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To _____

Fax Back Answers to Frequently Asked Questions

From our initial contact, we believe your situation can be resolved with a few standard directions. As there is sometimes a delay speaking with a Client Care Associate, we hope this document will provide the directions you need to resolve your problem. Please consider these directions as our first attempt to answer your need for assistance. Once you have followed the steps listed here we trust your problem will be resolved.

Subject: Run the iMAX utility remotely

NOTE: The following solution is only applicable only where both of the following criteria are met:

1. Microsoft .NET 2.0 Framework is installed on the user's workstation.
2. The iMAX utility being called is stored somewhere other than a local workstation drive.

Install the .NET Configuration Tool


1. Download .NET configuration tool from the following location:

http://cid-27e6a35d1a492af7.skydrive.live.com/self.aspx/Blog%7C_Tools/configwizard.zip

2. When prompted to do so, click **SAVE** to save the file to your Desktop
3. Close any open windows
4. Extract the installation file, contained in the zip you just saved, to the Desktop
5. **Double-click** on the **configwizard.msi** to start the installation process (image at right)
6. To proceed you must check the box that you accept the licensing terms, then click the **Install** button
7. Once the installation is complete, click the **Finish** button



Configure .NET for Network Usage of the iMAX utility

1. Go to **Start > Control Panel > Administrative Tools**
2. Open  Microsoft .NET Framework 2.0 Configuration
3. Open **My Computer > Runtime Security Policy > Machine > Code Groups**
4. Right-click on **All_Code**
5. Select **New**
6. Select the **Create a New Code Group** option
7. For the name enter **IpmsIMAX**
8. Click **Next**
9. In the "Choose Condition Type..." drop-down box, select **URL**
10. In the "URL" box, type in the following:

file://ServerName/ShareName/Path/FileNAME

Where:

ServerName is the name of the server where the utility is actually stored.

ShareName is the name of the shared folder containing the utility

Path is the remainder of the path to the actual utility.

FileNAME is the name of the iMAX utility

11. Click **Next**
12. Choose "Use existing permission set", and then choose "Full Trust"
13. Click **Next**, then **Finish**.

NOTE: If the solution above solves the issue you are encountering, please e-mail the Client Care Dept. at support@ipm-software.net. If there is another issue please call 1-800-944-5572 or check out our Web site at www.IPM-Software.net for other Frequently Asked Questions