the location of the license file to transfer. Click **Next** to continue.

3. In the **Save this important information** dialog box, is information about your Activation Request file. The **Activation Request File** box shows the full path and filename of the Activation Request file. The Email address box shows the email address to send the file to.



Take a few moments to write down the location of the Transfer Request file and email address to send the Transfer Request file.

**CAUTION:** Please do not edit the Transfer Request file in any way. If you do, Precisely may not be able to process it and your activation will be delayed.

4. Click **OK**.  
MapInfo Pro closes and can no longer be run on this computer unless you activate it again.
  5. Email your Activation Request to Precisely at this address: **activation@mapinfo.com**
- The license is now available for you to activate MapInfo Pro on another computer.

## Uninstall Transfer Options

If you have a node-locked license and you uninstall MapInfo Pro, you have the option of transferring the license to Precisely

If you intend to install MapInfo Pro on another computer, transfer the license to Precisely so that the license is available. When you install MapInfo Pro on the desired computer, you will be prompted to activate the product.

If you intend to reinstall MapInfo Pro on the same computer, do not transfer the license. When you reinstall, you can reuse the same license without activating.

When you begin uninstalling MapInfo Pro, the **Transfer License Now ?** dialog box opens.

Do one of the following:

- Click **Yes** to transfer the license to Precisely.

The License Transfer Wizard will start and guide you through the transfer process. For more information, see [Transferring Your License to another Computer](#).

- Click **No** to keep the license on this computer.

The uninstall operation continues. When you reinstall MapInfo Pro, you can reuse the license without activating.

## Concurrent Licenses

Concurrent licenses enable you to install MapInfo Pro on any number of computers. A license server, installed and maintained by your organization, limits the number of computers that can run MapInfo Pro at any given time to the number of concurrent licenses purchased by your organization.

**Note:** Citrix installations require concurrent licenses.

In the concurrent licensing scheme, you must connect to a license server on your network to check out a license before you can run MapInfo Pro. Checking out a license is the process of obtaining a license from the license server. You will need to supply the license server machine name and port number to connect to the license server. You can do this either during installation or the first time you run MapInfo Pro. After you have established a license server connection, the check out occurs automatically.

A license server administrator from your organization installs and maintains the license server. The license server administrator must also perform the following tasks:

- Activate the license server to make licenses available for check out.
- Inform users of the license server machine name and port number.

## Connecting to a License Server

If your organization purchased concurrent licenses for MapInfo Pro, you will need to connect to a license server to run the product.

To connect to the license server, MapInfo Pro must have the license server name and port number. Your license server administrator will provide you with this information.

### *Connecting During Installation*

The installation program will ask you for the license server name and port number. If you know them at install time, enter them. When you start MapInfo Pro, you will be connected to the license server and a license will be checked out automatically.

If you do not have this information at the time you install MapInfo Pro, the installation program will enable you to continue with the installation without filling in the license server name and port number. You will have another opportunity to connect to the server when you start MapInfo Pro.

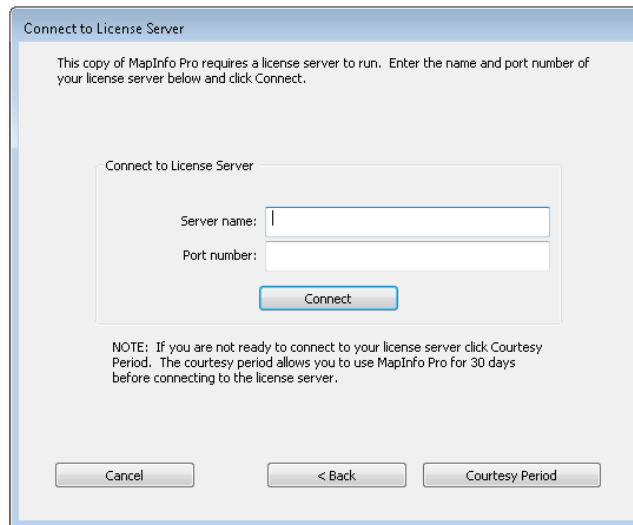
## Connecting after Installation

If you did not specify the license server name and port number during product installation, you will be prompted for that information when you start MapInfo Pro. You will also be prompted if MapInfo Pro cannot connect to a running license server using the server name and port number you provided at install.

To connect to the license server after you install MapInfo Pro:

1. Start MapInfo Pro.

The **Connect to License Server** dialog box opens.



If you have the license server name and port number, proceed with these instructions. If you do not, see [Starting the Courtesy Period](#) for more information.

**Note:** The server name is in the format `\\yourlicenseserver`, and is the name or IP address for the machine that the license server is installed to. The port number defaults to **27000** but it can be set by your License Server system administrator. Check with your administrator if the port number is not working.

2. Type the name of the license server in the **Server name** field.
3. Type the port number in the **Port number** field.
4. Click **Connect**.

MapInfo Pro takes a few moments to connect to the license server and check out a license.

When the license is checked out, the **Connect to License Server** dialog box closes. MapInfo Pro is licensed and ready to use. After you successfully connect to your license server once, a license will be checked out automatically when you start MapInfo Pro.

## Starting the Courtesy Period

If you do not have the license server name and port number, but you want to start using MapInfo Pro, you can start a 30-day courtesy period during which you can use MapInfo Pro without connecting to the license server.

To use the courtesy period to run MapInfo Pro:

1. Open MapInfo Pro.
2. In the **Connect to License Server** dialog box, click **Courtesy Period**.  
An activation message opens telling you that the courtesy period started successfully.
3. Click **OK**.

MapInfo Pro is ready to use under the courtesy period.

## Connection Failures

Failure to connect to the license server can occur for several reasons.

First, although you may know the license server name and port number, the license server administrator may not have had an opportunity to install it yet. In this case, MapInfo Pro cannot find the license server you specified. To use MapInfo Pro, you can start the courtesy period, and then connect when you know that the license server has been installed and is running.

Failures can also occur if the license server has been moved to a different computer. In this case, you were previously able to connect to the license server, but the license server was moved since the last time you used MapInfo Pro. MapInfo Pro is looking for the license server in its previous location. If MapInfo Pro cannot connect to the license server at startup, the Connect to License Server dialog opens. For more information, see [Connecting after Installation](#). See your license server administrator for the correct license server name.

Finally, if all licenses have been checked out, you will not be able to run MapInfo Pro. You are able to connect to the license server, but you cannot check out a license because they are all in use. You will need to wait until a license becomes available before you can check out a license.

## Borrowing a Concurrent License

Some concurrent licenses can be borrowed. Borrowed licenses enable you to use MapInfo Pro when your computer is not able to connect to your license server. For example, if you have MapInfo Pro installed on a laptop and you are going to be away from the office, you can borrow a license to use MapInfo Pro while you are away. Check with your license server administrator to find out if your concurrent license includes borrowing.

When you borrow a license, be sure to specify a borrow period that gives you sufficient time to use MapInfo Pro before the license expires. If the license expires before you have an opportunity to return

it, the license is automatically returned to the license server. MapInfo Pro is unusable until you can connect to your network again and check out a license.

To borrow a license, the computer that you want to put the borrowed license on must have MapInfo Pro installed and be connected to the license server.

To borrow a license:

1. Open MapInfo Pro.
2. On the **PRO** menu, point to **Licensing**. Click **Borrow a License** to open the **Borrow MapInfo Pro License** dialog box.
3. Specify the number of days that you want to borrow the license. You can specify from the maximum borrow period that an administrator has set.
4. Click **Borrow License**.  
After a few moments, an activation message opens to tell you that the license was borrowed from the server successfully.
5. Click **OK**.

You can use MapInfo Pro on this computer while not connected to your network for the borrow period that you specified.

**Note:** A License Server administrator can set the license borrow period from 1 to 365 days, with the default being 365 days. Once a limit is set in the License Server Utility, a MapInfo Pro installation may borrow the license for a maximum of that many days.

## Returning a Borrowed License

To return a borrowed license, you must reconnect the computer that is using the borrowed license to your network. If it is not connected, the **Return a Borrowed License** command will not be available.

To return a borrowed license:

1. Reconnect the computer to your network.
2. Open MapInfo Pro.  
A dialog box opens to tell you on what date the borrowed license is going to expire.
3. Click **OK**.
4. On the **PRO** tab, point to **Licensing** and **Return a Borrowed License**.  
The **Return borrowed license to license server** dialog box opens. This dialog box explains how a license is returned.
5. Click **OK**.  
An activation message opens to tell you that the license has returned to the license server.
6. Click **OK**.

# Distributable Licenses

The distributable licensing model allows companies to "distribute" permanent licenses using your MapInfo License Server, which is available on the MapInfo Pro DVD and for download. This model is for customers who have limited access to email or to the Precisely FNO server. Distributed licenses follow a similar activation procedure to other models that are handled using your License Server. For instructions on installing the License Server, please see the *License Server User Guide*.

You can also return a distributed license to your License Server if you need to transfer it to another computer. For these instructions, see [Transferring a Distributed License](#).

Before you start the distributed activation process, make sure you have the following pieces of information from your License Server administrator:

- The correct serial number and activation code
- The License Server machine name
- The port number for the server

Then you can begin your distributed license installation and activation.

## Activating a Distributable License

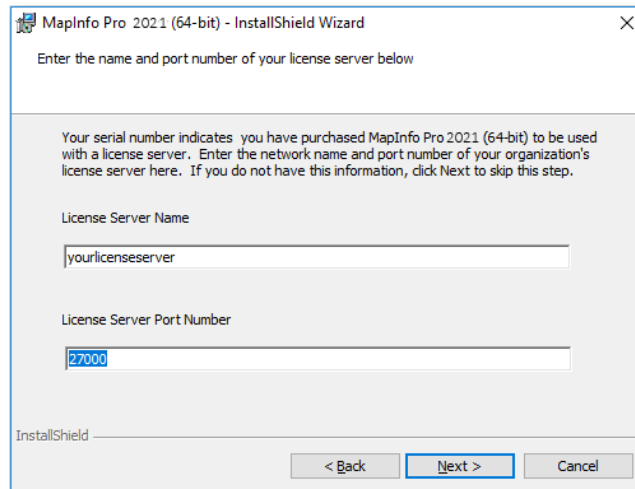
Make sure your MapInfo License Server is running. Check to see that the server is set up properly and contains the appropriate activated licenses.

To activate a distributed license:

1. Begin the MapInfo Pro installation process as you would with any other license model.
2. When you are prompted for your serial number and access code, enter the distributed license serial number and activation code.

Distributed license serial numbers begin with "MID" or "MAD".

3. Click **Next**.  
The **License Server Name and Port** dialog box opens.



**Note:** The server name is in the format `\\yourlicenseserver`, and is the name or IP address for the machine that the license server is installed to. The port number defaults to **27000** but it can be set by your License Server system administrator. Check with your administrator if the port number is not working.

4. Type in your License Server's (machine) name in the **License Server Name** field and the port number in the **License Server Port Number** field or leave the default entry in place.
  5. Click **Next** to continue.
- Follow the prompts in the dialog boxes until you finish the installation.

When you open MapInfo Pro for the first time, one of the following occurs:

- If the application finds the license server, and the serial number, activation code, and port numbers are correct, the application opens and the product is activated.
- If the application did not access the license server, did not recognize the serial number or activation code, or did not recognize the port number, an error message opens. We recommend that you review these components to ensure that they are correct and/or work with your system administrator to review these four pieces of information. Correct the erroneous information and begin the activation process again.

After you activate your license, you can review the licensing details in MapInfo Pro on the **PRO** tab by pointing to **Licensing**.

The serial number, access code, and licensing details are displayed in this panel for future reference.

## Troubleshooting a Distributed or Borrowable License

You will see the following issues after upgrading MapInfo Pro with a distributed or borrowable license if the License Server has not been upgraded to a compatible version:

- MapInfo Pro is unable to borrow a license.



- MapInfo Pro is unable to activate a distributed license from the License Server.

If this occurs, contact your License Server administrator and have them upgrade the License Server to a compatible version to your MapInfo Pro. A compatible License Server version is one that is released with or after the version of MapInfo Pro that you are upgrading to.

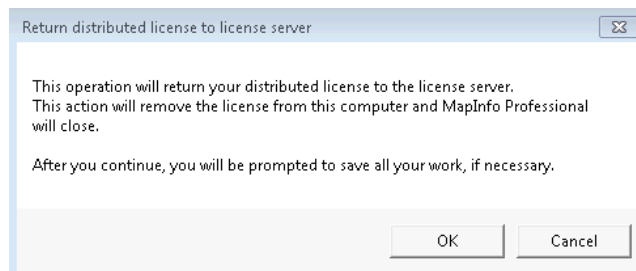
## Transferring a Distributed License

You can transfer a distributed license to your License Server, when you want to move the license to another computer.

**Note:** Before making any hardware changes to your PC (such as disk re-formatting) please remember to return your activated license back to Precisely or to your License Server. After your hardware has been changed you may then re-activate your license.

To transfer a distributed license to your License Server:

1. On the **PRO** tab, point to **Licensing**, and **Transfer a License**.  
The **Return distributed license to license server** dialog box opens.



2. Click the **OK** button to transfer the distributed license to the server.

If you have unsaved or open MapInfo table data, the **Save Modified Table Data** dialog box opens. This dialog box helps you save or discard data before you transfer your license to your License Server. Click the appropriate option to save or discard this data:

- Click **Save** to save the open table data
- Click **Save All** to save the open data in the appropriate data tables
- Click **Discard** to close the open table without saving the modified data
- Click **Discard All** to close the open tables without saving the modified data

After you make your selection in this dialog box, the transfer continues.

**Note:** After you return the license, the application closes. Since MapInfo Pro is still installed on your computer, if you open the application again, the product will attempt to activate another distributed license. If the license is not available, you can use the courtesy license for the balance of your 30 day trial.

# A - Workgroup Installations for System Administrators

MapInfo Pro is a desktop application that places user data on a map to simplify business analysis for data with a spatial component. This section will assist you in setting up a MapInfo Pro network share workgroup that allows users to share application data resources (such as coordinate system information and templates). Sharing these resources can unify the look of user maps and provide consistency in their data.

There are two steps to this Workgroup installation process:

- **System administrators** create a shared location for the application data files and create a method for users to install MapInfo Pro on their own computers. Before you begin, see [Understanding the Workgroup Installation Process](#). To get started, see [Beginning a Workgroup Installation \(System Administrators\)](#).
- **Users** install the application on their computers, pointing to the shared location for their Application Data Files. To complete a workgroup installation, go to [Completing a Workgroup Installation \(MapInfo Pro Users\)](#).

## In this section

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Beginning a Workgroup Installation (System Administrators).....	52
Completing a Workgroup Installation (MapInfo Pro Users).....	54



# Understanding the Workgroup Installation Process

This workgroup installation allows users to retrieve the Application Data Files (such as the `MAPINFOW.PRJ` file and custom symbols) from a shared, network location but install the program locally. Using this model, all users can share coordinate system settings, templates, and custom symbols.

The workgroup install process is organized in to two steps, so that you can choose to have users:

- install MapInfo Pro from a network location, or
- install MapInfo Pro from a DVD you create for their use.

If copying the contents of the MapInfo Pro DVD to another location, copy both the `MI_PRO` and `Pro_WG` folders together to the same place. The workgroup install has a dependency to the `MI_Pro` folder, so both folders must be located together under the same parent directory. If they are not located together, then the Workgroup Installer installs only Application Data Files.

If you have any questions or difficulty with this process, please refer to the *MapInfo Pro User Guide* to determine the appropriate Precisely resource to call.

**Note:** The workgroup installation process lets a system administrator store commonly used files in a shared, central location to accommodate Vista requirements.

## What are the Application Data Files?

Application Data Files are user files that affect the look and basic settings of your MapInfo maps. Specifically:

- Custom Symbols
- Layout Templates
- Configuration files:
  - `MAPINFOW.ABB` (The abbreviations file)
  - `MAPINFOW.CLR` (The colors file)
  - `MAPINFOW.FNT` (The fonts file)
  - `MAPINFOPRO.MNU` (The menu file)
  - `MAPINFOW.PEN` (The pen file)
  - `MAPINFOW.PRJ` (The projections file)
- Thematic Templates

- Web Feature Server (WFS), Web Map Server (WMS), Web Map Tile Service (WMTS), Catalog Server for the Web (CSW) lists, and the Precisely Global Geocoder service.

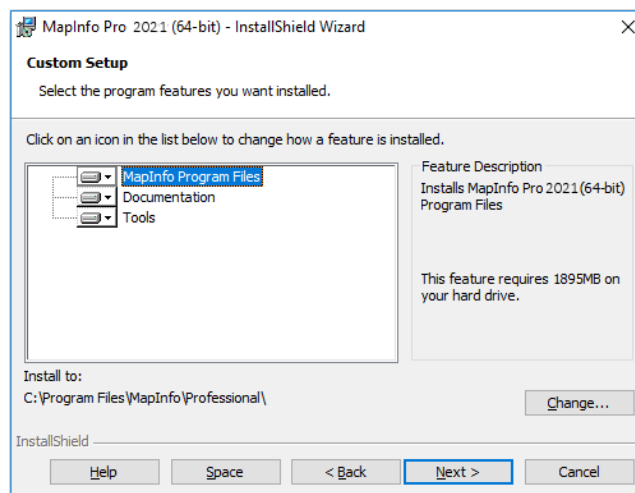
## Beginning a Workgroup Installation (System Administrators)

To prepare for a Workgroup installation:

1. Insert the installation DVD, and on the **Install Products** tab, point to **MapInfo Pro**, **MapInfo Pro Workgroup**, and **Install MapInfo Workgroup**.

You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, the install is unsuccessful).

2. On the **Workgroup Installer Welcome** dialog box, click **Next**.
3. On the **License Agreement** dialog box, click **I Accept** and click **Next**.
4. On the **Custom Setup** dialog box, you have the option of selecting how a feature is installed (if it will install and where it installs to). Customize how features install by choosing one of the following options, or leave the default settings. Click **Next** to continue.
  - Select the option **Application Data Files** to prevent file sharing of one or more of these file types or to change the current destination folder for application data. For details, see [Application Data Files Option](#).
  - Select the option **MapInfo Pro v2021 (64-bit) Installer** to change the destination folder. For details, see [MapInfo Pro v2021 \(64-bit\) Installer Option](#).



5. On the **Ready to Install the Program** dialog box, click **Install**.
6. On the **Completed** dialog box, click **Finish**.

7. Do one of the following:

- If you saved the installation files locally, create one MapInfo Pro installation DVD for each user from the contents of the local folder. Make sure you copy the `mode.xml` file along with the other installation files in that directory.
- If you saved the installation files on the network, notify each user of that network location so they can install MapInfo Pro locally.

During this process, a `mode.xml` file was created that contains the shared location you set for the Application Data Files. When the user opens MapInfo Pro for the first time, the path to the shared location is copied from the `mode.xml` file to the user's computer registry. If you need to change the network location of these files, follow the instructions in [Changing the Shared Location after Installation](#).

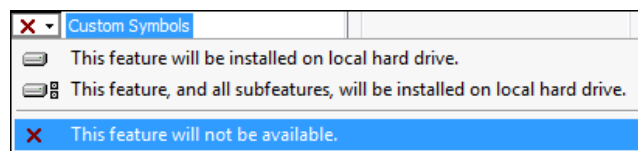
**Note:** If your users ask you about the product serial numbers, you can find them on the outside of the MapInfo Pro box. Serial numbers are also in a letter inside the box, if you need to store them.

The Application Data Files are also stored locally for use when the shared folder is unavailable. The next section describes this in more detail.

## Application Data Files Option

During a workgroup installation, all Application Data Files are selected by default. However, on the **Custom Setup** dialog box, you have the option to install specific application data files:

- To prevent file sharing of one or more of these file types, click the drop-down arrow beside the file type and select **This feature will not be available** from the list. (When you choose not to install file(s) to the shared location, MapInfo Pro uses the local copy of these file(s) instead.)



- To change the current destination folder for application data, highlight the **Application Data Files** entry and click **Change**.

After making your selections, the **Change Current Destination Folder** dialog box opens. Navigate to the shared location for storing these files and click **OK**. Make sure that this shared location is accessible by all users who need these files. Users will need read/write access to add new templates and other custom symbols to share.

**Note:** When users install MapInfo Pro, these same Application Data Files are also stored locally. This allows them to access these files when the shared folder is unavailable. For more information, see [Completing a Workgroup Installation \(MapInfo Pro Users\)](#).

## MapInfo Pro v2021 (64-bit) Installer Option

To change the destination folder:

1. Highlight the **MapInfo Pro v2021 (64-bit) Installer** option and click the **Change** button.
2. In the **Change Current Destination Folder** dialog box, choose from the following options:
  - If you want your users to install MapInfo Pro from a DVD, select a local destination folder and click **OK**.

This installer then copies the MapInfo Pro installation files to the local destination folder you selected. At the end of this process, you can create installation DVDs for each user from the installation files copied to this local folder. You can then distribute these DVDs to each user so they can begin their MapInfo Pro installation.

- If you want your users to install MapInfo Pro from a central network location, select a network location folder and click **OK**.

This installer then copies the MapInfo Pro installation files to the network location folder you selected. At the end of this process, notify each user of this network destination folder so they can begin their MapInfo Pro installation.

## Completing a Workgroup Installation (MapInfo Pro Users)

To complete the workgroup installation, do one of the following:

- If your system administrator has given you a DVD for installation, place this media in the appropriate computer drive and follow the instructions under [Installing MapInfo Pro](#).
- If your system administrator has placed the MapInfo Pro installer in a network location, navigate to that location and follow the instructions under [Installing MapInfo Pro](#).

## Understanding your Workgroup Installation

When you install MapInfo Pro as part of a workgroup, you share commonly used files with the other users in your organization. Workgroups use the same configuration, template, and custom symbol files without having to copy them manually. This method supports each workgroup member in creating more consistent maps.

As part of your application's installation process, the MapInfo Pro installer creates a local copy of these Application Data Files for your use when the shared location is not available. This is very important.

- If the shared location of your Application Data Files is available, MapInfo Pro saves your template, symbol, and configuration work to the shared location.
- If the shared location of your Application Data Files is not available, MapInfo Pro saves your template, symbol, and configuration work to your local copy of these files.

**Note:** If the shared location is not available when you open MapInfo Pro for the first time, an error displays explaining that the application will use the local Application Data Files. You can use the instructions in [Changing the Shared Location after Installation](#) to select a new shared location, if necessary.

Since typically you will access the shared location, this will not be an issue. But if you change any of the Application Data Files locally and the shared location becomes available, we recommend you copy your work to the shared location. This will ensure that your files are available when you and your co-workers need them.

#### *A Note about Theme Template Files*

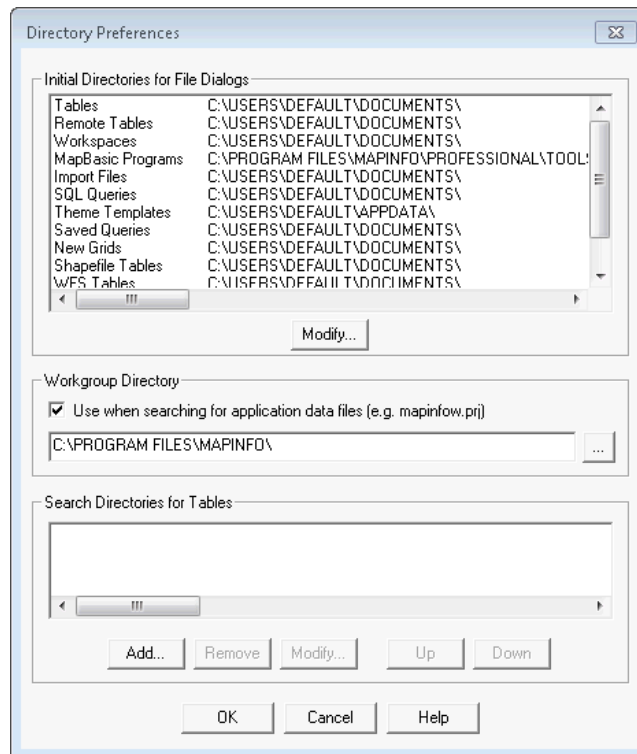
The search for theme template files is dependent upon the folder setting in the **Directory Preferences** dialog box. If these preferences do not exist in the network location, the application searches for files locally.

## Changing the Shared Location after Installation


To change the shared location for these files after installation, use the **Directory Preferences** dialog box. Each user in the workgroup needs to follow this procedure to maintain these shared files.

To change the application data file location for a Workgroup user:

1. Start MapInfo Pro.
2. On the **PRO** tab, point to **Options**, and **Directories**.  
The **Directory Preferences** dialog box opens.



**Note:** The shared location displays in the **Workgroup Directory** field.

3. Select one of the following options to reset the Workgroup folder:
  - To set a new shared location, check the box **Use when searching for application data files** and type a new path in the field provided or click  to select a new shared path. You can also use named drives or UNC paths in the Workgroup Directory section.
  - To use local files only, clear the **Use when searching for application data files** check box.
4. Click **OK** to confirm your change.  
 The application saves this new path to your registry. Each time you open MapInfo Pro after this, the application uses this new path to access the Application Data Files.



# B - Silent Installation Procedures

This chapter helps a system administrator install MapInfo Pro using a commandline.

**Note:** All of the Microsoft supported parameters for working with the MSIEXEC command are documented on the Microsoft web site. Search the term "MSIEXEC command line parameters" to find this detailed information.

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# Silent Installation Procedures for System Administrators

Silent installations allow you to repackage MapInfo Pro for deployment within your company so your users do not have to enter user- or company-specific information, path information, a serial number, or an access code.

**Note:** You may also be interested in reviewing [Workgroup Installations for System Administrators](#) for file sharing to use this installation model for deploying MapInfo Pro.

The MapInfo Pro installation `setup.exe` indicated in the steps below can be found on the installation DVD (D:\) in this directory:

```
\Install\MI_PRO\DISK1
```

The silent installation process involves:

1. Place the installation DVD in the target computer's disk drive.
2. From the command line on the target computer, type:

```
"[Drive and Path]\setup.exe" /s /v"[Parameters for MSI]"
```

where [Parameters for MSI] are the parameters you set to populate the MSIEXEC.

**For example:**

```
"d:\Install\MI_PRO\DISK1\setup.exe /L#### /s /v"/qb USERNAME="MyUser\"  
COMPANYNAME="MyCompanyName" PIDKEY=M##### ACCD=#####  
MPRO=#### MVWR=####"
```

**Note:** To install only the MapInfo Viewer on your machine, omit the `MPRO=####` parameter from the silent installation command above. Likewise, if you want to only install MapInfo Pro with out the Viewer, omit the `MVWR=####` parameter from the installation command.

**Where:**

On a 64-bit operating system the default installaton directory is `INSTALLDIR="C:\Program Files\MapInfo\Professional\"`

The parameter `/qb` tells the `msiexec` command to launch the install with a basic interface. That does not require any user action and allows the user to respond to the operating system's User Account Control (UAC).

There should be no space in between `Variable=Content`. A space is used as a separator in between parameters.

## Parameters for user information:

- USERNAME = User Name
- COMPANYNAME = Company Name

## Parameters for installation information:

- INSTALLDIR = Install Directory
- /L#### = 4-digit language code identifier. For example, for English type `setup.exe /L1033`, for French type `setup.exe /L1036`, for German type `setup.exe /L1031`. and for Japanese type `setup.exe /L1041`. DO NOT leave a space between the /L and the 4 digit language code.
- MPRO=True creates the MapInfo Pro shortcut in the **Start** menu and sets the default file association of registered MapInfo Pro file types such as workspace (\*.wor) or table (\*.tab) with MapInfo Pro.
- MVWR=True creates the MapInfo Viewer shortcut in the **Start** menu. It also sets the default file association of registered MapInfo Pro file types such as workspace (\*.wor) or table (\*.tab) with the new MapInfo Viewer (subscription) if the MPRO parameter above is not set to True.

**Note:** If both the MPRO and MVWR parameters above are set to True, MPRO takes precedence and MapInfo Pro would be the default application associated with MapInfo Pro registered file types such as workspace (\*.wor) or table (\*.tab).

## Parameters for licensing information:

- PIDKEY = Serial Number
- ACCD = Access Code
- LSNAME = License Server Name
- LSPN = License Server Port Number

## Parameters for activating node lock and distributed licenses silently:

- ACTLIC = True. For silent automatic NODE LOCK and DISTRIBUTED activate licenses.
- RETLIC = True. For silent return licenses.
- LICLOG = Filename for log files.
- BORROW = #days or True. If no specific number of days are entered, True is a valid input and results in a # of days.
- SDRLYN = False. Use the Show Dialog Return License Yes No (SDRLYN) parameter to prevent duplicating the license transfer dialog when the user uninstalls. The license stays on the system if not RETLIC = True.

**Note:** Parameters ACTLIC and RETLIC are False by default.

## Parameter for English language setting:

- LANGCS = ENUS or ENUK. The default is based on the computer's region options format setting. If this is set to anything other than US English, ENUS, then UK English, ENUK, is set.

## Parameters for Concurrent Licenses

For silent installations using concurrent licenses, you must include the parameters for the license server name and license server port number.

1. Place the installation DVD in the target computer's disk drive.
2. From the command prompt, go to the MapInfo Pro setup directory.
3. Type the following command:

```
"[Drive and Path]\setup.exe" /s /v"[Parameters for MSI]"
```

where [Parameters for MSI] are the parameters you set to populate the msiexec.

### For example:

```
"d:\Install\MI_PRO\DISK1\setup.exe /s /v"/qb INSTALLDIR="C:\Program
Files\MapInfo\Professional\"
LSNAME="mylicenseserver" LSPN=mylspportnumber PIDKEY=MySerialNumber
ACCD=MyAccessCode"
```

### Where:

On a 64-bit operating system the default installation directory is `INSTALLDIR="C:\Program Files\MapInfo\Professional\"`

The parameter `/qb` tells the `msiexec` command to launch the install with a basic interface. That does not require any user action and allows the user to respond to the operating system's User Account Control (UAC).

There should be no space in between `Variable=Content`. A space is used as a separator in between parameters.

Parameters for licensing information:

- `PIDKEY` = Serial Number
- `ACCD` = Access Code
- `LSNAME` = License Server Name
- `LSPN` = License Server Port Number

Substitute the appropriate serial number and access code when you perform the silent install.

# Installing Silently

You can only perform a completely silent install of MapInfo Pro when your install process has elevated administrative privileges.

The command-line options `/q` and `/qn` do not work when the User Access Control (UAC) is turned on and your install process does not run with elevated administrative privileges. These options turn off the user interface during the installation, which suppresses the Windows UAC. Users must interact with the UAC to provide the necessary credentials to run the installation as an administrator. If the user interface is turned off, the installation is terminated without warning because the UAC cannot gather the appropriate credentials.

To work around the problem, use the `/qb` option in the command line when you run the silent install. This option gives the installation a basic user interface and allows the UAC to display on the dialog box.

To perform a silent install using the `/qb` option:

1. Place the installation DVD in the target computer's disk drive.
2. From the command prompt, go to the MapInfo Pro setup directory.
3. Type the following command:

```
setup.exe /s /v"/qb USERNAME=\"MyUser\" COMPANYNAME=\"MyCompanyName\"
PIDKEY=M##### ACCD=#####"
```

where:

PIDKEY=M##### is the product serial number  
ACCD=##### is the access code

4. When User Access Control displays on the dialog box, click **Allow** or **Yes**.

For concurrent licenses, the license server name and port number parameters must be included:

```
SNAME="LicenseServerName"
LSPN="LicenseServerPortNumber"
```

Substitute the appropriate license server name and port number when you perform the silent install.

**Note:** **FDODriver** and **CatalogBrowser** are not anymore installed as default components. Use the `ADDLOCAL` parameters to enable the MapInfo Pro silent installer to install these components. Please note that the `ProgramFiles`, `Documentation` and `Tools` parameters are required for a proper MapInfo Pro installation. You can omit other components like `Python37`, `FME`, `FDODriver` and `CatalogBrowser` if you do not want to install them.

## Installing RSS Registry Keys

You can perform a silent installation with RSS registry keys to define the product notifications window that opens when MapInfo Pro first starts. For information about product notifications, refer to the *MapInfo Pro Help*. There are five registry keys: FeedTimeOut, ProductUpdate, ProductUpdateFrequency, NewsFeed, and NewsFeedFrequency.

The installer uses default values for the RSS registry keys unless they are overridden through a command line. There are five commandline parameters: FEEDTIMEOUT, PRODUCTUPDATE, PRODUCTUPDATEFREQUENCY, NEWSFEED, AND NEWSFEEDFREQUENCY.

To perform a silent install with RSS registry keys:

1. From the command prompt, go to the MapInfo Pro setup directory.
2. Type the following command:

```
setup.exe /s /v"/qb FEEDTIMEOUT=xx PRODUCTUPDATE=xx
PRODUCTUPDATEFREQUENCY=xx NEWSFEED=xx NEWSFEEDFREQUENCY=xx
PIDKEY=M##### ACCD=#####"
```

where:

PIDKEY=M##### is the product serial number  
ACCD=##### is the access code

xx are parameter values where:

- FEEDTIMEOUT=1 to 60
- PRODUCTUPDATE=0 or 1. If PRODUCTUPDATE=1, the check for maintenance patches is enabled.
- PRODUCTUPDATEFREQUENCY=1 to 90
- NEWSFEED=0 or 1. If NEWSFEED=1, the check for Precisely-related news is enabled.
- NEWSFEEDFREQUENCY=1 to 15

Ensure that you have the required parameters, PIDKEY and ACCD, in the command or an error message will display. If you type an invalid value for any of the parameters, then an error message displays and the setup aborts.

## Customer Experience Improvement Program

We have created a Customer Experience Improvement Program (the “EIP”) in order to collect information about how our users and customers use our products, problems they may encounter while using the products, and features and functions most often used by our customers. This allows

us to provide thoughtful, continuous improvement to ensure that we offer our customers the best user experience available.

Participation in the EIP is voluntary. During the installation process you will be prompted to participate in EIP. You may or may not elect to participate upon installation of the product, and at any time thereafter. Go to the options, settings, or help menu for your product and change your settings to end your participation.

You can update your EIP participation by adding a DWORD entry to the following registry key:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\MapInfo\MapInfo\Professional\1700\
```

Add a new DWORD entry **Optin** with the following values depending on your selection:

- 0 = EIP Turned off
- 1 = EIP Turned on

You can also manage your EIP participation using the following switch when installing MapInfo Pro using the command-line:

- CUSTEXPPRG="True\" will tell the installer to add the **Optin** registry entry with the value 1
- CustExpProg="False\" will tell the installer to add the **Optin** registry entry with the value 0

## Activating and Returning Licenses Silently

Information Technology engineers may want to activate or return MapInfo Pro node-locked or distributed licenses silently, using a log file for reports. The return process described in this section can also return a borrowed license to the server. This section describes these processes.

### Activating a Node-Locked or Distributed License from the Command Line

Before making any hardware changes to your PC (such as disk re-formatting) please remember to transfer your activated license back to Precisely or to your License Server. After your hardware has been changed you may then re-activate your license.

A node-locked license is a permanent license that originates from the Precisely FNO server. A distributed license is a permanent license that originates from a License Server owned by your company. This same process works for both types of license activations.

To activate a node-locked or distributed license silently:

1. Collect the information you need to install MapInfo Pro on the client's computer, including the appropriate serial number and access code. For distributed licenses, you also need to enter your license server's name and port number.
2. In the client computer's command line, type:

```
<path to application>\MapInfoPro.exe -ActivateLicense c:\mylog.txt
```

where `c:\mylog.txt` is the path and name of a log file that tracks the details (successes and errors) of the activation process. The log file is optional.

**Note:** If you do not specify a log file, as in the example below, the application creates a file called `activatelicense.log` in your temp folder.

One of these events occur:

- If the serial number begins with MID or MAD, the application attempts to activate a distributed license
- If the serial number begins with MIN or MAN, the application attempts to activate a node-locked license
- There was an error in the activation process that requires correcting

To view the results of the activation process after it is complete, open the log file with any text editor. Possible log file messages include:

Message	What to Do
Your node lock license was activated successfully.	The activation process is complete.
Your distributed license was activated successfully.	The activation process is complete.
A license was already activated. No new license is activated.	The activation process is complete.
One of the license components is incorrect or missing.	Check the log file to see which component (serial number, activation code, or for distributed licenses, server name or port number) is missing or incorrect.
No license was activated as your license appears to be a concurrent or borrow type license.	Check your License Server and to review the type(s) of licenses that are available. Your client may need to get a concurrent or borrow a license instead. See <a href="#">Starting and Activating MapInfo Pro</a> for more details on these license types.



## Returning a License

Before making any hardware changes to your PC (such as disk re-formatting) please remember to return your activated license back to Precisely or to your License Server. After your hardware has been changed you may then re-activate your license.

```
<path to application>\MapInfoPro.exe -ReturnLicense c:\mylog.txt
```

where `c:\mylog.txt` is the path and name of a log file that tracks the details (successes and errors) of the return process. The log file is optional.

One of these occur:

- The license is returned to the Precisely FNO Server or your License Server
- An error occurs preventing the return of the license

To view the results of the return process after it is complete, open the log file with any text editor. Possible log file messages include:

Message	What to Do
Your distributed license was returned successfully to the license server <i>ServerName</i> .	The return process for the distributed license is complete.
Your borrowed license was returned successfully to the license server <i>ServerName</i> .	The return process for the borrowed license is complete.
Your node license was returned successfully to Precisely	The return process for the node-locked license is complete.
If returnable license was found but the system could not return it, the system posts an error message describing the error.	Check the log file for the details of the error and correct the problem either on the client's machine or in your License Server, as needed.
No license was returned as no distributed license was found.	Check the <b>PRO</b> tab under the <b>Licensing</b> group to ensure that the license is distributed and try the return process again.
No license was returned as no server license was found.	Check your License Server to make sure the license is available and the server is up. Then try the return process again.
No license was returned as no node- lock license was found.	Check the <b>PRO</b> tab under the <b>Licensing</b> group to ensure that the license is node locked and try the return process again.

# Uninstalling Silently

From the command line on the target computer type:

```
msiexec.exe /x {6CF21AEE-78F0-465A-B48A-039409366564} /q
```

Running this command only uninstalls MapInfo Pro 2021. It does not uninstall a previous version of MapInfo Pro. It does not uninstall MapInfo ProViewer, MapInfo Runtime, or MapBasic.

**Note:** The uninstall key is unique to each version of MapInfo Pro. To silently uninstall an older version of MapInfo Pro, you would need to use its product code (uninstall key). These keys are in the registry at

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\
```

# MapBasic Silent Install

You can now install MapBasic silently in the background, just like MapInfo Pro. To install MapBasic silently, use the following commands:

## For English

```
Setup.exe /L1033 /S /v"INSTALLDIR="C:\Test" /qb"
```

## For Russian

```
Setup.exe /L1049 /S /v"INSTALLDIR="C:\Test" /qb"
```

## For Japanese

```
Setup.exe /L1041 /S /v"INSTALLDIR="C:\Test" /qb"
```

Remove the INSTALLDIR parameter to install at the default location: .C:\Program Files\MapInfo\MapBasic.

To make it an entirely silent install without any progress bar, use the "/qn" switch instead of "/qb"

# C - Advanced Configuration Options for System Administrators

This section helps a system administrator configure MapInfo Pro.

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---

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# Controlling Advanced System Settings

MapInfo Pro has some advanced system settings that cannot be configured through a dialog box. These settings allow you to control several low-level, technical aspects of how MapInfo Pro runs. Most users do not need to worry about these advanced settings.

For example, MapInfo Pro has a Dynamic Data Exchange (DDE) time-out setting, which controls how long MapInfo Pro tries to communicate with other applications during DDE communications. If you run a MapBasic application, and that application encounters time-out errors during DDE, you may want to increase the DDE time-out setting. To modify one of MapInfo Pro's advanced system settings (such as the DDE time-out setting), use this procedure.

## *Modifying the Windows Registry*

MapInfo Pro stores system settings in the Windows registry. To edit the Windows registry, use the **REGEDT** program.

**CAUTION: Be very careful when editing the registry; damaging the registry can cause serious problems in your operating system.**

For example, to set MapInfo Pro's Dynamic Data Exchange (DDE) time-out setting, locate the following key in the registry:

```
HKEY_LOCAL_MACHINE\SOFTWARE\MapInfo\MapInfo\Common
```

Within that key, edit the DDeTimeout value. If there is no value by that name, create a new value of type string, and assign the name DDeTimeout to the value. Set the value's data to be a number, representing the number of milliseconds (for example, type 30000 to specify a time-out of 30 seconds). For more on editing the registry, see the online help for REGEDIT or REGEDT32.

## Descriptions of Advanced Registry Settings

This section describes advanced settings that are stored in the registry.

**Note:** Set Polygon Mode or Subdivide Printing in MapInfo Pro on the **PRO** menu by pointing to **Options** and **Output Settings**.

### *DDeTimeout=number*

This setting controls MapInfo Pro's time-out setting in DDE conversations where MapInfo Pro is the client (the application that initiates a conversation). The *number* represents milliseconds. The default value is 10,000 milliseconds (ten seconds). If you run a MapBasic application that attempts to initiate

a DDE conversation, but the conversation fails because the server application does not respond within the time-out period, you may need to increase the DDeTimeout number.

### **MaxORACLETILES=number**

The *number* is 0 (zero) or 1 (one). This setting applies when working with Quad-Tree indexed Oracle tables from versions of Oracle that are older than version 10. A value of 0 (zero) causes MapInfo Pro to disable spatial query and return all records using client-side clipping. A value of 1 (one) or more specifies the maximum number of tiles to use per geometry to refine a spatial query. When creating a spatial index using the old Quad-Tree method, you specify the number of tiles to use. This value lets you further refine the search by specifying the max number of tiles to use.

### **MaxFiles=number**

This setting must be an integer from 10 to 507, indicating how many files MapInfo Pro can open simultaneously. This setting does not limit the number of tables you can open, but it does limit the number of tables you can edit at one time (the number of tables that have unsaved edits). The default value is 29. If you need to work with more files simultaneously, set *number* to 507.

### *Improving Performance for MapInfo Pro*

To improve MapInfo Pro's performance, you can increase the speed of the processor in the machine. A video accelerator card will increase the speed of the redraw. It will not speed up the initial draw of the map, but all subsequent redraws will be faster. A faster disk cache will also improve performance, as will adding memory.

## Controlling the Location of Application Data Files

By default, the setup program for MapInfo Pro installs application data files to locations that make sense for the typical user. After installing the product, the user is free to move one or more of the application data files to another predefined location and MapInfo Pro will find that file. For example, the administrator of a machine might move `MAPINFOW.PEN` from the per user area (its default location) into the install directory so all users on that machine will share the same set of pens. For IT personnel responsible for a large number of MapInfo Pro installs, it is not practical to manually move application data files to realize the desired configuration.

To solve this problem, create a setting file, `MODE.INI`, to specify the location of application data files prior to installing MapInfo Pro.

1. Copy the installation files to a read-write location.

2. Create a `MODE.INI` file in the root directory of the installer.
3. Open `MODE.INI` into any text editor.
4. Edit `MODE.INI`, modifying the code associated with the application data file/folder whose location you wish to change.
5. Install MapInfo Pro.

The following is a list of predefined locations for application data files supported by MapInfo Pro, and the corresponding numeric code to be used in `MODE.INI`.

Code	Description	Location
1	per user, roaming	Current User\Application Data
2	per user, not roaming	Current User\Local Settings\Application Data
3	per machine	All Users\Application Data
4	program directory	Install Dir

The following is a list of application data files/groups and their default locations:

Filename	Default Location
CustSymb	per user, roaming
MapInfow.abb	program directory
MapInfow.clr	per user, roaming
MapInfow.fnt	per user, roaming
MapInfow.mnu	program directory
MapInfow.pen	per user, roaming
MapInfow.prj	program directory
ThmTmpl	per user, roaming
WFSWMS.xml*	per user, roaming

\* The file called `WFSWMS.XML` is a representation of these separate files:

- `MICSWServers.xml` – this file is related to the MetaData Catalog Browser tool.
- `MIGeocodeServers.xml` – this file is for geocoding using the Precisely Global Geocoder, which is a Software as a Service (SaaS) offering through the Precisely Location Intelligence (LI) API.
- `MIWFSServers.xml` – this file is related to the list of WFS servers on the **HOME** tab, click **Open**, and **WFS**.
- `MIWMSServers.xml` – this file is related to the list of WMS servers on the **HOME** tab, click **Open**, and **WFS**.
- `MIWMTSServers.xml` – this file is related to the list of WMTS servers on the **HOME** tab, click **Open**, and **WMTS**.

### MODE.INI File Example

Create a text file with the following syntax:

```
CustSymb = 1
ThmTplt = 3
MapInfow.clr = 1
MapInfow.fnt = 1
MapInfow.pen = 1
MapInfow.abb = 4
MapInfow.prj = 4
MapInfow.mnu = 4
WFSWMS.xml = 1
```

Note: The parameter to relocate `MapInfow.mnu` is the same for both 32- and 64-bit editions: `MapInfow.mnu`

## Configure MapInfo Pro on Initial Startup

You can create a workspace file, named `AddUser.wor`, that contains initial setup commands for MapInfo Pro. This is useful when you create or obtain custom tools that you want to load and register with MapInfo Pro. MapInfo Pro runs the `AddUser.wor` the first time a user launches MapInfo Pro. If multiple users are working with MapInfo Pro, then this file is run for each user.

You can use any valid WOR command within the `AddUser.wor` file. Save the file to the MapInfo Pro application directory (for example, to `C:\Program Files\MapInfo\Professional`).

# D - Troubleshooting Your Installation

This section provides troubleshooting notes for installing MapInfo Pro.

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# Installation Issues

## MapInfo Pro Installer Requires a Drive Letter

The Installer must be run from a drive with a letter such as G: and not from an explicit uniform naming convention (UNC) path. For example, you might have the MapInfo Pro DVD in your computer as `USERSPC`. Other users may share this device as `USERSPC`; however, it would not contain a drive letter. The MapInfo Pro Installation program requires a drive letter.

To remedy this situation, map your network drive to a specific drive letter:

1. In Windows Explorer, right-click the shared directory or DVD drive that contains the MapInfo Pro `SETUP.EXE` and select **Map Network Drive**.
2. Choose a drive letter to map.
3. Run the Installation Program again from the newly mapped drive letter.

You may see a prompt for permission to continue. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, the install is unsuccessful).

## The MapInfo PDF Printer Driver did not Install

It is possible that the MapInfo PDF Printer driver may not install when:

- Your IT department has a policy to restrict which users may install printers. Contact your IT department to check if there is such a policy in place. If there is, then uninstall MapInfo Pro and have them temporarily allow printer installation on your machine while you reinstall MapInfo Pro.
- Your anti-malware or anti-spyware is turned on during the installation. Uninstall MapInfo Pro. Contact your IT department to temporarily stop the anti-malware or anti-spyware on your machine while you reinstall MapInfo Pro.

## Debug Startup Issues by Turning Off AutoLoad at Startup

To help you debug MapInfo Pro startup issues, launch MapInfo Pro with a `NoAutoLoad` argument. When MapInfo Pro opens, it automatically loads a `startup.wor`, a `MapInfoPro.WOR`, a `MapInfoPro.wox` and mapbasic tools marked for auto loading. System administrators managing MapInfo Pro installations

can prevent these from loading by running MapInfo Pro from the commandline with the `NoAutoLoad` argument.

In the client computer's command line, type:

```
<path to application>\MapInfoPro.exe -NoAutoLoad
```

Launching the software in this way helps to determine what is causing a startup issue.

## Using .MSI file on the Installation DVD does not create a Warning Message

If performing a silent installation of MapInfo Pro, use the `setup.exe` file (if installing from a DVD, it is in the `Install\MI_PROD\DISK1` folder) and not the MapInfo Pro `.msi` file. The `.msi` file does not install necessary prerequisites and will cause MapInfo Pro to behave unexpectedly.

## Error Messages

### Message: Unable to launch MapInfo Pro

If the .NET install is canceled or interrupted when installing MapInfo Pro, then the .NET may not be installed properly. If MapInfo Pro it does not launch after the second attempt to install it, an "Unable to launch MapInfo Pro" message opens.

MapInfo Pro requires .NET, so the MapInfo Pro install wizard installs .NET before it installs MapInfo Pro software. If the .NET install is interrupted or canceled, then the MapInfo Pro install wizard cancels. If you then run the MapInfo Pro install wizard a second time, it assumes that .NET was installed on the machine (even though its installation was interrupted or cancelled) and the MapInfo Pro software is unable to launch and run.

The first attempt to install .NET leaves a registry key set on the machine, so any subsequent attempts to install .NET assume that .NET is already on the machine—the MapInfo Pro install wizard thinks that .NET is already installed.

To correct this issue, and install .NET to the machine, you must download [Microsoft .NET Framework 4.6.1](#) from Microsoft's website and install it.

## Message: The feature you are trying to use is on a network resource that is unavailable.

If you see the following message, then the install was run on Windows 7 without elevated privileges.

The feature you are trying to use is on a network resource that is unavailable.

Re-run the install using elevated privileges, either:

- Right-click the executable file and select **Run as Administrator** from the pop-up menu to install using elevated privileges. A prompt for permission to continue opens. Click **Allow** or **Yes** to proceed (if you do not respond and the message times-out, then the install is unsuccessful).
- Have your System Administrator re-run the install, because your account does not have the necessary privileges.

## Message: ODBC Error

The following error may occur when using the PostgreSQL Unicode ODBC driver with the **Use Declare/Fetch** option disabled.

ODBC Error: ODBC RC=-1, ODBC SQLState=HY001, DBMS RC=4, DBMS Msg=Out of memory while reading tuples.

The **Use Declare/Fetch** option is disabled by default, so that the driver buffers the entire result set. For large tables this could use all the Windows memory resources. To correct this issue, enable **Use Declare/Fetch** option, so that the driver automatically uses declare cursor/fetch to handle SELECT statements and keeps 100 rows in a cache.

To enable the **Use Declare/Fetch** option:

1. Launch the **ODBC Administrator**.

The **ODBC Administrator** is a utility freely distributed by Microsoft for managing your ODBC drivers and data sources. You can run this utility from your Windows `windows\system32` directory `ODBCADM32.EXE` or from **Administrator Tools** on the Windows **Control Panel**.

2. Select the datasource and click **Configure** to open the **PostresSQL ODBC Driver (psqlODBC) Setup** dialog.
3. Click **Datasource** to open the **Advanced Options** dialog.
4. Select the **Use Declare/Fetch** check box and click **Apply**.
5. Click **Save** and then close the **ODBC Administrator** window.

If you require additional setup for your data source and driver, contact your Database Administrator (DBA) for assistance. They will understand the setup requirements for the data source you wish to access.

For details about the **Use Declare/Fetch** option, go to the [PostgreSQL website](#) and read about the **Use Declare/Fetch** under [psqlODBC Configuration Options](#).

# Notices



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