

BUSINESS SOFTWARE SOLUTIONS

Business Software Solutions Error Troubleshooting

Business Plus Accounting Error Troubleshooting

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Business Plus Accounting Error Troubleshooting

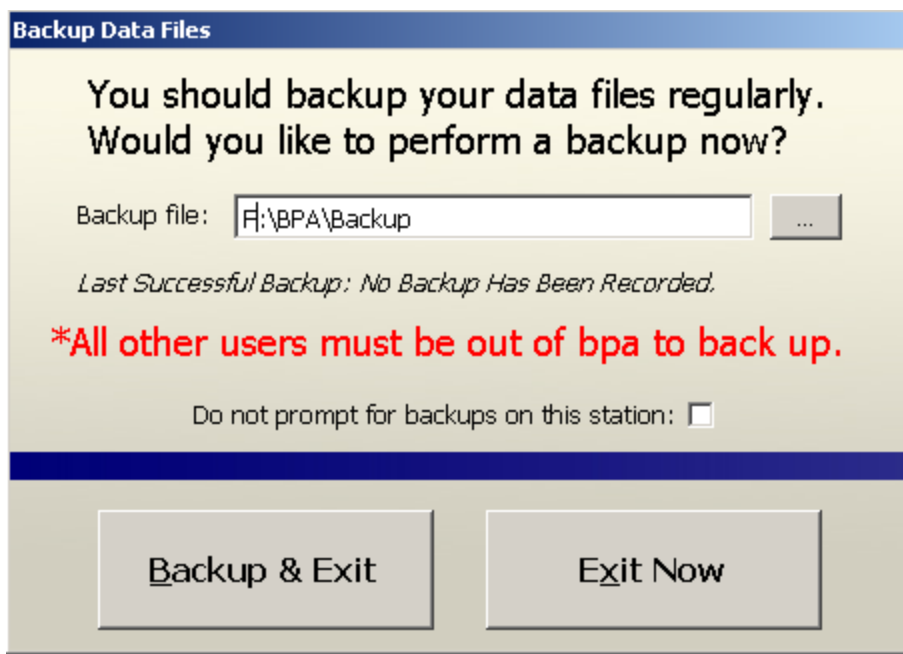
Preventative Maintenance

To ensure that your system runs as smooth as possible, we encourage you to perform the following steps on a regular basis:

Backup Your BPA Software

Every computer system, from Google's massive web servers, to your home computer, is vulnerable to problems. Viruses, spyware, Windows and hardware failures can all occur. With this in mind, we recommend that you create regular backups of your BPA POS software. At minimum, we recommend that you create a backup of your software at least once per week. However, the more you able to backup your software, the better! Also, we recommend that you create a backup off of the computer...to an external hard drive or a thumb drive. To create a backup of your BPA POS software, perform the following steps:

1. Close the BPA Software on all of your client (secondary) systems.
2. On the server(main) computer, exit the software on this system. When you exit, you will be presented with the option to Backup and Exit. You can change the location of where you want the backup to go to, then click Backup and Exit.



NOTE: If you do not see this Backup and Exit option, please give us a call at 801-336-3303 to perform an update to your software.

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Posting Sales

At the end of each day, after all sales have been closed, you should be posting your sales into the General Ledger. To post your sales, perform the following steps:

Restaurant Pro/Delivery Customers

Go to Restaurant System→Manager Functions→End of Day Processing→Post Table Sales

Retail Touch POS Customers

Go to Touch Screen POS→POS Manager Functions→Post POS Sales

Hotel Customers

Go to Hotel Management→Manager Functions→End of Day Processing→Post Room Sales

NOTE: In our newest version of the BPA software, we have made the sales posting function more easily accessible. For Restaurant/Delivery customers, it is now in **Restaurant System→End of Day Processing**. For Retail Touch customers, it is now in **Touch Screen POS→End of Day Processing**. There is no change for Hotel customers. If you would like this change to your software, give us a call to perform an update to your system.

Anti-Virus/Anti-Spyware

If you have high-speed Internet at your location, you are always vulnerable to viruses and spyware. Even if you do not surf the web on your computers, because you have a high-speed connection, your system can still be attacked.

To protect your systems, we recommend that you install anti-virus software on all of your systems. One of the best, free anti-virus packages is Microsoft Security Essentials.

You can download this at http://www.microsoft.com/en-us/security_essentials/default.aspx.

Be sure to schedule daily virus scans, preferably during a time of the day that your business is **not open**, such as 3am.

Business Plus Accounting Error Troubleshooting

Index Errors

Time to Resolve Error: 5-15 minutes...depending on number of transactions and speed of computer.

Index errors occur when there has been corruption to one or more of the BPA files. These can be caused by loss of connectivity to your server, power surges, or computer hardware failures. Below is an example of an Index error.



Business Plus Accounting Error Troubleshooting

Perform the following steps to resolve an index error:

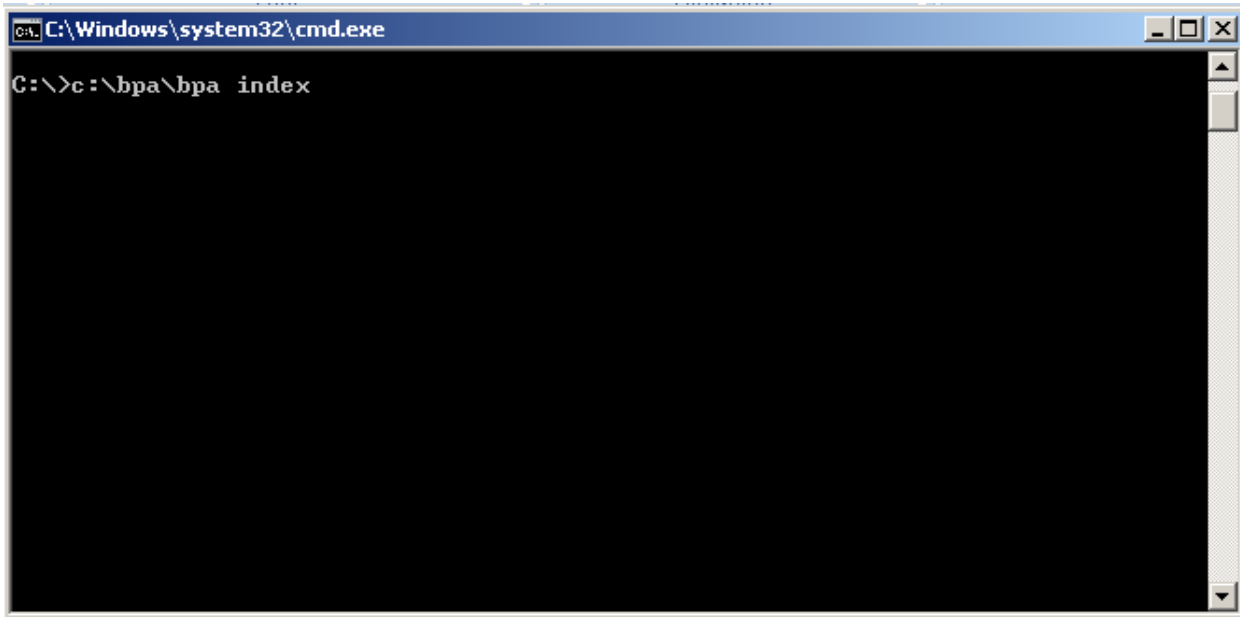
3. Close the BPA Software on all of your client (secondary) systems.
4. On the server (main) computer, go to **Files→Reindex Data Files**.
5. The next screen will ask you to confirm that the BPA software is closed on all other stations. Press **Yes** on this screen to confirm.



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If the Index error is preventing you from opening the BPA Software, then perform the following steps:

1. Close the BPA Software on **ALL** stations
2. On the server (main) computer, go to Start→All Programs→Accessories→Command Prompt
3. In the Command Prompt box, type in **c:\bpa\bpa index**.

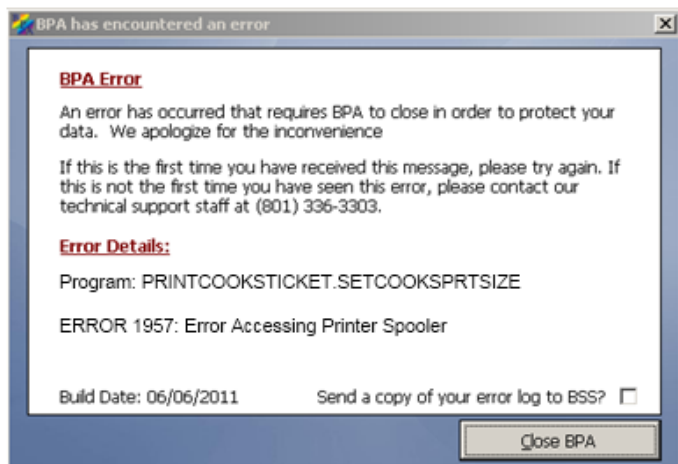


Business Plus Accounting Error Troubleshooting

Printing Errors

Time to Resolve Error: 5-30 minutes...depending on cause of printer error

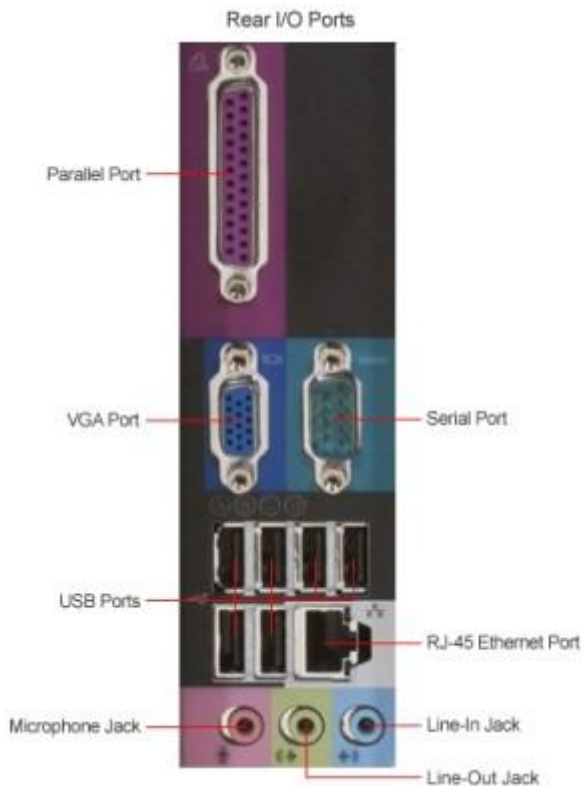
Printing errors can occur if there is a loss of network connectivity, the printer is out of paper, or printer hardware/cable failure.



Business Plus Accounting Error Troubleshooting

Our system uses four (4) types of ports with your printers.

1. Serial Ports (COM1, COM2, COM3, etc) – These ports are a 9-pin male port in the back of the computer. Most of our systems will have one or two Serial Ports, used for kitchen printers and receipt printers. The teal-green port in the back of the computer is normally designated as COM1. The second port (usually not colored) would be designated at COM2.
2. Parallel Ports (LPT1) – These ports are a 25-pin female port in the back of the computer. Most of our systems will have one Parallel Port, used for your receipt printer. The pink port in the back of the computer is normally designated as LPT1.
3. USB Ports (USB001, USB002, etc) - USB can connect computer peripherals such as mice, keyboards, digital cameras, printers, personal media players, USB flash drives, USB network adapters, and external hard drives. With our systems, we may use a USB Printer for receipt printing.
4. USB to Serial Ports (COM2, COM3, COM4, etc) – For computers that do not have any Serial Ports, we may use a USB to Serial cable to convert a USB Port to a Serial Port. These cables are used for receipt and kitchen printers.
 - a. Finding the port number of these cables can be tricky. To find the port number used, right click on My Computer (or Computer in Windows Vista/7) and go to Manage. On the left side of the screen, click Device Manager. Then, click the plus sign (+) next to Ports. The USB to Serial Port will normally look something like **USB serial port(COM4)**. Take note of that COM number.



USB TO Serial Cable

Business Plus Accounting Error Troubleshooting

To resolve printer issues, perform the following steps:

Ensure All Printer Hardware is Functioning Properly

1. Check your printers to make sure there are no error lights on the printer.
2. Ensure that there is sufficient paper in the printer.
3. Turn off, and then turn back on the printer
4. Restart the computer that the printer is connected to.
5. Unplug, then re-plug in all cables to the printer and the computer.
6. If you have extra cables or connectors, replace the cables and connectors to the printer.

Ensure All Windows XP/Vista/7 Settings are Correct

1. Print a test page directly from Windows to test functionality
 - a. In **Windows XP**, go to the Control Panel, then Printers. Right click on the affected printer (Receipt or Kitchen), then go to Properties. In the General Tab, click Print Test Page.
 - b. In **Windows Vista**, go to the Control Panel. Click the link for "Classic View". Double-click on Printers. Right click on the affected printer (Receipt or Kitchen), then go to Properties. In the General Tab, click Print Test Page.
 - c. In **Windows 7**, go to the Control Panel. At the top of the screen, next to "View by:", change to say "Large Icons". Double-click on Devices and Printers. Right click on the affected printer (Receipt or Kitchen), then go to Properties. In the General Tab, click Print Test Page.

If a test page printed successfully, then proceed to the "Ensure All BPA Software Settings are Correct" section.

2. Ensure that the proper port is selected properly in Windows
 - a. In the printer's Properties screen, go to the Ports tab.
 - b. Take note of the port that is checked off, and ensure that the proper port is selected.
 - i. If the proper port is not selected, then place a check mark next to the correct port, then click Apply. Go back to the General tab at the top of the screen then press Print Test Page.

Business Plus Accounting Error Troubleshooting

Ensure All BPA Software Settings are Correct

For Restaurant/Delivery Customers:

1. Go to Restaurant System→Manager Functions→Misc Definitions→Printers and Devices (or Printers)
2. Ensure all printers are properly assigned.
 - a. If a printer is not properly assigned, click the Load button for that printer, and change the drop down menu to the correct printer.
3. Press Save and Exit when finished.

For Retail Touch POS Customers:

1. Go to Definitions→Printers and Forms Setup
2. Ensure your receipt printer is properly assigned in the “Slip Printer Driver” field.
 - a. If the printer is not properly assigned, click the Load button for that printer, and change the drop down menu to the correct printer.
3. Press Save and Exit when finished.

For Hotel System Customers:

1. Go to Hotel Management→Manager Functions→Misc Definitions→Printers
2. Ensure your receipt printer is properly assigned in the Assign Front Desk Receipt Printer field.
 - b. If the printer is not properly assigned, click the Load button for that printer, and change the drop down menu to the correct printer.
3. Press Save when finished.

Business Plus Accounting Error Troubleshooting

Network Issues

Time to Resolve Error: 5-30 minutes...depending on cause of network error

You may see an error when opening your Business Plus Accounting software that says “Unable to Locate BPA Database Files. Make Sure the Network Drive is Not Disconnected.” This error will occur if your client (secondary) computers cannot talk to the server (main) computer. To resolve this error, perform the following steps:

Check to See if the Network Drive is Disconnected

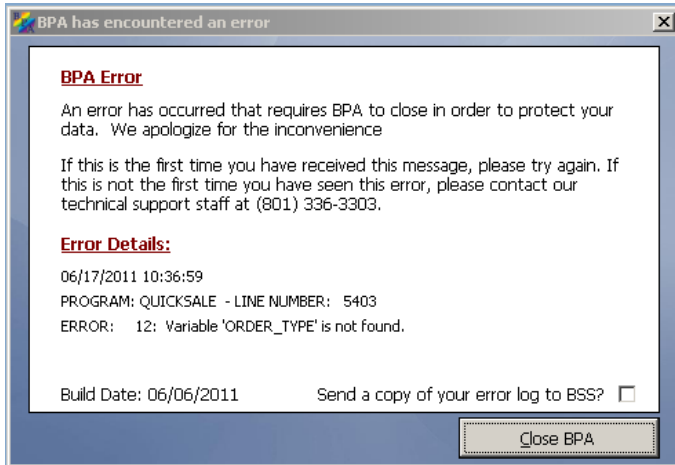
1. On the computer that is giving you the error, go to My Computer (or Computer on Windows Vista/7).
2. Inside of My Computer, you should have a network drive. The drive will say something similar to “C on BPASERVER(Z:)”, though the wording may be different depending on your system configuration.
3. Double Click on that network drive.
 - a. If, when double clicking on the network drive, the system shows the files and folders for that drive, then close My Computer. At this point, you should be able to open the BPA Software.
 - b. If you receive an error when double clicking on the network drive, the proceed to the next steps.
4. Restart all computers at your location.
5. If the computer that you are working on has an internet connection, then open Internet Explorer, and ensure that the internet is still working on that computer.
 - a. If it is not working, double check all cabling for your Internet. Also, check to see if your other systems have an Internet connection. Give your Internet Service Provider, or, our tech support department a call if you need further help.
6. Some anti virus programs, such as Norton, McAfee, AVG (paid version) have built in firewalls that will block network connections. If you have an anti virus package on your server (main) computer, you try to turn the firewall off.
 - a. Refer to your anti virus manufacturer’s help documentation for instructions to turn of the firewall.
7. Check to see if your computer has an IP address by going to Start→All Programs→Accessories→Command Prompt.
 - a. In the Command Prompt, type **ipconfig** and then press Enter
 - b. You should see your computers “IP Address” that looks something like 192.168.1.101 or 10.1.10.100. If the IP Address shows 0.0.0.0, or, is in the format of 169.254.x.x, then you do not have a properly set up connection. Contact your ISP, your manufacturer of your Router, or our Tech Support department for assistance.

After any troubleshooting step is performed, you will want to perform steps 3-4 and see if you can view the files on the Network Drive. If you can, then BPA should open normally.

Business Plus Accounting Error Troubleshooting

Missing Variables and Files

Time to Resolve Error: 5-15 minutes...depending on number of transactions and speed of computer.



You may see errors that say a file or variable is missing. This can be caused by improper system shut downs (such as power surges), network connection issues, or improper updates. To resolve these issues, perform the following steps:

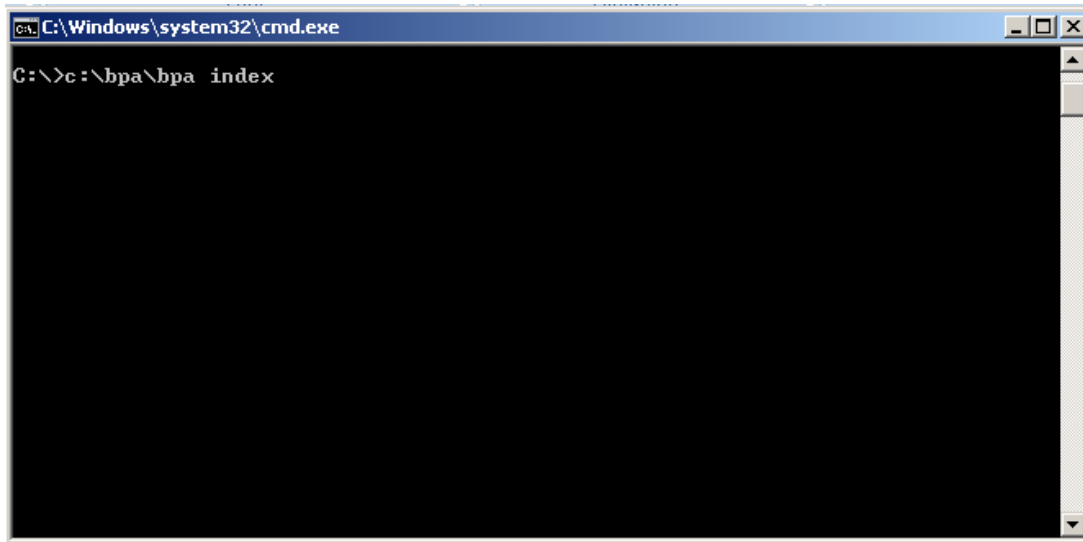
Perform a Reindex

1. Close the BPA Software on all of your client (secondary) systems.
2. On the server (main) computer, go to **Files→Reindex Data Files**.
3. The next screen will ask you to confirm that the BPA software is closed on all other stations. Press **Yes** on this screen to confirm.

If the error is preventing you from opening the BPA Software, then perform the following steps:

4. Close the BPA Software on **ALL** stations
5. On the server (main) computer, go to Start→All Programs→Accessories→Command Prompt
6. In the Command Prompt box, type in **"c:\bpa\bpa index"** (without quotes)

Business Plus Accounting Error Troubleshooting



Delete the “dbversn” file in the BPA folder

1. Close the BPA Software on **ALL** systems.
2. On your server (main) computer, go to My Computer (or, Computer in Windows Vista/7).
3. Open the C drive, then open the BPA folder.
4. Inside the BPA folder, there is a file called **dbversn.dbf**. Delete this file
5. Close My Computer, then open the BPA software on the server (main) computer.

If these steps do not resolve your issue, or, if you have any other questions about your system, give us a call at 801-336-3303