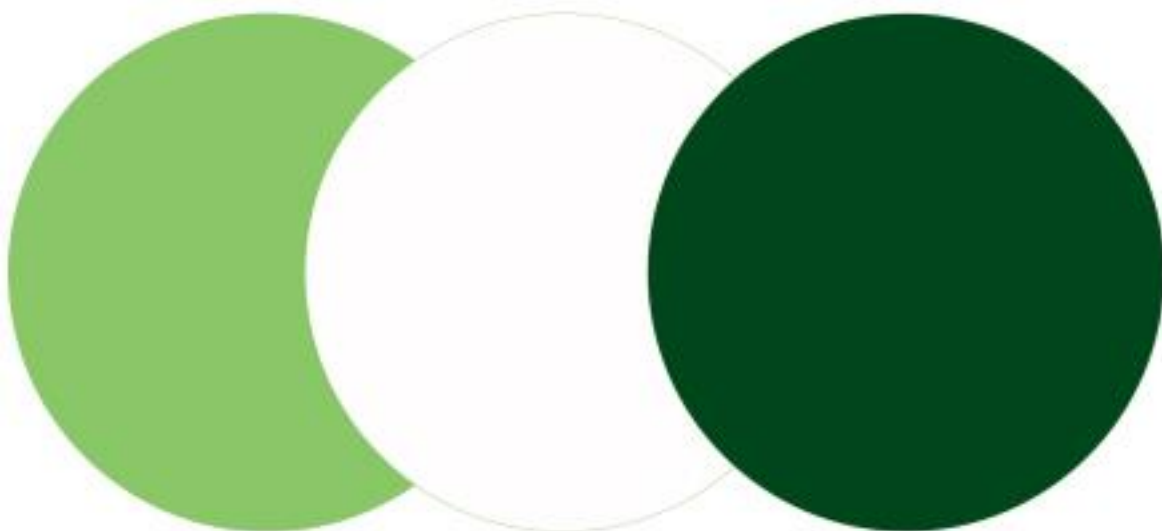


Casella Technical Solutions Guide

Casella Insight

TSG: 001 Rev 11.



Introduction

This technical solution guide has been designed provide guidance for users when using Casella Insight. This document can be used in conjunction with the Casella Insight Product Tutorial Videos which can be found at www.casellasolutions.com within the Casella Insight support pages.

If assistance is required, Casella Product Support can be contacted via the help desk at helpdesk.casellasolutions.com or by calling **+44 (0)1234 847799**. Casella recommend noting down the version of Casella Insight you are using and the flow diagram step number when contacting the Casella Product Support Team.

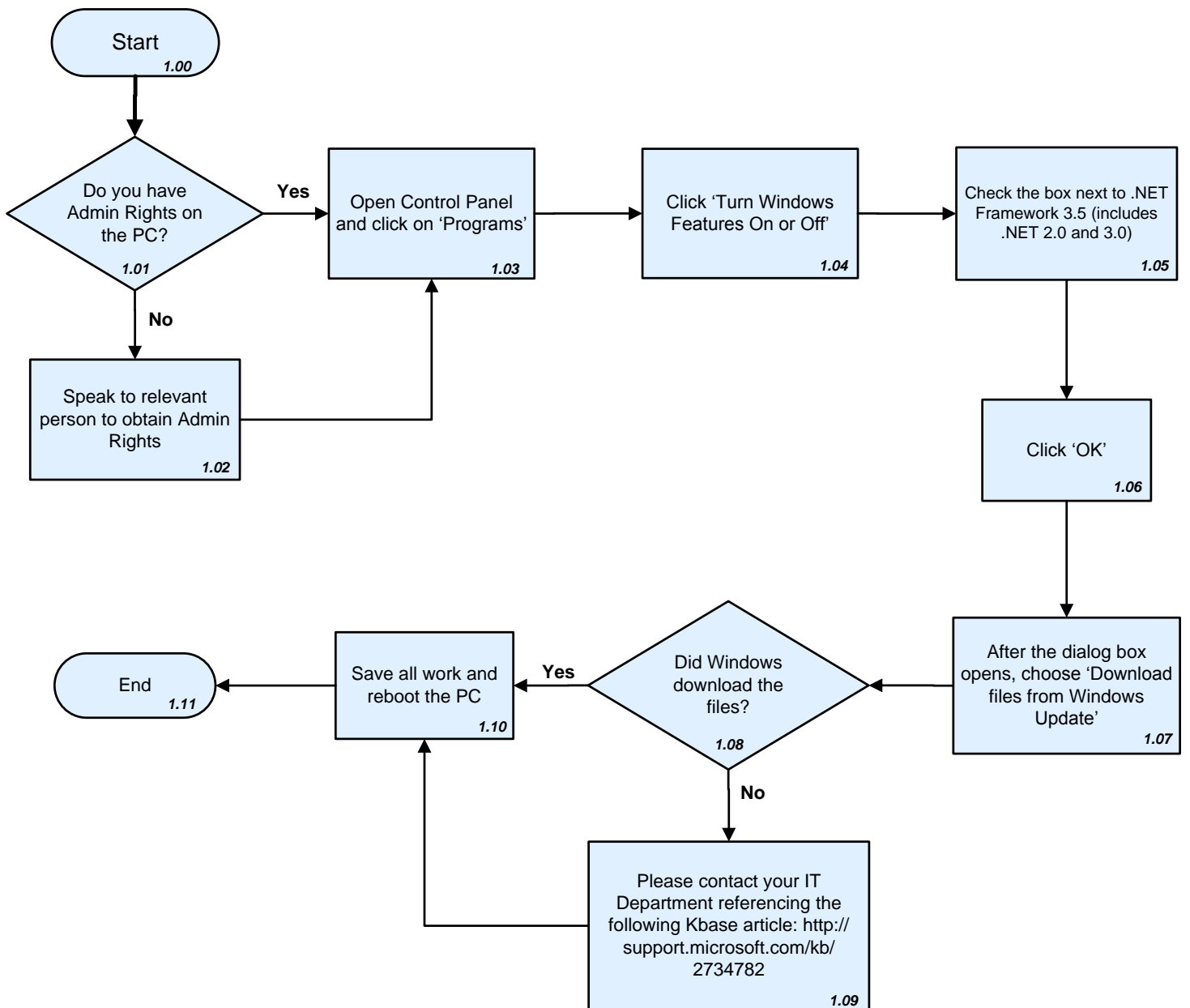
All flow diagrams within this document refer to the latest official release of Casella Insight which can be found at www.casellasolutions.com .

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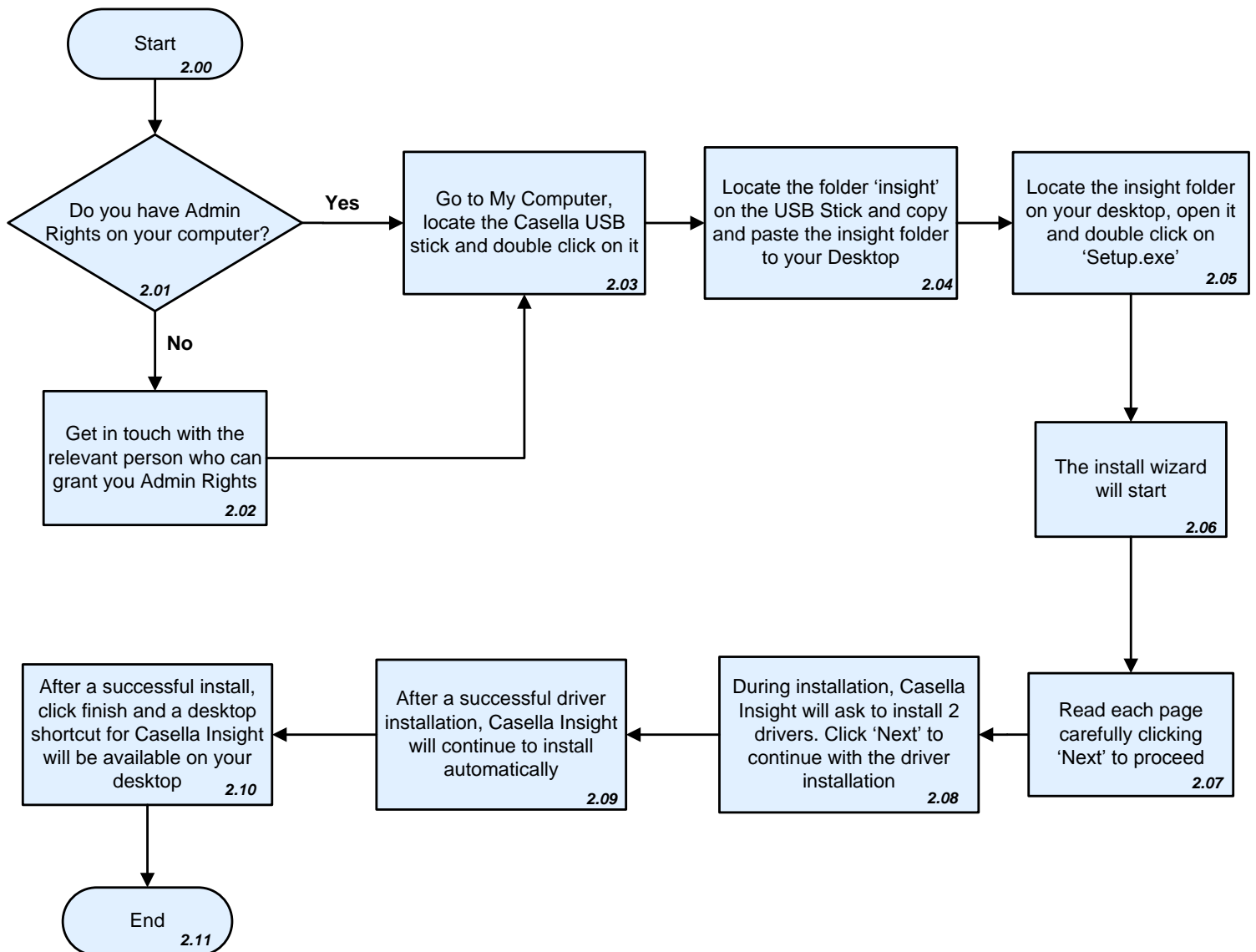
<u>Page</u>	<u>Flow Diagram</u>	<u>Description</u>
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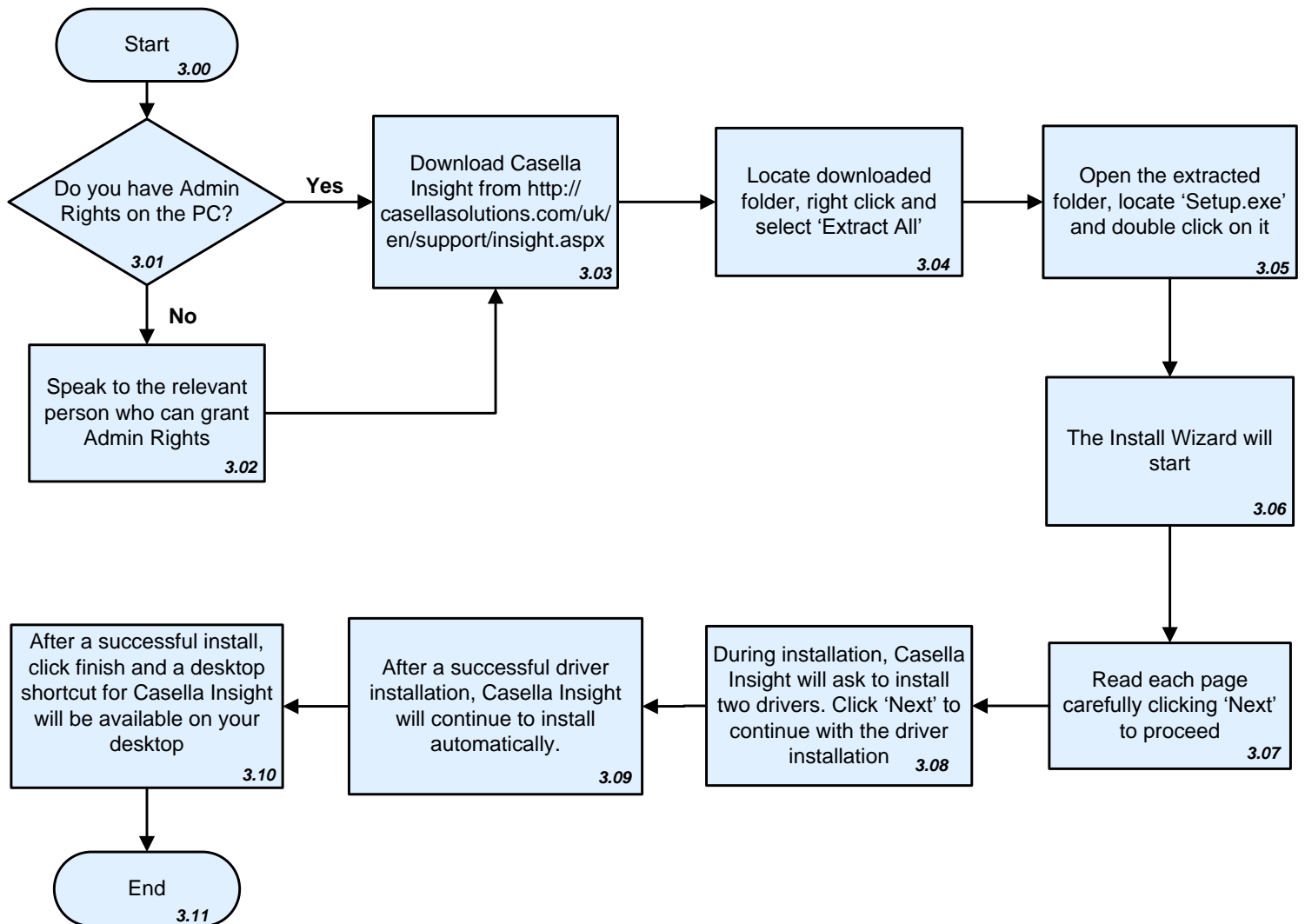
1. Preparing Windows 8 For Casella Insight Installation



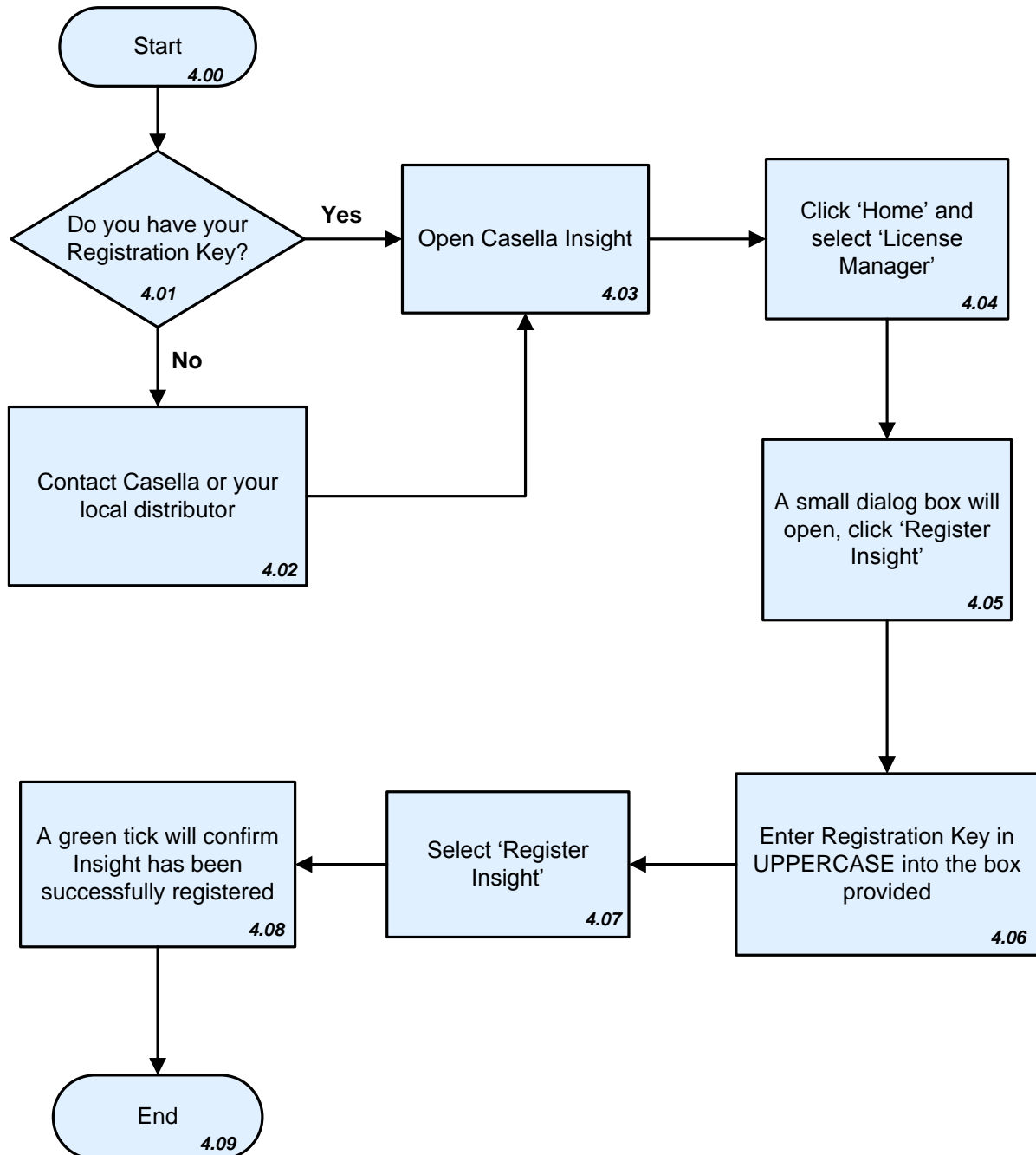
2. Installing Casella Insight from a Casella provided USB Stick



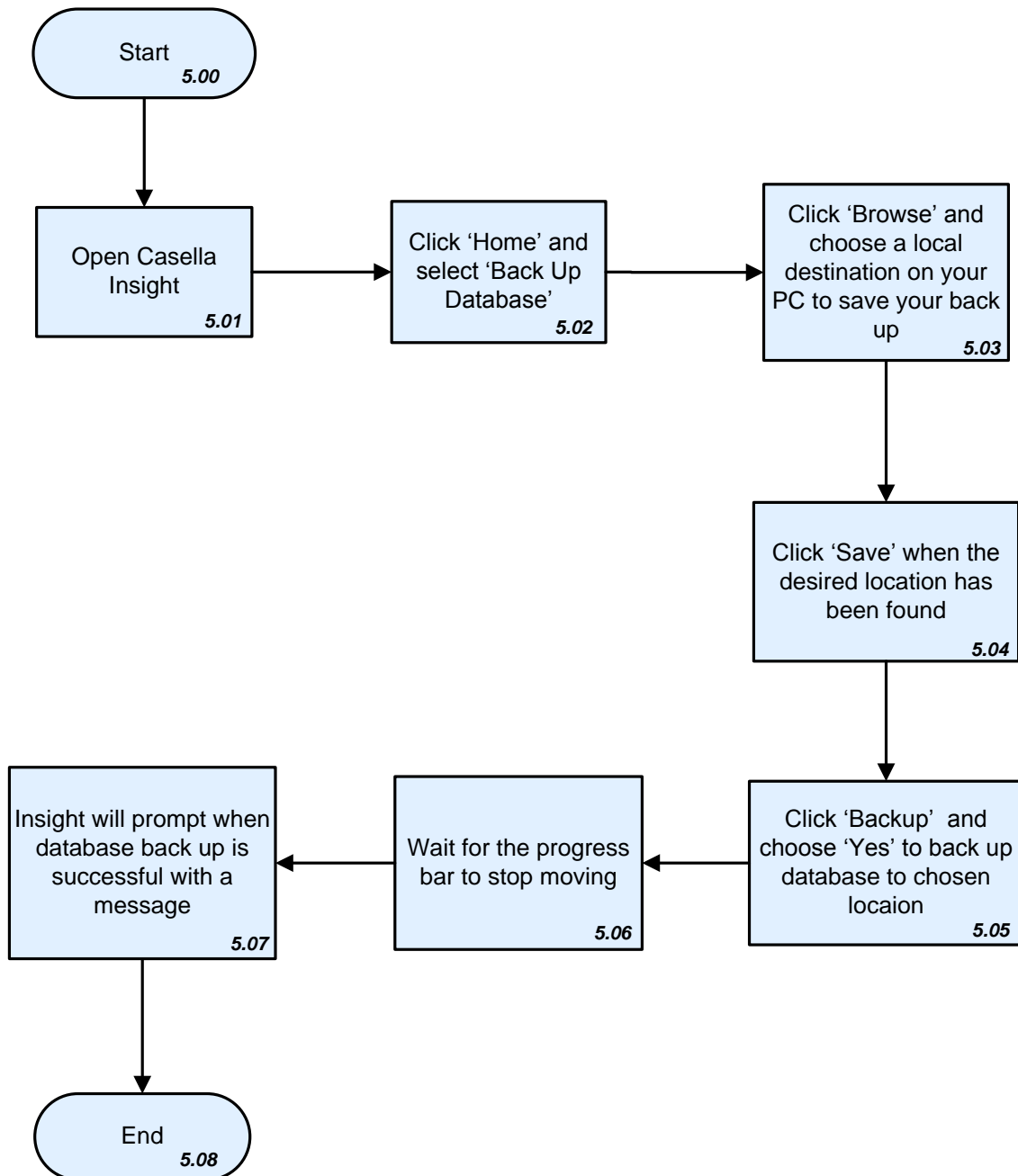
3. Installing Casella Insight After Downloading From The Internet



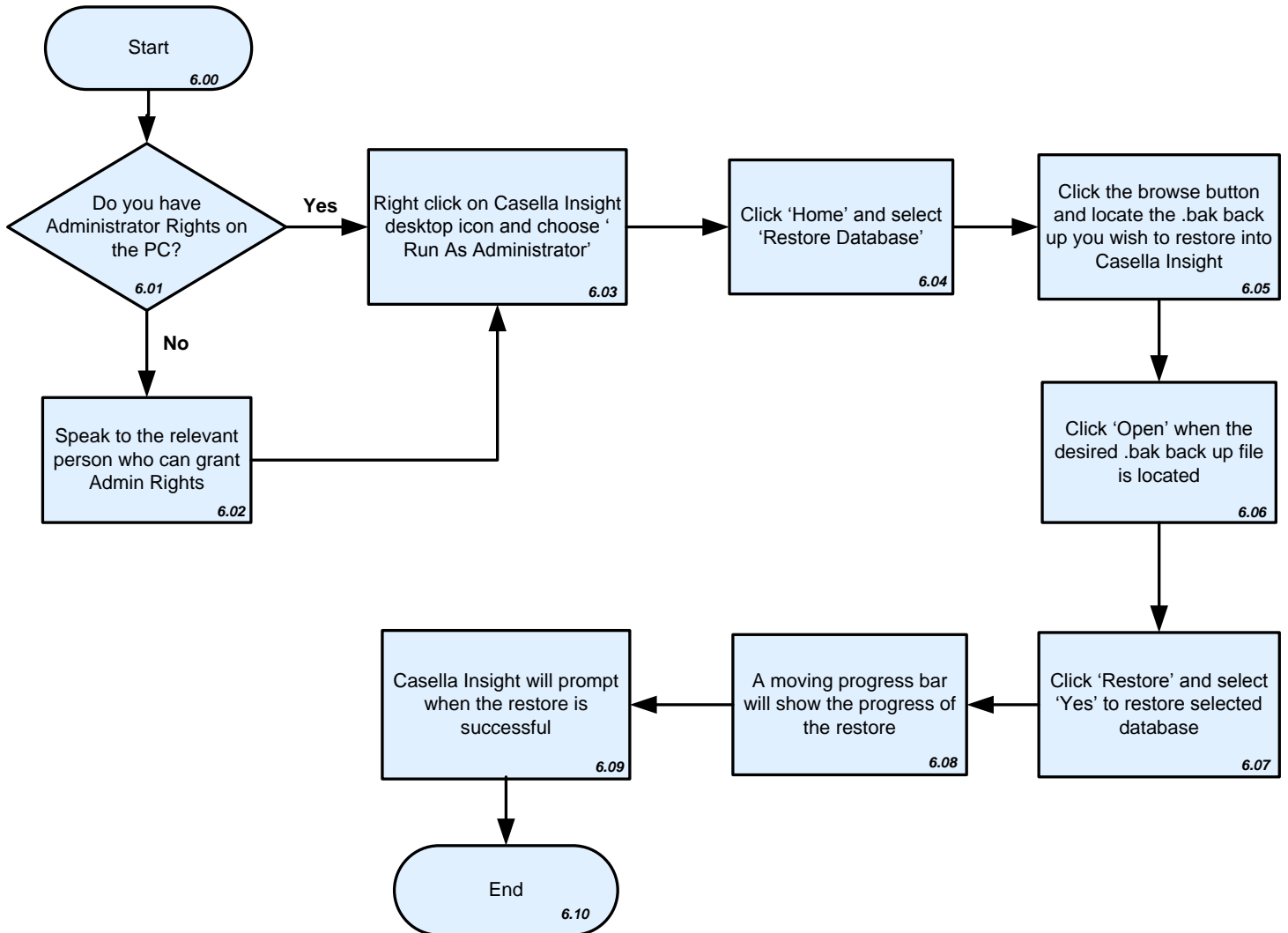
4. Registering Casella Insight



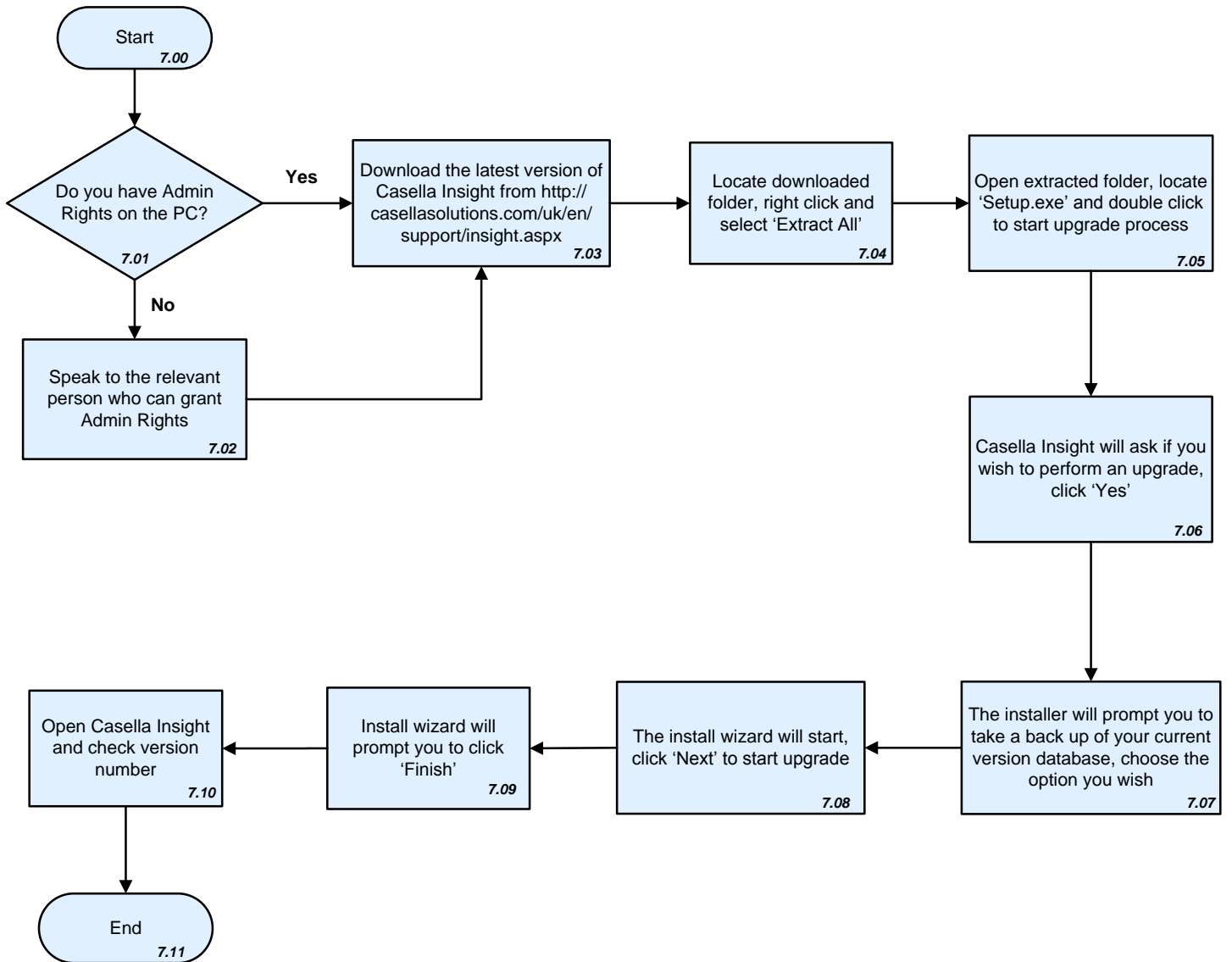
5. Backing up your Casella Insight Database



6. Restoring a Database into Casella Insight



7. Upgrading Casella Insight to a New Version



List of Error Codes

Error Code	Cause	Resolution	Flow Diagram No.
<i>Access to db.opt is denied</i>	Occurs when attempting to restore a database into Casella Insight with local Administrator Rights	Speak to IT Department to grant Administrator Rights or right click on Casella Insight Desktop Icon and choose 'Run As Administrator'	5
<i>An exception has occurred while executing the database command. Unable to connect to any of the specified MySQL hosts</i>	Occurs when a database backed up from an older version of Casella Insight is restored into a newer version of Casella Insight.	Uninstall the new version of Casella Insight and reinstall the version from which the backup was taken. Restore the database into the reinstalled version and then perform an upgrade of Insight	5, 6 and 7

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