

Monarch Products Frequently Asked Questions

Q. How can I connect with fellow Monarch users? Do you offer a Monarch user community?

A. Monarch users from around the world participate in our Monarch forums, where you can post questions, share and discuss Monarch tips and tricks, and more. To participate in the Monarch forum, visit: <http://www.monarchforums.com>

Additionally, we offer the Monarch Report e-newsletter, with Monarch news, case studies and testimonials, Monarch tips and advice, and news and updates on the entire Datawatch family of solutions. To view the Monarch Report archive and to subscribe, visit: http://www.datawatch.com/_products/monarch_overview.php

Finally, Datawatch hosts an annual Datawatch User Conference offering a wide variety of Monarch training sessions, informative breakout sessions led by customers and Datawatch personnel, and much, much more. For information about the next scheduled Datawatch User Conference, please send an email to conference@datawatch.com

Q. How can my software to produce reports as text files which can be read by Monarch?

A. Most enterprise solutions offer a 'print to file' option, making it easy to create a report file/print file for use with Monarch. If you are using an ERP or other enterprise system running on a non-Windows operating system, the report files should be copied to the Windows environment using the connectivity software provided with the system. As long as the report file is in a Windows network-addressable folder, Monarch will be able to access that file.

If the application offers you choices as to what kind of text file you want to create, then fixed width or space delimited exports are good choices. If you have Monarch Pro, then you can import more file formats, including comma separated variable (CSV) and PDF.

If your software runs in Windows is among the very few solutions that does not offer its own 'print to file' option, you should print to the Generic Text print driver, which will print to a text file . Monarch can then read that text file. If your software still runs in DOS and has a print to screen option you can put ">filename.txt" as part of the command line, which will cause what is displayed on the screen to be saved to a new text file. This new text file can then be read by Monarch.

Q. Will Monarch read file formats besides ASCII?

A. The following encodings are supported by Monarch:

- ASCII – This is the Monarch default setting because most report files are created as ASCII text files.
- ANSI – While most report files are created as ASCII text files, report files generated from Windows applications may be created as ANSI text files. The difference lies with characters 128 - 255. In these positions, the ANSI character set includes international characters not present in the ASCII character set.
- UTF-8 (8-bit Unicode Transformation Format) – UTF-8 is a variable-length character encoding for Unicode,

which is able to represent any character in the Unicode standard, yet it is backwards compatible with ASCII. If a valid BOM (Byte order mark) is detected within the input file, then Monarch will automatically select the UTF-8 type when opening the file.

- **UTF-16 LE (16-bit Unicode Transformation format, Little Endian)**– UTF-16 LE is the Unicode Transformation Format that serializes a Unicode value as a sequence of two bytes, in little-endian format. If a valid BOM (Byte order mark) is detected within the input file, then Monarch will automatically select the UTF-16 LE type when opening the file. Note: “Little Endian” means that the low-order byte of the number is stored in memory at the lowest address, and the high-order byte at the highest address. This is a function of the processor architecture. Windows, VAX/VMS, Digital Unix, Mac (Intel) are examples of little-endian systems. MIPS systems can often be configured to be either little-endian or big-endian. Linux can also be configured to run on little and big-endian hardware.

- **UTF-16 BE (16-bit Unicode Transformation format, Big Endian)** –UTF-16 BE is the Unicode Transformation Format that serializes a Unicode value as a sequence of two bytes, in big-endian format. If a valid BOM (Byte order mark) is detected within the input file, then Monarch will automatically select the UTF-16 BE type when opening the file. Note: “Big Endian” means that the high-order byte of the number is stored in memory at the lowest address, and the low-order byte at the highest address. IBM mainframe, HP-UX, Solaris, the Java Virtual Machine and Mac (Motorola, PowerPC) are examples of big-endian systems.

Q. Does Monarch read PDF files?

A. Yes, Monarch V9 Professional (“Monarch Pro”) provides the ability to mine data from PDFs. Monarch V9 Pro mines data from PDFs created from almost any PDF producer, not just Acrobat. No third party software, including Adobe Acrobat or Reader, is needed. Monarch V9 Pro supports Acrobat V7 output and all Acrobat encryption types except AES encryption. It also has the ability to save passwords for PDF files within the Monarch model, with high encryption.

Q. Can Monarch read any PDF?

A. Monarch V9 Professional reads PDF Normal (also referred to as Formatted Text & Graphics) which is the usual PDF output produced from most systems. The overwhelming majority of reports and business documents in the PDF format are PDF Normal. Monarch V9 Pro does not read PDF Searchable Image files as they are scanned bitmap representations of the original document. PDF Searchable Image files contain none of the page layout information such as font properties, their location on the page, etc. needed for Monarch to successfully extract and transform the desired data.

Q. What types of reports and documents can you process with Monarch?

A. Monarch is very flexible and its extraction capabilities allow you to bring in a very wide range of documents. Some examples (many of which can be found in our case studies) include:

- Activity Management
- Actual vs. Budget Expense Reports
- Budget & Expense
- Capitation Allocation
- Cash Journals
- Commission Audit Reports

- Cost Accounting
- E-Mails
- Employee Benefits
- Explanation of Payments
- Fee Schedules
- General Ledger
- HTML Stock Listings (with Monarch Pro)
- Inventory and Storeroom Activity
- Inventory Control Reports
- Invoice Runs
- Item Master Lists
- Mail Logs
- Marketing Analysis
- Merchandising Reports
- Network Management Logs
- Patient Billing
- Patient Listings
- Payroll
- Portfolio and Investment Reports
- Purchasing
- Receivables, Payables and Aging Documents
- Revenue Analysis
- Sales Journals
- Sales Summary
- SQL Logs
- Time Tracking
- Transaction Error Reports
- Trial Balance
- Web Logs

You can also go to the Monarch Discussion Forum on the Monarch Product page to find out what other types of applications Monarch users have discovered: www.monarchforums.com

Q. Is Monarch compatible with Windows Vista?

A. Yes, Monarch V9 is Vista-compatible and listed in the Windows Catalog, just search for Monarch.

Q. Can I make changes/edits to my report file while in Monarch?

A. No, we consider it an important feature that Monarch operates in read-only mode. This means that your source data is always safe and is often essential for internal auditing procedures. When Monarch extracts the data from the source file, then you are able to make some changes. In the table you have access to over 44 database functions that will allow you to modify your data in many ways. Utilizing these database functions you can create "Filters" and "Calculated Fields" that, for example, allow you to join fields, multiply and divide columns, create random numbers, split fields, such as, a full name field into its 5 sub elements and a similar function that splits an address block into its logical elements.

Q. Can I generate a new report from the data I extracted?

A. The Monarch Summary window allows you to create professional looking summary analysis, including a vari-

ety of fonts, colors, suppression of duplicate values, subtotals, blank lines or page breaks on key values changes and exception coloring. Page headers can also be defined, which use dynamic values such as report and model name, date and time, current filter, sort, summary name etc

Q. My report doesn't appear to be displaying properly on the screen. What might be causing this to happen?

A. Your file may still contain unused print control characters, or leading control characters. Both of these problems are easily addressed in Version 9. Simply, select "Options" from the main menu and then select "input" from the drop down menu. From the "Input options dialog" look for the section at the bottom labeled, "Report translation area". In this area there are 4 options:

- Ignore leading control characters
- Ignore unused print control characters
- Ignore form feeds
- Force page break at a certain line

While it is not a bad idea to experiment with all these settings, the first two above-noted settings will most likely resolve your problem.

Q. How do I get my reports off my host system?

A. Monarch plays no part in the process of getting files from a host system to your PC. If you have questions about how to move files from your host system to a PC, please contact your MIS department, System Administrator, or the vendor of the host system.

Q. What file formats can I output to directly?

A. Monarch V9 export file formats and capacities (per table) are as follows:

- Excel 2.1 (16,384 records)
- Excel 3.0 (16,384 records)
- Excel 4.0 (16,384 records)
- Excel 5.0 (16,384 records)
- Excel 8.0 (65,536 records)
- Excel 2007 XLSX (1,000,000 records)
- Access 1.0 (255 fields - 2000 characters, 9,999,999 records)
- Access 1.1 (255 fields - 2000 characters, 9,999,999 records)
- Access 2.0 (255 fields - 2000 characters, 9,999,999 records)
- Access 3.0 (255 fields - 2000 characters, 9,999,999 records)
- Access 4.0 (255 fields - 2000 characters, 9,999,999 records)
- dBASE III (255 fields - 3850 characters, 9,999,999 records)
- dBASE IV (255 fields - 3850 characters, 9,999,999 records)
- dBASE 5.0 (255 fields - 3850 characters, 9,999,999 records)
- Paradox 3.X (255 fields - 4000 characters, 9,999,999 records)
- Paradox 4.X (255 fields - 4000 characters, 9,999,999 records)
- Paradox 5.X (255 fields - 4000 characters, 9,999,999 records)
- Paradox 7.X (255 fields - 4000 characters, 9,999,999 records)

Lotus WKS (8,192 records)

Lotus WK1 (8,192 records)

Lotus WK3 (8,192 records)

ANSI and ASCII Text files (9,999,999 records)

ANSI and ASCII Delimited text (9,999,999 records)

HTML (65536 default cell limit)

PDF

Q. What version of Monarch am I using?

A. You can find this out by clicking HELP\ABOUT from the main menu in Monarch.

Q. I just got Monarch. What's the fastest way to learn how to use it?

A. The Learning Guide that was provided with Monarch is an excellent and quick way to learn the product. We also offer training classes. Contact Tech Support for more information. There are also some very experienced and capable Monarch users participating in the Monarch forum that may have solutions to some of your issues, especially when relating to data from specific hosts and software solutions. To participate in the Monarch forum, go to the Monarch products page on the Datawatch site and click the link to "Join the Monarch-Info Discussion Forum", or click the link below: <http://www.monarchforums.com>

Q. I don't have time to read the manual. Will Datawatch Technical Support walk me through the process?

A. It takes less time to go through the lesson files in the Learning Guide than it would for someone to try to talk you through making a model for your particular report. The Learning Guide walks you step by step through the process and gives you a thorough understanding of how to use Monarch.

Q. Does Datawatch offer Monarch training classes?

A. Yes, our Monarch training classes are led by our own in-house team of Certified Monarch Trainers. Datawatch is the only source of Certified Monarch training. We offer two-day Monarch classes for those new to Monarch, as well as Monarch with intermediate and advanced-level skills. For complete details, including upcoming training class dates, locations, and rates, please visit our training home page at: http://www.datawatch.com/_services/training_overview.php

Q. I need to create a really difficult model and have spent days trying to work it out. Can you help?

A. Yes we can. Datawatch offers a Model Building Service. To learn more go to: http://www.datawatch.com/_services/let_us_build_difficult_reports.php

Q. I have a great idea about a new Monarch feature, where do I send it?

A. Send Monarch enhancement suggestions to: monarchsuggestions@datawatch.com

Q. Monarch tells me that my report contains “long lines”. Can I do anything about it?

A. Monarch ships with a Monarch Utility which, among other capabilities, can insert line breaks appropriately into your report, rendering it usable with Monarch. (see next question)

Q. What is the Monarch Utility?

A. In addition to other functionality, the Monarch Utility enables you to prepare files for use with Monarch. The following file preparation methods are available:

- Replace a string with another string or an empty one
- Insert line breaks into continuous stream files
- Insert line breaks into files with a long line length (e.g., more than 4000 characters)
- Format EDI files to enable easier processing of them via Monarch

You can launch the Monarch Utility by clicking on the Windows Start button, navigate to Program Files >> Monarch >> Monarch Utility.

Q. All my template choices are “grayed out” in the Report window. What am I doing wrong?

A. Click OK in the upper left corner of the Sample line box.

Q. Why are some of the fields in one column of my table blank?

A. Monarch will show in the table only those fields that match the “Type” of the sample selected/highlighted in the report view. If the data elsewhere in the report does not match the “Type” chosen as the sample, those fields will appear in the table as blank. For example: If you highlight four numbers as the sample from the report view and elsewhere in the report the field now contains some alpha characters as well as numbers then these fields are likely to come into the table as blank--a numeric field simply does not contain alpha characters.

To correct this:

Change the data “Type” in the table view. Double-click anywhere in the column. This will bring up the “Field Properties” dialog. If the column is now set to “Numeric” try setting it to “Character”. If you still are having problems try using the “Display Source Of Record” function under the “Edit” menu in the table view. Display Source Of Record will take you to the detail level of the record containing your field. Make sure that the area in the record is not meant to be blank. It might also be that your trap is not working correctly, and again, “Display Source Of Record” may help you discover this.

Q. When I go to the Table, some of the fields in the first record are blank. Why?

A. This most often means that during the trapping process you selected data as an Append that should have been selected as a Footer. Remember, Appends MUST be located above or before the Detail in the original report, and Footers MUST be located below or after the Detail.

Q. When I go to the Table, one of my fields keeps repeating the same thing until the value changes. Why?

A. Unless it repeats in the original report this is happening because you selected this field as an Append or

Footer. Appends and Footers will repeat until another Append/Footer occurs. The field selected as the Append or Footer is “appended” to each occurrence of the detail in a given record, so if there are four lines of detail, the field will be appended four times, or “repeated” for every line of detail encountered. Building a Summary will provide you with the Option to Suppress Duplicates in the Properties /Display Tab of the Keyfield. The Keyfield must be created by an Append Template.

Q. Why do the dates in my report come into the table as numbers?

A. Monarch stores dates in the standard database format -- a “number” with the pattern YYYYMMDD. This format facilitates using the date in calculations. This can be viewed in a form that reflects your Windows regional settings by changing the field display format in Monarch.

Q. Why did my date fields come in blank?

A. The date format in the Input Options dialog box does not match the date format in the report. Find out what format the dates in the report are, then select Options, Input and change the Date Translation to match the format in the report.

Q. How can I change the property of a field?

A. Just double click on it and change it from the Field Properties Dialog box. If this option is not available, create a calculated field using either the Val(), Str(), or CToD functions.

Q. I went back to the Report window from the Table to make changes in my model. However, when I went back to Table after making the changes, the Table did not change. How do I fix this?

A. Go back to the Report window, Reset the level you wish to make changes to, and then reselect the sample line and make the changes.

Q. I’m getting a “This version is unlicensed” error using a network version of Monarch. Why is that?

A. The above error message indicates that the Client/ Workstation installation of Monarch was performed on the Server. The network version of Monarch is to be installed as a file server application. On the server, the following folders should not be present after a network installation: C:\Program Files\Monarch\Reports, Models, Publish, Export or Data. If these folders are present, it indicates the application is registered within the operating system of the Server (in the Registry). When the Monarch.exe is run by a new client/workstation, a conflict occurs due to the application being registered in the Server OS (the Monarch administrator account). The resolution is to:

- Back up any files created by the users (Reports, Models, etc.)
- Uninstall Monarch from the server
- Re-install the Server Portion only to the server.

At the end of the installation only the following folders should be present in the Monarch folder located on the Server: Program, Setup, and Users This error may also be generated if the installation of the Client/Workstation is performed logged on as Administrator rather than the User. After the Server installation (and entry of User

Names to the Admin.exe) Log on as the User with the appropriate permissions Use Windows Explorer to locate the Setup folder on the server Run the Setup.exe to install the client files to the workstation. The Single User license should also be installed logged on as the User.

Q. I just installed a Monarch Network Upgrade and my users have disappeared from the administrator database. Why is that?

A. The network upgrade needs to be installed in the same directory as the existing Monarch network installation. First do a backup, and then run the network upgrade over the established Monarch directory.

Q. I am getting an “Insufficient Room on Disk for File” error when working within Monarch.

A. First check the resources on your machine. If still experiencing the error, check the amount of Free Space on your machine. If it is near an increment of 4GB (8GB, 12GB, etc.), Monarch may be only reading the free space beyond the decimal point. To work around this, copy and paste files to the Temp folder until the threshold has been passed. This is resolved in the current release of Monarch. Please contact Monarch Sales to purchase your upgrade.

Q. I am getting an “Unable to Create Temporary Work file” error.

A. The error, “Unable to create temporary work file” is a common, yet broad ranging, error. This document details several possible solutions to this problem. Manually re-register the dao350.dll (dao360.dll for Monarch v5.0 and above). To do this navigate to the “c:\Program Files\Common Files\Microsoft Shared\DAO” directory and locate the file that pertains to your version of Monarch. Right-click on the file while pressing the shift key, choose Open With from the popup menu. First uncheck the box that says to always use this program to open files of this type, then press browse. Navigate to your system folder, “c:\windows\system” on 95/98/ME and “c:\winnt\system32” on NT/2K and find the file regsvr32.exe. Open that .exe file and press OK when the open with dialog box returns. Note the message that follows as it may assist in future troubleshooting if necessary. Try opening a report and model from our selection of lesson files. This will determine if the problem is with your specific files or if it is a system wide issue. Verify and if necessary change the workpath that is used for the Monarch temporary files.

Please note: this requires the use of the Regedit utility that can be damaging if used incorrectly To do this go to the Start Menu and choose Run. Type Regedit and press enter. If this is not available to you please contact your network administrator. Once in the registry editor navigate through “HKEY_Current_User\Software\Datawatch\Monarch” (or Monarch Pro)\Settings and double click on the workpath key on the right hand side of the screen. In the appearing dialog box make sure a valid path is set in the value box. If it is not a valid directory change it to one. Exit the registry editor. If you are running Office 97, download and install the SR 2-b patch.

This is available from:

<http://download.microsoft.com/download/office97pro/sr2bof9/SR-2b/WIN98/EN-US/sr2bof97.exe>.

Once this is saved to your machine, run the file that you saved and restart your machine. Update your MDAC components.

- To do this use the following links. There are two files that need to be downloaded.

- MDAC – <http://download.microsoft.com/download> - under product technology,
- Select MDAC and press Go. Select the most current MDAC that is appropriate for your operating system.
- Choose Jet Files - <http://download.microsoft.com/download> - under product technology, select Jet Database Engine. Select go and then choose the latest Jet4 service pack for your operating system.
- First run the file that was saved from the from the MDAC download. Once completed run the second file.
- Restart your machine.
- Increase the size of the page file. To do this, right-click on My Computer and choose properties. Click on the performance tab. Click edit next to Virtual memory. Increase the maximum page file size to 2.5 times the amount of physical RAM in your computer.
- Restart your machine.

Q. I am getting error 3027 “File is Read Only” when exporting or creating a new file.

A. This error can be generated when trying to save a file with too long a path. Save to a local directory or shorten the path and filename.

Q. When I export from the Summary Window, my numeric fields no longer hold a numeric data type.

A. Key Fields are exported from the Summary Window as character data types due to the functionality of the “Unspecified Values” to be displayed as “All Others”. Since the values found in the Key Fields have been consolidated from multiple records, the values shown in the Summary represent a label rather than a value. This is true for Date fields as well. Bring the Numeric fields into the Summary Definition as Summary fields or export from the Summary Window as a Fixed Length Text file, bring the new file into Monarch (build a Model to extract all fields) and export from the Table window.

Q. How do I copy the values from a “lookup” calculated field I have created into a different model?

A. It is possible to copy the values from a lookup field within a calculated field in one model to another lookup table in the same or different model. Here are the steps: Navigate to a lookup table within an existing calculated field. And click on the Lookup tab. Place the mouse cursor over the gray cell to the left of the first row of data. An arrow pointed to the right will appear. Click and drag down the list to highlight all rows of data you wish to copy. When you have finished highlighting, hold down the “Ctrl” and “C” keys simultaneously and copy the selected rows of cells. Click the OK button then OK again to return to the Table View screen. Navigate to the Report View and close the current model. Open the model you wish to copy the lookup table to. In Table View, select Data and Calculated Fields from the menu and click the “New” button to create a new calculated field. Select the Lookup radio button and click OK. Enter a name and type for the calculated field then click on the Lookup tab. Select an Input Field from the drop down list then click on the left-most cell, to the left of the Input Value header cell. Hold down the “Ctrl” and “V” keys simultaneously to paste the rows from the copied lookup field.

Q. I have a problem opening a PRF file that was e-mailed to me; what is wrong?

A. If you create a PRF file without compression, and then many e-mail servers will interpret the file as text and insert characters which corrupt the file. Essentially the PRF does a self-check (CRC) and if it is corrupted, it will not load. Always use compression when you are e-mailing PRF files.

Q. I cannot scroll in Monarch using my wheel mouse. How do I fix this?

A. If you install the current Intellipoint or Logitech Mouseware drivers for your wheel mouse, then scrolling will work in Monarch

Q. Will Monarch run on Windows Terminal Server?

A. Yes, Monarch works on Terminal Server, however, you must ensure that you have a valid license of the software for each user that accesses the software.