



Troubleshooting Guide / Tips and Tricks

Problem -- Installed PartSmart 8.0 beta under admin account, logged in as a user but does not see the icon or the installation folder in start>programs>ari network service.

Solution – Log-off as User, log-in as Admin. Go to c:\documents and settings\all users\application data\ARI Network Services\Ari.PartSmart.UI\8.0.0.0\Ari. PartSmart.UI.Config, right click on file, left click properties. Go to the security tab and check full control, click apply, and click OK. Log-off Admin, log-in as User, PartSmart 8.0 should be available.

Problem -- Workstation not connecting to server.

Solution – Stand-Alone install was run on workstation, instead of client install. Uninstall PartSmart 8.0 and reinstall the PartSmart 8.0 using the Client-Only install.

Problem -- User has Server and 2 Workstations, using WindowsXP Pro. Partsmart 6.09.49 still works on the Server & Clients. User continues to get error that “No licences available” for PartSmart 8.0 at Client.

Solution -- Confirm that Server and other workstations are working. If user is getting “No licenses available” at all workstations for PartSmart 8.0, run uninstall from PartSmart 8.0 CD. Reinstall PartSmart 8.0. Confirm that Server is functioning properly. Reinstall PartSmart 8.0 Client at workstations.

Problem -- Win 98 - Skipped the prompt called Active Script during the install. After entering license key, getting error acquiring Cryptographic Provider-Failed to Install DOM.

Solution -- "Active Script" error was generated by Norton, disable virus scanning before install. Uninstall and re-install PartSmart 8.0.

Problem -- Norton alert about a malicious script during PartSmart 8.0 install.

Solution – Tell Norton to "authorize" the script.

Problem -- Spybot would not let PartSmart 8.0 install completely.

Solution -- Disable Spybot, then re-install PartSmart 8.0.

Problem - Clients do not see data.

Solution – Run PartSmart 8.0 Client-Only install at the workstations.

Problem -- .NET issue on Win 98 PC after PartSmart 8.0 install.

Solution -- Download the .NET update directly from the Microsoft website or run the install on the PartSmart 8 CD from the folder labeled dotnet.

Problem -- Can't install PartSmart 8.0 on PC without Internet Explorer 6.

Solution -- Download the Internet Explorer 6 update directly from the Microsoft website.

Problem: Installed PartSmart 8.0 and entered the key provided, hit **Apply** button, got yellow Caution triangle warning with header Generate Menues “Error acquiring cryptographic provider!”

By OK'ing the Generate Menues advisory, we get the following DOM error message advisory – see attachment picture 1.

“Failed to load DOM, XML document must have a top level element.

Hit **Cancel** button, PartSmart error “Unable to initialize the PartSmart application. Error: Exception of type System.Exception was thrown.

Solution: This can be caused by having old Polaris data installed.

Polaris uses APR codes in the License key and it expects you to have the latest version of Polaris 6.x installed.

The fix would be to install the last Polaris 6.x update and then open PS 8.0

Problem: PS 6.09 and above disks attempt to install Adobe reader 7.0. This version is ONLY for Windows XP/2000, and will not install on Win98 systems.

Solution: User will need to need to download and install Adobe reader 6.0 first. This can be downloaded from www.adobe.com by clicking on the “download reader” button on the main page, then clicking on “choose a different version.” Once this version is installed, the PartSmart install will detect it and not prompt to load Adobe Reader 7.

Problem: PS8 Client will not uninstall. Gets a 1722 uninstaller error when attempting to REMOVE from setup. REPAIR does not fix problem.

Solution: Pending resolution from development.

Problem: Norton Script Blocker is popping up an alert during PS8 install.

Solution: some .NET scripts that are run during install copy in some files, which triggers this alert. Tell Norton to “always allow” this script.

Problem: Getting a “this feature requires windows NT” error when accessing BMS functions.

Solution: There have been some changes in the BMS interface. We are working with BMS vendors to update their BMS link programs.

Problem: the PC keeps attempting to “configure partsmart” and is looking for partsmart.msi file.

Solution: this file is on the PS8 install CD. Click on BROWSE and redirect the installer to your install CD.

Problem: Polaris, Bombardier, Unverfurth, Miller St. Nazianz or Alliance Ag datasets are not showing models properly on the Models tab.

Solution: This could be caused by having entered a key in PS8 that did not enable these datasets. You should receive another key, either from ARI or from the supplier if the disk came directly from them. Once a PS8 key has been entered for the dataset, the models should appear properly.

Problem: Troubleshooting PS8 install errors

Solution: Install logs are kept in the main partsmart log file. This is defined in the pswmain.ini file in the [prefs] section, called LogFileName=. If this is not defined or is blank, put it in there and rerun the setup. Install error details will then be put into this log file.

Problem: in PS6, I could have several copies of the program, each with its own BSV link. PS8 will not let me do that?

Solution: Cannot have multiple copies of PS8 installed on the same machine. It has been requested from Development to come up with a way to have a different BSV link for each OEM.

Problem: this key is too long!

Solution: Copy & paste it from MyAccount on the website, or the rep can email it to the dealer to copy and past from there. You will only need to enter a key for an OEM once a year now.

Problem:

Installation requires Internet Explorer 6 for .NET Framework. Windows 98 Second Edition and Windows 2000 Server come with Internet Explorer 5.

Solution:

Customer has to go to <http://www.microsoft.com> and download Internet Explorer 6 in order for the installation to proceed.

Problem:

License key shows up as “Invalid Product”

Solution:

Make sure that at least one of the license keys that was entered includes a license for PartSmart (will be a separate line item). Once a license key that includes a license for PartSmart is entered, any other *valid* license keys should change from “Invalid Product” to “Valid.”

Problem:

After installing PartSmart 8.0, if you install a PartSmart 6.x update by default ALL languages are selected.

Solution:

Click “deselect all” and then only select the languages that you actually need.

Problem:

Entered a license key and received the message “Key is not valid”



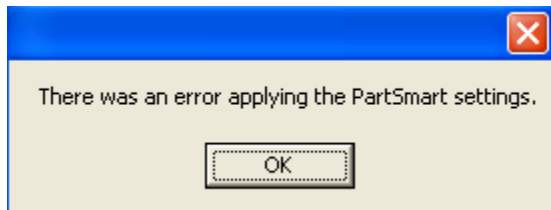
Solution:

Most likely the license key was entered incorrectly. Verify the key, try typing it again or try copying & pasting it (from the email you received, or the “MyAccount” on this website), if that is an option.

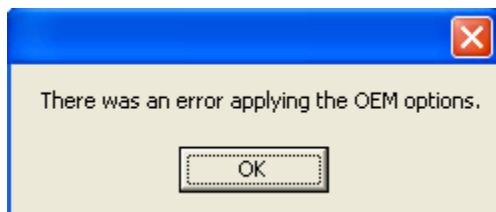
Problem:

If the Parts folder is “Read Only” when PartSmart 8 is installed, the application will install but once installed you would experience the following issues:

- Cannot change or update any of the settings on the PartSmart Options subtab under the Utilities tab (such as add/change CD-Rom paths, change PartFields, etc.)



- Cannot change or update any of the settings on the OEM Options subtab under the Utilities tab (such as List Multiplier, etc.)



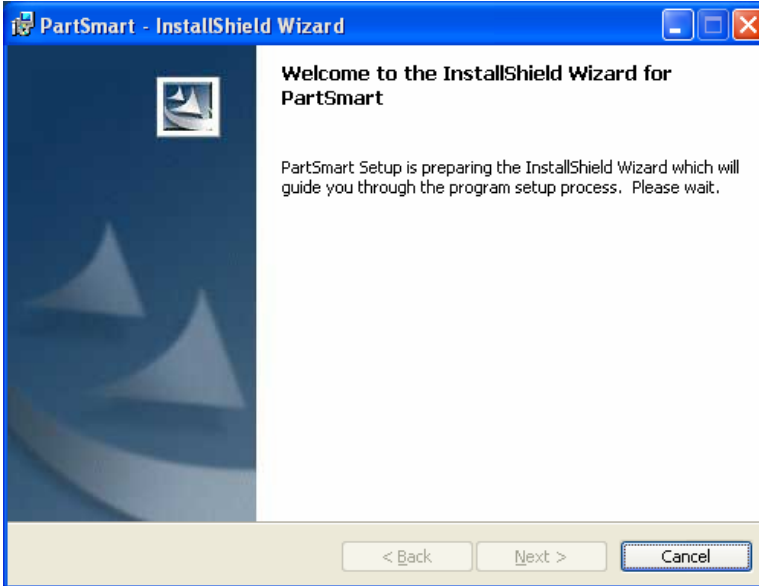
- If you try adding a new license key, you may get an error message – but it does seem to still add the license key

Solution:

As an user with administrator-rights, make sure that the Parts Folder is not only “Read Only”.

Problem:

Early on in the installation, PartSmart prepares the InstallShield Wizard. This can take over a minute to complete. The screen does say “Please wait” – but in small print. The only button that is active while this is preparing is “Cancel” (“Back” and “Next” are grayed out).



Solution:

Need to just wait until the InstallShield Wizard preparation completes. If you click “Cancel” it will cancel out of the installation. Just wait and then a new screen will come up that will allow you to continue with the installation.
