



## Most Frequently Asked Tech Support Questions

### ORDER-ENTRY

Q: My orders are getting co-mingled with other workstation orders. Why?

A: The Order-Entry system requires unique login names allowing users to have their own private work pages. Make certain the workstation names are spelled correctly in the System Setup, Screen 1, Option #8.

These workstation names must exactly match your login scripts found within Novell user script or Windows user names.

### FILE & RECORD LOCKING



Q: On occasion I get locked out of the system with a system message: "File is in Use by Another Workstation" Why does this happen? Is there a workaround?

A: This is a common question which should make sense when explained. Signature Series programs lock out parts of your system in an effort to protect you from viewing or reporting erroneous data. For example: What if you were viewing an inventory item on your screen with a customer on the phone as you were telling him "Yes, we have that widget in stock and we'll ship it out today". Unknown by you, Jerry in the next room was already invoicing that last item to another customer. Signature Series will safeguard you from running into this problem. If Jerry leaves for lunch with that inventory item displayed on his screen, then every other workstation will be locked out from viewing it. If necessary, you can always make an **emergency exit** by pressing the Ctrl Z buttons. (Hold the Ctrl button down followed by the Z button). HINT> during the busy periods of the day, make certain to stay clear as much as possible the 3 major maintenance programs: Customer, Vendor, & Inventory.



### MODEM

Q: Do I need to install any special drivers to operate the modem?

A: No. All necessary drivers are already installed in the Signature Series software package

Q: What is the system configured for as the Modem's default port, interrupt, & address?

A: COM3, IRQ5, 3E8

### PRINTERS



Q: Do I need to install any special drivers to operate the printers?

A: No. All necessary drivers are already installed in the Signature Series software package

Q: I accidentally printed the wrong report which is 35 pages long. How do I stop it?

A: Shut-off the printer and escape from the program and perform the following:

Windows: Click onto the Start Button, Settings, & Printer. Click on the printer icon routed to the print job in use.

R-click on the job found in the window and press the delete button.

Novell: Select "Cancel Print Job" from the Menu-Master screen. Select the proper Print Queue. Delete the print job.

Q: We have many workstations. Is it OK to print at the same time, or do we have to wait until others are finished?

A: No, everyone can print at the exact same instant. Your document is first spooled to a file and then de-spooled after the previous job is printed. It's all on a first come first serve basis.

If you have any additional questions, feel free to contact your dealer or sales representative.