Manitou Edition Not Showing Message When Opening SedonaOffice

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The document will go through the steps needed when SedonaOffice has been updated and the Legacy Manitou Edition stops showing on SedonaOffice Client. These steps only work for customers using Legacy Applications in Manitou, i.e. Operator Workstation.   The steps below are for versions SedonaOffice 6.2.0.x and Manitou 2.1.0.x.

Overview

Some SedonaOffice updates will overwrite certain SedonaOffice files and if there is integration between SedonaOffice and Manitou, the steps below will fix the Legacy Manitou Edition not showing issue.

- *These steps will need to be performed on each workstation using SedonaOffice/Manitou. Make sure to have the correct current files, they are based off of the customers' current Manitou version.*

Steps:

1. On the workstation, verify user(s) are logged out of all SedonaOffice applications. Can open Task Manager to verify

2. Verify File Version of Severinterface.OCX

   a. Open Windows Explorer to the following directory

   c:\program files (x86)\perennial software\sedona office

   b. If File Version not showing, Right click on Column Headings – click on More…

   □

   c. Find the File Version in Details List – Click the box to select it – Click OK

   □

3. Scroll to ServerInterface.NET.dll & Servierinterface.ocx. Both of these files should be showing 2.1.6xxxx.

   □

- *If both are showing the correct version, contact BoldGroup Support to troubleshoot why SedonaOffice Client is not showing Manitou Edition when opened. Otherwise continue to next steps.*

4. Unregister the ocx file

   a. Open Command Prompt and Run as Admin

   b. Change directory to the correct path

   cd\program files (x86)\perennial software\sedona office <enter>

   c. Then run regsvr32 to unregister the ocx file

regsvr32 –u serverinterface.ocx <enter>

5.Replace the old files with the new files

Copy/Paste/Overwrite all files listed below into the following directory:

c:\program files (x86)\perennial software\sedona office

BasicDll.Dll

ServerInterface.NET.dll

RecordComms.Dll

ServerInterface.ocx

6.Register the new ocx file

a.Open Command Prompt and Run as Admin

b.Change directory to the correct path

cd\program files (x86)\perennial software\sedona office   <enter>

c.Then run regsvr32 to register the ocx file

regsvr32 serverinterface.ocx <enter>

7.Verify the file is registered

a.May need to reauthorize SedonaOffice in Manitou

b.Have the customer try to log into SedonaOffice Client and if they do not get the SedonaOffice - Manitou Edition at the top left of the window, then will need to reauthorize that workstation.

c.If Manitou Edition is not showing click on Article:

Manitou – How to Authorize 3rd Party SedonaOffice Connections

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d.If Manitou Edition is showing, file has been updated and no reauthorization is needed.