

TECHNICAL SUPPORT FAQ

Typical questions

1. What software do I need to run AssetGen Connect?
2. How do I backup the AssetGen database?
3. The Print and Export icons on the report viewer page don't work. Why?
4. Why does report printing load a PDF file instead of printing directly?
5. The first time I run a report in each AssetGen Connect session it seems to take a while to load. Why?
6. I'm getting the error "Your AssetGen Connect Session has Timed Out". Why?
7. Some of the data entry boxes are highlighted in yellow on the Site Information page. Why?

Answers

Q1. What software do I need to run AssetGen Connect?

AssetGen Connect is an intranet based application and requires a web server, database server and client software.

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| Web Server | <p>AssetGen Connect has been developed using Microsoft Visual Studio 2005. The server application requires the following software:</p> <p>Microsoft Internet Information Service (IIS) v5.0 or above (V6.0 recommended) Microsoft.Net Framework V2.0 or above AssetGen Connect Application, image, help, report and configuration files Crystal Reports Engine Version XI R2 and Licence (normally supplied with the application)</p> |
| Database Server | <p>Microsoft SQL Server 2000/2005 or Microsoft SQL Express. The latter is a freely distributable version of SQL Server 2005 optimised for web servers with less than 25 users. SQL Express and web administration software can be included in the AssetGen Connect installation pack or can be downloaded from Microsoft.</p> <p>The database can reside on the web server or be part of a separate corporate SQL Server installation.</p> <p>Note: The database is shared between all products in the AssetGen range.</p> |
| Client | <p>The client requires a minimum of web browser software. Microsoft Internet Explorer v5.5 or above (V6/7 recommended). Report printing and export (from the Crystal Report engine) requires Adobe Acrobat Reader v5.0 or above (V8.x recommended) as the print file is transmitted to the client as a PDF file. The latest version of Acrobat Reader is included in the AssetGen Connect installation pack or can be downloaded from the Adobe website.</p> <p>The application requires cookies and the Crystal Report engine needs 'pop-ups' enabled to allow printing (see Q3 below).</p> |

AssetGen distributors and resellers can discuss specific installation needs as these can vary greatly between individual customers.

Q2. How do I backup the AssetGen database?

Backup regimes will vary between types and sizes of customer. MS SQLServer and Express have the capability to schedule backups of the database. These backup files should then be copied to removable media and stored in a safe location. AssetGen distributors and resellers can give guidance on the optimum procedures, hardware and software for ensuring timely backups of the database.

Q3. The Print and Export icons on the report viewer page don't work. Why?

The Crystal Report print and export functions use a pop-up window to select the page(s) to output. If your browser has a pop-up blocker enabled you need to define the AssetGen Connect web server IP address as a trusted site. If you are running the Google tool bar you may need to set up the trusted site there, as well as in Internet Explorer. There is also a known issue whereby Symantec's Norton Personal Firewall may block operation of these icons and, possibly, the Close button on the report window.

Q4. Why does report printing load a PDF file instead of printing directly?

The Crystal Report engine on the web server has no direct knowledge of the printing capabilities on the client workstation. It therefore converts the report into a PDF file and downloads it into a separate browser window on the client. The end user then has the flexibility to print or email the report, plus standard Adobe Acrobat search and viewing options.

Q5. The first time I run a report in each AssetGen Connect session it seems to take a while to load. Why?

It takes a few seconds for the report engine to load and initialise when it is first invoked. Subsequent reports will appear much faster (subject to their complexity and the load on the web and database servers).

Q6. I'm getting the error "Your AssetGen Connect Session has Timed Out". Why?

The reason is simply that, within an AssetGen Connect session, you have not used the application for longer than a timeout value (the default is 15 minutes). Contact an AssetGen distributor or reseller for further information on how to amend the timeout value.

Q7. Some of the data entry boxes are highlighted in yellow on the Site Information page. Why?

If you are running the Google Tool Bar this is a problem with the 'Auto Fill' function. The toolbar scans all the data elements on the page and compares them to a list of items it considers could be auto filled. If it finds a match (on a full OR partial basis) the field is highlighted, normally in a yellow colour. We suggest you turn off this feature.