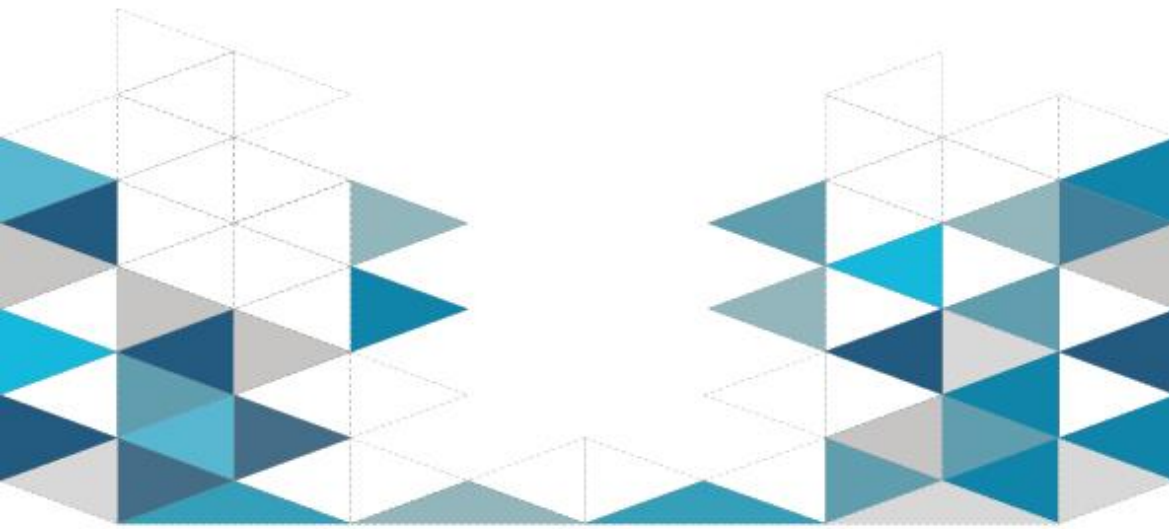


# WissIntra NG



Administrator Manual  
Installation



**You cannot simplify complex facts at will.  
However, the way to find the required  
information must be as simple as possible.**

**Arne Klein, Head of Software Engineering**

## Administrator Manual Installation WissIntra® NG



For further information and manuals, simply scan the QR code or click the following link:

<https://www.kuk-is.de/kundenzentrum.html>

Last updated: 2023\_09\_08\_V01

### Imprint

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## **1 About this manual**

This manual contains important hints that will help you to work with WissIntra NG and will support you to reach your goal faster. It is an essential aid for safe operation.

If you still have questions not answered in this manual, please refer to our service desk. You find the details at the end of this manual. For further questions or suggestions, please do not hesitate to contact us.

### **Gender-specific terms**

Since using gender-specific differentiation of female and male terms makes texts hard to read, we will continue without it. By using the generic masculine, we refer to both genders. Therefore, all of these terms should be regarded as gender-neutral in the sense of the Equal Treatment Act.

### **Intended use**

This manual is valid for the software version mentioned here and is not subject to the manufacturer's modification service. It only describes the specific module. For further information, which is necessary for the use of the different modules of WissIntra NG, you will receive the corresponding manuals for the respective modules.

This manual does not claim to provide a full description. Any use other than described herein is considered improper. The manufacturer shall not be liable for damages caused by incorrect usage of the software, insufficient knowledge of the provided documentation, reasonably foreseeable misuse or other inappropriate actions.

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## 2 Technical Information

**Note:** Please note that WissIntra NG is a pure Intranet application. To avoid possible security issues, the software should not be made available over the Internet.

This means in detail:

- WissIntra NG was designed for corporate networks (Intranet) only and is not intended for the use outside of these networks (Internet).
- The accidental loss or unauthorized access to data was prevented by technical and organizational actions by k+k information services GmbH. However, k+k information services GmbH does not guarantee that unauthorized third parties will not be able to gain access to WissIntra NG. The customer acknowledges that any content stored in WissIntra NG by the customer and its users is stored at the customer's and its end users' own risk.
- The customer needs to ensure that his data, materials and programs are suitably secured in accordance with generally accepted principles and the state of the art in secure data processing. If the customer becomes aware of pending work or other services of k+k information services GmbH, he will always check whether a current data backup is given and, if necessary, ensure such a backup. The customer is also solely responsible for checking the data backup for completeness and operability.
- k+k information services GmbH assumes no liability for data or data security, nor any consequential damage from data loss.

### 3 Installation requirements

The following requirements have to be fulfilled for the installation of WissIntra NG 1.2:

**Note:** Please take the compatibility of supported systems into consideration:

<https://learn.microsoft.com/en-us/troubleshoot/sql/general/use-sql-server-in-windows>

#### 3.1 Minimum requirements application server (IIS):

- Internal Memory: 4 GB
- Hard drive space: 100 MB + further capacity for the operating system, documents, pictures etc. that will be stored and opened in WissIntra NG.
- CPU: 4 cores with 2 GHz each
- Operating system: Windows Server 2016

##### 3.1.1 Supported operating systems:

- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

**Note:** All operating systems exclusively in the 64-bit version.

- IIS 7+
- .Net 4.8
- C++ Runtime 2013

**Note:** C++ Runtime is available for download via the following link:

<https://www.microsoft.com/en-us/download/details.aspx?id=40784>

- http Ports „80“ and „8080“ should be free (for licences)
- IIS user needs access to the storage place of the documents, which are used within the WissIntra NG system.

#### 3.2 Minimum requirements SQL server:

- Memory: 4 GB
- Hard drive space: 100 MB
- CPU: 4 native cores with 2 GHz each
- Microsoft SQL-Server, MS SQL Server 2014 or higher

**Note:** If you want to use the free SQL Express option for the MS SQL Server, please note the limitations of the respective version. The collected product specifications including the limitations for the variants can be found here:

<https://msdn.microsoft.com/en-us/library/ms143287.aspx>

### 3.3 Minimum requirements for a combined usage with IIS and SQL

- Windows Server 2016
- Microsoft SQL-Server, MS SQL Server 2014 or higher
- RAM: 8 GB
- Hard drive space: 200 MB + further capacity for the operating system, documents, pictures etc. that will be opened in WissIntra NG.
- CPU: 4 native cores with 2 GHz each

### 3.4 Browser

- Google Chrome, Mozilla Firefox or Microsoft Chromium Edge are supported for the desktop in their latest versions.
- JavaScript has to be activated.
- Using Edge, the Windows Media Feature Pack must be installed.

**Note:** We recommend Google Chrome or Firefox Quantum.

### 3.5 Services

- During the data import from the MS Active Directory (AD) via LDAP, the IIS user needs access to the usage of the component services. It also needs start and activation permissions for the Active Directory during the AD import.

### 3.6 Mailing

- For e-mail distribution a SMTP server is needed (mandatory).

Beyond the minimum requirements, further recommendations are made for the system landscape. The recommendation depends on the number of WissIntra NG users that are active at the same time.



### 3.7 Recommended installation environment for up to 100 users

#### 3.7.1 Recommended environment application server (IIS):

- Dedicated application server
- Windows Server 2016 or higher
- RAM: 8 GB
- CPU: 4 native cores with 3 GHz each, at least corresponding to the Sandy Bridge architecture

#### 3.7.2 Recommended environment SQL server:

- SQL Server 2016 (dedicated instance) or higher
- RAM: 8 GB
- CPU: 4 native cores with 3 GHz each, at least corresponding to the Sandy Bridge architecture
- SSD Storage medium

#### 3.7.3 Recommended environment for a combined operation of IIS and SQL:

- Dedicated server
- Windows Server 2016 or higher
- SQL Server 2016 (dedicated instance) or higher
- RAM: 16 GB
- CPU: 4 native cores with 3 GHz each, at least corresponding to the Sandy Bridge architecture
- SSD Storage medium

**Note:** It is recommended that you monitor the actual load on the application and database server during operation and adjust the resources if necessary. Regardless of the number of users, there may be deviations in the actual resources required due to company-specific data structures.

**Note:** We recommend that customers with more than 100 concurrent users start with the recommended installation requirements for up to 100 users and to adjust these during operation according to the actual load.

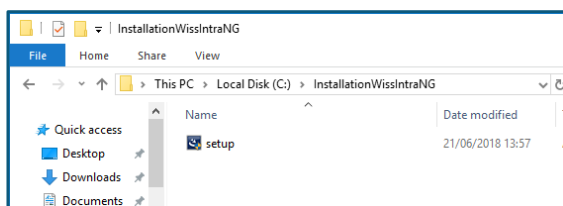
## 4 Installation

Before starting the setup, check whether the installation requirements are met, both for the hardware and for the software. The setup allows you perform the installation and future updates of WissIntra NG on your system.

The setup procedure is described below.

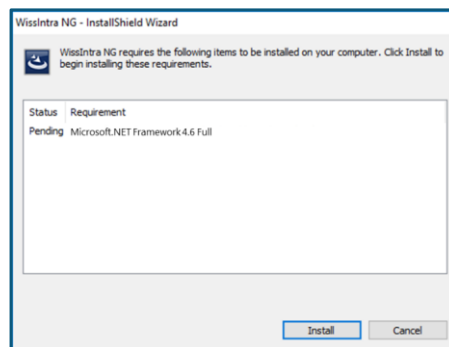
### 4.1 Setup

- Right-click on the setup.exe and select **Run as administrator**.



If you have not yet installed .NET 4.6 framework, the following message appears.

- Click on **Install**.



The InstallShield Wizard starts to prepare the installation of .NET framework and displays the progress.

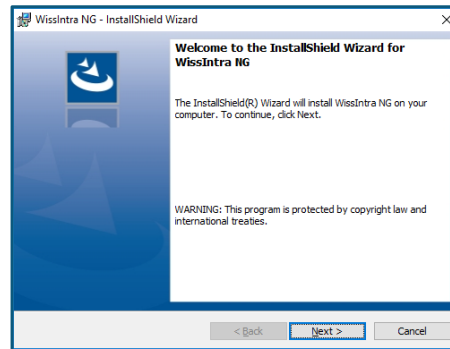
**Caution:** Please note that the server can be restarted after the installation of .NET without prior warning. After restarting the server, the setup.exe has to be executed again.

After the installation of .NET Framework has been successfully completed, a message appears prompting you to restart the computer.

- Confirm the message with **Yes**.
- Run the setup.exe again.
- Continue with the installation of WissIntra NG.

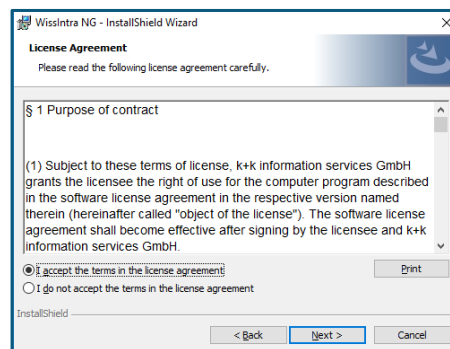
The InstallShield Wizard now prepares the installation and starts.

- Click on **Next**.



Now the licence agreement appears.

- Read the licence agreement carefully and confirm it by clicking on **I accept the terms in the license agreement**.
- Click on **Next**.



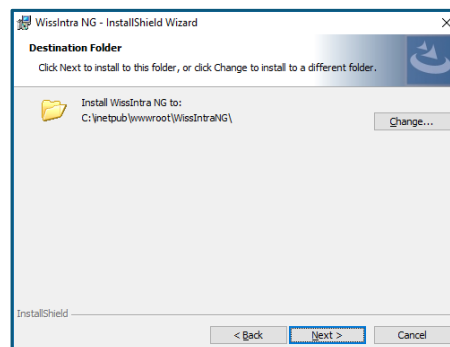
#### 4.1.1 Installation directory

If the IIS is already installed, the path is read from the installation settings for the default website and suggests to install WissIntra NG there.

- Check the information in the destination folder.

If you do not want to install WissIntra NG on the suggested drive, you have the possibility to enter a different destination folder.

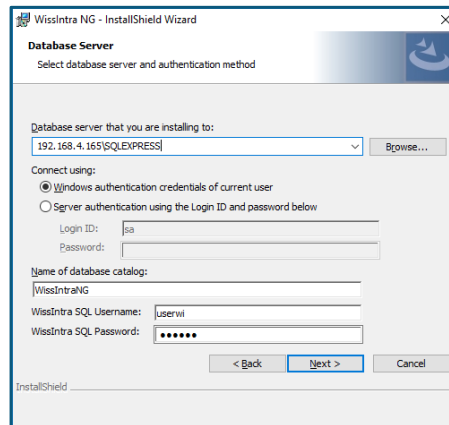
- To do this, click on **Change**.
- After entering the alternative path, click on **Next**.



### 4.1.2 Database Connection

The next step is to set up the database connection.

- In the text field **Database Server**, enter the server and, if available, the associated instance.



- Under **Connect using** you have two options:
  - Select **Windows authentication credentials of current user** to access the SQL Server with the user currently logged on to the operating system. In this case, the logged on user has to have administrator rights to create the database and another user and to assign permissions for this user in the database.
  - If the logged on user has no access rights to the SQL Server or is not allowed to create any other users, the second option **Server authentication using the Login ID and password below** has to be selected. In this case, the user entered here requires the administrator rights describe above.
- Please enter the name of your WissIntra NG database under **Name of database catalog**.
- Also enter the **WissIntra SQL Username** and the corresponding **WissIntra SQL Password** of a user via which WissIntra NG accesses the database.

The following data is set by default, but we recommend that you change it:

- **User:** userwi
- **Password:** userwi

To further facilitate the installation of WissIntra NG, most of the entries are filled with default values, however, you always have the option to adjust them to your needs.

- Click on **Next**.

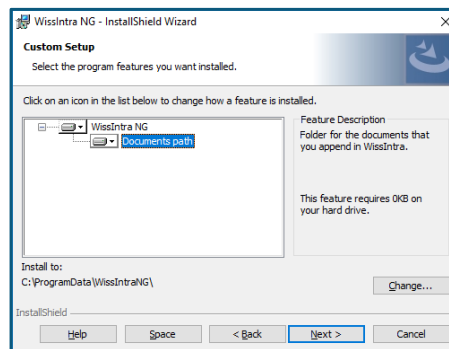
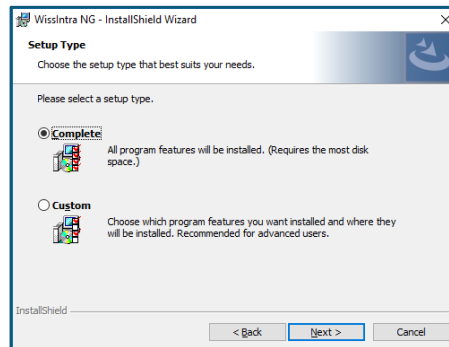
**Note:** The database is accessed via the specified SQL user. If the user already exists, he has to have dbo and db owner permissions so that he can be assigned to the database. If necessary, you have to adjust the permissions at this point.  
If the user does not yet exist, it is created and the permissions are assigned automatically.

### 4.1.3 Setup Type

- Select the appropriate type of setup which is usually the setup type **Complete**. The option to adjust the path specification for the document directory is skipped and the stored default path **C:\ProgramData\WissIntraNG** is used.
- If you want to specify a different path for the document directory in which your documents should be stored later, choose the option **Custom**.

Furthermore, the configuration of access rights has to follow.

- To change the file path, click on **Change** and enter the desired path.



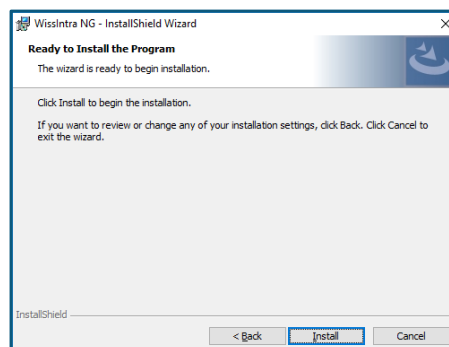
**Note:** The directory is not accessed directly, but via WissIntra NG and the user of the application pool. Therefore, it is possible that the directory is on a server. By default, a hidden directory is specified for your data.

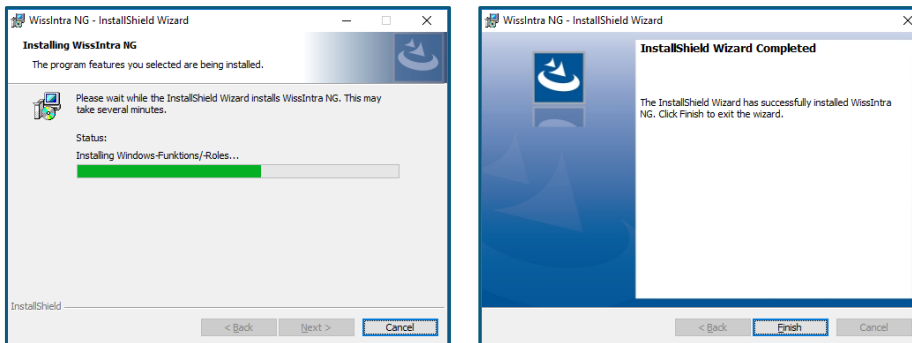
It is also possible to use another server for this purpose. To do this, the specified domain user requires full access to the specified document path.

Please read the notes in the following chapter [Configuration of permissions](#).

- Click on **Install**.

Now the installation of WissIntra NG starts. The installation process is documented. This can take some time, since the roles and features for the IIS are also checked and installed if necessary.



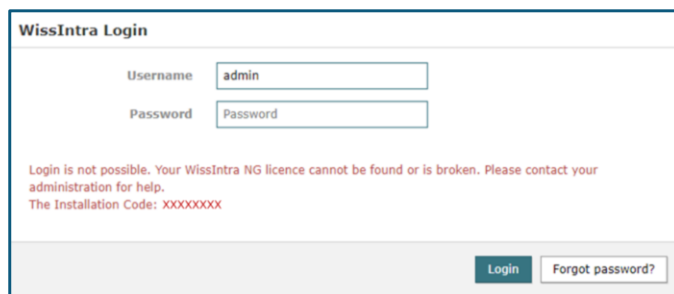


- Click on **Finish** to complete the installation.

WissIntra NG then starts automatically and opens the log in window.

- Log in with the following data
  - **Username:** admin
  - **Password:** admin

The message that you cannot log in and the **Installation code** will appear in red.



- Contact the Service Desk with this installation code. A licence will be created and sent to you by e-mail.
- After inserting the new licence file and restarting the IIS you can start working with WissIntra NG.

The Service Desk will provide you with further information via e-mail about importing the licence.

If a message regarding the missing licence is displayed instead of the installation code, it may be possible that the registration of the file for reading the licences could not be performed during the installation.

The corresponding files are located in the folder LicProtector in the directory specified in the chapter [Installation directory](#).

By default, this path is:

C:\inetpub\wwwroot\WissIntraNG\LicProtector

Feldfunktion geändert

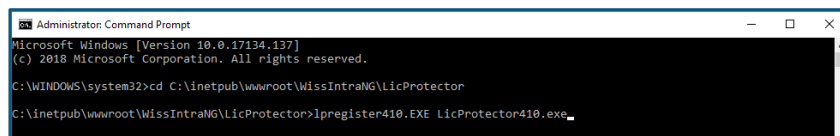


Name	Date modified	Type	Size
LicProtector410	07/06/2018 13:20	Application	9,661 KB
Ipregrister410	07/06/2018 13:20	Application	153 KB

- Navigate to the **Command prompt** via Start – Programs – Accessories and right-click to **Run as administrator**.
- Register the LicProtector410.exe file using the Ipregrister410.EXE file.  
The command for this is:

```
C:\inetpub\wwwroot\WissIntraNG\LicProtector\Ipregrister410.EXE  
C:\inetpub\wwwroot\WissIntraNG\LicProtector\LicProtector410.exe
```

For example:



```
Administrator: Command Prompt  
Microsoft Windows [Version 10.0.17134.137]  
(c) 2018 Microsoft Corporation. All rights reserved.  
C:\WINDOWS\system32>cd C:\inetpub\wwwroot\WissIntraNG\LicProtector  
C:\inetpub\wwwroot\WissIntraNG\LicProtector>Ipregrister410.EXE LicProtector410.exe_
```

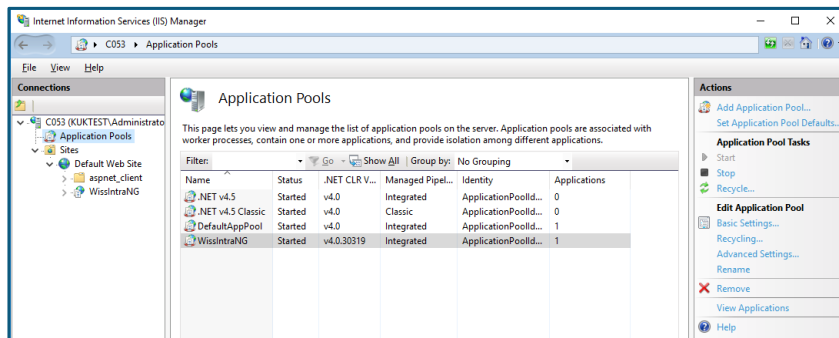
There will probably be no feedback from the server. However, it should be restarted in any case.  
Open WissIntra NG again and try to log in with the login data described above.  
Now the installation code should be displayed.

## 4.2 Configuration of permissions to documents

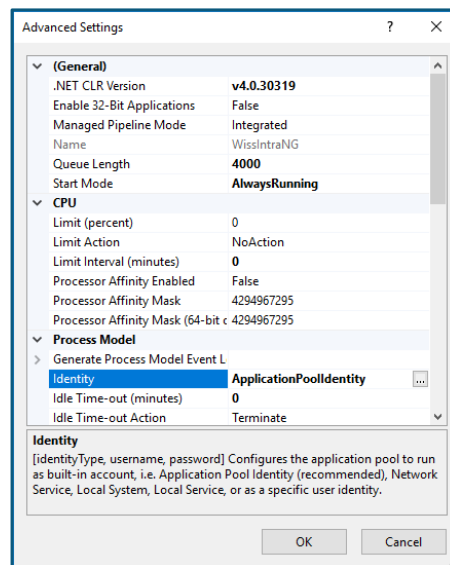
The following settings are only necessary if you have specified a storage location for the documents during installation that is not physically part of the server on which WissIntra NG is installed.

Proceed as follows:

- Open the Internet Information Services (IIS) Manager.

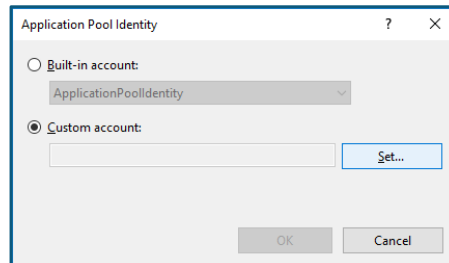


- Select the WissIntra NG application pool.
- Open the **Advanced Settings**.
- Navigate to the option Identity under the category **Process Model**.
- You can specify a different identity using the button [ "..."] on the right.



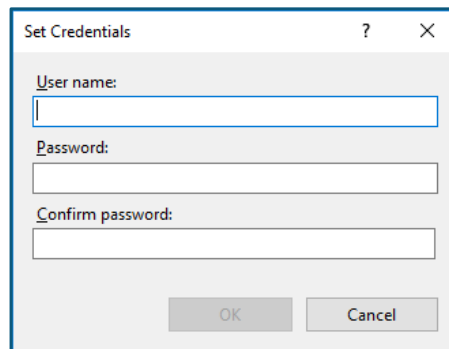


- To change the identity, select the option **Custom Account** and click on **Set**.



The following window opens.

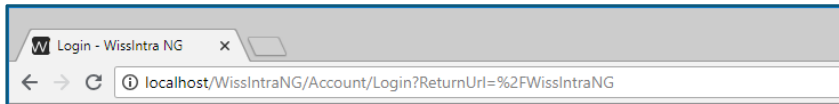
- In the field **User name** enter a domain user who has full access rights to the specified storage location and is also authorized for this folder.
- Also enter the corresponding **Password**. Repeat the password in the field **Confirm password**.
- Click **OK** to complete the configuration.



**Note:** Please use only a password that does not expire.

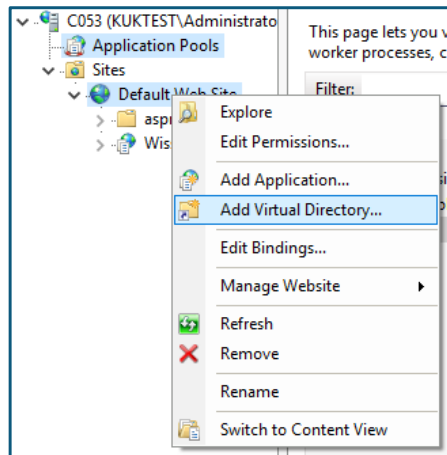
### 4.3 Configuration of the web address

In WissIntra NG you have the possibility to change the address of the web application and thus adapt it to your corporate identity. By default the address is as follows:



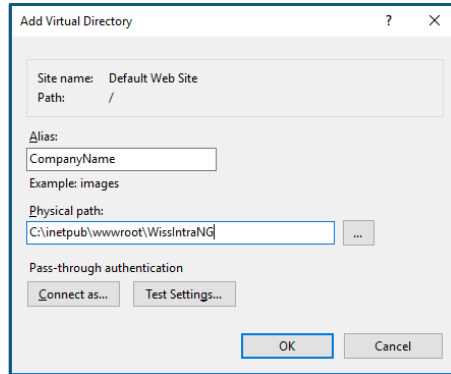
The procedure for changing this is described below:

- Click on **Start** and search for the IIS (Internet Information Services Manager).
- Open the IIS and expand the folders until you reach **Sites**. Here you find the default folder of your WissIntra NG Installation, if you have not changed the storage location during the setup.
- By right-clicking on the subfolder **Default Website** you can **Add** a new **Virtual Directory**.

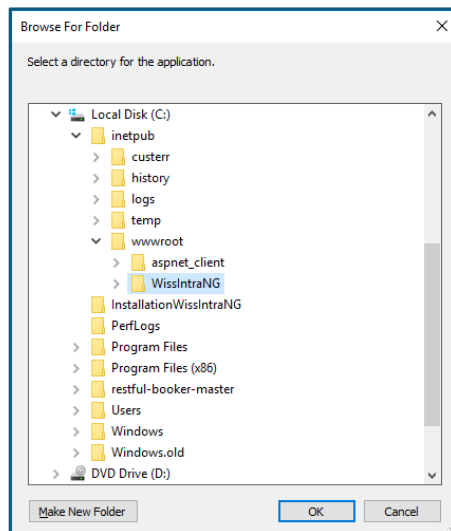


- In the new window, enter your chosen **Alias** in the corresponding field.

- In this case, for example, “Company name” was chosen as the new web address. Make sure that the **Physical path** of the WissIntra NG installation is correct.



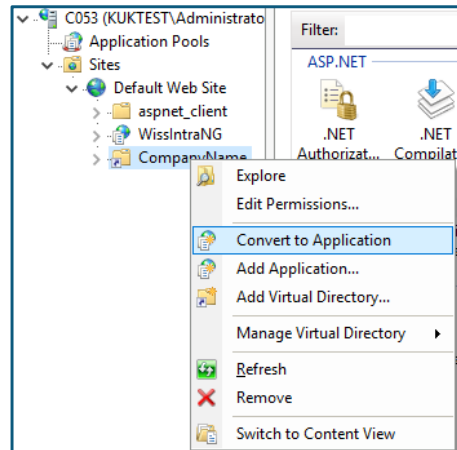
- For the correct physical path, search for the **folder inetpub** and open the **folder wwwroot**. This is where the application belonging to WissIntra NG is located.



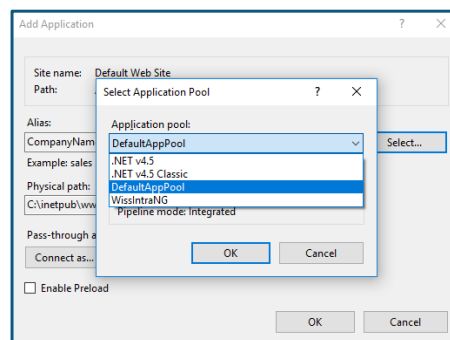
- Confirm the changes with **OK**.

This creates the new directory.

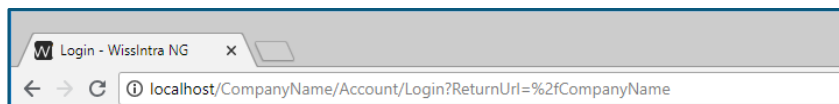
- Right-click on the new directory and select the option **Convert to application**.
- The window **Add application** opens.



- Click on the button **Select Application Pool**.
- Select WissIntra NG to replace this web address with your generated web address.
- Confirm the action by clicking **OK** on both windows.



This completes the process and creates the new address.



**Note:** When configuring the web address, the old website is retained. Please note that the old web address may neither be deleted nor accessed.

#### 4.4 Technical requirements for printing from WissIntra NG

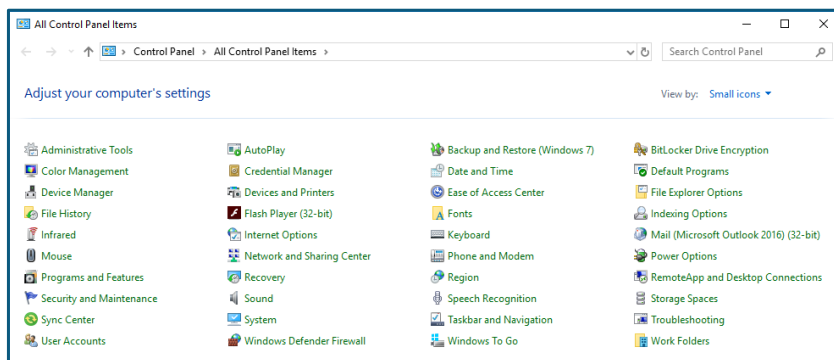
In order to be able to print from WissIntra NG, certain requirements have to be met. In most cases, the system settings have already been made so that you can start printing individual documents, reports, processes or process landscapes without any further settings.

If printing is not possible, first check whether you have installed C++ Runtime according to the installation requirements. If this is the case and printing still does not work, check in the next step whether the user of the application pool has access to the TMP directory.

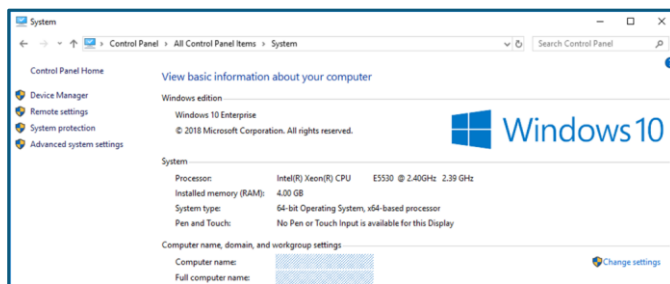
The procedure for assigning permissions is described below.

#### Determining the Temp directory

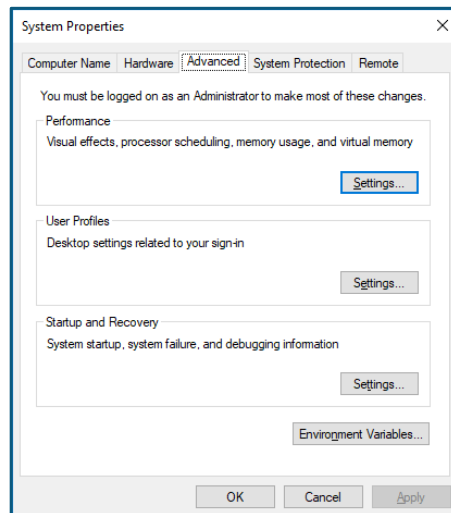
- Open the **Control Panel** on the server and navigate to **All Controls Panel Items**.



- Select **System**.
- In the next step, open the **Advances System Settings**.

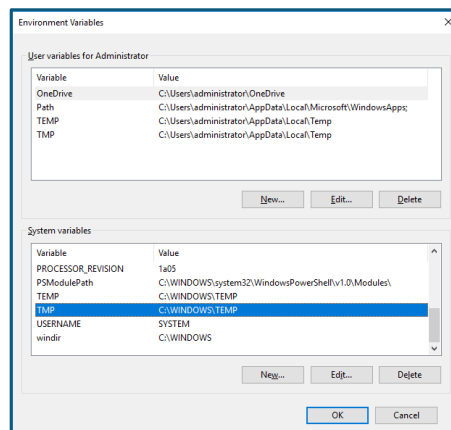


A new window will appear.



- Navigate to the tab **Advanced** and open it.
- Open the option **Environment Variables** in the lower part of the window.

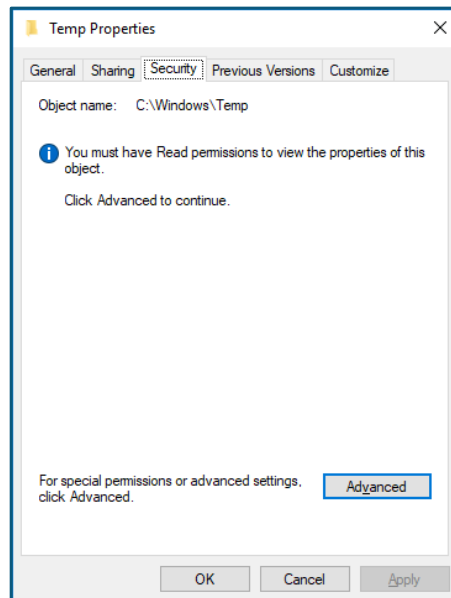
The next window shows the setting options for the environment variables.



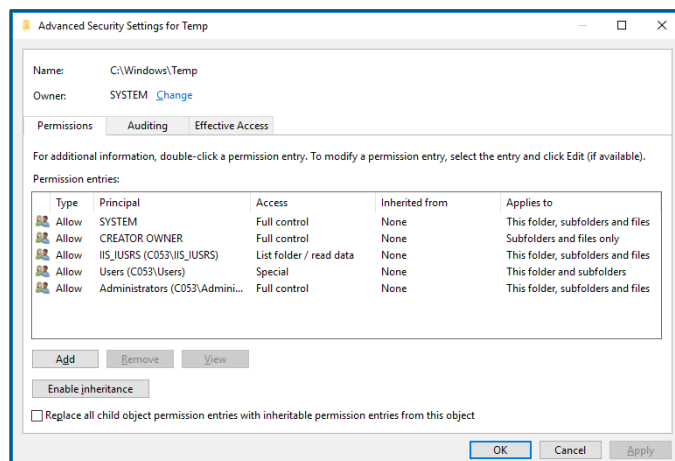
- Select the system variable **TMP** and check for which directory the permissions have to be assigned.
- Click on **OK**.

**Note:** Please note the existence of the very similar system variable TEMP. This is not the one to use here.

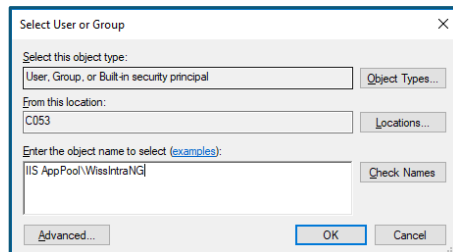
## Assignment of permissions



- In the properties of the directory you have found in the **TMP** system variable, select the tab **Security**.
- Navigate to the button **Advanced** and click on it.



- Click on **Add**.
- Select the user that should be authorized by clicking on **Select a principal**.

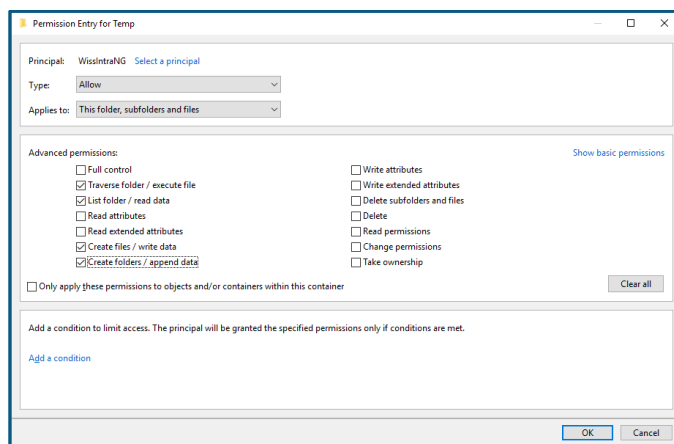


- Enter the AppPool user and click on **OK**.

**Note:** The default AppPool user is: IIS AppPool\WissIntraNG.

**Note:** Please make sure that the local server is selected in “From this location” and not the domain.

- Now remove all automatically set permissions and select **Show advanced permissions**.



- Select the following options:
  - Traverse folder / execute file
  - List folder / read data
  - Create files / write data
  - Create folders / append data
- Click on **OK** in the previously opened window.

The changes you have made have now been adopted and you can print from WissIntra NG.



## 5 Procedure for server relocation



If your company wants to replace the server on which WissIntra NG is currently installed, there are a few things to consider.

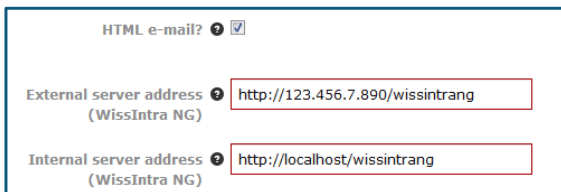
### 5.1 Relocation of the Application Server

Start the new application server on which you want to install WissIntra NG and follow the instructions from chapter [Installation](#).

After installing WissIntra NG on the server, the next step is to check whether the database is correct. The procedure for this is explained in Chapter [Relocation of the Database Server](#).

Then the URL in WissIntra NG has to be adapted. To do this, proceed as follows:

- Navigate to the Administrator Settings in WissIntra NG by clicking on the **User** .
- Click on **Settings** .
- Select **Notifications** in the **Basic Settings**.
- Enter the corresponding URL in the fields **External server address** and **Internal server address**.



**Note:** Further information about both fields can be found in the Administration Manual Configuration in chapter “Basic settings – Notification”.

Finally, check the domain according to the instructions in chapter [Relocation of the Domain](#) and adjust it if necessary.

## 5.2 Relocation of Documents

Start WissIntra on the old application server and open the settings.

Under Documents / Storage you will find the directory in which your documents are stored.

Navigate to this directory in the Windows Explorer and copy all files, except folders.

Paste the files on the new application server in the designated document storage space.

## 5.3 Relocation of the Database Server

Before moving the WissIntra NG database, a database backup should always be carried out first in order to prevent any loss of data.

For the database relocation itself, proceed as follows:

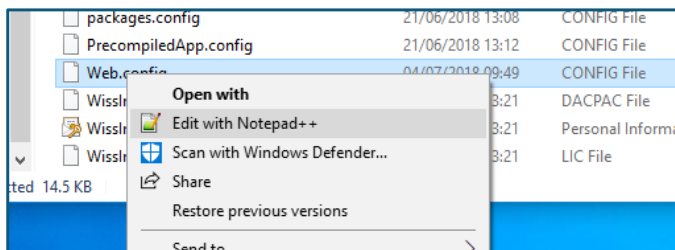
- Restore the backup of the desired database on the target database server.
- In the next step, create a new user on the database server that is a member of the database role `dbo_owner` and has the default schema `dbo` for the WissIntra NG database.

**Note:** If you want to continue using the existing database user, you have to create a new logon for this user and assign it to the database user.

- Now adjust the existing database connection in the `web.config` file on the IIS. The default path where the `web.config` is located is:

**C:\inetpub\wwwroot\WissIntraNG**

- Navigate to the `web.config` and open it in an **editor** (e.g. Notepad++) by right-clicking on it.



- Now adjust the connection string in the file.



```
<add name="WissIntra.AuditManager.ViewModelService" version="0" publicKeyToken="null"/>
<add name="WissIntra.ActionManager.ViewModelService" version="0" publicKeyToken="null"/>
</assemblyReferences>
<sessionState provider=""/>
<reportService>
  <storage provider=""/>
  <reportService provider=""/>
</reportService>
<TelexReporting>
  <location path="/Account/LoginPartial">
    <system.web>
      <authorization>
        <allow users="*" />
      </authorization>
    </system.web>
  </location>
</TelexReporting>
<connectionStrings>
  <add name="DefaultConnection" connectionString="Data Source=10.100.4.10\SQLSERVER;Initial Catalog=WissIntraNG;User ID=sswri;Password=sswri; providerName=System.Data.SqlClient"/>
</connectionStrings>
<appSettings>
  <add key="webpages:Version" value="3.0.0.0"/>
  <add key="webpages:Enabled" value="false"/>
  <add key="PreserveLoginUrl" value="true"/>
  <add key="ClientValidationEnabled" value="true"/>
  <add key="UnobtrusiveJavaScriptEnabled" value="true"/>
  <add key="Ajax:enableModule" value="false"/>
  <add key="Ajax:enableModuleFilter" value="false"/>
  <add key="Ajax:enableModuleFilter" value="false"/>
  <add key="Ajax:enableModuleFilter" value="false"/>
  <add key="Ajax:enableModuleFilter" value="false"/>
</appSettings>
```

- The following changes are necessary:
  - Data Source = "SQLServer\Instance"
  - Initial Catalog = "Database"

- User ID = “Database User”
  - Password = “Password”
- **Save** the changes you have made and restart the IIS.

## 5.4 Relocation of the Domain

To move a domain in WissIntra NG, proceed as follows.

- First open WissIntra NG and navigate to the Administrator Settings. You can access them as follows:
- Navigate to the **User** .
- Select **Settings** .
- Navigate here to the Basic Settings and open the section **LDAP Settings**.

In the LDAP settings you can change the connection settings for the LDAP.

- In the modal, click on an existing LDAP connection.
- Enter the new LDAP connection data in the field **Connection string**.
- Specify an **AD User** who is allowed to access the Active Directory via the LDAP interface with Read permission.
- Enter the **Password** for the previously specified AD user.
- With the button  , you can check if all entries for the LDAP connection are correct.

Edit LDAP connection "LDAP 1"

If this LDAP connection requires an AD user with password, the password must be entered again before saving!

Name

Connection string

AD User

Password

**Note:** WissIntra NG supports Active Directory only.

**Note:** Users with the same abbreviation or WissIntra NG name in both the old and new domains can still log in after the domain relocation. To deactivate these users, the user name in WissIntra NG has to be changed. Only then users from the new domain can be re-imported to WissIntra NG.

## 6 Keyboard Shortcuts

General	
CTRL + SHIFT + UP	Navigates to the main navigation
CTRL + SHIFT + DOWN	Navigates to the breadcrumbs (mini-view of the process card)
CTRL + SHIFT + LEFT	Navigates to the first navigation sidebar entry
CTRL + SHIFT + RIGHT	Navigates to the main content (first process card or first table entry)

Modal	
CTRL + E	Opens Modal
CTRL + S	Saves the data in the modal
ESC	Closes the Edit / Detail modal
CTRL + ALT + 1	Opens the first tab
CTRL + ALT + 2	Opens the second tab
And so on.	

Depending on what has been activated, the navigation buttons have a different function:

Main navigation	
LEFT	Previous Module
RIGHT	Next Module
ENTER	Enters the module

Table	
UP	Cursor jumps back one line
DOWN	Cursor jumps to the next line
LEFT	Navigates to previous page
RIGHT	Navigates to next page
ENTER	Opens the modal
SPACE BAR	Opens the checkbox
ESC	Deactivates all checkboxes

Matrix/Function lane (matrix itself)	
UP	Navigates to the overlying process card
DOWN	Navigates to the underlying process card
LEFT	Navigates to the previous process card
RIGHT	Navigates to the next process card
ENTER	Opens the process card / navigates one level downwards
ESC	Undo the move

Matrix/Function lane (Breadcrumbs)	
LEFT	Navigates to the previous process card
RIGHT	Navigates to the next process card
ENTER	Opens the process card / navigates one level upwards

Treeview	
UP	Cursor jumps one element higher
DOWN	Cursor jumps one element lower
LEFT	Folds a branch
RIGHT	Unfolds a branch
ENTER	Opens or select the entry (modal opens)

## 7 FAQ – Frequently Asked Questions

In this chapter you will find answers to frequently asked question when working with WissIntra NG:

### Why do some hyperlinks from MS Office documents not work correctly?

This problem may occur if the name of the page from which you want to create a hyperlink contains a hash character (#).

When you right-click a hyperlink in a Word document and use the Insert Hyperlink option, the hash sign is displayed incorrectly and the inserted link cannot be opened correctly.

**Note:** The hash sign (#) is a valid character when using file names, but is not accepted for hyperlinks in MS Office documents.

To avoid this problem, use one of the following methods:

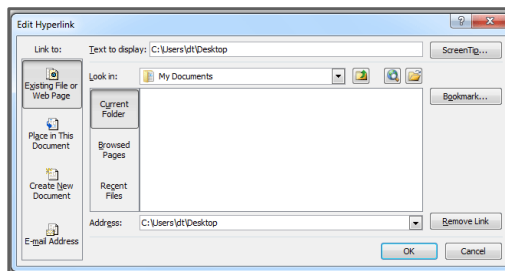
- Use CTRL + C to copy the address of the hyperlink and insert it into the Office document.
- Press **Enter** to automatically generate a link.

Or

- Right-click the corrupt link in the Office document.
- Click on **Edit Hyperlink**.

The following window will open:

- Insert the correct address of the hyperlink and click OK.



**Note:** For more information about this MS Office issue, visit Microsoft Support at: <https://support.microsoft.com/de-de/kb/202261>

Feldfunktion geändert

The same problem can appear when creating a PDF with the integrated PDF tool in Office (PDF / XPS document). Again, the hyperlink may be displayed incorrectly and cannot be opened correctly.

To avoid this problem, we recommend using an alternative external tool for creating PDFs. For further questions about this issue, please contact Microsoft Support.

**When opening a document, a login window appears.  
How can I avoid that?**

If you are using a version of Microsoft Office 2010 or older and open WissIntra NG with the Internet Explorer, it may happen that a login window appears when you open Office documents in the Document Manager or within a modal, prompting you to log in with your Windows user data.

To solve this problem, please contact your administrator. **Chapter 4.3** in the **Administrator Manual Configuration** describes how to bypass this behaviour.

**What is the difference between modules and modals?**

The various software applications, such as the Process Manager or the Audit Manager are called modules.

The dialog windows are called modals where you can navigate in tabs and insert input.

## 8 Customer Support and Service Desk

Follow the instruction in this manual to make the best preparations for working with WissIntra NG. Should you still have any questions and you need support from our service team, please contact us under consideration of your service level.

We would be pleased to receive your feedback and suggestions.

We wish you a lot of success and pleasure working with WissIntra NG!

### Customer Support

k+k information services GmbH

Höhenstraße 16

D - 70736 Fellbach

Tel: +49 711 578813-0

Fax: +49 711 578813 -77

<https://www.kuk-is.de/wissintra.html>

### Service Desk

E-Mail: [ServiceDesk@WissIntra.de](mailto:ServiceDesk@WissIntra.de)

Tel: +49 711 578813 -13

Monday to Friday from 9am – 12am and 1pm – 5pm (CET)

**Note:** Before you contact the Service Desk, please contact your internal WissIntra NG contact person to learn more about your service level and the resulting contract terms.

**Note:** Please let us know your current program version with each contact. You will find this on each WissIntra NG page at the lower right corner.

WissIntra Online Support via pcvisit:

With pcvisit, we switch directly to your screen.

This is how it works:

- Make an online support appointment.
- Download the guest module for pcvisit.
- Follow the step by step instructions.

For detailed instructions, please visit:

[https://www.kuk-is.de/files/kuk-is/userfiles/Kundenzentrum/Support/kk\\_information\\_services\\_Anleitung\\_pc\\_visit.pdf](https://www.kuk-is.de/files/kuk-is/userfiles/Kundenzentrum/Support/kk_information_services_Anleitung_pc_visit.pdf)

Our service staff will be available at any time to answer your questions.

Feldfunktion geändert



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