



TROUBLESHOOTING GUIDE

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REVISION: B

PROBLEM: EPI Badging3000 installation problems.

TROUBLESHOOTING TIPS:

- 1) Verify your computer meets the recommended computer specifications and you are using a supported operating system. Refer to the Continental Website (www.cicaccess.com) for documentation on the minimum computer specs (It is highly recommended to install Badging3000 on a CA3000 workstation).**
- 2) Verify the computer has full local Administrator rights. Badging3000 must have full administrator rights to install and operate properly.**
- 3) Badging3000 is installed at the end of the CA3000 installation. You will be prompted during the installation, asking if you would like to install Badging3000. If you chose to install it, you will be prompted to leave the CD in at the end of the CA3000 installation. At the end of the CA3000 install, the computer will reboot. After the computer reboots, the Badging3000 installation will start. This installation must be completed for Badging3000 to operate properly.**
- 4) If you click on “Administration/PhotoID” and the software locks up, verify your Badging3000 is activated (licensed).**

- 5) After the Badging3000 installation is complete, the Badging3000 must be activated (licensed) before using it. There are two licenses required from Continental Access. One license is the Runtime license, and the other license is the Designer license. Refer to the “Badging3000 serial numbers and activation” procedure you received with your license numbers. NOTE: You must have internet access to activate the licenses over the internet. If you are unable to get internet access, or have problems activating the licenses via the internet, you will need to call (EPI) Imageware Systems) at 1-819-772-7600.**
- 6) To Activate the EPI Runtime license, click “Start/Programs/EPI Builder Runtime 6/Activate EPI Builder Runtime license”. If the Runtime license has not been previously activated, an “EPI Builder Runtime license” serial number entry screen will display. Type in the Runtime license supplied to you by Continental Access and click OK. If your license has been previous activated, you will not get the serial number entry screen. You will get a screen displaying “Licensed product: EPI Builder 6.x RunTime seat”. This verifies your license has been activated. Click “About” to view your license number.**
- 7) To Activate the EPI Designer program, click “Start/Programs/EPI Builder Runtime 6/Activate EPI Designer License”. If the Designer license has not been previously activated, an “EPI Builder Designer license” serial number entry screen will display. Type in the Designer license supplied to you by Continental Access and click OK. If your license has been previous activated, you will not get the serial number entry screen. You will get a screen displaying “Licensed product: EPI Designer for projects FULL 6.x”. This verifies your license has been activated. Click “About” to view your license number.**

- 8) Verify the settings in the database utilities are correct for the location Badging3000 is installed. The Badging3000 settings are under “General Settings/Badging3000 settings”. The path where your Badging3000 is installed is listed here. If your Badging3000 is not installed under “C:\Program Files”, you will need to edit these settings. If you are using an international version of windows, the spelling of your “Program Files” might be different. If it is different, you will need to modify these settings.**

- 9) While saving templates, a message “Invalid Pointer” displays. You must verify MSXML 4.0 is installed on your computer. Go to Add/Remove programs, and make sure it’s in the list. If it’s not installed, you need to download it from Microsoft and install it.**