

Frequently Asked Questions in NPR Data Entry Software

1. For the Client system, which service pack is required under Windows XP Professional?

On Client side, Service Pack II is required with Windows XP Professional to be installed.

2. How to handle the problems during installation and configuration of mysql?

The problem while installing MySQL is faced if MySQL was already installed and subsequently, NPR Software is uninstalled whereas MYSQL related folders still exist. These files must be removed manually by following the procedure: Go to Application Data folder by giving path C:\Documents and Settings\All users\Application Data. It will show MySQL Folder. Delete this folder and try fresh installation. Similarly, MySQL folder in Program Files should also be removed. It has been observed that in case there are files other than standard files in these folders during uninstallation, MySQL folder as mentioned above do not get removed. You can also disable MySql service before un-installation. There is possibility of MySql installed through WAMP server.

3. How to enable sharing and security for Tiff_Images Folder?

This issue comes when on selecting sharing option no sharing link appears. So for solving the problem, go to My computer->Tools Menu ->Folder Option ->view Tab -> Advance Settings. Scroll down and remove the selection of option "Use Simple File Sharing". Press Apply and Ok Buttons. Then retry Sharing Tiff_images folder. On selecting folder and option Sharing, folder will shared. Restart the system. Options may vary depending on the operating system.

4. How to solve the problem when NPR software does not open on clicking icon and gives error?

It happens when it does not find shared tiff_images folder. To solve the problem, perform the following steps:

- a. Go to desktop screen, press start and run buttons.
- b. Type \\ followed by the IP address of server.
- c. Open tiff_images folder.
- d. Copy the complete path from the address bar and paste it in error window and save.

It will solve the problem

5. Name the folders/sub-folders to be shared on NPR server?

Only one folder tiff_images is to be shared. It contains appconfig, backups and tiffimages sub-folders. Options may vary depending on the operating system.

6. What is the procedure to share and grant permissions on “tiff_images” folder?

Go to tiff_images folder. right click and select Sharing & Security and press Share this folder radio button. Press Permissions.

7. What should be the status of firewall for smooth operation of NPR software?

The firewall should be kept off while working on NPR Software.

8. Why I am not able to connect the shared folders using IP Address of server?

This happens due to the fact that shared folder on NPR Server is not accessible via windows networking. Follow the steps:

- a) Go to Start-> Run->type path of server such as \\192.168.10.7 (IP address of server) and press ok. It will open a window.
- b) Give user name followed by password of NPR server. Must click remember my password so that next time same process need not to be repeated.
- c) Press ok. It will open a window containing folder tiff_images.

9. Why I am not able to configure my MySql Server to connect it remotely. However the machine is accepting the default address of database server 127.0.0.1.

It happens when during NPR Server installation, the option to "Enable Root access from remote machines is not enabled. Enable the same, it will access the actual database server address remotely.

10. I want to reinstall NPR software after uninstalling the same. Is it mandatory to format the machine?

No, it is not mandatory to format the machine. The following steps will help you to reinstall the software without any problem:

- a) Uninstall MySQL server from within control panel's add/remove program wizard.
- b) Then manually remove the MySQL folders from C:\Documents and Settings\All users\Application Data and Program Files. Retry the step. It will install the software.

11. Can I change the root password of NPR server.

Yes. Go to Start, Programs, MySQL, MYSQL server5.1, MYSQL server Instance Config Wizard. Wizard will prompt with window. Press Next and select reconfigure instance and follow all the recommended steps of NPR Server installation till you reach the screen Modify Security Settings. It will ask for current password and new password. Change the password as required.

12. The installable CD provided to me is installing the software on 'F' drive and on trying to change the drive name; it is automatically changing the option of 'Installation Path'. Is it mandatory to install NPR Software on C drive? If yes, then how to solve the problem?

Copy the software on hard disk and install the same from there. You may be required to change the path in Database.bat file in the installation CD.

13. What will happen, if I forget to tick the option of Include Bin Directory in Windows Path during NPR software installation?

The effect will be that MySQL won't be accessible from everywhere in dos prompt. It is required at the time of taking manual backup.

14. Why MySql Server re-installation is asking for current password even after uninstalling MySql completely?

Refer to (How to handle the problems during installation and configuration of mysql?) at Q.2.

15. What is the purpose of creating an Anonymous Account?

It is not advisable to create an anonymous account.

16. I am facing the problem in database creation. It is showing the message as "Unable to load Configuration file in the specified folder. Please reconfigure the path of "C:\localshare\appconfig. How to solve the problem?

Specify the path of appconfig subfolder in Tiff_Images folder.

17. My PC had earlier Windows 2007 installed in which space allotted to c:\ drive is less. What is the minimum space requirement of C drive so that the software runs smoothly?

The minimum space required for the installation of software and MySQL is 150 MB. So while doing Windows XP installation, please check free space available in C:\> drive. It should not be less than 150 MB.

18. Since NPR Software is always installed on c drive On connecting to NPR software through Config-Config, the installation is completed successfully but Organization settings are not coming.

To solve the problem, please check whether rawdump.sql file in installation is appropriate or not. (i.e. it contains the regional languages and state codes)

Backup and restore:

19. How to take backup and restore the data using NPR application?

Option available in the software under administrator user.

20. What is the recommended file name convention for backup of database using mysqldump for standardization?

The filename extension should be “.sql”

21. How many times the backup of the data should be taken on daily basis?

It is advised to take backup of punched data thrice a day e.g. on completion of shift.

NPR Data Entry Software:

22. How to solve the “Database connection error”?

After logging in using Config user, uncheck the checkbox “use IP based Connection”.

23. What to do if few scanned tiffs are not visible? How to locate such tiffs?

Please check QC Rejected Bin button under Supervisor login. The file rejected by QA goes to QC Rejected Bin option.

24. How to swap/rotate the upside down scanned tiff images?

The option is available on menu on the top of the data entry screen.

25. What to do in case of any spelling mistakes in the schedule?

We have to enter the data strictly as provided in the scanned image.

26. What is the purpose of scratch pad in Data Entry Module?

This is a wonderful feature for entering the frequently used and difficult word for accuracy and speed.