

Asset Tracking Manager

Frequently Asked Questions

What is the difference between the Professional Edition and the Enterprise Edition?

The Professional Edition is intended for a company where one person is responsible for maintaining your information and nobody else within the organization needs access to the database. The Enterprise Edition is intended for companies who require different people within the organization to access a centralized database.

Which version of Microsoft Windows does Asset Tracking Manager work on?

Asset Tracking Manager is compatible with Windows® XP™ SP3, Windows® Server 2008 (32 and 64 bit), Windows® Vista™ (32 and 64 bit versions), Windows® 7 (32 and 64 bit versions) and Windows® 8 (32 and 64 bit versions).

How do you support your software applications?

We provide unlimited application support via email for our customers, and if required we can provide support via Skype or Apple FaceTime. We endeavour to respond to every email within just a few hours of receiving it. Your emails always get answered by one of our friendly in-house support staff. If you need technical support after the first year, or wish to receive free program updates, you may purchase a yearly support contract. Please contact us for details.

What types of payment do you accept?

We accept Visa, MasterCard, Discover, American Express and PayPal. We do accept checks in the United States. Please contact us for other forms of payment.

Is your payment processing secure?

Yes definitely, our payment process is highly secure. We accept payments through our payment processing partner FastSpring. See <http://www.fastspring.com/purchasing-through-fastspring.php> for more information.

What happens once I've paid?

Once your payment is confirmed you will receive an email sent to the email address you used during the checkout process. You usually receive this email within a few minutes of your purchase confirmation. Your license key is in this email. If you haven't received your license key after an hour then please check your junk email folder. If you can't locate your confirmation email, then don't worry, send us an email to support@smartcompanysoftware.com stating the problem and we'll get right back to you.

Will I be able to upgrade later?

Absolutely, if you purchase the Professional Edition and at a later stage decide to purchase the Enterprise Edition then you only need to pay the difference. Your database and data is compatible with both Editions.

How many assets and employees can I track?

There is no restriction on the number of assets and employees you can track.

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Can I install the software on a network drive?

If you have purchased the Enterprise Edition then you can configure the software so that you can access a centralized database stored on a network that can be accessed by multiple-users.

Will I be able to move the software if I need to switch to a different computer?

Yes, if you have the Professional Edition then you can back up your data, install the software on your new machine and then restore your data. If you have the Enterprise Edition then you simply install the software on a new machine and configure it to point to the centralized database on your network.

Why do I have to have the Microsoft .NET Framework 4.0 installed?

All of our software applications are programmed using the very latest Microsoft technologies and the most recent release of Microsoft's software development framework is Microsoft .NET Framework 4.0.

What if I don't have the Microsoft .NET Framework 4.0 installed?

Don't worry, the application Installer will detect if you don't have the Microsoft .NET Framework 4.0 installed, and will download it automatically from the Microsoft website and install it for you.

Does Asset Tracking Manager work with Terminal Server or Citrix?

Yes, you can run Asset Tracking Manager through a Terminal Server or Citrix environment.

Do you provide on-site installation and training for our staff?

Yes, we can provide on-site installation and training at additional cost. Please contact us with your requirements.

How long is the Asset Tracking Manager license valid for?

Your license for Asset Tracking Manager never expires. The license covers the version you have purchased and any minor upgrades to the software.

What if I have any other questions?

This is a list of common questions we get from our customers' but we understand that you might have a question that is not covered here. Send an email to support@smartcompanysoftware.com and we'll get right back to you with an answer.