



Enterprise Reporting Solution

Argos 6.2 Release Guide

Product version 6.2 Last updated 5/23/2019

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What's New in Argos 6.2?

Evisions is pleased to announce the release of Argos version 6.2, which includes the following changes:

Enhancements:

- Created a new Salesforce Connector option that can bring your Salesforce data into Argos for use in DataBlocks and reports.
- Added a new crosstab report type that allows you to quickly compare two or more data attributes in a compact table format.
- The free type SQL editor now supports using the WITH clause to alias a subquery without requiring scripting to be allowed for the data connection.
- Added a Preview button when configuring HTML-format emails in a schedule.
- The auditing tables in the Data Warehouse and MAPS auditing database now track when DataBlocks are run in the Web Viewer.
- Web Viewer users can now select which fields to include when exporting data from a multi-column list box.
- Interactive dashboard objects are now always keyboard accessible in the Web Viewer without any additional effort during the DataBlock design process.

Resolved Issues:

- List boxes referencing Oracle date fields were throwing an "invalid field size" error when inline variable substitution was enabled.
- Web Viewer users would sometimes see "Error Code: J0" when using the back button or breadcrumbs to return to search results.
- Additional enhancements and resolved issues.

We appreciate the feedback received from all of our users. Our products would not be what they are today without your continued support. If you have any comments or suggestions, please do not hesitate to <u>open a HelpDesk ticket</u> and let us know.

MAPS and Argos Updates

Some of the changes in this release require an update to MAPS as well as to Argos. We recommend upgrading both products to the latest versions concurrently.

Product versions

The latest versions of MAPS and Argos included in this release are:

- Argos mapplet 6.2.0.1852 / Argos client 6.2.0.2240 / Web Viewer 6.2.0.99
- MAPS service 6.2.0.2094 / MAPS Config 6.2.0.1124 / eLauncher 6.2.0.26

Installation

1. Prepare test environment and ensure current backup

We highly recommend installing updates in a test environment before applying them to your production environment. You should make sure that a current backup is available in case of any unforeseen issues. To create a full backup of your MAPS environment, go to the **Server** -> **Backups** screen in MAPS and click **Backup Now**.

2. Check for updates

Click the Check for Updates button in the MAPS Configuration tool to view available updates.

It is possible to apply updates when users are on the system; however, to avoid the possibility of losing unsaved work we recommend applying updates during off hours.

3. Allow update process to complete

When applying updates to the MAPS service you will be temporarily disconnected from the server:

Attempting to reconnect										
Your connection with the server has been lost.										
Attempting to reconnect to the server. If you wish to cancel the reconnection attempt then all open forms will be closed and any pending changes will not be saved.										
Reconnect in 8 seconds										
Status: Waiting to connect										
Connect Now										

The update process may take a few minutes to complete. **Do NOT cancel the reconnection attempt or manually restart the server.** You will automatically be reconnected to the server once the update has been applied.

4. Verify the latest version is installed

To ensure that you are on the most current version, continue clicking the **Check for Updates** button and applying the updates until no new updates are available.

Please Provide Us with Your Feedback!

As always, we welcome any <u>feedback or suggestions</u> you may have. We very much appreciate your thoughts and suggestions, so please keep the great ideas coming!

Crosstab Reports

When creating a report in Argos, you now have the option to choose a crosstab report type. Crosstab reports provide an easy way to relate two or more data attributes in a simple table format.

		Product Sales by Region and Sales Rep											
Dreduct Name	N	ortheas	st	South			Southe		Sou		Crand Total		
Product Name	Mendez	Tinoco	Total	Patterson	Pham	Total	Washington	Total	Alden	Farris	Kline	Total	Grand Total
Microsoft Visio	249	4731	4980	1245	498	1743	2490	2490			45318	45318	55527
Norton Internet Security	280	1440	1720	4080		4080	480	480	120	80	4240	4440	11200
QuickBooks Pro		796	796	13731	398	14129	1791	1791			33631	33631	54526
Samsung T260 HD 25.5" Widescreen LCD Monitor	399	3192	3591	6783		6783	2793	2793	399		1995	2394	28329
Sony NW230 G/B Notebook		26486	26486	2337		2337	2337	2337	3895		142557	146452	184623
Grand Total	5412	218511	223923	431023	12870	443893	157225	157225	24168	10748	1913572	1948488	2964413

The Crosstab Editor allows you to specify which fields from the report query should be displayed as the rows and columns, and which field represents the numerical data to display in the table cells. You can also apply basic formatting to the report, such as headers and footers, colors, font styles, and text.

Creating a Crosstab Report

To create a new crosstab report:

- 1. Ensure the DataBlock contains a report query that returns the desired information from your database.
- 2. Select the DataBlock and then click the New button under Report Writer Actions.
- 3. Give the report a name and description.
- 4. Select Crosstab report as the report type.
- 5. Click the **Create** button to open the Edit Report dialog.

Create a n	ew report or dashboard								
0 78 (70	Create a new Argos report or dashboard for the DataBlock. After selecting Create you will be able to edit the design and other details.								
Name				Charad					
Sales Rep	port								
Descriptio	n			OPrivate					
A crosst	ab report showing product sales by region and	l sales rep.		~ ~					
Type:									
Q	Dashboard	Crosstab re tabulation of between tv	ports, also k or matrix repo o or more va	nown as cross orts, show relationships ariables in a simple table					
csv	Comma delimited report (CSV)	format.							
	Banded report (graphics, text, charts, etc)								
	Extract text report								
	Crosstab report								
		Create	<u>C</u> ancel	Help					

6. Click the **Design** button to open the Crosstab Report Editor.

Designing the Report

The Crosstab Report Editor is where you design the layout of your report.



The **Object toolbar** on the left side of the editor contains three types of objects that you can add to the report:

- Insert Band Add a title band, page header band, or footer band to the report. Title bands appear once at the start of the report.
 Page header bands appear at the top of every page, and footers appear at the bottom of every page.
- Add Text Object Add plain text to a band or other location on the page. If you want to create a title at the top of your report, you would first add the title band, and then add a text object to the title band.
- Draw Crosstab Object Add the actual crosstab object to the report. After selecting the button, click anywhere on the page to add the object. The Crosstab Editor dialog will then open, where you can configure the data to be included in the report.

You can use the various alignment tools to arrange text and crosstab objects in relation to each other, their parent bands, or to the page.



Crosstab Editor

After adding a crosstab object to the report, the Crosstab Editor dialog is where you set up the crosstab report table.

		L ^
Source data Crosstab structure alast_name region_name sale_date product_name sale_amount Product_name A-Z	region_name <table-cell> Subtotal ast_name sale_amount</table-cell>	▼ A-Z ▼ A-Z
Select style sale_amount region_name, last_name product_name [region_name] Grand Total 0 [product_name] 0 Grand Total 0	 Show title Show corner Column header Row header Column grand total Row grand total Row grand total Auto size Border around cells Print down then across Reprint headers on new page Side-by-side cells Join equal cells 	

The **Source data** pane contains a list of all of the available fields from the report query. To design the crosstab table, drag and drop these fields into the **Crosstab structure** area. Fields in the bottom left box will become the table rows, and fields in the upper right box will become the table columns. The lower right box should contain the field that represents the numerical data that you wish to view. In the example above, we are looking at sales totals, with the product names as the rows and the regions and sales rep names as the columns.

- You can use the **preview window** at the bottom to see how your report will look.
- The **Select style** link in the preview pane lets you choose from a predefined list of colors for the table.
- Checkboxes control showing or hiding titles, row/column headers, row/column totals, and let you configure various display options.
- Dropdown arrows next to each row and column field let you specify the sort order.
- If you include more than one field in the rows or columns, you can choose whether you want to show a **subtotal** row/column.
- Dropdown arrows next to numerical data fields let you choose an aggregation method, such as sum, min, max, average, or count. The default is Sum.

After configuring the crosstab data, select **OK** to insert the crosstab object into the report.

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	Arial \checkmark 10 \checkmark	B I <u>U</u> ∣	<u>т</u> <u>А</u> • 🖬 🔉				II II II <u></u>	🔳 🗹 v 🚃 1 🖂	
 ★ ★ ★ ↓ 	Page □ □ □ Page □ □ □ ReportTitle 1 □ □ □ A Text1 □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □		+ 1 + 2 +	3 1 4 1 5	· 6 · 7 ·	8 1 9 1	10 • 11 • 12 •	13 • 14 • 15 • 18	· 17 · 18 · 19
A		-	ReportTitle: Repor	tTitle 1			Produc	t Sales	
		3 - 2 -	sale_amount	region_name [region_name] [last_name] Tota	, last_name Grand Tota	-7 			
		- 4	[product_name] Grand Total	0	0 (
	DBCross1	- 9							
	Properties AddHeight 0 AddWidth 0	- 2							
	Align baNone AllowDuplicates ✓ true ⊞ Anchors [fraLeft,fraTu	-							
	AutoSize V true Border V true	-							

Report Formatting

Notice the structure pane in the upper left now includes an object called DBCross1, which is the crosstab object we just added. Clicking on the object name will select it so that you can move or format it. Double-clicking on the object name or on the crosstab object will open the Crosstab Editor again so you can change settings.

To make the crosstab table easier to read, you may want to rename the column headers so that they are formatted differently or use friendlier names. Double click on any of the row or column headers to edit the text in that cell.

ReportTitle: Report	tTitle1				
			Product Sales	-	
sale_amount	region_name,	last_name	Ar Text		×
product_name	[region_name] [last_name] Total	Grand Total	Text =		
[product_name] Grand Total	0 0	0	=- region_name, last_name		^
					*
			4		>
			ОК	Can	cel

You can change the font for the crosstab object or for individual headers or table cells using the Font toolbar at the top of the screen.



For this report, we want to make the headers bold and larger than the other text. For each header cell we want to change, we will first select the cell. Then, we will make it bold and increase the font size to 12.

			-
DBCross1Corner	1	\sim	- 2 -
Duplicates	dmShow	~	en
∃Fill	(TfrxCustom		-
⊡Font	(TFont)		4
Charset	DEFAULT_CH		
Color	dBlack		-
Name	Arial		. ·
Orientation	0		-
Quality	fqDefault		ω
Size	12		-
⊡Style	[fsBold]		
fsBold	True		
fsItalic	False		-
fsUnderlin	eFalse		00
fsStrikeOu	utFalse		-

The Background and Border toolbar allows you to change the lines and colors used in the report.



For example, you may want to darken the header cells so that they stand out better from the rest of the report.

Formatting and other properties can also be changed via the **Properties** pane in the lower left, which includes more advanced options than can be configured using the toolbars. A full list of <u>object properties</u> and <u>toolbar options</u> is available in the Argos help.

Report Preview

When you are finished configuring the report, you can use the **Preview** button \square on the first toolbar at the top of the screen to see how the report will look when run.

Sales Report																			-	
Close 🔒		🔍 100% 🗸 🔣 📕 ┥ 1 🛛 of	2	H																
1								Pro	duct	Sales	;									1
										Regi	on and	l Sales	Rep							
<u></u>		Desident Name	Midv	vest	N	ortheas	t	North	west	1	South		Southea	ist		Sou	thwest		Cound Total	
2		Product Name	Nelson	Total	Mendez	Tinoco	Total	Tisdale	Total	Patterson	Pham	Total	Washington	Total	Alden	Farris	Kline	Total	Grand Total	
		Acer Desktop PC	1393	1393		4179	4179		0	13134	398	13532	796	796		597		597	20497	
		Asus VW266H 25.5" LCD Monitor	1316	1316	658	4935	5593		0			0	2961	2961			58562	58562	68432	
		Canon CanoScan 8800F Scanner	2587	2587		398	398	398	398			0	3582	3582		796	34427	35223	42188	
		Canon MP980 All-in-one	8806	8806	259		259	1036	1036	19425	259	19684	4662	4662	518		89614	90132	124579	
		Canon Pixma MP250 Photo All-in-one Printer	546	546		273	273		0	6006		6006	1053	1053		39	12636	12675	20553	
		Compaq CQ5300F Desktop PC	558	558	1395	837	2232		0	39339		39339	7812	7812	837		44640	45477	95418	
		Epson GT-2500 Plus Network Ready Scanner	6293	6293		8091	8091		0			0	5394	5394	2697	1798	65627	70122	89900	
		Gateway Desktop PC	1796	1796	898	6286	7184		0			0	6286	6286			152211	152211	167477	
		HP 2509m 25" Diagonal Full HD Widescreen LCD Monitor	9780	9780		9291	9291		0	50367		50367	9291	9291			44499	44499	123228	
	>	HP Deskjet D2660 Printer	49	49	49	1274	1323		0	784	245	1029	98	98	49	98	4214	4361	6860	
age 1 of 2																				1

DataBlock Designers

Salesforce Connector

The Salesforce Connector is a new <u>module</u> that allows you to create a data connection to an existing Salesforce environment. Salesforce data connections can be used to pull data from the Salesforce tables into Argos and other MAPS applications as desired, so you can report against them and use Salesforce data in your queries. Salesforce data connections work just like any other data connection in Argos.

When creating a data connection in MAPS, the initial dialog has been redesigned and MAPS Administrators will now see a new option for Salesforce.



The Salesforce connection type is grayed out if you are not licensed for the Salesforce module. Please <u>contact us</u> if you would like a demo or an evaluation license to try out the Salesforce connector.

Data Connection Configuration

Similar to other data connection types, you enter the database details in the Driver Properties section.

General Driver Properties Query Properties SQL Formatting	Property User Name Password Security Token	Value evisions
User/Group Rules Queuing Rules Scripts Connection Established	 Logging Use Sandbox	Basic False

- User Name/Password The credentials used to log in to Salesforce.
- Security Token The security token generated by Salesforce when you created the account or last changed the password. The token is case sensitive.
- Logging Set the verbosity of the Salesforce log file stored on the MAPS server.
 - Off No log will be generated (default).
 - Basic Logs the query, the number of rows returned, start of execution, time taken, and any errors.
 - Full Also includes cache queries, HTTP headers, request and response body, SSL negotiation, interface commands, and other details that may be helpful in troubleshooting a problem. This mode is not recommended for normal operation since the large amount of data logged may result in slower execution times.

Note: In clustered environments, Salesforce logs are only stored on the server node where the query was executed.

• Use Sandbox - Set this to True in order to use a sandbox (test) Salesforce environment. You will also need to append the sandbox name to the username as described in the Salesforce documentation. For example, if your username is "user" and the sandbox name in Salesforce is "sandbox", the username should be set to "user.sandbox".

You can leave the other data connection properties set to their defaults.

- **SQL Formatting** Leave the SQL Format set to its default of ANSI SQL-92. For information on constructing queries using the Salesforce Connector, refer to the Salesforce Connector Queries page in the MAPS help.
- User/Group Rules As with any data connection, you will need to configure which users and groups should have access to the connection. At this time, the only options supported for Salesforce connectors are "Use connection username and password" and "Not allowed to connect". The other options will not work because there is no way to enter the necessary security token.
- Other options such as query properties, queuing rules, and scripts can be configured as desired.

Click OK to close the data connection configuration dialog. To verify that everything is configured correctly, use the **Test** button at the top of the Data Connections screen to verify that you are able to connect to Salesforce.



Finally, don't forget to authorize the new data connection for use with the MAPS applications (Argos, etc.).



The Salesforce data connection is now ready for use.

Argos 6.2 Release Notes

Argos Mapplet 6.2.0.1852 / Argos Client 6.2.0.2240 / Web Viewer 6.2.0.99 MAPS Service 6.2.0.2094 / MAPS Config 6.2.0.1124 / eLauncher 6.2.0.26

Argos

Enhancements

Area	Description	Issue number
Accessibility	Images and labels turned into hyperlinks via the On Click property are now included in the tab order and are identified as links to screen reader users.	AR- 5334
Accessibility	Removed the Tab Stop property for dashboard objects. Interactive objects (buttons, edit boxes, memo boxes, date boxes, dropdowns, checkboxes, radio buttons, list boxes, and multi-column list boxes) are now always accessible using the keyboard without requiring any additional work from the DataBlock Designer. Labels and images that have On Click events are always keyboard accessible when using the Web Viewer.	AR- 5408
Accessibility	After activating a form via an On Click event, the first item in the tab order on the new form now automatically receives focus.	AR- 5657
Accessibility	Dashboard objects in the Web Viewer now always follow the standard browser tab order of top down, left to right.	AR- 5665
Auditing	The auditing tables in the Data Warehouse and MAPS auditing database now include entries pertaining to users who run Argos DataBlocks in the Web Viewer.	AR- 3451
Queries	The free type SQL editor now supports using the WITH clause to alias a subquery without requiring scripting to be allowed for the data connection.	AR- 2596
Reporting	Added a new crosstab report type that provides an easy way to compare two or more data attributes in a simple table format.	AR- 5484
Reports	Report names can now begin with a period (.) character.	AR- 5901
Scheduling	Added a Preview button to the Edit Email dialog for schedule tasks that shows what HTML-format emails will look like when sent. Additionally, the Test button for the HTML editor has been renamed to Test Expressions to distinguish it from the Preview button, and the text at the top of the editor now correctly indicates whether the email format is HTML or plain text.	AR- 5718
Web Viewer	When exporting a multi-column list box in the Web Viewer to a CSV file, you can now choose which columns to include, rename and reorder the columns, and configure various export options.	AR- 3854

Resolved Issues

Area	Description	lssue number
Accessibility	Firefox Web Viewer users were unable to tab out of a list or multi-column list box placed on top of a panel.	AR- 5663
Charting	For line and point charts with multiple series, x values that did not exist in one or more of the record sets were being plotted below the bottom of the x axis.	AR- 5802
Charting	Multi-series bar charts were displaying labels for negative values where the label would have been if the value were positive.	AR- 5913
Charting	In the Argos client, the y-axis of line and point charts with multiple series was starting at 0 even when there were negative values that should have been shown.	AR- 5914
Clustered	Restarting a mapplet on one cluster node caused users on other nodes to receive an error when attempting any	AR-

Area	Description	lssue number
installations	action until they closed and re-launched the application.	5806
DataBlocks	Multi-column list boxes that referenced date fields would sometimes cause Argos to throw the error "Error while executing 'ListboxName'. Invalid field size" when using an Oracle data connection with the option to perform variable inline substitutions checked.	AR- 4802
Form design	When selecting multiple objects including a standard chart, if the chart was not selected first then Argos would lose the selection.	AR- 5550
Localization	Checkboxes in the OLAP cube Dimension Editor dialog were misaligned with their labels when the Web Viewer language was set to Arabic.	AR- 5886
Localization	Unicode characters used in DataBlock and report notes were incorrectly displaying as question marks.	AR- 5894
Queries	When querying a field with data type "GUID" from a MSSQL database, Argos was not recognizing the field as being a string data type, resulting in an error.	AR- 5455
Security	In Argos 6.x, if an Argos object contained security settings for a user who was later deleted from MAPS, opening the Security dialog for that object resulted in the error "User unknown".	AR- 5900
Visual Designer	When adding a database table in the Visual Designer, Argos was throwing the error "Missing equals sign between attribute and attribute value" if a property name contained a space.	AR- 5796
Web Viewer	In version 6.0 of the Web Viewer, attempting to use Shift-Tab to go to a previous form field did not work unless that field had first been tabbed to (not clicked into).	AR- 5590
Web Viewer	The Help -> About page in the Web Viewer now correctly identifies machines running Windows 10.	AR- 5640
Web Viewer	When using the Web Viewer with Internet Explorer, Edge, or Firefox, pressing Backspace to go back to the Explorer from a dashboard left any open modal dialogs or context menus visible on the screen.	AR- 5642
Web Viewer	In Microsoft Edge, pressing Backspace after tabbing to a form field in the Web Viewer would sometimes cause focus to be in both the current and previous object at the same time.	AR- 5643
Web Viewer	When using the Web Viewer with Internet Explorer, Edge, or Firefox, pressing Backspace to go back to the Explorer after viewing a chart in fullscreen mode would cause an error if the chart was reopened and then closed using the Escape key.	AR- 5644
Web Viewer	Firefox Web Viewer users were unable to Shift-Tab into objects residing within a scroll box if the objects were outside the visible area of the scroll box.	AR- 5658
Web Viewer	When navigating with the keyboard, OLAP cubes were adding four invisible tabs to the focus order.	AR- 5664
Web Viewer	Folders, DataBlocks, and reports with dashes in their names were sorting differently than they did in the Argos client.	AR- 5680
Web Viewer	Pressing Escape in the Web Viewer when focus was inside an open dropdown incorrectly closed the dashboard instead of the dropdown.	AR- 5689
Web Viewer	Circle, ellipse, rounded square, and rounded rectangle shapes that had borders were appearing slightly cut off on the edges in the Web Viewer.	AR- 5719
Web Viewer	In Argos 6.1, the Web Viewer was cutting off form objects located outside the visible area of the dashboard instead of adding scroll bars.	AR- 5720
Web Viewer	The message "Error Code: J0" referencing the method or function "getId" was appearing in the Web Viewer after searching for a DataBlock, launching it, and then using the Back button or selecting a folder in the breadcrumb trail.	AR- 5798
Web Viewer	When a dropdown control was disabled and reenabled in the Web Viewer, the selected value was incorrectly cleared from the dropdown.	AR- 5822

MAPS

Enhancements

Area	Description	Issue number
Auditing	The Auditing Summary screen now allows you to limit the number of records returned at a time, similar to the Auditing Detail screen.	MAPS- 2041
CAS	Added support for the CAS 3.0 protocol (CAS service version 5.3).	MAPS- 1790
Clustered installations	Added the MAPS service version to the Nodes screen for clustered installations.	MAPS- 1990
Clustered installations	The server node dropdown for clustered installations now updates in real time when nodes are added or go offline.	MAPS- 2003
Config	MAPS log files can now be sorted by their creation date in addition to filename and size.	MAPS- 1985
Data connections	Added three custom fields that can be configured as needed for MAPS and LDAP users.	MAPS- 2011
Data connections	Created a new Salesforce Connector option for creating data connections to Salesforce environments.	MAPS- 2202
Email	Test emails sent from MAPS Config now support Unicode characters in the email body.	MAPS- 1808
Email	MAPS now supports connecting to email and FTPS servers with TLS versions 1.1 and 1.2. Previously, only version 1.0 was supported.	MAPS- 1903
User interface	Updated the Edit Data Connection dialog to streamline configuration by selecting the connection type on the first screen.	MAPS- 2111
User interface	Updated the icons used for various types of data connections and renamed "connection pools" to "connection groups".	MAPS- 2147

Resolved Issues

Area	Description	lssue Number
Accessibility	The top and right panes in the MapsDbConfig utility used for clustered installations did not update their background colors when Windows was set to a High Contrast theme, resulting in the text not being visible.	MAPS- 2013
Accessibility	Improved contrast of the left menu in the MAPS Database Configuration Wizard.	MAPS- 2020
CAS	CAS users were being included in the Everyone group even if they were not added to MAPS individually or a member of an LDAP group that was added to MAPS.	MAPS- 2101
Cloud Connector	Cloud Connector data connections were leaving a 1 MB temporary file behind in the local AppData directory each time the data was refreshed.	MAPS- 2004
Clustered installations	After updating a mapplet or the MAPS license in a clustered environment, the update was still appearing in the list of available updates after switching to a different node within the cluster.	MAPS- 1993
Clustered installations	Changing the MAPS database configuration from one PostgreSQL schema to another or from SQLite to PostgreSQL without migrating data from a previous SQLite database was resulting in an error when attempting to access MAPS Config.	MAPS- 2018
Clustered installations	When adding a node to an existing cluster, the database configuration wizard allowed invalid config.json files, which would cause an access violation and prevent the wizard from being rerun.	MAPS- 2019

Area	Description	lssue Number
Clustered installations	In clustered environments, the option to disable users after a certain number of incorrect login attempts was counting login attempts on a per-node basis. This feature now works correctly no matter which node the user tries to log in to.	MAPS- 2059
Config	System messages longer than the width of the screen were being cut off in the MAPS Config application instead of wrapping.	MAPS- 1925
Config	MAPS was retaining one backup fewer than the number of functional backups to keep specified on the Server -> Backups screen.	MAPS- 1958
eLauncher	If the eLauncher was opened in multiple browser tabs, logging in to one tab would also log in on the other tabs, but the other tabs were not associated with a username.	MAPS- 1889
Log files	The error message that appeared in the log file when MAPS was unable to acquire a read lock was showing a variable placeholder instead of the name of the locked resource.	MAPS- 1905
Security	Using the Random button on the Change Password dialog occasionally resulted in an "ERangeError" exception, particularly when MAPS was configured to use more stringent passwords.	MAPS- 2152
User interface	In MAPS and Argos 6.1, various windows that would previously remember their size and location between sessions were no longer restoring these settings. This issue also affected DataBlocks run in the Argos client.	MAPS- 2035

Getting Help

For information on using the software, please refer to the in-product Help, which contains detailed information on all aspects of the product.

If you are having problems with the installation or configuration, you can search our <u>support site</u>, which includes a knowledge base of common issues. If you are unable to find the solution, submit a HelpDesk request with a detailed explanation of the problem you are experiencing.

Please do not hesitate to contact the Evisions HelpDesk if any questions or problems arise. We are here to help you and want to ensure your success.

If you find that areas of this documentation could benefit from additional detail or clarification, please let us know. We are constantly trying to improve the installation process to make it as easy as possible.