



FREQUENTLY ASKED QUESTIONS

Q. HOW DO I INSTALL REALWORKS Live

- A. Please refer to the Getting Started sheet included with your program, you can also refer to the Help documentation on your Install CD or contact REALWORKS Live Support if you are still having problems.

Q. I CAN'T SEE ALL OF THE FORM ON THE SCREEN.

- A. You need to adjust your screen resolution to at least 800 x 600 pixels. You can do this by going through the windows start menu, settings, then into the control panel. Choose display from the group of icons. Select the settings tab and drag the pointer in the desktop area to adjust the resolution.

Q. MY REALWORKS Live SAYS UNREGISTERED AT THE TOP OF THE SCREEN.

- A. You will need to register your copy of REALWORKS Live. For instructions on registering please refer to Help in the REALWORKS Live software.

Q. WHY ARE SOME OF THE FIELDS YELLOW, GREEN OR GREY?

- A. The yellow fields are mandatory fields. This means they must be typed out before you can print. It also means that once printed you will not be able to change any of the yellow fields.

Green fields indicate where a Client record can be created or inserted. Client records allow you to manage and store details of frequently used clients such as Tradesmen or Solicitors, for more information please refer to Help in the REALWORKS Live software.

Grey fields are standard data fields, unlike mandatory fields which are locked after printing, grey fields are always editable.

Q. I HAVE AN OLD EDITION OF A FORM WITH IMPRESSIONS AVAILABLE. HOW DO I UPDATE THIS?

- A. To update your REALWORKS Live software with the latest form and program changes simply connect to the internet then select 'Synchronise' under the REALWORKS Live 'File' menu. The synchronisation will automatically identify any obsolete forms and update accordingly, any impressions you had in stock will still be available for the new edition.

Q. I HAVE JUST TYPED UP A LISTING FORM, CAN THIS INFORMATION BE USED IN ANOTHER FORM?

- A. Yes. Using the 'Transfer Data' facility under the 'File' menu you can transfer any relevant information from one form to another of your choice.

Q. HOW DO I FIT ALL MY SPECIAL CONDITIONS INTO THE FORM?

- A. If you find you have a large number of special conditions that cannot fit into the space allocated you may create Annexure pages to your form. To do this simply fill in all your special conditions then select the 'Update' icon that appears in the top right corner of the special conditions field. REALWORKS Live will automatically append annexure pages to your form and insert references to these annexure pages into the special conditions field.

Q. HOW DO I ORDER MORE IMPRESSIONS?

- A. Select 'Manual Ordering' under the REALWORKS Live 'Maintenance' menu and follow the onscreen prompts. You can also receive detailed instructions in the Help file.

Q. I RECEIVE THE FOLLOWING ERROR WHEN I INSTALL A NETWORK CLIENT:

The database server on <SERVERNAME> could not be connected to. Please check the server name.
(The error was =[DBNETLIB][ConnectionOpen(Connect()).]SQL Server does not exist or access denied)

- A. First, make sure you typed the server name correctly, if you did, you will need to allow 2 files access through your firewall, they are:
C:\Program Files\Microsoft SQL Server\80\Tools\Binn\sqlmangr.exe and
<REALWORKS Live Directory>\Msde\MSSQL\$RWLIVE\Binn\sqlservr.exe