

TECHNICAL SUPPORT FAQ

Typical questions

1. [What software do I need to run AssetGen SysMap?](#)
2. [How do I backup the AssetGen Database?](#)
3. [The first time I run a report in each AssetGen SysMap session it seems to take a while to load. Why?](#)
4. [Why are there two separate applications \(client and intranet\)?](#)
5. [The Print and Export icons on the report viewer page don't work. Why?](#)
6. [Why does report printing load a PDF file instead of printing directly?](#)

Answers

[Q1. What software do I need to run AssetGen SysMap?](#)

The authoring part of AssetGen SysMap is a 'thick client' application installed onto a PC. It utilises the Microsoft .Net framework v3.5 and Business Objects Crystal Reports 2008, included on the installation media. The application uses a Microsoft SQL Server database which should be hosted on a central server. There is also an intranet (web) application, hosted on a web server, which provides read only access to the main data screens and data analysis reporting.

PC Client	<p>The main client application requires the following software on the client PC:</p> <p>Microsoft.Net Framework V3.5 or above.</p> <p>Crystal Reports Engine Version 2008 and Licence (normally supplied with the application). The Licence conditions allow the report engine to be installed on an unlimited number of PCs within the customer environment.</p> <p>AssetGen SysMap application, image, help, report and configuration files</p>
Database Server	<p>Microsoft SQL Server 2005/8 or Microsoft SQL Express.2008 R2 The latter is a freely distributable version of SQL Server 2008 optimised for web servers with less than 25 users. SQL Express and web administration software is included in the AssetGen installation pack or can be downloaded from the Microsoft website.</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>
Web Server	<p>The web server application requires the following software:</p> <p>Microsoft Internet Information Service (IIS) v5.0 or above (V6.0 recommended)</p> <p>Microsoft.Net Framework V3.5 or above</p> <p>AssetGen SysMap Web Application, image, help, report and configuration files</p>

	Crystal Reports Engine Version 2008 and Licence (normally supplied with the application)
Web Client	<p>The client requires a minimum of web browser software. Microsoft Internet Explorer V6.0 or above (V6/7 recommended). Report printing and export (from the Crystal Report engine) requires Adobe Acrobat Reader V5.0 or above as the print file is transmitted to the client as a PDF file. The latest version of Acrobat Reader is included in the AssetGen 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 Connect database?](#)

Backup regimes will vary between types and sizes of customer. MS SQLServer and Express have the capability to schedule backups of the database and transaction logs. 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 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 database and web server loading).

[7. Q4. Why are there two separate applications \(client and web\)?](#)

The need to interact directly with the separate netViz application for producing visualisations meant that the authoring software needed to be a 'thick-client' application running on a PC. However, it was recognized that there is likely to be a much larger proportion of the user base requiring simple read only and analysis functions. To avoid the necessity of loading all the required software onto many PCs, this facet has been developed as an intranet application so the client PC only needs a standard browser to use the system.

[Q5. The Print and Export icons on the web 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 SysMap 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.

[Q6. Why does web 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.