



Getting Started

Release 10.8 version 1.0

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MS Govern

Getting Started

Govern for Windows™

Version: 1.0

This edition reviewed by

M'Hammed Kettani

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Preface

Welcome to Govern for Windows, a comprehensive and fully integrated transaction-driven system written exclusively for local governments. Govern includes a wide variety of database modules:

Computer-Assisted Mass Appraisal (CAMA)

- Appeals & Grievances
- Appraisals / Property Valuations
- Comparables Sales Management

Financial Management

- Account Receivable
- Cash Collection

Land Management

- Business & Individual Licenses
- Complaint Tracking
- Leasing
- Permit Tracking & Inspection Scheduling
- Planing
- Violations

Revenue Management

- Aircraft & Boat Excise Tax
- Miscellaneous Billing
- Personal Property Tax Billing
- Real Property Tax Billing
- Self-Reported Tax Billing
- Special Assessments
- Tax Title / Tax Lien / Tax Sales
- Utility Billing

Since 1980, MS Govern has worked hand-in-hand with State and Local Governments to simplify the implementation of software solutions that automate the flow of information related to their properties.

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Introduction: Getting Started



Overview

The *Getting Started* guide provides a reference to the setup and installation of Govern for Windows™, version 10.8. It lists the system requirements and defines the setup, installation, upgrade and third party software configuration procedures. It is intended for system administrators and users with *Super User* privileges.

General Information

Overview

Govern for Windows™ is an integrated client / server system, designed for the Windows® environment. It consists of a centralized Property Control subsystem for recording and maintaining all parcel and name and address data. This can be expanded to include the following subsystems:

- Accounts / Receivable and Cash Collection
- Miscellaneous Billing
- Utility Billing
- Mass Appraisal
 - Buildings
 - Miscellaneous Structures
 - Income
 - Sales and Comparable Sales
 - Land
- Special Assessment
- Permits & Inspections
 - Permits (Building, Electrical, General and Plumbing Permits, Permit to Name)
 - Animal and Business License, License to Name,
 - Approval, Bond, Decision
 - Prosecution or Appeal
 - Workflows, Complaints, Grievances, Requests for Service
 - Offenses
 - Public Hearings
 - Time Cost Recover
- Tax Assessment & Billing
 - Real Estate
 - Personal Property
 - Motor Vehicle Excise
 - Boat Excise
 - Aircraft Excise
- Self-Reported Tax

Govern Web and Govern .NET solutions:

- ePermits
- ePayments
- eComplaints

Each subsystem includes administrative forms for defining general parameters, codes, SQL queries, etc.; user functions for recording and tracking data, performing searches, etc.; as well as, batch processing forms, for computing and posting multiple records. The forms and functions are installed from three executable files: govadm32.exe, for Govern Admin, govern32.exe, for Govern and Govbat.exe, for Govern Batch Processing.

In addition, executable files are used for the Upgrade package, Updata32.exe, the Lock Box Tool, lockbox32.exe and the Conversion Tools, cvdata32.exe.



Govern Admin (govadm32.exe)

Govern Admin provides the administrative tools to set up the system, define the departments, users and groups, set up access permissions to the functions, set up the dictionary for each list and report and define parameters and codes for the Govern subsystems.



Govern (govern32.exe)

Govern is a centralized system for maintaining and tracking data. It is compatible with the following database programs:

- ORACLE
- Microsoft SQL Server
- MySQL
- Microsoft Access

Govern users can perform a search, based on a variety of criteria, and retrieve data from any subsystem, to which they have access permissions. For example, from an initial property record, the user can open and update the Mass Appraisal building information, tax assessment record, utility billing

account and permit application. The user can then add a scanned document, view geographical data, on a map, or generate a report.



Batch Processing (govbat32.exe)

Govern Batch Processing, or GovBatch, provides the forms and processes to compute and post tax values, compute Mass Appraisal values, post payments, post refunds, create Accounts Receivable adjustments, set up and perform bill printing, generate an extracted database, import and export a database to and from a laptop and much more...



Upgrade (Udata32.exe)

The *Upgrade* program uploads the database to the server, creates the attached and local tables, transfers the database from the server to an Access database, upgrades to the latest version and updates the database tables.



Conversion Tools (cvdata32.exe)

The *Conversion Tools* program creates table interfaces, uploads the data from the tables to the *Govern* database and performs the customized conversions.



Lock Box Tool (lockbox32.exe)

The *Lock Box Tool* program is used to generate a text file containing lock box payment information.



Arcview® Geographic Information System (GIS)

The ArcView Geographic Information System (GIS) software from ESRI is fully integrated with Govern. This system can be used to access, display, query,

analyze and publish your organization's data, linking maps with traditional data analysis tools such as spreadsheets and business graphics. The ArcView implementation can be fully customized to meet all your needs.

Note: Users that are running Govern with Windows® Vista® will require ArcGIS 9.3 for GIS functionality.

Server and Network Requirements

Note: It is recommended, but not mandatory, to set up three physical servers. The first server would be for the *Database*, the second for the *Application*, and a third would function as, if required, for the *Web*. If, however, you decide to use one physical server for both the *Application* and *Web*, you will need to revise the minimum recommended configuration.

SERVER HARDWARE	
Hardware Type	Minimum Specifications
DATABASE SERVER	
Platform	Windows®
Database Package	Oracle ¹ or Microsoft® SQL Server ² 2014 SP3 or greater
CPU	2 GHz / 1 MB cache, 800 MHz FSB (2.4 GHz Quad-core 1.066 GHz FSB - or greater)
RAM	16 GB DDR2 ³ (32 GB DDR2 or greater - Recommended) <i>Note that specified memory requirements are for the core Govern Applications alone, i.e. without 3rd party application integrations. Third party integrations can significantly impact system performance due to their individual requirements. A review of requirements of integrated applications should be performed prior to their installation. Also refer to A Note for users of Virtual Machines (VM's) below.</i>
Disk Space	Dependent upon the size of data to be managed; RAID V with a minimum of 500 GB of hard disk space is a recommended configuration. <i>Note that Disk Space is dependent upon Database and Disk Mirroring requirements</i>
Operating System	Microsoft® Windows® Server 2016 or greater
Network	1 GBit Network Interface Card (NIC)
Peripherals	DVD / CD ROM Drive
WEB SERVER	
Platform	Microsoft® Windows® Server 2016 with IIS 10

SERVER HARDWARE	
Hardware Type	Minimum Specifications
CPU	3 GHz / 1 MB cache, 800 MHz FSB (<i>2.4 GHz Quad-core 1.066 GHz FSB - Recommended</i>)
RAM	32 GB or greater of DDR2 memory
Disk Space	Must be determined for each site being maintained. Note that additional space will be required for reports, and temporary space for submitting multimedia documents.
Operating System	Microsoft® Windows® Windows Server 2016 or greater
Network	1 GBit Network Interface Card (NIC)
WEB SERVER	
Peripherals	DVD / CD ROM Drive
Other	Redundant power supply and fans

A Note for users of Virtual Machines (VM's)

Users of Virtual Machines (VM's) should note that when multiple servers are being hosted in a Virtual Machine on the same physical servers, the requirements for each individual server must be carefully managed as it can impact use of system resources. For example, users may decide to host the *Database Server*, *Application Server*, and an *eGovern Web server* in a VM that is running on the same physical server. In such a situation, as a result of the varying requirements of each server, planning is required to address how shared system resources are allocated to the individual server, and the VM.

Client and Network Requirements

CLIENT HARDWARE	
Hardware Type	Minimum Specifications
CLIENT WORKSTATIONS	
Platform	Microsoft® Windows®
CPU	1.5 GHz (<i>Pentium 3.4 GHz - Recommended</i>)
RAM	8 GB ⁴ (<i>16 GB or greater of RAM - Recommended</i>)
Disk Space	128 GB of hard disk space ⁵
Network	1 GBit Network Interface Card (NIC) ⁶
Operating System	Microsoft® Windows® 10

1) Oracle 11g, and 11g R2 and greater are supported.

2) Microsoft® SQL Server 2014 SP3 or greater are supported.

NOTE: Although these servers are supported, the reference database for the OpenForms Models are only available as a SQL Server 2008 R2 database.

3) CPU and RAM requirement may vary depending upon the amount of users and the number of parcels managed by the application.

4) Minimum - 8 GB (16 GB or greater of RAM - Recommended).

5) Govern requires a minimum of 128 GB of temporary storage to be used while running the application.

6) Govern's performance is dependent upon network bandwidth because files, reports, icons, images, and data are downloaded from servers.

CHAPTER 1: Installing Govern for Windows



Overview

This chapter describes how to install Govern for Windows™, *Release 10.8 (Govern)*, on a network, where no previous version of Govern exists. It consists of four parts: an overview, followed by procedures for installing the software on the network, the client PCs connected to the network and on laptop computers that can be used either online or off-line.

Procedures for upgrading to release 10.8 from a previous version are described in *Chapter 2: Upgrading to Govern for Windows, Release 10.8 on page 64*. Following this chapter, procedures for installing Crystal Reports and Melissa Address Verification third-party software are provided.

Part I: Overview

Part I provides general information on the Govern setup and describes the suggested configuration. *See Part I: Overview on page 11.*

Part II: Installing Govern on the Servers

Part II describes how to install and configure Govern on the servers. It includes the following steps:

- Step 1: Setting up the servers.
- Step 2: Installing the Govern 10.8 dll files.
- Step 3: Editing the `win.ini` file.
- Step 4: Uploading the Govern system tables to the database.
- Step 5: Defining the Registry Information.
- Step 6: Installing the third-party software.
- Step 7: Performing the initial setup.

See Part II: Installing Govern on the Servers on page 14.

Part III: Installing Govern on the Client PCs

Part III describes how to install and configure Govern on the Client PCs. It includes the following steps:

- Step 1: Setting up the Client PCs.
- Step 2: Installing the Govern 10.8 dll files.
- Step 3: Editing the `win.ini` file.
- Step 4: Creating the Microsoft Access Attach Table.
- Step 5: Setting up the database connection.
- Step 6: Establishing the ODBC connection.
- Step 7: Define the *Registry Information*.
- Step 8: Installing the third-party software.
- Step 9: Editing the User Registry.

See Part III: Installing Govern on a Client PC on page 35.

Part IV: Installing Govern on a Laptop

Part IV describes how to install and configure Govern on a laptop computer, for an inspector or appraiser, working in the field, disconnected from the network. It includes the following steps:

- Step 1: Setting up the computer or laptop.
- Step 2: Installing the Govern 10.8 dll files.
- Step 3: Modifying the `win.ini` file.
- Step 4: Setting up the database connection.
- Step 5: Establishing the ODBC connection.
- Step 6: Defining the *Registry Information*.
- Step 7: Installing the third-party software.
- Step 8: Editing the *User Registry*.
- Step 9: Running the batch program.

See Part IV: Installing Govern on a Stand-Alone Computer or Laptop on page 57.

Part I: Overview

Overview

This *Overview* describes the suggested network configuration for Govern for Windows™, release 10.8. This configuration includes two servers, one designated as the *Database Server* and the second designated as the *Application Server*. The Govern reference database is stored on the Database Server. The Govern applications and third-party software are installed and configured on the Application Server. *See on page 8 for details on the hardware and software requirements for these servers.*

A third server can be designated as the *Web Server* for installations running *Govern Web* and the *Govern eComponents*, i.e., *ePayments*, *ePermits* and *eComplaints*. *Refer to Govern's .NET Toolkits for details on the setting up the Web Server.*

Govern users run the applications on the Application Server, from Client PCs and connect to the Database Server, in order to view and update the data.

There are two types of client / server database connections that are used in Govern:

- Direct ODBC Connection - Used for complex queries.
- Microsoft Access Attach Tables Setting - Used for simple queries

Direct ODBC Connection

With this configuration, the application sends a request directly to the database server in order to obtain required information. The data definitions and the application data are stored on the Database server.

Microsoft Access Attach Tables Setting

With this type of configuration, a Microsoft Access Attach Table is set up on each client PC. The Attach Table contains only the data definitions. The application data is created and stored on the Database Server. If a change is made in the data structure, as a result of an upgrade or if an administrator alters the database, an entry is made in a table on the server called SY_ATTACH_TABLE. After this, each time Govern is started on the Client PC, the

Microsoft Access database on the Client PC is updated to reflect the new data structure on the server.

Note: In this type of configuration, an Attach Table must be set up on each client PC. Ensure that the client PCs are not running the Attach table from a server.

The .ini File

The database configuration information is stored in an initialization file, `govern.ini`. This information includes the type of database, the database or instance name, the Data Source Name (DSN) and the full path to the database or to the attach tables.

This file is normally stored on the Application Server. The file path is defined in the Windows initialization file, `win.ini`, on each Client PC, as in the following example:

```
[GOVERN]
'ini path=C:\Govern\Ini\NFR85.ini
ini path=C:\Govern\Ini\DEMO85.ini
'ini path=C:\inetpub\wwwroot\GovernWeb\bin\GovernWeb.ini
```

As illustrated in this example, you can change the name of the `govern.ini` file and include more than one in your setup; for example, you may have one ini file for the *Test* database and another for the *Production* database. If you need to reference multiple databases, create an ini file for each one.

To create a new Govern ini file:

1. Copy the `govern.ini` file.
2. Change the name of this file.
3. Open the new ini file, in Notepad, and make the following modifications:

```
[General]
organization name=DEMO Database 9.0
serial number=150098-18058705920-521969
primary activation key=
secondary activation key=

sql=access
userid prefix=
password=
password suffix=
GLOBAL_USR_ADM=
GLOBAL_PASSWORD_ADM=

[database]
databasename=C:\Govern\Database\demo85.mdb
local name=
DSN=Demo85
DB=DEMO85
```

4. in the **databasename** parameter, enter the full path and file name of the Microsoft Attach Table,

```
[database]
databasename=C:\Govern\Database\demo85.mdb
```

5. In the **DSN** and **DB** parameters, enter the Data Source Name and database name.

Note: The Data Source Name (DSN) and Open Database Connectivity (ODBC) are the same.

6. Save your changes.
7. Define the path to each Govern ini file in the win.ini file.

Note: The paths to the files you are not using can be commented out with an apostrophe (') or a semi-colon (;), in the wini.ini file.

Part II: Installing Govern on the Servers

Overview

This section describes the suggested installation and configuration of Govern on the network servers.

Note: This configuration is suggested, but not mandatory. If, for example, you decide to use one physical server, as both the Database and Application server, you need to revise the minimum recommended requirements and configuration.

The installation and configuration consists of the following steps:

- Step 1: Setting up the Database and Application Servers.
- Step 2: Installing the Govern 10.8 dll files on the Application Server.
- Step 3: Editing the `win.ini` file.
- Step 4: Establishing the ODBC connection.
- Step 5: Uploading the Govern system tables to the Database Server.
- Step 6: Defining the Registry Information, from the Application Server.
- Step 7: Installing the third-party software.
- Step 8: Performing the initial Govern setup, from the Application Server.

Step 1: Setting up the Servers

Database Server

To set up the Database Server:

1. Ensure that one of the following database programs is installed and fully operational on the server:
 - Microsoft® Office Access
 - Oracle®
 - Microsoft® SQL Server™
 - MySQL

Refer to on page 8 for details on the supported versions.

2. Create a new database for the Govern reference database tables and fields.
3. Upload the Govern reference database files to this directory, as described in *Step 6: Establishing an ODBC Connection on page 44*.

Application Server

To set up the Application Server:

1. Create a directory called **Govern** on the Application Server hard drive and add the following subdirectories:
 - Bin
 - Bitmap
 - Documentation
 - Help
 - Install32_90
 - StandardReports
 - CustomReports
 - Scripts
2. Copy the Govern, Govern Admin, Govern Batch Processing and Govern Updata exe files, Govadm32.exe, Govern32.exe Govbat32.exe and Updata32.exe, as well as the `govern.ini` file to the **MS Govern\Bin** directory. The exe files are updated periodically and can be downloaded from the ftp site.
3. Copy all bitmaps to the **Govern \ Bitmap** directory. The bitmaps include the background images and all the icons for the Govern applications: Govern Admin, Govern and Govern Batch Processing.

Note: You can replace the background images with images of your choice. Refer to the *General Information guide for details*.

4. Copy the latest Govern for Windows, release 10.8, documentation to the **Govern\Documentation** directory. This documentation is stored in PDF format and updated weekly. It can be downloaded from the ftp site.
5. Copy the latest Help, Tip of the Day and Help image files to the **MS Govern\Help** directory. These files are also updated weekly and can be downloaded from the ftp site.
6. Copy the standard and custom reports, created for your organization to the **Govern \ Reports** directory.
7. Install the Govern dll files, as described in the next step.

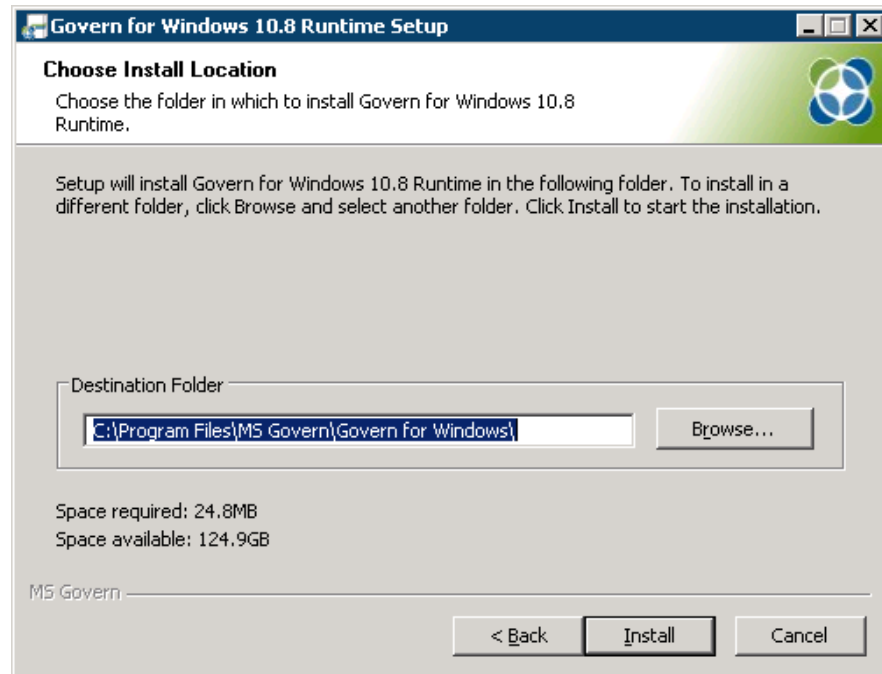
Step 2: Installing the Govern dll files

Complete the following procedure to install the Govern dll files on the Application Server:

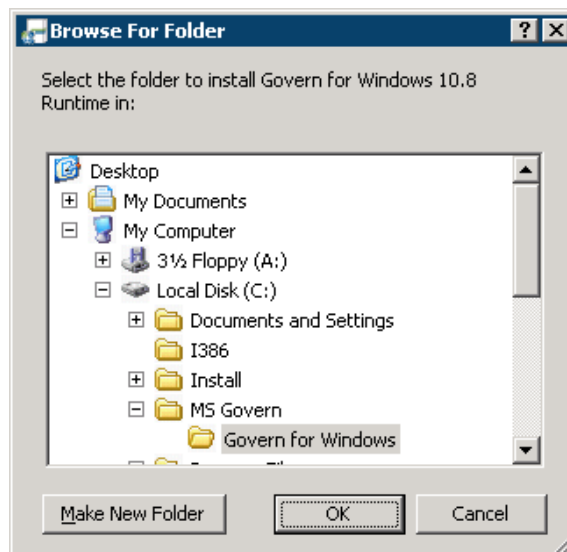
1. Open the **\\MS Govern\\Install32_90** directory, created in *Step 1: Setting up the Servers on page 14*.
2. Double-click on the **GOV108Setup.exe** program.



3. Click **Next** on the **Govern for Windows 10.8 Runtime Setup** screen.



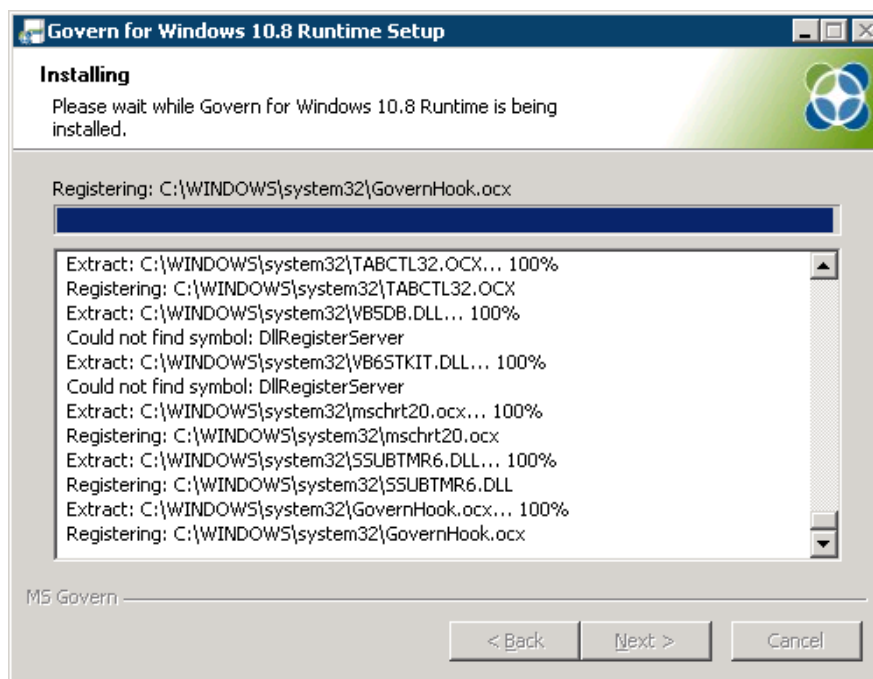
4. Click **Install** to install Govern to the default location, displayed in the Destination Folder text box and proceed to 8. Otherwise, to install Govern to an alternate directory, continue with the next step.
5. To install Govern to an alternate directory, click **Browse**.



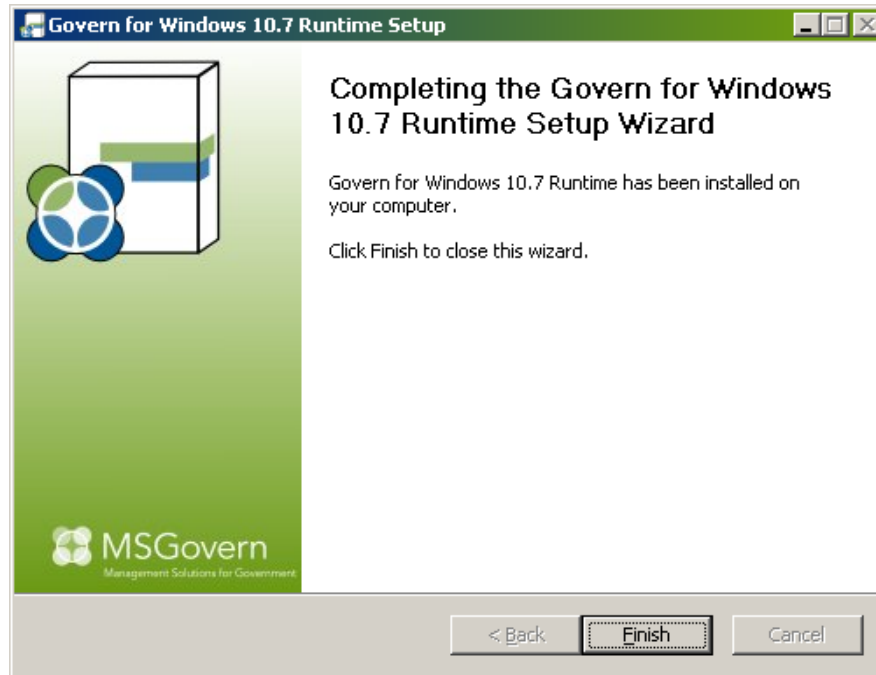
6. Navigate to the directory where you want to install Govern and click **OK**. To create a new directory, select **Make New Folder** and enter the name of your new directory. Then, click **OK**.

Note: When installing on the server, it may be necessary to be in the “\bin” directory. This is due to the fact that files used by AVAX Control need to be in the same location as the executable (.exe) files.

7. Verify that the installation path is correct in the **Destination Folder** text box, on the *Govern for Windows 10.8 Runtime Setup* form and click **Install**.



8. Wait for the *Setup* program to complete. The progress is displayed on your screen.



9. Click **Finish** to complete the installation.

.NET Installer for Govern for Windows Interfaces

The goal of this installer is to consolidate the installation of all previous .NET installers under one common Interface.

At the beginning of the installation process, a validation for the version 2.0 and 4.0 of the .NET Framework is performed. Version 2.0 is required as some components are compiled with Framework2.0.

Note: If an upgrade is required, you will be presented with an error requesting that you upgrade to the necessary version of the .NET Framework.

Who should run the Installer?

Users of the following integration interfaces should run the installer.

- **Credit Card Helper** – Users of IC Verify for Credit Card processing

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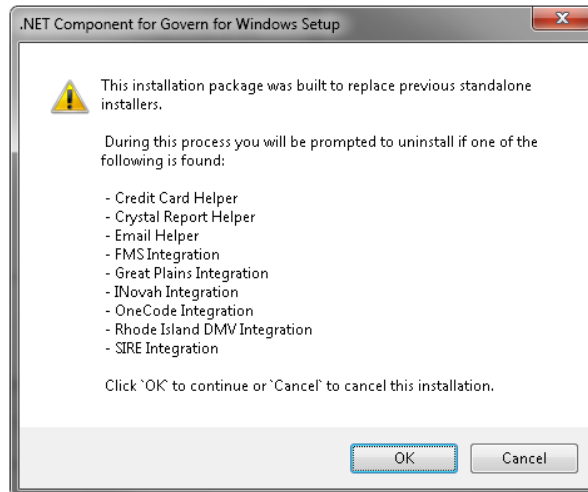
- **Crystal Helper** – For users of the Utility Billing eBilling module which generates .PDF bills.
- **Email Helper** – Used in systems that may have reported issues with email integration; this component was a workaround.
- **FMS Integration** – Users that are using the MS Govern FMS G/L interface
- **Great Plains Integration** – For users of the Great Plains G/L interface
- **iNovah Integration** – This is for Govern users with the iNovah payment collection and processing interface.
- **OneCode Integration** – For users of the Intelligent Postal Barcode Generator called OneCode.
- **Rhode Island DMV Integration** – Users of the Integration interface for the Rhode Island Department of Motor Vehicles (DMV)
- **Sonrai Systems Integration** – Designed for users of the Sonrai Systems waste and recycling system management system.
- **SIRE Integration** – Any users of the Govern for Windows SIRE Integration that allows exchange of multimedia files with the SIRE Document Management System.

Note: This installer must be run on each individual system that will be accessing the any of the above listed interfaces.

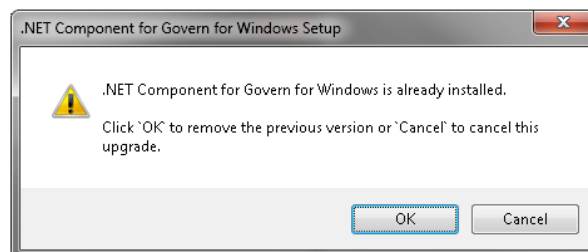
Running the Installer

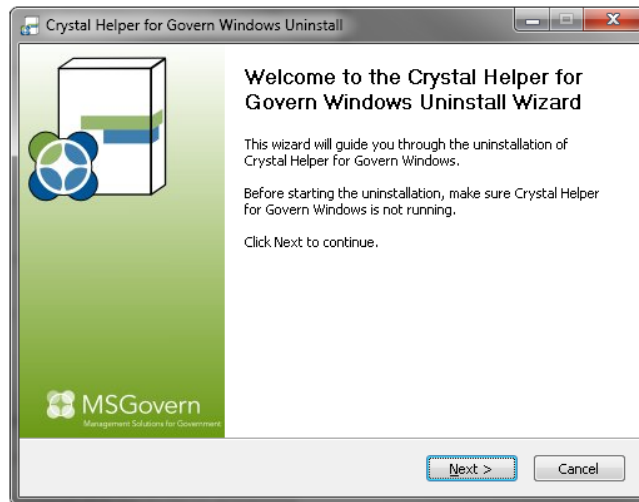
To run the installer, obtain the **NET108Setup.exe** from MS Govern technical support:

10. Double-click the **NET108Setup.exe** file.
11. At the first screen, you will see the list of integration packages that the installer will check for and replace; click OK to continue.

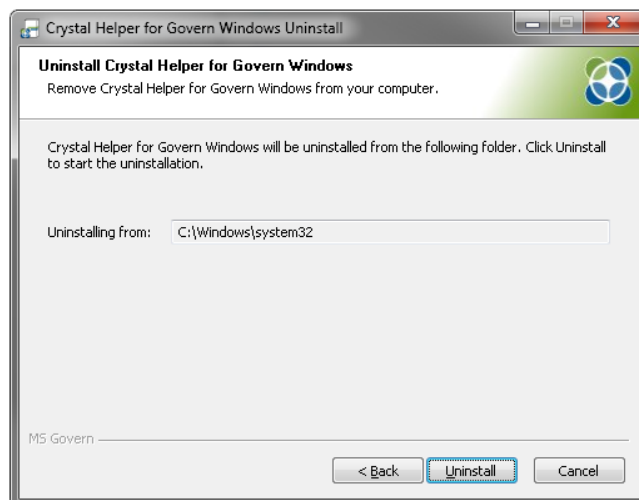


Note: Since the installer was previously run, the screen will be different; click OK to continue. Running the installer multiple times will in no way affect your system.





12. At the *Welcome* screen of the first component to uninstall, click **Next**.

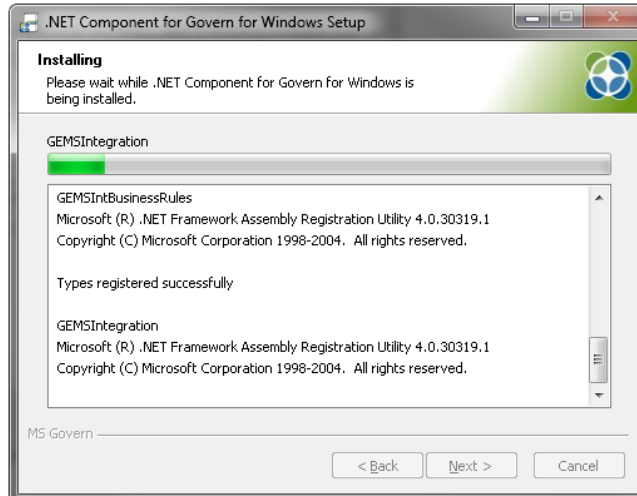


13. When the component has been removed, i.e. uninstalled, click Finish.

You will repeatedly uninstall any of the interfaces that were discovered by the installer. When all components have been completely uninstalled, you will be presented with the .NET Component for Govern for Windows Setup screen.



14. At the installation *Welcome* screen, click **Install**.



During the installation process, all integration interface components will be installed.

15. At the completion screen, click Finish.



At the completion of this process, the target system will be updated with the latest version of all Govern integration components.

Note: It will be necessary to have the proper licenses to access these interfaces. Contact MS Govern Technical Support for any licensing requirements.

Step 3: Editing the win.ini file

Make the following entry in the win.ini file on the Application Server.

1. Change the directory to **Windows**.
2. Double-click on win.ini file.
3. At the end of the file, create a section called Govern, and enter the full path to the govern.ini file, as in the following example:

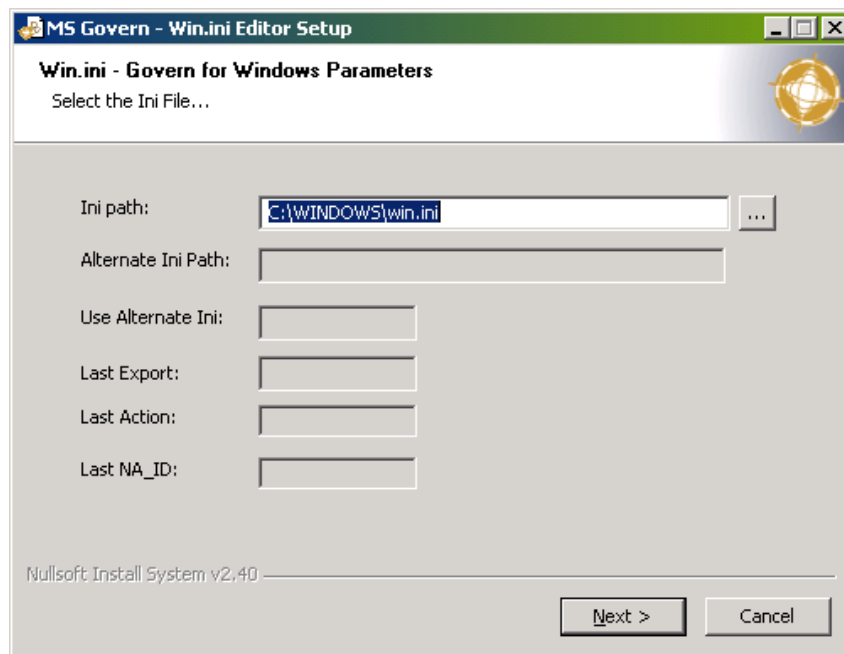
```
[govern]
ini_path=c:\govern\bin\10.8\govern.ini
```


Win.ini Editor

Another way to update the win.ini file is to use the Win.ini Editor that is included with Govern 10.8. This utility will be located in the \bin subdirectory within the Govern install directory.

How to edit the win.ini file with the *Govern WinIniEditor* utility:

1. Navigate to the \bin subdirectory within the Govern install directory and locate the WinIniEditor.exe file. Double click to launch the application.



2. In the **Ini path** field, either type the full path to the .ini file that is to be inserted, or click “...” on the right hand side of the field to navigate to the file. Click “**Next >**”
3. At the **XML Config Path:** enter a path to the XML config file if applicable (*this information is required for .NET configuration*). Click **Install**.
4. At the **Installation Complete** window, click **Close**.

Note: In order to make updates to the Win.ini file under Windows Vista, it is necessary to have full Administrator rights. *Contact your system administrator for further details.*

Step 4: Uploading the Govern Reference Database to the Database Server

The Govern *System Tables* required to run the application are located in the reference database file, `Govern108.mdb`. These tables need to be uploaded to the Database Server.

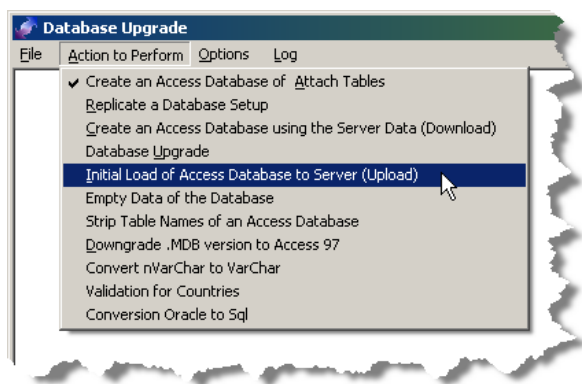
To upload these tables to the server:

1. On the Application Server, change the directory to `\Govern\Bin`.
2. Double-click on the **Udata32.exe** program.

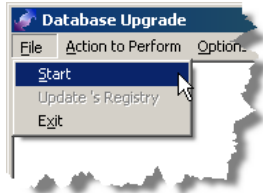
Note: When a new version of a database file is released, a matching Udata32.exe utility, designed to work with that database, is also released. As a result it is critical when performing updates, that the Udata32.exe used is the one that was released with the database. For updates, do not use a shortcut to launch Udata32.exe, as the shortcut may be pointing to a different location. The *Udata32* program looks for the default initialization file (.ini) in your win.ini file

Note: A validation is performed to ensure that users do not update their database with a higher version of Govern.

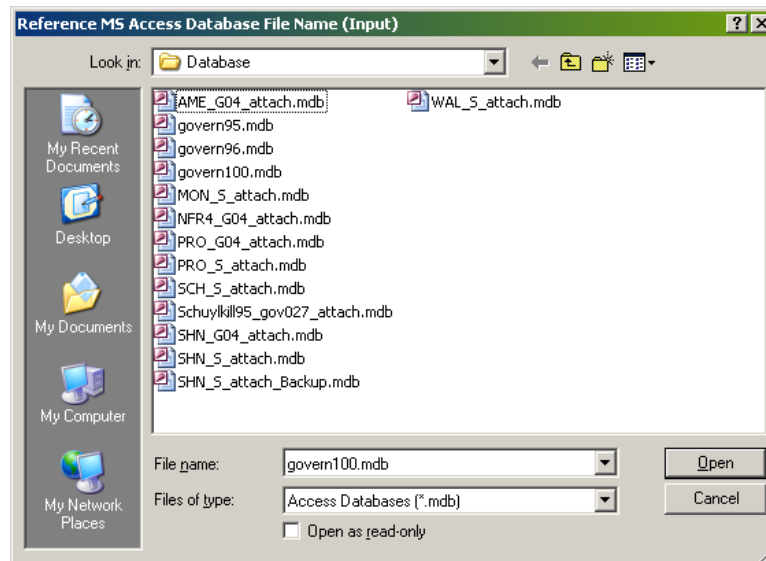
3. In Udata, select *Action to Perform* > **Initial Load of Access Database to Server (Upload)**.



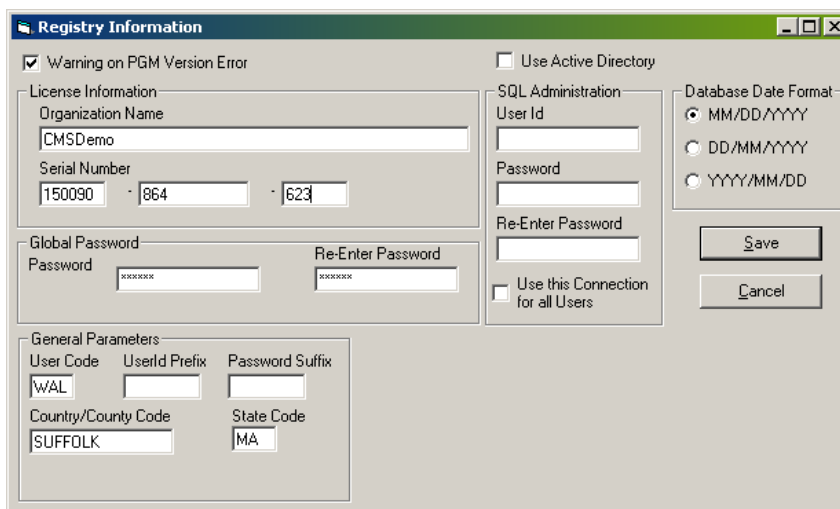
4. Select *File* > **Start**.



5. Locate the Reference database file, *Govern108.mdb*, and then select **Open**.



When the Initial upload has finished, the *Registry Information Setup* screen appears.



The image shows a Windows-style dialog box titled "Registry Information". It contains several sections for configuring the application:

- Warning on PGM Version Error:** A checked checkbox.
- License Information:** Fields for "Organization Name" (containing "CMSDemo"), "Serial Number" (split into three boxes: "150090", "864", and "623").
- Global Password:** Fields for "Password" and "Re-Enter Password", both masked with "x".
- General Parameters:** Fields for "User Code" (containing "WAL"), "UserId Prefix", "Password Suffix", "Country/County Code" (containing "SUFFOLK"), and "State Code" (containing "MA").
- SQL Administration:** Fields for "User Id", "Password", and "Re-Enter Password".
- Database Date Format:** Radio buttons for "MM/DD/YYYY" (selected), "DD/MM/YYYY", and "YYYY/MM/DD".
- Use Active Directory:** An unchecked checkbox.
- Use this Connection for all Users:** An unchecked checkbox.
- Buttons:** "Save" and "Cancel".

Step 5: Defining the Registry Information

This section provides a description of the Registry Information parameters:

Warning on PGM Version Error: Select this option if you want to be notified when a more recent release of Govern for Windows™, release 10.8 is being used on your network. Otherwise, if this option is left blank, and the database and application versions do not match, the Govern Admin, Govern and Govern Batch Processing applications will not start. The administrator, then, needs to launch the *Updata32* application to upgrade the program.

License Information

Organization Name: Enter the license name provided by your Govern representative. This creates the link to the database and appears on all generated reports.

Serial Number: Enter the Serial Number you received with this release.

Global Password

Password: Enter a password in this optional field, used for automatic logins. In this type of login, the same password is assigned to all users connecting to the database. For security reasons it is encrypted.

Re-Enter Password: Re-enter the global password.

General Parameters

User Code: Enter your User Code; this is a mandatory field. This code is customized for organizations and will be provided by *Govern*.

Country/County Code: Enter your County Code in this optional field. This is an optional field that is customized for specific organizations, this code will be provided by Govern.

State Code: Enter your State Code in this optional field. This is a customized field for specific organizations and when required will be provided by Govern.

Note: The *User Code*, *County Code*, and *State Code* are fields that special procedure processes may use as filters therefore users should be aware of what their requirements are.

UserID Prefix: In the optional field, enter a code to add to the beginning of the User ID. If the database login is automatic, using a prefix provides increased security since the users will never see their real database UserID.

Password Suffix: In this optional field, enter a suffix to append to user passwords. This suffix can be encrypted and stored. Since it is appended to the password, the user does not need to be aware of it.

Database Date Format: Select one of the three formats for saving dates in the database.

Note: If you are using MySQL, the date format must be YYYY/MM/DD.

SQL Administration

Administrator Password: Use this section to set up the Administrator login for Govern. The system uses this password internally to log in.

To set the administrator password:

1. Enter the administrator ID in the **User ID** field.
2. Enter and confirm the password in the **Password** and **Re-enter Password** fields.

3. Select **Use this Connection for all Users** to make this login the universal login for all users. Users still need to log in to Govern using the user ID and password assigned to them through the *User Maintenance* form in Govern Admin. Once the login is authenticated, the administrator login is used for connection to the database.

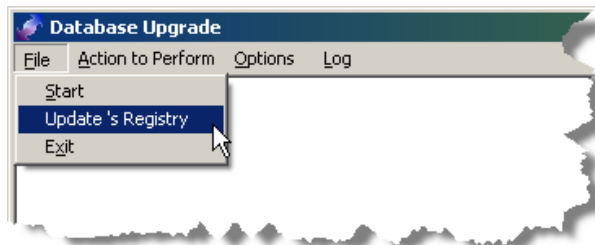
Refer to the Super User guide for details on the User Maintenance form.

Deselect this option to allow all users to log in to Govern, using their own user ID and password.

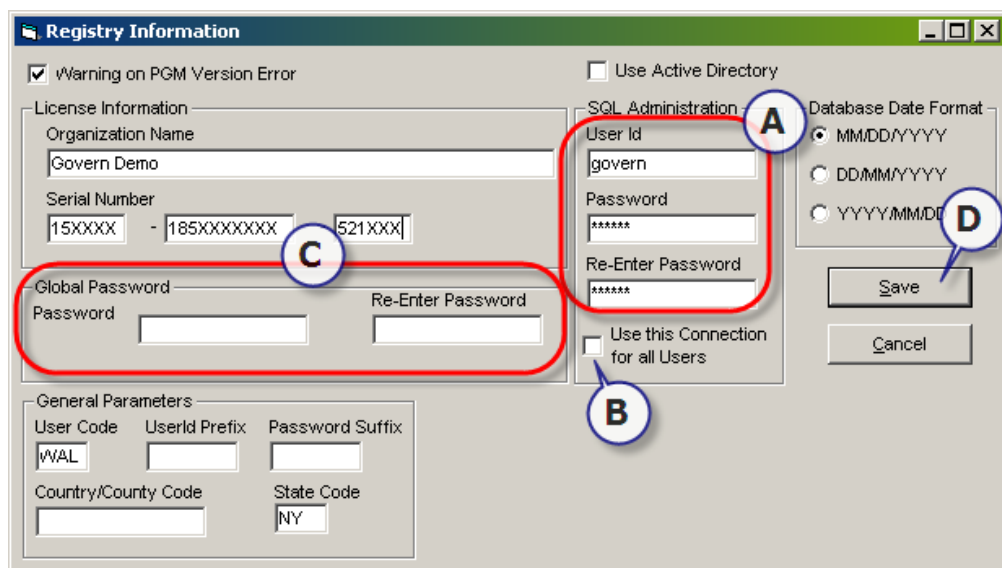
Note: If the option is selected, the **Change Password** screen is not accessible in Govern.

To change the password, the user needs to perform the following procedure:

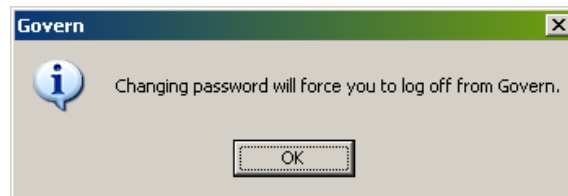
1. Start the **Updata.exe** data upgrade application.
2. In the *Database Upgrade* screen, select **File > Update Registry**.



3. In the *Registry Information* form, ensure that the **Administrator Password** located in the **SQL Administration** group has been entered (**A**).



4. Ensure that the **Use this Connection for all Users** option is **NOT** selected (**B**).
5. Verify that no passwords have been entered in the *Global Password* group (**C**).
6. Click **Save** to save your settings.
7. Close the Udata application; select *File* > **Exit**.
8. Start *Govern for Windows*.
9. In *Govern for Windows*, select *Options* > **Change Password...**
10. The following message appears:



11. Click **OK**.



12. Enter your user name.
13. Enter and confirm your new password.
14. Click **OK**.

Note: Databases will have characters that are allowed for a password or a format that these passwords must be in. Refer to your database documentation for password formats.

Note: The appearance of the the *Change Password* option is dependent upon conditions that are described in the above steps. If the option is not available, close down the *Govern for Windows* application, return to the *Udata* application and review steps 3 to 7 above.

Step 6: Installing the Third Party Software

The following third party software is used with Govern:

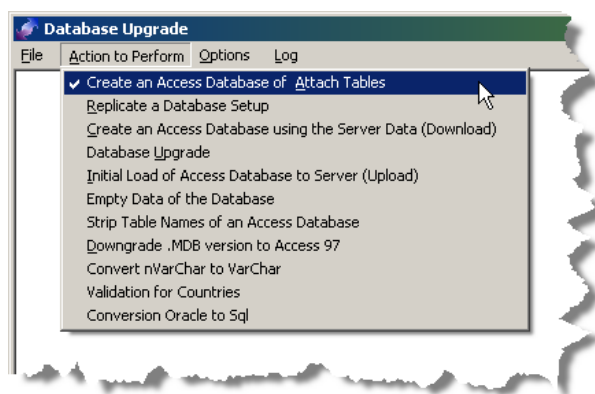
- **Crystal Reports:** for creating and running reports. See *Installing Crystal dll's on the Network on page 92*.
- **Melissa Address Verification:** for verifying name and address data. See *Installing the Crystal dll's Locally on page 92*.
- **ESRI Arcview Geographical Information System (GIS) Software:** Refer to the GIS documentation, for Govern for Windows™, version 9.x. Users that are running version 10.x will need to install the 10.x runtime.
- **Microsoft SQL Reporting Services:** Refer to *Documentation & Standards for SQL Server Reporting Services (SSRS) guide*.

Step 7: Creating an Attach Table

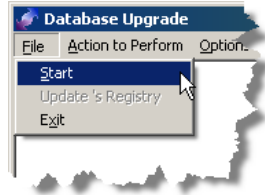
Before connecting to a database, you need to create an **attach table** so that you will be able to communicate with the server for the basic setup. The attach table stores the data definitions, while data from the application is stored on the *Database Server*.

To create the *Attach Tables*, complete the following steps.

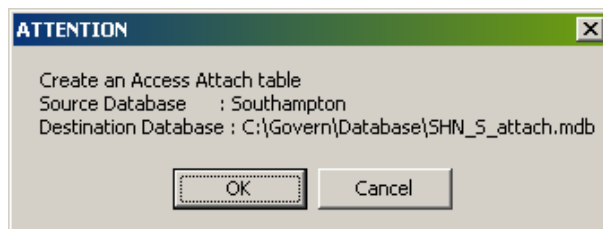
1. Change the directory to **\Govern\Bin**. Double-click on the **Updata32.exe** program.
2. Select **Action to Perform**, then **Create an Access Database of Attach Tables**.



3. Select **File > Start**. An information screen appears, listing the source and destination databases.



An information screen appears, listing the *Destination* database.



4. Verify the database name and click **OK** to start the process.

Note: If a default source name is not displayed, the ODBC connection has not been setup correctly.

Step 8: Performing the Initial Govern Setup

Before running Govern, you need to launch Govern Admin and open the *System Registry Maintenance* parameters and define default settings for the following:

- GIS Link Type
- Full Paths to the Multimedia and Multimedia Archive Files
- Full Paths to the Bitmap, Report, Query and Help File Folders

Refer to the Super User guide for details.

In addition, you need to set up the following:

1. Create the *Departments* and assign *Functions*.
2. Create the Users.
3. Define Access Rights for the users.
4. Define *User Registry* parameters.

5. Create the Validation Tables and Codes.

Note: When you log in to the system for the first time, enter **adm** in both the **User ID** and **Password** fields.

Part III: Installing Govern on a Client PC



Overview

The installation on a Client PC, connected to the network, consists of the following steps:

- Step 1: Setting up the Client PCs.
- Step 2: Installing the Govern 10.8 dll files.
- Step 3: Editing the `win.ini` file.
- Step 4: Establishing the ODBC connection.
- Step 5: Setting up the database connection.
- Step 6: Creating the Microsoft Access Attach Table.
- Step 7: Defining the *Registry Information*.
- Step 8: Installing the third-party software.
- Step 9: Editing the User Registry.

For details on installing Govern on a laptop computer that can be used by an appraiser or inspector, either online or off-line, while working in the field, see Part IV.

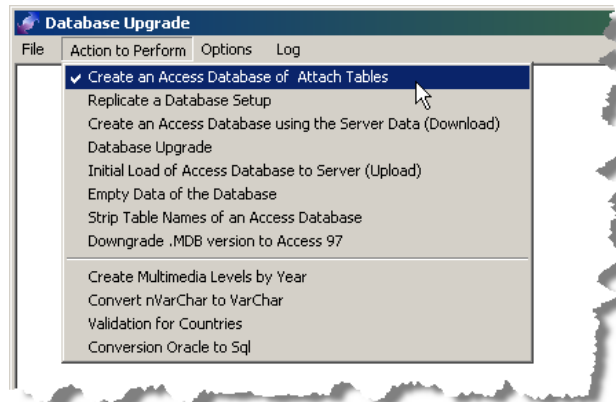
Step 1: Creating an Attach Table

Before running *Govern*, you need to create an attach table so that the PC can communicate with the server. The attach table stores the data definitions, while data from the application is stored on the Database Server.

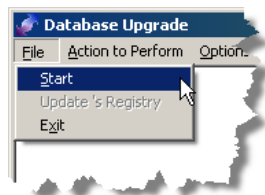
To create the *Attach Tables*, complete the following steps.

1. Change the directory to **\Govern\Bin**. Double-click on the **Updata32.exe** program.

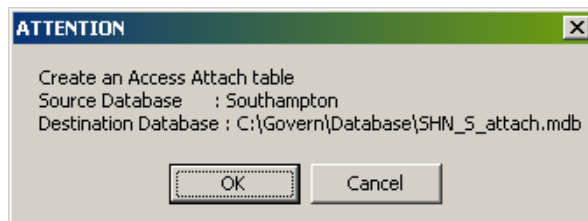
2. Select *Action to Perform* > **Create an Access Database of Attach Tables**.



3. Select **File** > **Start**. An information screen appears, listing the source and destination databases.



An information screen appears, listing the *Destination* database.



4. Verify the database name and click **OK** to start the process.

Note: If a default source name is not displayed, the ODBC connection has not been setup correctly.

Step 2: Setting up the Client PCs

To set up the Client PCs:

1. Create a directory called **Govern** on the hard drive of each Client PC.

2. Create the following subdirectories for the Govern files:
 - **Bin**: for storing the Updata32.exe files, which is required for creating the Attach tables. It is recommended to delete this file after completing the installation.
 - **Database**: for storing the Microsoft Access Attach table.

Step 3: Installing the Govern dll files

Complete the following procedure on every client PC running Govern:

1. On the computer hard drive, create a directory called **Govern**.
2. Copy the Install32_108 directory to this folder.
3. Open the **\Govern\Install32_108** directory.
4. Double-click on the **GOV108Setup.exe** program and follow the installation procedure described in *Part II: Installing Govern on the Servers: Step 2: Installing the Govern dll files on page 16*.

Step 4: Editing the win.ini file

Edit the `win.ini` file, as follows:

1. Change the directory to **\Windows**.
2. Double-click on the `win.ini` file.
3. At the end of the file, create a section called Govern, and enter the full path to the `govern.ini` file, as in the following example:

```
[govern]
ini_path=GovernServer:\govern\bin\10.8\govern.ini
```

Step 5: Setting up the Database Connection

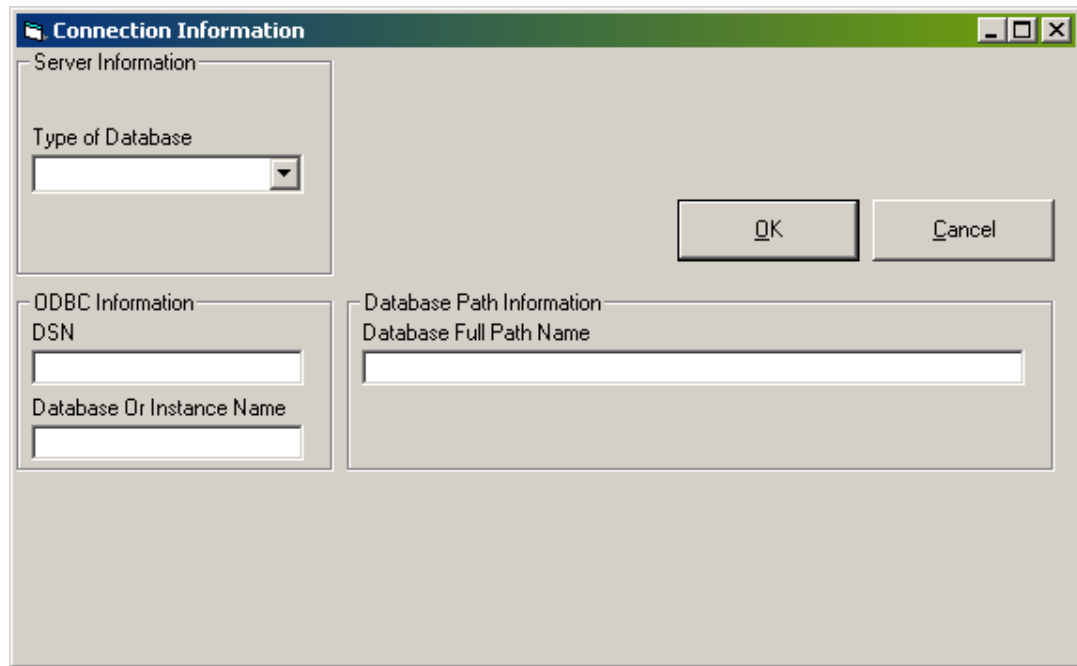
Complete the following procedure for all database types, Microsoft Access, SQL Server, MySQL or Oracle:

1. Change the directory to **\Govern\Bin**.
2. Double-click on the **Updata32.exe** program.

If the `govern.ini` file is not specified in the `win.ini` file, you need to create a new one. A confirmation message appears on the screen:

3. Click **Yes**, on the confirmation message, to create the `govern.ini` file. It is installed to the same directory as your other executable files, **Govern/Bin** by default.

Once the `govern.ini` file is created, the *Connection Information* screen appears.

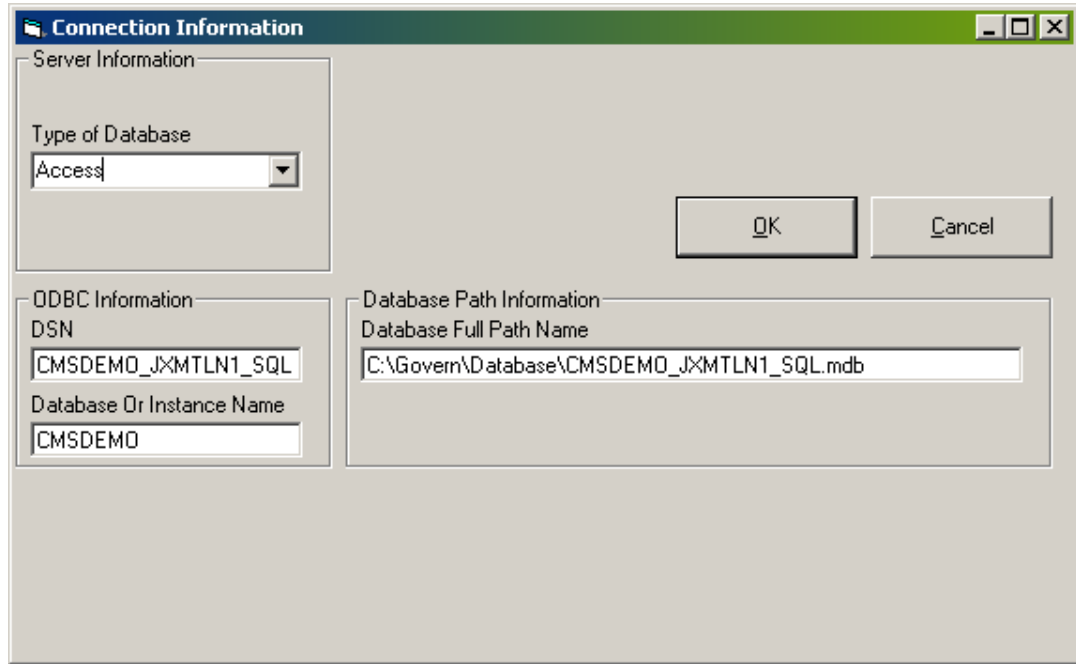


The **Connection Information** dialog box is shown. It has a title bar with a green gradient and standard window controls. The dialog is divided into three main sections: **Server Information**, **ODBC Information**, and **Database Path Information**. The **Server Information** section contains a 'Type of Database' dropdown menu. The **ODBC Information** section contains two text input fields: 'DSN' and 'Database Or Instance Name'. The **Database Path Information** section contains a single large text input field for 'Database Full Path Name'. At the bottom right, there are 'OK' and 'Cancel' buttons.

4. From the **Type of Database** dropdown list, select one of the following and proceed with the instructions for the database type you are using:
 - Access Server Connection
 - SQL Server
 - Oracle Server Connection
 - MySQL

Access Server Connection

When you select Access, from the **Type of Database** field, the following screen appears:



The following table provides a description of the fields required for an Access database connection. By default, the definitions for these fields are provided in the `govern.ini` file. Override this information, if required. Then, click **OK** to save your changes.

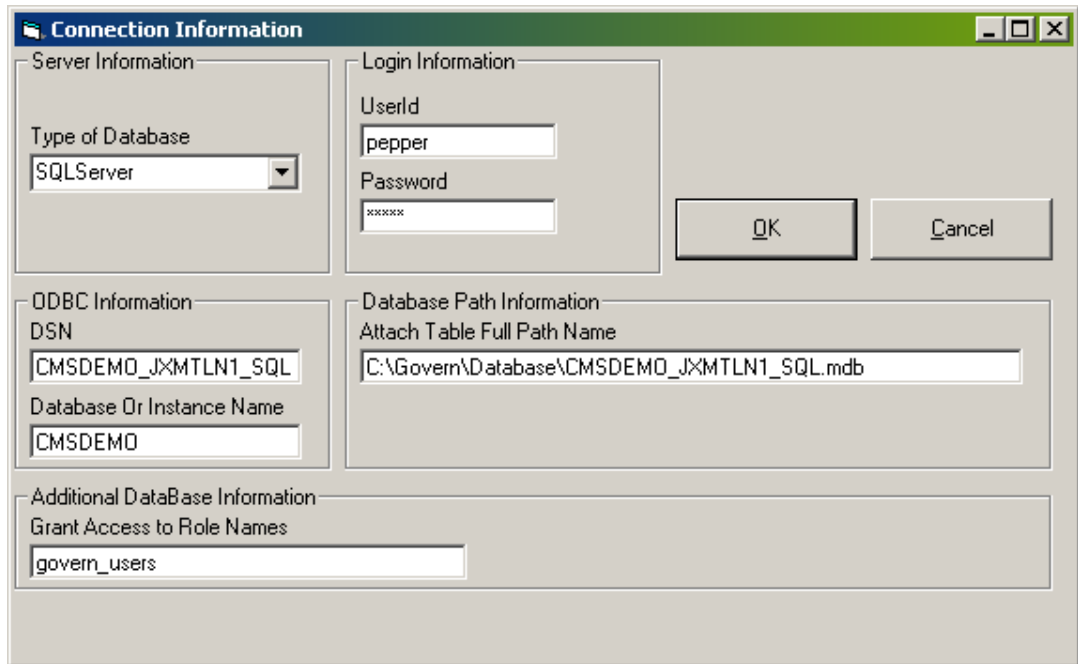
Field	Description
Type of Database	This field displays the database type. Valid types include Access, Oracle, SQL Server or MySQL. If you are using a database type other than Access, select it from the drop-down list and refer to the applicable section.
DSN	This field displays the default Data Source Name (DSN), i.e., the device or location where the data are originally created and stored. Enter the correct DSN, if this definition is not valid. Note: The DSN and ODBC names are the same.
Database or Instance Name	This field displays the name of the database or instance. Correct this information, if required.
Database Full Path Name	This field displays the full path to the database.

Microsoft SQL Server and MySQL Users

If you have the Motor Vehicle module, you need to run the script, described in Appendix F, after installing the Govern software. *See Oracle and SQL Scripts on page 140 for details.*

SQL Server Connection

When you select SQL Server in the **Type of Database** field, the following screen appears:



The following table provides a description of the required fields for an SQL Server connection. Many of the definitions for these fields are, by default, provided in the `govern.ini` file. Override this information, if required. Then, click **OK** to save your changes.

Field	Description
Type of Database	This field displays the database type. Valid types include Access, Oracle, SQL Server or MySQL. If you are using a database type other than SQL Server, select it from the drop-down list and refer to the applicable section.

Field	Description
User ID	The default User ID (PC UserId) is displayed. If this is not valid, enter the correct User ID.
Password	You need to enter a password in this field. For increased security, the default password is displayed.
DSN	This field displays the default Data Source Name (DSN), i.e., the device or location where the data are originally created and stored. Enter the correct DSN, if this definition is not valid.
Database or Instance Name	This field displays the name of the database or instance. Correct this information, if required.
Attach Table Full Path Name	This field displays the full path to the attach table. Correct this information, if required.
Grant Access to Role Names	Enter the Role names for the groups that will have access to the SQL database. If you are entering more than one role, separate each name with a comma.
	Note: This field is mandatory if you are sharing database tables with other users. By default, a database table can be accessed only by the person who created it.
	In order to provide access to other users, you need to first assign them to an SQL or Oracle role. Grant permissions to the role; i.e., for creating, modifying, viewing and deleting tables. Then enter the name of the role or roles in this field. If you are entering more than one role name, separate each with a comma.
	You can assign users to more than one role. If you grant them different access rights in their different roles, they will be granted all those rights. However, if you grant a right in one role, and deny the same right in another, they will be denied that right. A denied access right always overrides a granted right.

Oracle Users

If you are using Oracle, you need to perform the following additional procedures, before setting up the database connection.

Additional Procedures

Motor Vehicle or NY RPS Modules

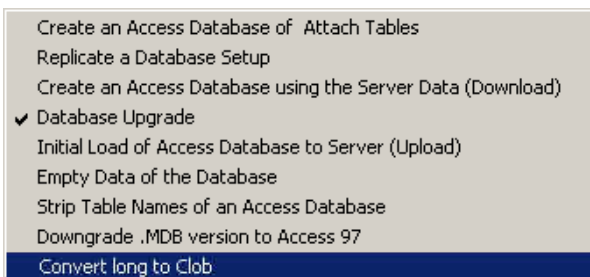
If you have the Motor Vehicle or NY RPS modules, you need to run the scripts, listed in Appendix F, after installing the Govern software. See *Oracle and SQL Scripts on page 140 for details.*

Converting to “CLOB”

Description fields in previous versions of Oracle would use a data type of **Long**. For some users this did not offer enough characters for their descriptions. A workaround was to use the *Character Long Object (CLOB)* data type. *CLOB* data types offer the requirements for longer description fields, but databases that use them take longer to backup.

To convert long data types to clob:

1. Launch Updata.
2. Make your connection to the Oracle database.
3. Select *Action to Perform* > **Convert long to Clob**.

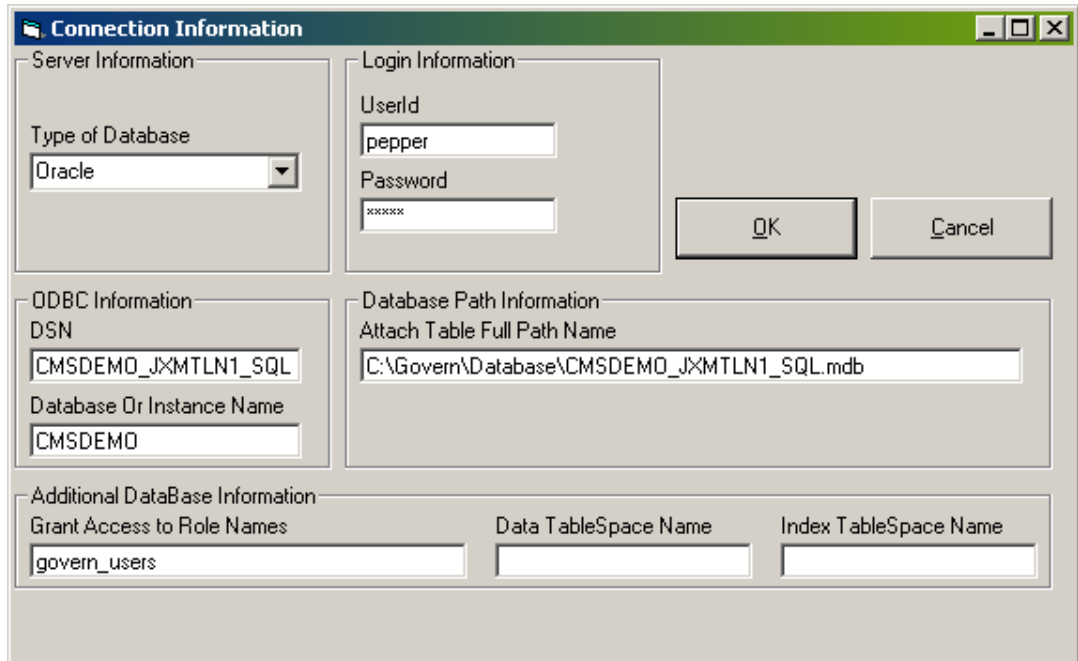


Note: This procedure requires a long time to run but can be run at any time. The **Convert Long to Clob** menu option will only be displayed when accessing an Oracle database.

Note: Oracle users can use *varchar2* instead of *blob* and *clob* types. To use *varchar2*, select the **Do not use clob** option on the *System Registry Maintenance* function in Govern Admin. Refer to the *Super User guide for more information on the System Registry Maintenance form.*

Oracle Connection Information

If you select Oracle, in the **Type of Database** field, the following screen appears:



The screenshot shows a 'Connection Information' dialog box with the following fields and sections:

- Server Information:**
 - Type of Database: Oracle (selected from a dropdown menu)
- Login Information:**
 - UserId: pepper
 - Password: XXXXXX
- ODBC Information:**
 - DSN: CMSDEMO_JXMTLN1_SQL
 - Database Or Instance Name: CMSDEMO
- Database Path Information:**
 - Attach Table Full Path Name: C:\Govern\Database\CMSDEMO_JXMTLN1_SQL.mdb
- Additional DataBase Information:**
 - Grant Access to Role Names: govern_users
 - Data TableSpace Name: (empty)
 - Index TableSpace Name: (empty)

Buttons: OK, Cancel

The following table provides a description of the required fields for an Oracle database connection. Many of the definitions for these fields are, by default, provided in the `govern.ini` file. Override this information, if required. Then, click **OK** to save your changes.

Field	Description
Type of Database	This field displays the database type. Valid types include Access, Oracle, SQL Server or MySQL. If you are using a database type other than Oracle, select it from the drop-down list and refer to the applicable section.
User ID	The default User ID (PC UserId) is displayed. If this is not valid, enter the correct User ID.
Password	You need to enter a password in this field. For increased security, the default password is displayed.

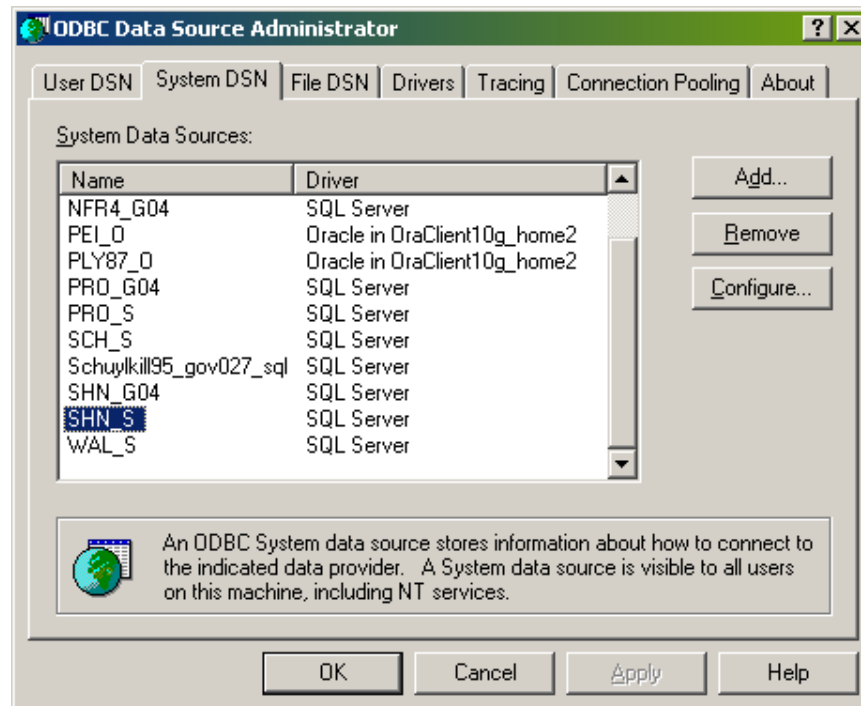
Field	Description
DSN	This field displays the default Data Source Name (DSN), i.e., the device or location where the data are originally created and stored. Verify the information in the DSN field; correct if not valid.
Database or Instance Name	This field displays the name of the database or instance. Correct this information, if required.
Attach Table Full Path Name	This field displays the full path to the attach table. Correct this information, if required.
Grant Access to Role Names	<p>Enter the Role Names for the groups which will have access to the Oracle database. If you are entering more than one role, separate each name with a comma.</p> <p>Note: This field is mandatory if you are sharing database tables with other users. By default, a database table can be accessed only by the person who created it.</p> <p>In order to provide access to other users, you need to first assign them to an SQL or Oracle role. Grant permissions to the role; i.e., for creating, modifying, viewing and deleting tables. Then enter the name of the role or roles in this field. If you are entering more than one role name, separate each with a comma.</p> <p>You can assign users to more than one role. If you grant them different access rights in their different roles, they will be granted all those rights. However, if you grant a right in one role, and deny the same right in another, they will be denied that right. A denied access right always overrides a granted right.</p>
Data TableSpace Name	Enter the name of the device where the data are stored.
Index TableSpace Name	Enter the name of the device where the indexes are stored.

Step 6: Establishing an ODBC Connection

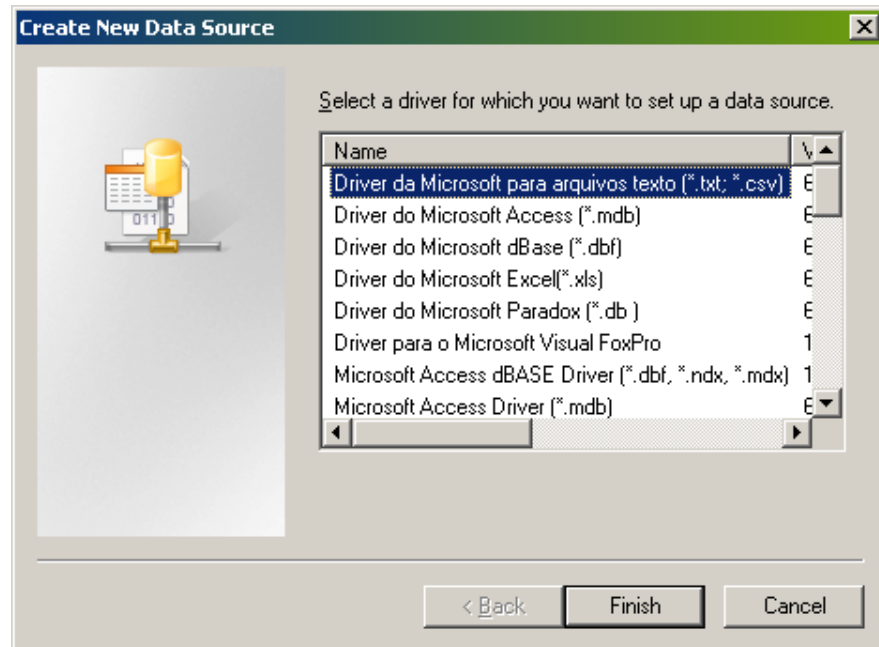
The Govern applications communicate with the database using an *Open DataBase Connectivity (ODBC)* connection. You need to have a compatible *ODBC* driver. This is used to establish the connection and to interpret the queries sent through *Govern*. *ODBC* drivers are provided by *Microsoft* or through your database vendor.

Complete the following procedure for all database types:

1. Launch *Windows Control Panel* and select *Administrative Tools > Data Sources (ODBC)*.
2. Select the **System DSN** tab.



3. Click **Add**.



4. Select the driver compatible with the database you are connecting to and click **Finish**.

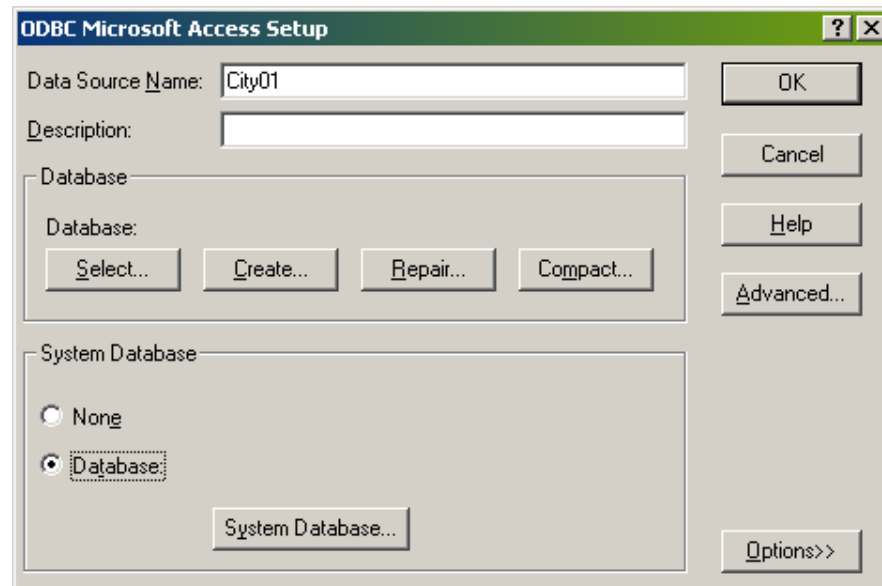
ODBC and 64 bit Operating Systems

Note: Users that are running 64-bit versions of the Windows operating system will need to access the 32 bit version of the ODBC administrator program (ODBCad32.exe). This file is located in the following directory:

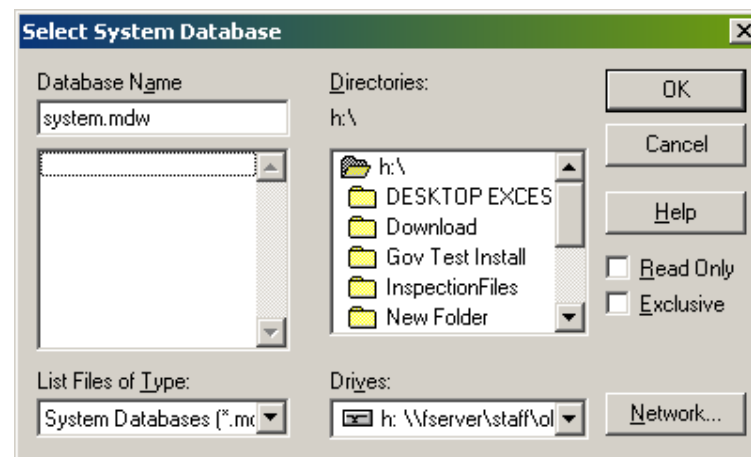
%systemdrive%\Windows\SysWow64

For additional information regarding the ODBC Administrator refer to the following Microsoft Support Article at <http://support.microsoft.com/kb/942976>.

Microsoft Access ODBC Connection



1. Enter the DSN name in the **Data Source Name** field.
2. Enter a description in the **Description** field, if required.
3. Select **Database**, under *System Database*.

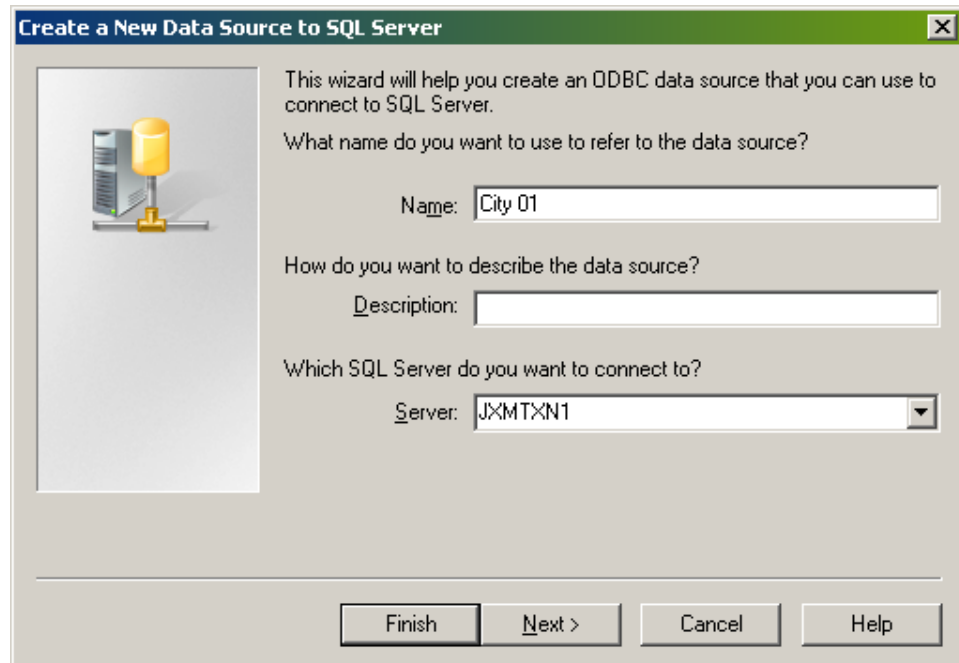


4. Select the **Drive**, **Directory** and **Database Name**.
5. Leave the **Read Only** and **Exclusive** options blank. Otherwise, Govern users will not be able to update the database and it can be opened by only one user at a time.
6. Click **OK** on the *Select System Database* screen.

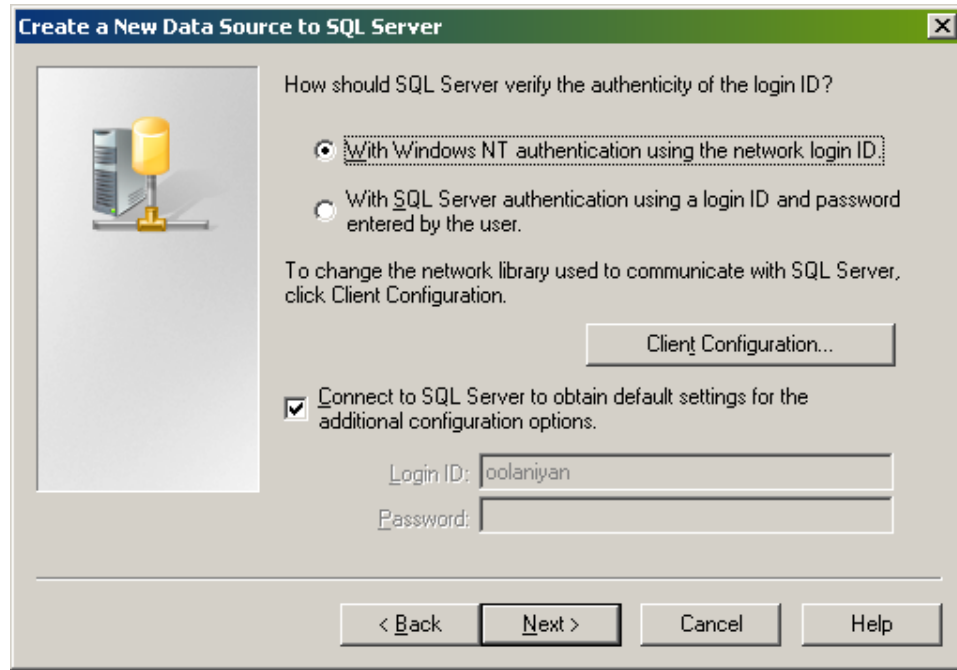
7. Click **OK** on the *ODBC Microsoft Access Setup* screen.

For more information, refer to the Microsoft Help files.

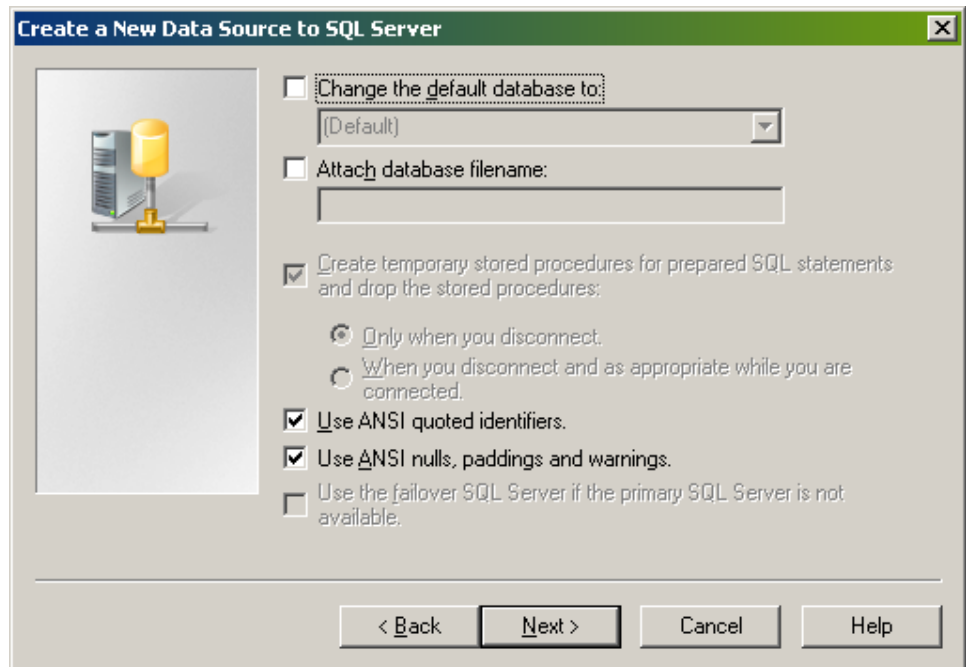
SQL Server ODBC Connection



1. Enter the DSN or ODBC name in the **Name** field.
2. Enter a description in the **Description** field, if required.
3. Select the SQL Server to which you want to establish a connection in the **Server** field.
4. Click **Next**.



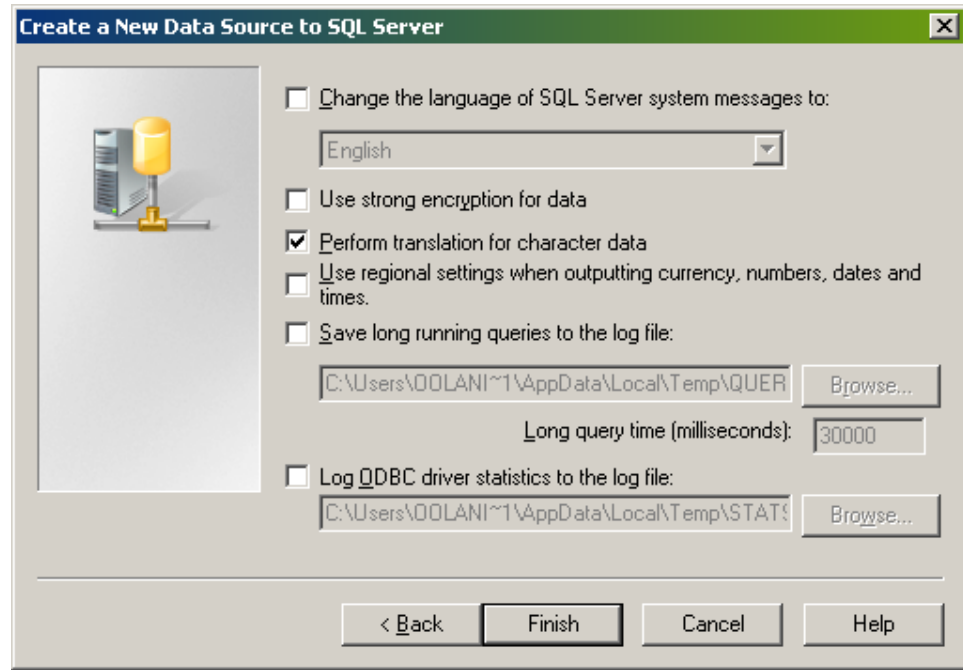
5. Click **Client Configuration** to configure a network library other than the default.
6. Select **Connect to SQL Server to obtain default settings for the additional configuration options** to use the SQL Server defaults or leave this option blank to use the standard defaults.
7. Click **Next**.



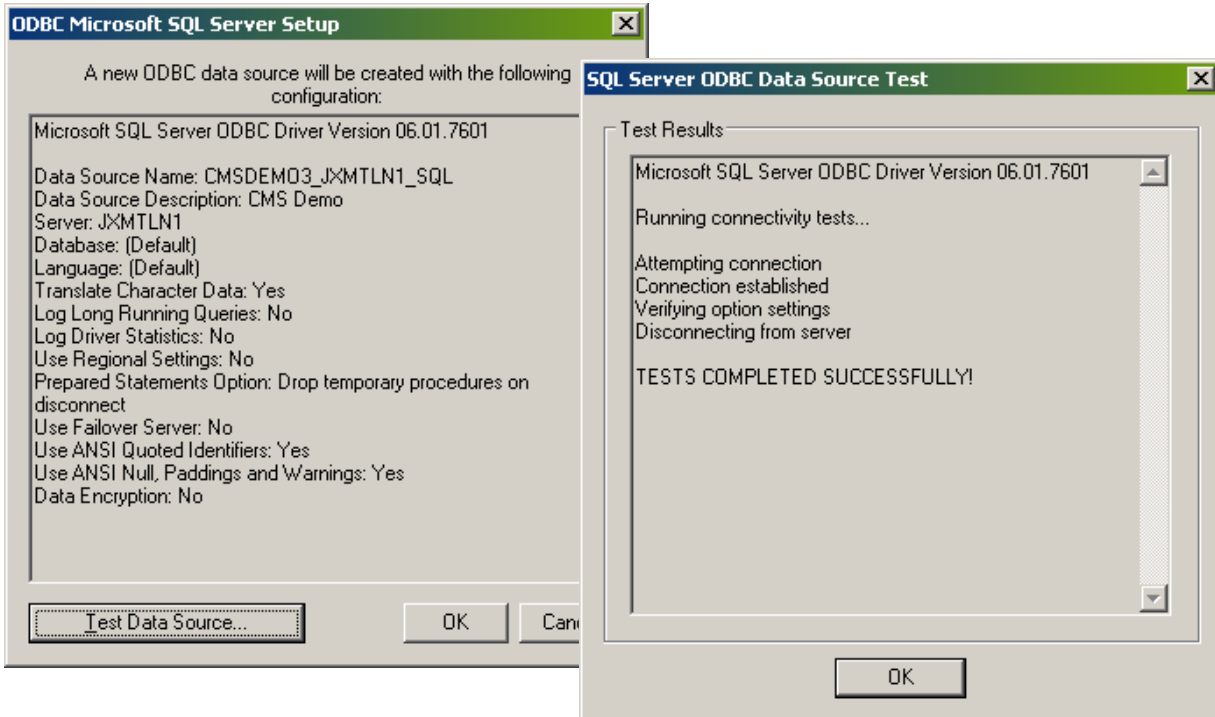
8. Select **Change the default database to** and select the default database for the current data source. Otherwise, to make the connection to the default database defined for the login ID on the server, leave this field blank.
9. Select **Attach database filename** to attach the database from the file, specified in the text box, to the default database, selected in the previous file. Then, enter the file name and path.

Tip: It is recommended to use the default database for the login ID, rather than specifying a database on this screen.

10. Specify your preferences for stored procedures if you are connecting to an older version of SQL Server and this is applicable.
11. Specify your preferences for ANSI quotes, nulls, paddings and warnings, using the driver to create temporary stored procedures.
12. Select **Use the failover SQL Server if the Primary SQL Server is not available** to use the failover server, specified in the data source, when the driver detects that the primary server is unavailable.
13. Click **Next**.



14. Select the language for the SQL Server messages.
15. Select **Perform translation for character sets** to convert ANSI strings sent from the client computer to the server. Otherwise, leave this option blank.
16. Leave the **Use regional settings when computing, currency, numbers, dates and times** option blank.
17. Select **Save long running queries to the log file** to log queries that take longer than the specified time. Then, click **Browse**, select the file and path and enter the **Long query time** in milliseconds in the text box.
18. Select **Log ODBC driver statistics to the log file** to log the ODBC driver statistics to a specified file. Then, click **Browse** and select the file and path.
19. Click **Finish**.



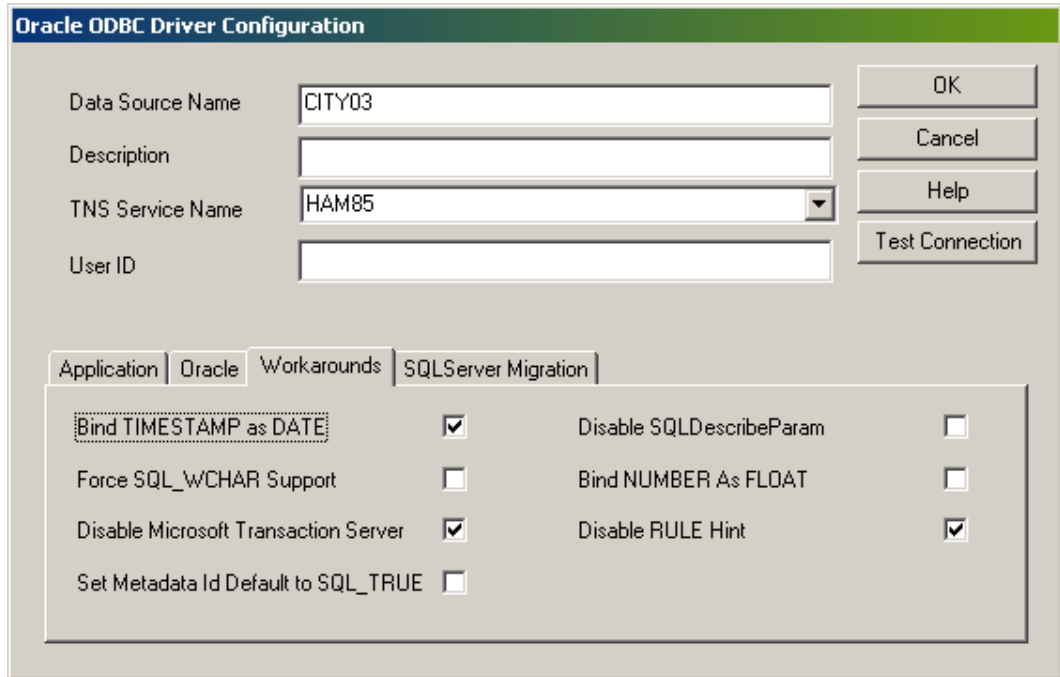
20. Verify the information and select **Test Data Source**.

21. Click **OK**.

Oracle ODBC Connection

When configuring an *Oracle ODBC* connection, please refer to the **Notes** in this section that deal with your specific version of *Oracle 10* and associated workarounds.

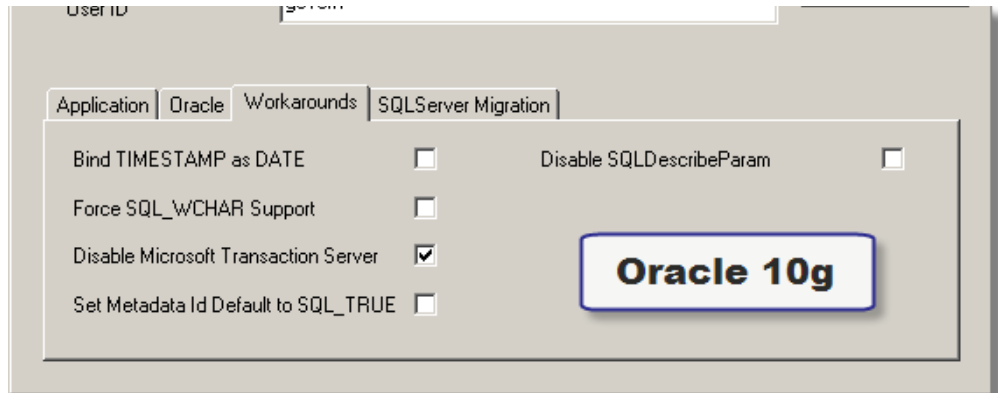
Note: *Oracle* users should not select the *Microsoft ODBC for Oracle* drivers. This option has presented problems in displaying grids. It is recommended that users install the Client package that comes with *Oracle* package.



Oracle ODBC Driver Configuration			
Data Source Name	CITY03		
Description			
TNS Service Name	HAM85		
User ID			
<div>Application Oracle Workarounds SQLServer Migration</div>			
Bind TIMESTAMP as DATE	<input checked="" type="checkbox"/>	Disable SQLDescribeParam	<input type="checkbox"/>
Force SQL_WCHAR Support	<input type="checkbox"/>	Bind NUMBER As FLOAT	<input type="checkbox"/>
Disable Microsoft Transaction Server	<input checked="" type="checkbox"/>	Disable RULE Hint	<input checked="" type="checkbox"/>
Set Metadata Id Default to SQL_TRUE	<input type="checkbox"/>		

When establishing an *Oracle ODBC Connection*, you need to enter only the *Data Source Name* and the *TNS Service Name*. In addition, for *Govern*, you need to select the **Force Retrieval of Long Columns** under the **Workarounds** tab. You can provide the other options, when you run the applications.

Note: If you are using *Oracle 8i* or *9i*, you need to select **Force Retrieval of Long Columns** as shown on the following ODBC setup screen. Otherwise an error message appears when you use the *Activities* function in the *Permits & Inspections* subsystem.



User ID: [text box]

Application | Oracle | Workarounds | SQLServer Migration

Bind TIMESTAMP as DATE ☐ Disable SQLDescribeParam ☐

Force SQL_WCHAR Support ☐

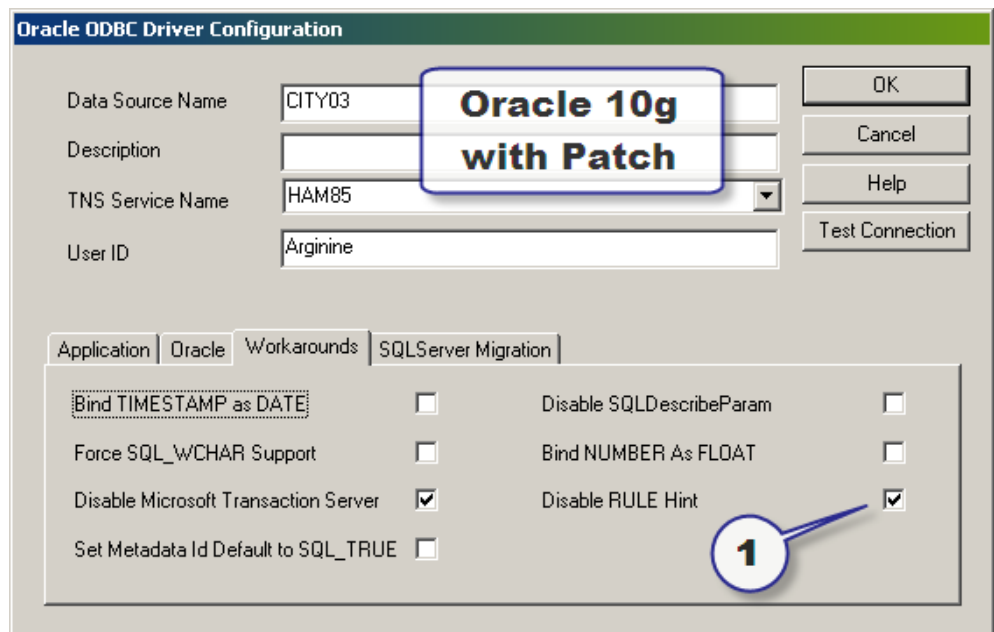
Disable Microsoft Transaction Server ☒

Set Metadata Id Default to SQL_TRUE ☐

Oracle 10g

Note: When using *Oracle 10g*, the **Force Retrieval of Long Columns** option will, be selected, but this option will not be visible for selection.

Note: Users of *Oracle 11* should note that the 10 g patch has been incorporated within the release..



Oracle ODBC Driver Configuration

Data Source Name: CITY03

Description: [text box]

TNS Service Name: HAM85

User ID: Arginine

OK Cancel Help Test Connection

Application | Oracle | Workarounds | SQLServer Migration

Bind TIMESTAMP as DATE ☐ Disable SQLDescribeParam ☐

Force SQL_WCHAR Support ☐ Bind NUMBER As FLOAT ☐

Disable Microsoft Transaction Server ☒ Disable RULE Hint ☒

Set Metadata Id Default to SQL_TRUE ☐

1

Note: When using *Oracle 10g* with the **5731535_10203_winnt patch**, the **Disable RULE Hint** option **MUST** be selected otherwise you may experience performance issues with Govern.

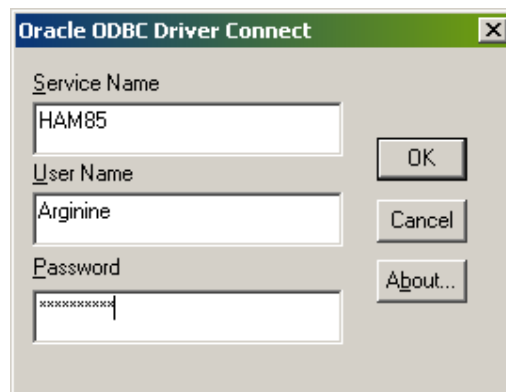
Note: Users of *Oracle 11* should note that the patch in the following section has been incorporated within the release.

For additional information on installing the Oracle 10g patch, *please refer to the Oracle 10g update document.*

1. Enter the Data Source Name in the **Data Source Name** field.
2. Enter a description in the **Description** field, if required.
3. Enter the **TNS Service Name**. This is the location of the Oracle database.
4. Enter the user name for the account on the server used to access the data in the **User ID** field.
5. Select the **Workarounds** tab and select **Force Retrieval of Long Columns**.

Note: The option for **Force Retrieval of Long Columns** is by default selected in Oracle 10g, but the option is not visible.

6. Click **Test Connection**. A *Connection Login* screen appears:



7. Verify the **Service Name**. Then, enter the **User Name** and **Password** for the connection.
8. Click **OK**. A confirmation message appears:



9. Click **OK** on the *Confirmation* message.
10. Click **OK** on the *ODBC Oracle Driver Configuration* screen.

Note: Issues have been reported when attempting to execute stored procedures (STOREPROC) from Govern over an Oracle ODBC connection. See *Oracle ODBC Connections and Stored Procedures* on page 115 for details and a workaround.

Step 7: Defining the Registry Information

To define the *Registry Information*, follow the instructions under *Part II: Installing Govern on the Servers: Step 5: Defining the Registry Information* on page 28.

After completing the Registry Information Setup, delete the Updata32.exe program from the client PC.

Step 8: Installing the Third Party Software

The following third party software is used with Govern:

- **Crystal Reports:** for creating and running reports. See *Installing Crystal Runtime* on page 92.
- **Melissa Address Verification:** for verifying name and address data. See *Setting up Melissa Data Address Validation* on page 96.
- **ESRI Arview Geographical Information System (GIS) Software:** Refer to the GIS documentation, for *Govern for Windows™*, release 10.8.

Step 9: Editing the User Registry

Before running Govern on a client PC, you need to log in to Govern Admin, open the *User Registry* form and define the following settings:

- GIS Link Type
- Full Paths to the Multimedia and Multimedia Archive Files
- Full Paths to the Bitmap, Report, Query and Help File Folders

Refer to the *Super User* guide for details.

Part IV: Installing Govern on a Stand-Alone Computer or Laptop



Overview

An inspector or appraiser can continue to work in Govern and make updates to the database, while working in the field, disconnected from the network. Govern provides batch processes for exporting a copy of the database to a laptop and then importing the database, with the updates, back to Govern. An option is provided to ensure that the inspector or appraiser performs the import process, before logging in and making changes to the network database.

This section provides the procedure for installing and configuring Govern for Windows™, release 10.8, on a laptop that can be used both online, connected to the network, or off-line, by an inspector or appraiser working in the field. The procedure is similar to that for the Client PC, with the exception that all software and supporting files need to be installed on the laptop. It consists of the following steps:

- Step 1: Setting up the Laptop.
- Step 2: Installing the Govern 10.8 dll files.
- Step 3: Editing the `win.ini` file.
- Step 4: Creating the Attach table.
- Step 5: Setting up the Database Connection.
- Step 6: Establishing the ODBC Connection.
- Step 7: Defining the *Registry Information*.
- Step 8: Installing the third-party software.
- Step 9: Editing the *User Registry*.
- Step 10: Running the batch process.

Note: If you are running Windows® 2000® or higher on the laptop, you need to log in as the administrator of the computer, in order to modify the `win.ini` file and complete the setup.

To improve offline use, the following new features have been added:

- **CoolBar Queries:** CoolBar Queries are no longer copied to extracted databases, since queries written for SQL databases caused errors when run in Microsoft Access.
- **Melissa Data Address Verification:** You can now enter the path to the Melissa Data Address Verification folder on the *User Registry Maintenance* form, to facilitate offline use of this service. See Setting up Melissa Data Address Validation on page 96.

Step 1: Setting up the Laptop or Stand-Alone Computer

To set up the laptop:

1. Ensure that one of the following database programs is installed and fully operational on the server:
 - Microsoft® Office Access
 - Oracle®
 - Microsoft® SQL Server™
 - MySQL

See on page 8 for details on the supported versions.
2. Create a directory called **Govern** on the hard drive and add the following subdirectories:
 - Bin
 - Bitmap
 - Database
 - Documentation
 - Help
 - Install32_108
 - Reports
 - Scripts
3. Copy the Govern and Udata exe files, `govern32.exe` and `updata32.exe`, to the **Govern \ Bin** directory. The exe files are updated periodically and can be downloaded from the ftp site.
4. Copy all bitmaps to the **Govern \ Bitmap** directory. The bitmaps include the background images and all the icons for *Govern Admin*, *Govern* and *Govern Batch Processing*.

5. Copy the *Microsoft Access Attach* table to the **Govern \ Database** directory. This is used for speeding up access to the Database Server, while working online.
6. Copy the latest Govern for Windows, release 10.8, documentation to the **Govern \ Documentation** directory. This documentation is stored in PDF format and updated weekly. It can be downloaded from the ftp site.
7. Copy the latest Help, Tip of the Day and Help image files to the **Govern \ Help** directory. These files are also updated weekly and can be downloaded from the ftp site.
8. Copy the Govern, GIS and third-party software installation files to the **Govern \ Install32_108** directory.
9. Copy the standard and custom reports, created for your organization to the **Govern \ Reports** directory.

Step 2: Installing the dll Files

Complete the following procedure to install the dll files on all stand-alone computers and laptops:

1. Open the **\Govern\Install32_108** directory, created in *Step 1: Setting up the Laptop or Stand-Alone Computer on page 58*.
2. Double-click on the **GOV108Setup.exe** program and follow the installation procedure described in *Part II: Installing Govern on the Servers: Step 2: Installing the Govern dll files on page 16*.

Step 3: Editing the win.ini file

Make the following entry in the `win.ini` file:

Note: If you are running Windows® 2000® or higher on the laptop, you need to log in as the administrator of the computer, in order to modify the `win.ini` file and complete the setup.

1. Change the directory to **\ Windows**.
2. Double-click on `win.ini` file.

- At the end of the file, create a section called **Govern**, and enter the full path to the **govern.ini** file, as in the following example:

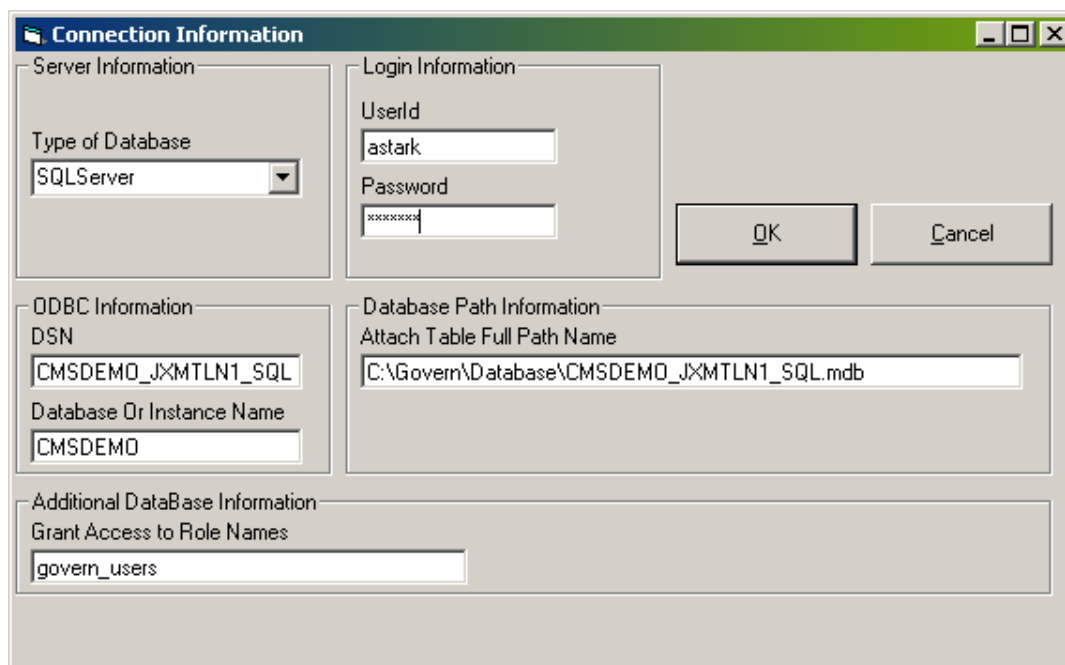
```
[govern]
ini_path=c:\govern\bin\10.8\govern.ini
```

Step 4: Creating an Attach Table

You need to create an Attach Table so that the PC can communicate with the server, when working online. The attach table stores the data definitions, while data from the application is stored on the Database Server.

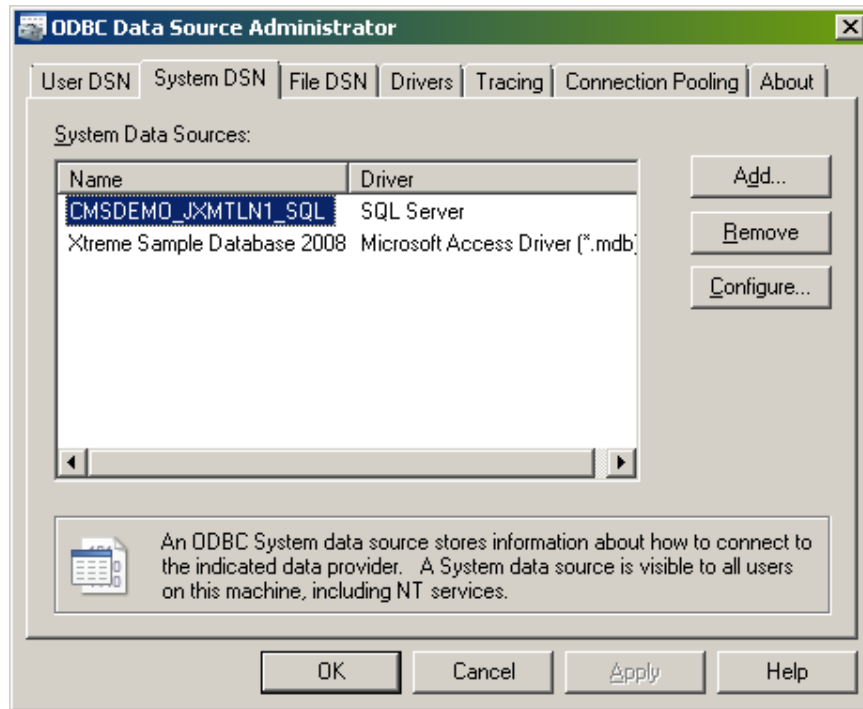
For details on creating the *Attach Tables*, see *Part III: Installing Govern on a Client PC, Step 1: Creating an Attach Table* on page 35.

Step 5: Setting up the Database Connection



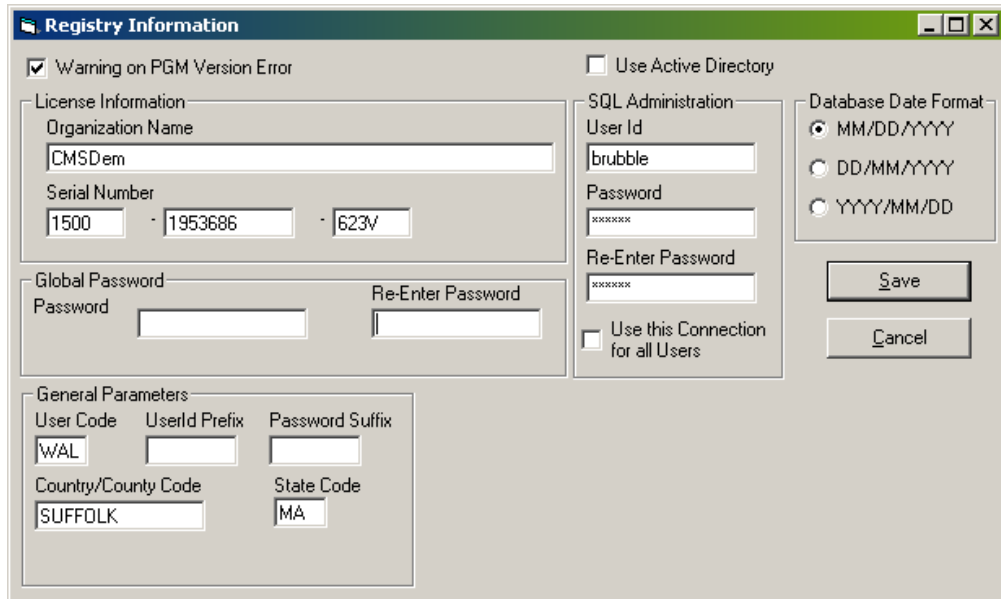
You need to set up the database connection, as described under *Part III: Installing Govern on a Client PC, Step 5: Setting up the Database Connection* on page 37.

Step 6: Establishing the ODBC Connection



You need to establish the ODBC connection, as described for the Client PC. See *Part III: Installing Govern on a Client PC, Step 6: Establishing an ODBC Connection* on page 44.

Step 7: Defining the Registry Information



The image shows a Windows-style dialog box titled "Registry Information". It contains several sections for configuring system settings:

- License Information:** Includes a checkbox for "Warning on PGM Version Error" (checked), a text field for "Organization Name" (containing "CMSDem"), and three text fields for "Serial Number" (containing "1500", "1953686", and "623V").
- Global Password:** Includes a checkbox for "Use Active Directory" (unchecked), a text field for "Password", and a text field for "Re-Enter Password".
- SQL Administration:** Includes a text field for "User Id" (containing "brubble") and a text field for "Password" (containing "xxxxxx").
- Database Date Format:** Includes three radio buttons: "MM/DD/YYYY" (selected), "DD/MM/YYYY", and "YYYY/MM/DD".
- General Parameters:** Includes a text field for "User Code" (containing "WAL"), a text field for "User Id Prefix", a text field for "Password Suffix", a text field for "Country/County Code" (containing "SUFFOLK"), and a text field for "State Code" (containing "MA").

At the bottom right, there are "Save" and "Cancel" buttons. A checkbox "Use this Connection for all Users" is also present.

You need to define the *Registry Information*, as described for the Application Server. See *Part II: Installing Govern on the Servers, Step 5: Defining the Registry Information* on page 28.

Step 8: Installing the Third Party Software

The following third party software is used with Govern:

- **Crystal Reports:** for creating and running reports. See *Installing Crystal Runtime* on page 92.
- **Melissa Address Verification:** for verifying name and address data. See *Setting up Melissa Data Address Validation* on page 96.
- **ESRI Arview Geographical Information System (GIS) Software:** Refer to the GIS documentation, for *Govern for Windows™*, release 10.8.

Step 9: Editing the User Registry

Before running Govern, you need to log in to Govern Admin, open the *User Registry form* and define the following settings:

- GIS Link Type

- Full Paths to the Multimedia and Multimedia Archive Files
- Full Paths to the Bitmap, Report, Query and Help File Folders

Refer to the Super User guide for details.

Step 10: Running the Batch Process

When the inspector or appraiser needs to take the laptop or computer out in the field, you can run the *Export a Database Batch Process* to extract a copy of the database that can be downloaded to the laptop.

- If the database is to be used by an inspector, refer to the Batch Processing section in the *Permits & Inspections guide*.
- If the database is to be used by an appraiser, refer to the Batch Processing section in the *Mass Appraisal General Information guide*.

CHAPTER 2: Upgrading to Govern for Windows, Release 10.8



Overview

This chapter describes the procedures for upgrading *Govern for Windows™* (*Govern*) from a previous version to release 10.8.

Upgrade Notes for Oracle Clients

All Oracle users upgrading to 10.8 will need to verify that all uppercase items are removed from the following tables:

- USR_VT_CONTROL
- USR_VT_HEADER
- SY_VT_CONTROL
- SY_VT_HEADER

During the upgrade process the same items that exist in the above tables will be rein lower case; if the upper case items are not removed, they will be duplicated. This will result in program errors.

Notes for Utility Billing Users

All users of the Utility Billing (UB) module will need to check if their UB Crystal bills are using the **Do not print bill** option.

Users of Release 10.8 and earlier will note that when the **Do not print bill** option is selected, during a posting, entries are not created in the UB_POST_MASTER and the AR_DETAIL tables even if an account has a *Primary Mailing Index*. This behavior differs from the tax system behavior of always creating entries in the UB_POST_MASTER and the AR_DETAIL tables if a *Primary Mailing Index* is found. Some users may have a workflow that compensates for the behavior of the **Do not print bill** option.

Posting Behavior as of release 10.7

In Release 10.7, posting behavior was modified to be the same as that of the tax system. When a *Primary Mailing Index* is found, entries will always be

created in the UB_POST_MASTER and the AR_DETAIL tables, and a bill is printed. Deselect the **Do not print bill** option when you do not want a bill printed.

Upgrade Process

There are three parts to the upgrade:

1. Perform the special procedures that are listed for your configuration.
2. Upgrade the version of the server.
3. Perform an upgrade on each computer that is running the *Govern* software. The required upgrade steps are as follows:

Part I: Special Procedures

Perform any special procedures required for your particular configuration, as directed by your Govern representative.

Upgrading Utility Billing

WARNING: If you are upgrading to release 10.8 from a version earlier than 8.5 and have the *Utility Billing* subsystem, ensure that all *Automated Clearing House (ACH)* records are processed, otherwise pending records will be lost during the upgrade. See *ACH Processing on page 68*.

Name and Address Record Validation

Country information is managed by the, VT_SY_CTRIES validation table. When completing name and address records, users must select the Country rather than entering it manually.

For the name and address records that have already been completed, the Country parameter is automatically mapped to this new table, based on the user entry. However, for the records with misspellings or other mismatches in the **Country** parameter. See *Validation for Countries on page 69*.

User Menu Security in GovBatch after Upgrade to Release 10.8

Note: Users upgrading to *Govern for Windows* Release 10.8 will need to reconfigure their menu security settings. After the upgrade process, users will not have access to any of the *Govern Batch Process* menus. This is a result of a new method of managing menus; Administrators will need to reestablish menu access for their users.

Part II: Upgrading Govern on the Network

1. Create a backup.
2. Uninstall your previous version of Govern.
3. Create directories for Govern 10.8 and copy the upgrade files from the ftp site or CD to the server hard drive.
4. Install the Govern 10.8 dll files.
5. Upgrade the database.

Part III: Upgrading Govern on each PC

1. Remove the previous version of Govern.
2. If you are installing Crystal Reports 10, 11, or 2008, remove the previous installation of Crystal Reports.
3. Create a directory for the Govern 10.8 attach table.
4. Install the Govern dlls.
5. Create the *Attach* files.
6. Install Crystal Report 10, runtime version.

Note: It is recommended to install Crystal Reports 10, runtime version on every computer running Govern for Windows 10.8. This is used to execute reports. You can use Crystal Report Professional version 9.0 or 8.5 for creating and editing reports. However, these versions are no longer supported by Govern Software Inc.

Note: Crystal Reports 10 is not backward compatible with previous versions. If you open a Crystal Report created in a previous version; such as 9.0 or 8.5, in Crystal Reports 10, you are prompted to convert the report. After it is converted, you can no longer open it in a previous version.

Note: As of the time of release of this manual, Crystal reports XI was available.

Part I: Special Procedures

Overview

ACH Processing

The *Automatic Clearing House (ACH)* processing was redefined in *Govern for Windows™*, version 8.2. You can use ACH for all *Tax Assessment* and *Billing* subsystems, as well as the *Utility Billing* subsystem. This includes *Real Property Taxation*, *Personal Property Taxation*, *Aircraft Excise Tax*, *Boat Excise Tax* and *Motor Vehicle Excise Tax*. In previous versions of *Govern*, ACH processing could only be used with the *Utility Billing* subsystem.

A function is available in *Govern* for setting up the client's ACH account information. Processes are available in *Govern Batch Processing* to generate ACH prenotification files, prepare ACH data, generate the ACH payment file, and in release 10.8 and greater ACH for *Payment Plans*. Refer to the *ACH Processing* section of the *Govern for Windows, release 10.8, Accounts Receivable* guide for details.

Note: If you are upgrading to version 10.8, from version 8.1 or a version previous to this, you need to ensure that all pending ACH records are processed. Pending ACH records are not converted to version 10.8. The following confirmation message appears before you run the upgrade.

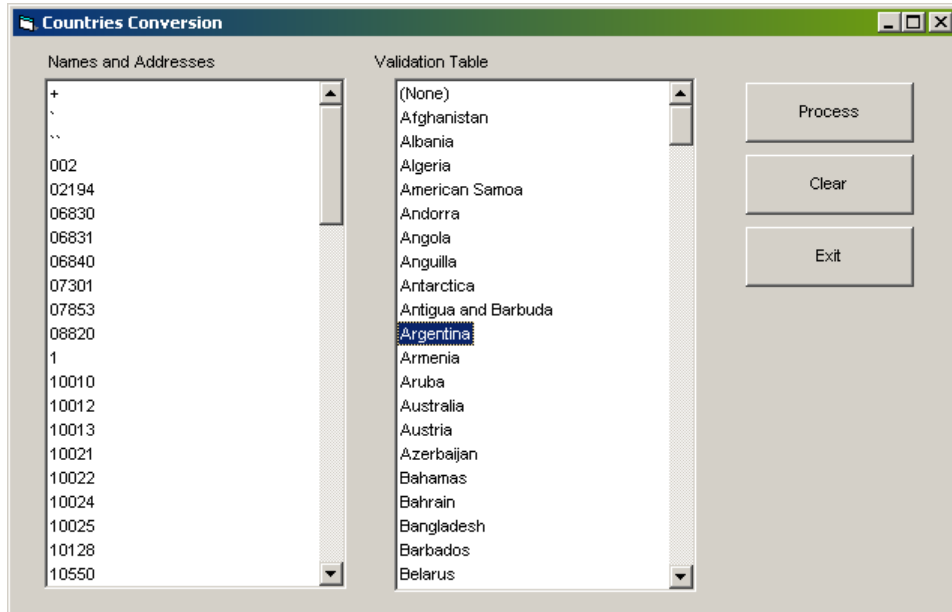


Validation for Countries

With the *Validation for Countries* form, you can remap the name and address records with misspellings or other mismatches in the Country parameter to a country in the VT_SY_CTORIES table.

To access the *Validation for Countries* form:

1. Launch *Updata*.
2. Enter your connection information.
3. Select *Action to Perform* > **Validation for Countries**.



All entries that cannot be mapped to VT_SY_CTORIES are listed on the left. The entries in VT_SY_CTORIES are listed on the right.

4. To map an entry on the left to an entry in the validation table, select the correct entry, from the right column and drag it under the entry on the left:
5. Continue until you have mapped all entries.

Tip: If you are unsure of a value, you can remap it to the entry, **None**.

6. Click **Process** to perform the remapping; Click **Clear** to clear all your remappings.
7. Click **Exit** to close the form.

Part II: Upgrading Govern on the Network



Overview

To complete the network upgrade, perform the following five steps:

1. Create a backup.
2. Uninstall your previous version of Govern.
3. Create directories for Govern 10.8 and copy the upgrade files from the ftp site or CD to the server hard drive.
4. Install the Govern 10.8 dll files.
5. Upgrade the database.

Step 1: Creating a Backup

Before upgrading to Govern for Windows 10.8, it is recommended that you back up the following:

1. All Govern data.
2. Customized icons. If you have defined your own icons for the Govern functions, these need to be backed up, before you perform the upgrade.
3. Customized backgrounds. In Govern for Windows, versions 8.5 and higher, you can replace the standard background images, for Govern Admin, Govern and Govern Batch Processing, with images of your choice. If you are using customized images, these need to be backed up, before you perform the upgrade. *Refer to the General Information guide for details on creating and saving background images.*

Note: The function icons and background images are saved to the Govern bitmap folder.

4. Modified reports. If you have modified any of the standard reports, you need to create a backup. Otherwise, your modifications will be overwritten.

Note: Customized reports are not overwritten during the upgrade.

Step 2: Uninstall the previous version of Govern

Before installing Govern for Windows 10.8, you need to uninstall the previous version.

To uninstall the previous version:

1. In Windows Control Panel, select **Add / Remove Programs**.
2. Select **Govern (version #) Runtime**.
3. Click **Change / Remove** and follow the instructions on the screen.

Step 3: Creating directories for Govern for Windows, release 10.8

Before installing Govern for Windows, release 10.8, perform the following:

1. On the network server, create a directory, called Govern.
2. Copy the Govern 10.8 directories and files, from your ftp site or the CD supplied by your representative, to this directory.

The directories include:

- Bin
- Bitmap
- Database
- GIS queries, for GIS applications
- GIS integration, for GIS applications
- Help
- Install 32_108 - Used during installation only, this directory can be removed once the Installation is complete.
- StandardReport
- SampleReports

Note: The Bin directory contains the Govern 10.8 executable (.exe) files.

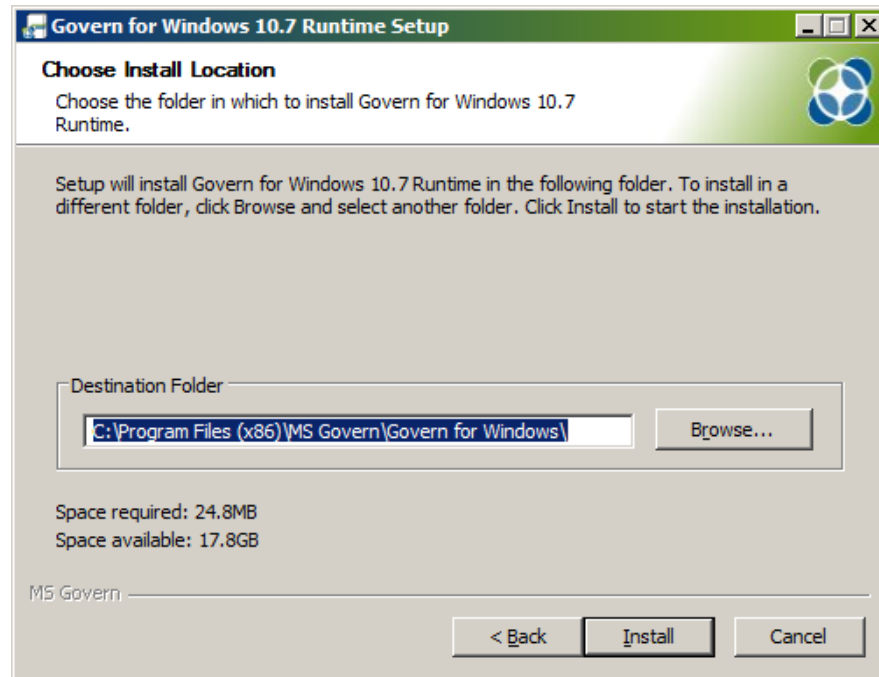
Step 4: Installing the dll files

To install the Govern 10.8 dll files:

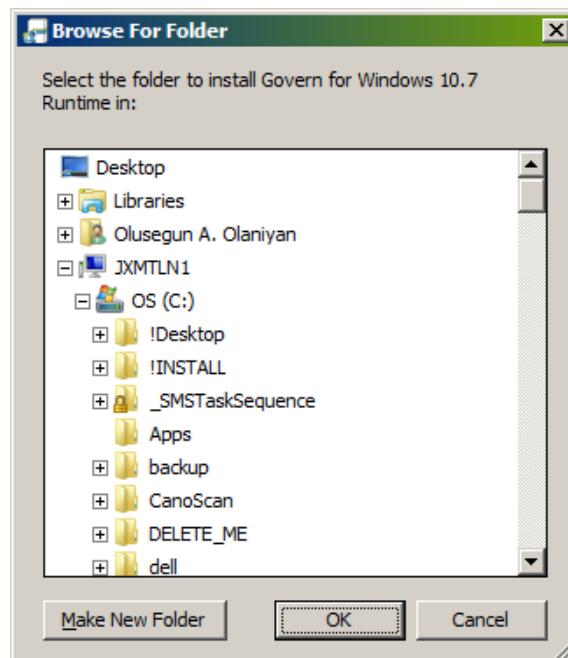
1. Open the **\Govern\Install32_108** directory, created in *Step 3: Creating directories for Govern for Windows, release 10.8*.
2. Double-click on the **GOV108Setup.exe** program. The *Govern for Windows Release 10.8 Runtime Setup* screen appears.



3. Click **Next** on the **Govern for Windows 10.8 Runtime Setup** screen.



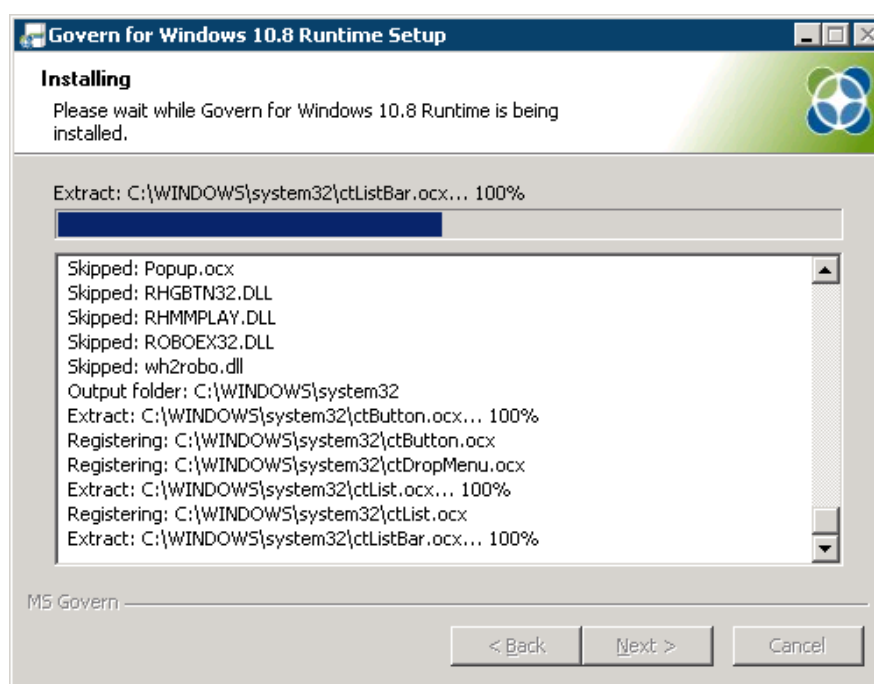
4. Click **Install** to install Govern to the default location, displayed in the Destination Folder text box and proceed to 8.
5. To install Govern to an alternate directory, click **Browse**.



6. Navigate to the directory where you want to install Govern and click **OK**. To create a new directory, select **Make New Folder** and enter the name of your new directory. Then, click **OK**.

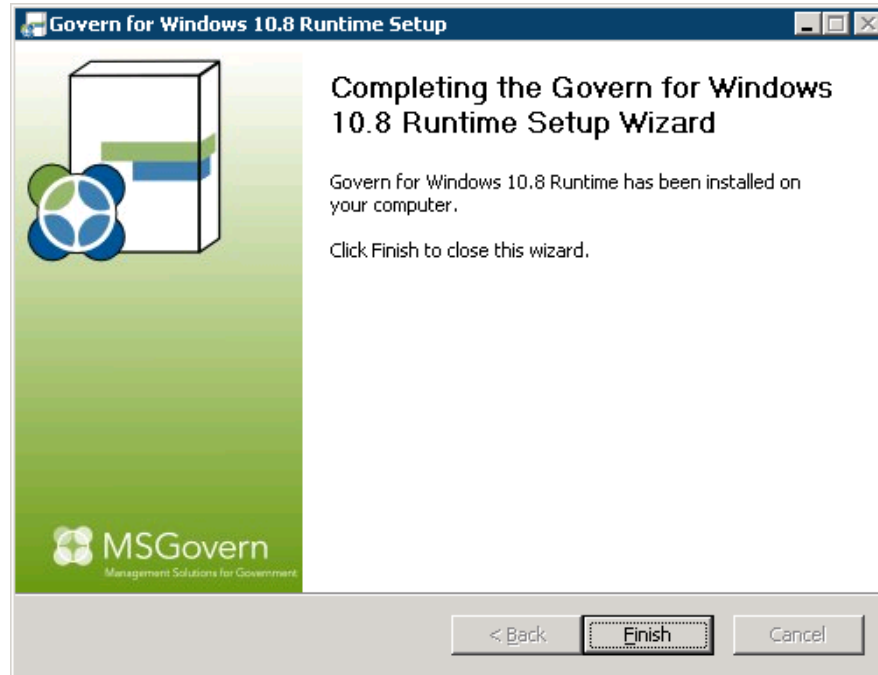
Note: When installing on the server, it may be necessary to be in the “\bin” directory. This is due to the fact that files used by AVAX Control need to be in the same location as the executable (.exe) files.

7. Verify that the installation path is correct in the **Destination Folder** text box, on the *Govern for Windows 10.8 Runtime Setup* form and click **Install**.



8. Wait for the *Setup* program to complete. The progress is displayed on your screen.

Note: If you plan to install the ArcView® Geographic Information System (GIS) software from ESRI version 3.1 or earlier, the Govern program directory name must be eight characters or less and cannot contain any spaces or periods.



9. When the completion screen appears, click **Finish**. The basic installation is complete.

Step 5: Upgrading the Govern Database

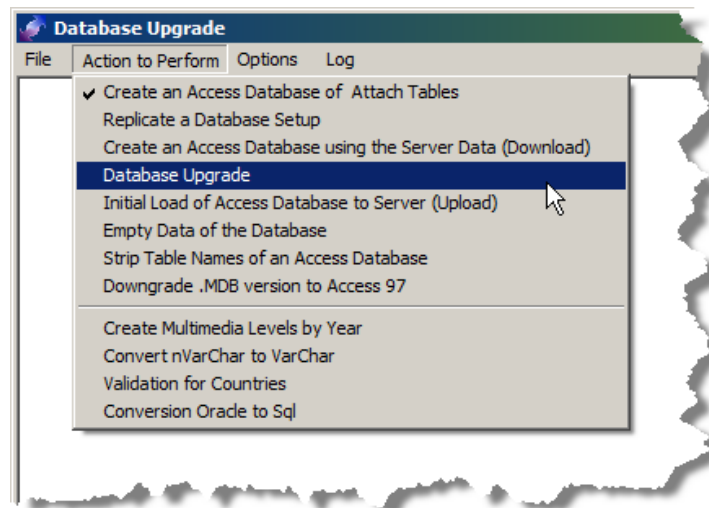
To upgrade the Govern database:

1. Change the directory to **\Govern\Bin**.
2. Double-click on the **Udata32.exe** program.

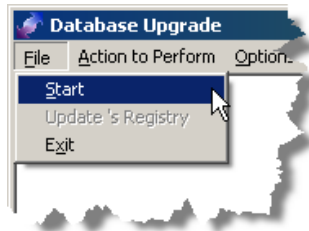
Note: Do not use a shortcut. The **Udata32** program looks for the default initialization file (.ini) in your win.ini file.

Note: You must be the database owner to proceed with this upgrade.

- From the **Action to Perform** menu, select **Database Upgrade**.

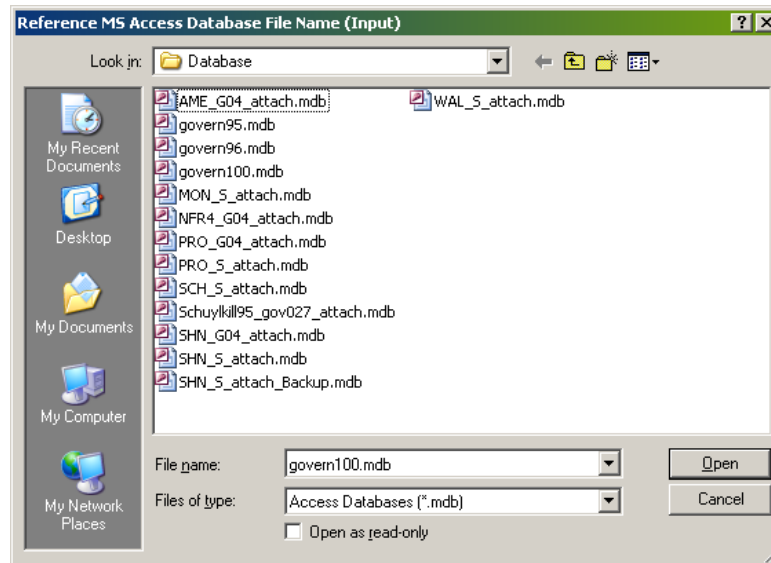


- From the **File** menu, select **Start**.

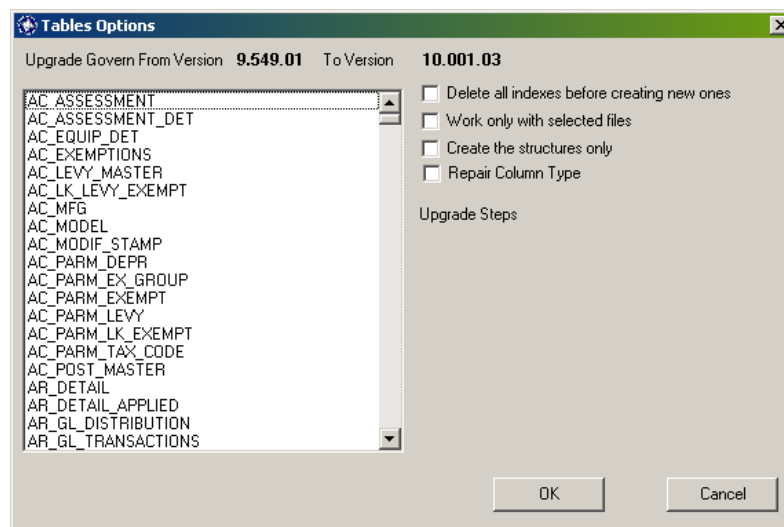


- Locate the *Reference* database file, **Govern85.mdb** or **Govern90.mdb**, and select **Open**.

Note: A validation is included that prevents users from updating their databases using a higher version of Govern.



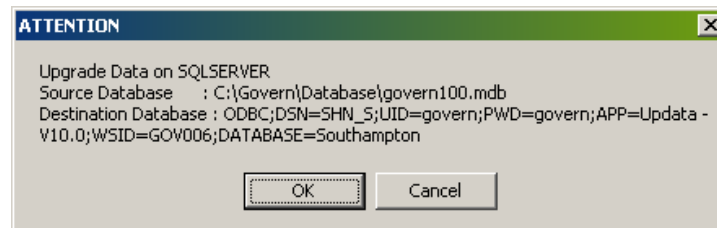
The *Table Options* screen appears.



6. Verify that the version numbers displayed at the top of this screen are different and click **OK** to start the upgrade. If the version numbers are identical, an upgrade is not required.

Note: For some installations, special instructions may be included with the Updata32.exe program. Be aware that extra steps may be required.

7. A prompt appears asking you to confirm the *Source and Destination* databases.

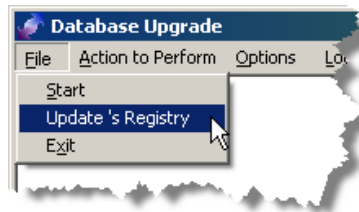


8. Click **OK** if the information is correct.

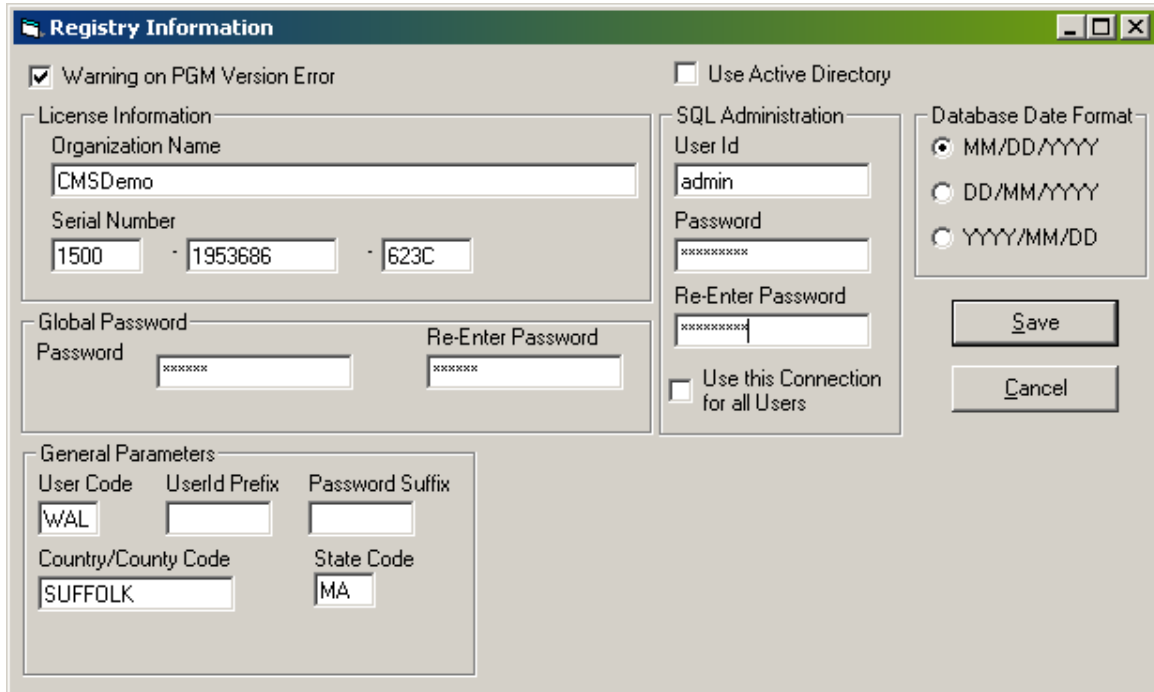
Registry Information Setup

Once you have upgraded the database, you need to update the registry information.

1. Change directory to **\Govern\Bin**.
2. Double-click on the **Udata32.exe** program.
3. Select *File* > **Update Govern's Registry**.



The *Registry Information* screen appears.



The image shows a Windows-style dialog box titled "Registry Information". It contains several sections for configuring the application. At the top left, there is a checkbox labeled "Warning on PGM Version Error" which is checked. To its right is a checkbox labeled "Use Active Directory" which is unchecked. Below these are three main sections: "License Information", "Global Password", and "General Parameters". The "License Information" section includes fields for "Organization Name" (containing "CMSDemo"), "Serial Number" (split into three fields: "1500", "1953686", and "623C"), and "Global Password" (with "Password" and "Re-Enter Password" fields, both containing "XXXXXX"). The "General Parameters" section includes fields for "User Code" (containing "WAL"), "Country/County Code" (containing "SUFFOLK"), "UserId Prefix" (empty), "Password Suffix" (empty), and "State Code" (containing "MA"). To the right of these sections is the "SQL Administration" section, which includes fields for "User Id" (containing "admin") and "Password" (containing "XXXXXXXX"), and a "Re-Enter Password" field (containing "XXXXXXXX"). Below this is a checkbox labeled "Use this Connection for all Users" which is unchecked. To the right of the "SQL Administration" section is the "Database Date Format" section, which has three radio button options: "MM/DD/YYYY" (selected), "DD/MM/YYYY", and "YYYY/MM/DD". At the bottom right of the dialog are "Save" and "Cancel" buttons.

Warning on PGM Version Error: Select this option if you want to be notified when a more recent version of the program is available. If this option is not selected, and the database and application versions do not match, the Govern User, GovAdmin and GovBatch applications will not start. In this case, the Administrator needs to launch the Updata32 application to upgrade the program.

License Information

Organization Name: Enter the license name provided by Govern to your organization. This provides the link to the database and appears on all generated reports.

Serial Number: Enter the Serial Number you received with this release.

Global Password

Password: This is an optional field, used for automatic logins. The same password is assigned to all users in the SQL database. For security reasons it is encrypted.

Re-Enter Password: Re-enter the global password.

General Parameters

User Code: This is a mandatory field for customized City/Town/Village programs.

County Code: This is an optional field for customized County programs.

State Code: This is an optional field for customized State programs.

UserID Prefix: In this optional field, enter a code that will attach to the beginning of the User ID. If the database login is automatic, using a prefix provides increased security since the users will never see their database UserID.

Password Suffix: You can define a password suffix for user passwords. This suffix can be encrypted and stored. Since it is appended to the password, the user does not need to be aware of it.

Database Date Format: Select one of the three formats for saving dates in the database.

SQL Administration

Administrator Password: Use this section to set up the Database Administrator login for Govern. The system uses this password internally to log in.

To set the database administrator password:

1. Enter the administrator ID in the **UserID** field.
2. Enter and confirm the password in the **Password** and **Re-enter Password** fields.
3. Select **Use this connection for all users** to use this login as a universal login for all users. Users still need to login to Govern using the user ID and password assigned through the *User Maintenance* form in Govern Admin.

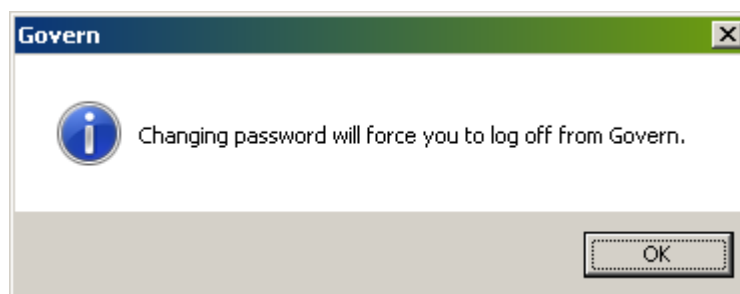
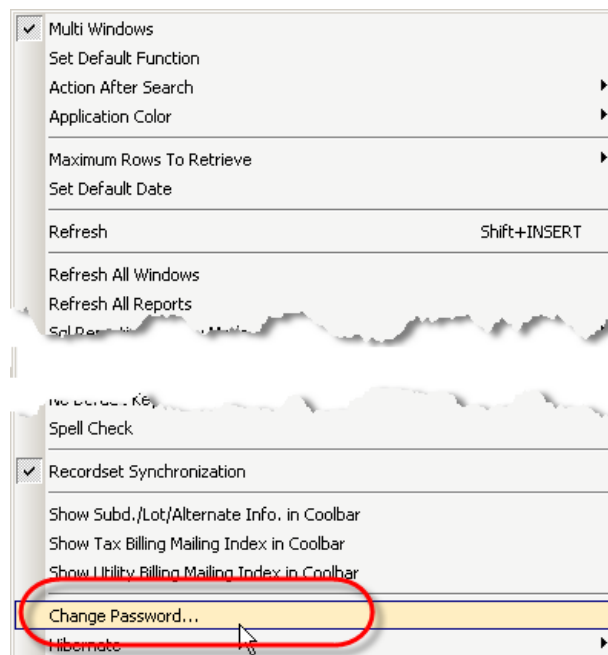
Once the login is authenticated, the database administrator login is used to open Govern.

Deselect this option to enable all users to log in to Govern, using their own user ID and password.

Note: If the option is selected, the **Change Password** screen will not be accessible through Govern.

To change the password, the user needs to perform the following procedure:

1. Log in to Govern.
2. Select *Options* > **Change Password**.



3. Click **OK** on the confirmation message. The user is automatically logged off Govern.



A screenshot of a 'Change Login Password' dialog box. The dialog has a green title bar with the text 'Change Login Password'. Inside, there are three text input fields. The first is labeled 'Userid' and contains the text 'govern'. The second is labeled 'New Password' and contains seven asterisks. The third is labeled 'Confirm New Password' and also contains seven asterisks. At the bottom of the dialog are two buttons: 'OK' and 'Exit'.

4. Enter your user name.
5. Enter and confirm your new password.
6. Click **OK**.

Part III: Upgrading Govern on each PC



Overview

Perform the following steps on each computer running Govern for Windows.

1. Uninstall the previous version of Govern.
2. If you are installing Crystal Reports 10 or 11, remove the previous version of *Crystal Reports*. This step is strongly recommended.
3. Create a directory for Govern 10.8 attach table.
4. Install the Govern dlls.
5. Create the attach files.
6. Install Crystal Report 10, runtime version.

Note: It is recommended that you install *Crystal Reports 10*, runtime version on every computer running Govern for Windows 10.8. This is used for executing reports. You can use Crystal Reports Professional version 8.5, or 9.0 for creating and editing reports. However, these versions are no longer supported by *MS Govern Software Inc.*

Note: *Crystal Reports 10* is not backward compatible with previous versions. If you open a crystal report created in a previous version; you are prompted to convert the report to version 10. After it is converted, you can no longer open it in a previous version.

Step 1: Uninstalling the Previous Version of Govern

Before installing *Govern for Windows 10.8*, you need to uninstall the previous version.

To uninstall the previous version:

1. In Windows Control Panel, select *Add > Remove Programs*.
2. Select **Govern (version #) Runtime**.

3. Click *Change* > **Remove** and follow the instructions on the screen.

Step 2: Uninstalling the previous version of Crystal Reports

If you are installing Crystal Reports version 10, you need to uninstall your previous version of Crystal Reports.

To uninstall the previous version:

1. In Windows Control Panel, select *Add* > **Remove Programs**.
2. Select **Crystal Report (version #) for Govern**.
3. Click *Change* > **Remove** and follow the instructions on the screen.
4. Open the *Govern* > **Bin** directory and verify that all dll files have been removed. If not, remove the files.

Step 3: Creating directories for Govern for Windows, release 10.8

Before creating the Govern for Windows, release 10.8, create a directory called **Govern\Database**.

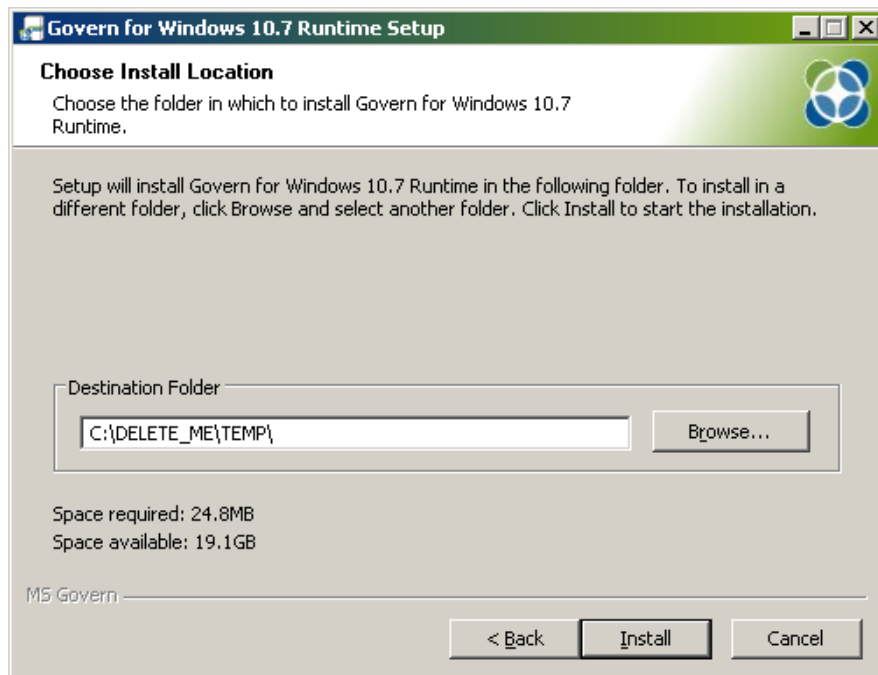
Step 4: Installing the Govern for Windows, release 10.8, dll files

To install the Govern 10.8 dll files:

1. Open the **\Govern\Install32_108** directory on the server.
2. Double-click on the **GOV108Setup.exe** program. The *Govern 10.8 Runtime Setup* screen appears.

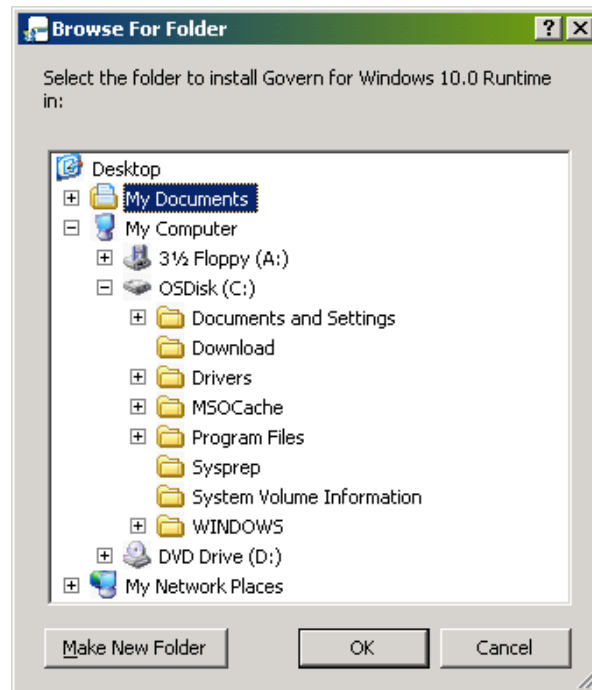


3. Click **OK**. The main *Govern Runtime Setup Installation* screen appears.



4. Click the installation icon to install Govern to the default directory, then proceed to Step 8.

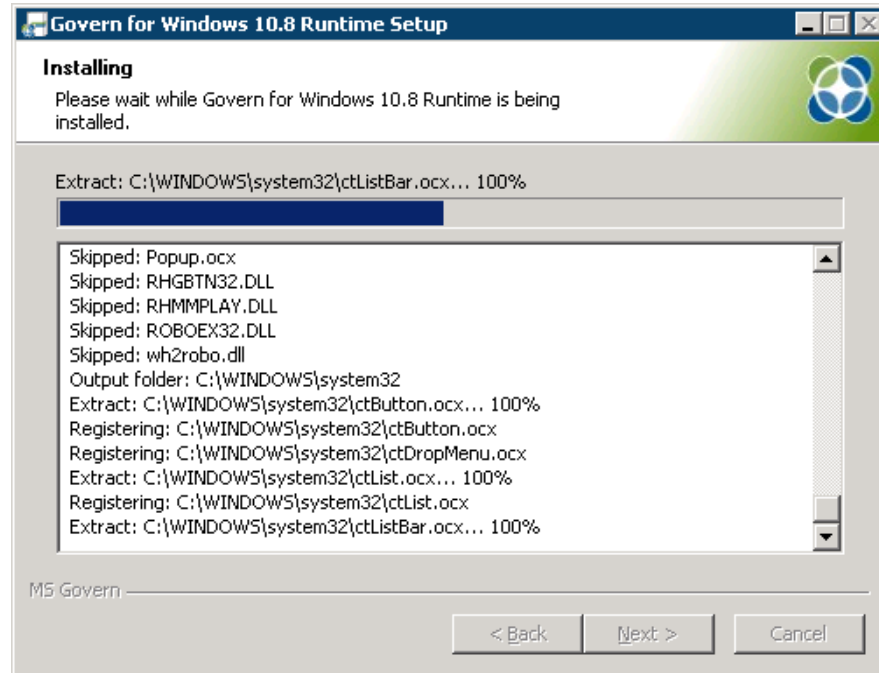
5. To install Govern to a location of your choice, click **Browse**. The *Browse for Folder* screen appears



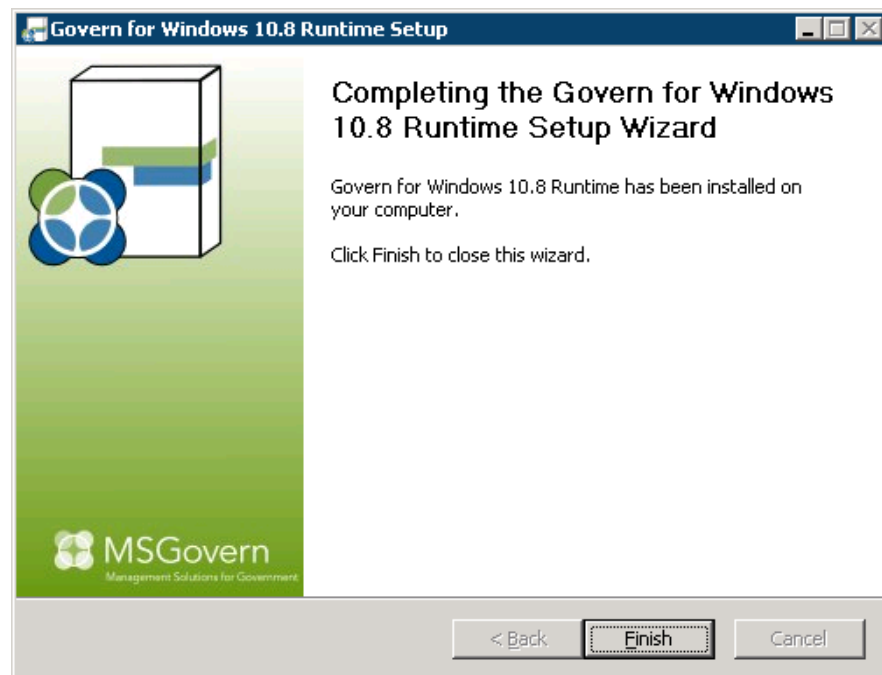
6. Enter or select a destination drive and click **OK**. If the directory does not exist, a prompt appears asking you if you want to create a directory.

Note: If you plan to install the ArcView® Geographic Information System (GIS) software from ESRI version 3.1 or earlier, the Govern program directory *name* must be 8 characters or less and must NOT contain any spaces or periods.

7. Click **Yes** to return to the main installation screen.



8. Govern begins installing the necessary files. Once completed, the following message appears.



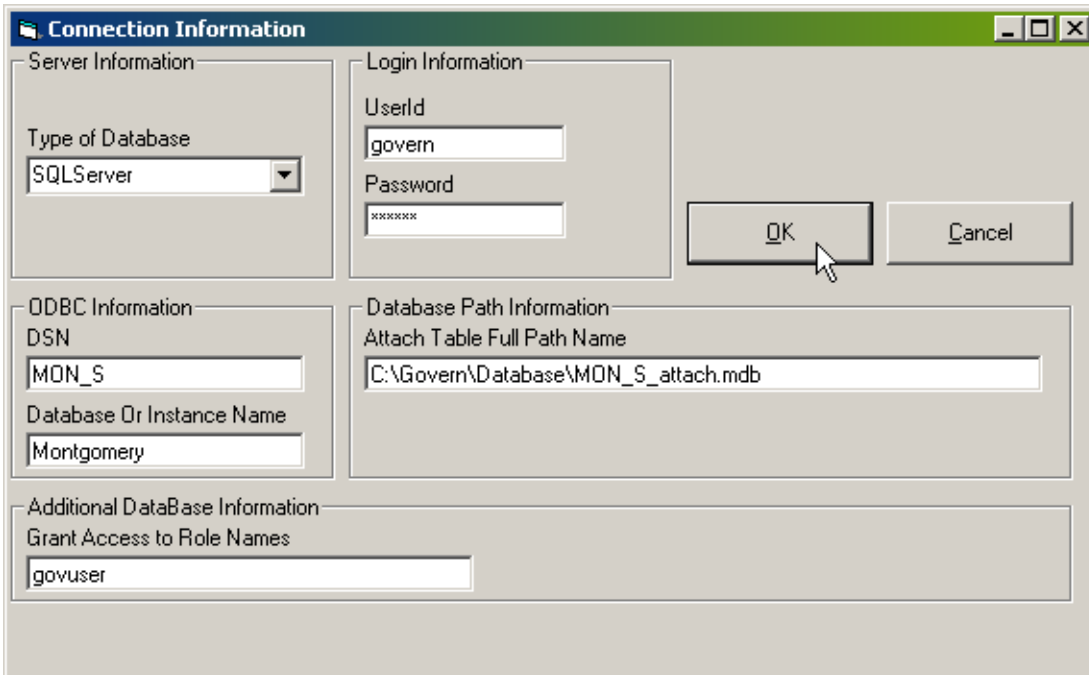
9. Click **Finish** to complete the installation.

Step 5: Creating the Attach Tables for an Upgrade

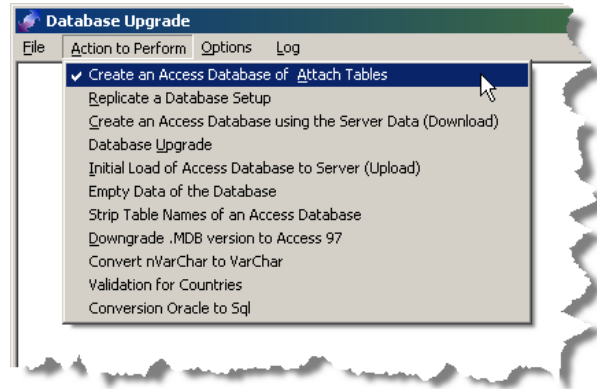
Before running Govern, you need to create an attach table so that the PC can communicate with the server.

To create the *Attach Tables*, complete the following steps.

1. Change the directory on the server to **\Govern\Bin**. Double-click on the **Update32.exe** program. This launches the *Connection Information* form:



2. Enter the full path to the attach table under **Database Path Information** in the **Attach Table Full Path Name** field.
3. Click **OK**.
4. Select **Action to Perform**, then **Create an Access Database of Attach Tables**.



5. Select **File > Start**. An information screen appears, listing the source and destination databases.



6. Verify the database name and click **OK** to start the process.

Note: If a default source name is not displayed, the ODBC connection has not been setup correctly.

Step 6: Installing Crystal Reports, Runtime version

For *Govern for Windows* versions 8.2 and higher, it is recommended that you run the Crystal Reports 10 runtime. As Govern has experienced problems with

Crystal Reports 9.0, runtime version, previous runtime versions are not supported by Govern Software Inc.

Note: Crystal Report 9 and 10 are not backward compatible. If you open a crystal report created in a previous version; such as 8.5 or 9, within Crystal Report 10, you are prompted to convert the report. After it is converted to version 10, you can no longer open it in a previous version.

Read the following procedure carefully as the installation of Crystal Reports has changed for version 9.0.

1. Ensure that you have uninstalled your previous version of Crystal Reports as described in *Step 2: Uninstall the previous version of Govern on page 71*.
2. Open the **Govern Install 32_108** directory, on the PC or server, according to your setup. Then open the **Crystal 10.5** directory.
3. Double-click on **CR10setup.exe** and install the program to the **Govern / Bin** directory, by following the directions on your screen.

To set up a test version:

1. Create a new **Bin** folder on a test computer.
2. Copy the **govern.exe** file to this directory.
3. Ensure that the client version is completely uninstalled.
4. Install *Crystal 10* to this **Bin** directory.
5. Ensure that all dlls from the previous version are deleted.
6. Ensure that access to the version 10 dlls is granted. Verify permissions in Windows Explorer and in **REGEDT32**.

Troubleshooting Crystal Reports

Crystal Report 9.0 and higher perform differently with Release 10.8 than with earlier versions of Govern.

Note: It is recommended that if a previous version is installed, you uninstall it and ensure that all components and dlls are removed.

If you get a DLL error message after installation, this is most likely due to an obscure dll or component left on the system. In this case:

1. Ensure that the previous version is uninstalled on the server and on the client PC.
2. Perform a search for **crqe.dll**. If this file is found, unregister it and delete it.
3. Once the installation is complete, make sure that all users have read access to **crqe.dll** by running **regedt32**. If permission is not properly granted to this file, verify permissions on all the other Crystal Report dlls within the setup.lst file.

CHAPTER 3: Installing Third Party Software



Overview

This section provides procedures for installing *Crystal Runtime*, *Melissa Address verification*, *USPS Intelligent Mail Barcodes (IMB)*, and communication with the *Apex Drawing Software*.

Installing Crystal Runtime

Note: Crystal Runtime version 8.5, 10.0, 11, or 2008 must be installed on all computers running Govern. Crystal Runtime 8.5 can be installed on the local machine or on the network. Versions 10.0, 11.0, and 2008 only support local installs.

Note: Govern no longer supports Crystal Runtime 9.0.

Installing Crystal dll's on the Network

Note: It is not necessary to install Crystal dll's on the network if Crystal Version 8.5 is already installed on your computer.

These two steps should be performed only once for a network installation.

1. Run the setup program from the Crystal install directory.
2. Change the default directory within the setup program to the network directory where Govern is installed.

Note: It is very important to use the same directory and not a sub-directory, as Crystal does not yet support this type of setup.

Installing the Crystal dll's Locally

Note: If Crystal Version 8.5 is already installed on your computer, this step is optional.

Perform the following procedure on all client computers.

1. Run the setup program from the Crystal install directory.
2. Change the default directory within the setup program to the *Local Windows System32* directory.

Note: If you have a local installation on your PC and Govern runs on the network, the Crystal dll's from the network override your local dll's.

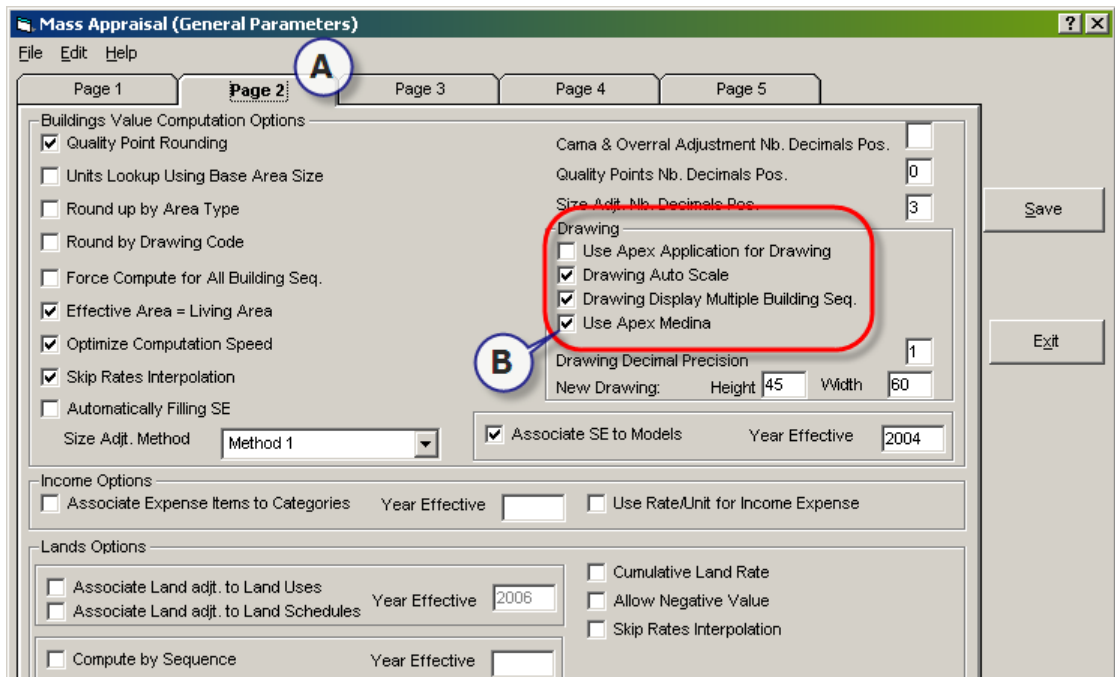
Apex Communication

Note: Prior to following the procedures for Apex integration with Govern, it is mandatory to have obtained a licensed version of the Apex Drawing Software. After obtaining the Apex Software license, follow the installation instructions provided by Apex Software.

During the installation of Govern, the .DLL required for communication with Apex Software is installed. The next step is to enable the communication between Govern and Apex.

To enable the communication link between Govern and Apex...

1. In Govern Admin, select *Parameters > Mass Appraisal > General Parameters...*



Getting Started

2. In the *Mass Appraisal (General Parameters)* form, select the *Page 2 (A)* tab.
3. In the *Drawing* group, click to select the **Use Apex Medina** option (B).

Selecting the Use Apex Medina option will enable the communication between Govern and Apex. When the user wants to create a drawing, instead of using the Avax drawing tools that are native to Govern, Apex will be loaded.

Batch Import Process for Apex Drawings

The Load Apex Image process is a one time batch import process that allows you to import drawings created with Apex and attach them to the drawing function. This feature is useful in situations where you have a building already in the Govern system, but the drawings of the floorplans are available in the stand alone Apex application. *Refer to the Load Apex Images section of the Mass Appraisal: General Information guide for details.*

Setting up Melissa Data Address Validation

Introduction to Melissa Data

Melissa Data provides automatic verification and correction of inaccurate, incomplete and undeliverable addresses in the United States and Canada. If, for example, a user enters the wrong street number for a personal property or business, Melissa supplies the correct number. Melissa Data also supplies zip codes and postal codes where these fields are required. In addition, U.S. addresses are standardized according to USPS® specifications and adds the ZIP+4 and carrier route codes.

Complete the following procedures on the server and on each client PC that will be running the Melissa Data application.

You can include *Melissa Data's* new *Residential Business Delivery Indicator (RBDI)* add-on with your existing Melissa Address Verification service. This needs to be located in the same directory. Contact *Melissa Data* for instructions on installing this service.

Note: The Melissa Data address verification service will not work on addresses with no format that are stored in the NA_NAMES table. Only formatted addresses, e.g. Individual or Company will work. A user license is required in order to use this service. Contact MS Govern Technical Support for additional details.

Installing Melissa Data on the Server

The *Server* installation package contains the database and the *Melissa Data Object* or libraries.

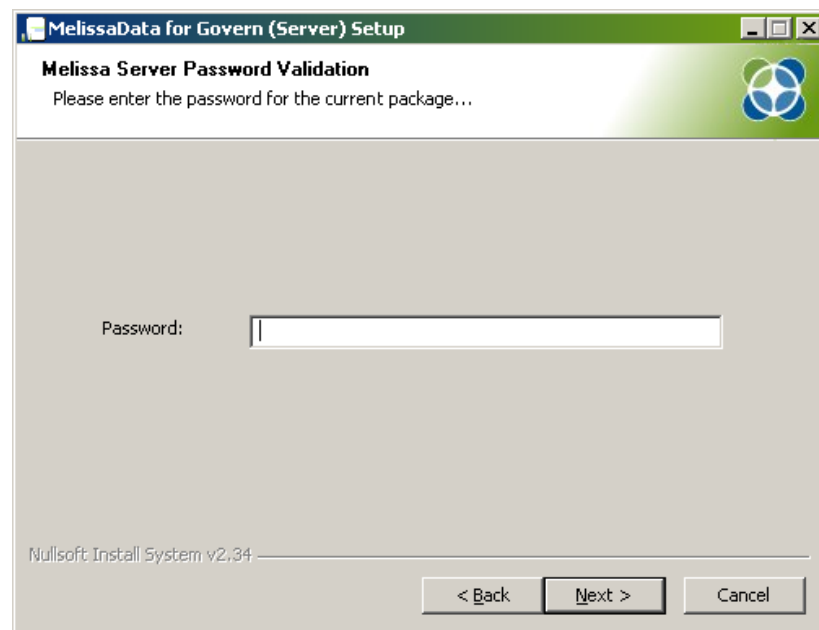
To install *Melissa Data* on the server:

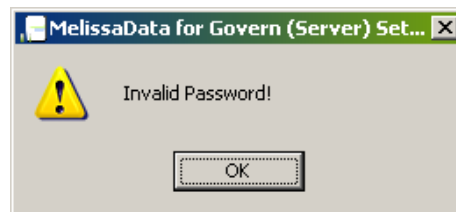
1. Copy the Melissa folder, containing the MDServerSetup.exe file and supporting files to the server or to a drive on the network.
2. Open the Melissa folder and double-click on the MDServerSetup.exe file to launch the setup program.

3. Close all open applications and click **Next** to start the installation.



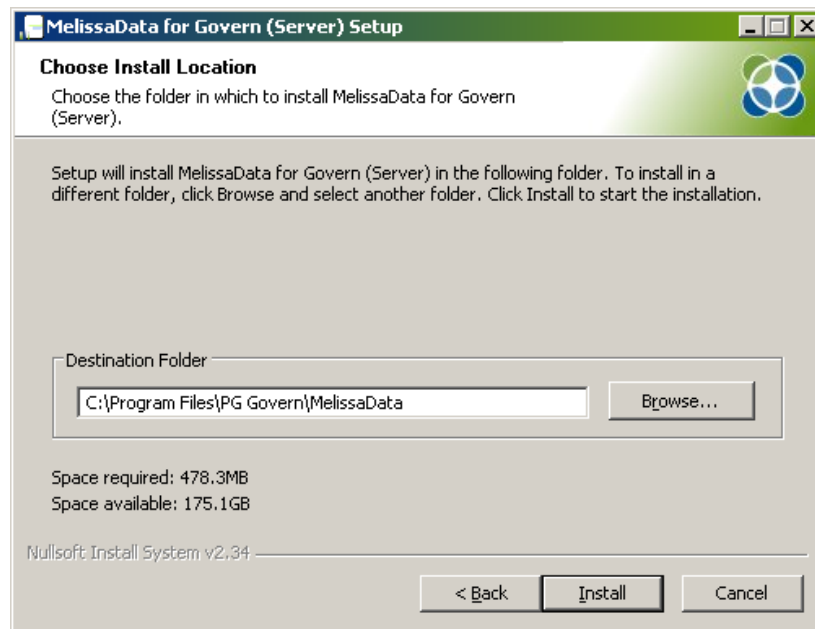
4. At the Password Validation screen, enter the password that was sent to you by e-mail. If you enter an incorrect password, an error message will appear; click **OK** and re-enter the password. If you do not have a password, click **Cancel** to exit the installer.

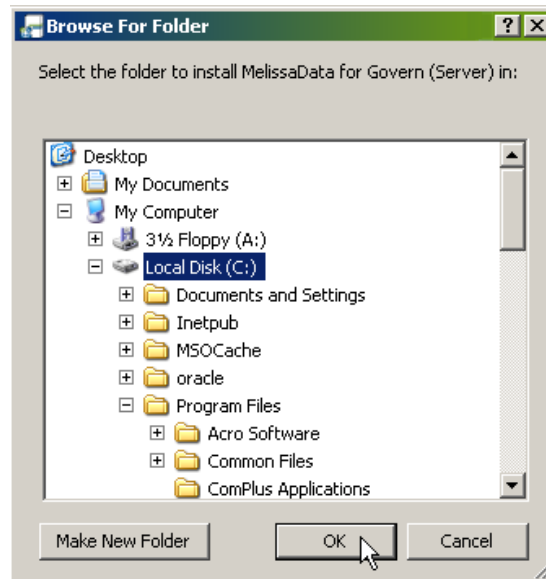




Note: All provided passwords are case-sensitive so ensure that the **Caps lock** key is not selected.

5. When a password has been successfully entered, verify that there is sufficient space for the installation. *Space required* and *Space available* information is displayed at the lower left hand side of the setup wizard. If required, click **Browse** to install the program to a destination different from the displayed **Destination Folder** or proceed to step 7.



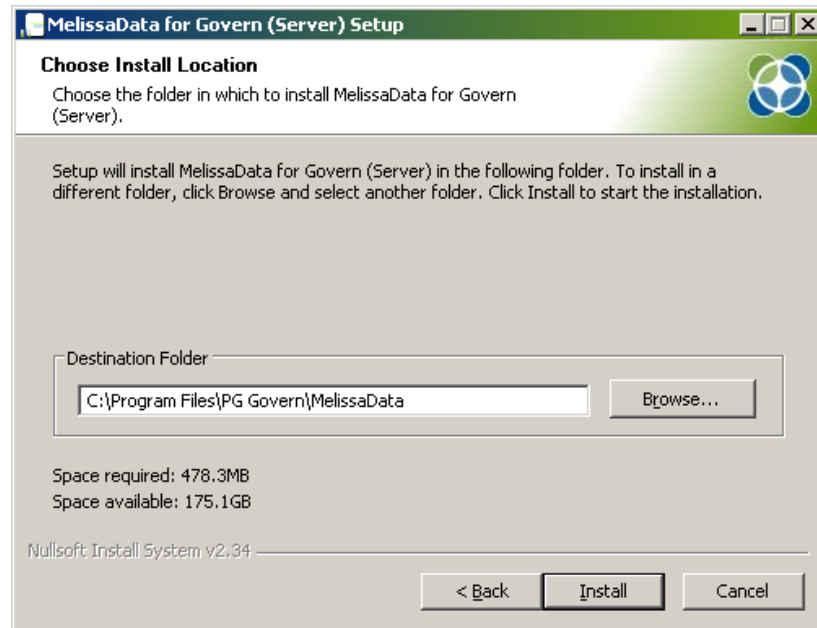


6. The *Setup Wizard* navigates to the default folder. Select an alternate folder or create a new one, if required. Then, click **OK**.

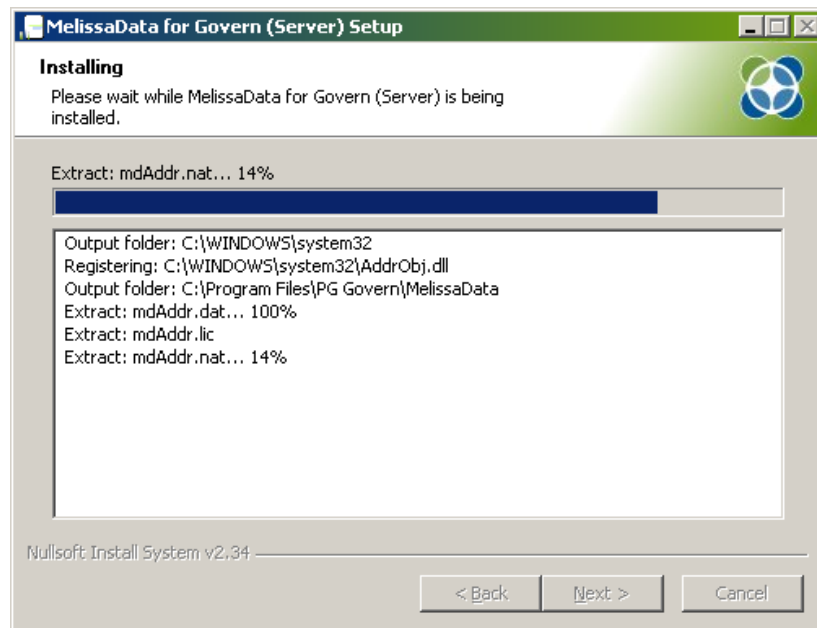
Note: It is recommended that you install the Melissa Data Server application under the shared Govern directory on the server. Take a note of this directory, it will be used in Configuring Govern for Melissa Data on page 103.

Note: Take note of the install directory, it will be required when configuring Govern for Melissa Data.

7. Click **Install** on the *Choose Install Location* window.



The progress window displays the file names as the files are extracted and installed.



- Click **Finish** when the Completed Installation window is displayed to close the wizard.



Installing Melissa Data on Client PCs

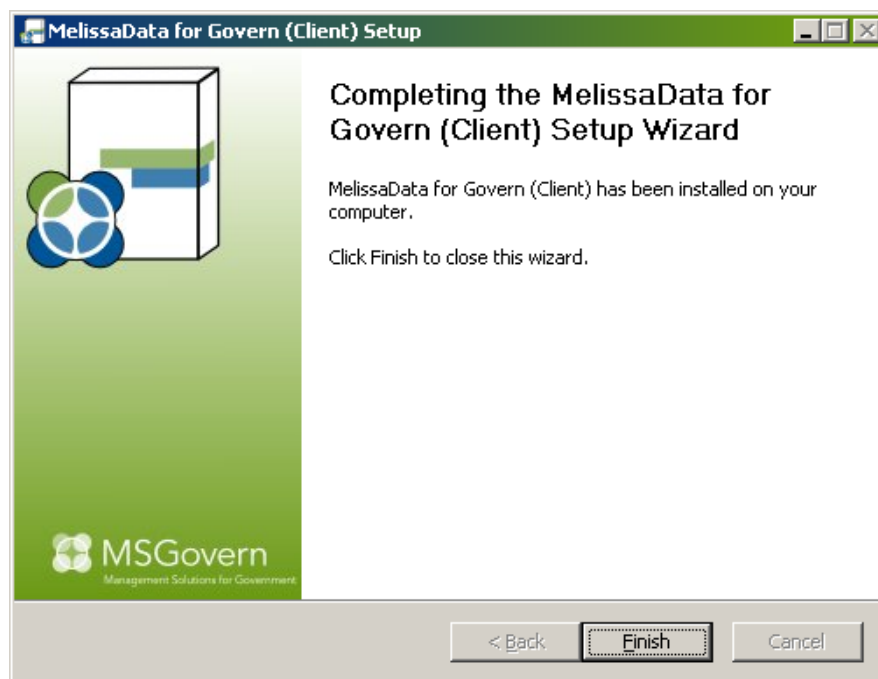
The Client installation package includes the *Melissa Data Object* or libraries, only. Users access the *Melissa Data* address verification database on the server.

To install Melissa Data on each PC running the application:

- Copy the Melissa folder, containing the MDClientSetup.exe file and supporting files to the server or to a drive on the network.
- Open the Melissa folder and double-click on the MDClientSetup.exe file to launch the setup program.



3. Close all open applications and click **Install** to start the installation. The progress window displays the file names as the files are extracted and installed.

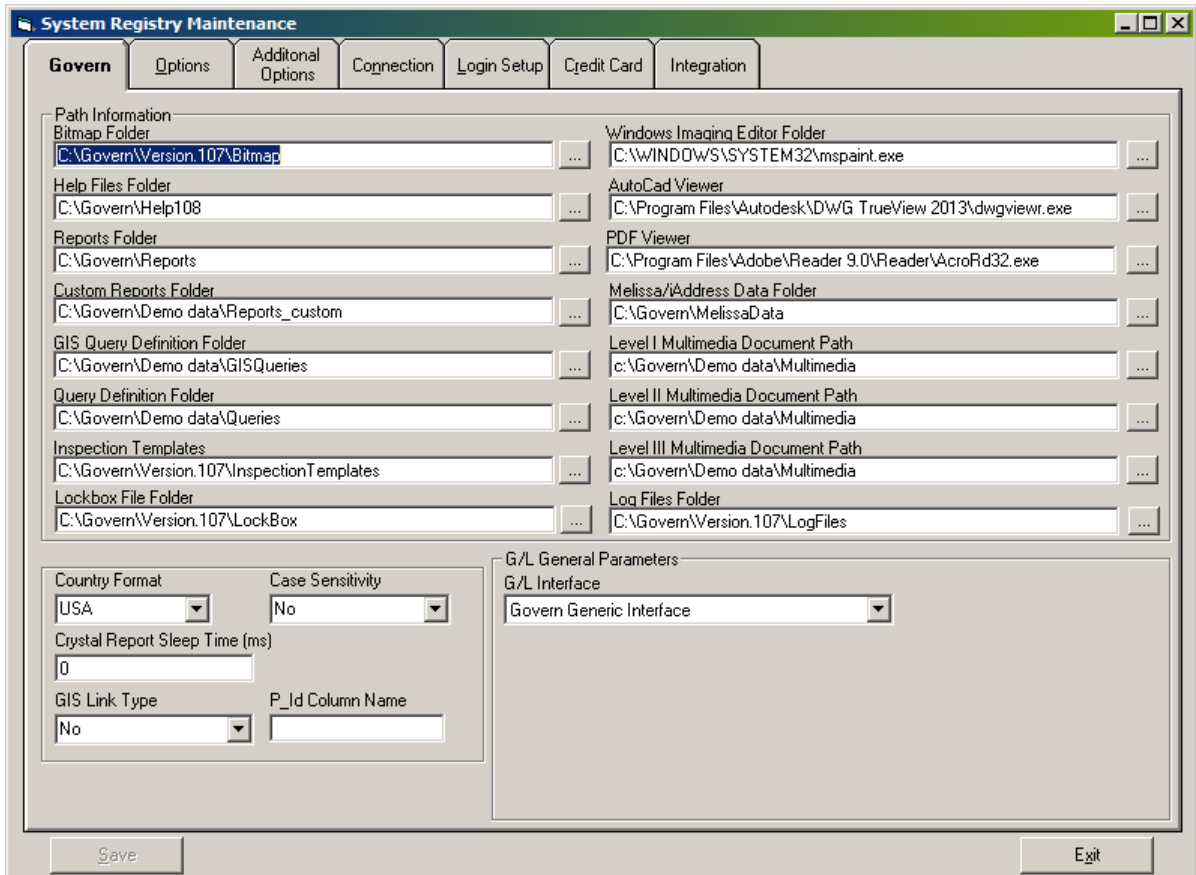


- Click **Finish** when the Completed Installation window is displayed to close the wizard.

Configuring Govern for Melissa Data

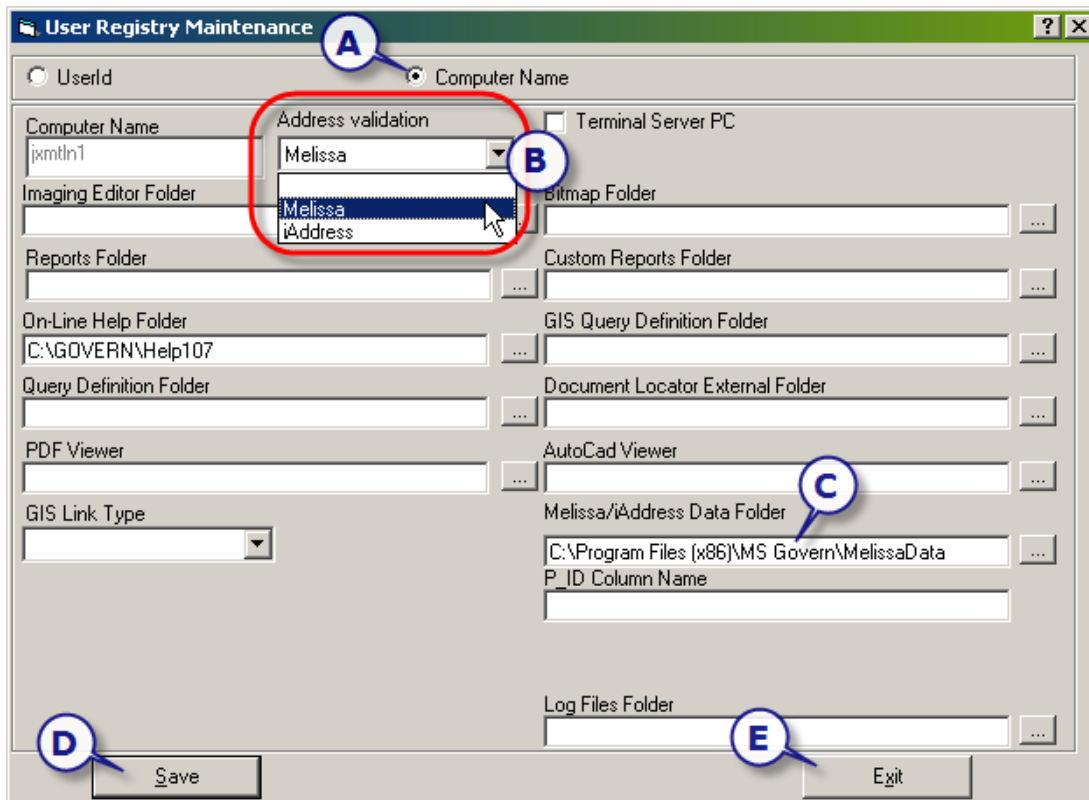
To configure Govern for Melissa Data, you need to specify the path to the Melissa Data folder, on the *System Registry Maintenance* form and select the **Melissa Data** option on the User Registry Maintenance form.

- Launch *Govern Admin*.
- Next select *Parameters > Edit the System Registry*.



- In the **Melissa/iAddress Data Folder** field, enter the path to the directory where the application is installed; i.e., the **Destination Folder** displayed in *Step 5* of procedure for *Installing Melissa Data on the Server* on page 96.
- Click **Save** on the *Server Registry Maintenance* form.

5. Select *Parameters* > **Edit the User Registry**.
6. In the *User Registry Maintenance* form, click to select the **Computer Name** option (A).



The screenshot shows the 'User Registry Maintenance' window. At the top, there are two radio buttons: 'UserId' and 'Computer Name'. A blue circle with the letter 'A' points to the 'Computer Name' radio button, which is selected. Below this, there is a section for 'Address validation' with a dropdown menu. A blue circle with the letter 'B' points to this dropdown menu, which currently shows 'Melissa'. Below the dropdown, there is a list of options: 'Melissa' and 'iAddress'. A blue circle with the letter 'C' points to the 'Melissa/iAddress Data Folder' field, which contains the path 'C:\Program Files (x86)\MS Govern\MelissaData'. At the bottom left, there is a 'Save' button with a blue circle and the letter 'D' pointing to it. At the bottom right, there is an 'Exit' button with a blue circle and the letter 'E' pointing to it.

7. Look for the *Address Validation* drop down menu and select *Melissa* (B).
8. In the **Melissa/iAddress Data Folder** field (C), enter the path to the directory where the application is installed, if this is different from the path entered on the *System Registry Maintenance* form.

Note: If the Melissa Data address verification is to be used offline, enter the path in this field.

9. Click **Save** (D) to save your settings.
10. Close the *User Registry Maintenance* form, click **Exit** (E).

In order to configure the USPS Barcode refer to the next section of this guide.

Configuration of the USPS Intelligent Mail Barcode (IMB)

Introduction

Running the *Generate Intelligent Mail Barcode* process will result in the population of the following fields in (Table: NA_NAMES.IMB_31, and NA_NAMES.IMB_65). The resulting data is printed on a bill/letter, or envelope. This results in the county being able to take advantage of the *USPS* bulk postal discount mailing rate.

STEP 1 - Install the Intelligent Barcode Font

Before proceeding, you will need to obtain and install the **Intelligent Barcode** font in all systems that will be using the *Intelligent Barcode*. This font is used to generate the *USPS* barcodes. Fonts can be obtained from the following link <https://ribbs.usps.gov/onecodesolution/download.cfm>, or refer to the *USPS* homepage at www.usps.com.

The “Intelligent Barcode” font (**USPSIMBStandard.ttf**) must be installed by an administrator on all PCs that will use the “Intelligent Barcode” in a report/bill or other output method/form.

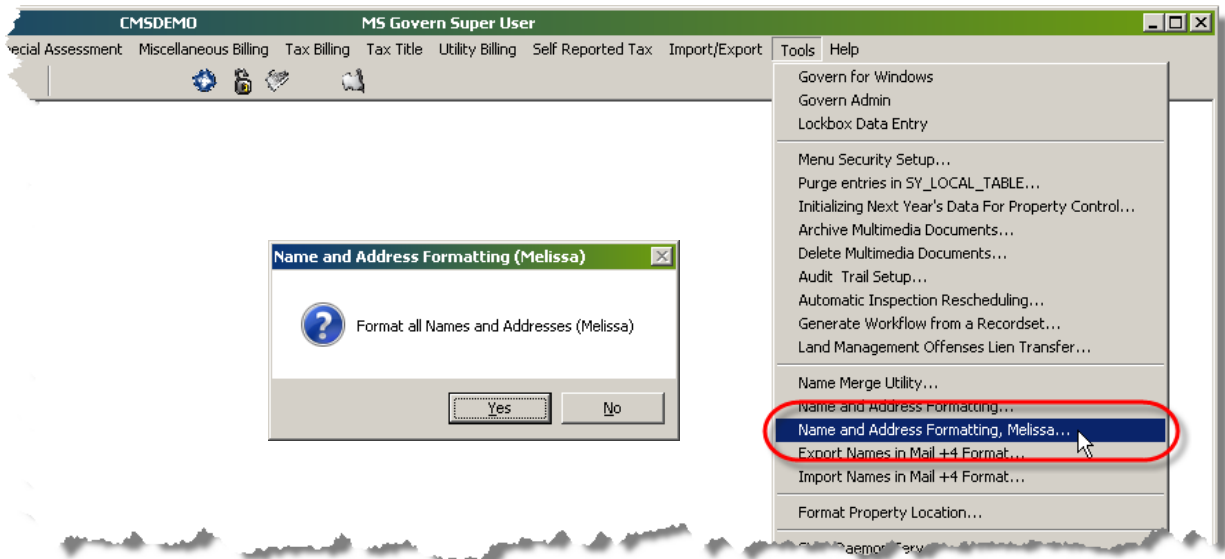
STEP 2 - Install Melissa Data or other Address Verification

Refer to Setting up Melissa Data Address Validation on page 96 for setup and configuration instructions for the Melissa Data service.

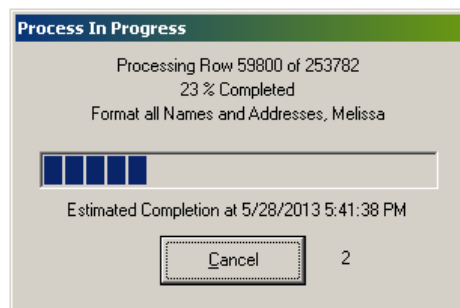
STEP 3 - Address Validation Process

Addresses must be validated using the installed address verification service. For this example the *Melissa Data* service is installed and will be used for verification.

For address validation, in *Govern Batch Processing (GovBat)*...

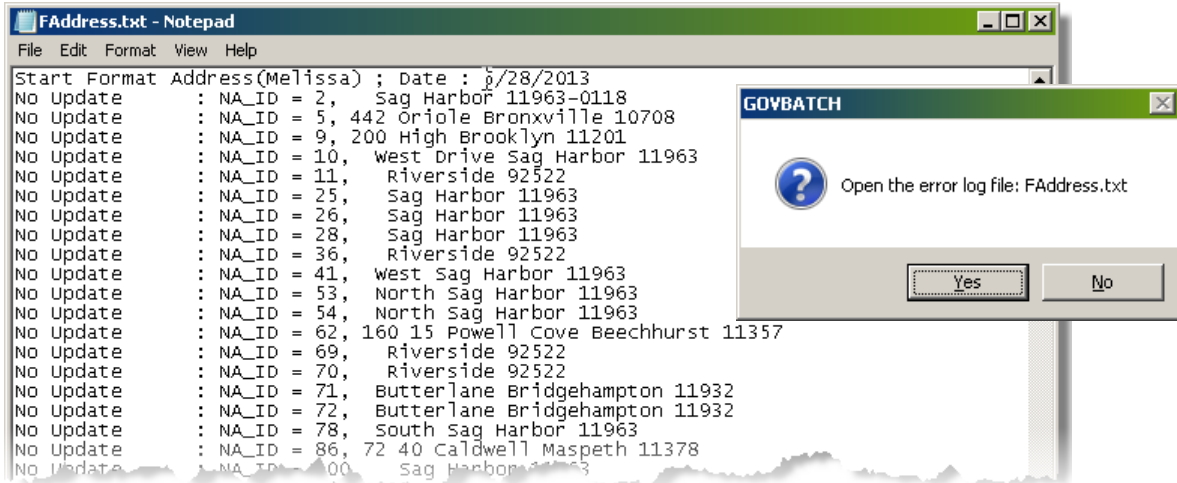


1. Select **Tools > Name and Address formatting, Melissa...**
2. At the prompt, click **Yes**.



The process validates the 'NAME and ADDRESSES' fields in (Table: NA_NAMES).

3. At the end of the process, a dialog window will request that you open the error file, **FAddress.txt**; click **Yes**, to view any errors.



This process generates a log file containing errors. You will need to correct these errors prior to proceeding to the next step. Some clients will have to correct *Company Names* (Table: NA_NAMES) that contain special characters (e.g. &, /, #), as part of the name that was rejected by the Melissa process. These errors must be corrected manually in the (Table: NA_NAMES).

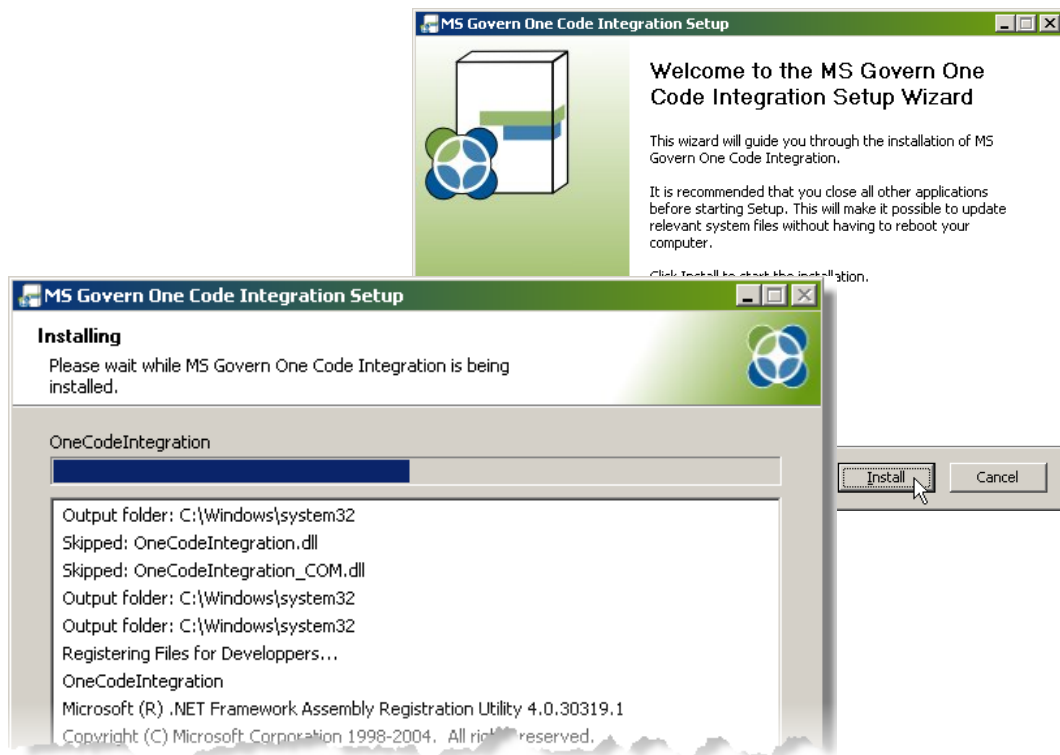
STEP 4 - Installation of the One Code Integration

The next step is to install *One Code Integration*; contact *MS Govern Technical Support* to obtain the *One Code Integration* package. This package will contain the **OneCodeSetup.exe**.

Note: OneCodeSetup.exe must be run on each User PC that will be running the Intelligent Mail Barcode process.

1. Locate the OneCodeIntegration folder; in the folder, double click on **OneCodeSetup.exe**

2. At the initial setup screen, click **Install**.

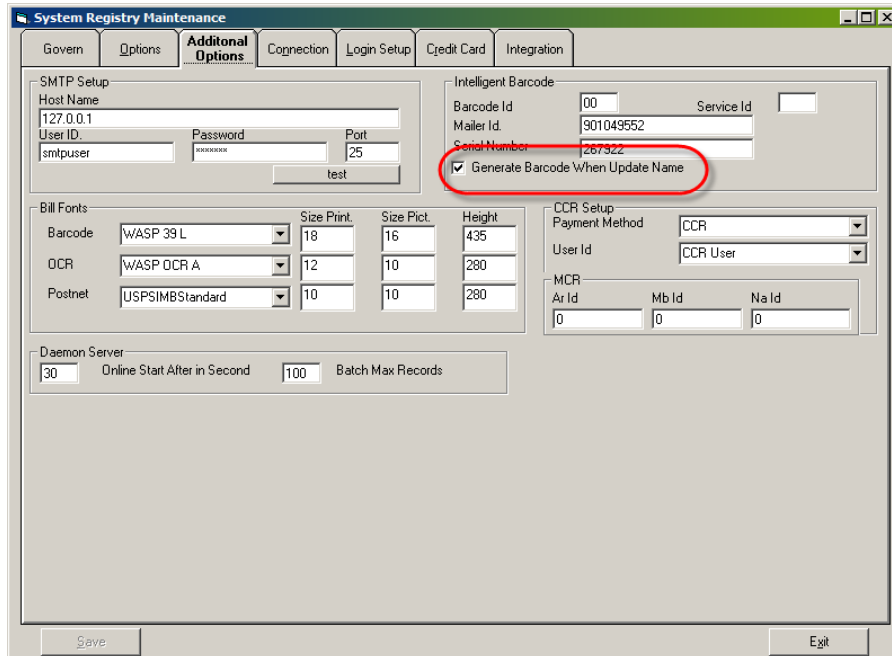


3. When the installation process is complete, click **Finish**.



STEP 5 - Select Barcode Option in System Registry

In the *System Registry Maintenance* form in Govern Admin you will need to ensure that the option for **Generate Barcode When Update Name** is selected. Selecting this option is critical before running the **Generate Intelligent Mail Barcode** process. If the option is not selected the IMB_31 column of the NA_NAMES tables may not be generated



In *Govern Admin...*

1. Select *Parameters* > **Edit the System Registry...**
2. In the *System Registry Maintenance* form, select the **Additional Options** tab.
3. Locate the *Intelligent Barcode* group and if not selected, select the **Generate Barcode When Update Name** option.

STEP 6 - Update Codes in NA_NAMES Table and Generate the Intelligent Mail Barcode (IMB)

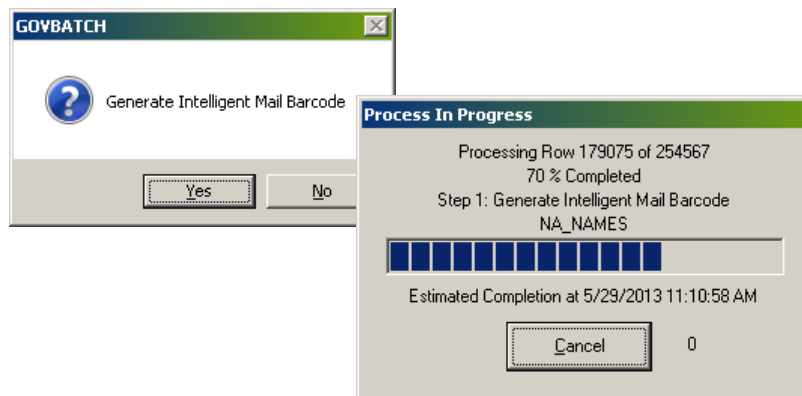
The next step is to update the "IMB_31" & "IMB_65" codes in (Table: NA_NAMES).

Getting Started

1. In GovBat select *Tools* > **Generate Intelligent Mail Barcode**.

Note: Immediately after the installation of the One Code Integration, if this menu option is not available, it may be necessary to restart the Govern Batch application.

This process only updates the “IMB_31” & “IMB_65” codes if those tables are set to NULL (). If the record in the table column is not populated with a NULL, the IMB code will not be generated.



Best Practices When Generating IMB's

To minimize errors, it is recommended that a clean start approach be taken, i.e. all codes are populated with NULLs, an update query should be run on the two (2) tables in (Table: NA_NAMES.IMB_31 and NA_NAMES.IMB_65) to populate the fields with NULLS.

Pseudo Code Example:

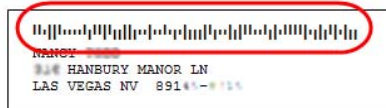
```
UPDATE NA_NAMES  
SET IMB_31 = NULL, IMB_65 = NULL
```

The above pseudo code example serves only as a guideline, and should be verified for syntax by an administrator that is conversant in SQL.

When all configuration steps have been followed, after the **Generate Intelligent Mail Barcode** process has been run, the IMB_31 and IMB_65 columns in the NA_NAMES tables will be populated.

Clients Generating Letters/Reports with IMB Codes in Crystal Reports

Some Govern Clients have created customized Crystal Report letters or reports that contain the IMB_31 and IMB_65 codes. These letters and reports can be generated through Govern as long as the **USPSIMBStandard** typeface/font (**USPSIMBStandard.ttf**) is installed on the PC that is generating the letters and reports. The barcode font/typeface should be installed in *STEP 1 - Install the Intelligent Barcode Font on page 105*.



Note: If a City/Town/County has a VB coded TAX/UB/or other bill, Technical Support must be advised so that they can modify the bill for the "Intelligent Barcode"

CHAPTER 4: Troubleshooting

Overview

Re-creating Table Indexes

If you find that Govern is not responding correctly, you can run one of the following procedures to delete and replace corrupt table indexes.

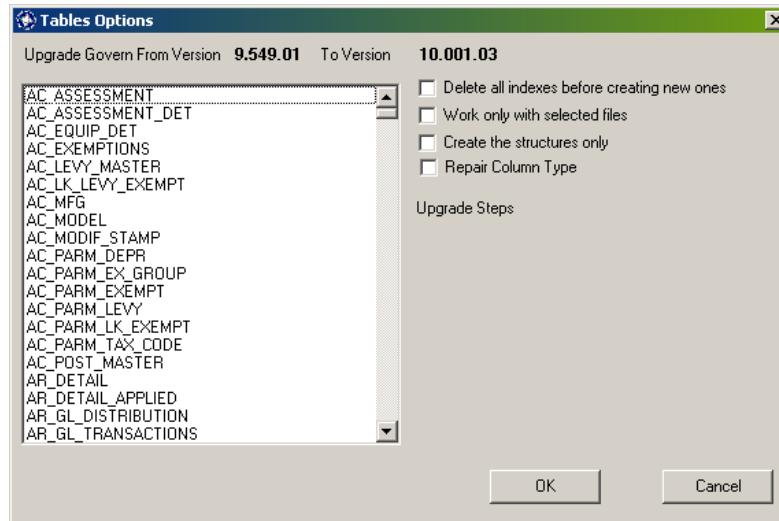
Note: It is highly recommended to contact Govern's Technical Support team, before running this procedure.

Use these procedures to re-create the indexes in one or more selected tables or in all tables in the database:

Re-creating All Table Indexes

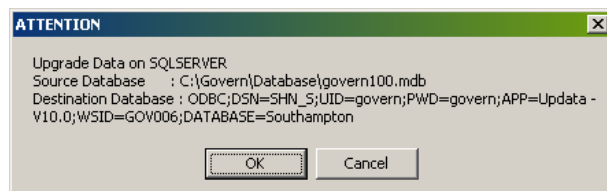
To re-create the table indexes for all tables within the database:

1. Launch Udata.
2. Verify and update the Connection Information, if required.
3. Click **OK** on the *Connection Information* form.
4. Select *File* > **Start**.
5. Navigate to and select the Govern database.
6. Click **Open**.



7. Select **Delete all indexes before creating new ones** in order to delete the existing indexes and create new ones.

8. Click **OK**. The following warning message appears:



9. Click **Yes** to continue.

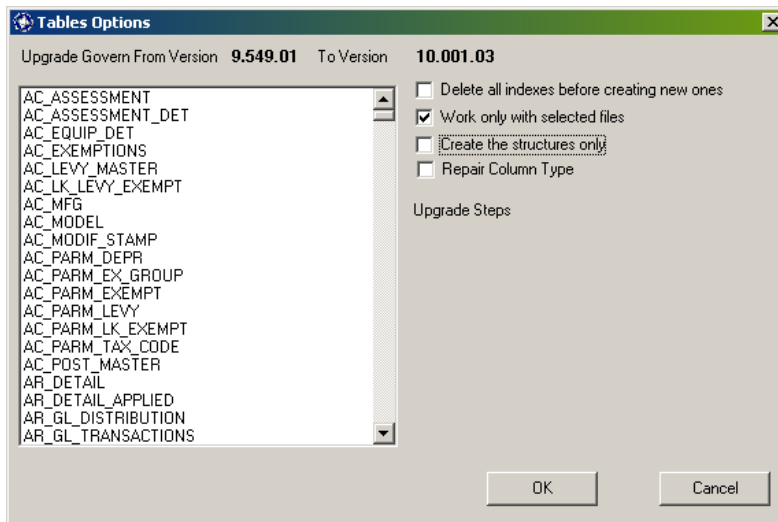
Note: This procedure destroys all indexes; then replaces them, using the Govern reference database. This means that all customized indexes, as well as all user-defined indexes are destroyed but not replaced. In addition indexes from the following tables are not replaced:

- User-defined validation tables; i.e., VT_USR_<XXX>, where <XXX> is the table name
- MA_BUILDINGS_2, MA_BUILDINGS_3, and so on, as applicable
- MA_LAND_2, MA_LAND_3, and so on, as applicable
- MA_INCOME_2, MA_INCOME_3, and so on, as applicable

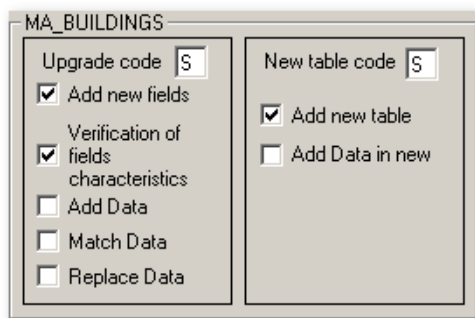
Re-creating Indexes in Selected Tables

To re-create the table indexes in one or more selected tables:

1. Launch Updata.
2. Verify and update the Connection Information, if required.
3. Click **OK** on the *Connection Information* form.
4. Select *File > Start*.
5. Navigate to and select the Govern database.
6. Click **Open**.



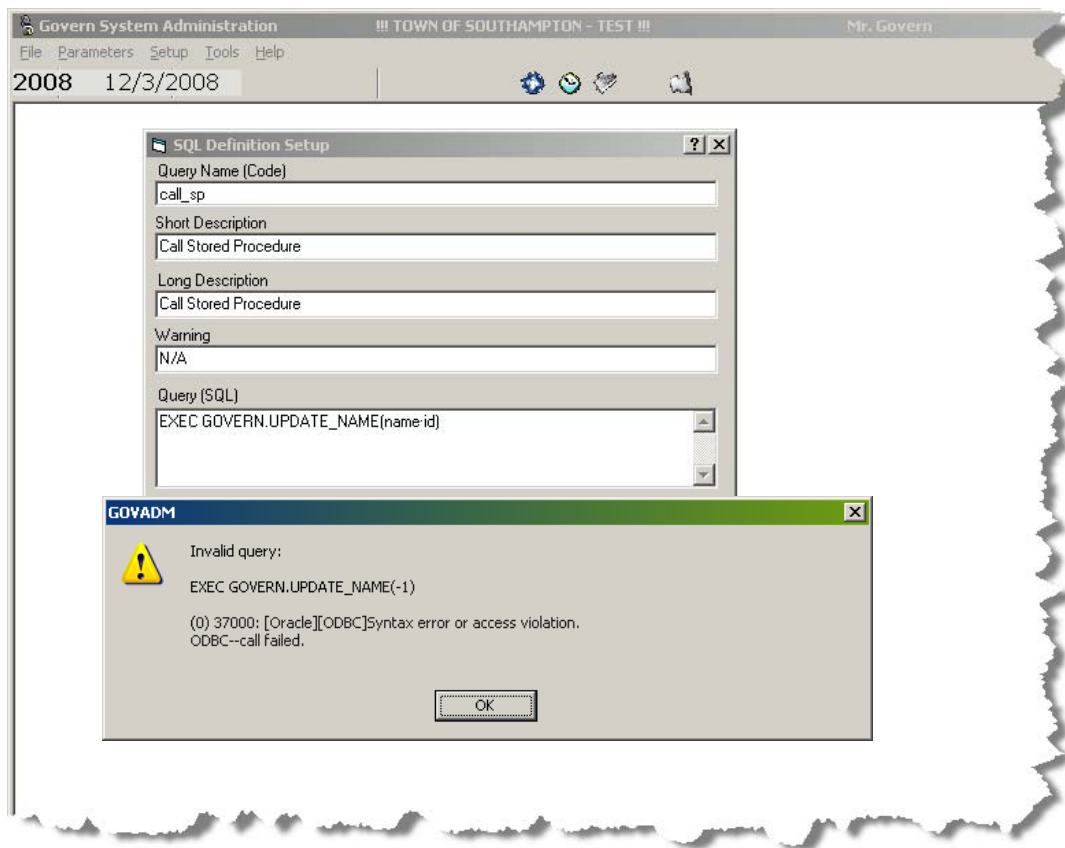
7. Select **Work only with selected files**.
8. Select the applicable, from the list in the left. The following fields appear on the *Table Options* form:



9. Default options are pre-selected. Change these options, as required.
10. Click **OK**.

Oracle ODBC Connections and Stored Procedures

Issues may arise when launching stored procedures (STOREPROC) from *Govern* through an *Oracle ODBC* connection. The following behavior has been observed.



The syntax used for executing the stored procedure is as follows:

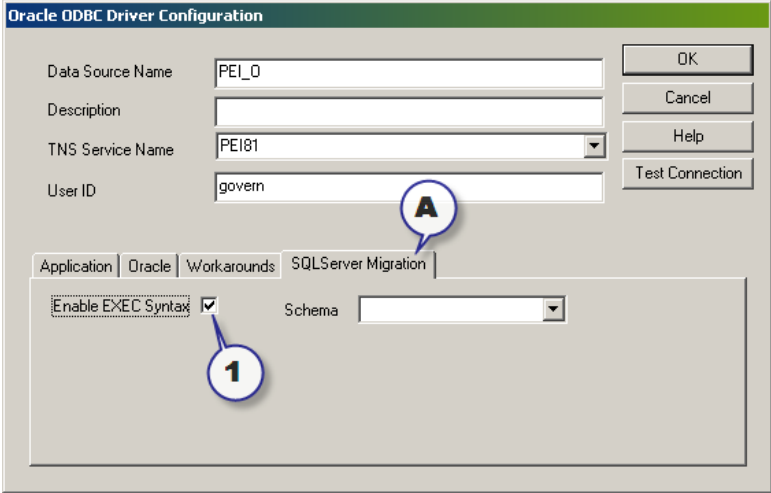
Oracle Syntax for Stored Procedure

```
EXEC OWNER.STOREPROC (Param1)
```

Although the above syntax is correct, the error persists. The following steps are a prescribed workaround for executing stored procedures from *Govern* through an *Oracle ODBC* connection:

Oracle ODBC Stored Procedures Workaround

1. Follow the procedures for establishing an ODBC Connection; see *Oracle ODBC Connection* on page 52.



2. At the *Oracle ODBC Driver Configuration* screen, select the **SQL Server Migration** tab.
3. Select the **Enable EXEC Syntax** option; click **OK** to save the option and exit from the form.

Now when you want to execute a stored procedure instead of using *Oracle* syntax, use the syntax for **SQL**. An example is presented below.

SQL Syntax for Stored Procedure

```
EXEC OWNER.STOREPROC 'Param1'
```

Note: This workaround for executing stored procedures must be repeated for every Oracle ODBC connection configured.

Windows 7 (64-bit) using 32-bit ODBC

Overview

Users of Windows 7 64-bit that have installed a 32-bit ODBC driver will observe that 32-bit ODBC drivers do not appear in the *ODBC Data Source Administrator*.

A 64-bit Windows operating system has two `odbcad32.exe` files:

- `%SystemRoot%\system32\odbcad32.exe` is used to create and maintain data source names for 64-bit applications.
- `%SystemRoot%\SysWOW64\odbcad32.exe` is used to create and maintain data source names for 32-bit applications, including 32-bit applications that run on 64-bit operating systems.

RESOLUTION

Running the second of the above will allow the display of all installed 32-bit ODBC drivers.

Display 32-bit ODBC drivers in 64-bit Windows 7 install

In a Windows command prompt or in the run screen, enter...

```
%SYSTEMROOT%\SysWOW64\odbcad32.exe
```

where '`%SYSTEMROOT%`' is the Windows install folder, typically '`C:\Windows\`'. When executed, you can now use your Data Source Name (DSN) as you would with any other system.

WinHelp Workaround for Windows Vista, and Windows Server 2008

Overview

With the release of *Windows Vista* and *Windows Server 2008*, Microsoft no longer includes *WinHlp32.exe* as a component of the *Windows* operating system. With the absence of *WinHlp32.exe*, an issue has been observed

with users attempting to open *Winhelp* files that accompany the *Govern for Windows* suite of applications.

Note: Issues have been observed with Computers that are running **Windows Vista**, or **Windows Server 2008**.

This document offers a workaround that allows users to open WinHelp files on Windows Vista, and Windows Server 2008.

This document is not intended for the general user, but rather for a person with system administration experience and full Administrator access privileges.

Note: This document elaborates on key steps that are relevant to Govern for Windows; any additional details may be obtained from the Microsoft Support site at <http://support.microsoft.com/kb/917607>.

RESOLUTION

Note: All steps must be performed on all systems that are running Windows Vista, and Windows Server 2008.

Download and Install

Obtain the download that is appropriate for your system from the Microsoft Support site; each download corresponds to the version of Windows that the Help file will be accessed from.

Enter this link into your browser: <http://support.microsoft.com/kb/917607>

Note: You can verify the version of Windows that you are using with the following procedure:

1. Click *Start* > **Run..**
2. At the prompt, type `msinfo32` into the **Open:** parameter
3. You will be presented with the *System Information* window; determine your version of windows.

When you arrive at the Microsoft Support Web site, scroll down to the tab marked **Resolution**; if the tab is not expanded, click the tab to expand it.

Scroll down to find the version of *Winhelp.exe* that you require; click the link to follow it to the Download Center. You may have to go through the genuine Microsoft Windows validation to determine validity of your copy of Vista, if this is the case follow the required instructions. Click **Continue** to proceed.

After completing the download, install the file Winhelp32.exe file.

Note: Issues may exist during the installation, if so refer to the section marked “**Known issues that may occur while you are installing the WinHlp32.exe update**” on the *Microsoft Support* site at <http://support.microsoft.com/kb/917607#kna>.

After the successful installation of Winhelp32.exe, you may receive one of several messages.

Macro Error Message

Message: There was a problem running the macro. (1037)

This message is displayed because macros that the WinHelp file uses are now disabled by default in Windows Help for Windows Vista and Windows Server 2008.

Registry Key Edit

The solution for this macro error is to make a modification to your registry that will enable the required macros.

WARNING! The following Registry Key edits are suggestions that will allow a workaround to function. The editing of Registry keys, and which values are to be edited will vary between organizations. Your IT department, or organizational body that determines IT policies is the best judge of how to implement these workarounds and assess the risks associated with using them.

There are two (2) ways that the required registry edit can be made:

Method 1

A text file containing the registry entries is created and saved with a **.reg** file extension. When your registry file has been created and saved, you can then enter it into your registry.

To create the registry file, depending on the version of *Windows* that you are running, copy the following into the Windows **Textpad** editor.

Entry for 32-bit (Windows Vista / Windows Server 2008)

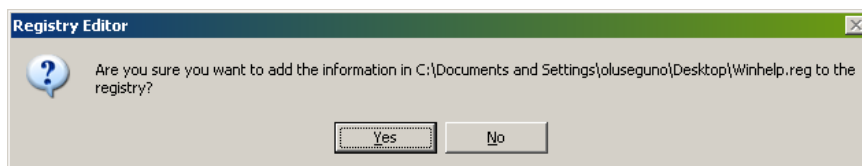
```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WinHelp]
"AllowProgrammaticMacros"=dword:00000001
"AllowIntranetAccess"=dword:00000001
```

Entry for 64-bit (Windows Vista / Windows Server 2008)

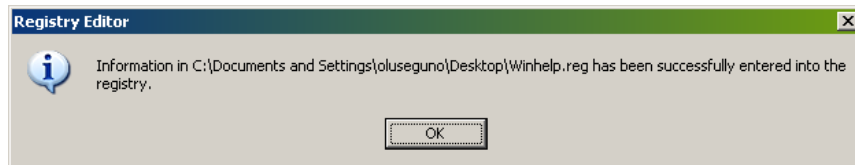
```
Windows Registry Editor Version 5.00
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\WinHelp]
"AllowProgrammaticMacros"=dword:00000001
"AllowIntranetAccess"=dword:00000001
```

To create a registry file...

1. Open *Windows Textpad*, copy and paste the text entry that is appropriate for you into the document, select *File > Save As...*
2. Navigate to a location where your registry file will be saved.
3. Under file name enter **Winhelp.reg** for 32-bit versions of *Windows Vista*, and *Windows Server 2008*, **Winhelpx64.reg** for 64-bit versions of *Windows Vista* and *Windows Server 2008*.
4. Under *Save as type*: select **All Files**.
5. Under *Encoding*: select the **Unicode** option.
6. Click **Save** to save the file; close *Textpad*.
7. Locate your recently created registry file; double-click on the file. You will be presented with the following confirmation screen, click **Yes** to accept.



8. A confirmation of the entry will appear; click **OK**.



This entry should now address the macro error message.

Method 2

The second method to make a registry entry is to apply the entries directly to the registry using the *Windows Registry Editor*, *RegEdit* (**regedit.exe**).

Entry for 32-bit (Windows Vista / Windows Server 2008)

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WinHelp]
"AllowProgrammaticMacros"=dword:00000001
"AllowIntranetAccess"=dword:00000001
```

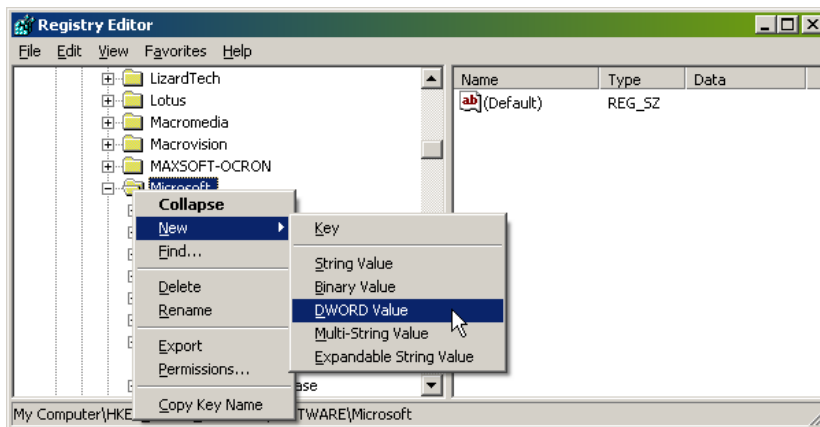
Entry for 64-bit (Windows Vista / Windows Server 2008)

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\WinHelp]
"AllowProgrammaticMacros"=dword:00000001
"AllowIntranetAccess"=dword:00000001
```

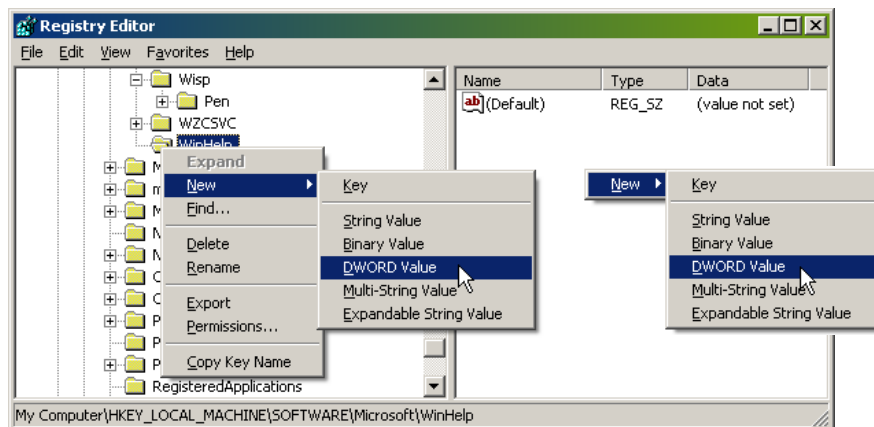
To access *RegEdit*...

1. Click *Start* > **Run...**
2. At the prompt, type **regedit.exe** into the **Open:** parameter
3. In the Registry Editor, locate the `HKEY_LOCAL_MACHINE` key.
4. Drill down until you locate the `SOFTWARE\Wow6432Node\Microsoft`.
5. Right click on the `Microsoft` sub-key and select *New* > **Key**.

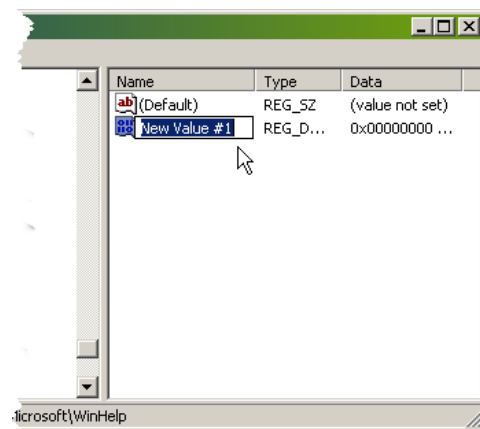
6. A new subkey is created under the Microsoft key; name this key WinHelp.



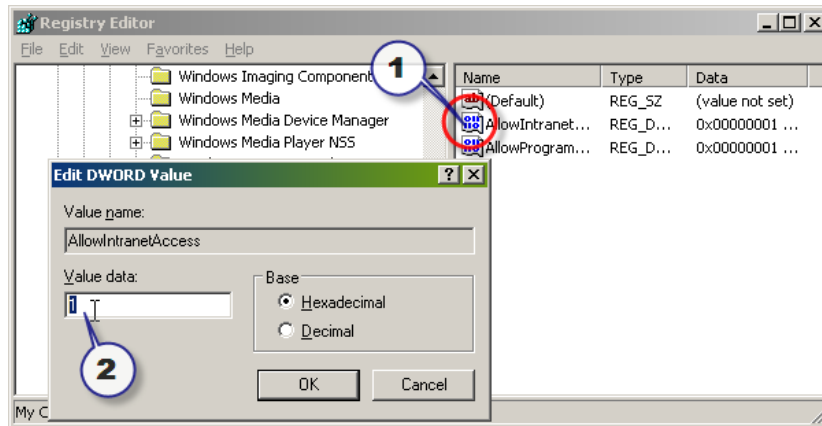
7. Right click on the *WinHelp* key and select **New > DWORD Value**. Alternatively you can right click on an open area on the right hand side and also select **New > DWORD Value**.



8. In the New Value field that appears on the right hand side, enter the appropriate DWORD values; repeat this step to create the second DWORD value name.
9. Once the *DWORD Value* name has been created, you will need to enter a value.
10. On the right hand side, double-click on the icon for the DWORD Value.



11. A *Edit DWORD Value* dialog box appears; enter **1** into the *Value data:* parameter



12. Click **OK** and repeat from step 10 to set the second DWORD Value.
13. Exit from *RegEdit*.

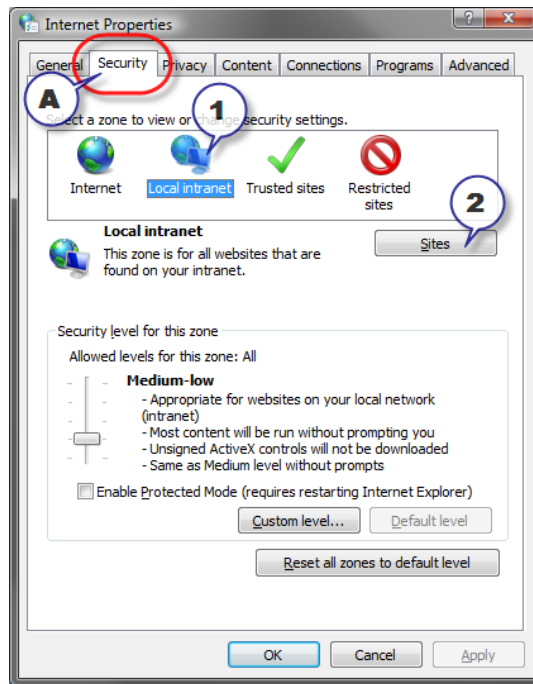
Configure Internet Properties

After the registry edit, if you are still not able to access the WinHelp file, you may need to update Internet properties. Your internet properties will include the Server containing the WinHelp File in your Local Intranet Zone.

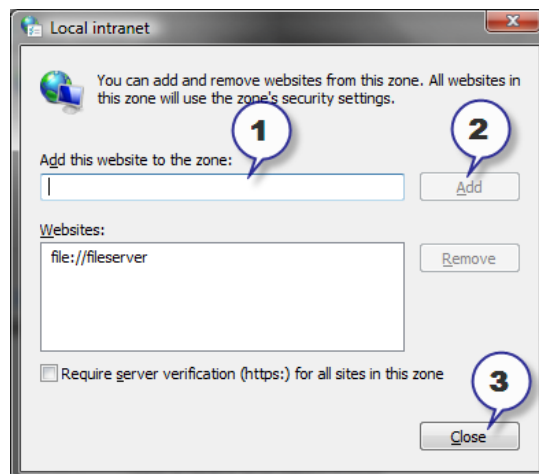
WARNING! This workaround may make a computer or a network more vulnerable to attack; it is being provided so that you can implement this workaround at your discretion.

To update Internet properties:

1. Click **Start**; select *Settings > Control Panel > Internet Properties*; click the **Security** tab.
2. Under *Select a zone to view or change the security settings.*, click **Local Intranet**.



3. Click **Sites** to open the *Local Intranet* window;
4. In the *Local Intranet* form, under *Add this website to the zone*: enter the Server UNC Address into the parameter.



5. Click **Add** to add the location to the list of Websites.
6. Click **Close**.

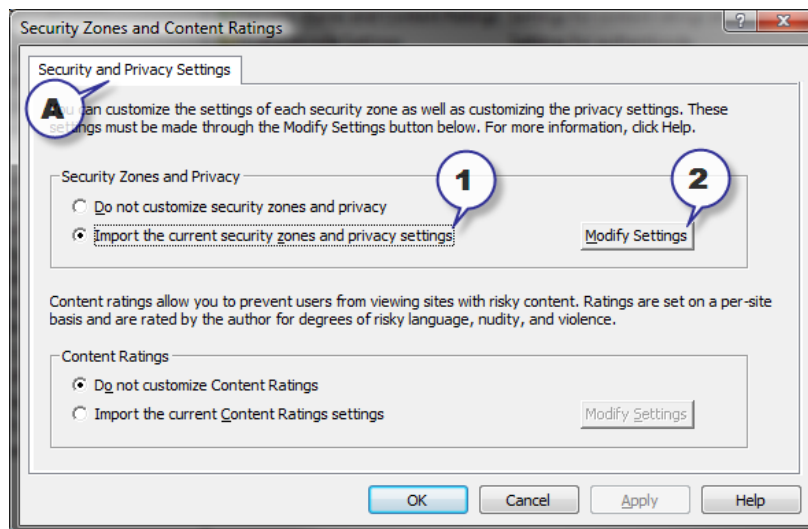
Group Policy Update

If previous steps still have not resolved access problems, the following *Group Policy Update* may offer resolution.

WARNING! The following *Group Policy* edits are suggestions that will allow this workaround to function. The rules for editing of Group Policies will vary between organizations. Your IT department, or organizational body that determines IT policies is the best judge of how to implement these workarounds and assess the risks associated with using them.

To update the machine Group Policy to apply the new Local Intranet zone to all user profiles...

1. From the Windows desktop, click *Start* > **Run**.
2. Enter `gpedit.msc`, to launch the **Group Policy Editor**.
3. Under *User Configuration* > *Windows Settings* > *Internet Explorer Maintenance* > **Security**
4. Click **Security Zone and Content Ratings**.



5. Under *Security Zone and Content Ratings* tab select **Import the current security zones and privacy settings**.
6. You can click **Modify Settings** to display the *Internet Properties* and confirm that the server location is correctly set as a Local Intranet site.

7. Click **OK**.

Note: All above actions must be performed on all systems that are running *Windows Vista*, and *Windows Server 2008*.

Performing the above steps will resolve issues with opening and accessing Winhelp files under *Windows Vista* or *Windows Server 2008*. that are included with Govern for Windows.

WinHelp Missing Search Field

After a successful installation of Govern's WinHelp files on a *Windows XP*, or *Windows Vista* operating system, issues with the search tab may be observed. This section contains information that may assist in resolving the following issue.

Issue:

After running the wizard to create a search index, the Search tab is displayed but no search fields are present.



Resolution:

1. Locate the directory that the Winhelp files are located in, ensure that you have read/write access privileges.
2. Locate the file titled Govern.DIB; select and delete this file.

With the the .DIB file deleted, a new version will be generated automatically. The is done by restarting the help file and selecting the **Search** tab. When you se the **Find Setup Wizard**, follow the steps to generate a search database. Upon completion, the search fields should reappear.

Issues with sending emails in Activities

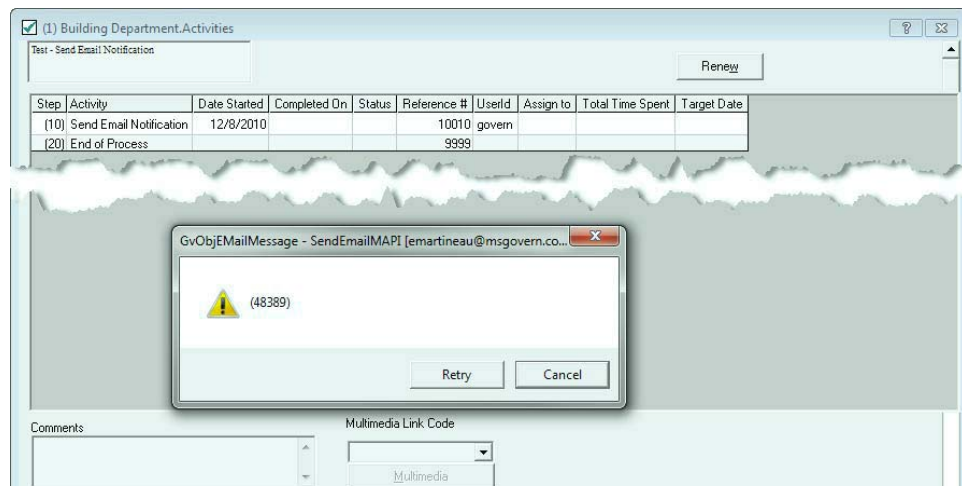


Overview

There is a known issue within the Activities function. This issue is observed with users of a combination of *Windows 7 / Windows Server 2008 R2* and *Microsoft Office 2003 / 2007 / 2013* and *Microsoft's Messaging Application Programming Interface (MAPI)*. MAPI enables you to send an email message from within an application. When an activity step attempts to send an email via MAPI, the message will not be sent. A resolution will involve using an alternate method of sending the email.

MANIFESTATION

When an activity step triggers the sending of an email message, the following screen is observed:



RESOLUTION - Option 1

This issue can be resolved with a Hotfix that is available by request at the following link:

<http://support.microsoft.com/kb/980681>

Note: The Hotfix package is by request only; an email contact will have to be provided in order to receive it.

RESOLUTION - Option 2

An alternative resolution is to request from *MS Govern Technical Support* the **NetMailerSetup.exe** patch. Installation of this patch will resolve the issue.

APPENDIX A: Validation Tables

The following tables are printed for informational purposes only:

- VT_USR_STATE: lists American states and Canadian provinces with their abbreviations:
- VT_USR_STRDIR: lists street directions and abbreviations
- VT_USR_STRTYPE: lists street types with their abbreviations

Table Name	Code	Description
VT_USR_STATE	AK	Alaska
	AL	Alabama
	AR	Arkansas
	AZ	Arizona
	CA	California
	CO	Colorado
	CT	Connecticut
	DC	District of Columbia
	DE	Delaware
	FL	Florida
	GA	Georgia
	HI	Hawaii
	IA	Iowa
	ID	Idaho
	IL	Illinois
	IN	Indiana
	KS	Kansas
	KY	Kentucky

Table Name	Code	Description
	LA	Louisiana
	MA	Massachusetts
	MD	Maryland
	ME	Maine
	MI	Michigan
	MN	Minnesota
	MO	Missouri
	MS	Mississippi
	MT	Montana
	NC	North Carolina
	ND	North Dakota
	NE	Nebraska
	NH	New Hampshire
	NJ	New Jersey
	NM	New Mexico
	NV	Nevada
	NY	New York
	OH	Ohio
	OK	Oklahoma
	ON	Ontario (Canada)
	OR	Oregon
	PA	Pennsylvania
	QC	Quebec (Canada)
	RI	Rhode Island
	SC	South Carolina

Table Name	Code	Description
	SD	South Dakota
	TN	Tennessee
	TX	Texas
	UT	Utah
	VA	Virginia
	VT	Vermont
	WA	Washington
	WI	Wisconsin
	WV	West Virginia
	WY	Wyoming
VT_USR_STRDIR	E	East
	N	North
	NE	North East
	NW	North West
	S	South
	SE	South East
	SW	South West
	W	West
VT_USR_STRTYPE	Aly	Alley
	Ave	Avenue
	Bch	Beach
	Blf	Bluff
	Blvd	Boulevard
	Bnd	Bend
	Byp	By Pass

Table Name	Code	Description
	Cir	Circle
	Cor	Corner
	Cors	Corners
	Crss	Crossway
	Cswy	Causeway
	Ct	Court
	Ctr	Center
	Cts	Courts
	Dr	Drive
	Est	Estates
	Expy	Expressway
	Ext	Extension
	Fwy	Freeway
	Hts	Heights
	Hwy	Highway
	Jct	Junction
	Lk	Lake
	Ln	Lane
	Lndg	Landing
	Loop	Loop
	Oval	Oval
	Path	Path
	Pk	Park
	Pky	Parkway
	Pl	Place

Table Name	Code	Description
	Plz	Plaza
	Pt	Point
	R	Rural
	Rd	Road
	Rt	Route
	Run	Run
	Spur	Spur
	Sq	Square
	St	Street
	Sta	Station
	Ter	Terrace
	Tpke	Turnpike
	Trl	Trail
	Walk	Walk
	Way Xing	Way Crossing

APPENDIX B: New York State Validation Tables

The following validation tables are provided only for New York state clients:

- VT_USR_LEVYTYPE
- VT_USR_ROLLSECT

Table Name	Code	Description
VT_USR_LEVYTYPE	am	Ambulance District
	co	County District
	ct	City / Town District
	fd	Fire District
	hy	Highway District
	ld	Library District
	li	Light District
	ln	Lien (Water/Sewer)
	oc	Other City/Town
	ot	Other District
	pd	Police District
	pk	Park District
	pt	Police Inside Town
	sc	School District
	sd	Special District
	sw	Sewer District
	tx	Add. Tax
	wa	Water district
VT_USR_ROLLSECT	1	Taxable

Table Name	Code	Description
	3	Taxable State Land
	5	Special Franchise
	6	Utility, Non-Ceiling Rail
	7	Ceiling Railroads
	8	Wholly Exempt

Functions

[illegible]

APPENDIX D:User ID

	Group	Functions	Access Rights

APPENDIX E:Function Access

Department Code:	
Department Description:	
Fiscal year:	
Name Sharing Group:	
Are Names Private?:	
Approved Subdivision?	
Use Departmental Calendar:	
Owner as of Month: + or – Years:	
Default Data Source:	

Functions	Access Rights

Functions	Access Rights

APPENDIX F: Oracle and SQL Scripts

if you are using Oracle, the following scripts are mandatory for the:

- Motor Vehicle module
- NY RPS

If you are using SQL, the following script is mandatory for the:

- Motor Vehicle module

Oracle and the Motor Vehicle Subsystem

If you are using Oracle, the following script must be run for the Motor Vehicle module.

```
CREATE SEQUENCE mv_transit_det_tmp_seq START WITH 1 INCREMENT BY 1;
CREATE OR REPLACE TRIGGER mv_transit_det_tmp_trig
BEFORE INSERT ON mv_transit_det_tmp
FOR EACH ROW
DECLARE
    seq_val number;
BEGIN
    SELECT mv_transit_det_tmp_seq.nextval
    INTO seq_val FROM dual;
    :new.auto_field := seq_val;
END;
```

SQL and the Motor Vehicle Subsystem

If you are using SQL, the following script must be run for the Motor Vehicle module.

Activate the Identity property to Yes with an Identity seed = 1 and an Identity Increment = 1 for the following fields:

```
mv_transit_det_tmp.auto_field (if they have MV module)

tx_ny_rps_trans_t1.auto_field (for NY RPS)
tx_ny_rps_trans_t2.auto_field (for NY RPS)
tx_ny_rps_transit.rps_transit_id (for NY RPS)
```

Oracle and NY RPS

If you are using Oracle, the following three scripts must be run for the NY RPS.

Oracle and NY RPS, Script 1

```
//
*****

CREATE SEQUENCE tx_ny_rps_trans_t1_seq START WITH 1 INCREMENT BY 1;
CREATE OR REPLACE TRIGGER tx_ny_rps_trans_t1_trig
BEFORE INSERT ON tx_ny_rps_trans_t1
FOR EACH ROW
DECLARE
    seq_val number;
BEGIN
    SELECT tx_ny_rps_trans_t1_seq.nextval
    INTO seq_val FROM dual;
    :new.auto_field:= seq_val;
END;

//
*****
```

Oracle and NY RPS, Script 2

```
CREATE SEQUENCE tx_ny_rps_trans_t2_seq START WITH 1 INCREMENT BY 1;
CREATE OR REPLACE TRIGGER tx_ny_rps_trans_t2_trig
BEFORE INSERT ON tx_ny_rps_trans_t2
FOR EACH ROW
DECLARE
    seq_val number;
BEGIN
    SELECT tx_ny_rps_trans_t2_seq.nextval
        INTO seq_val FROM dual;
    :new.auto_field:= seq_val;
END;

//
*****
```

Oracle and NY RPS, Script 3

```
CREATE SEQUENCE tx_ny_rps_transit_seq START WITH 1 INCREMENT BY 1;
CREATE OR REPLACE TRIGGER tx_ny_rps_transit_trig
BEFORE INSERT ON tx_ny_rps_transit
FOR EACH ROW
DECLARE
    seq_val number;
BEGIN
    SELECT tx_ny_rps_transit_seq.nextval
        INTO seq_val FROM dual;
    :new.rps_transit_id:= seq_val;
END;

// *****
```


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