## AsycudaWorld Installation

**Welcome!**

Welcome to this guide to the installation of ASYCUDAWorld. By the time you finish reading this, you will be able to easily install the new system. We welcome your feedback to enable us to improve this guide as well as answer your questions. If you have any comments, questions or suggestions, please contact us by email: info@sra.org.sz.

**Summary**

This documentation aims to help the ASYCUDAWorld user 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 password for accessing ASYCUDAWorld. It explains how to access the system. The third part of this handbook explains how users can update their password

and ensure that they have a profile correctly set with the right access rights and properties. It concludes with additional tips on how to empty the cache folder when required by the administrator.

# 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 (Internet Explorer, Firefox, Chrome, Safari etc.). However, the users should have the following minimum requirements on computers or laptops:

- Processor: 2Ghz or better
- Operating System: Any but preferably Windows 7
- Memory: 1GB or more
- Ethernet card: Gigabit Ethernet LAN 10/100/1000 For Internet access
- Document Scanner

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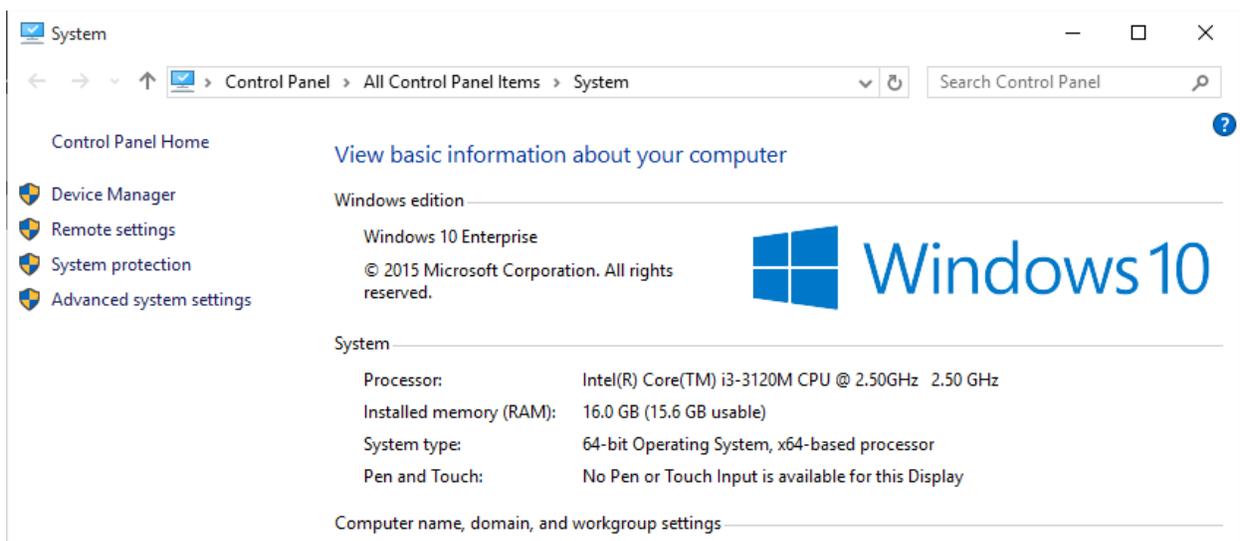
**B – Internet Connection**

Users must have a connection bandwidth larger or equal to 1MB in order to use ASYCUDA World adequately. If you are using a smaller bandwidth, the application will operate slower and it 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**

ASYCUDA World is accessible from any browser. Some browsers are: Firefox, Internet Explorer, Google Chrome and Opera. You can use the one you are most comfortable with.

**D – JAVA**

ASYCUDA World runs on JAVA. It is therefore a requirement that it is installed on your computer or laptop. The ASYCUDA World server is currently running on JAVA 1.7. It is strongly recommended to have the same version on your device. You can download JAVA 1.7 from the Internet free of charge http://www.oracle.com or from our ASYCUDA World portal http://asyw.sra.org.sz.

**How do I know if Java is running on my computer?**

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

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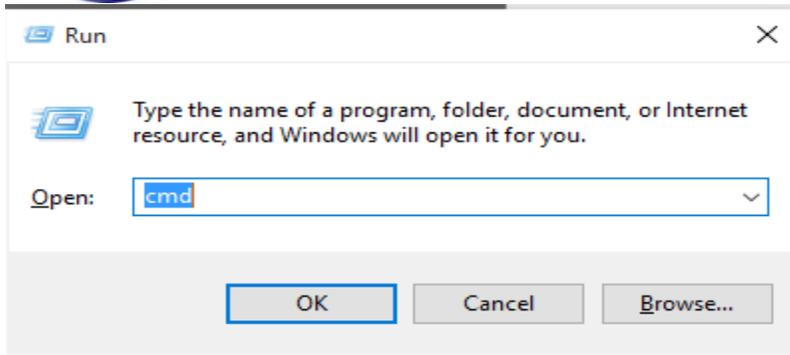
At the DOS prompt, type the following command: **java –version**
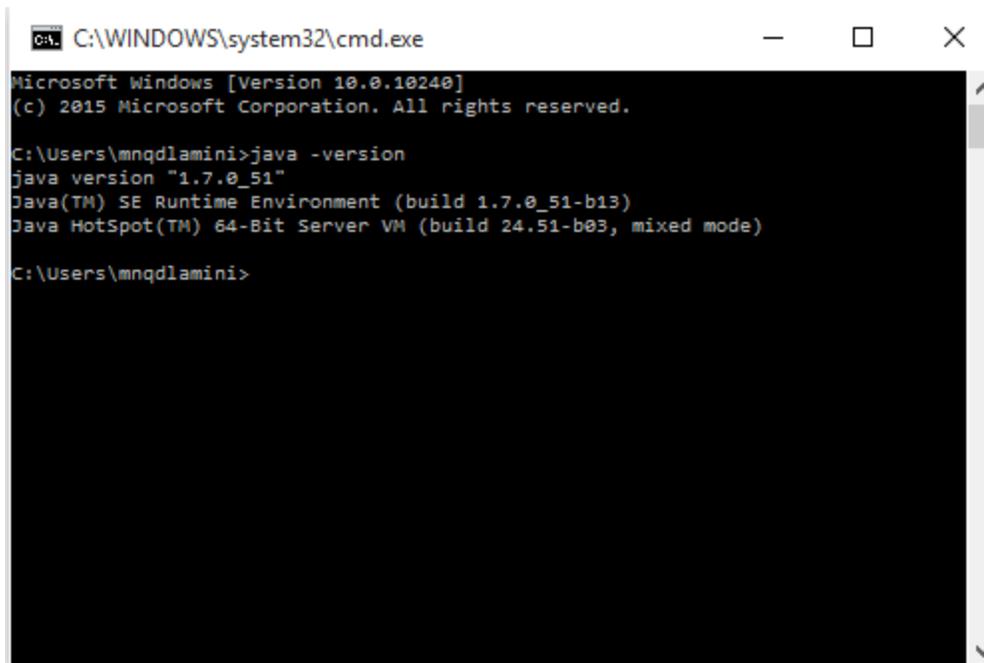


If the system responds: **'java' is not recognized as an internal or external command, operable program or batch file'** then it means that java is not installed. Any version of Java from version 1.7.0_01 up to version 1.7.0_ 80 is correct. If you have an earlier version, then you have to remove it first 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.

To download Java, go to the ASYCUDAWorld portal: http://asyw.sra.org.sz and select the appropriate Java based on your operating system. For example, for a Windows 32-bit machine choose jre-7u80-windowsi586.exe while for 64-bit use jre-7u80-windows-x64.exe.
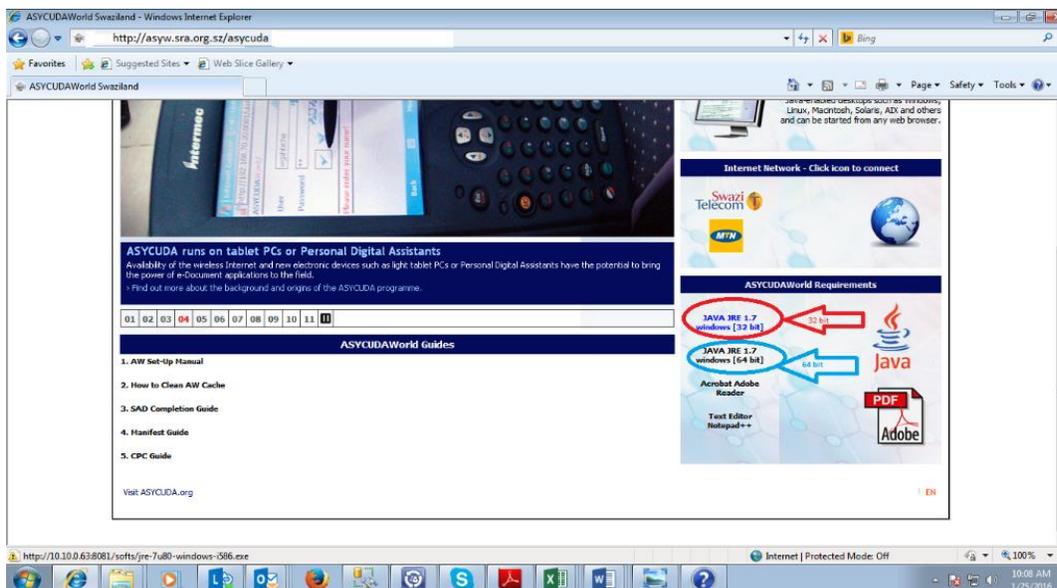


Alternatively, Java can be downloaded from ORACLE: http://www.oracle.com

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.

Click close on the last dialog box to complete the installation.

**JAVA Security Settings**

Once the installation is done, you need to set the Java Security settings to medium.

- Open Control Panel
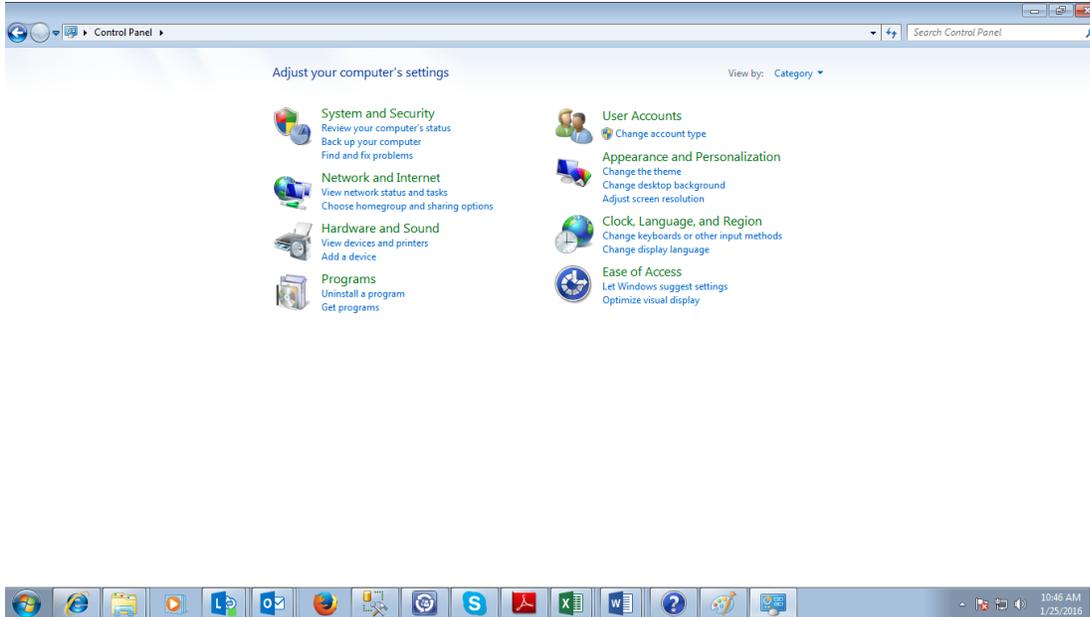
- Change the view to Large Icons. The Java Icon should now be visible.
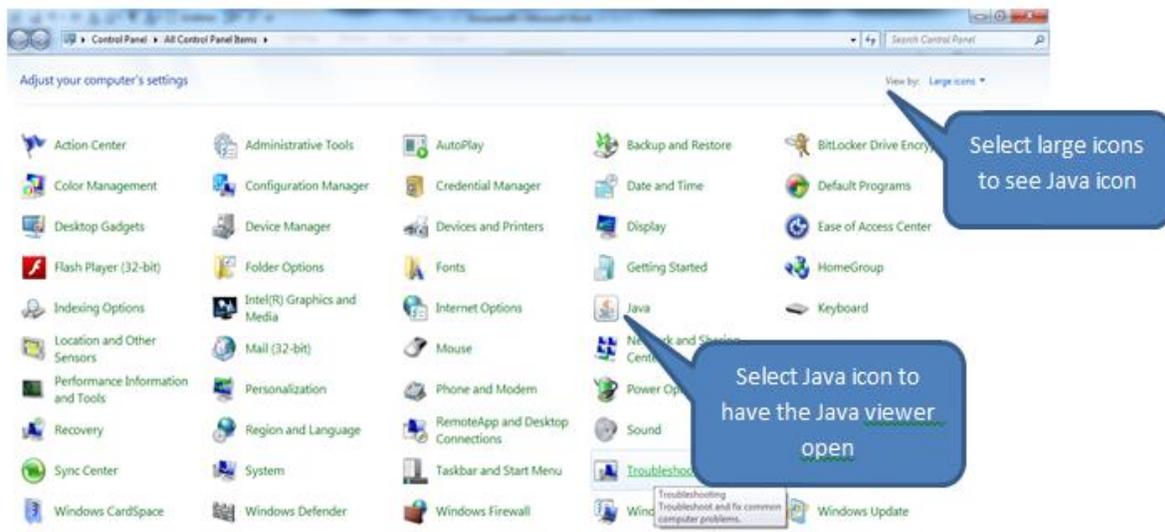


- Double click on the Java icon and go to the Security tab and set Security Level to medium
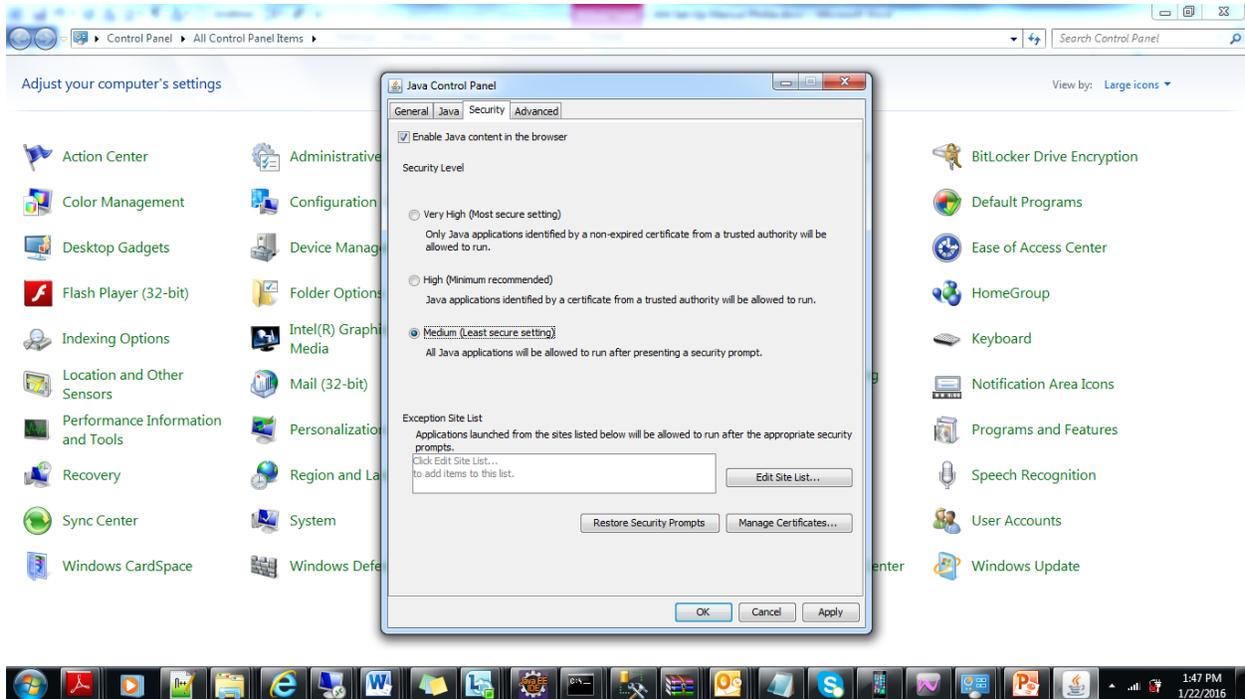
**Note!**

If you use a higher version of Java e.g. Java 1.8_uxx, the security settings will only show Very High and High options only. In this case you will need to add an exception in the Exception Site List. Click on the Edit Site List to add the address http://asyw.sra.org.sz and click on continue to confirm.

Once you have applied your settings, you can now close the java settings window and control panel window.

**E – ACROBAT ADOBE READER**

Most of the printouts and reports in ASYCUDAWorld are available in PDF format. Installing Acrobat Adobe Reader will help you to access to these printouts and reports. Acrobat is available from http://get.adobe.com/reader/ or can be downloaded from our ASYCUDA World portal http://asyw.sra.org.sz

**F – NOTEPAD++ TEXT EDITOR**

This tool is optional. It is not required for ASYCUDAWorld but it will help those who are using the 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 or from the ASYCUDAWorld portal http://asyw.sra.org.sz

# 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 start 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** and run the following command:

**javaws –viewer**
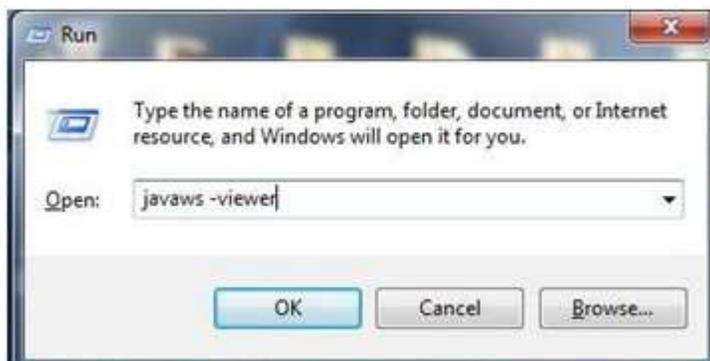


The following screen will appear:
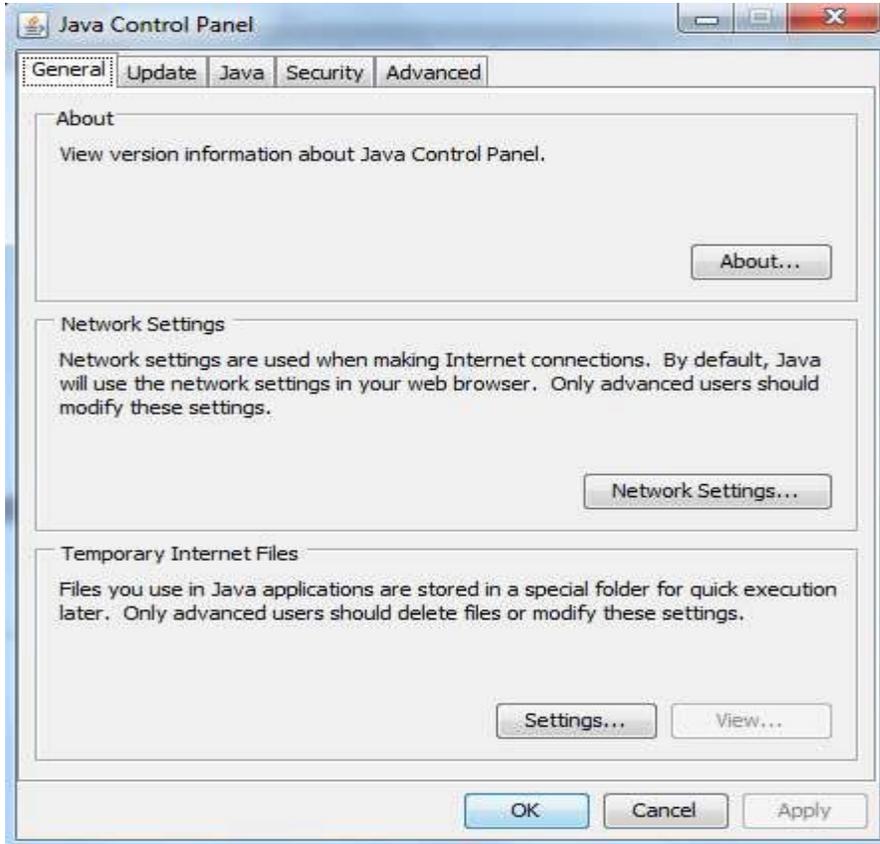
Click on the General tab and then on Network Settings...

If you are a trader or a clearing agent or someone connecting from outside of the Swaziland Revenue Authority domain, you should choose the **Use Browser settings.** If you are a Swaziland Revenue Authority employee or Customs officer connecting from within the Revenue Authority network, a **Direct connection** should be selected.

## B– ASYCUDAWORLD PORTAL

ASYCUDAWorld is accessible through the SRA Website [www.sra.org.sz](http://www.sra.org.sz) or directly from the following link [http://asyw.sra.org.sz](http://asyw.sra.org.sz)

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

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

**Local Network (Swaziland Revenue Authority staff):** for those users who are under the SRA network. This is usually the place for Customs officers.

By clicking on the relevant icon or text, 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 (Icon/Text) of either the Internet Users or SRA staff, 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 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.
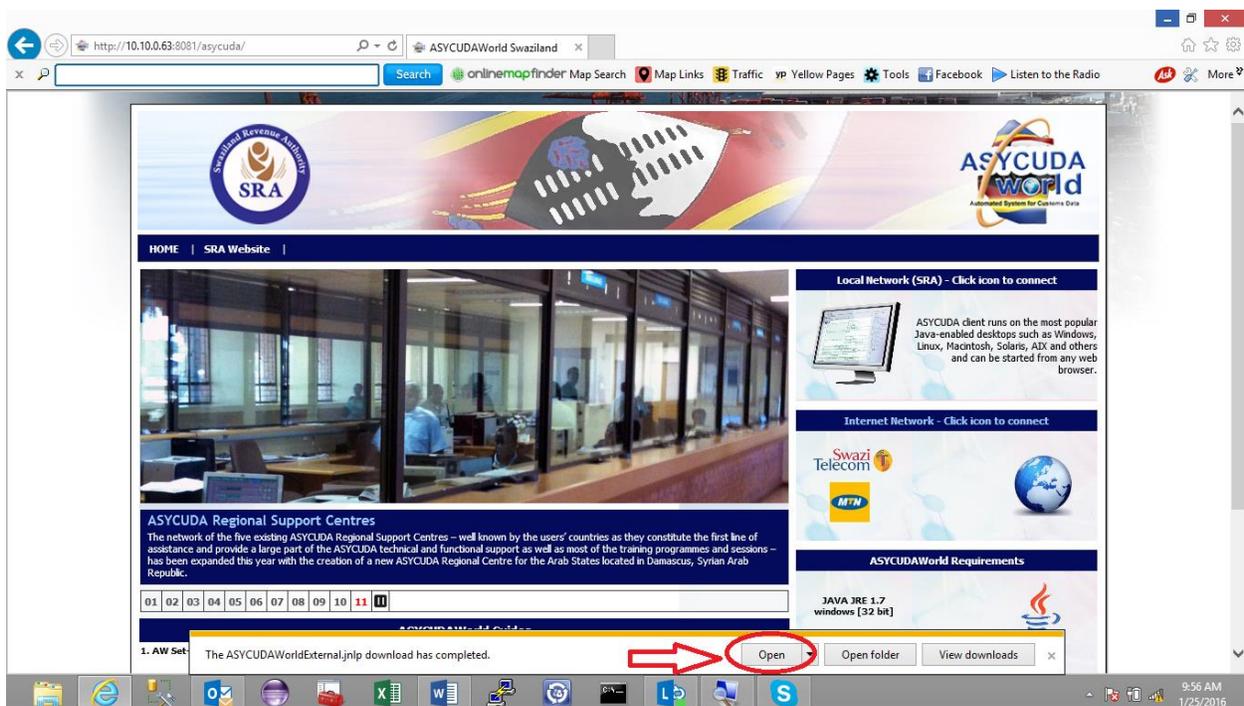


The system will now download the application. **It is done only the first time when you connect from your workstation/laptop.** However, if updates are available, they will be downloaded as well. If prompted to, please allow Java to run the JNLP file
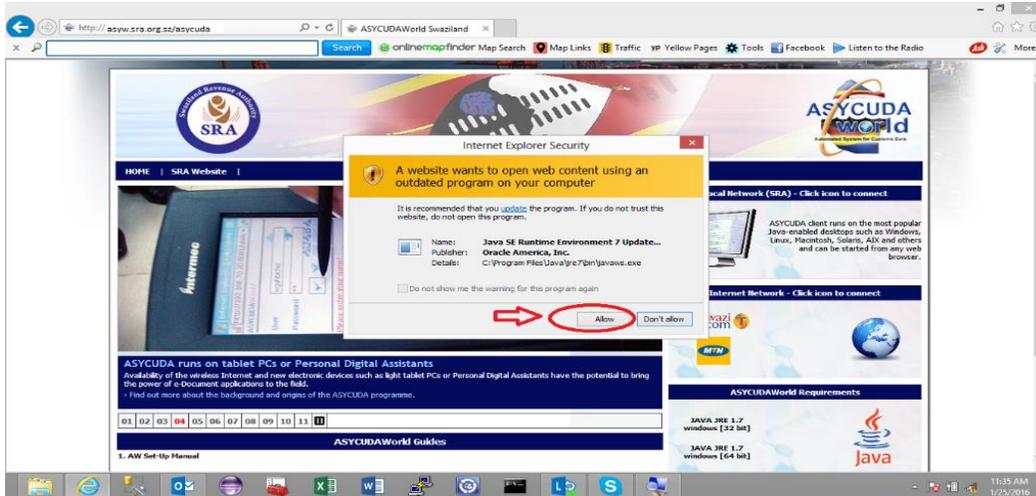
The following process will appear:
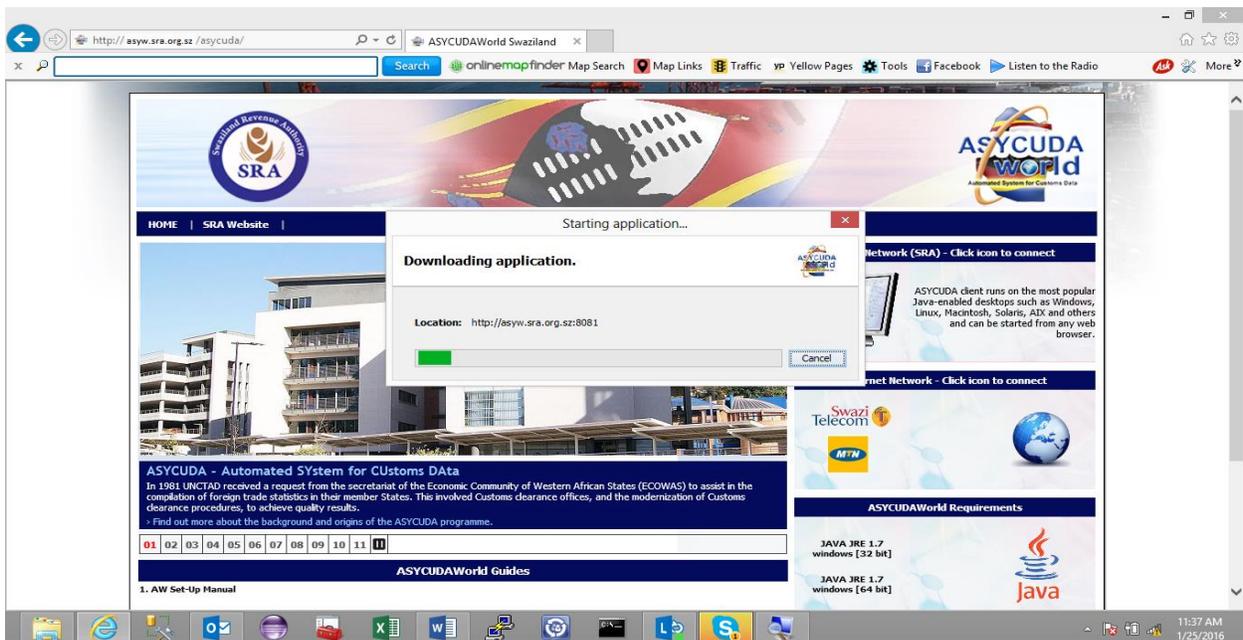


After downloading the application, the ASYCUDAWorld welcome panel will be displayed. Insert your username and password. You should note that the system is **case sensitive** on both username and password.
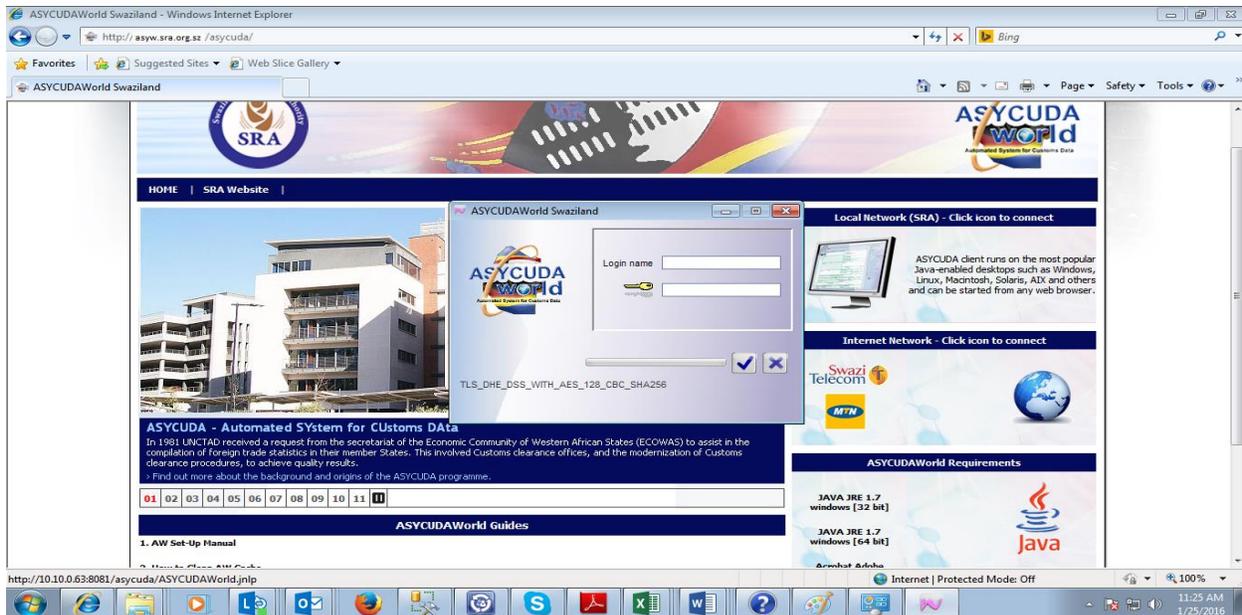
After entering the correct credentials, the ASYCUDA World home screen will be displayed.

# Congratulations! You are *connected* to AW!

**Note!!**
**The system will create a shortcut icon on your desktop for you to use the next time you connect**

## 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 the system to terminate your session while doing maintenance.

## C– HOW DO I  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 choose otherwise, the session will be closed. Until the communication is restored, the system will put you on 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/assess** it but you can save it by exporting it into an xml file format. Then you can create a new SAD entry by importing it from the xml file you exported.

## D- WHEN AND HOW DO I CLEAN MY CACHE FOLDER?

It is advisable to clean your cache folder and cache application from time to time or when it is required by the Administration team of ASYCUDA World. In order to perform this, you must be disconnected from the ASYCUDA World application. Once disconnected, access to your user folder or simply press simultaneously on the window button plus the letter R and insert the ,dot character (.)  then click OK

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 ASYCUDA World 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.
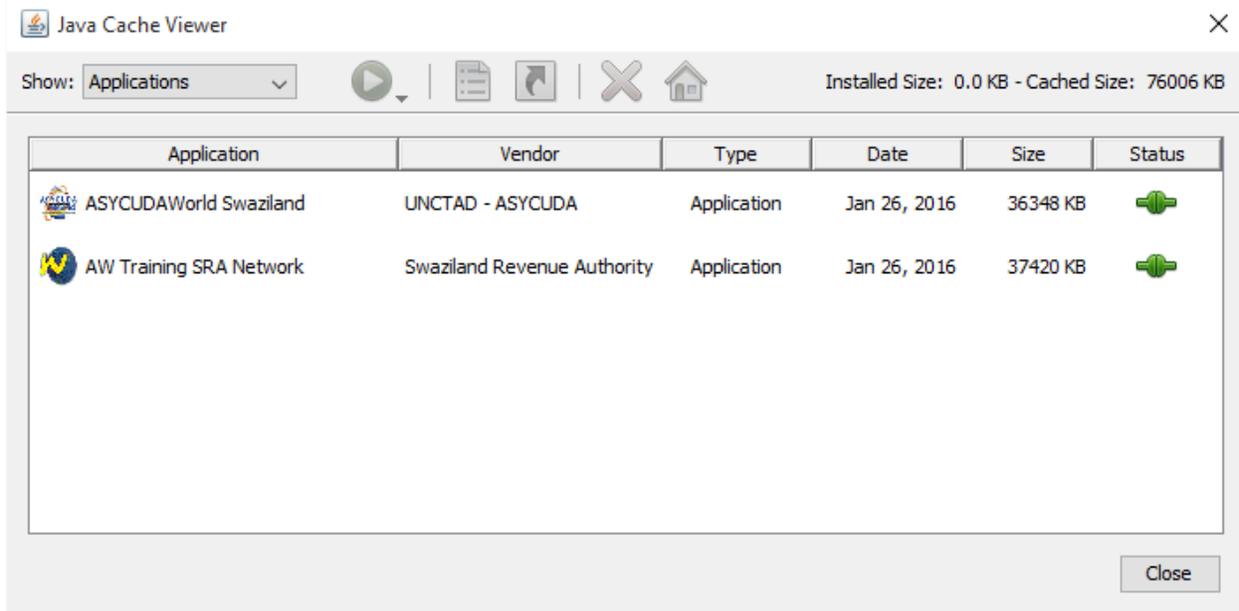


Select ASYCUDAWorld Swaziland and click on X (delete). If there is more than one, delete them one by one.