

Superlock II – FAQ

Superlock II – FAQ 1

How do you import an SWT file? 3

How do you export an SWT file? 4

How do you insert company logo in reports? 5

How do you configure the database connection? 6

How do you import an SWT file?

SL II can import SWT files from the old Superlock. It is done as follows.

- 1) Go to the **System list**
- 2) Click **Import**
- 3) Now a file dialog opens, where you can select the SWT file you want to import.

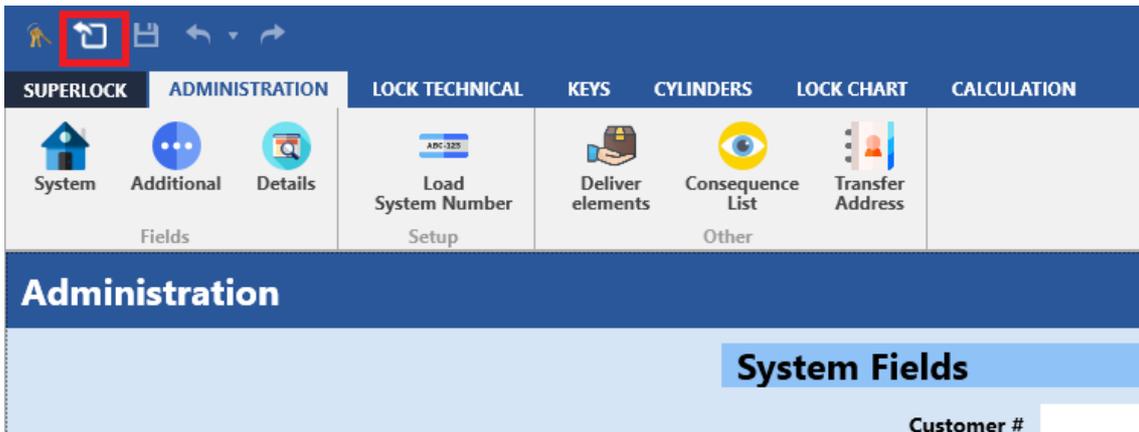


How do you export an SWT file?

To export an SWT file, which can be imported in the old Superlock, do the following.

- 1) Open the selected system in Superlock and click on the **export** icon (image 1).
- 2) Select 'others' (image 2) and choose include the codes (image 3) and click OK.
- 3) Now a file dialog is shown and is asking you where to save the SWT file.

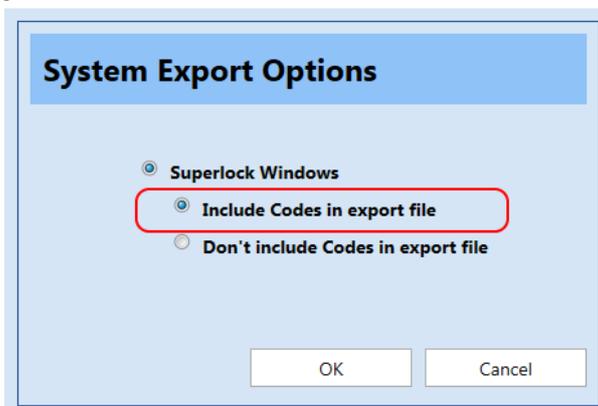
1



2



3

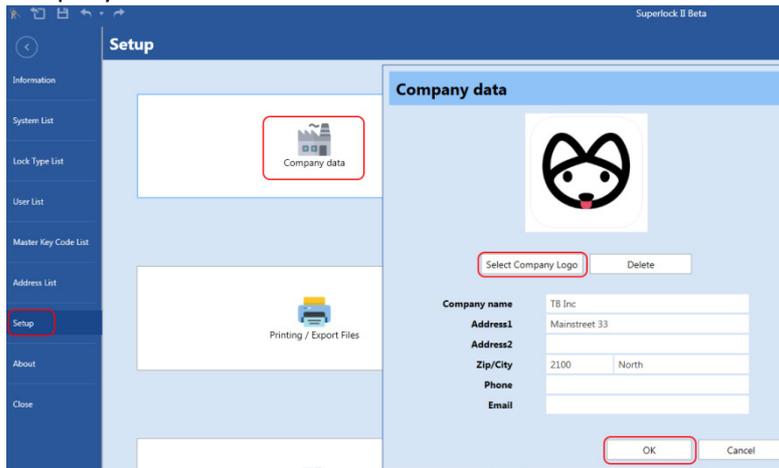


How do you insert company logo in reports?

The logo can be taken from the Company data.

- 1) In 'Setup', click on 'Company data'
- 2) Click on 'Select Company Logo' and choose a bit map file with the logo. The file can be a JPG, PNG or BMP file.
- 3) In the report definition, make sure that the tag #XLOGO is included, and then your logo will be printed on the reports.

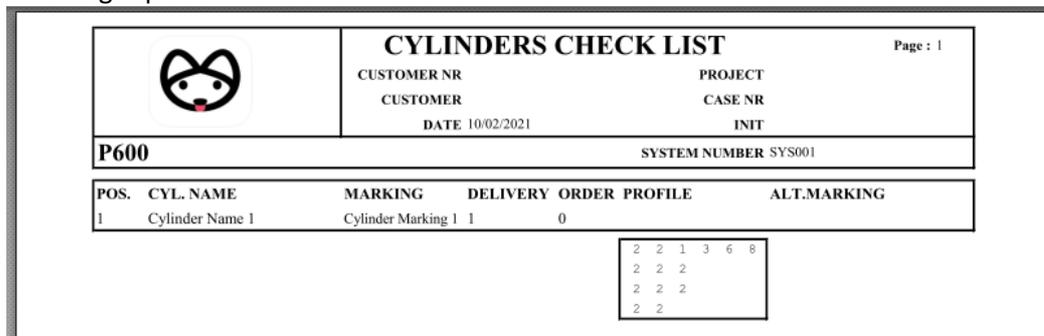
Company data



Report definition

	A	B	C	D	E	F	G	H	I
1				#TEXT_TITLE				#TEXT_PAGENUMBER	#XPAG
2			#XLOGO	OMERNUMBER	#CUSTOMER_CUSTOM	SYSTEMPROJECT		#SYSTEM_PROJECT	
3	#SEC_PAGEHEADER			USTOMERNAME	#CUSTOMER_NAME	TEXT_SYSTEMCASE		#SYSTEM_CASE	
4				#TEXT_DATE	#XDATE	TEXT_SYSTEMINIT		#SYSTEM_INITIALS	
5			#LOCKTYPE_NAME			SYSTEM_NUMBER		#SYSTEM_SYSTEMMNO	
8	#SEC_CYL:HEADER	#TEXT1	#TEXT_CYLNAME	#TEXT_CYLMA	#TEXT_CY	#TEXT_	#TEXT_CYLPROF	#TEXT_CYLALTMARKING	
9		#CYL_	#CYL_NAME	#CYL_MARKIN	#CYL_DELI	#CYL_O	#CYL_PROFILELO	#CYL_ALTMARKING	
11	#SEC_CYL:DETAIL						#CYL_CODES	#CYL_PROFILELONGNAME	
13	#SEC FOOTER								
14	#SEC_PAGEFOOTER			#TEXT_POWERED					

Resulting report



How do you configure the database connection?

If your Superlock II program cannot communicate with the database you get the message below (Image 1).

After clicking OK, the program will show you the current database connection settings (Image 2).

Now you have to check and set the correct connection values, if any of them are wrong.

After setting the correct values, you should be able to connect. If the connection is set up correctly, you should get the Login screen (Image 3).

Trouble shooting

If, for some reason, the problem is still not fixed, please check the following common situations that can create communication problems:

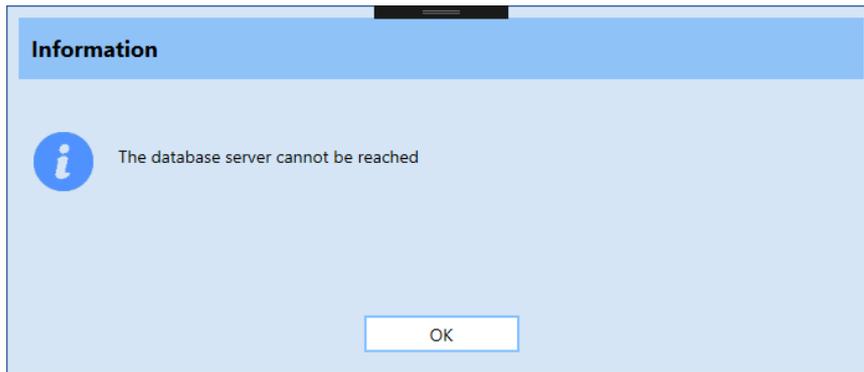
1. If the “database connection settings” window shows no values, maybe you are using another Windows user than for the last successful login (try to set correct values and check again).
2. If your “servername” parameter is correct try to open a CMD (command line window) and do a ping to the server like:

```
C:\ping SERVER
```

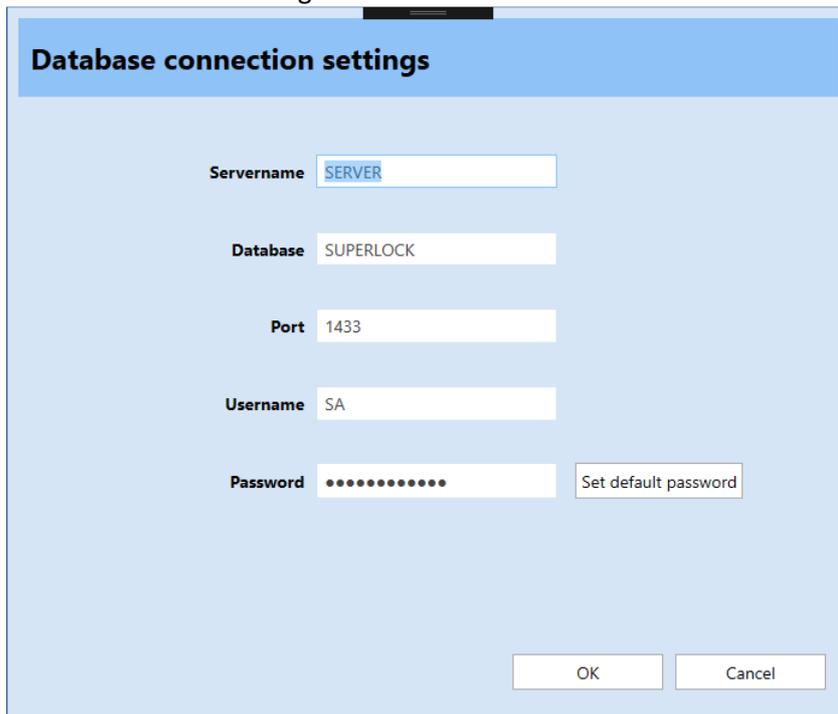
If you get no reply from the server, then ask your IT department for technical help; this could be a question of user rights, or program rights.

3. Try to check if server “port” has any blocking policies on the TCP/IP protocol or if your antivirus is blocking connections to this port.
In any case ask your IT department for technical help.
4. For “username” use ‘SA’ or what your SQL server manager defined for you as database connection user.
5. For “password” click on button “Set default password” for the standard one, or write the one your SQL Server manager has provided you.
6. Finally check with your IT department if the server is running the SQL Server engine, in the Windows Server services.

1 – No connection to database



2 – DB Connection settings



3- Log in dialog

