

AyaNova® service management software

**Quick Start
Installation and Configuration Guide**

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Scope of this document

The AyaNova Quick Start Installation and Configuration Guide is your first step in installing AyaNova.

Please go through this guide for information on system requirements, installing to a single computer, installing in a network environment and troubleshooting installation issues.

Before Installing AyaNova

Before installing AyaNova, please check that your computer meets the system requirements, and that you have the correct installation file.

AyaNova system requirements

- Windows 98 with Y2K Update 2, 98se, ME, NT 4.0SP6a, 2000, XP
- Windows 2003 can only be installed using the 2K_XP_SCPSETUP.EXE installation file
- Microsoft Internet Explorer version 4.01 sp 2 or newer
- Minimum display resolution setting of 800X600
- Approximately 30mb free hard drive space in addition to that needed for the installation file (more is always preferred)

Download the correct setup file for your operating system

AyaNova setup file can be downloaded from our website at the following address:

<http://www.ayanova.com/download.htm>

There is no separate setup file for networking AyaNova; the same setup file is used for both stand-alone and network installation. AyaNova is networkable by default.

We provide **two different setup files** for different operating systems of Windows.

Both setup files contain exactly the same program files, however older versions of Windows do not come with everything required to run AyaNova and may require some Windows component updates provided by Microsoft, which is why the setup file for older versions of Windows is larger.

If you are installing to a mix of operating systems or don't know which version of Windows you will be installing to, the largest setup file SCPSETUP.EXE contains everything needed for any version of Windows from 98 and beyond, except

Windows 2003 which can only be installed using the 2K_XP_SCPSETUP.EXE file.

2K_XP_SCPSETUP.EXE

This version of the setup file is approximately 17 MB in size. This file can be used to install AyaNova on a Windows XP, Windows 2000 or Windows 2003 computer **only**.

SCPSETUP.EXE

Older Windows operating systems require the Microsoft Data Access Components and the Microsoft JET 4.0 database engine as well as the latest version of the Windows Installer Services. Those required components are included in the largest setup file for AyaNova.

This version of the setup file is approximately 43MB in size.

This file can be used to install AyaNova to any version of Windows from 98 and beyond, except Windows 2003

If in doubt of your operating system, download this version of the setup file.

The AyaNova Manual

AyaNova is a large and powerful program with hundreds of features that are not immediately apparent from viewing the sample data quickly. The trial version is **not** a scaled down version of the full program, it is complete and it will take some time to go through all the features in the program.

To make the evaluation as fast and easy as possible we encourage you to take a look at the AyaNova Manual, which can be downloaded or viewed from <http://www.ayanova.com/manual.htm>

The AyaNova Manual provides detailed information on every feature in AyaNova, tutorials, tips on use and reference sections on the database and customizing reports

Answers to common questions regarding purchasing AyaNova, features or technical questions can be found on the AyaNova Answers web pages http://www.ayanova.com/frequently_asked_questions.htm

And you can always email us at support@ayanova.com

See the Technical support section in this guide for details about our support

Installation of AyaNova to a Single Computer

The AyaNova installation consists of many parts – significantly installation of the database folder and files; and installation of the AyaNova program – in addition to updating system files, installing InstallShield and the printing files AyaNova uses and updating the registry to successfully use AyaNova.

This section will outline the steps for installing AyaNova to a single computer where both the program and the database are located on this single computer.

Refer to the following section “Installation of AyaNova in a network Environment” after you have gone through this section if you are installing AyaNova onto a computer on a network where the database is already installed in a shared location on another computer or server.

As with any installation, you do not have to take the default locations for the program folder and database folder however if you are trying out AyaNova for the first time we recommend that you accept all default locations during setup.

AyaNova will **not** run if you simply copy the program files from one computer to another. You **must install the setup program** at each computer

1. Login to your computer

Windows XP, 2000, 2003 and NT 4.0 SP6a – Login to Windows as Administrator or an equivalent account with full access rights before installation so that all files can be installed properly.

Windows 98 and ME don't require any specific log in account to be used.

2. Close **all** other programs before running the AyaNova setup.
3. Run the correct AyaNova setup file for your computer's operating system that you downloaded from our [website](#) to start the installation process.
4. Follow the installation instructions displayed while the setup is running.
5. You will be asked where you want to install the AyaNova database folder and files.
 - a. Default location is C:\Program Files\AyaNova\Database
 - b. The AyaNova installation will create this folder if it does not already exist
6. You will be asked what paper format to install for the AyaNova reports

- a. The default paper format is North American standard
 - b. The optional format is ISO A4 which is used primarily outside North America
 - c. Selecting the incorrect paper format can cause reports to not print correctly
7. You will be asked where to install the AyaNova application/ program folder and files
- a. Default location is C:\Program Files\AyaNova
 - b. The AyaNova installation will create this folder if it does not already exist
 - c. Do not install the AyaNova program to a network drive – it should be installed locally to your computer hard drive
 - d. If you do not install the AyaNova program to the default location, be aware that using a custom logo on some reports may not work until further steps are taken. Refer to the AyaNova Manual section “Using Your Logo on Reports” for details
8. If you are installing to any version of Windows other than XP or 2003 you may be required to reboot during the setup one or more times as Windows operating system components are updated. The setup should resume again once Windows has restarted; on slower computers this can take some time so be patient and do not interrupt the installation process until it has completed fully.

If the setup does not resume automatically check to see if the AyaNova icon has been placed on your Windows desktop, which indicates setup has completed:



If the icon is not there and the setup has not resumed after Windows has completely restarted, you may need to restart the setup program again to complete the installation.

9. A shortcut to start the program will be placed on your desktop and in your start menu once setup is completed, as well as a shortcut to the AyaNova CE Help (also available within AyaNova by pressing F1 or the menu Help).

Now would be a good time to download the AyaNova Manual from:

<http://www.ayanova.com/manual.htm>

Installation of AyaNova in a Network Environment

Installation of AyaNova in a network environment follows the same procedure as for a stand-alone installation with the exception that the database directory chosen should be a shared location on your network that all users of AyaNova can access fully.

Or if you have already installed AyaNova locally, but now wish to move the database folder to a server location so it can be backed up or shared among multiple computers, you can move the database folder and edit the Start In: properties of your AyaNova icon. Detailed steps are outlined further in this section.

During setup, AyaNova only requires a folder to place the database files where all users can access them. It does not require any specific type of server and no components of AyaNova are required to be run at the server

AyaNova will **not** run if you simply copy the program files from one computer to another. You **must install the setup program** at each computer.

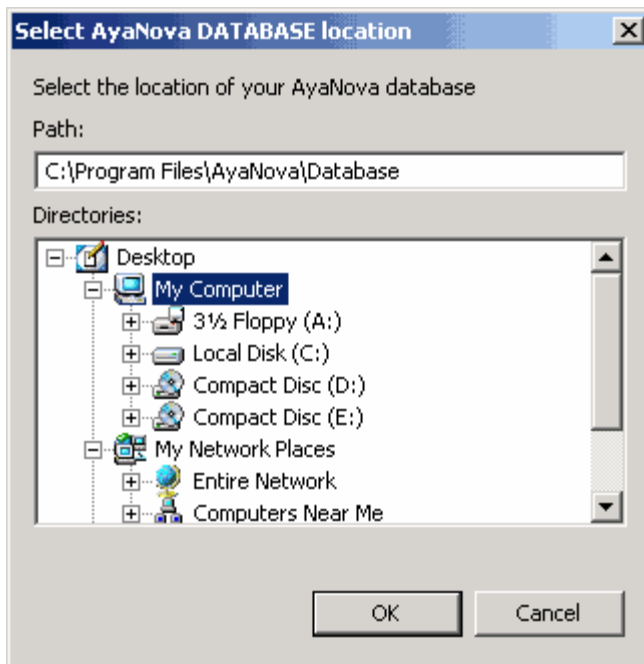
There is no need to install AyaNova *at* the server itself unless a user will be running AyaNova at your server

AyaNova Database will reside on a central computer

In the situation where the AyaNova database will reside on a central computer and be shared to other computers on the network, facilitating a central backup, the following steps are to be performed:

1. Login to your computer
2. Windows XP, 2000, 2003 and NT 4.0 SP6a – Login to Windows as Administrator or an equivalent account with full access rights before installation so that all files can be installed properly.
3. Windows 98 and ME don't require any specific log in.
4. Close all other programs before running the AyaNova setup.
5. Run the correct AyaNova setup file for your computers operating system that you downloaded from our [website](#) to start the installation process.

6. Follow the installation instructions displayed while the setup is running.
7. You will be asked where you want to install the AyaNova database folder and files. This is the critical choice in a network setup and the only difference between a stand-alone installation and a network one.
8. The image below shows the database location prompt displayed during setup:



9. This is where the shared database and report files will be placed.
 - a. Choose a location that all computers that will be running AyaNova can access fully without any security restrictions.
 - b. This folder can be previously created and assigned full access to all users that will be accessing AyaNova
 - c. Or if you are logged in with network administrator rights, you can enter in the path and folder name and have the AyaNova installation create the folder and install the database files (NOTE: you will then need to assign full access rights to this folder for all users before proceeding with installation at other computers)
 - d. Users must have full rights to the database directory (Read/Write/Create/Delete). Be sure to choose a location that is backed up daily

10. You will be asked what paper format to install for the AyaNova reports
 - a. The default paper format is North American standard
 - b. The optional format is ISO A4 which is used primarily outside North America
 - c. Selecting the incorrect paper format can cause reports to not print correctly
10. You will then be prompted for the location you wish to install the program files to.
 - a. You should leave this at it's default setting so that AyaNova installs to the local computer's hard drive in C:\Program Files\AyaNova
11. If you do not install the AyaNova program to the default location, be aware that using a custom logo along with the Detailed Completed Workorder report may not work until further steps are taken. Refer to the AyaNova Manual section "Using Your Logo on Reports for details
12. If you are installing to any version of Windows other than XP or 2003 you may be required to reboot during the setup one or more times as Windows operating system components are updated. The setup should resume again once Windows has restarted; on slower computers this can take some time so be patient.

If the setup does not resume automatically check to see if the AyaNova icon has been placed on your Windows desktop, which indicates setup has completed:



If the icon is not there and the setup has not resumed after Windows has completely restarted, you may need to restart the setup program again to complete the installation.

13. A shortcut to start the program will be placed on your desktop and in your start menu once setup is completed, as well as a shortcut to the AyaNova CE Help (also available within AyaNova by pressing F1 or the menu Help).

On each subsequent computer you install AyaNova to on the network, choose the same location for the database directory every time.

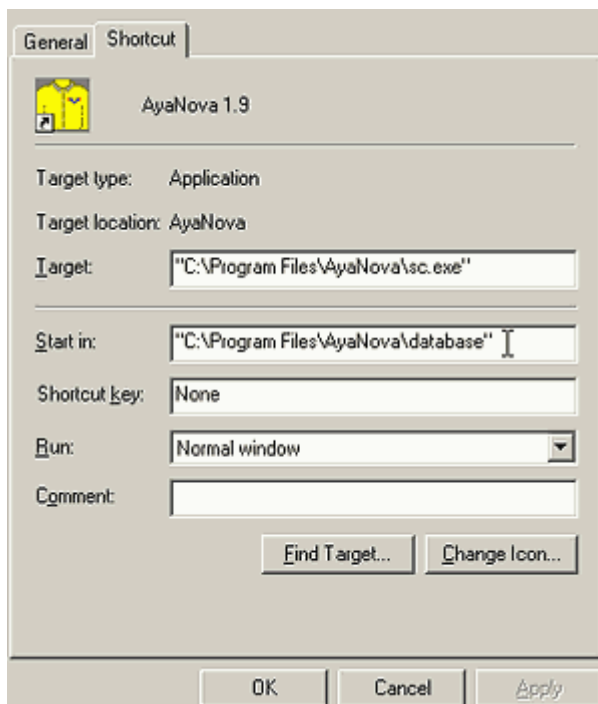
AyaNova will **not** run if you simply copy the program files from one computer to another. You **must run the setup program** at each computer

Changing the database location

The database location can be changed at a later date without re-installing.

For example:

1. If you have moved the database location from where it was initially installed
 - a. i.e, it was originally installed to the local hard drive C:\Program Files\AyaNova\Database
2. And now have moved the folder and all its files to F:\APPS\AyaNova\Database
 - a. And you have given full access (Read/Write/Create/Delete) to this folder and its files to all AyaNova users
3. You can edit the AyaNova icon on each computers desktop so that it points to the new database folder
4. Right-click on the AyaNova icon on the desktop and select Properties



5. Edit the Start In: field so that it is the path of where the AyaNova database is now located

Target type:	Application
Target location:	AyaNova
Target:	"C:\Program Files\AyaNova\sc.exe"
Start in:	"F:\APPS\AyaNova\Database"
Shortcut key:	None

6. Click on OK to apply

Network performance

See the AyaNova Manual performance optimization reference section for important information about running AyaNova on a network.

Troubleshooting

If you are experiencing problems with the AyaNova installation, check below for solutions to your issue.

If the issue is not listed here, check the AyaNova Technical Questions web page http://www.ayanova.com/faq_technical.htm

Or email us at support@ayanova.com Please be sure to include the following information:

1. The name and size of the setup file you downloaded
2. The operating system of your computer you are installing to (i.e Windows 98 or XP etc)
3. Exact wording of the error message or a screen shot of the error message compressed using [WinZip](#) attached to your support request.
4. Or at what step in the installation process you are at and what is occurring

Jet 4.0 Database Engine

If an older version of the Jet 4.0 database engine resides on the computer, AyaNova will install at minimum 04.00.4331

Windows 2000 and newer comes standard with newer than this version. But it is possible for an older program to install an older version of the Jet database (as in Microsoft Office 2000 without the service patch), so it is always recommended to re-run your Windows update before running AyaNova if you have installed an older program.

Also ensure that the Jet 4.0 database engine is the same version on **all** computers that are running AyaNova.

Check within the Windows System folder for the following file:

MSJETOLEDB40.DLL

Right click on it from Windows Explorer and then click on the version tab to confirm the version number.

In AyaNova it's easy to check the version, go to Help->About->Detailed info for tech support button and check the line that says "Provider version" it should be 04.00.4331 or higher

Common Installation Issues

Problems occur during installation because user is trying to install via terminal services:

- a. Do not install via terminal services.
- b. Be logged in locally and physically at the computer where you are installing AyaNova

Problems occur during installation because user is not logged into the XP, 2000, 2003 or NT4SP6a computer with full administrative rights to the computer:

- a. Be logged in with full administrative rights to the computer

After installation in a network environment, users cannot log into or start AyaNova:

- a. Check that the network users have been given full access rights to the database folder and files
- b. Check that the AyaNova database file SCDATA.SC and other files in the database folder have **not** been set to read-only

Error message “1155: File C:\VNSTMSIA.EXE not found” when you run the setup program:

- a. This indicates that the Windows 2000 / XP / 2003 version of the setup file was used to install on an older operating system (NT or ME or 98)
- b. Or it can indicate that the downloaded installation file is corrupted. Delete the file and re-download from <http://www.ayanova.com/download.htm>
- c. Or it can indicate that you are not logged in with full administrative rights to the computer you are installing to

Error message 1607: Unable to install InstallShield Scripting Runtime

- a. First delete ALL files in the C:\WINNT\TEMP or C:\WINDOWS\TEMP directory. There are known cases where previous partial setup files left over from installing other programs, and TMP files in the TEMP directory will cause problems with installing. This is because InstallShield is widely used to install numerous different programs, and previously extracted files can cause a problem with new installs. Then run the SCPSETUP.EXE again.
- b. The ISSCRIPT.MSI file can be corrupt on your station. InstallShield is used to install thousands of software programs, including AyaNova. In the following InstallShield support page, will be a link to Download ISSCRIPT.MSI You will need to unzip it using a compression utility like WinZip, and than run it as per the instructions on the web page.

<http://support.installshield.com/kb/view.asp??pcode=ALL&articleid=Q107094>

After it's installed, and you have rebooted your computer, run the SCPSETUP.EXE again.

Technical support philosophy

.....**please feel free to skip ahead ☺**

Our view about technical support is quite the opposite of most software companies:

We do not see technical support as a source of income. We think that is just plain wrong and do not charge for support.

After all, if you're going to spend your hard earned money on software, why should you pay again to have it fixed? Or pay to have explained features that are confusing or badly designed?

Why should you be forced to pay to get minor updates that are little more than bug fixes with "trinkets" thrown in to string you along so you will keep paying for support?

When a company charges for support, there really isn't much incentive to make improvements when those bugs and problems are in effect a valuable source of revenue to them.

It's a little known fact, but many software companies that have recurring support charges actually make more profit on their support than they do selling the original program in the first place!

We consider the information we gain from providing free technical support a valuable resource in our continuing efforts to publish the best service management software on the planet – at any price.

We value the information we get from our users through support so much that we do not charge for support regardless of whether you are evaluating AyaNova or have purchased AyaNova licenses.

Free technical support keeps us "on our toes" and ensures that any difficulties with the program be they bugs, features that are hard to use or documentation that is unclear will get fixed promptly.

Support hours and contact information

AyaNova technical support department operates between 8:00AM and 8:00PM North American Pacific Time (-8GMT/UTC) 365 days a year.

Our average response time is **under 15 minutes** from receipt of your question during support hours. Our support is always free and fast.

Email support@ayanova.com for any questions you might have.

You can also use the “Email technical support” menu item under the Help option in AyaNova if you have an email program on your computer.

Another method of contacting us is through our convenient web based contact form: <http://www.ayanova.com/feedback.htm>

Or go to our website at <http://www.ayanova.com> and click on any of the contact links.

Regardless of which method you use and whether you are a trial version user or a licensed user the response time is identical.

Our support systems automatically route all requests to the same support person that you are used to dealing with. This ensures that you never have to explain your background information more than once and you are always dealing with a person that is familiar with you and your organization.

Our technical support department operates via email only to keep license costs down.

Our customers are in over 27 different countries around the globe and 24-hour telephone support is not practical without a massive increase in license costs, which goes against our philosophy of affordable software for small business.