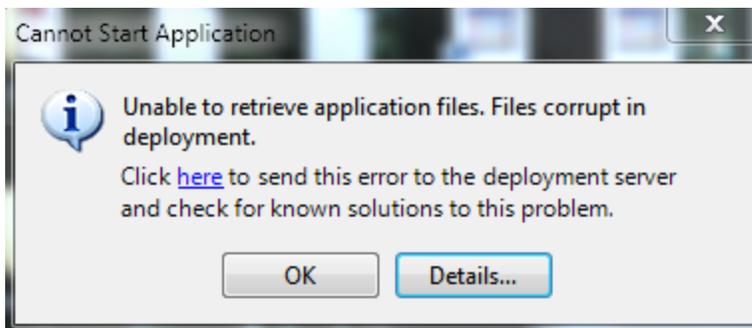## Contributions Application Installation Troubleshoot Guide
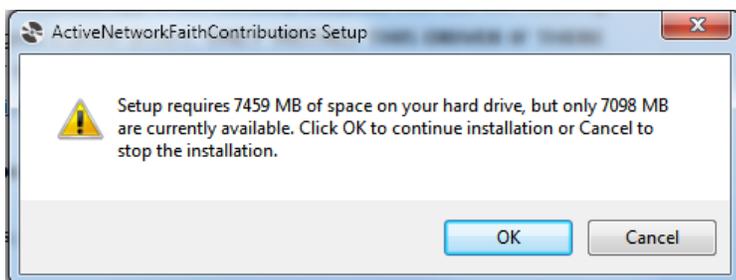
Installation Issues

Error – Unable to Retrieve Application Files. File Corrupt in deployment

Cause - Files not able to be downloaded during install most likely due to a communication issue with Active Servers

Solution - Run the Setup.exe again. It most likely will clear up on the second installation attempt

Error – Setup requires 7459 MB of space on your hard drive, but only ####MB are currently available
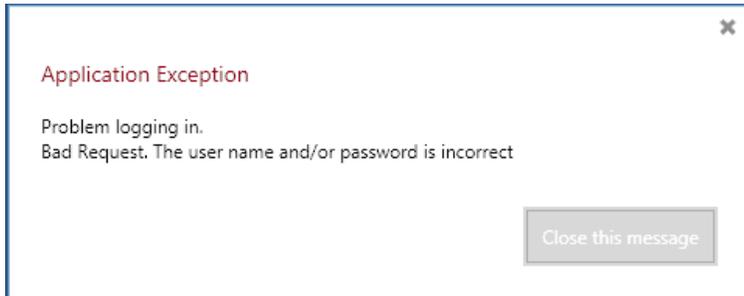

Cause - Installation drive does not have enough disk space to install the .NET 4 framework.

Solution - Free up 7459MB of diskspace

Application Issues

Error – Problem Logging in. Bad Request. The user name and/or password is incorrect
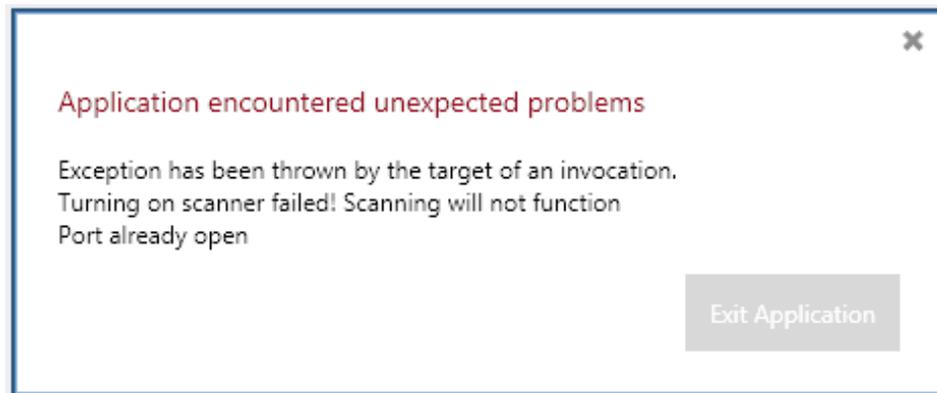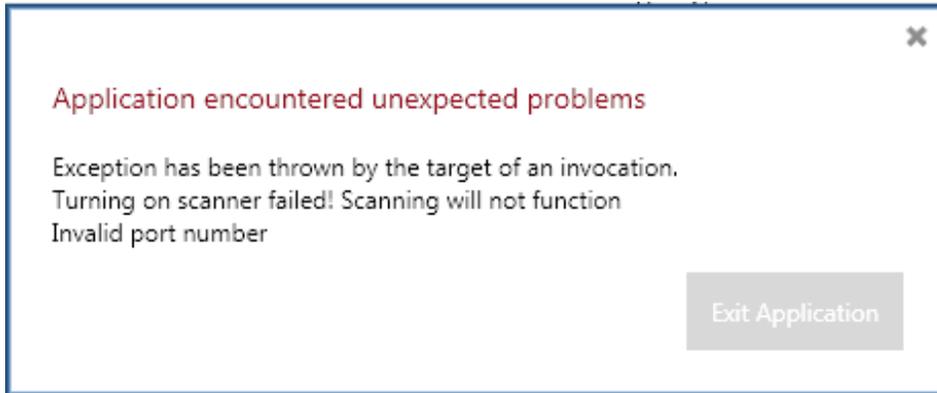

Cause - Username or Password is incorrect.

Solution - Check Username/Password combination

Magtek Connection Issues

Errors – Invalid Port, Port Already Open

Cause 1 - Keyspan not software not installed

Solution 1- Install Keyspan software

Cause 2 - Port is not useable on the Keyspan adapter or the serial port

Solution 2 –
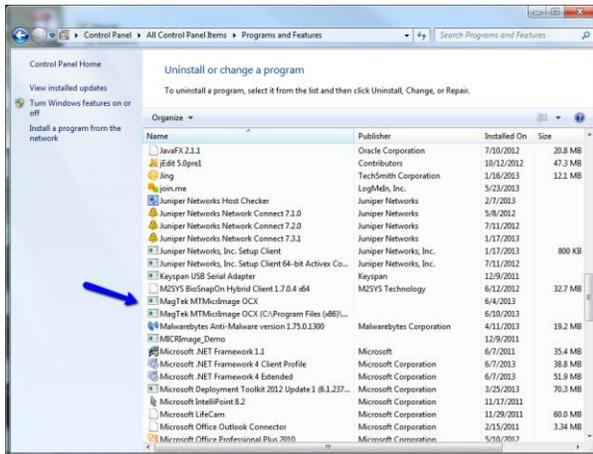Keyspan/USB Connection - Change Com Port in Keyspan Software. COM3 and above recommended.
Serial Connection – Change COM port in Windows Device Manager. COM1 recommended.

Errors – Exception has been thrown by the target of an invocation, Problem setting observable batch
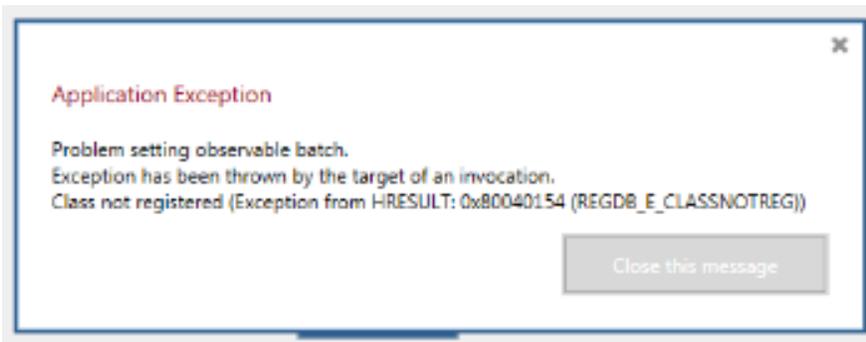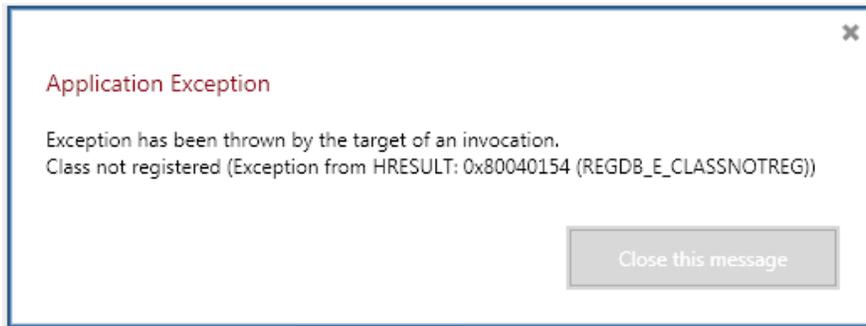
Cause - Magtek software not installed

Solution - Install Magtek software (MTMicrImage.zip)

Cause - Magtek software not installed

Solution - Install Magtek software (MTMicrImage.zip)
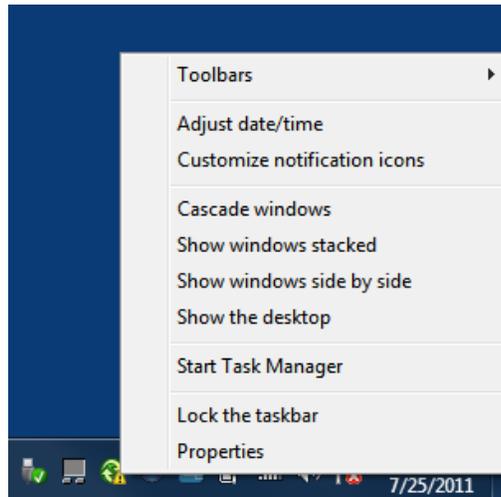
Cause - Two Magtek OCX drivers installed

Solution -

1. Uninstall both versions
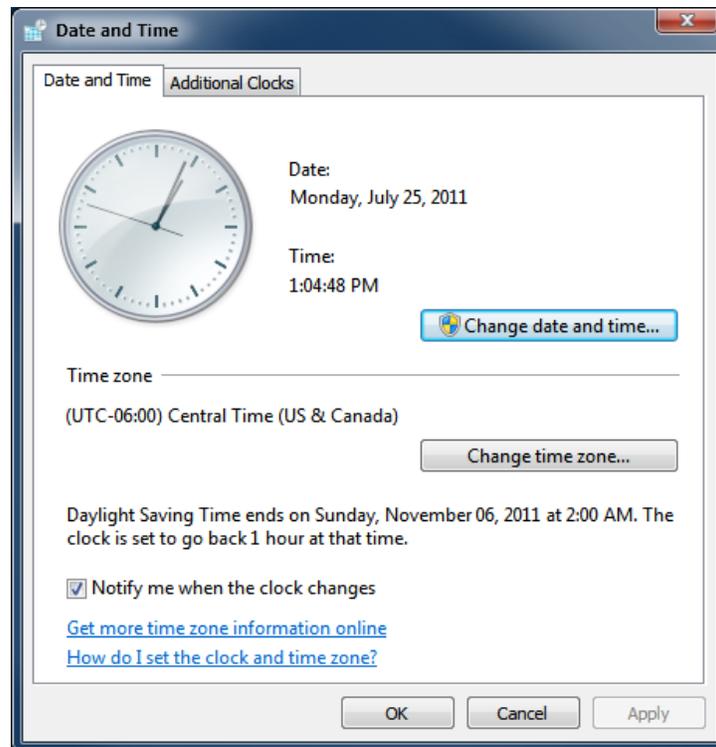2. Reboot Computer
3. Reinstall Magtek driver

Pre-Installation Tasks
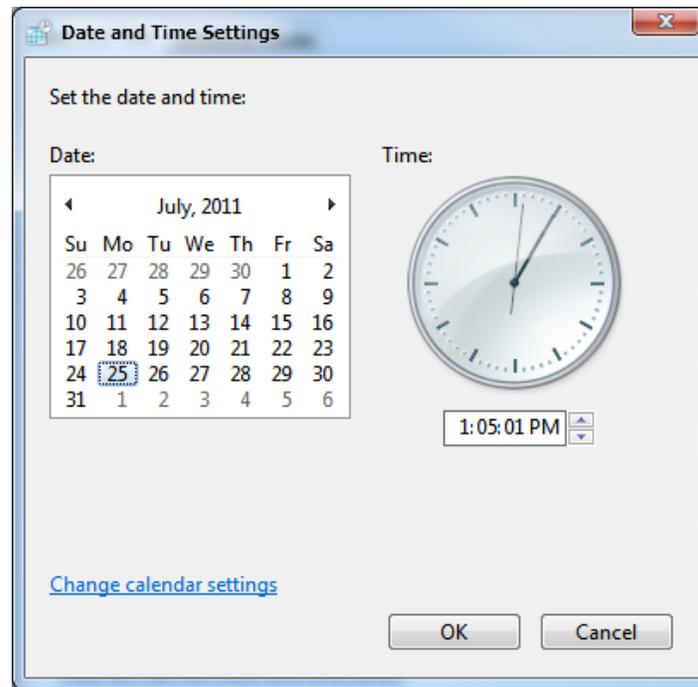
Date and Date Settings

The correct date and time are important for the installation and operation of Check-in.
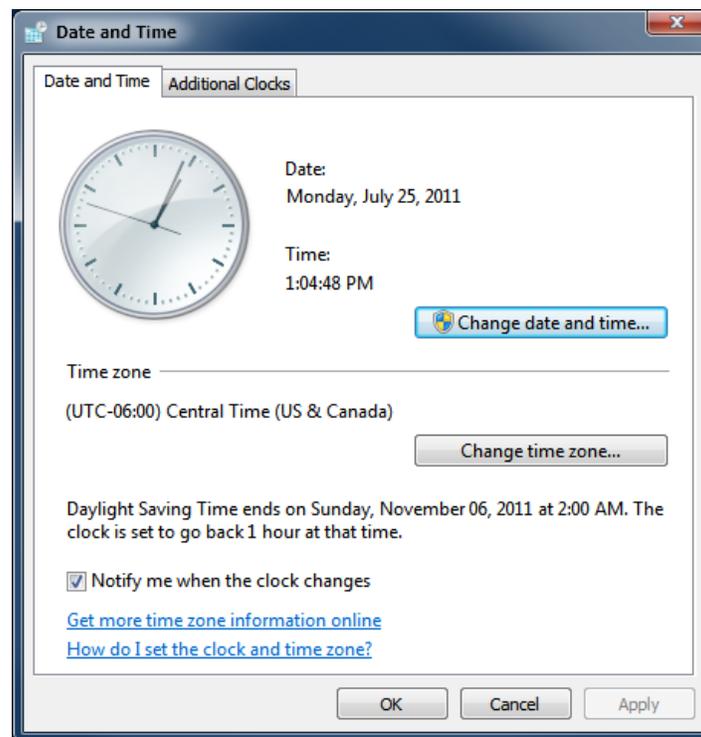

1. Right-click on the clock in the lower right hand corner of the screen.
2. Select Adjust date/time.

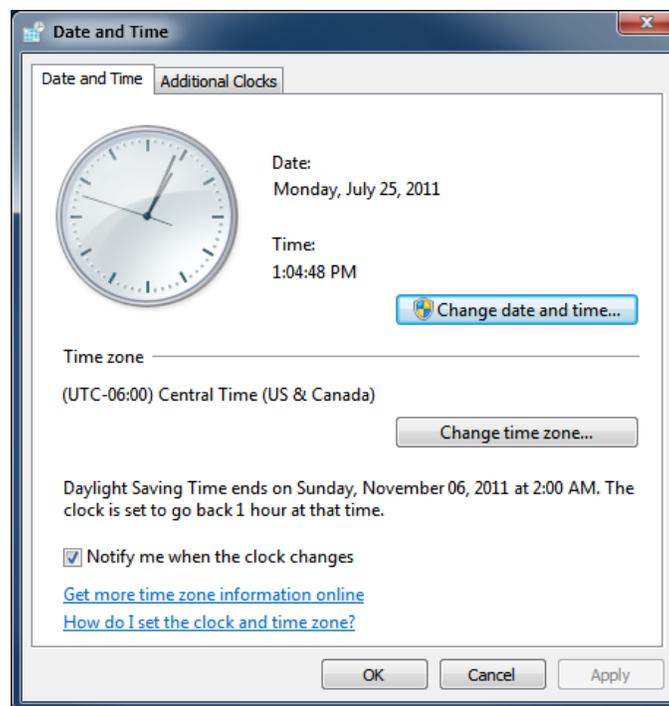3. On the Date & Time tab click Change date and time.

4. Select the correct Date and Time
5. Click OK.

6. Click the Change time zone.

7. Select the dropdown to set the correct time zone.
8. Click OK.

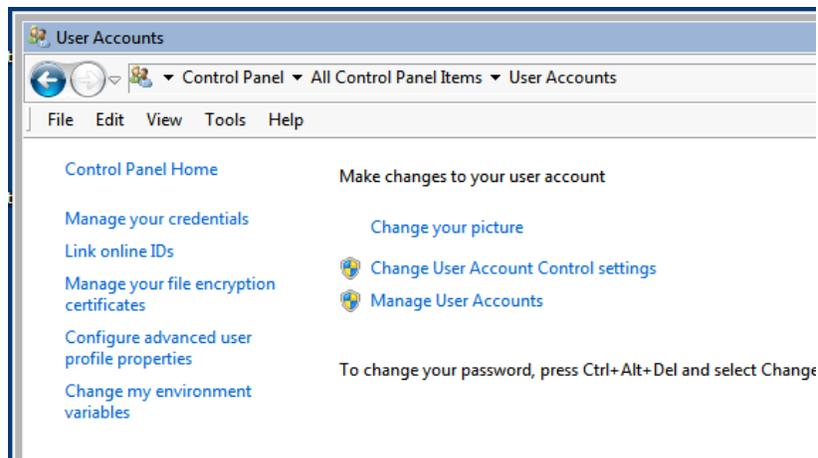9. Click OK.

Windows User Access Control

Windows Vista and Windows 7 uses User Access Control (UAC). UAC often causes problems with Windows applications.   UAC causes problems with Contributions. This procedure will show how to disable it in Windows 7.
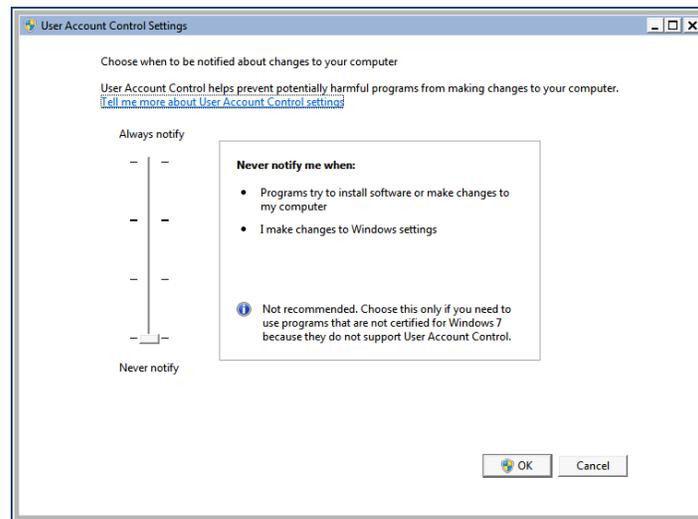

1. Open the Control Panel.
2. In the top right corner, set the View by dropdown to Large icons.

3. Double-click the user Accounts icon.

4. Click "Change the User Account Control settings".

5. Slide the slider to Never notify.
6. Click OK.
7. The workstation will then need to be restarted.