

Frequently Asked Questions for FedCert Suite 4.0 and 5.0

What is the default username and password in the software?

The default username is: **Admin** and the password is: **admin1**

How do I change my model year?

From the Administration menu, select "Company Information." In that window, you can select your model year.

How are VIN's set up in the software?

VIN POSITION:	DESCRIPTION:	CODES:
<i>Please note: the first characters #1, #4, and #5 are reserved for motor vehicle manufacturers situated on U.S. soil. Other nations use first characters reserved for their geographic regions of the world.</i>		
1,2 & 3	WMI(assigned by SAE)	1-A-9
4	Trailer Type / Make	G = Gooseneck / ABC B = Ball Type Pull / ABC
5	Body Type	S = Snowmobile Trailer B = Boat Trailer
6 & 7	Length of Trailer (all lengths rounded to nearest foot)	26 = 26 Feet Long 09 = 09 Feet Length
8	Number of Axles	3 = 3 Axles 4 = 4 Axles
9	Check Digit	SEE 49 CFR 565.4
10	Model Year	W = 1998 X = 1999 Y = 2000 1 = 2001
11	Plant Location	P = Portland D = Denver
12, 13 & 14	WMI	6-4-0
15, 16, & 17	Sequential Production Number	001 002

I got an error when I tried to install the software.

Errors are caused by anti-virus software and fire walls being left on. You'll need to log into the computer as the administrator and temporarily disable them - then reinstall FedCert Suite.

If you continue to get the error message, we recommend completely uninstalling all of the 3.0 or 4.0 components (see item #10), then disable your firewalll and anti-virus software and installing again. If this is the computer you're storing your data on, be sure to select the "Both" option during installation rather than just the "Server" or "Client"

If you are upgrading or moving your software, be sure you have a backup of your data.

How do I move my software (and database) to a new computer? (This instruction is for moving your entire database. It is not the same thing as networking with other computers.)

1. On the old computer, back up the existing 4.0 software and save it to a disk or jump drive.
2. Download the demo onto your new computer. Then install it.
3. Enter the license code for your WMI (you received this in an email when you purchased ...your original 4.0 or 3.1 package).
4. From the jump drive, upload your FedCert Suite database onto your new computer.
5. After you have completed the above steps, verify that your WMI and existing data appear correctly on your new computer.

How do I install my software on another, networked computer?

Disable any firewalls and turn off any anti-virus software

Begin installing FedCert Suite on the new computer, when you get to the screen that asks whether you want to install the "Server," "Client," or "Both", select "Client"

A dialog box will appear asking you to select the server computer. Select the computer that your existing database is on.

At the end of the process, a FedCert Suite icon will appear on your desktop that allows you to access your existing data.

(You can install it on any number of computers, but there can only be 5 separate users in the program at any one time.)

I've lost my network connection.

Make sure your server computer is on and the network connection is intact. If both are working properly, do the following (terminology can vary depending on your operating system):

Go to your control panel and go into "Administrative Tools"

Click on "Services and Applications" then go into "Services"

Look for the item named "SQL Server (FEDDATABASE8)"

Look to the right at the Status column - the status should be "Started". If it is not listed as "Started," right click in that column and change it to this status.

Go back to your FedCert Suite icon and open the program to re-test your connection.

How do I find my computer name?

This must be done from the computer that is storing the data files. Go to the icon on your desktop titled "My Computer" and right click and select properties or go to the Start Menu and to the Control Panel-Select System. This will open a System Properties window where you can go to the tab titled "Computer Name". Look for the "Full Computer Name" and enter the name exactly as it appears **up to, but not including, the first period.**

System Requirements

- Windows 7 (Service Pack 1), Windows 8, Windows 8.1, Windows Vista (Service Pack 2)
- Windows Server 2012\2012R2, Windows Server 2008 R2, Windows Server 2008 (Service Pack 2)*
- 32-bit systems: Computer with Intel or compatible 1GHz or faster processor (2 GHz or faster recommended)
- 64-bit systems (recommended): 1.4 GHz or faster processor
- Minimum of 512 MB of RAM (2 GB or more is recommended)
- 2.2 GB of available hard disk space

***Want to install it on a server?**

The server cannot be a domain controller. (The SQL installer checks for that & there is no way around it. Microsoft's SQL installer doesn't permit the installation for security reasons.)

If your server is a domain controller, you can install the FedCert Suite database on a networked work station and allow that to function as the FedCert Suite server.

How do I completely uninstall all of FedCert Suite's components?

Go to your program menu and access the FedCert Suite. You should have two shortcuts, one will be uninstall.

This will go quickly and will only uninstall a portion of the program.

If you're using 2008 SQL for any of your other programs, be careful with the next steps. If you don't use 2008 SQL for anything else, remove the following programs:

From the Control Panel, Programs (uninstall a program).

Uninstall everything listed below:

Microsoft Sql Server 2008 R2 (note if you have additional programs using the 2008 SQL, you will only remove FedDatabase and do not remove any of the other programs listed below)

Microsoft Sql Server 2008 R2 Native Client

Microsoft Sql Server 2008 R2 Setup (English)

Microsoft Sql Server 2008 R2 Setup Support Files

Microsoft Sql Server 2008 R2 Server Browser
Microsoft Sql Server 2008 R2 VSS Writer
Then from remove the C:\FedDatabase8 folder.

What size should a logo be for printing on MSO's?

The optimum file size for a logo graphic is 1.5 x .5 inches. A signature file should be 1.5 x .5 inches. A warranty registration should be 6.375 x 2.375.

Can I add an old vehicle in order to reprint a damaged label?

When you enter a vehicle from an old year, be careful to correctly re-enter your current information:

1. Go to your administration menu and open the company information window
2. Write down your current sequential production number
3. Change your year and sequential production number to the settings you need and save them.
4. Create a model with the required information
5. Create the vehicle using the new model
6. Print your labels
7. Change your year and sequential production number back to the correct settings and save them.
8. Inactivate the model you created for the old year.

Why does every VIN start with HZZ in the demo version of the software?

To prevent software piracy, the demo software is coded with a fake WMI (world manufacturer identifier). When you purchase the software, your company's WMI will be hard coded in your copy.

What are GVWR, GAWR, shipping weight, and cargo carrying capacity?

Gross Vehicle Weight Rating (GVWR): the weight of the empty trailer *plus* the maximum cargo weight

Gross Axle Weight Rating (GAWR): the maximum weight each axle can carry. When you record the GAWR in the software, enter the weight of one axle, *not* the weight of all axles totaled together

Shipping weight: the weight of your completed trailer, which includes all the components your trailer is sold with.

Cargo carrying capacity (CCC): the GVWR *minus* the shipping weight. The software calculates this weight for you.

What are tire identification numbers?

Trailer manufacturers have to record the identification numbers of every tire sold with your trailers. FedCert Suite stores this information for you.

What is the sequential production number and how does it work in FedCert Suite?

The sequential production number is the last 3 digits (or last 6 digits) of your VIN. By default, it starts at 001 and advances by 1 for each vehicle you produce. FedCert Suite allows you to set your beginning production number when you start to use the software, then automatically advances it for you as it calculates the VIN's for each of your subsequent vehicles. (NHTSA does not recommend that manufacturers used different production numbering systems for different models, so the software doesn't allow users to do that.)

Can I delete a vehicle?

Vehicles cannot be deleted from the database. You are able to make modifications to an existing vehicle, though. You can change the model that the vehicle is based as well as any other vehicle detail (except for the sequential production number). Simply make your changes and recalculate the VIN.

Will FedCert Suite work on a Mac or other Apple products?

FedCert Suite is not compatible with any Mac operating system. If, however, you run Parallels Desktop or a Virtual Machine that uses one of our approved operating systems, you would be able to utilize the software.

I got a new WMI. Can I still use the program?

When you buy a registered copy of FedCert Suite, your WMI is hardcoded into the software. Unfortunately, you would not be able to continue using the software using a different WMI and would have to purchase a new copy. Our technical support staff could likely assist you in carrying your data over to your new copy.

I changed the name of my company. Can I still use the program?

If your WMI did not change, you can simply change the company name in the "Company Window" under the "Administration" menu and continue to use the software. If your WMI changed when your company name changed, you would have to purchase a new copy. Our technical support staff could likely assist you in carrying your data over to your new copy.

I made a vehicle using the wrong model - and now the VIN isn't right. What can I do?

No problem. Simply select that vehicle and open the vehicle detail window. Go to the model drop down list and choose the correct one. Then go down to the bottom of the window and click on the "SAVE" button. A window will appear asking if you want to recalculate the VIN. Select "YES."

How do I keep my data safe?

Do frequent backups from within the software. DO NOT COUNT ON GENERAL SYSTEM BACKUPS.

Why doesn't FedCert Suite's VIN set-up match NHTSA's example set-up?

FedCert Suite's VIN set-up was based on NHTSA's previous example of the vehicle attribute section set-up. We did not change our set-up when NHTSA changed its example, since there was no regulatory change. In addition, it would have created a great deal of cost and aggravation for our existing software users.

FedCert Suite's VIN set-up includes all of the federally mandated information in the required locations. (There is no requirement regarding the exact placement of the information within the vehicle attribute section.)

If your current set-up is different than FedCert Suite's, you can simply notify NHTSA within 30 days that you're making a change. FedCert Suite includes a VIN Decoder Report that can be mailed to NHTSA when you start using the software.

How can I download a new copy of the program?

Contact your Dec-O-Art sales rep. to download the program.

I can't open my software.

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What's the difference between 4.0 and 5.0?

Most of the changes we made in 5.0 are 'behind the scenes' changes that affect how the software functions with the latest Windows operating systems and 3rd party software:

- We updated the FedCert Suite installer from .NET 2.0 to 4.0.
- We updated the database engine from SQL 2008 to 2012 R2.
- We built Version 5 for Windows 8.1, ensuring longer range forward compatibility.
- Microsoft doesn't support Windows XP anymore, so Version 5.0 will not be supported on XP.
- We made a few 'fixes' and small improvements to improve the user experience.

Customers with active service contracts received a free copy of the upgrade. For all others, the price of upgrading from 4.0 to 5.0 is \$195.