



ShopFax Trouble-shooting Guide

For the convenience of our clients, and as a quick reference, we have compiled the answers to the most common questions and technical issues that our clients encounter.

Have a quick question or issue that you know is probably easily fixed? Need to reference a keyboard definition? If so, please click on one of the links below to see if your issue has been addressed in our Trouble-shooting guide.

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Trouble-Shooting Application Problems

The whole basis for the creation of ShopFax was that Information is a valuable tool. This is true both for making business decisions for a company, and for solving problems encountered with a software application. When you encounter a problem with the ShopFax application, it is important to gather as much information about the circumstances surrounding the problem as possible before calling World Information Systems. This will afford the ShopFax Support Staff a better chance to resolve your problem quickly.

If you encounter a problem with the application, please consider the following before calling World Information Systems' ShopFax Support Staff:

WHAT

- What happened?
- What did you expect to happen?
- What has happened in the recent past that may have contributed to this happening?
- What program was being run when the problem occurred (just highlight the menu option on the menu and press the F1 key -- this will display the name of the program in the status bar at the bottom of the screen.)?
- What events (data input, key strokes, etc.) led up to it happening?
- What data is involved (that is, what RO, RAPO, PO, etc. was being entered or updated when the problem was experienced)?
- What were the exact inputs for the report being run (if the problem is related to a report not being created correctly)?

WHERE

- Where in ShopFax did it happen (what screen, report, etc.)?
- Where in your shop did it happen (at a Wyse terminal, PC, system console, etc.)?

HOW

- How did it happen (user error, system outage, application bug, etc.)?
- How do you think it happened (if you don't *know* how it happened)?

WHY

- Why did it happen (is there anything that should have been done that wasn't, or that shouldn't have been done that was, that may have caused/prevented it)?

WHEN

- When did it happen (for example, was it before or after any important system events, such as day-end, year-end rollover, physical inventory, etc.)?

WHO

- Who experienced/found the problem (is the person experienced with ShopFax)?



- Who knows the most about the circumstances surrounding the problem (this person will probably make a good resource in resolving the problem)?

Please also consider . . .

Can the problem be recreated? Or was it "just one of those things that happened"? For the more complex types of problems, the ShopFax Support Staff will often need to be able to recreate the problem in order to be able to provide an explanation and/or solution to the problem.

In cases where the problem is that ShopFax is not doing what you believe it is "supposed" to be doing, we will need to be able to actually cause the system to do what it did when the problem occurred. This provides us with the ability to hunt down the actual code in the programs where the error is occurring, or to identify any problems with the data involved, by researching the data and any error messages generated by the programs involved.

Please keep in mind. All the questions that we ask are asked so that we can, as completely as possible, understand the exact nature of the problem. Since we aren't there with you, the only way we can resolve problems that arise is to be able to know as much about the problem and how it occurred as possible. We don't ask questions to determine blame. We ask them because we can't be there to see exactly what it is that you can see. You are our eyes when it comes to problem resolution and we're only as good as what we can see.



Hardware Issues – WANDS

Receiving "DOWNLOAD FAILURE" Message While Attempting to Download a Wand:

Check To Make Sure That . . .	If it isn't . . .
The battery is good and sufficiently charged.	Make sure that the transformer is plugged into the charger when downloading.
The Wand is attached to the download cable securely.	Attach the cable securely.
The Wand is set at the correct BAUD rate (9600).	Press F4 on the wand to get options, press the MODE key for more options, and press the F4 key for BPS. The BAUD rate that the wand is set for should display. If it isn't set to 9600, press F4 to select 9600.

Receiving "WAITING FOR WAND" Message While Attempting to Download a Wand:

Check To Make Sure That . . .	If it isn't . . .
The Wand is attached to the download cable securely.	Attach the cable securely.
The wand is not in transmit mode (should be "WAITING").	Press F4 until "WAITING"
The wand is "awake".	Press the ON button to "wake up".
The Wand is set at the correct BAUD rate (9600)	Press F4 on the wand to get options, press the MODE key for more options, and press the F4 key for BPS. The BAUD rate that the wand is set for should display. If not 9600, press F4 to select 9600.
Terminal AUX port is set up for 8/1 and None.	Press the Shift+Select keys on the keyboard to check the settings and fix if necessary.
The AUX port on the terminal is still good.	Try another terminal and insure the terminal setups are correct.
The download cable is still good.	Verify correct operation of the cable with and/or try a different cable.



Receiving "DOWNLOAD WAND" Message on the Wand Display

As the wand is used throughout the normal course of the day, each bar code scanned causes the memory of the wand to be filled up a little more. It is possible that this "stack" of data in memory could reach the capacity of the wand. The "DOWNLOAD WAND" message indicates that this has happened. If this happens to you, perform the following:

1. Download the wand's data to ShopFax.
2. Clear the wand's memory by doing the following:
 - o Remove the battery
 - o Re-install the battery
 - o Hold the CLR key (MODE key on the 4 line wands) down and press the ON key. A menu will display (CLEAR/COLD/COOL/COM_P). Press the F1 key for CLEAR. The wand will clear itself and "sleep" when done. This memory clean-up should be performed once a month to prevent build up in the wand's memory. **WARNING:** This should only be performed when the wand has been downloaded and it is clear of good data! Clearing the wand when full of good data will cause the data to be lost!

Wand Battery Failure

The following are some pointers for avoiding the problem of wand battery failure.

- The Varta battery that your wand came with is a heavy duty battery. It is best to use this battery.
- Always use the wand a full 24 hour day if possible before recharging. The quality and life span of the battery can be adversely affected when it is only used for short periods of time between charges.
- If you can't find additional Varta batteries, call Varta for a dealer near you at:
 - o Varta Battery Co.
 - o 300 Executive Blvd
 - o Elmsford, NY10523-1202
 - o 914/5922500 or
 - o 800/872-5239
- Battery chargers can be purchased directly from Varta. Hand Held Products, the wand manufacturer, also offers a battery charger called the Smart Charger.

Damaged Wands

If you have a wand that is damaged or in need of repairs, contact the manufacturer at:

- Hand Held Products
- 7510 E Independence Blvd.
- Charlotte, NC 28227
- 704/537-1444



Hardware Issues - Printer

Printer will only print garbage (i.e. strings of meaningless characters in no apparent format).

This type of problem is often caused by communication problems between the terminal sending the print job and the printer receiving it. This communication is controlled through settings that are pretty easy to check and modify, if needed. The settings that control this are the Data/Stop Bits, Parity, and communication protocols settings.

In order to trouble-shoot the problem of the printer printing garbage, you'll need to check settings for the terminal itself, the printer, and AUX port of the terminal if the printer is an AUX printer.

The settings necessary for the different components to work properly are as follows:

Wyse Terminal	Data/Stop Bits = 8/1	Parity = NONE
<>	Communication Protocol = XON/XOFF	
AUX Port of Terminal used for AUX Printer	Data/Stop Bits = 7/2	Parity = EVEN
<>	Communication Protocol = XON/XOFF	
AUX Printer	Data/Stop Bits = 7/2	Parity = EVEN
<>	Communication Protocol = XON/XOFF	
System Printer	Data/Stop Bits = 8/1	Parity = NONE
<>	Communication Protocol = XON/XOFF	

Terminal Settings: Check to make sure that the Data/Stop Bits, Parity, and Protocol settings for your Terminal are correct by doing the following:

- Press the Shift + Select keys simultaneously to display the configuration settings menu. On Wyse terminals, the function keys are used to view the current values for different types of settings, and to facilitate modifications to them.
- Press the F4 function key to display the Data Communication Settings. The display will show the terminal's settings with the settings for the terminal itself in the top two rows and the settings for the AUX port on the back of the terminal in the bottom two rows. The display should look something like this:

BAUD RATE=9600	DATA/STOP BITS=8/1	PARITY=NONE
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RCV HNDSHAKE=XON/XOFF	XMT HNDSHAKE=XON/XOFF	XPC HNDSHAKE=ON
AUX BAUD RATE=9600	AUX DATA/STOP BITS=7/2	AUX PARITY=EVEN
AUX RCV HNDSHAKE=XON/XOFF	AUX XMT HNDSHAKE=XON/XOFF	

**** Please Note: When running a printer off the AUX port of your terminal, ****
**** the settings MUST be set as indicated in the figure above. ****

- If any of the Data/Stop Bits, Parity, or Protocol settings are different from what is displayed above, they can be corrected as follows:
 - The "active" field on the screen will be brighter than the rest of the fields. Use the arrow keys to make the field that needs to have its setting value changed the "active" one.
 - Once the field is highlighted, press the Space Bar until the desired setting value appears in the field (You can only change a setting value in this manner. No free form entry of setting values is allowed).
 - Once all values that need to be changed have been changed successfully (and the display appears as in the figure above), press the F10 function key to save the values and return to the configuration settings menu.
 - Use the arrow keys to highlight the SAVE ALL field at the top of the configuration menu screen and press the F10 key again. This will ensure that all the changes you've made are saved.

If changes to the Data/Stop Bits, Parity, or Protocol settings were necessary, try printing again. The problem may have been solved. If the settings were already correct, or another try at printing didn't produce results any better than before, then proceed onto the next section below to check the configuration of the printer.

Printer Settings: Check the communication settings for the printer to make sure that it is communicating with the terminal properly. The terminology might be a little different than it is with the terminals, but we're still working with the same types of settings (these instructions are for use with Okidata printers):

- In order to find out what the printer's settings are, do the following:
 - Turn off the printer and turn it back on.
 - Press the SEL button.
 - Press the MODE button (the word MENU should light up on the bottom of the button panel).
 - Press the PRINT button. This should cause a printout of the printers settings to be produced.

You'll notice that the printer settings are in groups of different types (General Control, Vertical Control, and Serial I/F Option, for example) separated by a blank line, and listed



in three columns of information. The third column of each line contains the value for that particular setting in the printer. The settings that are of particular interest when experiencing the problem of garbage output by the printer, when the printer is an AUX printer are as follows:

General Control	Emulation Mode	EPSON FXe
Vertical Control	Form Tear-Off	500 ms
Serial I/F Option	Parity	EVEN
Serial I/F Option	Serial Data 7 or 8 Bits	7
Serial I/F Option	Protocol	X-ON/X-OFF

- Verify that all of the settings are as indicated in the figure above. If values need to be changed, they can be changed using the rules of entry detailed below.
 - At any one time, only one of the settings is "active" and available for modification. You can tell which setting is the active one by pressing the "ITEM" button. This will cause the "active" setting to be printed. The buttons used for changing which setting is the "active" one and for making modifications to the settings are as follows:
 - GROUP button -- The GROUP button is used to change which Group of settings is "active". For example, pressing the GROUP button can change the active Group of settings from General Control to Vertical Control. When this button is pressed, the detail line for the first item in the next group will be printed and will be available for modification.
 - ITEM button -- The ITEM button is used to make the next setting in the listing the "active" one, which makes it available for modification. When this button is pressed, the detail line for the next item in the same group will be printed and will be available for modification.
 - SET button -- The SET button is used to modify the value for a particular setting. It's used much the same way the Space Bar is for changing the settings on a Terminal in that pressing it will change the setting value to a different one. (As with the Space Bar on the Terminals, this is the only way to change a setting value -- no manual entry of different values is allowed.)

Each of the buttons performs a certain function. Keep in mind that the line that is printed after pressing any one button will display the result of the button doing its job, whether that be to simply change which setting is "active" or to change a setting value.



- Once all desired changes have been made, press the MODE button and then turn the printer off and back on again. Your new settings should be in effect.

The following details the exact steps needed to change the 'Emulation Mode', 'Parity', and 'Serial Data 7 or 8 Bits' settings for an AUX printer as illustrated in the figure above. This is meant to serve as an example of how the process works in general:

1. Print the settings by turning the printer on, and then off, pressing the SEL button, the MODE button, and the PRINT button.
2. Press the GROUP button to change the active group from Font to General Control -- the first item in this group should be printed (Emulation Mode)
3. Since we want to change Emulation Mode, Press the Set button multiple times if needed until "EPSON FXe" is the setting that gets printed.
4. Press the GROUP button 3 times to move past the next 2 groups and make the Serial I/F Option group the "active" one -- the first item in this group, Parity, should be printed after pressing the key the third time.
5. Since we want to change the Parity value, press the SET button until the value that is printed for it is "Even".
6. Press the ITEM button to make the next item in the Serial I/F Option group, 'Serial Data 7 or 8 Bits' the active one.
7. Since we want to change the 'Serial Data 7 or 8 Bits' value, press the SET button until the value that prints for the setting is "7".
8. Since that is all of the settings we wanted to change, press the MODE button and turn the printer off and back on.

Please keep in mind that the above instructions are specifically for settings on AUX printers. Because AUX printers and System printers communicate in different ways, their Data/Stop Bits and Parity settings need to be different. The difference between AUX printer settings and System Printer settings is illustrated below (regardless of which you are checking/changing settings for, the method for doing so indicated above will be the same):

AUX Printers

- Serial Data 7 or 8 Bits = 7
- Parity = EVEN

System Printers

- Serial Data 7 or 8 Bits = 8
- Parity = NONE

Both AUX Printers and System Printers should use X-ON/X-OFF as their Protocol.



Hardware Issues – Terminals

Problems experienced with Wyse60 terminals are often caused by incorrect settings for the terminal. Checking them and correcting when wrong can often provide the solution to your problem.

Wyse60 Terminal Settings

All modifications of Wyse60 Terminal settings are done through the Wyse60 Parameters Screen. This screen is accessed by pressing the Shift and Select buttons at the same time on the Wyse60 keyboard. Settings of different types are accessed through the use of the function keys (F1, F2, etc.) as follows:

F1	DISP	Display Settings	<p>We are concerned with the settings accessed through F1, F2, F3, F4, F7, and F8 (the F7 and F8 parameters are only changed from the defaults if a terminal server is used or remote dial-up is needed). Click on the type of settings (to the left) to see the correct parameter settings needed for ShopFax.</p> <p>When in the main Parameters screen, just press the Function key to get into the individual parameters screens. When in the parameter screens, use the arrow keys to move from parameter to parameter and the space bar to change values. You can either press the function key of a different parameter screen that you wish to enter, or the F10 key to go back to the main parameter screen when done in a particular screen.</p>
F2	GENERL	General Settings	
F3	KEYBRD	Keyboard Settings	
F4	COMM	Data Communication Settings	
F5	MISC	Miscellaneous Settings	
F6	TABS	Tab Settings	
F7	A/BACK	Answerback Setting	
F8	F/KEY	Function Key Settings	
F9	LABELS	Label Settings	
F10	EXIT	Exit the Parameters Screen	

F1 -- Display Settings

COLUMNS=ECON-80	STATUS LINE=STANDARD	BACKGROUND=DARK
LINES=25	SCRL SPEED=JUMP	SCRN SAVER=ON
PAGE LENGTH=1 * LINES	CURSOR=BLINK BLOCK	DISPLAY CURSOR=ON
ATTRIBUTE=CHAR	ANSWERBACK	ANSWERBACK



	MODE=OFF	CONCEAL=OFF
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Please Note: If a terminal server is used, the ANSWERBACK MODE should be set to "ON"

F2 -- General Settings

PERSONALITY=WY 60	ENHANCE=ON	FONT LOAD=ON
COMM MODE=FULL DUPLEX	END OF LINE WRAP=ON	SEND ACK=ON
DATA/PRINTER=MODEM/AUX	AUTO SCRL=ON	INIT TABS=OFF
RCVD CR=CR	MONITOR=OFF	WIDTH CHANGE CLEAR=OFF

Please Note: ShopFax uses the default settings for this screen.

3 -- Keyboard Settings

KEYCLICK=OFF	KEYLOCK=CAPS	KEY REPEAT=ON
RETURN=CR	ENTER=CR	CORNER KEY=FUNCT
XMT LIMIT=NONE	FKEY XMT LIMIT=NONE	BREAK=250MS
WYSEWORD=OFF	LANGUAGE=US	MARGIN BELL=OFF

Please Note: In a noisy shop, you may want to set KEYCLICK to "ON"

F4 -- Data Communication Settings

BAUD RATE=9600	DATA/STOP BITS=8/1	PARITY=NONE
RCV HNDSHAKE=XON/XOFF	XMT HNDSHAKE=XON/XOFF	XPC HNDSHAKE=ON
AUX BAUD RATE=9600	AUX DATA/STOP BITS=8/1	AIX PARITY=NONE
AUX RCV HNDSHAKE=XON/XOFF	AUX XMT HNDSHAKE=XON/XOFF	



F7 -- Answerback Settings

This parameter setting is only used if you are using a TERMINAL SERVER.

Find out the PSEUDO tty address you want to use for THIS terminal and enter it into the ANSWERBACK field.

Example: ANSWERBACK = tty00

Each Wyse60 that is set up on a terminal server will have to have its own unique PSEUDO tty address. IF YOU DO NOT DO THIS you will log into ShopFax at a different Location each time you log in, if you have multiple Locations.

F8 -- Function Key Settings

This parameter setting is only used if the terminal is to be used for REMOTE DIAL-UP. To change, while in the F8 parameter screen, press the Ctrl key and the F12 key at the same time. This will change the F1= and the sF1 as shown on the screen to F12 and sF12. This is done so that the F12 key is the one that you will set up for remote dialing.

Enter the modem ATDT prefix, the telephone number of the machine that will be dialed for access, and press the Enter key. you will notice a small c/r at the end of the telephone number. This represents the Enter key having been pressed and will save you an extra key stroke when using the terminal to dial up the host. See the example below:

Example: F12=ATDT15551234567c/r

"I'm attempting to download wands. The wand indicates that it is "TRANSMITTING", and the system shows no error messages, but no information is being taken from the wand. What can I do?"

This may appear to be a problem with the wand, but is really a problem with the terminal. Check the AUX setting for the terminal. Press the Shift+Select keys at the same time to get to the Wyse60 Setup screen. Select the "COMM" function key (communication settings - usually F4) to display the communication settings.

The top 6 settings are for the modem port on the Wyse60 and the bottom 5 are for the AUX port. Verify that the Handshake settings (bottom two, left and middle settings) for the AUX port are as follows:

AUX RCV HANDSHAKE = XON/XOFF
AUX XMT HANDSHAKE = XON/XOFF

To do this, use your arrow keys to get to the desired field and press the space bar to go through the options available for the field. Make sure that each of the settings are correct and press the F10 key to get back to the main settings screen. using the arrow keys, move over to the "SAVE ALL" field until it is brighter than the others and press enter to save the settings and exit.



System Administration Issues

Is it possible to make a particular field read only within a screen such as the EQUIPMENT MASTER or the EQUIPMENT SPECS screens? No it isn't. It is only possible to restrict access in ShopFax for menus and screens. Individual fields can not be protected or set up for view only access in ShopFax

Year End Rollover Procedures

Once each year, at the end of your company's accounting (fiscal) year, you must perform a function in your ShopFax application known as the Year End Rollover. It is very important that you perform this function each and every year at the end of your accounting (fiscal) year. We have had users in the past that have not performed this on time as they should have. What these users ended up with was an accounting year that spanned more than 12 months, and a very unhappy Controller to say the least. We at World get a lot of questions every year as companies are approaching the end of their fiscal year, about the Year End Rollover procedures. Since this is a job that is only performed once a year, it is not at all surprising that users will forget all that is necessary for successful Year End Rollover. This section of the support area of World's web site is devoted to providing you with a refresher course on this important yearly chore.

In order to tie up all the loose ends and rollover the year as cleanly as possible, there are a number of things that you should do prior to the Year End Rollover to prepare as completely as possible for it. They are as follows:

1. Download all the wands.

2. Process all the data and clean up all your open Repair Orders.

3. Release all Repair Orders to history (or as many as possible).

4. Perform a Physical Inventory, if required.

5. Go to the following menu:

- MASTER MENU
 - INSTALLATION MENU
 - FINANCIAL SETUP
 - PERIODS (Define Inventory/Accounting Periods)

Enter your new fiscal year and the month periods start and end dates.

6. From the same menu, enter the following screen:

- BUDGETS (Establish/Update Budget Accounts)

Setup any new budgets you may have. You will also have to setup your prior year budgets again with the new cost amounts.

7. Run Day End procedures (close out all daily transactions).



8. Make at least two (2) backup tapes of ShopFax. Archive these tapes until your next Year End Rollover.

Once all of these steps have been performed and all the "loose ends" have been tied up,
You are now ready to perform the Year End Rollover.

Depending on the release of shopFax you have, the location of the UTILITY menu could be either of the following:

- MASTER MENU
 - UTILITY MENU

----- OR -----

- MASTER MENU
 - INSTALLATION MENU
 - SECURITY MENU
 - UTILITY MENU

Note: Your UTILITY MENU should be password protected, so you will need to enter the appropriate password to get into it.

WARNING: Once in the UTILITY MENU, it is very important to be careful and to proceed with caution. Anything you do here cannot be undone.

Select the following menu option:

- YEAR END (Roll Year End Procedures)

Once you press the Enter key to select the YEAR END menu option, a window will open that reads somewhat like the following:

This will roll ALL YEAR END Totals into Prior
Year Total Fields for '12-31-97' and Clear
Current Year Fields.
Enter 'Y'es to Continue with Year End >

At this point, STOP. Think for a minute. Are you really ready to Roll the Year End? Have you completed all of the steps outlined above, and most important, have you set up your new accounting year and periods (step 5 from the list above)? If you can answer 'Yes' to all of these questions, then continue on. Enter a "Y" for "Y'es and press the F2 key. The Year End Rollover process will proceed.

WARNING:

This procedure should only be performed once. If you do roll more than once, you will have to do a full restore of ShopFax using one of the tapes you made prior to running the Rollover process. If something should go wrong (such as getting an error message while processing) call World at once.



ShopFax Keyboard Definitions

ShopFax makes extensive use of the Function keys (F1, F2, ...) on the top of computer keyboards. Below are the definitions of how these and other keys are used by the ShopFax application. Take a look. Even if you're a long time ShopFax user, you might just find a useful key function that you didn't already know or had forgotten about.

Arrow Keys	Moves cursor from field to field when in a screen
Home Key	Moves cursor to first field when in a screen
End Key	Moves cursor to last field when in a screen
Enter Key	Advances to the next field of data entry in the screen

Function Keys:

Key	Function
F1	Provides Extended Help Message or a Reference Window Listing for the field you are presently working in
F2	Depending on where you are within ShopFax, the F2 key will do one of the following: <ol style="list-style-type: none"> 1. Return to previous menu from menu currently being displayed. 2. Updates maintenance records. 3. Saves selection within Reference Window Listing and returns to previous screen.
F3	Depending where you are in ShopFax, the F3 key will do one of the following: <ol style="list-style-type: none"> 1. Exit ShopFax from menu level. 2. Exit data entry field without saving. 3. Exits Reference Window Listing and returns to previous screen.
F4	Delete a record. (Employee, Fleet Code, and Equipment only as long as NO Repair Order has been assigned against the piece of equipment)
F5	Toggle the multivalued field ON and OFF. (ON is indicated by an "M" appearing in the bottom right hand corner of the screen.)
F6	Add a line to the bottom of the multivalued field, only if the MV mode is on.
F7	Insert a line at the position of the cursor of a multivalued field, only if the MV mode is on
F8	Delete the last line of a multivalued field, only if the MV mode is on.
F9	When used, you can enter the number of a desired menu option and this key move the cursor directly to that line on the menu
F10	Enter the message system



Shift + Function Keys:

Keys	Function
Shift + F1	Displays a window of documentation for the menu, program or field the cursor is in.
Shift + F2	Displays a screen listing keys and functions
Shift + F3	Prints whatever you have on the display, but without any graphics.
Shift + F4	NOT USED
Shift + F5	May be used after the F1 key to display a possible second window in some parts of ShopFax.
Shift + F6	Sorts multivalued fields however you would like
Shift + F7	Locates specific items in a multivalued field
Shift + F8	NOT USED
Shift + F9	Redisplays the screen in case your screen becomes scrambled or you get a message across it
Shift + F10	Executes a TCL command from a menu or entry screen

Additional Key Definitions:

Key	Function
[Key	Moves the cursor to the left one character
] Key	Moves the cursor to the right one character
{ Key	Moves the cursor to the first character of a field
} Key	Moves the cursor to the last character of a field
Insert Key	Toggle the insert mode ON and OFF for the insertion of characters
Delete Key	Delete the character that the cursor is positioned on.
\ Key	Delete from the current cursor position to the end of the field
Backspace Key	Delete characters as the cursor backs over them

Please Note: A listing of some of these keys and functions is also available throughout the ShopFax application menus in the on-line help accessed by pressing the Shift + F2 keys.