Troubleshooting Your DDMS System

eCommerce Industries, Inc.

ddms distribution software

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Contents

Taking the Time to Troubleshoot

At ECI², we're continuing working to improve the service you receive. Educating you to resolve common system issues whenever possible is just part of that commitment.

Each day the ECI² Support Department fields over 300 calls, answering your questions and solving your problems. Learning to troubleshoot simple system errors can save you hours of time. Not only can you avoid waiting for us to return your call, you'll also gain a better understanding of how your system operates. On those occasions when you can't resolve the issue yourself, you'll find that the time spent hasn't been wasted. Instead, the information you've gained will help the support technician more quickly troubleshoot your individual problem.

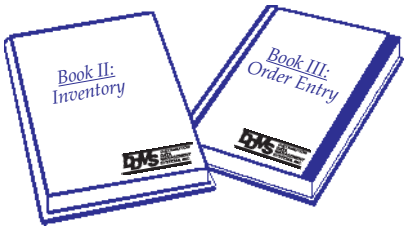
When you investigate system problems, keep in mind how the system worked before you discovered the problem, while also examining what's changed. This simple task can often be a key factor in identifying and resolving the dilemma.

For example, Ensite Pro uses about 2000 parameters. Merely adjusting one can greatly affect your system's performance. Employees often don't understand that turning on one flag can alter modules across the entire system. By keeping this in mind, you can help significantly reduce the time we spend troubleshooting errors.

Don't forget — one of the most valuable tools you have is your DDMS documentation. This includes your 11 standard books, approximately 20 optional books covering additional modules, and hundreds of handouts from user's meetings and classes we hold during the year.

Each issue of Key Ops magazine contains pullout sections with helpful tips and procedures. Save them in a binder to build your own quick-reference library. They can help you quickly troubleshoot quick questions and problems.

In addition to this documentation, DDMS produces *Key Ops* every other month. Recently we've added a new feature to your *Key Ops* newsletter: *Tech Tips from the Help Desk*. This information provides answers to our top hits — questions we hear the most. We've placed it in the center page, so you can easily remove it and save it in a binder for future reference. *Tech Tips* has two formats: the "If....Then" columns, which explain how to solve a problem, and "How Do I...." columns, which describe a specific procedure. They can be an invaluable tool when trying to troubleshoot system errors and questions.



DDMS Support Technicians also use the documentation to help find quick answers and solutions. While it may not always have the exact information you'll need, more often than not, you'll find the answer if you're willing to look. Before you pick up the phone, consider first checking your documentation to find an easy solution.

In this session, we'll cover several different areas of the system and methods for troubleshooting common system problems. We'll also discuss some frequently asked questions (FAQs) that our DDMS Quick Response team receives on a regular basis.

Transmission Troubles

When you transmit data, you have to consider many factors. First, you're dealing with two sets of hardware and software — yours and the party to whom you're transmitting. Next, you have to take into account the various phone lines involved in the transmission. For all these reasons, troubleshooting wholesaler communication problems can be frustrating at best. Since this topic could take hours to examine, we'll focus on the common areas to check when troubleshooting wholesaler communications:

- **Most importantly, did the modem dial?**
  - Is the modem turned on?
  - Is the modem plugged in?
  - Is there a dial tone on the line?
- **Did the wholesaler receive your transmission?**
- **Are you using the proper cable?**
- **Are your parameters set correctly?**

Before you call support, check each of the above questions. It could be as simple as a disconnected modem.

Whose Price is it Anyway

If it's a sale flyer, you don't have to assign it directly to the customer's record.

As a dealer, selling price is a vital component to your business. Several factors can contribute to how the system calculates selling price. The Best Price field, Contracts fields, Standard Discount field, and Hold Type fields all play an essential role in determining the selling price of a particular line item. Settings in the (E) Inventory Master screen and sale flyers often contribute to determining an item's selling price. In order to maintain a gross profit percentage, you must understand how these factors influence an item's selling price and the system flow for calculating it.

Best Pricing

Basically, the system uses a method called Best Pricing to determine what pricing flow to use for a specific customer. The chart on the following page lists the order in which the system will search for the best price.

In all cases, if a price is found on a fixed contract, the search will stop. If the fixed contract is preceded by one or more flexible contracts in the Contracts field in the (A) Customer Master screen, the system will compare the contract prices and use the lowest one.

Chart 1: The Best Pricing Field

If BP = (BLANK)

First Search

1. %N CONTRACTS
   If price is found, search stops (if you specify **X** or **O** in the HAVE SPECIALTY CONTRACTS field in (LG3)).
2. CUSTOMER CONTRACTS—ALL FOUR
   If price is found on fixed contract, search stops.
3. SALE CONTRACTS—ALL
   If price is found, search stops. If price is not found, search continues in remaining matrix.

Second Search

4. ITEM QUANTITY BREAK PRICES
5. CUSTOMER COLUMN PRICES
6. CUSTOMER DISCOUNT/COST-PLUS
7. LIST/CATALOG PRICE

If the item is found on fixed contract, search stops. If not, checks all contracts and takes the best price. If no contract price is found, checks quantity breaks, column prices, and discounts/cost-plus and takes the best price. If no price is found, uses list/catalog price.

If BP = Y

1. %N CONTRACTS
   If price is found, search stops (if you specify **X** or **O** in the HAVE SPECIALTY CONTRACTS field in (LG3)).
2. CUSTOMER CONTRACTS—ALL FOUR
   If price is found on a fixed contract, search stops.
3. SALE CONTRACTS—ALL
4. ITEM QUANTITY BREAK PRICES
5. CUSTOMER COLUMN PRICES
6. CUSTOMER DISCOUNT/COST-PLUS
7. LIST/CATALOG PRICE
8. ASSORTMENT PRICE

If item is found on a fixed contract, search stops. If not, checks all prices for the best price.

If BP = X

First Search

1. %N CONTRACTS
   If price is found, search stops (if you specify **X** or **O** in the HAVE SPECIALTY CONTRACTS field in (LG3)).
2. CUSTOMER CONTRACTS—ALL FOUR
   If price is found, search stops. If price is not found, search continues in remaining matrix.

Second Search

3. ITEM QUANTITY BREAK PRICES
4. CUSTOMER COLUMN PRICES
5. CUSTOMER DISCOUNT/COST-PLUS
6. LIST/CATALOG PRICE

If the item is found on fixed contract, search stops. If not, checks all contracts (except sale) and takes the best price. If no contract price is found, checks quantity breaks, column prices, and discounts/cost-plus and takes the best price. If no price is found, uses list/catalog price. This replaces the ZY contract on the classic system.

If BP = L

1. %N CONTRACTS
   If price is found, search stops (if you specify **X** or **O** in the HAVE SPECIALTY CONTRACTS field in (LG3)).
2. CUSTOMER CONTRACTS—FIXED ONLY
   If price is found on a fixed contract, search stops.
3. LIST/CATALOG ONLY
   Replaces contract ZZ.

The Contracts fields in the (A) screen let you specify up to four contracts for each customer account. (This doesn't include sale flyers. They are automatically checked, unless excluded by the Best Pricing field.) If the item appears on a contract, the system uses the contract's price as the item's selling price.

Suppose you've set up a customer with two different contracts: 55 and A3, and the customer wants to purchase an item that appears on both. Contract 55 has the item listed for a higher price. When you retrieve the customer's record in order entry, you'll find that the system defaults to use the higher selling price — in this example, the price from contract 55. Troubleshooting this problem resides with a single parameter setting in the (LG3) Order Entry Pricing Parameters screen.

If you check the Sale Contracts From/To fields in the (LG3) screen, you'll find that these fields default to use contract 95 through contract 99. Any contract which falls below this range is fixed. Any contract which falls above this range is flexible. In our example, we set our Contracts fields in the (A) screen with contract 55 in the first field and A3 in the second. See Figure 1. In this case, the system will locate the item on the fixed contract and stop searching. As this example illustrates, the system uses several criteria to determine an item's best pricing.

When you have difficulty determining how the system is calculating selling price, don't forget to check the (G) Order Entry screen. The system shows you if the item is a sale flyer, has a standard discount, has cost plus pricing, or is on a contract. If an asterisk (*) appears next to the Discount Type field, the item is on a sale flyer. If the letter C appears, the item is on a contract. If the item is on a contract, the system also displays the contract where the item appears on the screen.

Figure 1: The Contract Fields in the (A) Screen

```
10:23:48            (A) CUSTOMER MASTER  REV. (03/26/99)              04/01/99
ACTION [I] ==========================================================================
  A=Add, C=Chg, D=Del, I=Inq, H=His, Q=Serv, S=Sale, T=Tax, R=Reindex, O=Other
======== Company Location [ 1] ============== S-H-I-P-P-I-N-G  A-D-D-R-E-S-S ===
Acct  #       101  Dept :                Name  :
Name  :ABC COMPANY                       Suite :
Suite :                                  Addr. :
Addr. :1655 TIMBER RIDGE                 City  :
City  :ROANOKE                           State :    Zip #      [    ]
State :TX  Zip #76248 [    ] Route :C100  Contact [                    ]
Phone #800-366-4778 Sic :SICC Prepay ?    National Drop Ship Account Y/N ?
Status O/E :K  Slsm # 911 Add.Slsm # 904 ------------ ORDER ENTRY --------------
Stat. Exempt [N]    Credit Limit $ 20839 Taxable Y/N :Y Dist :1101 Remote ID :77
Entry Date :08/03/93 Start Limit $ 90000 Status OE :   TM1 :   TM2 :  OE Exmp :
---- ADDITIONAL DEPT, NAME & CONTACT --- Catalog Price :  Best Pricing :
 Dept. [G/L #03-2020-30               ]  Disc Type :T 10.0%  Hold Type :# # 2
 Name  [                              ]  Contracts [55] [A3] [  ] [  ]
 Contact [SKIP VALENTINE      ] Type ?   Cost M/W/A/P/2-9 ?M Cost Plus if Net :
------- Fax Number #817-431-0956 ------  Up List      %    Columns :
  [                                 ]    P/O Required ?! B/O ?  Substitutes ?
  [                                 ]    Format: Pick :   Invoice :    Hold ?
  [             -                    ]   Inv. Copies  :   Laundry List ID :
==============================================================================
Press H-History, S-Sales, Q-Service, or Any Other Key for Next Record ?
```

By checking the (A) screen settings for the customer, you can easily determine how the item's selling price is being calculated and make any necessary changes. However, before you make serious changes, DDMS recommends that you first consider the entire picture and how the change you're making will affect the selling price of other items on your system. Occasionally, it's wise to override the price for an individual item rather than make a global change.

Contract Pricing

When you set up contracts and have difficulty getting the contract pricing to work, there are several factors you should consider:

There are several different types of contracts available: Fixed, Flexible, Specialty, and Sale Flyers to name but a few.

- Does your contract contain valid dates? If the contract's dates are expired, the contract won't work. If dates aren't the problem, determine whether the contract is assigned to the customer's record.
- Secondly, check the contract to determine if it's the price the customer should receive based on best pricing, any other contracts assigned to the record, and the contract type. Remember, if the customer has a fixed contract set up in the (A) screen in the first position, the system will default to use the item price from the fixed contract.
- Next, you should consider the contract's Quantity Break field. Perhaps the customer ordered an item quantity of 10. However, in order to receive the contract pricing, they needed to order 15.
- Finally, check whether the Allow Contract Dates By Line field in the (LE1) Inventory Parameters screen is set to **Y**. This field lets you set beginning and ending contract dates for individual line items. If your item has a different date, the system could override the contract's date for the item, and the item may not be included.

Since best pricing and contract pricing can be very confusing, DDMS recommends that you carefully read your system documentation to gain an overall understanding of how these factors interact. Once you've gained this knowledge, you'll be able to more easily troubleshoot pricing questions.

Cost Flow Choices

Like wholesaler communications, cost can also be a confusing area to troubleshoot. Most of the dilemmas you'll encounter aren't software issues. Since they're more often setup problems, we'll examine the general process for cost flow on the DDMS system. In order to efficiently troubleshoot cost, you'll also need a basic grasp of the difference between pricing cost (P Cost) and average/actual cost (A Cost).

Cost is recorded as part of the information about the sale as each item is placed on a customer's order. Both P Cost and A Cost are used for reporting, general ledger, commissions and possibly item

pricing. In addition, if the customer is a cost-plus customer, the system uses P Cost to calculate a suggested selling price. The system records both costs for an item in the order entry file. These costs follow the other order information to the sales journal. The costs recorded at order entry are P Cost and A Cost.

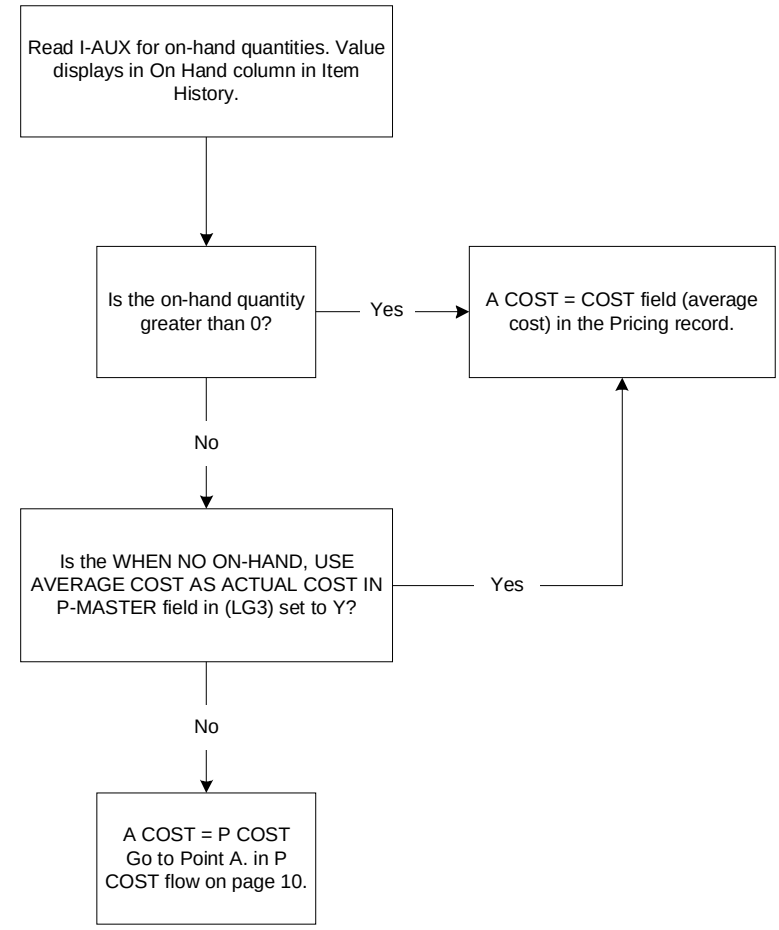
You control where the system gets the cost information by the value you enter in the Cost field in the (A) screen.

Average/Actual Cost

If, at the time of the sale, the on-hand quantity of the item fills the order, A Cost is the average cost (all cost averaged by all quantities or weighted average). If there are no on-hand quantities, the manufacturer, primary/secondary wholesaler or purchasing vendor cost is used, depending on how the customer is set up and your (LG3) screen parameter settings. This is called actual cost. For now, we'll discuss actual cost. It's displayed when placing the item on the order, when inquiring, or verifying. When the item is backordered and purchased on a short-buy purchase order, the average/actual cost is updated by the cost from the purchase order and acknowledged from the wholesaler if transmitted when it is final received. The cost in this field can also be changed during verification. The flow of A Cost through the system is as follows:

Average cost is subject to change based on updated information from the supplier.

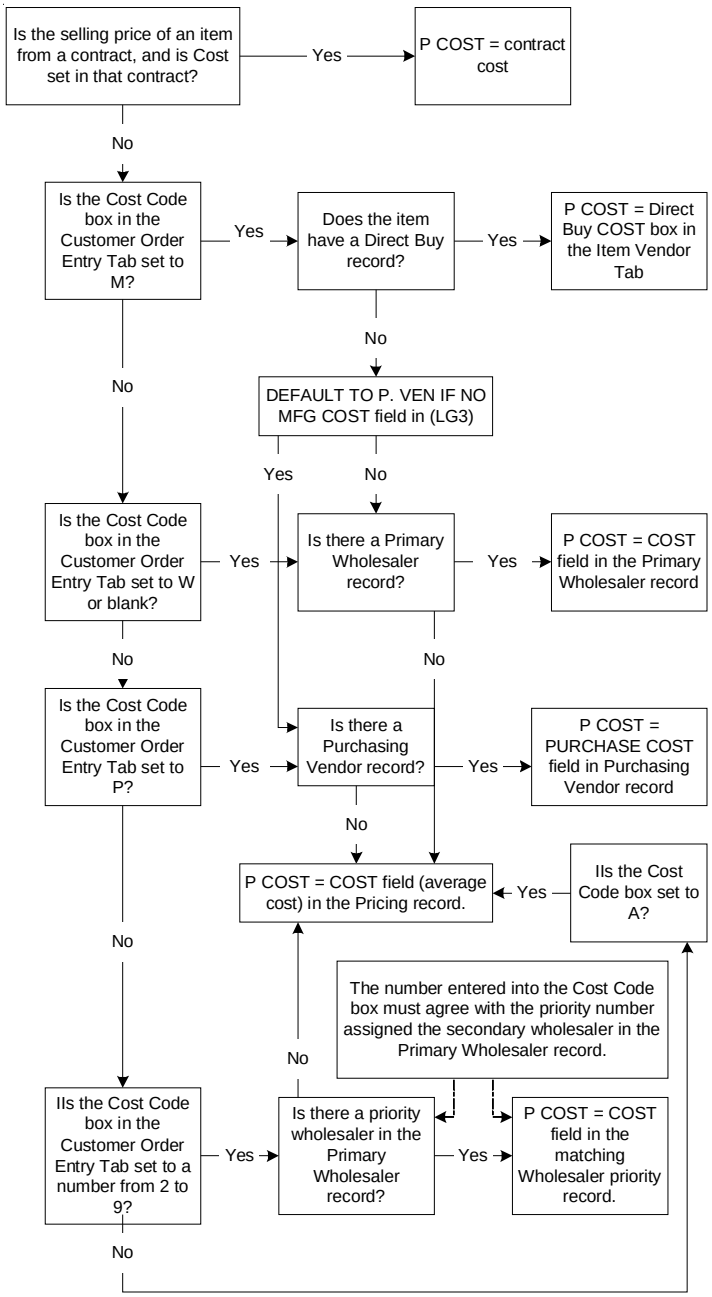
A Cost can be affected by using the weight rate when flushing, or by using the % To Up Cost option when receiving in the (F) screen or Purchase Order Entry window.



Pricing Cost or Average Cost

This is the primary or secondary wholesaler's replacement cost, the direct buy replacement cost or purchasing vendor's replacement cost, whichever you specified for the customer (the wholesaler's cost is the default). It can also be the contract cost. The flag which determines which cost is used is set in the Cost field of the C-DISC file and is displayed when the item is placed on the order. Therefore, for cost-plus customers, this is the cost that the system uses to determine a suggested selling price, hence, pricing cost. Contract cost is used only if the item is on a contract that is effective for this customer and the cost was set in this contract. P Cost is also affected by the value set in the % field of the Pricing Record in the (E) screen. The flow of P Cost through the system is as follows:

A.



*If the Set P Cost to L Cost field in the (LG3) screen is set to **Y**, P Cost is equal to the value entered in the LCost field in the Primary Wholesaler Record in the (E) Screen or Item window.*

Your A/R: It's a Balancing Act

By balancing daily totals, we refer to checking your AR-BATCH Report against your President screen totals on a daily basis. Since accounts receivable is at the heart of your business, it's vital that you balance your (PDA) screen on a daily basis. The (PDA) screen allows you to do this with a minimum of effort and fuss. It provides a recap of your A/R transactions and is divided into several major sections — Over 90, Over 60, Over 30, and Total. These fields are located in the upper left-hand corner of the screen. The system recalculates these fields each time you perform a full aging function. It's important that you do the full aging function as often as you need a current aging. For some dealers, this may be at the end of each business day. For others, once a month may be sufficient.

The lower section of the screen is divided into two portions — the left side, which shows the total of all accounts receivable, and the right, which shows your daily A/R data. By using these fields, you should be able to view your daily column at day's end and balance it against your AR-BATCH Report as well as your Total A/R figure listed in the Total field in the upper left-hand corner of the screen. Since this screen is updated on a real–time basis, you can only do this at day's end.

The Full Aging procedure is dedicated.

To balance, begin by running a full aging procedure. Afterwards, compare the lower right-hand A/R Total to the total in the upper left-hand corner. See Figure 2. If you're in balance, these two figures will match.

Figure 2: Viewing A/R Totals in the (PDA) Screen

```
04:48:40          (PDA) PRESIDENT'S A/R SCREEN REV. (02/16/99)        05/06/99
--------------------------------------------------------------------------------
                                                          YTD   Daily 05/03/99
Over 90  $       3527.43   Finance Charges   $        327.13  $           .00
Over 60  $      21867.48   High Credit       $      88370.00  $        829.44
Over 30  $       -476.07   Hits              #            37         #       8
Current  $      11408.38   Avg Lines         #             3         #       8
Total    $      36327.22   Avg Amount        $       1157.33         $ 664.00


                          YTD                    Daily 10/01/96
Previous Balance           $      36074.72              $      48557.75
     Invoices     $      33888.98                $        414.72
     Payments     $      21401.00                $        283.60
     Credits      $          4.95                $           .00
     Adjustments  $           .00                $           .00
Net Change                 $      12483.03              $        131.12

New Balance                $      48557.75              $      48688.87

Location (  )                  Action [ ]
--------------------------------------------------------------------------------
+-Inc, --Dec, S-Set Date, L-Set Loc,
M-Period, Q-Quarterly, P-Print Screen, Screen Letter or ESC
```

In addition, also be sure to compare the daily net change figure in the lower right portion of the screen to the A/R Trade figure from the A/R Batch Report. If all is well, these figures will also match. Checking these figures consistently helps keep your accounts receivable in balance with your general ledger.

If you haven't set up your (PDA) screen, or if you've already set it up but haven't maintained the figures, you'll need to start over. To do this, run a full Trial Balance and edit your daily totals, inserting the figures as the net change for a single day. Afterward, you'll be able to start accruing new A/R data.

Zeroing Your On-Hand Quantities

You do inventory counts using the (+EF) Zero On Hand Quantities function. This option lets you zero your on-hand quantities so that you can create a purchase order with the items that you have on-hand, and release that P/O to on-hand. If the task malfunctions, you may have unnecessary file data or duplicate records which are causing the program to run in an endless cycle. If this happens, use the following steps:

Step 1: Perform a ;UTLRESET function on the unit containing your I-AUX file. (You do this in the (ML) System Maintenance Procedures screen. For details, see the heading **Checking for Crossed Files** later in this handout.)

- If the ;UTLRESET function shows crossed file problems, correct them before proceeding.
- If the ;UTLRESET function reveals no errors, go to **Step 2**.

Step 2: Perform the ;SPC:NODUP program. This function deletes any duplicate entries in your I-AUX file. (This procedure is performed in the (ML) screen. For details, see the chapter concerning the (ML) screen in your *1998 General Release Software Documentation*.)

Step 3: Perform the ;SPC:KILOC program. This program deletes any bad locations in your I-AUX file. (This procedure is performed in the (ML) screen. For details, see the chapter concerning the (ML) screen in your *1998 General Release Software Documentation*.)

Step 4: Finally, perform the [E] Delete Supplemental Files function in the (+E) screen. This function deletes all inventory records that do not have a Master Record in the (E) screen. (For details, see the chapter concerning deleting supplemental files in *Book II: Inventory.)*

After these steps are completed, rerun the (+EF) screen function. The program should successfully complete. If you experience additional problems, contact support for assistance.

Solving the Case of the Missing Item

At times, you may discover that you can retrieve an item in the (E) and (F) Purchase Order Entry screens only to find that you can't retrieve it in order entry. This problem usually occurs for two reasons:

- The system is excluding the item due to its assigned stock class. If you enter stock classes to exclude in the Inc/Exc From O/E (G) Class/To fields in the (LE) Inventory Parameters screen and the stock class assigned to the item falls within this range, the system will not display the item in order entry.
- An alias definition could be set up for the item. If you set the Automatically Accept Alias Match field in the (LG5) Additional Order Entry Parameters screen to **Y**, the system automatically accepts the alias match for the item in order entry. In this case, when you enter the item number, the system retrieves the alias item instead.

Since these are common culprits, it's wise to examine both these parameter settings first. If you examine both and neither are causing the problem, you can call support for help.

Checks that Jam or Won't Print

It's frustrating. You're in a hurry printing your A/P checks when all of a sudden your printer jams. While irritating, you'll be glad to know that this problem is easily fixed.

- Clear the checks from the printer and reload a fresh set. Simply reprint them, changing only the starting check number. Suppose you started with check number 1000 and printed 15 before the printer failed. After you re-start, enter your new starting check number. Since checks print in vendor number order, limit the checks by using the last vendor number for which checks printed to vendor ZZZZ. The system will reprint only the checks that jammed, putting the appropriate check number on the invoice.
- If you created the AP-PAY file and marked the invoices that you were going to print, you'll have two steps instead of one. First, rerun the To Be Paid Report and create a new AP-PAY file. After the report prints, hand mark the invoices that you want to pay again and rerun the checks, using the appropriate starting check number.

If you released the checks before you discovered that the checks weren't printing, you'll need to void them, and repay the invoices from the beginning.

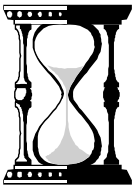
You may also experience problems with checks that refuse to print. If this happens it can usually be attributed to three reasons:

- You ran the A/P checks based on a voucher or net date, and don't have an appropriate date range for the checks you're attempting to print. If this is the case, correct the dates and run the checks again.
- You ran the To Be Paid Report and accidentally created the AP-PAY file. If you did, delete the AP-PAY file and run the checks again.
- You meant to create the AP-PAY file and mark the invoices you wanted to pay, but forgot to mark the invoices. If so, mark them and run the checks again.

If you follow these steps and still can't get the checks to print, contact support for technical assistance.

When Sales Tax Questions Arise

Troubleshooting sales tax issues can be a problem for any support technician. First, we have to consider the many parameters and settings that can affect your sales tax. Then, we have to understand your specific sales tax laws. When you call support, you have to detail how your taxes should work, while also describing what's currently wrong, wasting valuable company time. If you are in a point-of-sale environment, you can't wait for us to return your call. You need an answer now. In many cases, it can be easier for you to solve sales tax issues once you understand how sales tax works.



Which Method to Use

Several factors can affect sales tax — which method you use depends on your laws and your business needs. You can use the state tax percentage set in the (LØ) Global Master Parameters screen. You can set up specific tax districts or combined tax districts. In addition, you can use a combination of the (LØ) state tax and the tax districts you create.

You should also note that tax can be calculated by line or by invoice. Normally, this parameter is set depending on the laws in your area. DDMS recommends not using the (LØ) state tax percentage. Instead, we prefer that you set up tax districts or combined tax districts for calculating your sales tax.

Sales Tax Questions

Sometimes your sales tax is double what it should be. Suppose you have a 5% sales tax, but it's calculating 10%. This happens when you have 5% entered in the (LØ) screen and set up a tax district for the customer for 5%. When this occurs, the system adds the figures to calculate the sales tax at 10%.

If you also discover point-of-sale tax problems, be sure to check the setting in the Use Only State Tax For POS field in the (LØ) screen.

Another problem is when you find that your customers aren't being taxed at all. There are several reasons this can happen:

- The customer is set up as non-taxable in the (A) screen.
- You have a tax district set up as non-taxable in the Non-Tax District # field in either the (LG5) or (LG2) Point of Sale Parameters screens.
- The Sales Tax % in the (LØ) screen is correctly defined, but the customer's billing address is in a different state. If you use the (LØ) tax field, in order for the customer to be taxed, the customer's billing address must match the address set in the State field in the (LØ) screen.
- The customer's items have an inventory department that is higher than the (LG3) First Non-Tax Department field. If you set the First Non-Tax Department field to 5, for example, any item that has an inventory department of 5 through Z will not be taxed.
- The item has been assigned a different department in the I-PRICE file than the I-MASTER file. If the item has been assigned a department in the I-PRICE file, the system will use this department, overriding the item's assigned department in the I-MASTER file. Therefore, if the department assigned to the item in the I-PRICE file is non-taxable, the item will not be taxed.
- If regular merchandise is taxed properly but uncataloged items are not, it's possible that your system is set in the (LGØ) screen to have a default department for uncataloged items that is lower than the First Non-Tax Department field in the (LG3) screen.

Occasionally, you may discover that the tax prints correctly on the original invoice and that the (B) Accounts Receivable screen reflects the proper amount. A month later the customer asks you to reprint the invoice and you discover that the total and tax amounts differ. In this scenario, it's possible that the tax percentage on a tax district was changed.

When the tax rates change — either by going up or down — you should never modify the tax district percentage. When you do and create an invoice, the previous tax district is assigned to each line item on the invoice. The system will use that tax district to calculate the tax each time you print that particular invoice. The tax amount is not stored in a field. Therefore, if you change the percentage and reprint the invoice, the tax will reflect a different amount.

Handling Tax Changes

Invariably your local tax rate will change over the years. To handle tax rate changes, we advise that you ***never*** change the tax district percentage. Instead, create a new tax district with the appropriate percentage. After the tax district is created, perform a mass change, limiting to the old tax district and changing it to the new one. This way, you can retain the old tax district information. When you reprint invoices, the system will list the correct tax, whether it reflects the new tax or the old one.

If you have problems getting your laundry lists to work correctly after reading the documentation and following these steps, contact ECI² support.

Additional Tax Cases

Obviously, these are just a few of the many sales tax problems you could encounter. Other complex issues involve questions concerning sales tax on paid invoices, tax by line, and so forth. If you read your system documentation and follow these instructions, you may be able to troubleshoot many of your sales tax questions. If you find you have a unique problem, contact support for further assistance.

```
03:22:00            (L1)  TERMINAL AND TICKET PARAMETERS              10/03/96
================================================================================
              ACTION [I] (C=CHANGE, I=INQUIRY, H=HELP, W=WINDOWS)
================================================================================
              Starting Terminal to have Order Entry as Master [TE]
        KEY:  AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
   LOG.       KEY  O/E   T-I-C-K-E-T-S      SLIP     LABELS     INVOICES
   TER. LOC. AHD TYPE  ST. ONL  FORM P    FORM P    FORM P   ONL  FORM P  OPTION
 1 [T0] [ 1] [Y]  [ ]  [4] [Y] [      ]  [4T   1]  [      ]  [Y] [4I   1]  [  B]
 2 [  ] [  ] [ ]  [ ]  [ ] [ ] [      ]  [      ]  [      ]  [ ] [      ]  [   ]
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 4 [  ] [  ] [ ]  [ ]  [ ] [ ] [      ]  [      ]  [      ]  [ ] [      ]  [   ]
 5 [  ] [  ] [ ]  [ ]  [ ] [ ] [      ]  [      ]  [      ]  [ ] [      ]  [   ]
 6 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
 7 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
 8 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
 9 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
10 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
11 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
12 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
13 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
14 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
15 [__] [__] [_]  [_]  [_] [_] [_____ _]  [_____ _]  [_____ _]  [_] [_____ _]  [___]
PRESS ANY KEY TO CONTINUE (P=PREVIOUS SCREEN)
```

Figure 3: The Option Field in the (L1) Screen

Laundry List Issues

Since laundry list problems rarely occur, if you're having problems, you'll probably be able to troubleshoot them yourself using your documentation and the following steps.

- In order to use laundry lists, you ***must*** set the Option field in the (L1) Terminal and Ticket Parameters screen to **B**, as shown in Figure 3. You must do this for every terminal for which you want to access customers with laundry lists. If you use laundry lists, every terminal ID that your order entry clerks use should have this option enabled.
- Your laundry list ID must be four characters in length. *Do not* set it to less than four characters. The ID must also be assigned to the customer's record in the (A) screen in the Laundry List ID field.
- The laundry list must also be set up as an item in the (E) screen. Be sure to leave the Co field blank. Setting up a company for this item can cause specific problems.

Whenever a flush prematurely stops, the system automatically sends your tickets to a status 3.

Flushing Frustrations

You flush your tickets using the [G] Flush Backorders function in the (TR) Order Entry Reports screen. When you do, several problems can occur including:

- The flush stops — sending the tickets to a status 3.
- No tickets flush.
- A particular ticket won't flush.
- The printer jams while flushing.

The Flush that Stopped

If the tickets stop flushing during the procedure, begin by determining whether you have a filled file on your work unit. A filled file is a temporary file that the system creates when flushing backorders. The format has the name "Filled" followed by the location and the logical name of the printer to which the flush was sent. For example, if you flushed location 1 tickets to the P1 printer, the file would read "FILLED 1P1". If you locate this file, you should be able to begin flushing tickets where you ended. However, if you perform the flush again and it stops, you'll need to delete the file from your work unit. After you do, you'll discover that your tickets have been flushed to a status 3. At this point, use the following instructions to end the tickets:

- Use the [A] Picking Tickets function in the (TR) screen to batch print your pick tickets. This program will pick up any status 2 and status 3 tickets and move them to any status you specify. If you

normally flush to a status 8, you must perform the (TR)[A] procedure and move the tickets to a status 6 instead. This moves all the items to a status 6 and ships the items.

- Next, manually final-verify each ticket. At first glance, this seems like an unnecessary step. Sending your tickets to a status 8 during the (TR)[A] procedure would be much quicker. However, if you do this, you'll only move those items that were supposed to flush to a status 9, but not the items that weren't going to flush during the procedure — the items that were previously shipped. They will remain instead at a status 6.

The Flush that Wouldn't

What do you do when the tickets won't flush? If your flush never started, check to see if you have accidentally set a limit that would prevent your tickets from flushing. Perhaps you entered inventory location 1, but you meant to flush tickets for your location 2 — location 1 might not contain any tickets to flush.

You may have also accidentally released inventory to on-hand before flushing. To check, print the Stock Receipts Report using the [H] function in the (TR) screen. However, do not release the information. When the report prints, it will list everything that is currently in the RECEIPTS file. Pay special attention to the Left column on the report. This column lists the items that need to be flushed. If the Left column on the report is empty, you may not have final-received your purchase orders, or you already released to on-hand.

- If you didn't final-receive your purchase orders, do so, and try flushing again.
- *If you are live on inventory* and released to on-hand, make sure that the When Flushing, If Item Cannot Be Filled From Receipts, Fill From O/H parameter in the (LF1) Purchase Order Flushing Parameters screen is not set to **N**. If it is, set it to **Y** and try the flush again. *Only perform this function if you are live on inventory. If you're not and you perform this step, you will flush items you didn't mean to flush.*

The Ticket that Refused

If you find that only specific tickets won't flush, determine whether those items are on a P/O that has been final-received. Also, make sure that the items on the P/O have an assigned pick ticket which should have flushed. If not, it's possible that they could update another pick ticket that had the same item backordered, depending on the Flush Only Items Assigned To Invoices prompt. If this is the case then be sure you haven't used some sort of limit that would exclude that ticket from flushing.

The Flush that Wouldn't Print

One of the more frustrating flushing problems you can encounter is when your printer jams, and prints all the information on a single line. Because the information printed, the tickets aren't left at a status 3. While the system considers the flush successful, you're left without the printed tickets. This is one of the more difficult situations to recover from.

Your best option is to manually reprint the tickets. To quickly determine the tickets that should have flushed, print the Open Pick Report, adding the due date detail. When the system flushes the tickets, it automatically changes the due date to the vendor's name from whom you received the merchandise. Therefore, any ticket that has a due date containing this information should have flushed. If you flushed the tickets to a status 8, you could also run the report by limiting to only status 8 and status 9 tickets. However, this option is only available if you didn't previously have any status 8 or 9 tickets. After you determine the tickets you need to reprint, you must manually reprint them.

Note: The Print Code field in the (LGØ) screen lets you specify what information prints on the ticket. Since you're reprinting the tickets, the system considers the original printing successful. Therefore, unless you edited your format to reprint this information for each successive printing, when you reprint the tickets again, the information you have set up to print in the Print Code field will not appear on the tickets.

The Trouble With Short-Buys

DDMS allows you many different options for purchasing items. You can create purchase orders manually by entering each item, or you can use the short-buy process to create purchase orders. Using this method, you transfer items from the SHORT-BUY file onto the purchase order. (You create these files when running the Short-Buy Report.) This method is faster and easier than creating purchase orders manually, because it eliminates entering the items and quantities individually. However, in order for an item to appear on the Short-Buy Report, it must:

- Be backordered on a pick ticket
- Be set at a status 6 or 7
- Not appear on a different purchase order.

If these three criteria aren't met, the item won't appear on the report. If the item meets the above list, but doesn't appear on the report, use the following list of questions to help you troubleshoot the problem.

1. Did you set limits when printing the report that would exclude the missing item? To check, print the report again using different limits.

2. Are you using a custom limit that would automatically exclude the missing item? To check, go to the (+Y) screen and view any special limits you have set up for the Short-Buy Report. You do this using the S-BUYS selector name. Press Return until the This Selector Exists Change Or Delete prompt appears. (If the This Selector Does Not Exist prompt appears, you do not have custom limits set up for the Short Buy Report and this is not the problem.)

   The This Selector Exists prompt gives you the option of changing your limits or deleting the report. If you choose to delete the report, you'll return it to its default limits. (You should use caution when deleting reports. Many Short Buy Reports are specifically altered to meet your needs. In addition, by deleting the report, you do not ensure that the items will automatically appear. There are other reasons why the items may not be listed on the report.)

- If an item appears on the report that shouldn't, check whether it meets the three criteria we've listed. Most likely, the item is listed on the report because it has a pick ticket assigned to it and it's on a P/O. For whatever reason, the item on the pick ticket doesn't have the P/O number assigned. If you change this and rerun the report, it should disappear.

Once the report has printed and you have your items in the SHORT-BUYS file, you can use the file to automatically place the items on a P/O. You do this using the [S] S Buys function in the (F) screen.

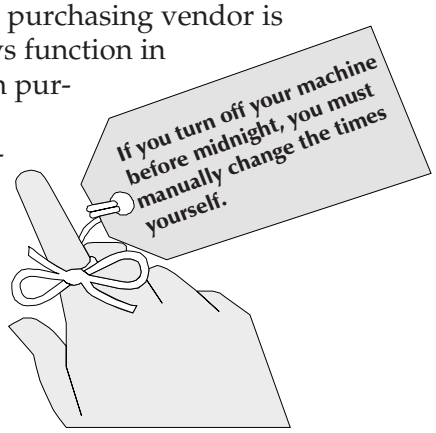
Figure 4: The Short-Buys Window

```
08:50:09          (F) Purchase Order Entry  rev. (04/01/99)           05/06/99
-------------- Inv Loc [ 1] ----------------------- File [PO-MASTER ] Vol [W3  ]
ACTION [S] (C-Chg,I-Inq,D-Del,O-Order,R-Rec,S-Short Buys,T-Trans,P-Print,F-Fax)
Vendor #ABC CO.         Contact :                            Phone #   -   -
Name   :                                Fax #   -   -      R.Phone #...-...-....
Street :                          Account #                  Last P/O #     10004
City   :                       State :    Zip #     -     Current P/O #     10068
---------- Total Weight #_______.___  $_________.__ --------- Due Date :__/__/__
STOCK NUMBER___ CO._____ DESCRIPTION_____________ UNIT C  ORDER RECEIV ACK. NBR.
   **************************************************************************
   *                  Entire Short-Buy for P/O Y/N ?N                       *
   * Assign Pick Ticket Numbers Y/N ?Y  Include Specials Y/N/D/Prompt ?P    *
   *     Only Items for Classes From #.  To #.  (Blank-All Classes)         *
   *   Only Items that Match Vendor ? [.........]  (Blank-All Vendors)      *
   *   For C=Company, M=Mfg., W=Vendor ID, P=Program, V=Pur. Vend. ID ?.    *
   *     Dollar Limit for Building P/O $...........  (Blank-No Limit)       *
   *         Update "I-PRICE" List with List Price Changes Y/N ?.           *
   *          Reset "MFG." Cost Y/N ?Y  (Only if Vendor Matches)            *
   *      Check for Economic Buy Y/N ?Y  Economic Contract to Use [GG]      *
   *             Use Vendor Contract Range [10] to [12] Y/N ?Y              *
   *                   Contract to Use Cost From ? [..]                     *
   **************************************************************************
```

When you do, the system displays the Short-Buys Window, as shown in Figure 4. This window provides many options, including the ability to match items for the purchasing vendor, primary wholesaler, and so forth. If you use this option, the system will automatically select all of the items that match the vendor you selected and for whom the P/O is for.

If you don't have any items that match this vendor on the P/O you're creating, the system will not add them to the P/O. In addition, if the vendor ID on the P/O (set in the Vendor ID field in the (C) Vendor Master screen) does not identically match the Vendor ID in the (E) screen, the system will not place the items on the P/O. For this process to be successfully completed, the following must occur:

- The item must appear on the Short-Buy Report.
- If you use the vendor matching option, the item must match the vendor for whom you are creating the P/O. Suppose the item's primary wholesaler is United and the purchasing vendor is Daisytek. When you run the [S] S Buys function in the (F) screen, you select the match on purchasing vendor option using United. In this case, since the purchasing vendor is Daisytek, the item will not be placed on the P/O.



If, after trying all the options we've listed and checking your system documentation, you still can't determine why the items aren't appearing on the Short-Buy Report or on the P/O, call DDMS for assistance.

Launching the LAUNCHFILE

If you encounter additional LAUNCHFILE problems that you can't resolve using these tips and the system documentation, contact support.

Occasionally, your LAUNCHFILE may not successfully launch programs or procedure files as it should. To troubleshoot this issue begin by making sure that the launched field is clear. In other words, no time displays in the launch column. If a time is listed for the launch, the launcher program assumes that the item has already been launched. It won't launch the item again. The system automatically clears the times at midnight, so if you turn off your system before midnight, the system won't automatically clear the times for you. Instead, you'll have to manually clear the times yourself.

If you determine that the launched column is clear and the time and date are correct, print the screen or record the information in the (Z)[E7] screen and delete your LAUNCHFILE from the SR volume serial. Next, go in the (Z) System Utilities screen and select the [E7] Activities Scheduler function. This option creates a new LAUNCHFILE. After the LAUNCHFILE is created, you can reenter the information. This task usually corrects the problem.

For more information concerning the (MA) procedure, see your online help.

In the event that you come to work and find your LAUNCHFILE empty, it's likely that a procedure file you were running failed. When a procedure file fails to complete, the system renames the LAUNCHFILE to SAV-LAUNCH, thereby preventing additional procedure files from starting. To verify that the system created the SAV-LAUNCH file, delete your blank LAUNCHFILE and rename SAV-LAUNCH to LAUNCHFILE. Obviously, you'll also want to determine when your procedure file stopped and the reason why.

Invoices and the Duplication Dilemma

Duplicate invoices can sometimes appear in order entry. If this happens, use the inquire function in the (G) screen to determine what caused the duplication. Note each line item, along with its corresponding file. This information can help you quickly determine what caused the following two problems:

- If you have invoices in the P-MASTER and JOUR-S files, it's possible that your (MA) Daily Backup Procedure didn't complete the previous night. In addition, if you have duplicates that only exist in the JOUR-S file, it was probably caused by running the (MA), having it fail, and running it yet again. Depending on when the (MA) failed, several problems, including duplicate invoices, can occur.
- A second factor for duplicate invoices can be blamed on mistakes made during year-end procedures. At the end of the year, you merge your monthly sales journals into one yearly sales journal. When you perform this procedure, you have the option of updating the (LGA) Sales Journal Parameters screen with the name of the yearly sales journal you're creating. The problem occurs when you forget to remove the monthly journals that you merged into the new yearly journal. If you choose to update the (LGA) screen, but forget to remove the monthly journals that you merged into the new yearly journal, the system will search both the yearly and monthly journals for your invoices. Since the invoices reside in two separate journals, you've created duplication. To fix this problem, remove the journals from the (LGA) screen that you've duplicated.

While the second scenario is easier to correct, each of these situations can result in invoice duplication. If you experience difficulty with your (MA) failing and are not sure how to correct the problem, it's often best to call support for assistance. If you're unsure and the (MA) fails, you should restore and correct the problem that caused the (MA) to stop. Then run the (MA) procedure again.

KO Backup Errors

The data stored on your DDMS system's hard drive contains vital information concerning your customers and your business. If you're a PGDOS system user, there are several ways to ensure that you're protecting your data, and to troubleshoot backup errors when things go wrong.

First, back it up. Just as a boxer wears a mouthpiece to protect the teeth he wants to keep, you should back up the data you can't afford to lose. Imagine what would happen if you lost a day's data. What if you no longer had any record of transactions for an entire day? What if you lost every sale, every check written, every check received? Recreating each keystroke is time-consuming and nerve-racking. If you back up your system at the end of the day, reconstruction is as simple as restoring the data from the streamer tape. An accurate backup can mean the difference between a little inconvenience and a major headache.

Another common source of headaches are your tape drives and streamer tapes. It's important to ensure that your tape drive is properly functioning. Having a faulty backup is as bad as having no backup at all. Unfortunately, there is always the possibility that an error will occur when backing up your information.

For details on running programs in the (Z) screen, see your online help.

Backup errors can be caused by any number of things including a bad tape, a tape controller board that need reseating, problems with a file, or physical problems with your hard drive or tape drive. If you're a PGDOS user and you receive an error when backing up, there are several things you can try:

- Back up your system using a different streamer tape.
- If the problem is not immediately corrected, realign your tape with the tape drive heads by running the ;TAPRETEN program. (You do this using the [B4] Execute Program function in the (Z) screen.)
- Try reseating the tape drive controller board inside your CPU. (For details, see *Book X: Hardware*.)
- If these steps fail, the problem may be with the information you're backing up, the hard disk area where the data resides, or the tape drive. In this case, check for crossed files by running the ;UTLRESET, ;UTLDSKTST, and ;SPCFINDBU programs. Run them on the unit that is causing the problem. (If the system reports crossed files, contact DDMS support for help.)
- Next, check for disk problems by running the ;SPCDSKTST program on the problem unit.

- Finally, retention the tape. You do this by selecting the [N] Tape Drive Utilities function in the (ML) System Maintenance Procedures screen.

If you try the above functions, and the backup errors continue, it's possible that the tape drive or controller card need to be replaced. If you try backing up a different unit with plenty of data and the backup fails on this unit also, verify that this unit does not contain crossed files. If it doesn't, you should contact DDMS support for assistance.

If you receive a tape from DDMS which your tape drive is unable to read, don't automatically assume that your drive is at fault. Since tape drives contain moving parts, different drives may seat the tapes in a different position. This means that the heads on your tape drive may be aligned differently than the drive heads that were used to create the tape. The drive isn't broken, it simply can't read the tape. If this happens, call DDMS so we can send you a different tape.

For details concerning reindexing, see your online help.

Customer Accounts that Seem to Disappear

Sometimes you cannot access the customer's account in the (G) screen. If this occurs, do the following:

- Try to retrieve the customer's record using the customer's account number instead. If you can, simply reindex the customer database — the C-INDEX file in the (A) screen. Once the reindexing is complete, you should be able to access the customer's account by name in the (G) screen.
- Next, check the (LA) Customer And A/R Parameters screen to determine whether the customer's assigned status code is excluding the record from being accessed in either the (G) or (B) screens. The Inc/Exc In (B) and Inc/Exc In (G) fields are often used to exclude customers with delinquent accounts and so forth. In general, you should avoid using these fields whenever possible. Frequently, when order entry clerks can't retrieve a customer's record, they'll add the customer into the system again as a new account. To resolve this dilemma, use the (LA1) Customer History Parameters screen Order Entry Exempt Messages instead. These fields let you set up five exempt codes and corresponding messages that will display in order entry. If you assign an order entry exempt code to the customer's record in the OE Exmp field in the (A) screen, the customer will not be allowed to place orders.

For details concerning setting up order entry codes and exempt messages, see your online help.

If you discover that you can retrieve the customer's record in both the (A) and (G) screens, but not in the (B) screen, try the following:

- Since the (B) screen uses only master account information, make sure that the customer's master account hasn't been deleted. If you create an invoice for a departmental account, the customer's

accounts receivable will only be updated for the master account, not the departmental account. If the master account is accidentally deleted, you won't be able to retrieve the account in the (B) screen. To correct the problem, retrieve the customer's record using the account number. Record the number in the Next Customer Number field in the (LA) screen. After you determine that no one else is using the system, you can clear the Next Customer Number field. Next, add the account in the (A) screen using the original account number. After you've re-created the customer's record, return to the (LA) screen and re-enter the number you recorded.

If you perform all these troubleshooting tips and review your system documentation but are unable to retrieve the customer's account, contact the support department.

Usage Report Questions

You can print customer monthly and quarterly usage reports through the (UR) Sales Reports screen. If the report fails to include information for a customer for whom you have journal invoices, do the following:

- Check the monthly usage and quarterly usage ranges that you have set up in the Monthly Usage From/To and Quarterly Usage From/To fields in the (LA) screen. Only customer statuses listed within this range will be included on the report. If you don't specify a range, the system won't print a monthly usage or quarterly usage report in the (UR) screen. To include all your customer accounts, enter a range of **1** through **Z**.
- If this doesn't work, try printing a Monthly Invoice Register Report using the [C] function in the (UR) screen. Be sure to use the sales journal limited to your customer to determine if they have any invoices in the journal. (For more information about printing this report, see *Book VIII: Sales and Commissions*.)

If you follow these steps, read your system documentation concerning monthly and quarterly usage reports, and still can't resolve the problem, contact DDMS support.

When Sales Reports and General Ledger Don't Match

When you run sales reports and notice that your figures don't match your general ledger, you can use the General Ledger Journal Report to help you determine the problem. To do this, run the report by selecting the [B] Select G/L Levels And Or Detail Reports option in the (W) General Ledger Reports screen.

When printing this report, be sure to also select the [5] Detail option in the Level field. This level prints a total by day for each G/L account within the limits you specify. This information comes from the CHARTFILE and G/L MASTER file.

Next print the Sales Analysis (Recap) Report using the [E] Sales Analysis (Recap) function in the (UR) screen for each day. After the reports are all printed, compare them, checking for the following:

- A manual journal entry that was made to sales in the (K) General Ledger Posting screen
- A posting in the (B) screen made to a sales account
- An adjustment made to the selling price using the [J] Journal action code in the (G) screen.

By using these instructions, you should be able to pinpoint where the problem occurred. Use appropriate measures to correct the error. For details concerning accounts receivable instructions, see *Book IV: Accounts Receivable*. For details concerning general ledger information, see the *DDMS General Ledger Manual*. Be aware, however, that these problems can often be very time consuming to troubleshoot. Unfortunately, as this is usually the way these problems occur, it's the best manner in which to troubleshoot these issues.

Fixing Invalid General Ledger Numbers

When you post transactions in the (B) screen for an invoice, the system may display invalid general ledger number errors. This may occur for two separate reasons:

- You modified the general ledger location by entering a password in the Order Writer field in the (G) screen. This function allows you to change the G/L location for the entire ticket. If you enter an invalid location, once the ticket is moved to an invoice (status B), the system updates the (B) screen with the invoice information, including the invalid general ledger number you specified. If you attempt to post a credit, an adjustment, or an invoice payment, the system notifies you that the G/L number is invalid.
- You changed the G/L location in the DDMS Master Menu before placing the order and the number you specified is invalid. In this case, the system will use the number you entered for the order — creating similar problems in the (B) screen.

To correct this issue, go to the (+J) Special Chart of Accounts screen and use the [X] Xerox Records function to copy a valid G/L location to the invalid G/L location you specified. Suppose your company has one location but you

placed an order for location 3, you can create a G/L location of 3 in the (+J) screen. Afterward, you can adjust the invoice and report it to the proper location — in this example, location 1.

If desired, an alternative is to add four new accounts in the (J) Chart of Accounts Master screen. If you decide to use this method to correct the problem, create the following four accounts: Cash in Bank, AR Trade, Discount, and Sales. After the accounts are added, retrieve the G/L numbers for these accounts in the (L2) G/L Master Numbers screen and add them for whatever location was incorrect.

Be in the Know

There are several functions that you should be familiar with in the event that you can't determine a problem's solution and contact DDMS for technical support. The following functions are essential when troubleshooting system problems.

Printing a Report Writer Analysis Report

The ;SPC:RWA program lets you print a summary report for a specific format or a selector library. You can also print a detailed report for a specified format.

Step 1: Go to the (M) Operational Procedures screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) Operational Procedures Parameters screen. If no password has been set, press Return.

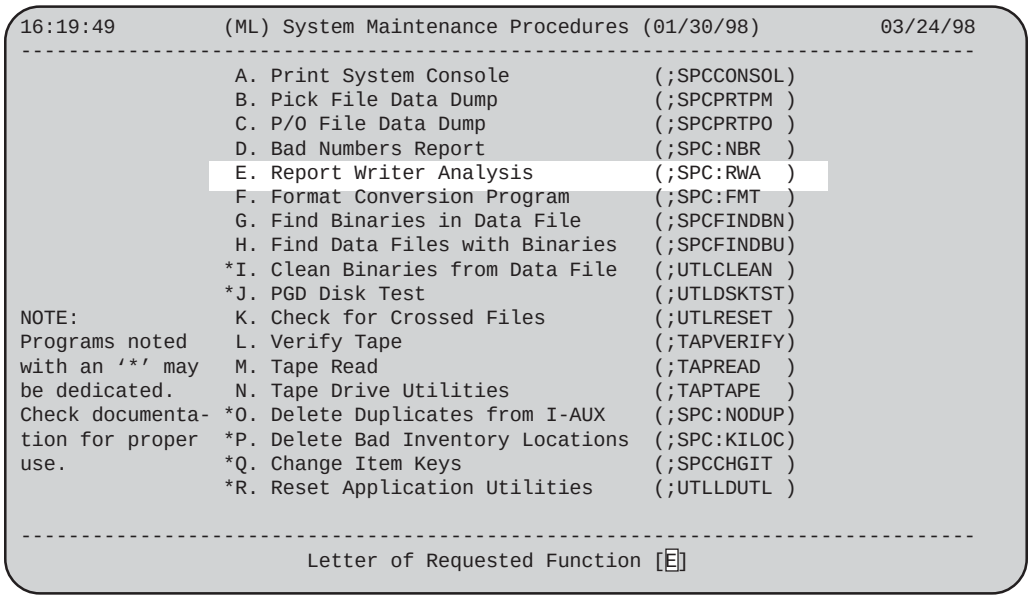


Figure 5: Selecting the [E] Report Writer Analysis Function in the (ML) Screen

Step 3: When the (ML) screen appears, select the [E] Report Writer Analysis action code. See Figure 5.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: The system displays the Format/Selector Library Report screen, with the cursor in the Do You Wish To Analyze Format Or Selector Or Total Library field. At this prompt, press Return or type **S**.

Step 6: In the Library Name field, press Return to accept the default library !USS.

Step 7: In the Volume Serial field, press Return to accept the default volume serial SR.

Step 8: In the Which Selector field, press Return.

Step 9: At the Print Limit Detail prompt, you can specify whether you want to print the limit detail for this report. Press Return or type **Y** to include the limit detail.

Step 10: At the Print Format Detail Report, you can specify whether you want to include format detail on the report. Press Return or type **Y** to include the format detail.

Step 11: In the Enter Printer field, press Tab to accept the default printer, or enter the logical name of a different printer.

Step 12: At the Are You Sure prompt, type **Y**.

Searching for Control Characters

The ;SPCFINDBU program searches for control characters in one or all of the files on a disk unit.

Note: You must run the ;UTLCLEAN program for some of the files where control characters are found. For information on which files with control characters require the ;UTLCLEAN program, call DDMS Support. For instructions on performing the ;UTLCLEAN program, refer to "Chapter 23: Running Diagnostic Programs" in *Book VII: System Maintenance and Utilities*.

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

Step 3: When the (ML) screen appears, select the [H] Find Data Files With Binaries action code.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: The system displays the screen shown in Figure 6, with the cursor in the Enter Files to Check field. At this point, you can search a single file, an entire unit, or all files in a specific database.

- To search a single file for control characters, enter the name of the file. Press Tab to move to the Unit Number field and enter the number of the unit where the file is located.
- To search an entire unit for control characters, press Tab. In the Unit Number field, enter the unit number to search.
- To search all files in a specific database, use the wild card function. To do so, enter the first character or the first few characters of a file name followed by question marks (?) in the Enter Files To Check field. For example, if you want to search all the files in the customer database, enter C-??????. The system will search all files that begin with C–.

Step 6: At the Send Results To Printer prompt, enter your response according to the following:

Y Print the results. At the Enter Printer To Use prompt, press Return to accept the default printer or enter the logical name of a different printer.

N Do not print the results. The system will display the results on the terminal instead.

Step 7: The system begins searching the specified files and displays the Searching For Binaries Record Number message.

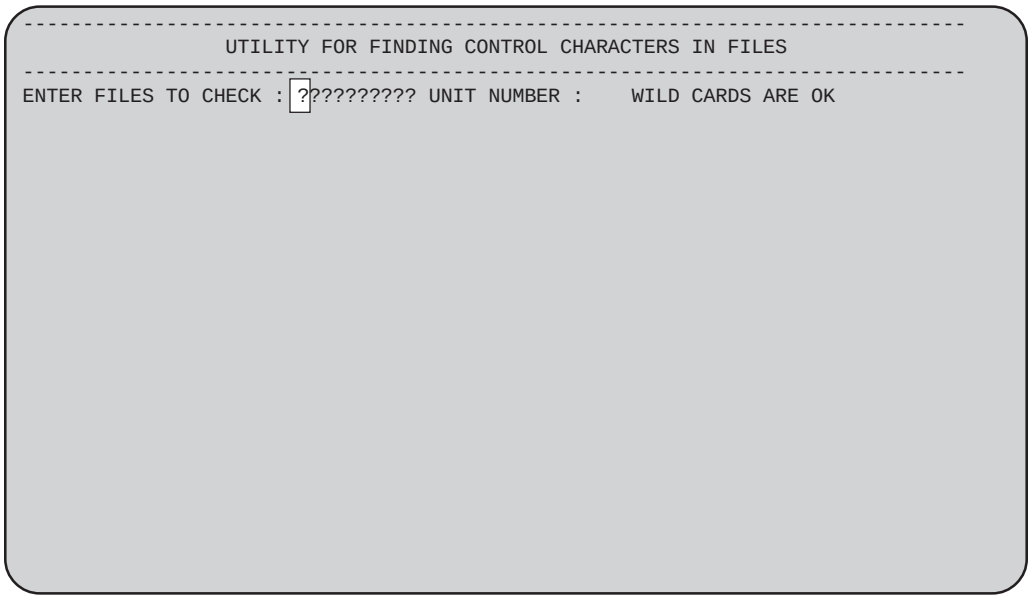


Figure 6: Entering a File to Check

- If a control character is not found, the system continues with the search until all the files have been examined.
- If a control character is found, the system will stop the search in that particular file and will begin searching the next file, if any.

Step 8: When the program is complete, the cursor returns to the Enter Files To Check field. Enter the name of the next file you want to search, or press Esc to return to the Master Menu.

Checking for Crossed Files

You should run the ;UTLRESET program before you perform a manual full disk compression. The ;UTLRESET program checks for crossed files.

Note: This is a dedicated function. Make sure that no one is using the system and that all other terminals are in the Master Menu screen before continuing.

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

Step 3: When the (ML) screen appears, select the [K] Checking For Crossed Files action code.

Step 4: At the List Of Files On Printer prompt, type **Y**.

Step 5: In the Printer field, press Return to accept the default printer or enter the logical name of a different printer.

Step 6: At the Pause When Screen Is Full prompt, enter your response according to the following:

Y Pause when the page becomes full.

N Do not pause when the page is full.

E Only pause if the file has an error.

Step 7: At the Enter Unit Number prompt, enter the unit number of first PGDOS unit you want to compress.

Step 8: The system will print each file on the disk unit along with a listing of the cylinders occupied by that file, using the printer you specified. When the Flag Unused Cylinders As Free prompt appears, type **N**. (You should always type **N** at this prompt.)

Step 9: The system displays and prints the free cylinders. When the program is complete, the message Done ----Press Any Key To Con-

tinue appears. Press Return. Examine the report generated by the ;UTLRESET program. It will show each file on the disk unit along with a listing of the cylinders occupied by that file.

- If any warnings appear, call DDMS.
- If no warnings are reported on the printout and you are compressing more than one disk unit, repeat the steps listed above.

Note: A row of asterisks (*) next to a file indicates that the file is open. If this occurs, perform a single file compression. (For details, see "Chapter 3: Compressing Files" in *Book VII: System Maintenance and Utilities*.)

Step 10: Run the ;ULTRESET program for each unit that you want to compress. When you finish, press Esc.

Testing Your Hard Drive

The ;UTLDSKTST program tests your hard drive and the files it contains. Use the following steps:

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

Step 3: When the (ML) screen appears, select the [J] PGD Disk Test action code.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: At the Enter Unit Number prompt, enter the number of the unit you want to test and press Return.

Step 6: At the Select Function T=Test Unit, F=Fix File prompt, type **T**. (You can't select the F=Fix file option. This function is reserved for use by DDMS.)

Step 7: At the Select Type Of Test, F=Files, D=Disk, B=Both prompt, type **D** to test the disk drive.

Step 8: The system displays the Test Reading Entire Unit message, and counts the cylinders, heads, and sectors until all of the units have been displayed. If no errors are found, the No Errors Reading Disk message appears, along with the Enter Unit Number prompt. At this point, you can enter another unit number to test.

If the system finds an error, the exact cylinder, head, and sector where the error is located appears. Record the unit number that contains the error, and call the DDMS Support Department immediately.

Locating Bad Numbers in System Files

The ;SPC:NBR program is designed to locate bad numbers in a specified file. Bad numbers are non-numeric characters that appear in numeric fields. It also searches the sales journal for items with zero cost, or with a selling price more than four times the cost of the item. If any bad numbers are found, a report will print that lists the name of the record where the bad number is located. A message will also print, indicating the part of the record affected by the bad number. To run this program, use the following steps:

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

Step 3: When the (ML) screen appears, select the [D] Bad Numbers Report action code.

Step 4: At the Are You Sure prompt, type **Y**.

Figure 7: Selecting Files to Check

```
            PROGRAM CHECKS FOR NON-NUMERIC DATA IN NUMERIC FIELDS
--------------------------------------------------------------------------------
        (PROGRAM WILL ALSO CHECK THE SALES JOURNAL FOR ZERO COST OR)
                   (PRICES GREATER THAN 4 TIMES THE COST)

              RECORDS WITH BAD DATA WILL PRINT ON PRINTER ? [P1]
              CLEAR THE "N" OR "T" FROM BAD DATA FIELD Y/N ? [N]

                    1    [Y] CUSTOMER FILES
                    2    [Y] ACCOUNTS RECEIVABLE
                    3    [Y] VENDOR FILES
    WHICH GROUP     4    [Y] ACCOUNTS PAYABLE
    OF FILES        5    [Y] INVENTORY FILES
    TO CHECK ?      6    [Y] SERIAL FILES
                    7    [Y] PURCHASE ORDERS
                    8    [Y] ORDER ENTRY
                    9    [Y] PERSONNEL FILES
                    10   [Y] PAYROLL FILES
                    11   [Y] SALESPERSON FILES
                    12   [Y] GENERAL LEDGER
                    13   [Y] JOURNAL-U AND JOURNAL-P FILES
                    14   [Y] JOURNAL-S FILES -- FILE ? [JOUR-S    ] VOL ? [W1??]
```

Step 5: The system displays the screen shown in Figure 7. In the Records With Bad Data Will Print On Printer field, press Return to accept the default printer, or enter the logical name of a different printer.

Step 6: In the Clear The "N" Or "T" From Bad Data field, enter your response according to the following:

Y Delete all non-numeric characters from numeric fields.

N **(default)** Do not delete all non-numeric characters from numeric fields. If you specify **N** in this field, you must manually delete all non-numeric characters. DDMS recommends that you specify **N** so that you can locate the problem before you delete it.

Step 7: When the cursor moves to the Customer Files field, you can use this and the remaining fields to specify groups of files that you want the system to search for bad numbers.

- To search all of the groups of files, press Return.
- To search specific files, tab to each group of files you do not want to search and enter an **N** in the corresponding field.

Step 8: In the File field, enter the name of the sales journal where you want the system to search and press Tab.

Step 9: In the corresponding Vol field, enter the unit number where the file you specified is located.

Step 10: At the Are You Sure prompt, type **Y**. The system displays the name of each group of files as they are being searched. When the system is finished, the End Of Program message appears. Press Return.

If you want to print a specific screen, retrieve that screen on the main monitor.

Printing a System Console

You can print any information displayed on the main monitor by using the ;SPCCONSOL program. This can be helpful if you have an error message that you want to save or send to DDMS, or if you want copies of the screen for training and record-keeping purposes. Use the following instructions:

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

Step 3: When the (ML) screen appears, select the [A] Print System Console function.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: The system displays the Select Type of Video Controller prompt, as shown in Figure 8. When this prompt appears, specify whether you have a color monitor or a monochrome monitor. Enter your response according to the following:

V Color monitor.

M Monochrome monitor.

Step 6: At the Send Output To Screen/Printer prompt, you can specify whether you want to print this information to the system's main monitor or to a printer. Enter your response according to the following:

P Print the information to a printer. In the Printer field, press Return to accept the default printer, or enter the logical name of a different printer.

S Display the information on the system's main monitor.

Step 7: The system displays or prints the information on the main monitor, according to the function you specified.

- If you specified to display the information on the screen, when you finish viewing the information, press Return. The Send Output To Screen/Printer prompt reappears.

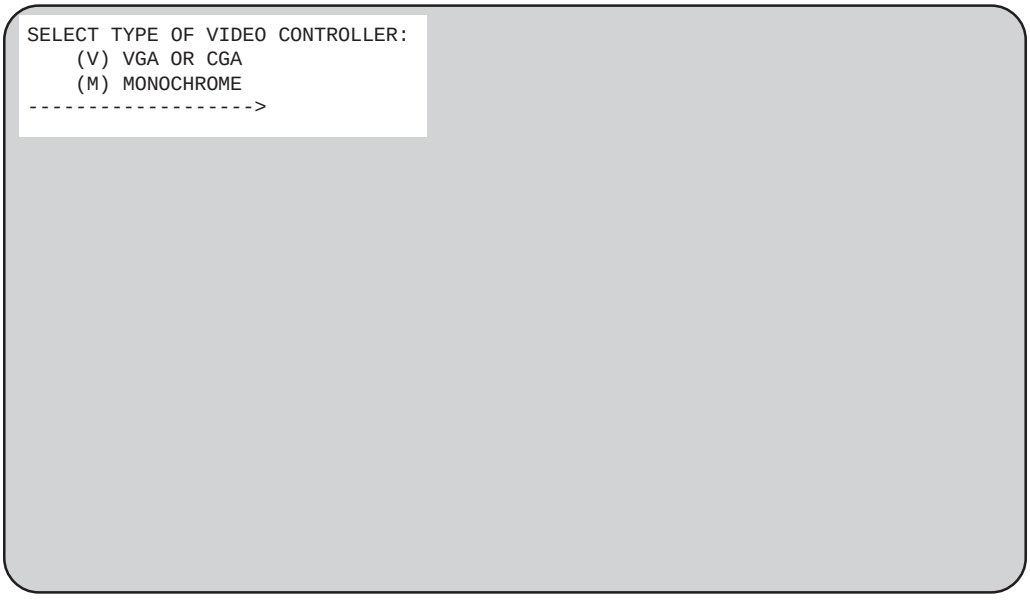


Figure 8: The Select Type of Video Controller Prompt

- If you specified to print the information, the cursor automatically returns the cursor to the Send Output To Screen/Printer prompt as the information prints.

Step 8: When the Send Output To Screen/Printer prompt reappears, you can change the information on the main monitor and display or print the new information, or display or print the old information again. The system stores the screen you viewed or printed in memory. Therefore, to display or print a different screen, you must press Esc until the system redisplays the Master Menu, and begin again.

When you finish viewing and printing information, press Esc.

Note: If you change the screen displayed on the main monitor, you may need to respond to the Send Output To Screen/Printer prompt more than once before the system responds.

Printing a Pick Dump

The ;SPCPRTPM program is a diagnostic program designed to help DDMS locate and correct problems in a specific pick ticket record. The program prints the Pick File Record Dump. This report shows the file layout for the specified pick ticket. Use the following instructions:

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

If you enter a pick ticket or invoice number that does not exist, the cursor remains in the Pick # field and the Pick # Does Not Exist message appears.

Step 3: When the (ML) screen appears, select the [B] Pick File Data Dump function.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: The system displays the Program To Dump Invoice Data To Printer screen, and the cursor moves to the Pick # field. At this point, you can change the printer or the file for which you want to search for the invoice. For example, you may want to check for an invoice in a sales journal.

- To accept the default printer and file, in the Pick # field, specify the number of the pick ticket or invoice that you want to check. *Do not include the extension* (-0 or -01, for example). Press Return.

- To change the printer or file, press Esc to move the cursor to the appropriate fields and enter the new information over the existing information. Press Tab to move from one field to the next. After the appropriate printer and file is specified, in the Pick # field, specify the number of the pick ticket or invoice that you want to check. *Do not include the extension* (-0 or -01, for example). Press Return.

Step 6: After you enter the pick ticket or invoice number, the Printing message appears. After the procedure is complete, the cursor returns to the Pick # field so you can continue to specify the next pick ticket or invoice number that you want to check. When you finish, press Esc.

Printing a P/O Dump

The ;SPCPRTPO program is a diagnostic program designed to help DDMS locate and correct problems in a specific purchase order record. The program prints the P/O File Record Dump. This report shows the file layout for the specified purchase order. Use the following instructions:

Step 1: Go to the (M) screen and select the [L] System Maintenance Procedures function.

Step 2: The Enter Password prompt appears. Enter the password set in the ML Password field in the (LM) screen. If no password has been set, press Return.

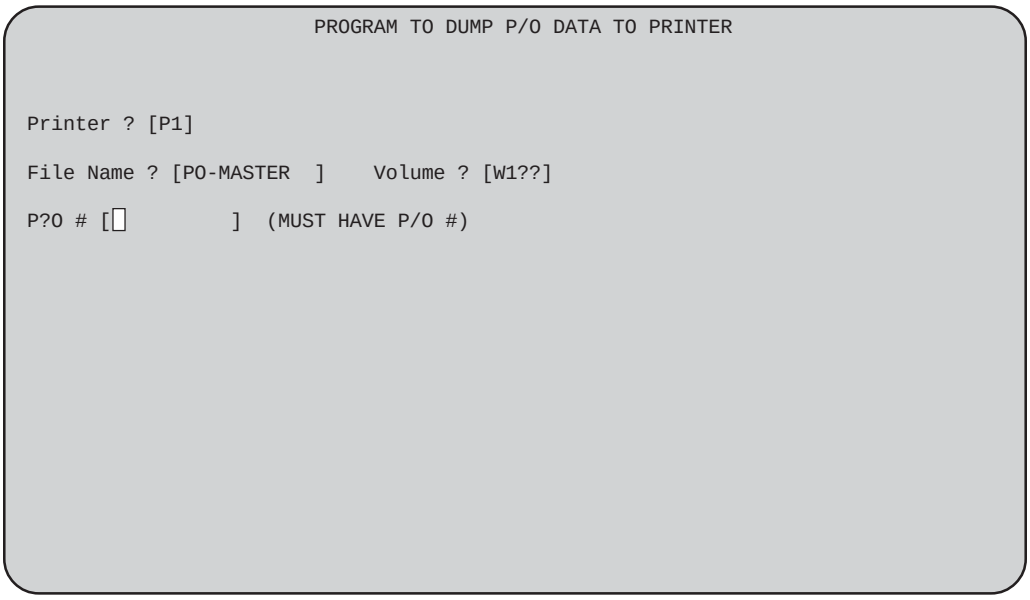


Figure 9: The Program To Dump P/O Data To Printer Screen

If you enter a purchase order number that does not exist, the cursor remains in the P/O # field and the P/O # Does Not Exist message appears.

Step 3: When the (ML) screen appears, select the [B] Pick File Data Dump function.

Step 4: At the Are You Sure prompt, type **Y**.

Step 5: The system displays the Program To Dump P/O Data To Printer screen, as shown in Figure 9. The cursor moves to the P/O # field. At this point, you can change the printer or the file for which you want to search for the purchase order.

- To accept the default printer and file, in the P/O # field, specify the number of the purchase order that you want to check. Press Return.
- To change the printer or file, press Esc to move the cursor to the appropriate fields and enter the new information over the existing information. Press Tab to move from one field to the next. After the appropriate printer and file is specified, in the P/O # field, specify the number of the purchase order that you want to check. Press Return.

Step 6: After you enter the purchase order number, the Printing message appears. After the procedure is complete, the cursor returns to the P/O # field so you can continue to specify the next purchase order number that you want to check. When you finish, press Esc.