



# SHE Technologies

A Software, Web Development & Consultant Co.

## Administrative Guide & Daily Admin Activities



Ver 9.6

Dated Apr 10, 2023

SHE Technologies

Ph. 042 3740 1143



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## 1.1. IT - Administrator General Tasks

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IT Administrator require to Manage & Perform the following task/Activities. IT Admin can take guidance from SHE Technologies Network and Support Team in this regard.

- Release Update (Update Exe / Queries)
- Read & Reply Emails
- Windows / Server Installation
- SQL Server Installation
- Server Preparation
- Client Machine Preparation
- Manual Database Backup
- Setting Auto database backup schedule
- Placing Database Backup on Safe Place (Externa Hard Drive / Separate Machine / Google Drive)
- Have a Testing Machine to Check release before update
- User Creation & Assigning Role / Rights
- Keep Software for installation
  - ALL DLLs
  - SQL Server Setup
  - Zoom , Any Desk , Team Viewer

## 1.2. Sharing of Issues / Problems

---

Share your issues / problems and get fast feedback from our support team.

- Take **screen shot** of your Issues / Problem and send
  - Email [support@shetechnologies.com](mailto:support@shetechnologies.com)
  - WhatsApp Group
- Take **about software** screenshot and send
- Take your **database backup** and send to email id [backup4she@hotmail.com](mailto:backup4she@hotmail.com)

## 1.3. End of Day / Close of Day

---

Perform the end of day activities

- Take Manual Database Backup + Check Auto Database Backup
- Copy Latest Today Backup at Safe Place



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## 1.4. Create User

Maintenance → Misc. → User Parameters → User Creation

- Write User ID i.e USMAN
- Write User Name i.e Usman Naseer
- Level No. (1 to 51 for users, 52 to 999 for managers)
- Copy Profile From i.e. Hassan Usman  
(Select other user name and copy his rights to this user)
- Save

For how to assign user rights, Search and See **Section** “Assign User Rights”

Sr.No.	Option	Menu Narration	Allow
1	1-00-00-00	Maintenance	<input checked="" type="checkbox"/>
2	1-01-00-00	Administration && Parameters	<input checked="" type="checkbox"/>
3	1-01-11-5	Member Files - Parameters	<input checked="" type="checkbox"/>
4	1-05-00-00	Members, Clients & Sponsors	<input checked="" type="checkbox"/>
5	1-05-11-00	Misc. Parameters	<input checked="" type="checkbox"/>

- Open software + Login without Password + Set New Password  
(Leave old password blank for 1<sup>st</sup> time or if password is reset.
- It's done. Now User can Run software

DataBase-> SalmanNaseer\SQL2008\al\_noor\_orchard

**System Login**

User ID: USMAN  
Branch Code: AJD002  
Password: [ ]

Login Exit

Support Department 0300-8166 876, 042-3740 1143  
Email : support@shetechnologies.com

Change Password (w\_change\_password)

**Change Password**

Old Password: [ ]  
New Password: [ ]  
Re-Enter Password: [ ]

Ok Exit



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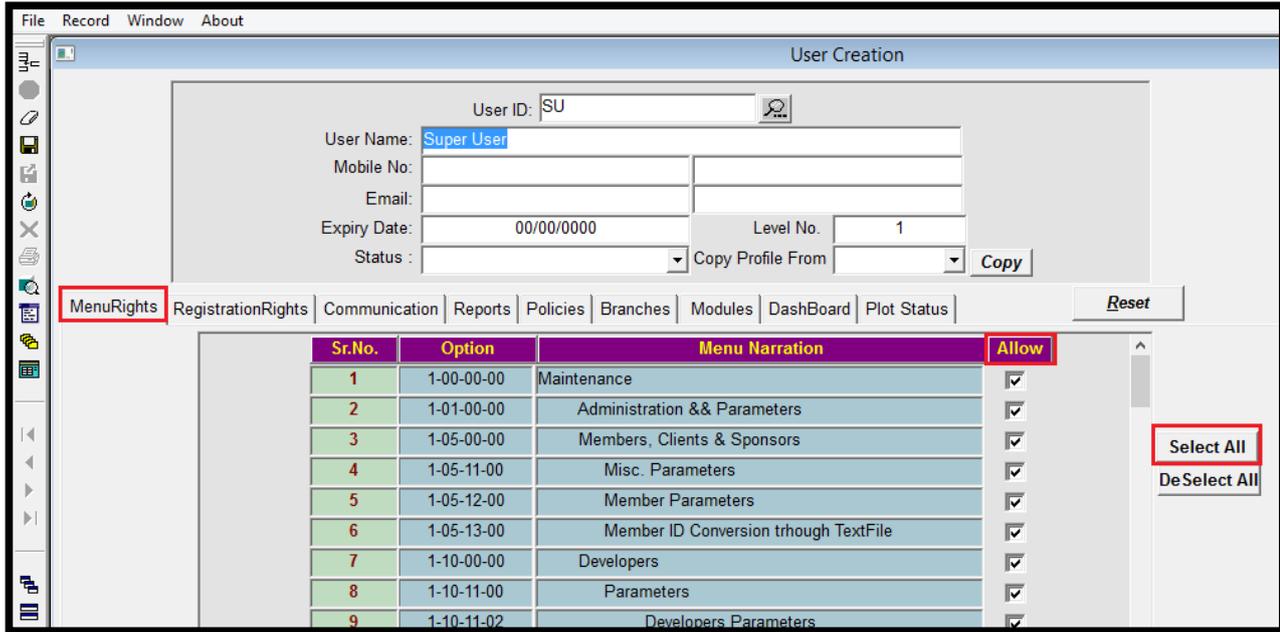
## 1.5. Assign User Rights

Maintenance → Misc. → User Parameters → User Creation

- Select User

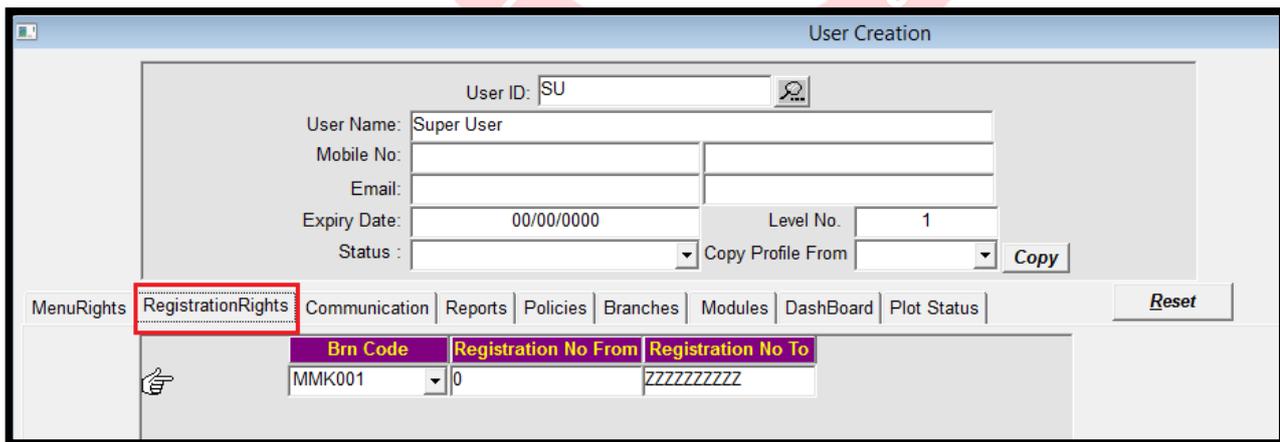
### 1.5.1. Menu Rights

- Click on the "MenuRights" tab.
- You can assign right by check/uncheck box against only particular Menus.



### 1.5.2. Registration Rights

- Default Setting is 0 to zzzzz (This user can see this range of reg. nos.)





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## 1.5.3. Letter Rights

User ID: SU 1

User Name: Super User

Mobile No: [ ]

Email: [ ]

Expiry Date: 00/00/0000

Level No. 1

Status: [ ] Copy Profile From [ ] Copy

MenuRights | RegistrationRights | **Communication** | Reports | Policies | Branches | Modules | DashBoard | Plot Status | Reset

Item Category: Fixed Letters (3) | Sub Category: Transfer Form (4)

## 1.5.4. Reports Rights

User ID: SU

User Name: Super User

Mobile No: [ ]

Email: [ ]

Expiry Date: 00/00/0000

Level No. 1

Status: [ ] Copy Profile From [ ] Copy

MenuRights | RegistrationRights | Communication | **Reports** | Policies | Branches | Modules | DashBoard | Plot Status | Reset

Report No	Active	Level	Report Name	Access	Save	Print
10-00-00	Yes	1	Developers Management	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-01-00	Yes	2	Developer Administration Reports	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-01-06	Yes	3	Month Wise Aging Report	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-01-21	Yes	3	Receivable Date wise Report	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-01-95	Yes	3	Developer Misc. Process	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-02-00	Yes	2	Developer Forms	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
10-02-01	Yes	3	Accounts Statement	<input checked="" type="checkbox"/>	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No

Select All | DeSelect All

## 1.5.5. Branch Rights

User ID: SU

User Name: Super User

Mobile No: [ ]

Email: [ ]

Expiry Date: 00/00/0000

Level No. 1

Status: [ ] Copy Profile From [ ] Copy

MenuRights | RegistrationRights | Communication | Reports | Policies | **Branches** | Modules | DashBoard | Plot Status | Reset

Brn Code: Mehala Avenue



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## 1.5.6. Payment Modes

- User can post receipts for any payment mode
- If you set “Cash Payment” means user can post only “Cash” mode receipts.
- You can assign multiple payment modes to any user.

The screenshot shows the 'User Creation (w\_users)' form with the 'PaymentModes' tab selected. The 'User ID' field contains 'SU'. The 'Payment Mode' dropdown menu is set to 'Cash Payment'. The 'Level No.' field contains '998'. The 'Copy Profile From' dropdown is set to 'Copy'.

## 1.5.7. Level No

- User level from 52 and above can see Log of File in inquiry screen by Press (Alt + L).

The screenshot shows the 'User Creation (w\_users)' form with the 'Level No.' field highlighted, containing the value '998'. The 'User ID' field contains 'SU'. The 'Copy Profile From' dropdown is set to 'Copy'.

## 1.5.8. User wise policies

- Select Policy Code
- Mark “Y” to Allow and “N” for restrict user.

The screenshot shows the 'User Creation (w\_users)' form with the 'Policies' tab selected. The 'User ID' field contains 'SU'. Below the form is a table with the following data:

Policy Code	Policy Value	Module Code	Policy Remarks
DEV_VIEW_DOC_FOLDER	Y		
DEV_VIEW_REPOST	Y		



## 1.6. Secure & Encrypt Users

**Q1: What is secure user?**

Ans: Secure User(s) means the SQL password of any user(s) is **secret** in SQL Logins

**Q2: Purpose of secure user?**

Ans: Secure from SQL Injection, Hacking, Etc.

**Q3: What is Encryption?**

Ans: Encryption means any she software user password is not visible at backend (SQL Database **Users** Table)

user_id	status_code	user_name	user_password	creation_by
ADMIN	NULL	Wajahat Ali	0x00000000000000000000000000000000	NULL
ADNAN	NULL	Adnan Khan	0x00000000000000000000000000000000	NULL
AHMAD	NORMAL	Ahmad Raza Call...	0x00000000000000000000000000000000	NULL

**Q4: Purpose of Encryption?**

Ans: Secure from SQL Injection, Hacking, Etc.



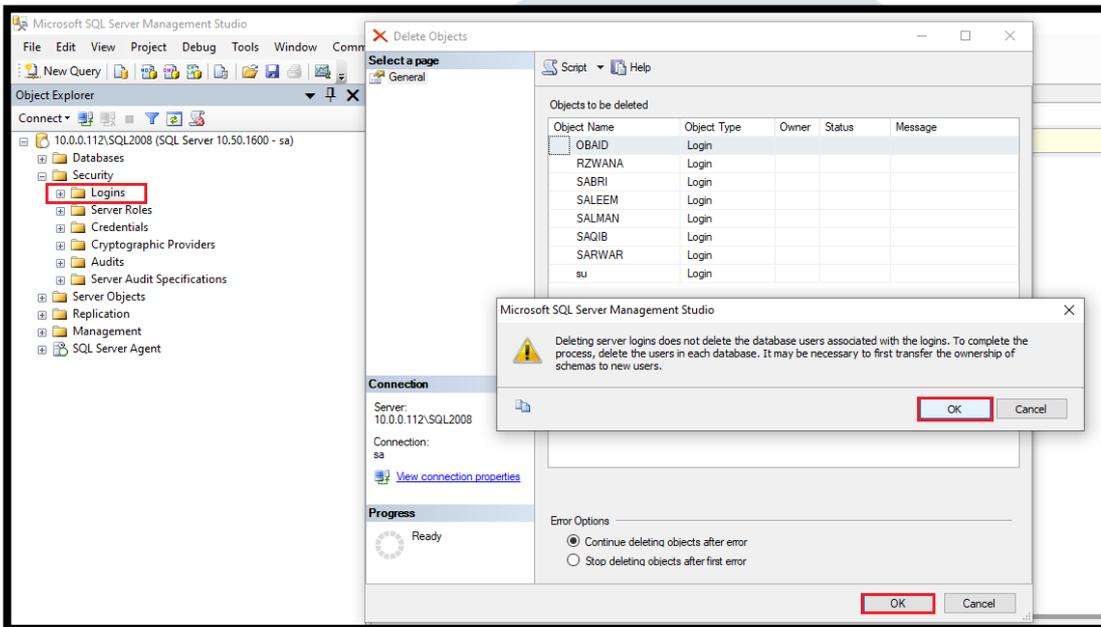
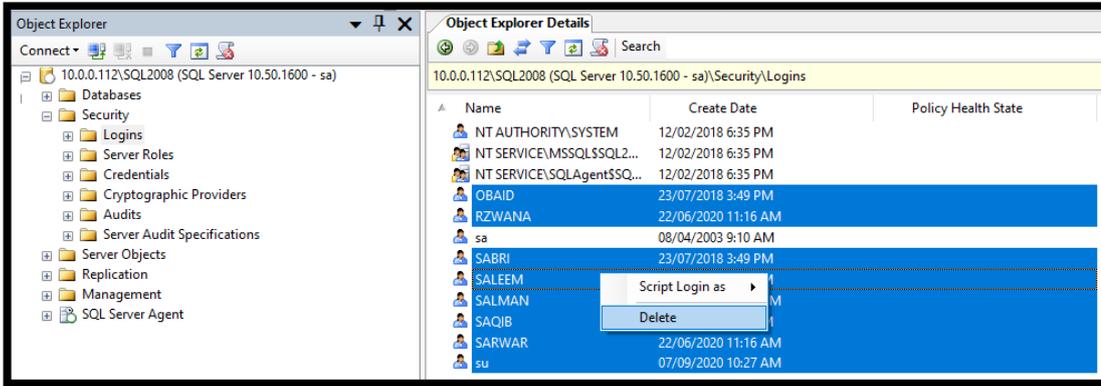


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## 1.6.1. Before Make Secure Users – Delete SHE Software Users from SQL Logins

- Delete All SHE Software Users from SQL Security Logins (if already coming here)
- Open SQL Server Management Studio
- Security → Logins
- Select SHE Users + Right Click + Delete + OK + OK







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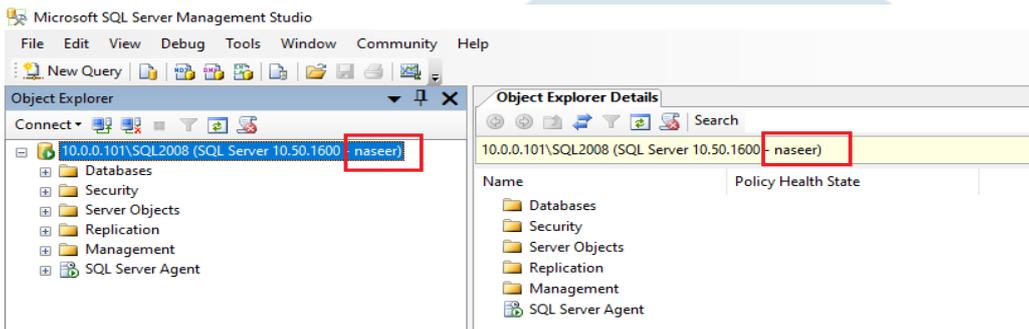
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## 1.6.3. How to Check Secure User (User is secure or Not?)

- Open SQL Server Management Studio
- Login Server with Secure User i.e. naseer (to check it is secure or not)
- Login: Any she user i.e. naseer
- Password: **secret**



- If this is login by she user by fixed password "xxxxxxx" then this is secure user. i.e. naseer in below screenshot





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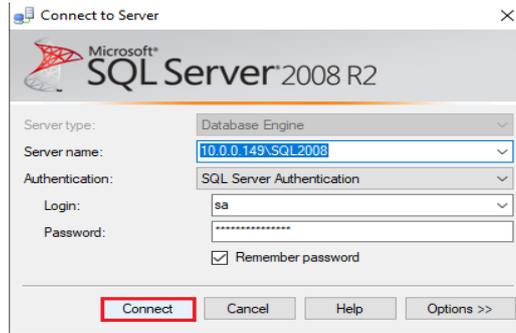
## 1.6.4. How to Check Encryption (User is Encrypted)

- Open SQL Server Management Studio
- Login Server
- Login: sa
- Password: 11 (see your sa password in developers.ini)

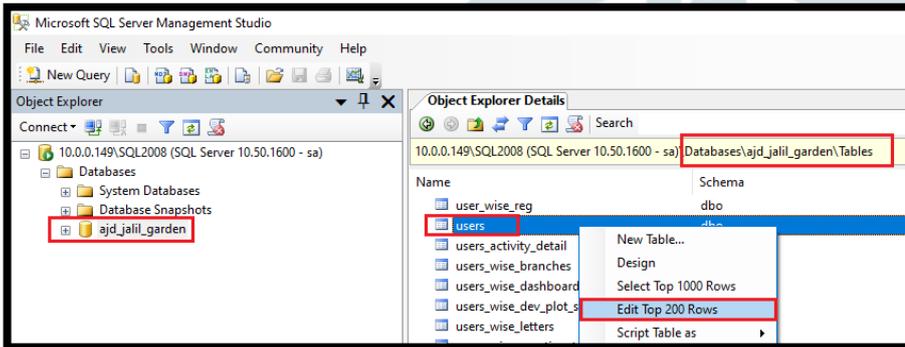
```

servername = salmannaseer\sql2008
database = faisal_developers

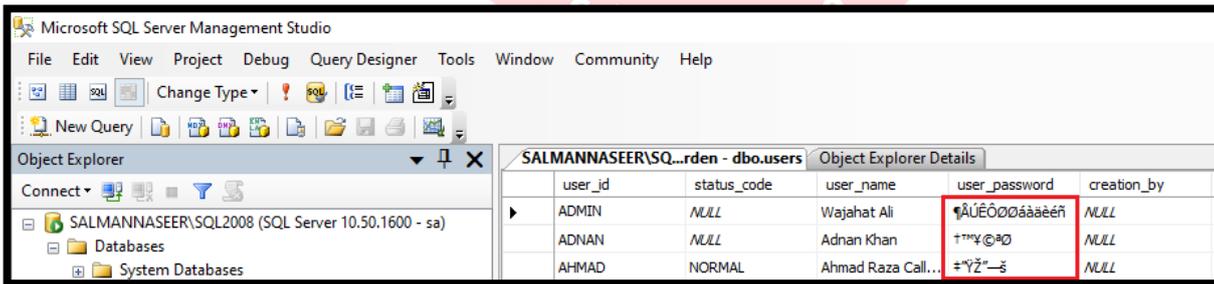
logid = sa
logpass = 11
  
```



- Select Database + Press "F7"
- Open Tables + Right Click on **Users** Table
- Click "Edit Top 200 Rows"



- See your users password are encrypted



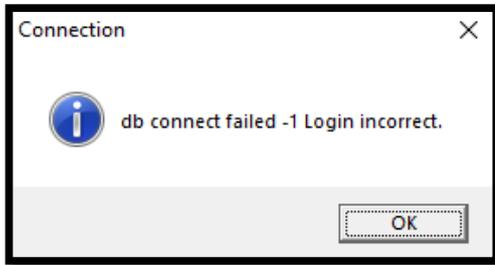


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## 1.6.5. User Login – Issues / Problems

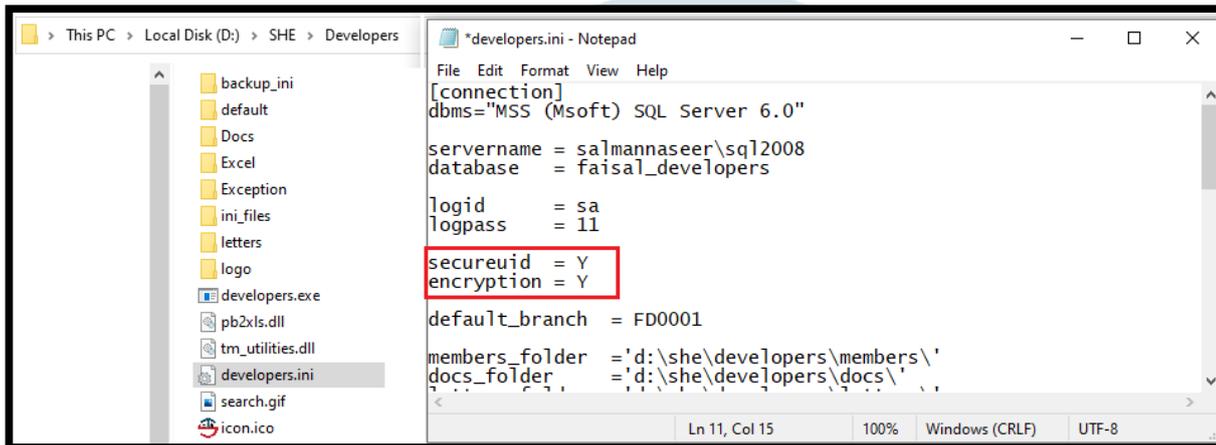
- If This message come when you login



You need to check your developers.ini settings (d:\SHE\developers\developers.ini)

- **Check**, if your **user is secure user** then **secureuid = Y** otherwise **secureuid = N**
- **Check**, if your **users are encrypted** then **encryption = Y** otherwise **encryption = N**

See section



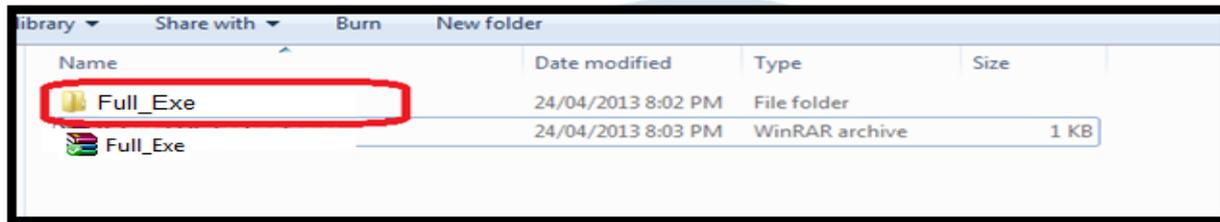
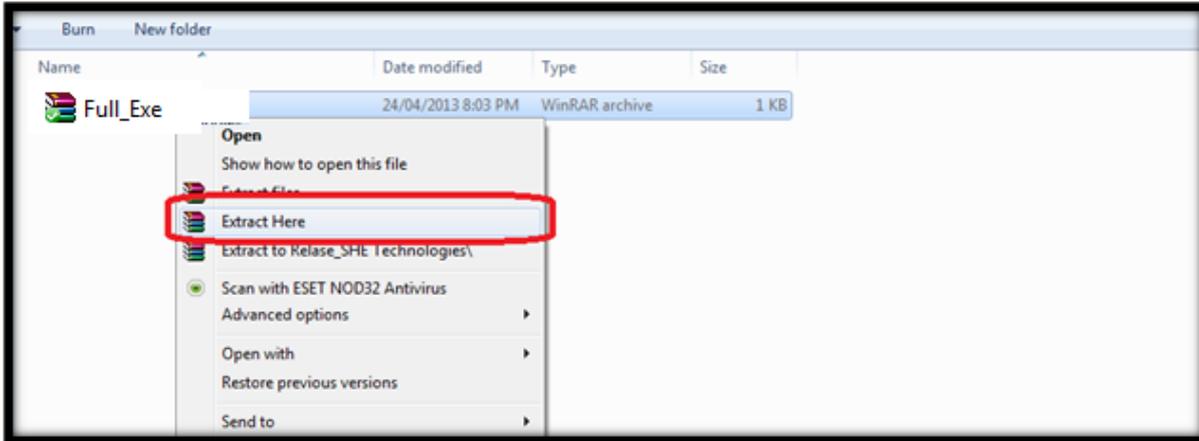


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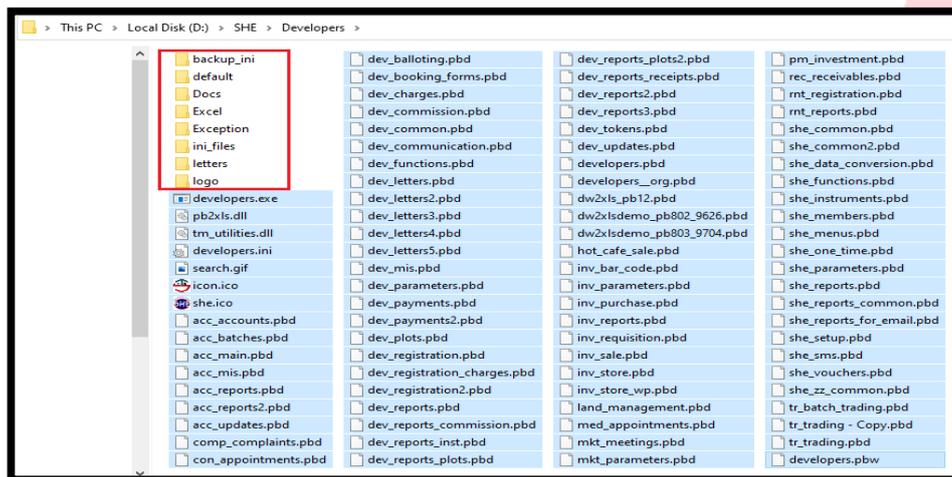
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## 1.7. Software Installation

Get From Our Support Team the Full\_Exec.rar and Extract It



- From Full\_Exec Folder, **Copy all files into d:\she\developers** (in server computer)
- **Make These Folders** in D:\SHE\Developers  
**(Default, Docs, Excel, letters, logo, PDC)**
- **Make Branch Code Folder** in All These Folders (Docs, Default, Letters, Excel, Etc)

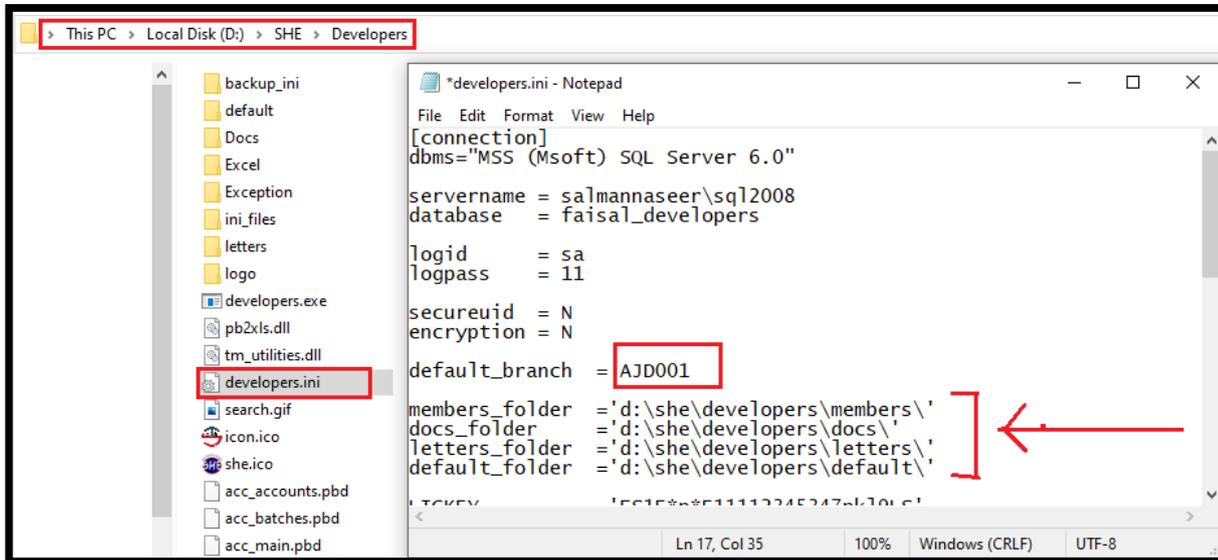




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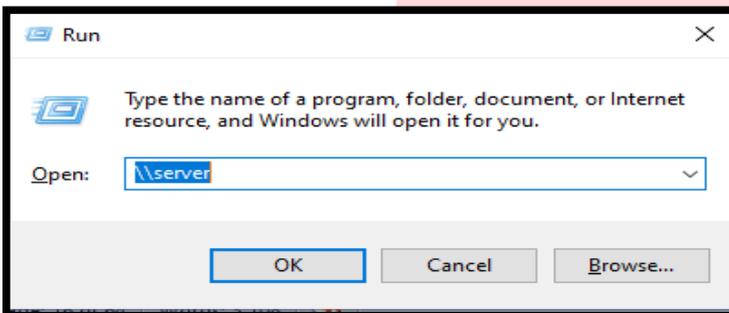
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- See your branch code in your `d:\she\developers\developers.ini` File
- You can set / change Path of Folders (docs, letters, default and members)

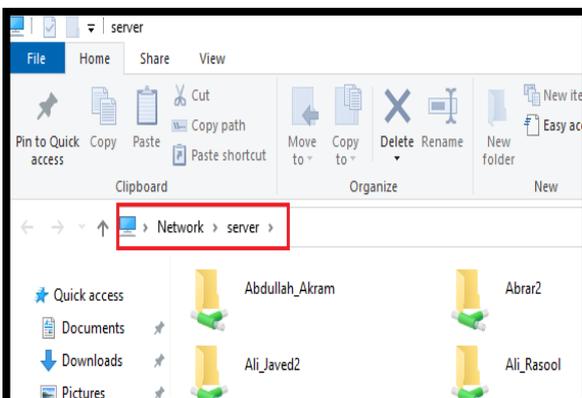


## 1.8. Network Connection Checking

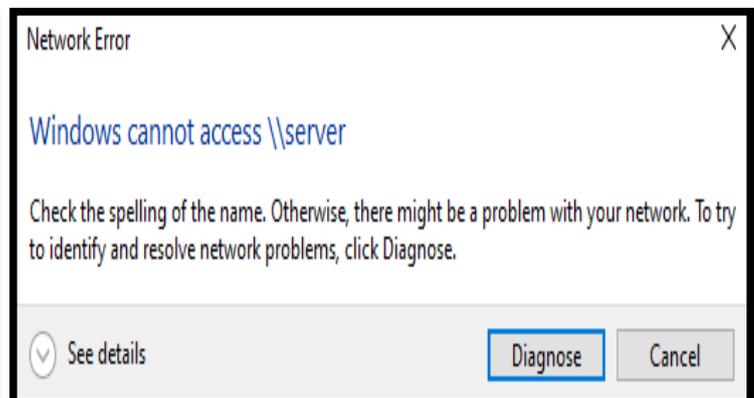
Check your server is connected, if **your server is not connected then contact your network admin** i.e. `\\server`



**Connected**



**Not Connected**





## 1.10. Prepare Client Machine

### 1.10.1. Prerequisites

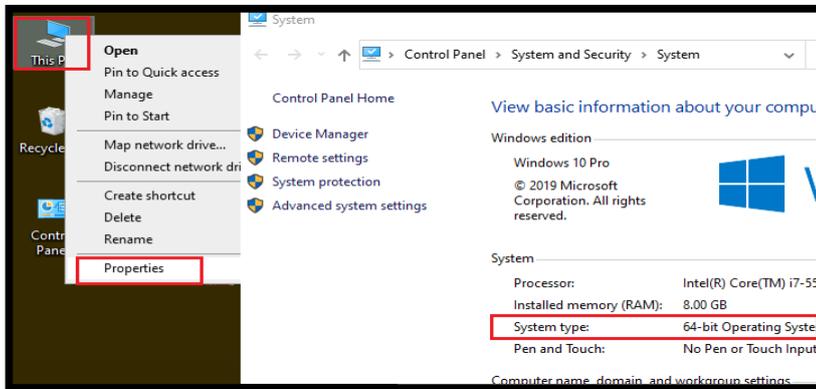
Following are prerequisites to make the client machine

- Client Computer/Laptop (Given specification & Fresh windows 7/8/10)
- DLLs Files
- Parameter File (i.e. developers.ini)
- Established Networking (Client machine should be on Network / LAN)

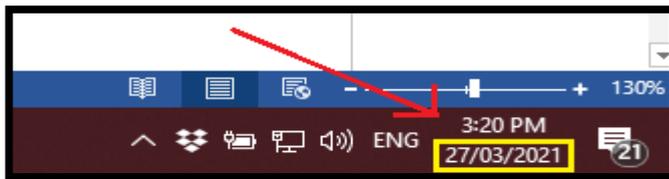
### 1.10.2. Procedure / Steps

To Make a Client machine following are steps

- Copy the All “DLLS Files” at the path
  - C:\Windows\System (For 64bit Windows)
  - C:\Windows\System32 (For 32bit Windows)



- Change Date Format of your Computer **dd/MM/yyyy** using Control Panel



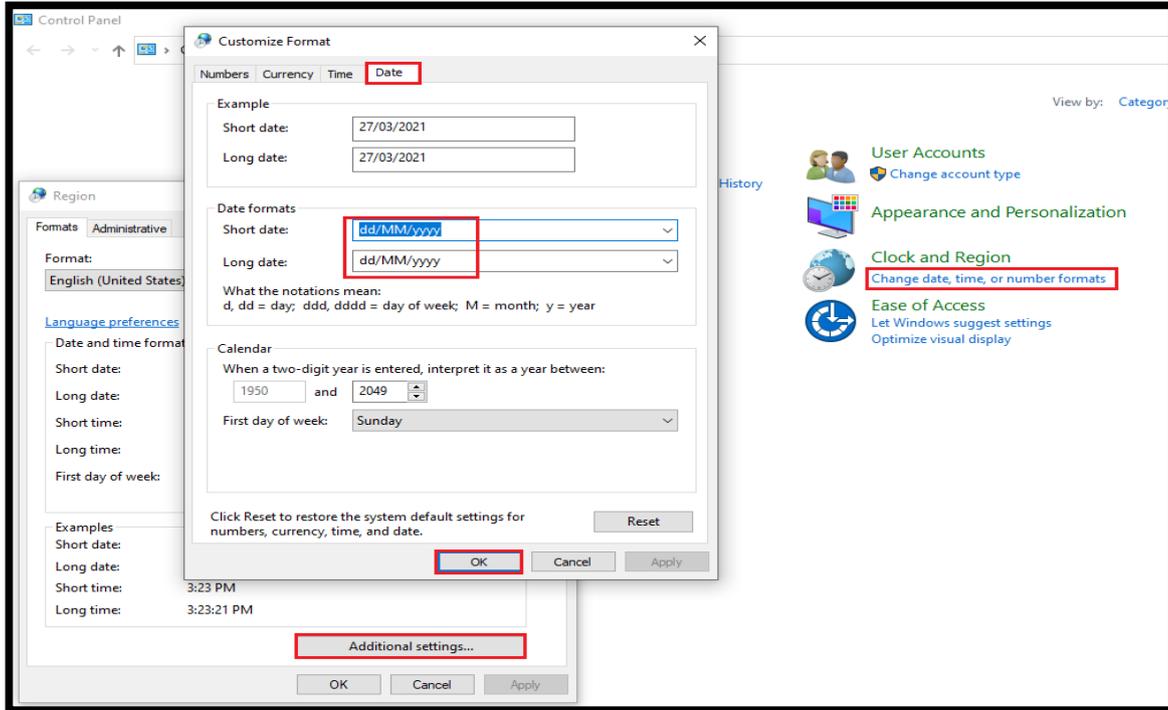


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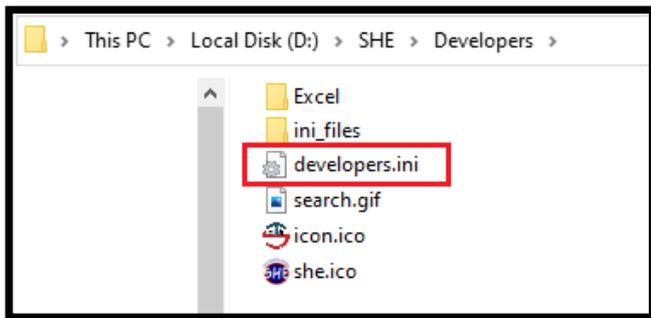
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## How to change computer date & time

- Control Panel → Change date, time, or number formats



- Create folders as (d:\she\developers)
- Place the developers.ini file in it as (d:\she\developers\developers.ini)
- Icon files, Excel folder, Etc. are **Optional**





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## 1.10.3. Developers.ini (Configuration)

Configure the developers.ini File in Any Client System

- Servername (Server Computer Name \ Instance Name)
- Database (i.e. SQL database Name)
- logpass (sa Password of sql server login)
- Default branch (Licensed branch code, given by SHE Technologies)
- Folders paths (docs, default, letters, members, backup\_folder)

```
*developers.ini - Notepad
File Edit Format View Help
[connection]
dbms="MSS (Msoft) SQL Server 6.0"

servername = SalmanNaseer\SQL2008
database   = al_noor_orchard

logid      = sa
logpass    = Techno123

secureuid  = Y
encryption = Y

default_branch = AJD002

members_folder = 's:\developers\members\'
docs_folder    = 's:\developers\docs\'
letters_folder = 's:\developers\letters\'
default_folder = 's:\developers\default\'
backup_folder  = 's:\dbbackup\'

!TCKEY      = 'ASHV*n*E25222345347nk19i s'
```



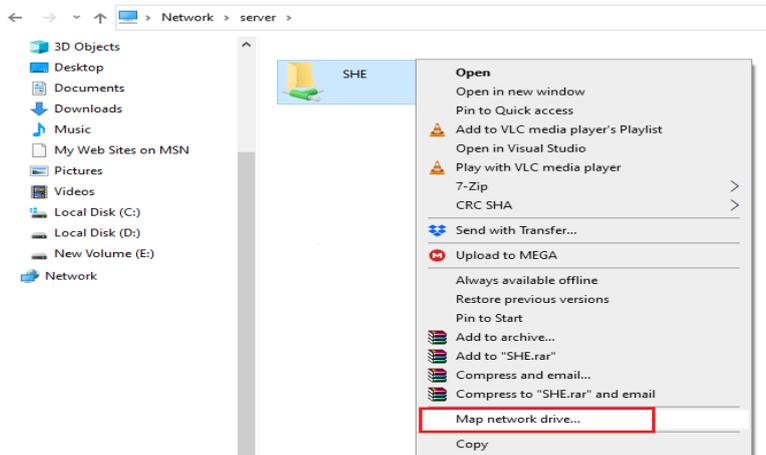


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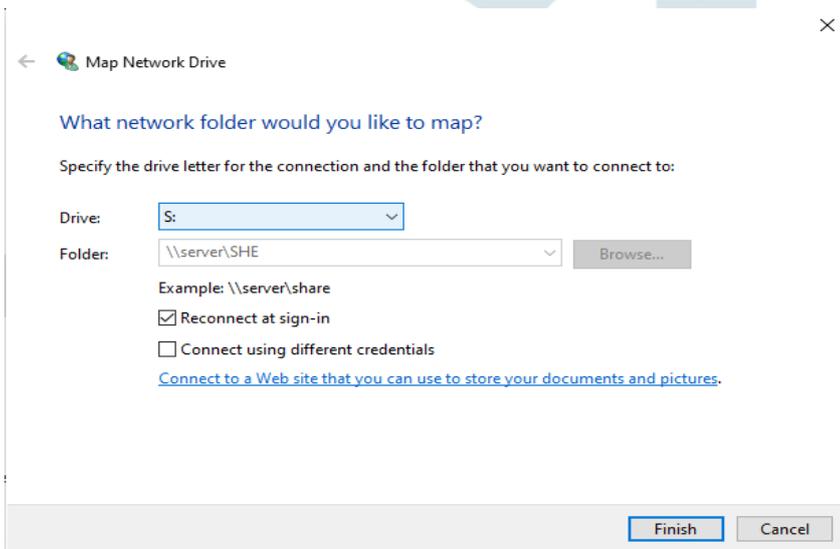
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## 1.10.4. Map network drive from server SHE folder

- Share **SHE** Folder on Server
- Access Server Computer from Client System
- Right Click on SHE Folder + Click **“Map Network Drive...”**



- Select Drive letter **“S:”**
- Click **“Finish”**

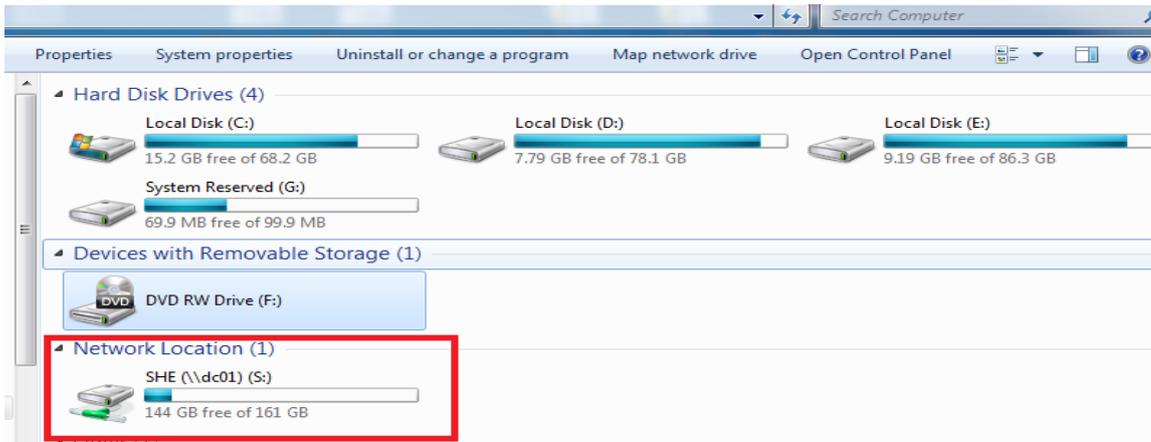


- Check your S: Drive as per below screenshot.



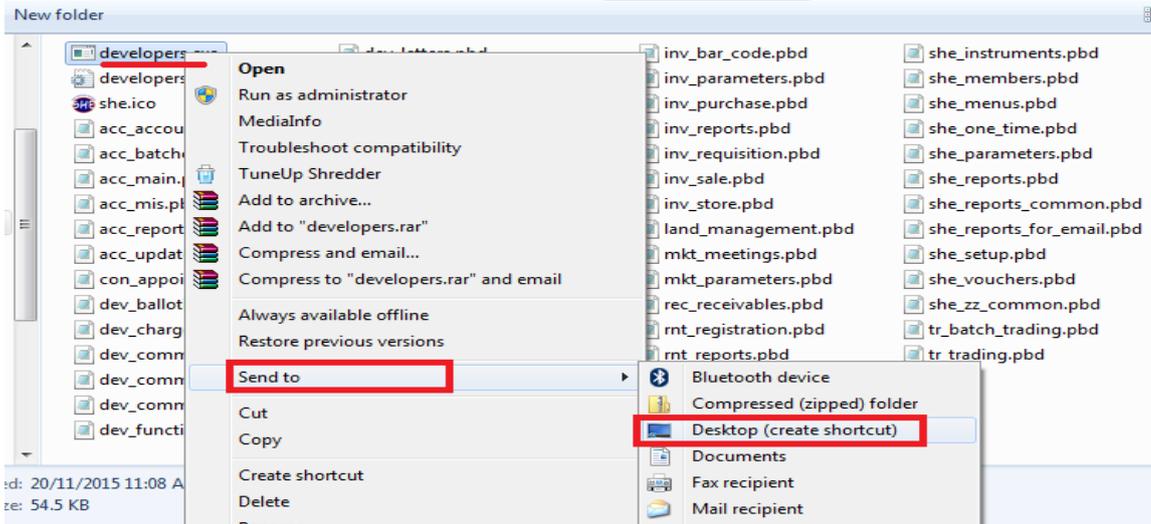
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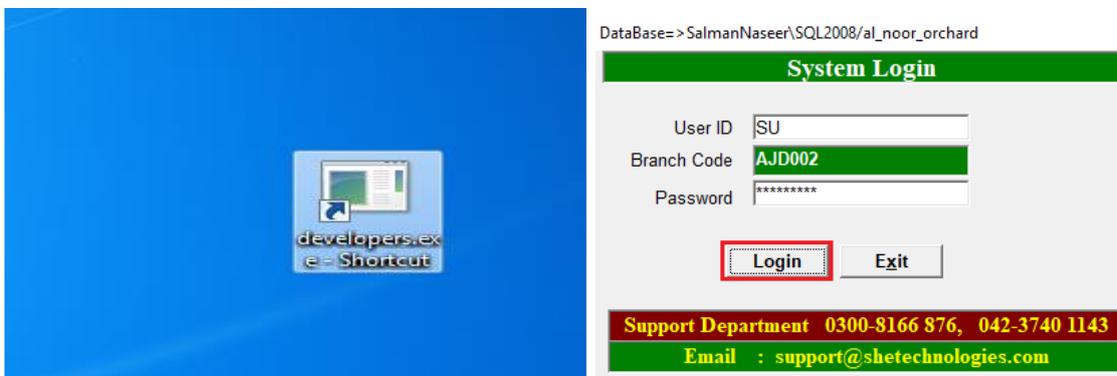


## 1.10.5. Create Exe Shortcut from Server

- Come at Exe Folder of server
- Right click developers.exe + Send to + Desktop (create shortcut)



- Software is ready
- Double click on Exe shortcut and run software





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## 1.11. Take Backup of Database

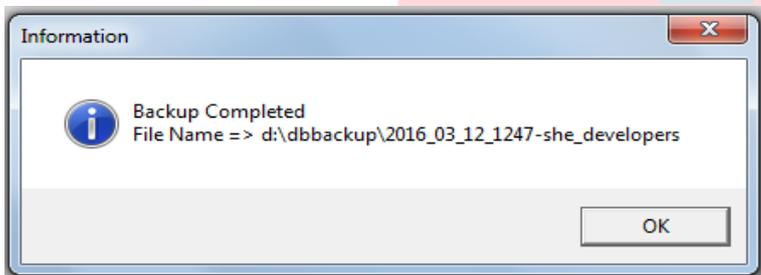
### 1.11.1. Data Base Backup

Maintenance → Misc. → Database Backup

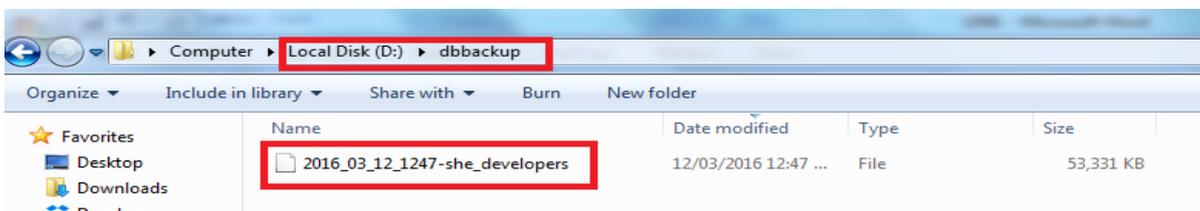
- Click Button “Back Up”



- It will take short time and will display below message after finishing backup



- Press OK button to close
- Verify backup file from the respective folder (i.e. d:\dbbackup)





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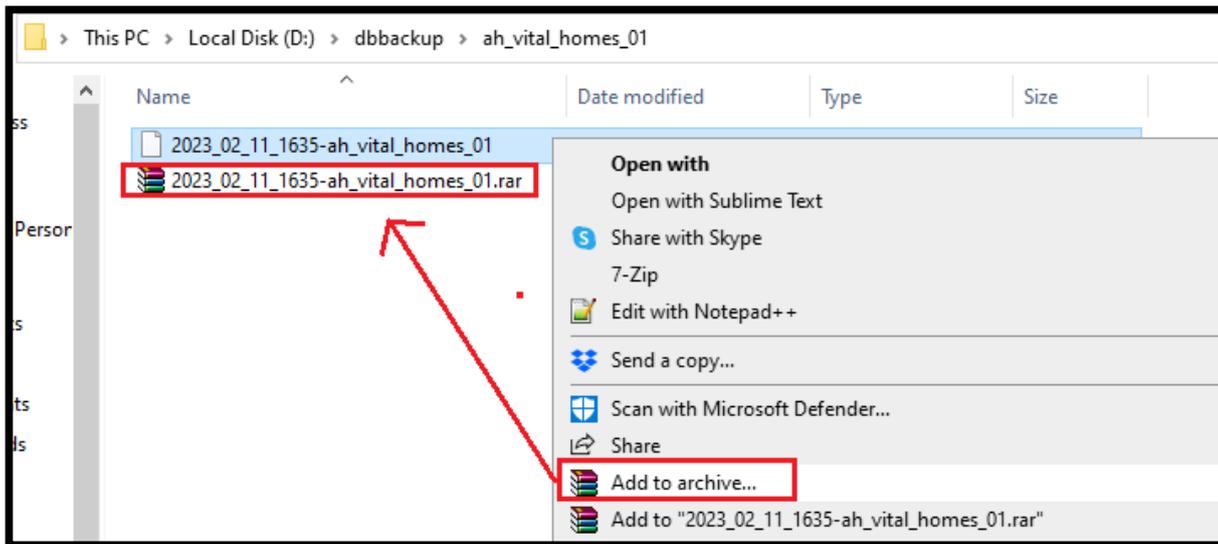
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## 1.12. Backup Send to SHE Technologies (If Required)

- Take Database Backup (See point # 1.9)
- Restore database on testing server (See point # 1.18)
- Download Masking Query (See point # 1.13)
- Run “**Masking Query**” on testing server database (See point # 1.11.2)

### Never Run Masking Query on Live Server

- Take Testing Server Database Backup (See point # 1.9)
- **Right click** on backup file
- Click “**Add to archive...**”



- Upload your **.rar** file to Google Drive, Etc.
- Send Google Drive link to our official email id [backup4she@hotmail.com](mailto:backup4she@hotmail.com)

### Important Note:

**Please don't run masking query in live server database, otherwise we (SHE Technologies) are not responsible to recover your data.**



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## 1.13. Release Update

### Release Update Include

- Update Exe
- Run Query

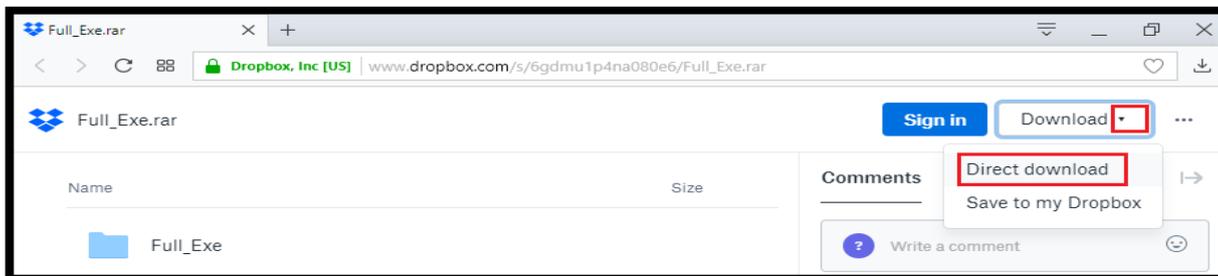
#### 1.13.1. Update Exe.

Dear Sir,

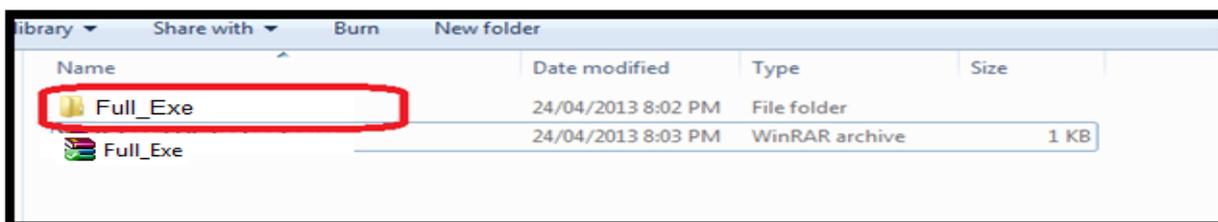
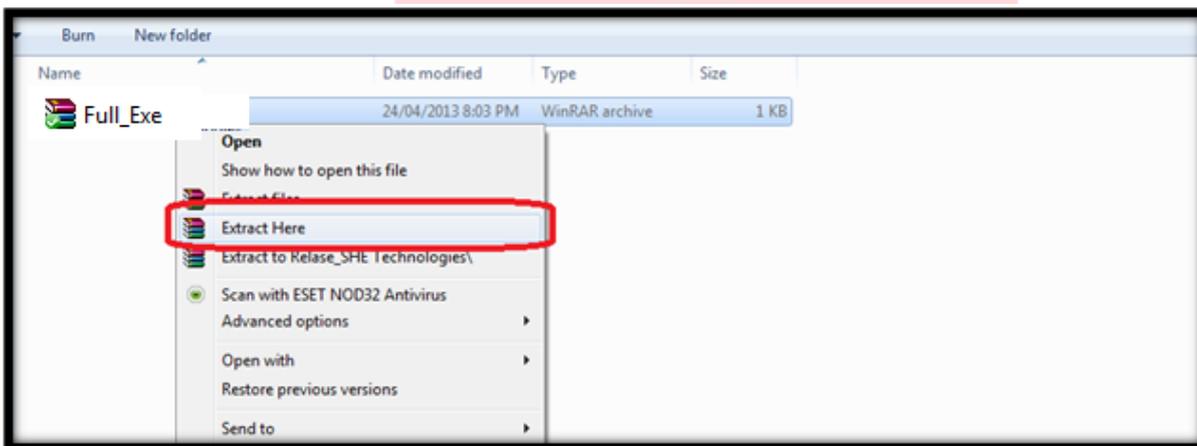
**Click on this Link**

We are sending you new Release, Please download it from the below link  
[https://www.dropbox.com/s/6gdmu1p4na080e6/Full\\_Exe.rar?dl=0](https://www.dropbox.com/s/6gdmu1p4na080e6/Full_Exe.rar?dl=0)

1. Unzip Full\_Exe and Copy all files into D:\SHE\Developers



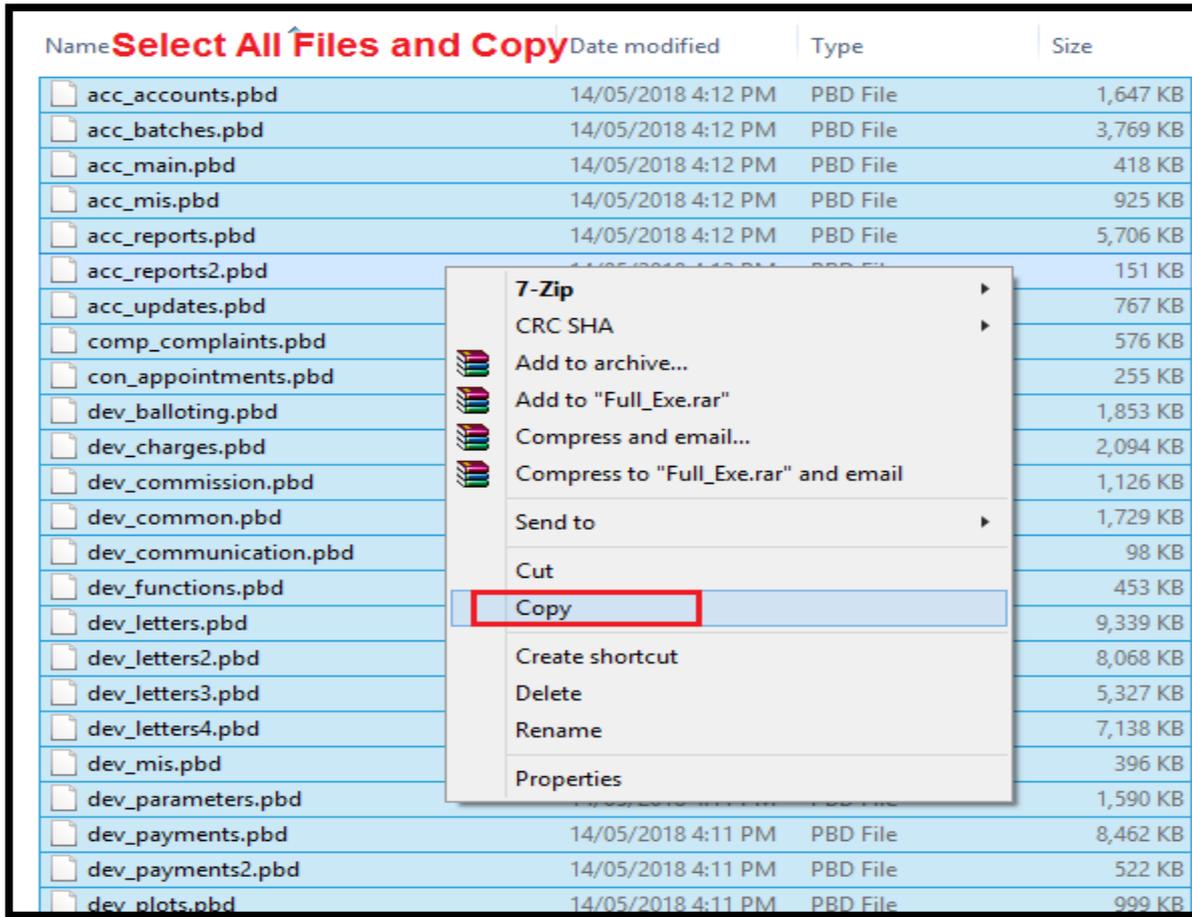
Extract "Full\_Exe.rar" to Folder "Full\_Exe"





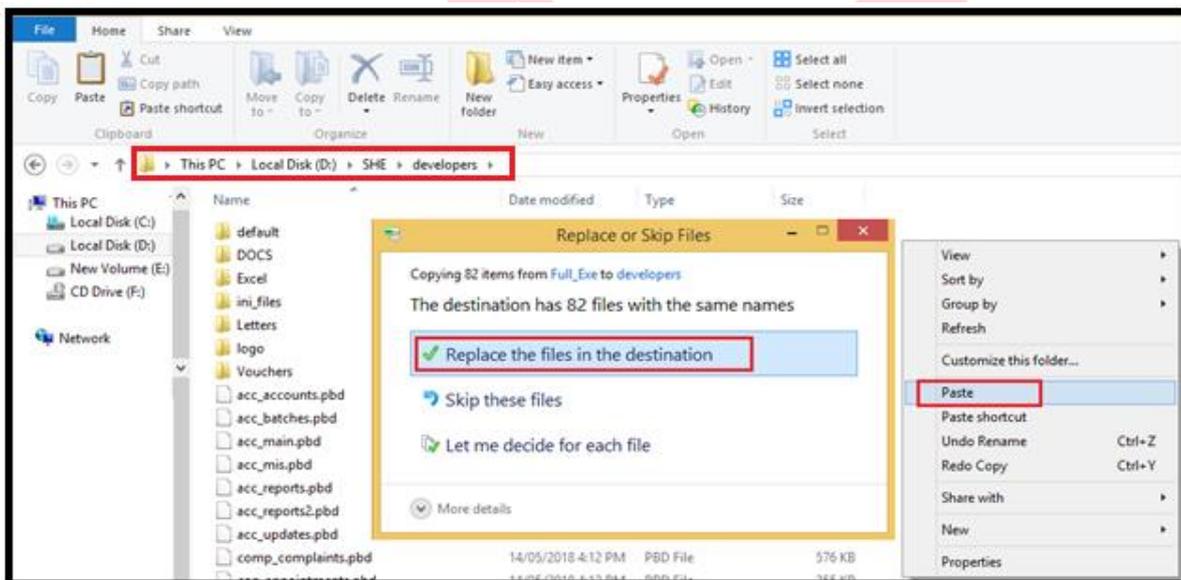
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Replace all Files in Your Server (D:\SHE\Developers)

(All user should Run exe from server otherwise you need to replace on all places)



Part a is Done

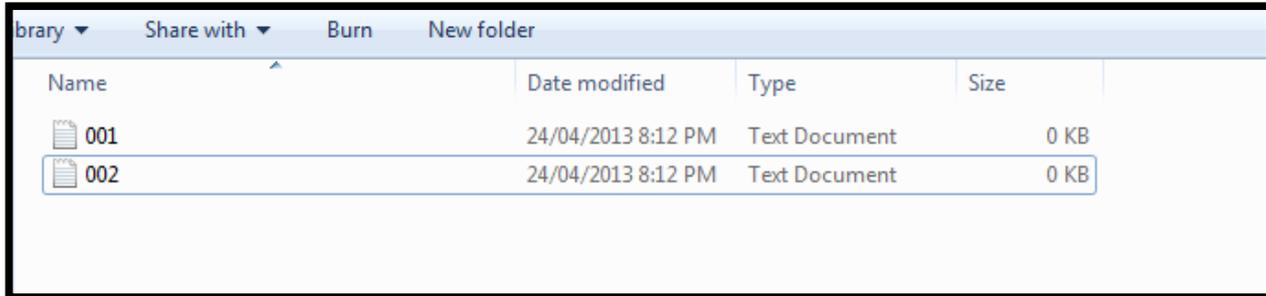


# SHE Technologies

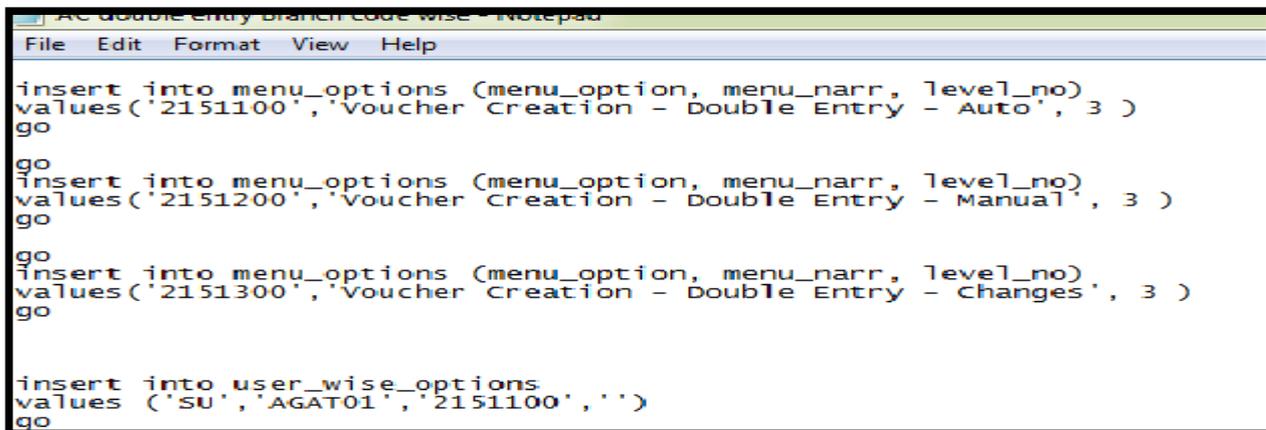
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## 1.13.2. Run Query (Take database Backup Before Run Any Query)

With Release E-Mail, you also find some Text Files



Open this Notepad file and Copy all the Text from it.



Open SQL Server Management Studio (Server Computer)



- Copy all text in new query as below screenshot (Verify as point # 2 that Query is running in your database, i.e. rehman garden\_ph2)



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Microsoft SQL Server Management Studio

File Edit View Query Project Debug Tools Window Community Help

1 2 4 Execute

3-Paste Text Here

Object Explorer

Connect

SALMANNASEER\SQL2008 (SQL Server 10.50.1600 - sa)

Databases

System Databases

Database Snapshots

rehman\_garden\_ph2

```
insert into she_releases
values (1087, '', '2021-01-10', 'Member Files, Possession Work')
go

alter table voucher_batch_tran_final
add id_no varchar(20) null
go

alter table she_systems
add order_no numeric(4) null
go

alter table payment_receipts_hd
add auto_manual char(1) null
go

ALTER TABLE chg_charge_hd DROP CONSTRAINT fk_chg_char_ref_19370_chg_char
go

alter table chg_charge_codes alter column charge_code varchar(10) not null
```

Part b is done.

### 1.13.3. Run Query (For SQL-2000)

Name	Date modified	Type	Size
001	24/04/2013 8:12 PM	Text Document	0 KB
002	24/04/2013 8:12 PM	Text Document	0 KB

```
File Edit Format View Help

insert into menu_options (menu_option, menu_narr, level_no)
values ('2151100', 'Voucher Creation - Double Entry - Auto', 3 )
go

go
insert into menu_options (menu_option, menu_narr, level_no)
values ('2151200', 'Voucher Creation - Double Entry - Manual', 3 )
go

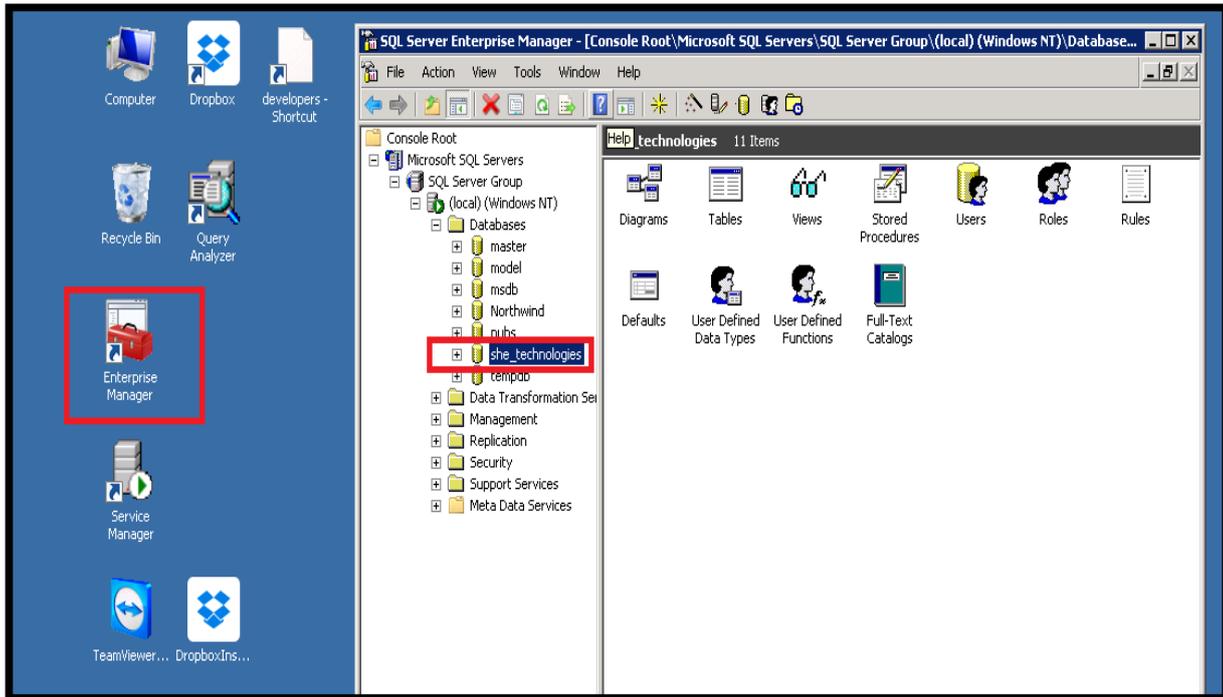
go
insert into menu_options (menu_option, menu_narr, level_no)
values ('2151300', 'Voucher Creation - Double Entry - Changes', 3 )
go

insert into user_wise_options
values ('SU', 'AGAT01', '2151100', '')
go
```

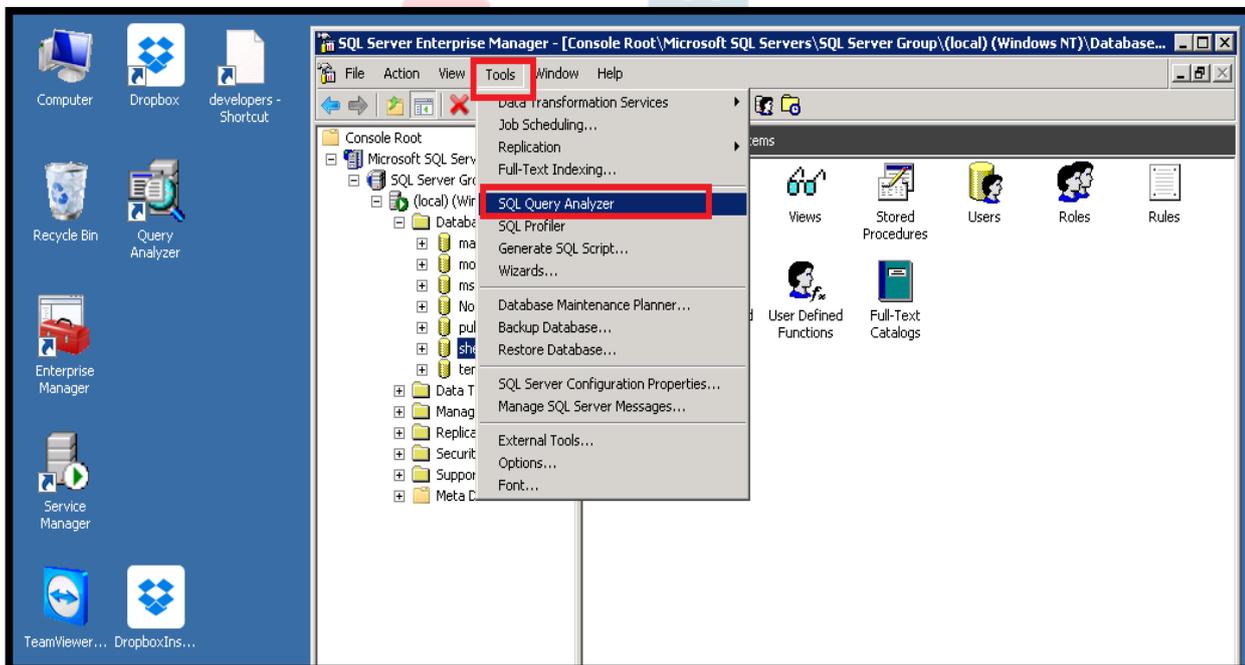


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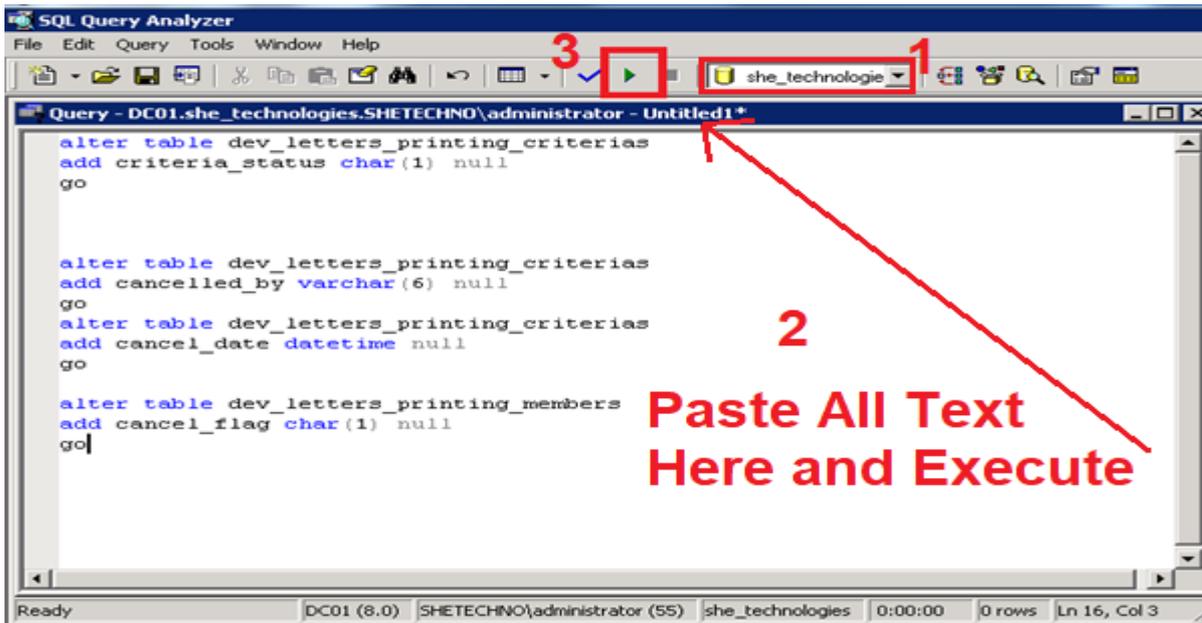
Click on Tools -> SQL Query Analyzer





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Part b is Done (for SQL2000)





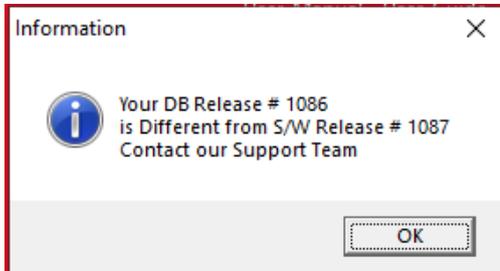
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## 1.14. Update Queries (Database Structure Update)

If you see this message when you login. Then download update query and run in your database.

(As per below message, download 1087 query and run in your software).



## 1.15. Download steps:

- Click this link: <https://www.shetechnologies.com/>
- Click "Login" at Top Right Corner
- User ID: she
- Password: shetec@123
- This is **download page** and you can download
  - SAMS Update Queries
  - Administrative Guide
  - User Guide(s) of any module i.e. SAMS Guide, Accounts Guide, Etc.
  - ALL DLLs
  - Masking Query
  - SQL Server 2008 Setup
- **See index page** to get your relevant section

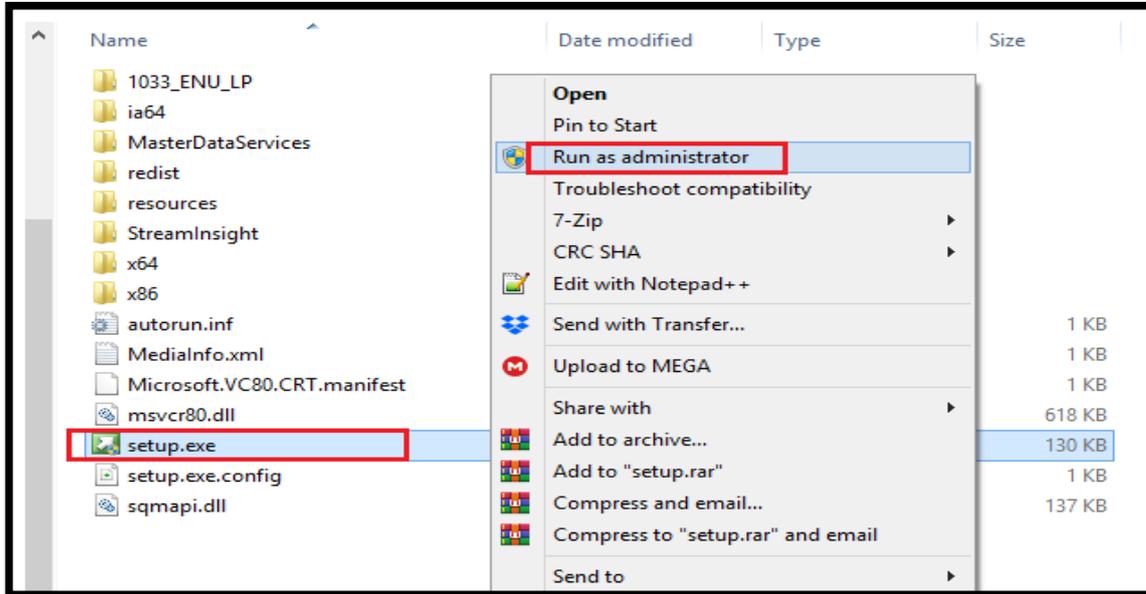
Sr.No	Document Name	Updated Version	Links
1	Administrative Guide	10-02-2021	<a href="#">Download</a>
2	Masking_Query	02-02-2021	<a href="#">Download</a>
3	SQL 2000 for Window 10	02-02-2021	<a href="#">Download</a>
4	SQL 2000 for Window 7 (Part 1)	02-02-2021	<a href="#">Download</a>
5	SQL 2000 for Window 7 (Part 2)	02-02-2021	<a href="#">Download</a>
6	SQL Server 2008 R2	02-02-2021	<a href="#">Download</a>
7	ALL DLLs	02-02-2021	<a href="#">Download</a>
8	SAMS User Manual	24-02-2021	<a href="#">Download</a>
9	<b>SAMS Update Queries</b>	03-03-2021	<a href="#">GoTO Download</a>

Sr.No	Query No	Links
1	1087	<a href="#">Download</a>
2	1086	<a href="#">Download</a>
3	1085	<a href="#">Download</a>

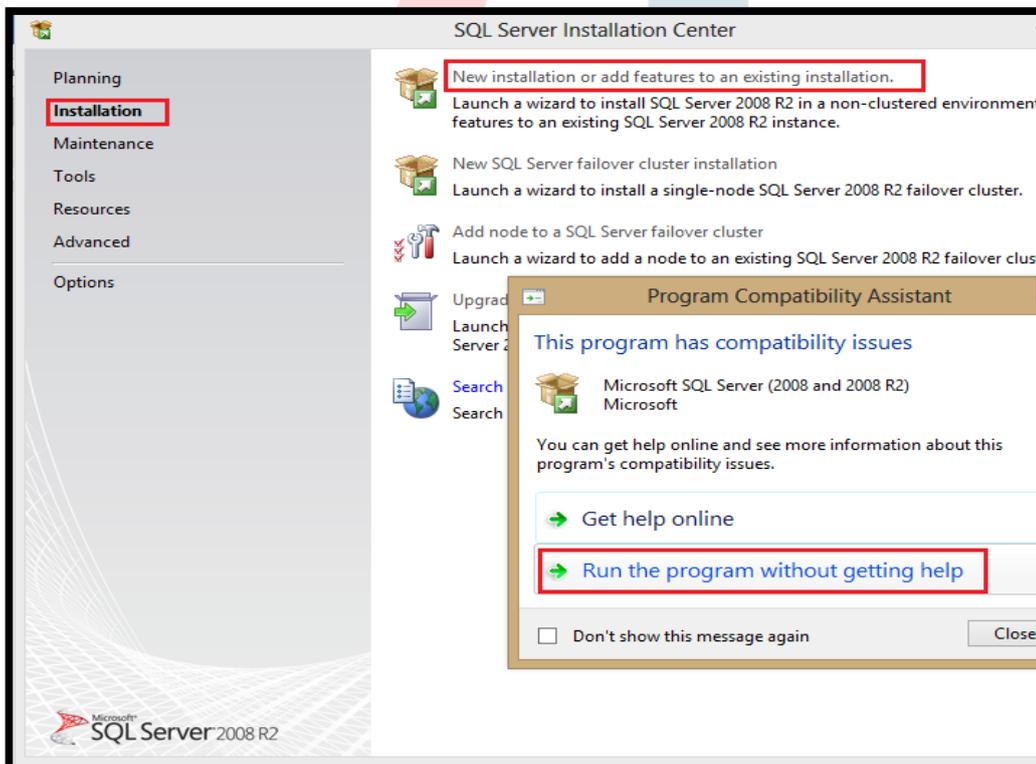


## 1.16. SQL Server 2008 Installation

Go to Setup folder and Run Setup as Administrator



- Click installation + New Installation... + Run the program without getting help

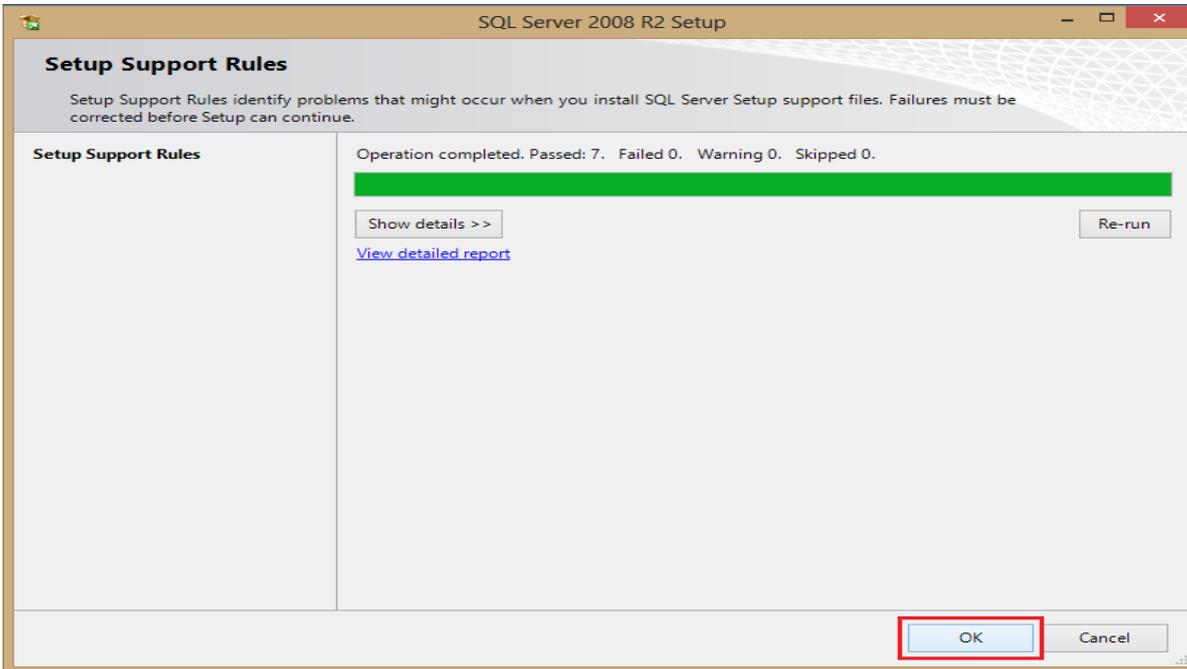




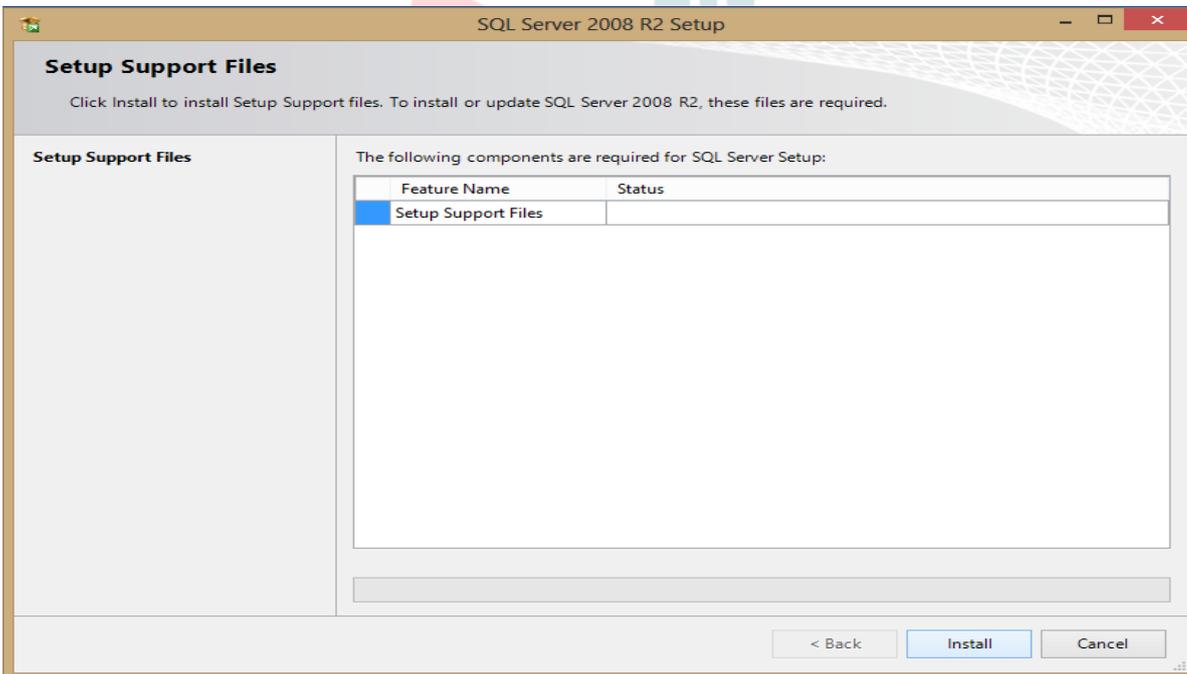
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- Click OK



- Click Install (Setup Support Files)

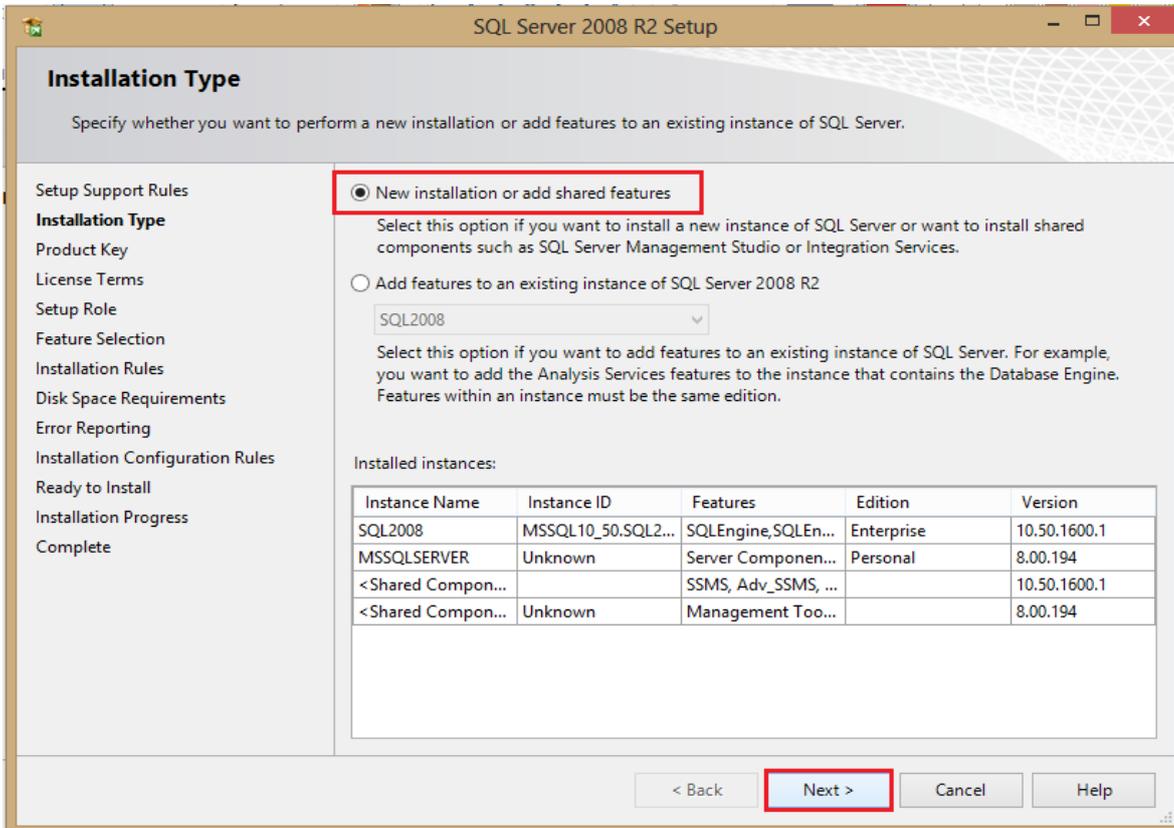




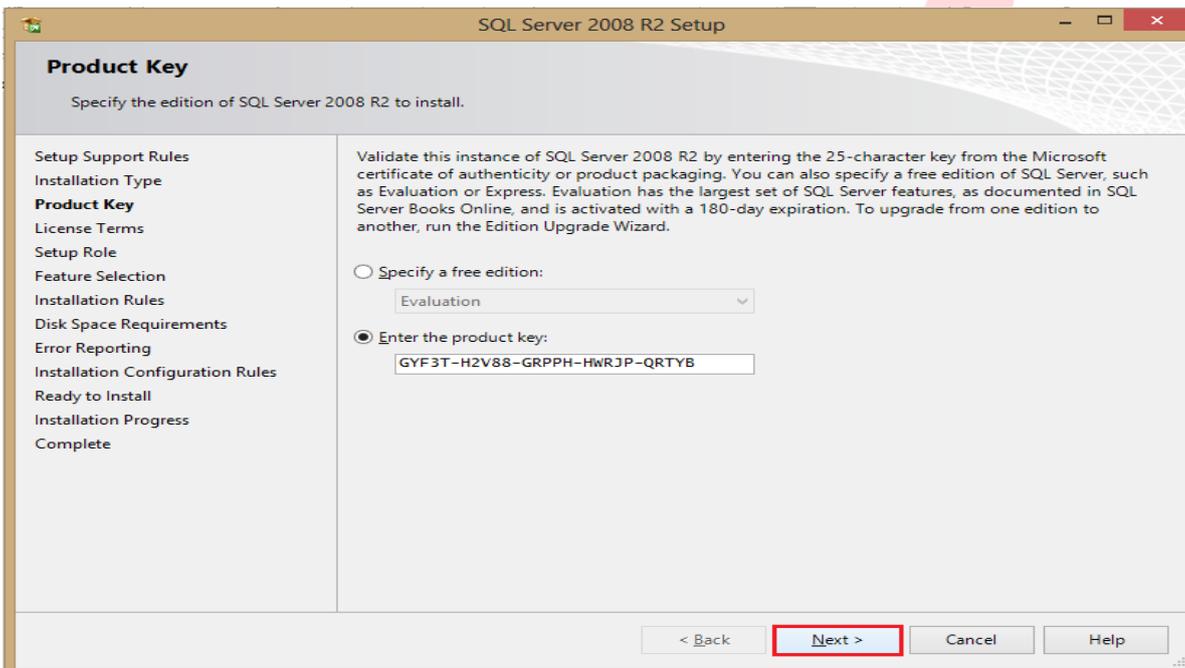
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- Click New Installation or add shared features



- Click Next (Product Key will be already here)

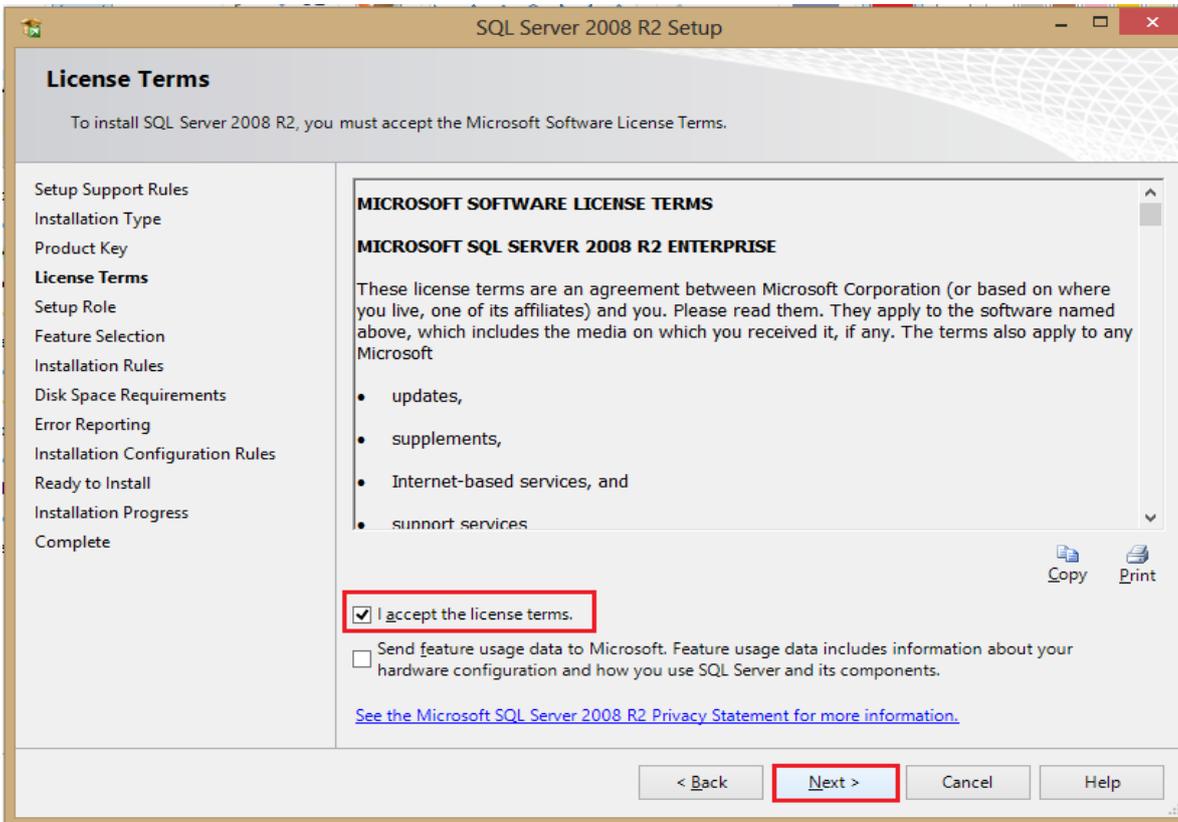




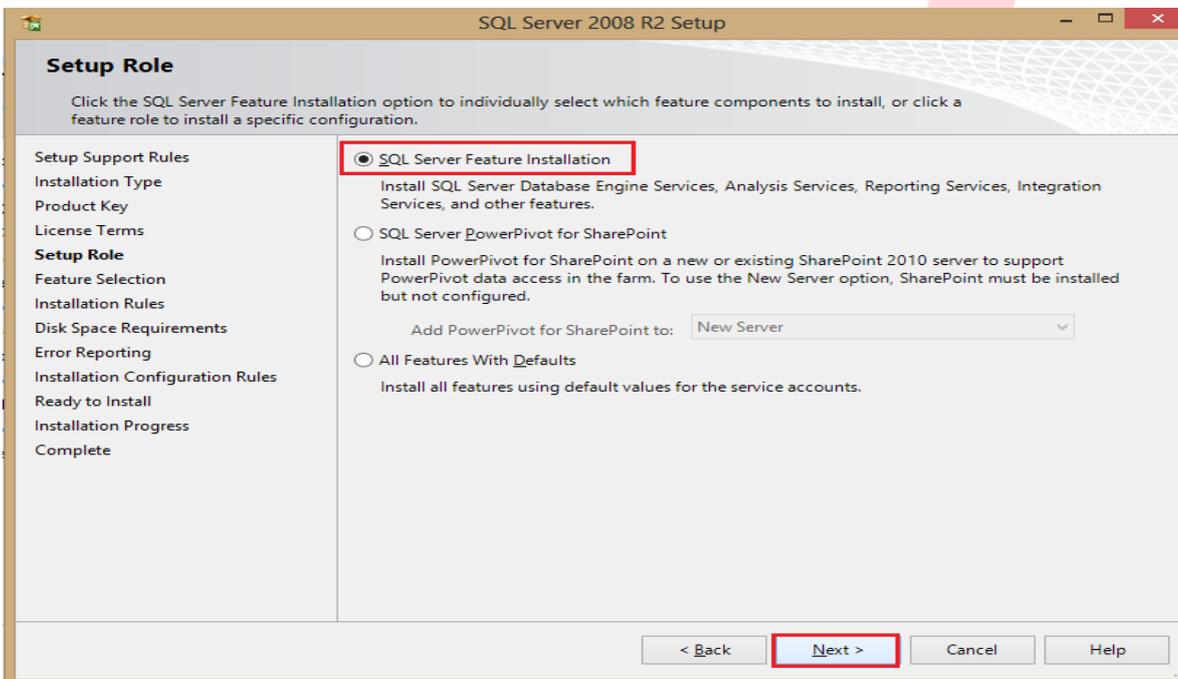
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- Click (Accept Check box) + Next



- Click SQL Server Feature Installation + Next

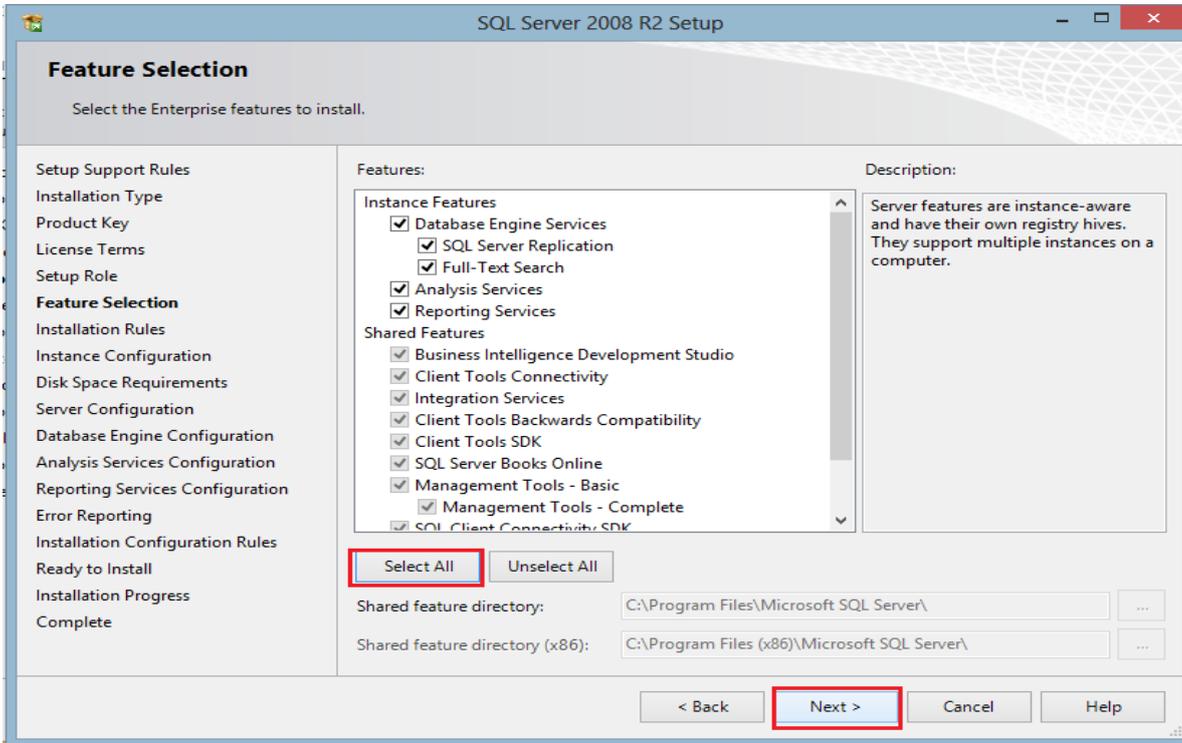




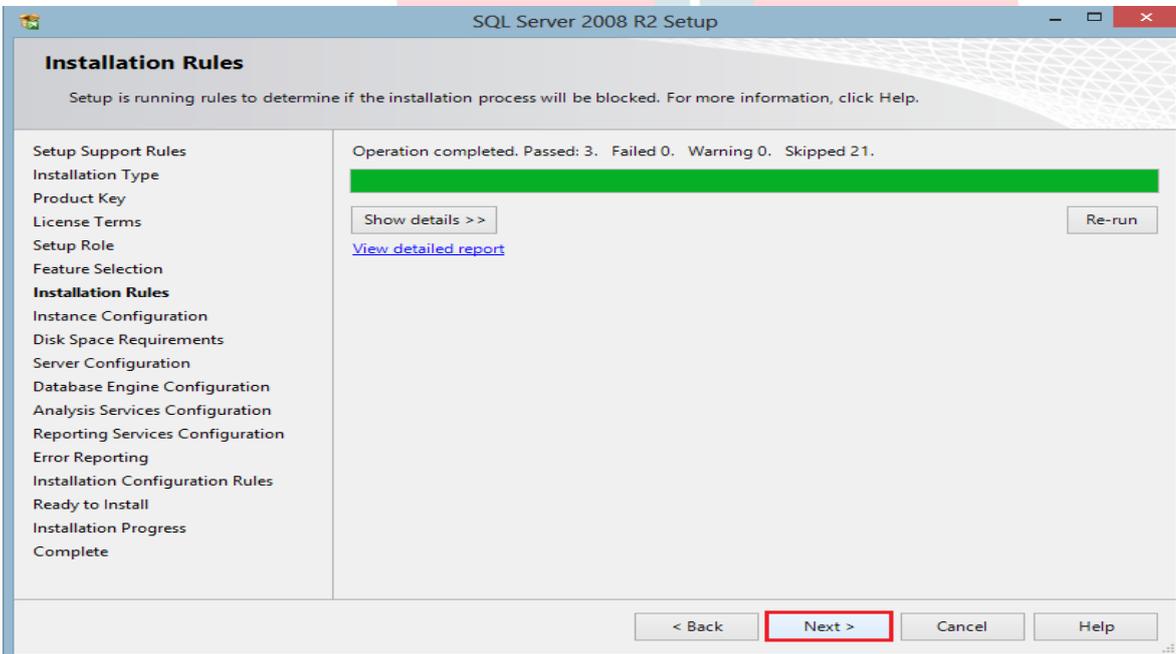
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- Click Select All + Next



- Click Next





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- Click Named instance + type "SQL2008" + Click Next

The screenshot shows the 'Instance Configuration' step of the SQL Server 2008 R2 Setup wizard. The 'Named instance' radio button is selected, and the text 'SQL2008' is entered in the 'Instance ID' field. The 'Instance root directory' is set to 'C:\Program Files\Microsoft SQL Server\'. Below, a table lists installed instances.

Instance Name	Instance ID	Features	Edition	Version
SQL2008	MSSQL10_50.SQL2...	SQLEngine,SQLEn...	Enterprise	10.50.1600.1
MSSQLSERVER	Unknown	Server Componen...	Personal	8.00.194
<Shared Compon...		SSMS, Adv_SSMS, ...		10.50.1600.1
<Shared Compon...	Unknown	Management Too...		8.00.194

- Click Next

The screenshot shows the 'Disk Space Requirements' step of the SQL Server 2008 R2 Setup wizard. It displays a 'Disk Usage Summary' for Drive C: with a green checkmark, indicating that 2222 MB is required and 75613 MB is available. The summary lists requirements for the System Drive, Shared Install Directory, and Instance Directory.

Component	Required Space
System Drive (C:\)	701 MB
Shared Install Directory (C:\Program Files\Microsoft SQL Server\)	17 MB
Instance Directory (C:\Program Files\Microsoft SQL Server\)	1504 MB



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- Select all services as highlighted + automatic

The screenshot shows the 'Server Configuration' step of the SQL Server 2008 R2 Setup. The 'Service Accounts' tab is active, displaying a table of services and their configurations. Red boxes highlight the 'Account Name' and 'Startup Type' columns for several services. Below the table, red text provides instructions: 'Account Name all should be local / system' and 'startup type - all should be automatic'. The 'Next >' button is also highlighted.

Service	Account Name	Password	Startup Type
SQL Server Agent	NT AUTHORITY\SYSTEM		Automatic
SQL Server Database Engine	NT AUTHORITY\SYSTEM		Automatic
SQL Server Analysis Services	NT AUTHORITY\LOCA...		Automatic
SQL Server Reporting Services	NT AUTHORITY\LOCA...		Automatic
SQL Full-text Filter Daemon Laun...	NT AUTHORITY\LOCA...		Manual
SQL Server Browser	NT AUTHORITY\LOCA...		Automatic

Account Name all should be local / system  
startup type - all should be automatic

- Click Add Current User + Next

The screenshot shows the 'Database Engine Configuration' step. The 'Data Directories' tab is active, and a red box highlights the 'Account Provisioning' tab. A red arrow points to the 'Data Directories' tab with the text 'to change location of mdf+ldf files'. The 'Authentication Mode' is set to 'Mixed Mode'. The 'Enter password' and 'Confirm password' fields are highlighted. The 'Specify SQL Server administrators' list contains 'SHETECHNO\s Salman (salman)' and '\Everyone (Everyone)'. The 'Add Current User' and 'Add...' buttons are highlighted. The 'Next >' button is also highlighted.

to change location of mdf+ldf files

Authentication Mode:  Mixed Mode (SQL Server authentication and Windows authentication)

Enter password: [redacted]  
Confirm password: [redacted]

Specify SQL Server administrators:  
SHETECHNO\s Salman (salman)  
\Everyone (Everyone)

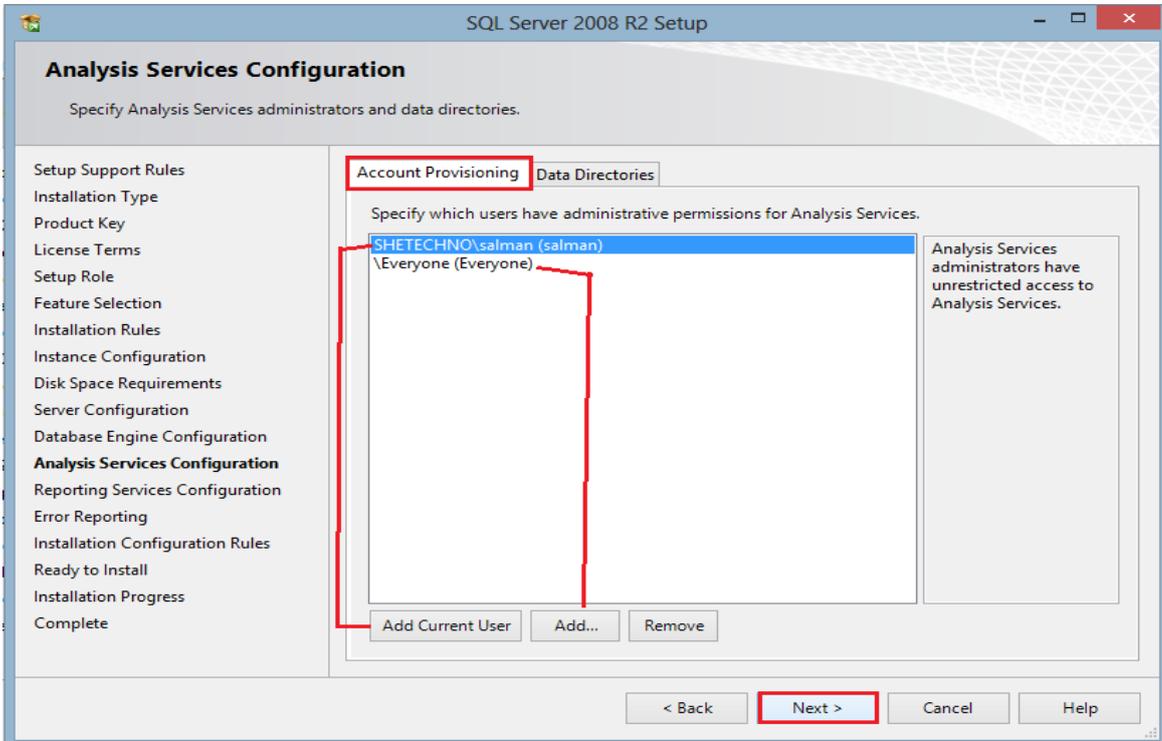
Add Current User Add... Remove



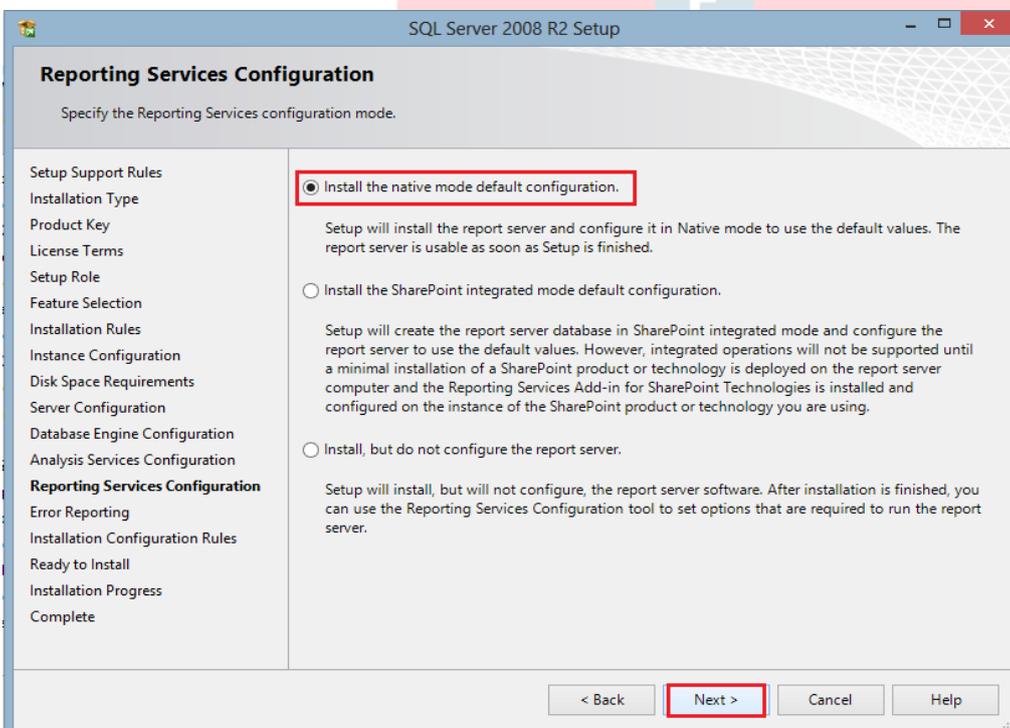
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- Click Add Current User + Next



- Click "Install the native mode default configuration." + Next

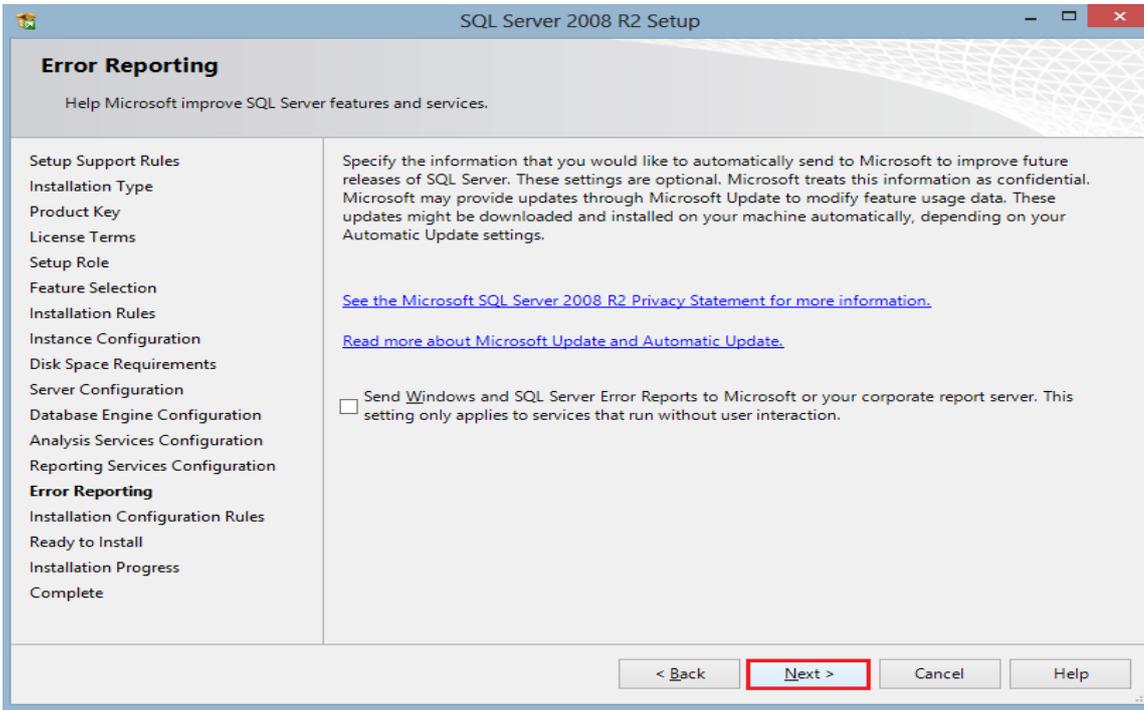




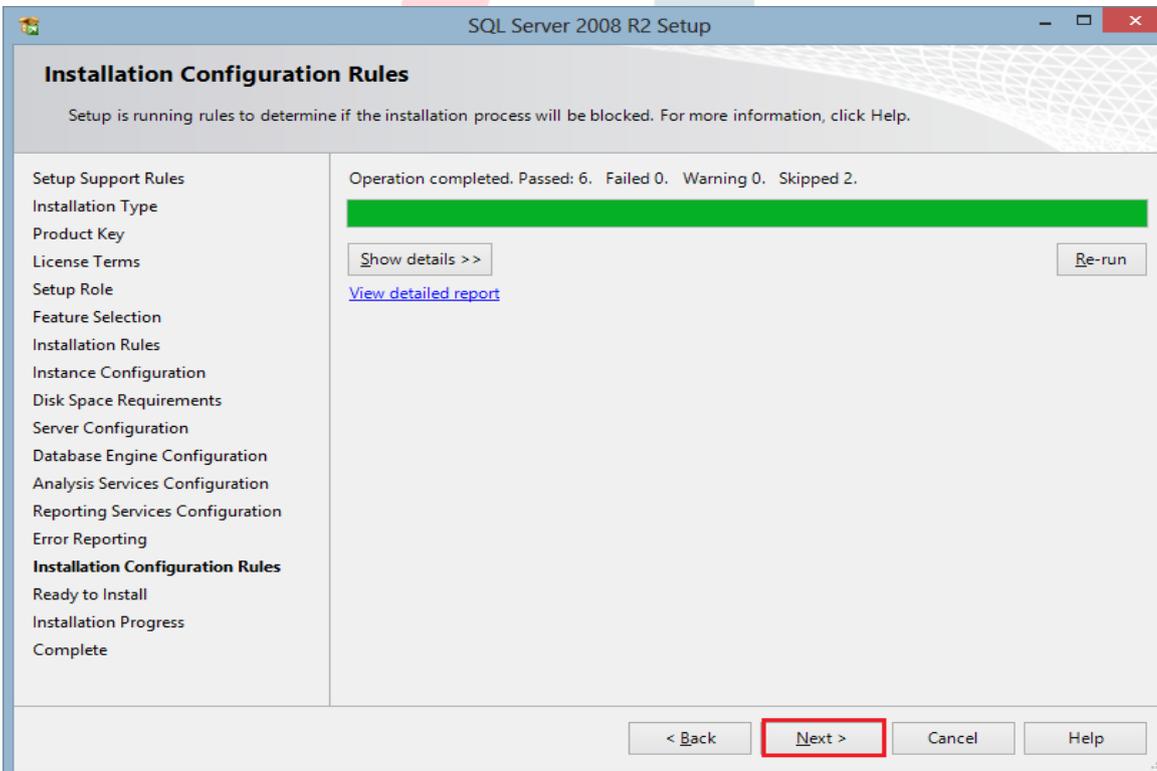
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- Click Next



- Click Next

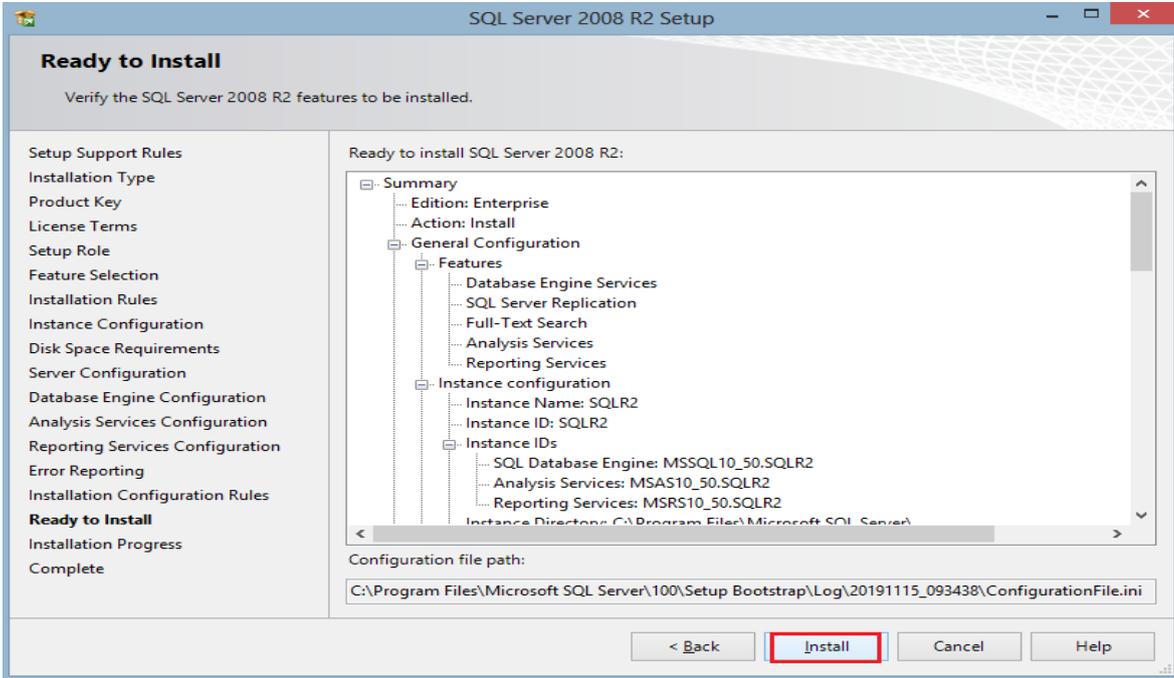




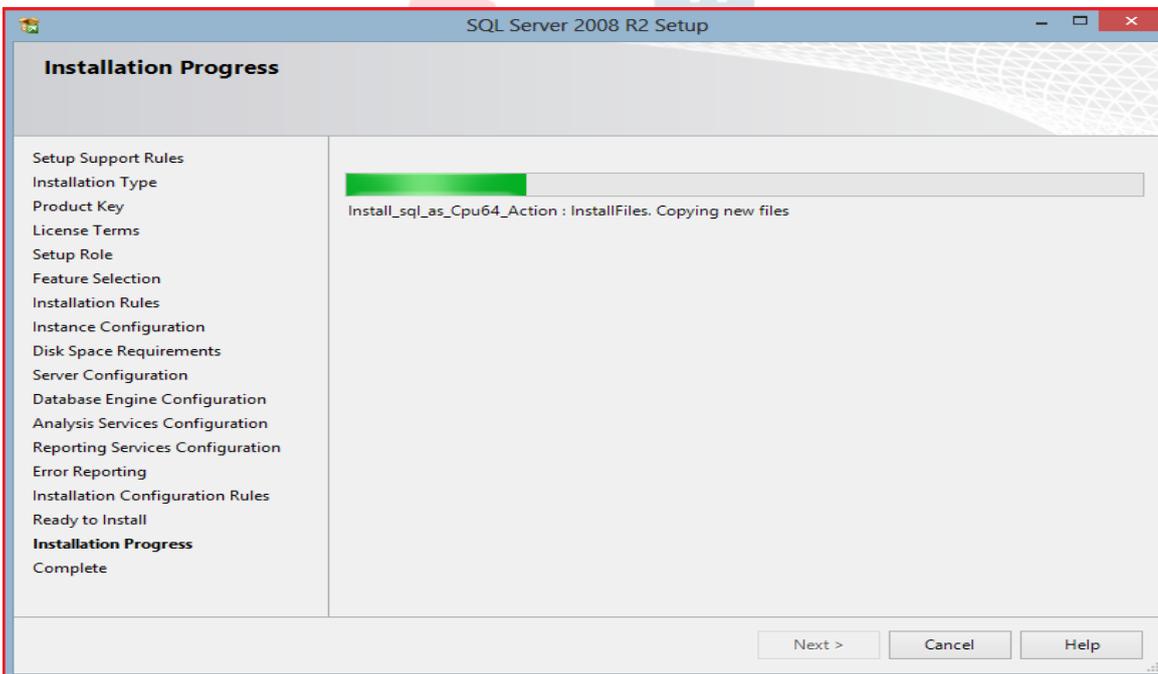
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- Click Install



- See installation Progress

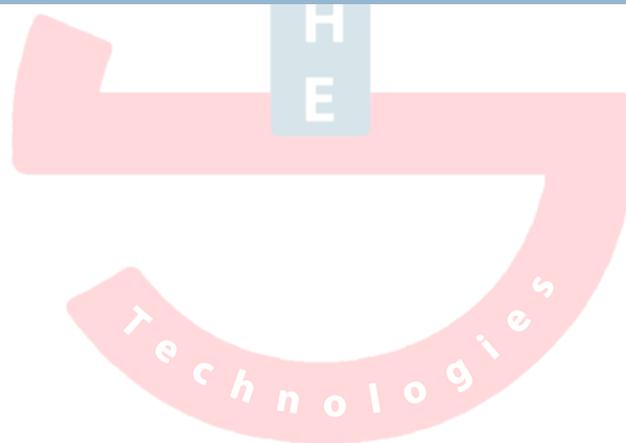
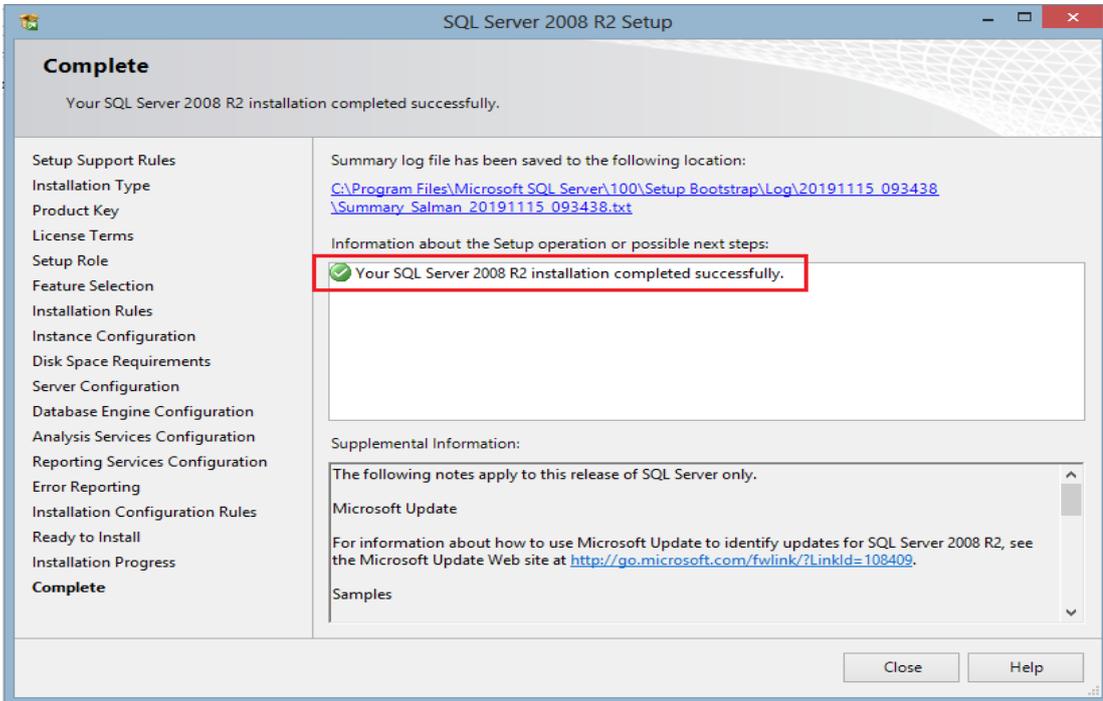




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- See congratulation msg + Click Close

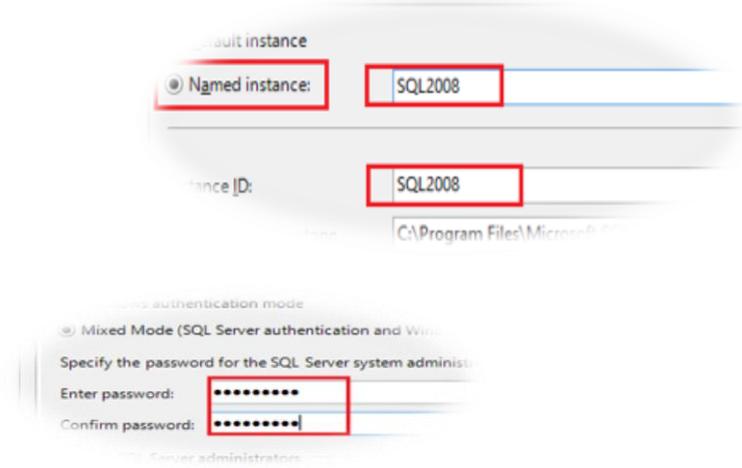




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- Start SQL Server Management Studio



- Login the SQL Server 2008

Server Name: Server\SQL2008 (Computer\_Name\Instance Name)

Login: sa

Password: Techno123 (use password set during installation)

Click Connect (you can change password later)

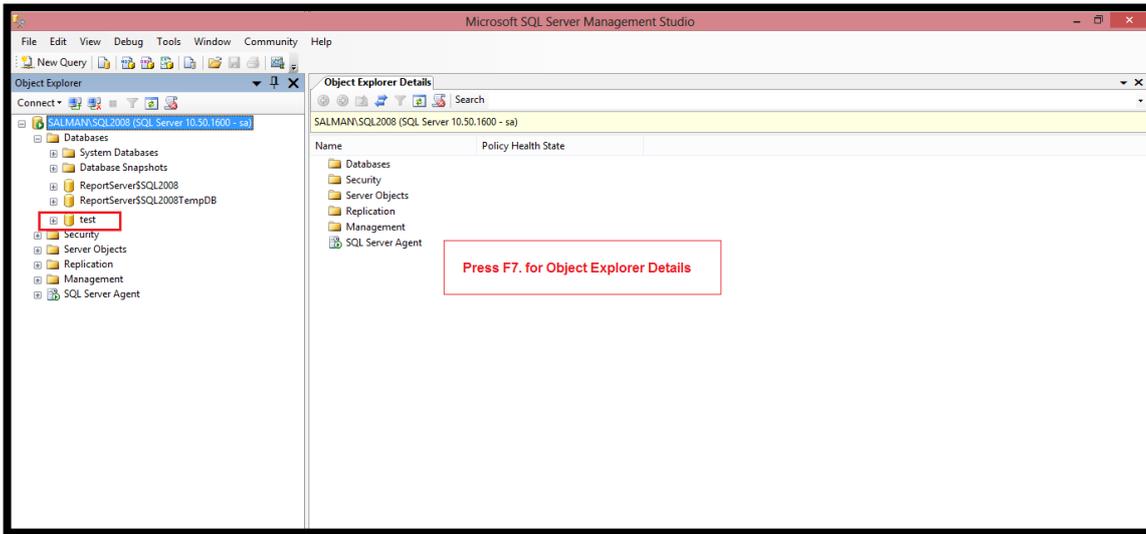


- This is SQL Server 2008 Main Interface



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**Your SQL Server 2008 is Successfully Installed.**





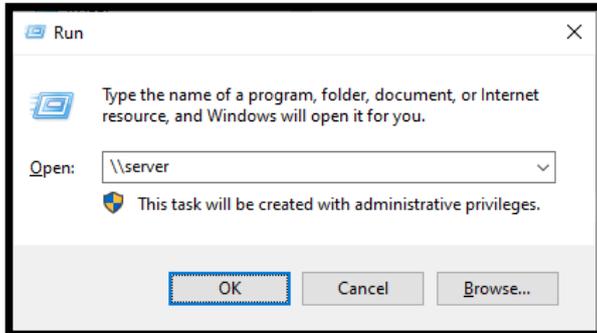
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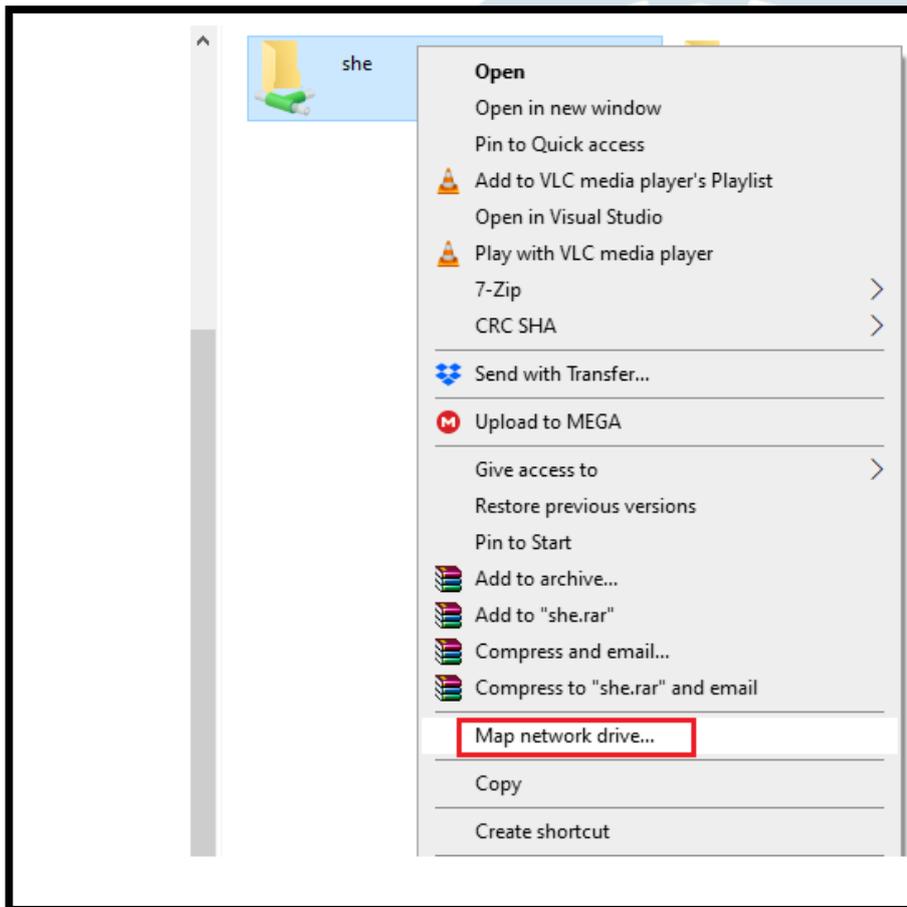
## 1.17. Thumb (Biometric) System Installation

### 1.17.1. Make S:\ Drive

- Start "Run"
- Go to Your Server Computer



- Right click on "SHE" Folder
- Click "Map Network Drive"

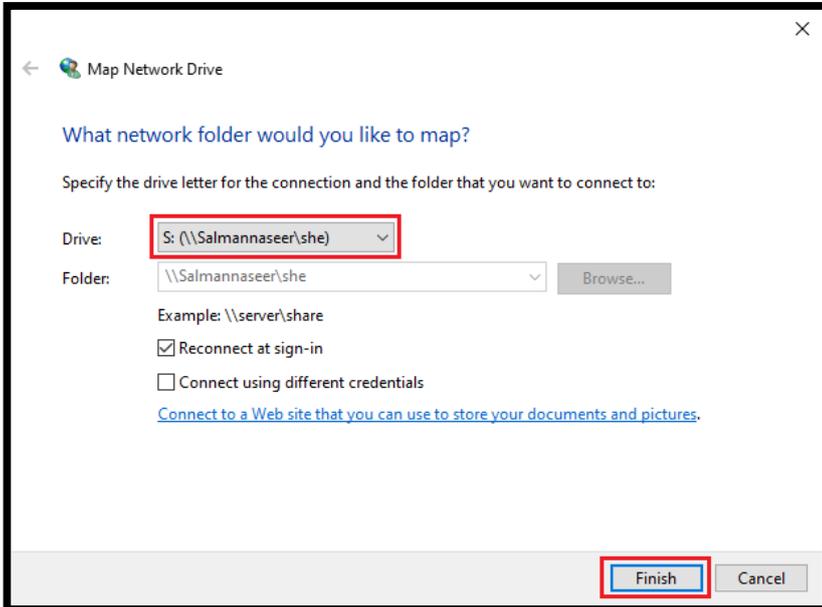




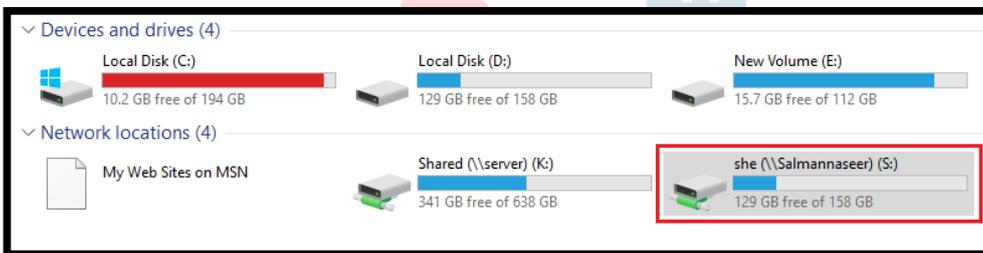
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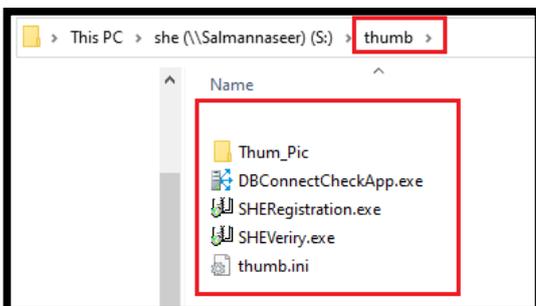
- Select Letter “S”
- Click “Finish”



- See Map Drive Done as below



- Place Thumb Folder as **s:\thumb**
- Make sure folders and files in thumb folder
  - Thum\_Pic
  - DBConnectCheckApp.exe
  - SHERegistration.exe
  - SHEVeriry
  - Thumb.ini





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## Thumb.ini File configuration

```
thumb.ini - Notepad
File Edit Format View Help
[connection]
dbms="MSS (Msoft) SQL Server 6.0"
servername = SalmanNaseer\SQL2008
database = ajd_jalil_garden

logid = thumb_usr
logpass = thumb_usr

secureuid = N
encryption = N

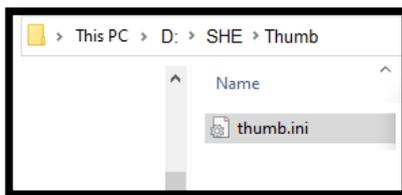
thumb_pic = 's:\thumb\thum_pic'
```

Annotations in the image:

- Red arrows point from "Your Server Name" to `servername = SalmanNaseer\SQL2008`
- Red arrows point from "Your DB Name" to `database = ajd_jalil_garden`
- Red arrows point from "SQL User" to `logid = thumb_usr`
- Red arrows point from "SQL User Password" to `logpass = thumb_usr`

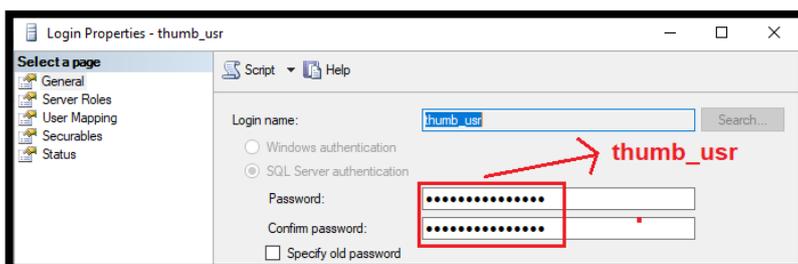
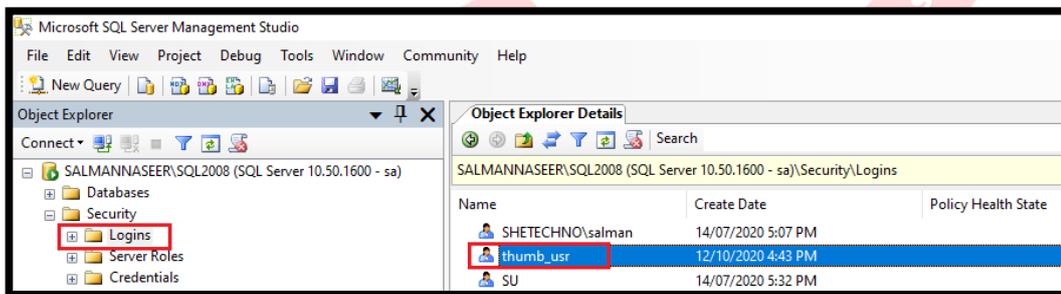
### 1.17.2. Client System Setting (if you have client systems)

Place thumb.ini File in Client System as `d:\shelthumb\thumb.ini` & install SDK (1.15.4)



### 1.17.3. Make SQL User "thumb\_usr"

- Make user "thumb\_usr"
- Password also set "thumb\_usr"



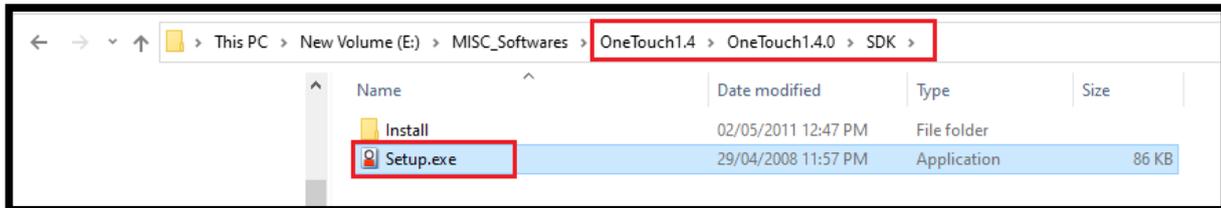


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## 1.17.4. SDK Installation (Thumb Device Software)

- Install this software for integrate thumb device
- Right Click "Run as Administrator"
- Next + Next + Install
- Finish



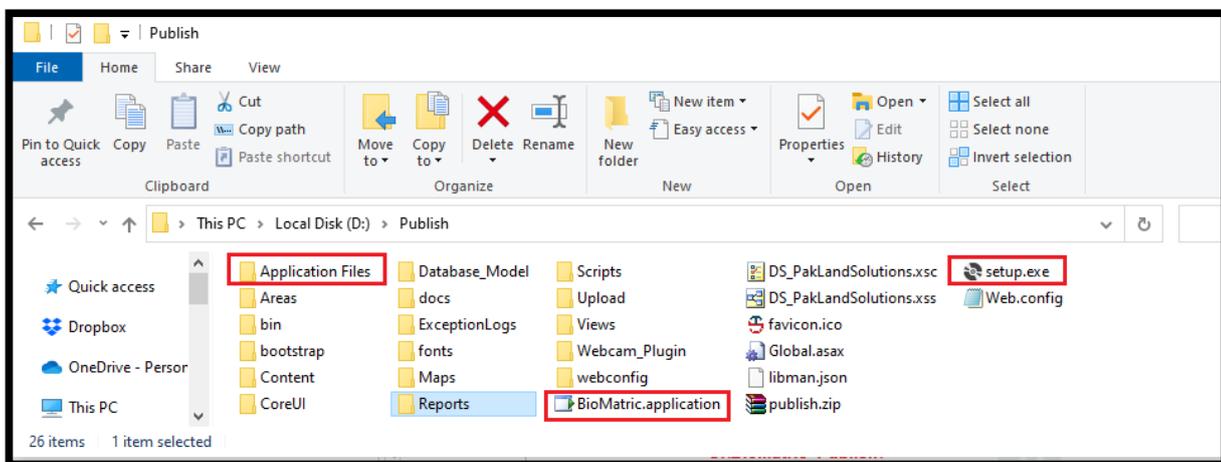
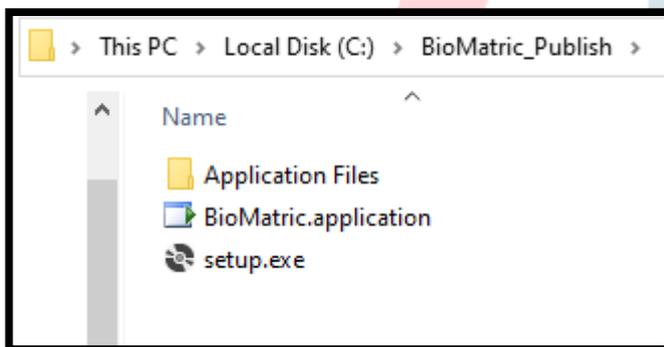
## 1.17.5. .Net Application case (This step is only do if you are using .Net Application)

### Place Files

Application Files  
BioMatric.application  
setup.exe

### at below 2 paths

C:\BioMatric\_Publish\  
D:\Publish\



Now thumb system will run as below



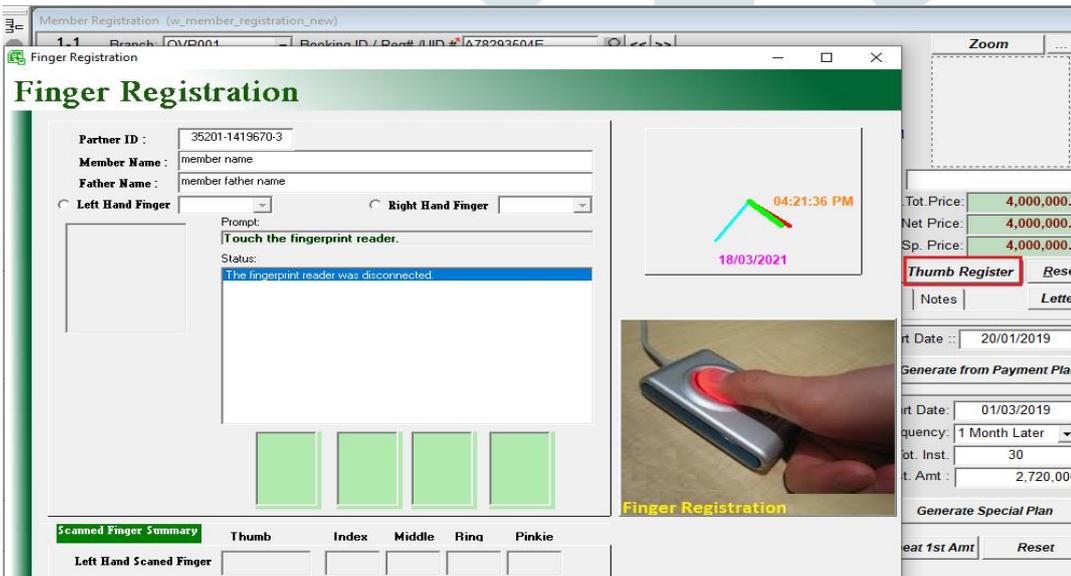
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- Click Button “Thumb Verification”
- Finger Verification window will show



- Click “Thumb Register”
- See “Finger Registration” Popup as below screenshot



- For .Net Application click thumb button as below





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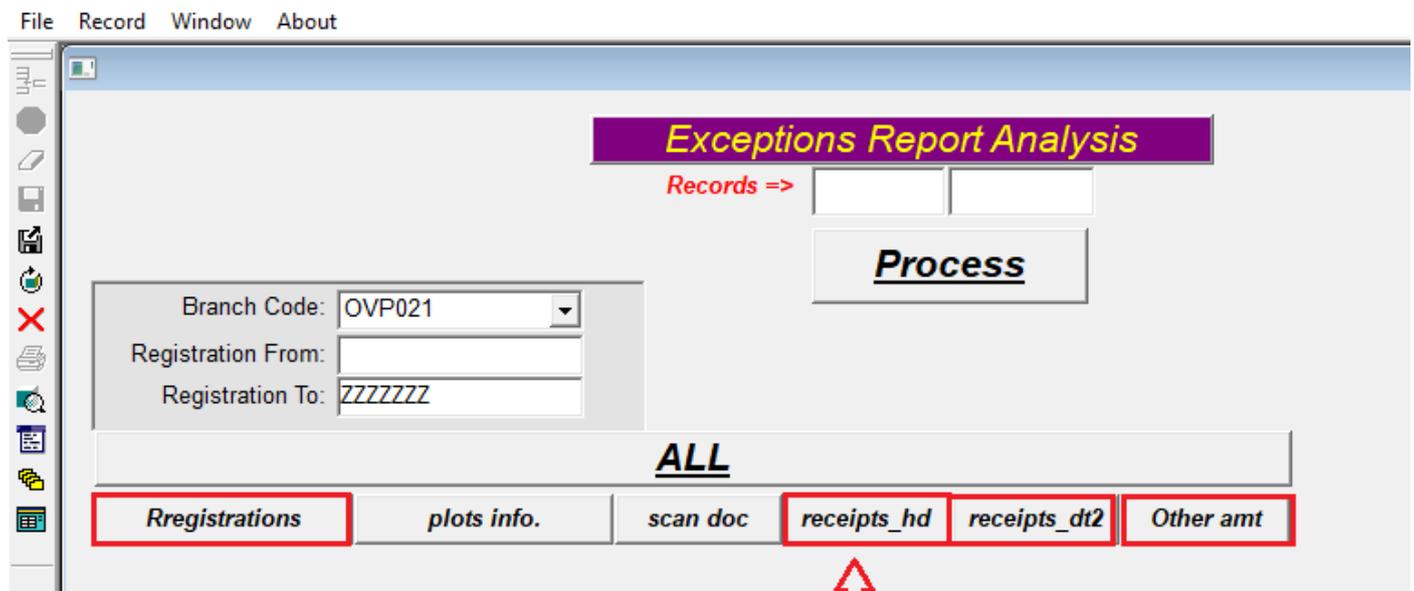
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## 1.18. Exceptions (How to resolve exceptions)

There are some exception reports, that administrator should monitor and make arrangement to correct for smooth running of software and business.

**Maintenance → Misc → Exception Information → Exceptions**

- Click One by One
  - Registrations Button (exceptions in registrations)
  - Receipts\_hd (exceptions in receipts)
  - Receipts\_dt2 (exceptions in receipt detail)
  - Other amt (Exceptions in other payments)
- Highlighted buttons are related to SAMS





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## 1.19. Wan Server with Hamachi

SHE Software on WAN (Wide Area Network)

### 1.19.1. Server-Side Installation: -

- Double Click on Hamachi Installer Exe file. + Click **Next**



- Click on Next Button.

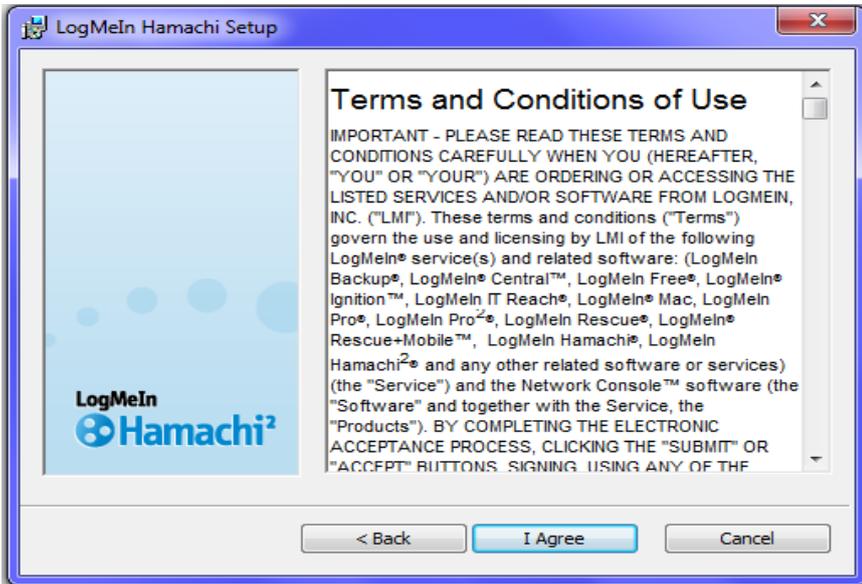




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- Click on I Agree Button.



- Next

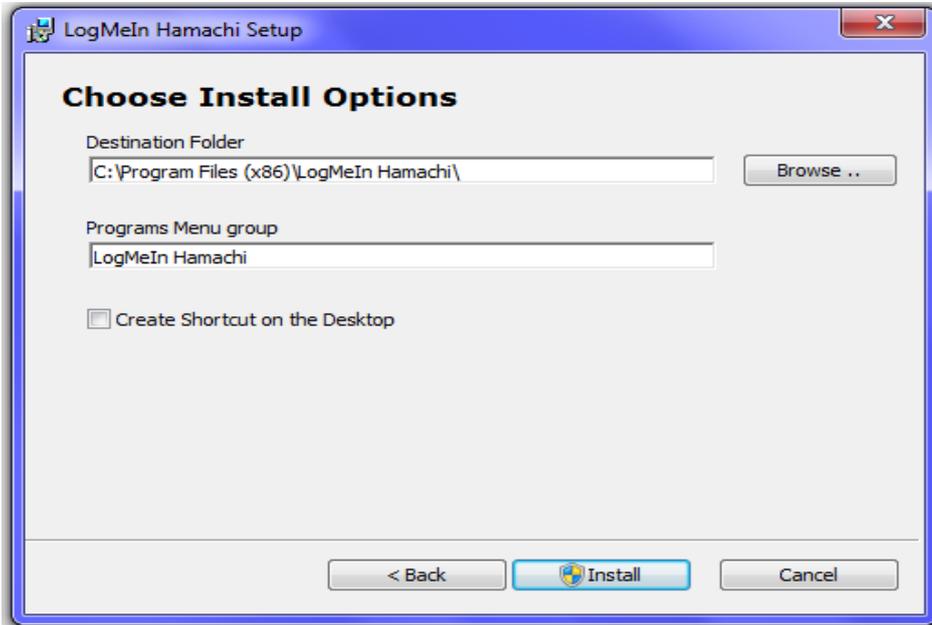




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- Click "Install"



- Click on Finish Button.

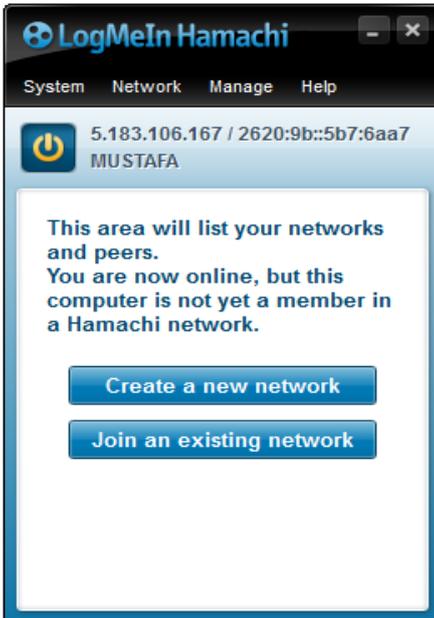




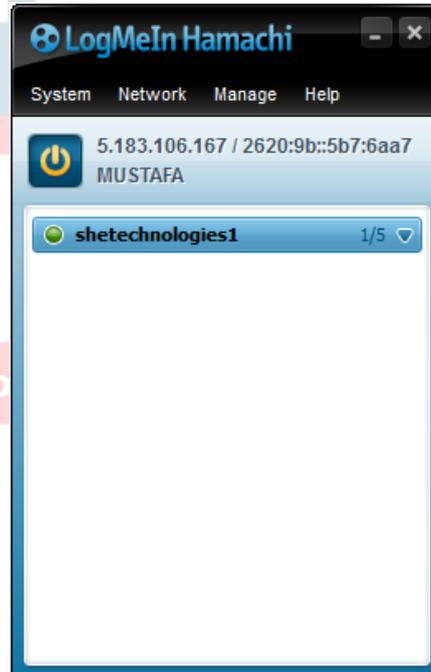
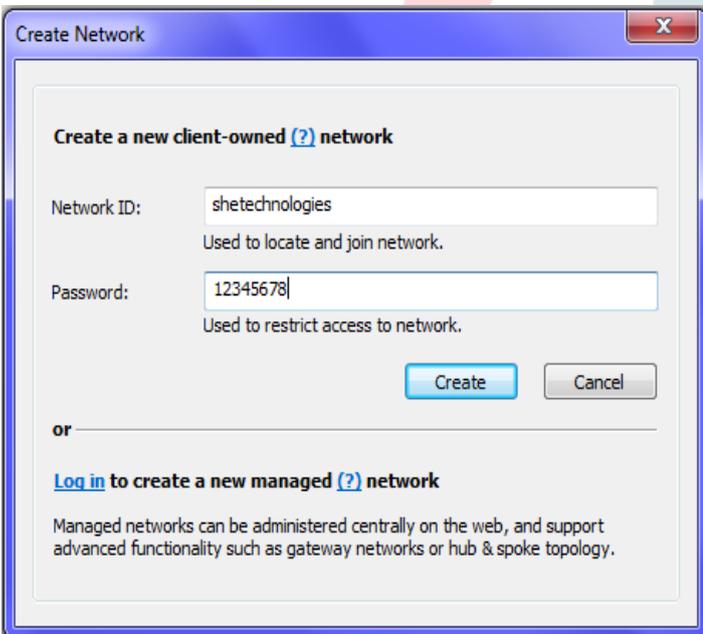
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- Click on Create a new network.



- Set Network ID: server\_name
- Password (to join network)



**WAN Server Configuration Done Successfully.**

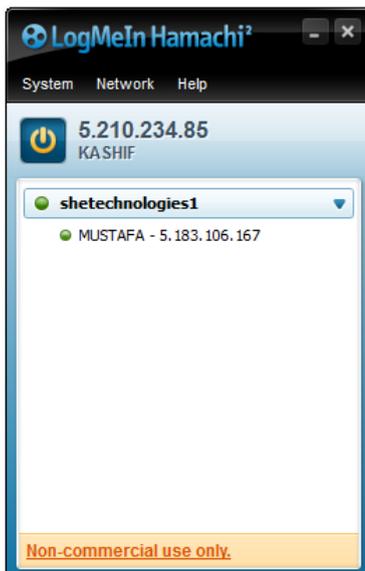
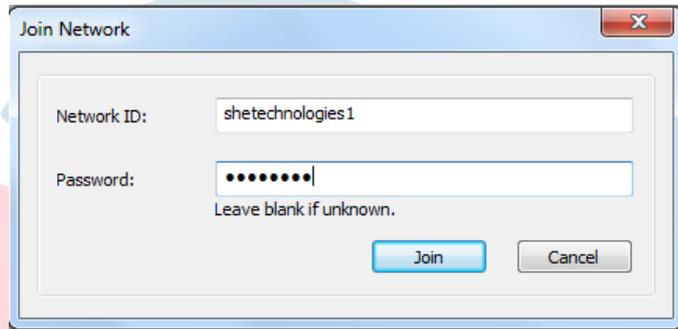
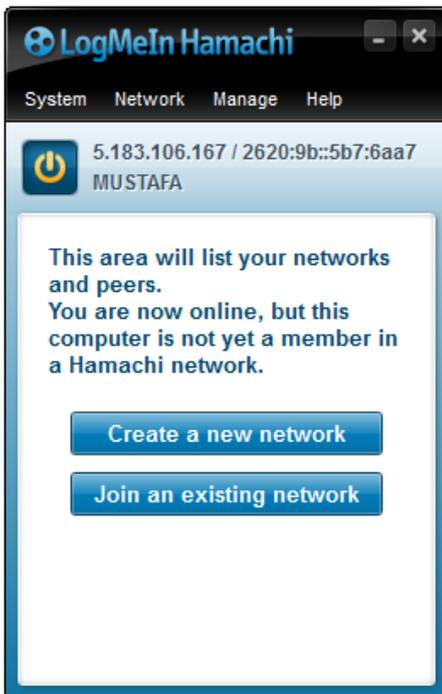


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## 1.19.2. Client Connectivity with Server: -

- Install Hamachi as installed on server
- Click “Join an Existing Network” (for client system)
- Give network name i.e. defined during create network
- Give password i.e. password of network defined
- Click on Join Button.



WAN Network Created and Joined Successfully  
i.e. PC Name Mustafa with its Hamachi IP 5.183.106.167

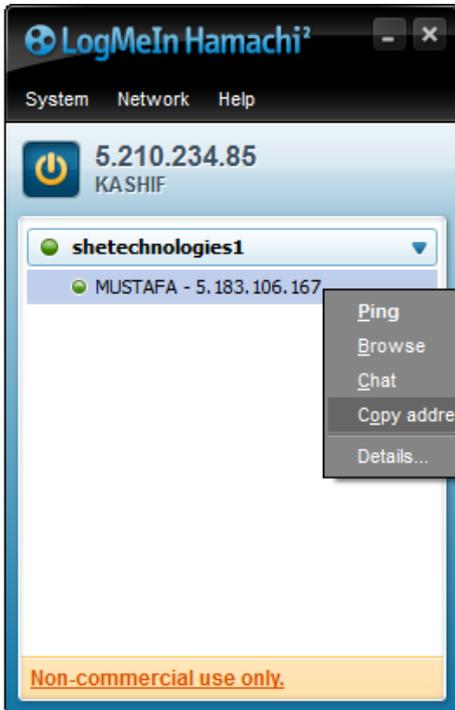


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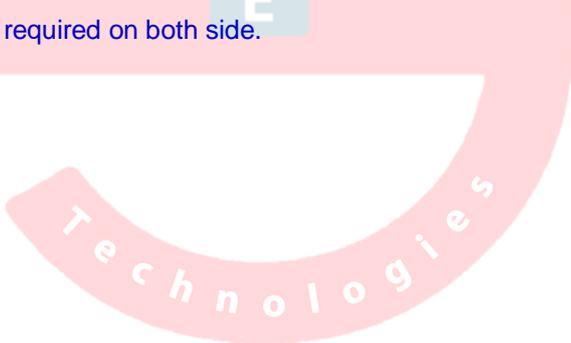
Server and Client are installed and Joined Successfully. Use its IP to access Server / PC and run software.

- Right click on Server name and click on Copy Address.
- Use This IP in developers.ini to run software using WAN



```
*developers.ini - Notepad
File Edit Format View Help
[connection]
dbms="MSS (Msoft) SQL Server 6.0"
servername = 5.183.106.167\SQL2008
database = al_noor_orchard
logid = sa
logpass = 11
secureuid = N
encryption = N
default_branch = AJD002
members_folder = 'd:\she\developers\members\'
docs_folder = 'd:\she\developers\docs\'
letters_folder = 'd:\she\developers\letters\'
default_folder = 'd:\she\developers\default\'
LICKY = 'ASHV*p*E25222345347pk19LS'
```

Note: - Minimum Internet speed 4MB required on both side.



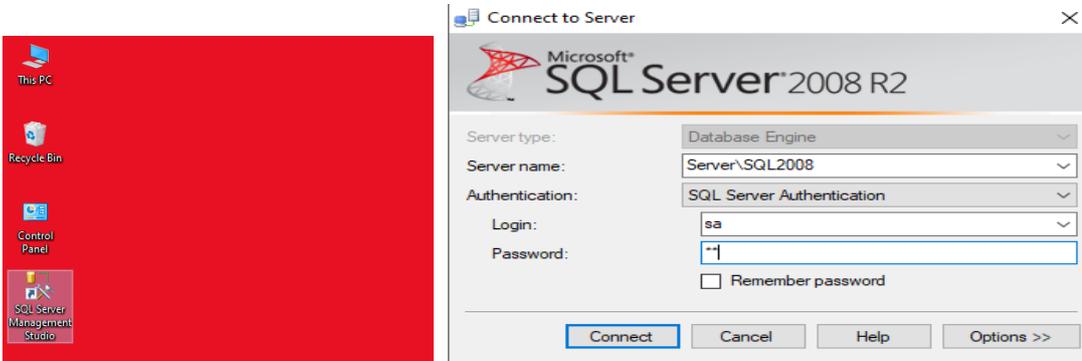


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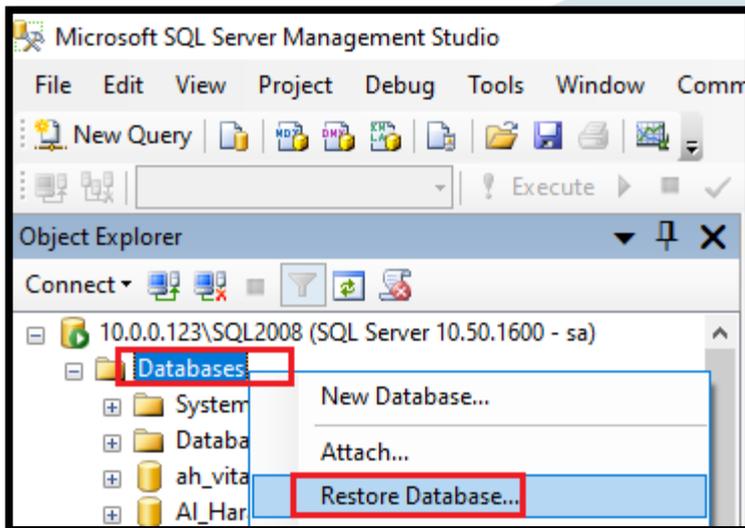
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## 1.20. Restore Database in SQL Server

- Login to SQL Server Management Studio



- Create your database if not in list (new SQL server is installed)
- Right click **"Databases"**
- Click **"New Database..."**

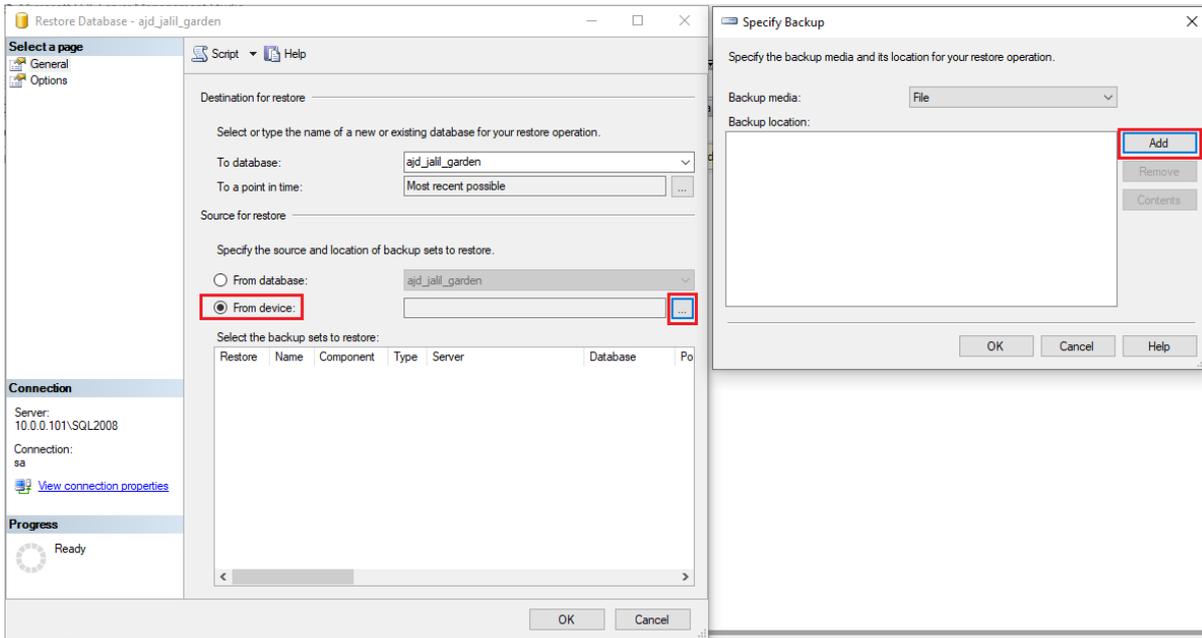




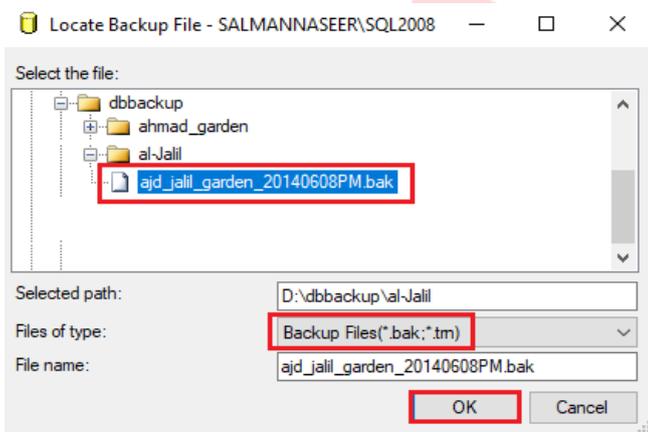
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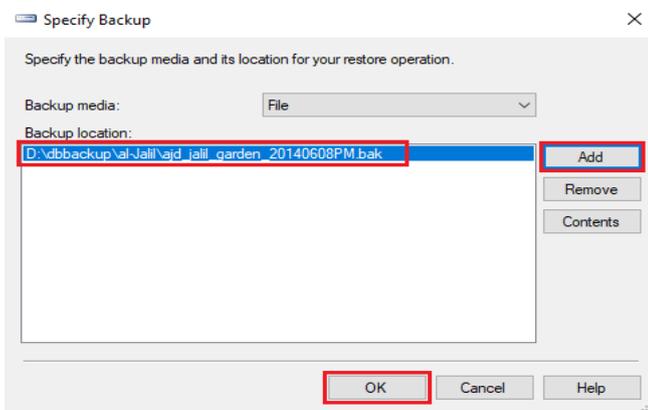
- Click "From device" → Click "..." → Add →



- Select **backup file** from your folder i.e. `ajd_jalil_garden_20140608PM.bak`
- Click "OK"



- Click "OK"



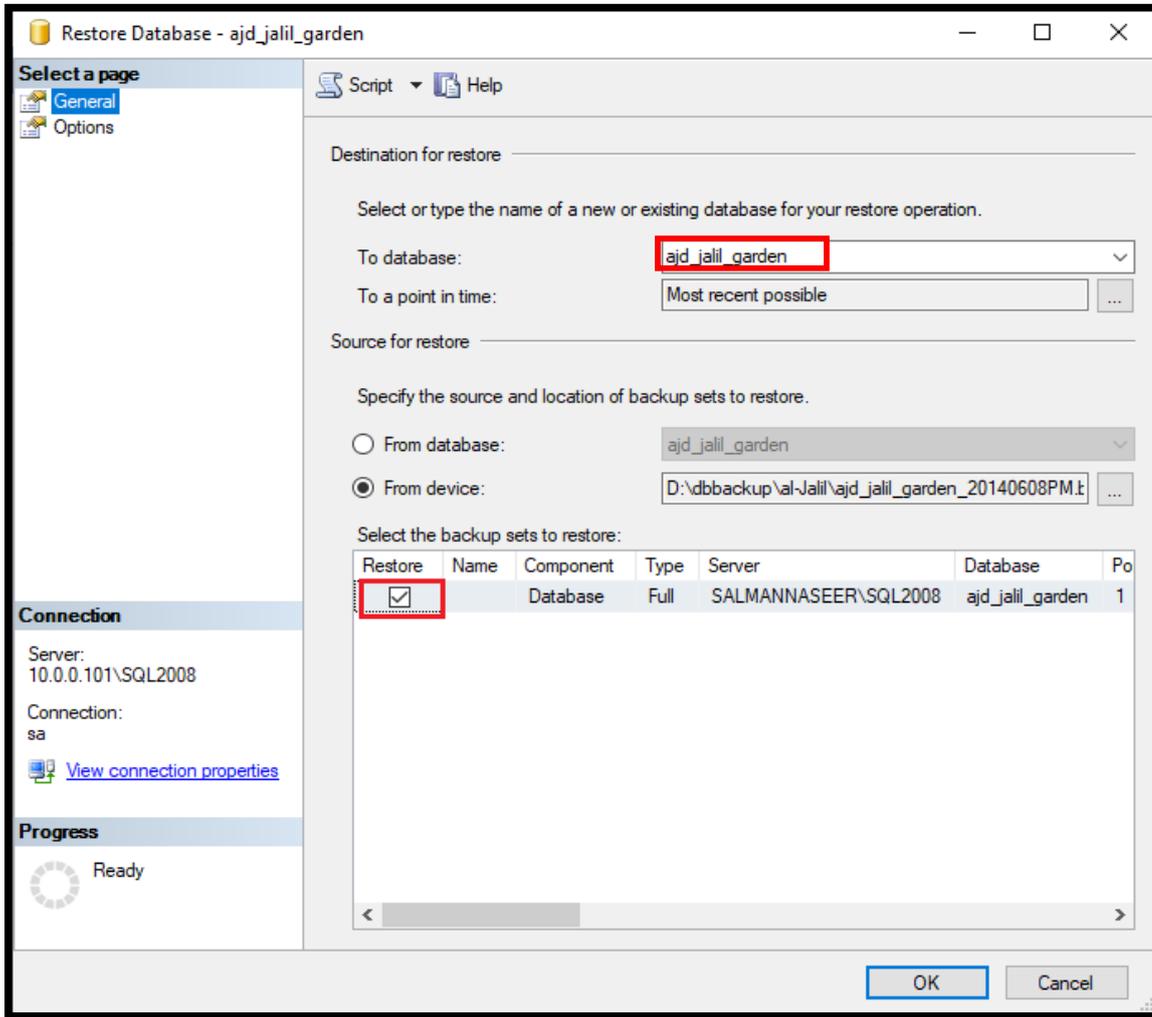
- "Tick" Restore



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- Select Database Name i.e. `ajd_jalil_garden`





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- Click “Options”
- “Tick” overwrite the existing database (with replace)
- Click “OK”

Restore Database - ajd\_jalil\_garden

Select a page

- General
- Options**

Script Help

Restore options

- Overwrite the existing database (WITH REPLACE)
- Preserve the replication settings (WITH KEEP\_REPLICATION)
- Prompt before restoring each backup
- Restrict access to the restored database (WITH RESTRICTED\_USER)

Restore the database files as:

Original File Name	File Type	Restore As
developers_Data	Rows Data	C:\Program Files\Microsoft SQL... ..
developers_Log	Log	C:\Program Files\Microsoft SQL... ..

Recovery state

- Leave the database ready to use by rolling back uncommitted transactions. Additional transaction logs cannot be restored.(RESTORE WITH RECOVERY)
- Leave the database non-operational, and do not roll back uncommitted transactions. Additional transaction logs can be restored.(RESTORE WITH NORECOVERY)
- Leave the database in read-only mode. Undo uncommitted transactions, but save the undo actions in a standby file so that recovery effects can be reversed.(RESTORE WITH STANDBY)

Standby file:

**i** The Full-Text Upgrade Option server property controls whether full-text indexes are imported, rebuilt, or reset.

OK Cancel



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- Database is restored successfully.

The screenshot shows the 'Restore Database - ajd\_jalil\_garden' dialog box in Microsoft SQL Server Enterprise Manager. The 'Restore options' section is visible, with 'Overwrite the existing database (WITH REPLACE)' checked. A table lists the files to be restored:

Original File Name	File Type	Restore As
developers_Data	Rows Data	C:\Program Files\Microsoft SQL...

A dialog box in the foreground displays the message: 'The restore of database 'ajd\_jalil\_garden' completed successfully.' The progress bar in the background is at 100%.



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## 1.21. Client Portal

Your step-by-step guide to get booking details, receipts, making payments, checking account statements, and managing your real estate journey online.

### 1.21.1. Getting Started

**Step 1:** Go to [portal URL]

**Step 2:** Click **Sign Up** if you're a new user, or **Sign in** if you already have an account

**Step 3:** Enter your basic details and verify your phone/email

**Step 4:** You'll land on your **Dashboard**, where everything starts

The image displays two side-by-side screenshots of the SHE Technologies user interface. The left screenshot shows the 'Registration' form, which includes fields for User Name (filled with 'xyz'), CNIC (filled with '00000-0000000-0'), Phone Number (filled with '923001234567'), Email Address (filled with 'xyz123@gmail.com'), Password, and Confirm Password. Below these fields are radio buttons for 'SMS' and 'Email' verification, a red 'Register' button, and a link for 'Already have Account? Sign In'. The right screenshot shows the 'Sign In' form, which includes fields for CNIC (filled with '00000-0000000-0') and Password. It also features a 'Remember Me' checkbox, a 'Forgot Password' link, a red 'Sign In' button, and a link for 'Haven't Account Yet? Register Here'.



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## 1.21.2. Dashboard

Users get the following information on their dashboard:

1. Personal information (Name, Profile picture, CNIC)
2. Booking details (Branch, Registration number, Block/Floor, Plot/Unit no.)
3. Registration status
4. Financial information (Due Amount, Received Amount, Outstanding Amount, Overdue Amount)
5. Receipts
6. Account statement

The screenshot shows the 'Client Portal' interface. At the top right, the date and time are '14/06/2025 12:00 AM'. The user's profile is shown on the left with a profile picture, name, and CNIC. The financial summary is in the center, showing Due Amount (1,491,750.00), Overdue Amount (352,000.00), OS Amount (776,000.00), and Received Amount (715,750.00). Below this is a table of registrations with columns for Branch, Registration#, Block/Floor, Plot No., Due Amount, Received Amount, OS Amount, Overdue Amount, Status, and Action. There are two rows of registration data. The first row is 'Active' and the second is 'Canceled'. An 'Online Payment' button is located at the bottom right of the table area.

Branch	Registration#	Block/Floor	Plot No.	Due Amount	Received Amount	OS Amount	Overdue Amount	Status	Action
		A	172	726,750.00	715,750.00	11,000.00	11,000.00	Active	Receipts Statement
		B	2	765,000.00	.00	765,000.00	341,000.00	Canceled	Receipts Statement



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### 1.21.3. Viewing Receipts

Users can view their receipt details, e.g., receipt no., payment mode, bank name, instrument (cheque no.) no., etc., by following these steps:

1. Go to the **Dashboard**
2. Click on **Receipts**
3. Find the one you want

Client Portal

14/06/2025 12:00 AM



Files/Units: 2

Due Amount 1,491,750.00	Overdue Amount 352,000.00
OS Amount 776,000.00	Received Amount 715,750.00

Branch	Registration#	Block/Floor	Plot No.	Due Amount	Received Amount	OS Amount	Overdue Amount	Status	Action
		A	172	726,750.00	715,750.00	11,000.00	11,000.00	Active	<a href="#">Receipts</a> <a href="#">Statement</a>
		B	2	765,000.00	.00	765,000.00	341,000.00	Canceled	<a href="#">Receipts</a> <a href="#">Statement</a>

Receipts

Online Payment

Content Script

Client Portal

14/06/2025 12:00 AM

Dashboard

Receipt#	Mode	Bank	Instrument#	Paid Date	Paid Amount
1343	CASH			16/06/2025	273,000
1344	CASH			16/06/2025	11,000
1345	CASH			16/06/2025	5,500
<b>Total</b>					<b>289,500</b>

Content Script



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## 1.21.4. Checking Account Statement

1. Go to the **Dashboard**
2. Click on **Statement**

**Note:** The system will automatically download the account statement to the downloads.

Client Portal 14/06/2025 12:00 AM



Files/Units: 2

Due Amount  
**1,491,750.00**

Overdue Amount  
**62,500.00**

OS Amount  
**486,500.00**

Received Amount  
**1,005,250.00**

Branch	Registration#	Block/Floor	Plot No.	Due Amount	Received Amount	OS Amount	Overdue Amount	Status	Action
[Redacted]	SHE04	A	172	726,750.00	715,750.00	11,000.00	11,000.00	Active	<a href="#">Receipts</a> <a href="#">Statement</a>
[Redacted]	SHE05	B	2	765,000.00	289,500.00	475,500.00	51,500.00	Canceled	<a href="#">Receipts</a> <a href="#">Statement</a>

Account statement Online Payment

Content Script

### Account Statement

**Member Information :**

Registration No: [Redacted]

CNIC No: [Redacted]

Member Name: [Redacted]

S/O: [Redacted]

Address: [Redacted]

Mobile ,Ph,Off/res: [Redacted]      Email: email@gmail.com



---

**Unit Information :**

Block / Floor Name: B Block      Category : Commercial

Unit No : 2      Size : 03M

Type : STVIEW      Booking Date : 05/06/2024

---

**Payment Detail :**

Net Price 765,000      Received Amount 289,500      Outstanding Amt. 473,500

Hold Amount 429,035      OverDue Amt. 49,500      Received %age . 38 %

Payment Desc	Due Date	Due Amt	Received Amt	Rebat Amt	OS Amount	Rcpt No	Payment Mode	Paid Date	Paid Amt
balloting	08/12/2023	100,000	100,000	0	0	1343	CASH	16/06/2025	273,000
booking	08/12/2023	175,000	173,000	2,000	0	1344	CASH	16/06/2025	11,000
Installment # 1	05/07/2024	5,500	5,500	0	0	1345	CASH	16/06/2025	5,500
Installment # 2	05/08/2024	5,500	5,500	0	0				
Installment # 3	05/09/2024	5,500	5,500	0	0				
<b>Total :</b>									<b>289,500</b>

Recent download history

 StatementOfAccount.pdf  
96.2 KB · Done

Full download history

Downloads



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## 1.21.5. Making Online Payments

1. Go to the **Dashboard**
2. Review your due, overdue, or outstanding amounts
3. Click on **Online Payments**
4. Enter the desired amount in the **Amount** field
5. Select/Mark the entered amount
6. Choose your payment method (Debit/Credit Card, JazzCash, etc.)
7. Complete the payment

**Note:** Users will get a receipt once the transaction is complete.

Please contact customer support for an understanding of extra charges like currency exchange rate, fixed charges, 2.8% charges (may vary according to the terms & conditions), and other charges.

Client Portal 14/06/2025 12:00 AM



Files/Units: 2

Due Amount  
**1,491,750.00**

Overdue Amount  
**62,500.00**

OS Amount  
**486,500.00**

Received Amount  
**1,005,250.00**

Branch	Registration#	Block/Floor	Plot No.	Due Amount	Received Amount	OS Amount	Overdue Amount	Status	Action
██████████	██████████	A	172	726,750.00	715,750.00	11,000.00	11,000.00	Active	Receipts Statement
██████████	██████████	B	2	765,000.00	289,500.00	475,500.00	51,500.00	Canceled	Receipts Statement

Make online payments [Online Payment](#)

Content Script

Client Portal 14/06/2025 12:00 AM



Files/Units: 2

Due Amount  
**1,491,750.00**

Overdue Amount  
**62,500.00**

OS Amount  
**486,500.00**

Received Amount  
**1,005,250.00**

Branch	Registration#	Member Name	Due Amount	OS Amount	Overdue Amount	Amount	Select
██████████	██████████	██████████	726,750.00	11,000.00	11,000.00	11000.00	<input checked="" type="checkbox"/>
██████████	██████████	██████████	765,000.00	475,500.00	51,500.00	.00	<input type="checkbox"/>
<b>Total</b>			<b>1,491,750.00</b>	<b>486,500.00</b>	<b>62,500.00</b>	<b>11,000</b>	

Enter desired amount  Select/Mark

Choose Payment Method [Choose Payment Method](#)

PKR to Dollar Rate: 280  
 Fixed Charges: 280  
 2.8% Charges: 308  
 Other Charges: 0  
 Total: 11,588

Content Script



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## 1.21.6. Help/Support

Support is available [Day Start] to [Day End], [Scheduled Hrs.]

✉ Email us at: [support email]

☎ Call Us at: [support number]

---

## 1.21.7. Frequently Asked Questions (FAQs)

**Q: How do I reset my password?**

A: Click "Forgot Password" on the Sign in screen and follow the steps.

**Q: How do I change my password?**

A: Click "Change Password" on the Profile section on the top right corner of the screen and follow the steps.

**Q: Is my data secure?**

A: Yes, your information is encrypted and safely stored.



## 1.22. Recovery Module

---

### Recovery Module – Workflow

This document outlines the enhanced flow of the Recovery Module, highlighting key features and screen functionalities designed to streamline recovery operations and improve user efficiency in the SHE Technology "Recovery Module".

#### 1.22.1. Client Assignment (Admin Role)

- Admins can assign Client IDs to users through the "**Assign User IDs**" screen.
- This centralized assignment functionality ensures accurate user-to-client mapping for recovery tracking.

#### 1.22.2. Assigned Clients (Recovery Officer Role)

- Recovery Officers can view their allocated Client IDs via the "**Branch & ID Wise Overdue**" screen.
- This screen provides a comprehensive summary of each assigned client, including:
  - **ID Number**
  - **Member Name**
  - **Total Files**
  - **Due Amount**
  - **Received Amount**
  - **Outstanding Amount**
  - **Overdue Amount**

#### 1.22.3. View Client Details

- Officers can access detailed client information by clicking the "**Details**" button on the Overdue screen.
- This section includes:
  - **Personal Information**
  - **Registration Inquiry**
  - **Receipt Inquiry**
  - **File Status Overview**
- It offers a complete 360-degree view of the client's history and current status.

#### 1.22.4. Get Follow-up

- Officers can initiate or review follow-ups by selecting the "**Get Follow-up**" option.
- This feature allows them to:
  - Log new follow-up entries
  - View the **entire follow-up history** for the selected client ID
- Enables informed and consistent communication with clients.

#### 1.22.5. Dashboard Overview



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- The **Dashboard** provides a real-time view of all **pending follow-ups** up to the current date.
- The dashboard displays:
  - **Member ID**
  - **Member Name**
  - **Last Recorded Overdue Amount**
  - **Communication Type**
  - **Next Scheduled Follow-Up Date**
  - **Remarks / Additional Details**
- This ensures that no follow-up is missed and enables timely action.

## **1.22.6. Follow-Up List Management**

- Users can manage and review actions taken for each assigned client based on:
  - **Date**
  - **Overdue Amount**
  - **Last Call to Action**
- The **Last Call Status** of any client can also be **updated** directly from this screen, facilitating better tracking and workflow continuity.





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## 1.23. WhatsApp

---

### Instructions for Clients WhatsApp Groups

**Please be noted, we create THREE following WhatsApp groups for each client and every client must follow the given instructions for each group.**

- a) ERP (Software Related Issues/Matters/Requirements)
- b) Accounts Group (Financial Matters)
- c) Projects Group (New Features/Modules/Functionalities)

#### **a) ERP Group (Software Related Issues/Matters/Requirements)**

- This group is dedicated to discussing software-related issues, matters, and requirements for your organization's ERP system.
- Assign and designate a **Point of Contact (one or two)** through which the queries can be shared directly.
- Please use this group to ask questions about the ERP software, report any issues or bugs, and suggest new features or improvements that you think would be helpful for your organization.
- No ticket is required for the **Issue or Error**. They are to be asked directly in the group. For the requirements and amendments required in the installed ERP system, the client is **obligatory** to generate a ticket for that particular concern so that our support members of the group can understand the problem and provide useful solution accordingly.

#### **b) Accounts Group (Financial Matters)**

- This group is for discussing financial matters related to your organization, such as payments, invoices, and forecasting.
- Please use this group to ask questions about financial reports or procedures, share updates on financial performance, and discuss any financial challenges or opportunities.

#### **c) Projects Group (New Features/Modules/Functionalities)**

- This group is dedicated for discussing **new features, modules, and functionalities** that SHE Technologies introduce in its services or the services other than provided to the client.

#### **NOTE:**

- ✚ Do not ask questions that are not related to the group. The relevant group should be involved in every conversation.
- ✚ Please keep all discussions in above stated groups **professional and respectful**. Avoid sharing any **confidential or sensitive information** like credentials of any account or database backup.



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## 1.24. Trusted/Registered IP Access

---

### 1.24.1. Overview

Trusted/Registered IP Access is a security feature in the ERP system that ensures only users logging in from approved IP addresses can access the software. This helps protect sensitive data by restricting access to secure and verified locations (e.g., office networks).

Think of it as a digital "entry gate" that only opens for known visitors.

### 1.24.2. Key Benefits

- Enhances system security by allowing only whitelisted IP addresses.
- Prevents unauthorized access from unknown networks.
- Helps meet compliance requirements for access control.

### 1.24.3. Who Can Use This Feature?

- **Administrators:** Can add or remove trusted IP addresses.
- **End Users:** Must log in from a registered/trusted IP to access the software.

### 1.24.4. How It Works

When a user attempts to log in:

1. The system checks the user's current IP address.
2. If the IP is in the **Registered/Trusted IP list**, access is granted.
3. If not, the login is blocked, and a security notification may be triggered.

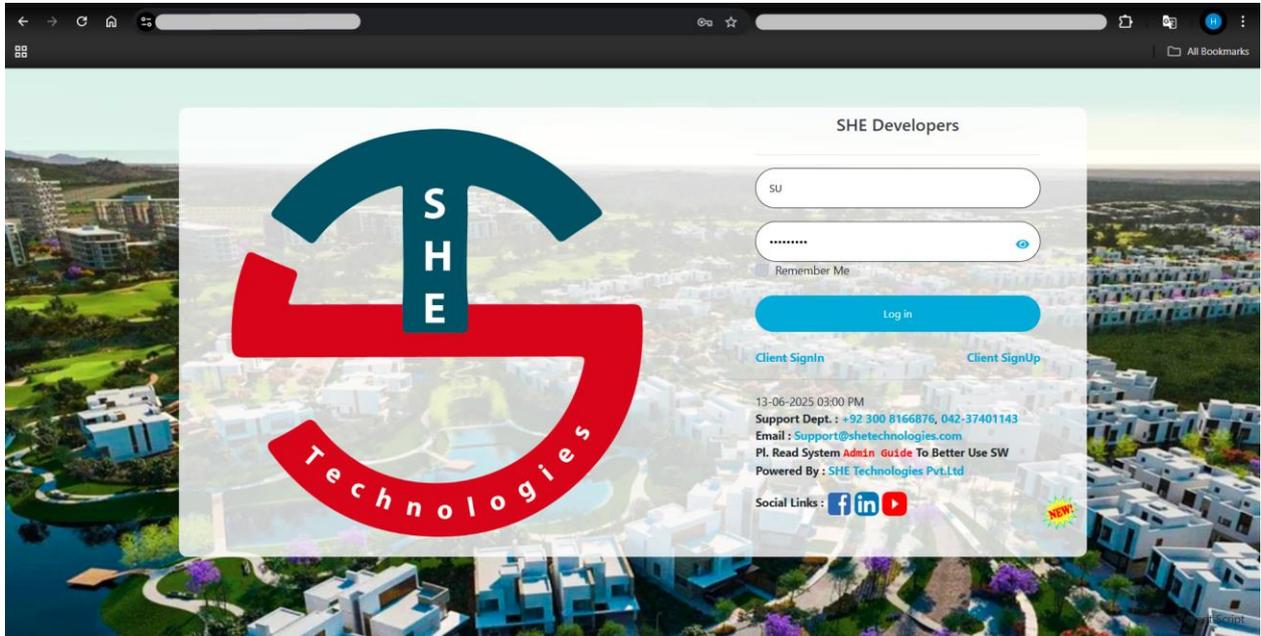


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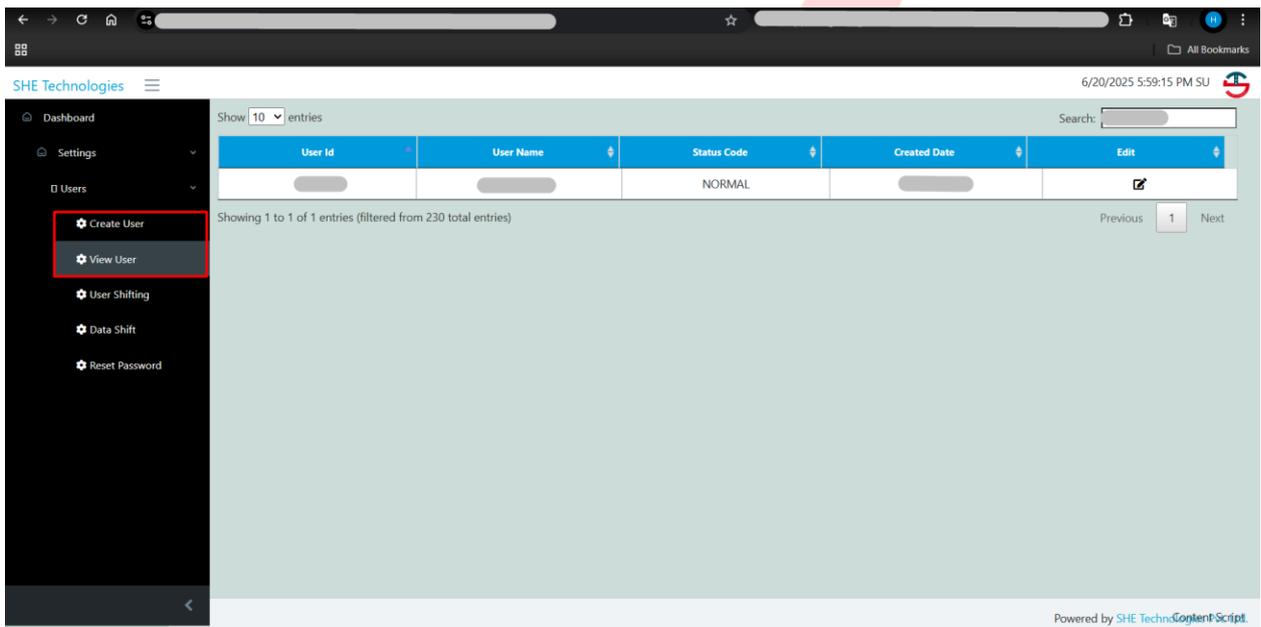
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## 1.24.5. Accessing the Trusted IP Settings (For Admins)

1. **Log in** to the system as an Administrator.



2. Navigate to:  
Settings → Users → Create/View User → Select User → Click Edit



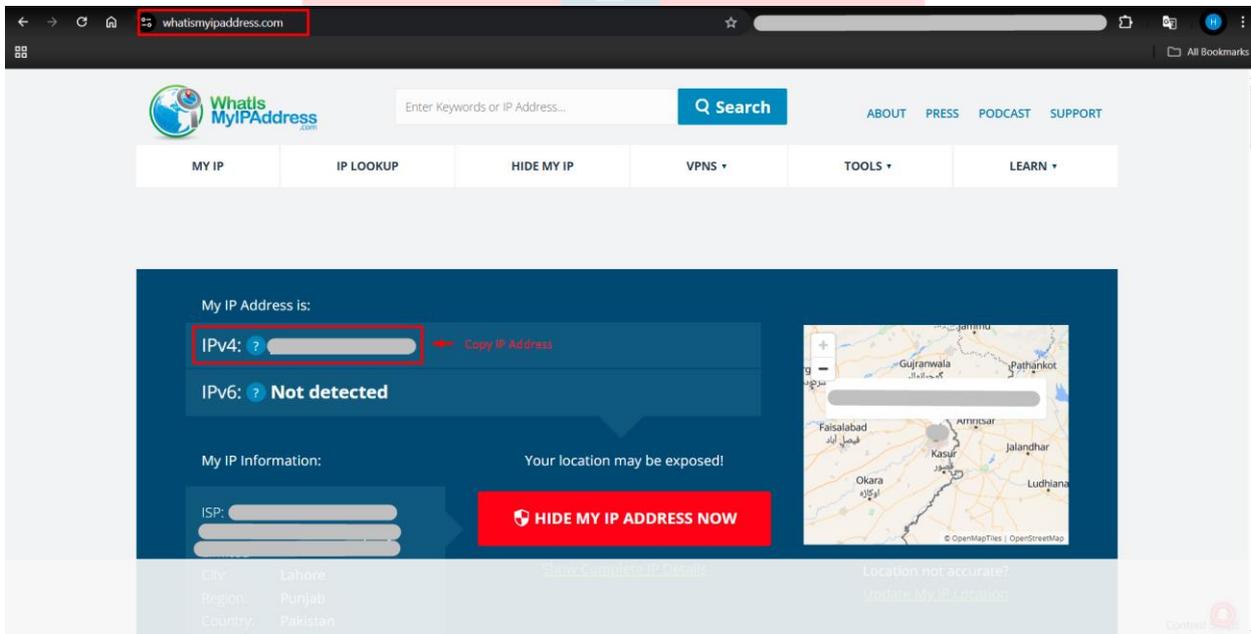
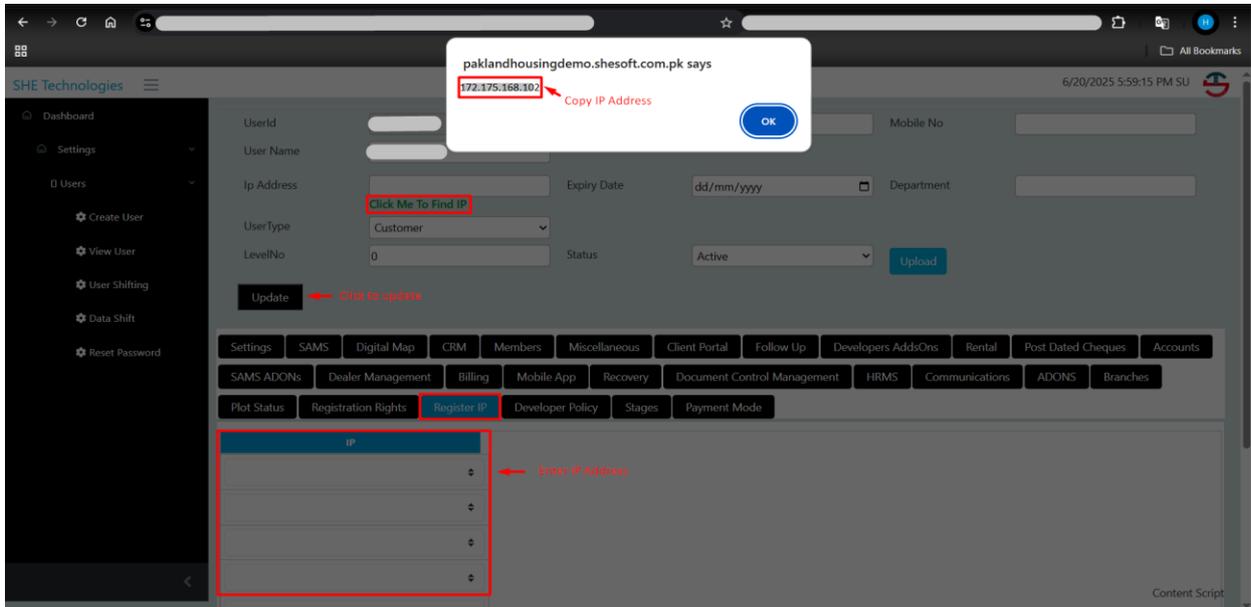
3. Click on **“Find My IP”** or visit <https://whatismyipaddress.com/>
4. Copy IPv4 Address



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5. Go to the **Register IP** tab.
6. Enter/Paste IP in the field.
7. Click **Save User/Update** to apply the settings.



**Note:** You can add multiple IP Addresses for a single user.



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## 1.24.6. Managing Trusted/Registered IPs

Please follow these steps to update or remove IP Address.

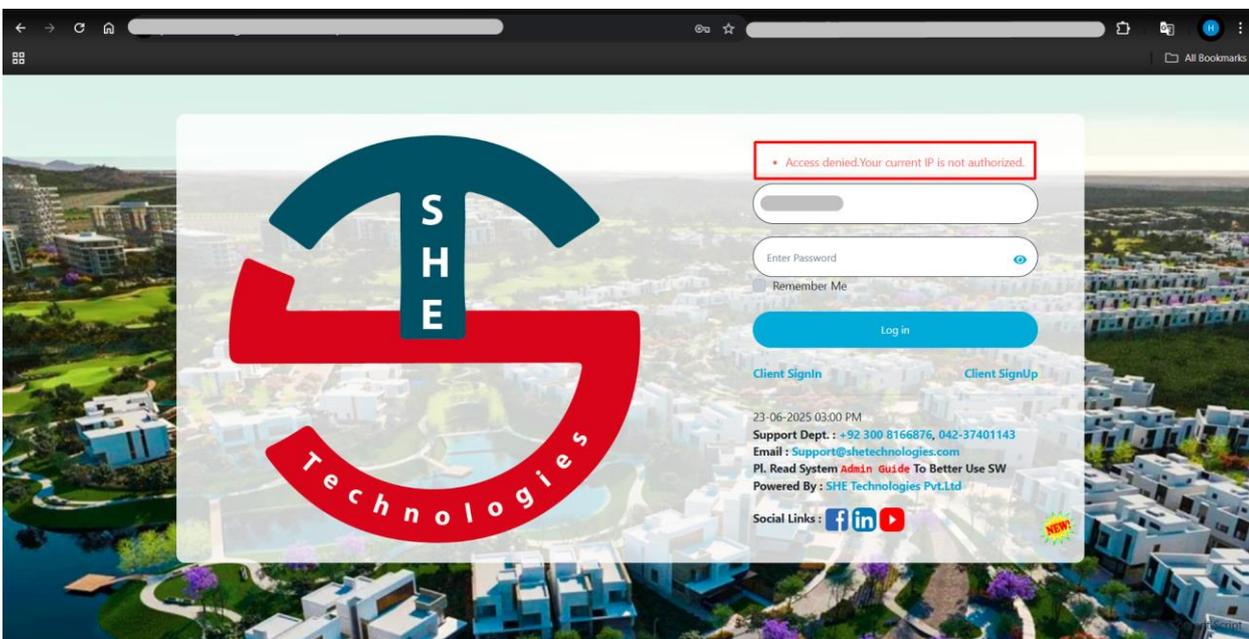
1. Go to the **Registered IP** tab in **User Settings**.
2. Select IP to remove or update.

**Note:** Deleting or updating an IP currently in use may lock out active users.

## 1.24.7. Login Experience for Users

- If the user accesses from a **Trusted/Registered IP**, the login process continues normally.
- If the user accesses from an **Unregistered IP**, the system shows a warning:

*“Access denied: Your current IP is not authorized.”*



Users should contact the administrator to request access.



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## 1.24.8. Troubleshooting

### Issue

### Solution

- |                                      |   |
|--------------------------------------|---|
| 1. Cannot log in from a new location | Contact your system admin to add the new IP.  |
| 2. IP added but still blocked        | Ensure it is correctly formatted and enabled. |
| 3. Admin locked out                  | Contact technical support.                    |

## 1.24.9. Security Tips

- Use **Static IPs** where possible to prevent dynamic IP changes.
- Review and update the IP list regularly.

## 1.24.10. FAQs

### Q1: Can I access the software from home?

A: Only if your home IP is added to the trusted list by your admin.

### Q2: What happens if my IP address changes?

A: You will need to request access again from the new IP.

### Q3: My IP keeps changing. What do I do?

A: Ask your internet provider for a static IP, or contact your admin when it changes.



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## 1.25. Chrome Basic Troubleshooting

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If Chrome is acting up slow, crashing, or just being weird, here's a user-friendly guide to help you fix it fast.

### 1.25.1. Restart Chrome

**Why:** Sometimes Chrome just needs a fresh start.

**How:**

- Click the **X** in the top-right (or red dot on Mac) to close all tabs.
- Reopen Chrome and see if the issue is gone.

### 1.25.2. Clear Cache

**Why:** Chrome stores a lot of temporary files. Over time, they can get corrupted.

**How:**

1. Click the **three dots** in the top-right corner → choose **Settings**.
2. Go to **Privacy and Security** → click **Clear browsing data**.
3. Select:
  - **Cached images and files**
  - **Cookies and other site data**
4. Set the time range to **All time**, then click **Clear data**.

### 1.25.3. Disable Extensions

**Why:** Extensions are helpful, but a buggy one can mess up everything.

**How:**

1. Click the **three dots** → **Extensions** → **Manage extensions**.
2. Toggle off all of them.
3. Refresh Chrome and check if the issue is gone.
4. Re-enable them one by one to find the troublemaker.



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## 1.25.4. Update Chrome

**Why:** New versions fix bugs and speed things up.

**How:**

1. Click **three dots** → **Help** → **About Google Chrome**.
2. Chrome will automatically check and update if needed.
3. After it updates, **restart** Chrome.

## 1.25.5. Reset Chrome Settings

**Why:** If things are really off, resetting gives you a clean slate.

**How:**

1. Click **Settings** → scroll down to **Reset settings**.
2. Click **Restore settings to their original defaults**.
3. Confirm, and you're good!

## 1.25.6. Try Incognito Mode

**Why:** Incognito disables extensions temporarily.

**How:**

- Press **Ctrl + Shift + N** (Windows) or **Cmd + Shift + N** (Mac).
- See if Chrome behaves better in this mode. If it does, it's likely an extension issue.

## 1.25.7. Run Chrome's Built-in Malware Scanner

**Why:** It can scan your system for harmful software.

**How:**

1. Type `chrome://settings/cleanup` into the address bar.
2. Click **Find**, and let Chrome do its thing.

## 1.25.8. Turn Off Hardware Acceleration

**Why:** It offloads stuff to your graphics card, but sometimes it backfires.

**How:**

1. Go to **Settings** → **System**.



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2. Turn off **Use hardware acceleration when available**.
3. Restart Chrome.

## 1.25.9. Check Your Internet

**Why:** Sometimes the problem isn't Chrome, it's your Wi-Fi.

**How:**

- Try another website or open Chrome on your phone.
- Still slow? Restart your router.

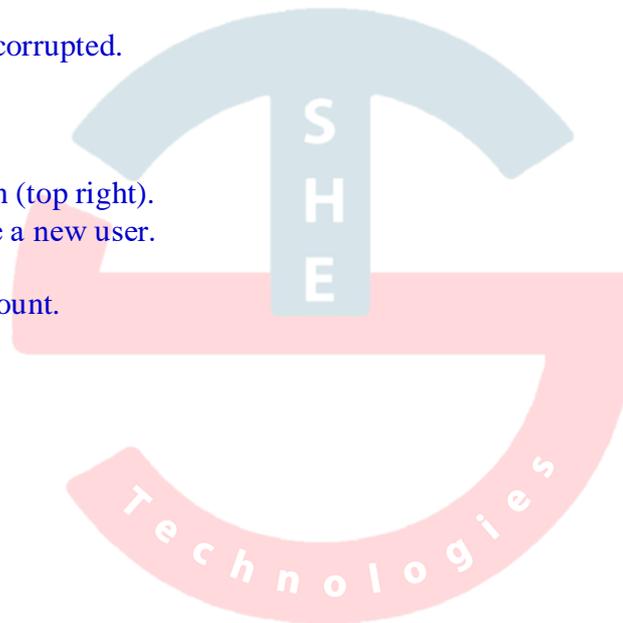
## 1.25.10. Create a New Chrome Profile

**Why:** Your profile might be corrupted.

**How:**

1. Click your profile icon (top right).
2. Choose **Add** → create a new user.

Sign in with your Google account.





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## 1.26. Ufone Mask Approval Procedure

### Ufone Mask Approval Procedure

Sr. No.	Task Detail	Responsibility	Status	Remarks
1	Fill the documents on company letterhead that sent by SHE and send us back scanned copies. Manager / GM / Director / CEO any authority can fill the document	Client	Pending	
2	Required NTN certificate of company	Client	Pending	
3	Required CNIC copy of signed authority	Client	Pending	
4	Static IP Address required to use SMS portal on a specific computer	Client	Pending	
5	Masking will be 11 Characters max (including spaces)	Client	Pending	
6	For English messages, the Maximum length is 153 characters and the max is 765 (5 messages) at once	Client	Pending	
7	For Urdu messages maximum length is 67 characters and the max is 335 (5 messages) at once	Client	Pending	
8	Internet required for sending SMS (Internet Speed should be Minimum 50MB)	Client	Pending	
9	Telecom does not give any surety of SMS for converted numbers	Client	Pending	
10	Scan the following documents and send on to info@shetechnologies.com	Client	Pending	
11	It is normally takes a month to complete the process.	Client	Pending	
12	Per SMS cost Rs. 3.50/- <b>(Price can be increased in future as per company's rate increment)</b>	Client	Pending	
13	Minimum amount is Rs. 50,000/- after that you will receive the monthly bill per SMS usage.	Client	Pending	



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14	<b>Promotional Blocked Number Solution</b> - write unsub and send to 3627 For Mobilink/Warid - dial *3627# and choose 2nd option For Telenor - call on helpline and tell to operator to remove DNCR from his number For Ufone			
15	<b>Converted Number Solution</b> - Write MNP and send to 8331 For all network			

## 1.27. Printer Settings

### Printer Settings for DotNet Letters/Reports

- Preferable browser is Google Chrome.
- Open any Letter/Report on your chrome browser.
- Press Ctrl + P and you will see the below screen.





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Print 2 sheets of paper

Pages All

Copies 1

Layout Portrait

Colour Black and white

More settings ^

Paper size Letter

Pages per sheet 1

Margins Default

Print Cancel

3. Click on More Settings

2. Select the paper size as per guided according to the letter

1. Then click on print button to take print out.





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## 1.28. Contact Us

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We are here to serve & help you always and can contact with our respective teams.

Below are our contact numbers. Can co-ordinate accordingly from 10am ~ 6pm

Break time 1pm ~ 2:30pm

### Support Team:

For any software related points / issues

PTCL 042 3740 1143

PTCL 042 3524 7773

Mobilink 0300 8166 876

Ufone 0333 408 2387

Telenor , 0345 766 5872

Email [support@shetechnologies.com](mailto:support@shetechnologies.com)

### Accounts Department:

For any financial, contract, invoice or Ledgers

PTCL 042 3740 2480

Ufone 0336 486 1154

Email [accounts@shetechnologies.com](mailto:accounts@shetechnologies.com)

WhatsApp 0336 486 1154

### General Inquires:

For any General Information

Ufone 0333 0444 777

Warid 0321 9999 444 , 0321 8166 876

Email [info@shetechnologies.com](mailto:info@shetechnologies.com)

WhatsApp 0333 0444 777



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