



## Frequently Asked Questions

### **My old license information is displaying on my reports. How do I update it?**

License information is stored in the Appraiser record in ACI Track.

1. Open ACI Track and click **Databases > Appraisers**.
2. Select the *Appraiser* and click **Edit**.
3. Update the *license information* and click **OK**. Click **Close** to exit *Appraiser Maintenance*.

### **How do I update/change the company name listed on the bottom of reports?**

By default, the registered company information of the originating computer displays on the bottom of reports. Selecting *Update security information on file open*, under Environment Options, updates the displayed company information to reflect the current user's registered ACI license information.

1. Open ACI Report. Click **Options > Environment**. Environment Options opens to the General Options menu.
2. Select *Update security information on file open* and click **OK**.

### **When I Open ACI, I receive a message that my product license will expire in "X" number of days. What do I do?**

If you receive this message, it may be time to renew your ACI subscription or a product license. Please visit the online ACI Store to review your account.

### **I've renewed my ACI subscription. When I Open ACI, I receive a message that my product license will expire in "X" number of days. What do I do?**

Subscription renewal, and the purchase of additional licensed products, requires a refresh of Product Registration.

1. Click **Help > License Information** and click **Refresh**.
2. A list of licensed products is displayed. Product Registration is completed. Click **Exit** to close License Information.

## Do I have eServices/MapPoint®/Flood Maps/Other Products?

Open ACI Report and click **Help > License Information** to view the *Products, Suites, and Web Products* included in your product license.

## How do I open a Report Backup file?

Report backup files are saved with the same filename as the report and a file extension of .abk or .zbk.

1. Open ACI report and click **File > Open**.
2. Select **Report Backup (\*.abk;\*.zbk)** under *Files of Type*.
3. Select the backup file and click **Open**.

## How do I change the font size and apply it to the entire report?

Font options are located under *Data Fonts* in Report Options.

1. Open a Report. Click **Options >Report**, and select **Data Fonts**.
2. Click the **Choose Font** button under *Text on the Form*.
3. Select the font, style, and size, and click **OK**. Click **OK** to close the Report Options menu.

## I tried to open Apex and received an on-screen message: “Waiting for response from Apex, click Cancel to stop Apex integration.” What do I do?

Do not click Cancel. Click the **Apex taskbar** icon on the Windows® taskbar at the bottom of your computer screen to launch Apex. Continue sketching. Click **File > Exit** and click **Yes** to save the sketch file.

## What files/folders should I back up?

ACI recommends creating backup copies of the following folders: Canisters, Configuration, Databases, Picklist, Reports, Signatures and Templates.

## My company name is changing. How do I update this information on my ACI product license?

Please contact ACI Sales at 800.234.8727, or sales@aciweb.com, when changes are required to your ACI account.

## How do I know if I have the latest version of the software?

Click **Help > About ACI Report** to view the software collection, version, and release. The release is the published date of the collection i.e., 9-0925WU. This is the September 25, 2009 WebUpdate (WU) release. Run WebUpdate to check for additional software updates. Web updates are available to all clients with an ACI membership agreement.

## How do I check for software updates?

Run WebUpdate to check for software updates. Web updates are available to all clients with an ACI membership agreement.

1. In Report, click **Help > ACI WebUpdate**. Outside of Report, double-click the **ACI WebUpdate** icon on the computer desktop or click **Start > All Programs > ACI Collection 32 > ACISystem Utilities > WebUpdate**.
2. If requested, enter the company password and click **OK**.

**NOTE:** The *Special Update ID* field should be left blank unless otherwise instructed by ACI.

3. Click **Go** to download the updates.
4. Click **OK** when the update completes and click **Exit** to close the Web Updater.

## I opened a report and received a prompt to convert the report to a .ZOO formatted file. What should I do?

Photos and scanned images can quickly inflate file size. When opening a file that approaches or exceeds 10 MB in file size, a warning prompt is displayed before the file opens. Click **Yes** to convert the report to a .ZOO file or click **No** to cancel. .ZOO files, like .ACI, files facilitate the storage of reports in a single file. The .ZOO format accommodates larger file sizes (greater than 10 MB) than the .ACI file format. .ZOO files are fully integrated in Report and are created and used the same as .ACI files.

## How can I contact Technical Support?

Contact ACI Technical Support at 800.274.8727 or support@aciweb.com. Technical Support is available Monday – Thursday 8:00 a.m. - 8:00 p.m. EST, and Friday 9:00 a.m. – 5:00 p.m. EST.

Premier 24/7 Support is available by subscription. Please visit the online ACI Store for additional information.

## **I subscribe to eServices and would like to send reports to more clients. Do you have a list of eServices clients?**

Visit the Partners page on our website for a list of eServices clients. Please visit the online ACI Store to add an eServices subscription to your account.

## **Can I use ACI to send a report in AI Ready™ format?**

ACI is a participating AI Ready software vendor. An eServices subscription is required to enable the AI Ready feature in ACI. Please visit the online ACI Store to add an eServices subscription to your account.

## **What's a Report Pak?**

*A Report Pak* is a collection of forms commonly used together that are combined under a single form name in the Report program. For example, the 1004 Single Family 2005 Report Pak includes an Order Form, Title Page, Letter of Transmittal, 1004, Sketch Page, Photo Pages, etc.

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