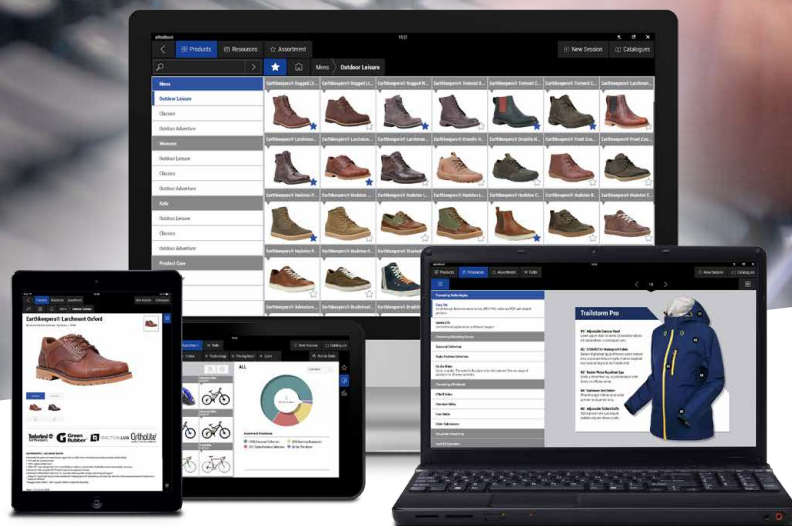


Startup:

A Troubleshooting Guide



Adobe Air

If the aWorkbook is unable to install and you are asked to contact your administrator please check that you have Adobe Air installed on your device. The aWorkbook will not run without it. You can download Adobe Air by clicking on the following link: from <https://get.adobe.com/air/>.

Catalogue does not exist. Check Reference

The Reference (and if appropriate Username and Password) must match exactly the details supplied by your aWorkbook contact. These log-in details are case sensitive.

If you are positive that the details you have entered are correct, try downloading the test catalogue named "Trial". If successful, check the reference again with your aWorkbook contact. If you are still having problems contact your network administrator as some enterprise environments, or Anti-virus configurations, can restrict the application from gaining access to the internet.

aHub Login weekly reset

Your login session will be reset every Sunday morning. You will need to log in to the aHub when online for continued access to your catalogues.

Offline

aWorkbook catalogues are available to use offline, if they are already downloaded. If you have catalogues available but not yet downloaded, they will not be accessible and you will see an 'Offline' symbol.

My catalogue is displaying a "?"

If you see a "?" on your catalogue cover, the software is unable to contact our servers. This is because your device is not connected to the internet, which means the aWorkbook will be unable to check for updates. Upon re-connecting to the internet your aWorkbook will automatically check for any available updates.

Windows XP

Windows XP is no longer updated by Microsoft. If you are using this operating system then you may not have the latest security protocols installed in order for the software to talk to our servers accordingly.

My update has failed

If your catalogue update fails to complete, check the amount of free space that you have available on your device. It might be that there is insufficient space available to run the aWorkbook software.

My catalogue has locked me out

If your device's clock is displaying the correct local time, but is still set for your home timezone it can result in a catalogue lockout, returning the error message "Device time is incorrect, you may be unable to access catalogue updates". Setting the correct time/timezone for your location usually fixes this issue. This can also occur if your clock is inaccurate, so ensure that it is set to the correct time, to the nearest minute. To get the correct time, ask google "what is the time?" (to be precise).

Correct version of aWorkbook

Make sure you have the most up-to-date version of the aWorkbook software by accepting and downloading the catalogue updates as and when they become available.