

Technical Note: Registration Issues with *Family Tree Maker 2008*.

VICGUM has received some queries from people who have experienced problems registering *Family Tree Maker 2008*

Why Register?

Registering your *Family Tree Maker* through Ancestry.com allows you to:

- Post member trees and search free databases.
- Access the Web Search workspace.
- Receive notifications of updates to the program.

Note: some copies of *Family Tree Maker* include a subscription to Ancestry.com.au so you can take advantage of searching millions of records. You first must register *Family Tree Maker* to activate this feature.

Registering Your Family Tree Maker

Follow these instructions to register your program:

From the home page of your *Family Tree Maker*, click **Help** then click **Register Family Tree Maker** and the registration wizard will open.

Follow the directions in the wizard to register your copy of *Family Tree Maker*.

Registration Troubleshooting

If you are unable to register your *Family Tree Maker 2008* try these steps in order.

- Make sure that you are able to connect to *Ancestry.com* and login to *Ancestry.com* through your normal web browser (Internet Explorer, Firefox, etc) not through the *Family Tree Maker* product. www.Ancestry.com
- Check your computer's date and time and make sure that your computer is **correctly set to your time zone**. Start>Control Panel>Date and Time
- Open a browser and go to the following URL:
<https://service.familytreemaker.com/ohanaservice/authenticate.ashx>. Opening this link in your browser should bring up a page with text similar to the following:

?xml version="1.0" encoding="utf-8"?

If this does not occur continue to the next step.

- Check your Windows and/or other firewall software settings and ensure that the *Family Tree Maker 2008* executable (FTM.exe) has access to "service.familytreemaker.com" on both ports 80 and 443. This may involve adding FTM.exe as an exception in the Windows Firewall.

To add Family Tree Maker 2008 as an exception to Windows firewall:

1. Open the Windows Control Panel
2. Select the Windows Firewall
3. Click on the Exceptions tab
4. Scan the list of Programs and Services for FTM.exe
5. If the program is present no further action is needed.
6. If the program is not in the list of firewall exceptions, do the following:
7. Click Add Program
8. Browse to the place the FTM.exe is stored (usually C:/Program Files/Family Tree Maker 2008)
9. Select the FTM.exe file
10. Click OK

Final Note:

Registration occurs between your computer and a server located in Provo, Utah, USA. Sometimes there can be a problem at the USA end that you cannot fix from your end. My only suggestion is to ring the FTM help Desk in Provo, Utah. Fortunately it is an International toll free number.

International (Toll Free) FTM Help Number

1 800 606 134

This takes you to the US call centre and is available 9am – 4pm, Monday to Friday, AEST.

John Donaldson
johndd@iinet.net.au