



COUNTRY RESPONSE INFORMATION SYSTEM

version 1.0



UNGASS DATA ENTRY SOFTWARE: GLOBAL REPORTING 2008

TROUBLESHOOTING GUIDE

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1. INTRODUCTION

Below is a list of frequently asked questions. Information can also be found in the Setup Notes and User Guide provided on the UNGASS CD-ROM.

For answers to any other questions or additional help, please email us at ungassindicators@unaid.org.

2. INSTALLING THE SOFTWARE AND TECHNICAL ISSUES

What are the minimum requirements for installation?

Verify that your computer system meets these requirements:

- Microsoft XP Professional Service Pack 2
- Pentium III 1 GHz or faster processor
- Approximately 600 MB of available disk space for a full install
- At least 1 GB of RAM
- Microsoft Internet Explorer 6, Mozilla Firefox 1.4 or higher versions as this is a Web application
- Microsoft Office 2000, XP or 2003 to open and save reports
- Adobe Acrobat Reader 5 or higher versions to open and save reports

The following software components are also required:

- Microsoft .NET Framework
- Internet Information Services (IIS)
- Microsoft SQL Server

If the operating system is XP Professional SP2 and the software components are not already present, then they are installed for you.

Why does the UNGASS Data Entry Software not install on my computer system?

If you are trying to install the software from the CD-ROM and one or more of the following problems occur, work through the suggestions below:

Nothing happens.

If the CD-ROM does not start automatically, then use Windows Explorer to locate and double-click the CD-ROM drive named UNGASS CRIS Data. Choose **Install UNGASS CRIS 2008** in the main menu. Alternatively, use Windows Explorer to locate the UNGASS CD-ROM. Right-click and choose **Explore**. In the UNGASS CRIS Data (Drive:) window, double-click the Setup file.

The Setup Wizard stalls out. Or you received a message related to setup failure.

- 1 Remove any installed software and reinstall. To uninstall use Windows Explorer to locate C:\Program Files\UNAIDS\CRIS UNGASS 08\Uninstall\ and double-click Setup. Alternatively, choose **Programs > UNAIDS > CRIS UNGASS 08 > Uninstall** in the Start menu. Follow the on-screen instructions. Restart your computer. Insert the CD-ROM and try the installation again.
- 2 If Microsoft SQL Server 7.0 or 2000 was installed on your computer prior to the installation of UNGASS, then verify that the Security (Authentication) Mode is set to Mixed. Choose **Programs > Microsoft SQL Server > SQL Enterprise Manager** in the Start menu. Select the correct server. Go to **Tools > SQL Server Configuration Properties**. In the SQL Server Properties (Configure) window, under the Security tab, set the **Authentication** to SQL Server and Windows. Click **OK**. Exit SQL Server. Try to install UNGASS from the CD-ROM again.
- 3 Attempt to install on a different computer that also meets the system requirements.
- 4 Contact UNAIDS by sending an email to ungassindicators@unaids.org. You will receive a LogGrabber tool to be used to collect all of the logs from your system to assist us in technical troubleshooting. Download the tool, run it and then follow the on-screen instructions.

You received a message related to a missing necessary file such as xxx.dll.

If a needed DLL (dynamic link library) file is missing or inaccessible, an error occurs that prevents the installation from completing successfully. Most DLLs are provided by Microsoft with the Windows operating system and therefore can be restored to your hard disk from the Windows installation disk. Contact your system administrator or helpdesk for assistance.

You received a message related to IIS installation failure while installing on a dual drive computer system.

When IIS appears to be the source of errors, verify the file paths of the RemoveIISConfig.txt and IISConfig.txt. For example,

```
C:\Documents and Settings\user name\Local Settings\Temp\is-U8RQJ.tmp\RemoveIISConfig.txt
C:\Documents and Settings\user name\Local Settings\Temp\is-U8RQJ.tmp\IISConfig.txt
```

You can then use the Sysocmgr.exe tool in a command prompt to start the installation of the IIS component. Copy and paste the following commands (using the correct file path) into the Run window:

```
sysocmgr /i:sysoc.inf /u:"C:\Documents and Settings\user name\Local Settings\Temp\is-U8RQJ.tmp\RemoveIISConfig.txt" /r
sysocmgr.exe /i:sysoc.inf /u:"C:\Documents and Settings\user name\Local Settings\Temp\is-U8RQJ.tmp\IISConfig.txt" /r
```

Try to install UNGASS from the CD-ROM again.

You received a message related to MSDE installation failure.

If Microsoft SQL Server 7.0 or 2000 was installed on your computer prior to the installation of UNGASS, then verify that the Security (Authentication) Mode is set to Mixed. Choose **Programs > Microsoft SQL Server > SQL Enterprise Manager** in the Start menu. Select the correct server. Go to **Tools > SQL Server Configuration Properties**. In the SQL Server Properties (Configure) window, under the Security tab, set the **Authentication** to SQL Server and Windows. Click **OK**. Exit SQL Server. Try to install UNGASS from the CD-ROM again.

Can I install on my computer running Windows 2000 Professional, Vista, 95, 98, Millenium, or XP Home?

These operating systems are not supported by the UNGASS Data Entry Software.

Can I install on my computer running Windows 2003 Server?

If the required software components (IIS and SQL Server) are already installed, then this operating system is supported. Otherwise the Setup Wizard will fail.

Why did the Website Connection fail during the Health Check?

Verify that your Internet browser and connection are stable. For example, open a well-known website such as <http://www.unaids.org/>. Ask your network administrator or helpdesk for assistance.

If your computer is part of a Local Area Network (LAN) using a proxy server, check your browser settings. In Internet Explorer, go to **Tools > Internet Options**. Under the Connections tab, choose **LAN Settings**. In the Local Area Network (LAN) Settings window, **Bypass proxy server for local addresses** should be selected (i.e. checked). Click **OK**. Close the Internet Options window.

Why did the Database Connection fail during the Health Check?

The configuration file (web.config) is in ASCII format. If your computer has an invalid (non-ASCII) name, then the connection will not be established. Try this workaround:

- 1 Using Windows Explorer, locate the web.config file in C:\Program Files\UNAIDS\CRIS UNGASS 08\CrisWebsite.
- 2 Go to **Start > Programs > Accessories > Notepad** and open the web.config file.
- 3 Choose **File > Save As**. In the Save As window, change the **Encoding** from ANSI to Unicode.
- 4 Click **Save**. Exit Notepad.
- 5 Double-click the UNGASS desktop shortcut to start the software.

Can I restore the database while using the software?

You must logout of the software before using the CRIS Database Management Tool.

Can I restore a backup of the database to another computer?

The CRIS Database Management Tool is not suitable for this advanced task. However, it can be accomplished using Microsoft SQL Server (2000) Enterprise Manager or SQL Server (2005) Management Studio, as appropriate.

Why do I keep losing my website or database connections?

Any instability in the software may be caused by heavy use or long periods of inactivity. The best way to avoid data loss is to save your work frequently. Click the Save button at the top of each page regularly even if data entry is not yet completed (e.g. when only a few data fields on a given screen have been partially filled).

Why am I logged out without warning?

Your computer may not have enough memory. There may be too many tasks running simultaneously. Close all unnecessary programs. If all else fails, then restart your computer.

Why are the Troubleshooting Logs not recording errors?

The cache and cookies stored in your computer may be interfering. In Internet Explorer, go to **Tools > Internet Options**. In the Internet Options window, under the General tab, there is a section related to your browsing history. Click the Delete button. In the Delete Browsing History window, click **Delete Files** to remove the temporary internet files. Follow any on-screen instructions. Next click **Delete Cookies**. When done, close the pop-up windows. In Firefox, use the Clear Private Data tool (under the Tools menu) to clean up your Web browsing data.

3. ENTERING DATA

Should I be using the browser's Back button to navigate?

The best way to get around in the UNGASS Data Entry Software is to use the navigation tools expressly provided. For example, there is a Back icon in the toolbar at the top of each indicator page to go to the last page visited. Or choose from the menus, click on links in the dashboard or breadcrumb, etc. Relying on the tools in Microsoft Internet Explorer or Mozilla Firefox to navigate from page to page may cause the software to become unstable.

Why do I keep getting error messages while navigating?

Double-clicking or clicking repeatedly on a given link may generate errors. Try clicking just once on a link. You may have to wait patiently for the expected result to load.

Can I use Firefox as my browser?

Yes. UNGASS is a Web application developed for Mozilla Firefox 1.4, Internet Explorer 6, or higher versions. Two minor issues associated with Firefox are known to be:

- An inability to deselect values that were previously saved. The only way to resolve this problem is to switch to Internet Explorer.
- A failure to save the data when fields are left empty. To get around this, navigate to the page again and complete all required fields before saving.

Can multiple people enter the data on different computers for the same country?

The UNGASS Data Entry Software: Global Reporting 2008 was purposely designed to allow data entry for a given country on a single computer system. There is currently no direct solution to this type of scenario. If you prefer to use Microsoft Excel to enter your data, you can email us at ungassindicators@unaids.org to obtain the report files.

Why does the requested data differ in the software from the Guidelines on Construction of Core Indicators?

There may be a few slight variations in the software from the original data entry forms found in the Guidelines on Construction of Core Indicators. For example, two additional questions (Part A, Section II, 2.3 and Part B, Section IV, 3.3) are now included in the NCPI Questionnaire. As a rule, the software contains the most up-to-date versions of the data entry forms. It is strongly encouraged to include Comments to explain your work (i.e. the data collection process, additional data, missing data, etc).

Can I enter data for a given indicator in addition to the fields requested (i.e. new categories or years)?

All of your data is highly valued. You have two options for entering additional data:

- Use the Comments box on the Indicator page.
- Create a Microsoft Excel spreadsheet (or modify an existing report form available from ungassindicators@unaids.org) and attach this file to the final email sent to UNAIDS along with the data exported from UNGASS and the Country Progress Report. Be sure to provide a clear explanation for the attached file.

Why is Indicator 1 slow?

AIDS Spending (Indicator 1) is data intensive. In order to increase your efficiency, try the following approach:

- 1 Go to the Configure AIDS Spending page and select one category and one financial source. Click **Save**.
- 2 Click **Enter Data**.
- 3 On the AIDS Spending page, click **Edit**. Enter the data accordingly. Report all spending in the local currency. Click **Save**.
- 4 Click **Enter Indicator Values**.
- 5 On the AIDS Spending Indicator Values page, click **Edit**. Every cell must be filled. Click **Save**.
- 6 Now go back to the Configure AIDS Spending page and select the next category and/or financial source. Click **Save**.
- 7 Repeat these steps until all data are entered.

Why is the Name of Local Currency in Indicator 1 blank after I saved?

On the AIDS Spending page, you probably selected **Other**: for the local currency and manually typed in a name. When all the required fields were filled, you clicked the Save icon in the toolbar. Your data was saved correctly in the database. However, you must now choose the currency you created in the drop-down list and click **Save** again for the text to appear on the screen.

Why does the automatic calculation fail in Indicator 1?

Enter all your numeric data first. Click **Save**. Then use the Calculation Tool to input the special values (i.e. Not Applicable, No Data Available or 0 Expenditure). Click **Save**. Finally, automatically calculate the sub-total or total with the Calculation Tool.

4. USING REPORTS

Why am I not able to view reports?

In order to open and save reports, Adobe Acrobat Reader 5 or higher versions (for PDF files) and Microsoft Office 2000, XP or 2003 (for Word and Excel files) must be installed on your computer. Please note that Adobe Acrobat Reader 8 can be installed from the CD-ROM. Simply click the link on the User Guides screen. Alternatively, the English, French, Spanish and Russian versions are always available in Additional Installs (right-click on the CD-ROM drive named UNGASS CRIS Data in Windows Explorer and then choose Explore to locate this folder).

Why is my report not printing correctly?

The reports were designed with a straightforward format to print on both Letter and A4 size paper. However, you can always adapt certain settings to get the best result. Open the report in Adobe (or Microsoft Word or Excel, correspondingly) and use Print or Print (Page) Setup in the File menu to make the adjustments.

How do I print only one section of the NCPI report?

In the Reports menu, choose **NCPI > Draft Version** or **NCPI > Final Version**. In the File Download window, click **Open** to view the PDF file in Adobe. Then use the Print button in Adobe to make a printout. In the Print window, select the page(s) desired by setting the Print Range. Click **OK**.

Why does the name of my country not appear in the report?

If you selected one of the 192 UN members in the Country drop-down list, then the name will appear at the top of a report. However, if you typed in the name manually, then the country will not appear at the top of a report.

Why are my comments not appearing in the report?

If you entered a comment for a blank cell (i.e. no data is available or not applicable) on an Indicator Values page, then the comment is saved in the database. An empty indicator value is not displayed in a report and therefore neither is the comment attached to it. The comment will appear correctly in the exported report that is sent to UNAIDS.

Why does the Summary Report state "No Data Available%?"

This occurs when Indicator Relevance is subsequently changed to "Not Relevant" or "No Data Available" after data was already entered. Only the display of the Summary Report is affected and not the exported data.

5. SENDING DATA TO UNAIDS

Why did Export fail?

You should not encounter any problems if you selected one of the 192 UN members in the Country drop-down list or if the name you typed in manually contains only letters of the alphabet. Verify that no invalid characters were input in the country's name.

Why did Export All Countries fail?

You should not encounter any problems if you selected from the 192 UN members in the Country drop-down list. If the name of one or more of the countries was input manually, then you will need to export each country separately.

