The TACT CD: Frequently Asked Questions (FAQs)

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Technical questions

1. How do I install the TACT CD?

No installation is required. Simply follow below easy instructions:

1. Insert TACT CD in the CD or DVD drive
2. TACT CD will automatically startup
3. If TACT CD does not start automatically, do the following:
   - In Microsoft® Windows®, locate the CD/DVD drive (usually d:\ or e:\)
   - Right click the drive and select *Autoplay* or *Autorun*
   - TACT CD will startup

For Windows 7 users:

1. Insert TACT CD in the CD or DVD drive
2. Double-click *Run AcroRd32.exe* to start the CD

2. What configuration of PC do I need in order to run this TACT CD?

The TACT CD is an Adobe® Reader® .PDF (min. version 9.1.x). Minimum requirements for Adobe Reader 9.1.x are:

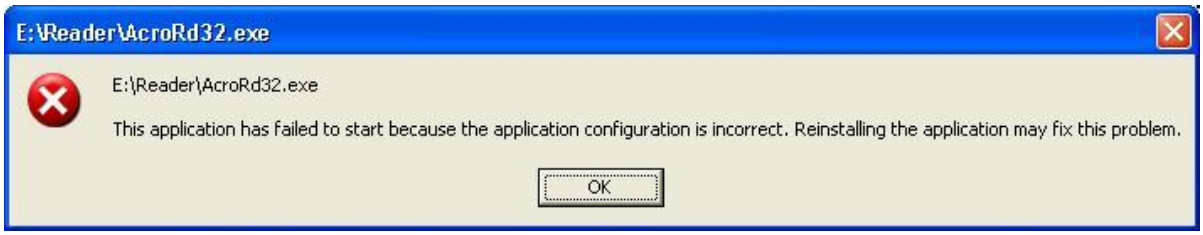
Minimum System Requirements:

- 1.3GHz or faster processor
- Microsoft® Windows® 2000 with Service Pack 4, Windows Server® 2003 and 2008; Windows XP Professional, Home Edition, or Tablet PC Edition with Service Pack 2 or 3; Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with or without Service Pack 1; Windows 7 or Windows 7 with Service Pack 1 Starter, Home Premium, Professional, Ultimate or Enterprise
- 128MB of RAM (256MB recommended)
- 1,024x768 screen resolution (minimum)
- CD/DVD-ROM drive

The TACT CD will automatically run from the CD/DVD-ROM drive of a PC running Windows as specified above. No application is required to be installed on the PC from the CD. The TACT CD currently cannot be used with full functionality on a Macintosh® computer.

3. The TACT CD does not start. I receive the error message: "This application failed to start because the application configuration is incorrect. Reinstalling this application may fix this problem". What should I do?

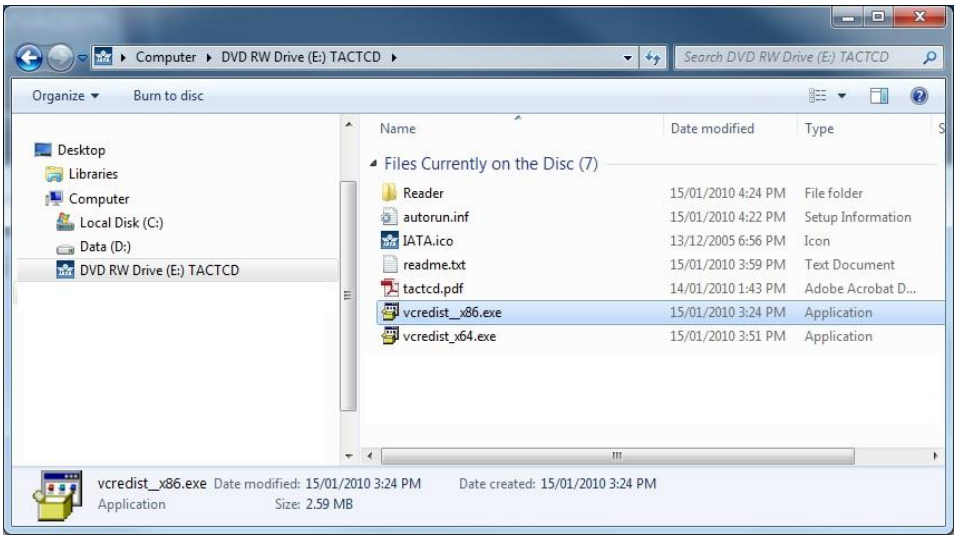
On rare occasions the TACT CD may not start automatically when inserted in the CD/DVD drive, nor manually by right-clicking the CD/DVD drive and selecting *Autoplay* or *Autorun*. Instead the following error message appears:



Resolution:

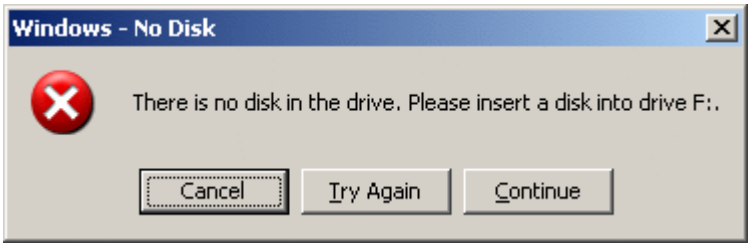
To resolve this issue, a missing Windows component needs to be installed. This component is located in the root of the CD which can be found by locating and highlight your PC's CD/DVD drive to view the list of files on the CD, as shown in the screenshot below. The highlighted file *vcredist_x86.exe* is the component required for systems running 32-bit versions of Windows. The file *vcredist_x64.exe* is required for systems running 64-bit versions.

Double-click the component required for your system and follow the steps to install it. Remove the TACT CD from the CD/DVD drive and reinstall as per instructions under item 2 above.



4. I receive error message "Windows – No Disk: There is no disk in the drive. Please insert a disk into drive F.". What should I do?

This error message occurs when the user tries to close the TACT CD application while the TACT CD disk has already been removed from the CD/DVD – drive.



Resolution:
Place the TACT CD disk back in the CD/DVD – drive and click on the "Try Again" button. Remember to always first close the TACT CD application before removing the TACT CD from the CD/DVD drive.

5. The TACT CD is slow to start. I see no activity and it takes a long time before the application appears on screen. Why is this?

In developing the new version of TACT CD, IATA has taken many customer requirements into account. One crucial requirement was that the new TACT CD runs entirely from CD. TACT CD meets this requirement by starting the Adobe® Reader® 9 application directly from CD. As a CD/DVD drive is a slower medium than a PC hard disk, starting an application from a CD/DVD inherently takes longer. However, once Adobe Reader 9 is loaded, TACT CD performs normally. IATA will continue to find ways of improving startup performance of TACT CD.

6. Where can I find additional help about how the TACT CD works?

The TACT CD has a built-in Help function. This provides basic operating and navigation instructions. The *Help* function can be accessed by clicking on the *Help* link on the *Home* page. We have also developed a demo of the TACT CD which can be found on our website (http://www.iata.org/tact).

Product questions

7. What is the TACT CD?

As a result of the changes in the Industry's antitrust immunities for routes to/from Australia, between the US and the ECAA and others, the number of carrier flagged rates published in TACT has increased significantly over the last years. With the challenge of continued increase in carrier flagged rates and the approaching maximum capacity of TACT manuals, the TACT CD is intended to replace existing hard copy TACT Manuals while also offering a number of improved features and functions including:

- Easy to use search of Rates
- Simple display of Rates information with personalised sort function
- Enhanced search functions for Rules
- Easy to select and cross-reference information

The TACT CD is a stand-alone application that will run entirely and directly from the CD. It is a single user application.

8. Can I upload this TACT CD into our company network or system so that we can share the information across our company?

No, the TACT CD is a single user application. It must be run from the CD drive of the computer it is being used on. This is a limitation both of the software being used and the licensing terms of the information.

9. Does the TACT CD contain the same Rates and Rules information as the manuals?

The TACT CD contains the same Rates and Rules information as the manuals, while also offering additional features and capabilities, including searching, selecting and cross-referencing information.

10. How often is the TACT CD published?

The TACT CD is published 3 times a year (every February, June and October) identical to the hard copy manuals. On TACT-Online (www.tact-online.org) monthly TACT Rules updates are published in 'The Bulletin'. TACT-Online is updated monthly. Therefore if you have access to TACT-Online you can always log-in for the latest TACT Rates and Rules information.

11. Who should I contact for further information?

For further questions about the TACT CD, TACT or other IATA cargo products, please email us at customerservice.indp@iata.org.