

Artel Pipette Tracker™ Version 3.3 Technical Bulletin

Re: Additional Installation Considerations

This Technical Bulletin provides additional information regarding the installation and use of Artel Pipette Tracker version 3.3 (APT) that was not included in the User Manual. Please review and include these steps when installing and using APT.

Single active logon

The Security Setting: “Allow only a single active logon per User ID” does not prevent multiple logins. This issue is seen in all versions of Windows. Do not rely on this setting to enforce protocols.

Note about printing to PDF

When Adobe PDF is the default Windows printer, the Save As window prompting for a file name appears in the background behind the main APT window. If the main window is maximized, the Save As window is not visible. Use the taskbar icons or the Alt+Tab keys to locate the Save As window. As an alternative, set up the report in APT to Export in PDF format.

Windows 7 Validation Statement

APT v3.3 has been validated by Artel to operate as expected under Windows 7 Professional with Service Pack 1 in both 32-bit and 64-bit environments. See the Guidelines below before installing.

Windows 7 Installation Guidelines

Windows 7 validation was carried out under the conditions listed below. Artel recommends a similar configuration for best performance. Please read the entire section before installing APT on Windows 7. Contact the appropriate technical administrator for assistance with any of these settings.

Standard User permissions

The Windows user accounts have standard User level Windows permissions. The accounts are members of the Users Group on the PC running APT.

Administrator permissions are required for installation and registration.

Install as administrator.

The installation program requests elevated permissions and prompts for an administrator username and password, when requested.

Entering the Registration Key.

When entering the registration key for APT, launch the program as an administrator. Right click on the APT icon and select "Run as administrator".

Elevated permissions for application folder and registry node

Windows Security.

Under Windows Security, members of the Users group have Full Control of the application folder and all of its subfolders. Use the Properties window accessed from Windows Explorer to apply the permissions. The default application folder is C:\Program Files\Labtronics\.

Registry Permissions.

Users also have Full Control of the HKEY_LOCAL_MACHINE\SOFTWARE\Labtronics registry key and all of its subkeys. Use the Windows Registry Editor to apply the permissions. Note that 64-bit Windows 7 uses a different key for 32-bit programs like APT; locate the APT information under the key named HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Labtronics.

Additional information for 64-bit Windows 7

32-bit MS-Office conflict. If 32-bit Microsoft Office is installed on the 64-bit Windows 7 PC before the conversion of APT v3.2 databases to v3.3 databases, then the conversion cannot be run because the ODBC connections cannot be made to the databases. The 64-bit MS-Access Database Engine is required but cannot be installed on a system with 32-bit MS-Office. Should the 64-bit system intended for APT already have 32-bit Office installed, the alternative courses of action are one of the following:

- Convert the databases on the v3.2 system (recommended), or
- Uninstall the 32-bit MS-Office, or
- Use a different Windows 7 PC.

APT Pro Compare update.

The APT Validation Guide uses a program called APT Pro Compare to verify the installed files. APT Pro Compare has been updated to work with the 64-bit installation path. The new version of APT Pro can be downloaded from our FTP site. Contact Artel Technical Support if you prefer to receive the updated program by email.

To use the updated APT Pro Compare:

- Copy the entire contents of the original APT version 3.3 installation CD to a new, temporary folder in the root of the C: drive (for example: C:\APT) on the computer where Artel Pipette Tracker Pro version 3.3 is installed.
- Replace the file named "APT Pro Compare.bat" in the C:\apt\Support folder with the new version of the file obtained from our secure website portal.
 - Launch an internet browser and navigate to <http://www.artel-usa.com/support-ordering/download-apt33pro/>
 - Password: SuppOrT747 (note: the "O" in support is a zero).
 - Download the "APT-Pro-Compare-batch-file.zip"
 - Right click on the "APT Pro Compare.bat" file and Run as Administrator; run "APT Pro Compare.bat" file

