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/yacht2019 > 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. Appendix A,

Troubleshooting, includes the following.

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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 2019 it may run

slower. The minimum requirements for Sage 50 2019 installation is 2 GB of RAM for single user, 4 GB of RAM for multiple users, and 2.4 GHz of processor speed. Refer to page v for System Requirements.

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.

SAVE EXCEL FILE AS A PDF

You can also save PDF files from an Excel 2013 and higher file.

1. Open the Excel file; for example, Chapter 1_Employee List.xlsx.
2. Select File > Save as Adobe PDF > Convert to PDF > type the File name **Chapter 1_Employee List** > Save.

INACTIVE EXCEL ICON

In order to use Microsoft Office 365 integration features, you must have an Office 365 Business Premium account. OneDrive must be activated and configured. Refer to Integration/compatibility requirements, page v.

Display the Sage report, select Edit > Copy. Start Excel > Open a blank workbook > right-click on the sheet > left-click Paste > reformat and save.
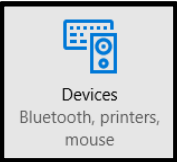
SPREADSHEET COMPARE

Office Professional 2016: "Compare two versions of a workbook by using Spreadsheet Compare" at https://support.office.com/en-US/article/Compare-two-versions-of-a-workbook-by-using-Spreadsheet-Compare-0E1627FD-CE14-4C33-9AB1-8EA82C6A5A7E.

"What can you do with Spreadsheet Inquire in Excel 2016 for Windows," at https://support.office.com/en-US/article/what-you-can-do-with-spreadsheet-inquire-in-excel-2016-for-windows-5444eb12-14a2-4d82-b527-45b9884f98cf. For **Office Professional 2013**, go to https://technet.microsoft.com/en-us/library/dn205148.aspx.

**WINDOWS PRINTER SETTINGS**

If PDF files are <u>not</u> printing, do this: Go to Start > click > go to

 > click > turn off Let Windows manage my default printer. When turned off, the default printer is the last used printer.

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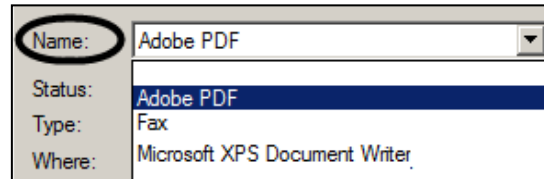
2. In the Check number field or Invoice number field, type the appropriate
    number. Since printing a check or invoice numbers the entry and posts it to
    the ledger, typing the number in the appropriate field before posting will also
    include the number on the journal and ledger.

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.
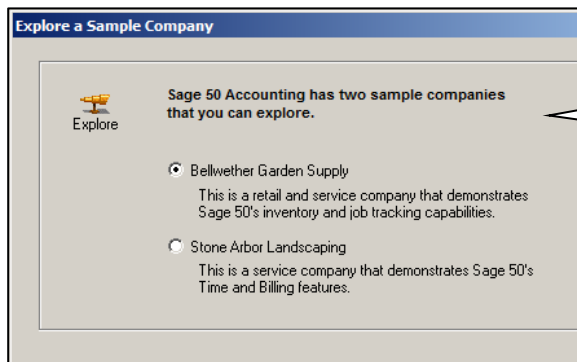
No, <OK>, <Close>,
or <Help> buttons.
Press <Enter> to
continue.

Screen resolution affects how Sage 50's windows look. The recommended
screen resolution is 1024X768 with small fonts.

Page v includes recommended system requirements:

* 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.

RESTORING STARTING DATA FOR THE SAMPLE COMPANIES

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

1. In Chapter 1, on pages 23-26, 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 27-31 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 2016 OR 2017 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, 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 installed the software with the appropriate serial number. [Peachtree is used as an example; your window shows Sage 50.]
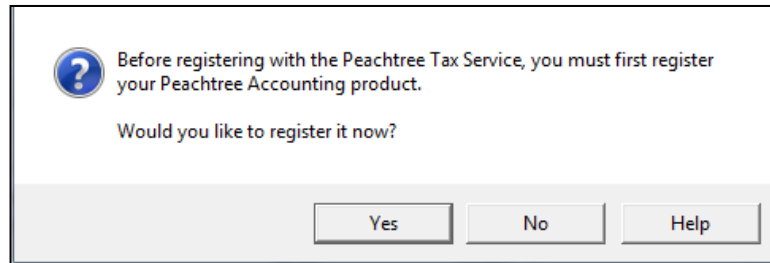
If you select the Payroll Entry window and a window appears asking you to register payroll, click on the Do not display this message again box. Then click <OK>.
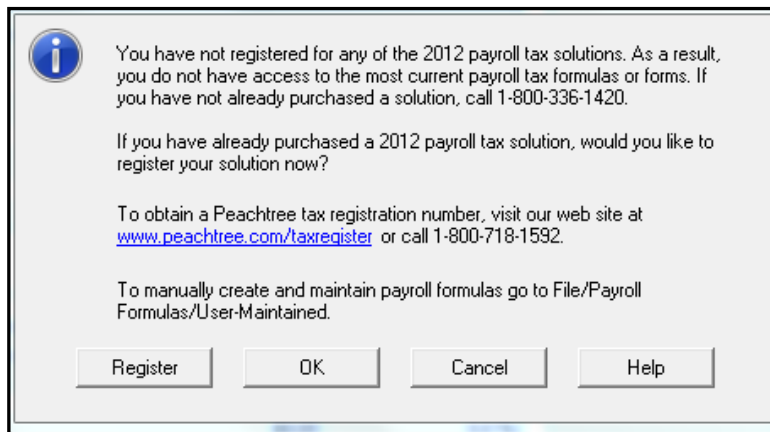
Sage 50 educational and student versions include *example* tax tables for 50 states (File > Payroll Formulas > Sage-Maintained > select the down-arrow in the Formula ID field. Example payroll formulas are included for the 50 states.)

You may need to delete the software and reinstall, then restart Sage 50.

DELETING SAGE 50

Follow these steps to delete Sage 50 Accounting 2019. (Use similar steps to delete Sage 50 2017 or earlier version.) These steps are also shown on page xxii.

1. Go to Control Panel > Programs and Features > Uninstall Sage 50 Accounting 2019 (*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 2019 (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.)