

Frequently Asked Questions (rev. 5.1 - July 2026)

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1.a. How can I purchase one of your software products? Which payment methods do you accept?

You can purchase our software directly from the product purchase pages on www.powerwolf.it. Several payment methods are available through our payment processor, 2Checkout:

2Checkout is a third-party platform that automatically manages purchasing, invoicing and license delivery. It accepts secure payments by credit card, bank transfer, PayPal and other methods. Further information is available at <https://www.2checkout.com>.

It is one of the most widely used platforms worldwide for selling software and digital products.

1.b. Once I have purchased the software, will I have any further costs, such as license renewal fees?

Purchasing the software provides an activation key that allows the software to be activated on the number of computers stated in the product's purchase terms. A perpetual license does not require any license renewal fees. If the available activations are insufficient, for example because the product must be installed on many computers, an additional license can be purchased to obtain further activations.

1.c. What does purchasing one of your software products involve? Will I receive a package or physical installation medium by post?

Purchasing from our website provides an activation key. Once entered, the key allows the software to be used according to the conditions and duration of the purchased license. No physical material is shipped; only an alphanumeric activation code is sent by email. Users normally download the demo version from our website and, after purchasing, simply enter the activation code to unlock the purchased license.

1.d. Can I purchase one of your software products as a gift?

Yes. During the 2Checkout purchase process, an option is available to enable gift mode, as shown in the following screenshot:

Powerwolf Software Solutions

Lingua: Italiano
Visualizza prezzo in: EUR - Euro UE

Prodotti nel carrello della spesa

Nome del prodotto/servizio	Consegna	Quantità	Prezzo unitario	Valore
 PowerAFA - Trattamento Afasia e disturbi neuro-linguistici - Multilanguage - Life-time license	Elettronica	1	49.99 EUR	49.99 EUR

La valuta di addebito è EUR (€)

☐ Posseggo un buono sconto

Prezzo totale: 60.49 EUR
Totale IVA: 10.50 EUR

Add

Aggiunge alla mia ordinazione Backup CD solo per 8.00 EUR (Dettagli)

☒

Si, mi piacerebbe acquistare questo prodotto come regalo per un'altra persona. (Dettagli)

* Negli stati membri dell'Unione Europea potrebbe essere applicata l'IVA. Il prezzo totale comprensivo di tasse e imposte sarà indicato prima della conferma dell'ordine.

[< Torna a spesa](#)

Ordina

By selecting the gift option, the purchase details, serial number and all information required to download and activate the product can be sent to the recipient. The purchase price and payment information are sent only to the person who placed the order, not to the recipient of the gift.

1.e. I need to purchase the software on behalf of someone else. How should I proceed?

When the software is purchased by an intermediary, for example as a donation, the purchase procedure is unchanged. The only difference concerns the step after purchase: our system generates an activation serial number based on the email address of the purchaser. We recommend changing the serial number so that it is associated with the software user's email address rather than the purchaser's. After the purchase, send an email to info@powerwolf.it requesting a change of serial number and registered user, and provide the new email address and the user's details.

Important. If an invoice is required, invoicing details must be entered in the payment form. At that stage, you can enter the details of the user or organization to which the software is registered and to which the invoice should be issued.

1.f. Can I request a refund for purchased software?

Not in every case. Because the products are digital goods and customers have had the opportunity to evaluate their features through the demo version, the right to a refund does not apply automatically. Each request is assessed according to the purchase terms and applicable law.

Some exceptions include:

- A) the customer purchased the wrong edition or purchased one software product instead of another;
- B) the customer purchased more than one license for the same software product.

In case A, purchase the correct edition or product and, at the same time, email info@powerwolf.it explaining that you wish to correct the order and request a refund for the incorrect purchase. Clearly specify the details of the product to be refunded, including the product name, transaction code, date, your name and email address, and the reason for the refund.

Case B is handled in the same way as case A.

The refund request must be submitted within 15 days of the first purchase.

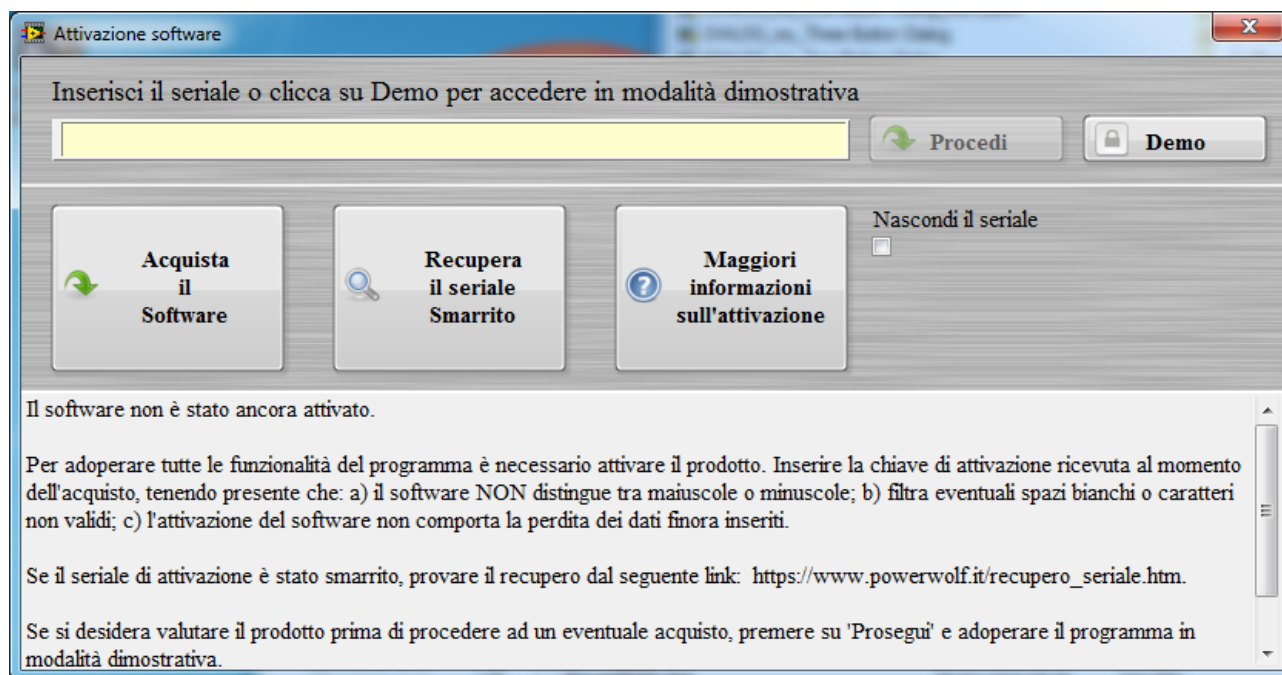
We recommend contacting us by email before opening a PayPal dispute, as a dispute may lengthen the refund process. Explain that you wish to request a refund and provide the reason, or use the appropriate 2Checkout support channel and submit the request through its portal at <https://www.2checkout.com/>.

Refund processing times vary according to the payment method. In some cases the refund may be credited within one or two business days, while in others it may take up to seven business days.

2.a. I have purchased one of your software products. What should I do now to activate it?

If the purchase was completed on our website through 2Checkout, you will automatically receive an email containing the activation serial number. For other payment methods, you will be contacted by email within 24-48 hours and will also receive the activation serial number.

To activate the software, run the program. If it has not yet been activated, you will be asked to enter the activation serial number. Enter the code you received and follow the on-screen instructions, as shown in the following screenshot:

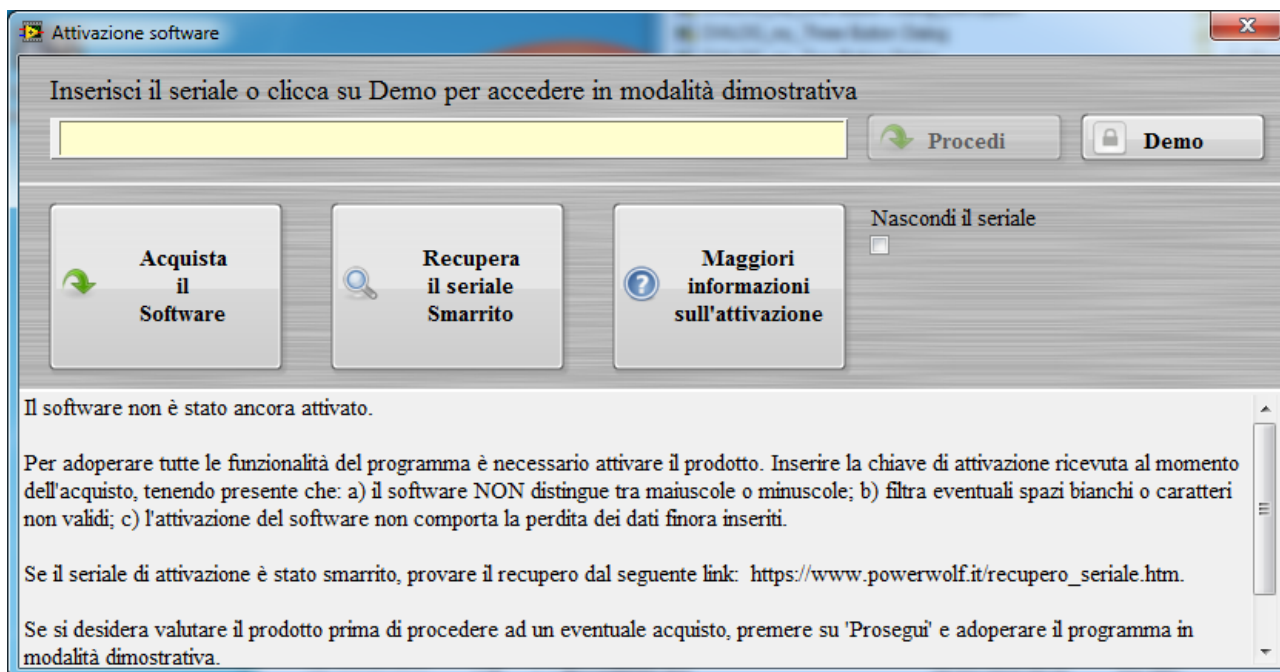


2.b. I cannot activate the software; the serial number does not appear to be valid...

Our software uses an online procedure to verify activation data. An Internet connection is therefore required during activation. If a problem occurs, check the following:

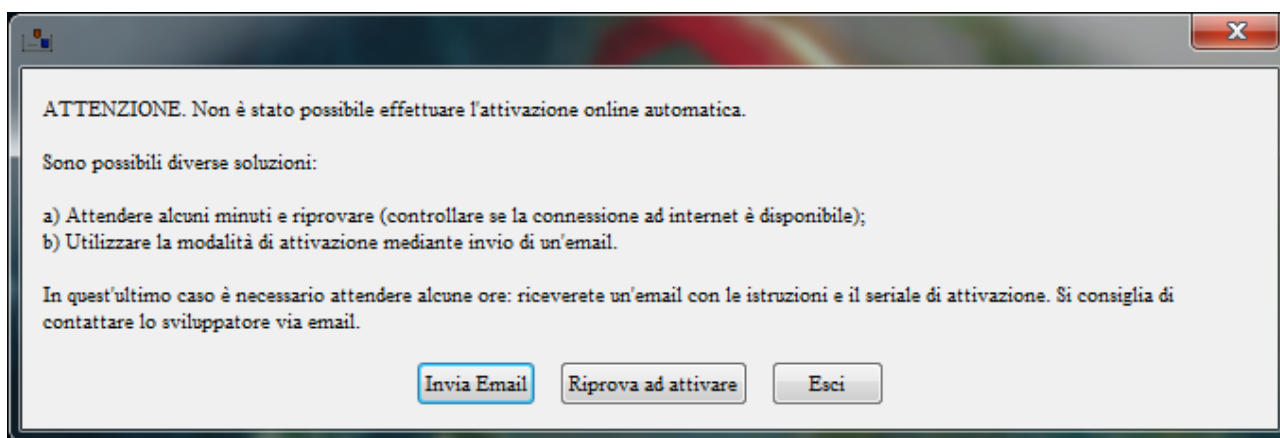
- Check the Internet connection;
- Make sure that antivirus software and the firewall are not blocking communication with our server;
- Check that the serial number has been entered correctly;
- Make sure that you are using the latest version of the software available from our website.

The serial number must be entered in the following window:



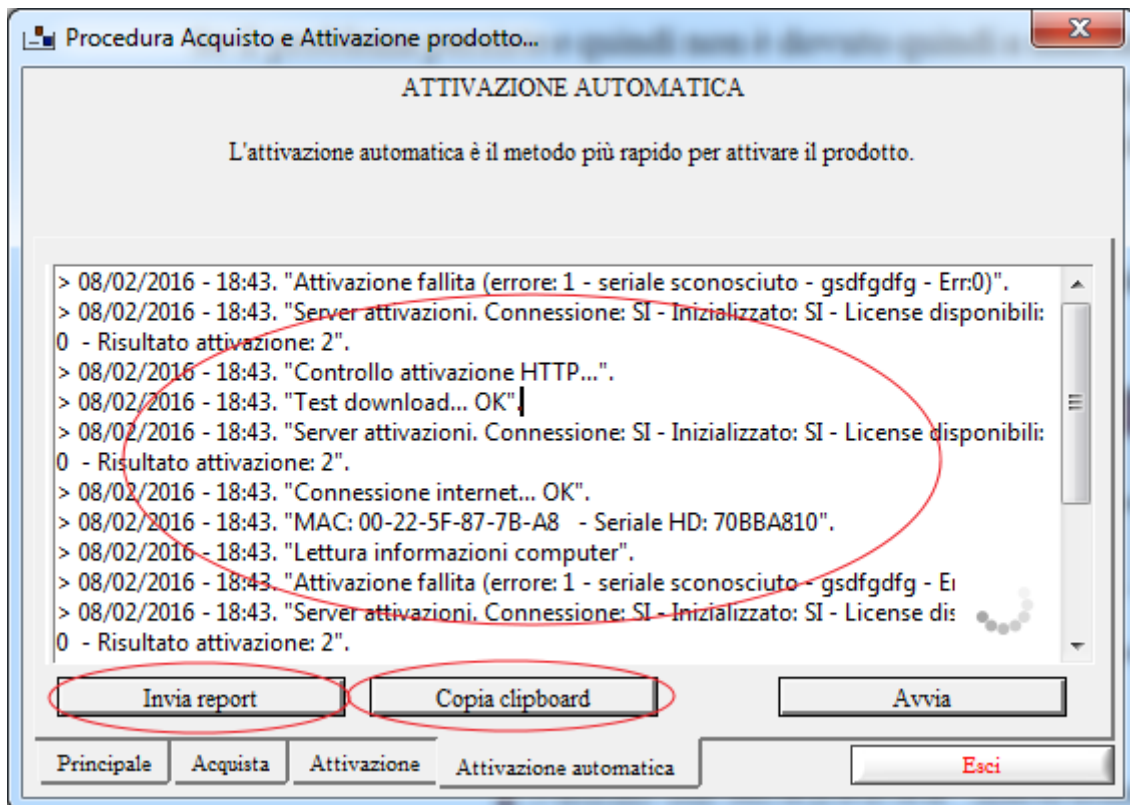
The serial *number is not case-sensitive, so uppercase and lowercase letters* are treated in the same way. If it contains symbols, for example *ABCD-1234-5678-90AB*, these must also be entered because they form part of the serial number.

If an activation error occurs, the following window is displayed:



If the problem persists and is not caused by the Internet connection, use the 'Send email' button in the previous window to proceed with activation by email. We also recommend sending an email to info@powerwolf.it specifying the software name, version and activation key.

Sending and viewing the log. During activation, the software generates a log, as shown below:



To help resolve activation problems, we recommend sending the displayed report by email using the Send Report button. Alternatively, copy the full contents of the log window and email them manually to info@powerwolf.it.

If online activation fails, two solutions are available:

- a) an offline activation serial number. This serial number activates the software without communicating with our server and is sent by the developer after receiving an email describing the problem.
- b) XRLActivator, an application that allows the software to be activated offline.

XRLActivator. Download the application from:

www.powerwolf.it/software/xrlactivator.zip

Extract the ZIP file to a folder and run *xrlActivator.exe*. Select the software under Product ID, enter the serial number in the Serial field of the *Offline Activation* section, and click Generate, as shown below:

XRL ACTIVATOR 1.0.1 (user: info@powerwolf.it)

Activation Client Log

Product Id

Online activation

Serial

Activate

Offline activation

Serial

<l mio seriale>

Generate

Activate

Info

Buyer name

Buyer E-mail

Licenses left / purchased

Expiration date

Follow the guided procedure, create a .req file and save it, for example, on the desktop. Attach this file to an email sent to info@powerwolf.it and include the main information: the purchased software and the activation serial number received at the time of purchase.

Within 12-24 hours you will receive an email with an attachment. Click Activate and load the file attached to the email, as shown below:

XRL ACTIVATOR 1.0.1 (user: info@powerwolf.it)

Activation Client Log

Product Id

PowerCLUB

Online activation

Serial

Activate

Offline activation

Serial

Generate

Activate

Info

Buyer name

Buyer E-mail

Licenses left / purchased

Expiration date

If the operation is successful, close XRL Activator and run the software again.

2.c. I activated the software, but after a few months I am asked to activate it again

Activation is linked to the hardware of the computer on which the software is installed, particularly the hard-disk serial number and the network adapter's MAC address. Consequently, replacing or, in some circumstances, adding a hard disk, network adapter or motherboard with an integrated network adapter may cause the software to request activation again. A hardware change and the subsequent reactivation do not reduce the number of remaining activations. Simply enter the activation key received at the time of purchase again.

2.d. I cannot remember the serial number used to activate the software. What should I do?

The serial-number recovery procedure is available at the following link:

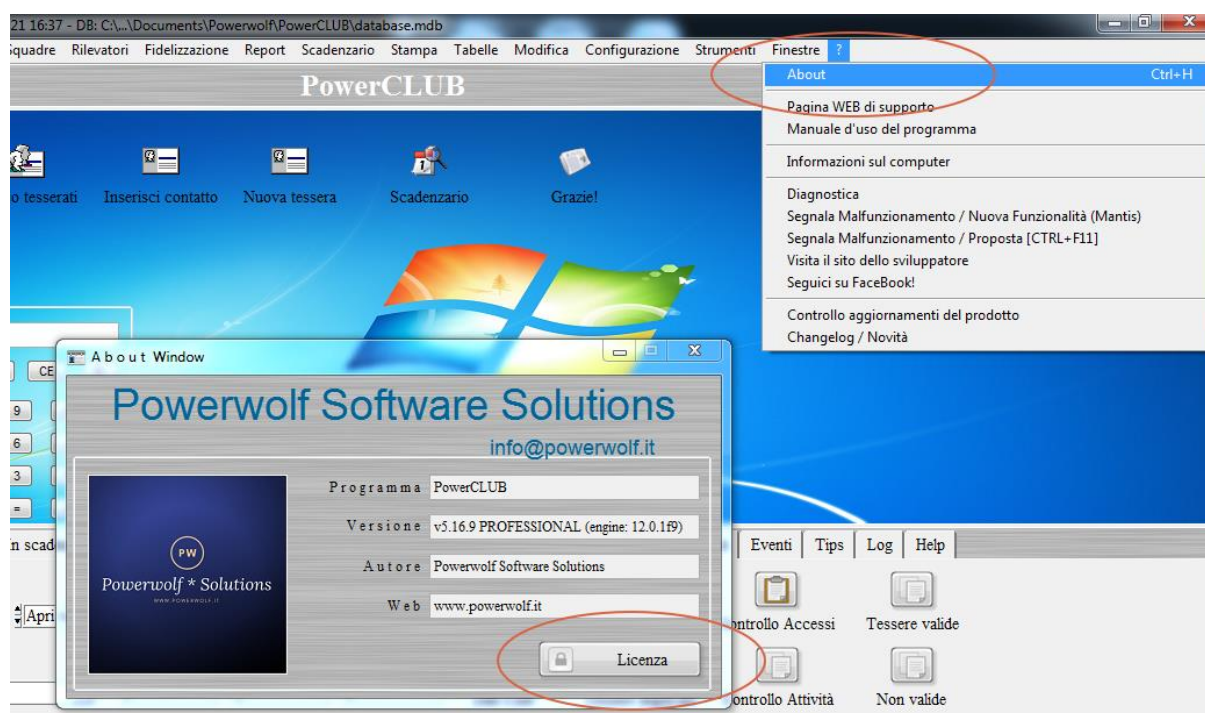
https://www.powerwolf.it/recupero_seriale.htm

2.e. I have been asked to reactivate the software. What should I do?

Reactivation, which means deactivating and then activating the software again, may be required after changing the activation serial number or when the license characteristics have changed, for example after a software upgrade.

To deactivate a computer, run the software and use the following main-menu command:

? → About



In the About window, click License and then Remove License, as shown below:

Info licenza...

Nome dell'acquirente	Indirizzo email	Nuova versione
License residue	Data scadenza licenza	Tipo versione
0		
Versione client	Versione server	

☐ Attivato? ☐ Demo? ☐ Acquistato? ☐ Aggiornamento?

Codice di attivazione

☐ Mostra caratteri

Leggi informazioni **Rimuovi licenza** Clipboard Email

Finally, restart the software and enter the activation serial number when requested.

3.a. What is an activation key (software license)?

All our software can be evaluated before purchase in demo mode. The demo version may have functional or time limitations.

The activation key is an alphanumeric code received at the time of purchase that removes the limitations associated with the purchased edition. A perpetual license does not require renewal fees.

The license is intended for the personal use of the purchaser or for use by the organization that purchased the software. The serial number may not be distributed to third parties. Our activation server periodically performs validity checks. The number of activations included with each license is sufficient for installation on several computers.

3.b. On how many computers can I install the software?

Each purchased license allows the software to be activated on a specified number of computers; the exact number is stated in the software's purchase terms. The license is associated with the PC's hardware, such as the motherboard and hard disk, so changing part of the hardware may require reactivation.

When all available activations have been used, an additional license can be purchased. Any remaining activations are retained and are added to those included with the new license.

3.c. I want to install the software on several networked PCs. Do I need to purchase multiple licenses?

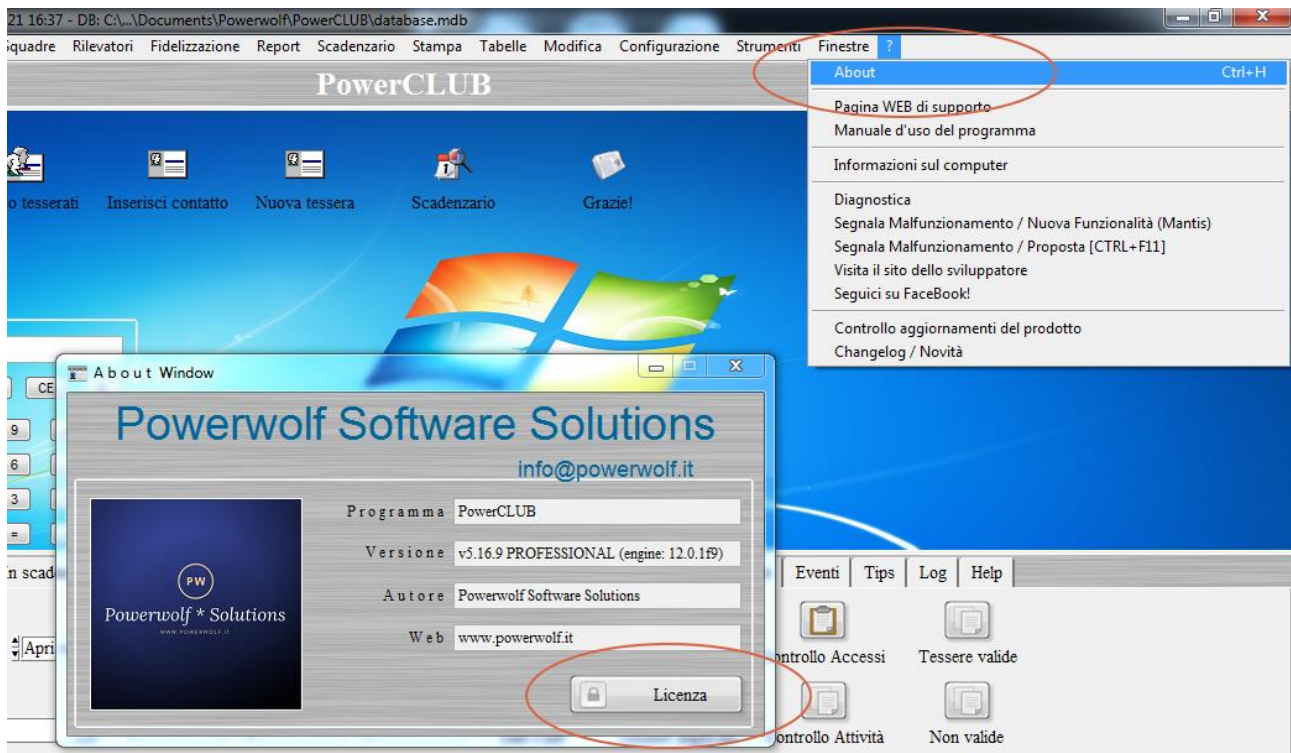
No. As explained in section 3.b, the purchase includes a specified number of activations that can be used on the same number of workstations. If all activations are used, an additional license can be purchased and its activations are added to any remaining ones.

3.d. I have used all my activations. Can I deactivate the license on one computer and activate another computer?

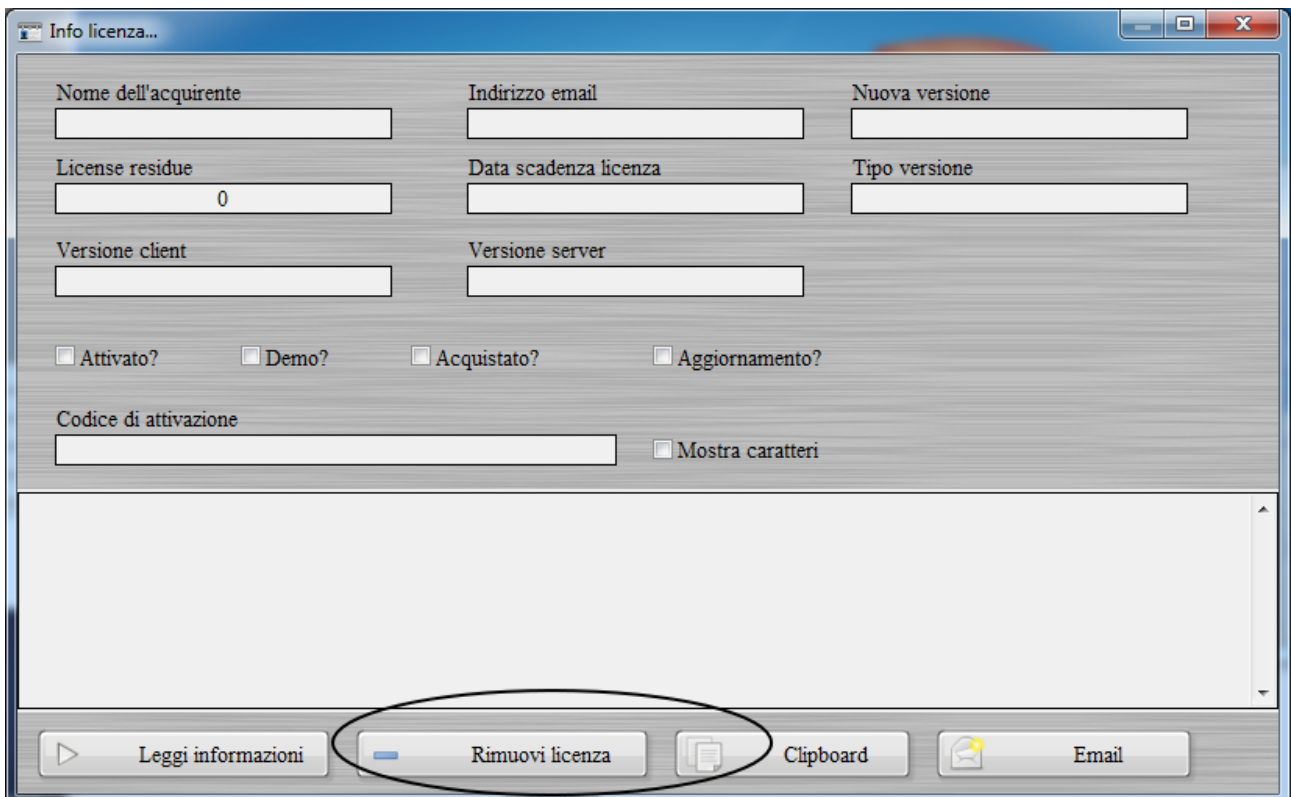
Yes. Whether or not all activations have been used, you can deactivate one computer by removing its license and activate another computer, while keeping the same number of remaining activations.

To deactivate a computer, run the software and use the following main-menu command:

? → About



To deactivate a computer, click License *and then Remove License*, as shown below:



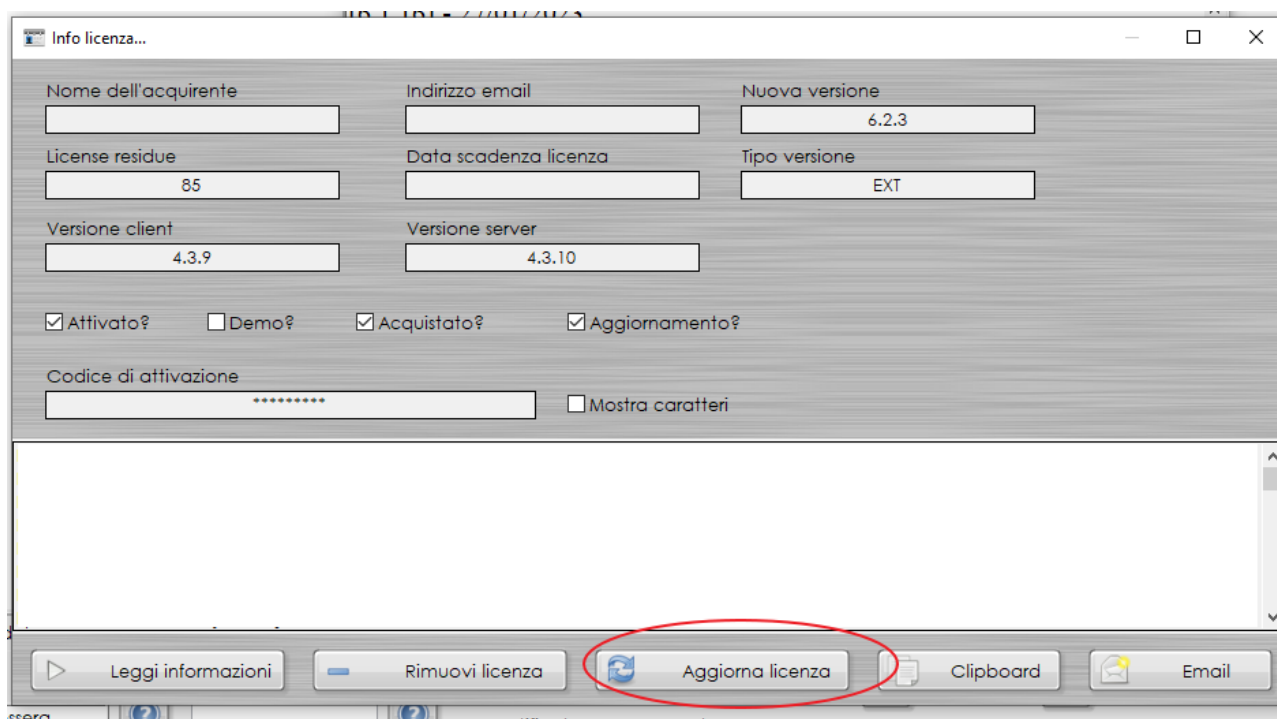
3.e. I purchased a limited or annual license and would like to upgrade to an unrestricted or perpetual license. Is this possible?

Yes. To upgrade from a limited license, such as a Base license, to an edition with fewer or no limitations, *such as Professional*, you must purchase an upgrade. Follow the instructions at:

https://www.powerwolf.it/upgrade_licenza.htm.

You can also *move from* a fixed-term license, such as an annual license, to a perpetual license by purchasing the perpetual edition from the product page. Follow the purchase and activation instructions provided for the relevant product and update the license when required.

After completing the purchase, run the software. It should normally report that the license type has been updated. If in doubt, open the license-management window and click Update License, as shown below:



4.a. Will reinstalling the software cause the loss of the data entered so far, particularly the data stored in the database?

No. The database and the main settings are stored in a separate location. With a local *Access database*, this is normally the *Powerwolf subfolder of the Documents* folder or another folder selected during database initialization. With a remote MySQL database, the data is stored on the server. Installation or reinstallation does not overwrite the database data.

4.b. After installing the software on one computer and entering data, can I later install it on another computer and use the data stored on the previous computer?

Yes. With a local Access database, uninstalling the software does not remove the database. You can therefore copy the database to another computer and use it there. Databases are normally stored in <Documents folder>/Powerwolf/<program name>. Copying the whole folder also transfers templates, local options and other related data. To copy only the database, copy the .mdb files. There are normally two: utenti.mdb and database.mdb.

With a remote MySQL database, simply configure the connection on the new computer by following the relevant sections of this document.

4.c. What is the default folder in which databases and other data are created?

For a local Access database configured automatically in the default location, our software uses:

<Documents folder>/Powerwolf/<program name>

Database files have the .mdb extension. The default folder normally also contains configuration files, documents, templates and other data. The two database files are usually database.mdb and utenti.mdb.

With a remote MySQL database, the data is stored on the server and is not directly accessible as local files.

4.d. How can I share the database among several computers?

With a local Access database, our software can share the same database over a local area network. Several computers can access it at the same time, provided that the LAN is configured correctly. The database folder must be shared with permissions to read, write and create files.

Each program includes a database configuration window, normally available from Configuration Database → *Configuration Wizard* in the main menu. The following window opens:



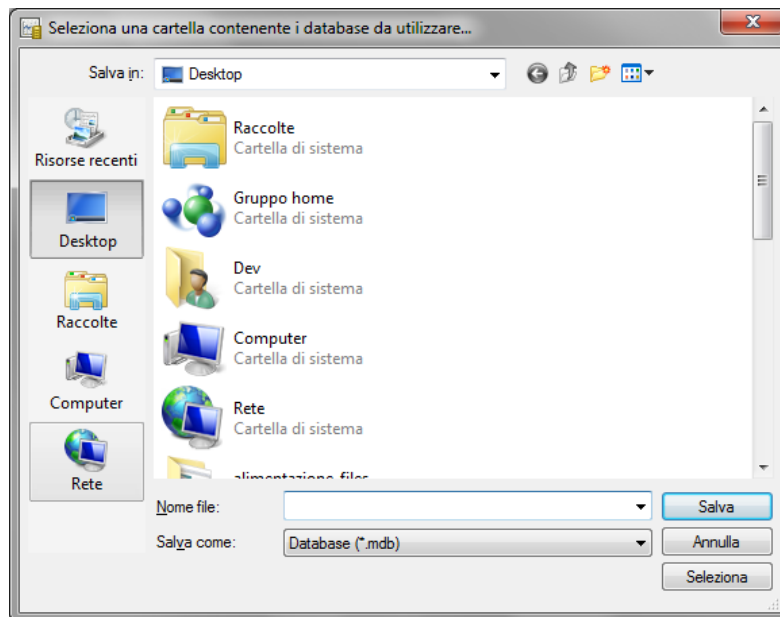
Two situations are possible:

- a) The database is already installed on one computer and another computer must be configured to use it;
- b) No database has yet been installed, or a new database must be created.

Case a. Database already installed on one computer.

No database operation is required on the computer already in use. You only need to share the entire database folder with read and write permissions. Refer to the other sections of this guide to identify the default database folder or the custom folder selected during installation.

On the new computer, open the Database Configuration Wizard and wait a few seconds. If the software automatically detects a database on the LAN, it asks whether you want to use it. Confirm to complete the procedure. Repeat this operation on every computer that must access the shared database. If automatic detection fails, click Use Existing Database and select the shared folder containing the database on the other computer:

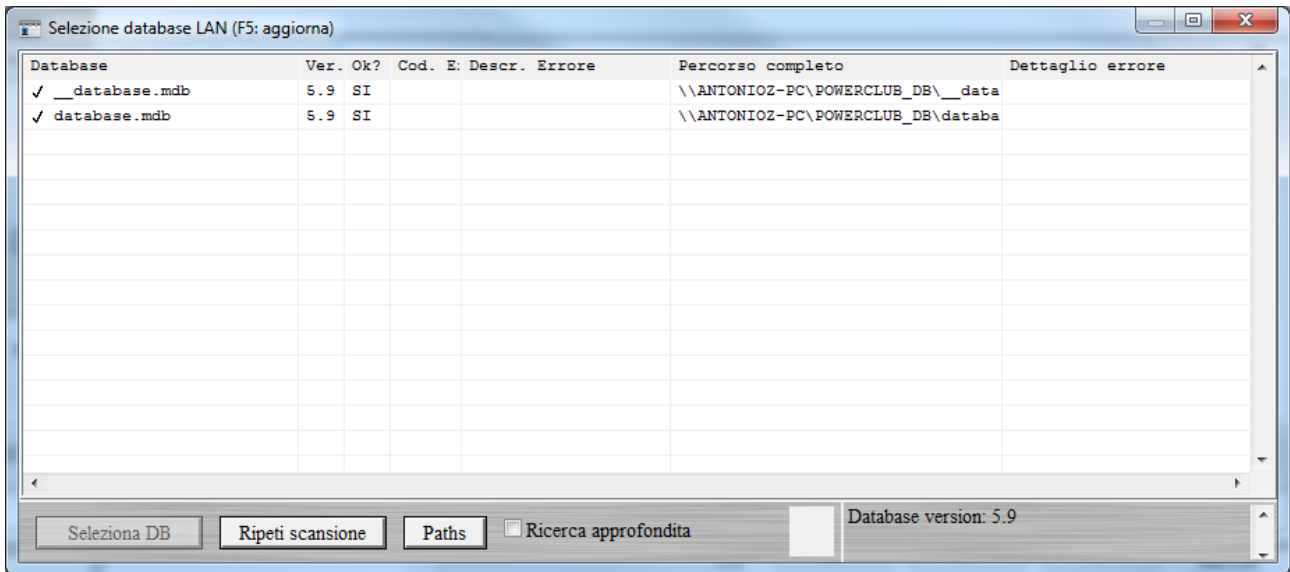


To locate the computer, enter its network name, for example \\computername, or browse the network and select the computer and then the shared folder. The database folder normally does not need to be shared manually: when a new database *is configured with the Share DB option enabled*, the software automatically shares the folder with read and write permissions:



After selecting the folder, the software adds and configures the database.

To help locate shared databases on other computers, click Automatic Search:



This window searches all computers on the local network for databases. Normally, only databases installed in the default folder are found. If a database is stored elsewhere, enable Deep Search, which takes considerably longer. When a database is found, click Select DB.

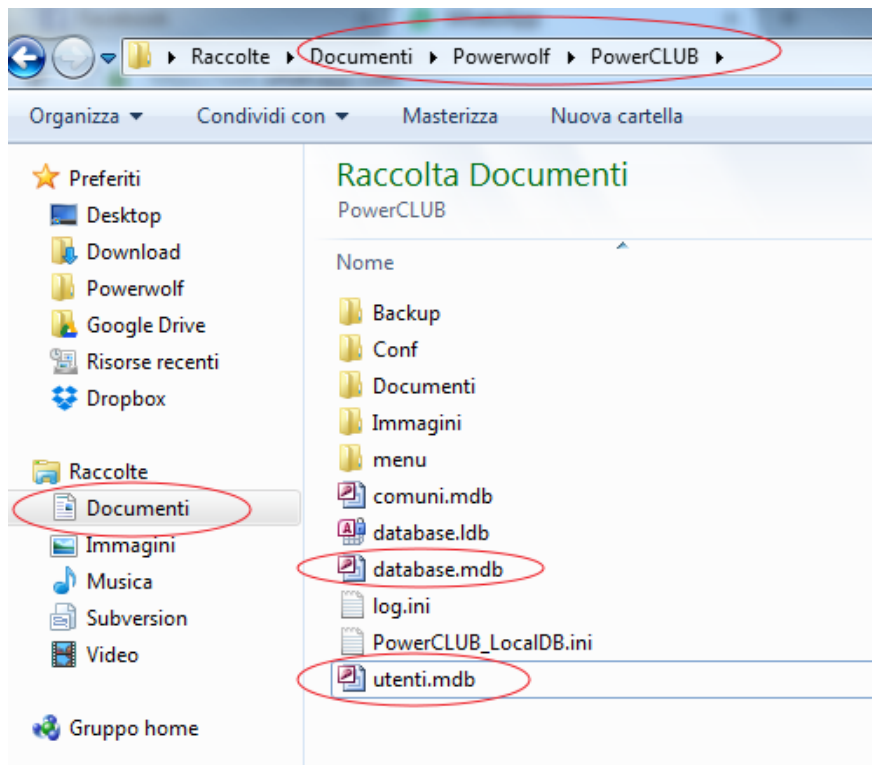
Case b. Database not installed on any computer.

Configure the database on one computer, for example by clicking Automatic Configuration or Install New Database and selecting a specific location. Make sure Share DB is enabled and that the database folder is shared with read and write permissions and is visible to the other computers on the LAN. After configuring the first computer, configure the others as described in case a.

4.e. How can I move or copy the database between two different computers?

Note: This section applies only to a local Access database, not to a remote MySQL database.

A database can be moved or copied manually by locating its .mdb file or files on the source computer and copying them to the new computer. See sections 4.b and 4.c for information about the default database folder. If the files are copied to the corresponding folder on the destination computer, the data will be available when the program is started.



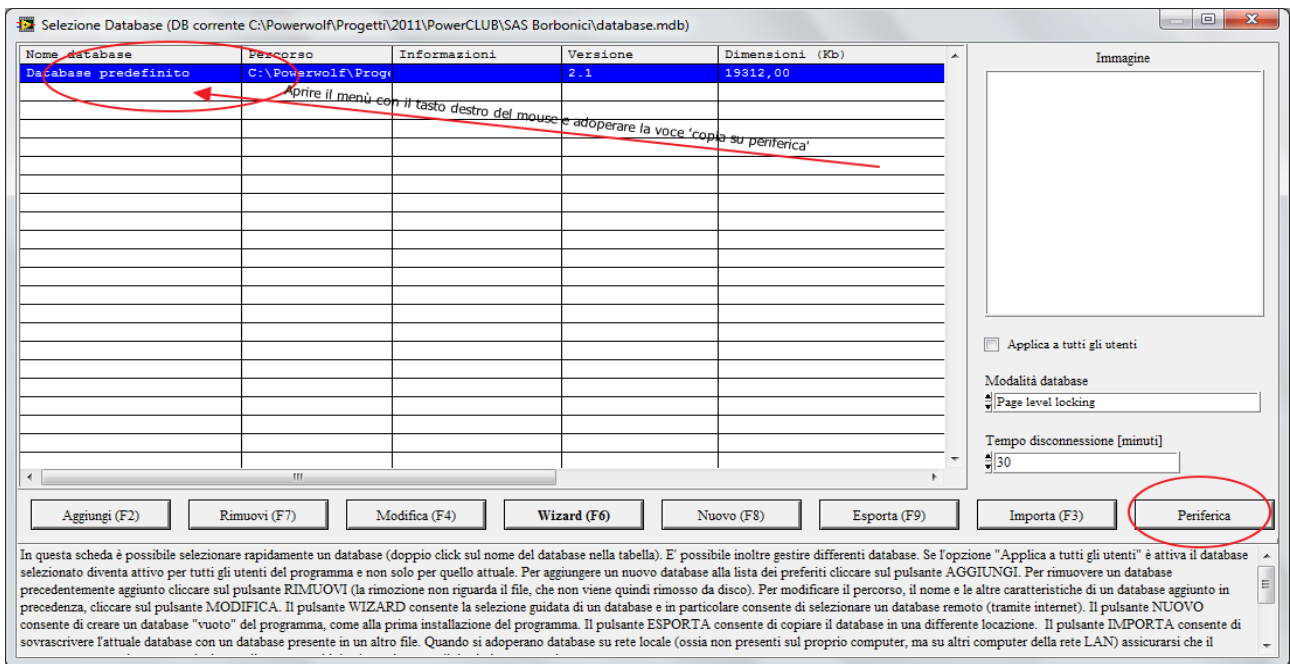
In summary, if the database is installed in the default folder and you want to install the program on a new PC while retaining the old computer's data:

- Install the latest version of the software on the new PC;
- Locate the database folder on the old computer. It is normally <Documents folder>/Powerwolf/<program name>.
- Copy *database.mdb* and *utenti.mdb* to the corresponding <Documents folder>/Powerwolf/<program name> folder on the new computer;
- If files with the same names already exist in the destination folder, create a backup and then overwrite them with the files from the old computer;
- Run the program. If the default database path had already been configured, the old data will be visible immediately. Otherwise, run the configuration wizard and select the copied database.

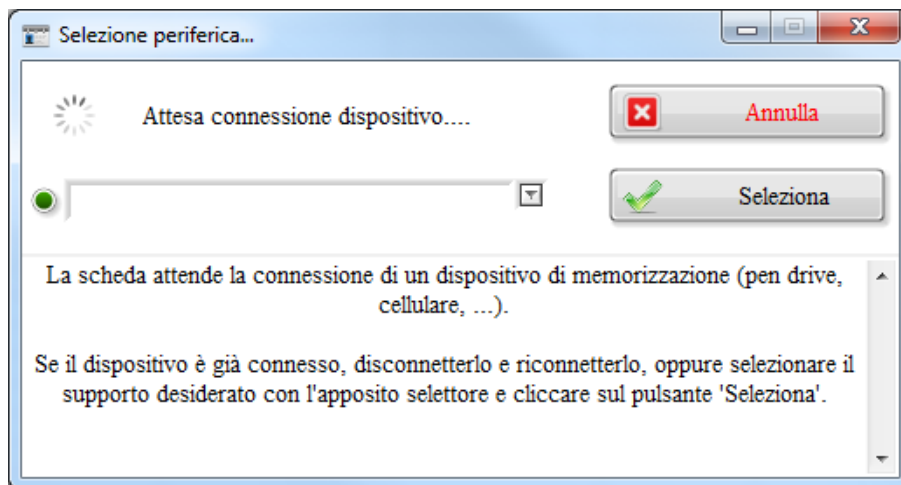
Recent versions of the software include an automated procedure for copying databases to a new computer using a USB storage device, such as a USB flash drive.

Follow these steps:

- On the source computer containing the databases, open the database-management window *from the horizontal* → menu: *Database Selection / Database Management*;
- Select the database to export and click Device, as shown below:



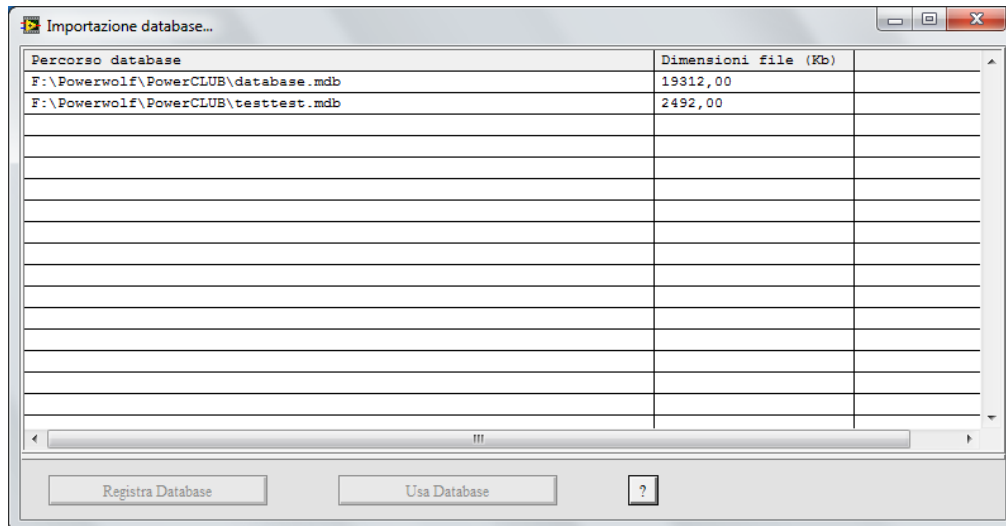
The following window opens:



- Connect the storage device and wait a few moments. The software automatically copies the databases to the connected device;
- Disconnect the device.

Procedure on the destination computer, where the database will be imported:

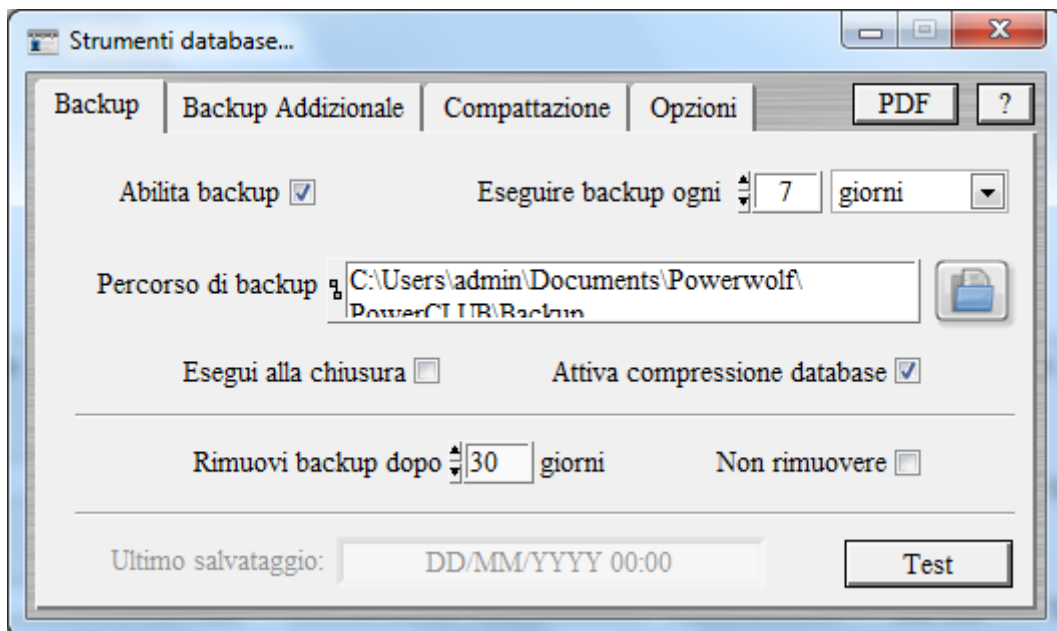
- Run the software and connect the device. The program automatically detects any databases stored on it. If valid databases are found, the following window opens:



We recommend registering the database by selecting Register Database, which adds it to the list of databases recognized by the software. It can then be selected through the database-management window.

4.f. Is there a database backup and restore procedure?

Yes. The Configuration menu on the main window normally includes Backup Data Backup Parameters, which can be used → to configure automatic backups. A separate command is also available for manual backups:



We strongly recommend enabling daily backups. A database may accidentally be deleted or corrupted, or the computer on which it is stored may fail. A backup allows a previously saved copy to be restored.

To enable backups, select Enable Backup, set the frequency under *Run Automatic Backup Every...*, and choose the backup location, which is the folder where the backup database will be copied.

Keep the following points in mind:

- If the database is large, enable compression and automatic *removal* of old backups using Remove Backups After n Days.
- Do not select a backup folder on the same disk as the main database. A disk failure would otherwise cause the loss of both the original database and its backup copies. Prefer another disk or a network location on a different computer.
- To restore a database backup, use Configuration Data Backup → *Restore Backup Copy*.

4.g. I am using the demo version and have entered data in the database. If I purchase the software later, will I lose the data?

No. The data is retained automatically. You may use the demo version and enter information in the database; purchasing and activating the software does not require reinstallation and does not delete the data.

4.h. The software displays an error when opening the database. What can I do?

At startup, the software attempts to open the current database. The most common causes of an error are:

- The database file is no longer present at the configured path. If it was intentionally moved, follow the software instructions to configure its new location;
- For a LAN path or a database on removable media, make sure that the path is available. The software displays the folder and file it attempted to open, making it easy to check whether the file is accessible;
- The database file and its folder must grant the current user read and write permissions;
- The database is corrupted. The software automatically saves database_auto_backup.mdb *in the Backup subfolder of the database location* whenever the database is accessed. For example, if the database is in *c:\documents\test*, the backup is stored in *c:\documents\test\backup*.

To restore the automatic backup, copy this file to the folder containing the corrupted database and rename it with the same name as the corrupted database, for example database.mdb.

To restore a corrupted database:

- Identify the database path; see section [4.o, Which folder and file contain the database currently in use?](#)
- Close the software if it is running;
- Delete the current database.mdb file, or preferably rename it, for example to database_corrupted.mdb, or move it to another folder to keep a safety copy;
- Open the Backup subfolder, copy *database_auto_backup.mdb* to the current database folder and rename it with the name of the active database, normally database.mdb;
- Alternatively, use one of your own backup copies to replace the corrupted database;
- Restart the program.

Important. This procedure overwrites the current database. Use it only if the current database is actually corrupted and, whenever possible, retain a copy of the corrupted file.

In some cases you may be asked to email the corrupted database. Follow these steps:

- Locate the corrupted database as described above;
- Compress *Database.mdb*, or the .mdb file used as the database, into a ZIP, RAR or other compressed archive because email providers often block .mdb files;
- Send the compressed file to info@powerwolf.it.

4.i. I would like to use the database on different computers by storing it on a USB flash drive or another removable medium. Is this possible?

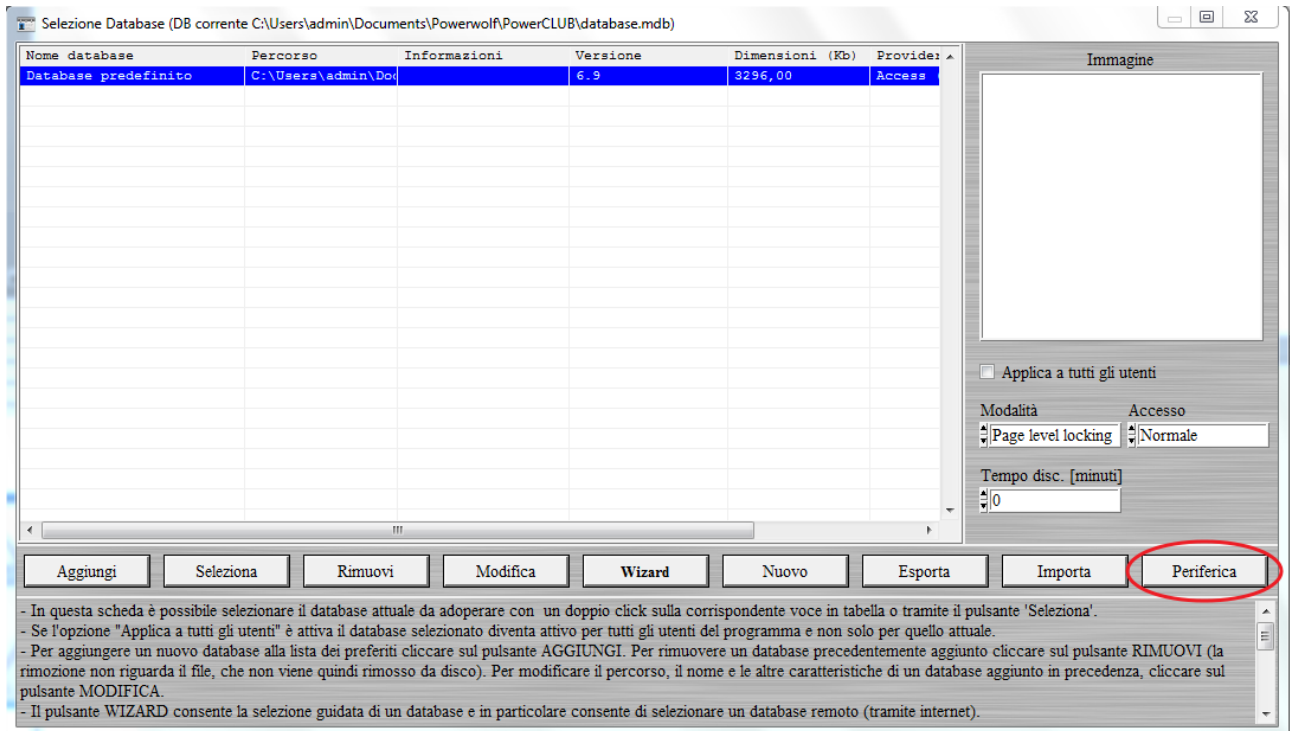
Yes. The procedure consists of three main steps:

- Copy the database currently in use to the removable device, such as a USB flash drive or external hard disk;
- Configure the computer currently running the software to use the database copied to the removable device instead of the copy on its internal disk;
- Configure the other computers to use the same database on the removable device.

Copying the database

On the computer currently running the software, start the program, log in and use the following command from the horizontal menu on the main window:

Configuration → Database Selection / Database Management



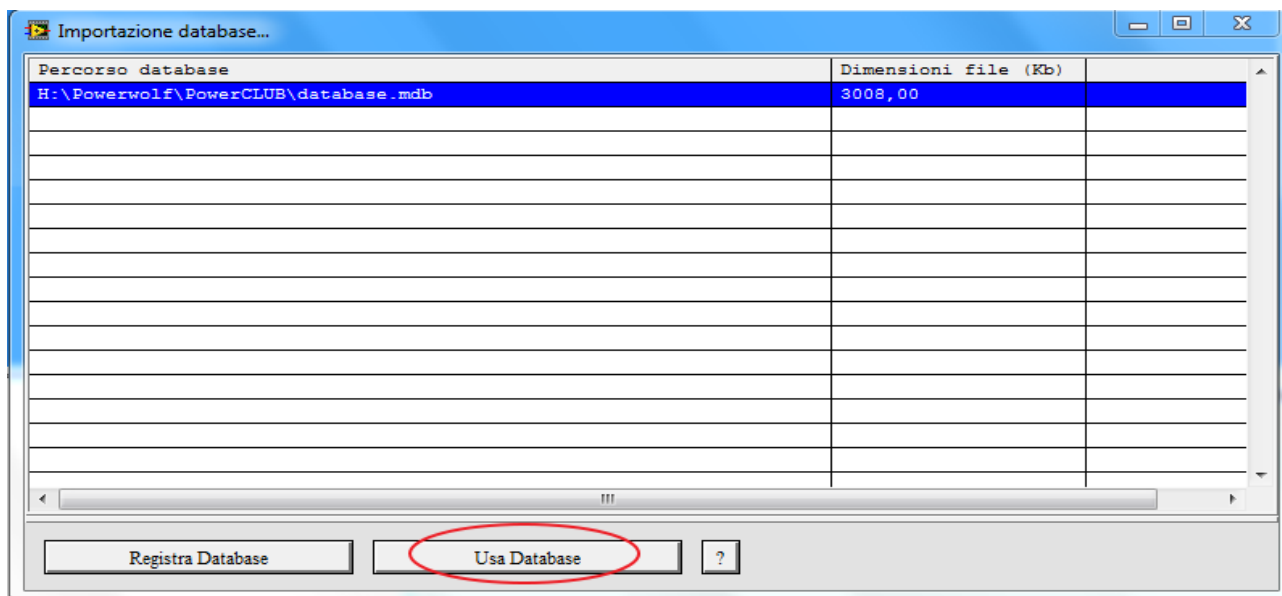
Click *Device*, as shown in the previous screenshot, and follow the instructions in the window. At the end of the procedure, the software copies the active database to the removable storage device. Alternatively, click *Export* and manually select a folder on the removable device, such as a USB flash drive or external hard disk.

The database currently in use can also be copied manually without running the software. Copy database.mdb to the USB flash drive; the relevant sections of this guide explain how to identify the current database path.

Connecting to the new database

This procedure must be performed both on the computer that was previously using the software and on each new computer.

Run the software and wait for the main window to become active. Then connect the device on which the database was stored. The software detects the device and, if it finds valid databases, opens the following window:



Select the database and choose Use Database.

If the automatic procedure does not start or does not work correctly, follow these steps:

- Open the Database Configuration Wizard as described above, connect the USB flash drive containing the copied database, and select Use Existing Database. Further details are provided in the relevant sections of this manual. Select the database previously copied to the external device.

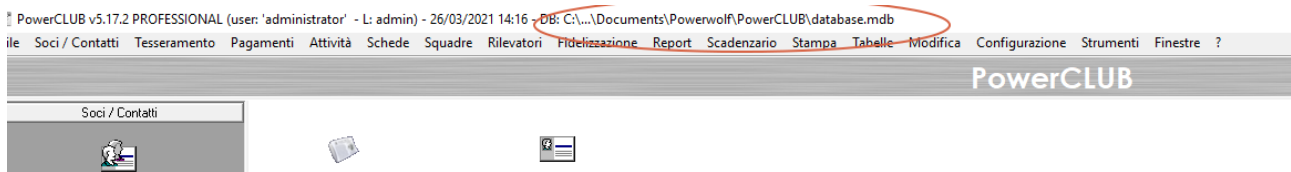


Connecting to the new database from another computer

Repeat the steps in the previous section on every computer that must use the database.

All computers will then be configured to use the same database stored on the removable device.

If the procedure is successful on every computer, the database on the removable device is shown in the main window, as in the following example:



The title bar must show the path of the database stored on the USB flash drive or other removable device.

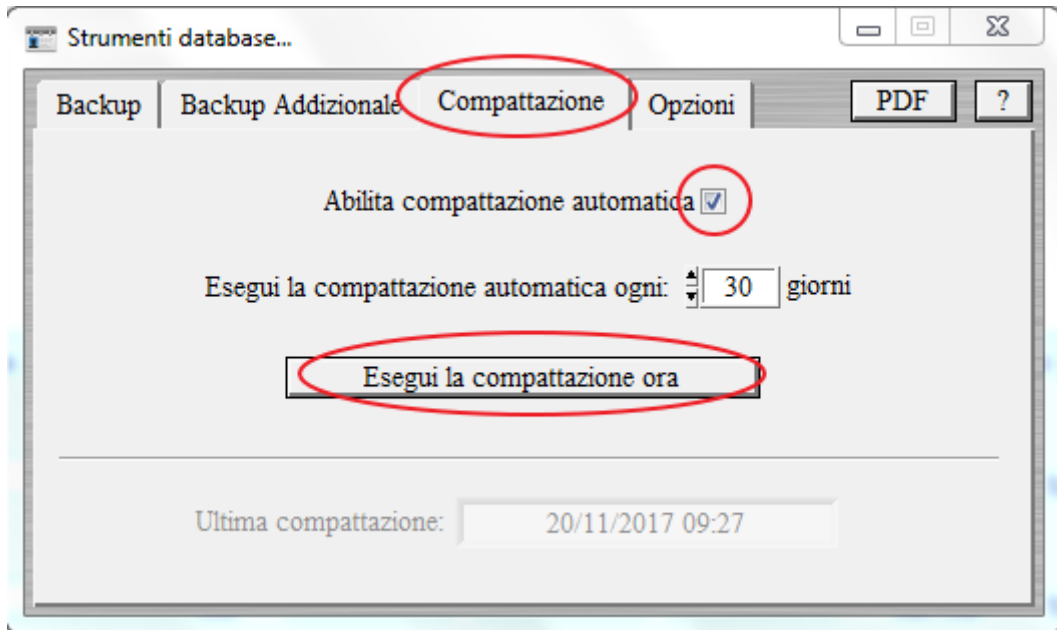
Notes:

- The drive letter assigned by Windows to a USB flash drive or other removable device may change between sessions. If the database is not recognized when the software starts, run the wizard again and select the database folder and file on the device as described above.
- The software must be activated on every computer on which it is used, using the serial number received at the time of purchase. Each newly activated computer therefore uses one of the available activations.

4.j. I have noticed that the database file is very large. Can its size be reduced?

Note: This section applies only to a local Access database, not to a remote MySQL database.

Yes. The backup-parameter window, normally available from Configuration Data Backup → *Backup Parameters*, includes a → Compact Database section:



You can compact the database manually by clicking Compact Now, or enable automatic compaction and set an interval. Thirty days is generally a suitable interval.

Please note:

- Compaction reduces the file size without changing the stored data;
- Compaction can improve database performance.

4.k. Can I install a remote database and share data among different workstations over the Internet?

Yes. The remote MySQL database is an optional paid service. Further information is available at http://www.powerwolf.it/acquisto_db_remoto.htm.

A PDF tutorial describing the configuration procedure is also available: download the tutorial.

A remote MySQL database provides a straightforward way to share data among workstations connected to the Internet.

4.l. I have a new computer and would like to move the software to it. What should I do?

When the software and its local Access database must be moved to a new computer, follow this procedure:

- Download and install the latest version of the software on the new computer from www.powerwolf.it. Copying the installation folder alone is not sufficient.
- On the old computer, locate the database *folder as explained in section 4.c and copy database.mdb to the new* computer. In some products the filename may differ, but it normally

contains database and has the .mdb extension. Copy it to a permanent folder that grants read and write permissions. We recommend a subfolder of Documents, particularly the software's default folder described in section 4.c, where an existing empty database may be overwritten. Alternatively, create a folder bearing the software name on the desktop;

- If the old database is stored on an external device, such as a USB flash drive, skip the previous step, connect the device, locate the .mdb file and copy it to the new computer;
- After copying the file, retain the old database as a backup and run the program on the new computer. At first startup, select Use Existing Database and choose the folder containing the copied file. If the Database Configuration Wizard does not start automatically, run it → from the Configuration menu, choose the existing-database option and select the copied file.



- If the procedure is successful, the software will display the data stored on the old computer. If the database belongs to an earlier software version, a warning may appear. Continue with the procedure; the software will update the database automatically.

4.m. I have two computers that are not networked and want to share the same database using a USB flash drive. Is this possible?

Note: This procedure applies only to a local Access database, not to a remote MySQL database.

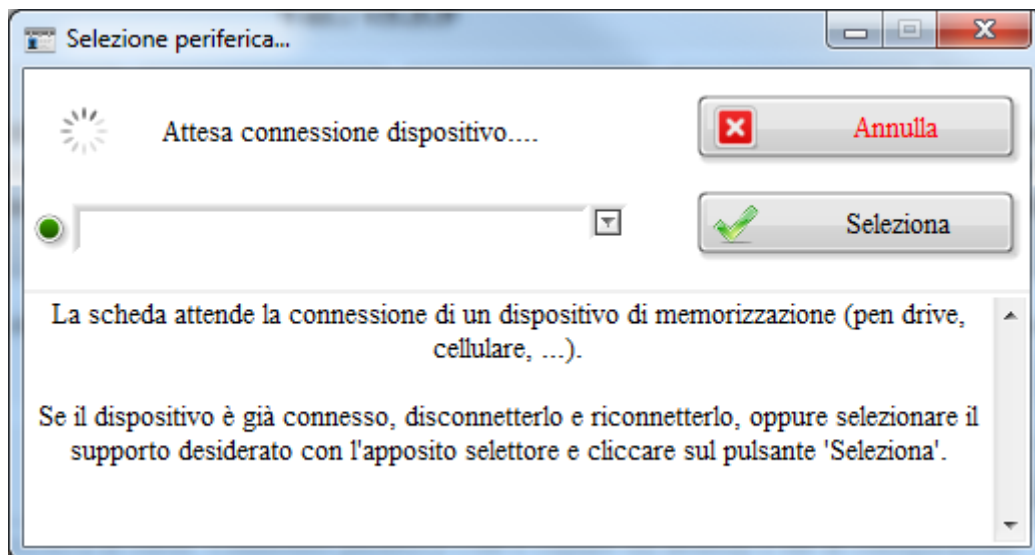
Yes. On one of the computers, open the configuration wizard using the following main-menu command:

Configuration → Database Configuration Wizard

The following window opens:



Click *Install on Removable Device*. The following window opens:



Connect the device on which the database will be installed. If it is already connected, disconnect and reconnect it.

The software automatically detects the device and:

- creates a new database on the USB flash drive if no previous database is present;
- connects to the existing database if one is already present on the USB flash drive.

The software creates the database in a subfolder on the removable device named after the software product.

Repeat the procedure on every computer that must share the database.

Important. Connect the device containing the database before starting the software and do not disconnect it while the program is running.

4.n. I have two computers that are not networked. Can I use Dropbox or similar software to share the database between them?

Note: This procedure applies only to a local Access database, not to a remote MySQL database.

Yes. Install Dropbox, Google Drive or another synchronization service on every computer that will use the database. This is not real-time database sharing and only one computer may work on the data at a time. If different computers modify separate copies before synchronization, conflicts and data loss may occur.

We recommend installing the software and using its default database folder, which is normally:

<Documents folder>/Powerwolf/<software name>/database.mdb

For example, the default folder for PowerCLUB is:

<Documents folder>/Powerwolf/PowerCLUB/database.mdb

<Documents folder> is the main Documents folder on the computer.

If the database was installed in a different folder, the following procedure is still valid, but you must know the location of database.mdb.

Proceed as follows:

- Work on computer A. When finished, close the software, open the default database folder and copy database.mdb to the shared Dropbox folder so that it can synchronize;
- On computer B, wait for synchronization to complete. Then copy the synchronized database.mdb from the Dropbox folder to the software's default database folder;
- Start the software. After making changes, repeat the synchronization procedure.

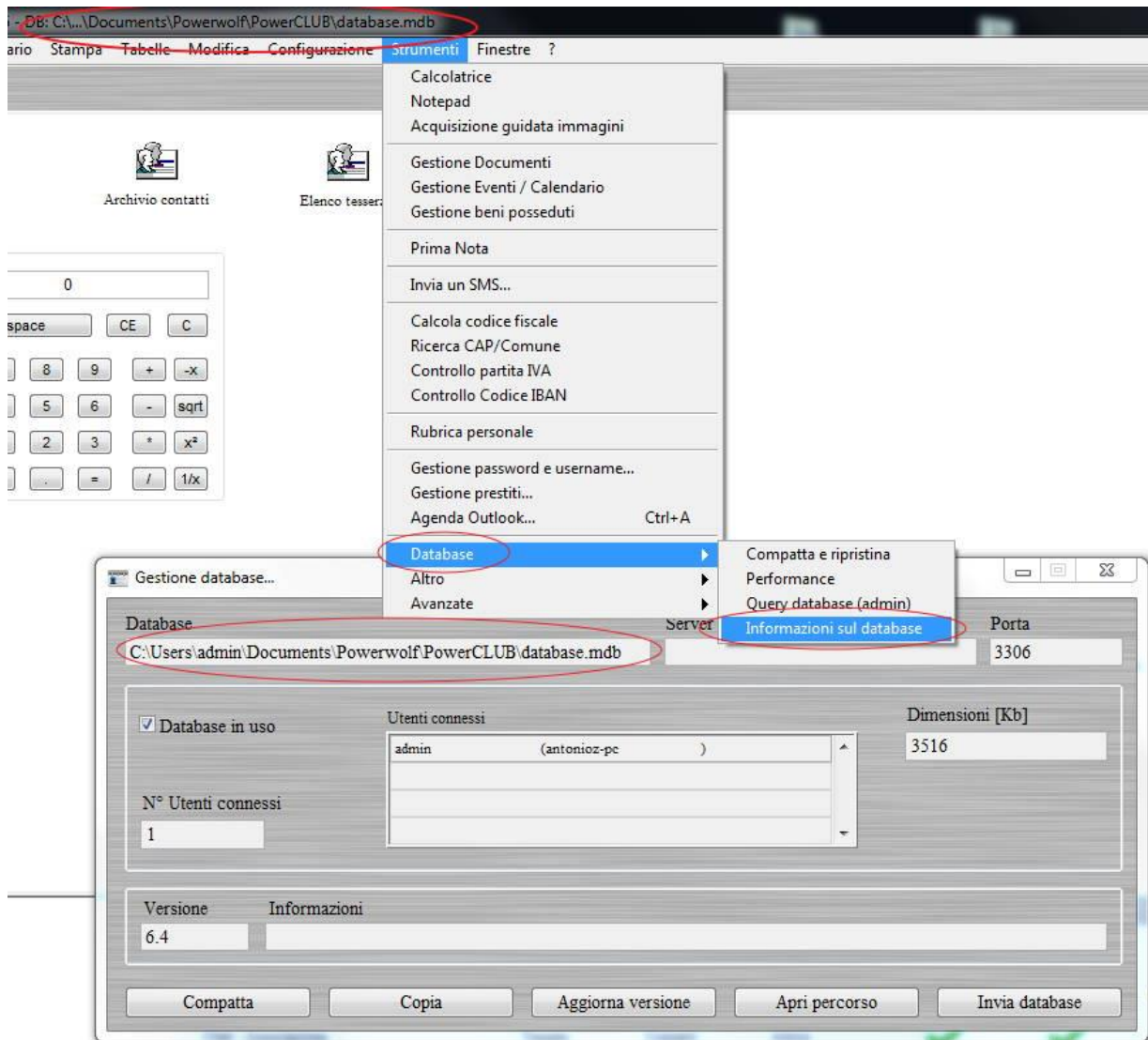
Whenever possible, make a backup copy before each synchronization to prevent data loss.

Some users configure the program to use a database located directly in a shared Dropbox folder. This removes the need for manual copying, but you must avoid conflict copies and must never use the database on two computers at the same time or before synchronization has completed.

4.o. Which folder and file contain the database currently in use?

Note: This procedure applies only to a local Access database, not to a remote MySQL database.

To identify the current database folder and file, check the title bar of the main window or open the database-management window, as shown below:



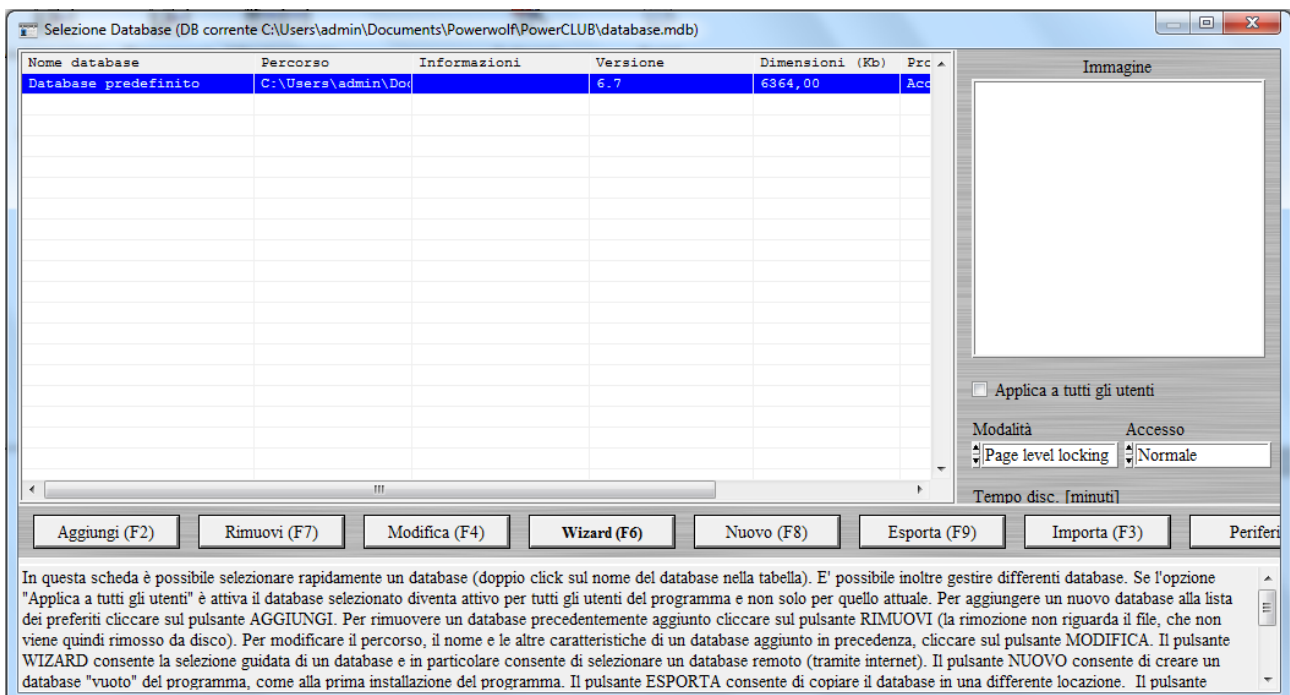
Click *Open Folder* in the previous window to open the database folder.

4.p. Can I use two or more different databases and select the one I need while the program is running?

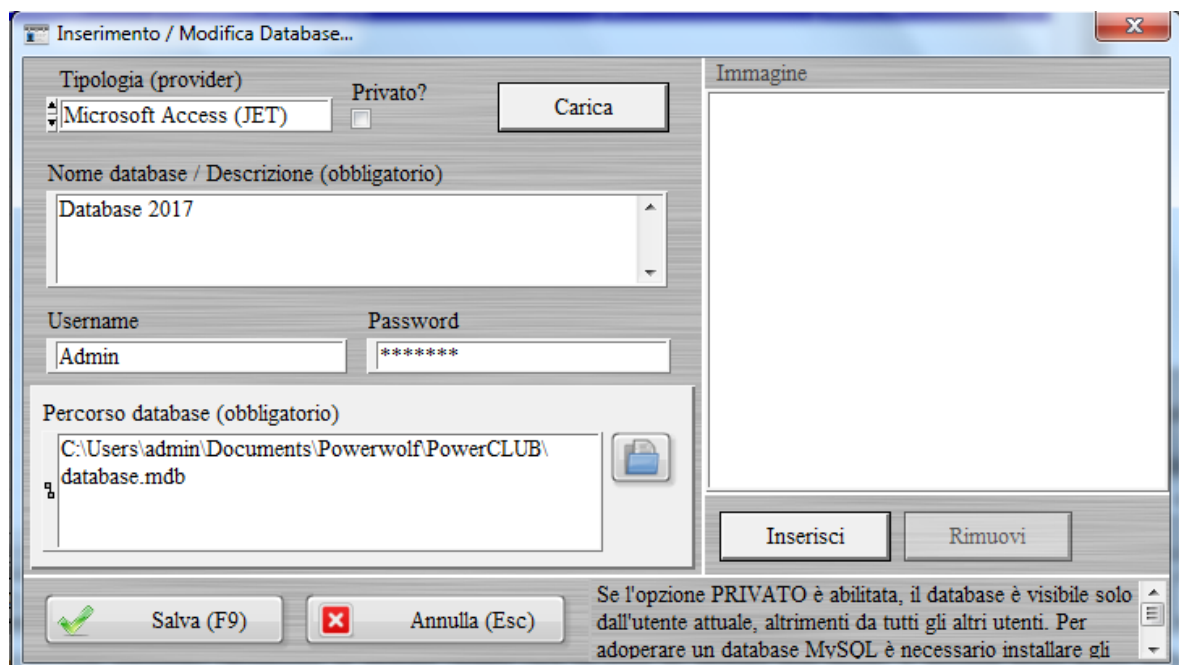
Yes. Configure the databases in the database-management window, available from the horizontal menu under:

Configuration → Database Selection / Database Management

The following window opens:



Click Add to select and register a database from a location chosen by the user. Repeat the procedure for every database that must appear in the list. The add-database window is shown below:



Select the database path using the relevant button and assign a name to the database. Do not change the other parameters unless specifically instructed to do so.

After registering a database, right-click its entry in the Database Selection / Database Management list to use it.

4.q. I have a database stored in a folder and want to use it. What should I do?

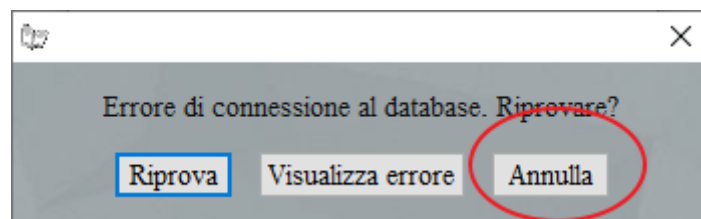
Run the software. If you can reach the main menu, select:

Configuration → Database Configuration Wizard

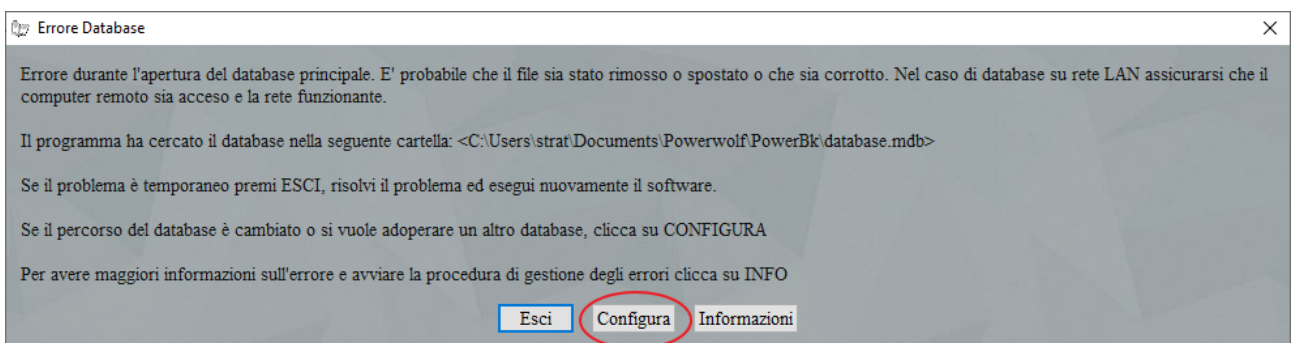
The following window opens:



If the software instead displays a database connection error during startup, proceed as shown below:



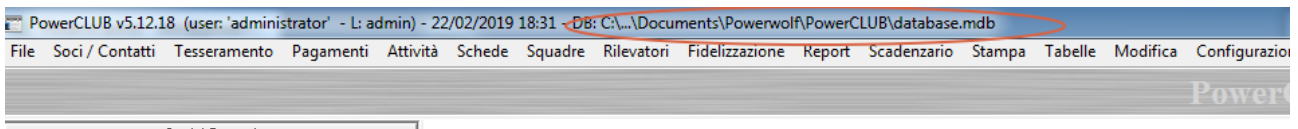
Click Cancel and then Configure, as shown below:



In both cases, the database-configuration window opens.

Click *Use Existing Database* and select the folder containing the database. If All Users is enabled, the selected database is configured for every software user; otherwise it is configured only for the currently logged-in account.

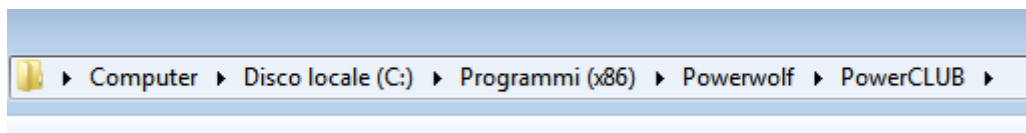
If the database is already used by other computers on the LAN, check the exact path in the title bar of a correctly configured workstation, or refer to the relevant sections of this guide. The current user must have read and write permissions for the selected path.



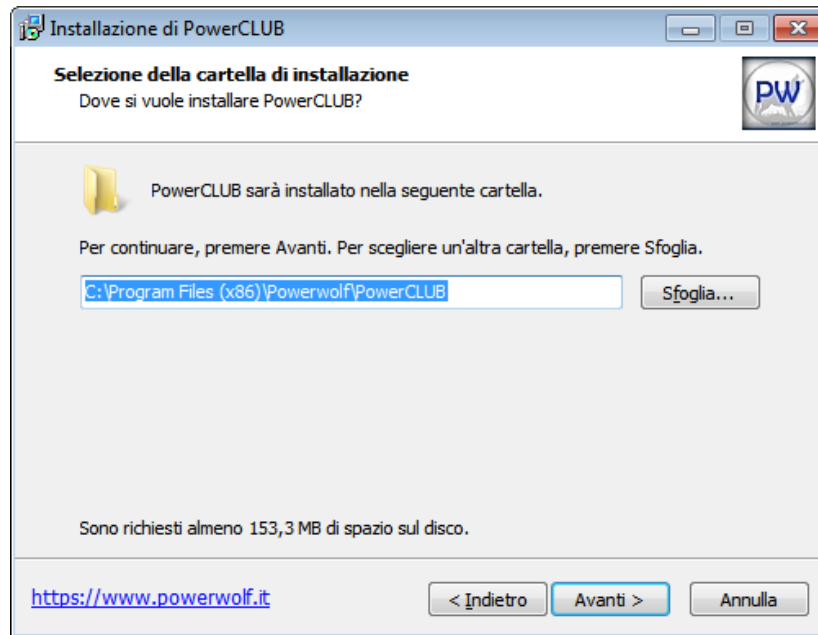
Note: This procedure applies only to a local Access database, not to a remote MySQL database.

4.r. Where is the software installed, and will updating or reinstalling it cause the loss of stored data?

The software is normally installed in *Programs/Powerwolf/Software_name*, as shown below for PowerCLUB:



A different folder can always be selected during installation, as shown below:



Click Browse to select another folder. The installer automatically creates shortcuts on the desktop and in the Windows Start menu. If the default folder is changed, particularly when upgrading from an old version, an existing shortcut may still start the previous copy installed in another folder. If this is not desired, remove the obsolete shortcuts and installation folder.

The data folder containing the database is normally separate from the installation folder. Therefore, removing an old installation or installing an updated version does not delete the stored data. Refer to the relevant sections [of this guide](#) or to the [software manual](#) for details.

A new version can also be installed while retaining the previous *one for testing*. Select a different folder with Browse. Desktop and Start-menu shortcuts are updated to point to the most recently installed version, so the older version must be started by creating a separate shortcut or opening its folder and running the executable manually. The executable normally has the same name as the product, for example PowerCLUB.exe.

4.s. I already use the software with a local database and would like to purchase and migrate to a remote MySQL database. What should I do?

You must own a software license rather than use the demo version, and the software must be updated to the latest release.

The next step is to purchase a remote database from:

http://www.powerwolf.it/acquisto_db_remoto.htm.

That page also contains information about the remote database. We recommend reading the related tutorial.

Then send the current database, normally database.mdb, to info@powerwolf.it. Compress it as a ZIP file to reduce its size. If it is too large to send by email, contact us and we will provide an alternative transfer method. It may also be shared using Dropbox or a similar service.

To identify the current database, check the title bar of the main window or refer to the sections of this document explaining how to locate the database folder.

After receiving the database, we normally migrate it to MySQL within two or three business days. Do not enter or modify data in the software during that period.

4.t. What type of database is used, and can several workstations access the data at the same time?

Two solutions are available:

- Local Access database (.mdb): this is installed automatically in the default configuration and in demo mode. Multiple computers on the same LAN can access it concurrently, but it cannot be accessed remotely over the Internet. See the other sections of chapter 4 for instructions on sharing a local Access database.

- Remote MySQL database: this optional service allows different workstations to access the same data over an Internet connection. Further information is available at:

https://www.powerwolf.it/Acquisto_DB_Remoto.htm

https://www.powerwolf.it/Help/Help_Configurazione_Database_Remoto.pdf

5.a. There is a software fault or a feature has not been implemented correctly...

Email the details to info@powerwolf.it. Specify the software name and version, describe the problem, state whether it occurs every time or only occasionally, identify the window or function involved, and attach one or more screenshots when useful. Clearly describe the sequence of actions that causes the problem.

Alternatively, use the fault-reporting function included in most software windows, which can be opened with CTRL+F11:

Id	Autore	Descrizione

Aggiungi (F2) Rimuovi (F7) Modifica (F4) Esporta dati

Line Style: 1 Width: Style: Solid Color:

Descrizione

<inserisci le informazioni dettagliate sull'errore o sulla proposta di miglioramento>

Invia segnalazione

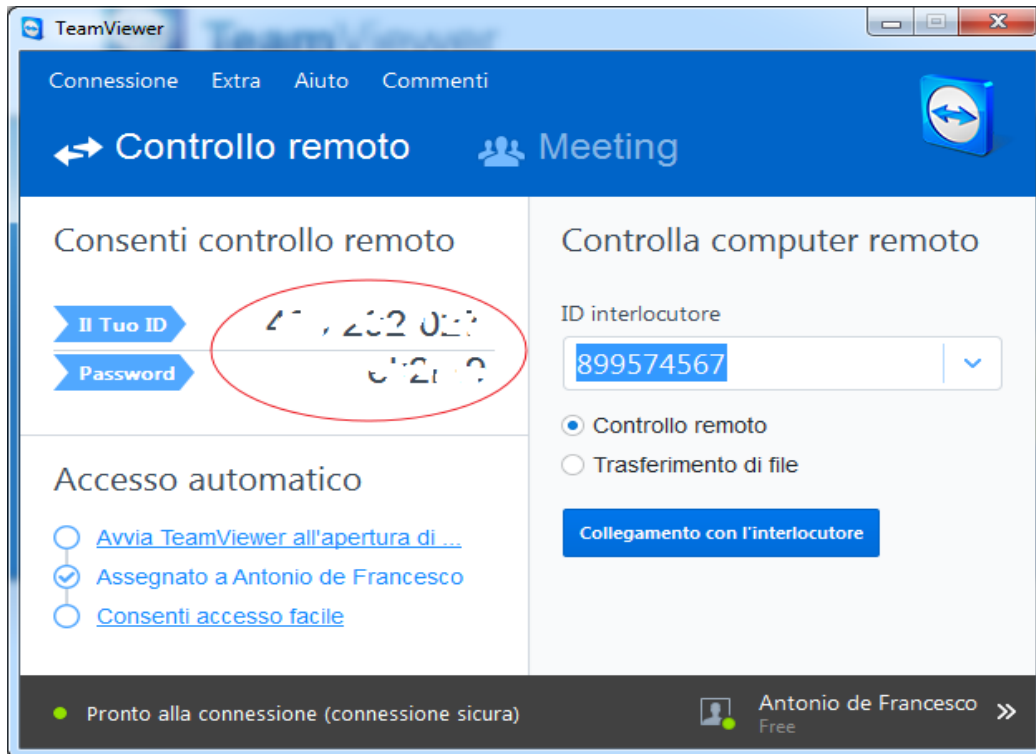
You can annotate the screenshot using the drawing tools, add notes and send the report using the appropriate button.

5.b. I have a problem with the software. Can I receive remote assistance?

Yes. We do not normally provide on-site assistance, but remote-desktop support may be offered for serious malfunctions. We recommend installing TeamViewer in advance:

<http://www.teamviewer.com/it/download/windows.aspx>

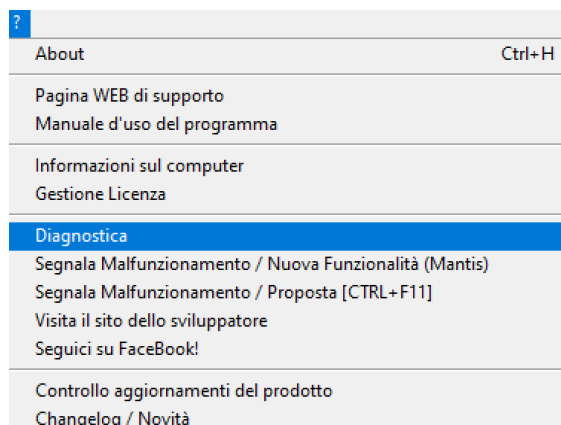
TeamViewer allows us to connect to your computer over the Internet and inspect the relevant functions remotely. Access requires a temporary security code and the program can be removed after the session. Run TeamViewer and provide us with the displayed ID and password.



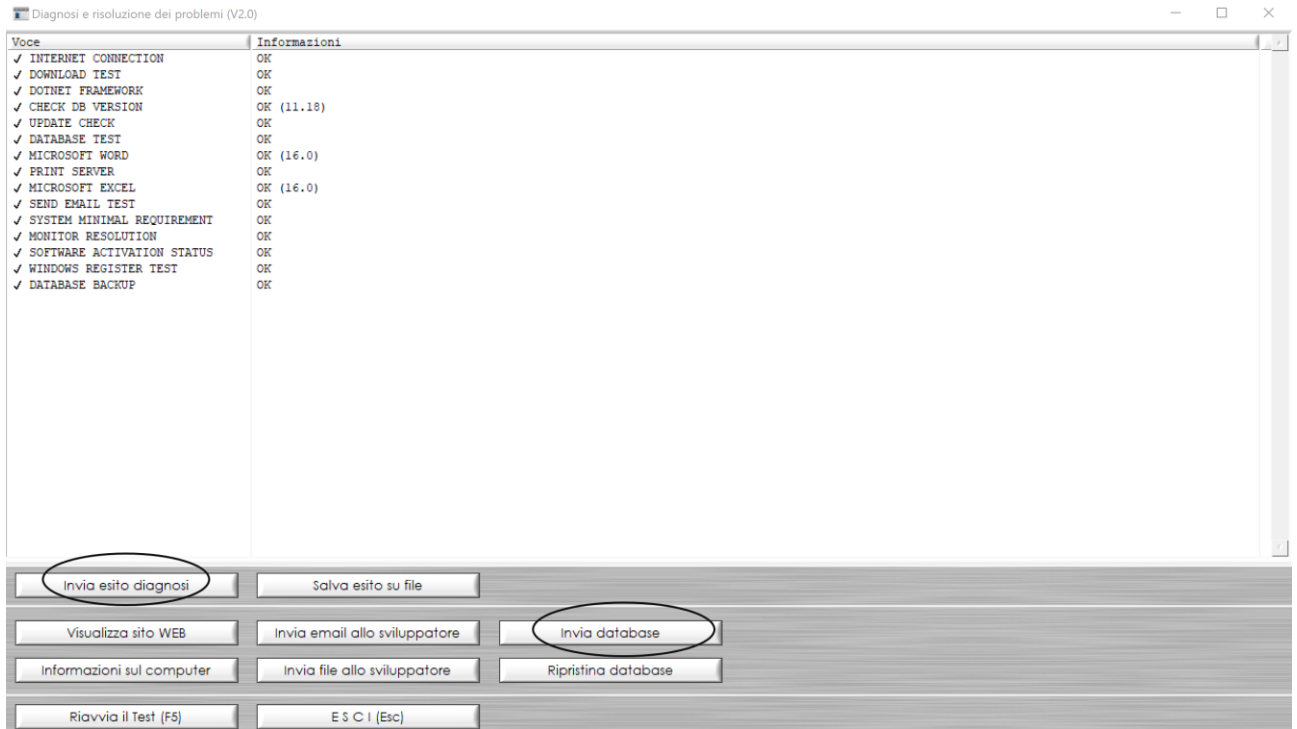
5.c. The software is not working correctly and I have been asked to send the data...

To diagnose a malfunction, we may ask you to send software data such as the database or configuration files. The data will be used only to investigate and resolve the problem. Follow this procedure:

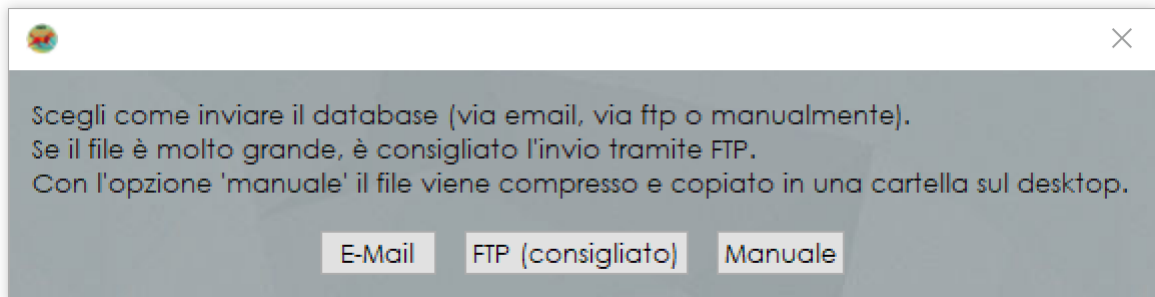
- From the main menu, select ? → Diagnostics:



- After the automatic analysis has completed in the Diagnostics window, use *Send Database and Send Diagnostic Results*, as highlighted below:



A window opens. Unless specifically instructed otherwise, we recommend using FTP mode:



5.d. I have a problem with the software and have been asked to send the database

For troubleshooting or another support request, you may be asked to send the database by email.

Two methods are available: manual or automatic. For automatic submission, which is recommended, see the previous section 5.c.

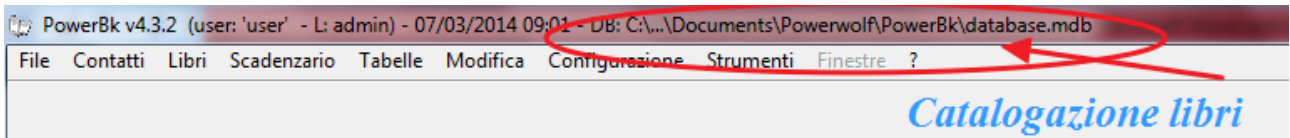
a) *Manual* submission.

To send the database manually, email info@powerwolf.it and attach the database as a compressed ZIP or RAR archive. Compression is essential because many email services block .mdb files used by our software. If you cannot create a compressed archive, you may rename the file and change its

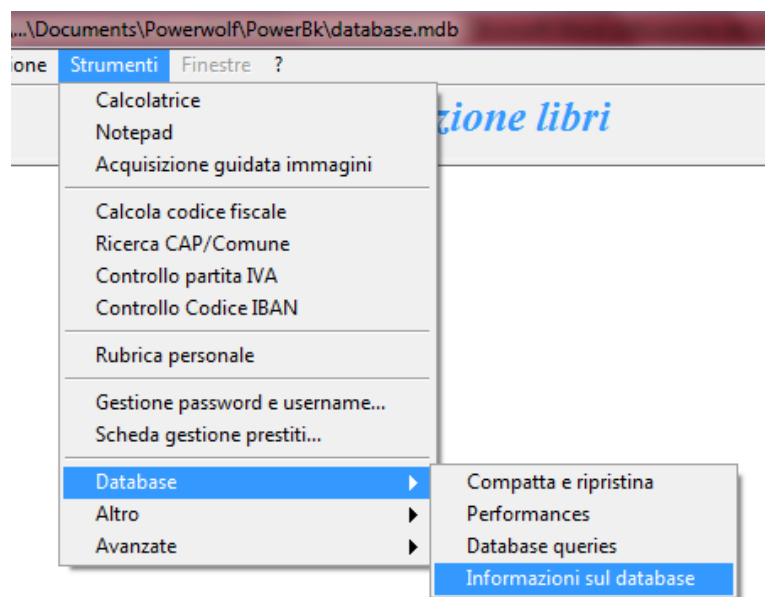
extension, for example from database.mdb to *database.txt*, so that it uses the generally accepted .txt extension.

In the email, specify the software name, the problem encountered and any other information needed to understand the issue in detail.

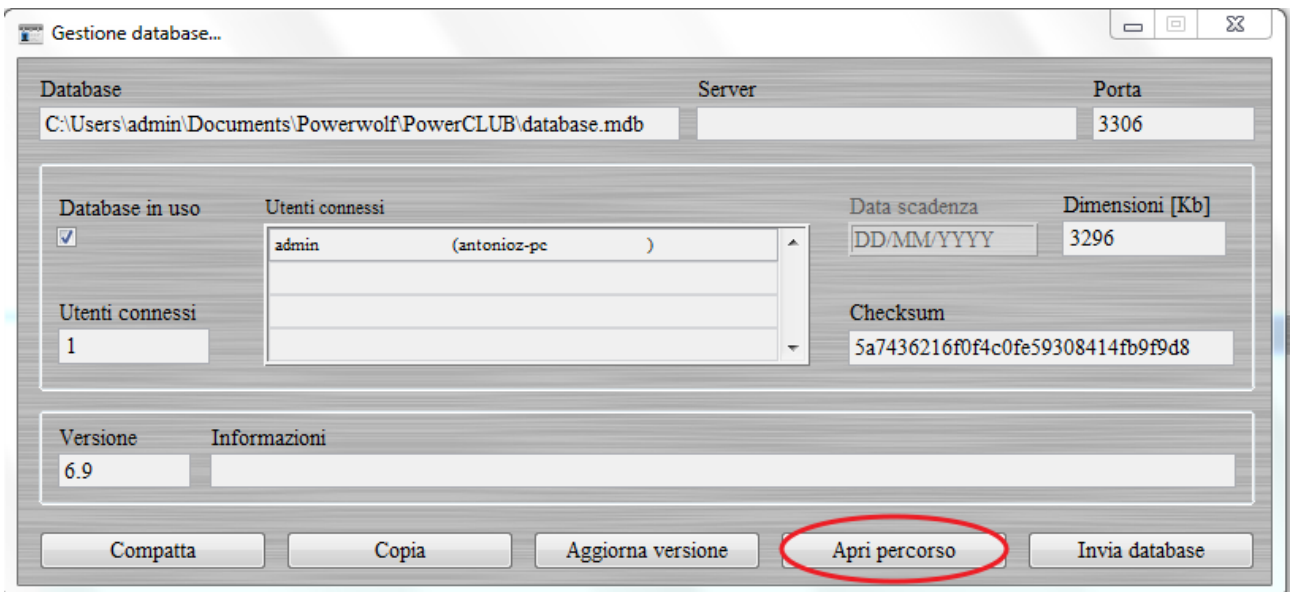
The current database path can be found in the title bar of the main window:



Alternatively, where available, open the database-management window:



Use the highlighted command:



Compress the file, or rename it as explained above, and attach it to the email.

b) Automatic submission through the software.

The window described in point a includes a Send Database button that submits the database automatically.

5.e. I have a problem with the purchase or invoicing procedure. What should I do?

Refer to the following section of this guide:

[Post-purchase assistance with 2Checkout](#)

6.a. I would like to suggest a change. Is this possible?

Yes. The software includes functions for quickly submitting suggestions. You may also send your request to info@powerwolf.it.

To report a proposed change or a malfunction, use the error-reporting procedure available in most windows by pressing CTRL+F11:

The screenshot shows a software window titled "Segnalazione errore / miglioramento [CTRL-F11]". It features a table with three columns: "Id", "Autore", and "Descrizione". Below the table are four buttons: "Aggiungi (F2)", "Rimuovi (F7)", "Modifica (F4)", and "Esporta dati". To the right of the table is a vertical toolbar with options: "Pen" (selected), "Square", "Circle", "Text", "Line", and "Fill Shapes". At the bottom left, there are settings for "Width" (set to 1), "Style" (set to Solid), and "Color" (represented by a black square). A text area at the bottom contains the placeholder text "<inserisci le informazioni dettagliate sull'errore o sulla proposta di miglioramento>". On the bottom right, a button labeled "Invia segnalazione" is circled in red.

You can annotate the screenshot with the drawing tools, add notes and send the report using the appropriate button.

Changes that we consider useful to the product may be implemented free of charge. For non-essential requests, special customizations or urgent work, you can request a quotation.

6.b. Which platforms does your software run on? Are there any special hardware or software requirements?

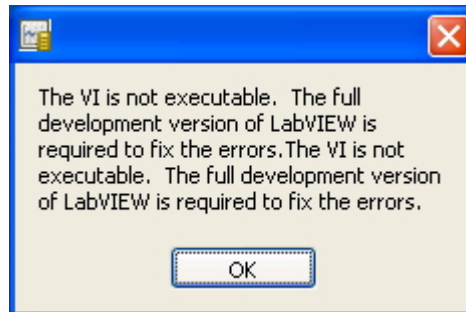
Our software runs on supported Microsoft Windows operating systems, except where otherwise stated on the relevant product page or in the manual. Always refer to the current product documentation for the exact supported Windows versions and architectures.

No unusual software configuration is normally required. Any additional libraries required by a specific product are installed by its installer or identified in the product documentation.

Our software does not normally require special hardware. The exact minimum requirements depend on the product and the Windows version in use.

6.c. I am having problems running the software; the program does not start or run correctly

Some products require additional runtime components, including the graphical runtime *engine* and *Microsoft .NET*. If a required component is missing, an error may be displayed when the software starts:



To resolve the problem:

- Download and install the required .NET component:
<http://www.powerwolf.it/software/dotnetfx35setup.exe>
- Download and install our runtime engine: <http://www.powerwolf.it/software/lvruntimeeng.exe>
- Try running the software again.

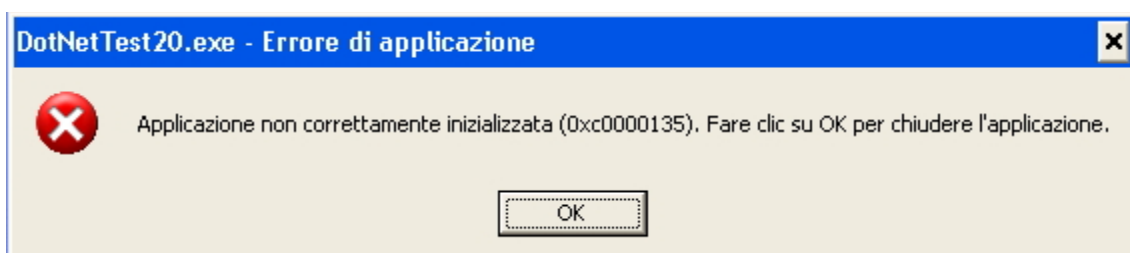
Detailed information:

The runtime engine is normally installed automatically, particularly by the full installer. Product download pages may provide both a full installer and a smaller installer. If the software does not start, download and install the full package.

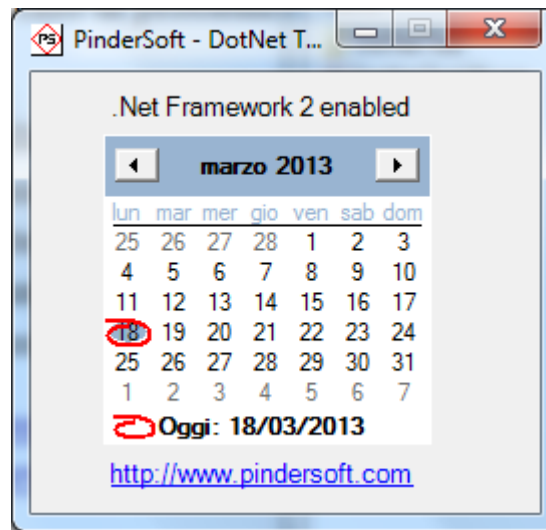
If the problem concerns Microsoft .NET, make sure that the required version is installed. Older Windows systems may not include all required components. The DotNetTest utility can be used to check whether .NET is installed correctly:

- Download: <http://www.powerwolf.it/software/DotNetTest20.exe>
- Information page: <http://www.pindersoft.com/dotnettest.htm>

If .NET is not installed correctly, the following window appears:



If everything is configured correctly, a window similar to the following appears:

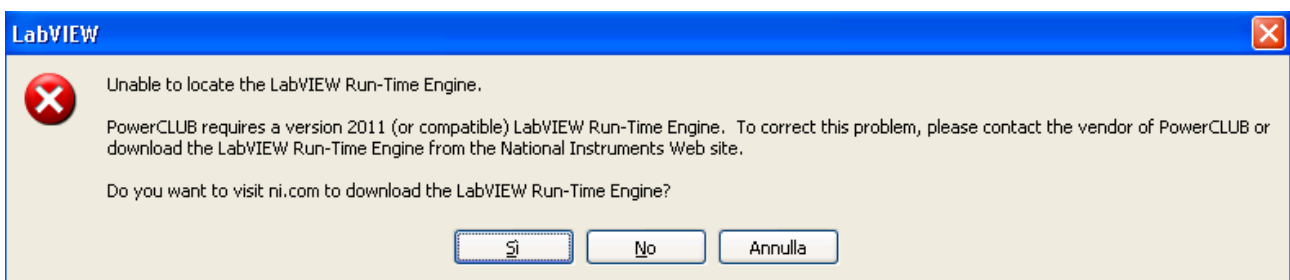


If the required .NET component is missing, install it using the version specified for the product and operating system:

- Direct download from our website: <http://www.powerwolf.it/software/dotnetfx35setup.exe>
- Microsoft website: <http://www.microsoft.com/downloads/details.aspx?familyid=E3821449-3C6B-42F1-9FD9-0041345B3385&displaylang=it>

After installation, restart the computer before running the program again.

If the software cannot run because the graphical runtime engine is missing, the following message appears:



Click Yes and follow the instructions, or download and install the runtime from our website:

<http://www.powerwolf.it/software/lvruntimeeng.exe>

6.d. I need a CD containing the software installation files. Is this possible?

Purchasing the software does not normally include physical installation media. Where provided, an ISO image can be downloaded and written to an optical disc, which may be useful for installing the

software on a computer without an Internet connection. Check the product support or download page for the relevant ISO file.

Many programs can write ISO images to disc. ImgBurn is one free and straightforward option.

An ISO image is not available for every product. In that case, use the manual procedure described in section 6.h.

For some products, a physical installation medium such as a CD-ROM or USB flash drive may also be available as a paid option on the purchase page. Refer to the relevant product page for current availability and details.

6.e. I have a website, blog or Facebook page. Can I resell one of your software products, and how?

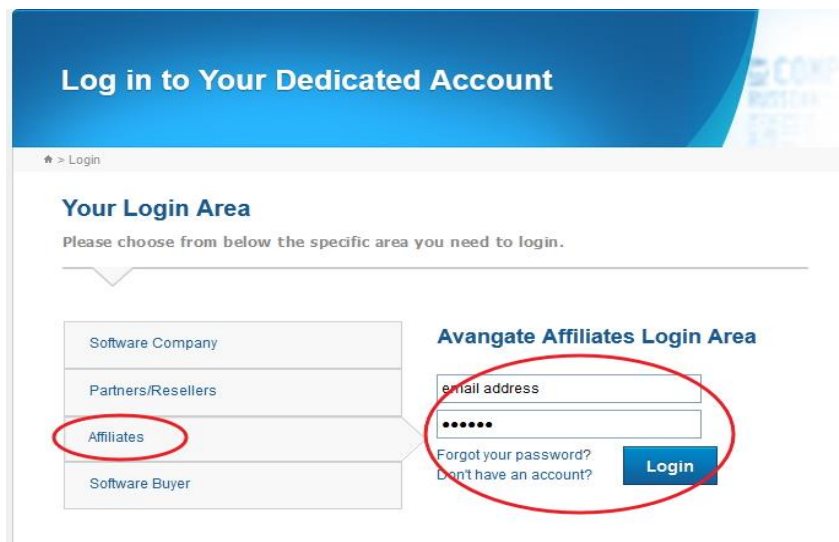
If you have a website, blog or Facebook page, you may be able to promote our software through the affiliate program provided by our payment platform, 2Checkout. Details are available at <http://www.powerwolf.it/AffiliatesPage.html>.

Create an affiliate account using the following link: <https://www.avangate.com/affiliates/signup.php?merchant=POWERWOL&template=Default+Template&lang=it>

Wait for the account to be activated, read the activation email and then sign in at:

<https://www.avangate.com/login/>

Use the email address and password received with the activation message. We recommend changing the password in the 2Checkout control panel.



Open *the Affiliates* section and sign in using the details received by email.

In the control panel, open Get Links. *PowerWolf Software Solutions* should appear among the available merchants after the affiliation is approved.

Quick find

You are here: [Dashboard](#) » [Affiliate programs](#) » Get links

Get links from your active partners below

Order by: ☐ 1 month EPC ☒ Average commission

1 1 partner(s) Partners per page: 5

Partner	1 month EPC	Commission up to
☐ Powerwolf Software Solutions (Vendor details)	0 EUR	25%

Select *PowerWolf Software Solutions* to view the available products:

Get links for Powerwolf Software Solutions's products

Get Product Links

Link type: [What link type should I choose?](#)

Order template: [Manage order templates](#)

Your link source:

[Generate discount coupons for this product](#)

Select a product and click Generate Link. The generated link can be placed on your website, blog or Facebook page and directs visitors to the purchase procedure for that product.

If necessary, simulate a purchase by clicking Test Order.

2Checkout tracks visits through your generated link and credits the applicable commission to your affiliate account when a purchase is completed. For example:

- If software costs EUR 100 and the affiliate commission is 25%, EUR 25 is credited to your account.

The affiliate is not responsible for product activation, downloads, customer management or technical support. These activities are handled by 2Checkout and PowerWolf Software Solutions.

The generated link can also be sent by email or shared through another channel. Qualifying purchases made through that link are still attributed to your affiliate account.

6.f. I have a website or blog. Is there a way to receive one of your software products free of charge?

For some products, a perpetual license may be offered in exchange for suitable online promotion. The applicant must own a website or blog and agree to place the supplied link and banner on the home page or another prominent, well-visited page. The link must remain visible and the website must have sufficient relevance and traffic. Contact info@powerwolf.it and provide the website address. If the proposal is accepted, we will send the banner, link and instructions. After verifying correct placement, we will provide the activation license. The agreement remains valid only while the banner continues to be displayed in the agreed position; otherwise the promotional license may be withdrawn.

Resources, further information and examples are available at http://www.powerwolf.it/liceze_gratis.htm.

6.g. Is an Internet connection required to use the software?

No. Our software can normally be used without a continuous Internet connection. Internet access is used for activation, update checks and certain online features, such as integration with online book services in PowerBK.

An offline activation procedure is available when an Internet connection cannot be used on the computer running the software.

The absence of a continuous Internet connection therefore does not normally prevent use of the main offline functions. Features that rely on online services naturally require connectivity.

6.h. Can I copy the installer to an optical disc or USB flash drive in order to run the installation automatically?

Yes. The product support page may include instructions for copying the installer to an optical disc or USB flash drive.

For a DVD or CD-ROM, download the available ISO image and write it to the disc using suitable software. See section 6.d for further information.

To copy the installer to a USB flash drive, open or mount the ISO [image with a suitable tool and copy its](#) contents to the root folder of the USB device.

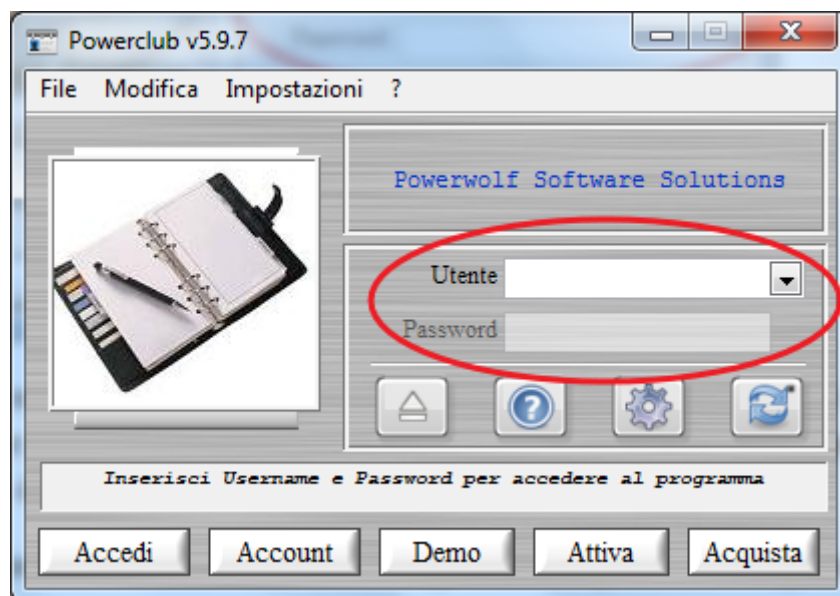
Recent versions of Windows do not automatically run installers from USB storage devices. Open the USB device in File Explorer and double-click the installer executable or setup.bat file.

6.i. Can the software be run without installation from an external medium, such as a USB flash drive or microSD card?

Where supported by the product, follow these steps to prepare a portable copy on a USB device or other removable medium:

- Install and run the software normally on a computer;
- Use the following main-menu command:
 - o *Tools→ Other Portable→ Installation on USB Device*
- The software detects a connected USB device and copies the required files to it;
- When copying is complete, the program displays the folder and file used to start the portable copy on another computer;
- Please note:
 - o Some required components may be installed automatically the first time the portable copy is run, so the initial startup may take longer;
 - o The software must be activated on every computer on which it is run. Make sure that the license includes enough available activations;
 - o The files required to run the software are created in a subfolder of the removable device. A .bat file used to start the software is created in the root folder.

6.j. What are the accounts shown on the login screen, and how do they relate to the database and general configuration?

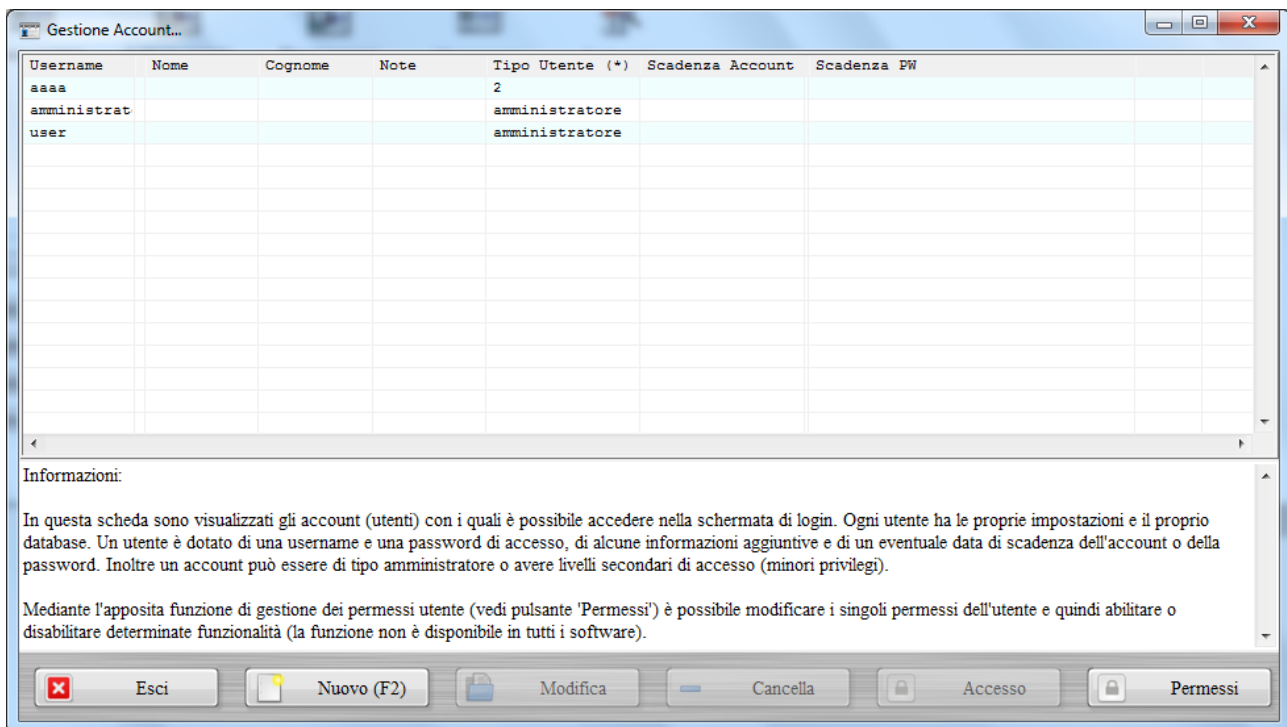


A software account is similar to a Windows user account and can have its own settings and associated database. To create and manage accounts, sign in to the program and open the account/user-management window.

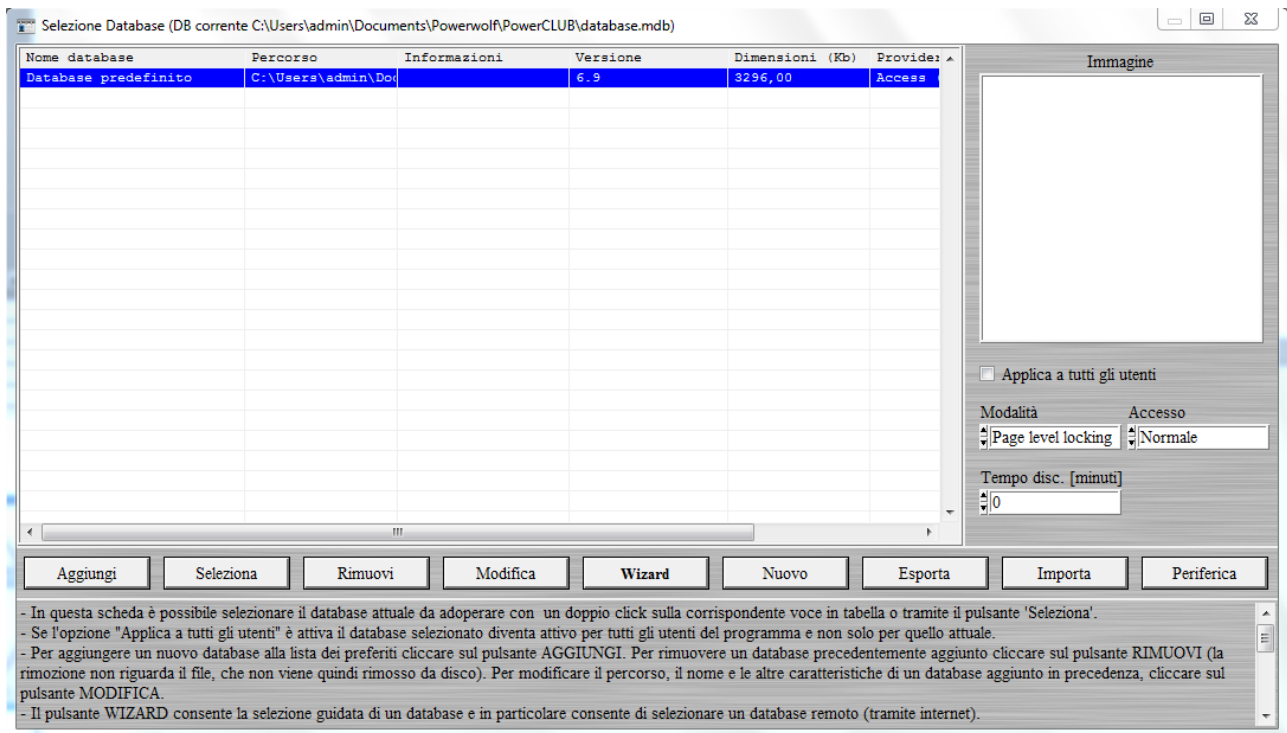
Keep the following points in mind:

- Not every setting is associated with an individual account. Some settings apply to the computer and therefore to all accounts, while others apply to the active database and therefore to every account using that database;
- When a new account is created, it is initially associated with the database used by the account from which it was created;
- Some products include a permissions window for enabling or disabling functions for individual accounts. By default, all functions are normally enabled.

The account/user configuration window is shown below:



Use the database-configuration window to change the database associated with the current account:

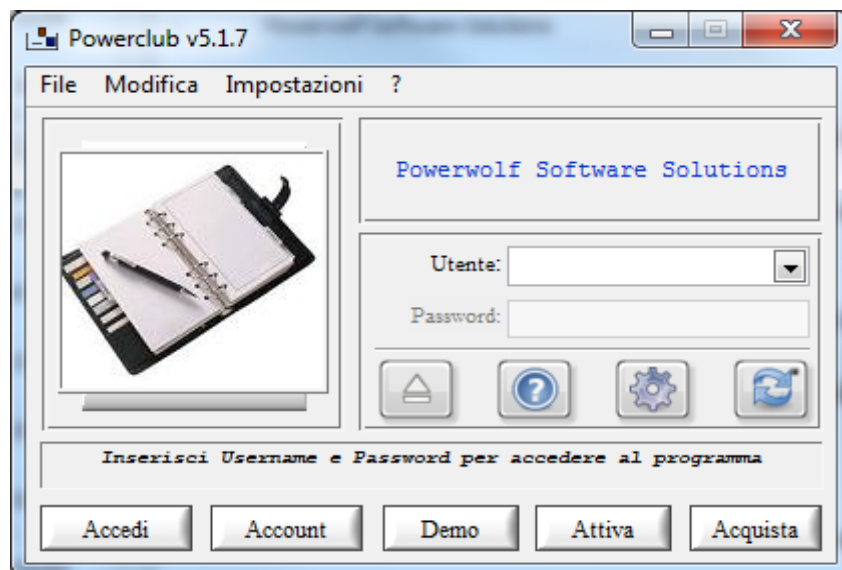


For further information about databases, see the relevant sections of this manual and the instructions displayed in the software.

6.k. General information about the login screen

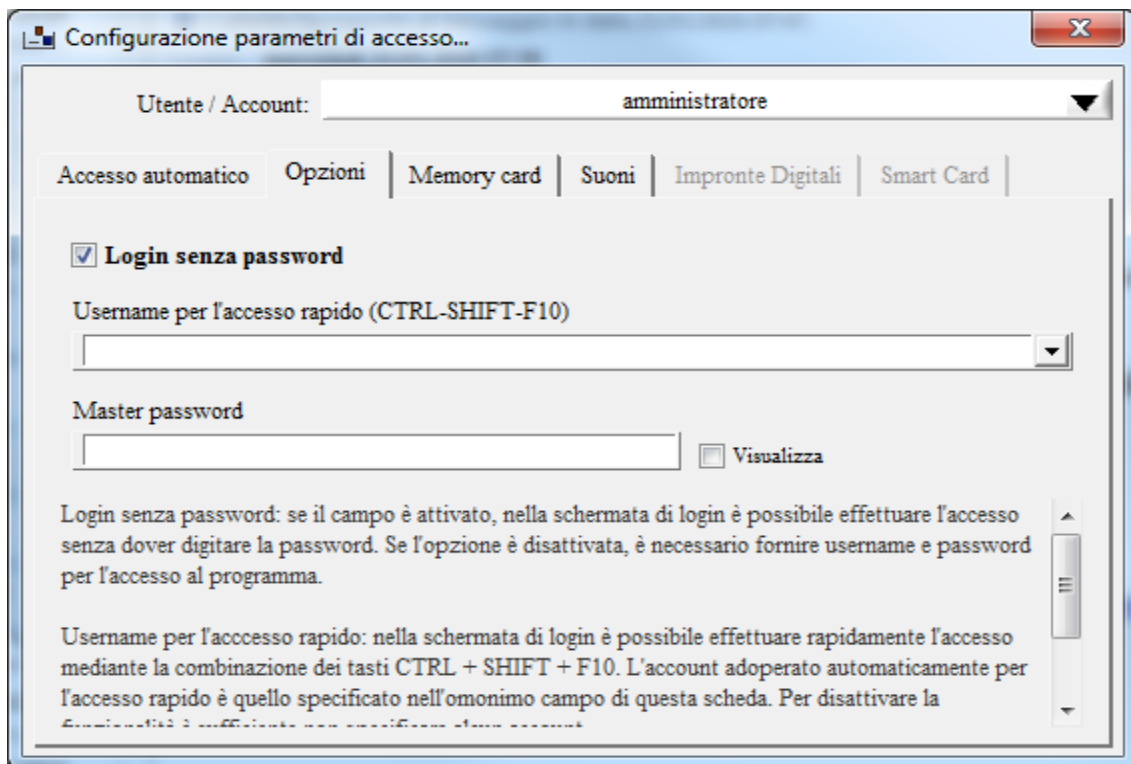
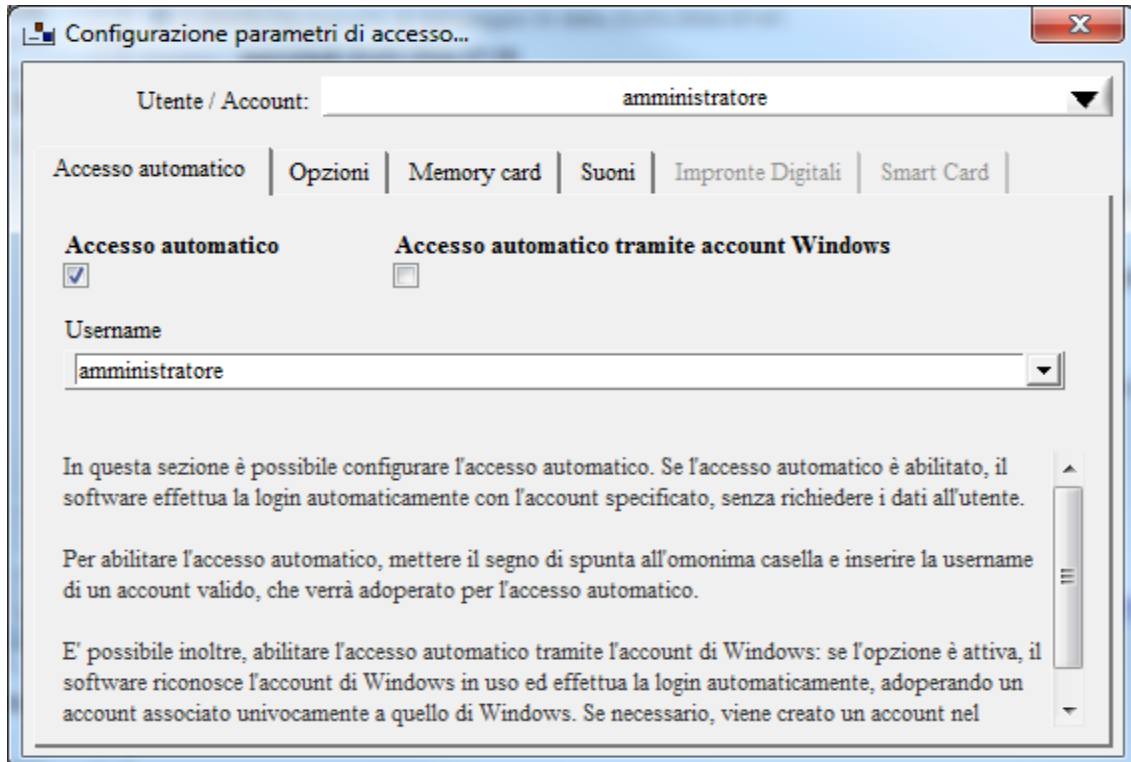
The login screen provides access to the program through one of the predefined or user-created accounts. In demo mode, access may be limited to the Demo account, whose available functions depend on the product.

In the default mode, select the user and click Log In or press Enter.



Three login modes are available: a) automatic login, in which the login screen is skipped and the default account opens directly; b) username-only login, which is the standard mode; and c) username-and-password login, which provides greater security.

Click Options to configure the required behavior:



To enable automatic login, *select Automatic Login and choose the default account in the Username field.*

In the Options section, select Login Without Password to choose whether users sign in by selecting an account only or must also enter a password.

The following options are also available:

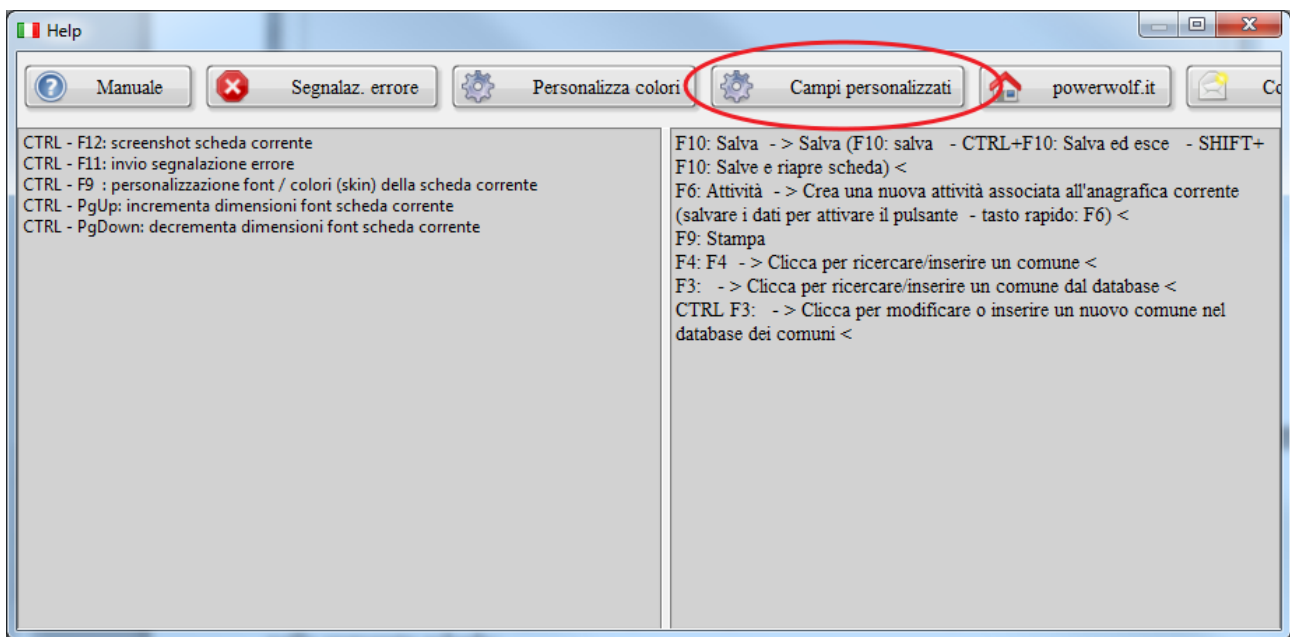
- *Quick-login* username: the account used when CTRL+SHIFT+F10 is pressed, allowing rapid access without entering a username and password;
- *Master* password: a universal password used to access the software and certain advanced functions.

6.I. I would like to rename some fields shown in the forms. Is this possible?

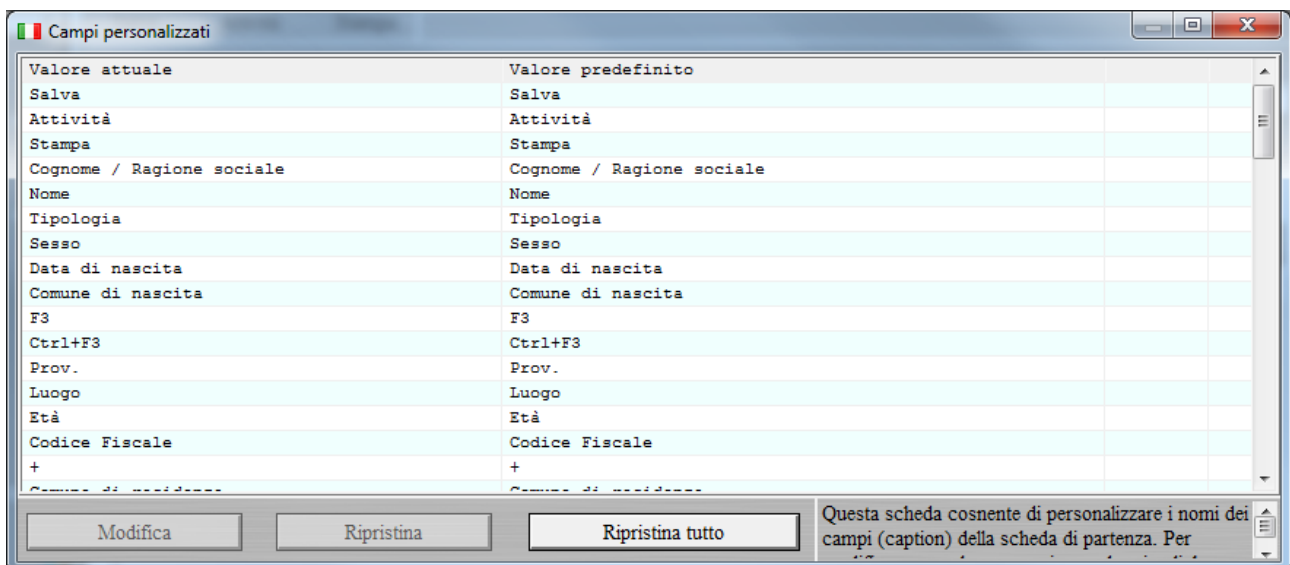
Yes. Some forms, including contact and main data-entry forms, include a configuration button, normally located in the Options section and named Customize Fields:

The screenshot shows a software window titled "Inserimento Azienda / Cliente". At the top, there are three buttons: "Salva", "Attività", and "Stampa". Below these are three input fields: "Cognome / Ragione sociale", "Nome", and "Tipologia" (which has a dropdown menu showing "Azienda"). A horizontal tab bar contains several tabs: "Anagrafica", "Dipendenti", "Figure aziendali", "Altro", "Dati fiscali", "File", "Foto", "Note", "Respons.", "Attività", and "Opzioni". The "Opzioni" tab is currently selected. Inside this tab, there is a label "Funzione associata al pulsante 'Salva'" followed by a dropdown menu showing "Salva". To the right of this, a button labeled "Personalizza campi" is circled in red. Below these elements is a large text area containing the text: "E' possibile decidere il comportamento associato al pulsante di salvataggio:" followed by a bulleted list: "- SALVA: salva il contenuto della scheda;" "- SALVA ed ESCI: salva il contenuto e chiude la scheda;" "- SALVA e NUOVO: salva il contenuto della scheda e azzera i campi per consentire un nuovo inserimento."

If the button is not present, press F1 and use the highlighted function in the following window:



Both methods open a window in which the text associated with a field can be changed easily:



6.m. I would like detailed information about software customization

New functions can be added to our software. Prepare detailed documentation describing the required changes and send it to info@powerwolf.it. The following cases are possible:

- A requested change or new feature is considered useful to the standard product and may therefore be implemented free of charge;

- The requested changes are not essential to the standard product, or the customer needs them within a short time. In this case, we can provide a quotation stating the price and estimated implementation time;
- The requested changes are highly specialized or do not match the current product design. A new custom application or a separate branch of an existing product may then be required. We will provide pricing and development-time information by email. Custom software is generally more expensive and may require an annual support fee and paid updates, so it should be chosen only when the standard customization options are insufficient.

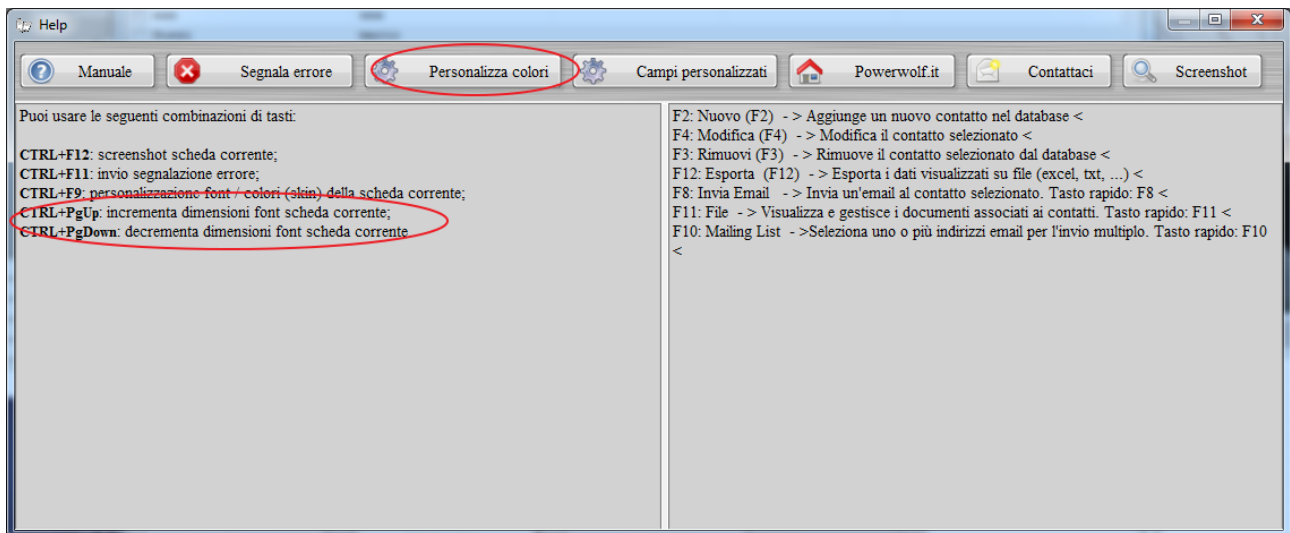
Notes:

- Functions implemented either free of charge or for a fee are not exclusive unless a separate written agreement states otherwise. Some or all requested functions may be added to other products. The source code and software remain the property of the developer, including in the case of custom development, and may be reused in other products.

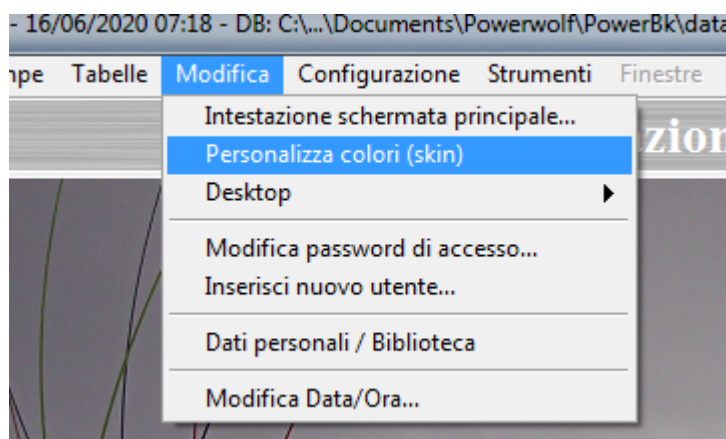
6.n. Can I increase the font size and change the colors and appearance of the forms?

Font size, typeface and colors can be changed in two ways:

- a) For an individual window, press F1 and select Customize Colors. In many windows, CTRL+PAGE UP and CTRL+PAGE DOWN can also be used to increase or decrease the font size.



- b) For all windows, most products provide a main-menu function for adjusting colors and font sizes:



6.o. Can I use a barcode reader, and how do I configure it?

Yes, a barcode reader can be used. In PowerBK, for example, it can identify books quickly through their ISBN, while in PowerCLUB and PowerFIT it can be used to open membership and payment records quickly.

The software supports standard commercial barcode readers that operate in keyboard-emulation mode, meaning that they send the scanned code to the keyboard buffer as though it had been typed manually.

Before using a reader with our software, make sure that it is configured and working correctly. For example, open Word or Notepad, scan a barcode and check that the code appears automatically.

6.p. The mouse wheel does not work correctly

On Windows 10 and later versions, the mouse wheel may not work correctly when selecting items in drop-down menus or when using certain other software functions.

To resolve the problem, see:

https://www.powerwolf.it/HELP_MouseWheel.htm

7.a. Can an invoice be issued for the software?

Yes. When the purchase is made through 2Checkout, invoicing is handled automatically by the 2Checkout system.

The invoicing details must be entered during the purchase procedure.

7.b. What type of invoice will I receive?

Invoicing is handled by our payment platform, 2Checkout (<https://www.2checkout.com/>). For eligible business purchases, the invoice may be issued without VAT under the reverse-charge mechanism. The exact tax treatment depends on the [purchaser's country, status and the information entered during](#) checkout.

The invoice is sent after the purchase procedure has been completed and the payment accepted. Because 2Checkout is a foreign company, the document is not an Italian electronic invoice.

7.c. I cannot enter my VAT number when paying through 2Checkout

2Checkout can issue a purchase invoice. Because it is established outside Italy, it may require an EU VAT number to be registered in the VIES system. Refer to the relevant VIES information and checks.

If your VAT number is not registered in VIES, we cannot guarantee that the invoice can be issued with the requested business details. Before purchasing, contact info@powerwolf.it and provide your name, the software you intend to purchase and a telephone number.

7.d. I selected a payment method that does not include an invoice, but I need one. What can I do?

As indicated on the product purchase pages, invoices are issued through the 2Checkout payment procedure.

If you used the wrong payment method, proceed as follows:

- Email info@powerwolf.it with the serial number received and an explanation of the error;
- Place a new order through 2Checkout and enter the invoicing details during checkout;
- After the new payment is completed, send the information required for the refund of the first purchase, such as the PayPal account or IBAN when applicable. We will process the refund after receiving and verifying the request.

7.e. Post-purchase assistance with 2Checkout

After purchasing a product through 2Checkout, you can check the order status, download any available invoice and perform other purchase-related operations at:

<https://secure.2co.com/myaccount/>

myAccount Ricerca ordini Assistenza Contact us

2CO - Area clienti

Accedi a MyAccount
per gestire i tuoi ordini e abbonamenti

L'indirizzo email Numero d'ordine

Indirizzo email:

* Inserisci l'indirizzo email utilizzato durante il processo di ordine

Invia link di accesso

Hai già MyAccount? [Entra con Password](#)

Use the language selector at the top of the page to choose your preferred language.

After the first purchase, create an account by entering the order number received by email or the email address used for the order, and follow the instructions.

You will receive an email containing a link for setting the account password.

You can then sign in by clicking Log In with Password or by using:

<https://secure.2co.com/myaccount/#login-form>

myAccount Ricerca ordini Assistenza Contact us

2CO - Area clienti

Accedi a MyAccount
per gestire i tuoi ordini e abbonamenti

L'indirizzo email Numero d'ordine

Indirizzo email:

* Inserisci l'indirizzo email utilizzato durante il processo di ordine

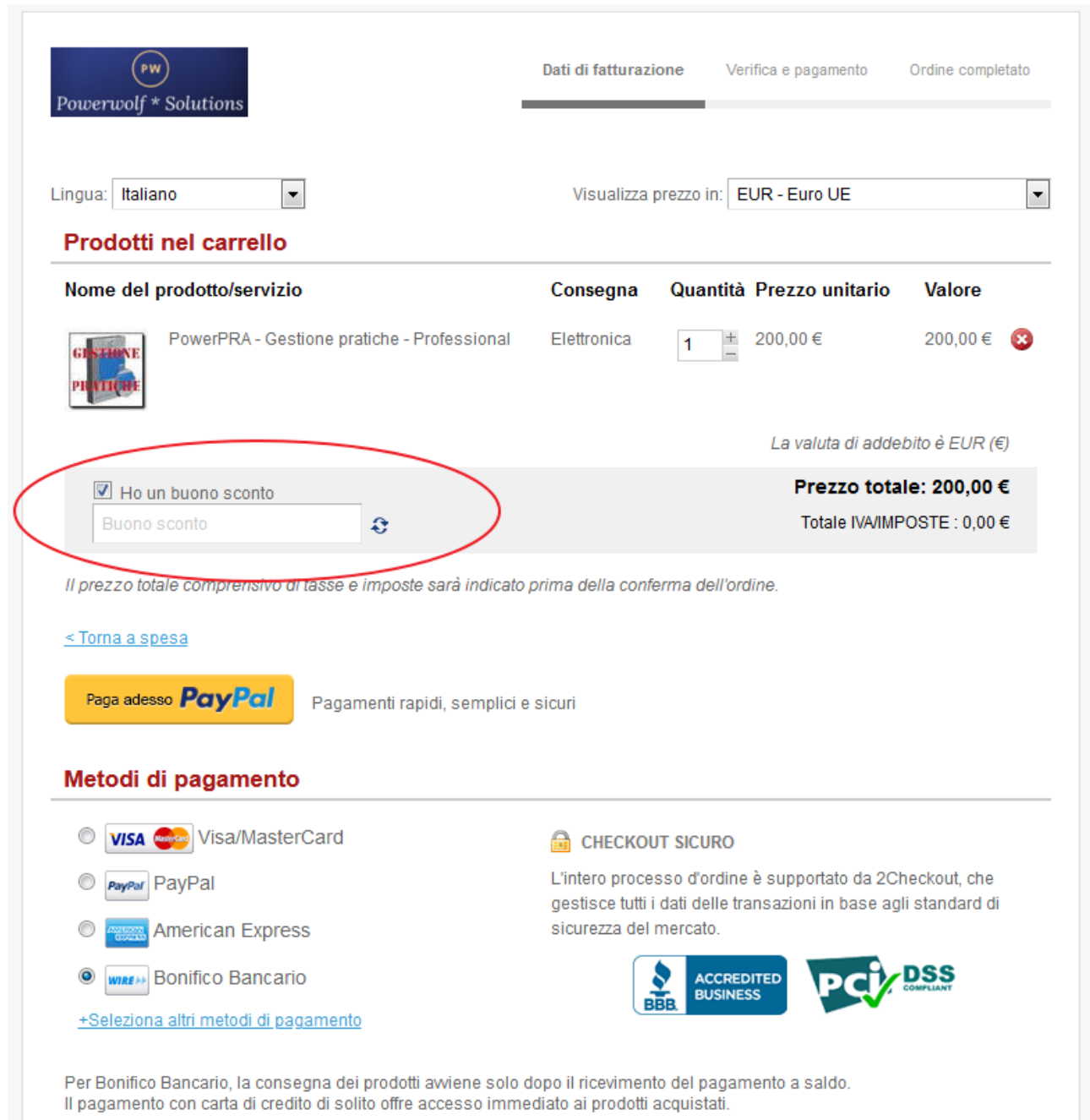
Password:

Accedi

[Hai dimenticato la password?](#) [Accedi senza password](#)

7.f. I have received a discount code. How do I use it when purchasing?

If you have a coupon or discount code, enter it during the software purchase procedure, as shown below:



The screenshot shows the checkout page of the Powerwolf Software Solutions website. At the top, there is a progress bar with three steps: "Dati di fatturazione", "Verifica e pagamento", and "Ordine completato". Below the progress bar, there are dropdown menus for "Lingua: Italiano" and "Visualizza prezzo in: EUR - Euro UE".

The main section is titled "Prodotti nel carrello" (Products in the cart). It contains a table with the following columns: "Nome del prodotto/servizio", "Consegna", "Quantità", "Prezzo unitario", and "Valore". The table lists one item: "PowerPRA - Gestione pratiche - Professional" with a quantity of 1 and a price of 200,00 €.

Below the table, there is a section for applying a discount code. It includes a checkbox labeled "Ho un buono sconto" (I have a discount code) which is checked. Below the checkbox is a text input field labeled "Buono sconto" and a refresh button. This section is circled in red. To the right of this section, the "Prezzo totale: 200,00 €" and "Totale IVA/IMPOSTE : 0,00 €" are displayed.

Below the discount code section, there is a note: "Il prezzo totale comprensivo di tasse e imposte sarà indicato prima della conferma dell'ordine." (The total price including taxes and duties will be indicated before the order confirmation).

There is a link "< Torna a spesa" (Return to shopping) and a "Paga adesso PayPal" button. Below this, there is a section titled "Metodi di pagamento" (Payment methods) with radio buttons for "VISA/MasterCard", "PayPal", "American Express", and "Bonifico Bancario". The "Bonifico Bancario" option is selected.

Below the payment methods, there is a link "+Seleziona altri metodi di pagamento" (Select other payment methods). To the right, there is a "CHECKOUT SICURO" (Secure Checkout) section with a note: "L'intero processo d'ordine è supportato da 2Checkout, che gestisce tutti i dati delle transazioni in base agli standard di sicurezza del mercato." (The entire order process is supported by 2Checkout, which manages all transaction data according to market security standards). Below this, there are logos for "BBB ACCREDITED BUSINESS" and "PCI DSS COMPLIANT".

At the bottom, there is a note: "Per Bonifico Bancario, la consegna dei prodotti avviene solo dopo il ricevimento del pagamento a saldo. Il pagamento con carta di credito di solito offre accesso immediato ai prodotti acquistati." (For Bank Transfer, the delivery of products occurs only after the payment is received in full. Payment by credit card usually offers immediate access to the purchased products).

After a valid code is entered, the page automatically updates the amount due.

8.a. Can the software be run on several networked computers with a shared database?

Yes. A license includes a specified number of activations, as stated in the product's purchase terms, allowing the software to be activated on multiple workstations. Computers on the same local network can share a local database as described in chapter 4.

To connect computers in different locations to the same database over the Internet, use a remote MySQL database.

The required documentation is available at:

http://www.powerwolf.it/help/Help_Configurazione_Database_Remoto.pdf

If you own a server or cloud service with a suitable externally accessible MySQL database, no additional database service needs to be purchased from us. Otherwise, information about purchasing a remote MySQL database is available at http://www.powerwolf.it/Acquisto_DB_Remoto.htm.

In summary, to use the software on multiple computers with a shared remote database:

- Purchase the required software license from the relevant product page;
- Obtain a compatible MySQL database, either your own or one supplied as an additional service;
- When a database is purchased from us, a configuration file is provided to simplify the remote-database setup.

8.b. I have my own server on which MySQL is installed, or on which I can install it. How do I configure the software to use a remote MySQL database?

Our software can be configured to connect to a MySQL database installed on your own server.

First read section **8.a and the general information** in the following tutorial:

http://www.powerwolf.it/help/Help_Configurazione_Database_Remoto.pdf

Then consult the instructions for configuring your own remote database parameters:

http://www.powerwolf.it/help/Help_Configurazione_Database_MySQL.pdf

8.c. Can I use a MySQL database such as one purchased from Aruba?

Not always. Many hosting providers supply MySQL databases that can be accessed only by websites hosted within the same service or domain.

Our applications run locally on a computer and therefore require a MySQL database that accepts external connections.

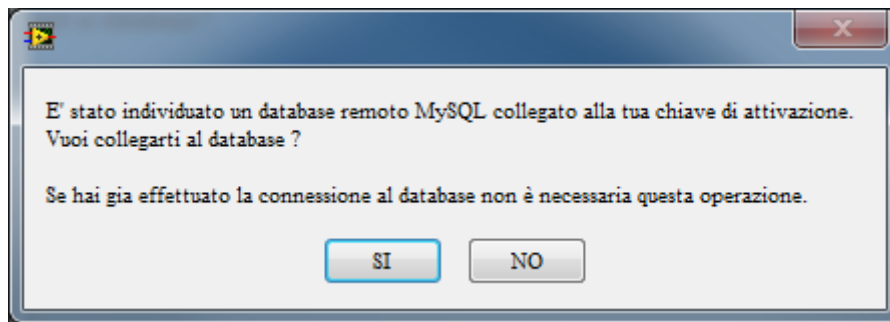
Before purchasing a MySQL service, verify that remote external access is allowed and that the required host, port, user permissions and security settings are available.

8.d. I purchased both a software license and a MySQL database supplied by you. How should I proceed?

See the tutorial for complete instructions:

http://www.powerwolf.it/help/Help_Configurazione_Database_Remoto.pdf

If the software has not yet been activated, after activation it may automatically ask whether you want to connect to the purchased remote MySQL database. Confirming the request configures the software to use the new database.



The tutorial explains the procedure in detail and includes example screenshots.

8.e. Can the data currently stored in a local Access database be imported into the new remote MySQL database?

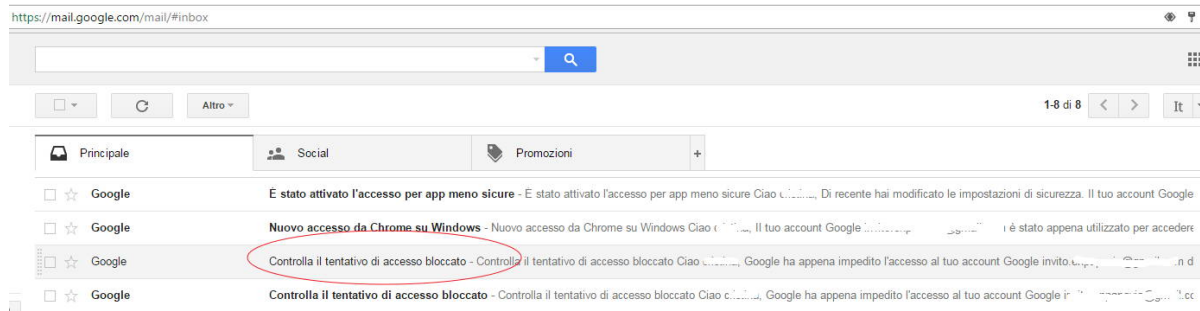
Yes. The migration is performed by us and may be subject to a fee in some cases. After agreeing on the procedure by telephone or email:

- Locate the database file currently in use. See the relevant section of this guide. It is normally an Access file named database.mdb in <Documents>\Powerwolf\<program name>;
- Compress the file into a ZIP archive;
- Email the compressed file to info@powerwolf.it. Do not send the uncompressed .mdb file because many email services block it;
- Wait for our reply with the instructions required to complete the migration.

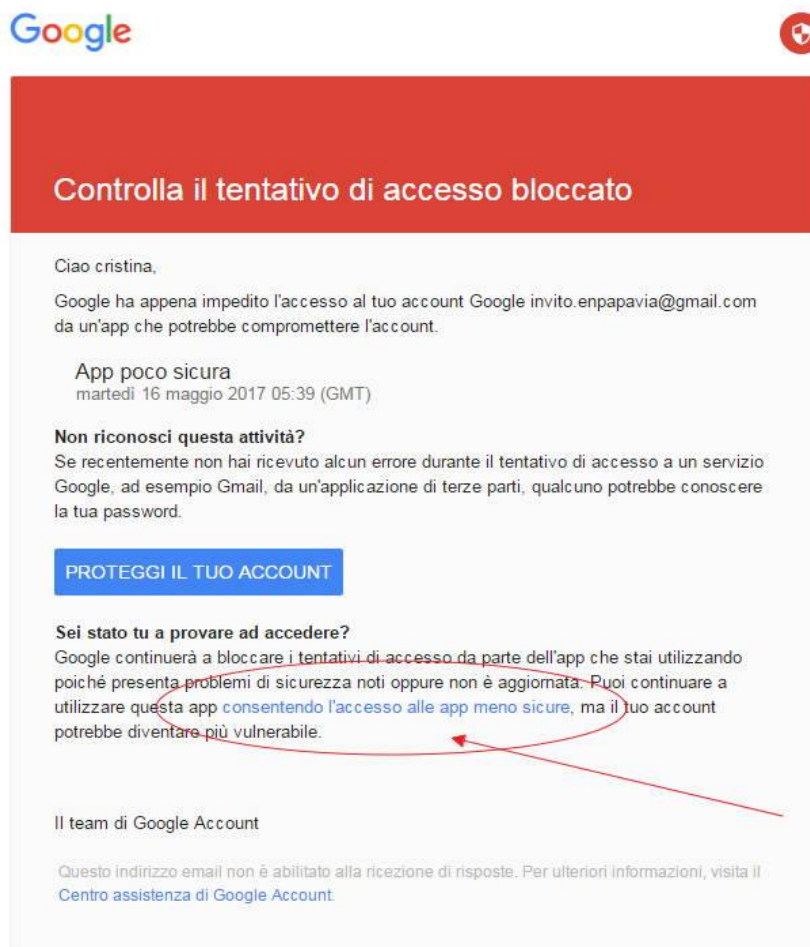
9.a. I cannot send email through Gmail using the software's email window

Google periodically changes the security and authentication requirements for Gmail accounts and third-party applications. Configure the account using the current Gmail settings, which may require two-step verification and an app password.

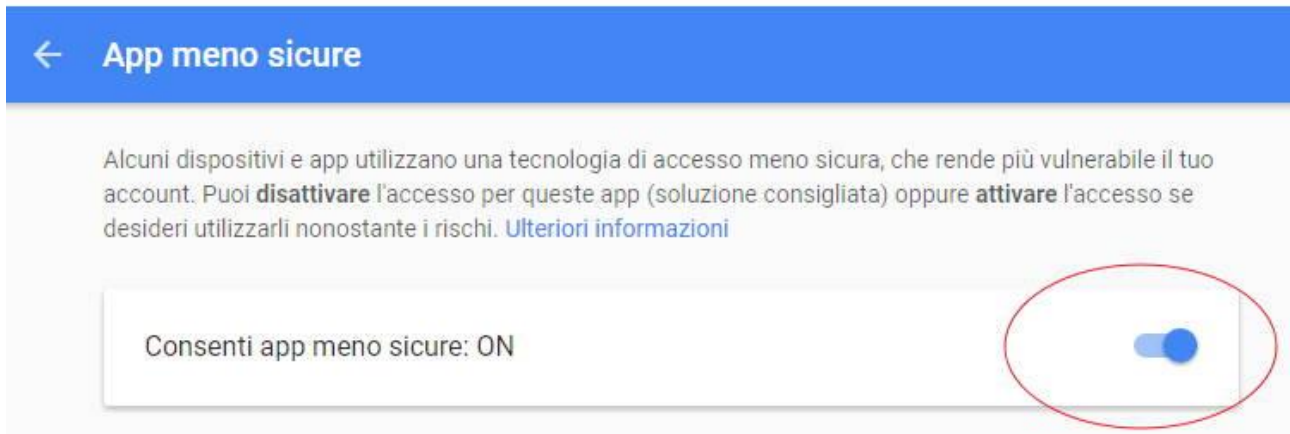
After entering the correct email parameters, use the test function. If Gmail rejects the connection, check the Google account security notifications and follow Google's current instructions for authorizing the application or creating an app password.



Open the relevant notification or account-security page and follow the instructions.

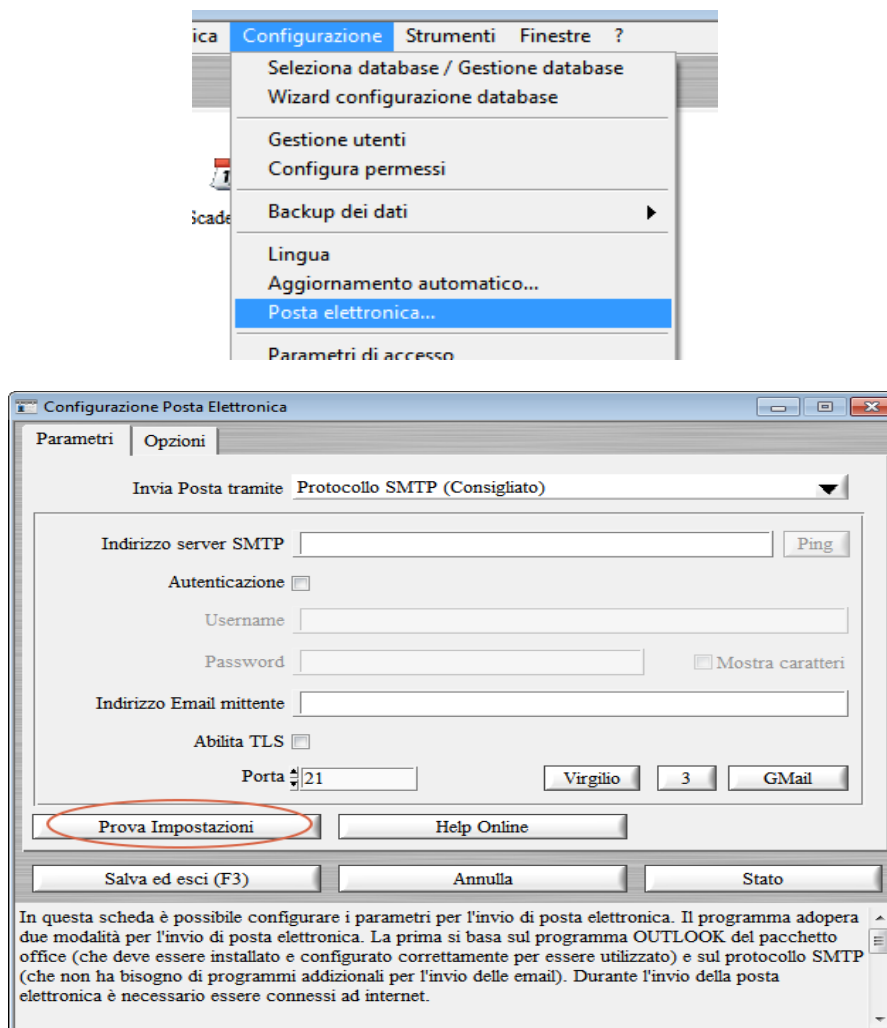


Older instructions referring to 'less secure apps' are no longer valid *for most* Gmail accounts. Use Google's current authentication procedure instead.



9.b. I cannot send email through the software. Can you help me?

First open the email-parameter configuration window:



Perform the following checks:

- Make sure that the email settings are correct. Click Online Help for instructions on configuring the parameters;
- Click *Test Settings* and check the result of the test message;
- If the error persists, verify the Internet connection and make sure that the antivirus software or firewall is not blocking the connection. Configure an exception if necessary rather than disabling protection entirely;
- Check whether the same settings can send email from another application, such as Microsoft Outlook or Mozilla Thunderbird.

Email-server settings are supplied by the email provider. We can help identify software errors, but account credentials, server names, ports, encryption and provider-specific authorization must be verified by the user or email-service provider.

9.c. The program icon or installation folder has disappeared. How can I restore the program?

The software may have been uninstalled accidentally, or its desktop shortcut or installation folder may have been deleted. The database is normally stored in another folder and may still be intact. To attempt a recovery:

- Download and install the latest version of the software from:
<https://www.powerwolf.it/prodotti.htm>
- After installation, the program folder and shortcuts are restored automatically without affecting the existing database. During installation, select the option to create a desktop shortcut if required;
- Run the software and check whether the previous data is visible;
- If it is not, check the current database path in the main-window title bar. If you have a backup, you can replace the current empty or outdated database with the latest valid copy. Refer to the other sections of this guide for instructions on locating and restoring the database.

