

StitchFlow Installation and Setup Guide

Windows · version 1.0.0

SastiLab Technologies · support@sastilab.com

This guide explains how to install StitchFlow on the main PC and the section PCs, activate the licence, and keep backups. Questions at any step: **support@sastilab.com**.

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1. Words used in this guide

Word	Meaning
Main PC	The computer that keeps the factory's StitchFlow database. Backups, restores and database updates are done here. It must be switched on whenever anybody works.
Section PC	Any other PC (stores, cutting, sewing, QC, packing, office) that uses the main PC's database over the factory network.
PostgreSQL	The free database program that stores StitchFlow's data. StitchFlow's setup installs it on the main PC.
postgres password	The password of PostgreSQL's own administrator. StitchFlow's setup makes a random one and keeps it encrypted — you never need to type it, unless PostgreSQL was already on the PC.
Windows administrator	A Windows account allowed to install programs. Needed to install and set up — not for daily work.
StitchFlow administrator	The first StitchFlow login, created at the first start. Manages users, permissions, licence and backups.

2. Choose your setup

Setup	When	What to do
One PC	One computer for everybody	Steps 1–5.
Main PC + section PCs	Several PCs on one factory network (cable or Wi-Fi)	Steps 1–6.
Several factories on one site	Several units whose PCs are all on the same network	As above. Factories are added inside StitchFlow (Settings & Backup → Factories); the number of factories depends on the edition.

Not supported: factories at different locations working together over the internet or a VPN; section PCs working while the main PC is switched off (there is no offline mode). Fabric and accessory stock, buyer POs and masters are shared by the whole company — stock is not kept per factory.

3. Before you start: what you need

Item	Requirement
Windows	64-bit Windows 10 or 11, or 64-bit Windows 7 with Service Pack 1 and update KB2533623. 32-bit Windows is not supported.
PostgreSQL	Installed for you by StitchFlow's setup on a new main PC (PostgreSQL 11.22). A PostgreSQL 11 or newer that is already on the PC can be used instead. See the security note in Step 1 .
Disk space	About 1 GB free on the main PC (StitchFlow, PostgreSQL and the first backups).
Windows account	Administrator rights on every PC, to install and set up.
Screen	1366 × 768 or larger is best.
Network (several PCs)	All PCs on the same factory network. Each section PC needs a fixed IP address (or a reservation in the router). In Windows, the factory network must be set as a Private (or domain) network.
Printing	A PDF viewer on each PC: reports, job card sheets, dispatch notes and carton labels open as PDF files and are printed from there.
Internet	Not needed for daily work.

Have ready: the StitchFlow installer from SastiLab (StitchFlow-1.0.0-Setup.exe, about 357 MB — it contains PostgreSQL); for several PCs, the names and fixed IP addresses of the section PCs and a USB drive; a safe place to write down the passwords you choose.

4. Step 1 — About the database (PostgreSQL)

StitchFlow keeps its data in **PostgreSQL**, a free database program. **You do not install it yourself:** on a new main PC, StitchFlow's setup installs **PostgreSQL 11.22** and prepares the StitchFlow database automatically. Section PCs never get PostgreSQL.

- The setup gives PostgreSQL's administrator (postgres) a **random password** and keeps it **encrypted** on the main PC, in a folder only Windows administrators can open. It is never stored as readable text and you never need to type it.
- **Existing databases are never deleted or overwritten.** If PostgreSQL is already on the PC, the setup asks for its postgres password and checks it before changing anything (you can also skip this). If another database program already uses port 5432, the setup stops and changes nothing.

Security note — PostgreSQL 11. StitchFlow uses PostgreSQL 11 because it is the newest version that runs on Windows 7 (the same choice as SastiLab's BillMatePOS). **PostgreSQL 11 no longer receives security updates (since November 2023).** Keep the StitchFlow database on your factory network only: never forward port 5432 on the internet router, keep the network set as *Private* in Windows, and secure the database when you add section PCs ([Step 6](#)). Windows 7 itself also no longer receives security updates.

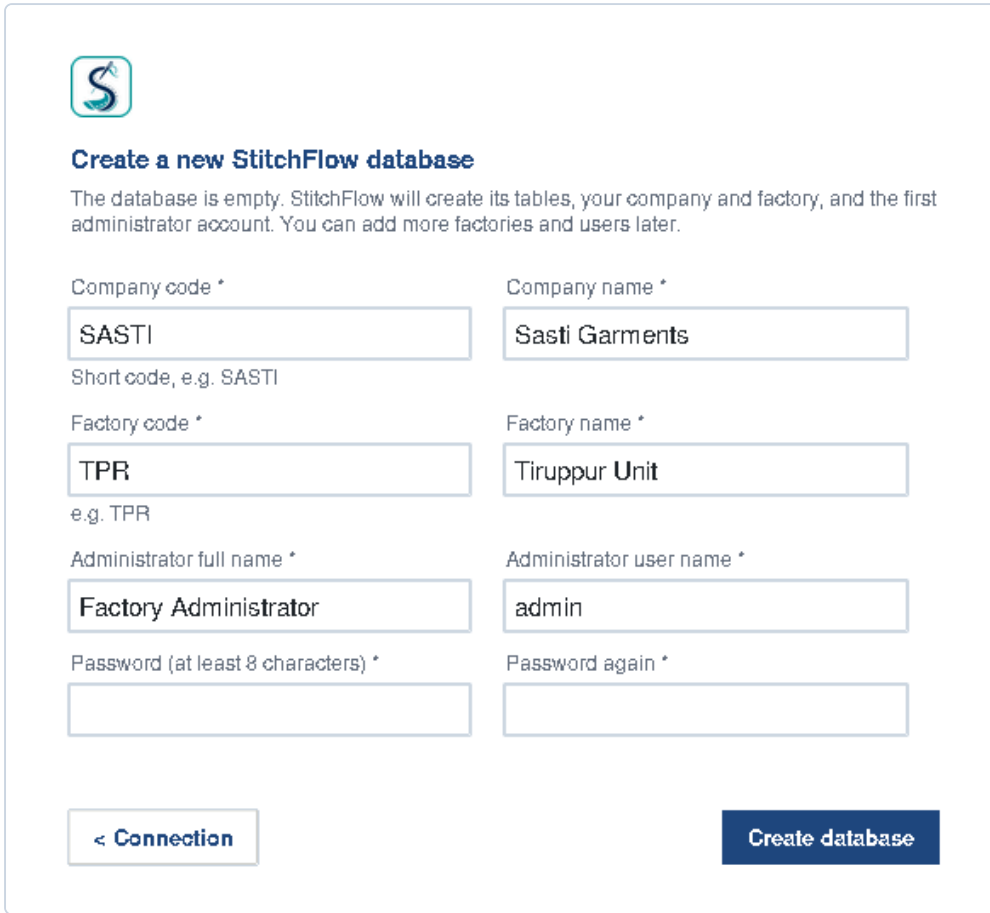
5. Step 2 — Install StitchFlow on the main PC

1. Close other programs. Right-click `StitchFlow-1.0.0-Setup.exe` and choose **Run as administrator**. The installer is not yet digitally signed, so Windows may ask you to confirm: on Windows 10 / 11 click *More info* → *Run anyway*; on Windows 7 click Yes.
2. Setup checks the PC first and stops with a message if:
 - Windows is 32-bit, older than Windows 7, or Windows 7 without Service Pack 1;
 - Windows 7 is missing update KB2533623 (install the latest Windows updates, then run setup again);
 - the earlier StitchFlow (.NET edition) is installed — uninstall it first. Its database is **not** removed: this version takes it over after a backup.
3. Click **Next** through the welcome page and the folder page (StitchFlow goes to `C:\Program Files\StitchFlow`; its settings, logs and attachments to `C:\ProgramData\StitchFlow`).
4. **Only if PostgreSQL is already on this PC**, a *PostgreSQL password* page asks for its postgres password. Type it (it is checked at once), or leave it empty to skip — StitchFlow then asks for its database connection at the first start. A page about an *earlier database folder* appears only when an uninstalled PostgreSQL 11 left its data behind: type its password to keep using it, or tick the box to keep the folder aside (renamed — nothing is deleted) and start with a new database.
5. Click **Install**. On a new main PC this takes about **5 minutes**: setup installs PostgreSQL 11, then creates the empty database **stitchflow** and StitchFlow's own database user **stitchflow_app** (random password). Keep the computer switched on.
6. Click **Finish** with *Start StitchFlow* ticked. Setup also creates Start-menu and desktop shortcuts.

If something goes wrong, the last page says **"StitchFlow is not ready yet"** and does not start StitchFlow; no existing data was changed. See [Troubleshooting](#). The details are in `C:\ProgramData\StitchFlow\logs\setup_database.log`.

6. Step 3 — First start: create the database

On a new main PC (setup prepared the database), StitchFlow opens *Create a new StitchFlow database* straight away:



The screenshot shows a web form titled "Create a new StitchFlow database" with the StitchFlow logo at the top left. Below the title is a descriptive paragraph: "The database is empty. StitchFlow will create its tables, your company and factory, and the first administrator account. You can add more factories and users later." The form contains eight input fields arranged in four rows. The first row has "Company code *" and "Company name *". The second row has "Factory code *" and "Factory name *". The third row has "Administrator full name *" and "Administrator user name *". The fourth row has "Password (at least 8 characters) *" and "Password again *". At the bottom left is a button labeled "< Connection" and at the bottom right is a dark blue button labeled "Create database".

Create a new StitchFlow database

The database is empty. StitchFlow will create its tables, your company and factory, and the first administrator account. You can add more factories and users later.

Company code * Company name *

Short code, e.g. SASTI

Factory code * Factory name *

e.g. TPR

Administrator full name * Administrator user name *

Password (at least 8 characters) * Password again *

[< Connection](#) [Create database](#)

The first start on the main PC: company, factory and the first administrator

1. Type a short **Company code** (for example SASTI) and the **Company name**.
2. Type a short **Factory code** (for example TPR) and the **Factory name**.
3. Type the **Administrator full name**, a **user name** and a **password** (at least 8 characters) twice.
4. Click **Create database**. StitchFlow creates its tables, your company and factory, document numbering and the first administrator, then shows the login window. Log in with the user name and password you just chose.

If you skipped the database step (or StitchFlow cannot connect), StitchFlow first shows the *database connection* window:



StitchFlow 1.0.0 - database connection

Enter the PostgreSQL database details. Single PC: leave Server as localhost. Several PCs: enter the name or IP address of the PC / server that keeps the database.

Server *	Port *
localhost	5432
Database name *	Database user *
stitchflow	
Password	This PC
	Main PC - keeps the database (also for a single PC)
Load section-PC file...	Test connection Save and continue

The database connection window

- **Server:** localhost when the database is on this PC; otherwise the main PC's name or IP address.
- **Port:** usually 5432. **Database name:** usually stitchflow.
- **Database user** and **Password:** the database user StitchFlow uses.
- **This PC:** *Main PC* (also for a single PC) or *Section PC*.
- Click **Test connection**, then **Save and continue**. An empty database leads to *Create a new StitchFlow database* (on the main PC only).

Important: StitchFlow stores the database password protected on the PC (Windows data protection). It is never shown to ordinary users.

7. Step 4 — First tasks for the administrator

Log in with the administrator account, then (each is explained in the *StitchFlow User Guide*, and with **F1** on its screen):

1. **Users & Roles** — create a user for each person and give each a role; give access to other factories where needed. New roles start with the Dashboard only.
2. **Permissions** — decide what each role may view, add, edit, delete or approve.
3. **Masters** — buyers, suppliers, job workers, colours, sizes, reasons, shifts, machines and styles.
4. **Document Numbering** and **Department Route & Entry Mode** — check the defaults StitchFlow created for your factory.
5. **Settings & Backup** → **This PC & network** — the backup folder (blank = Documents\StitchFlow\Backups), the attachments folder and the minutes until automatic log out (default 20).
6. Make a first backup (see [Backups and restore](#)).

8. Step 5 — Licence: trial and activation

A new installation runs as a **60-day trial** with every feature. **One licence covers the whole installation:** the database on the main PC and every PC that uses it. The licence is shown in **Settings & Backup → Licence**.

Companies

Factories

Backup / Restore

Licence

This PC & network

Mobile phones

Trial version - 60 day(s) left.

Installation ID: 7e6e16daaec0ec8d0146dc24c5e45a3375d16f1fc181aff6a96b190fdb8c089e
Edition: trial · type: trial · PCs at once: 5 · factories: 2
Trial ends: 18-12-2026

Offline (no internet needed): send the activation request to SastiLab (WhatsApp or e-mail) and load the licence file you receive.

Licence key (from your SastiLab invoice)

Copy activation request

Save activation request...

Load licence file...

Online (main PC with internet):

Activate online

Check for renewal online

One licence covers the whole installation (the central database and all its PCs, up to the edition's limit of PCs logged in at once). Read-only means: everybody can still log in, view, run reports, export and back up - only new entries stop.

The Licence tab during the trial

Edition	PCs logged in at the same time	Active factories
Trial (60 days)	5	2
Standard	3	1
Professional	10	3
Enterprise	no limit	no limit

Your licence can carry other limits; the Licence tab shows the ones that apply. A PC showing only the login window does not count. Phones do not count as PCs.

Activate offline (no internet needed):

1. In **Settings & Backup → Licence**, type the licence key from your SastiLab invoice.
2. Click **Copy activation request** (or **Save activation request...**) and send it to SastiLab by WhatsApp or e-mail.
3. SastiLab sends a licence file. Click **Load licence file...** and choose it.

Activate online (main PC with internet): type the key and click **Activate online**; after renewing a subscription, click **Check for renewal online**. Both work on the main PC only. If online activation does not work, use the offline way above.

Kinds of licence: a yearly subscription (a reminder starts 30 days before the end, then some grace days), or a perpetual licence with an optional AMC for new versions.

When the trial or licence ends, StitchFlow becomes **read-only** on every PC: everybody can still log in, view, run reports, export, print, back up and restore, and administrators can manage users and load a licence. Only new entries and changes stop. **No data is deleted.** Changing the PC's date does not extend a trial or licence — only the main PC's (database server's) date counts.

9. Step 6 — Several PCs: secure the database and add section PCs

Skip this step for a single PC.

9.1 On the main PC: authorise the section PCs

1. Give each section PC a **fixed IP address** (or a reservation in the router) and note its Windows PC name.
2. In StitchFlow on the main PC: **Settings & Backup** → **This PC & network** → **Authorise a PC...** — PC name, IP address and section (for example Cutting). Repeat for each PC.
3. Click **Write network access files**.



Settings & Backup → This PC & network: the authorised section PCs

9.2 On the main PC: secure the database (once)

This creates a separate database user for daily work, lets only the authorised PCs connect, and opens the database port in Windows Firewall for those PCs only. It is a separate step on purpose: it sets the owner password that you choose and keep.

1. Close StitchFlow on **every** PC, also on the main PC.
2. Open the Start menu, type cmd, right-click **Command Prompt** and choose **Run as administrator**.
3. Type:

```
"C:\Program Files\StitchFlow\setup\secure_database.bat" "C:\Program Files\PostgreSQL\11\bin"
```

The postgres password is read from the encrypted file the setup stored. Only for a PostgreSQL that was on the PC before and whose password you skipped, type `set PGPASSWORD=its-password` first (and use its version number in the folder).

4. When asked, choose a **new password for the database owner stitchflow_app** and write it down. It is needed later for database updates and restores, and it is **not stored on any PC**.
5. Close the Command Prompt window.
6. Start StitchFlow on the main PC; it now works with the daily database user.

Never forward port 5432 on your internet router. Keep the factory network set as **Private** in Windows: the firewall rule does not apply on *Public* networks.

9.3 On the main PC: make the section-PC file

Settings & Backup → **This PC & network** → **Add a section PC...** and choose a USB drive. StitchFlow saves `StitchFlow-section-PC.ini` there: the main PC's address and database name, **without a password**.

9.4 On each section PC

1. Copy `StitchFlow-1.0.0-Setup.exe` onto the USB drive next to `StitchFlow-section-PC.ini`.
2. On the section PC, run the setup from the USB drive as administrator. Setup sees the file, skips the database page and installs the PC as a section PC. *(Or install normally and click **Load section-PC file...** in the connection window.)*
3. Start StitchFlow. The connection window asks for the database password once. An administrator gets it on the main PC: **This PC & network** → **Show database password...** (after typing their own login password; every viewing is recorded in the audit log).
4. Type it, click **Save and continue**, and log in with a StitchFlow user.

9.5 Later changes

Change	What to do
New section PC	Authorise it (9.1), then on the main PC as administrator run <code>secure_database.bat "<PostgreSQL bin folder>" /pcs</code> , then 9.3–9.4.
Remove a section PC	Select it → Revoke the selected PC , then run <code>secure_database.bat "<bin>" /pcs</code> .
A PC was lost or misused	Revoke it and run <code>secure_database.bat "<bin>" /newpassword</code> ; then type the new password once on every section PC.
Attachments on several PCs	Set the Attachments folder on every PC to the same shared network folder (This PC & network).

10. Backups and restore

Backups and restores are done **on the main PC only**. StitchFlow makes a safety backup by itself before a database update and before a restore — **daily backups are your job**.



Settings & Backup, tab Backup / Restore

Back up:

1. **Settings & Backup** → **Backup / Restore** → **Back up now**.
2. The backup is a complete copy of the database, saved as a .sql file in Documents\StitchFlow\Backups (**Open backup folder** shows it).
3. Copy backups regularly to a USB drive or another PC. The tab warns when the last backup is 7 days old.

Restore (only when really needed):

1. Close StitchFlow on every other PC.
2. Click **Restore from a backup file...** and choose the file; confirm.
3. If the database is secured, type the database owner (stitchflow_app) password.
4. StitchFlow saves a safety backup of the current data, replaces **all** data with the backup and logs you out.

Important: a restore takes the whole database back to the moment of the backup; everything entered after it is only in the safety backup. If section PCs cannot connect after a restore: **Settings & Backup** → **Re-apply database rights...** on the main PC.

11. Installing a new version, and uninstalling

New version:

1. On the main PC, make a backup and copy it to a USB drive.
2. Close StitchFlow on every PC.
3. Run the new installer on the **main PC first** and start StitchFlow there. It updates the database (after a backup); on a secured database it asks for the owner password.
4. Then run the new installer on each section PC.

Settings, attachments, backups and the database are kept.

Uninstall: Control Panel → Programs, or *Uninstall StitchFlow* in the Start menu. It removes the program only: PostgreSQL, the database, settings (C:\ProgramData\StitchFlow, including the encrypted password), attachments and backups are kept. PostgreSQL has its own entry in Control Panel → Programs; remove it only if you are sure the data is no longer needed (back it up first).

12. Troubleshooting

During setup

Message	What to do
StitchFlow needs 64-bit Windows. / needs Windows 7 SP1 or newer.	Use a 64-bit Windows 7 SP1, 10 or 11 PC.
Please install Windows 7 Service Pack 1 first.	Install SP1 with Windows Update, then run setup again.
This Windows 7 PC is missing update KB2533623 ...	Install the latest Windows updates (or KB2533623 from Microsoft), then run setup again.
The earlier StitchFlow (.NET edition) is installed ...	Uninstall it first (Control Panel → Programs); its database is kept and taken over.
This password was not accepted by the PostgreSQL on this computer.	(Existing PostgreSQL) Check the <code>postgres</code> password and try again, or leave it empty to skip.
Port 5432 on this computer is already used by another database program ...	Nothing was changed. Another database program uses PostgreSQL's port — contact SastiLab.
PostgreSQL could not be installed (code ...).	Restart the PC and run setup again as administrator. Antivirus software can block the PostgreSQL setup — check its log.
PostgreSQL is not running - nothing was changed.	Restart the computer and run setup again as administrator.
The PostgreSQL 'postgres' password was not accepted - nothing was changed.	Run setup again; with an earlier database folder, type its correct password or tick the box to keep it aside.
The PostgreSQL on this computer is older than version 11 ...	StitchFlow needs PostgreSQL 11 or newer — contact SastiLab.
A StitchFlow database already exists in this PostgreSQL - it was kept unchanged.	Enter its connection at the first start, or ask SastiLab to reconnect it.
An earlier PostgreSQL 11 database folder was found ... Its password is not known ...	Run setup again: type that password, or tick the box to keep the folder aside (renamed, nothing deleted).
The StitchFlow database could not be set up (code ...).	See <code>C:\ProgramData\StitchFlow\logs\setup_database.log</code> ; run setup again as administrator.
The new PostgreSQL administrator password could not be stored encrypted ...	Write the password shown down and keep it safe — it is shown only once. Tell SastiLab.

To prepare the database by hand (Command Prompt as administrator — the stored, encrypted `postgres` password is used automatically):

```
"C:\Program Files\StitchFlow\setup\setup_database.bat" "C:\Program Files\PostgreSQL\11\bin"
```

When starting or working

Message	What to do
Cannot reach the database server ...	Is the main PC switched on? Is this PC on the factory network? Check the server name in the connection window, or use the main PC's IP address. On a secured database, is this PC authorised (and was <code>secure_database.bat /pcs run</code>)?
The database user name or password is not correct.	An administrator types the database password again (connection window).
This database is empty. The main PC sets up the central database ...	This section PC points to the wrong database — check the connection.
Close StitchFlow on every other PC before the database is updated.	After installing a new version: close StitchFlow everywhere, start it on the main PC first.
Backup failed: ... pg_dump ... was not found / version	Install the PostgreSQL command line tools of the server's version (or newer) on the main PC, or set the PostgreSQL bin folder in This PC & network.
The StitchFlow licence allows ... PC(s) at the same time ...	Log out on one of the PCs listed, or ask SastiLab for a larger edition.
The date of the database server (...) is earlier than a date StitchFlow has already used ...	Set the correct date and time on the main PC.

Chapter 10 of the *StitchFlow User Guide* lists the other messages. Details of unexpected errors are in `C:\ProgramData\StitchFlow\logs\stitchflow.log` — send this file to support@sastilab.com.

Questions: support@sastilab.com