Common Troubleshooting for EBis 3

Below is a list of common issues that can occur with EBis 3. Please read through this several page document to see if your question is answered.

Where is the latest EBis User's Manual?

www.datcomedia.com/pdf/ebis3/manual/ebis3_manual.zip

I have a new computer – where can I find the latest client installer?

www.partsexpress247.com/EBis3_Upgrades/client/ebis3_client.zip

If there are any problems when the installer starts, make sure you are using an ADMIN windows account.

After Upgrading – EBis says the version is not correct, or you receive many errors in EBis

Go to the computer having the problem, and go to the `c:\Program Files\EBis 3 Client` folder. Delete the "EBis3.exe" file. Then double-click on the AppLauncher.exe file. This will copy the newest files over from the server. If you get an error, check your network connection, ensuring that the client computer is connecting to the server correctly to find the newest version of EBis, and make sure the newest version does indeed exist in the location on the server.

The diagram on the next page explains the setup.

If you are uncertain about if the `AppLauncher.exe` file is pointing to the correct place, from the client machine, you can delete the `c:\Program Files\EBis 3 Client\AppLauncher.xml` file. Then, double-click on AppLauncher.exe – this will ask you to specify the location of the EBis server files (usually the Server\EBis 3 mapped drive, such as Z).
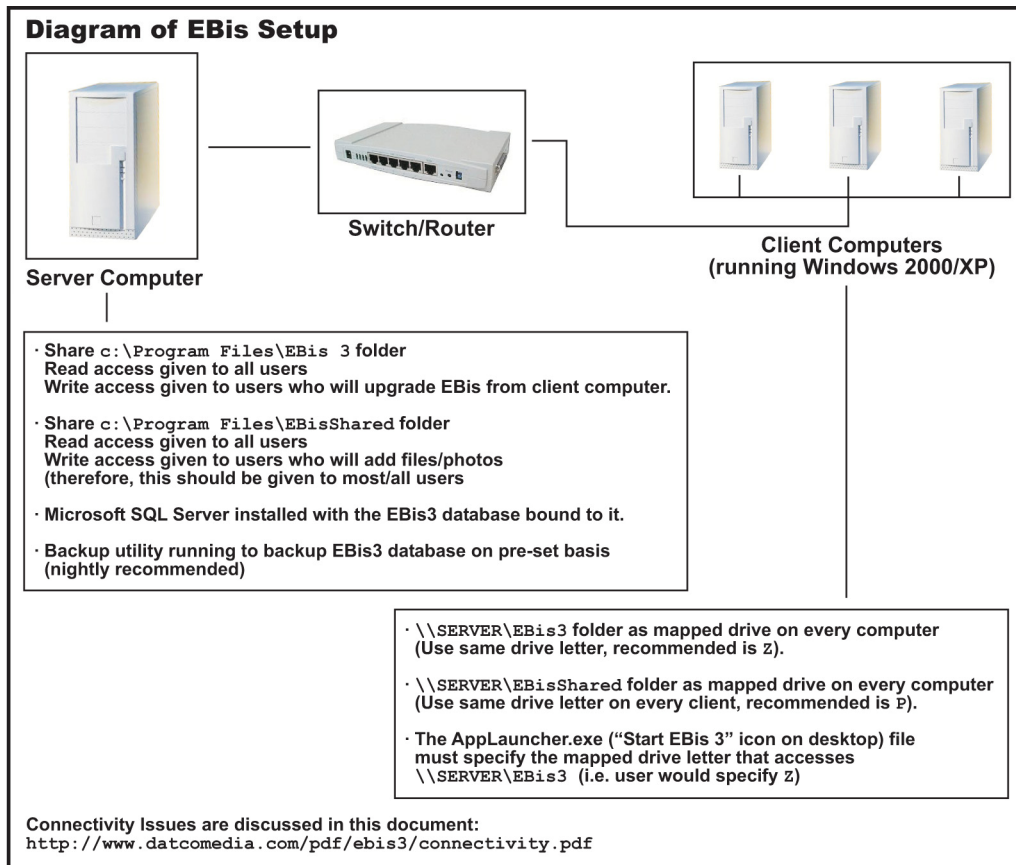
Normally the problems if users aren't being updated with the newest version are:

1) Make sure you are logged into each client computer as the Windows administrator for that computer.

2) The shortcut they are starting EBis with is going directly to the EBis3.exe file. It should go to the: `c:\Program Files\EBis 3 Client\AppLauncher.exe` file. Make sure all users are using a shortcut that points to the AppLauncher.exe file.

3) AppLauncher.exe is pointing to the incorrect or inaccesible location (the mapped drive may not be accessible, etc.). You can check the location by clicking on the `c:\Program Files\EBis 3 Client\AppLauncher.xml` file. If this is incorrect, close and delete this file, and re-run the AppLauncher.exe file to specify a new location.

    Also, make sure that the path specified (such as Z:\) is accessible via "My Computer" or "Windows Explorer".

4) If EBis 3 is being run from the server computer, make sure the server machine is also accessing the EBis via the "AppLauncher.exe" method. You can either map the `\\Server\EBis 3` folder, or select `c:\Program Files\EBis 3` in the AppLauncher setup.

5) Make sure that the newest files are really in the `\\Server\EBis 3` folder. If users are running the application from this folder, the files will be locked because they are in use and are not accessible.

6) Make sure EBis 3 runs (for testing purposes only) from `c:\Program Files\EBis 3` on the server computer. Sometimes the user has an invalid database connection string, which means whenever there is an update the invalid connection information is being sent to all client machines.

Diagram of EBis Setup

Server Computer

Switch/Router

Client Computers
(running Windows 2000/XP)

· **Share** `c:\Program Files\EBis 3` **folder**
  Read access given to all users
  Write access given to users who will upgrade EBis from client computer.

· **Share** `c:\Program Files\EBisShared` **folder**
  Read access given to all users
  Write access given to users who will add files/photos
  (therefore, this should be given to most/all users)

· **Microsoft SQL Server installed with the EBis3 database bound to it.**

· **Backup utility running to backup EBis3 database on pre-set basis**
  (nightly recommended)

· `\\SERVER\EBis3` **folder as mapped drive on every computer**
  (Use same drive letter, recommended is `Z`**).**

· `\\SERVER\EBisShared` **folder as mapped drive on every computer**
  (Use same drive letter on every client, recommended is `P`**).**

· **The AppLauncher.exe ("Start EBis 3" icon on desktop) file**
  must specify the mapped drive letter that accesses
  `\\SERVER\EBis3` **(i.e. user would specify** `Z`**)**

Connectivity Issues are discussed in this document:
`http://www.datcomedia.com/pdf/ebis3/connectivity.pdf`

Connection Issues with SQL 2005/2008, Configuring SQL 2005/2008

www.datcomedia.com/pdf/support/sql2008.pdf

Windows 7 / Vista Client Connection Issues

If you experience:
- Crashes with the 64-bit version
- Connection problems
- Problems receiving the latest files from the server after an upgrade

1. Turn off User Access Control (Start Menu > Control Panel > Action Center > "Change User Account Control Settings" and turn it off)
2. Start EBis using the "Run as Administrator". To do this, right-click on the icon that you start EBis from, select "Properties", then go to "Compatibility" and select "Run this program as an administrator".

After Upgrading – Database Was Not Updated

If the database was not upgraded, it means the UpgradeDB3 was not run. Please do the following:

1) Make sure all users are not in EBis 3.
2) Go to the server computer
3) Go to the c:\Program Files\EBis 3 folder
4) Double-click on the "UpgradeDB3.exe" file.
5) Type in the server information and password and press "Connect".
6) Press the "Upgrade Database Structure" button, and it will perform the necessary upgrades to your database.
7) Once this has been completed, restart EBis on the client computers.

If problems persist, make sure the latest EBis 3 client has been installed on the computer having difficulty, and make sure you have the latest version of EBis.

Migrating the EBis database to a new server

Download and read the PDF file in the zip file:
www.datcomedia.com/download/ebis_migrate.zip

Installing SQL Server 2005 Workgroup, Standard, Enterprise

See: http://www.datcomedia.com/pdf/ebis3/install_sql2005.pdf
These instructions should work with SQL 2008, although the screens may be somewhat different.

No names appear in the drop-down when starting EBis

1. Make sure the correct server information is entered in View > Database Connection Preferences.
2. Make sure **ALL** software firewalls (Norton, Windows, McAfee, etc.) on **ALL** computers are turned **OFF**.
3. See:
   a. www.datcomedia.com/pdf/support/sql2008.pdf
   b. www.datcomedia.com/pdf/ebis3/connectivity.pdf

A user cannot check in items to a Purchase Order

To check in parts, the user must have the following access:

>
> Repair Orders: create parts, edit parts, delete parts
> Work Orders: create parts, edit parts, delete parts
> Master Parts: edit
> Purchase Orders: edit

To check in service items, the user must have the following access:

>
> Repair Orders: general create, general edit
> Work Orders: general create, general edit
> Master Parts: edit
> Purchase Orders: edit

Also, make sure the P/O status is "Ordered".

Manually Backing up EBis Database

From the server computer, start EBis 3 and go to the Admin Menu > Data Admin Functions and select "Backup Database" and press "Execute".

Automatically Backing up EBis Database

To backup EBis (v3415 and later), you can do the following from the server machine.

For Windows 7 (or Vista) users:
1. Go to the Scheduled Tasks option from your Start Menu.
2. Action menu > "Create a New Task".
3. For the name: "EBis Backup".
4. Check "Run whether user is logged in or not".
5. Check "Run with highest privileges".
6. In the Triggers tab, press "New" and specify the desired interval.
7. In the Actions tab, press "New".
8. The action should be "Start a program".
9. Press the "Browse" button and select the c:\Program Files\EBis 3\EBis3.exe file.
10. In the "Add arguments (optional)" field, type in: **backup**
11. Press OK to close the New Action screen.
12. Press OK to save the task.

13. Go to the c:\Program Files\EBis 3 folder.
14. Right-click within the folder and select New > Text Document.
15. Rename the new text file to "**backup_path.txt**".
16. Open up the file and specify where you want the backups to be saved to.
    a. Example:
       Specify C:\EBisBackups to save the files to a folder called "EBisBackups"
17. Save the text file by going to File > Save. Then close the screen.
18. The backup is now setup. Logs are kept in the location where the backups are copied to.
    Please make sure to constantly check that the backup was made.

Clearing the EBis 3 SQL Transaction Log

From EBis 3, go to Admin Menu > Data Admin functions > "Clear Transaction Log" and press "Execute".

Restoring the EBis 3 Database from a SQL Backup

- From the server computer or another computer that has the SQL Query Analyzer or SQL Server Management Studio program on it.
- Go to Start Menu > Run > and type isqlw and press enter
- Enter your server and user information and press OK.
- Copy and paste the below information to the "Query" window.

```
restore database EBis3 from disk = 'c:\EBisBackups\EBisBackupHere.bak'
```

- Once entered, go to Query menu and select "Execute". If the information was entered successfully, your information will be restored.
- Please note that the EBis3 catalog must be bound to SQL Server before this can be run.

The Pricing "Mark-up" Formula for Cost+ Explained

If you have a cost of $10,000, and a mark-up (using the correct way), you would get $1428.57. If you then take 30% back off the part, you would get $10,000, which is the number you started at.

However, if you don't use the markup, and have a cost of $10,000 and use the non-markup calculation to get $13,000.00, if you take 30% off, you would get $9,100.00, which is far less than the number you started from.

You can turn this feature in EBis by going to View > Preferences > Parts tab > More Options tab... and check "Do not use the markup formula". However, I would advise against this, as you will be LOSING money by not using this formula. You can also read more about this formula by doing a search on Google.

Adding Time Overrides... What access is needed?

If they are using technician codes (a code to start/stop the timer):
　　The user account of the technician code entered must allow time overrides and either:

　　1) The user account that entered the technician code has admin access
　　Or
　　2) The technician record (in service tab) must match the username of the inspection code entered

If they are NOT using technician codes (a code to start/stop the timer) :
　　The logged in user account must allow time overrides and either:

　　1)The logged in user account has "change other techs" access
　　Or
　　2) The technician record (in service tab) must match the username of the user logged into the system

What is a "data concurrency" error?

This is an error that occurs when more than one user is accessing the same record (such as a part number) at the same time.

Shipping Costs on Purchase Orders – why does it sometimes add up to more than the original amount?

For rounding purposes, it may add a small amount to the number to makes sure that all shipping is collected. Since it is split up among all parts on the P/O, without this, you could end up only collecting, for example, $12.30 instead of at least the $12.34. So, in some cases, you will collect slightly more than the amount needed. This is a fail-safe built into the system.

And it will not distribute it evenly.

Example:
If you have two parts:

Part #100, qty 1, $50.00, ordered for a W/O
Part #200, qty 1, $10.00, ordered for a W/O

And you have a shipping of $20.00.

For part #100, which was $50.00, and accounts for 83.33% of the invoice (since it's $50 out of the total $60), it will figure out the shipping by calculating $20.00 x (83.33% + 1.00% (to avoid rounding issues where the invoice is not accounted for) = $16.87.

For part #200, will be (($10/$60) + .01) * $20.00 = $3.53. So you end up collecting 16.87 + 3.53 = $20.40 instead of $20.00. The reason we added this extra .01% to it is, without this, people were calling and complaining that they were being shortchanged a few cents in various cases.

Other EBis Related Issues

1. Sending a User Removal Code:

    In EBis 3, go to Help > About EBis, click on "Current Users", double-click on the name stuck in the system, and then press the "Send Msg to DatcoMedia, Requesting Code" button. Then close the "About Screen" and send the message by pressing the "Send Message" button.

    To understand why users get stuck in EBis and how to remove them without a code:
    http://www.datcomedia.com/pdf/ebis3/stuck_users.pdf

2. Sending a Work Order to Look At:

    From the work order, go to Options > "Email Work Order". Then press the "Get Information" button. A message will appear, saying the information is now on your Windows Clipboard. Then go back to your email program, create a new message, put the cursor in the message body, and go to Edit > Paste. Then send the message to the proper user (probably support@datcomedia.com or michael@datcomedia.com).