



# Asset Highways Self-Help Document

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## **Introduction – First Steps**

Please note that many technical issues that are submitted to Asset Inc. are caused by internal changes to an organization's network or workstation settings.

These changes are often done overnight or behind the scenes without your knowledge. Accordingly, we ask that before submitting an issue to Asset Inc., you contact your internal tech support department and attempt to troubleshoot the problem internally.

If the problem persists please ask your tech support person to contact Asset Inc.

We will then take the necessary steps to fix the problem.

Thank you for your consideration.

## **Asset Highways Troubleshooting Tools**

The tools below can help diagnose your problems

### ***Asset Browser Plugins Check***

Asset's Browser Plugins Check will detect and tell you if you need anything to help our sites function properly. The Browser Plugins Check will also tell you where to get plugins or upgrades.

[Click Here to Launch Browser Plugins Check](#)

### ***Asset Speed Test***

Asset's speed test will help you determine the speed of you connection to the internet.

[Click Here to Check your Connection Speed to Asset](#)

### ***Asset Crystal Reports Test***

Asset's Crystal Reports test will help you determine if your Browser is capable of displaying Crystal Reports

[Click Here to View Test Report](#) (hit page refresh if nothing shows).

## **Internet Explorer Tips and Tricks**

### ***Spend less time entering website addresses.***

A little-known trick allows Internet Explorer users to save typing when browsing the web. You no longer have to continuously enter the “www” and “.com” at the beginning and end of every web address. The nifty keyboard combination CTRL + ENTER proves very useful in this respect. Internet Explorer will automatically add the usual URL prefix and suffix around any word entered in the address bar. For instance, if you enter “collectionhighway” in Internet Explorer’s address bar, and hit CTRL + ENTER instead of enter, the “[www.](#)” and “.com” will automatically be entered, and you will be directly taken to the webpage with fewer keystrokes.

### ***Use Explorer’s “Back” button to gain efficiency***

Did you know that you can access more than the page you last visited by using the “Back” button on your browser? Microsoft Internet Explorer stores up to 9 visited pages as you browse along. You can directly access any such page without having to repeatedly click on the “Back” button. You will find a small downward arrow to the right of the “Back” arrow. Clicking on it displays a list of previously visited pages, in order of most recently viewed (top to bottom). Simply click on the desired page to directly access it!

*Note: that the exact same functionality is available with the “Forward” button.*

### ***Use Explorer’s search functionality to quickly locate words or expressions***

Another one of the useful features offered by Internet Explorer is the search function. Browsing pages in search of a particular expression often leads to information overload, with very large amounts of text making it difficult to locate any particular word or words. The good folks at Microsoft have thought about the problem and come up with a practical solution: the “find” option. Select Edit | Find in the browser’s menu and a search box will pop up. Simply enter the desired word or expression, hit ENTER (or click “Find Text”) and Explorer will scroll the text contained on the page, stop at the expression if it is found and highlight it, or notify you that the expression has not been found. If the expression is found, you have the option to close the search box or keep looking in the document for instances of the expression elsewhere. Note that you can determine whether Explorer searches the text upwards or downwards.

To further increase your efficiency, you can directly access the search box by using the keyboard shortcut “CTRL + F”.

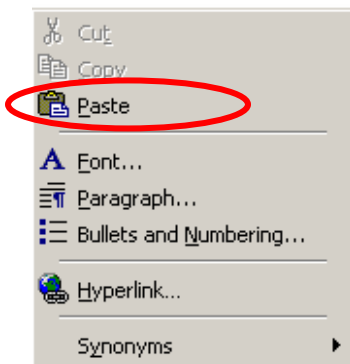
### ***Using screen shots to document errors***

The Print Screen key can help you take “pictures” of what you see on the screen at any time. Here is how it works:



Locate the Print Screen button on your keyboard, at the top between the letter and number pad.

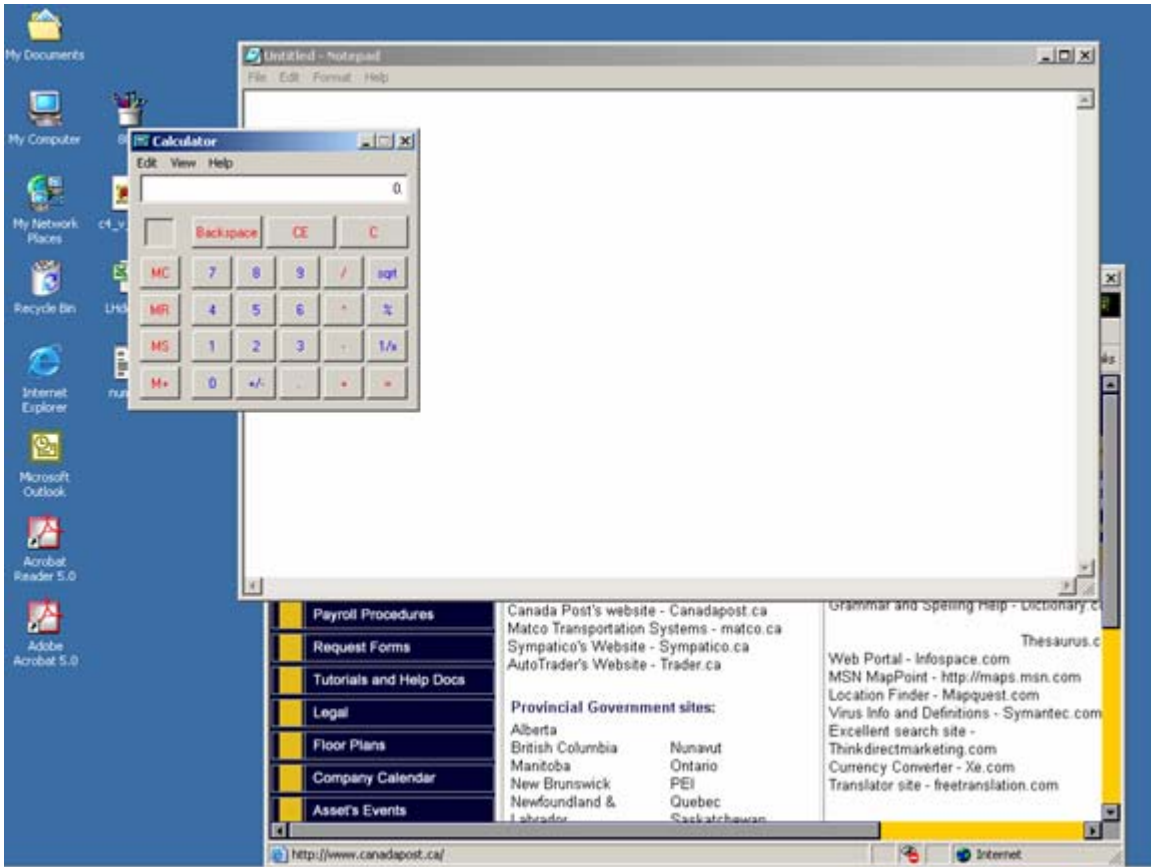
If you wish to save or send an image of what you are viewing on your screen at any given time, simply press Print Screen. This copies a screenshot to the clipboard. All you need to do is paste the image where you want it (in a e-mail, an image editor such as Microsoft Paint, in Word...) and the exact screenshot will be displayed. To do this, press the keys CTRL + V or right-click and click on paste:



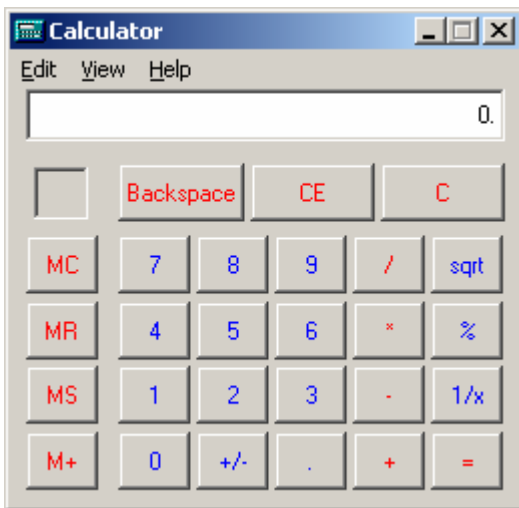
This is a very useful feature for sending error reports. Print the screen where you encounter an error and use the image to document your report.

Note: if you do not wish to have a picture of your entire screen, but rather only the active window, use Alt+ Print Screen. For instance, if you have three windows open (Internet explorer, notepad and calculator), and you switch to notepad, then hit Alt and Print Screen, the only window that will be present on the screenshot will be the active one (in this case, Excel) even though it was not the only window on the screen. In the example below, there are three windows open, and the active one is Calculator.

**Regular Screenshot:**



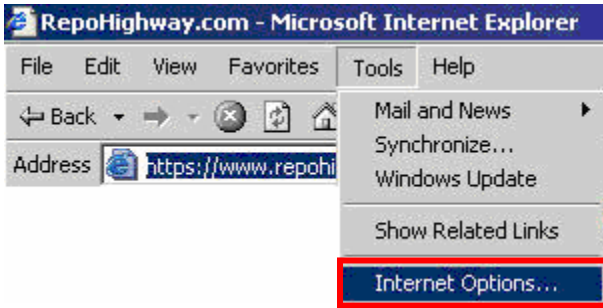
**Alt+ Print Screen screenshot:**



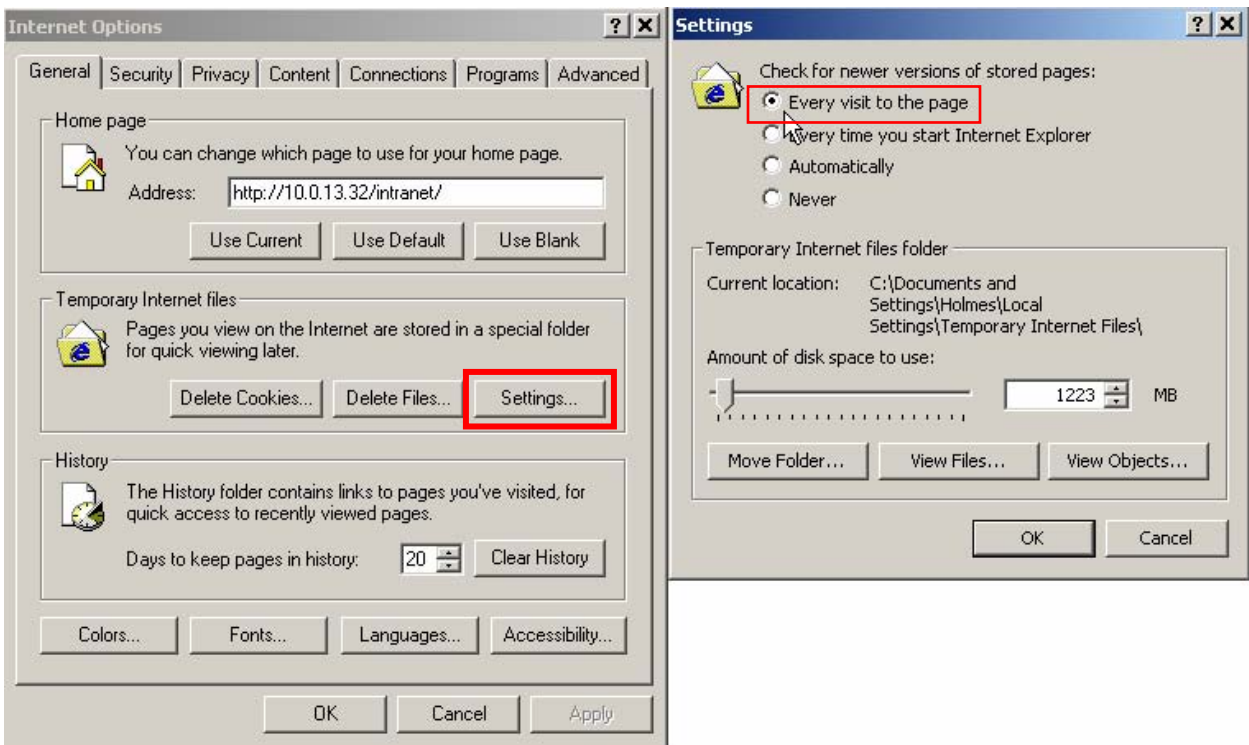
## Known Issues

### *Internet Explorer Hangs/Crashes While it is Being Used on the Highway*

To fix this problem, go to your browser's "Internet Options"



Then select "Settings" in the "Temporary Internet Files" section



Another window should then appear with your browser's settings displayed. Select **"Every visit to the page"** under "Check for newer versions of stored pages" and then click OK.

Now close the hanged/crashed browser, restart Internet Explorer and go back into the highway.

### ***Unable to Login into Highway***

All of Asset's Highway's recommend Internet Explorer 6 or greater and 128 Cipher Strength encryption for secure login.

1. To ensure that you have the right browser and encryption type, from within Internet Explorer, select Help>About Internet Explorer



2. Check the "Version" number and "Cipher Strength" in the "About Internet Explorer" window

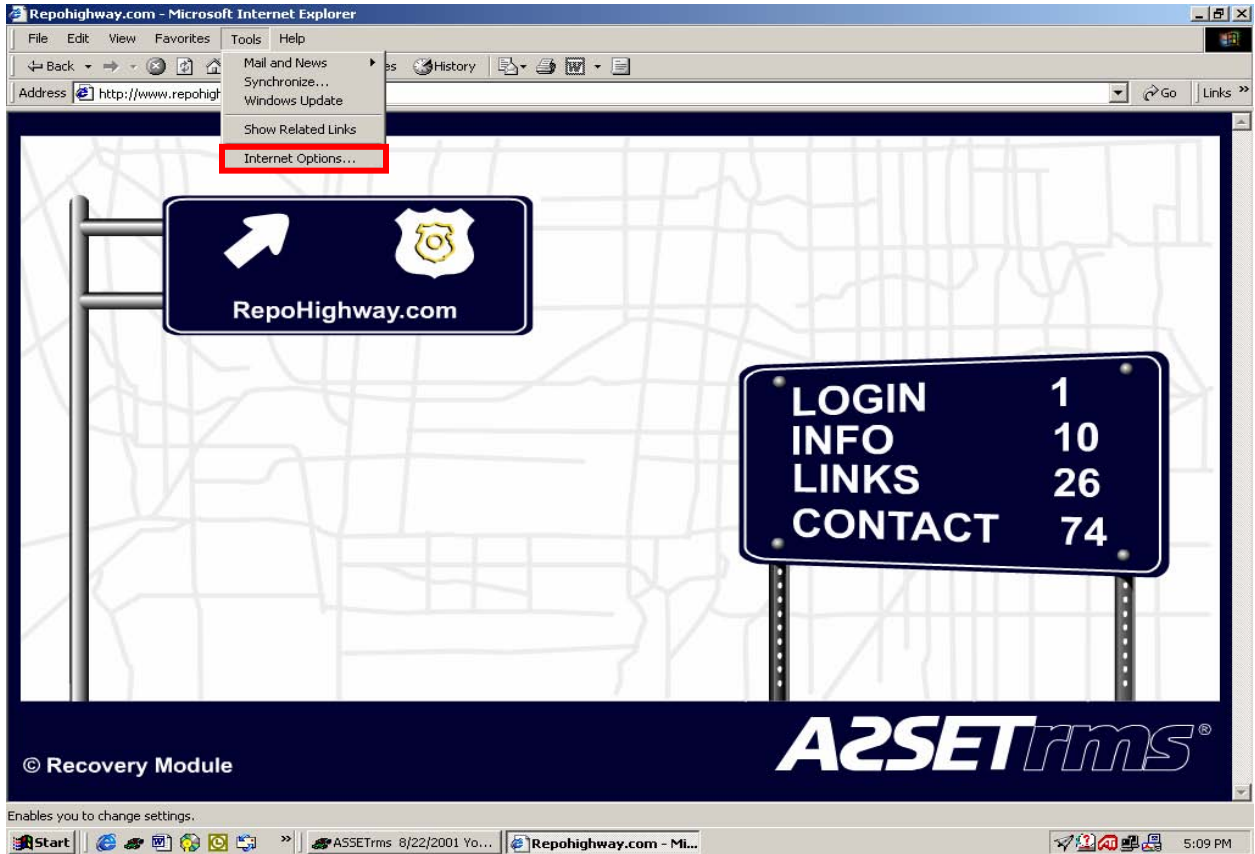


3. If you wish to know more information about your version of Internet Explorer, find updates and newest versions check <http://www.microsoft.com/windows/ie/downloads/default.asp>

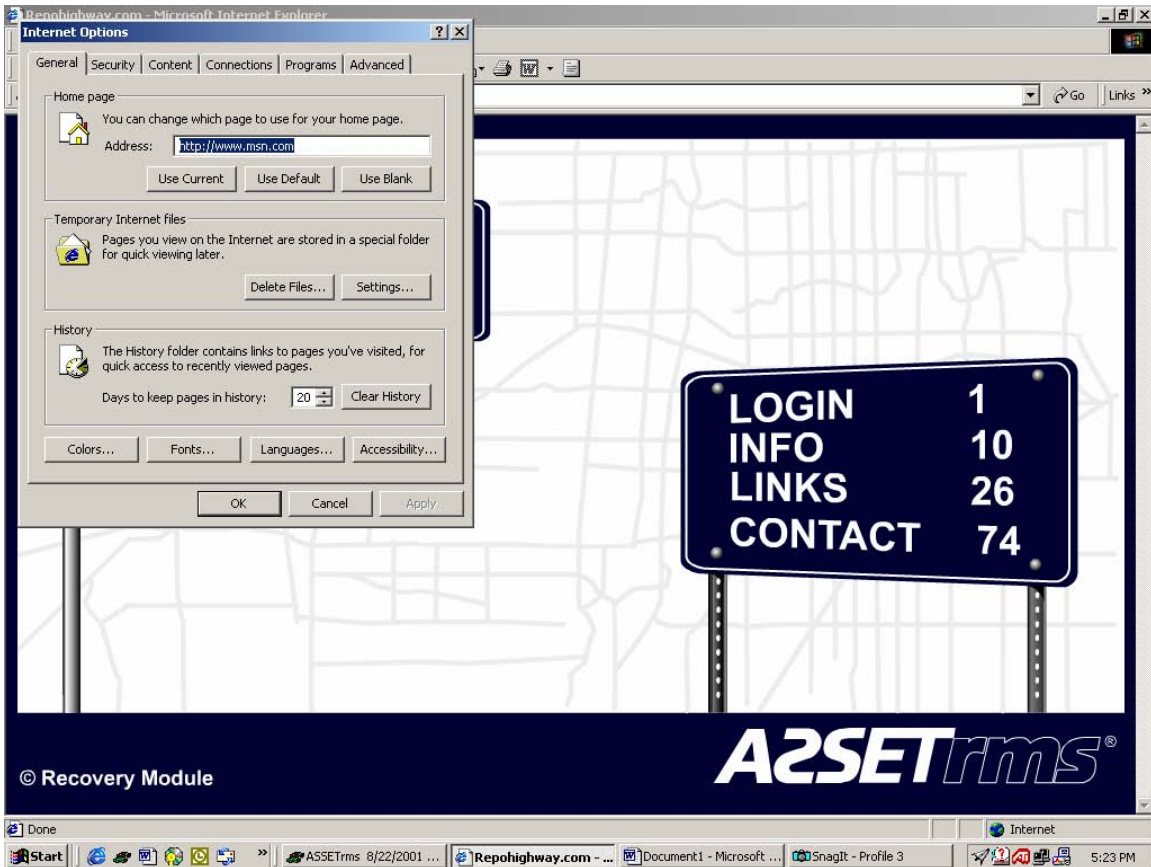
### ***Trouble Trying to Open a Crystal Report***

To fix the Crystal Report, please follow the following steps:

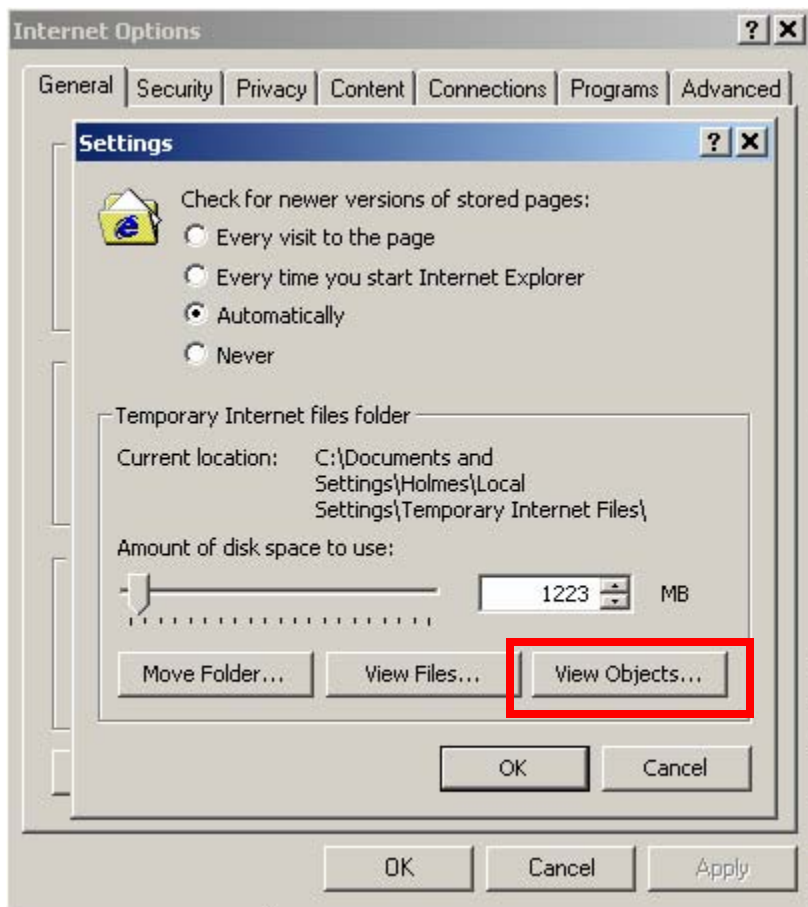
1. Open up Internet Options.....



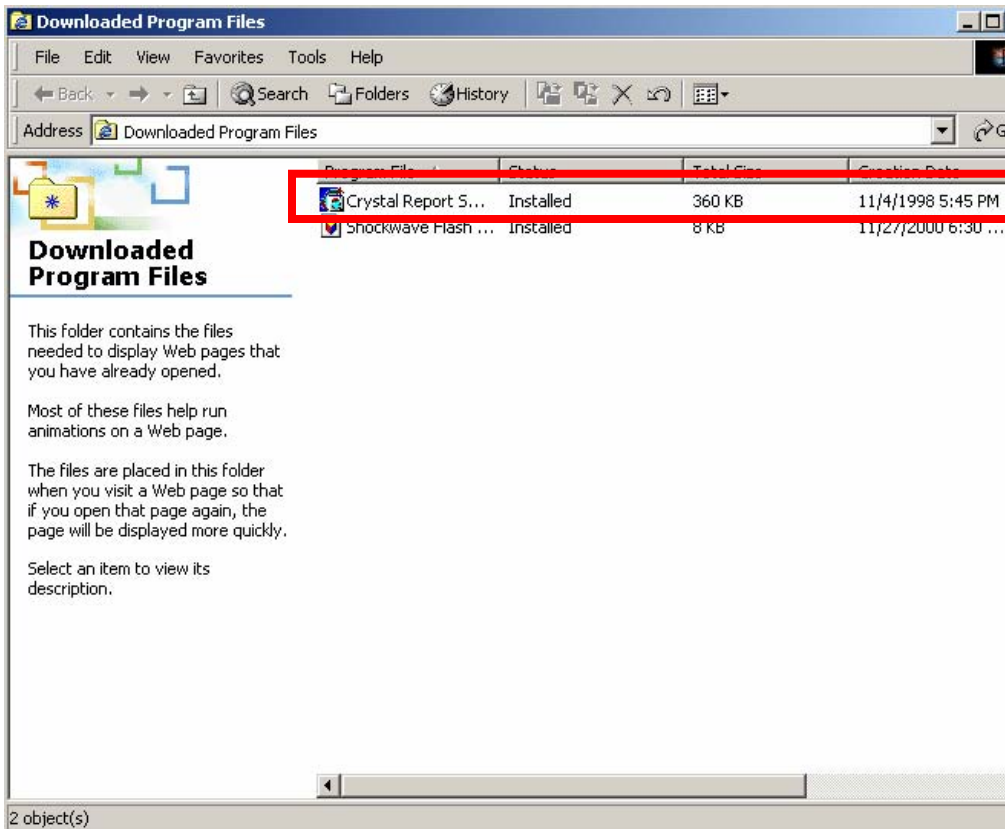
### 2. Go to Settings.....



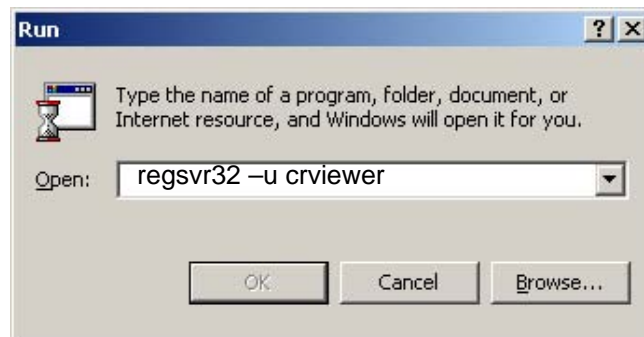
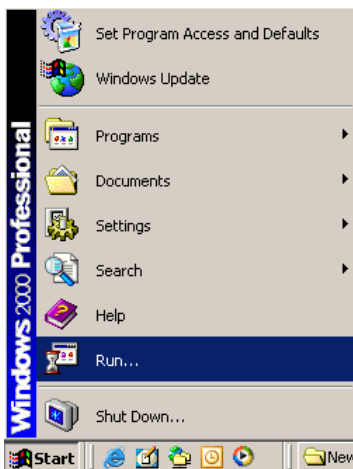
## 3. Go to View Objects.....



4. Look for “Crystal Report Viewer Control”
5. If found, remove it from the directory, by right clicking and selecting “remove”



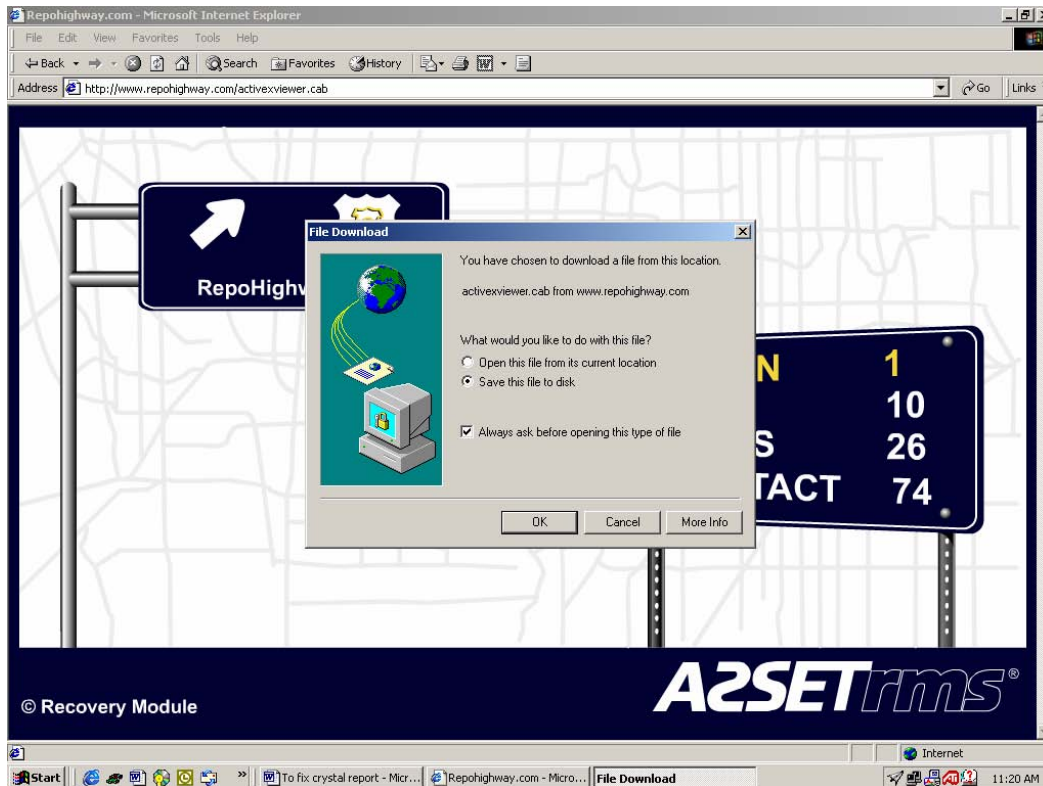
6. You should remove crviewer file before downloading newest one, you need to unregister it by clicking Start > Run > and typing “regsvr32 -u crviewer” (if this fails type the entire string: for WINNT systems “Regsvr32 -u c:\winnt\system32\crviewer.dll” or for Windows 9x systems “c:\windows\system32\crviewer.dll”)

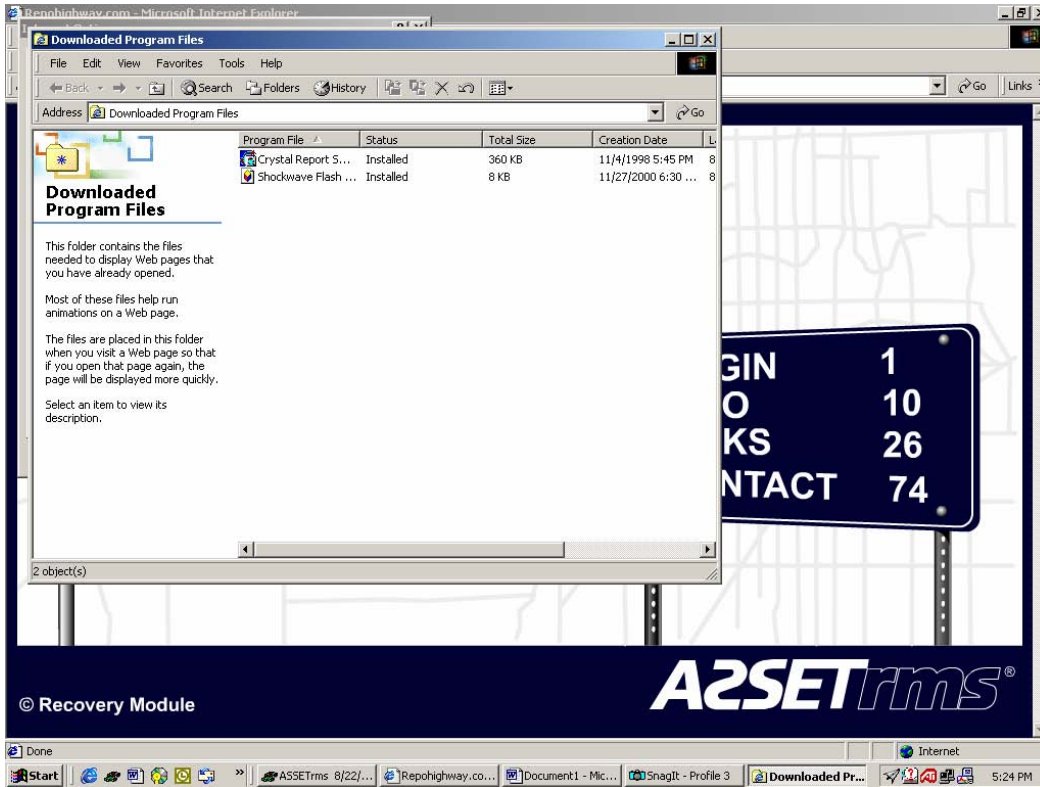


7. This should cause RepoHighway to prompt user to download crystal viewer upon logging on.

6. If not found, get user to type the following into the address field of the web browser:

<http://www.repohighway.com/activexviewer.cab>





7. Unzip and copy all files into the “system32” directory located in most computers on “C: Drive” under “Windows (winnt)” and then “system32.” If some of these files are already there be sure to copy over them.

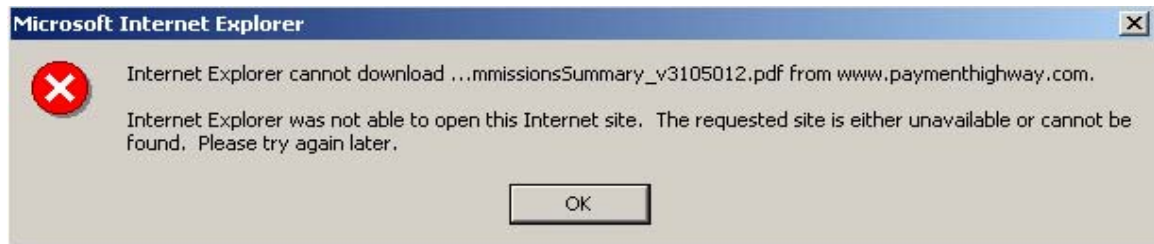
8. Register the files:

Go to Start > Run > and have the user register the following files:

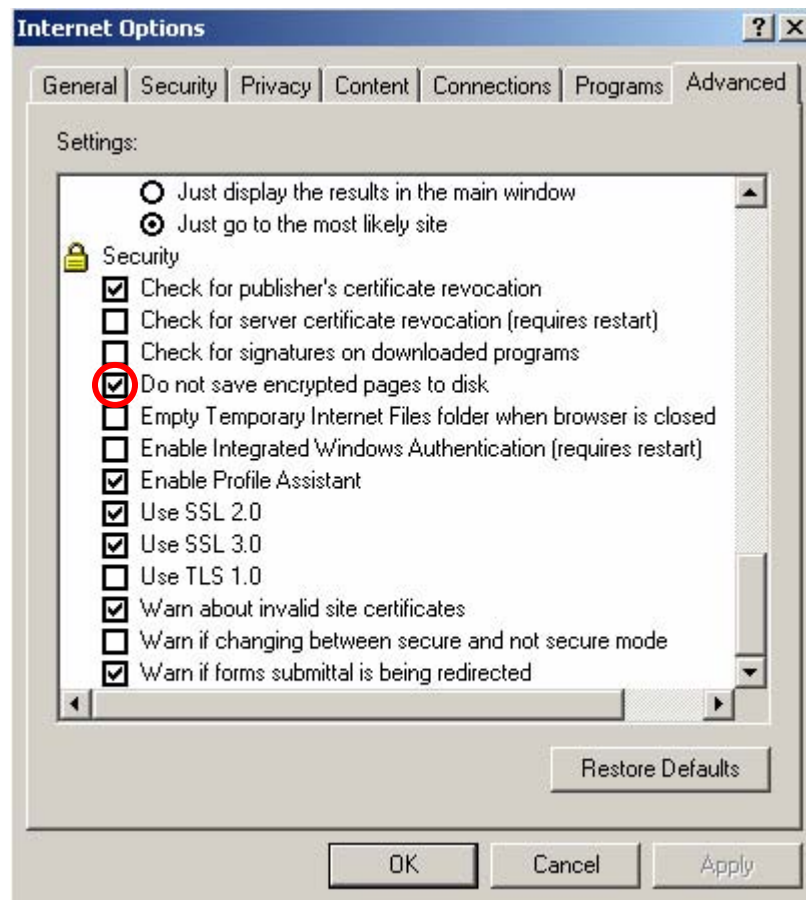
- a) “regsvr32 crviewer.dll”
- b) “regsvr32 swebrs.dll”
- c) “regsvr32 sviewhlp.dll”

***Trouble Trying to Open a PDF Report***

If you are greeted with the following error message when trying to access a PDF report,



please perform the following change to your Internet browser's security settings:

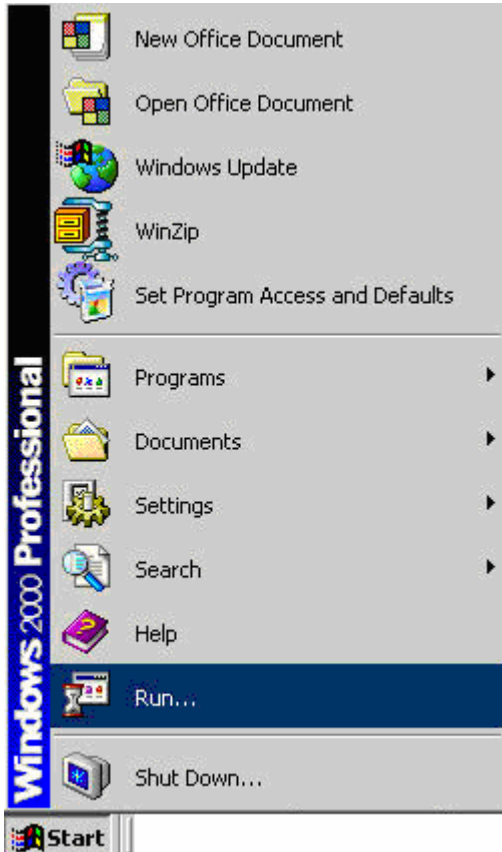


Uncheck the option **“Do not save encrypted pages to disk”** and click **“OK”** at the bottom to apply the security change. Now the PDFs should open/save properly.

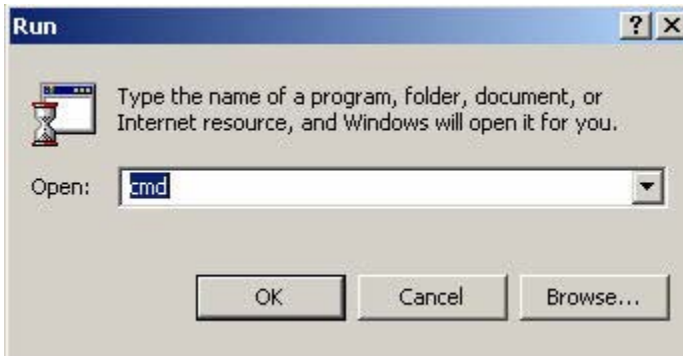
### ***Trouble Trying to Access the Highways***

If you are greeted with a “Page Cannot be Displayed” error message when trying to access a highway, flush your DNS by performing the following procedure:

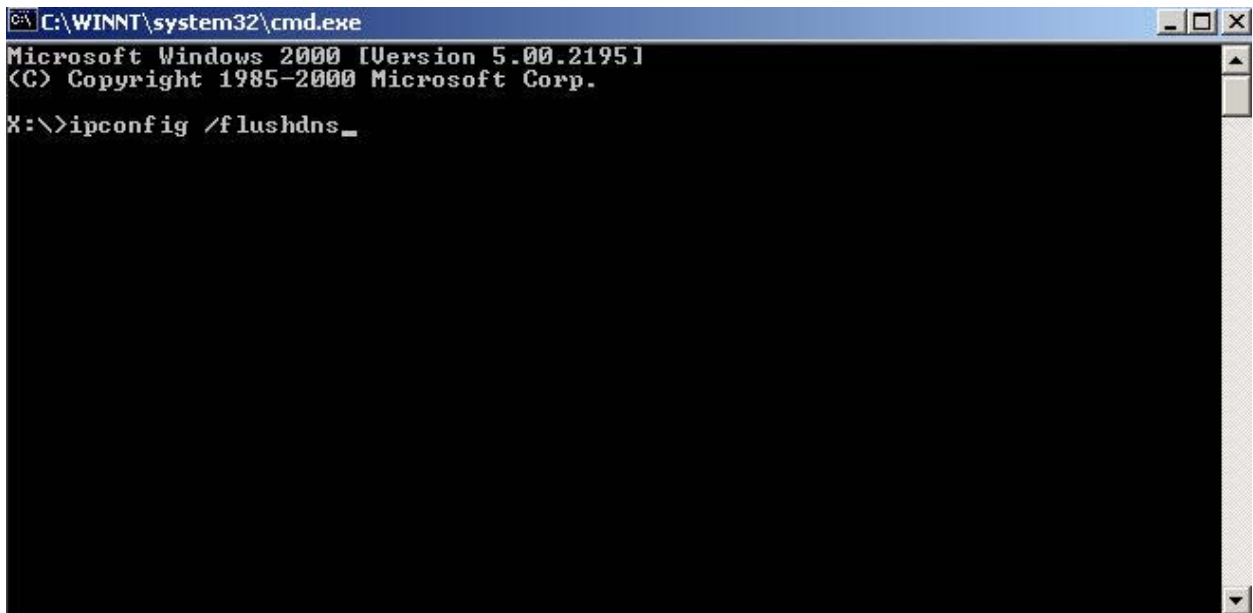
1. Click on “Start” and then “Run”



2. Type “cmd” and click “OK”

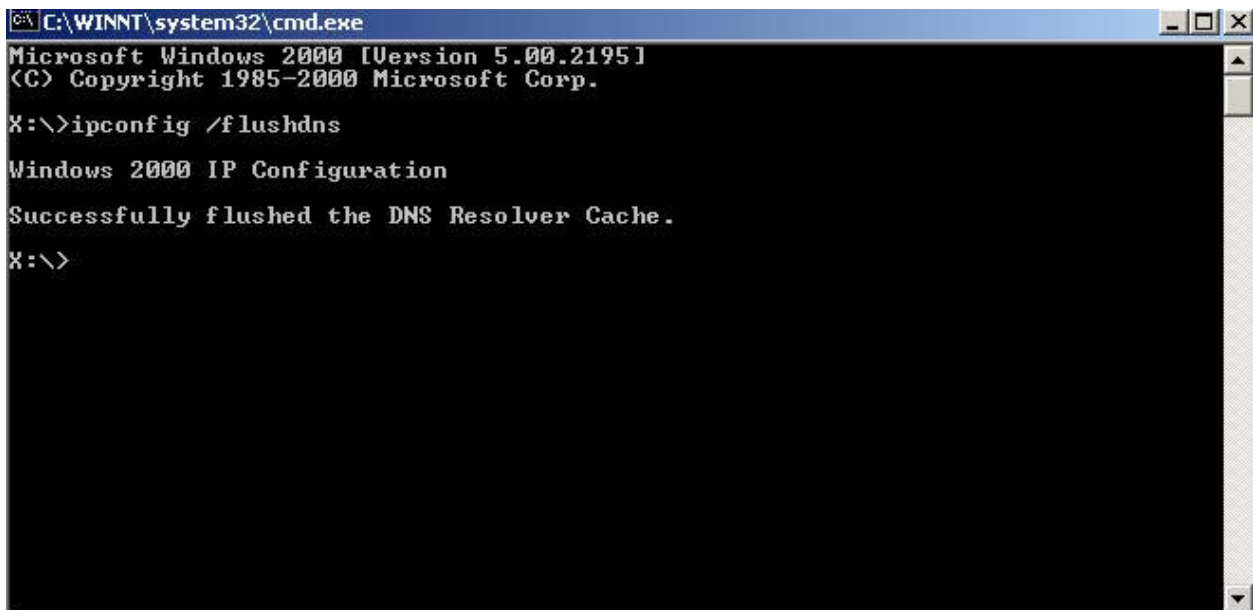


3. Type “**ipconfig /flushdns**” and press the “Enter” key



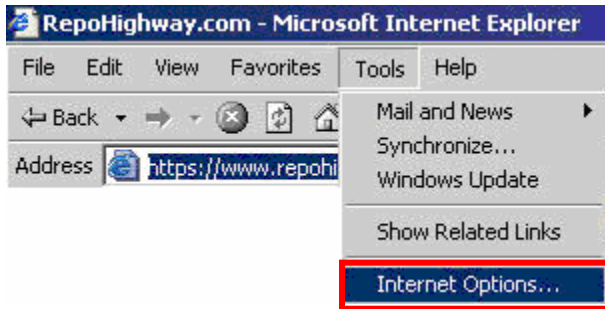
```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
X:\>ipconfig /flushdns_
```

If successful, you should see the message below. Now open up Internet Explorer and try again.

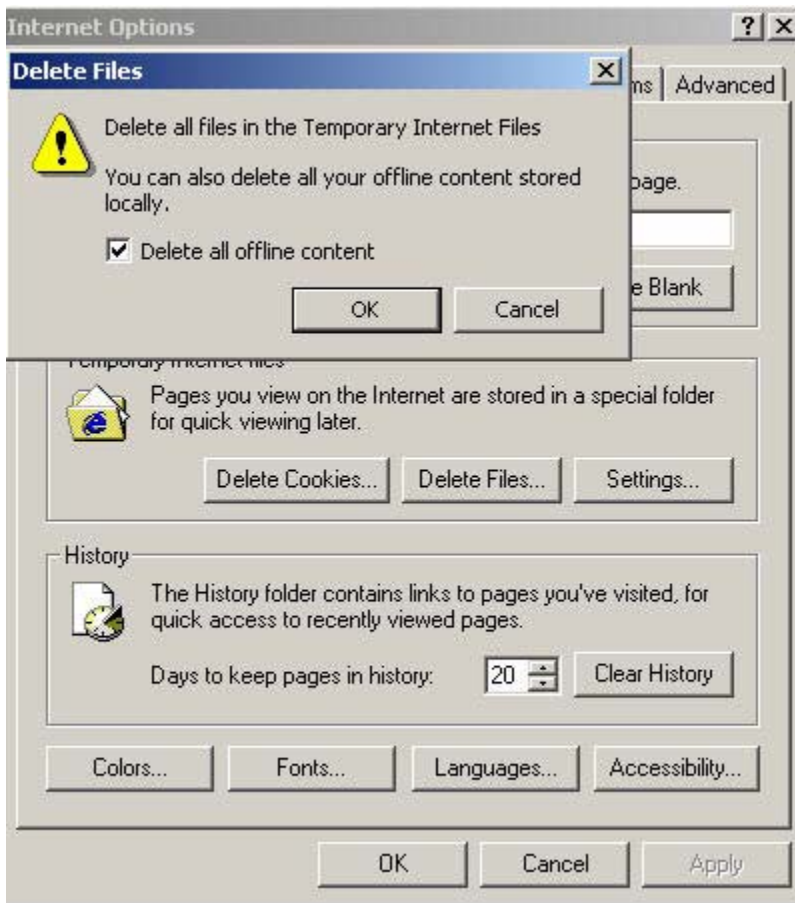


```
C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.
X:\>ipconfig /flushdns
Windows 2000 IP Configuration
Successfully flushed the DNS Resolver Cache.
X:\>
```

If you still have trouble, you may need to clear your cache by going to your browser's Internet Options...



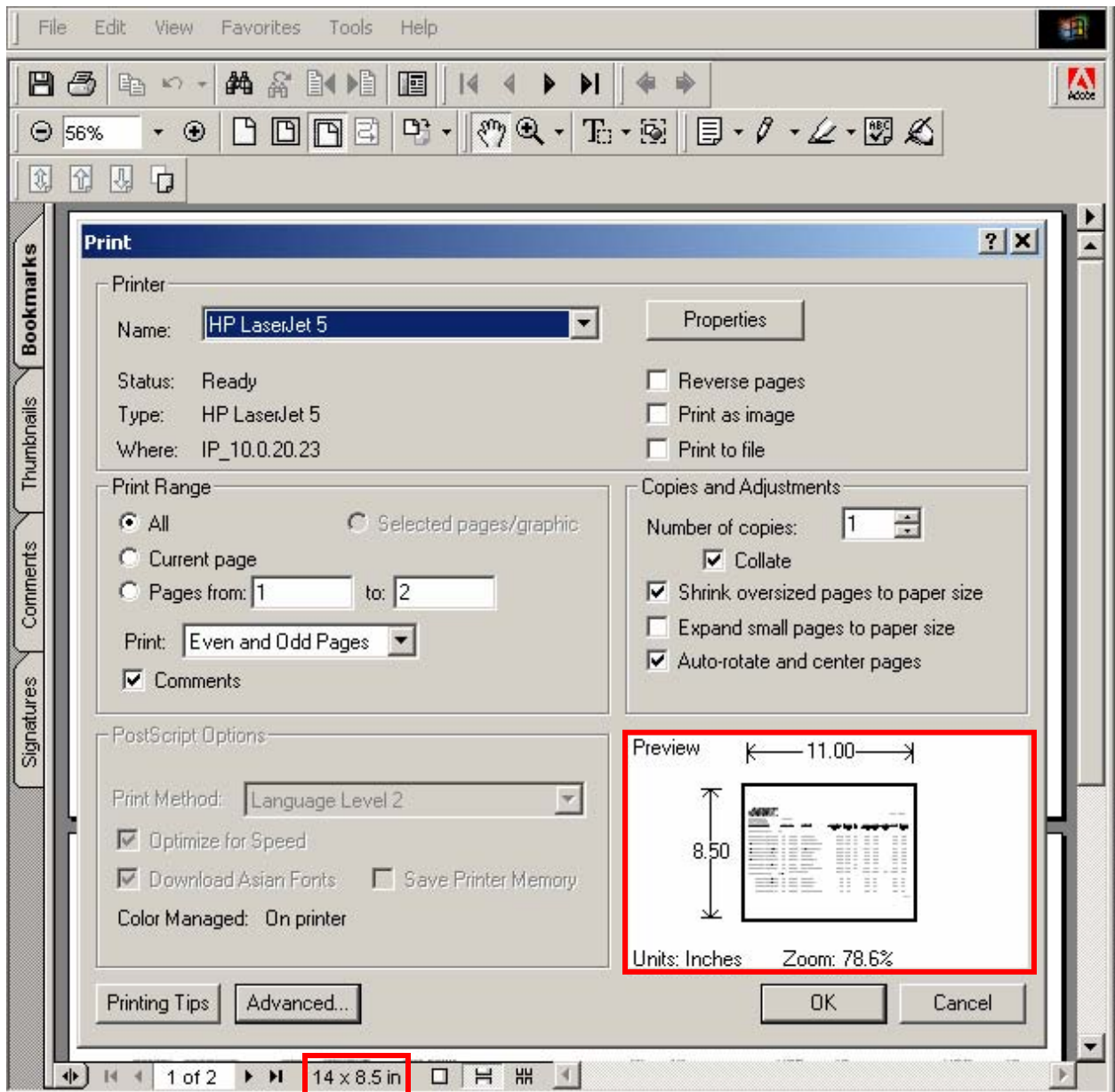
Click **"Delete files"** in the Temporary Internet Files section and then check the "Delete all offline content" box as shown above and click "OK", as shown below.



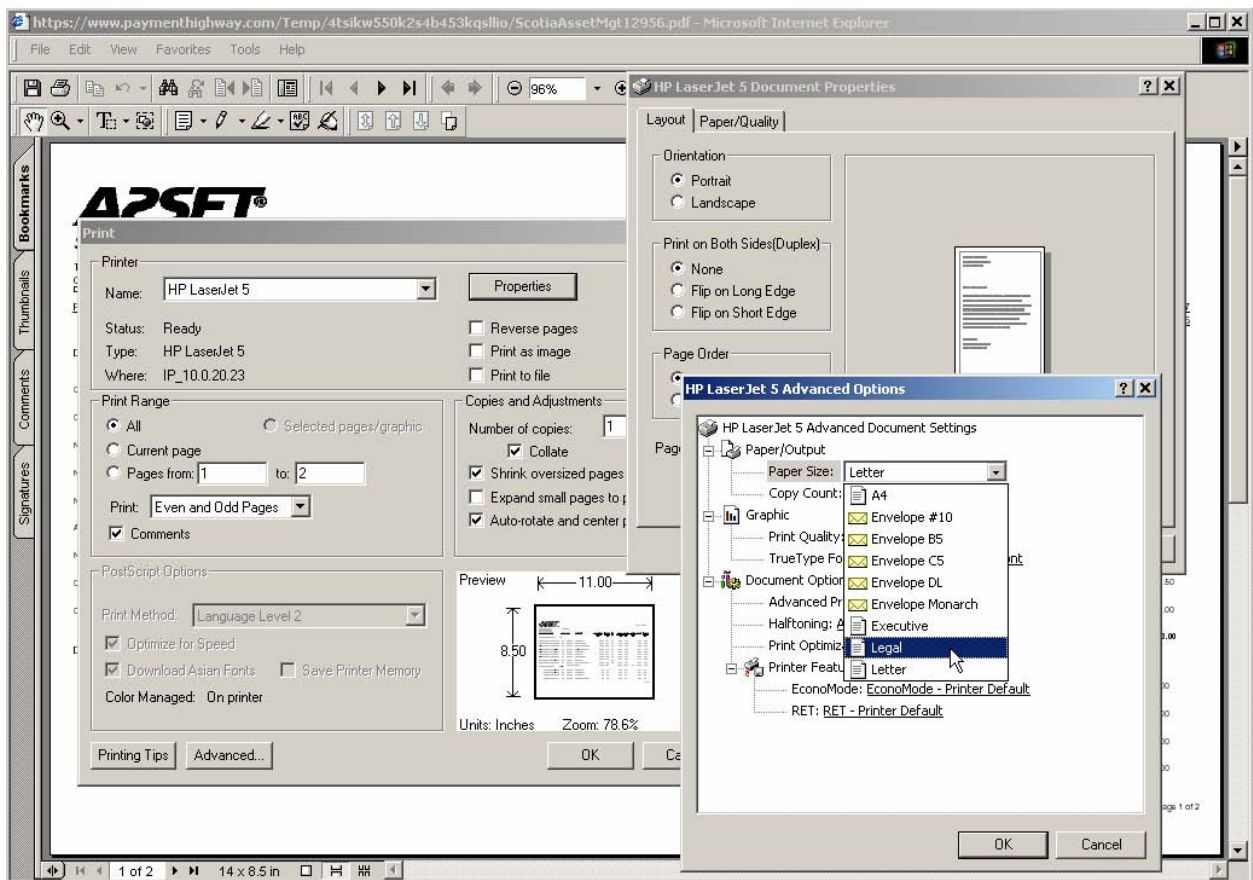
Now try again.

***Trouble Trying to Print Legal Size PDFs by Default***

For users with Adobe Reader 5.0 and below, when printing any legal size document at 8.5" by 14", Reader will identify the correct dimensions of the document at the bottom of the screen, but will still use the printer's default settings to print the document (8.5" by 11"), as shown in the print Preview window

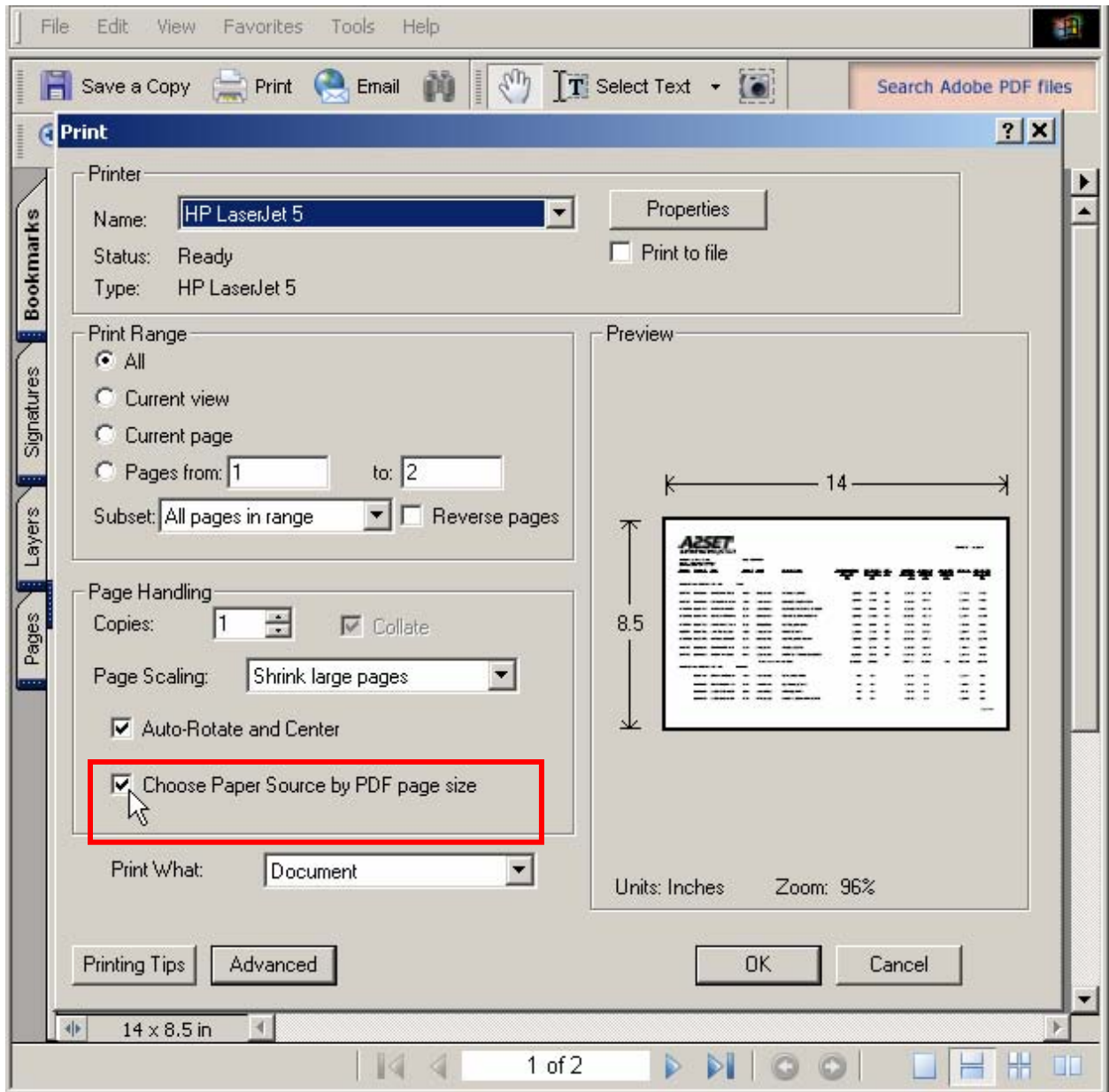


To change the printer setting, you will need to click on “Properties” on the Print screen, then select “Advanced...” on the Printer Document Properties window and then select “Legal” from the drop-down “Paper/Output” menu.



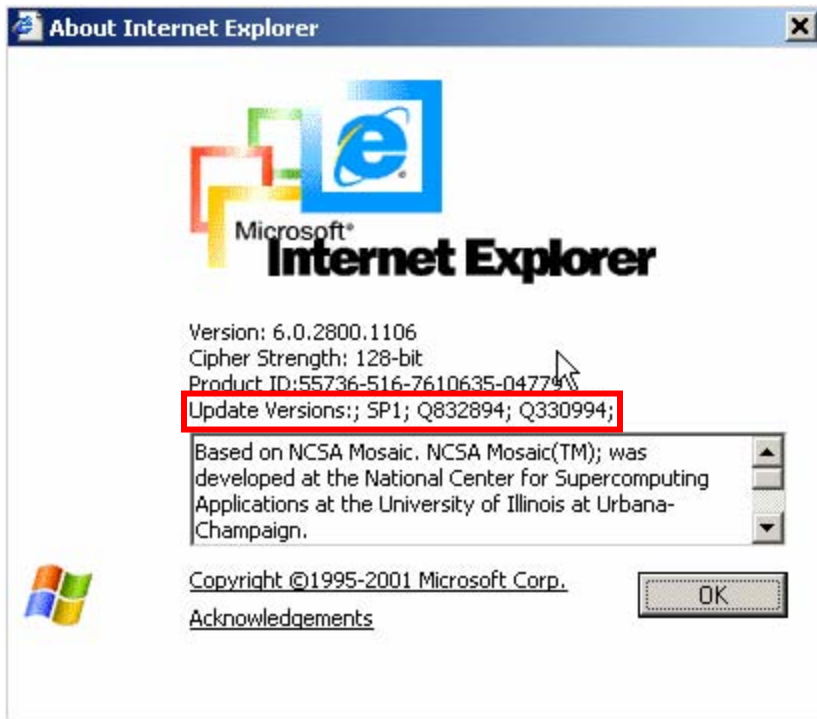
This setting change will need to be performed every time you go to print a legal size document, so to have Reader use its own settings rather than the printer's settings, upgrade to Adobe Reader 6.0 + by downloading and installing the program from <http://www.adobe.com>

When installed, tell the user to select **“Choose Paper Source by PDF page size”** in the print screen (as shown below) and this will properly format the preview to show 8.5” by 14” instead of 8.5” by 11”. This setting change will be saved when you click OK, so you won’t have to make this change when going to print every time.



***Trouble Trying to Scroll Down the Account Notes History***

When reading the account notes history on a file, clicking on the up or down arrows on the side causes this window to jump to either the beginning or the end of the notes. Normally, it should gradually take you to the top or bottom of the notes, so to fix the problem, you first need to confirm whether your Internet Explorer SP1 Update Version is **Q824145** by going to the “Help” menu option on your browser and selecting “About Internet Explorer” where you will be greeted with the following window:



If the update version displayed in the window reads **Q824145**, then you will need to update your IE browser through Microsoft because it is this particular version which is causing the error. If you cannot update, then this update version must be removed.