Location Intelligence
Infrastructure Asset Management

Confirm®

Installing Confirm Main System

v26.30a.AM

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October 02, 2026

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Specifications

The following sections outline all the Specifications that exist within the Confirm functionality.

In this section

Installing Confirm Main System 6

Installing Confirm Main System

INTRODUCTION

The purpose of this document is to detail the installation instructions for the Confirm client application. This version has been released as a MSI installer to allow Group Policy installations and a standard Setup installation wizard.

After reading these notes you will be able to perform the following:

- Setup your Installation server
- Install, configure and upgrade Confirm
- Launch Confirm via a command line
- Troubleshoot installation issues

INSTALLATION SERVER

The purpose of the Installation server is to act as a central repository for all of your Confirm installation files, enabling you to install and upgrade your software from this server.

Confirm is supplied as a ZIP file. The documentation will assume this has been extracted to a suitable folder on your Installation Server. The extracted directories will be referred to as the 'Confirm Media' within all documents.

Confirm Media Directory Structure

Note: Directories shown only display those that apply to the Confirm Client product; your Confirm Media will contain more directories than are listed here.

Confirm Media Folders

Confirm Media - Software folder	Description
Client	Confirm application install files
Prerequisites	Root directory for prerequisites
Framework.Net 3.5	Microsoft .NET Framework 3.5 redistributable
Framework.Net 4.8	Microsoft .NET Framework 4.8
MapXtreme	MapXtreme redistributable
Visual C++ 2013 Redistributable	Visual C++ 2013 redistributable
Visual C++ 2015 Redistributable	Visual C++ 2015 redistributable

Installation Server Setup

Before v14, an installer was supplied to copy the installers onto your installation server. The installer has been discontinued. It is recommended that all required components are either manually copied

from the Confirm Media to any shared installation folders, or you simply extract the supplied ZIP to such a location so all of the Confirm Media is available.

Confirm Installation Share

Now that the installation files are on your server, you can create a share on the Client folder for all Confirm users to be able to install from.

Note: The share name can be any name you wish but be aware that changing the share name in the future will affect automatic upgrades (see section Automatic Upgrades for more details).

Accessing this share can then be controlled either via a mapped drive letter or via the full UNC (Universal Naming Convention) path.

CONFIRM CLIENT

This section details how to Install, Upgrade and Configure the Confirm client on your Workstations. Please read through this section in detail before installing for the first time, especially if you are deploying Confirm on a Terminal Server / Citrix environment.

Installation Prerequisites

A number of items must be installed before attempting to install or upgrade Confirm. These are supplied on the Confirm Media unless otherwise stated:

- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4.8
- Visual C++ 2013 Redistributable and Visual C++ 2015 Redistributable
- MapXtreme

Note: There is a new version of the MapXtreme Prerequisite in Confirm V19.0 and so this prerequisite software needs to be upgraded as well, when upgrading Confirm.

- Oracle or SQL Server Database client drivers (not supplied on Confirm Media).
- Internet Explorer Browser (should be installed with Operating System)

This is required by the Dashboard and the Info tool on the map. The Info tool has these specific requirements.

(i) Javascript must be enabled for Internet Explorer

(ii) If the ‘IE Enhanced Security Configuration’ (ESC) functionality is enabled (the default on Server operating systems), "about:security_CONAM.EXE" will need to be added as a trusted site. Alternatively ESC will need to be disabled if group policy prevents this

- Oracle Locator or Oracle Spatial Confirm Oracle databases are dependent on having either Oracle Locator or Oracle Spatial installed and enabled. A Database Administrator with the appropriate privileges will need to perform this requirement.
- If you are using spatial tables in the Confirm Database (e.g. to maintain Feature spatial information) then a database administrator will need to perform the following on the database.

(i) Create a database User called ‘MapInfo’ with a password or ‘MAPINFO’ (upper case)

(ii) Create a database Schema called ‘MapInfo’ that is linked to the ‘MapInfo’ user

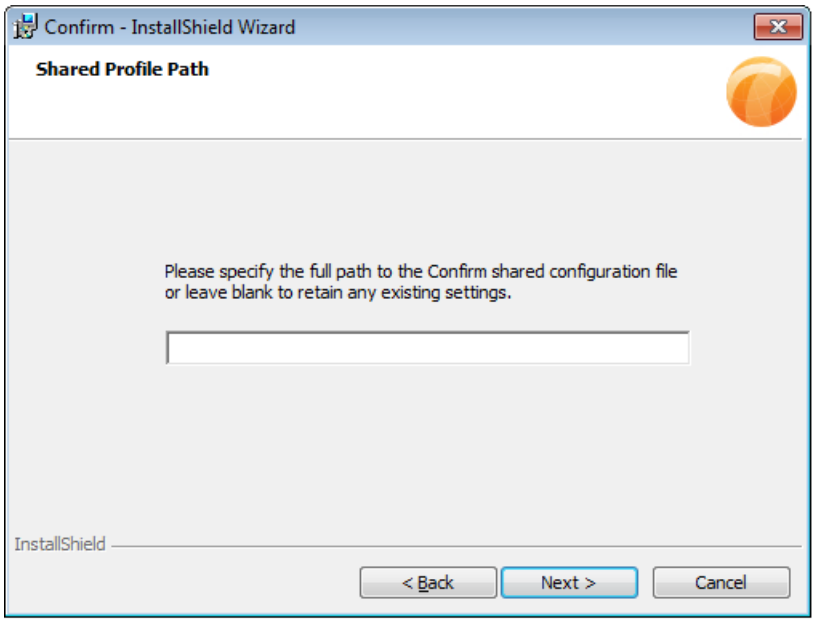
Installing the Confirm Client

An MSI Installer is provided for Confirm and can be installed via Group Policy if desired. There are multiple options available for Group Policy deployment and it is up to each IT group to decide how they wish to implement Confirm installation using Group Policy.

The Setup.exe requires Administrator privileges to execute. As such you must ensure that the user running the process has these privileges. On versions of Windows where User Access Control (UAC) is enabled the Setup.exe will automatically request Administrator privileges before running when such privileges have not already been granted. See section TROUBLESHOOTING for more information

The following steps detail how to Install Confirm on your Workstations: -

- Run the Setup.exe and the Installation Wizard will launch.
- Click ‘Next’ at the Welcome screen and the following screen appears:

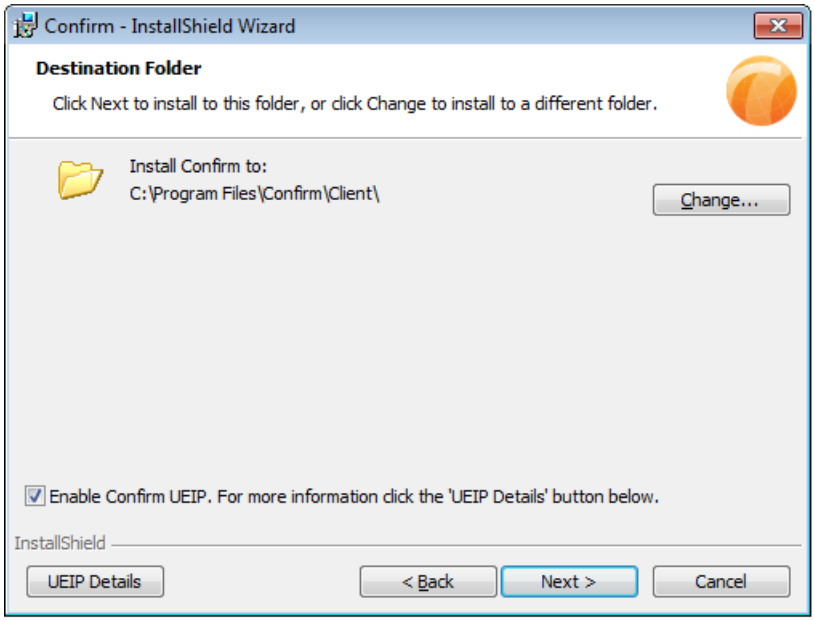


- If you are upgrading from a previous version of Confirm then you will not see this dialog..

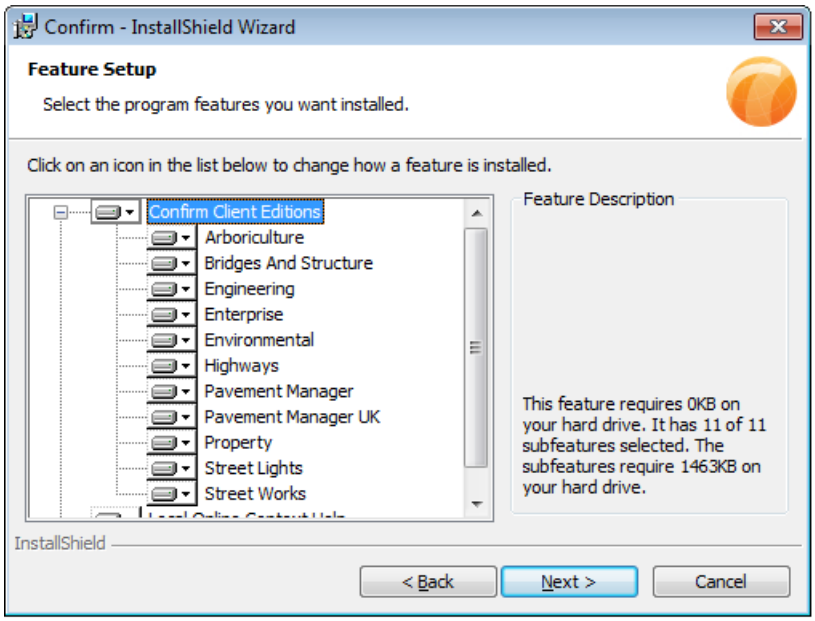
Note: For Terminal/Citrix servers it is recommended that this profile be set if this is the first time you are installing Confirm to this server. (See sections Running Confirm for the first time, Confirm Database Settings Screen and Confirm Configuration File for more details on the Confirm configuration file).

Note: If you specify the file name now you must specify the full path plus filename and the file must exist in that location for the installer to continue. If you do not currently have a configuration file then you can create a new blank text file and rename it to <filename>.cfg.

- Click ‘Next’ to continue.



- If you are upgrading Confirm, the current installation directory will be ignored in favour of the default Destination Folder as the upgrade will remove the previous installation as part of the upgrade. Change the Destination Folder if required.
- If you have not previously enabled the Confirm User Experience Improvement Program (UEIP) on the target machine, you will see a checkbox allowing you to enable it now. Click the 'UEIP Details' button for full details of this program.
- Click 'Next' to continue.

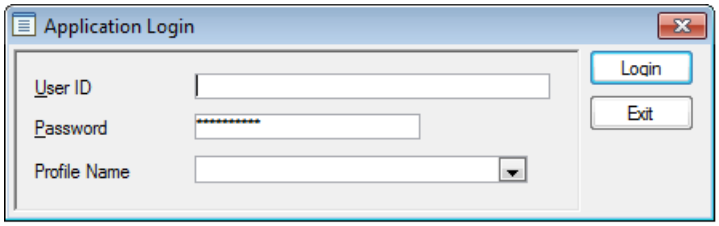


- Select the features you wish to install. If you only require a few of the Confirm Client Editions, you can quickly select to not install the 'Confirm Client Editions' feature first to remove them all, and then select the few you do want afterwards. Upgrades will detect which editions you already have installed, and will automatically select only these editions. You may also select to install the Local Online Context Help which is included as part of the installer.
- Click 'Next' to continue.
- Click 'Install' to start the installation process.
- The installation of Confirm can take a few minutes; click 'Finish' to complete the installation.

Note: On systems with UAC enabled where the installation was not launched from the setup.exe, or another administrative process such as an Administrator Console, you will be prompted during the installation to allow an Install.exe to run with Administrator privileges. This is a third party application that installs the Confirm PDF Printer drivers.

Running Confirm for the first time

Launching Confirm for the first time will present you with the ‘Application Login’ screen. If you have upgraded from a previous version then the login screen will be populated with the last used details.



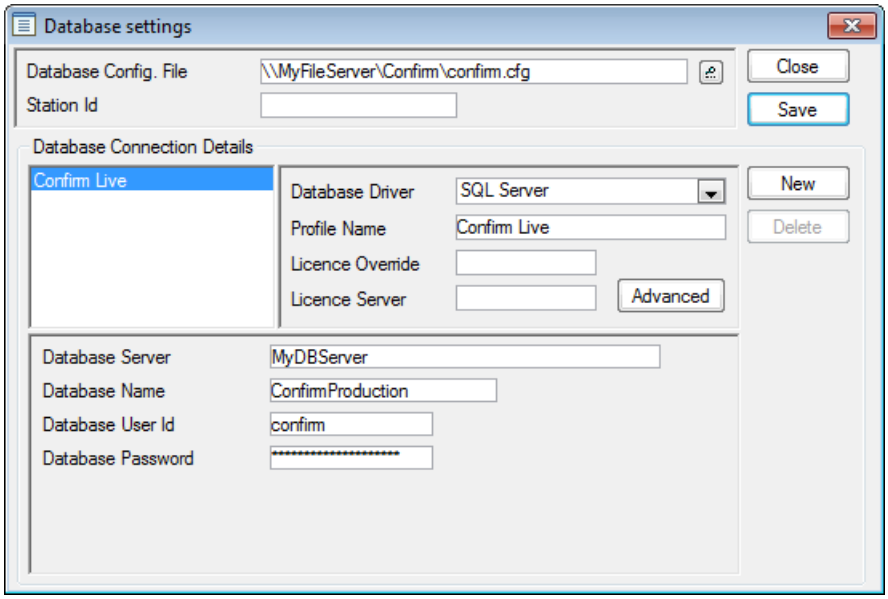
- **User ID**: Set to a valid user in Confirm, use ‘SBS’ for the first login.
- **Password**: Supply the password for to the User ID entered in the above field. By default the user SBS does not have a password.
- **Profile Name**: The available ‘Profile Names’ are stored in the Confirm configuration file, select the one you require. If this is the first time you are logging in this field can be left blank.
- Click ‘Login’.

If this is the first time you have logged in, Confirm will present the ‘Database Settings’ screen where you will fill in the details in order to connect to your Confirm database. Details entered into this database settings screen will be saved in your Confirm Configuration file (see section "Confirm Configuration File" for more details).

Once the Confirm ‘Database Settings’ screen has been populated you will be able to populate the ‘Application Login’ screen as required and login to Confirm.

Confirm Database Settings Screen.

The first time you login to Confirm the database settings screen will be displayed and you need populate these settings for your Confirm database.



- **Database Config. File**: Location of you Confirm Configuration file.

Note: This entry, if supplied, will be populated with the ‘Shared Profile Path’ set within the Installation step (see section Installing the Confirm Client).

- **Station Id**: Set to the Workstation name you are currently using. This setting is not saved in the configuration file but is saved to the local registry instead.
- **Database Driver**: Select the database platform you require.

- **Licence Override**: Set to a Licence Override number supplied by Confirm (Optional, if supplied).
- **Licence Server**: No longer supported.

The remaining settings differ depending on which 'Database Driver' is in use.

SQL Server

Enter the following settings for a SQL Server database connection.

- **Database Server**: Set to the server name running your Confirm database.
- **Database Name**: Set to the database name running on your database server.
- **Database User Id**: Set to the Table owner within the database (e.g. Confirm, Highways, Engineer etc.).
- **Database Password**: Set to the password for the Database User Id, this should always be the same password for all Confirm schema users when using a multi-asset database schema configuration.

Oracle ODBC

Enter the following setting for an Oracle database connection.

- **Database Server Name**: Set to the entry in your TNS file (tnsnames.ora) relating to your Confirm database. The name needs to match exactly, so if you have a domain name suffix then this needs to be set here as well.
- **Database Log-in Name**: Set to the Table owner within the database (e.g. Confirm, Highways, Engineer etc.).
- **Database Password**: Set to the password for the Database User Id, this should always be the same password for all Confirm schema users when using a multi-asset database schema configuration.
- **Driver Name**: Set this to the Oracle Home name given for the required Oracle driver version.

Note: The Driver Name must be the same on all Workstations if the Confirm Configuration file is to be shared for all users.

Setting up tnsnames.ora for below Oracle 19c versions.

Follow these steps :

- Create a new environment variable to tell Oracle where to find tnsnames.ora.
- Click New under the Control Panel > System > Advanced > Environment Variables > System variables pane.
- For Variable Name, type TNS_ADMIN.
- For Variable Value, type the directory path to tnsnames.ora.
- This is the directory path only. Do not include the filename.
- Click OK until you return to your desktop.
- Restart your machine

Note: If you get ez-Connect error in logs then also do perform above steps.

Confirm Configuration File

The Confirm configuration file can either be stored on each Workstation or stored in a network share which users have read access to. From an administration perspective it is much easier to maintain a single configuration file which all users access in order to login to Confirm.

Terminal Servers / Citrix Servers

When installing Confirm for the first time on a Terminal/Citrix server it is recommended that you set the 'Shared Profile Path' to a shared configuration file as this will then be set for all users who access Confirm via this server. If you leave the 'Shared Profile Path' blank you would need to configure Confirm for each user as if it was the first run of Confirm.

Upgrading Confirm

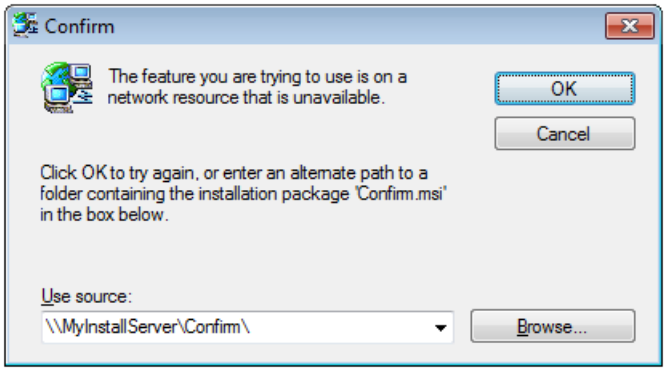
This section details how to upgrade the Confirm client.

- Take a backup of your current installation server files if you no longer have the previous Confirm Media.
- Replace the existing files on your installation server with those provided on the Confirm Media.
- Take a backup of your Confirm database.
- Ensure that all prerequisites have been installed prior to upgrade. The Confirm Media contains all of the required prerequisites installers.

Upgrading pre v14 editions

When upgrading from a pre v14 edition of Confirm you may encounter the following issues.

If you have overwritten the previous version of the installer with the latest version, or if you installed the product from a location that no longer exists, you will encounter a number of pop up messages during the upgrade process as show here:-



Troubleshooting

This is caused by the uninstallation of the previous version, which now occurs as part of the upgrade process. Pre v14 installers try to access their original installation media during this uninstall stage. The user can click **'Cancel'** and ignore this message each time it appears without impacting the upgrade process. From v14, installers do not try to access the original installer during uninstall, avoiding this issue moving forward.

If you wish to avoid the issue for pre v14 upgrades, ensure that the original media of the installed version is available in its original location, and that this location can be accessed by the machine being upgraded. The Confirm Media has a different folder structure to previous versions which means that an extract of the ZIP will not naturally overwrite previous installers. If upgrades are therefore run from the new Software folder using the setup.exe the upgrade will be able to access both the new and old installers.

A second issue is that Automatic Upgrades from pre v14 editions cannot perform the uninstall phase of the upgrade, and as such the process will not work. The 'Confirm Setup' shortcut, located in the Start menu, will also encounter the same issue. From v14, the 'Confirm Setup' shortcut will not be part of the

install. The Windows Add / Remove Programs Control Panel screen allows you to modify the installation if needed. For this second upgrade issue, there are two solutions.

Solution 1 – Bypass the Automatic Upgrade this one time by directly running the setup.exe from each workstation. Users can be given a Windows shortcut to the Confirm setup.exe on the Installation Server to run when upgrade is required. To make such a shortcut, right click on the setup.exe and select 'Create Shortcut'. Edit the created shortcut from its Properties screen making sure the path to the file is a full URN that will work from the workstations. Also add the arguments /s /v"/qb!" to the end of the target if you wish the upgrade to run in silent mode. A typical Target will then be something like the following

"\\MyInstallServer\Confirm\setup.exe" /s /v"/qb!"

Solution 2 – Apply registry changes to the workstations before the upgrade is performed. This is a little more complex, so Solution 1 may be preferred.

Each machine with Confirm installed will contain a registry value called 'InstallPath' for each Edition of Confirm installed (i.e. Confirm Highways, Confirm Enterprise, Confirm Property etc.). Each value is located in the follow registry key (replacing [EDITION] with the suitable name)

HKEY_LOCAL_MACHINE\SOFTWARE\Southbank Systems\[EDITION]\System

On 64-bit machines it will be

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Southbank Systems\[EDITION]\System

The 'InstallPath' value for each entry should be changes to the following"[INSTALLDIR]\Upgrade Script.bat" "[INSTALLDIR]"

Where you would replace [INSTALLDIR] with the path to the Confirm installation server path such as

"\\MyInstallServer\Confirm\Upgrade Script.bat" "\\MyInstallServer\Confirm"

These changes can be made to one machine using regedit.exe, and then exported as a registry patch to a '.reg' file. This patch file will then need to be run on each machine. The registry patch can also be deployed via a Group Policy if this is supported by your IT team.

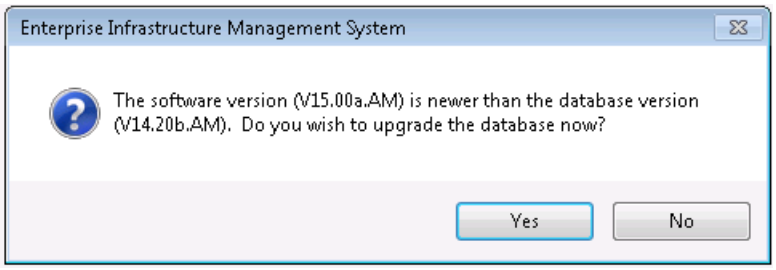
This new value of 'InstallPath' can also be used as to replace the 'Target' value of the 'Confirm Setup' shortcut located in the Start menu. This will allow this shortcut to perform an upgrade again, although the shortcut will be removed as part of the upgrade.

See section "Automatic Upgrades" for further details on Automatic Upgrades.

Upgrade the first Workstation

Once the installation server has been upgraded with the new files you can upgrade the first workstation by following the steps below:

- Follow the steps set out in section (Installing the Confirm Client) by running the setup.exe from the installation sever. The upgrade process will appear almost identical to a first time installation.
- Launch Confirm and login. This will produce a message similar to the below: -



- Click 'Yes' and the upgrade will begin.

Note: Should you encounter any errors during the upgrade process, you can ok these messages and continue with the upgrade process but you MUST send the 'UPGERROR.txt' file located in the Confirm

application directory (e.g. ‘C:\Program Files\Confirm\Client) to the Confirm technical support team in the given below format.

Once the upgrade is complete and you have logged into Confirm, you will need to perform a database schema check to ensure no issues have arisen from the upgrade.

- Launch the ‘Database Schema Check’ utility by navigating to ‘System Administration > System Configuration > Database Schema Check’.

If any errors are found in the Database Schema Check results, you will need to email them to Confirm using the following details, you must ensure that the message body contains your licence number: -

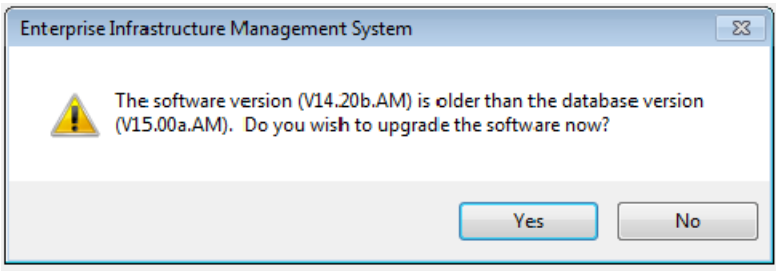
- **Subject**: <brief description>

o Licence Number: CONF01234

o <Enter details of the problem>

Automatic Upgrades

Once you have upgraded the first Workstation, the database will be upgraded to the latest version. When any further workstations attempt to login to Confirm the following message will be displayed:



Click ‘Yes’ to this message and Confirm will launch the installer to upgrade the existing version of the software. It does so by reading a registry key of where it was previously installed from.

As you have replaced the original installer with the new version, the Confirm Installation will upgrade this client software to the latest version.

Minor Upgrades

From version 15.00 onwards, if only the version letter of Confirm has changed, e.g. when upgrading from 15.00a to 15.00b, then other workstations will not be required to upgrade after the first workstation has been upgraded and both versions can be used against the database at the same time.

To prevent older versions from being able to use the database and force the Automatic Upgrade process, run the newer version of Confirm using the “/UPGRADE” command line parameter, as discussed in section "Upgrade Parameter".

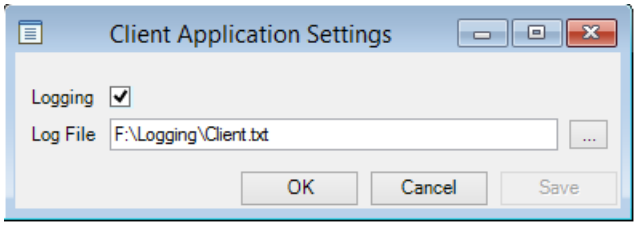
Group Policy and Confirm Automatic Upgrades

Group Policy disables the msi installer’s ability to run upgrades in the conventional sense. Therefore the Automatic upgrade process mentioned above doesn’t work when Confirm has been deployed via Group Policy.

To upgrade Confirm over Group Policy you would package as a new installation, the installer has not been designed to apply as an upgrade.

Logging settings

The Confirm Client contains logging settings can be set via the Confirm client using the “System Administration > System Configuration > Client Application Settings” screen.



These are saved in the Confirm database and will always override any values specified in the Client registry entries shown below. By ticking the Logging option, logging from all Client Application users will be sent to the specified Log File. This will only affect users that log in after the settings are saved to the database.

If any errors are encountered while running the Client Application, a log file will be written to the same location as you have specified in the Log File setting. This file will contain recent log events that preceded the error. Error logging is always enabled, and it is highly recommended that you set the Log File setting even if you do not intend to manually enable logging. The error log file will use the same log file name, with the prefix Error, so in the above example, errors will be logged to a file named F:\Logging\ErrorClient.txt. This file can be located at a shared location to allow Client Applications to all log to the same file, making log management and accessibility a lot easier.

Log files can grow to a size of 5MB at which point the file will be moved into a subfolder called ‘LogArchive’. A maximum of 50 log files will be kept in this archive directory, after which the oldest file will be deleted. This rule applies to both the log file and the error log file. As such, log files can consume a maximum of ~510MB. This should be considered when specify the log file location.

Before the application connects to a database, it will rely on values from the registry to specify where logging, and error logging is written to. The Client registry values can be viewed or edited from the following keys.

(32bit) “HKEY_LOCAL_MACHINE\Software\Confirm\Client”

(64bit) “HKEY_LOCAL_MACHINE\Software\Wow6432Node\Confirm\Client”

An explanation of all the settings are shown below:

Registry Setting	Description
LogFile	The location and name of the Confirm Client log file.
LoggingEnabled	This value will cause the Confirm Client to write all errors to the log file. Default value is set to ‘Yes’. Note: Error logging will always be written to the LogFile directory regardless of this setting.

Integrated Security

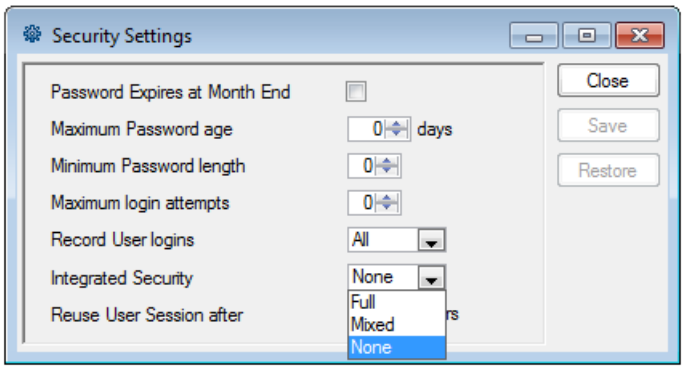
Confirm can be configured to allow integrated logins so that your network login details are tied into your Confirm logins, preventing the need to supply your user details again.

Note: You will need to use a System Supervisor account and have write access to the Confirm Configuration file as changes will be made to this file.

Follow the steps below to configure integrated logins: -

- Login to Confirm with your user as normal.
- Launch the ‘User Security’ screen by navigating to ‘System Administration > Security > User Security’.
- Enter your current ‘User ID’ (e.g. SBS) and press ‘tab’ to retrieve your user.

- Update the ‘User ID’ field to match your ‘Network Login’ details and click ‘Save’.
- Notice the ‘Login name’ field still displays your original, this is correct.
- Launch the ‘Security Settings’ screen by navigating to ‘System Administration > Security > Security Settings’



Integrated Security

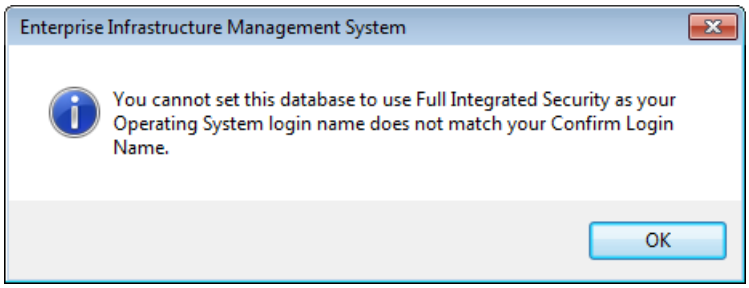
o **Integrated Security**: - Select which option you require and click ‘Save’, default value set to ‘None’.

o **Full**: The network login details will be used to access Confirm. This option will refuse entry to Confirm to any users whose network login user name does not match their Confirm User ID.

o **Mixed**: The network login details will be used to access Confirm. If the network login user name does not match their Confirm User ID the Confirm Application Login screen will be displayed.

o **None**None: User must log in to Confirm using the Confirm login details. This will be the default setting.

Note: If you set Integrated Security to ‘Full’ and your Confirm login name does not match your Network Login account name the following message will appear: -



- Launch ‘Database Settings’ screen by navigating to ‘System Administration > System Configuration > Database Settings’.
- Select your ‘Profile Name’ and click the ‘Advanced’ button.
- Set the **Integrated Security** value to be the same as the value set in the ‘Security System Defaults’ screen.
- There is an additional checkbox called **Show Login Screen**, if ticked, it will show the Application Login screen when the user initially logs in or uses the ‘Return to Login’ button. This allows you to change the database profile you wish to login to; you will not be able to change the user details as they will be greyed out. Set as required.
- Close the ‘Advanced Database Settings’ screen and click ‘Save’.

Printing From Confirm

Confirm uses your Workstation’s printers to identify which printer to use, Confirm will default to your currently selected default printer. You are able to ‘redirect’ the print job to a different printer if desired.

Printing to PDF

Confirm installation will install a ‘Confirm PDF Printer’ in your Printers folder and should be used when needing to print to PDF.

Adobe Reader must also be installed in order to view the resulting PDF documents.

To aid deployment in some circumstances, the Confirm PDF Printer drivers are also available as a separate install on the Confirm Media. This separate install should only be used on clean, first time installations. Once installed, other Confirm installers will not touch the printer drivers. This separate installer must not be used on machines with pre v14 editions of Confirm products already installed. Only use the separate installer if you specifically need to do so. All Confirm installers will add the PDF printer drivers automatically if needed when this separate installer is not in use.

Note: On Windows 10 printing to the Confirm PDF printer will give an error if Confirm is not running in Administrator mode. The error given is “Printer not activated, error code -20”. To resolve the issue run Confirm in Administrator mode.

Email from within Confirm

In order for Confirm to link to your email application so that you can send email with Confirm you will need to ensure that your Internet Explorer options are set: -

- Launch Internet Explorer and navigate to Tools > Internet Options.
- Click on the Programs tab.
- Ensure that E-mail: entry has your chosen email application set.

Note: This functionality will only work with MAPI compliant email applications.

Email from ‘Confirm Error Report Form’ using SMTP settings

When an error is encountered in Confirm, the ‘Error Report’ can be sent via email. Support for sending the same via SMTP allows these reports to be sent from ‘Confirm’ when hosted in a Citrix environment, where an email client may not be installed.

The configuration of SMTP is made via the registry entries listed below:

32-bit machine:

- HKEY_LOCAL_MACHINE\SOFTWARE\Southbank Systems\SMTPFromAddress
- HKEY_LOCAL_MACHINE\SOFTWARE\Southbank Systems\SMTPPort
- HKEY_LOCAL_MACHINE\SOFTWARE\Southbank Systems\SMTPServer
- HKEY_LOCAL_MACHINE\SOFTWARE\Southbank Systems\SMTPToAddress

64-bit machine:

- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Southbank Systems\SMTPFromAddress
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Southbank Systems\SMTPPort
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Southbank Systems\SMTPServer
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Southbank Systems\SMTPToAddress

Values for these registry entries might look something like the following:

Key	Value
SMTPFromAddress	Confirm.User@mycompany.com
SMTPPort	25
SMTPServer	mysmtpserver.mycomany.com
SMTPToAddress	Confirm.Admin@mycompany.com

Local Settings

There is a ‘Local Settings’ screen within Confirm, which can be used to view details of any additional components installed on this Workstation (e.g. Mapping Links). Changes to these settings should only be done when advised by a Confirm representative; you will only be allowed to make changes if you are a local administrator on this Workstation as this will change settings that are stored in the Local_Machine registry entries.

CONFIRM COMMAND LINE PARAMETERS

This section details the various command line parameters that can be used when opening Confirm via the command line, for example to bypass the login screen and/or to open a specific window as soon as Confirm is opened.

Parameter Format

The general format for command line parameters to run Confirm is

<Confirm EXE> /PARM_NAME1=paramter_value_1 /PARM_NAME2=paramter_value_2

That is each parameter is space separated and each parameter name must be preceded with a slash character. While the parameter name need not be in upper case they will be throughout this document for ease of reading. An example being:

"C:\Program Files\Confirm\Client\conwork.exe" /DBNAME=AlasSWU /USERID=AS /PASSWORD=unencrypted /ACTION=D:\SBS36.tmp

Confirm Editions

The various Confirm Editions (e.g. Highways, Engineering, etc.) can be run from a command prompt by specifying the executable to be run directly. For example: "C:\Program Files\Confirm\Client\conhigh.exe" will open Confirm Highways.

They can also be run via the conam.exe executable with an appropriate parameter. For example "C:\Program Files\Confirm\Client\conam.exe" /CONHIGH will also open Confirm Highways.

If none of these parameters is used with the conam.exe then Enterprise will be run. The table below gives all the parameter names for use with conam.exe.

Note: if conam.exe is used then this parameter must be the first parameter used if there is more than one parameter.

Parameter	Confirm Edition
CONARB	Arboriculture
CONENG	Engineering
CONENV	Environmental
CONHIGH	Highways
CONLIGHT	Street Lights
CONPMS	Pavement Manager
CONPMSUK	Pavement Manager (UK)
CONPROP	Property
CONSTRUC	Bridges and Structures

Parameter	Confirm Edition
CONWORK	Street Works
CONFIRM	Enterprise (this is the default if conam.exe is run with no parameter)

Logging into Confirm

Command line parameters can be used to bypass the login window. Most of these parameters are equivalent to those found in the Confirm configuration file.

Parameter	Comment	Possible Values
DBNAME	The database name as it appears in the Confirm configuration file	User defined
USERID	User ID as entered on the Confirm Application Login window	User defined – required if you want to login to Confirm without the Application Login window
PASSWORD	Password as entered on the Confirm Application Login window – NOTE: this password must be unencrypted	User defined – required if you want to login to Confirm without the Application Login window
DBUSER	Database user as it appears in the Confirm configuration file	Confirm, Grounds, Highways, Trees, Property, etc…
DBPASS	Encrypted database password as it appears in the Confirm configuration fil	Defined when the Confirm database is created – most often “sbs” encrypted
DBPARM	Database parameters (DBParm) as it appears in the Confirm configuration file	Database specific – see below
DBMS	Database management system as it appears in the Confirm configuration file	ODBORA, O73, ODBMSS
DBSERVER	Oracle Server ID, aka Net Service Name, aka Oracle Service	Defined when the Confirm Oracle database is created
DBCONNECT	Allows the user name, password and database server name to be specified in a single argument. Generally used by Oracle.	User defined, in the format: username/password@servername

DBNAME

If this parameter is used then the other DB parameters become optional as the required details will be obtained from the Confirm configuration file. If not used then at minimum the DBPARM is required.

DBPARM

This will take the form of a semi-colon separated list of database specific parameters. A few examples are given below.

Database Vendor	Example
Database Vendor Example Microsoft SQL Sever	ConnectString='Driver=SQL Server;Server=DBSRV01;Database=ConLive;UID=grounds;PWD=sbs',DelimitIdentifier='No'
Oracle 10 (ODBC driver)	ConnectString='Driver=Oracle in OraClient10_Home1;DBQ= ConLive.YourDomain.gov;PFC=1;UID=confirm;PWD=%',StaticBind=0,DelimitIdentifier='No',DisableBind=1

Database Vendor	Example
racle 11 (ODBC driver)	ConnectString='Driver=Oracle in OraClient11_Home1;DBQ= ConLive.Your-Domain.gov;PFC=1;UID=confirm;PWD=%',StaticBind=0,DelimitIdentifier='No',DisableBind=1

Note: The Oracle driver value e.g. ‘Oracle in OraClient11_Home1’ may not match the examples shown here, depending on how Oracle has been installed.

Opening a Specific Confirm Window

It is possible to launch Confirm so that it runs a specific Confirm explorer menu option. This can be done with a command line argument like the following:

"C:\Program Files\Confirm\Client\confirm.exe" /OPENWINDOW=job

The window name specified is the internal window name, i.e. the one shown when ctrl-shift-f1 is pressed, not the name shown on the Confirm explorer window. The name is not case sensitive.

When Confirm opens, it will attempt to open this window. If the window name does not correspond to a valid option on the Confirm explorer menu, or if Module or Program Security prevents the User from opening the window, an appropriate message will be displayed.

If the User has a Home Page set, the specified window will be opened instead of the Home Page. The Dashboard and Internal Messages screens will open as usual, but will be underneath the specified window.

An additional command line argument can also be included to cause Confirm to open in Minimal mode where only the specified window is opened and the User has no access to the Explorer Menu etc. This can be done by appending the following to the above:

/MINIMAL=true

Opening a Specific Confirm Record

It is possible to launch Confirm so that it opens a screen to display a specific record or records. This can be done with a command line argument like the following, which will open the Job screen and display Job number 123:

"C:\Program Files\Confirm\Client\confirm.exe" /OPENRECORD=job,123

In the case of records with a composite key such as Features, the key should be supplied with a | character separating the fields, i.e. site|plot . For example the following will open the Feature screen and display Features 1 on Site A45:

"C:\Program Files\Confirm\Client\confirm.exe" /OPENRECORD=feature, A45|1

Feature screen can also be opened by supplying the Central Asset Id. For example the following will open the Feature screen for given central asset id i.e. “feature, Central Asset Id”.

"C:\Program Files\Confirm\Client\confirm.exe" /OPENRECORD=feature,123456789

Multiple records can be opened by supplying several key values. For example the following will open an Enquiry screen and display Enquiries 10024, 10025 and 10026:

"C:\Program Files\Confirm\Client\confirm.exe" /OPENRECORD=central_enquiry, 10024, 10025, 10026

The table name specified is the internal table name and is not case sensitive.

When Confirm opens, it will attempt to open an appropriate window to show records in the requested table. If there is no suitable window on the Confirm explorer menu, or if Module or Program Security prevents the User from opening the window, an appropriate message will be displayed. A message will also be displayed if the specified record(s) cannot be retrieved.

Note: In the case of Enquires, the window to be opened is determined in the same way as when drilling down to an Enquiry from a report. If the Enquiry has a Customer (or in the case of multiples, if all the Enquiries have a Customer), the system will attempt to open Fast Entry Enquiry. If the Enquiry has no Customer, or the user has no access to Fast Entry Enquiry, the system will attempt to open Fast Entry Issue.

If the User has a Home Page set, the specified window will be opened instead of the Home Page. The Dashboard and Internal Messages screens will open as usual, but will be underneath the specified window.

An additional command line argument can also be included to cause Confirm to open in Minimal mode where only the specified window is opened and the User has no access to the Explorer Menu etc. This can be done by appending the following to the above:

/MINIMAL=true

Database Schema Check Parameter

The Database Schema Check parameter is used to run a schema check against a specific Confirm database.

The databases profile name in the Confirm configuration file where the connection details are stored must be specified in the DBName parameter.

The output results file is output to the folder and filename specified after the DATACHECK parameter. An example of this parameter is:

"C:\Program Files\Confirm\Client\conam.exe"/DBName=%ProfileName% /USERID=ADMIN /PASSWORD=PASSWORD/DATACHECK=c:\confirm\datacheck.txt

If a path and filename for the results file is not specified then a default file will be created in the path where the command was run from called DataCheckResults.txt

Upgrade Parameter

The Upgrade parameter is used to upgrade a specific Confirm database and perform a database schema check.

The databases profile name in the Confirm configuration file where the connection details are stored must be specified in the DBName parameter.

The output results file is output to the folder and filename specified after the UPGRADE parameter. An example of this parameter is:

"C:\Program Files\Confirm\Client\conam.exe"/DBName=%ProfileName% /USERID=ADMIN /PASSWORD=PASSWORD/UPGRADE=c:\confirm\Upgrade.txt

When the upgrade process has finished the filename specified for the upgrade will have its name changed to give an indication as to whether the upgrade was successful. The file itself will contain full summary information about the upgrade such as the version updated from and to, any upgrade errors and database schema check results.

Action Parameter

The Action parameter is used to direct Confirm to process a command file. An example of this parameter is:

"C:\Program Files\Confirm\Client\conwork.exe" /ACTION=C:\Documents and Settings\AUser\Local Settings\Temp\SBS36.tmp

If Confirm is already running then this running application will be used to process the action and a second instance of Confirm will not be launched.

Command File Format

The contents of the command file must be XML but can have any file extension. The content of the XML is based on that used by the Confirm Connector.

The top level element of the XML in the file is the Operation element, whereas when the same request is submitted to the Street Work Connector the Operation element is a sub-element of Request.

So an example of an OpenWorks action file is:

<Operation>

<OpenWorks>

<NoticeFromOrgCode>QB003</NoticeFromOrgCode>

<WorksReference>20050321/J/7QZ</WorksReference>

</OpenWorks>

</Operation>

Command File Association

It is also possible to create a file association with a command file so that Confirm can invoke it by simply double-clicking on the file. This can be done by adding the following registry settings (assuming a file extension of CXA - Confirm XML Action). To do so save the below lines into Notepad and save with a .reg file extention (e.g. ConfirmAction.reg). Double-click on this .reg file to enter these settings into the Registry.

Windows Registry Editor Version 5.00

[HKEY_CLASSES_ROOT\.cxa]

@="cxa_auto_file"

[HKEY_CLASSES_ROOT\cxa_auto_file]

@="Confirm: XML Action"

"EditFlags"=dword:00010000

"BrowserFlags"=dword:00000008

[HKEY_CLASSES_ROOT\cxa_auto_file\shell]

@="open"

[HKEY_CLASSES_ROOT\cxa_auto_file\shell\open]

[HKEY_CLASSES_ROOT\cxa_auto_file\shell\open\command]

@="\"C:\\Program Files\\CONFIRM\\Client\\conam.exe\" /CONWORK /Action=%1"

When a CXA file is now double-clicked it will be processed as a Confirm action in the same manner as the example given above. Note that the Confirm exe to be run can be any of those listed in section "Confirm Editions" above.

Note: An administrator account with permissions to edit the registry is required to run this step.

TROUBLESHOOTING

Locked tables in SQL Server

Large requests to SQL Server can cause locking issues to tables which would delay users being able to enter new records into the database.

In order to prevent Confirm causing such locks follow the steps below: -

Edit the Confirm configuration file (see section "Confirm Database Settings Screen") with a text editor.

Add a line called ‘Lock=RU’ under the database settings for the required database connection/s.

Example below: -

[Database ConLive]

DBMS=ODBMSS

UserID=Confirm

DBPass=EVEOFP

ServerName=

DataBase=

DBParm=ConnectString='Driver=SQL

Server;Server=ServerName;Database=DBName;UID=Confirm;PWD=%',DelimitIdentifier='No',Connect-Option='SQL_DRIVER_CONNECT,SQL_DRIVER_NOPROMPT'

Lock=RU

Licence=

LicenceServer=

DriverName=ODBMSS

ODBCEng=

ODBCDbn=

ODBCStart=

ODBCDbf=

ODBC_Driver=

DBParmStaticBind=Y

DBParmDisableBind=N

DBParmDelimitIdentifier=N

DBIntegratedSecurity=

DBIntSecLoginScreen=N

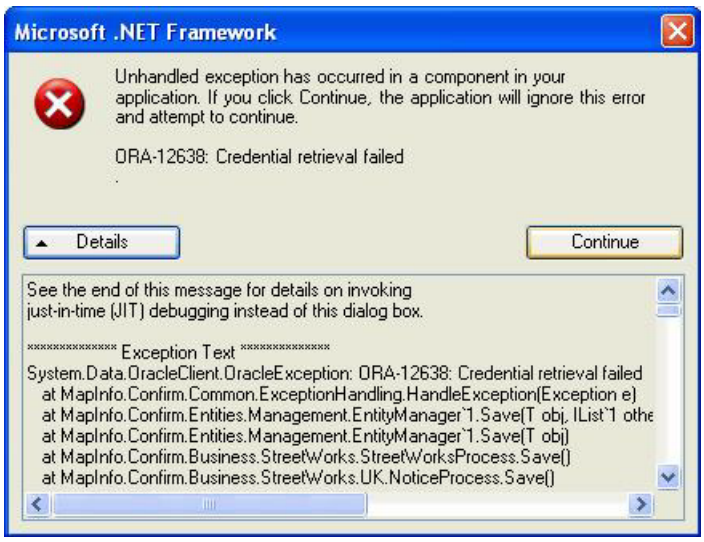
AnalyseSchema=

UserLogin=<Confirm User ID>

LoginPass=<Encrypted Password>

ORA-12638 ‘Credential Retrieval Failed’ Error

If the following error is received:



Locate the **SQLNET.ora** file. This will be found where the Oracle client has been installed,

Edit the file with a text editor and change the line:

SQLNET.AUTHENTICATION_SERVICES = (NTS)

to SQLNET.AUTHENTICATION_SERVICES = (NONE)

(NTS) is Windows Native Authentication and uses the client login to Access Windows NT Server and the database running on that server. This generally doesn't work for access to the Confirm database. Setting it to (None) means no special Authentication method is used and the database Username and Password are obtained from Confirm correctly in the normal way.

Problems with help files on Windows Vista and above

Windows Vista imposes stringent security policies on files obtained from the internet. If the Confirm help files are upgraded or replaced from sources other than the standard Confirm Media then they may not open properly. Windows keeps track of an internal 'downloaded from internet' attribute whenever the file is moved, copied or unzipped.

The work-around to this problem is to 'unblock' them. This is done by right-clicking on the file, then on file properties, selecting 'unblock'

To avoid having to do this for each file on each user system, the files can be unblocked centrally on the Installation server or as a single group by unblocking the ZIP (etc.) that they were received within. If the files are deployed from an Installation server that does not run Windows Vista and above then unblocking will not be necessary.

Windows Server 2008

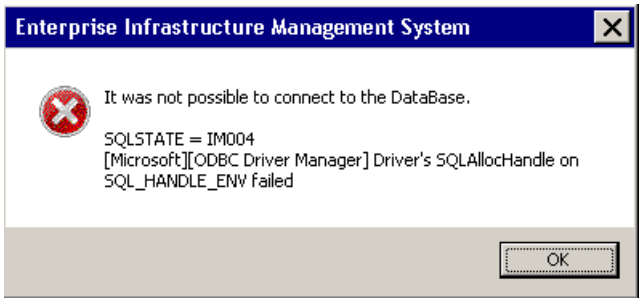
This section covers known issues with installing and running of Confirm.

I've Installed Confirm and set my shared configuration file during install but no profile exist in Confirm?

This can be caused when Confirm was installed with Administrator privileges. Reinstall the product, ensuring that the process is run by an Administrator, and has been granted Administrator privileges if run on a system with UAC enabled.

Connecting to Oracle databases with Anonymous users

Anonymous users are limited on Windows 2008 Server and Confirm may report the error shown below if the Anonymous users are not granted the Local Policy "Create global object" found under User Rights Assignments.



Screen Layout Issues

When running Confirm it is advised that the 96 dpi display setting should be used. Other dpi settings can cause undesired effects to screen layouts and operation.

On Windows XP machines this setting can be found on the Display Properties, 'Settings' tab, Advanced screen.

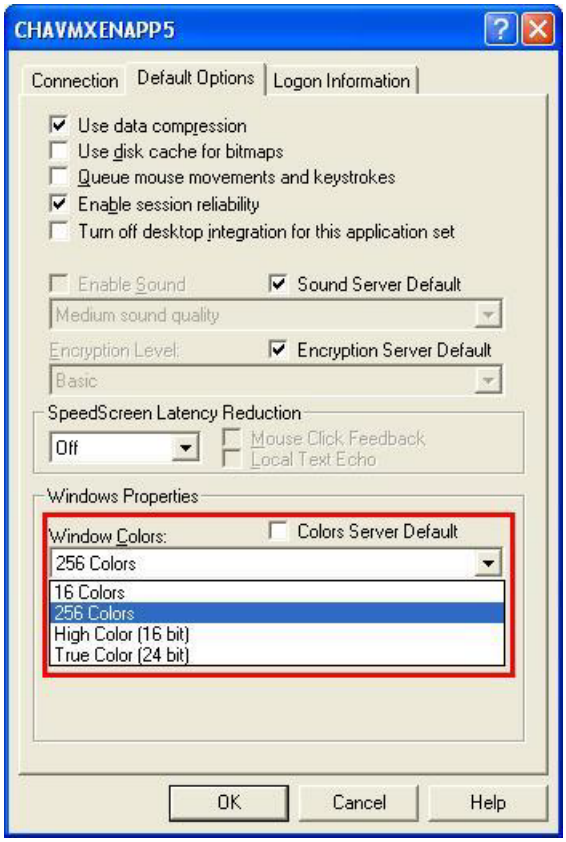
On Windows 7 machines it is the 'Small – 100%' option as found on 'Control Panel\Appearance and Personalization\Display' screen.

Highlighted fields appear shaded in Citrix environment

In Citrix environment, highlighted fields may appear shaded because of Windows Color setting in Citrix Program Neighbourhood. Shading appears if window color is set to either "256 Colors" or "16 Colors".

In order to prevent shading problem follow the steps below: -

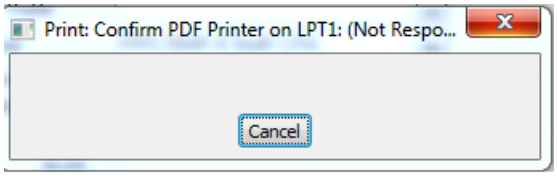
- Open "Application Set Settings" of the application by right clicking on it.



- When the above window appears, go to "Default Options" tab and change Window Colors to "High Color(16 bit)" or True Color(24 bit). [See image]. Click OK and reopen Confirm.

Confirm PDF printer not responding

On Windows 7 and/or Windows Server 2008 R2 machines, Confirm PDF printer may not respond with a screen like below due to incorrect port number being set for Confirm PDF printer.



In Order to correct the problem:

- Go to Start -> Control Panel-> Devices and Printers
- Select Confirm PDF printer
- Go to printer properties ->ports
- Set the port to ‘null’. Save the settings