

10 Common Problems – updated

Internet Explorer Settings

Product asks for username and password before the serial number has been entered

Product has blank white screen on start up

Missing Transactions

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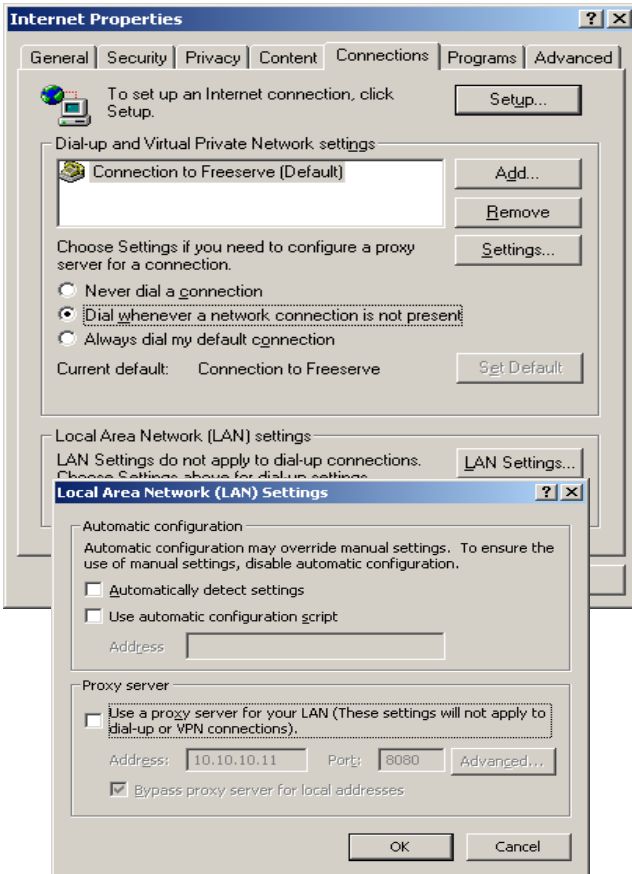
Hardware Acceleration

1. Internet Explorer Settings

Problem: Software is attempting to dial up the Internet.

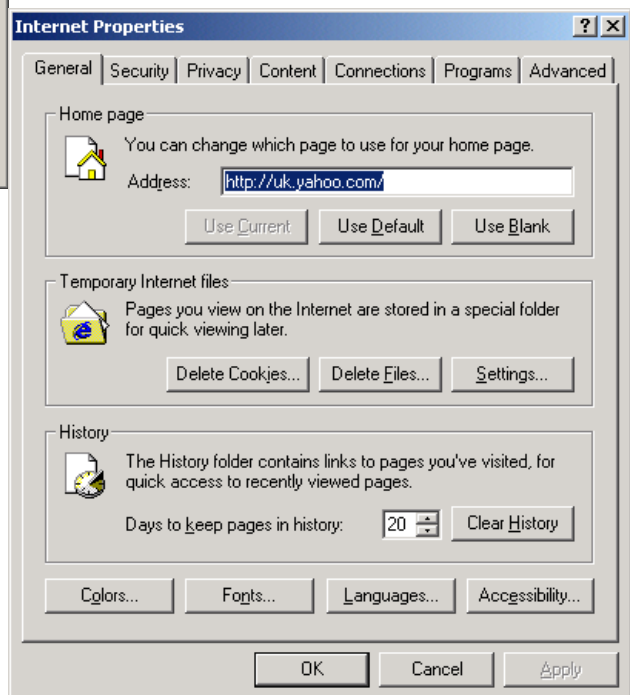
If IE attempts to dial my Internet connection:

You don't need an Internet connection to run Complete Manager (unless you are sending emails). However you may find that Internet Explorer tries to connect you to the Internet when you run the programme.



To ensure that the modem only dials out when you wish to connect to the Internet go to Start / Settings / Control Panel / Internet Options / select Connections tab / select "Dial whenever a network connection is not present".

You can also ensure that under LAN settings the proxy server box **is** checked, and so is the box that says, "bypass proxy"



Also delete any temporary Internet files.

Go to Start / Settings / Control Panel / Internet Options / select the General tab and under the 'Temporary Internet Files' options, select "delete files". Tick the 'offline content' as well. Press ok. The egg timer will come up. Wait until it

disappears – this can take some time. Then press ok and restart your software.

2. Product asks for username and password before the serial number has been entered

Problem: Programme is asks for a password and username and user haven't entered one.

Cause: The registration process has been bypassed. The username and password are asked for before the serial number has been entered – i.e. asks for password when no serial key has been entered when installing the software.

Fix: When the serial number is entered it creates the user.chf file, however, sometimes during installation the user.chf file is created before the serial key has been entered. To solve this issue:

1. Go to My Computer/ C (local disk) / Program Files/ Software name (e.g. MyBusiness) /Data check to see if the user.chf file is there. If the user.chf file is there – delete it.

Software names: SBG – Complete Manager

 NatWest – NWBusinessSoftware

 RBS – MyBusiness

 My Business – MyBusiness

2. If the user.chf is not present...

Please send an email to support@mybiz.co.uk and we will Create a new blank script file for the customer. The support team will send the script file to user with instructions on how to replace it in the data folder,

3. Product has blank white screen on start up

Problem: the user will complain of a blank white screen after pressing continue.

Cause: Corrupt script file. This can be caused by a break in the power supply or closing down the software incorrectly.

The support team can only fix this. Please send an email to support@mybiz.co.uk and they will solve the problem.

4. Missing Transactions

Problem: the user will be unable to locate a transaction entered; the balance on the cashbook will not match the running total of the cashbook; the opening balance will show a higher figure than the amount entered and the user will be unable to trace the transactions.

Cause: The simplest cause is the user has entered the wrong date – this may be 0005 or 5005. A 'buglette' – the software assigns an incorrect id to the transaction. There is a patch for version 2.16 which will prevent this from occurring but will not fix any historic entries. Version 3.0 has the fix and will correct historic entries.

Fix: This problem will be fixed automatically with version 3. With versions prior to the release of version 3: Users are advised to upgrade to the latest version of the software. www.mybiz.co.uk

5. Firewall problems

Problem: the user will generally report that the product won't work.

Cause: the firewall is not letting the software write to the browser.

Please see installation guides on how to configure your firewall.

6. Setting up and installing with a Mac

The launch anywhere GUI does not automatically open on a Mac.

The installation file is located on the root of the CD – named '**setup.sit**'. This is a compressed image of the actual product installer.

To run the installation:

- Put the CD into the Cd Drive. A CD icon should appear on the desktop
- Double click on the CD desktop icon. A window should open displaying a number of documents.
- Click and drag the document '**setup.sit**' onto the desktop.
- Double click the icon representing the '**setup.sit**' document on the desktop. The expander should run and create another icon called '**setup**'
- Double click on the '**setup**' desktop icon. The installer should now run.
- Follow the on-screen instruction.
- When the installer terminates, there should be two desktop icons – MyBusiness and MyBusiness Demo

You can now remove the installation icons (setup.sit and setup) from the desktop by dragging them into the trash container. To eject the cd from the cd drive you can also drag the cd icon into the trash container.

The programme is accessed through the installed desktop icons.

- Double click on the Complete Manager icon to run the product – a serial number will be required.
- Double click on the Complete Manager demo icon to the run the product using demonstration data – no serial number required.

The product functionality should be identical to the PC version of the product.

Setup. Sit does not unzip to the system

Hold down the Control key and then Click on the Icon. You can now Choose Open With.

1. A list of Software will be presented.
2. Look for Stuffit expander and click on the icon.
3. If Stuffit is not present, Click on Other and you will have another window showing all the available Applications in the MAC.
4. Look for stuffit in the listings and then choose open.

If Stuffit is not present in any of the listings, the customer will have to download the expander online.

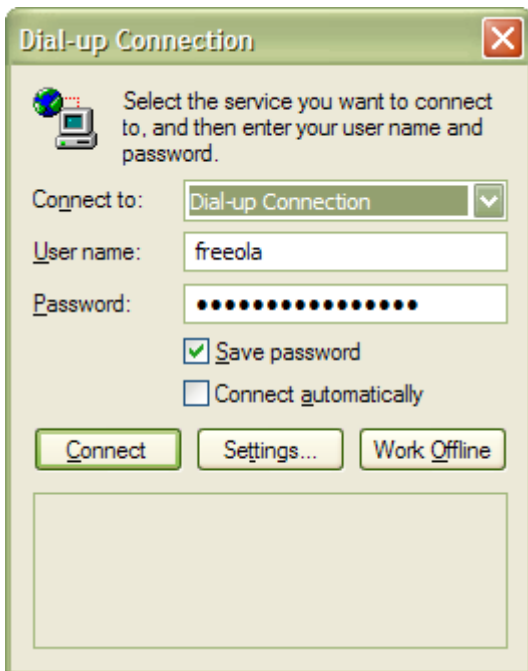
7. Working offline

In some cases, Internet explorer will throw a message that the web page is unavailable offline. To view this page, click Connect. This is not actually connecting to the Internet. It is only connecting to your local machine.



Simply click on connect and My Business should now load as normal.

If Internet explorer Brings up a different dialogue box as follows:



Close the dialogue box and then

Click on **Tools > Internet options > connections** and then choose never dial a connection as follows:



8. Duplicate Invoice Numbers

Problem: the user will complain of an invoice number being assigned more than once.

Cause: The technical team has determined that the only way to get this to occur is if you use the browser back button or try to add items in the wrong order. It can also happen if you attempt to edit an invoice before you finish it.

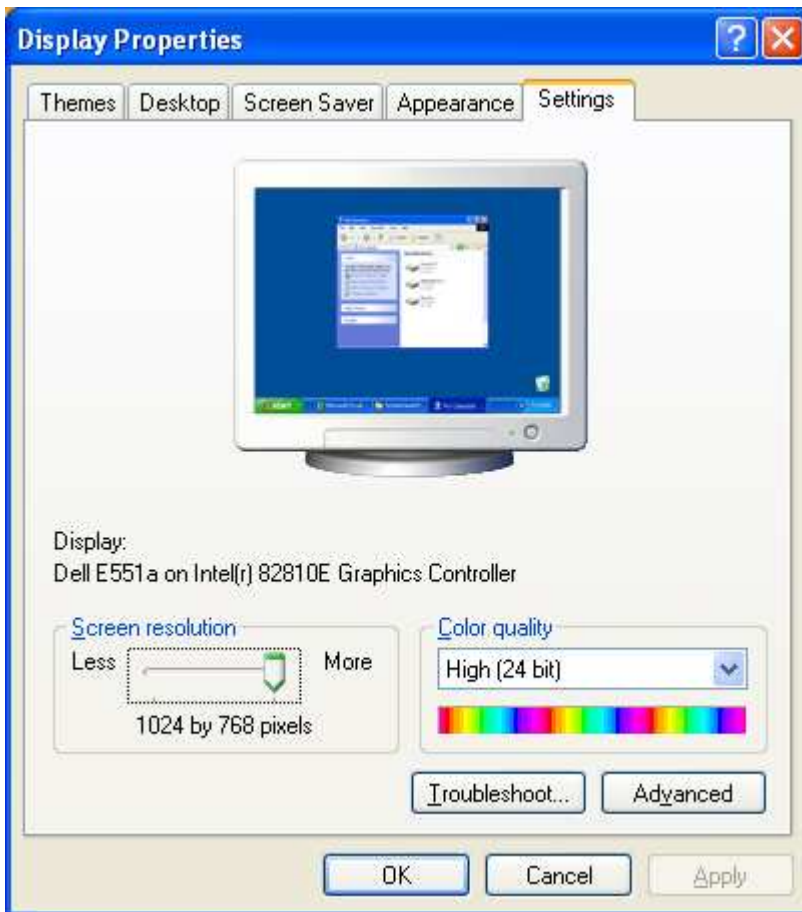
Fix: please send support mail to support@mybiz.co.uk

9. Hardware Acceleration

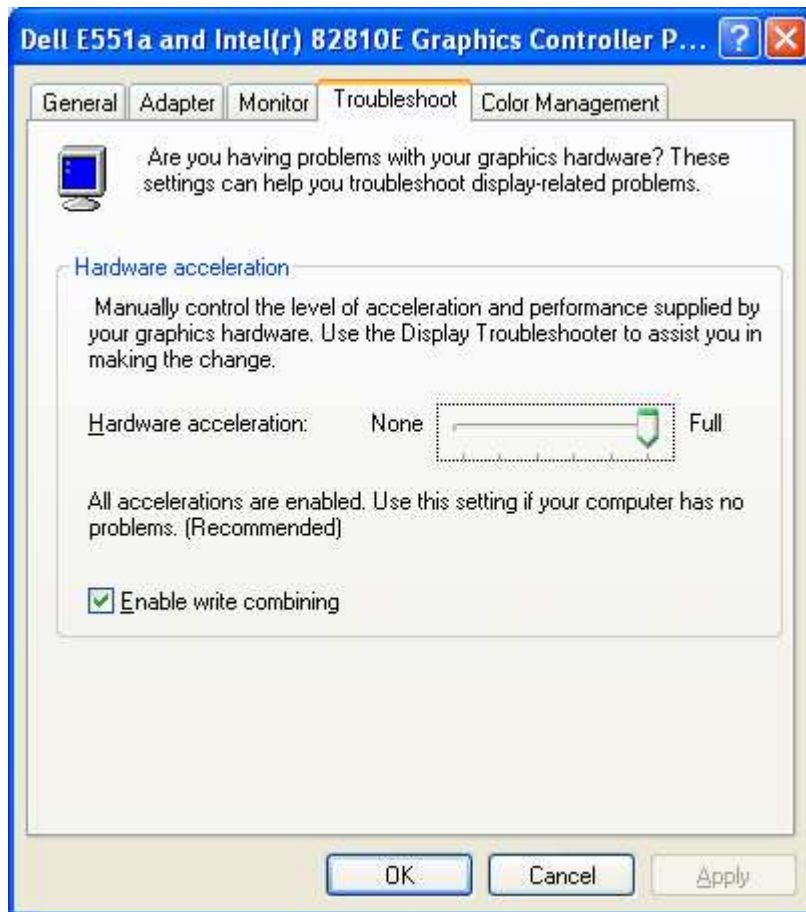
Problem: the user will complain of:

- The installation 'freezes' and doesn't continue when clicking on a next button.
- After installation – the user cannot get passed the Welcome screen as the software seems to freeze when clicking continue.

- Cause:** This tends to happen when the customer is running Windows XP. The customer needs to turn off their **hardware acceleration** *before* they install the software. The steps below show how to turn off **hardware acceleration**.
- Fix:**
 - RIGHT click on your Desktop and click on the 'Properties' option
 - Click on the 'Settings' button so that you appear with the following 'Display Properties' screen:



- Click on the 'Advanced' button at the bottom of the page and on the next screen click on the 'Troubleshoot' tab. You will appear with the screen below:



Reduce the Hardware acceleration by placing you mouse cursor over the controller on the 'None - Full' box. Left click on your mouse and whilst keeping this pressed down, drag the controller to the left towards the 'None'.

Select 'None' and 'Apply' settings