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Retained Earnings

An Account with the Retained Earnings financial category is required in order to post to the previous financial year.

Date Last Changed

19/08/96

Keywords

Account does not exist, Income/ Expenditure, An Account with the Retained Earnings, Post to the previous financial year

If the above error appears when trying to update a batch, it means that the Retained Income account has not been allocated to a financial category. In the Edit...GL Accounts the Retained Income account must be linked to a financial category Retained Income.

Correcting Corrupt Batches

Date Last Changed

19/08/96

Keywords

Subscript out of Range, Corrupt Batch, Data Corruption

When you are using the Process...Journals / Cash Book menu option, batches may sometimes become corrupt. This usually manifests as a "Subscript out of Range" error message.

If when you attempt to update and print a batch in Pastel SOHO Accounting you might get a Subscript out of Range.

You correct this error by deleting the batch file via DOS or Windows, i.e. outside of Pastel. You then have to re-input the batch.

If the batch is large, then you can export the batch prior to deleting it, and then, once you delete the corrupt batch, you can import again. Note that the export will stop when it reaches the first corrupt record.

Exporting the Batch

You would only perform this step if you have a large batch file, and you want to save re-entering as many transactions as possible.

To export a batch file

1. Use the File...Export/Import menu option.
2. Choose the Export option, and then choose the GL Batch option. In the list box, choose the entry type which is corrupt. In the Import/Export Text File field, enter a name for the export file, and click the Process button.

Deleting the Batch File in DOS

To delete a batch file in DOS

1. From the DOS prompt, change to the directory which contains your data. For example, if Pastel is installed in \SOHO, and the company name is MYDATA, type:
cd \soho\mydata
2. Batch file names have the following format:
ACCBT x ee.DB0
where x is n (normal), or r (recurring), ee is the entry type number. To delete a file type **del** followed by the file name, and then press **<Enter>**. For example:
del accbtn2.db0
This deletes the normal batch file for entry type 2.

Importing a Batch File

If you have exported the batch, you are now in a position to re-import it.

To import a batch file

1. Use the File...Export/Import menu option.
2. Choose the Import option, and then choose the GL Batch option. In the list box, choose the entry type which is corrupt. In the Import/Export Text File field, enter the name which you used for the export, and click the Process button.

If the batch which you import contains customer or supplier open item accounts, Pastel will import these as follows:

- If you are importing a journal batch, Pastel imports the items as *original invoices*.
- If you are importing a cash book batch, Pastel imports the items as *allocations which are not yet allocated*.

Correcting Frequent "Subscript out of Range" Errors

Date Last Changed

19/08/96

Keywords

Subscript out of Range, Corrupt Batch, SYSTEM.INI, Windows Bug, Data Corruption

If you obtain frequent "Subscript out of Range" error messages when you process general ledger journal or cash book entries, you can try the following to fix this problem.

To prevent frequent "Subscript out of Range" errors

1. Edit the SYSTEM.INI file in the Windows directory.
2. In the [386Enh] section, add the following line:
TimerCriticalSection=1000
3. Exit Windows and restart it.

The following is a quote from the Microsoft® Windows for Workgroups Resource Kit manual, which explains this setting:

"Instructs Windows for Workgroups to go into a critical section around all timer interrupt codes and specifies a time-out period. Specifying a positive value enables only one virtual machine to receive timer interrupts at a time. Some networks and other global memory-resident software may fail unless this entry is used. Using this entry slows down performance and can make the system sluggish or seem to stop for short periods of time."

In our experience, the performance degradation is not noticeable. However, you can experiment with lower numbers if you wish to.

Date out of Period Range

Date Last Changed

19/08/96

Keywords

Date out of Range

When you enter a transaction, Pastel can give you a "Date out of period range" message.

What the error means is that the date you entered is outside of the range of dates for the period in which you are processing.

This error can be caused by one of two situations:

- **The date is wrong** The date is incorrect, and the period is correct. In this case, just adjust the date to be the correct one.
- **You are in the wrong period** The date is correct, but the period is not. You therefore need to change the period you are working in.

Deleting GL Batches in DOS

Date Last Changed

19/08/96

Keywords

Deleting GL Batches, Open Item Corruption

If you have a power interruption or a hardware failure, a batch which you enter in the Process...Cash Book / Journals menu option can become corrupt. The way to clear this error is to delete the batch file and then enter the batch again.

If this batch is too corrupt, then you will not be able to delete it in Pastel, since Pastel will crash when it attempts to load the batch.

The solution to this is to delete the batch in DOS.

To delete a batch file in DOS

1. From the DOS prompt, change to the directory which contains your data. For example, if Pastel is installed in \SOHO, and the company name is MYDATA, type:

```
cd \soho\mydata
```

2. Batch file names have the following format:

```
ACCBT $x$ ee.DB0
```

where x is n (normal), r (recurring) and ee is the entry type number.

To delete a file type **del** followed by the file name, and then press **<Enter>**. For example:

```
del accbtn2.db0
```

This deletes the normal batch file for entry type 2.

If the batch which you delete contains open item records, then you need to carry out another procedure to delete these files.

To delete open item records after you delete a batch file in DOS

1. Use the Change...Clear Transaction menu option.
2. Choose the Last Year option, and select period 1.
3. Check the Customers check box, and the Clear Open Item Check box.
4. Check the Suppliers check box, and the Clear Open Item Check box.
5. Click the Clear button.

This procedure will eliminate open item transactions which were in batches which no longer exist. Nothing else will be affected.

Discount and VAT on Payments/Receipts.

Date Last Changed

19/08/96

Keywords

Discount, VAT, Payments, Receipts

The question sometimes arises on how Pastel does discount and VAT on payments and receipts.

Payments based vat:

B/fwd accounts - VAT will be automatically calculated for discount.

Open Item accounts - the operator must match/allocate the item for the VAT to be calculated.

Invoice based vat:

Balance Brought forward accounts - operator must enter the VAT code on the discount line.

Open Item accounts - operator must match/allocate the item for the VAT to be calculated.

Finding Open Batches

Date Last Changed

19/08/96

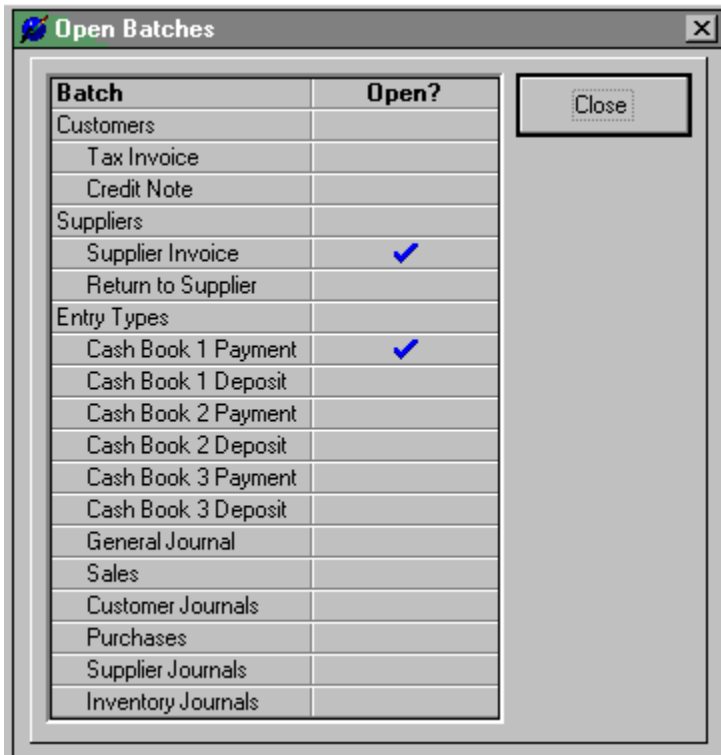
Keywords

Seeing Batches, Open Batches, Year End Does Not Run, Change Menu Options Do Not Run

When you perform certain operations, such as printing reports or running the year end routine, Pastel checks to see whether you have any open batches. If you have, one of two things will happen:

- Pastel will warn you that open batches exist, and will then continue with the operation you selected. An example of this is when you print reports.
- Pastel will prevent you from continuing until you update the open batch(es). An example of this is when you run a year end.

When Pastel displays the warning, you can choose the View Open Batches option in the warning window to see which batches are open. You can also use the View...Open Batches menu option to see the open batches:



The screen shows batch types down the side. A tick mark indicates that the batch type is open. You can view the contents of the batches, and update them, in the following menu options:

- Entry types are processed in the Process...Journals/Cashbook menu option.
- Customers are processed in the Process...Customer Invoices menu option.

- Suppliers are processed in the Process...Suppliers Invoices menu option.

When you encounter open batches and you cannot find any open batches, look for the following :

- Deleted invoice batches will also show as open batches. These batches must also be updated.
- When you have renamed a journal batch in DOS to another name, Pastel will still pick this up as an open batch. E.g. ACCTRN1.OLD will still show as an open batch. These renamed batches must be deleted completely.

Internal Precision Variance

Date Last Changed

19/08/96

Keywords

Internal Precision Variance, Tax Type

This message occurs in the Process...Journals / Cash Book menu option. When Pastel displays this message it has found the batch to be unexpectedly out of balance, when Pastel generates balancing entries.

This is normally due to a rounding or some such error in the tax. To correct this problem, go to each line in your batch and re-enter the tax type. You should then be able to update.

Income Statement / Balance Sheet do Not Print

Date Last Changed

19/08/96

Keywords

Income Statement, Balance Sheet, Financial Reports, Your System has Unallocated Accounts

In order to be able to print a standard income statement and / or balance sheet, you need to enter detailed financial categories for each general ledger main account.

When you create general ledger main accounts, you can leave the financial categories as "Unallocated Income Statement" or "Unallocated Balance Sheet". This does not give Pastel sufficient detail to print an income statement or balance sheet.

Invalid Date Error Message

Date Last Changed

19/08/96

Keywords

Invalid Date

If you get this message, ensure that you are entering the date correctly. You need to enter the full date when you change the date, not just the day or month.

Journal Payments Skipping Tax column

Date Last Changed

19/08/96

Keywords

Skipping Tax Column, Journal Payments, Tax column skipped

Why Debtors receipts sometimes skips over the tax column:

Invoice based

- Open item accounts - This will **ALWAYS** skip over the VAT code column.
- Balance brought forward accounts -This will allow you to enter a VAT code, but the program will not allow you to enter a VAT code it after the operator "enters" and sets the VAT code back to zero.

Payments based

Open item accounts and balance brought forward accounts will not allow the operator to enter a VAT code.

Preserving Budgets at Year End

Date Last Changed

19/08/96

Keywords

Budgets

When Pastel processes a year end procedure, it moves the budgets around automatically:

- **Last Year Budgets** Pastel SOHO Accounting stores last year budgets. These are removed at year end.
- **This Year Budgets** These become last year budgets and are set to zero.

Quick Search in Master File Edit

Date Last Changed

19/08/96

Keywords

Data Remote, Quick Search in Edit Screens

When you edit master file records with the data remote, and you need to find a record, there is a quick search available. This is faster than using the Zoom screen.

To move directly to a record when using the Data Remote

1. Ensure that you are in the sequence (code or name) you require.
2. Press <F11> to activate the search. You can do this from any field in the edit screen.
3. In the status bar at the bottom of the screen, Pastel displays "Enter the code/description you wish to go to and press <ENTER>". Enter the code or name you require.
4. Once you press <ENTER>, Pastel takes you to the nearest record to the one you entered.

Note that you can only use this option if the record you are currently working on has not been edited. If you have edited the record, press <CTRL> + <ENTER> first to save it.

Tax Type Not Allowed for This Period

Date Last Changed

19/08/96

Keywords

Tax Type, Period Checking, Date out of Range

Pastel lets you post in any period for up to two years. It is quite possible that during this time, the sales tax or VAT percentage can change.

If you post adjustments into previous periods, it is easy for you to forget which tax percentage applied at that point in time. In order to prevent this happening, you can set a date range in which a tax type applies.

If you then enter a transaction, and you enter a date and a tax type which is not allowed for that date, you get this message.

You set up the dates per tax type in the Setup...VAT/Sales Tax menu option.

Reversing Cheques

Date Last Changed

19/08/96

Keywords

Cheques, Canceled Cheques, RD Cheques

Sometimes you need to cancel a cheque. The cheque may have got lost, or a customer's cheque may be rejected by the bank.

To cancel a cheque

1. Process the cancellation in the same entry type as the one in which you entered the cheque.
2. Use the same reference as you used on the cheque. This will ensure that you reconciliation balances.
3. If you are using an open item account, leave the allocation as unallocated. Once you update the batch, use the Process...Open Item Re-allocation menu option, and allocate the reversal to the original invoice. You will then, at a later stage, be able to allocate a payment to that invoice.

Inventory

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Adjusting Average Cost

Date Last Changed

19/08/96

Keywords

Inventory Costing, Average Cost Adjustment, Changing Average Cost

Sometimes you need to change the average cost of an item.

Most of the time, the reason for this is that when you purchased the item you entered the incorrect cost. If this is the case, the safest way is to reverse the original invoice, and then re-enter it with the correct cost. We would recommend this method.

However, you can also use inventory journals to adjust the average cost. In this case, you must calculate yourself what the average cost would be.

To adjust the average cost by means of an inventory journal

1. Create a journal line which removes all the items which are currently on hand.
2. Create a second journal line which puts the same quantity back into the item. Pastel will let you enter the cost. Enter the new average cost.
3. Update the inventory journal.

Inventory Journals Corruption

Date Last Changed

19/08/96

Keywords

Inventory Journals, Data Corruption, Subscript out of Range, Input Past End of File

When you enter inventory batches, Pastel does not use Btrieve to write the batch files. This means that these batch files are more liable to corruption than most of the Pastel data files.

In the unlikely event that an inventory batch file corrupts, you will encounter a "Input past end of file" error when you attempt to load the batch.

In order to continue working, you need to delete the batch files and then re-enter the information.

To delete a corrupt inventory journal batch

1. From the DOS prompt, change to the directory which contains your data. For example, if Pastel is installed in \SOHO, and the company name is MYDATA, type:

```
cd \soho\mydata
```

2. Inventory batch file names have the following format:

```
ACCBSJ.DB0, ACCSJCTL.DB0.
```

3. To delete a file type **del** followed by the file name, and then press **<Enter>**. For example:

```
del accbsj.db0
```

You need to delete each of the above three files for the user who has a corruption.

If you experience frequent corruptions, then you should contact support. There may be a setting on your system which is corrupt.

Inventory Stores

Date Last Changed

19/08/96

Keywords

Inventory Stores, Inventory Groups, Multiple Stores

Sometimes you may want to track inventory items in different stores. For example:

- You may wish to separate your raw materials from your finished goods. In this case, you would have one store for raw materials, and another store for finished goods.
- You may wish to have a store for returned goods, so that you do not re-issue them to other customers. In this case, you would sell out of one store, and return into another.

In order to do this, you can use inventory groups. One way to do this is as follows:

1. Create separate inventory groups for your stores. These can have the same control accounts as each other, or not.
2. When you create inventory items, precede the inventory code with the store number. For example, if you need an inventory item for widgets, and you have stores (groups) 1 and 2, call the items 01WIDGET and 02WIDGET. Assign 01WIDGET inventory group , and assign 02WIDGET inventory group 2. This way, you can easily identify the same items in different stores.
3. You can now print inventory reports by inventory group if you wish to analyse per store.

Unposted Batch Quantities

Date Last Changed

19/08/96

Keywords

Inventory Quantities, Stock Quantities, Batch Quantities, Unposted, Quantities in Batch

If all the customer and supplier batches are posted, and there are still unposted quantities on a stock activity summary, you can delete these quantities.

This can happen, for example, if you get a corrupt sales or purchase batch, and you delete the batch through DOS.

To delete unposted batch quantities

1. Use the Change...Rebuild Batch Qty menu option. You can run this at any time.

Customers/Suppliers

Sales Rep Codes

Open Item Corruptions

Update Batch After Invoice Was Deleted

Sales Rep Codes

Date Last Changed

19/08/96

Keywords

Sales Reps, Rep Codes, Reporting

This is an example of how to make use of the Sales Rep codes in a different way:

A motor spares dealer has to report to his suppliers by splitting his sales up into: cash sales, workshop sales, warranty replacements, and so on. How does he do this?

In an instance like this he will create all of the different sales into sales reps. Reporting will now be very easy.

Open Item Corruptions

Date Last Changed

19/08/96

Keywords

Open Item Corruptions, Statement Balance, Detailed Ledger Balance, Age Analysis

Sometimes you may encounter an open item corruption. The symptoms of an open item corruption are that when you print a statement or remittance, items are duplicated or missing.

Of course, these errors are hard to find manually. The best way of detecting open item corruptions is to run a full verify, which you do in the File...Verify menu option. If there are open item corruptions, you will receive a message for each account which is incorrect.

When you encounter an open item corruption, you have to convert the corrupted accounts to balance forward, and then back to open item. Once you do this, the open item invoices and payments for that account are lost. However, no balances are lost. Also, the transactions for the accounts are still available via the detailed ledger for the account.

The detailed ledger is what Pastel uses for balance forward account processing. For open item accounts, Pastel keeps both the detailed ledger transactions and the open item transactions. These two should always balance in value; they only differ in the way they are organised. The detailed ledger is sorted by period and reference, whereas the open item transactions are sorted by original invoice numbers and allocations to the original invoices.

To remove open item corruptions from an account

1. Use the Change...Open Item/ Balance Forward menu option. Enter the account number of the corrupt account. Pastel converts it to balance forward.
2. Use the same option to convert back to open item. Enter the account number of the corrupt account. You also need to enter an entry type, a period, and a conversion method. See the manuals for details on how to do this. Pastel then converts the account back to open item.

Update Batch After Invoice Was Deleted

Date Last Changed

19/08/96

Keywords

Deleted Invoice, Update Batch, Open Batch, Cannot Change Period

After you delete an invoice in Pastel SOHO Accounting, you must still update the batch. You can only change periods if your batch is empty.

Agent Conflict: Microsoft Plus vs. Pastel SOHO Accounting On Windows 95 (Reported Bug)

Date Last Change

19/08/96

Keywords

Agent Conflict

On computers running Windows 95 and Microsoft Plus, the Pastel SOHO Accounting installation program does not complete successfully. This is because the Plus System Agent is running. The user must suspend the System Agent, run the installation, and then reinstate the System Agent afterwards.

Backup in Windows™ 95

Date Last Changed

19/08/96

Keywords

Windows 95, Backup, MWBackup

MWBACKUP does not work properly in Windows 95. Please do not use it to backup your Pastel data.

The DOS 5 BACKUP program does work in Windows 95. However, RESTORE does not! You must get a copy of RESTORE.COM which does work from Pastel. This file is available in your Pastel directory as WIN95.RST, which you can rename to RESTORE.COM.

The Windows 95 backup program is called BACKUP.EXE once again, the same as the DOS 5 backup program. If you want to use this backup, you must tell Pastel to use the DOS (BACKUP) option.

However, if you used the DOS 5 BACKUP program, you may have copied it or renamed it in the Pastel directory. Therefore, you must delete BACKUP.EXE or BACKUP.COM if there is one in the Pastel directory.

Cheques Not Fitting on Page

Date Last Changed

19/08/96

Keywords

Cheques

If you are printing cheques and they do not fit on the page, try to use a generic Text printer driver.

Creating an Icon in Windows 3.11 & Windows 95™

Date Last Changed

19/08/96

Keywords

Icon

Changing the properties of a start icon :

1. In Windows 95™ click on Start...Settings...Taskbar
2. Click on Start Menu Programs.
3. Click on Advanced. (This will open Windows Explorer)
4. In the right hand side of Explorer Double Click until you get the Pastel Program Group.
5. In the left side of Explorer find the Pastel4 Icon.
6. Right Click on this icon.
7. Choose Properties.
8. The Target must read as follows : C:\PASTEL\PSOHO.EXE

In general it is very difficult to get rid of a General Protection Fault. If this seems to be happening very frequently on your machine try to add the following lines to the SYSTEM.INI file.

Note Before editing a file in the Windows directory make a copy of the file. E.g. COPY<SPACE>SYSTEM.INI<SPACE>SYSTEM.PAS. This will allow you to undo any change you have made.

Adding a line to the Windows SYSTEM.INI file.

1. In Windows 95™ go to the Start...Programs...Accessories...Notepad menu option.
2. In Notepad go to the File...Open menu option.
3. In the C:\WINDOWS directory/ folder you will find a file called SYSTEM.INI. Open this file.
4. Find a Section reading : [386Enh]
5. Directly under this section add the following 2 lines :

TimerCriticalSection=1000

MaxBPs=768

6. Now choose the File...Save menu option and save the file.
7. You will now have to restart Windows.

Error Loading Table 1

Date Last Changed

19/08/96

Keywords

Error loading, Table 1, Starting SOHO, Click on Icon

When you encounter an Error loading table 1 while trying to access Pastel SOHO it might be due to the wrong version of Btrieve loaded.

- You have more than one version of Btrieve installed on your system. This could be caused by Pastel SOHO and Pastel version 3 both being on the same computer. It could also be caused by another software package which uses Btrieve version 5. Pastel SOHO uses Btrieve version 6.
- If Btrieve version 5 is already running in Windows, and you then attempt to load Pastel SOHO, you get this error.

Note that Btrieve version 6 is backward compatible with Btrieve version 5. Therefore, if you load Btrieve version 6 first, you should be able to run all packages.

To rename the old WBTRCALL.DLL file

1. Find where the file is. It will be in the \WINDOWS directory, or it will be in the \WINDOWS\SYSTEM directory.
2. Change to the directory which contains the file. For example, type:
cd \windows <Enter>

Rename the file. To do this, type
ren wbtrcall.dll wbtrcall.old <Enter>

Error 1002 File 24

Date Last Changed

19/08/96

Keywords

Path not Found

This might be due to insufficient virtual memory. Please check your virtual memory settings in the control panel.

Set these settings to the recommended size and a permanent type.

General Installation Errors on Pastel

Date Last Changed

19/08/96

Keywords

Data Error Reading Drive, Data Error Writing Drive, Disk Error, Installation, Error Reading Drive, Cannot Read Drive, System Error - Cannot Read from Drive, Terminating error, 62%, Manual installation

When you encounter an error "Data error reading drive x", this is not a Pastel error message. This is a message generated by the operating system, which indicates that it cannot read the drive which is specified.

After the message, DOS normally asks "Abort, retry, or ignore". ***You should never use the ignore option.***

You should press **R** to retry the disk operation. You can try this a few times. If the computer continues, then you should terminate what you are doing as soon as possible and take action as specified below. If the retry does not work, you will have to press **A** to abort the operation.

We will look at three different occasions where this error can occur:

- When you are installing Pastel
- When you are working in Pastel
- When you are making a backup.

If You are Installing

If you are installing your product, and you get the error on the drive you are installing from, there are two possibilities:

- The Pastel disks are faulty
- The diskette drive is not functioning properly.

The easiest way to check which of these is happening, is to attempt to install Pastel on another computer. If it works, then probably the diskette drive on the original computer is faulty. If it does not work on a second machine, then the disks are probably faulty.

A final check you should do, before deciding that a disk is faulty, is to check the computer for viruses. Some viruses disable the diskette drive and therefore generate this error.

If the disks are faulty, then the Orders department will arrange for a replacement set of disks using the fastest possible method. We ask that the original disks be returned so that we can check them, determine the error, and take steps to ensure that the error does not recur. Please address returned disks to the Production Manager at Pastel, and indicate the problem.

If, when you install, you encounter an error on the hard disk, see the next topic.

Manual Installation

When you get cannot read from drive errors you might try to do a manual installation:

1. Create a new directory in DOS at the C:\ Prompt.
2. Type CD\ [ENTER]
3. (Make sure you are at the C:\>)
4. Type MD Install [ENTER]
5. Type CD\Install [ENTER]
6. Insert first disk into drive
7. Type Copy a:*. * c:
8. Repeat this for all the disks.
9. At the C:\> Prompt now type Setup [ENTER]

The program should now install.

If You Are Working in Pastel

If you get a disk error while operating Pastel, then, whether the Retry works or not, you should proceed as follows:

1. Make a backup of the company you are working on. However, and this is very important, ***do not backup over an existing backup. Use separate diskettes from the ones you normally use to backup.***
2. You should now run a DOS or Windows verification procedure. If you do not have any special utilities such as Norton Disk Doctor, run Scandisk from DOS or Windows. Scandisk will check your disk for any errors, and will also correct any errors it finds.
3. Once you complete the disk check, go back into Pastel and run a Full Verify. If there are no errors detected, you are okay, and you can continue processing. If there are errors, you can either restore from a backup and re-enter any work you lost, or you can ask Pastel to fix your data for you.
4. If the data error occurs even once more, you should get your computer checked out by a competent hardware dealer.

If You Are Backing Up

If the error occurs on the hard disk drive, use the previous procedure. If the error occurs on the backup drive (usually drive A or drive B), then there are two possibilities:

- The backup disks are faulty
- The diskette drive is not functioning properly.

The easiest way to check which of these is happening, is to attempt to backup with another set of diskettes. If it works, then the backup disks are probably faulty. If it does not work, the diskette drive on the computer is probably.

A final check you should do, before deciding that a diskette drive is faulty, is to check the computer for viruses. Some viruses disable the diskette drive and therefore generate this error.

If the diskette drive is faulty, you should have it seen to by a competent hardware dealer. Whatever happens, ***you must make backups regularly.*** Please do not ignore the problem and stop making backups.

Ethernet cards base memory address and IRQ.

Different Backup Methods

Date Last Changed

19/08/96

Keywords

Backup, Backup Methods

Pastel lets you use three different backup programs.

Windows95™ Backup

MWBackup

DOS5 Backup

Note If you use the MWBACKUP option, you will have to consult your DOS manual about how to set up and use this option.

DIROPEN Invalid

Date Last Changed

19/08/96

Keywords

Invalid Property Value, Path not Found, DIROPEN File, Control Array Element

You can get an error when you attempt to use the File...1/2/3/4 menu option to open recently used companies. This can happen if you delete the company's sub-directory out of Pastel, instead of deleting the company from within Pastel.

If you then try to open the deleted company, you obtain either an "Invalid Property Value" error or a "Path not Found" error.

To ensure that you do not make the error again, delete the file DIROPEN in the Pastel directory. This file holds the names of the last 4 companies opened. Once you delete the file, Pastel will re-create it.

Exporting Data

Date Last Changed

19/08/96

Keywords

Exporting Data, Data Exports

You can export your Pastel data in different ways:

- You can export any report, including general ledger report writer reports, from the report options screen into spreadsheet or word processor formats.
- You can use the File...Export/Import menu option to export batch files and budget information into comma delimited ASCII files. See the manual for details and file formats.

Exporting Reports

Date Last Changed

19/08/96

Keywords

Exporting Reports, Exporting Data, Data Exports

You can export any of Pastel's standard reports into standard spreadsheet and word processor formats. This does not require any additional work on your part.

To export a report into a spreadsheet or word processor

1. Run the report you require.
2. In the Print To report option, select either word processing or spreadsheet format.
3. When you run the report, Pastel asks for the name of the file to export to.

File Listing Pastel SOHO Accounting

Date Last Changed

19/08/96

Keywords

SOHO File Listing, File Listing

File No	File Name	File Description
1	ACCNOTE	Notepad
2	ACCMAS	General ledger Master
3	ACCMASD	Customer master
4	ACCMASC	Supplier master
5	ACCDELIV	Delivery addresses
6	ACCTRN	Transaction
7	ACCUUSER	Users
8	ACCSALE	Salesman
9	ACCPRD	Inventory
10	ACCOI	Open Item
11	ACCPRMGL	General ledger parameters
12	ACCPRMTX	Tax parameters
13	ACCPRMDC	Customer / Supplier parameters
14	ACCPRMST	ST Parameter
15	ACCPRMSY	U Parameter
16	ACCGRP	Group
17	ACCPRDQ	Temp Qty
18	ACCFCAT	Financial categories
19	ACCHISTH	Invoice headers
20	ACCHISTL	Invoice lines
21	ACCBCURR	CB Currency
23	ACCRPFMT	Report Format
24	RIO.ENG	Literal file
25	ACCFONT	Fonts File

Graphs : Some 3D, Doughnut and Pie graphs not displaying

Date Last Changed

19/08/96

Keywords

Graphs not displaying, Display of graphs, Not Displaying

This is related to the amount of space the graph uses to load and the size of the graph.

On the 3D Pie / Doughnut graph you might get this when there is a lot of information requested or if you've got a lot of zero values in the data requested, it's not finding enough space to load the graph.

You can try to request less info, say run graph for only this year. Or you'll have to use another graph. There is no standard requirement for the amount of space or the amount of data. It will differ from graph to graph.

General Protection Fault in module CSTEXT.VBX

Date Last Changed

19/08/96

Keywords

GPF CSTEXT.VBX, CSTEXT.VBX, SBCHOOK

When user gets this message, it means that the computer date is set to a wrong date. In most instances the date is to the year 2000+.

Solution is simple: Set Date from 2??? to the current Date at the DOS prompt or in the control panel.

GPF in Module VBRUN300.DLL

Date Last Changed

19/08/96

Keywords

GPF, VBRUN300.DLL, TRUEGRID.VBX, Frequent GPF's

When running Windows 95™ and you are getting a general protection fault in module VBRUN300.DLL in Pastel SOHO Accounting, you need to make the following change to the Properties of the Start Icon.

Changing the properties of a start icon :

1. In Windows 95™ click on Start...Settings...Taskbar
2. Click on Start Menu Programs.
3. Click on Advanced. (This will open Windows Explorer)
4. In the right hand side of Explorer Double Click until you get the Pastel SOHO Accounting Program Group.
5. In the left side of Explorer find the PSoho Icon.
6. Right Click on this icon.
7. Choose Properties.
8. The Target must read as follows : C:\SOHO\PSOHO.EXE<SPACE>/T

In general it is very difficult to get rid of a General Protection Fault. If this seems to be happening very frequently on your machine try to add the following lines to the SYSTEM.INI file.

Note Before editing a file in the Windows directory make a copy of the file. E.g. COPY<SPACE>SYSTEM.INI<SPACE>SYSTEM.PAS. This will allow you to undo any change you have made.

Adding a line to the Windows SYSTEM.INI file.

1. In Windows 95™ go to the Start...Programs...Accessories...Notepad menu option.
2. In Notepad go to the File...Open menu option.
3. In the C:\WINDOWS directory/ folder you will find a file called SYSTEM.INI. Open this file.
4. Find a Section reading : [386Enh]
5. Directly under this section add the following 2 lines :

TimerCriticalSection=1000
MaxBPs=768

6. Now choose the File...Save menu option and save the file.

7. You will now have to restart Windows.

Importing Data

Date Last Changed

19/08/96

Keywords

Data Importing , Error Importing Data

When you import data it must be in the layout Pastel request in the manual. All the fields specified must be created even if there is not a value for the field. (You don't have to use blank spaces, just make sure that the field is created.)

The file must be saved in comma delimited format. If you import text you can use Double-quote character at beginning and end.

Here is an example of how a line must look:

Customer Import:

```
AAC001,"NO NAME AVAILABLE","PASTEL SOFTWARE","PO  
BOX1111","SANDTON",,,,,,Y,01,1,S001,,,,,N,00.00,Y,0,Y,01,00,,1000,,,,,
```

If Pastel detect any errors in the layout it will give an error message on Importing.

Always after Importing go and check the data/batch you've imported before you do any further processing or updating.

Installing Pastel SOHO Accounting

Date Last Changed

19/08/96

Keywords

Installing Pastel

You should install Pastel SOHO Accounting as outlined in your user guide. To summarise the installation procedure:

- Place the Setup disk in your disk drive (e.g. drive A:).
- In Windows™ 3.11, from File Manager, Choose the File...Run menu option, type **A:SETUP**, and press the **<ENTER>** key. In Windows™ 95, click the Start button, Choose the Run... menu option, type **A:SETUP**, and press the **<ENTER>** key.
- Follow the instructions on the screen.

There is no need to re-register your program once you install an update.

Pastel is Smaller, Need to Scroll Windows

Date Last Changed

19/08/96

Keywords

Windows 95, Scrolling Windows

When you install Windows 95, the default setting for the task bar is to be always visible. If you keep this setting, then Windows makes the screen smaller to leave space for the task bar. If you run like this, then most of Pastel's screens will scroll in the main Pastel window.

To restore full screen usage in Windows 95

1. Right-click on an empty area of the task bar.
2. A menu appears. Click Properties.
3. Uncheck the Always on Top check box.
4. Click the OK button.

This Company's Files are Open.

If another workstation is not working in the company close Pastel, and then close the Btrieve Icon.

Date Last Changed

19/08/96

Keywords

Password in Use, Btrieve, Files open, Close Pastel.

If, when you attempt to open a company, you get a message "Password in Use" when you enter the password, it could be caused by various things:

- If another user on another workstation is using the password, then you cannot also use it. You must use another password. If there is only one password for that company, create another user in the Setup...Users / Passwords menu option.
- If Pastel has terminated unexpectedly, and the Microkernel Database icon still displays, then the password file is still locked. Terminate Pastel. If the Microkernel icon does not remove itself, double-click the icon, and then terminate it. You will receive a message that some files are still open. After this, you can start Pastel again.

Record / File In Use

Date Last Changed

19/08/96

Keywords

Opening company, Enter on password

You might get this error when you are running low on memory. This normally happens on a 486DLC machine.

You might try the following :

- Open the Control Panel ...386 Enhanced ... Virtual Memory.. Change. Do not make any changes. Then ALT-TAB to program Manager and open Pastel.
- This error can also appear when you are running Perfect Office in the background. Close the Perfect Office Toolbar.
- If you are encountering the error, " Record / File In Use ", enter the following line in the CONFIG.SYS file. DEVICE=C:\WINDOWS\IFSHLP.SYS

Re-Registering Your System

Date Last Changed

19/08/96

Keywords

Registrations, Re-Registering, Changing Registered Name

If you need to re-register your system, and / or change your registered name, you can do so. However, to change your registered name you need to apply to do this in writing.

To re-register your system

1. If you need to change your registered name, then fax or post an application to Pastel. The application should be on a letterhead of the name you wish to change to. If possible, provide a letterhead of the old name. Your application should also provide the reason for which you are changing your registered name. Pastel reserves the right, should it feel that Pastel is being compromised, to refuse to change the registered name.
2. Start up your program. On the first screen, which shows your current registration details, press * (<SHIFT> + 8). The registration screen appears.

Obtain the registration details from Pastel registrations, and enter the new information.

Subscript out of Range

Date Last Changed

19/08/96

Keywords

Subscript out of Range, Opening a Company, Data Corruption

If, as you open a company, you receive a "Subscript out of Range" error message, then your defaults file is probably corrupt. You should delete this file.

First, however, ensure that the Microkernel Database Engine is closed. If it is still visible, double-click it and close it.

To delete a corrupt default file

1. From the DOS prompt, change to the directory which contains your data. For example, if Pastel is installed in \SOHO, and the company name is MYDATA, type:
cd \soho\mydata
2. To see the default files, type:
dir accdflt.db0
3. To delete the file, type **del**, then a space, and then the file name. Finally, press <Enter>. For example:
del accdflt.db0 <Enter>

The default file holds your last standard options which you chose. Therefore, you do not lose much when you delete the file. Once you delete the file, start Pastel again and attempt to open the company.

Tag File not on Disk

Date Last Changed

19/08/96

Keywords

Installation, Disk Error, Tag File, Install Error, Disk Error

When you install, you can obtain the following warning message:

"Warning: The tag file is not on the disk. Please check if this is the required disk."

If this happens, then the disk drive name in the dialogue box has changed. Ensure that it is set to A: or B:, as the case may be.

Using BACKUP.EXE with DOS 6

Date Last Changed

19/08/96

Keywords

Backup, Restore, DOS 6, Windows 95

When you back up from within Pastel SOHO Accounting, Pastel uses the DOS 5 BACKUP.EXE command.

From DOS 6.0 onwards, Microsoft do not provide the BACKUP.EXE program as part of the operating system. Instead, they provide another program called MWBACKUP.EXE. This program takes too much memory for Pastel to call it.

However, you can still use BACKUP.EXE, provided you carry out the following procedure:

To backup with DOS version 5 BACKUP.EXE even if you are on DOS version 6

1. In the Pastel program directory, there is a file called DOS5.BKP. Rename this file to BACKUP.EXE. To do this, move to the Pastel directory and type:
ren dos5.bkp backup.exe <ENTER>
2. You can then attempt to perform a backup. If you get the message "Incorrect DOS version" when doing the backup, then you need to edit the CONFIG.SYS file in the root directory (C:\). Add the following line to the CONFIG.SYS file:
device=c:\dos\setver.exe
3. The DOS version 5 RESTORE.EXE program is not required, as Microsoft provides it along with DOS version 6. However, if you are on Windows 95, you must get a copy of RESTORE.COM from Pastel. This file is available in your Pastel directory as WIN95.RST, which you can rename to RESTORE.COM.

Using the Edit Command

Date Last Changed

19/08/96

Keywords

Edit Command, CONFIG.SYS, AUTOEXEC.BAT

When you need to make a change to a DOS or Windows configuration file, you can use the DOS EDIT command to effect these changes.

To use the DOS EDIT Command

1. Change to the directory in which the configuration file resides. If you are changing the CONFIG.SYS or AUTOEXEC.BAT file, change to the root directory by typing:
cd \ <Enter>
2. Make a backup of the file you are about to enter. To do this copy the file to a new file, and change the extension to .BAK. For example, if are going to edit the CONFIG.SYS file, type:
copy config.sys config.bak <Enter>
3. Invoke the command by typing **edit**, followed by a space, followed by the name of the file you are editing, and then press **<Enter>**. For example:
edit config.sys <Enter>
4. You can now edit the file. Use the cursor keys to move around the file. Characters you enter will insert at the cursor position. Press **<Delete>** to delete characters. Press **<Ctrl>+Y** to delete the line you are on. To insert a new line, press **<Enter>** at the start of the line after the one you want to insert.
5. Once you have made your changes, press **<Alt>+F** and then press **X**. You are asked if you wish to save your changes

Virus Checking and Updates

Date Last Changed

19/08/96

Keywords

Virus, Updates Have Viruses, Installation

If you run virus checking software which stores checksums for .EXE and .DLL files, then when you install Pastel or a Pastel update, the virus program may issue a potential virus warning message.

This is simply because the .EXE or .DLL file size has changed when you installed the update. It does not mean that Pastel has shipped with a virus.

Virus programs have options to refresh the checksums. You should use this after you install an update.

Out of Stack Space While Printing

Date Last Changed

19/08/96

Keywords

Printing, Document Printing, Fonts, Out of Stack Space

Some users encounter an "Out of stack space" error when they attempt to print standard reports. This happens when the page size on the printer you are printing to is too small to accommodate the report. The solution is simply to correct the page size.

Seikosha SP2400

Date Last Changed

19/08/96

Keywords

Printing, Fonts, Seikosha SP2400

If there is no Windows driver for this printer, try to use one of: Epson EX800, Epson E800, or Epson FX850.

Setting Up Printer Fonts

Date Last Changed

19/08/96

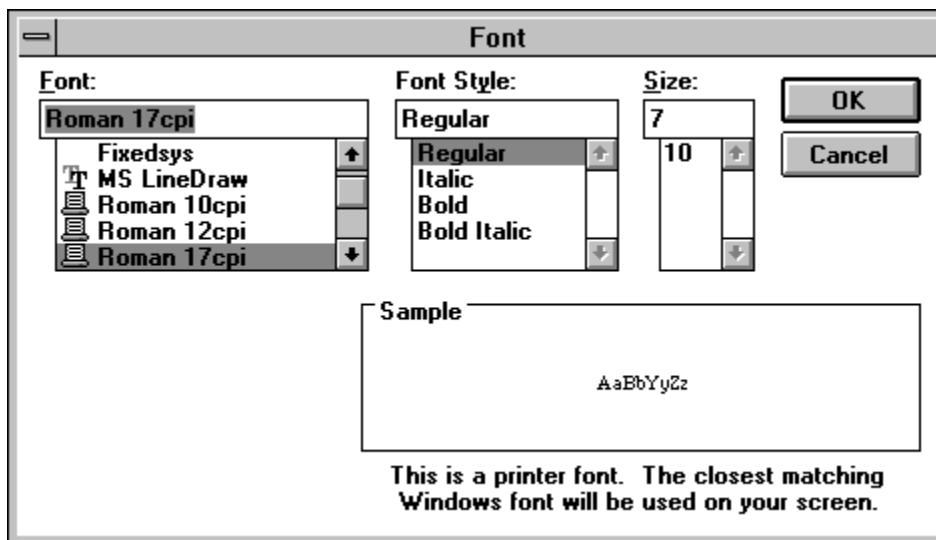
Keywords

Printing, Fonts

You set up printer fonts in the File...Fonts Setup menu option. For details of how to use this option the manual.

Pastel SOHO Accounting lets you use all available fonts for most printing operations. The exception is document printing, which still uses fixed length fonts.

If you are printing in Windows, and you have a dot-matrix printer, you should always choose a font which is built into the printer. These fonts have a small picture of a printer next to them:



In this example, the Roman 10cpi, 12cpi, and 17cpi fonts are printer fonts. The MS LineDraw font is a TrueType font, and will print slowly on a dot-matrix printer.

Which Font Sizes to Use

Date Last Changed

19/08/96

Keywords

Font Sizes, Printer Fonts, Printout Does not Fit

Here are some guidelines on font sizes:

- **Epson Dot-Matrix Printers** Use Roman 17cpi for Headings, Lines, and Totals. You can then experiment with different fonts and sizes later. For other dot-matrix printers, choose 17cpi fonts wherever possible
- **Laser and InkJet Printers** Use Arial 9 point for Headings, Lines and Totals. You can then experiment with different fonts and sizes later.

BTI.INI File

Date Last Changed

19/08/96

Keywords

BTI.INI, Btrieve

BTI.INI File Settings

The BTI.INI file must reside in the local Windows directory. All parameters apply only to applications running on that one computer. You may use any standard text file editor to edit the parameters in the BTI.INI. Be sure to save the file as an ASCII text file.

Typical BTI.INI for Pastel SOHO Accounting

```
.*****  
;  
; Copyright (c) Btrieve Technologies, Inc. 1982-1994. All rights reserved.  
;  
; Btrieve Technologies Inc. product initialization file for MS Windows  
.*****
```

```
[Btrieve]  
tasks=30  
local=Yes  
requester=No  
verbose=0  
chkparms=
```

```
[Btrieve Client]  
options=/P:4096 /L:30 /F:80 /H:80 /T:15 /M:1024 /U:10  
trnfile=  
desktopicon=Yes  
SharingOnLocalFiles=SingleEngine  
SharingOnRemoteFiles=MultiEngine  
EnableSharingBias=Yes  
tracefile=  
EchoArgs=No
```

```
[BrequestDPMI]  
freememory=No  
[wbroll]  
datalength=4  
exclusive=No  
outputmode=ASCII  
listverbose=No
```

datalist=0

keylist=0

[DBUtilities]

ViewBtrieveSettingsOnly=Yes

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