

ARTA Deposit Requires Additional Settings After Installing Windows XP Professional Service Pack 2 or Windows Server 2003 Service Pack 1

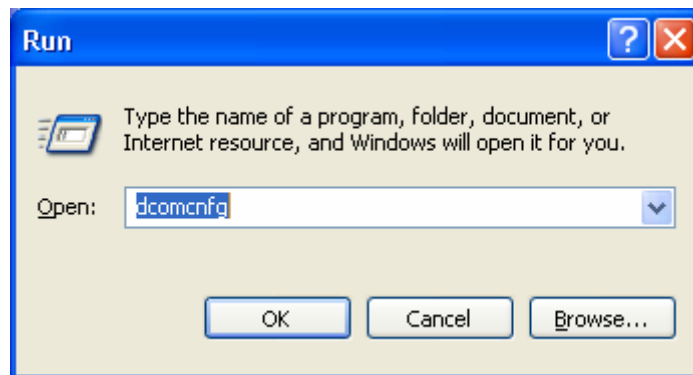
An issue has been identified where users may receive the message “ARTA Deposit was unable to create the selected document” on all documents when the ARTA Deposit server is installed on Windows XP Professional with Service Pack 2 or on Windows Server 2003 with Service Pack 1.

Please Note:

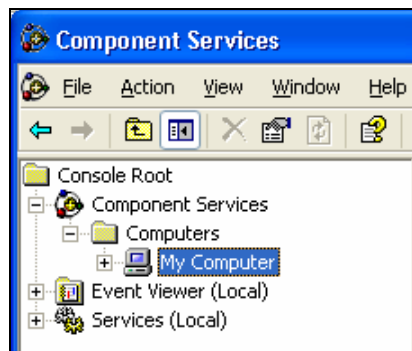
These steps do not apply unless the above service packs have been installed.

Perform these steps at the ARTA Deposit Server.
(DO NOT perform these steps at client workstations.)

1. From the **Start** menu, select **Run**.
2. Type **dcomcnfg** and click **OK**. If prompted to write to the registry, click **Yes**.

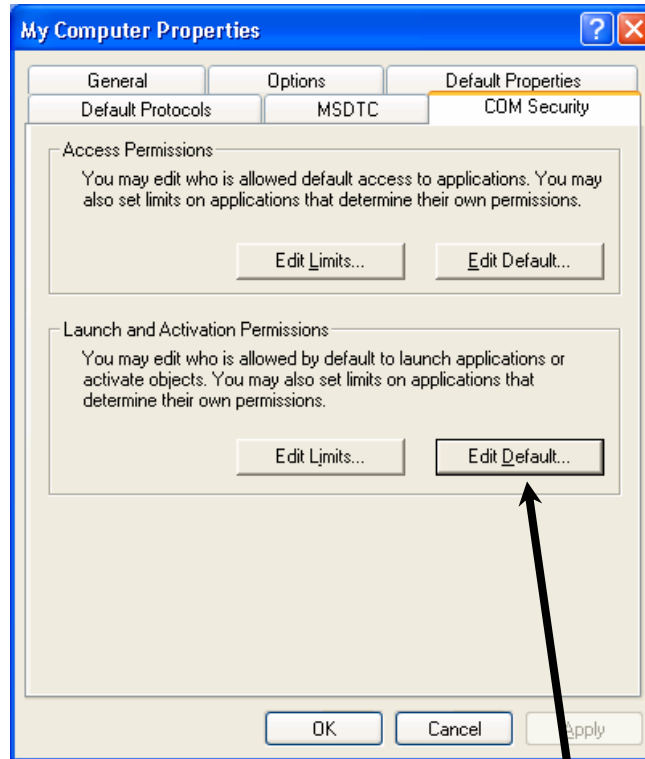


3. Expand Component Services and Computers.
4. Select **My Computer**.



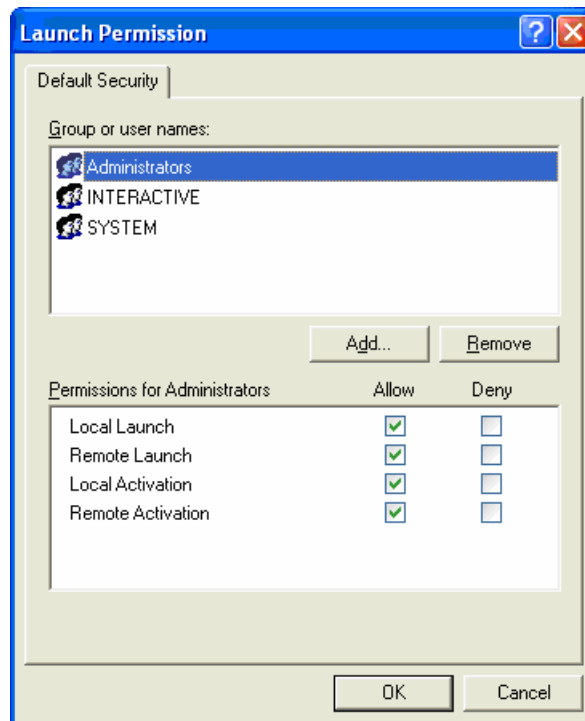
5. Right-click on **My Computer** in the left pane and select **Properties**. The *My Computer Properties* screen is displayed.

6. Select the **COM Security** tab.



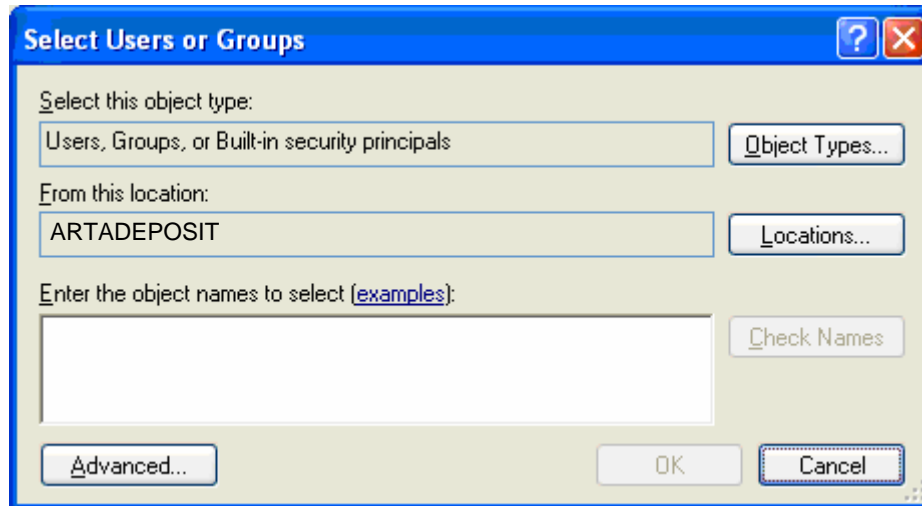
7. In the *Launch and Activation Permissions* frame, click **Edit Default...**

8. Verify that (at least) the Interactive group, the Internet Guest Account, and the Launch IIS Process Account are listed.

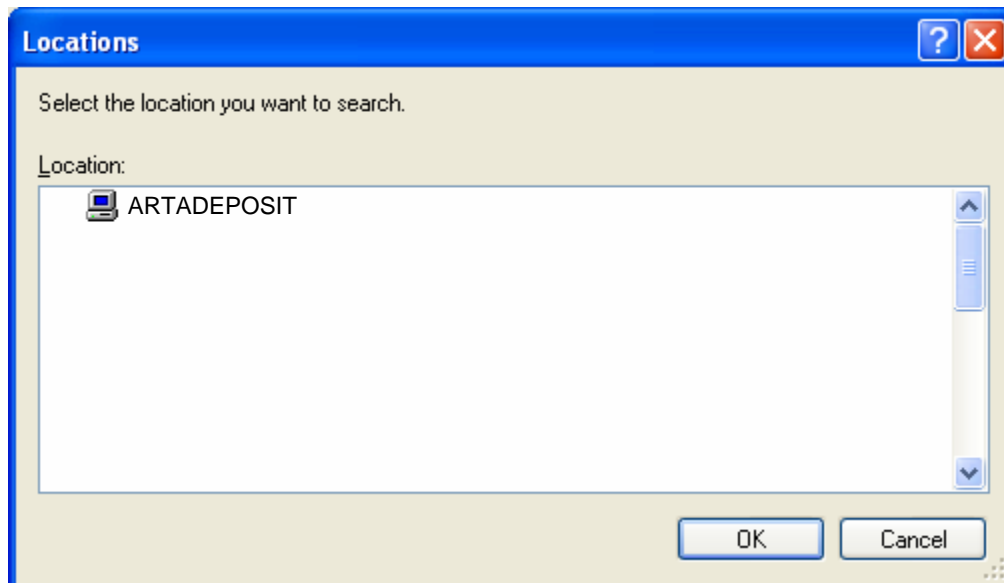


- If the **Interactive** group, the **Internet Guest Account**, and the **Launch IIS Process Account** are not listed, proceed to step 9.
- If the **Interactive** group, the **Internet Guest Account**, and the **Launch IIS Process Account** are listed, skip to step 16 (below).

9. Click **Add...** The following screen displays.



10. If the local computer name is not displayed in the **From this location** field, click **Locations** and the following screen appears. If the local computer name is displayed, skip to step 11.



Select the local computer, (The local computer will display a computer icon in front of the name, as shown above). And click **OK**.

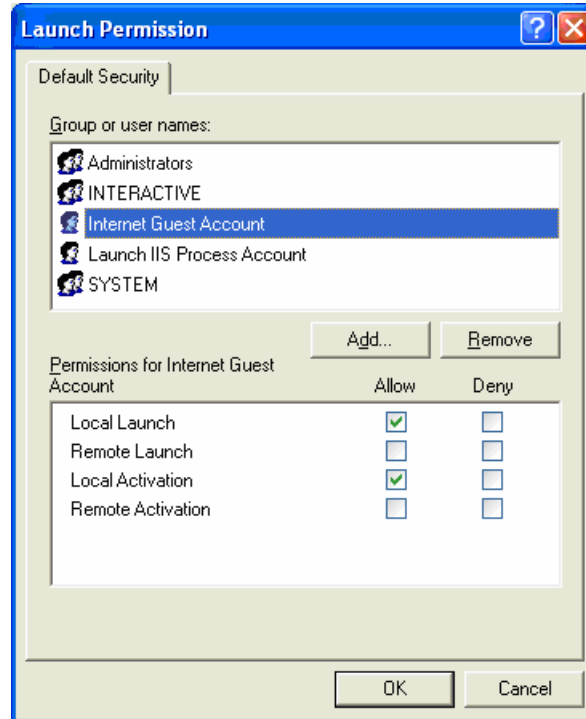
11. Click **Advanced...**

12. Click **Find Now**.

13. Select the missing account(s). If multiple accounts need to be added, you can hold down the Control [Ctrl] key on the keyboard and select each individual account.

14. Click **OK**

15. Verify that each account has at least **Local Launch** and **Local Activation** selected under Allow.



16. Click **OK** to close all pages and return to Component Services.

17. Close Component Services.

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Support Web Site

Visit our Software Support Web site for documentation downloads, frequently asked questions, training, or support information at the following location: www.support.bankerssystems.com

We believe you will find this to be a valuable and convenient source of support information as well as links to beneficial industry sites.

Downloading

To access the documentation as noted above and in the installation, go to our Software Support Web site, www.support.bankerssystems.com. Select Documentation in the left panel menu. Enter your login ID and password. If you are new to this site, register for a login ID and password. Once you are logged in, follow the links for ARTA Deposit Documentation.

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Also you can visit us on the Web at www.bankerssystems.com.

E-Mail

E-mail questions or issues to: artadepositsup@bankerssystems.com

Call

You can telephone our SupportLine technicians at 1-800-274-2711, ext. 4039. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. To help us handle your question as quickly as possible, have these items available before you call:

- product name and version number
- customer number
- operating system and version number; service pack numbers, if installed

Fax

You may fax us at 320-240-4252. Attention: SupportLine