MARS HELPLINE: User Support Issues

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1   ERRORS

1.1   Error: "Offline logon" window with active text-boxes, requesting a username, a password and to select a MARS server from a drop down list.

Solution:

Please ask the user if this is the case for other users of the application:

If "YES" then there may be a problem with the Application.

Call EEAS IT HELPDESK at 3333, report the problem and open a ticket for this issue.

If "NO" then one of the following is true:

I.   The user's MARS account has not been configured yet. In this case, the user should be advised that his account is not ready yet and that he will be notified when his MARS account will be ready. If the user hasn't notified yet the SCISM for a SOLAN account, he should be instructed to do this in first place via his management cell. Then, upon receiving the request from SCISM, the account shall be created and the user should be assisted in connecting to MARS.

II.   The user's ShortName from his/her MARS profile is not bound to its corresponding SOLAN AD account. In order to create this bound, the following steps must be taken:
1)   Login to Webtop of MARS web application.
2)   Navigate to DM Admin --> Users and Groups --> People tab.
3)   Type at least first 3 letters of the last name of the searched user and click Search
4)   Click on the appropriate User name in the list of retrieved names to access its MARS Profile
5)   Select "Network Aliases" link
6)   In "Network Resources" left pane, select and double click successively on ADS>SOLAN>SOLAN Users>Community Name (e.g EUMS)> UserName (e.g SAVVOPOULOS Leonidas)   within the DC network to locate the user of interest and select him.
7)   Verify that in Library Users (right list box) the ShortName of the user is displayed (e.g SAVVOLE).
8)   Click the ">>" button.
9)   The system redirects us to the user's MARS Profile.
10) Click again on "Network Aliases" link in order to verify that the user's ShortName was successfully bound to the user's Network Alias.
11) Example: If user's Short Name is "SAVVOLE" then the Network Alias should be "SAVVOLE" and the full SOLAN AD account picked from the left window should be "SOLAN\SAVVOLE". In this case, in the right list box should be seen two lines, the first line = "SAVVOLE" and the second line = "SOLAN\SAVVOLE", meaning that the Network Alias has been successfully bound to the SOLAN AD account of the respective user.
12) Click "Close" in the "Network Aliases" form; The system redirects you to the user's MARS Profile page.
13) Click "Save" so that the configured bound between Network Alias of user's SOLAN account and the user's ShortName are saved within the account's profile.
14) The application displays the initial user "Search" page with the respective user name retrieved.
15) Test with the user that his/her MARS account works properly, i.e. without launching the respective login window.

III.   The connections to the servers were not properly configured and there is only a "mars3" connection string available in the connection list, and the corresponding protocol is DCOM. If we open MARS Connection Wizard and identify the situation from 3, then we should follow the following procedure of creating proper connection strings to MARS SERVER1/2, as described below:

1)   Click START - > All Programs - > Open Text -> DM Connection Wizard (see below):

a.
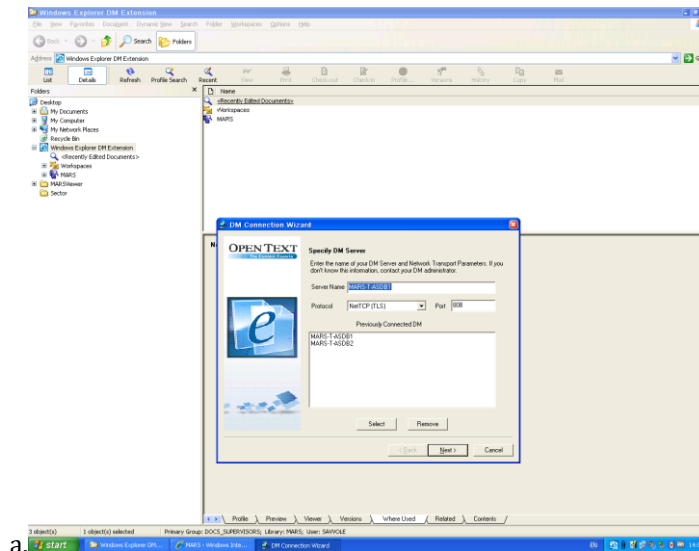
2) In this case, it seems that the MARS scripts didn't run properly and we need to configure manually the connection strings to the server.
3) Manually enter the connection string to MARS SERVER1
4) Click "Next". If MARS SERVER1 is available the window about preserving the Load-Balancing etc will be displayed (see below).

i.
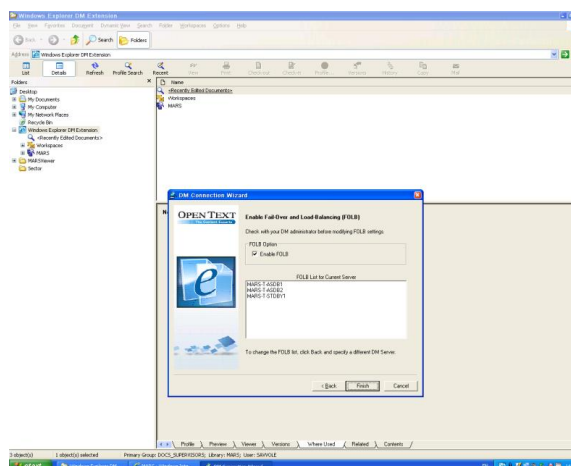
5) Click "Finish". The connection to MARS SERVER1 was configured.
6) Restart DM Connection Wizard to check that the first connection is there and to manually configure the connection to MARS SERVER2.
7) Manually enter the connection string to MARS SERVER2 by following the steps from 2) – 5).

This way we solved the problem of not having configured connections to the MARS servers.

1.2 Error: "A DM connection could not be established"

When clicking on the MARS shortcut, the user receives a form with all fields inactive, stating that "a DM connection could not be established".
This is the most encountered symptom in MARS Helpdesk activity and it means
the user doesn't have an activated connection to the current MARS server.
Solution:
Steps to activate the current connection for the first time use:

1) Click START - > All Programs - > Open Text -> DM Connection Wizard (see below):
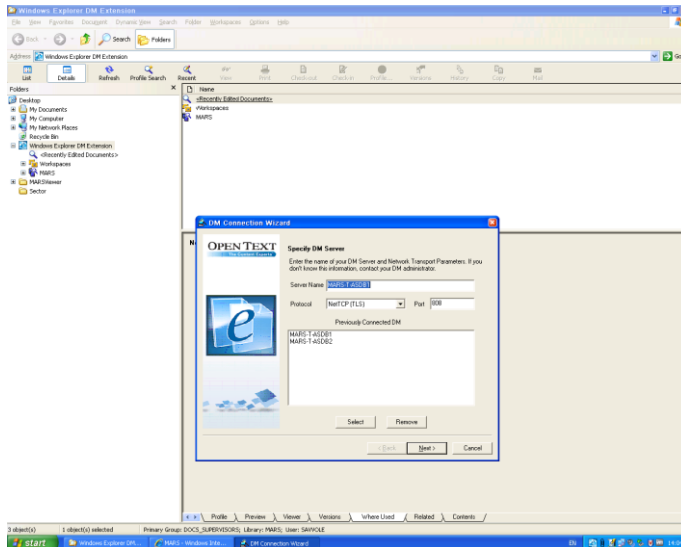
2) Double click on one of the two available connections to MARS Servers from the list box. The selected connection will be displayed in the "Server Name" text box as current connection to a MARS Server.

3) Click on "Next" button. Another window regarding enabling Fail-Over and Load-Balancing (FOLB) containing a list box with the active available connections to MARS Servers will be displayed. This shows that the selected connection to the MARS Server was activated.

i.
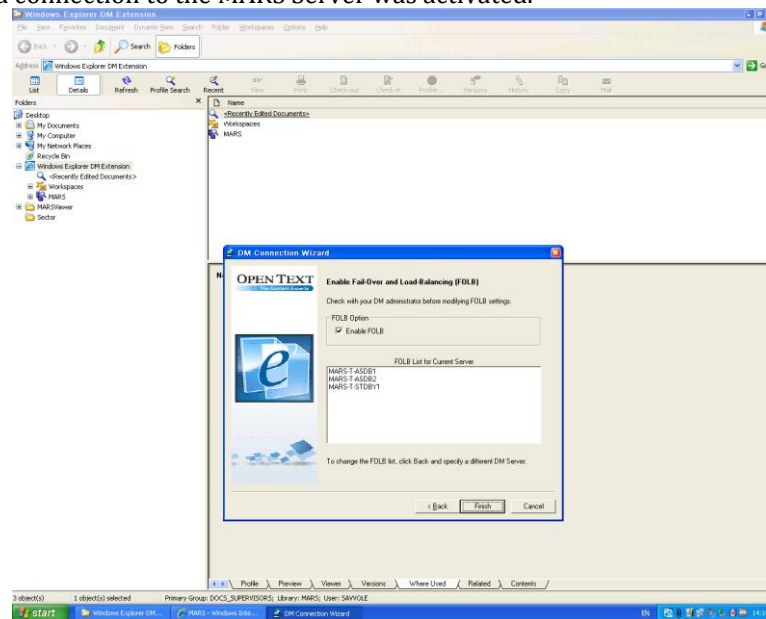
4) Click "Finish".

This concludes the process of activating a MARS Server connection. MARS should launch normally, without the initial error message.

1.3 Error: Word Menu having "Print" option disabled
Solution:
Resetting of the Normal.dot file for the user solves the problem.
In order to reset the normal.dot ask the user to perform the following:

1) Exit MS Word and MARS
2) Navigate to C:\Documents and Settings*<User Login>*(e.g. ipopovan)\Application Data\Microsoft\Templates
3) Rename the existing Normal.dot to Normal.dot.old

4) Start MS Word
5) Press CTRL - P, the "Print" window pops up
6) Exit MS Word
7) Check the folder from step 2). A new Normal.dot file should have been created

1.4 Error: "Save" and "Save as" options of MS Word are disabled while the DM Menu appears normally

Solution:

Possibly the word document with a corrupted normal.dot file is causing this behaviour.
Please perform the following actions in MS Word to reset the normal.dot file on the PC:

1) From the Menu "Tools" click "Customize"
2) Click on the "Toolbars" tab, scroll down and highlight (make it blue) "Standard" toolbar and click the "Reset" button
3) Click "OK" to reset the toolbar
4) Click "Close" and exit MS Word
5) Click "Yes" to save the changes in the Normal.dot file
6) Start MS Word again. Both the DM and the save options of MS Word should be available

1.5 Error: "DM" extension menu for MS Word / Excel / PowerPoint is not displayed

Solution:

Please follow these steps to solve the issue:

1) Open MS Word / Excel / PowerPoint
2) Click from the Menu - Help -> About MS Office Word
3) Click on the "Disabled Items" button
4) Select the "DM" plugin from the list and click the "Enable" button
5) Click the "Close" button, then the "OK" button
6) Restart MS Word

The "DM" menu should now be available.

1.6 Error: The "DM" menu appears twice in Word

Solution:

This is a side effect from the Installation of DM Extension.
Please perform the following steps to solve the issue:

1) Go to menu "Tools / Customize..."
2) Click on the "Toolbars" tab
3) Highlight (make blue) the "Standard" toolbar and click on the "Reset" button
4) Click "OK" to reset the Normal.dot
5) Scroll down and highlight (make blue) the Menu bar toolbar and click on the "Reset" button
6) Click "OK" to reset the Normal.dot
7) Click on the "Close" button
8) Restart MS Word

1.7 VB Error 438: when trying to open a MARS Word/Excel/Power Point document

Solution:

The following steps should be performed:

1) Open MS Word OR MS Excel
2) Click from the Menu - Help -> About MS Office Word / Excel
3) Click on the "Disabled Items" button
4) Select all the "DM" related dll files from the list and click "Enable" button

5) Click the "Close" button, then the "OK" button
6) Close MS Word or MS Excel.
7) A window should pop up informing that the changes performed affected the Normal.dot template file and asking if you want to save these changes. Choose "Yes".
8) Restart MS Word or MS Excel. The documents should open now without the "438" error.

1.8 Error: "Cannot create a temporary file C:\...." when attempting to send a Mail Reference of a document

Solution:

The underlying issue is the way the reference is created from the document's profile "Subject" field. Sometimes, the string entered in the "Subject" field of document's profile can be very long, reaching more than 500 characters (the maximum number of characters allowed by Windows for a file name is 255) and can even contain reserved characters that are not allowed by Windows to be present in a file name (e.g. ":","\",">" etc). Also, because of these reasons, the "Subject" in Outlook" cannot be a valid one (being too long and/or containing reserved characters)

To address the issue, please ask the user to access document's Profile and remove from "Subject" field any special characters and if necessary to truncate the string in "Subject" field, to allow an acceptable name for the reference.

Then the user should be asked to save the new profile for the document, to refresh MARS Server's cache , to delete the old reference and recreate the reference.

Steps to be taken:
1) Right click on the document and choose Profile from the menu
2) Remove from "Subject" any special characters and click "OK"
3) Access the menu "Options" of MARS Explorer and click on "Refresh Cache" option
4) Delete the old reference.
5) Right click on the updated document record and choose "Mail..." to create a reference again

1.9 Error: "Unable to open the document. A COM conversation could not be established." (when trying to open an Word/Excel document)

Solution:

The "DM" Menu is disabled. Please perform the following to activate it:

1) Open MS Word or MS Excel
2) Click from the Menu - Help -> About MS Office Word / Excel
3) Click on the "Disabled Items…" button
4) Select the "DM" plug in from the list and click the "Enable" button
5) Click the "Close" button, then the "OK" button
6) Restart MS Word or MS Excel. The "DM" Menu should now appear
7) Refresh the DM Extensions Cache, by performing the following:
   i. Double Click on the Windows Explorer DM Extension Icon on the Desktop
   ii. From the Menu Options, choose "Refresh Cache"

1.10 VB Error 438: when opening a MARS DRF reference to a word document received by e-mail

Solution:

The following actions should be performed:

I. First, "Enable" any disabled items in MS Word:

1) Open MS Word or MS Excel
2) Click from the Menu - Help -> About MS Office Word / Excel
3) Click on the "Disabled Items…" button
4) Select the DM plug in from the list and any other DM related items from the list and click the "Enable" button
5) Click the "Close" button, then the "OK" button

6) Restart MS Word or MS Excel

The DM Menu should now appear and documents should open from email links (DRF) or from MARS Explorer.

    II.   If problem persists, reset the Normal.dot like below:

1) Exit MS Word if it is running
2) Go to C:\Documents and Settings*<User Login>*\Application Data\Microsoft\Templates
3) Note: If the user cannot see the Application Data Directory, please direct the user to make it visible
4) Remove any files that starts with "~"
5) Rename the normal.dot to normal.dot.old

1.11 VB Error 438: when trying to open a MARS document via MARS Explorer
Solution:
Please take the following steps:

1) Open MS Word / Excel / PowerPoint
2) Click from the Menu - Help -> About MS Office Word
3) Click on the "Disabled Items…" button
4) Select the "DM" plug in from the list and click the "Enable" button
5) Click the "Close" button, then the "OK" button
6) Restart MS Word.

The DM Menu should now appear and documents should open from email links or from the MARS Explorer

If the problem persists, reset the Normal.dot by following the steps below:
1) Exit MS Word if it is running
2) Go to C:\Documents and Settings*<UserLogin>*\Application Data\Microsoft\Templates
3) Note: If the user cannot see the Application Data Directory, please direct the user to make it visible
4) Remove any files that starts with "~"
5) Rename the normal.dot to normal.dot.old

1.12 VB Error 438: when trying to open a MARS document from the EUMS Webpage on SOLAN

Solution:

Please take the following steps:

1) Open MS Word / Excel / PowerPoint
2) Click from the Menu - Help -> About MS Office Word
3) Click on the "Disabled Items…" button
4) Select the DM plug in from the list and click the "Enable" button
5) Click the "Close" button, then the "OK" button
6) Restart MS Word

The DM Menu should now appear and documents should open from email links or from the MARS Explorer.

If the problem persists, reset the Normal.dot by following the steps below:

1) Exit MS Word if it is running
2) Go to C:\Documents and Settings *<User Login>*\Application Data\Microsoft\Templates
3) Note: If the user cannot see the Application Data Directory, please direct the user to make it visible
4) Remove any files the start with "~"
5) Rename the normal.dot to normal.dot.old

1.13 Hidden error: double Clicking on a MARS email link has no effect, no document opens

Solution:

Please ask the user to contact the Originator of the email and check/ask for a confirmation in order to be granted with the appropriate access rights on the document, either by Name or Group.
Please also forward the ticket to MARS HELPLINE for follow up.
If the Originator cannot do this, we can do it, provided the Originator sends an email to MARS Helpline, specifically asking us to grant the necessary rights for the respective user.

1.14 Error: "Document could not be stored because of an unknown trustee"

Solution:

a. Explanation of the underlying cause:

The underlying cause for this error is the fact that the SOLAN account of the user has been modified due to various reasons (e.g new Last Name after marriage, misspellings etc) When SOLAN AD account is modified, the associated ShortName is also modified accordingly. However, the old ShortName is still there (cannot be deleted) and as a consequence, eventually there are two ShortName entities (the old and the new ones) pointing to the same updated SOLAN AD name. This leads to a presence of an outdated account in the form of [???*<Old ShortName>*] in the "Group of Trustees" list box along with the actual new account of the user [*<Modified ShortName>*] in the form "Document Access". This form is displayed when we press the button "Edit" in the "Profile" form associated with the respective document.
The error message is generated by the presence of the outdated account [???*<Old ShortName>*] in the "Group of Trustees" list box.

b. Steps to prevent the error message from appearing

In order to prevent the error message from appearing, it is necessary to make the outdated account [???*<Old ShortName>*] not to be displayed by MARS system in the "Group of Trustees" list box. For this, MARS Adminstrator should simply go and change the *<Modified ShortName>* back to *<Old ShortName>* in the user's MARS profile.
The steps to perform are:

1) Log in to the Webtop of MARS web application.
2) Click on the DM Admin link on the top right corner
3) Click on the "Users and Groups" Tab
4) Click on the "People" Tab, type part of the last name of the user in the text box next to the "Search" link and click on "Search "link
5) Click on the <User Name> in the search results list to access user's MARS Profile
6) Edit the ShortName field to revert it to the old one.
7) Click "Save" to save user's profile.

The modification of the ShortName leaves SOLAN AD account name unchanged, according to the last changes operated at this level, as explained above. The only effect will be that the fake account [???<*Old ShortName*>] will become through editing [<*Old ShortName*>] and there will no longer be a [<*Modified ShortName*>] account in the "Group of Trustees" list box, i.e. we'll have an [<*Old ShortName*>] linked to an edited SOLAN AD user account name.

This way, the initial error message will be prevented from appearing again.

1.15 Hidden error: The user is not able to choose a version from a list of current versions that should be displayed in a pop-up window when double clicking on a document retrieved in MARS

Solution:

Please perform the following steps to deal with this issue:

1) In MARS main interface, go to the Main menu>Options and click "Defaults".
2) In "Defaults" window go to "General" tab.
3) Notice the check-box "Auto-select last version" . If this is checked, this is what prevents the versions window from popping-up. Uncheck this option to allow the window to pop-up.

1.16 Error: After filling in all necessary metadata, when the user attempts to save a document he receives an error message "...Invalid property value..."

Solution:

Please perform the following steps to deal with this issue:

1) In MARS main interface, go to the Main menu>Options.
2) Click "Refresh cache" button. This is necessary as certain meta-data lists linked to certain fields of the Profile of the document that user attempts to save (e.g. "Domain") might have been updated recently (items added, updated or deleted from the lists). If cache is not refreshed, the form still considers these outdated items and when trying to save it conflicts with current updated data from the appropriate lookup tables from the database, hence the error.

The error should disappear after this action.

1.17 Error: When the user attempts to open an Excel file, a small error window pops-up having: Title ="eDOCS DM", Message = "Invalid procedure call or argument", Button = "OK"

Solution:

Please perform the following steps to deal with this issue:

1) Open Excel, go to Main menu>Tools>Options and click on "Options..."
2) In "Options" window open "General" tab.
3) Uncheck the check-box "Recently used file list".

1.18 Error: Attempting to save a document in MARS takes the user to VBA programming interface with the attempt of debugging an error

Solution:

This situation arises because the user didn't pay attention to special characters (""", "\", " ' " etc) present within the "Subject" field of the document

Please perform the following steps to deal with this issue:

1) Remove any special characters from the "Subject" field that is formed by taking over the Title of the document intended to be saved.
2) Fill out the rest of the necessary fields within the Profile of the document.
3) Save the document without having the initial issue.

1.19 Error: The user receives a pop-up window with an eDOCS error message: "Word cannot start the converter mswrd632.wpc"

Solution:
Cause: User created in MARS a doc (D1) which has inside inserted another object (Excel, PDF etc) (Ob1). Please perform the following steps to deal with this issue:

1) Store D1 in MARS, store the object Ob1 as a separated file in MARS and inside D1 create a link to Ob1 by using MARS menu from D1
2) Select DM>Insert>DM Hyperlink (DM Hyperlinking)
3) Select Ob1 from MARS Folders/Files structure or by entering MARS Ref#
4) Verify that the link is to Ob1 is created in D1

After this, the object Ob1 can be accessed via the link from D1 (both being stored in MARS).

1.20 Error: User cannot access a document that was available before

Solution:
This situation arises when the user accidentally or without being aware of the command he uses, chooses "Delete document" option instead of "Remove from folder", in order to delete a document. In first case, the user performs a Soft Delete action and as a consequence, the document becomes invisible and needs to be restored. In order to decide if this is the situation, MARS Administrator should perform the following steps:

1) Identify the document using MARS Reference Number.
2) Check History of the document; This will show immediately if the document was Soft Deleted
3) If the document was Soft Deleted, it will be restored by using the procedure from 1.24.

1.21 Hidden error: User created a MARS document specifying a "PERSONNEL" related Originator type (e.g" LOG / ADMIN PERSONNEL ", ACOS-SYNC / PERSONNEL etc)

Solution:
The symptoms of such situation are the following: after archiving the document in MARS, all the default groups supposed to have access rights to the document (and most of the times even the author of the document) are denied from accessing it. This is due to choosing one of the special Originator types when filling out the profile form of the document. After inspecting the permissions in the Security page of Profile of the document, it can be noticed the presence of one of the following automatically added groups (which are mapped to the chosen Originator type):

Originator	Added Group
LOG / ADMIN PERSONNEL	EUMS-NON-LOG-PRS
ACOS-SYNC / PERSONNEL	EUMS-NON-ACOS-SYNC-P
INT / INTELLIGENCE POLICY	EUMS-NON-INT
INT / SUPPORT	EUMS-NON-INT
INT / PRODUCTION	EUMS-NON-INT
INT / PROD-MENA	EUMS-NON-INT
INT / PROD-BAL-CIS	EUMS-NON-INT
INT / PROD-BRPRD	EUMS-NON-INT
INT / PROD-AFRICA	EUMS-NON-INT
INT / PROD-DMC	EUMS-NON-INT
INT / PROD-WKC	EUMS-NON-INT
INT / PROD-ALA	EUMS-NON-INT
INT / PROD-TNI	EUMS-NON-INT

In all these cases, all other existing groups for which initially were granted permissions and also the User that archived the document, receive automatically "Deny All" on the respective document and cease seeing the document. The exception to this is the group which is added automatically, mentioned in the column "Added Group", that receives permissions on the document. If the user is already a member of this group, he/she will continue to see the document.

If one of these Originators mentioned in the table has been chosen by the Author of the document, the Author should be made aware of the following two options:

I.   If "Author" deliberately choses the "Originator" to limit access to the document and as a consequence he is prevented now from accessing it, MARS Admin should advise the Author to be granted access to the document from EUMS IMC group.

II. If Author's intention is to disseminate the document, then he should change in profile of the document Originator = "INT/NO BRANCH" and remove from the list of trustees the group that was automatically added by MARS and which prevents the other trustees to have access to the document. Also, he should restore the initial permissions to the other trustees (groups and individuals) that were all put to "Deny all" during the automated process described above.

1) If the User/Author of the document needs to see this document after archiving it. If this is the case, the User should be advised to contact EUMS-IMC group in order to be included in one of the groups mentioned in the table above.
2) If the User/Author wants to distribute the document according to the initial list of groups that now have "Deny All" permissions, he/she should perform the following steps:
3) Modify Originator of the document to "INT/NO BRANCH".
4) Remove the automatically Added Group from the list of trustees as it is the only one that has access to the document and prevents the other existing groups from having access to the document.

1.22 Error: The user receives an error message with: Title ="eDOC DM", Message="The document <*Name*> is already selected for editing"

Solution:

Please perform the following steps:

1) Check and if needed restore the disabled dlls of the document.
2) Restart SOLAN workstation.
3) After restart, Word will pop-up a window with a message that the document was not closed properly last time and two options are available:
    1. Continue editing? (should NOT be chosen)
    2. Unlock (should BE chosen)
4) After choosing "Unlock" the document will open normally and can be saved normally.

1.23 Hidden error: User has MARS favourites created. At the first launch of MARS, if clicking on one of the favourites, MARS only quickly displays in the right pane the folders contained in the folders to which the favourite points, but in the end it opens the main list of folders that are assigned to user's account.

Solution:

The user should be advised to delete the existing favourites and manually recreate them.

2   PROCEDURES

2.1 Procedure: User with MARS profile blocked

Solution:

User should restart his/her computer. If the problem persists, the user should contact EEAS IT HELPDESK at Ext 3333 or by sending an email to EEAS-IT-HELPDESK@eeas.europa.eu with a description of the MARS issue.

2.2 Procedure: Delete a version of a document in MARS

Solution:

Users can delete a document in MARS if they are the authors of the document. However, they cannot delete versions of the document. To delete a version please contact EEAS IT HELPDESK at Ext 3333 or by sending an email to EEAS-IT-HELPDESK@eeas.europa.eu .

TODO1: Detail steps to delete a version.

2.3 Procedure: Daily check of Production MARS Servers connections

Solution:

Connections to Production MARS servers (SERVER1, SERVER2 and STAND-BY) should be checked on a daily basis, before starting the working day. For this, DM Connection Wizard will be used. For each connection string displayed, the following steps should be performed:

I. Double click a connection to become available in the "Server Name" text box.
II. Click "Next" to test a full round-trip to the respective server. Two situations are possible here:

   a. Connection OK: In case the communication is working, the application displays a window with a list box with the active available connections to MARS Servers regarding enabling Fail-Over and Load-Balancing (FOLB) (see below).
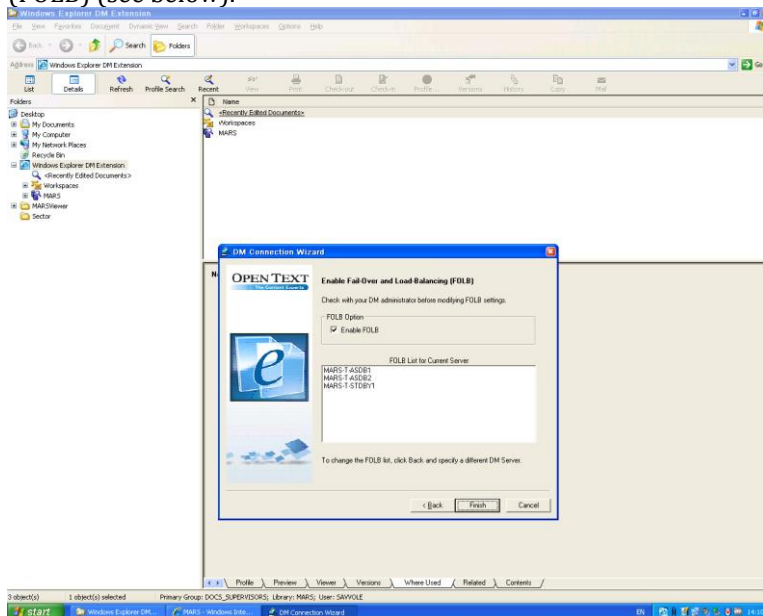
   b. Connection NOK: An error message will pop-up, stating that the server could not be reached. This means that the respective MARS server is down. This is a top priority situation and following steps should be taken:

     1) A ticket should be opened by MARS technician regarding this event, by calling 2983 (EEAS MDR B3 Service Desk). The technician should check and if necessary correct accordingly the following parameter of the open ticket, as follows:

     2) If both servers are down, the priority of the ticket should be assigned to P1 (critical)

     3) If only one of the servers is down, the priority of the ticket should be assigned to P2.

     4) HELPLINE MARS office should be notified within 20' from opening the ticket about what technician has been assigned to deal with the issue. Also, MARS technician should follow up with B3SD –Ext 2983 within maximum 1h about the status of the ticket (if he was not informed on the developments by B3SD in the meantime), so he can also keep updated the users that opened tickets related to the outage.

     5) If initially the technician discovers that one server is down (ticket with P2 level) and later on, he discovers that the other server went down as well, he should notify B3SD to raise the level of urgency to P1, as the situation has just reached the "critical" level.

     6) Also, from the technical point of view, the technician should click "Back" to return to the main connections window and double click on the other available connection to select it, then click "Next"

button. If the connection is OK, this should be chosen as the current connection. Click "Finish" to establish a working connection to the other MARS server.

7) Set up an automated management of the opened tickets related to this cause.
The technician should be ready to manage a significant number of requests for assistance due to a MARS Server non-working connection. He should take the first opened ticket as a reference and all subsequent tickets opened for the same connection issue will have in ParentID the ticket # of the first one. When the issue would have been fixed and the first ticket would have been closed, all subsequent related tickets would have automatically been closed as well.

III. In case the connection is OK, click "Back" button and test the other available connections. If one of them fails, steps from point 2)b/i should be taken.

IV. At the end, if all connections are OK, select again one of the two connections corresponding to SERVER1/2 , click "Next">"Finish" to establish a working connection to one of the servers.
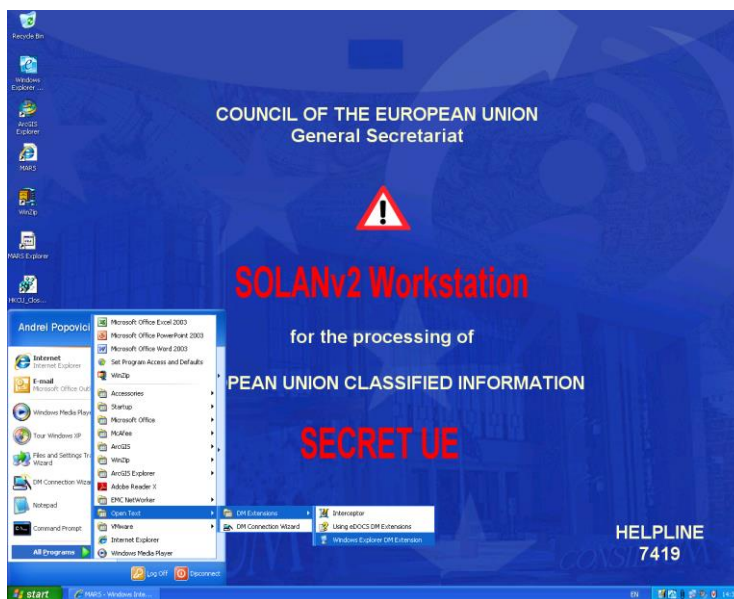
This concludes the daily routine of checking MARS Servers connections.

2.4 Procedure: A proper MARS Explorer shortcut that displays a left navigation pane
Solution:
Please follow these steps:

1) Click START -> All Programs -> Open Text -> DM Extensions -> Windows Explorer DM Extensions

2) Right click on Windows Explorer DM Extensions and drag and drop it on the desktop by choosing the option "Copy here" from the contextual menu.
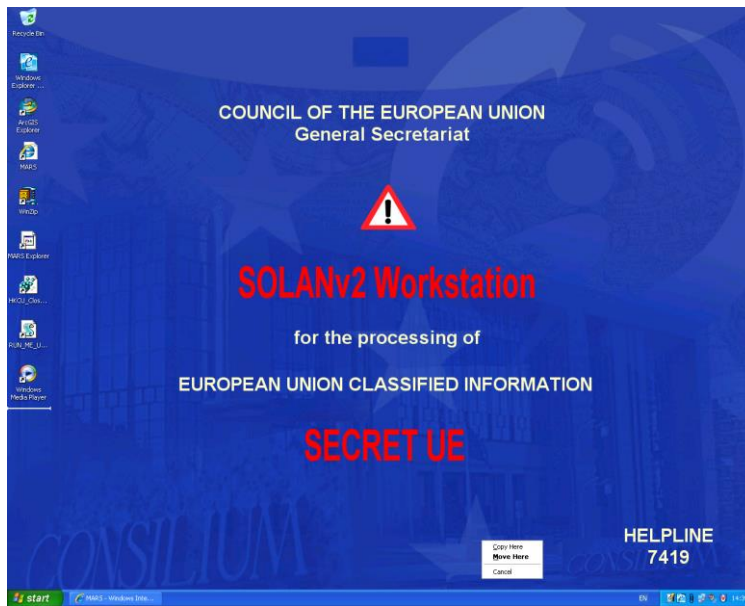
3) The shortcut is created (see below):
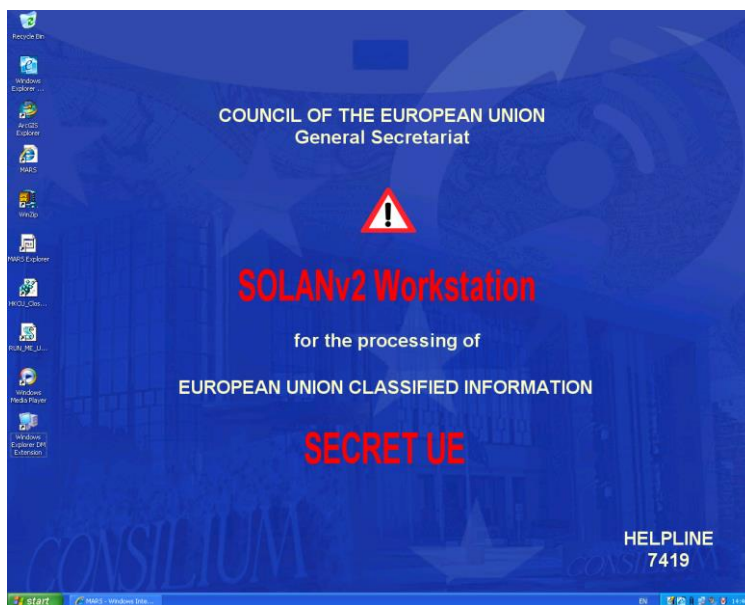
4) Right click on the icon, choose "Properties" and edit the content in the "Target" field, by replacing in "C:\WINDOWS\explorer.exe /n...." the " n" with an "e" char, like this:
":\WINDOWS\explorer.exe /e...."
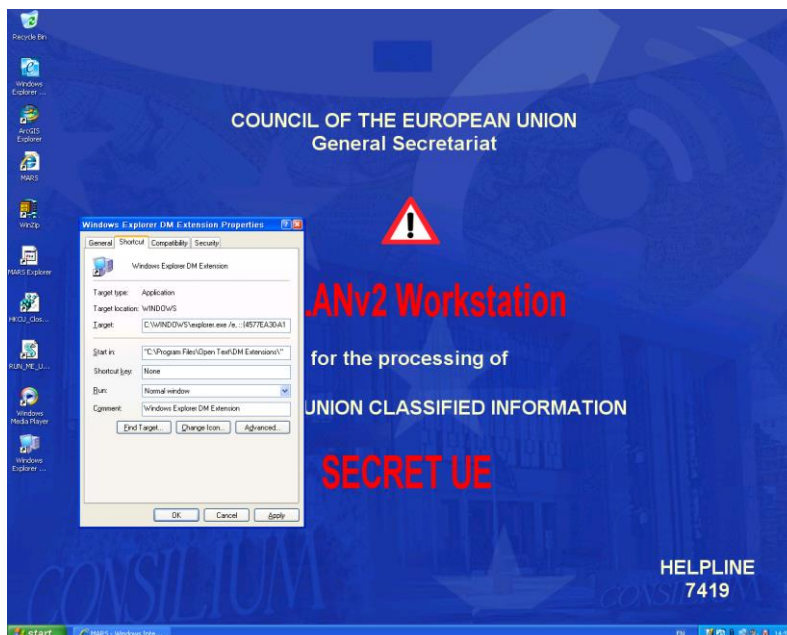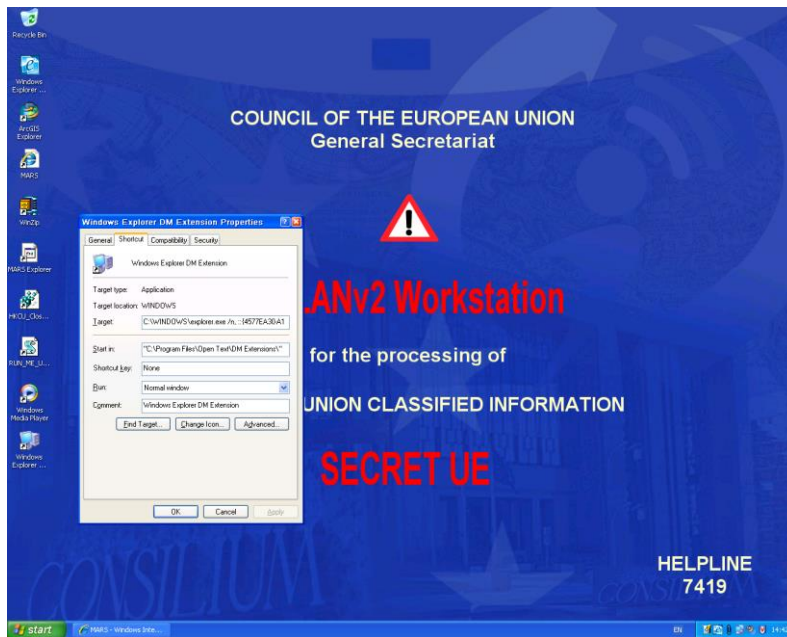
5) Within the same "Properties" window, click on "Change Icon…" button, then "Browse":

6) Browse to C:\Program Files\Open Text\DM Extensions and choose DM.exe icon

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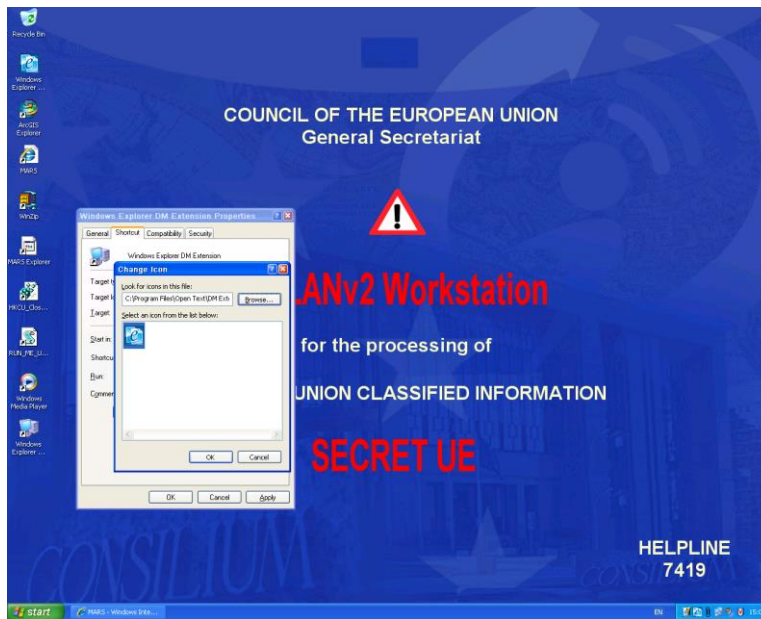
7) Result:

8) Click "OK" to validate the new icon and "Apply" & "OK" in "Properties" window to finalize both changes.
9) Double click on the new MARS shortcut to check if it works;
10) Result:MARS opens with the left navigation pane enabled (see below)
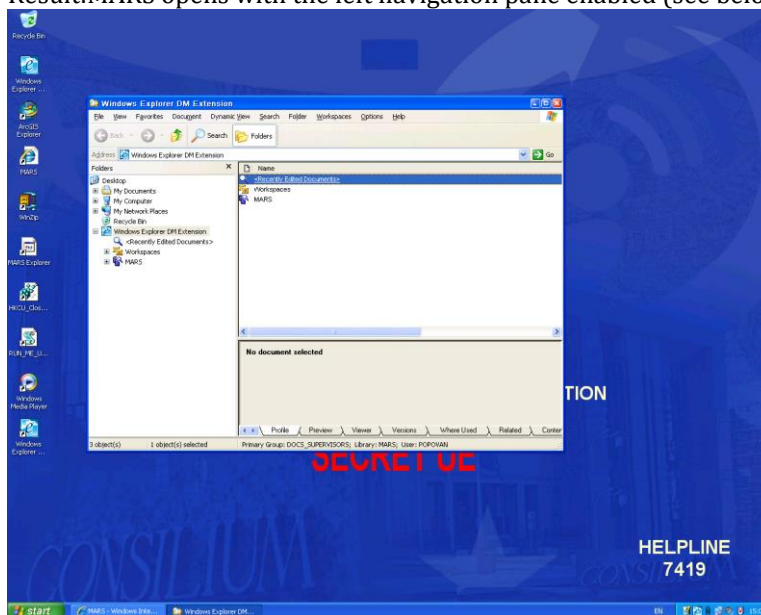
2.5   Procedure: Delete a Quick Search in MARS
Solution:
Please perform the following steps to solve the issue:

1) Double Click on the MARS Explorer Icon to open MARS.
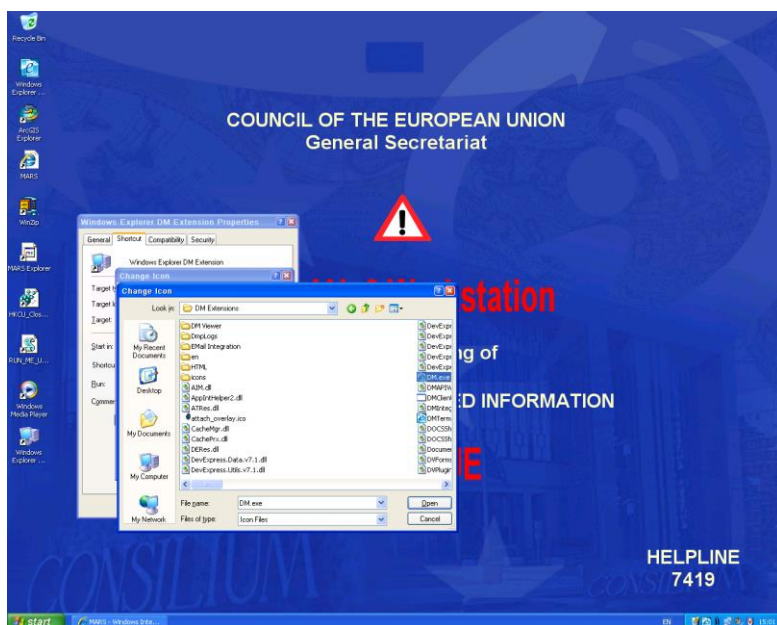2) Expand the MARS Icon (on the left side) and then expand the Quick Searches node
3) If the Quick Search object was created by a user, the User/Administrator who wants to delete the Quick Search object must be given "Delete" rights by the user who is the owner of the object, beforehand.
4) Right Click on the Quick Search you want to delete and choose Delete
5) Click "YES" to delete the Quick Search

2.6 Procedure: Unblock a blocked MARS document (appearing as currently being edited by a user)

Solution:

A user has left a document open for editing and is blocking other users from updating the document. Please perform the following steps:

I.   Ask the user to contact the person editing the document by phone (The name is mentioned in the message) and ask him to close the document

II. If the person is not reachable, the Admin should unlock the document using the following steps:

1) Get MARS Reference# of the document.
2) Open Profile, input MARS Reference#, use Profile Search, document found.
3) Right click on the document record and choose "Check-In" with "Unlock" option which unlocks the document.
4) The Admin may consult the History.log to verify that the recent actions on the document have been recorded.

2.7 Procedure: How to process REPLACE content in MARS Documents?

Solution:

The following steps should be performed:

1) Right Click on the document and choose *Check-Out…*
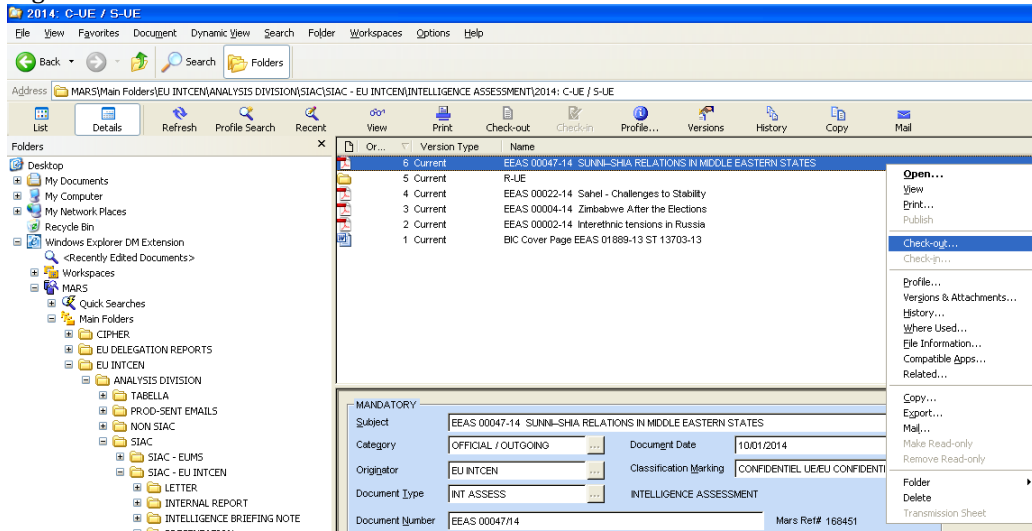
2) Click on the "*…"(3 dots button)* next to "Copy to:" field
3) Select "Desktop" as destination to copy the document

4) Locate the document on your desktop and DELETE it
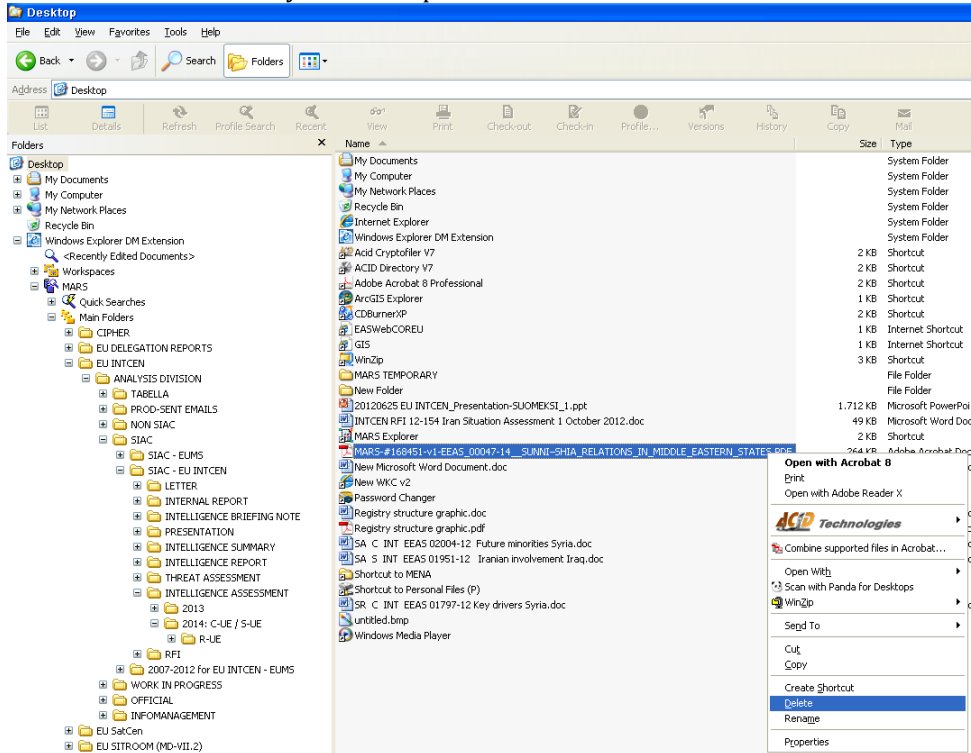
5) Locate the original document in MARS ,
Right Click on the document and choose *Check-In…*
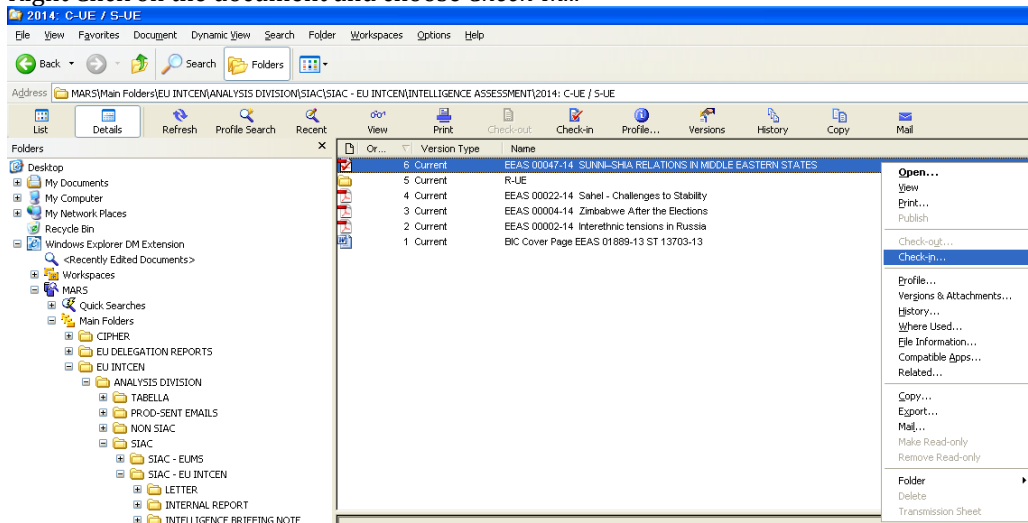
6) Click on the "..." *(3 dots button)* next to the "Copy from:" field
7) Select the new "updated" document
8) Choose "Replace Version" option in the displayed form
9) Click "OK" button
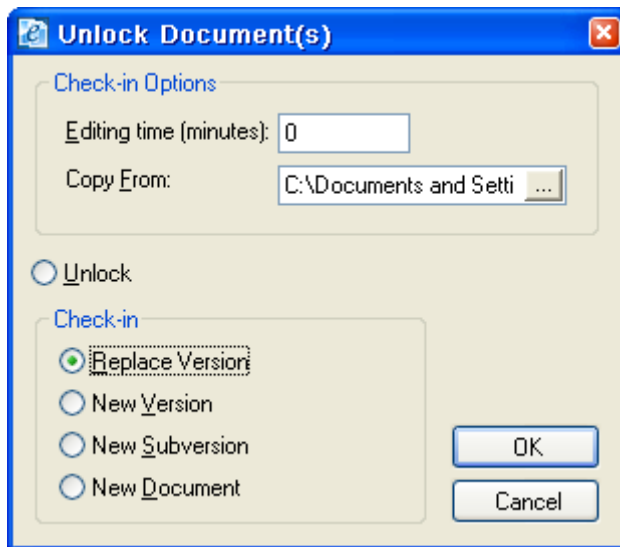
The document has been updated in MARS keeping the same profile & MARS Ref #.

2.8 Procedure: Create a workspace using MARS Windows Explorer
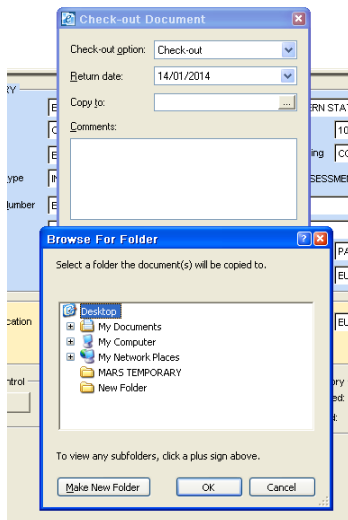**Solution:**
Please perform the following steps:

1) Start the MARS Windows Explorer Integration
2) Expand the Windows Explorer DM Extension Tree
3) Right Click on the Work Spaces node and choose New Work Space from the menu
4) Enter a name and Click "OK" to create the Work Space
5) Right Click on the New Work Space and choose Add Item to add documents, folders and Quick Searches to your Work Space

2.9 Procedure: Create a QuickSearch using MARS Windows Explorer
Solution:
Please perform the following steps:

1) Perform a Search (from the Search Menu choose Profile Search)
2) The search just performed will appear at the end of the Quick Searches list, highlighted as red
3) Right Click on the Quick Search and choose Edit to modify the name, the criteria or the permissions of the Quick Search
4) Click "OK" to Save the Quick Search

2.10 Procedure: Export documents from MARS to a windows folder

Solution:

Please perform the following steps to export documents from MARS:

1) Open MARS Explorer
2) Click on the Recently Edited Documents OR
3) Navigate to a MARS folder that contains the documents you wish to export
4) In the search results list, select multiple documents (keeping CTRL pressed)
5) Right Click on one of them and select "Export..."
6) Select the Windows folder where the documents will be downloaded and select "OK"
7) Choose "Check-Out"(copy) as the type of export and click "OK"
8) All selected documents should now be exported to the folder

2.11 Procedure: Restore a deleted document / folder in MARS

Solution:

This is a request that may arrive as a Helpline ticket or email. The minimum required information to restore a soft deleted document is the User who deleted the document(s) and the exact or approx. date of the deletion.

Please perform the following steps:

1) Log in to the Webtop of MARS web application.
2) Click on the Admin link on the top right corner
3) Click on the Documents/Folders Marked as Deleted
4) Select from the list ALL, EUMS or SITCEN Documents/Folders as appropriate
5) Enter in the Date From - To fields the date range of the deletion of the document(s) in question
6) Identify the document that needs to be restored from the list by using one of the alternatives:
   - displayed information
   - accessing the Document Profile (Click the (i) button)
   - contact the User who requested the operation by phone and verifying with him / her.

7) Select one or more documents to be restored by checking the check box on the left of each document
8) Click the Restore button to restore the soft deleted documents
9) Verify with the User that the documents are available

2.12 Procedure: View a document with the Viewer tool (when the user lacks "Read Only" rights for the document)

Solution:

In 9 out of 10 cases, the user is granted the correct access rights and if it lacks "Read Only" rights it means he or she is only supposed to have "View" access rights. Moreover, the MARS officer should instruct the user to read carefully the body of the email, where there are embedded instructions on how to "View" the document via DRF or by accessing it directly in MARS,   by using the Viewer tool.

Please perform the following steps in order to use the Viewer tool to read a document:

1) Open MARS Explorer
2) Choose from the menu Search - >Profile Search
3) In the MARS Ref # field enter MARS Ref # mentioned above and click on "OK"
4) Right click on the document found and choose "View"
5) The document opens in a VIEWER   to read on the screen
6) Right click in the VIEWER and choose Size/Fit to window Width to see the document in full size

2.13 Procedure: Manage tickets from EEAS IT HELPDESK to update MARS on a HDD

Solution:

Please take the following steps:

1) Open Windows Explorer; Go to shared drive Z: and access Z:\Done folder
2) Find the file having the index of the SOLAN hard drive that needs to have MARS reinstalled (e.g SOLAN00620.log)
3) Copy the log file to the folder Z:\ToDo
4) Remove the "log" extension of the file
5) The file is ready to record the reinstallation process and MARS will be reinstalled on the respective hard drive via network; Send a message to EEAS IT HELPDESK that MARS can be reinstalled on the HDD.

2.14 Procedure: Manual upgrade of MARS on a HDD having an outdated "Hummingbird" MARS client

Solution:

Updating MARS on a HDD may also be necessary if we notice a "Hummingbird" client (outdated) installed on the respective HDD, instead of the normal "Open Text" MARS client. In this situation, following steps should be taken:

1) Take the SOLAN hard drive (identified in the following as HDDx) to the MARS Helpline office, in order to reinstall MARS on it.
2) In HELPLINE MARS Office perform the steps from 1.27.1 – 1.27.4 using the SOLAN desktop, for the file having the SOLAN identifier of HDDx . By doing this we set up the context in which HDDx will have MARS reinstalled on it.
3) Switch off the SOLAN desktop from MARS Helpline office. Remove the current hard drive from the desktop and replace it with HDDx where MARS needs to be reinstalled. Also remove your SOLAN card.
4) Switch on the desktop and press F1 to save the new configuration detected by BIOS.
5) The computer will run the start-up scripts (aprox 5') and eventually will ask for a manual reboot with the message: "Please reboot your PC now in order to complete the update".
6) Reboot the PC by using "Ctrl +Alt +Del">"Shut Down">"Restart" sequence.
7) The PC reboots, starts the normal initialization processes and displays the corresponding info messages: "Preparing network connections...", "Applying computer settings...", "Running start-up scripts..." (7')
8) Windows enters automatically in the first shutdown process (Shutdown1) and displays the message "Shutting down..."
9) Next, Windows automatically starts up (Startup1) and displays the message "Starting up...". Then, the Windows XP start-up screen is displayed; Then the initialization processes are entered and again the info messages are displayed: "Preparing network connections...", "Applying computer settings...", "Running start-up scripts..." (7');
10) After running the start-up scripts, Windows enters automatically in the second shutdown process (Shutdown2) and displays the message "Shutting down..."
11) For the second time, windows automatically starts up (Startup2) and displays the message "Starting up...". Then, the Windows XP start-up screen is displayed; Then the initialization processes are entered and again the info messages are displayed: "Preparing network connections...", "Applying computer settings...", "Running start-up scripts..." (3');
12) When the second start up process is completed, a window message is displayed with the message "Insert card or press Ctrl + Alt + Del to begin Windows". At this step, the new MARS installation on the HDDx has been finalized and the HDD can be removed from the SOLAN machine. In order to remove the HDD from the computer, follow "Ctrl + Alt +Del>Shut down" sequence to switch off the PC.
13) Remove HDDx (with the updated MARS) and insert MARS technician's HDD; switch on the PC and press F1 when prompted, so that BIOS saves the new configuration. When Windows start up processes are completed, the technician is asked to insert his SOLAN card in order to authenticate himself.
14) The HDD with updated MARS will be taken back to the user; Insert the HDD in the user's SOLAN machine and switch it on.
15) The user authenticates when prompted and MARS technician will check that OpenText application has been installed, replacing the old Hummingbird application.

16) The technician shall check with the user if the old MARS issues due to Hummingbird client have disappeared and that MARS launches normally. This stage concludes MARS reinstallation verification on user's SOLAN computer.

17) A double check of the log where MARS reinstallation process was recorded can now be performed by MARS Administrator, on HELPLINE MARS SOLAN computer, after returning from the user's office.

18) Thus, the SOLAN log file for HDDx can now be identified in Z:\Done folder and will be opened with Notepad. After switching on for the first time the user's SOLAN computer with the new MARS installation, a line referring the current MARS user's account and the current HDD should be identified in the log (see example below):

    a. "Beginning with current user's settings installation for user MALI_LO1 on computer SOLAN0004"

    b. The last recorded lines should look similar with the ones below:

        i. ....HKLM\SOFTWARE\Consilium\Master\CurrentVersion = 4
        ii. ...HKLM\SOFTWARE\Consilium\DMExtensions531\Installed Stage = 9
        iii. The computer had already installed the script v.4.1. Exiting of setup.

    This final check concludes the manual MARS reinstallation on a HDD having a MARS "Hummingbird" client.

2.15 Procedure: Manually installing MARS on a HDD for the first time (without having any previous MARS client installation)
Solution

Updating MARS on a HDD may also be necessary on a HDD for the first time. In this situation, the following steps should be taken:

1) Steps 1.28.1 – 1.28.14 are the same. In the case of a MARS first time use, the step of asking a manual restart of the PC is skipped and only the automated steps are performed.
2) Back to user's SOLAN machine, the HDDx will be inserted and the PC will be switch on. Then the user will log in.
3) After the user logs in, the RESTREINT UE procedure "MARS Current User Configuration" (see folder "Professional"/email "Run-MARS-Current User Configurations" within SOLAN Popovici Andrei inbox) will be performed. When this is finished, the use will be able to use MARS.

2.16 Procedure: A user requests help to have inserted one or more records in the document "2015 Official EEAS Registration – CUE/SUE Only.xls" via SOLAN network
Solution:

Only MARS Admins can insert new records related to an existing record, for which is requested the same registration number + "REVx" suffix in the field "Official quote". This action is taken when the user needs to issue further revisions to an existing document for which a registration number ("Official quote") has been assigned already. The requester should open a ticket regarding his request and specific details of the new record should be sent via SOLAN.
The document has the column "Official quote" password protected and the unlocking password is kept safely in SOLAN workstation.
In order to fulfil this kind of request, the following steps should be taken:

1) Open the excel file "2015 Official EEAS Registration – CUE/SUE Only.xls".
2) Select column "Official quote"
3) Go Tools >Protection > Unprotect Sheet >Password
4) Go to where unlocking password is kept, Copy and Paste it in the field, then click OK; Now the column is free from password protection.
5) In column "Official quote" go to the cell containing the referenced registration number (e.g EEAS(2015) 10033)

6) Right click on the cell > Click "Copy" > Right click on the next line > Click "Insert"; A new record is added under the initial one.
7) Fill in the added cell under the initial one with the new registration number given by the user (e.g EEAS(2015) 10033 REV1); Thus, a new record with the appropriate "Official quote" has been created.
8) Save the file
9) Select again the column "Official quote"
10) Go to Tools > Protection > Protect Sheet ; A window for password protection is displayed; Go to the end of the list displayed in this window and make sure that the last two check boxes are not checked.
11) Go to the password's location again, copy and paste it in the Password field and click OK; The column as again password protected.
12) Check the password protection by trying to delete the record that you just added. You should receive an error message stating that the document is password protected and you cannot delete the record.
13) Save the document.
14) Reply using SOLAN network to the requester of the change with a message (template): "Dear *<User Name>*, A new line with the Official quote *<New quote added>* has been added as requested...."
15) Replay using SysAdmin tool to the requester, having HELPLINE MARS in CC, with a message stating that the requested record(s) was added and the details will be sent via SOLAN.
16) Close the ticket

This concludes the procedure of adding custom records in the document "2015 Official EEAS Registration – CUE/SUE Only.xls" via SOLAN network.

2.17 Procedure: How to restore a deleted file, initially present in many folders, in only one of the respective folders
Solution:
In order to deal with this type request, the following steps should be taken:
1) Identify the file in MARS using Reference #.
2) Open the tab "Where Used" to see the folder structures where the file was stored.
3) Go in each folder from where it needs to be removed and and remove the file from the respective folder with Right Click >Folder – Remove from folder
4) Finally, the file will be shown as stored only in the targeted folder.
5) Restore the file applying the file restoration procedure. It will be restored only in the targeted folder from step 4.

2.18 Procedure: Restore MARS as the opening application for a DRF link that is opening with MSWord/Other Office application
Solution:
Sometimes, a DRF link to an Office document is not opened by MARS + underlying application (Word/Excel/Power Point) but directly by the final applications. Thus, clicking on a DRF link results in opening a document (e.g. Word) with a few words printed instead of the original document.

In order to correct this situation, the following steps should be taken:

1) Identify the MARS document by using Profile Search with parameter MARS Ref #.
2) Right click on the document's record and choose Export.
3) Choose Desktop as a folder where the document will be exported.
4) Choose "Create Reference" in the options window that follows. A DRF reference to the document will be created on the Desktop.
5) Right click on the icon which was created and choose "Open with…"
6) In the window that opens, choose option "eDOCS DM DRF Handler".
7) Click "OK".

This way, the opening application of a MARS "DRF" reference, was restored to point back to MARS.