

PAVER Installation and Trouble Shooting

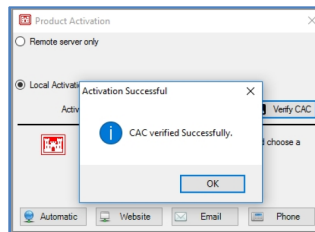
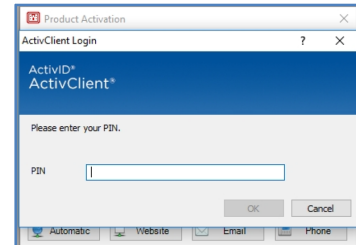
1. **Installing PAVER for the first time:** If you are a Department of Defense (DoD) employee or contractor with a CAC and are installing PAVER for the first time, when prompted to activate PAVER, select the Verify CAC option. If you are installing PAVER on a computer without a CAC reader, you will need to request an activation code from you Service PAVER POC or from the Transportation Systems Center PAVER POC listed on the PAVER Web Page and follow the instructions in the PAVER User Manual.



CAC Activation

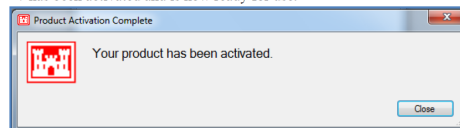
When activating PAVER 7™ with a CAC:

- Ensure the CAC is in the reader.
- Click Verify CAC, and a list of certificates will be shown. Click OK.
- User will be prompted to enter a PIN, and click OK.



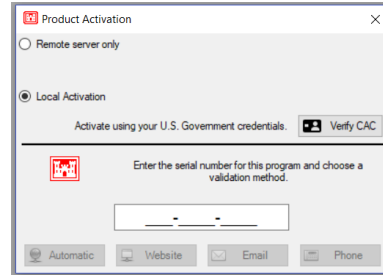
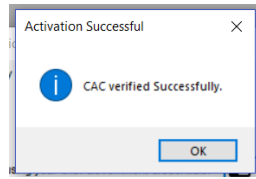
Activation Complete:

If a valid activation code has been entered the screen below will be shown indicating that PAVER™ 7 has been activated and is now ready for use.



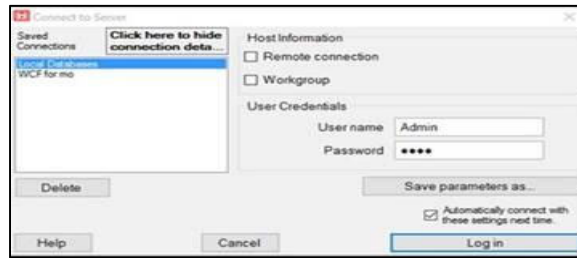
2. Updating PAVER:

- a. If you are updating PAVER, you must uninstall the previous version of PAVER before installing the new version.
- b. If you are upgrading from 7.0.10 and earlier to 7.0.11 and later, and are experiencing issues with activation or startup, you can “start fresh” by deleting some configuration files. One example of an issue is when you get a “CAC verified Successfully” message, but then the “Product Activation” screen pops up again as shown in the screen shot below.



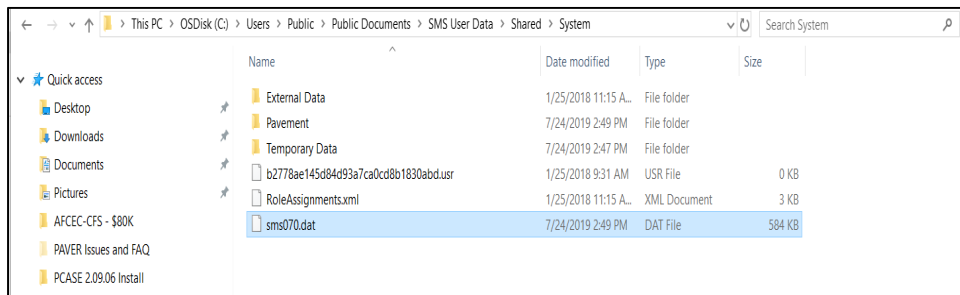
- i. First, uninstall PAVER. Then, go to the Program Data (C:\ProgramData) folder and delete the 'iitcorp' folder.
 - ii. This will reset your Licensing and User data folder configurations. Install the new version of PAVER.
3. **Default Data Folder:** We recommend that DoD users only use the default user data folder location (C:\Users\Public\Documents\SMS User Data).
 - a. The user data folder is where the database data and maps are stored. Thus, any user will need read/write privileges for the directory.
 - b. If the user data folder is set to a location that's not writable by all users, this can cause issues when the computer is given to another individual (e.g. people PCS or rotate at a forward location).
 - c. Paver uses a configuration file to remember the user's specified 'User data folder'. It is located at **C:\ProgramData\iitcorp\WGServerConfig.xml.cy** (Note: C:/ProgramData is the operating system's recommended location to store application configuration that should apply to all user accounts on a computer.)
4. **PAVER Desktop Icons:** There will be two PAVER icons created on the desktop.
 - a. DoD users should only use the 32 bit icon which will work with an MS Access database.
 - b. Once the user opens PAVER using the 32 bit icon, DO NOT try to use the Connect to WCF server/workgroup option.
 - c. Selecting the Connect to Server Option will initiate the Windows Communication Foundation (WCF) capability in PAVER which is used for multi-user, server-based PAVER implementations.
5. **Trouble Shooting – Connect to Server Screen**
 - a. When PAVER starts, and the user logs in (in single user mode, this log-in happens automatically), It first checks for a license file.
 - b. When Paver has a problem loading, it will return to the "connect to server" screen and report an error message. This can occur even if you aren't using WCF mode, as PAVER treats single user mode like a local login.

- c. If you get the Connect to Server Window; click on Local Databases, uncheck Remote Connection and Workgroup, enter **Admin** for User name and **admin** for password, check automatically connect with these credentials next time – see screenshot below.



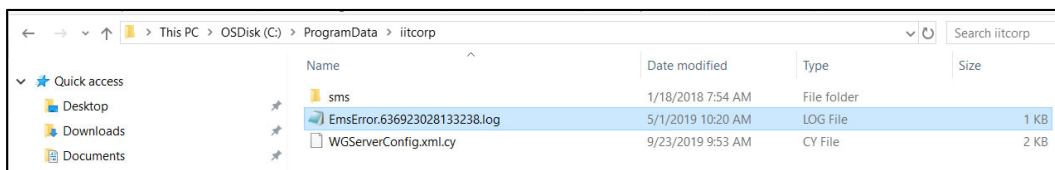
d. "User name or password incorrect" Error:

- i. If you get this error, you can reset password the password
- ii. Navigate to C:\Users\Public\Documents\SMS User Data (the default data location);
- iii. Go to the \Shared\System\sms070.dat file which contains user names and their permissions.
- iv. Delete sms070.dat – see screen shot below

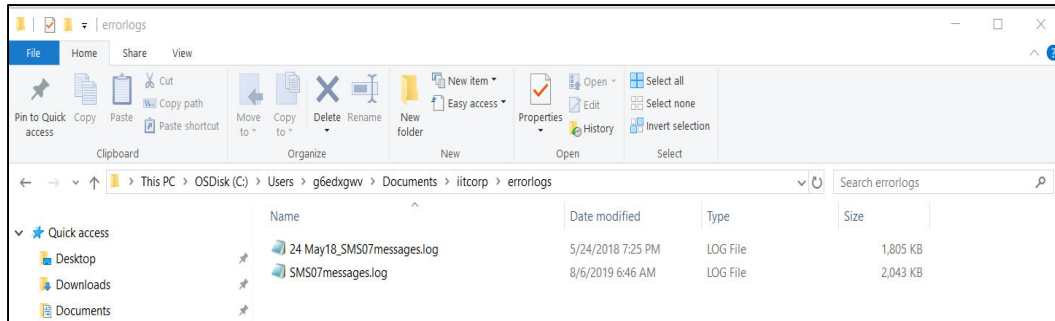


- e. **Error Logs:** If PAVER does not open, send the error log your Service PAVER POC as well as a screen shot of what you are seeing

- i. Error log locations: C:\ProgramData\iitcorp



- ii. C:\Users\user name\Documents\iitcorp\errorlogs\SMS07messages.log

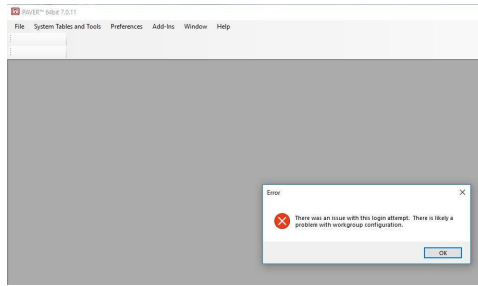


6. PAVER Cannot find User Data Folder:

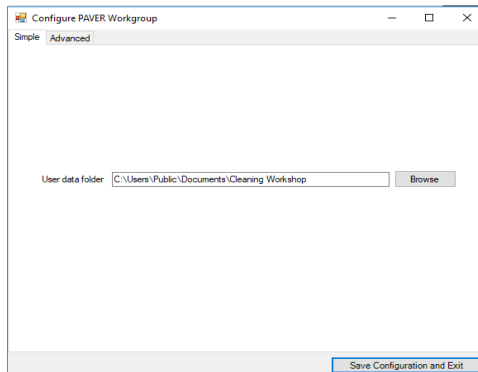
- a. Once PAVER finds the license file and logon is successful, it checks for the file WGServerConfig.xml.cy.
- b. If it does not find that file, a wizard will appear, asking for the user data folder location.
- c. Because the error reported is generic, it can happen in multiple ways. In order to determine if the issue is the server config file, you will need to check the error log at C:\Users\user name\Documents\iitcorp\errorlogs\SMS07messages.log.
- d. The newest error messages are located at the bottom of the file. For each error, the relevant information is the 'Exception.Message'
- e. There are two relevant errors to look for.
 - i. Access to user data folder is denied, such as "C:\Users\\Public Documents\SMS User Data"
 - ii. Access to file WGServerConfig.xml.cy is denied
- f. There are a couple remedies for this:
 - i. Give the user proper access to these locations or files
 - ii. Delete the WGServerConfig.xml.cy file. The next time PAVER starts, it will ask for a new user data location.

7. "There was an issue with this login attempt...Workgroup Configuration" error

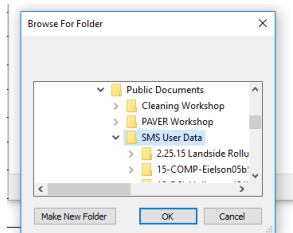
- a. If you this error message, go to C:\Program Files (x86)\EMS\bin71 and open WorkgroupConfiguration.exe



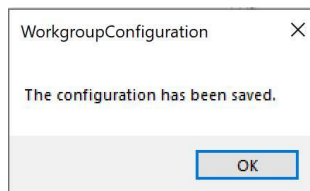
b. This window will pop up



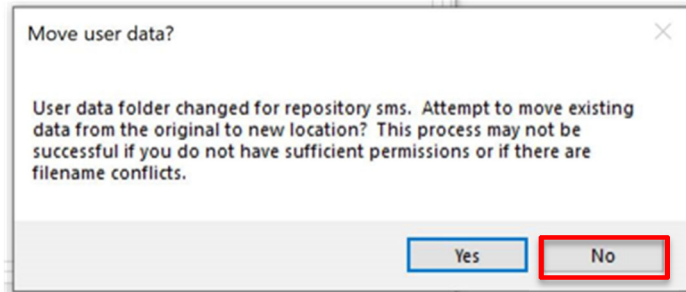
c. Click on Browse and navigate to C:users/public documents/SMS User Data. If SMS user data does not exist, make new folder with that name



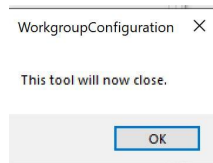
d. Click on Save configuration and Exit. You will get a message that says "The configuration has been saved." Click on OK



e. You will get this pop up. **Click on No**



f. This tool will now close. Click on OK



g. Double click on PAVER 32 bit. If it opens, PAVER is activated and ready to use.