
CyberCalc.com

System Installation and Configuration Guide



CYBERCALC.COM
3511 N. HALL STREET • SUITE 103 • DALLAS • TEXAS • 75219
214.521.6256 • FAX 214.521-6136
WWW.CYBERCALC.COM

Table of Contents

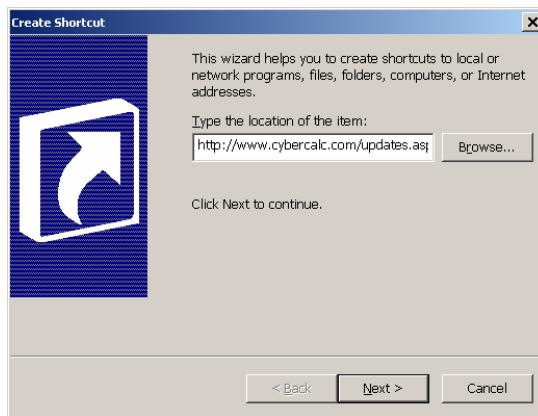
<u>GENERAL INSTRUCTIONS</u>	1
<u>ACTIVATE YOUR PROGRAM</u>	2
<u>RUNNING LATEST PROGRAM / DATABASE UPDATE</u>	3
WHAT IS INVOLVED IN UPDATING MY PROGRAM?	3
STEP 1: GETTING TO THE UPDATE PAGE	3
STEP 2: DOWNLOADING THE UPDATE	4
STEP 3: "UNZIPPING" THE UPDATE FILES	4
STEP 4: RUNNING THE UPDATE	5
SIMPLE DOWNLOAD INSTRUCTIONS	5
<u>CONFIGURE SYSTEM AND SET DATABASE DEFAULTS</u>	6
SYSTEM SETTINGS	6
DEALER INFORMATION	7
LENDER PREFERENCES	7
<u>INSTALLING AND CONFIGURING PRINTERS</u>	7
PRINTER NAMES AND PAPER SIZES	7
GENERAL PRINTER NOTES	8
Dot-Matrix Printers	8
Laser Printers	8
INSTALLING PRINTERS IN WINDOWS 98	8
CyberCalc_LongContracts	8
CyberCalc_StandardForms	9
CC_Laser	9
INSTALLING PRINTERS IN WINDOWS ME, 2000 AND XP	9
Server Properties – Custom Paper Sizes	9
Add Printers – CyberCalc_LongContracts	10
Add Printers – CyberCalc_StandardForms	10
Add Printers – CC_Laser	11
SPECIAL PRINTER NOTES	11
ADP Dot-Matrix Printers	11
OkiData Microline Printers	11
<u>COMMON ERRORS AND KNOWN ISSUES</u>	12
DLL CONFLICTS DURING INSTALLATION	12
NO PROGRAM ASSOCIATED WITH THIS FILE TYPE	12
“CONVERT/OPEN DATABASE” ERROR	12

Program Installation

General Instructions

You can install CyberCalc from an installation CD or directly from the company website at www.cybercalc.com/remoteinstall. Installation follows typical Microsoft Windows standards but the program **must** be installed to the c:\ais\ directory.

After installation is complete, you should notice several new shortcuts on the desktop.
NOTE: On certain systems, the “Download CyberCalc Update” may not work. If that is the case, create a new shortcut on the desktop entitled **Download CyberCalc Update**. The command line for the shortcut should read: <http://www.cybercalc.com/updates.asp> as indicated below:



Make sure to delete the non-functioning icon, and test the new one.

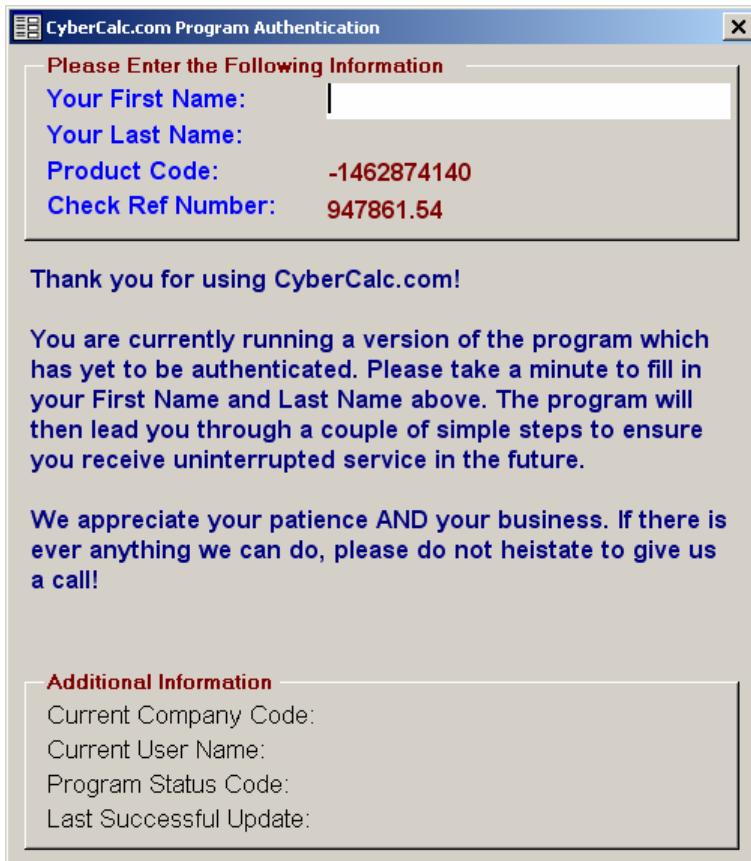
After general installation is complete, you will need to perform the following steps **in order** to ensure the program is ready to use:

1. Authenticate Program
2. Run Latest Program / Database Update
3. Configure System and Set Database Defaults

Program Authentication

Activate Your Program

Each installation of CyberCalc must be authenticated via an authorized CyberCalc representative. To initiate Authentication, open the program and follow the directions on the Authentication screen. It will only take a few minutes and a CyberCalc customer service representative will assist throughout the process.



• Figure 1 CyberCalc Authentication Screen

Program Updates

Running Latest Program / Database Update

Because CyberCalc makes heavy use of constantly changing residual and rate data, it is imperative to always use the program's most current version.

At the end of each month, and as necessary throughout the month, you will receive an electronic message indicating a program update is available on the CyberCalc.com website. These updates are important as they contain the latest Rates and Residuals as well as any current program updates. These may include changes to Advance Policies, Credit Tiers, Forms, or any other items necessary to fund your deals.

WHAT IS INVOLVED IN UPDATING MY PROGRAM?

Updating your CyberCalc.com program is similar to updating many other programs on the web. It involves the following basic steps which are explained in further detail below:

- Step 1 Open your Web Browser and go to the web page specified in your fax or email. This will typically be: www.cybercalc.com/updates.asp.
- Step 2 Download the update file to your computer.
- Step 3 Unzip the file.
- Step 4 Run the Update.

If you are NOT familiar with downloading and copying files, follow the steps below. If you are, proceed directly to **Simple Download Instructions**.

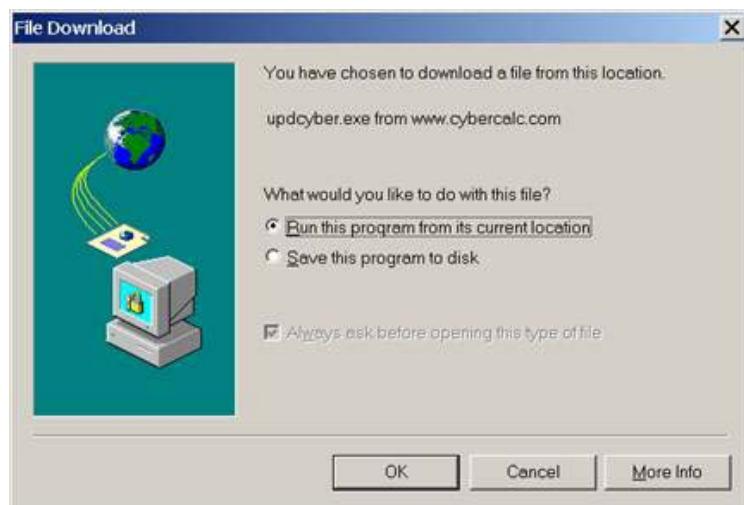
STEP 1: GETTING TO THE UPDATE PAGE

- When you receive notification, open your web browser (Internet Explorer, Netscape Navigator etc.)
- If your home page is NOT the CyberCalc.com Update page, enter the web address specified in your fax or email. If it is, proceed to the next step.

- You should see the CyberCalc.com Update Page. Please read the information at the top of the page to ensure it is the correct file. If you do not see the update page, go back to the previous step and try again
- Next, click on [Download Now](#) to begin downloading the update

STEP 2: DOWNLOADING THE UPDATE

- A box similar to the following box should appear:



• Figure 2 (Select "Run this program from its current location")

- Select "Run this program from its current location," Click OK and the file will begin to download.

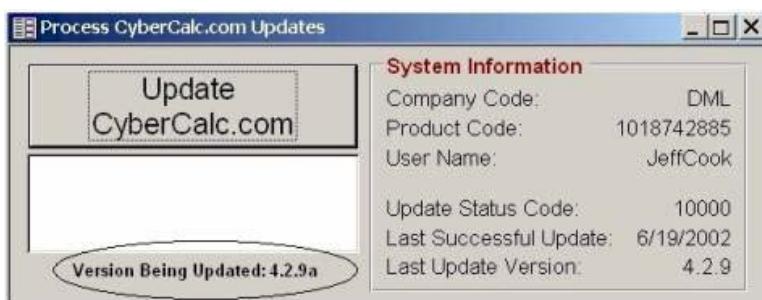
STEP 3: "UNZIPPING" THE UPDATE FILES

- Files downloaded from the web are typically "Zipped." All this means is the file has been compressed so that it downloads faster. Once your download is complete, the next step is to "Unzip" the update file. NOTE: While your file is downloading, you can continue work on your computer.
- When the download is complete, close ALL open programs - especially any instances of CyberCalc.
- Next, click Unzip to extract the files to your computer. (Make sure you are unzipping the files to c:\ais\)



STEP 4: RUNNING THE UPDATE

- After unzipping, the update program should open automatically. If for some reason it does not open, the file is named updcyber.mdb and should be found in your c:\ais\ folder. **NOTE:** *The update program is a Microsoft Access 97 database. If your PC has a later version of Access installed, you will need to create a new shortcut using the Access 97 command line. To do this, copy the CyberCalc shortcut and paste to the Desktop. Edit the command line and replace "cybercalc.mde" with "updcyber.mdb". Name the new shortcut "CyberCalc Update – Final Step."*
- When updcyber opens, you will see a screen similar to the following:



- Ensure the "Version Being Updated" matches the version number in your update announcement. If they match, click on the Update CyberCalc.com button to complete your program update. If they do not, check your download destination or give us a call.
- When the update is finished the text in the white space will read "Update Complete!"
- Click on the "X" on the Top Right and you are ready to begin using CyberCalc.com again.

SIMPLE DOWNLOAD INSTRUCTIONS

1. The file you are downloading is a self-extracting executable named updcyber.exe
2. Once downloaded, run updcyber.exe to extract the update files.
3. The update (updcyber.mdb) program should open automatically. If not, it should be found in your program directory (c:\ais). **NOTE:** *The update program is a Microsoft Access 97 database. If your PC has a later version of Access installed, you will need to create a new shortcut using the Access 97 command line. To do this, copy the CyberCalc shortcut and paste to the Desktop. Edit the command line and replace "cybercalc.mde" with "updcyber.mdb". Name the new shortcut "CyberCalc Update – Final Step."*
4. When the program loads, click on the Update CyberCalc.com button.
5. A message will appear indicating the Update has been successful.
6. Close the update program and you are ready to begin using CyberCalc.com again.

System Configuration

Configure System and Set Database Defaults

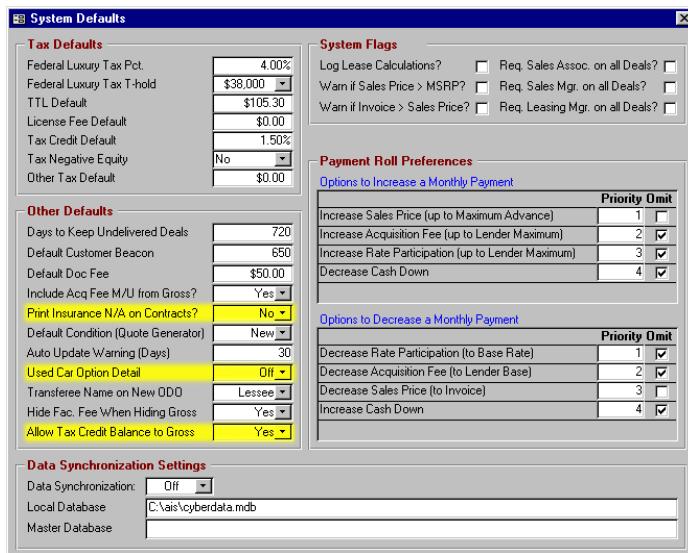
Once your system has been Authenticated and Updated, you should spend a few minutes configuring your database defaults.

SYSTEM SETTINGS

- Open the program to display the Main Menu.
- Click on System Setup Menu, then on Configuration Wizard.



- Next, click the System tab then the button to open the System Setup screen.
- Most system settings are self explanatory, however the System Flags and Payment Roll Preferences are currently reserved for future use and should be left alone.
- Other options should be set to your personal preferences but we recommend setting **Print Insurance N/A on Contracts** to **no** and **Allow Tax Credit Balance to Gross** to **yes**. **NOTE:** If you have a system with less than optimal minimum memory (128Mb) we also recommend you set **Used Car Option Detail** to **off**.



• Figure 3 System Settings Screen

DEALER INFORMATION

After completing your System Settings, you will want to set up your dealer name, address, and phone numbers.

- Close the System Settings screen and click on the Dealer tab.



- Click on the  button to display the Dealer screen.
- Enter all appropriate information.

LENDER PREFERENCES

Next, you should select the lenders whose programs you wish to quote.

- Close the Dealer screen and click on the Lenders tab.



- Click on the  button, begin clicking on empty rows to select each desired lender. NOTE: Be sure to place a check immediately to the left of each lender you wish to quote by default on new deals. Additional lenders can always be added later.

Installing and Configuring Printers

CyberCalc makes use of “virtual printers” to enable the program to print to a variety of printers and paper sizes. Configuration of these “virtual” printers is dependent upon each make and model as each has a unique driver which allows Windows to tell the printer how to behave. Additionally, these drivers may have a different user interface depending upon which operating system is in use. As a result, we cannot cover each specific situation in this guide. However, you should be able to use the following guidelines to set up most printers successfully in Windows 98, ME, 2000 and XP.

PRINTER NAMES AND PAPER SIZES

Regardless of which operating system is in use, CyberCalc will look for the following printer names: (Capitalization is not important, but spelling must be exact)

Printer Name	Typical Printer	Paper Size
CyberCalc_LongContracts	Dot-Matrix	9" x 22"
CyberCalc_StandardForms	Dot-Matrix	9" x 11"
CC_Laser	Laser	Legal

• Figure 4 CyberCalc Printer Definitions

NOTE: When sending a form or report to the printer, CyberCalc looks for the specific name of one of the above printers for destination and configuration information. If it cannot find the appropriate printer, it will automatically route to the Windows default printer.

GENERAL PRINTER NOTES

Dot-Matrix Printers

Printing of multi-part contracts requires a wide carriage dot matrix printer. The Panasonic KX P3626 is recommended but the Epson FX 1180, OkiData Microline and most ADP printers will work.

The Panasonic KX P3626 printer requires the original driver (available on Panasonic web site) or an emulated IBM Proprinter XL 24e driver, or the IBM Proprinter III to be installed.

The Panasonic KX P1624 uses an IBM Proprinter III on XP and 2000.

Laser Printers

CyberCalc laser configured forms are best printed on a laser printer that will automatically recognize legal sized paper. If your printer does not accept legal paper, you can print legal sized documents on letter sized paper but keep in mind page breaks may not be precise..

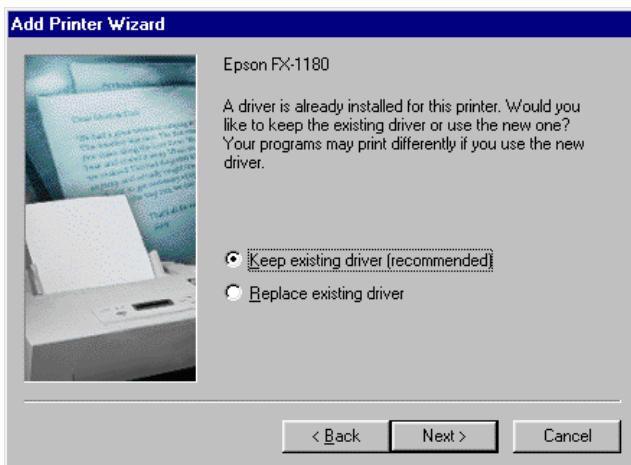
The Hewlett Packard 1100 series printers are the current recommended brand of laser printer.

NOTE: Regardless of which laser printer is being used, it should support minimum margins of 1/4" Top, Bottom, Left and Right or unexpected results may occur.

INSTALLING PRINTERS IN WINDOWS 98

CyberCalc_LongContracts

- Go to Start, Settings, Printers, and click Add Printer.
- Create a Local printer a using the appropriate driver for your dot-matrix printer. After selecting the appropriate driver. The following screen may appear:



- If this message appears, click Next to Keep the existing driver.

- Next, choose the appropriate port (usually LPT1) for the printer and name this new “virtual” printer CyberCalc_LongContracts. Remember, capitalization is not important, but spelling must be exact.
- Make sure the printer IS NOT set to the default by clicking No and click Next.
- Click No on the next screen to skip printing a test page, then click Finish and OK.

CyberCalc_StandardForms

After installing the CyberCalc_LongContracts printer, you will need to set all of its default paper sizes so that the system can print to the typically long lender contracts:

- Right click on the CyberCalc_LongContracts printer within the list of your PC's currently installed printers.
- Left-click on Properties and then click the paper tab.
- Double-click the Custom icon. Set paper width to 900 and length to 2200. Make sure units are set to .01 inches and click OK.
- Click the Unprintable Area button and set all values to 0.
- Finally Set the Paper source to Manual Feed.

Once you have completed the steps above, do the same for CyberCalc_StandardForms with the exception of the name and the default paper size of 900 by 1100.

CC_Laser

If you have both dot-matrix and laser (or ink jet) printers, you can set up a laser printer which will print standard reports and laser designed documents.

Follow the steps above for installing CyberCalc_LongContracts but set the name to CC_Laser. NOTE: Many laser printers will recognize LEGAL and LETTER paper settings automatically. However, if your does not and you are having problems printing LEGAL sized documents, you will need to set the default paper size to LEGAL.

INSTALLING PRINTERS IN WINDOWS ME, 2000 AND XP

Before installing any “virtual” printers, you will need to create custom paper sizes within the Server Properties in the Windows Printer Properties screen.

Server Properties – Custom Paper Sizes

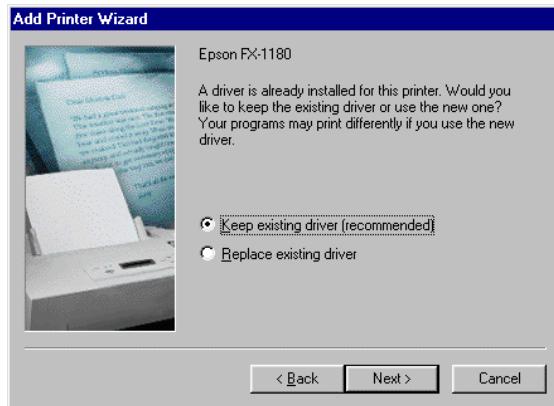
- Click on the Windows Start button, then on Settings / Printers .
- Within the printer dialog box, click on File and then Server Properties
- In Server Properties, check Create Form and enter CC_9x22 as the Form Description
- Then in Paper Size, enter 9 for width, and 22 for length. Make sure all margins are set to zero

- Click Save Form
- Follow the steps above to create a second form. The Form Description for this second form should be CC_9x11 and the Paper Size should be 9 for width, and 11 for length. Make sure all margins are set to zero.

Add Printers – CyberCalc_LongContracts

After adding the custom paper sizes, you are ready to create the CyberCalc “virtual” printers.

- Create a Local printer a using the appropriate driver for your dot-matrix printer. After selecting the appropriate driver, the following screen may appear:



- If this message appears, click Next to Keep the existing driver.
- Next, choose the appropriate port (usually LPT1) for the printer and name this new “virtual” printer CyberCalc_LongContracts. Remember, capitalization is not important, but spelling must be exact.
- Make sure the printer IS NOT set to the default by clicking No and click Next.
- Click No on the next screen to skip printing a test page, then click Finish and OK.
- After you have added the printer, right click on it and go to properties.
- On the General tab, click on Printing Preferences, then the Advanced tab. Under Paper/Output, go to Paper Size, and find the cc_9x22 form you created, select it and click OK.
- Next you will need to go to the device settings tab and change the paper size in all three areas here. Click Apply and OK. If you have done all steps correctly, in the available paper area. You will only see the cc_9x22 form available.

Add Printers – CyberCalc_StandardForms

After adding CyberCalc_LongContracts, repeat the same steps to create CyberCalc_StandardForms except the paper size should be set to CC_9x11.

Add Printers – CC_Laser

If you have both dot-matrix and laser (or ink jet) printers, you can set up a laser printer which will print standard reports and laser designed documents.

Follow the steps above for installing CyberCalc_LongContracts but set the name to CC_Laser. NOTE: Many laser printers will recognize LEGAL and LETTER paper settings automatically. However, if your does not and you are having problems printing LEGAL sized documents, you will need to set all default paper size settings to LEGAL.

SPECIAL PRINTER NOTES

ADP Dot-Matrix Printers

The ADP 80LQ printer requires the AMT 535 driver. However if users are using an ADP printer for their ADP contracts, they must follow the following steps to be able to print from both programs without re-booting.

There are three controls you will need to use the new model ADP printers: The ALT button, the Setup button and the Spin dial.

To get into the menu settings on the printer press the Setup button. Then spin the dial, and you will see the options changing on the LCD.

When you first go into setup, you will be in the default printer settings. Spin down to PRINTER EMUL. When you reach this option, hold the ALT button down continuously. The first time you hit the ALT button, you will see the default printer driver. Spin the dial until IBMPRO XL is displayed. Now just release the ALT button.

Spin the dial back up to the option reading USERS. Hold the ALT button down and spin the dial to USER 1. Now release the ALT button. Spin the dial up to the Option SAVE.

Hold the ALT button down, and while the ALT button is down, press the setup button. After you hear a beep, release both buttons. The printer is now setup to print CyberCalc forms.

If the user wants to print with the DMS he/she will need to press the setup button. Spin the dial to RSTR (Restore). Hold the ALT button down and spin the dial to default. Then release the ALT button and press the setup button, which will take you out of the print menu.

To switch back to CyberCalc, the user will need to hit the setup button. Spin the dial to RSTR. Hold the ALT button down and spin the dial to USR 1. Then release the ALT button and press setup.

This will prevent the user from having to change the emulation and reboot the computer to switch from CyberCalc and the DMS to print.

OkiData Microline Printers

The Okidata 321 Turbo – use regular Okidata 321 Turbo Driver, or the IBM Proprinter III driver.

Use Epson 24-pin compatible for OKI 321 when on Windows XP.

The Okidata Microline printer also uses the IBM Proprinter XL 24e driver, however, you must change the emulation on the printer itself.

Troubleshooting

Common Errors and Known Issues

DLL CONFLICTS DURING INSTALLATION

Missing or conflicting dll error with **Dao350.dll** or **Mso97.dll**

Find **msaccess.exe** file in Program Files folder and change name to **_msaccess.exe**

NO PROGRAM ASSOCIATED WITH THIS FILE TYPE

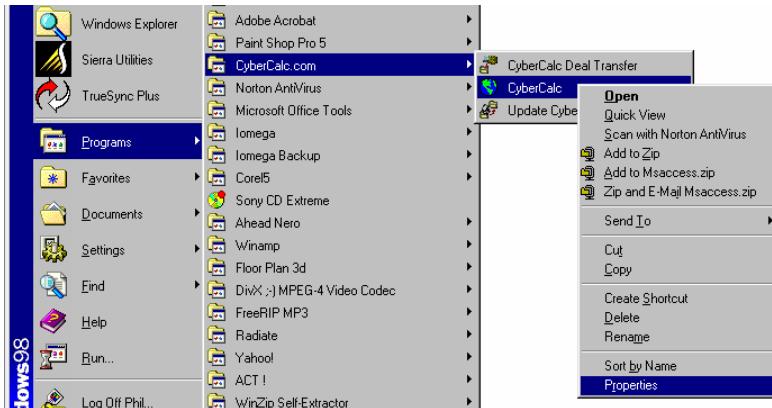
On Office 2000, run program from start menu, change short-cut on desktop to that path.

"CONVERT/OPEN DATABASE" ERROR

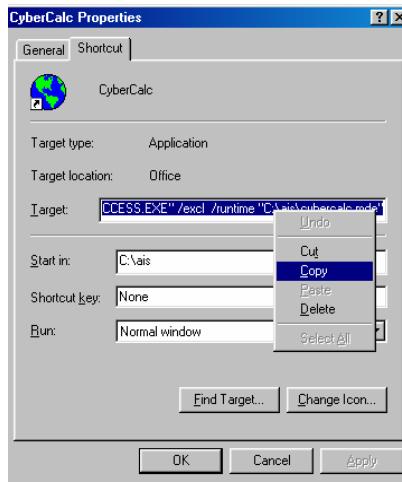
This occurs when a newer version of Microsoft Access (or Office) exists on the computer. CyberCalc uses the Microsoft Access 97 Runtime Engine and as such tries to open its files with this program. If you receive a "Convert/Open Database" message, try one of the following to associate your CyberCalc files with the 97 Runtime Engine:

:

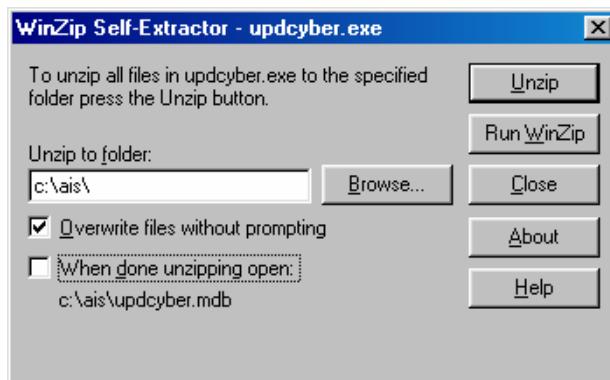
- From the Start menu, go to the CyberCalc folder. Find the CyberCalc icon and right click on it. Go to properties.



- In the properties dialog box, the Target line should be highlighted in blue. Right click in that box, and click copy.



- Go to the desktop, right click in any open area, and click “New,” then click “Shortcut.”
- Right click in the command line box, and click paste. It will look something like this: "C:\Program Files\Microsoft Office\Office\MSACCESS.EXE" /excl /runtime "C:\ais\cybercalc.mde".
- Next, change the "cybercalc.mde" to "updcyber.mdb".
- So the new command line will look like this:
- "C:\Program Files\Microsoft Office\Office\MSACCESS.EXE" /excl /runtime "C:\ais\updcyber.mdb".
- Click the Next button in the lower part of the dialog box. Name the shortcut “Final Step – Update CyberCalc.” Move the shortcut so it’s near the other CyberCalc shortcuts.
- Double-click the shortcut to test it, and instruct the user they will need to follow the process below when updating:
- After downloading the update file, the following dialog box will pop up. Make sure the box that reads “When done unzipping open:” is NOT checked. Then click the “Unzip” button.



- After the files are unzipped, go to the desktop and double-click the “Final Step – Update CyberCalc.” The update should then run correctly.