Welcome!

This handbook will help you to install the new version of AsycudaWorld

Welcome to this installation guide of the new version of AsycudaWorld.

By the time you finish reading this, you will easily be able to install the new version of AsycudaWorld.

We welcome your feedback. If you have any comments, questions or suggestions, please contact us by email: asycuda@internet.com.na. We're happy to answer your questions in the context of helping us to improve the introduction of the new Web base application.

Summary

This documentation aims to help the AsycudaWorld user to get started with the AsycudaWorld system.

It will help them to define and prepare the required environment for accessing the application without technical problems. Users will be able to benefit from the resources of the system if the environment is set correctly.

The first part of this handbook explains the prerequisites and software requirements. The second part assumes that the user has been provided with a user name and digital signature for accessing AsycudaWorld. It explains how to access the system. The third part of this handbook explains how users can update their passwords and ensure that they have a profile correctly set with the right access rights and properties. It concludes with additional tips to empty the cache folder when required by the administrator.

Finally, the AsycudaWorld system is also known as AW.

Part I – Preparing the environment

A – Hardware requirement

AW client runs on the most popular Java-enabled desktops such as Windows. Linux, Macintosh, Solaris, AIX and others and can be started from any web browser. However, the users should have the minimum requirements on computers or laptops.

- Processor: 2Ghz or better
- Operating System: Any but preferably Windows 7
- Memory: 2GB or more
- Ethernet card: For Internet access

In order to check your hardware specifications, right click on your computer icon and then choose the properties option.

Example of a proper configuration

B – Internet Connection

Users must have a connection bandwidth larger or equal to 512Kbs in order to use AW adequately. If you are using a smaller bandwidth, the application will operate slower and declarations will take time to retrieve declarations. It is advisable to obtain a large bandwidth to work comfortably and benefit from all the systems' functionalities.

C – Software Requirement

AW is accessible from any browser. Some browsers are: Firefox, Internet Explorer, Google Chrome and Opera. Use the one you are comfortable with.

D – JAVA

AW runs on JAVA. It is therefore a requirement that it is installed on your computer or laptop. The Ministry of Finance Division of IT is running on JAVA 1.6. It is strongly recommended to have the same version on your device. You can download JAVA 1.6 from the Internet. It is free of charge.

How to know if Java is running on my computer?

In order to know if Java is running on my computer, kindly open a command prompt windows by:

- Press the **window button**, then click on **all programs** then choose Accessories and finally select **command prompt**
- Or press the **Window** key plus letter **R** together and then type **cmd**
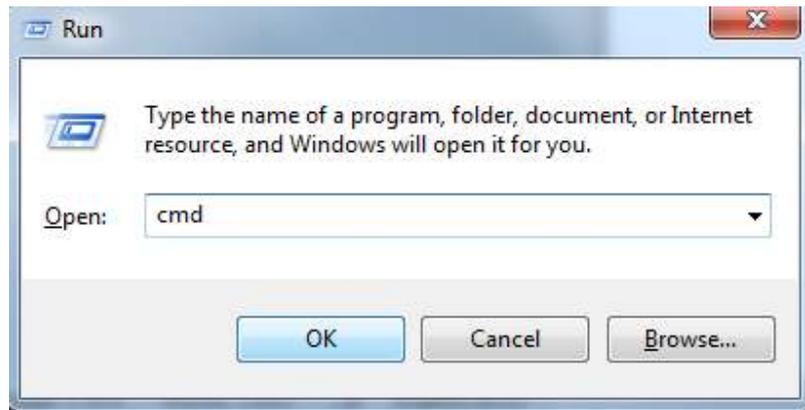
At the DOS prompt, type the following command: **java -version**

If the system responds: **'java' is not recognized as an internal or external command, operable program or batch file'** then it means that java is not installed.

Any version of Java version 1.6.0_30 up to version 1.6.0_ 35 is correct.

If you have a different message, whether it is an earlier version or higher or java 1.7 then you have to remove it first and reinstall the correct one.

To remove an incorrect version of java, simply access your **control panel**, select **add or remove program** and then choose from the list, the java software to be un-installed.

How to download Java

Before you proceed, it is recommended that you disable your internet firewall. In some cases, the default firewall settings are set to reject all automatic or online installations such as the java online installation. Therefore if a firewall is not configured appropriately, it may stall the download/install operation of Java under certain conditions. Refer to your specific Internet firewall manual for instructions on how to disable it

Go to the following web page:

http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-javase6-419409.html

Then choose the version Java SE Runtime Environment 6u45, accept the license agreement then download. Select the appropriate operating system. For example, a Windows 32 bits machine will choose jre-6u45-windows-i586.exe while 64 bits will use jre-6u45-windows-x64.exe.

The file download dialog box appears prompting you to run or save the download file.
- To run the installer, click **Run**
- To save the file for later installation, click **Save**
- Choose the folder location and save the file to your local disk

Tip: Save the file to a known location on your computer, for example your desktop. Double click on the saved file to start the installation process.

The typical screens will be displayed while installing Java. Click the **install** button to accept the license terms and to continue with the installation.

A few brief dialog screens will be presented during the installation, **Click** close on the last dialog to complete the installation.

E – ACROBAT ADOBE READER

Most of the printouts and reports in AsycudaWorld are available on PDF format. Installing Acrobat Adobe Reader will help you to access to these printouts and reports. Acrobat is available at:

http://get.adobe.com/reader/

n the printfile icon, which is located in your notification area (bottom right corner of your desktop). Select **Exit**.

F – NOTEPAD++ TEXT EDITOR

This tool is optional. It is not required for AsycudaWorld but it will help those who are using manifest in XML format and require to edit the file from time to time. Notepad++ is available at:

http://notepad-plus-plus.org/download/v6.4.1.html

Part II – How to access the system

In this section, we will assume the following:

- You have obtained a user ID and password from the AW technical IT Division.
- You have received AsycudaWorld training

A– HOW TO CONFIGURE YOUR JAVA WEB START PANEL

Before your star accessing the system, a last check should be done on your computer to configure the java web start panel if you are using a proxy or a direction connection.

To do so, press simultaneously the window button and the letter R to run the following command:

javaws -viewer

The following screen will appear:

Click on the General tab and Network Settings…
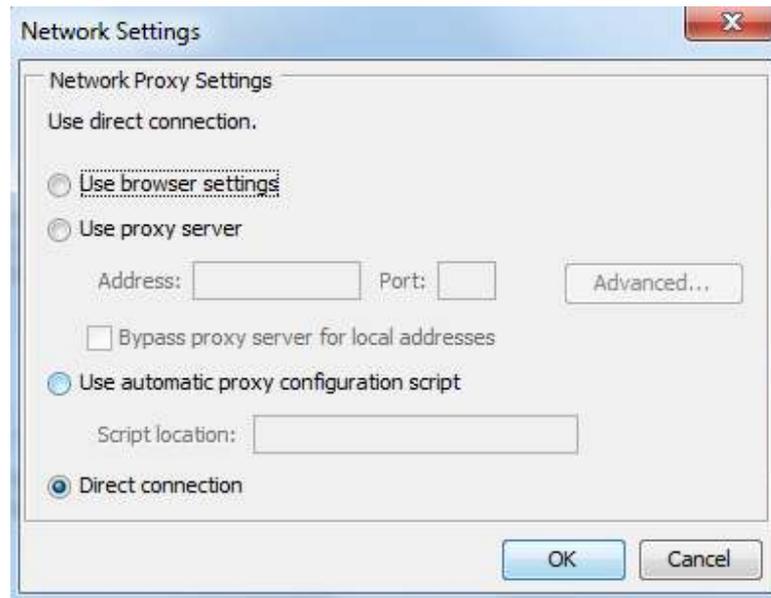
If you are a trader or a clearing agent or someone connecting from outside of the Government domain, you should choose the **Use Browser settings.**

If you are a Government employee or Customs officer connecting from within the Government network, a **Direct connection** should be selected.

B– ASYCUDAWORLD PORTAL

ASYCUDAWORLD is accessible through the link

http://asycudaworld.mof.na:8080/asyw

The web page offers 2 kinds of connection to the application.

Namibian Government staff: for those users who are under the Government network. This is usually the place for Customs officers and other Government agencies.

Internet Users: This link is used for clearing agents, traders, brokers and all users who are out of the Government domain notably those connecting via an Internet provider.

By clicking on the full desktop computer screen, you will have access to AsycudaWorld.

C– CONNECTING TO ASYCUDAWORLD

If you have installed the prerequisites software as well as entering the correct web address, you will be able to download the application. A similar link should appear:

By clicking on the right link (Computer) of either the Namibian Government Staff or Internet Users, the system will start to download the application. It will ask if you want to open the link or save it, click on open and check the **"Do this automatically for files for files like this from now"**. When you click on the **OK** button, the system will not ask you again this question.

You should always confirm to allow the application to RUN or if you have a security warning, you should always trust the content from this publisher.

The system will now download the application. It is done only the first time when you connect from your workstation/laptop. However, if updates are available, they will be downloaded as well.

The following process will appear:
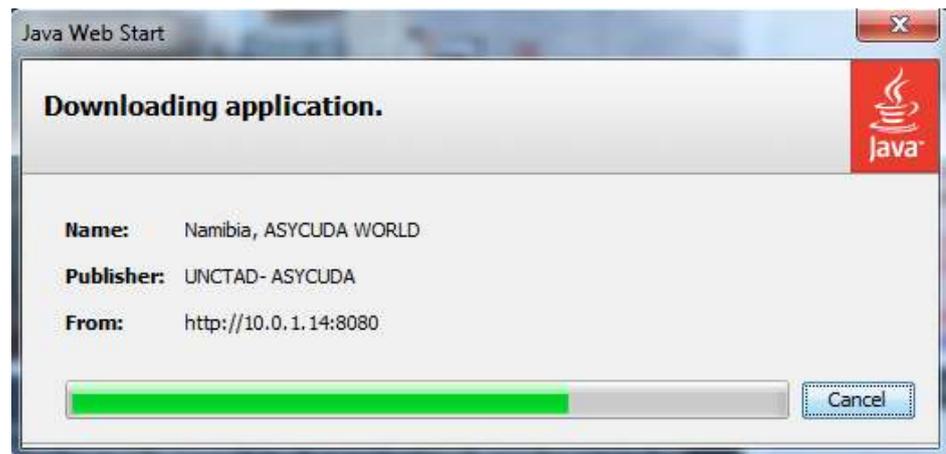
After downloading the application, the AsycudaWorld welcome panel will be displayed. Insert your username and password. You should note that the system is <u>case sensitive</u> on both username and password.

After entering the correct credentials, a similar screen will appear:

Congratulations! You are *connected* to AW!

Part III – Frequently asked questions

A– HOW TO CHANGE YOUR PASSWORD

The first time you connect to the system, the application will automatically request that you change your password. A similar screen should appear

Click on the tick button and the following screen will appear:

Insert the old password followed by your new selection. You will have to confirm your new password by re-entering it.

A similar menu is available to you. You can also change your password occasionally as it is a good practice. To do so: click on the menu to open the document library and double click on My Profile or just right click on My Profile and choose the option update.

As shown below, the system will open your profile. The user authentication will be accessible from the Authentication form. Then, simply retype the new password and re-enter it to confirm it. Make sure you are typing the same password in both boxes and mind that passwords in AsycudaWorld are case sensitive. Finally, click on the update button, the system will ask you to provide to provide your old password as a security precaution.

Once you provide the password correctly, the system will change your password and you can use it immediately during the next connection to the system.

B– SHOULD I KEEP MY USER CONNECTED TO THE APPLICATION?

It is highly recommended that before you leave the office, you close the application and disconnect from the system for security reasons and also to avoid the administrator of AW to terminate your session while doing maintenance.

C– HOW TO SAVE MY WORK WHEN THE CONNECTION TO THE SERVER IS LOST

Sometimes, users lose their connection to the server while they are processing a declaration. The system will display an error message that the communication between the server and the computer has terminated and request that you exit.

In order not to lose your unsaved work, you should answer **no by clicking on the red cross**. If you pressed otherwise, the session will be closed and will your work. Until the communication is restored, the system will put you on a standby mode until the connection is up. When the communication is restored, the system will automatically detect the connection and ask you to provide your password.

You will be able to see your last declaration without losing the data. However, you **cannot use/register** it but you can save it by exporting it into an xml file format.

D- REMOVING THE CACHE FOR MAINTENANCE

It is advisable to clean your cache folder and cache application where it is required by the Administration team of AW. In order to perform this, you must be disconnected from AW application. Once disconnected, access to your user folder or simply press simultaneously on the window button plus the letter R and insert the character . (dot).
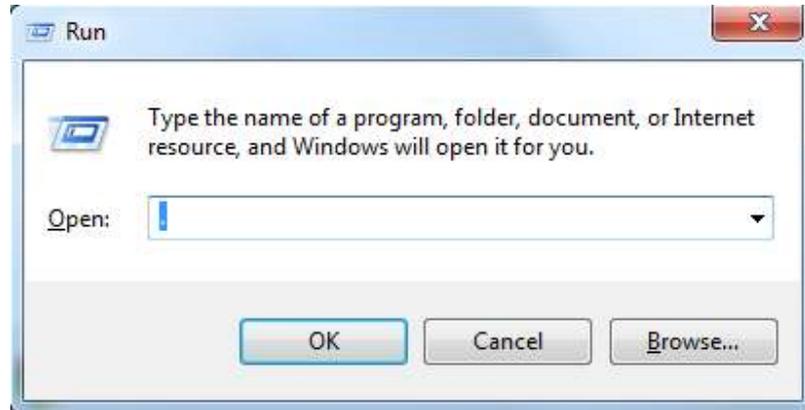
The window will display a folder called **.SOClassCache** . Simply delete it and then connect again to the application.

E- REMOVING THE CACHE APPLICATION

It may arise that the Administrator of AW requires that you remove the cache application from the java cache viewer panel. This will ensure that the next time you connect to AsycudaWorld you download the entire application.

To do so, run the command **javaws –viewer** from the run window box.

Click on View
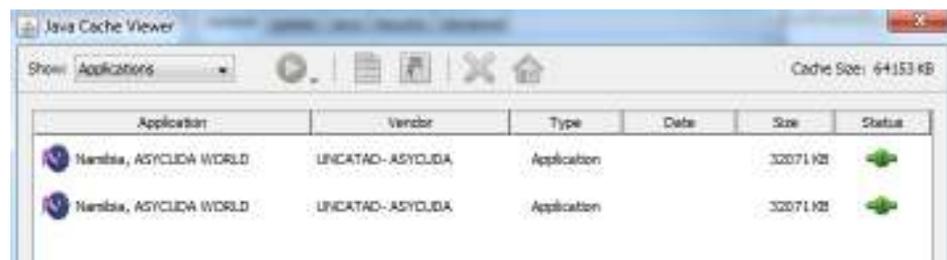
Select Namibia, ASYCUDA WORLD and click on X (delete). If there is more than one, delete them one by one.

F- INCREASING JAVA HEAP MEMORY TO IMPROVE PERFORMANCE (For advanced users)

To do so, run the command **javaws –viewer** from the run window box.

2. Open the java configuration tool
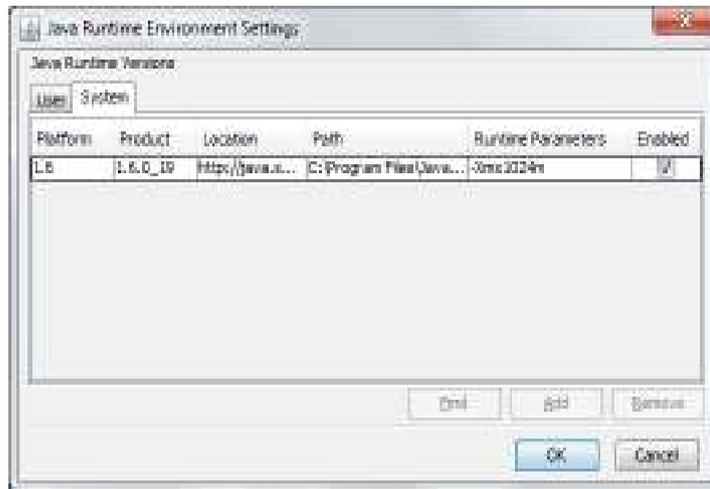
3. Switch to the "Java Tab" and click the "view" button

4. In the runtime Parameters text box enter -Xmx#m where # is replaced by a number following the guidelines below

The following settings are based on the available memory on your computer.

System Memory (RAM)	Setting Value	EG
512 MB	256	-Xmx256m
1GB	1024	-Xmx1024m
2GB	2048	-Xmx2048m
3GB	3072	-Xmx3072m
4GB	4096	-Xmx4096m

Please note, the setting begings with a minus sign and ends with a m. no blank spaces between characters.

5. Press "**TAB**" to move on the field and then Click "**OK**" setting the parameter value.

Please enter the value exactly as shown in the examples

6. There is no need to restart the computer.