



# Powerproject

## GETTING STARTED WITH POWERPROJECT VERSION 14



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Powerproject: The power behind successful projects

# Powerproject

## GETTING STARTED WITH POWERPROJECT

Thank you for purchasing Powerproject, a powerful, easy-to-use project management solution that is specifically designed to plan and deliver projects on time and within budget.

This booklet is designed to help you start using Powerproject as quickly as possible. It introduces you to some of the software's key features.

The booklet covers:

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## Installing Powerproject

To install Powerproject:

1. Locate the setup.exe file within the folder into which you unzipped the downloaded installation files.
2. Follow the steps in the installation routine to install Powerproject.
3. Once Powerproject is installed, launch it by selecting it from the Windows® **Start** menu or from the Windows **Start** screen.

## Running Powerproject for the first time

### If you are a new user

When you run Powerproject for the first time, the **Powerproject Activation** dialog appears.

You can use Powerproject for a trial period without activating it. However, you must activate Powerproject by the end of this period in order to continue using it once the trial period is over. Until you activate Asta Powerproject, an activation reminder appears each time you start the software.

If you have an Internet connection, you can activate Powerproject automatically over the Internet. If you do not have an Internet connection, you can activate Powerproject manually with the aid of Elecosoft UK Ltd's Technical Support department. Activating Powerproject over the Internet is quicker and easier than activating it via the Technical Support department.

To activate Powerproject:

1. If you have an Internet connection available, ensure that the connection to the Internet is currently active.
2. Click **Activate**. The **Product Activation** dialog appears. Note that if you choose to use Powerproject in trial mode rather than activating it straightaway, you can access this dialog at any time by clicking **Activate** on the **Activation** tab of the Backstage view.

**Product Activation** [X]

Please enter your details in the form below, then click OK to activate Asta Powerproject.

**Name:** [ ]

**E-mail address:** [ ]

**Company name:** [ ]

**Company address:** [ ]

**Telephone number:** [ ]

**Fax number:** [ ]

**Serial number:** [ ]

**CD key:** [ - - - ]

I would like to subscribe to Powerlines, the monthly e-newsletter for Asta Powerproject users with an up-to-date support contract. Note, you may unsubscribe at any time.

Elecosoft UK Ltd may use these details to contact me with information about training, support and products.

[ OK ] [ Cancel ]

3. Enter details into the fields on the dialog – you must complete all of the fields – then click **OK**. Powerproject attempts to activate itself automatically over the Internet.
4. If your serial number is associated with a standalone licence, a dialog appears to inform you that the activation was successful when the activation is complete. You can now continue to use Powerproject.
5. If your serial number is associated with a network licence – one that is contained within a licence server – the **Locate Licence Server** dialog appears. Enter the name of the computer on which the licence server is located and click **OK**. Contact your System Administrator for advice if you do not know the name of the computer.
6. Powerproject attempts to obtain a licence from the licence server. If a licence is available, a dialog appears to inform you that Powerproject is now configured to obtain its licence from the licence server. You can now continue to use Powerproject.

In some cases, automatic activation may not be successful. Automatic activation will not work in the following circumstances:

- If you do not have a connection to the Internet, or if your connection to the Internet is not currently active.

- If Elecosoft UK Ltd's automatic activation service is currently unavailable.
- If you have installed and are attempting to activate a single copy of Powerproject on more than one computer.
- If you are reinstalling Powerproject on a computer whose hardware has been altered significantly.

If automatic activation fails, a dialog that informs you of the problem will appear and you will either be asked to activate Powerproject manually – using the **Product Activation** wizard – or to contact our Technical Support department for assistance.

### If you are an existing user

If you are an existing Powerproject user who is now upgrading to Version 14 using the same computer, Powerproject recognises your existing licence and you can run the software without having to activate it.

If you are an existing user is now upgrading to Version 14 using a different computer, the **Powerproject Activation** dialog appears when you run Powerproject for the first time. Follow the instructions below to enable Powerproject to recognise your existing licence.

If your existing licence is located remotely on another computer – perhaps as part of a pool of licences:

1. Click **Continue Trial**. Another dialog appears, informing you of the number of days left in the trial period.
2. Click **Continue Trial** on this dialog to launch Powerproject in trial mode.
3. Click the **File** tab, then click **Activation** to view the **Activation** tab of the Backstage view.
4. Click **Configure**. A dialog appears in which you can specify the name of the computer on which your existing licence is located. Once the licence is located, you can continue to use Powerproject.

If your existing licence is located locally on your old computer:

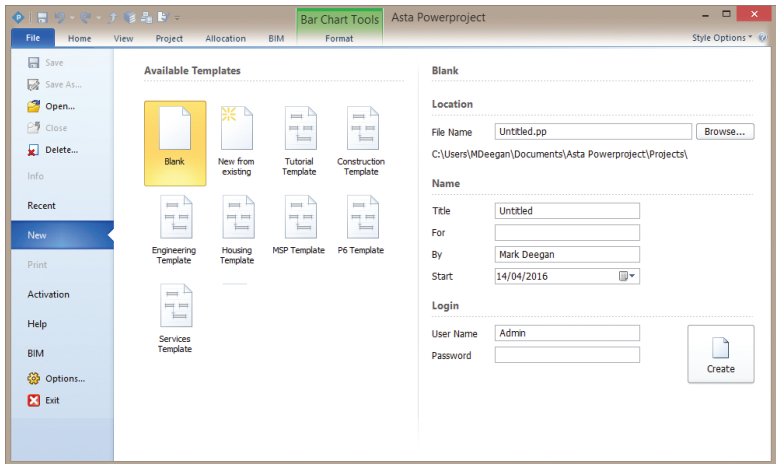
1. Click **Continue Trial**. Another dialog appears, informing you of the number of days left in the trial period.
2. Click **Continue Trial** on this dialog to launch Powerproject in trial mode.
3. Click the **File** tab, then click **Activation** to view the **Activation** tab of the Backstage view.

4. Click **Move Licence**. The **Move Licence** wizard appears. Follow the steps in the wizard to move the licence from your old computer to your new computer.

## Creating your first project

To create a new project:

1. Launch Powerproject by selecting it from the Windows **Start** menu or from the Windows **Start** screen. If you have already created or opened one or more projects in Powerproject, the **Recent** tab of the Backstage view appears, displaying the projects you have accessed most recently. If you have not yet accessed any projects, the **New** tab of the Backstage view appears:



2. The **New** tab of the Backstage view displays all of the templates that are available for use. Click Tutorial Template to specify that you want to create a project based on this template.
3. Enter a name to apply to the project file in the **File name** field and a descriptive name for the project in the **Title** field.
4. Enter a date on which a Monday falls in the **Start** field – the template will then ensure that the week numbers align to Mondays – then click **Create** to create the project.



To find out the function of a command, hover the mouse pointer over it. A tooltip displays the name of the command and a brief description of it.

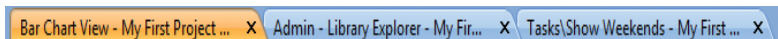
The **File** tab is slightly different to the other Ribbon tabs: click this to display the Backstage view, which contains the commands that you use to do things to a project, rather than *within* a project.

## Quick Access toolbar



Above the Ribbon, at the top-left of the Powerproject window, is the Quick Access toolbar. You use the buttons on this toolbar to access a number of commonly-used commands.

## View tabs



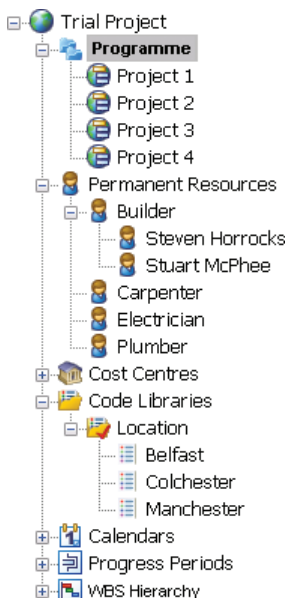
You use the view tabs above the spreadsheet and bar chart to switch between the different views that you currently have open onto a project. Each time you open a view, it appears under a new tab. You can close a view by clicking at the top-right of its tab.

## Project view


The project view provides a view onto the whole project, or programme of projects. As well as displaying the natural order hierarchy of a project, the project view also displays various libraries of objects, including resources, cost centres, code libraries and calendars. Click the + box alongside an object in the project view to expand it and see its contents.

One of the quickest ways to assign resources, costs, codes and calendars to tasks is to drag and drop them from the project view onto tasks in the bar chart.

You can also use the project view to navigate between charts, re-arrange charts in the project hierarchy and switch between the different hierarchical views (natural order, RBS and CBS).












The project view is attached to the spreadsheet. You can change the proportion of the screen that is taken up by the project view by dragging the vertical bar that separates it from the spreadsheet. To turn the project view on or off, click  in the status bar.

## Spreadsheet

The spreadsheet displays information about bars, tasks and allocations. A typical spreadsheet might display Name, Start, Duration and Finish columns. You can add and remove columns from the spreadsheet and display virtually any project information in each column by configuring the columns to display specific fields. You can construct your own formulae to display precisely the information you want in spreadsheet columns.

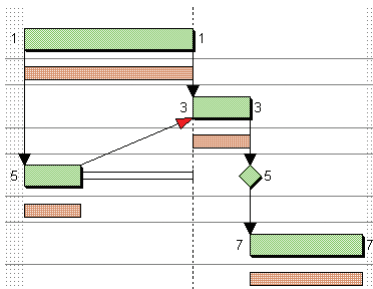
Line	Name	Duration Effort	Start	Priority
1	Electrics Room 3	2w	11/04/2016	
2	Electricians	75h	11/04/2016	
3	Plastering	2w	25/04/2016	
4	Plasterers	75h	25/04/2016	
5	Work Approved		09/05/2016	
6	Interior Finishing	1w 3d	10/05/2016	
7	Carpenters	60h	10/05/2016	

You can edit bars and tasks by typing in the spreadsheet. For example, you can enter the names of bars and tasks and specify start and finish dates by typing in the appropriate columns.

## Bar chart

The bar chart is where you draw and link tasks to create your project schedule. Most projects comprise a number of different charts. Each chart has a series of numbered bars – also known as lines or rows – each one containing one or more tasks.

You can change the width of the bar chart to make it wider or narrower. To do this, drag the vertical divider that separates the bar chart from the spreadsheet.



## Date zone

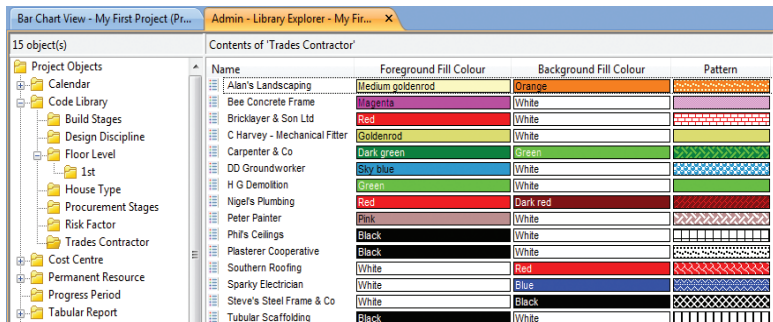
April		2016					May				
4	11	18	25	2	Mon	Tue	Wed	Thu	Fri	9	16
4	12			2		3	4	5	6	9	11
											17

The date zone is displayed at the top of each bar chart. It shows the time plan of projects – in other words when tasks are scheduled to take place.




Powerproject window on and off, including the project view, the bar chart and the properties view. Use the slider control at the right of the status bar to zoom in and out of your project.

## Library Explorer



Library Explorer provides a view onto all the library objects in your project, such as resources, calendars and codes. You use Library Explorer to create, edit and delete library objects. Library Explorer has a hierarchical structure, similar to that of Windows Explorer.

To enter Library Explorer, on the **View** tab, in the **Show** group, click **Library Explorer**, or click  in the Quick Access toolbar. Library Explorer opens in a new tab.

The tree view in Library Explorer's left pane displays all the available libraries. The list view, in the right pane, displays the objects within the selected library.

You can choose which libraries to display in Library Explorer: right-click the list view and select **Show Libraries**, then select the libraries you want to display in the dialog that appears.

## Planning a simple project

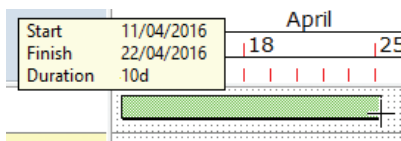
This section introduces you to some of the basic techniques that you will use as you plan your projects in Powerproject. If you work through this section, you will build up a small sample project. The techniques that you learn as you do this are applicable to all of the projects that you plan using Powerproject.

## Creating your first task

To create a task:

1. Position the mouse pointer over the first bar in the bar chart.
2. Hold down the left mouse button, then drag the mouse pointer to the right. As you drag, a popup displays the start date, finish date and duration of the new task you are drawing.

3. Release the mouse button when the task is 10 days long.



4. Powerproject displays the duration and start date of the task in the spreadsheet, but does not give it a name. Click in bar 1 in the Name column, type Task 1, then click away from the field to finish editing.

## Copying and pasting bars and tasks

1. Click number 1 in the Line column of the spreadsheet. Bar 1 is selected.
2. On the **Home** tab, in the **Clipboard** group, click **Copy**.
3. On the **Home** tab, in the **Clipboard** group, click **Paste**. The existing bar and its task are pasted into bar 2.
4. Click **Paste** three more times to paste the bar into bars 3, 4 and 5. As you have copied and pasted a single bar, all the tasks have the same name. Click in the Name column for each bar and rename them Task 2, Task 3, Task 4 and Task 5.

+ 1	Task 1	10d	11/04/2016	1	
+ 2	Task 2	10d	11/04/2016	2	
+ 3	Task 3	10d	11/04/2016	3	
+ 4	Task 4	10d	11/04/2016	4	
+ 5	Task 5	10d	11/04/2016	5	

## Editing the duration of tasks

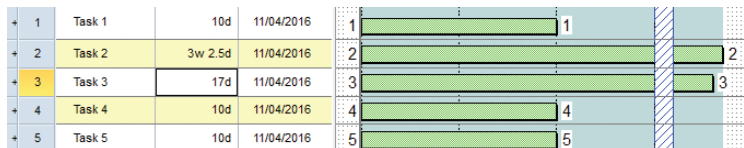
To edit the duration of a task in the spreadsheet:

1. Click in the Duration column on bar 2.
2. Change the duration to 3.5w (3 ½ weeks) and press **ENTER**.


To edit the duration of a task in the bar chart:

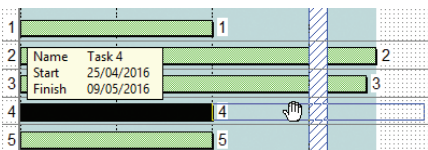
1. Position the mouse pointer over the end of task 3 so that the cursor changes to

2. Hold down the left mouse button and drag to the right.
3. Release the button when the task is 17 days long.



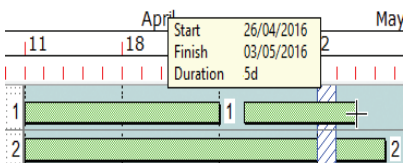
## Moving tasks in the bar chart

1. Move the mouse pointer over task 4 so that the cursor changes to .
2. Hold down the left mouse button and drag right.
3. Release the mouse button when the task appears approximately 2 weeks later.



## Drawing multiple tasks on a bar


Drawing multiple tasks on a bar can be very useful. For example, you could use each bar in a project to represent a house and each task to represent activities such as laying foundations, roofing, etc.

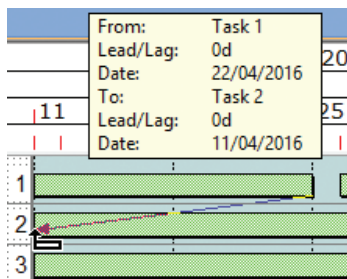



1. Position the mouse pointer so that it is to the right of the task on bar 1.
2. Click and drag to the right to draw another task.
3. Release the mouse button when the task is 5 days in length.

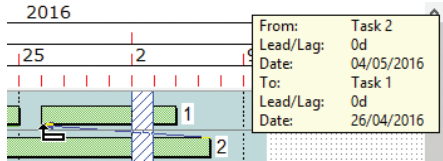
## Linking tasks

You specify the order in which tasks take place by drawing links between them in the bar chart:

1. Position the mouse pointer to the bottom-right of the first task on bar 1 so that the cursor changes to .

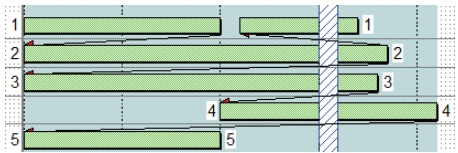


2. Hold down the left mouse button and drag the cursor away. Notice that you now have a line from the end of the first task to the cursor.
3. Position the end of the link on the top-left of the task on bar 2 so that the cursor changes to , then release the mouse button. A link is drawn between the two tasks.
4. Now draw a link from the end of the task on bar 2 to the start of the second task on bar 1.



There are many ways to link tasks in a project. For example, you can link tasks automatically:

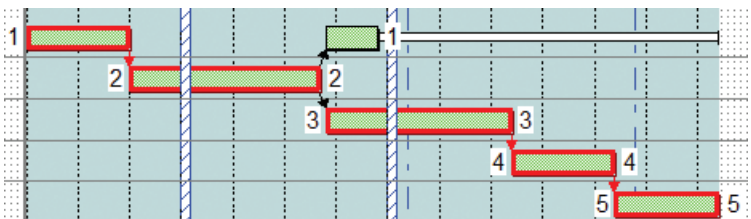
1. Click number 2 in the Line column of the spreadsheet to select the bar.
2. Hold down **SHIFT**, then click number 5 in the Line column. Bars 2, 3, 4 and 5 are selected.
3. On the **Home** tab, in the **Schedule** group, click the **Add/Delete Links** dropdown and select **Link Tasks**. Links are drawn between the tasks.




## Rescheduling your project

Rescheduling a project reorders the tasks according to their links and constraints within the project. To reschedule the project:

1. On the **Home** tab, in the **Schedule** group, click **Reschedule Branch**.
2. Two dialogs appear in succession. Click **OK** to acknowledge the dialogs. The tasks in the project are rescheduled and a reschedule report appears in your web browser.
3. Close the web browser when you have reviewed the reschedule report.



## Saving your project

You may have noticed as you have been working with your project that the bars you have edited have turned blue. The blue colouring indicates unsaved changes. To save your project, click  in the Quick Access toolbar. The blue colouring disappears.


Note that when you save, if you have changed any aspects of the current view you will be asked if you want to save your changes to the view as well as your changes to the project.

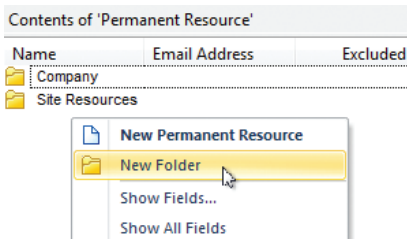
## Creating a resource library



Asta Powerproject is a sophisticated resource management tool, dealing with permanent resources such as people and machinery, and consumable resources such as materials, components and utilities.

You can organise your resource library as a hierarchy of skills. Asta Powerproject supports demand and scheduled resource management: you can assign demand resources to tasks during the early stages of project planning, to indicate that there is a demand for a particular type of resource. In the later stages of project planning you satisfy the demand resources by assigning specific resources to the tasks.

To create a resource library:

1. Click  in the Quick Access toolbar to enter Library Explorer.
2. Within Library Explorer, click Permanent Resource in the left pane. An existing permanent resource folder appears in the right pane. You will now create new folders of your own.
3. Right-click a blank area of the right pane and select **New Folder**. A new resource folder is created, with the cursor in the Name column.
4. Enter Roofers and press **ENTER**.
5. Double-click the Roofers folder to open it.
6. Right-click a blank area of the right pane and select **New Permanent Resource**. A new permanent resource is created, with the cursor in the Name column.
7. Enter Bob Smith as the name of this resource.



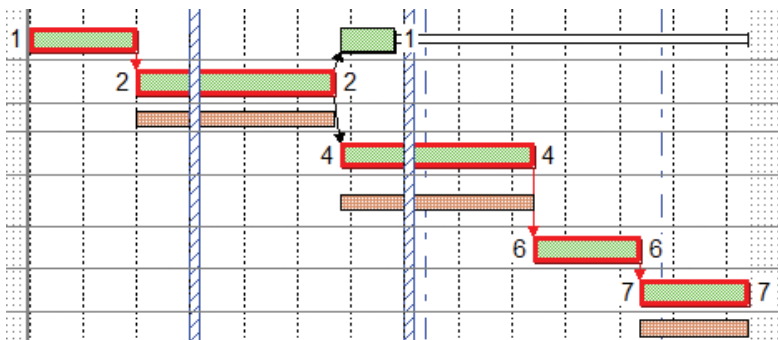
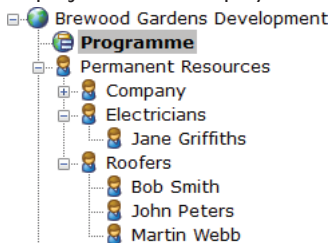
8. Create two more resources in this folder, called John Peters and Martin Webb.
9. You will now create another permanent resource folder. Click  in the Quick Access toolbar to move up one level in the resource hierarchy.
10. Follow the steps above to create a new permanent resource folder called Electricians, containing a permanent resource called Jane Griffiths.
11. Click  in the Library Explorer tab to close Library Explorer.

Contents of 'Roofers'	
Name	Email Address
 Bob Smith	
 John Peters	
 Martin Webb	

## Assigning resources to tasks

You can assign resources by dragging and dropping them onto tasks in the bar chart from the project view:

1. Click + next to Permanent Resources in the project view to display the permanent resource folders.
2. Click + next to each of the folders that you created to open them.
3. Drag the Martin Webb resource and drop it onto task 2.
4. Drag Jane Griffiths and drop her onto task 3.
5. Drag and drop Bob Smith onto task 5.



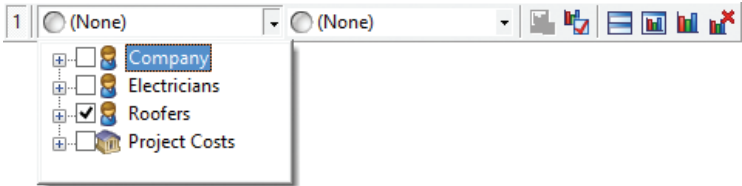


## Viewing an allocation histogram

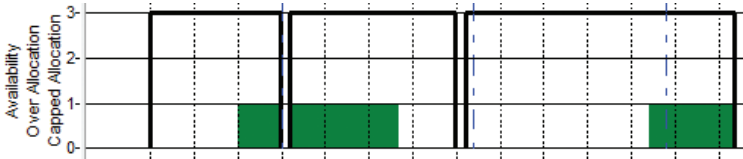
You can use histograms to graph resource and cost information, highlighting important details that are updated in real time.

To graph the allocation of roofers:

1. On the **View** tab, in the **Graph** group, click **New Histogram**. A new pane appears at the bottom of the bar chart.
2. Click the first drop-down box in the histogram pane and select the check box to the left of the Roofers folder to indicate that you want to graph the permanent resources in the Roofers folder.



3. Click the second drop-down box in the histogram pane and select Allocation, Availability and Over-Allocation. A histogram appears, graphing the allocation of roofers. You can resize the histogram pane to enlarge the histogram if required.

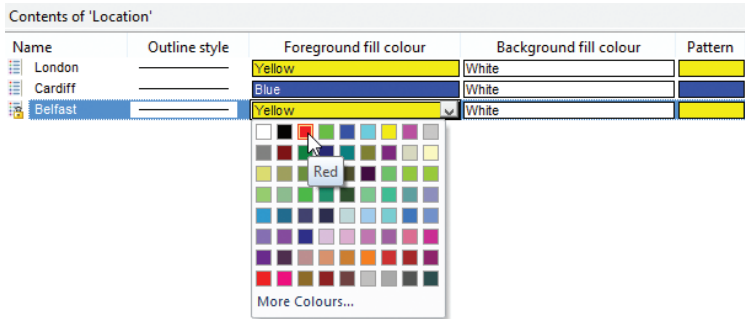


## Colour-coding tasks

You can colour-code the tasks in your projects so that their appearance represents something relevant to you. You use code libraries to do this. For example, you could use code libraries to show the department or person responsible for each task, or the location of each task.

1. Click in the Quick Access toolbar to enter Library Explorer.
2. Within Library Explorer, click Code Library in the left pane.
3. Right-click a blank area of the right pane and select **New Code Library**. Call it Location.
4. Double-click the Location folder to open it.

5. Right-click a blank area of the right pane and select **New Code Library Entry**. Call it London.
6. Create two more code library entries in this folder, called Cardiff and Belfast.
7. Click the Foreground Fill Colour column and assign a different colour to each code library entry.

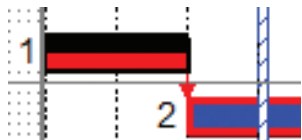


8. Close the Library Explorer tab.
9. You can assign code library entries to tasks in the same way as you assign permanent resources to tasks: by dragging and dropping them from the project view onto tasks in the bar chart. Try this now: drag and drop different Location codes onto each of the tasks in the project.
10. A dialog appears asking if you want to display the Location codes in the current view. Click **Yes** to display the codes in the bar chart.

## Progressing a project


You progress projects to keep them up to date. Powerproject lets you progress projects in a variety of ways, including the use of progress periods to indicate when a task was completed. You can baseline projects as well, to maintain a record of planned work to compare against projects as they progress.

To progress the first task on bar 1 in a simple way, right-click the task, select the **Progress Up To** submenu, then select **100% Complete**. Shading along the top of the task indicates that the task is progressed.



If progress does not appear on the task, right-click the bar chart and select **Format Bar Chart** to display the **Format Bar Chart** dialog, then select the **Show shading** check box on the **Progress** tab of the dialog and click **Close**.

To progress task 2 from its allocation in 'progress entry mode':

1. Click the Martin Webb allocation underneath task 2.
2. On the **Home** tab, in the **Progress** group, click the **Enter Progress** dropdown and select **Progress Entry Mode**.
3. Position the mouse pointer over the Martin Webb allocation until the cursor changes to .
4. Click and drag to the right until the allocation is approximately 50% progressed.
5. Right-click task 2 and select **Progress from Allocations** to apply progress to the task.

## Printing a project

You can print whatever you see on the screen, including the bar chart, spreadsheet and histograms. There are a wide range of printing options, and you can print on a single piece of paper, or on as many sheets as you like. You can design your own 'borders' to frame your printouts, including your company name, address and logo for example.

It is easy to exclude items from a printout. For example, you may want to exclude links, progress, float or the critical path, depending on who is to view the printout. You can use the commands in the **Show/Hide** group on the **Format** tab to exclude items from the current view before printing.

To print the current view:

1. Click the **File** tab, then click **Print** to view the **Print** tab of the Backstage view.
2. Click **Print Now**. The output is sent to your default printer.

Rather than clicking **Print Now** on the **Print** tab of the Backstage view, click **Print Options** if you want to specify the printer to which the output is sent, along with a variety of other printing options.

## Getting help on Powerproject

Powerproject's online help provides all the information you need to use Asta Powerproject to the full, presented in an easily-accessible format.

### Accessing the online help



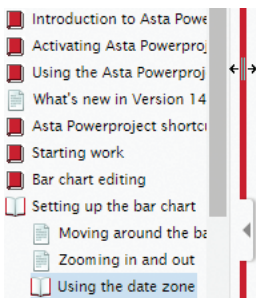
Powerproject's online help is context-sensitive. This means that wherever you are in the software, you can always access help that relates exactly to what you are trying to do. You can access help in a number of ways:

- Press **F1**. You see help relating to the dialog you are currently looking at. If you press **F1** without a dialog open, you see the main help screen.
- Click the **File** tab, then click **Help** to view the **Help** tab of the Backstage view, then click **Help**. You see the main help screen.

The left-hand pane of the help window, known as the Navigation pane, is divided into a number of tabs – Contents, Index and Glossary – which you can use to locate the information you need. Help topics are displayed in the right-hand pane, known as the Topic pane.

If the help takes up too much space on your screen, you can hide or

resize the Navigation pane once you have found the topic you are looking for so that you can see more of the Powerproject window as you are reading the help. To resize the Navigation pane, click and drag the line that divides it from the Topic pane. To hide the Navigation pane, click the left-pointing arrow on the dividing line. To redisplay it, click the right-pointing arrow that then appears.



The date zone numbers. It horizontal :

By default t unsure wh appears sh

Notice that line showin

You can ad numbered.

## Using the table of contents

**Asta Powerproject Help**

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**Creating tasks in the bar chart**

To create a task by drawing in the bar chart:

1. Move the mouse pointer over the bar on which you want to draw a task.
2. Press and hold down the left mouse button, then drag the mouse pointer left or right (dragging it up or down has no effect). A task appears on the bar and extends up to the mouse pointer. A popup box shows the start date, finish date and duration of the task as you drag:
 

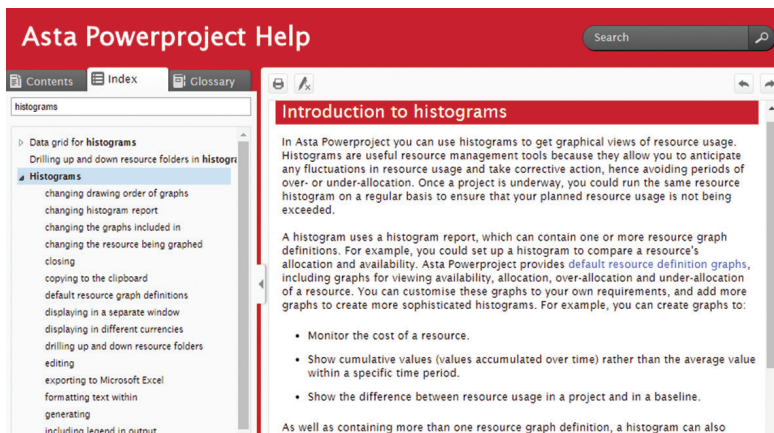
Start	14/02/2012 09:00
Finish	03/03/2012 17:30
Duration	2w 4d
3. Release the mouse button when the task is the length you want. The task is displayed in black, indicating that it is selected.
 

When you release the mouse button, the task may appear to jump back to the closest time unit division. This is known as "bar chart snapping".
4. Click away from the task to deselect it.

The Contents tab displays a list of the help topics, arranged in a logical hierarchy of books and pages. The table of contents updates itself automatically as you move through help topics, to show you whereabouts each topic is located within the hierarchy.

The Contents tab is useful as it shows you how the information in the help is structured; topics containing information on a particular subject are likely to appear close to one another in the table of contents. As well as browsing through the table of contents to locate information, keep your eye on it as you move from one topic to another via 'related topics' links (see below), as you may come across additional topics of interest to you as the hierarchy opens and closes.

## Finding information in the index



The Index tab provides another effective way of finding the information you need quickly. It displays a multi-level list of terms and phrases. These index entries are associated with topics within the help. When you double-click on an index entry, the corresponding help topic appears in the Topic pane.


You can locate information in the Index tab by scrolling down the tab or by typing the word or phrase that you want to find.

For example, if you want to find information on histograms, type *histograms* into the tab. The 'Histograms' entry appears, together with other relevant entries. Double-click an index entry to display the corresponding topic.

## Searching for specific information



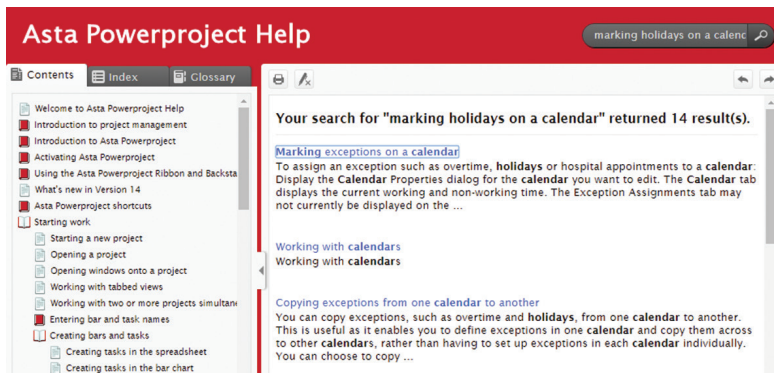
You can use the **Search** field to locate help topics that contain specific words or phrases.

You enter the words or phrases you want to find in the **Search** field, then click  to display a list of the topics that contain the words or phrases you have entered.

This is a very powerful way of finding information, and you may find that it is the quickest way of finding the information you need.

For example, say you want to find out how to mark holidays on a calendar.

If you search for *marking holidays on a calendar*, a number of topics are found. The first topic in the list, 'Marking exceptions on a calendar', describes how to mark holidays on a calendar. The other topics in the list provide more information on holidays and calendars that may prove useful.



If a large number of topics are found, you may find it difficult to work out which one is the most relevant to you. You can narrow down your search in the following ways:

- Add more words to your search. For example, say you want to find out how to include your company logo on your printouts. Searching for *printing* returns a large number of topics, but searching for *printing company logo* returns just one topic.
- Search for phrases rather than single words. For example, say you want to find information on permanent resource costs. Searching for *permanent resource costs* returns all topics that contain the words 'permanent', 'resource' and 'costs', but searching for "*permanent resource costs*" returns only those topics that contain the phrase 'permanent resource costs'.

## Finding information using ‘related topics’ links

### *Related Topics:*

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[Creating tasks in the bar chart](#)

[Creating tasks with specific dates and durations](#)

[Specifying whether to apply the bar name to new tasks](#)

[Planning in working or elapsed time](#)


Related topics links are a very useful way of finding out about something in more detail. Most topics in the help have a list of related topics at the end, which provide you with information that is connected to the current topic in some way. In some instances, related topics might explain a related feature or give high-level – or very detailed – information about a subject.

It is always worth checking the related topics at the end of each help topic: they help to put information in context, making it more useful to you.

## Printing help topics

You can print the contents of help topics as long as your computer is connected to a printer.

To print the contents of a help topic:

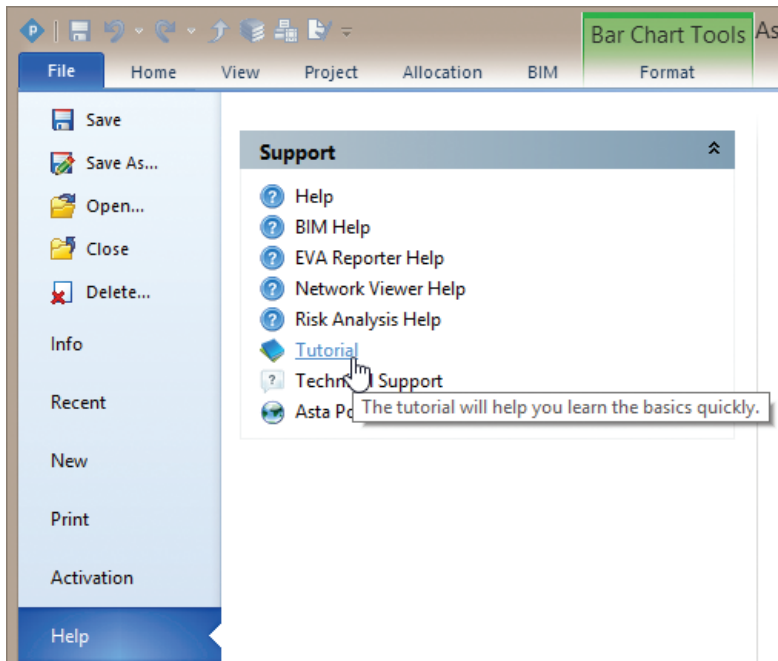
1. Display the topic you want to print in the Topic pane.
2. Click  in the help toolbar.
3. Select the printer to which you want to send the topic and click **Print**.

## The Powerproject tutorial

To delve deeper into what Powerproject can do, refer to its online tutorial, in which you build up a small programme of projects. To access the tutorial:

1. Click the **File** tab, then click **Help** to view the **Help** tab of the Backstage view.
2. Click **Tutorial**.





## Exchanging data with other project management software

Using Powerproject, you can exchange data with people who are using other project management software. This enables you to share project plans with colleagues, clients and contractors who do not use Powerproject themselves.

Powerproject can exchange data with the following software:

- Microsoft® Project (in XML and MPP formats).
- Primavera® software (in XER and P3B formats).
- Easyplan (in PP format).

Refer to the 'Transferring data to and from other applications' topic in the help for more information.

## Training and technical support

### Training

Elecosoft UK Ltd provides a comprehensive range of standard courses at its training centre in Thame, Oxfordshire, Madrid and Barcelona. Courses can also be held at client premises. These courses can be tailored to your own requirements.

For further details of course content, available training dates and prices, contact our Training department.

#### Contact details:

Telephone: +44 (0)1844 261700 / +34 91 12 777 38

Fax: +44 (0)1844 261314

Email: [training@elecosoft.com](mailto:training@elecosoft.com) / [academy@app-consultoria.com](mailto:academy@app-consultoria.com)

### Technical support

Elecosoft UK Ltd operates an accessible Technical Support department staffed by skilled and knowledgeable experts providing support on all of our products.

If you contact the Technical Support department, please have your product serial number to hand.

You can telephone Technical Support between the hours of 09:00 and 17:00 (09:00 to 16:30 on Fridays). Outside these hours you can leave a message on the answer machine and your query will be answered as quickly as possible.

#### Contact details:

Telephone: +44 (0)1844 261609 / +34 91 12 777 38

Fax: +44 (0)1844 214504

Email: [support@elecosoft.com](mailto:support@elecosoft.com) / [support@app-consultoria.com](mailto:support@app-consultoria.com)

## Troubleshooting

### Problem Solution

I am trying to activate Asta Powerproject, but the **OK** button on the **Product Activation** dialog is unavailable.

Check that you have entered the correct information into all of the fields on the dialog. Note that you must enter a valid email address in order to proceed.

I am trying to activate Asta Powerproject, but I am told that automatic activation is not currently available.

Check that your computer has a connection to the Internet and that it is currently active.

My computer is connected to the Internet, but I am told that automatic activation is not currently available.

Choose to activate Asta Powerproject manually, and follow the instructions in the **Product Activation** wizard.

I am trying to activate Asta Powerproject with a network licence but I am told that the licence server cannot be reached.

Check that you have entered the name of the licence server computer correctly and that the licence server computer is currently running and available on the network. If the licence server still cannot be reached, check that any firewall that you have running allows access to the licence server.



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