

WebCenter Troubleshooting Document

My Password/Username is incorrect: If repeated attempts to login to the WebCenter program show that the user's username or password is incorrect, please email Emily Mann at emann@hartung-glass.com to request a password reset or username verification.

Common Errors and how to resolve them:

“Calculated cost is greater than the calculated price” – This error occurs when the system reads that the price for a product is below its cost.

How to resolve: increase the price of the product either by clicking on the price link on the quote page, or by manually entering a higher multiplier or discount in the appropriate field on the quote information screen.

“Remote user does not have permission to upload exceptions.” This error occurs when a user tries to upload an order with line-item exceptions and errors.

How to resolve: return to the quote with the red highlighted line and click on the red circle to the far left of the order. If the error shown indicates a size error with an option, click on the description of the product and edit the appropriate field. If the error mentions calculated cost and calculated price, see above.

Common Questions

Can I upload drawings through the WebCenter?

No, the system does not have the capability to upload drawings at this time. If a user wishes to submit a drawing, please indicate that a document will be emailed or faxed in. Indicate time and date if available. Also indicate order # on Document when faxing or emailing to Customer Service Representatives.

Why is my quote pricing at \$xx,xxx (example: \$29,999)?

At present the system is not set to properly price most buyout CRL hardware, and thus excessive prices are placed on those items to alert users that these items must be quoted by a Agalite Customer Service Representative. The diagram can still be fully completed via the WebCenter, however the price will have to be re-issued.

How do I move a (hinge/hole/clamp)?

Because the system does not at this time allow for CAD (computer aided drawing) functionality, users cannot adjust the placement of hinges/cutouts/clamps/etc. Nor can they create multiple notches on a single panel. One notch per panel is the limit.

The system CAN create Rocky Mountain Tops, Arch Tops and most rounded edges.

Can I do an out-of-square door?

Absolutely. Documentation and a brief demonstration video are available here:
www.agalite.com/webcenter/

Can I add a robe hook/towel bar/different glass type to a panel (or panels)?

Yes! Select the **Additional Options** dropdown available for each product and scroll down until you find the item you would like to add. Note that buyout CRL hardware *will not* price correctly at this time.