

Invantive Support Assistant

Reference Manual



Contents

1	Introduction	1
2	Interactive Remote Support	1
3	Re-enable Invantive Office Add-in	1
4	Reset Invantive Keychain	2
5	Invantive Basics	3
5.1	Configuration	3
5.1.1	Customer Service	3
5.1.2	OS Platform	3
5.1.3	Startup Checks	3
5.1.4	Cryptography	4
5.1.5	UI Language	4
5.1.6	Folders	4
5.1.7	Capacity	6
	Index	7

1 Introduction

Invantive Support Assistant is a product to simplify support by Invantive for eligible licenses. Invantive Support Assistant is available on Microsoft Windows only.

The following functionality is available:

- Provide [interactive remote support](#)^[1] using TeamViewer or AnyDesk.
- [Re-enable an Invantive add-in](#)^[1] on Microsoft Office.
- [Reset the contents](#)^[2] of Invantive Keychain.

2 Interactive Remote Support

Invantive Support prefers interactive support by phone and desktop sharing above support through email.

Depending on your network configuration, one or more of the following connectivity may be available:

- TeamViewer version 10
- AnyDesk

We recommend that you contact your local IT partner when neither of these products is able to connect. Please also make sure that your local IT policy allows you to request interactive remote support with Invantive.

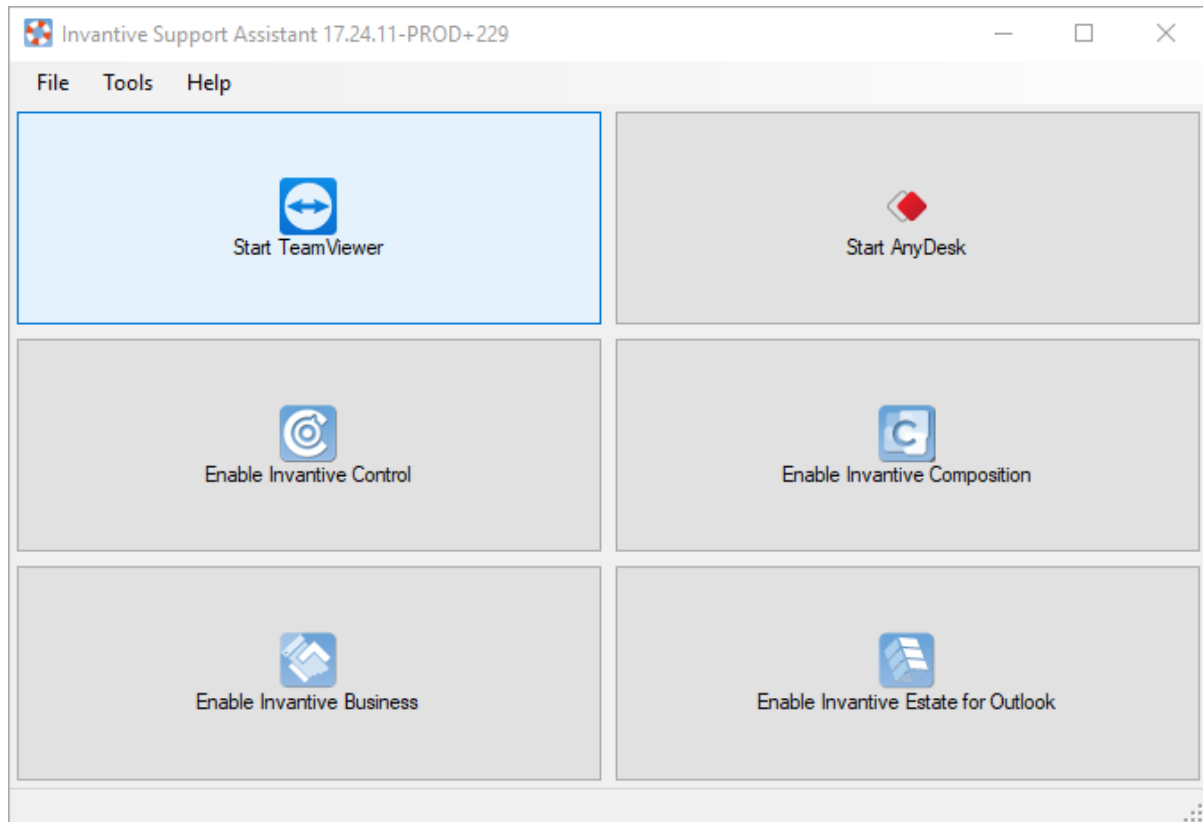
3 Re-enable Invantive Office Add-in

Invantive provides a number of Microsoft Office-based add-ins on the Windows platform. However, add-ins can be disabled by a variety of reasons, such as:

- A program crash when an add-in is executing.
- A user rebooting the PC when an add-in is executing.
- Microsoft Office considering the add-in to start too slowly.
- And many more.

To re-enable an Invantive Office Add-in, you can go to the Add-ins submenu in File. And there navigate to COM Add-ins and re-enable the add-in.

Or you can use of the buttons of the Invantive Support Assistant to re-enable the desired add-in:



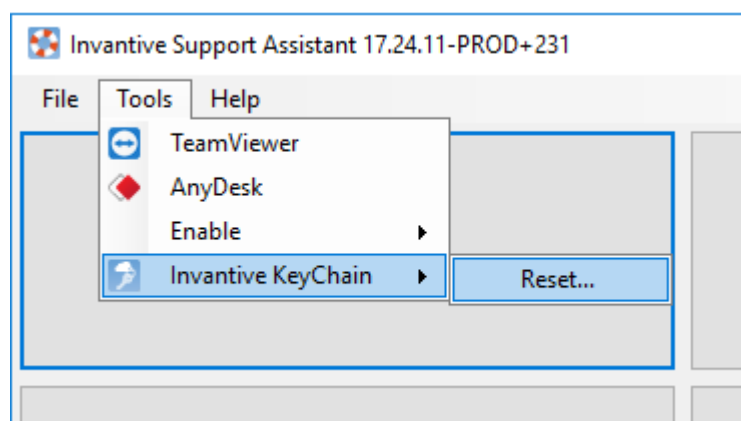
4 Reset Invantive Keychain

Invantive Keychain stores and manages credentials for connected platforms such as Exact Online, Salesforce and traditional databases and license keys. All data is protected by a user-specific key, managed by Microsoft Windows.

Very infrequently, system management activities can trigger the user-specific to become invalid. For instance, the keys become invalid when you activate the Windows license. Therefore, only install Invantive products after activating your Windows license.

In case the key becomes invalid, the suggested alternatives are:

- Try to recover the key from a backup.
- Re-install Windows and the Invantive products.
- Reset the key:



WARNING! When the key is reset using the menu of Invantive Support Assistance, you will no longer have access to your credentials, license keys and encrypted connection strings. The effort involved in reconstructing the contents can be very large and is not covered by Invantive support agreements or subscriptions. Therefore, always make sure that a backup & recovery procedure is in place and tested to avoid the costs of a reset of Invantive Keychain.

5 Invantive Basics

5.1 Configuration

5.1.1 Customer Service

All Invantive products exchanges messages with a central Customer Service node. These messages include:

- error messages for analysis,
- usage statistics for billing.

On Invantive-internal development workstations only, a non-standard Customer Service node can be selected by specifying a deviating URL in the environment variable

`INVANTIVE_CS_BASE_URL`.

5.1.2 OS Platform

A variety of Invantive products is available on Windows, Linux and Mac OSX. The list of supported platforms varies per product, depending on the availability of the libraries such as Microsoft .NET Core.

The OS platform is automatically determined by Invantive software, but sometimes can raise bugs given the bleeding edge nature of Microsoft .NET Core. It is possible to overrule the automatic detection of the OS platform by assigning a value to the environment variable `INVANTIVE_FORCED_OS`. The following values are supported:

- windows: Microsoft Windows,
- linux: Linux,
- osx: Mac OSX.

5.1.3 Startup Checks

The Invantive products execute a number of checks at application start to ensure that the environment running the software meets a number of pre-conditions as established by Invantive. These checks can be disabled for analysis purposes and out-of-the-ordinary deployment scenarios.

Support on products is only available when checks are not manually configured.

All Platforms

The following settings are available on all platforms:

- `INVANTIVE_MIN_GB_FREE_SYSTEM`: minimum amount of free disk space in GB on the system disk during startup. Defaults to 5 GB.

Microsoft Windows

Configuration of these checks is solely available on the Windows OS platform.

The following environment variables allow manual configuration of the checks by setting them to 'true' or 'false':

- `INVANTIVE_CHECK_SYSTEM_COMPATIBILITY`: validate system compatibility.
- `INVANTIVE_MAINTAIN_VSTO`: re-activate Invantive VSTO add-ins when disabled.
- `INVANTIVE_CHECK_OS_UPDATES`: validate OS updates have been applied sufficiently recent.

5.1.4 Cryptography

The Invantive products use cryptographic operations to protect:

- License key
- Invantive Keychain

By default, a key pair is used and stored in the profile of the user for encryption and decryption.

Windows

On Windows, the encryption is normally done using Windows-managed encryption protocols. The key elements are stored in the roaming profile of the current user.

In some deployment scenarios, a user has only a temporary Windows profile. In that case it is not possible to store a key pair. This is typically signaled by an `itgenlic510` error code.

As an alternative, you can configure the environment variable `INVANTIVE_CRYPTOGRAPHY` to the value "MACHINE" to use a key pair that is stored solely on the device.

By setting the environment variable `INVANTIVE_RSA` to `INVANTIVE`, encryption on Windows is also managed as on other platforms by custom Invantive code at the expense of loss of some security features. Often Windows patches break the functionality of previously Windows-managed encryption keys, typically signaled by an error like "Key not valid for use in specified state". Switching to custom Invantive code will solve this problem.

Linux, Mac OSX, Android, iPhone, Windows on Parallels

On all other platforms, Invantive offers solely encryption using key elements stored in files in the RSA folder.

5.1.5 UI Language

The Invantive products supported approximately ten languages. On first startup, the language of the Windows version will be used when supported. Otherwise US-English is used.

The license decides which from the languages are supported.

Additionally, the user interface language chosen can further be restricted by setting the environment variable `INVANTIVE_ALLOWED_LANGUAGE_CODES` to a comma-separated list of two characters ISO 639-1 codes.

5.1.6 Folders

The Invantive products store configuration and runtime information in a folder hierarchy. This hierarchy is located within the Invantive folder of the user profile. It can be opened in Windows Explorer by entering `%USERPROFILE%\Invantive` in the location bar.

The location of the folder hierarchy can be changed using environment variables. The central location can be changed by setting the environment variable `INVANTIVE_CONFIGURATION_FOLDER` to a different folder.

A number of subfolders can be relocated too:

- `INVANTIVE_CONFIGURATION_BACKUP_FOLDER`: the folder with backups of settings files. Defaults to the master folder plus "Backup".
- `INVANTIVE_CONFIGURATION_CACHE_FOLDER`: the folder with disk cache files. Defaults to the master folder plus "Cache".
- `INVANTIVE_CONFIGURATION_HTTP_CACHE_FOLDER`: the folder with HTTP disk cache files. Defaults to the root cache folder plus "http" and the OS-user and front-end user.
- `INVANTIVE_CONFIGURATION_PERMANENT_CACHE_FOLDER`: the folder with permanent disk cache files such as backups of Swagger specification files. Defaults to the root cache folder plus "permanent" and the OS-user and front-end user.
- `INVANTIVE_CONFIGURATION_INCREMENTAL_DATA_FOLDER`: the folder with permanent incremental data files such as Exact Online sync APIs. Defaults to the root cache folder plus "incdata" and the OS-user and front-end user.
- `INVANTIVE_CONFIGURATION_DATA_CACHE_CACHE_FOLDER`: the folder with Data Cache disk cache files. Defaults to the root cache folder plus "datacache". Disk cache files improve performance of HTTP downloads, but when necessary can be purged.
- `INVANTIVE_CONFIGURATION_LOG_FOLDER`: the folder with log files. Defaults to the master folder plus "Log".
- `INVANTIVE_CONFIGURATION_DATABASES_FOLDER`: the folder with databases files. Defaults to the master folder.
- `INVANTIVE_CONFIGURATION_PLUGINS_FOLDER`: the folder with plugin files. Defaults to the master folder plus "Plugins".
- `INVANTIVE_CONFIGURATION_PROVIDERS_FOLDER`: the folder with provider files. Defaults to the master folder plus "Providers".
- `INVANTIVE_CONFIGURATION_RSA_FOLDER`: the folder with RSA configuration files. Defaults to the master folder plus "RSA".
- `INVANTIVE_CONFIGURATION_TEMPLATES_FOLDER`: the folder with template files. Defaults to the master folder plus "Templates".
- `INVANTIVE_CONFIGURATION_TRACE_FOLDER`: the folder with trace files. Defaults to the master folder plus "Trace".

The values may contain any combination of the following placeholders which will be expanded:

- `iiid`: Invantive Installation ID.
- `sessionid`: Invantiv session ID.
- `frontenduser`: name of front-end user (when available).
- `osuser`: name of operating system user.

A folder can be configured for custom translations which overrule all default translations using the environment variable `INVANTIVE_I18N_FOLDER`.

5.1.7 Capacity

The Invantive products can configure the capacity of various elements using environment variables.

Support on products is only available when checks are not manually configured.

The following settings are available on all platforms:

- `INVANTIVE_DEFAULT_THREAD_POOL_MIN_WORKER_THREADS`: minimum number of worker threads in default pool. Defaults to twice the number of processors.
- `INVANTIVE_DEFAULT_THREAD_POOL_MIN_ASYNC_IO_THREADS`: minimum number of asynchronous I/O threads in default pool. Defaults to twice the number of processors.

Index

- A -

AnyDesk 1

- B -

Billing 3

- C -

Cryptography 4

Customer Service 3

- E -

Environment variable 3, 4

Error 3

- F -

Folder 4

frontenduser 4

- I -

iiid 4

Invantive Business for Outlook 1

Invantive Composition for Word 1

Invantive Control for Excel 1

Invantive Keychain 2

Invantive Vision for Outlook 1

INVANTIVE_ALLOWED_LANGUAGE_CODES 4

INVANTIVE_CHECK_OS_UPDATES 3

INVANTIVE_CHECK_SYSTEM_COMPATIBILITY 3

INVANTIVE_CONFIGURATION_BACKUP_FOLDER 4

INVANTIVE_CONFIGURATION_CACHE_FOLDER 4

INVANTIVE_CONFIGURATION_DATA_CACHE_CACHE_FOLDER 4

INVANTIVE_CONFIGURATION_DATABASES_FOLDER 4

INVANTIVE_CONFIGURATION_FOLDER 4

INVANTIVE_CONFIGURATION_HTTP_CACHE_FOLDER 4

INVANTIVE_CONFIGURATION_LOG_FOLDER 4

INVANTIVE_CONFIGURATION_PLUGINS_FOLDER 4

INVANTIVE_CONFIGURATION_PROVIDERS_FOLDER 4

INVANTIVE_CONFIGURATION_RSA_FOLDER 4

INVANTIVE_CONFIGURATION_TEMPLATES_FOLDER 4

INVANTIVE_CONFIGURATION_TRACE_FOLDER 4

INVANTIVE_CRYPTOGRAPHY 4

INVANTIVE_CS_BASE_URL 3

INVANTIVE_DEFAULT_THREAD_POOL_MIN_ASYNC_IO_THREADS 6

INVANTIVE_DEFAULT_THREAD_POOL_MIN_WORKER_THREADS 6

INVANTIVE_FORCED_OS 3

INVANTIVE_I18N_FOLDER 4

INVANTIVE_MAINTAIN_VSTO 3

INVANTIVE_MIN_GB_FREE_SYSTEM 3

INVANTIVE_RSA 4

- L -

Language 4

License 4

- O -

Operating system 3

osuser 4

- R -

Reset 2

- S -

sessionid 4

Startup check 3

- T -

TeamViewer 1

- U -

Usage 3

User interface language 4

Copyright

(C) Copyright 2004-2023 Invantive Software B.V., the Netherlands. All rights reserved.

Alle rechten voorbehouden. Niets uit deze uitgave mag worden verveelvoudigd, opgeslagen in een geautomatiseerd gegevensbestand, of openbaar gemaakt, in enige vorm of op enige wijze, hetzij elektronisch, mechanisch, door fotokopieën, opnamen, of enig andere manier, zonder voorafgaande schriftelijke toestemming van de uitgever.

Ondanks alle aan de samenstelling van deze tekst bestede zorg, kan noch de schrijver noch de uitgever aansprakelijkheid aanvaarden voor eventuele schade, die zou kunnen voortvloeien uit enige fout, die in deze uitgave zou kunnen voorkomen.

Deze handleiding is een naslagwerk bedoeld om het gebruik te verduidelijken. Indien gegevens in de voorbeeldafbeeldingen overeenkomen met gegevens in uw systeem, dan is de overeenkomst toevallig.

Auteurs: Jan van Engelen, Michiel de Brieder, Mathijs Terhaag, Tanja Middelkoop, Guido Leenders, Tatjana Daka.

The JasperReports License, Version 1.0

Copyright (C) 2001-2004 Teodor Danciu(teodord@users.sourceforge.net).

All rights reserved.

Redistribution and use in source and binary forms, with or without modification, are permitted provided that the following conditions are met:

1. Redistributions of source code must retain the above copyright notice, this list of conditions and the following disclaimer.
2. Redistributions in binary form must reproduce the above copyright notice, this list of conditions and the following disclaimer in the documentation and/or other materials provided with the distribution.
3. The end-user documentation included with the redistribution, if any, must include the following acknowledgment: "This product includes software developed by Teodor Danciu (<http://jasperreports.sourceforge.net>).". Alternately, this acknowledgment may appear in the software itself, if and wherever such third-party acknowledgments normally appear.
4. The name "JasperReports" must not be used to endorse or promote products derived from this software without prior written permission. For written permission, please contact teodord@users.sourceforge.net.
5. Products derived from this software may not be called "JasperReports", nor may "JasperReports" appear in their name, without prior written permission of Teodor Danciu.

THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE APACHE SOFTWARE FOUNDATION OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.



invantive the **SQL** company

Invantive B.V.
Biesteweg 11
3849 RD Hierden
the Netherlands

Tel: +31 88 00 26 500
Fax: +31 84 22 58 178
info@invantive.com
invantive.com

IBAN NL25 BUNQ 2098 2586 07
Chamber of Industry and Commerce
13031406
VAT NL812602377B01
RSIN 8122602377
Managing Director: Guido Leenders
Registered office: Roermond