



# Troubleshooting Manual

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## Objective

The objective of this Manual is to provide instant solution to the problems that you might face while using APTRACK. Whenever you face any problem, please go through this troubleshooting manual to find out the instant solution. However, if you cannot find the solution to your problem in this manual, please do not hesitate to contact the developer, *Association for Stimulating Know how (ASK) India* (<http://www.askindia.org/contactus.asp.html>). A staff member from ASK will study the problem and provide you with the solution.

## Minimum Product Requirements

To install APTRACK you need the minimum following Hardware and Software:

Hardware Requirement –

- Minimum 128 RAM
- CD Drive to install APTRACK
- 20 MB disk Space

Software Requirement –

- Operating system – Windows 98 / XP Professional / 2000 Professional / 2000 Server
- Web Server – Personal Web Server (PWS) for Windows 98 and Internet Information Service (IIS) for other operating systems
- Microsoft Office 2000 or higher
- Internet Explorer 5.0 or higher

*Please Note:* APTRACK cannot be installed on Windows ME & Windows XP Home edition

## What is PWS/IIS?

- PWS is the Personal Web Server and IIS is Internet Information Services.
- PWS and IIS are web services required to Install any browser-based (like Internet based Web Application).
- PWS needs to be installed on the Windows 98 machine that you wish to use for APTRACK.
- IIS needs to be activated on Windows XP Professional / 2000 Professional / 2000 Server machine that you wish to use for APTRACK installation.
- PWS/IIS are required to install APTRACK and allow users to share the application anywhere in the intranet without installing APTRACK on individual systems. This saves time & effort of configuration.

*Please Note:* Only one machine where you install APTRACK needs to have PWS/IIS according to the operating system of the machine. This machine becomes the **APTRACK server**.

## **Accessing APTRACK using other on LAN**

The APTRACK uses web services, it is very easy to access APTRACK from any computer on your LAN (Local Area Network), after it have been installed on one machine. This machine is the APTRACK Server.

### Accessing APTRACK on APTRACK Server –

Just double click APTRACK icon from desktop of the system.

### For any other machine on LAN –

- Check the computer name of the APTRACK Server. You may want to contact your System Administrator to know the name of the computer.
- Open Internet Explorer of your computer where you want to work.
- In the address bar of Internet Explorer write,  
http://<APTRACKServername>/aptrack

## Error Troubleshooting

### Error:

System shows Error with following message while entering some data to APTRACK project database – “Operation must use updatable query. /aptrack/rule-update-process.asp”

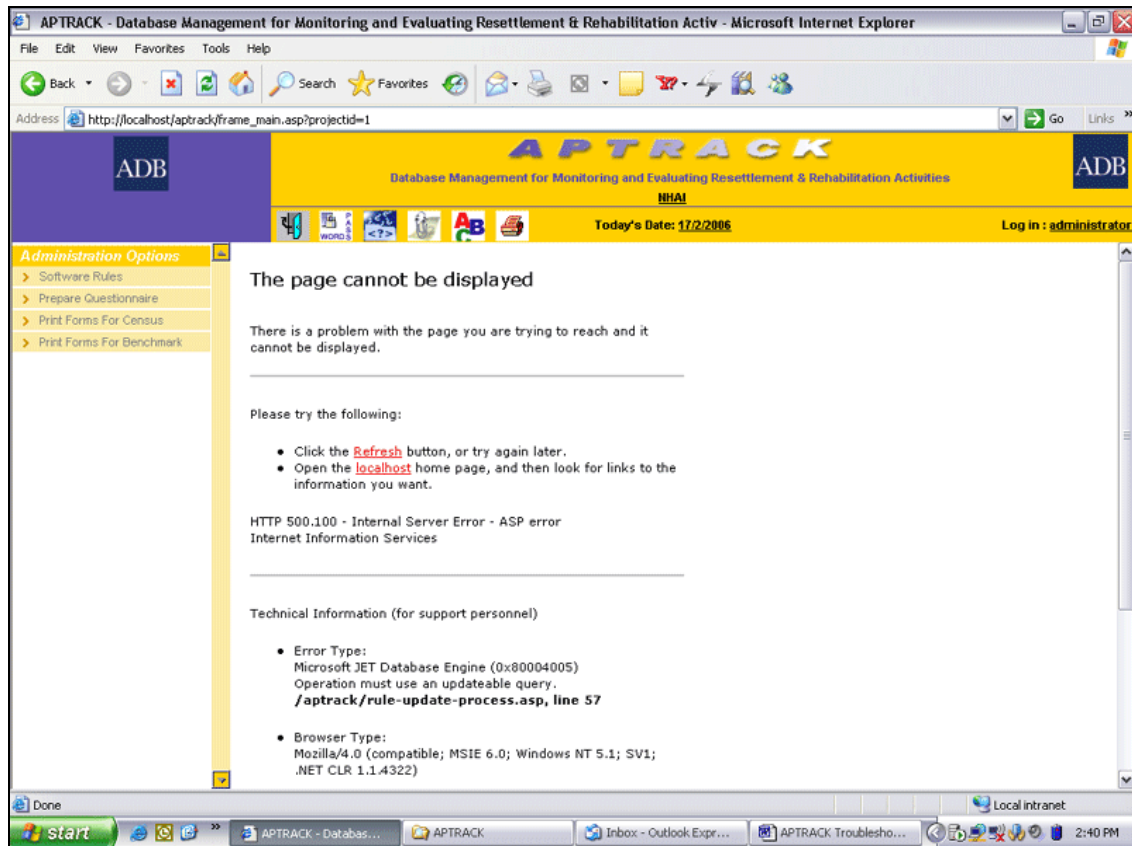


Figure 1

### Solution:

- This error is generated because the project database, on which you are working, is READ ONLY.
- On the APTRACK Server, go to C:\Inetpub\wwwroot\Aptrack.
- Select the properties of all database files (having .mdb extension) by right clicking on them.
- Uncheck READ ONLY option and click OK.

**Error:**

System shows Error with following message while logging into APTRACK Application – “Invalid Class String. /aptrack/default-process.asp”

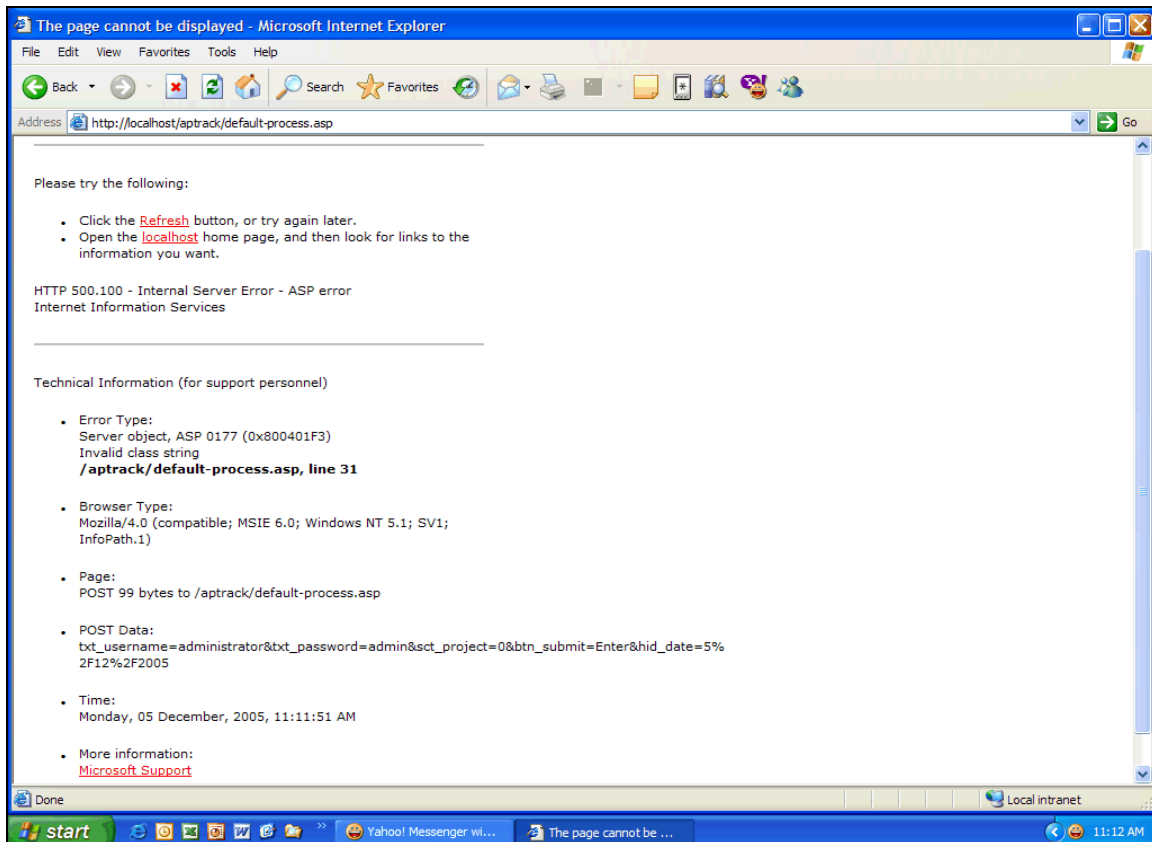


Figure 2

**Solution:**

- This error is generated when a particular component of Windows operating system has been corrupted on the APTRACK Server. APTRACK uses this component for creating project databases.
- On the APTRACK Server, Download the scrrun.dll from the Internet by clicking on the link <http://www.dll-files.com/dllindex/pop.php?scrrun>
- This is a ZIP file. After downloading unzip the file and extract the DLL file and save in your C:\.
- Now go to the Command Prompt and register the scrrun.dll using command regsvr32 c:\scrrun.dll
- This will repair / install new version of scrrun.dll and you will be able to use APTRACK application perfectly.

*Please Note:* You may need help from your system administrator to perform the above steps

**Error:**

System shows Error with following message while creating New Project – “Permission Denied. /aptrack/admin-project-insert-process.asp”

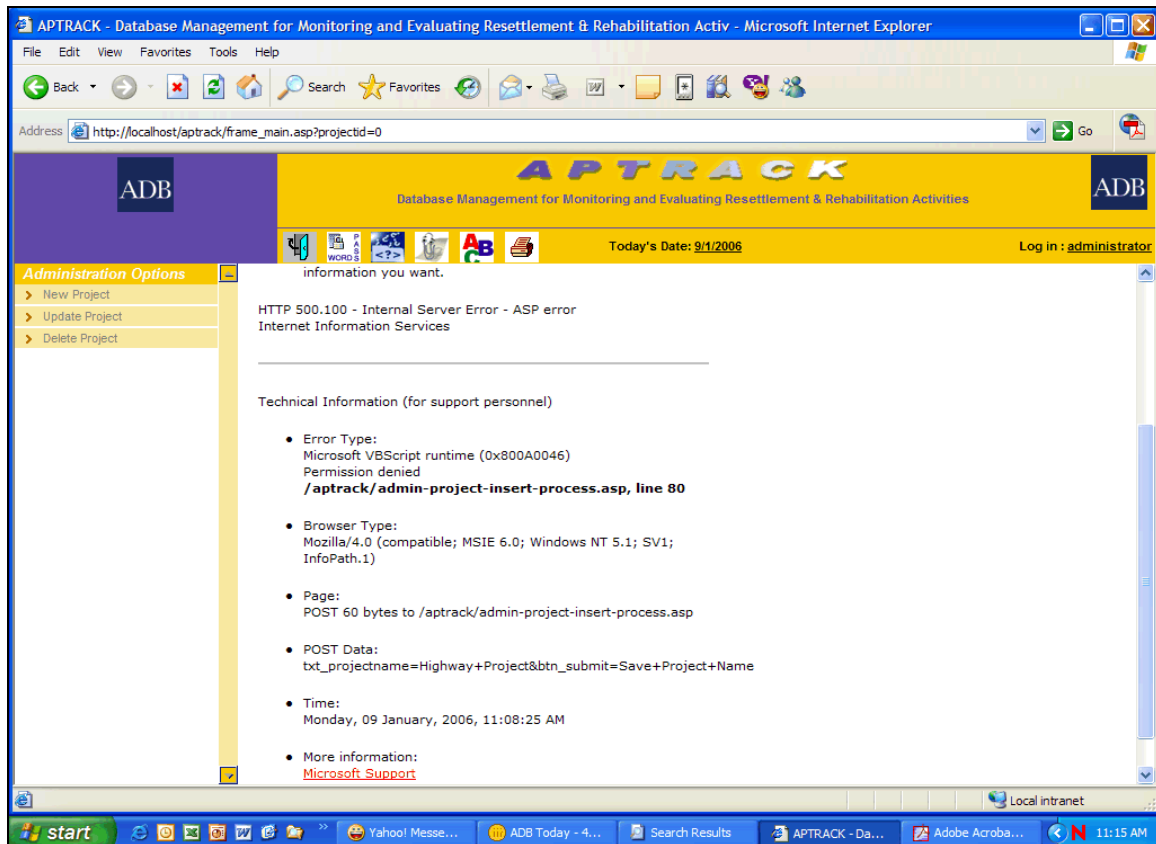


Figure 3

**Solution:**

- When you create a new project, APTRACK create one project database in Microsoft Access Database (.mdb) format and saves it on the APTRACK Server.
- If there is no permission to create and save any file in the specified location in APTRACK Server, then this problem arises.
- On APTRACK Server, Select the Aptrack folder from C:\Inetpub\wwwroot\Aptrack and go to properties of that folder by right clicking on that folder.
- In the Security, select Internet Guest User and give Full Permission.

*Please Note:* You may need help from your system administrator to perform the above steps

**Error:**

System shows Error with following message while uploading a photograph – “Permission Denied. /aptrack/photo-uploadprocess.asp”

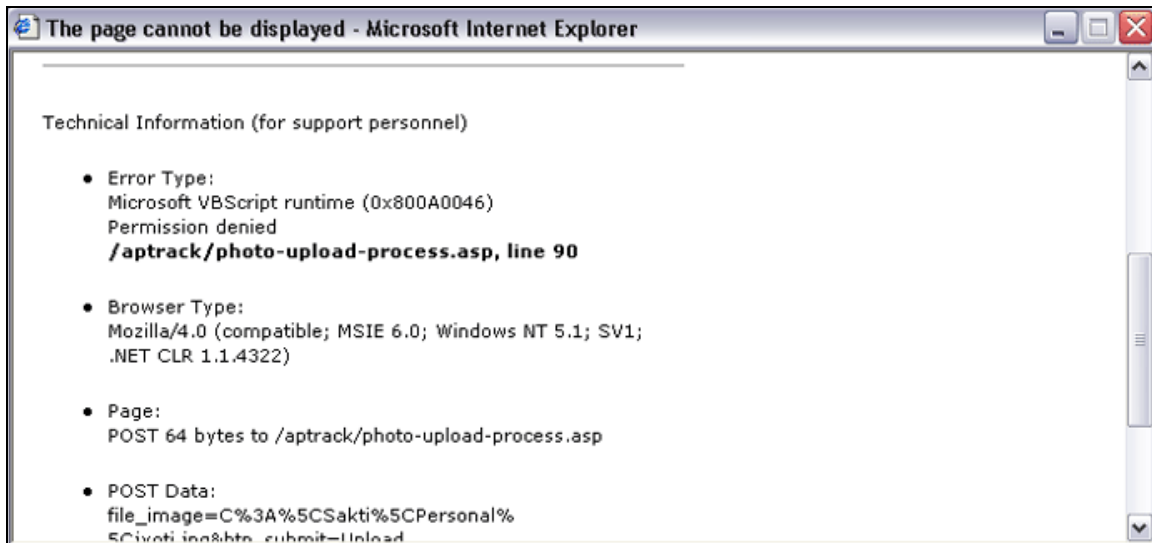


Figure 4

**Solution:**

- Please ensure that image you are uploading resides on your the local computer only, i.e. please don't pick up any photo from any other computer through the LAN.
- When you upload a photo, APTRACK saves it on a particular location on the APTRACK Server.
- If there is no permission to create and save any file in the specified location in APTRACK Server, then this problem arises.
- On APTRACK Server, Select the Aptrack photo folder from C:\Inetpub\wwwroot\Aptrack\photos and go to properties of that folder by right clicking on that folder.
- In the Security, select Internet Guest User and give Full Permission.

*Please Note:* You may need help from your system administrator to perform the above steps

**Error:**

The home page of APTRACK does not open after installing APTRACK software successfully.

**Solution:**

- This problem occurs when we re-install APTRACK in a machine where APTRACK was previously installed.
- Uninstall the first copy of APTRACK first, running the setup once again from APTRACK CD.
- Go to Control Panel → Administrative Tools → Open Internet Information Service.
- A window will open having two panels, (Refer to figure 5)
- Expand Default Website (use the + symbol)
- Delete the folder with the name APTRACK.
- Now install APTRACK again.

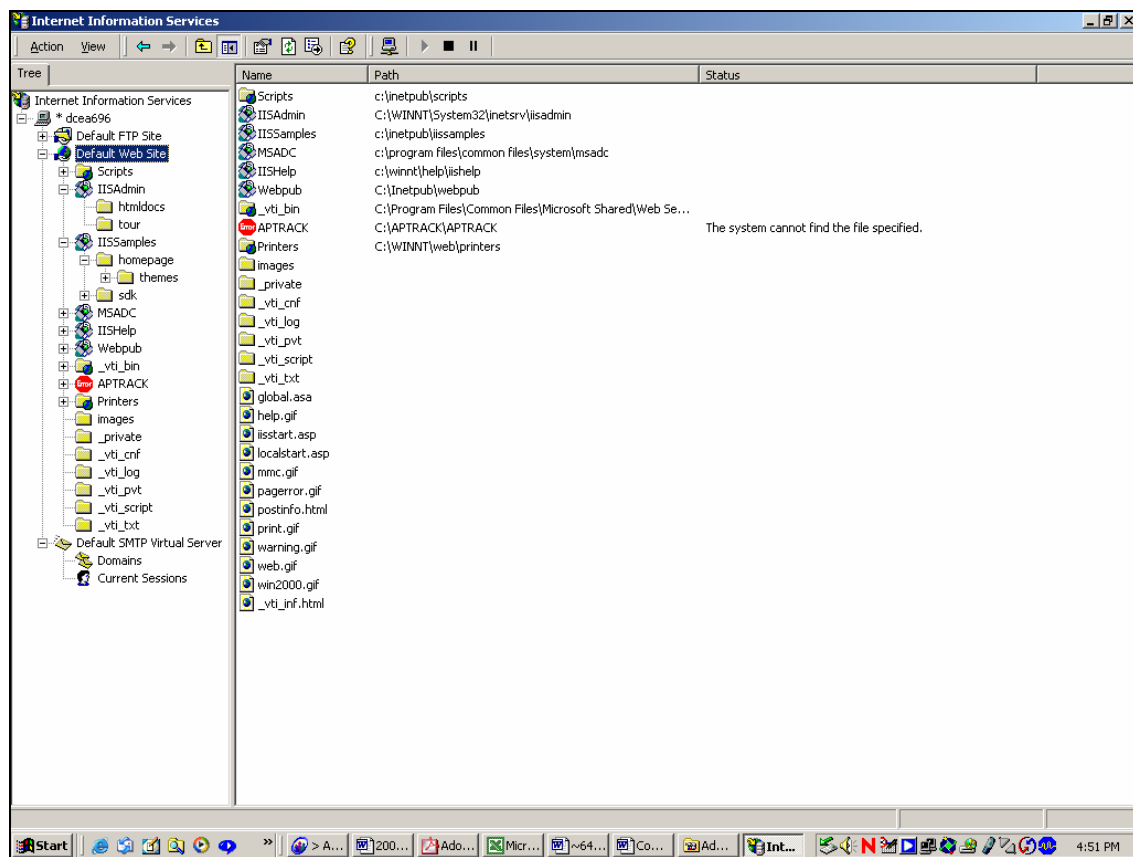


Figure 5

## **Database Backup**

Database backup is very important for any application. If you unfortunately lose APTRACK software, you can easily install APTRACK again and restore the backup database to work on the projects created earlier.

APTRACK system creates number of Microsoft Access Databases as per the number of projects created by you in APTRACK. These are named as APTRACK1.mdb, APTRACK2.mdb etc.

To take a backup of all the databases –

- On APTRACK Server, go to C:\Inetpub\wwwroot\Aptrack
- Copy all .mdb (Microsoft Access Database) files and save on a different computer or write it on a CD.

*Please Note:* If APTRACK gets un-installed or windows of the APTRACK Server is corrupted, then all these files get removed and you will not be able to recover the project databases. On installing APTRACK fresh database file are created. The backup database can be copied back to C:\Inetpub\wwwroot\Aptrack in such cases.