

# Installing R-Tag Report Manager

R-Tag report manager is .NET application. The "All in one" setup will install everything necessary for the application to work properly. If some of the required components are missing on your system they will be downloaded and installed.

## Before to start

1. If you are going to install the application on Windows XP and you did not already update your system with Fix303510 you will receive an error message during the installation:

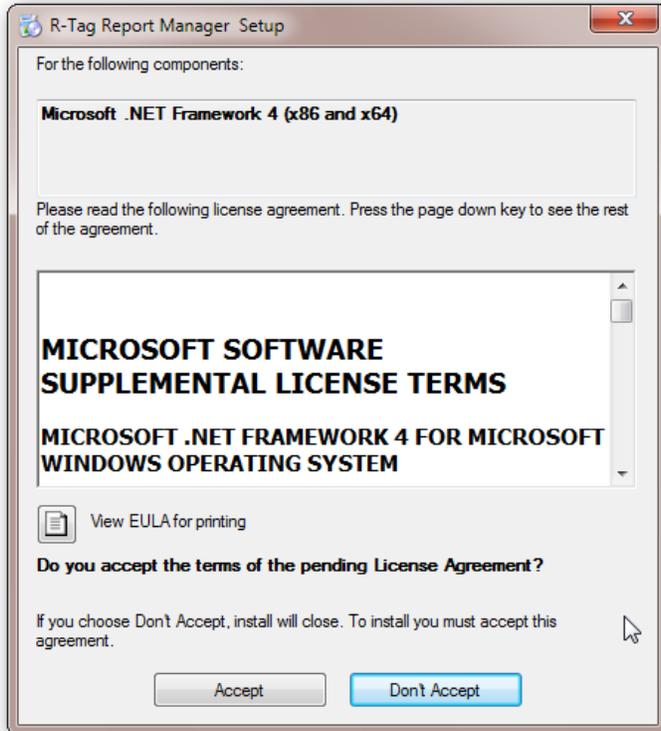
**Unable to open the physical file "C:\RTag\Documents\RTagDocuments". Operating system error -2147024891: "0x80070005(Access is denied.)"**

This is known issue with SQLServer 2008 and WindowsXP. Hot fix is available here:

<http://support.microsoft.com/?id=978835>



2. You may need to restart the computer at the end of the installation.

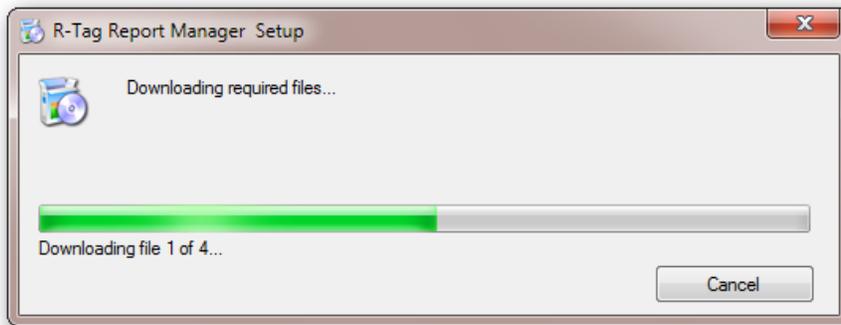


### 1 : Prerequisites

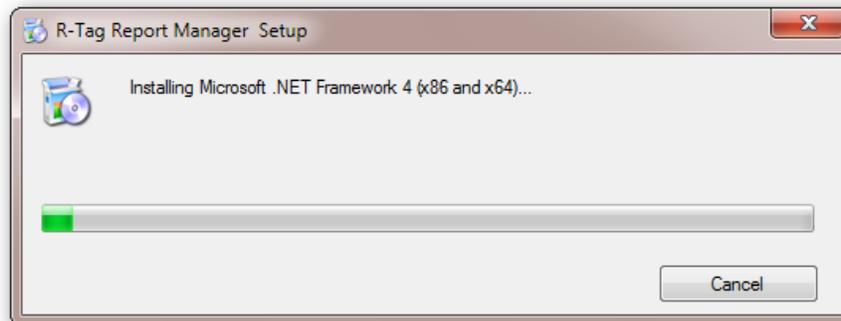
At the beginning may need to accept one or more EULA (End User License Agreement). These license agreements are for software and components used by R-Tag report manager.

- .NET Framework 4
- SAP Crystal Reports Runtime engine for .NET Framework 4.
- Microsoft Report Viewer

You will see the EULA screen just in case the software was not already installed on your computer.

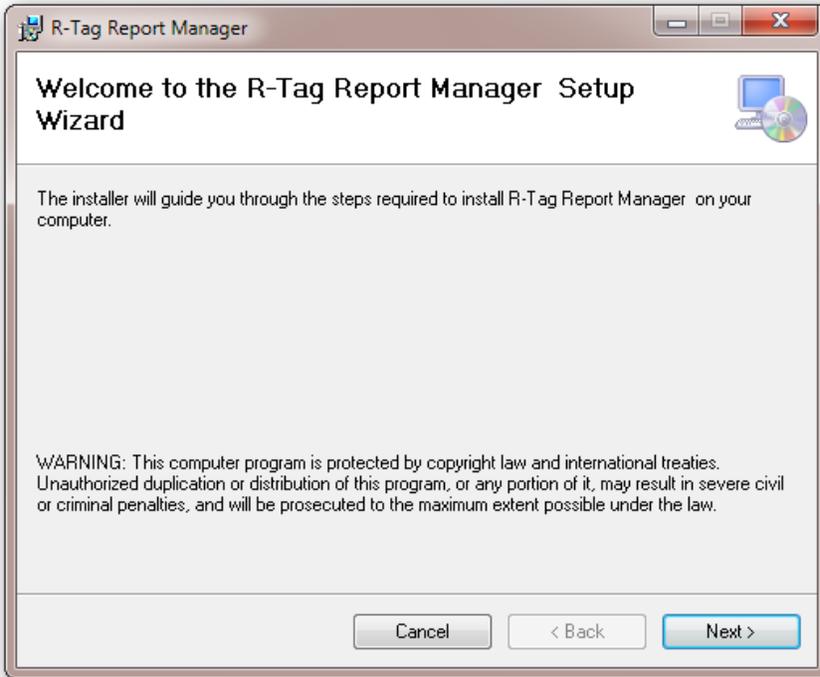


When the EULAs are accepted the setup will download the required components (if any)

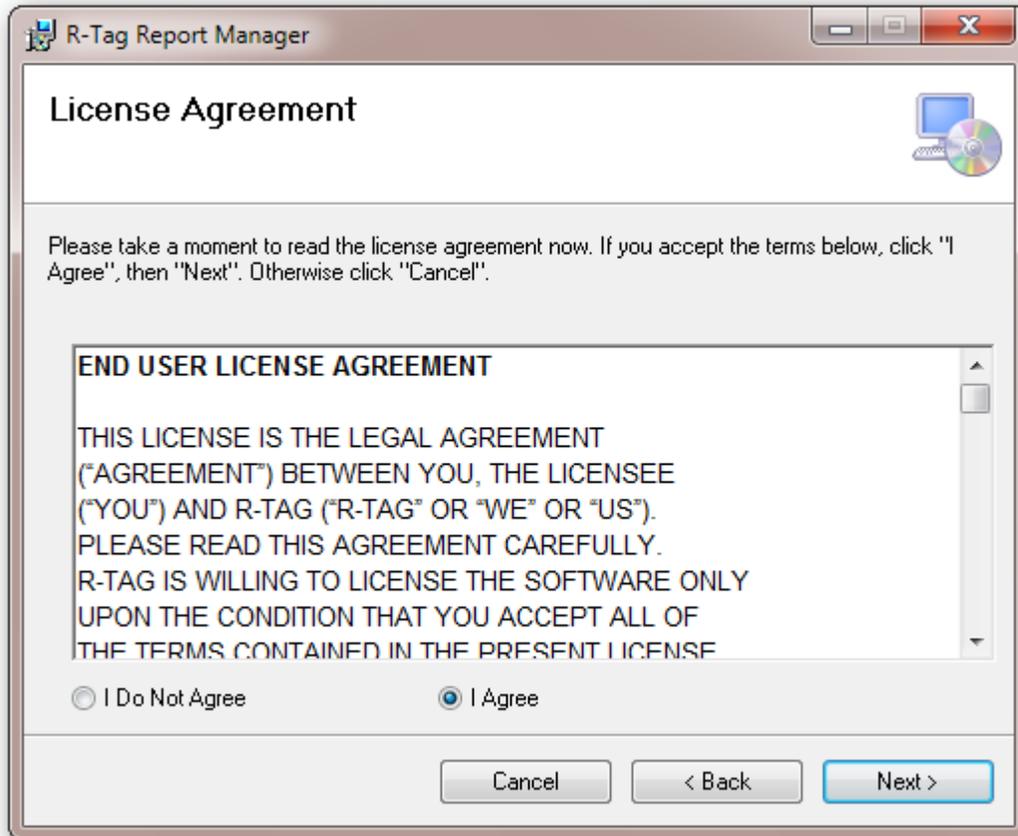


After the download of all components they will be installed. You will see screen(s) like this: Since all these components are widely used you may be sent directly to the next step.

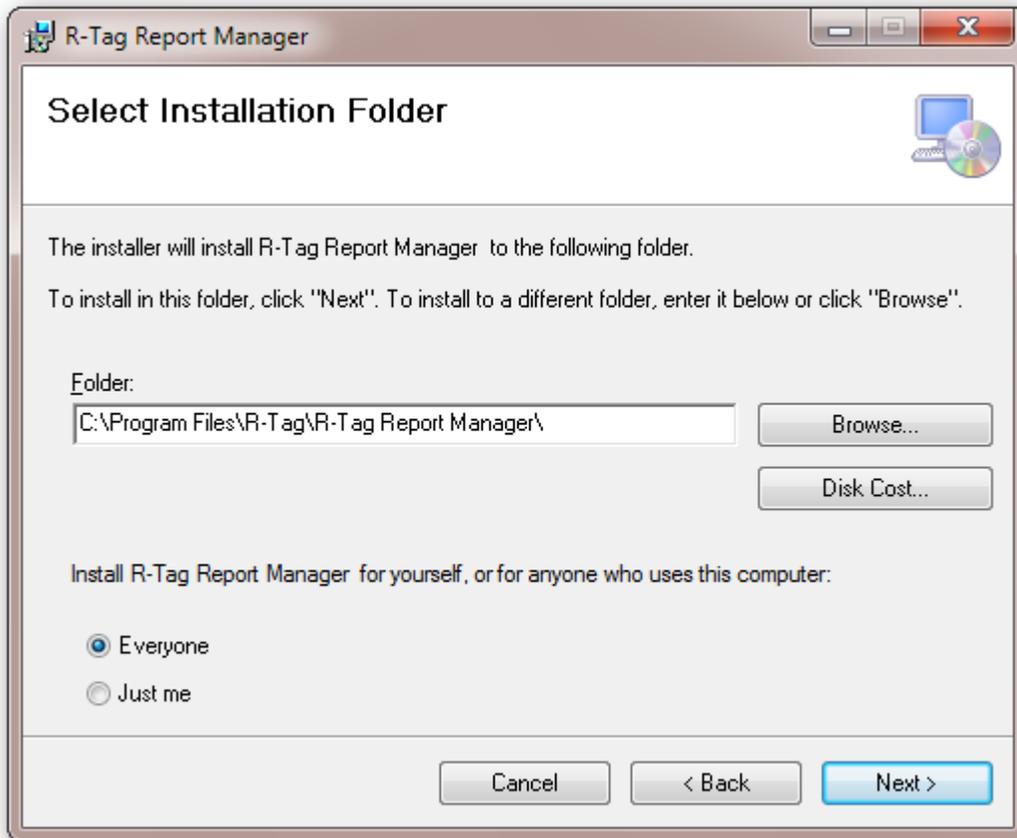
## 2: Installing R-Tag Report Manager Application:



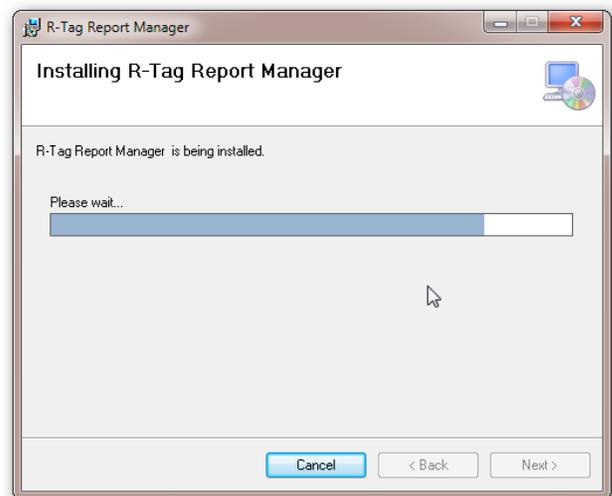
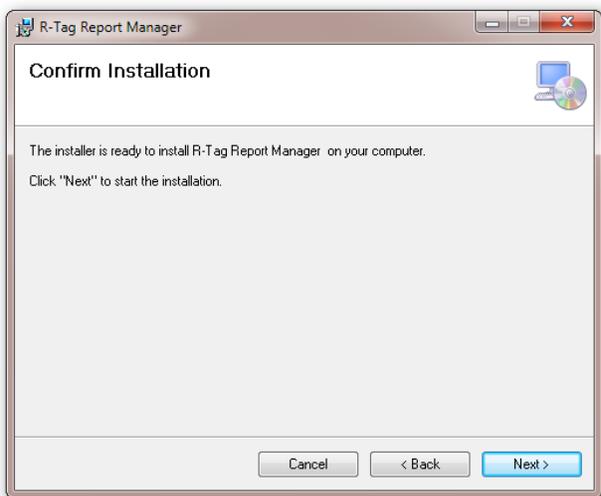
The setup will show EULA screen for R-Tag Report manager. Please read the license agreement carefully and if you do not accept it do not continue with the installation.



Next screen is to choose a place where the application will be installed. You may need to change the default path if you don't have enough space on your disk.



Once when you confirm the installation it will be processed.



### 3: After installation

When you start the application you might see a message "R-Tag cannot use this database". This might happen in these case:

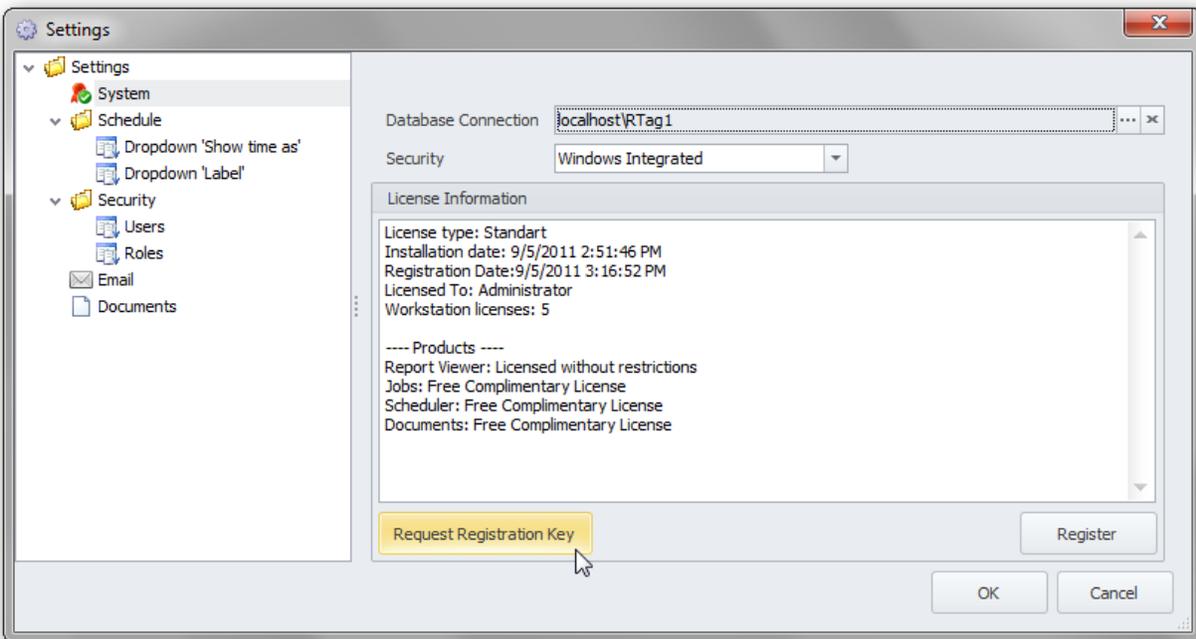
- You installed R-Tag on a computer with WindowsXP or Windows 2003 (or earlier).
- You installed the 32 bits version of R-Tag on 64 bits machine

In both cases the reason for the message is missing SQLServer Compact engine. You need to download and install it from this link: <http://www.microsoft.com/en-us/download/details.aspx?id=17876>  
If your machine is 64 bits you need to install the 64 bit version of the engine ( even if you are installing the 32 bit version of R-Tag)

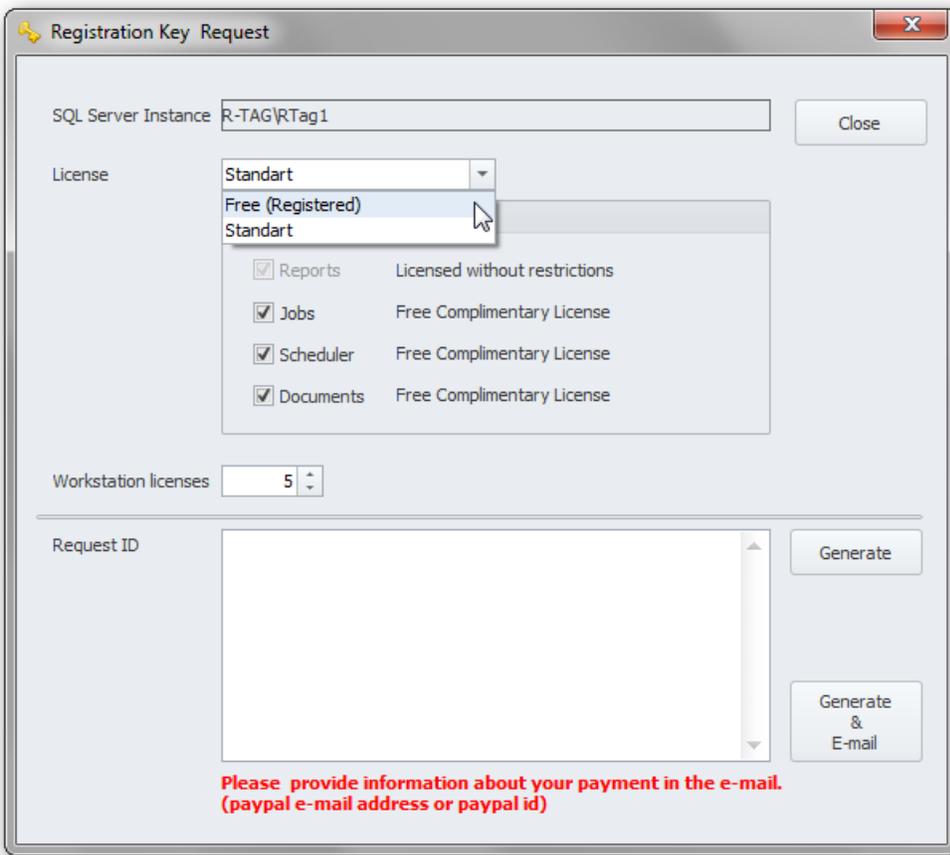
#### 4: Registration

How to register the product:

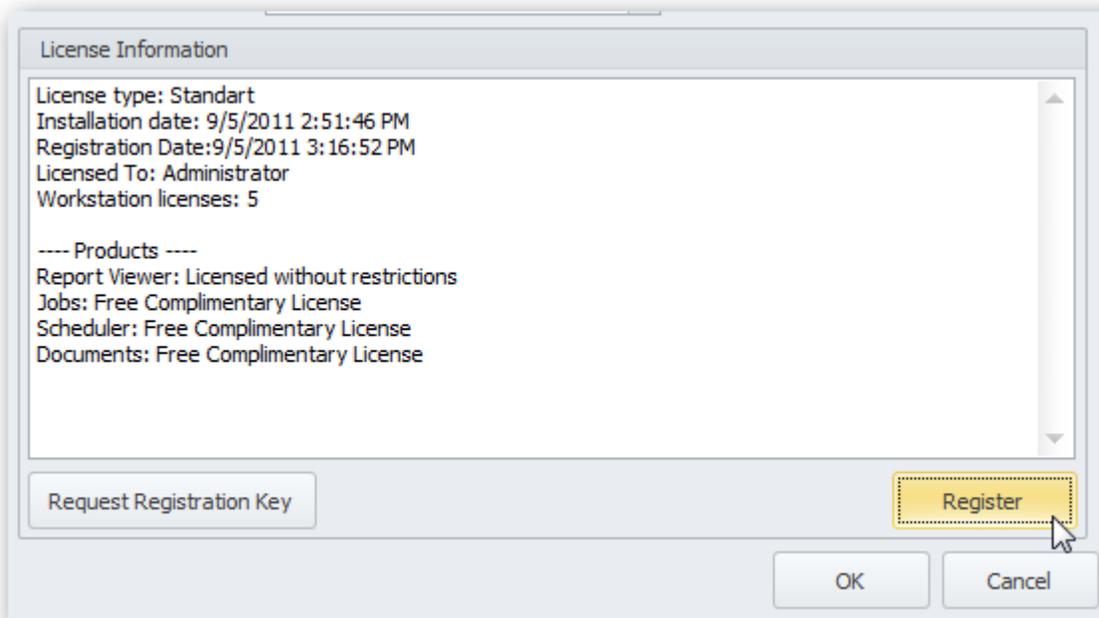
Open settings dialog and click the button “Request Registration Key”



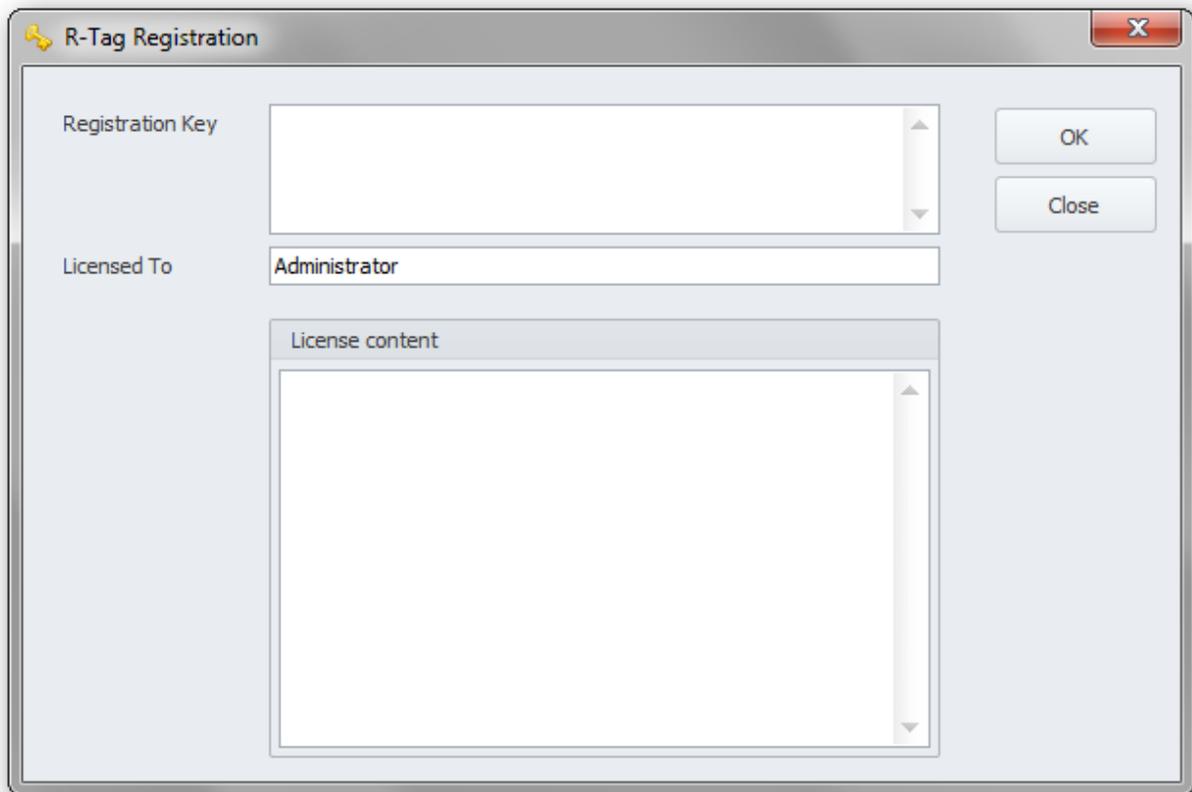
Select desired license type and click button “Generate”. Copy the generated key from the field “RequestID” and send it to support@r-tag.com. You can use also button “Generate & E-mail”.



When you receive the registration key click button "Register".



Paste the key in the field "Registration Key" and click OK.



The image shows a dialog box titled "R-Tag Registration" with a close button (X) in the top right corner. The dialog contains three main input areas: a "Registration Key" text box, a "Licensed To" text box containing the text "Administrator", and a "License content" text area. On the right side of the dialog, there are two buttons: "OK" and "Close".

Registration Key

Licensed To Administrator

License content

OK

Close