

**New Network IT Working Group
Update for
API RBI Users Group
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Purpose

- **To identify network issues and discuss a process on how these issues will be addressed**
- **Ease network IT concerns over installation of software.**


Troubleshooting Software Installation

■ Basic Questions

- *What operating system do you have: MS Windows 2000 or MS Windows XP*
- *What is version of the API RBI software?*
- *Have you ever had a version of this software installed on your computer?*
- *Are you upgrading an existing installation?*
- *Who installed the software on your computer?*
- *Do you have administrator privileges on your computer?*
- *Do you have a Firewall installed?*
- *Is this a local installation or a network installation?*
- *What type of database are you using: Mysql, SQLSERVER, ORACLE?*
- *Do you have more than 1 network adapter on you computer ? For example a hard wired network connection and a wireless card.*
- *Can you maintain a consistent connection to your network?*

Troubleshooting Software Installation

■ Next Step

- *Have you ever been successful getting the software started?*
 - *Are you using a desktop shortcut, and if so what is the background color of the shortcut, black or white?*
 - *Does anyone else in your location have the software installed and operating successfully?*
 - *If the software worked before but does not work now, has something changed on your computer since the last time you successfully used the software?*
 - *Can you create a corporation, plant, unit, equipment, and component?*
 - *Can you import data from version 3.3.3.?*
 - *Can you calculate a single component?*
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Troubleshooting Software Installation

■ Further Steps

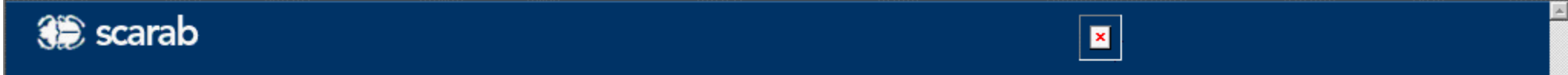
- *Are you getting any error messages? If so what messages are you getting and where are they appearing?*
- *What steps had you done before you received the error message?*
- *Can you repeat the steps and get the same message?*
- *Time to Call*

■ Please send the following files:

- *From the apirbi_installation\log folder the server and client log files*
- *From the apirbi_installation\ref folder any zip files with the unit-component name in the file name.*
- *Screen prints of any error messages*

Identification of General Software Issues

- To access Scarab go to site <http://208.40.63.53/scarab/issues/>.
- All issues / bugs / need to be entered in order to be tracked and worked.
- You will see the following screen. You do not need to login simply select the hyperlink Global>Public



Modules > Global > Public

Login

Issue tracking home

- Enter new issue
- Reports

How do I...?

- Get help with Scarab?
- Enter and manage issues?
- Search for issues?
- Learn more about reports?
- Find out more about using Scarab?
- Get to the FAQ?
- Find out about Scarab terminology?

Issue ID New and saved queries... Text search

Currently selected module

Name	Description
Global > Public	Public module for issue entry

Select module

Name	Description
Global > API RBI	The API RBI Product
Global > Public	Public module for issue entry
Global > VCE Sage	The VCE Sage Product



A module is the unit of work space representing a unique set of "issue types" (issues). Each new module also has the following unique details:

- a set of users
- a set of roles
- a set of permissions per role, per issue type

Scarab uses the generic term "module" instead of the more common term, "project", in order to avoid defining the application as simply a "per project-issue management tool". Scarab can be configured to manage cross-project data such as milestones, technical requirements, marketing data, or human resources information.

If you are a registered user, but do not have access to any modules, contact the administrator.