

Contributions Application Installation Troubleshoot Guide

Installation Issues

Error – Unable to Retrieve Application Files. File Corrupt in deployment



<u>Cause</u> - Files not able to be downloaded during install most likely due to a communication issue with Active Servers

Solution - Run the Setup.exe again. It most likely will clear up on the second installation attempt

Error – Setup requires 7459 MB of space on your hard drive, but only ####MB are currently available



<u>Cause</u> - Installation drive does not have enough disk space to install the .NET 4 framework.

Solution - Free up 7459MB of diskspace





Application Issues

Error – Problem Logging in. Bad Request. The user name and/or password is incorrect



<u>Cause</u> - Username or Password is incorrect.

Solution - Check Username/Password combination





Magtek Connection Issues

Errors – Invalid Port, Port Already Open



Cause 1 - Keyspan not software not installed

Solution 1- Install Keyspan software

Cause 2 - Port is not useable on the Keyspan adapter or the serial port

Solution 2 -

Keyspan/USB Connection - Change Com Port in Keyspan Software. COM3 and above recommended. Serial Connection – Change COM port in Windows Device Manager. COM1 recommended.





Errors – Exception has been thrown by the target of an invocation, Problem setting observable batch



Cause - Magtek software not installed

Solution - Install Magtek software (MTMicrImage.zip)





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<u>Cause</u> - Two Magtek OCX drivers installed <u>Solution</u> -

- 1. Uninstall both versions
- 2. Reboot Computer
- 3. Reinstall Magtek driver





Pre-Installation Tasks

Date and Date Settings

The correct date and time are important for the installation and operation of Check-in.



- 1. Right-click on the clock in the lower right hand corner of the screen.
- 2. Select Adjust date/time.

😭 Date and Time				
Date and Time Additional Clocks				
Date: Monday, July 25, 2011 Time: 1:04:48 PM				
Time zone				
(UTC-06:00) Central Time (US & Canada)				
Change time zone				
Daylight Saving Time ends on Sunday, November 06, 2011 at 2:00 AM. The clock is set to go back 1 hour at that time. Notify me when the clock changes <u>Get more time zone information online</u> <u>How do I set the clock and time zone?</u>				
OK Cancel Apply				

3. On the Date & Time tab click Change date and time.





Date and Time Settings	X
Set the date and time: Date: Su Mo Tu We Th Fr Sa 26 27 28 29 30 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 1 2 3 4 5 6	Time:
Change calendar settings	OK Cancel

- 4. Select the correct Date and Time
- 5. Click OK.

📸 Date and Time				
Date and Time Additional Clo	cks			
	Date: Monday, July 25, 2011 Time: 1:04:48 PM Change date and time			
Time zone				
(UTC-06:00) Central Time	e (US & Canada)			
	Change time zone			
Daylight Saving Time ends on Sunday, November 06, 2011 at 2:00 AM. The clock is set to go back 1 hour at that time.				
Get more time zone infor	mation online			
How do I set the clock an				
	OK Cancel Apply			

6. Click the Change time zone.



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Time Zone Settings	
Set the time zone:	
Time zone:	
(UTC-06:00) Central Time (US & Canada) 🔹	
Automatically adjust clock for Daylight Saving Time	
Current date and time: Monday, July 25, 2011, 1:05 PM	
OK Cancel	

- 7. Select the dropdown to set the correct time zone.
- 8. Click OK.

🔐 Date and Time				
Date and Time Additional Clo	cks			
	Date: Monday, July 25, 2011 Time: 1:04:48 PM Change date and time			
Time zone				
(UTC-06:00) Central Time	e (US & Canada)			
	Change time zone			
Daylight Saving Time ends on Sunday, November 06, 2011 at 2:00 AM. The clock is set to go back 1 hour at that time. I Notify me when the clock changes Get more time zone information online How do I set the clock and time zone?				
	OK Cancel Apply			

9. Click OK.



Windows User Access Control

Windows Vista and Windows 7 uses User Access Control (UAC). UAC often causes problems with Windows applications. UAC causes problems with Contributions. This procedure will show how to disable it in Windows 7.



- 1. Open the Control Panel.
- 2. In the top right corner, set the View by dropdown to Large icons.



3. Double-click the user Accounts icon.



4. Click "Change the User Account Control settings".



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😵 User Account Control Set	ttings		_ 🗆 X
Choose when User Accoun Tell me more Always n	n to be notifi It Control hel e about User Iotify	ied about changes to your computer Ips prevent potentially harmful programs from making changes to your computer. <u>Account Control settings</u>	
- [-	-	Never notify me when:	
_	-	Programs try to install software or make changes to my computer Imake changes to Windows settings	
-	-	Not recommended. Choose this only if you need to use programs that are not certified for Windows 7 because they do not support User Account Control.	
Never no	otify		
		😵 OK Cancel	

- 5. Slide the slider to Never notify.
- 6. Click OK.
- 7. The workstation will then need to be restarted.

