

Tel:
0208 502 7344

Website:
www.groupcall.com

Repairing Xporter

Version

	Date	Author	Notes
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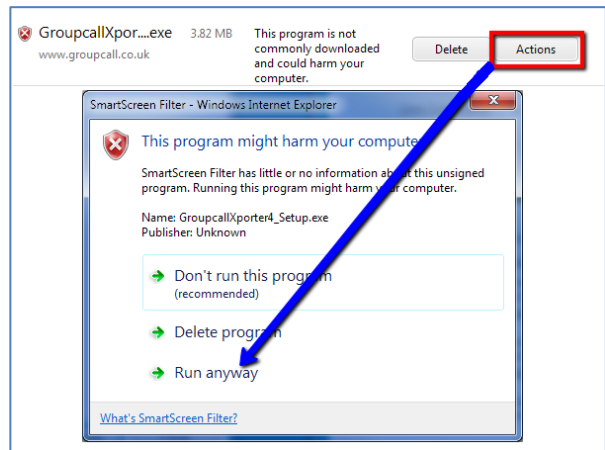
What is this guide for?

If you are having any problems with your installation of Xporter, you can follow this guide to help you repair it and get it back up to full health. The installer referenced in this guide will take certain safe actions to try and automatically repair your installation. It can't however fix everything as some actions would be unsafe to undertake automatically or would be impossible to do automatically. These are outlined later in the document – see [“What can't be repaired automatically?”](#) after the installation section.

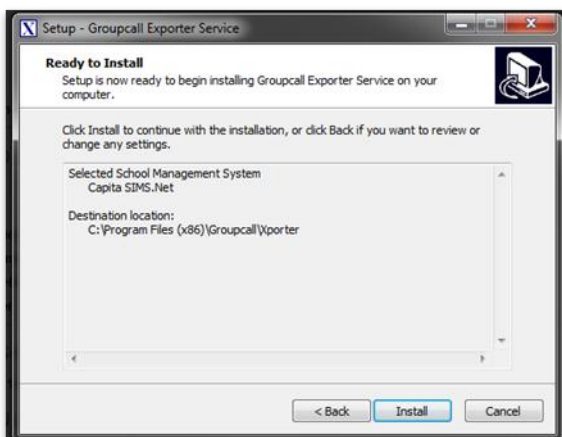
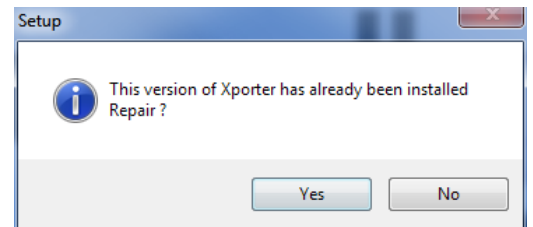
Talk me through the installation...

Download this file [GroupcallXporter4_Setup.exe¹](#) to the computer already running Xporter; this is usually the MIS server.

Dependent on your browser and security settings you may be prompted to confirm you wish to run the file. You should select 'Run Anyway' from the actions menu.



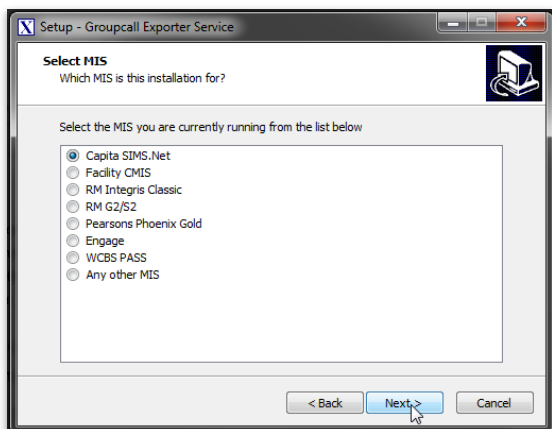
Run the file you downloaded. You will be prompted to confirm you wish to repair the software – select 'yes'.



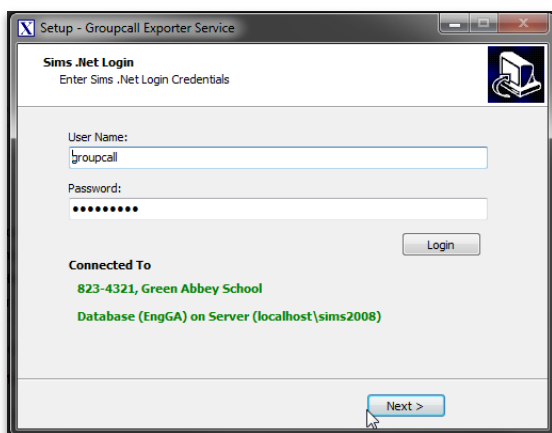
Having started the setup running, you will find it a straightforward process to click through the installer.

Accept the default installation points and select "Install" ...

¹ http://www.groupcall.co.uk/Download/Xporter4/GroupcallXporter4_Setup.exe - please note this URL has an underscore (_) and not a space in the last part of the filename. If you have printed this guide and are entering the address manually please be sure to type this correctly. If you are viewing the guide on screen you can just click the link!



Choose your MIS as appropriate... and click next or install as appropriate on next few windows.



Xporter will try to use the SIMS password it already knows, but you might need to re-enter the groupcall user credentials for your MIS installation. See below for guidance on any issues around this part of the installer - [SIMS user](#).

Ensure you select “Login” before choosing “Next” ...

Follow the last few windows through until you finish the installer.

What can't be repaired automatically?

If you find you have issues that are not fixed by following the steps above, you should be aware certain actions cannot be undertaken automatically. These are detailed below and will need to be identified and fixed manually. All documents referenced can be found on our website².

SIMS user

Obviously the security of your data is very important; as such Xporter cannot and will not make configuration changes to SIMS security settings. We're sure you'd agree that the safest thing to do is explain how your Data Manger should make such changes.

Permissions – have you checked your SIMS user has the relevant permissions and is setup in the supported manner? See [Groupcall Xporter - Recommended MIS Security Settings](#) for help.

Username & Password – have you checked that the credentials supplied to Xporter are correct? If you are not sure of the password, you should reset the groupcall user password in SIMS and re-specify it to Xporter. This process is detailed in another guide, which can be found on our firstline pages – [“Reset the ‘groupcall’ SIMS user password”](#).

² <http://www.groupcall.co.uk/download/firstline/>

SIMS connect.ini file

The automatic repair process will do its best to figure out where the SIMS database is located for it to connect to. However if it fails to do so and reports an error about Connect.ini then you should ask your network manager to put a current Connect.ini file into the Xporter folder, then re-run the installer.

Getting Help

In the unlikely event that you run into a problem with your installation then please contact the partner that provided Groupcall Xporter to you for support. They are best qualified to carry out first line support because they know you, the end customer, and because they know the system that your data is being sent to.

Before raising a support call have you checked...

The firstline support pages, including the [Groupcall Xporter - First Line User Guide \(v6\)](#).

If your Xporter problem needs Groupcall's input then your supplier will elevate the case to Groupcall on your behalf. In this instance Groupcall might contact you directly to investigate the problem you're having and to try and resolve it for you.