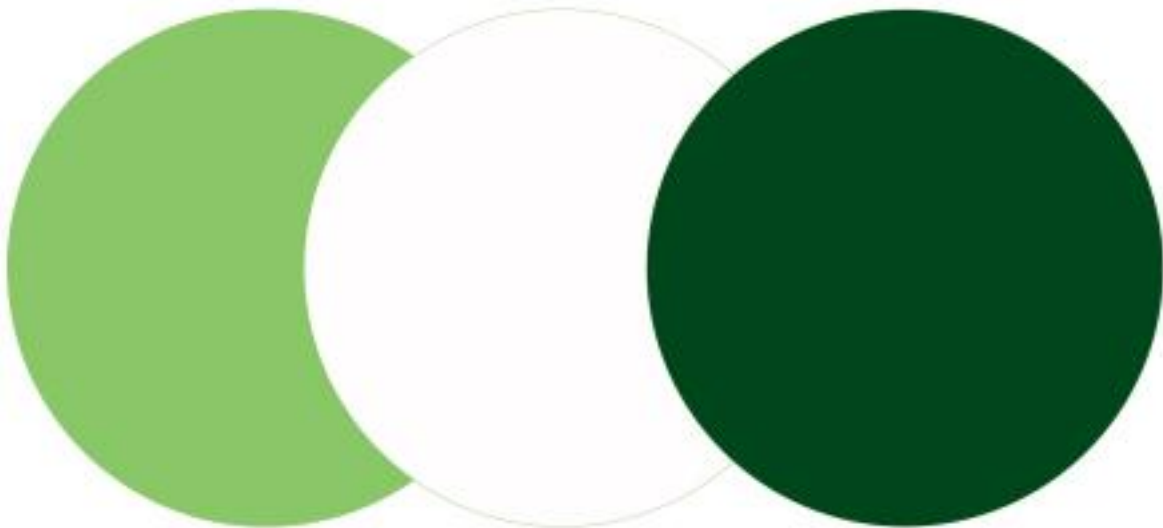


Technical Solutions Guide

Casella Insight



Introduction

This troubleshooting guide is intended to support users with Casella product. For convenience, each step within the flow diagram contains a unique address which allows Casella support personnel to understand what stage a user is at within a process. If assistance is needed please contact **helpdesk.casellameasurement.com** or call **+44 (0)1234 847799** referencing the document number, the flow and the step number.

Casella recommends taking a note of the version of Casella Insight you are using once installed and recommends taking frequent backups of your data to prevent data loss. The flow diagrams in this document are for the latest released version of Casella Insight.

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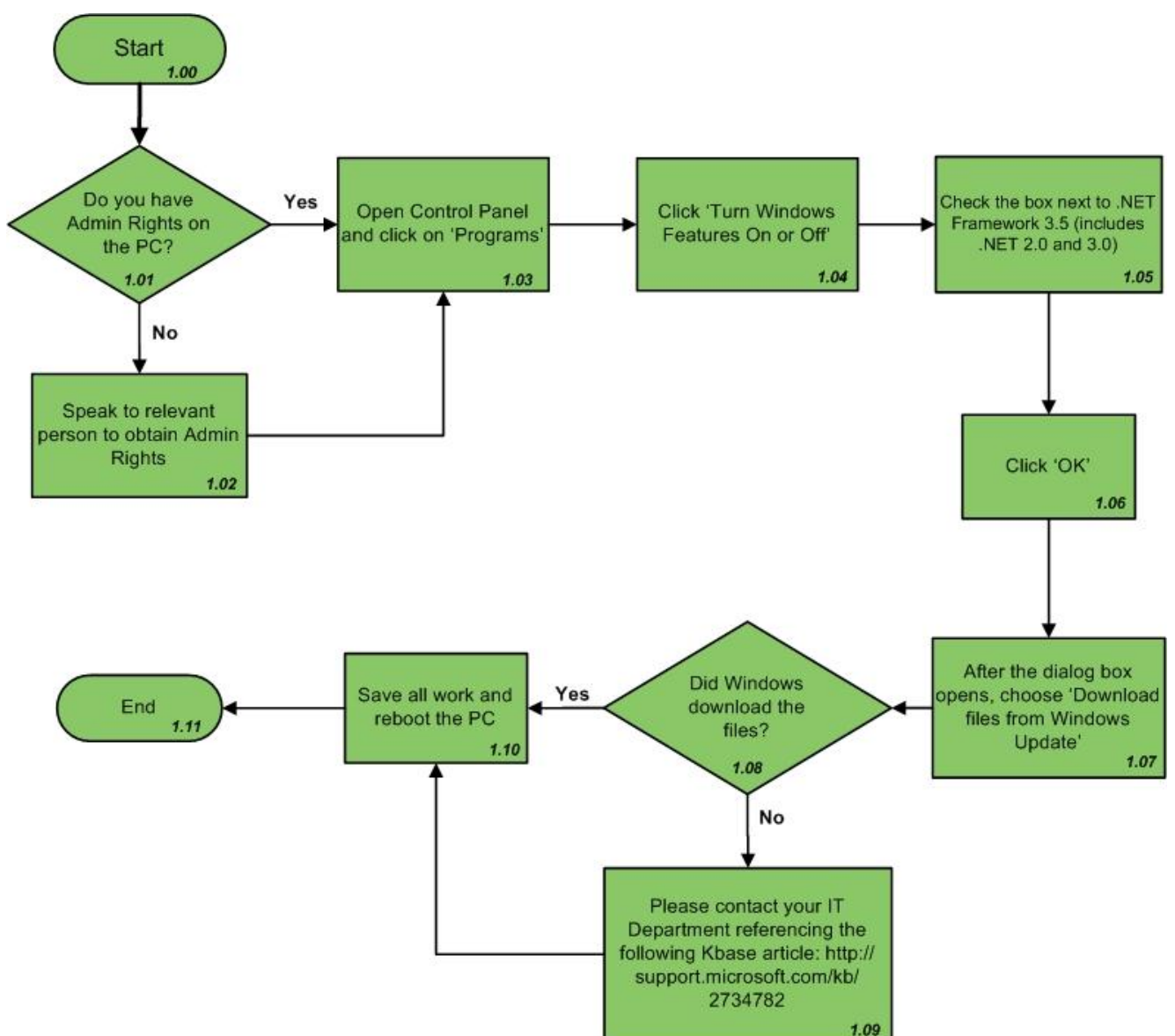
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1. Preparing Windows 8 For Casella Insight Installation

NOTES

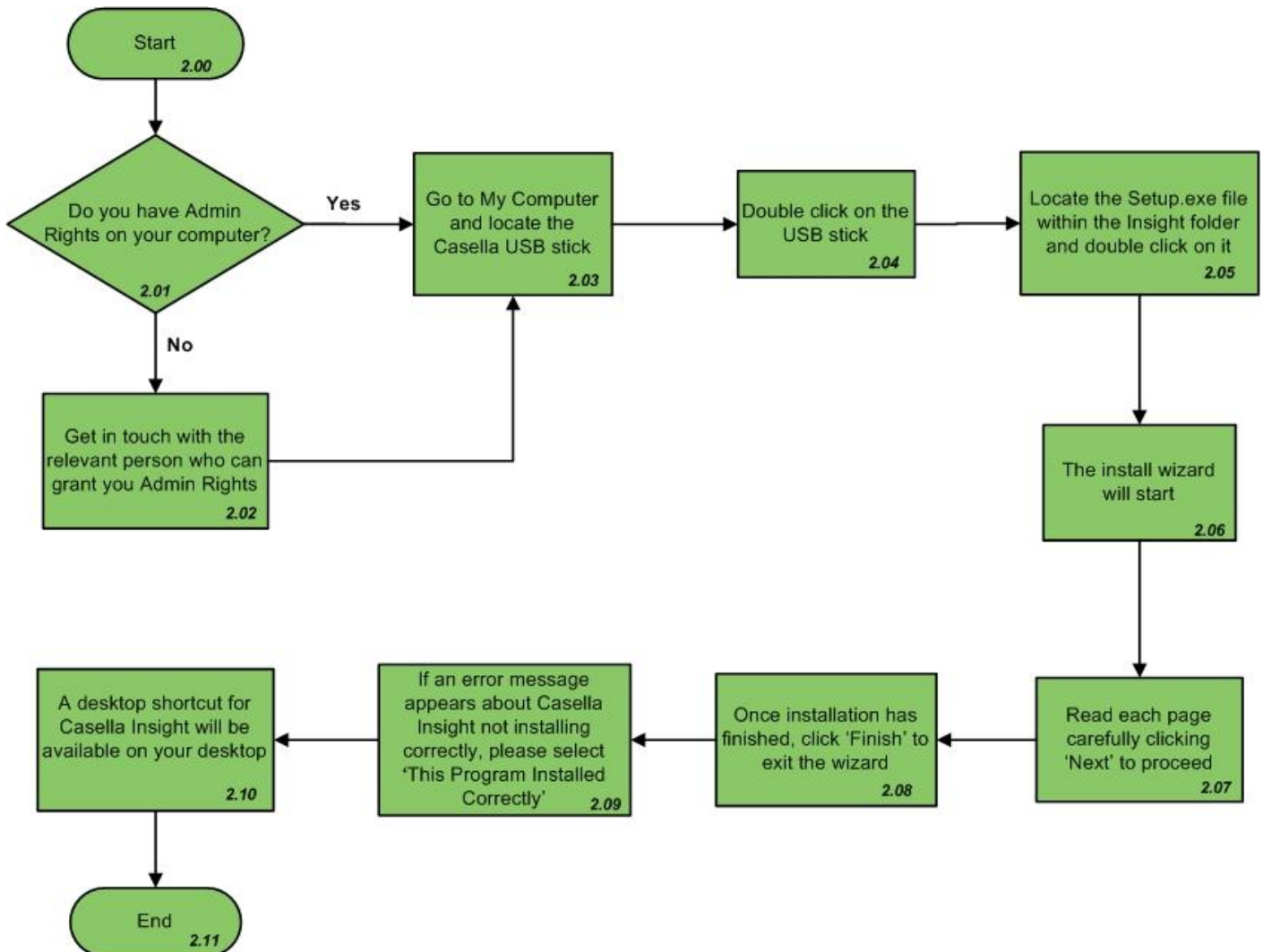
1. You will need to have an active internet connection to complete this process
2. Please make sure you have made your IT Department aware you are undertaking this process



2. Installing Casella Insight from a Casella provided USB Stick

NOTES

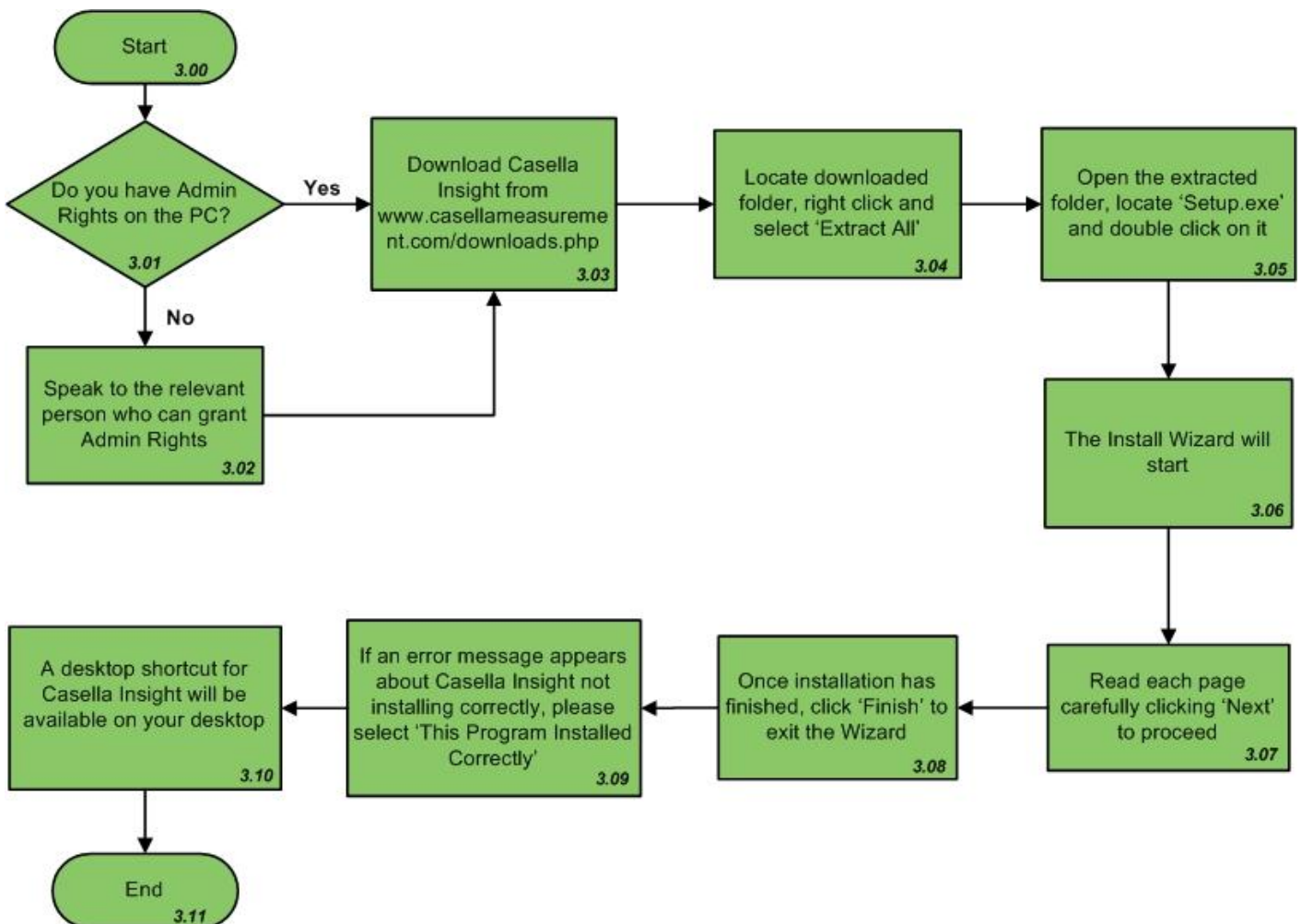
1. PC specification will determine the time taken to complete this process



3. Installing Casella Insight from a Downloaded File from the Internet

NOTES

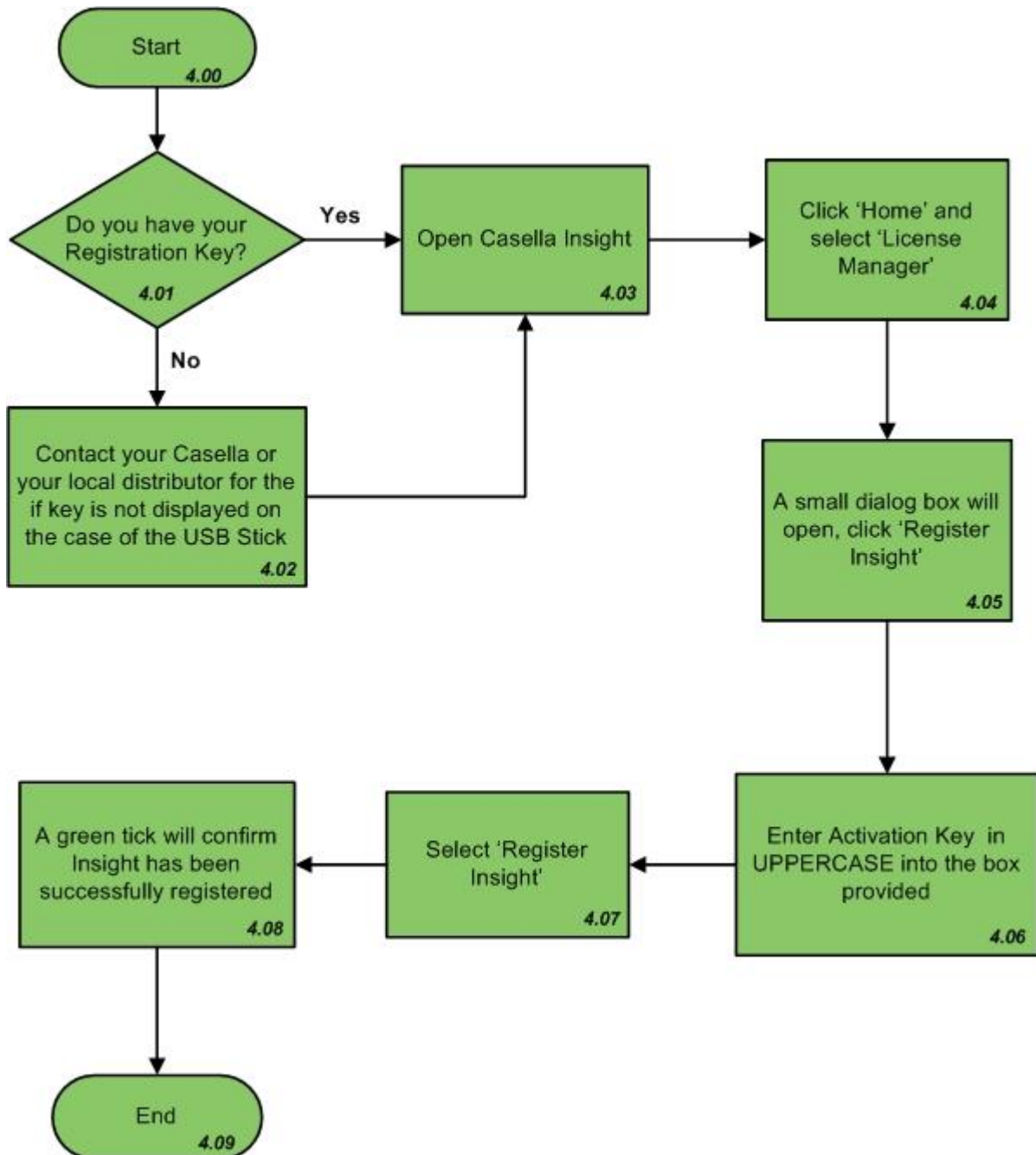
1. Download time will depend on internet connection
2. PC specification will determine the time taken to complete this process



4. Registering Casella Insight

NOTES

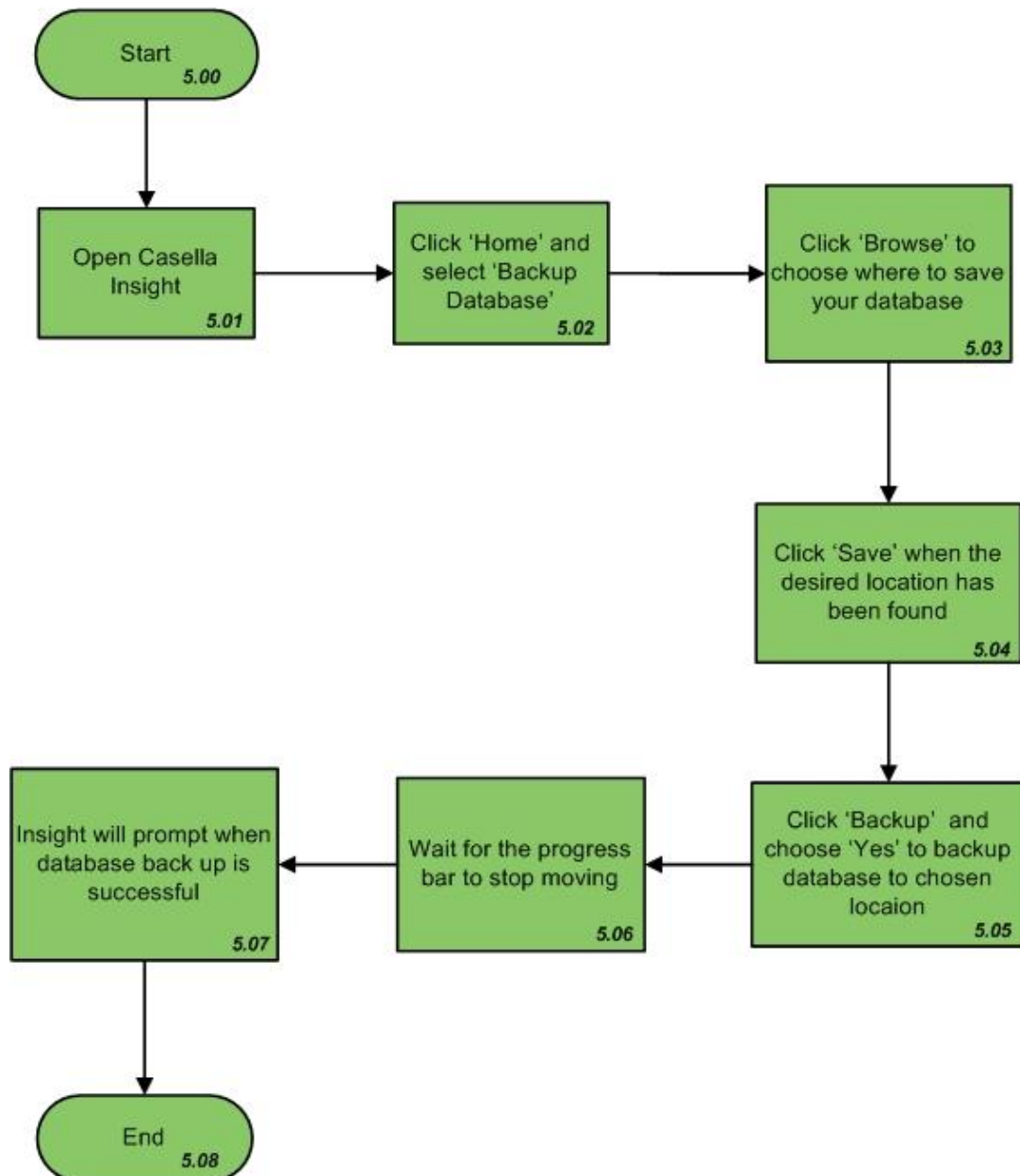
1. After initial install, Casella Insight will work for 90 days. If Casella Insight is not registered after 90 days, it will stop working and will asked to be registered



5. Backing up your Casella Insight Database

NOTES

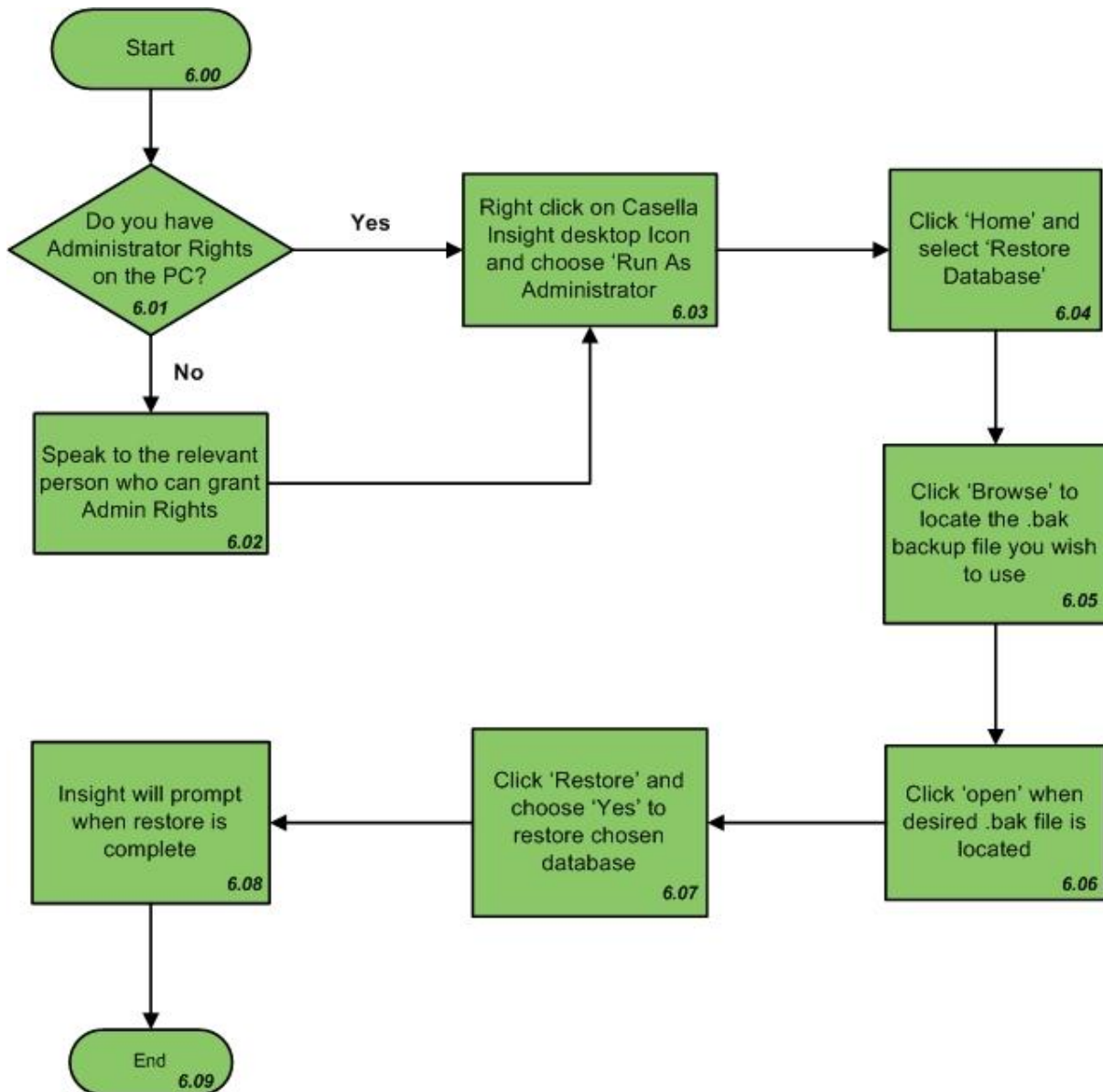
1. Casella recommends taking frequent backups of your database



6. Restoring a Database into Casella Insight

NOTES

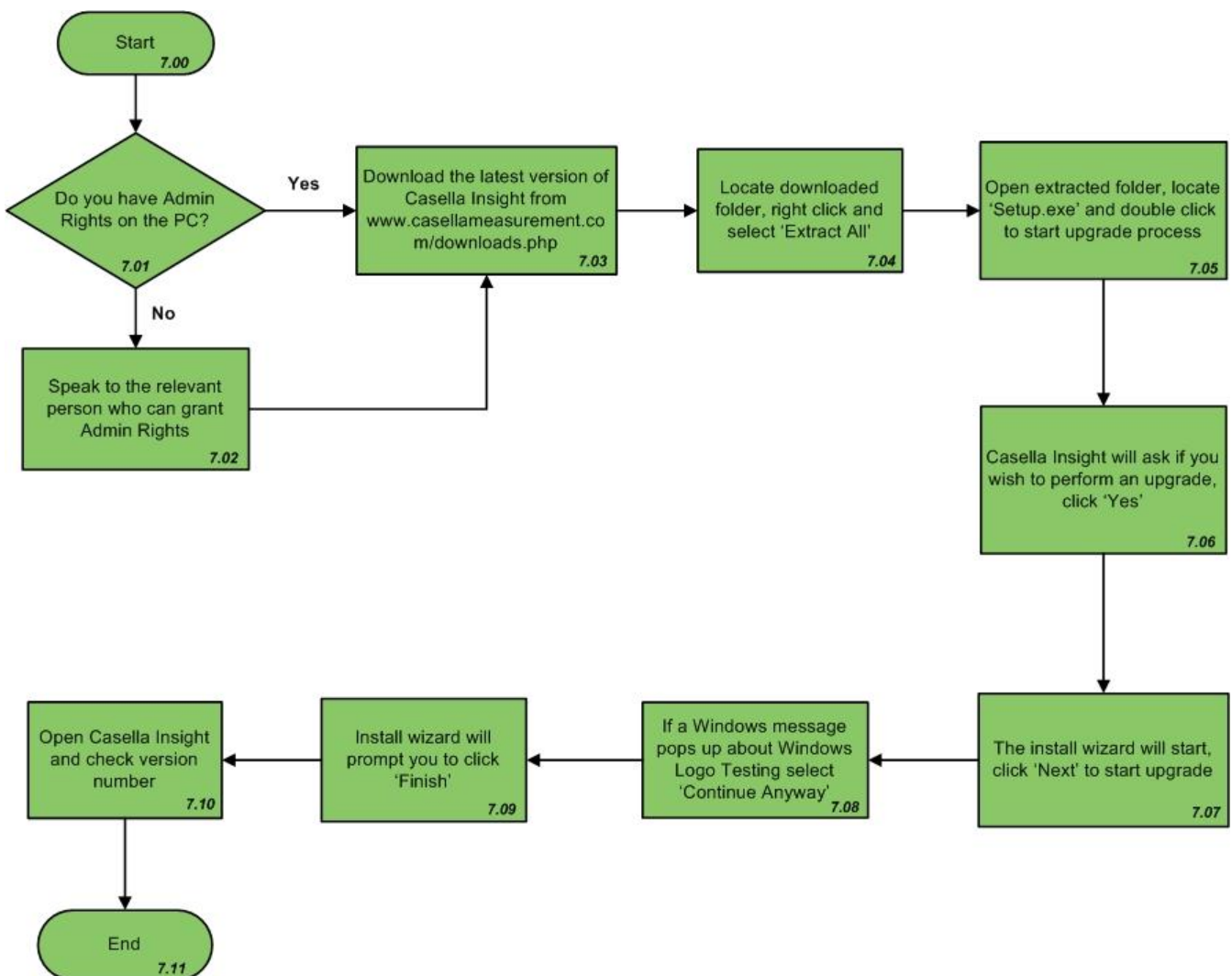
- Any backups taken from an earlier release of Casella Insight cannot be restored into a more recent version



7. Upgrading Casella Insight to a New Version

NOTES

1. Please take note of the version number of Insight you are upgrading from
2. Please back up your database before attempting upgrade
3. PC specification will determine the time to complete this process



List of Error Codes

Error Code	Cause	Resolution	Flow Diagram No.
<i>Access to db.opt is denied</i>	Occurs when a database is restored into Casella Insight without right clicking on the desktop icon and selecting 'Run As Administrator'	Speak to IT Department to grant Administrator Rights or right click on Casella Insight Desktop Icon and choose 'Run As Administrator'	5
<i>An exception has occurred while executing the database command. Unable to connect to any of the specified MySQL hosts</i>	Occurs when a database backed up from an older version of Casella Insight is restored into a newer version of Casella Insight.	Uninstall the new version of Casella Insight and reinstall the version from which the backup was taken. Restore the database into the reinstalled version and then perform an upgrade of Insight	5, 6 and 7

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