Appendix A

Troubleshooting

Refer to the Online Learning Center for the most recent troubleshooting information. Appendix C, Review of Accounting Principles; and Appendix D, Glossary is on the OLC at www.mhhe.com/yacht2016 > Troubleshooting Tips.

The last page of each chapter is an index. Refer to the chapter index for specific troubleshooting, how to fix, comments, and Read Me boxes.

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TROUBLESHOOTING INSTALLATION

System Requirements Warning

If a System Requirements window warns RAM is not large enough or processing speed is too slow, you may continue installation but Sage 50 2016 may run slower.

The minimum requirements for Sage 50 2016 installation is 1 GB of RAM for single user, 2GB of RAM for multiple users, and 2.4 GHz of processor speed. Refer to pages iv-v for System Requirements.

Sage 50 Installer: IPV4 vs. IPV6

During installation, if a window prompts "Your computer is currently using a default network protocol, IPV6, which may cause Sage 50 to run slowly. Would you like to change to a default protocol, IPV4, which will make Sage 50 run faster? Click <Yes>.

The database engine that Sage 50 uses internally is not compatible with IPV6. It requires the use of IPV4. In some configurations, it can cause Sage 50 to run very slowly. Very few network installations actually use IPV6, so it is generally safe to make the switch to IPV4.

Remove PCWxxx.ini Files

If you are having difficulty installing Sage 50 2016, do a search to check if a PCWXXX.ini file resides on your hard drive. Search and then delete these files:

1. PCW160.ini (Peachtree 2009)
2. PCW170.ini (Peachtree 2010)
3. PCW180.ini (Peachtree 2011)

Once the PCWXXX.ini file is deleted, reinstall Sage 50.

PDF FILES

To convert Sage 50 reports to PDF files, you need Adobe Reader software, an Adobe Corporation product. This software lets you view, navigate, and print the contents of a file. Free Adobe Reader software is available at https://get.adobe.com/reader/.

If you are having difficulty using Sage 50's PDF feature, do the following:

1. Update to the latest version of Adobe Reader https://get.adobe.com/reader/.
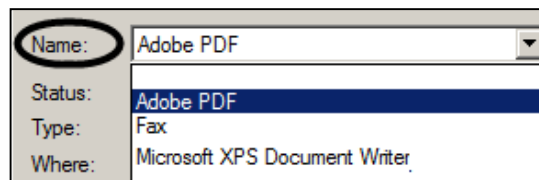2. Exit Sage 50. Insert the Sage 50 DVD and select Repair.

USING EXCEL 2007, 2010, OR 2013

Exporting two or more Sage 50 reports to Excel is shown on pages 85-87. If a window prompts that additional reports cannot be exported to the same file, save the Excel report, then Exit. Go to the Sage 50 report you want to export, then add a new worksheet to an existing workbook. When saving multiple Sage reports to an Excel file, you may need to exit Excel between exporting each report to an existing workbook.

GO GREEN AND SAVE, *OR* NO PRINTER

Reminders to Go Green and Save are included within chapters of the textbook. *Or*, if your computer is not connected to a printer, you have these choices:
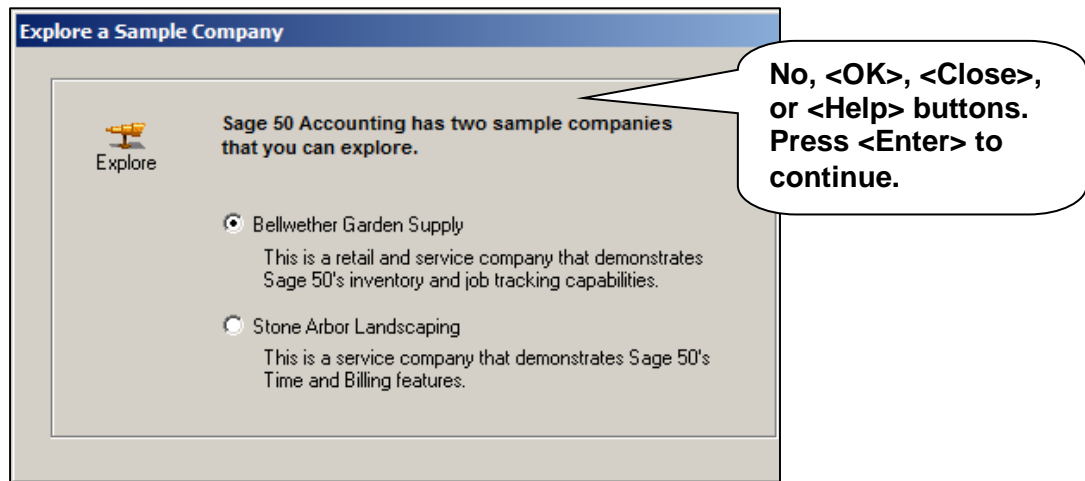
1. In the Print Properties field, save the file as either an Adobe PDF file or a Microsoft XPS Document Writer file. If needed, you can attach the file to your instructor.

2. In the Check number field or Invoice number field, type the appropriate number. Since printing a check or invoice numbers the entry and posts it to the ledger, typing the number in the appropriate field before posting will also include the number on the journal and ledger.

OPENING THE SAMPLE COMPANIES

When selecting one of the sample companies – Bellwether Garden Supply or Stone Arbor Landscaping – the Explore a Sample Company Window does <u>not</u> show the <OK>, <Close>, or <Help> buttons.

Screen resolution affects how Sage 50's windows look. The recommended screen resolution is 1024X768 with small fonts. Page v includes this recommended system requirement:

- At least high color (16-bit) SVGA video; supports 1024x768 resolution with small fonts required.

Higher screen resolution may be used. Higher resolution will not affect how the software functions, but the user interface might look different. For example, if you do not have an <OK> button, press <Enter> to start Bellwether Garden Supply or Stone Arbor Landscaping.

PROBLEM BACKING UP TO USB DRIVE

Instead of backing up to the USB drive, backup to your desktop. Then, copy the backup from your desktop to the USB drive.

RESTORING STARTING DATA FOR THE SAMPLE COMPANIES: BELLWETHER GARDEN SUPPLY AND STONE ARBOR LANDSCAPING

To start the sample companies from the beginning (before any data was added), restore these files:

1. In Chapter 1, on pages 23-25, you backed up Bellwether Garden Supply. This back up was made *before* any data was added. Restore the bgs.ptb file. Refer to Using Sage 50's Restore Wizard on pages

29-33 for detailed steps. Once the bgs.ptb file is restored you have starting (beginning) data for Bellwether Garden Supply.

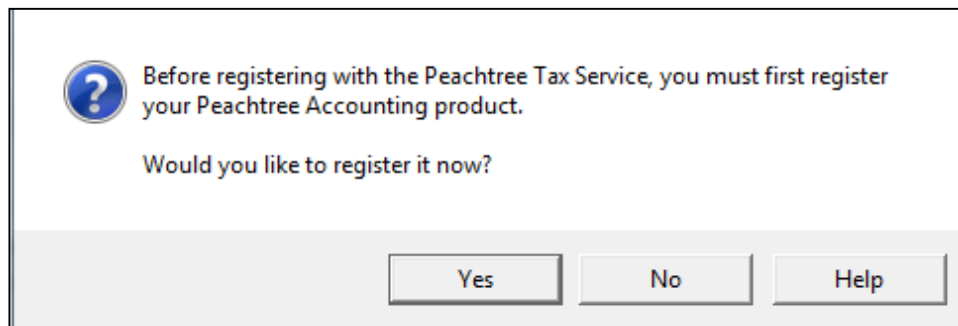2. In Chapter 8, on page 243, you backed up Stone Arbor Landscaping. Restore the Chapter 8.ptb file.

RESTORING SAGE 50 2013 OR 2015 BACKUP FILES (.PTB EXTENSION)

To restore files from earlier versions of Sage 50, use the Educational version software. The student version *cannot* be used to restore .ptb backup files from earlier Sage 50 versions. The Educational version is free to schools, does not have a time limit, is multiuser ready, and has a different serial than the student version.

If your school is a member of the Sage Education Partner Program (http://www.sage.com/us/about-us/education), the new version of Sage 50 is automatically sent to schools. When installing the Educational version, use the serial number emailed by SageEducation@sage.com, 800-256-8807. The website for downloading free classroom software is http://www.sage.com/us/about-us/education-instructor.

PAYROLL ENTRY

If you are trying to use the payroll tax tables and a window prompts to register your product, you may not have not installed the software with the appropriate serial number. [Peachtree is used as an example; your window shows Sage 50.]

If you select the Payroll Entry window and a window appears asking you to register payroll, click on the Do not display this message again box. Then click <OK>.

Sage 50 educational and student versions include *example* tax tables for 50 states (File; Payroll Formulas, Sage-Maintained, select the Formula ID field. Example payroll formulas are included for the 50 states.)

You may need to delete the software and reinstall.

SERIAL NUMBER IN USE; YOU CANNOT USE SAGE 50 BECAUSE IT HAS REACHED ITS MAXIMUM NUMBER OF USERS

If you are receiving Serial Number in use, Another Sage 50 user is using the same serial number, or Sage 50 has reached its maximum number of users, do the following.
1. If necessary, exit Sage 50.
2. Go to Task Manager by pressing the CTRL+ALT+DEL keys and on the Processes tab look for W3DBSMGR.EXE, click to highlight and choose End Task. The W3DBSMGR.EXE file is the Pervasive database which sometimes takes time to end. You may have exited Sage 50 and then tried to start it *before* Pervasive stopped running.

3. Restart Sage 50.

DELETING SAGE 50

Follow these steps to delete Sage 50 Accounting 2016. (Use similar steps to delete Sage 50 2015 or earlier version.)

1. Insert the Sage 50 CD. Select Run autorun.exe. *Or,* go to Control Panel > Programs and Features > Uninstall Sage 50 Accounting 2016 (*or* other year). The InstallWizard window appears briefly.

2. When the Maintenance Options window appears, select <u>R</u>emove > click <Next>.

3. The Confirm Uninstall prompts This will remove Sage 50 Accounting 2016 (all versions), click <OK>. Be patient. Removing Sage 50 Accounting will take a while.

4. When the Maintenance Complete window appears, click <Finish>. .

5. If necessary, remove the CD. Close Control Panel.

After removal, you may want to delete these two folders:

1. C:\Sage

2. C:\Program Files (x86)\Sage

<u>Before</u> removing the folders, backup data that you want to keep. Once the Sage folder is deleted, all company data files are removed. (In Windows Vista, the Sage folder is within C:\Program Files.)

These steps are also shown on pages xxiii.