

## REQUIREMENTS

The E-Data Collection application was designed and tested with the following software:

- .NET Framework version 2.0
- SQL Server 2005
- Internet Information Services (IIS) 5 or newer
- *Visual Studio.NET 2008 (\*optional – see below)*

**Important Notice:** *Installation and setup information provided in this document, and email support assume you are using the above software.*

*If you purchase the source code, VS.NET 2008 is useful but not necessary for development purposes.*

*Finally, due to the “soft” nature of E-Data Collection, we cannot offer any refunds on purchases. It is your responsibility to verify you have the correct software and server setup before purchasing E-Data Collection.*

*Therefore, it is strongly recommended that you download the demo version from our site at [www.dotnetgoodies.com](http://www.dotnetgoodies.com) and try it out prior to purchase.*

## INSTALLATION

Installation and set up of the *E-Data Collection* Web application is a quick and simple process. The installer and other setup and diagnostic tools will guide you through the process to get you up and running in minutes. Once you have installed and tested the application on your local machine, you will then be able to simply transfer your local application files and database to your web and SQL database server as you would any other ASP.NET application.

**Note that you be logged onto the computer on which you are installing the software as an Administrator.**

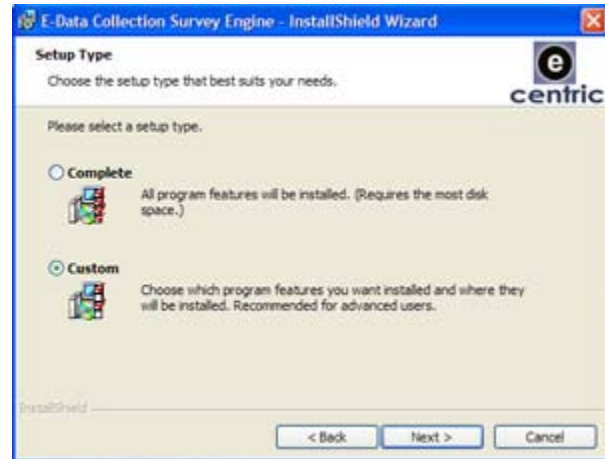
### **Installation Wizard**

If you are installing the software on Vista, you may need to right-click on the executable and select *Run as Administrator* to launch the installer.

- *Run the Installer* (EDCv4.exe) on the web server or client machine that meets all the system requirements. The InstallShield Wizard will open to the Welcome screen. Click *Next*.
- Read the *License Agreement* carefully. If you agree to all the terms stated therein, you may click *Next*; otherwise, you may not install this software.

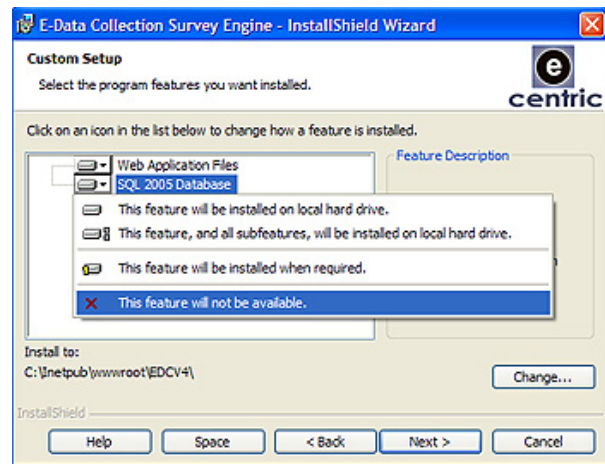
- If the local machine has IIS installed and you have access to the SQL Server, you can choose to **Complete** from the *Setup Type* screen. Otherwise, choose **Custom** to select the features you want to install. If, for instance, you do not have access to the SQL Server at the present time, you can install that later, when you do have access to that server, or you can run the installer separately on that machine.

Make your selection and click *Next* to continue.



- If you chose **Custom** on the preceding screen, you will now enter the **Custom Setup** screen, from you can select which features to install. If, for instance, you do not want to install the SQL Server database at this time, select *SQL 2005 Database* from the list and select “*This feature will not be available*” from the option menu.

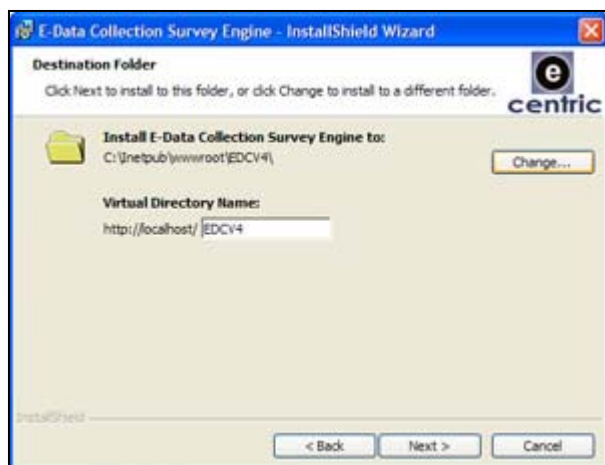
If you want to install both features, Web Application Files and the database, then, you needn't make any changes to this screen. (This document assumes you are installing both features.)



Click *Next* to continue.

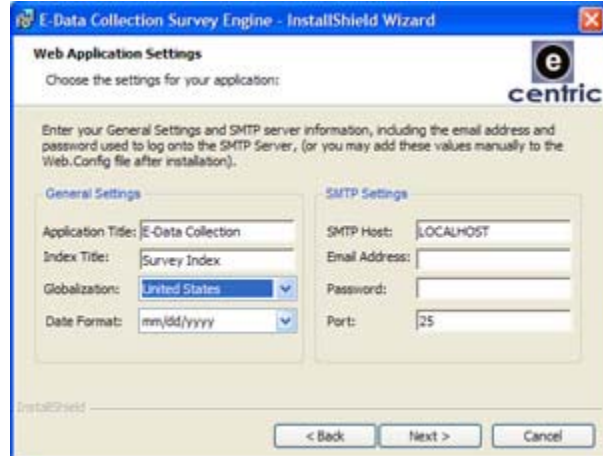
- Select the *Destination Folder* to which you want to extract all the application files. By default the Installer will extract these files to your Web server's web directory (e.g., *inetpub/wwwroot*). Note that the installer will attempt to create the *Virtual Directory* for you. The name of this *Virtual Directory* is EDCv4 by default, however, you can specify a different virtual directory name if you so choose. You must ensure that the name given to the *Virtual Directory* is unique and does not conflict with other virtual directories in IIS.

Click *Next* to continue.



- Next is the *Web Application Settings* screen. Under *General Settings*, you can customize the name of the application and the title of your Survey Index pages, or you can leave them set to the defaults presented there.

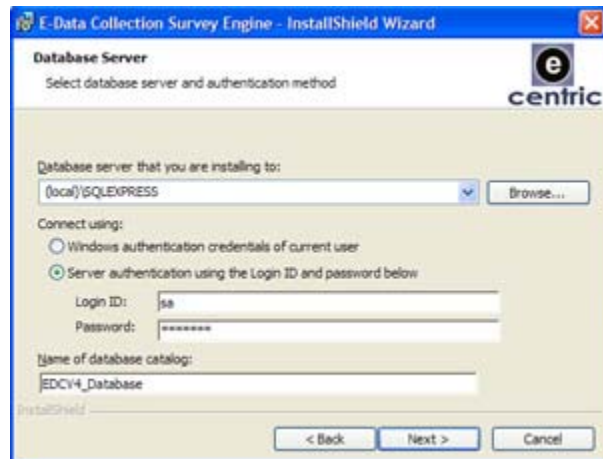
You can also choose your date format and globalization culture. If you choose US, you must also choose “mm/dd/yyyy”; otherwise, you must select “dd/mm/yyyy” and “Australia/England”. These settings must be consistent so that date format and date validation are consistent when using the date control in your survey forms.



You can also specify *SMTP Settings* here if you have an SMTP Server set up. If you do not have an SMTP server set up or do not have the information at the present time, you can continue to install and use the application, but any attempt at sending emails through the application will fail.

Click *Next* to continue.

- The *Database Server* screen appears. Select the SQL 2005 server to use from the list. If it does not appear in the list, enter it manually. Choose *Server authentication using the Login ID and password below*, and enter your login ID and password. Note that the installer will create the database as **EDCv4 Database** unless you change the name of the *database catalog*. Like virtual directories, you must specify a unique name for your database as well.



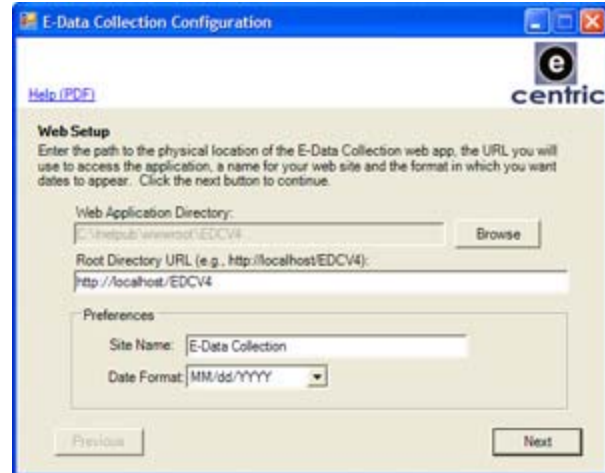
Click *Next* to continue. The installer will attempt to connect to the database you specified. If you receive an error, revise your connection information and try again.

- On the next screen, simply click the *Install* button. (If you want to review or change information you supplied, click the *Back* button.)
- The installation could take a few minutes to complete. Once finished, check *Launch E-Data Collection Survey Engine* and click the *Finish* button to open up the setup diagnostic utility. **Running the *Configuration Utility* is required for successful completion of the installation process!**

## Configuration Utility

If you entered all the correct information in the installation wizard (described above), most of the fields in the configuration utility, will already be filled out for you.

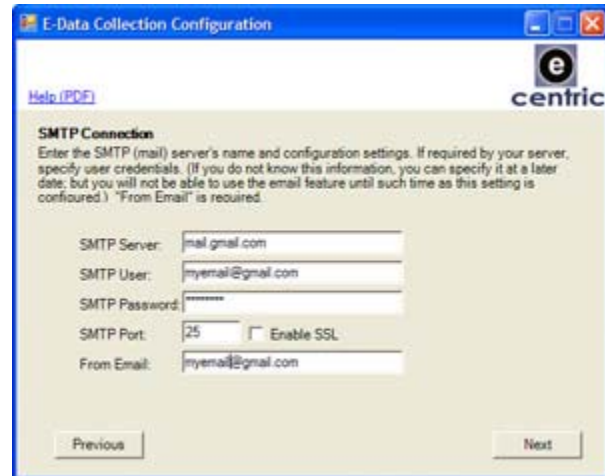
- On the first screen simply verify the application location, local path to the virtual directory, and date and site name preferences you previously entered. You should not need to change either the *Web Application Directory* or *Root Path*, but you might wish to modify your other preferences on this screen.
- Click *Next* to continue to the *Database Connection* settings screen (not shown). Again, this should already be prefilled unless you chose not to install the SQL database.



If you have not yet installed the database, follow the instructions in the *Manual Database Creation* section of this document to create your database, then re-run this configuration utility. The utility can be found in the root directory where you installed your Web application and is named *Setup.exe*.

After reviewing your connection information and confirming that it is correct, click *Next* to continue.

- You will now be presented with the SMTP information you supplied to the installation wizard. Simply verify the SMTP connection information. Here you have two additional options: You can specify a "*From Email*" (i.e., the email address of the sender), and you can choose to *Enable SSL*. Ensure that any and all email addresses specified are valid email addresses.



Click *Next* to continue.

- On the next (and final) screen, simply supply an email address to which will be sent a test email; and click *Test Settings*.

**The following are tested:**

- SQL Server Database
- SMTP Settings
- Web application settings

If any of these fail, you are advised to consult the *Troubleshooting* section of this document, and re-run



this *Configuration utility*.

If, at minimum, the SQL Server database and the Web application are both found and connections could be made to them, you can click *Next* to continue to the Web application, which will automatically perform one final test (see *Test Settings* below).

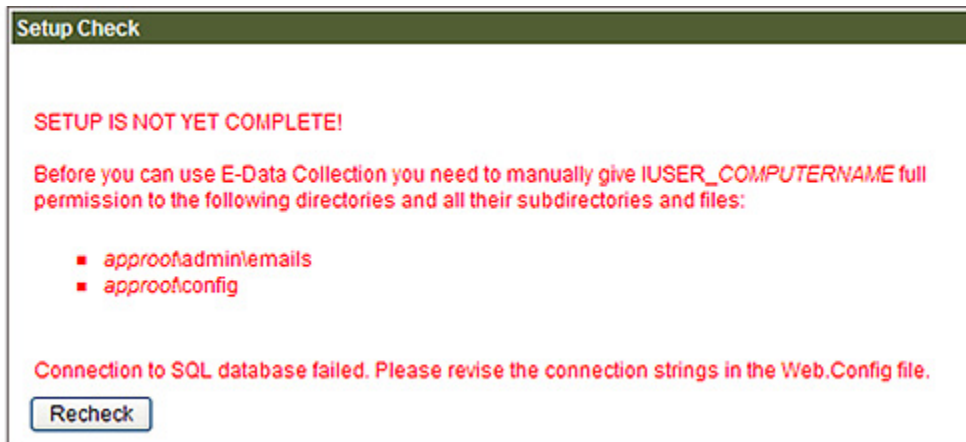
## Test Application Settings

When you complete the configuration check using the *Configuration utility* described above, if the web application opens in a new browser and directs you first to the *Setup Check* page. This tests the applications ability to create, update and delete files and the SQL connection (both of which are essential to the proper functioning of the application).

Alternatively, you can open this page manually at any time, by entering the following URL into the browser address bar: <http://localhost/EDCV4/config/Setup.aspx>. (If you changed the virtual directory, replace “EDCV4” with your customized virtual directory name. All URL’s contained in this document assume you are using the default virtual directory.)

If your configuration is not correct, you will receive error messages indicating what action, if any, needs to be taken before using the system.

The following screenshot displays two errors that may occur:



The errors above indicate that the database connection failed and there was a problem accessing two directories.

If the application cannot access certain directories or files, you will receive a notification identifying the directories or files that need to be given permissions.

When the page loads, the application checks that the IUSR\_YourComputerName has permissions to the directories to which it requires write and delete permissions. If any of the checks fail, you will be notified and you will need to manually give the permissions to the following directories and *all of their subdirectories and files*:

- ~/config
- ~/admin/Emails
- ~/uploads

Give *Full Control* to the IUSR\_YourComputerName account (or the account under which ASP.NET runs on your machine) for each of the above directories by following these steps:

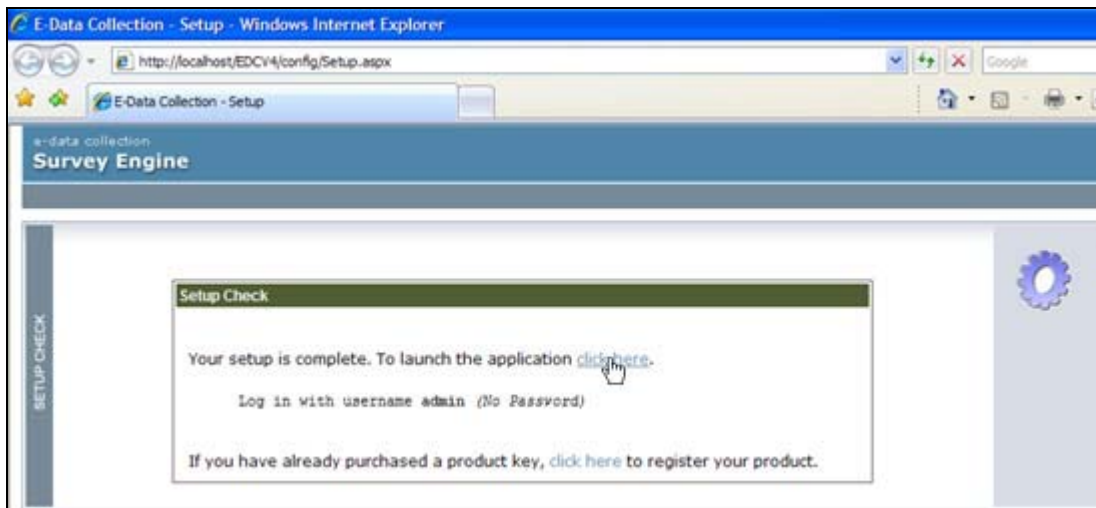
1. In *Windows Explorer*, navigate to the Web application's root directory.
2. Right-click on the directory and select *Sharing and Security...*
3. In the *Properties* dialog, click on the *Security* tab.
4. Click the *Add...* button to open the *Select Users or Groups* Dialog.
5. Click the *Advanced...* button.
6. Click *Find Now*.
7. Select the *IUSR\_YourComputerName* account, and click OK.
8. Click OK again.
9. Back in the *Properties* dialog, select the *Internet Guest Account* and check the *Allow* checkbox for *Full Control*.
10. Click OK to finish.

Once you have added permissions to the appropriate directories, you can refresh the *Application Setup* Web page to re-test the setup.

If the application cannot connect to the SQL database, you will be notified. Please refer to the *Troubleshooting* section of the current document for instructions on manually creating the database and configuring the application to connect to the database.

If you encounter either of the two problems make the recommended changes and then click the *Recheck* button to run the test again.

When you have configured your application correctly, the following page will appear:



Notice that you can click on the link to direct you to the login page.

The username to use to login for the first time is "admin" (without the quotes). Leave the password field blank. Also note that the first time you log in you are required to change your password.

You can optionally navigate to the *Registration* page from the *Setup Check* page.

### **First Time Log In**

After setup is complete, the following URL's can be used to access the survey system:

*Administrative Tool:* <http://localhost/EDCV4/admin/login.aspx>

Survey Index: <http://localhost/EDCv4/pages/index.aspx>

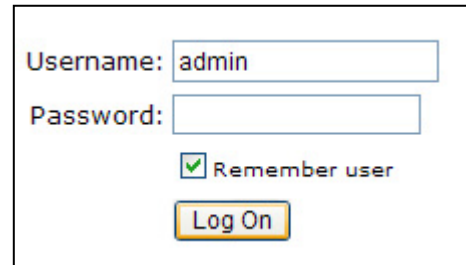
These URLs assume you have not given the application's virtual directory a different name (from "EDCv4") and that you are running the application from the server. Otherwise, change "localhost" to the IP address or domain name of the server running the application, and change "EDCV4" to the virtual directory name you specified during setup. (The URLs provided in this document assume the application is being run on the server, and the application's virtual directory's name is "EDCv4".)

If you have not registered your product, you must first choose whether you want to (1) continue using the demo or basic version (i.e., login), (2) go to the registration page to register the software, or (3) visit [dotnetgoodies.com](http://dotnetgoodies.com) to purchase the full version.

If you have already registered the software, then the options listed above are not displayed, and instead you will be immediately shown the login form when the page loads.

To login to the *Administrative Tool* for the first time, use the default admin account.

**Username: admin**  
[No password]



Username: admin  
Password:  
 Remember user  
Log On

The first time you log on, you will be asked to change your password. By default, the name of this user is "Master Admin". The first thing you will want to do after changing your password is go to the *Manage Users* screen and change the Admin user's name to your own. If you wish, you can also change the username. The *Manage Users* screen is described in the *Manage Users* sub-section under the *Administration* section of this document. Please refer to the *User Guide* to learn how to use the survey engine once logged in.

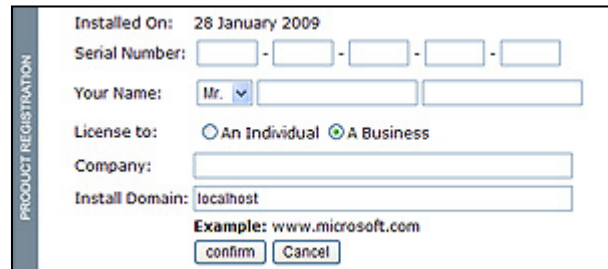
## Registering the Software

When you purchase E-Data Collection, you receive a product key that unlocks all features for you to use and removes the nag screen. Although when purchasing the product you also receive a download link, if you have already installed the evaluation version of E-Data Collection, you will not need to re-download or re-install the application *unless otherwise noted in the email receipt or sales confirmation*. Unless otherwise noted, you can use your current installation. However, you need to register the product through the following page:

<http://localhost/EDCV4/config/register.aspx>

To use the registration form, you must have a connection to the internet to communicate with the Web service and validate your information.

Simply enter all information: Serial Number (sometimes referred to as "Product Key"), your first and last name, company (if the software was purchased for a company, and install domain.



PRODUCT REGISTRATION  
Installed On: 28 January 2009  
Serial Number: [ ] - [ ] - [ ] - [ ] - [ ]  
Your Name: Mr. [ ] [ ]  
License to:  An Individual  A Business  
Company: [ ]  
Install Domain: localhost  
Example: www.microsoft.com  
confirm Cancel

**IMPORTANT:** It is imperative that you enter the exact base URL by which you access the application.

The following are three separate base URL's:

- [dotnetgoodies.com](http://dotnetgoodies.com)
- [surveys.dotnetgoodies.com](http://surveys.dotnetgoodies.com)
- [www.dotnetgoodies.com](http://www.dotnetgoodies.com)

By way of example, if your users will access the application with the URL "<http://surveys.dotnetgoodies.com/EDCV4/index.aspx>", be sure to enter "[surveys.dotnetgoodies.com](http://surveys.dotnetgoodies.com)" into the *Install Domain* field. (This is particularly important when you purchase an URL License as the license key is generated based on the URL you supply here. Other license types might entitle you to use the software for multiple URL's. Refer to your license documentation for more information.

However, regardless of the license you obtain from E-Centric, Inc., you are required to register your product. If you have a license that grants you multiple-URL rights, you should supply the domain name of you or your company's official web site.

If you are unable to connect to the Web service, contact us at [support@dotnetgoodies.com](mailto:support@dotnetgoodies.com) and supply the following information:

- Your Name
- Your Serial Number
- Your Order Number
- Company Name (if applicable)
- The URL to be registered

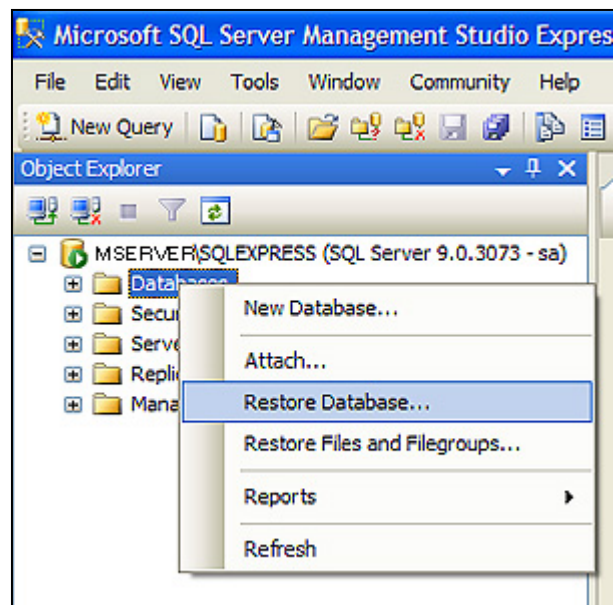
### Manual Database Creation

If, for some reason, you do not want to use the installer to create your database, or if you experience problems with the installation wizard, you can manually create the database by restoring it from backup.

However, prior to performing the following action you must first install the Web Application Files. Once the files have been created, you can navigate to the [Database](#) directory, where you will find the backup file named [EDCV4\\_Database.BAK](#).

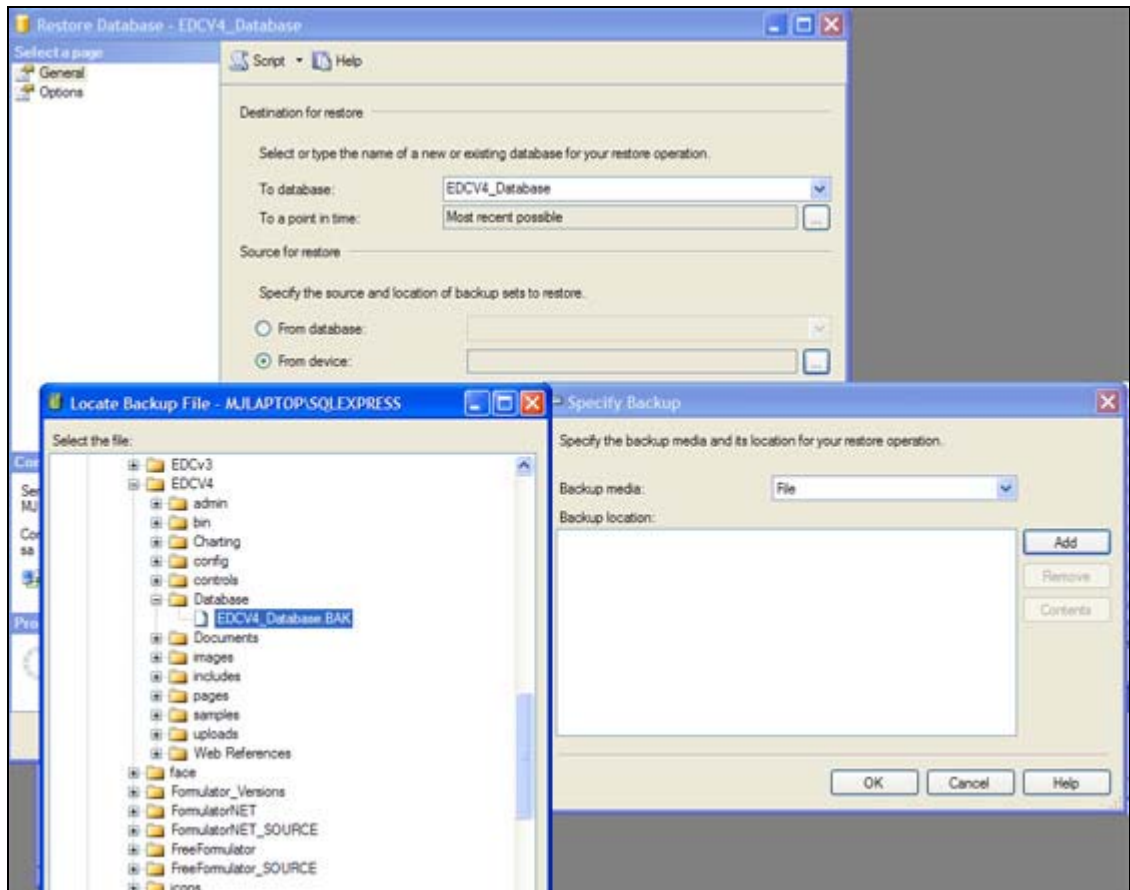
Follow these instructions to create the EDCV4 database from backup:

- Open SQL Server Management Studio and connect to the server.  
  
Expand the server node, right-click on *Databases*, and choose *Restore Database...*  
  
The *Restore Database* dialog will open.
- In the *Destination for Restore* field set, enter a name to give to the new catalog. We recommend naming your new database EDCV4\_Database to be consistent with the installer default.
- In the *Source for Restore* field set, select the *From Device* radio

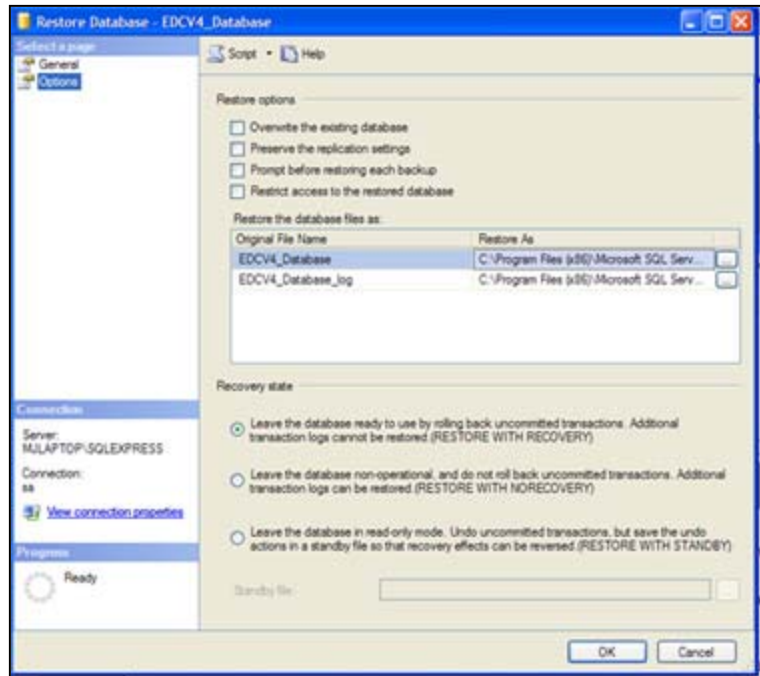


button, then click on the ellipses button (...).

- A new dialog appears titled *Specify Backup*. Click the *Add* button.
- The *Locate Backup File* dialog will open on top of the *Specify Backup* dialog. Navigate to the location of the file. As stated earlier, you will find the backup file in the *Database* directory in your application root directory. If you accepted the defaults when installing the *Web Application Files* using the Installation Wizard, you would likely find this file at the following location: C:\inetpub\wwwroot\EDCV4\Database. The screenshot on the **next page** shows all dialogs opened at this point with the backup file selected.
- Double-click the backup file in the *Locate Backup File* dialog, and click the *OK* button in the *Specify Backup* dialog.
- The *Restore Database* dialog will now display the backup set in the list labeled *Select the backup sets to restore*. Check the box beside the database set named *EDCV4\_Database-Full Database Backup*.



- Select *Options* from the *Select a page* menu on the left side of the dialog. Verify that the paths listed (in the *Restore As* column of the tabular list under *Restore the database files as*) are valid paths. If they aren't valid paths, revise them to point to valid locations.



- Click the *OK* button to restore the database as a new database with the name specified.
- After the restore action completes, run the *Configuration utility* described in an earlier section of this document in order to update the connection strings for the application and to test the connection and other application settings (refer to the section titled *Configuration Utility*).

### Manual Virtual Directory Creation

If the InstallShield Wizard was unable to create the Virtual Directory for you, you must open IIS Manager, and create the virtual directory yourself.

- If you installed the application files to your Default Web Root directory, then you simply need to navigate to that directory in IIS Manager, right-click on it, select *Properties*, and in the *Directory* tab, click the *Create* button under *Application Settings*.
- Otherwise, Right-Click on the *Default Web Site*, select *New...* and *Virtual Directory*. Follow the *Virtual Directory Creation Wizard*.

### Advanced Application Settings

E-Data Collection is highly configurable. The application settings are found, like most ASP.NET web applications, in the `Web.Config` file located in the application's root directory.

To change these application settings, navigate to the application's root directory, and locate and open the `Web.Config` file. (If you have Visual Studio.NET, you can open it with VS.NET; otherwise you can simply open it in `Notepad`.)

The following is a list of configurable settings:

CONNECTION STRINGS (`connectionStrings`):

- `connMaster`: The connection string the server's master database for accessing additional databases on the server that can be used as data-sources for survey answer options.
- `connString`: The connection string to the `EDCV4_Database` database.

#### SMTP SETTINGS (`mailSettings`):

- `network`: Configure your SMTP settings by specifying the `host`, `port`, `userName`, and `password` for your SMTP server

#### APPLICATION SETTINGS (`appSettings`):

- `masterdb`: Although technically a connection string, this one does not specify the database and is therefore actually an application setting. This setting is the connection string for the master database without specifying the database name (i.e., Initial Catalog). The name of the database will be appended to the end of this string. An acceptable value would be in the following format:

```
Data Source=(local)\SQLEXPRESS;Persist Security Info=True;User ID=sa;Password=P@$w*rd;Initial Catalog=
```

(To reiterate: **Do not** add a database name to this string).

- `ApplicationURL`: URL to the application's root directory.
- `ApplicationName`: Used to set the HTML title value for survey pages.
- `DefaultEmail`: Used to prefill the sender field in the email composer.
- `EnableSsl`: Specify whether the `SmtpClient` uses Secure Sockets Layer (SSL) to encrypt the connection. Possible values are `"True"` or `"False"`.
- `DateFormat`: The format in which dates will be formatted. Possible values are `"dd/mm/yyyy"` and `"mm/dd/yyyy"`. The format specified here **must be consistent** with the `globalization culture` setting. If you specify `"mm/dd/yyyy"` as the date format, you must set the `culture` to `"en-US"`. If you specify `"dd/mm/yyyy"` as the date format, you must set the `culture` to `"en-GB"` or another culture that is consistent with the specified format.
- `CalendarPopup`: This allows you to specify whether you want to use the popup dialog calendar as the calendar control, the DHTML calendar control, or if the application should attempt to determine the best calendar to use based on the client's browser. Possible values are `"Auto"`, `"True"` or `"False"`.
- `CalendarDropdown`: The DHTML calendar control can display buttons or dropdownlists for navigating between years and months. If this value is set to `"True"`, dropdownlists will be used. Possible values are `"True"` or `"False"`.
- `QuestionNumberFormat`: Sets the format for displaying survey numbered questions. Use `{0}` in place of the actual number.
- `QuestionBackgroundColor`: Set a alternating background colors to make questions stand out. `QuestionBackgroundColor` is the **initial** background color for questions. (Possible values are hexadecimal codes like `"#FFFFFF"`).
- `AlternatingQuestionBackgroundColor`: Set a alternating background colors to make questions stand out. `AlternatingQuestionBackgroundColor` is the

**alternating** background color for questions. (Possible values are hexadecimal codes like “#F7F7F7”).

- [IndexColumnCount](#): Survey indices lists surveys within different collections. Specify how many columns (one or more) to display them in.
- [DisabledColor](#): Survey elements such as sections and questions are either enabled or disabled. Use this setting to determine the color to display the text of disabled elements in. (Possible values are hexadecimal codes like “#CCCCCC”)
- [ProgressCompleted](#): Set the color for progress indicator **completed** steps. (Possible values are hexadecimal codes *without the pound sign* like “CCCCCC”)
- [ProgressCurrentPage](#): Set the color for progress indicator **current page** step. (Possible values are hexadecimal codes *without the pound sign* like “CCCCCC”)
- [ProgressIncomplete](#): Set the color for progress indicator **incomplete** steps. (Possible values are hexadecimal codes *without the pound sign* like “CCCCCC”)
- [ProgressPercentText](#): Set the text for the percentage completed label displayed for progress indicators.
- [PreviousButtonText](#): Sets the text for the button that navigates **backwards** (i.e., the “Back” button) on multi-page surveys.
- [NextButtonText](#): Sets the text for the button that navigates **forwards** (i.e., the “Next” button) on multi-page surveys.
- [SubmitButtonText](#): Sets the text for the button that **submits** surveys.
- [PageUnavailableRedirect](#): Redirects to the specified page if the requested survey is not available. If not specified, the page simply displays the [PageUnavailableMessage](#). (Acceptable values are fully qualified URL’s, beginning with “http”)
- [IndexTitle](#): Sets the title for the survey index pages.
- [SurveyListHeading](#): Provides the caption preceding the survey dropdownlist for collections with multiple surveys.
- [PageUnavailableMessage](#): Sets the message to display on survey pages that are unavailable.
- [PageUnavailableTitle](#): Sets the title to display on survey pages that are unavailable.
- [ConfirmationMessage](#): Default confirmation message to appear when surveys are submitted, if no other confirmation message is specified for the survey.
- [InstructionsTitleText](#): Appears for all surveys that specify instructional text.
- [AvailableSurveysMessage](#): Sets text that precedes lists of available surveys.

- [ContinueMessage](#): Sets a message to appear after a survey has been submitted, if there are additional surveys within the same group that can be taken.
- [AvailableSurveysConfirmation](#): Sets a message to appear after a survey has been submitted, if there are additional surveys within the same group that can be taken.
- [UserSurveyListsMessage](#): Sets a message to display when a user requests a survey he has already submitted, but other surveys are still available for him to take.
- [LogoutMessage](#): Notifies the user that the user has been logged out of the admin tool.
- [CompletedGroupMessage](#): Notifies the user upon submission of the last survey that he has completed all surveys in a survey collection.
- [UnhandledSubmissionError](#): Sets a message to display when the survey is submitted and encounters an unexpected error.
- [CompletedRequestError](#): Notifies the user that he has already taken all surveys in a requested survey collection.
- [DuplicateRequestError](#): Notifies the user that he has already taken the requested survey that belongs to a collection with only the one survey.
- [DuplicateSubmissionError](#): Notifies the user that he has already taken the requested survey after attempting to resubmit it.
- [InvalidSubmissionError](#): Notifies the user when attempting to submit a survey with invalid data entered or incomplete required fields.
- [MainIndexDesign](#): Default design ID (from the database) for the main index.
- [DepartmentDesign](#): Default design ID (from the database) for department index pages.
- [CollectionDesign](#): Default design ID (from the database) for survey collection index pages.
- [SurveyDesign](#): Default design ID (from the database) for surveys.

## Uninstalling E-Data Collection

To uninstall the software, do the following:

1. Open *Control Panel* (*Start > Settings > Control Panel*)
2. In *Control Panel*, double-click *Add / Remove Programs*
3. Find *E-Data Collection Survey Engine* in the list of installed programs and select it.
4. Click the *Remove* button corresponding to *E-Data Collection Survey Engine*

The process could take several minutes.

Some objects will not have been removed, and you can safely remove them manually:

To remove the database open *SQL Server Management Studio* and connect to the server. Expand the server node as well as the *Databases* node. Select the EDCV4\_Database database and press your keyboard's delete button. Confirm the action when asked for confirmation.

To remove the remaining application files, simply navigate to E-Data Collection's root directory, select it, and press your keyboard's delete button. Confirm the action when asked for confirmation.

If you follow the above steps, E-Data Collection will have been completely removed from your system.

## **TROUBLESHOOTING**

**Symptom:** Running the *Configuration Utility* you receive an error that **SQL Connection could not be established.**

**Resolution:** Click previous until you return to the *Database Connection* screen. Verify that the values are correct. Open *SQL Enterprise Manager* and verify that a database with the name specified in *Database Connection's Database* field exists. If the database is not installed, create it manually by following the instructions under the *Manual Database Creation* section in this document.

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**Symptom:** Running the *Configuration Utility* you receive an error that **Test email could not be sent.**

**Resolution:** Click previous until you return to the *SMTP Connection* screen. Verify that the *SMTP Server* value is correct. Ensure that SMTP is enabled on the server specified. In some cases, this field may be left blank. When left blank, the application will attempt to use the default SMTP server. Verify that the default sender on the *SMTP Connection* screen is a valid email address. Verify that the email address in the "Send test email to" field on the *Diagnostics* screen is also correct.

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**Symptom:** When opening the *Configuration Utility, Setup Check* returns an error that **Web application not found or files are missing.**

**Resolution:** Click previous to return to the *Web Setup* screen. Verify that the directory specified in *Web App Directory* is correct. Open *Windows Explorer*, navigate to the application's root directory and verify that the *Web.Config* file exists. Return to the *Configuration Utility* and verify that the Root Directory URL is correct. Open *IIS Manager* and verify that the Virtual Directory exists. If it does not exist, follow the instructions in the *Manual Virtual Directory Creation* section of this document.

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**Symptom:** When opening the *Test Application Settings* Web page, it returns the following error:

**SETUP IS NOT YET COMPLETE!...Before you can use E-Data Collection you need to manually give IUSER\_COMPUTERNAME full permission to the following directories and all their subdirectories and files.**

**Resolution:** See the *Test Application Settings* section of this document and verify that all the directories listed there give the *IUSR\_YourComputerName* account (or the account under which ASP.NET runs on your machine) appropriate permissions.

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**Symptom:**

(1) When logging in for the first time and trying to view results, the Analyzer or Pie Charts screen shows the error:

**Index was out of range. Must be non-negative and less than the size of the collection.  
Parameter name: index**

(2) Or, when display one of the sample surveys that were installed with the application, you receive the following error:

While loading the requested survey, the following error occurred: Invalid object name 'XXX.dbo.Sample1\_Locations'

(Where "XXX" is the name of your database.)

Cause: When installing the database, you supplied a different database name from the default database name and the names were not updated Answer Sources were not correctly updated.

Resolution: Run a test using the setup.exe Configuration Utility (found in the config directory). If you supply the correct database connection information, an attempt will be made to update the values to the correct database name when a test is performed.

Alternatively, you can log into the application and select Source Manager from the Build tab, and update all the sources to point to the correct database. (Refer to the User Guide for more information on this method.)

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Symptom: After running a test using the Configuration Utility, you receive the following error:

Settings verified but were not saved to Web.config.

Resolution: If you are using Vista, you may encounter the above error. You must run the Configuration Utility as an Administrator to gain access to the Web.config file:

1. Find the Configuration Utility in the application's root directory (~\setup.exe) and **right-click** on it.
  2. Select **Run as Administrator** from the context menu.
  3. Proceed with the configuration steps and run the test again.
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Symptom: When trying to uninstall the application through Add/Remove Programs in the Control Panel, you receive the following error:

This action is only valid for products that are currently installed.

Resolution: Use the installer (EDCV4.exe) to uninstall the program instead of Add/Remove Programs. (Double click the exe file and, when presented with options to Modify, Change or Remove the application, select Remove.)

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Symptom: When sending emails using the Emailer, you receive the following error:

Test Email could not be sent. Error: The SMTP Server requires a secure connection or the client was not authenticated.

Resolution: Verify that the configuration is correct in the Web.config file's `system.net` section. Furthermore if your SMTP server uses Secure Sockets Layer (SSL), ensure that the application setting named `EnableSsl` (in the `appSettings` section of the web.config file) is set to `True`.